

Evallib Plugins

browvar.dll - An evallib plugin that supports the XrxGetVar routine in the browser.

Named Expressions

ShowAll = streq(GetBrowserVar('All_var'),'TRUE')
Causes all hidden/struck text to display normally

NotShowAll = streq(GetBrowserVar('All_var'),'FALSE')

LanguageIsEnglish = or(streq(GetBrowserVar('ENGLISH'),'TRUE'),eval('ShowAll'))

LanguageIsFrench = or(streq(GetBrowserVar('FRENCH'),'TRUE'),eval('ShowAll'))

LanguageIsItalian = or(streq(GetBrowserVar('ITALIAN'),'TRUE'),eval('ShowAll'))

LanguageIsGerman = or(streq(GetBrowserVar('GERMAN'),'TRUE'),eval('ShowAll'))

LanguageIsSpanish = or(streq(GetBrowserVar('SPANISH'),'TRUE'),eval('ShowAll'))

Browser Variables

All_var () = FALSE
Selections are: TRUE | FALSE

AllModules_var () = FALSE
Selections are: TRUE | FALSE

ENGLISH () = TRUE

FRENCH () =

ITALIAN () =

GERMAN () =

SPANISH () =

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Book Configuration

PURPOSE

This procedure can be utilized to set certain browser variables. These variables are used in the EDOC to display pertinent information or hide information not applicable to the present configuration.

Languages

Select a language or languages in which to display **Warnings**

Choices

- English
- Français (French)
- Italiano (Italian)
- Deutsch (German)
- Español (Spanish)

Results

WARNING

English Warnings will be displayed.

Les avis de DANGER sont affichés en français.

I messaggi di pericolo verranno visualizzati in italiano.

Es werden Warnhinweise in Deutsch angezeigt.

Se mostrarán avisos en Español.

AltaLink® C8070 Family Service Documentation

Service Documentation

AltaLink® C8070 Family Service Documentation

705P01392

Initial Issue

5/1/2017

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Changes are periodically made to this document. Changes, technical inaccuracies, and typographic errors will be corrected in subsequent editions.

CAUTION

This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions documentation, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to subpart B of part 15 of FCC rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference in which case the user, at his own expense, will be required to correct the interference.

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About this Manual

This Service Manual is part of the multinational documentation system for this copier/printer. The Service Documentation is used in order to diagnose machine malfunctions, adjust components and has information which is used to maintain the product in superior operating condition. It is the controlling publication for a service call. Information on its use is found in the Introduction of the Service Documentation.

This manual contains information that applies to **USSG (XC) and ESG (XE)** configurations.

Service Manual Revision

The Service Manual will be updated as the machine changes or as problem areas are identified.

Organization

The titles of the sections and a description of the information contained in each section are contained in the following paragraphs:

Section 1 Service Call Procedures

This section contains procedures that determine what actions are to be taken during a service call on the machine and in what sequence they are to be completed. This is the entry level for all service calls.

Section 2 Status Indicator RAPs

This section contains the diagnostic aids for troubleshooting the Fault Code and non-Fault Code related faults (with the exception of image quality problems).

Section 3 Image Quality

This section contains the diagnostic aids for troubleshooting any image quality problems, as well as image quality specifications and image defect samples.

Section 4 Repairs/Adjustments

This section contains all the Adjustments and Repair procedures.

Repairs

Repairs include procedures for removal and replacement of parts which have the following special conditions:

When there is a personnel or machine safety issue.

When removal or replacement cannot be determined from the exploded view of the Parts List.

When there is a cleaning or a lubricating activity associated with the procedure.

When the part requires an adjustment after replacement.

When a special tool is required for removal or replacement.

Use the repair procedures for the correct order of removal and replacement, for warnings, cautions, and notes.

Adjustments

Adjustments include procedures for adjusting the parts that must be within specification for the correct operation of the system.

Use the adjustment procedures for the correct sequence of operation for specifications, warnings, cautions and notes.

Section 5: Parts Lists

This section contains the Copier/Printer Parts List.

Section 6: General Procedures/Information

This section contains General Procedures, Diagnostic Programs, and Copier/Printer Information.

Section 7: Wiring Data

This section contains drawings, lists of plug/jack locations, and diagrams of the power distribution wire networks in the machine. Individual wire networks are shown in the Circuit Diagrams contained in Section 2. This section also contains the Block Schematic Diagrams.

How to Use this Documentation

The Service Call Procedures in Section 1 describe the sequence of activities used during the service call. The call **must** be entered using these procedures.

Use of the Block Schematic Diagrams

Block Schematic Diagrams (BSDs) are included in Section 7 (Wiring Data) of the Service Manual. The BSDs show the functional relationship of the electrical circuitry to any mechanical, or non-mechanical, inputs or outputs throughout the machine. Inputs and outputs such as motor drive, mechanical linkages, operator actions, and air flow are shown. The BSDs will provide an overall view of how the entire subsystem works.

It should be noted that the BSDs no longer contain an Input Power Block referring to Chain 1. It will be necessary to refer to the Wirenets in order to trace a wire back to its source.

Symbology and Nomenclature

The following reference symbols are used throughout the documentation.

Warnings, Cautions, and Notes

Warnings, Cautions, and Notes will be found throughout the Service Documentation. The words **WARNING** or **CAUTION** may be listed on an illustration when the specific component associated with the potential hazard is pointed out; however, the message of the **WARNING** or **CAUTION** is always located in the text. Their definitions are as follows:

WARNING

A Warning is used whenever an operating or maintenance procedure, a practice, condition, or statement, if not strictly observed, could result in personal injury.

CAUTION

A Caution is used whenever an operating or maintenance procedure, a practice, condition, or statement, if not strictly observed, could result in damage to the equipment.

NOTE: A Note is used whenever it is necessary to highlight an operating or maintenance procedure, practice, condition, or statement.

Machine Safety Icons

The following safety icons are displayed on the machine:



Figure 1 Customer Access Label

This symbol indicates that a surface can be hot. Use caution when reaching in the machine to avoid touching the hot surfaces.



Figure 2 Heated Surface Label

Danger label indicates where electrical currents exist when the machine is closed and operating. Use caution when reaching in the machine.



Figure 3 Shock Hazard Label

These symbols indicate components that may be damaged by Electrostatic Discharge (ESD).



Figure 4 ESD warning Label

Electrostatic Discharge (ESD) Field Service Kit

The purpose of the ESD Protection Program is to preserve the inherent reliability and quality of electronic components that are handled by the Field Service Personnel. This program is being implemented now as a direct result of advances in microcircuitry technology, as well as a new acknowledgment of the magnitude of the ESD problem in the electronics industry today.

This program will reduce Field Service costs that are charged to PWB failures. Ninety percent of all PWB failures that are ESD related do not occur immediately. Using the ESD Field Service Kit will eliminate these delayed failures and intermittent problems caused by ESD. This will improve product reliability and reduce callbacks.

The ESD Field Service Kit should be used whenever Printed Wiring Boards or ESD sensitive components are being handled. This includes activities like replacing or reseating of circuit boards or connectors. The kit should also be used in order to prevent additional damage when circuit boards are returned for repair.

The instructions for using the ESD Field Service Kit can be found in ESD Field Service Kit Usage in the General Procedures section of the Service Documentation.

Illustration Symbols

Figure 5 shows symbols and conventions that are commonly used in illustrations.

REFERENCE SYMBOLOGY

Test data, notes, adjustments, and parts lists are supportive to the BSD and RAP information. This supportive data is referenced, using the symbols shown in the following paragraphs:


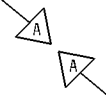

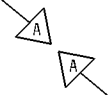

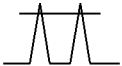


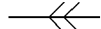
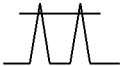

TEST DATA	 <p>This symbol appears on the BSD whenever a test data reference is necessary in order to verify the presence of a signal.</p>	TEST POINTS	 <p>This symbol is used to identify a test point/test hole available for measuring a signal.</p>	[X-XXX]	<p>This symbol placed above a signal name on a BSD indicates the input or output component control code for that signal.</p>
NOTES	 <p>This symbol is used to refer to notes. The notes normally appear on the same page.</p>	BSD GRAPHICS	 <p>This symbol indicates the continuation of a signal line in a vertical direction.</p>	[X-XXX] [X-XXX]	<p>This symbol placed above a signal name on a BSD indicates that two component control codes (an output and an input) are required to check that signal.</p>
ADJUSTMENTS	 <p>This symbol refers to adjustments on the Service Data Section.</p>	 <p>This symbol indicates the continuation of a signal line in a horizontal direction.</p>	 <p>This symbol indicates the direction of signal flow.</p>	[X-XXX/X-XXX]	<p>This symbol placed above a signal name on a BSD indicates component control codes for two components, in this example, two Paper Trays. The left hand code is for Paper Tray 1, and the right hand code is for Paper Tray 2.</p>
PARTS LISTS	 <p>This symbol refers to a parts list on the Service Data Section. PL indicates that this is a parts list reference and, in this example, the exploded view drawing is on Parts List 2-XX. Parts list reference appear on the BSDs next to all replaceable parts shown on the diagram.</p>	 <p>This symbol indicates a feedback signal.</p>	 <p>This symbol is used to show a twisted pair of wires.</p>	[X-XXX]	 <p>The Flag symbol indicates a reference point into a Circuit Diagram from a RAP. Instructions will be given to check for an open circuit, a short circuit, or an intermittent condition</p>

Figure 5 Illustration Symbols

Signal Nomenclature

Refer to [Figure 6](#) for an example of Signal Nomenclature used in Circuit Diagrams and BSDs.

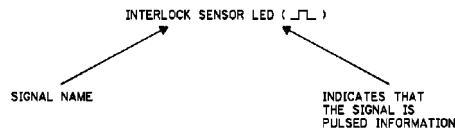
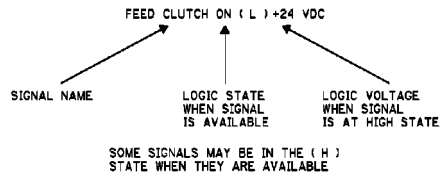


Figure 6 Signal Nomenclature

Voltage Measurement and Specifications

Measurements of DC voltage must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure. All measurements of AC voltage should be made with respect to the adjacent return or ACN wire.

Table 1 Voltage Measurement and Specifications

VOLTAGE	SPECIFICATION
INPUT POWER 220 V	198 VAC TO 242 VAC
INPUT POWER 100 V	90 VAC TO 135 VAC
INPUT POWER 120 V	90 VAC TO 135 VAC
+5 VDC	+4.75 VDC TO +5.25 VDC
+24 VDC	+23.37 VDC TO +27.06 VDC

Logic Voltage Levels

Measurements of logic levels must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure.

Table 2 Logic Levels

VOLTAGE	H/L SPECIFICATIONS
+5 VDC	H= +3.00 TO +5.25 VDC L= 0.0 TO 0.8 VDC
+24 VDC	H= +23.37 TO +27.06 VDC L= 0.0 TO 0.8 VDC

DC Voltage Measurements in RAPs

The RAPs have been designed so that when it is required to use the DMM to measure a DC voltage, the first test point listed is the location for the red (+) meter lead and the second test point is the location for the black meter lead. For example, the following statement may be found in a RAP:

There is +5 VDC from TP7 to TP68.

In this example, the red meter lead would be placed on TP7 and the black meter lead on TP68.

Other examples of a statement found in a RAP might be:

- **There is -15 VDC from TP21 to TP33.**
- **-15 VDC is measured between TP21 and TP33.**

In these examples, the red meter lead would be placed on TP21 and the black meter lead would be placed on TP33.

If a second test point is not given, it is assumed that the black meter lead may be attached to the copier frame.

Translated Warnings

All translated warnings for this documentation are located at point-of-need.

1 Service Call Procedures

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Service Call Procedures

Service Strategy

The service strategy for the AltaLink Copier/Printers is to perform any High Frequency Service Item (HFSI) actions before attempting to repair any problems. Some problems will be corrected by this strategy without the need to diagnose them. The Repair Analysis Procedures (RAPs) will be used for any remaining problems.

Problems that occur in the Basic Printer mode will be repaired before problems that occur when using the accessories.

Image Quality problems should be repaired after all other problems are repaired.

Service Call Procedures

The **Service Call Procedures** are a guide for performing any service on this machine. The procedures are designed to be used with the Service Manual. Perform each step in order.

Initial Actions

The Initial Actions gather information about the condition of the machine and the problem that caused the service call.

Call Flow

Call Flow summarizes the sequence of the Service Call Procedures.

Detailed Maintenance Activities

This section provides the information needed to perform the dC135 High Frequency Service Item (HFSI) actions.

Cleaning Procedures

The cleaning procedures list what needs to be cleaned at each service call.

Final Actions

The Final Actions will test the copier/printer and return it to the customer. Administrative activities are also performed in the Final Actions.

Initial Actions

Purpose

The purpose of the Initial Action section of the Service Call Procedures is to determine the reason for the service call and to identify and organize the actions which must be performed.

Procedure

NOTE: If a fault code is displayed initially or at any time during execution of Initial Actions, go to that fault code RAP and repair the fault. If the fault code does not appear in the fault code listing for the C8070F listing, or if the fault is for one of the following chains, refer to the service documentation for the accessory:

- For Chains 311, 312, 313, or 324, the problem may be in a finishing accessory.
- For Chains 324, 378 or 389 the problem may be in a feeding accessory.

When all faults have been resolved, return to Initial Actions and continue.

1. Gather the information about the service call and the condition of the copier/printer.
 - a. Question the operator(s). Ask the customer if the problems are related to Xerox Secure Access. Ask about the location of most recent paper jams. Ask about the image quality and the copier/printer performance in general, including any unusual sounds or other indications.
 - b. After informing the customer, disconnect the machine from the customer's network.
 - c. Check that the power cords are in good condition, correctly plugged in the power source, and free from any defects that would be a safety hazard. Repair or replace the power cords as required. Check that the circuit breakers are not tripped.
 - d. If the machine appears to be inoperative, go to [Call Flow](#) and repair the problem. Then continue below.
 - e. Inspect any rejected copies. Inquire as to, or otherwise determine, the paper quality and weight. The specified papers for optimum image quality with this machine are 24 lb. Xerox Color Xpressions Plus (XC) or 90 gsm Colortech + (XE). Look for any damage to the copies, oil marks, image quality defects, or other indications of a problem.
 - f. Record the billing meter readings.
 - g. Enter [UI Diagnostic Mode](#).
 - h. View CRU/HFSI Activity (see [dC135](#))
 - i. Determine what HFSI action is required based on the customer output volume. Refer to the [Detailed Maintenance Activities \(CRU/HFSI\)](#) section for the detailed HFSI information. Record any items that require action.
 - j. Access [UI Diagnostic Mode](#). Select the Service Information button and use [dC120](#) Fault Counters and [dC122](#) Fault History to display fault information. Classify this information into categories and record the appropriate fault codes:
 - Information that is related to the problem that caused the service call.
 - Information that is related to secondary problems.
 - Information that does not require action, such as a single occurrence of a problem.
 - k. Check the Service Log for any recent activities that are related to the problem that caused the service call or any secondary problem.
2. Perform any required HFSI activities identified above. Refer to [Detailed Maintenance Activities \(CRU/HFSI\)](#).

3. Exit diagnostics. Try to duplicate the problem by running the same jobs that the customer was running.
4. Go to [Call Flow](#).

Call Flow

This procedure should be performed at every service call.

Initial Actions

Ask the operator about the problem. If the problem appears to be related to operator error, or an attempt to perform a job outside of the machine specifications, assist the customer in learning the correct procedure.

Procedure

NOTE: If the product name displayed on the UI is shown as XXXXX-XXXXX go to [No-Run RAP](#)

NOTE: If customers cannot access machine functions because Xerox Secure Access is not functioning properly go to the [OF 18-1 RAP](#) to repair the problem, then return here and continue.

NOTE: If customers are having problems using an optional external device such as an External Keyboard, RFID, or NFC, that uses a USB port to connect to the machine, go to the [OF16-0 USB External Option RAP](#) to repair the problem, then return here and continue.

NOTE: If a fault code is displayed initially or at any time during execution of Call Flow, go to that fault code RAP and repair the fault. If the fault code does not appear in the fault code listing for the C8070F listing, or if the fault is for one of the following chains, refer to the service documentation for the accessory:

- For Chains 311, 312, 313, or 324, the problem may be in a finishing accessory.
- For Chains 324, 378 or 389 the problem may be in a feeding accessory.

When all faults have been resolved, return to Call Flow and continue.

Switch on the Main Power Switch, then press the UI Power Button. **The machine comes to a Ready condition.**

Y N
 | Go to the [Machine Not Ready RAP](#).

An unresettable machine status message appears on the UI.

Y N
 | **The reported problem occurs in Print Mode ONLY.**

Y N
 | Place the Color Test Pattern on the Document Glass. Make a copy from each paper tray. **The Copier/Printer can copy from all trays.**

Y N
 | Access UI Diagnostics ([UI Diagnostic Mode](#)). Select the Service Information button and use [dC120](#) Fault Counters and [dC122](#) Fault History to display fault information. **A fault code related to the problem is displayed.**

Y N
 | **The problem is related to a specific paper tray (for example, erroneous "Tray X out of Paper" message).**

Y N
 | For intermittent problems, Go to [GP 23](#).

A B C D E

A B C D E

Enter **UI Diagnostic Mode**. Select the Diagnostics button. Use **dC612 Test Patterns** and print Test Pattern 1 from the suspect tray. When a fault is declared, go to the RAP for that fault code.

Go to the RAP for the displayed fault.

Place two originals into the DADF and program a duplex job. **The Copier/Printer can copy from the DADF.**

Y N

A fault code is displayed.

Y N

Check the DADF Document Sensors for debris or damage. Check the mechanical drives and Feed Rolls for contamination, wear, damage, or binding.

Go to the RAP for the displayed fault code.

Check the image quality in the Basic Copier Mode:

- Select a tray that is loaded with 11 X 17 or A3 paper.
- Select the following parameters (Table 1):

Table 1 Basic Copier Mode Settings

Tab	Item Name	Sub-Item Name	Setting
Copy	Output Color	-	Auto Detect
Copy	Reduce/Enlarge...	Preset	Auto %
Image Quality	Original Type...	Content Type	Photo and Text
Image Quality	Original Type...	How Original was Produced	Printed Original
Image Quality	Image Options...	Lighten/Darken	Normal
Image Quality	Image Options...	Sharpness	Normal
Image Quality	Saturation	-	Normal
Image Quality	Image Enhancement...	Background Suppression	Off
Image Quality	Image Enhancement...	Contrast: Manual Contrast	Normal
Image Quality	Color Presets...	-	Off
Image Quality	Color Balance...	-	Normal
Layout Adjustment	Image Shift...	-	Off

- Run four copies of the Color Test Pattern.

The Image Quality of the copies produced is acceptable.

Y N

Go to the **IQ1 Image Quality Entry** RAP.

Go to **Cleaning Procedures**.

The problem is with wireless printing.

A

Y N

The problem occurs in all print jobs.

Y N

If the problem is specific to a single application or group of applications, ensure that current drivers are loaded. If the problem persists, escalate the call to the Customer Support Center.

Go to **GP 7 (Network Printing Simulation)** and send a print job. **An acceptable print is produced.**

Y N

- verify machine settings
- reload system software
- replace the Hard Drive (**PL 35.2**).
- replace the SBC PWB (**PL 35.2**).

The problem is in the customer network or the setup. Check the following:

- Ensure that the Static IP/DHCP setting matches the customer's network
- Verify that the IOT IP address is correct.

When resolved, go to **Final Actions**.

Go to **OF 19 Wireless Connectivity** RAP.

The message is related to xerographics (Drum Cartridge Error, Replace Toner).

Y N

Go to the **Unresettable Machine Status Messages**.

Go to the **Xerographic Messages** RAP.

Detailed Maintenance Activities (CRU/HFSI)

Procedure

1. Clean the ADC Sensor and LPH lenses on every call.
2. Refer to the [dC135 CRU/HFSI listing](#) viewed during [Initial Actions](#).

NOTE: The [dC135 CRU/HFSI listing](#) includes several items that do not require maintenance. Disregard any items not listed in [Table 1](#).

NOTE: The CRU/HFSI listing in [dC135](#) may list items in accessories that require maintenance, but that are not listed in [Table 1](#). Refer to the service documentation for the accessories for more information.

3. Perform the Service Actions in [Table 1](#) for any High Frequency Service Item (HFSI) counters that are over threshold or approaching the threshold. Using the customer's output volume numbers (high, medium, or low volume), evaluate which CRU/HFSI actions should be performed now to avoid an additional service call in the near future.

4. Refer to [Cleaning Procedures](#) for detailed cleaning instructions.
5. After servicing a CRU/HFSI, enter Diagnostics ([UI Diagnostic Mode](#)).
 - Under Service Information, select [dC135 CRU/HFSI](#).
 - Select the CRU/HFSI item from the list and select **Reset**.
 - To change the threshold, perform the following:
 - Select the CRU/HFSI item from the list and select **Edit Life**.
 - Touch New Value and type in the new value.
 - Select **Save** button (the button with the down arrow on it in the upper right corner of the window) to save the new threshold value.
6. After performing all required service, return to [Initial Actions](#).

Table 1 High Frequency Service Items

Name	Service Action to be performed	Threshold
Second Bias Transfer Roller	Replace the 2nd Bias Transfer Roll (PL 14.1) CRU - customer resets counter with button on UI (09-663) NOTE: Customer can reset counter to clear "replace now" message without replacing component	Total length converted to A4 equivalent; A4 = 100
Fuser	Replace the Fuser (PL 7.1) Counter automatically clears when new Fuser is installed	360,000 Area conversion, with A4L = 100 counts/sheet, 8.5x11 = 96 counts/sheet, 11x17 = 193 counts/sheet, A3 = 200 counts/sheet, etc.
Transfer Belt Cleaner	Replace the Transfer Belt Cleaner (PL 6.1) CRU - customer resets counter with button on UI (09-662) NOTE: Customer can reset counter to clear "replace now" message without replacing component	18,300,000 Total length converted to A4 equivalent; A4 = 100
Tray 1 Feed Roll	Replace the Feed, Nudger, and Retard Rolls (PL 9.5).	300K sheets fed
Tray 2 Feed Roll	Replace the Feed, Nudger, and Retard Rolls (PL 11.8 for TTM or PL 10.4 for 3TM).	300K sheets fed
Tray 3 Feed Roll	Replace the Feed, Nudger, and Retard Rolls (PL 11.10 for TTM or PL 10.4 for 3TM).	300K sheets fed
Tray 4 Feed Roll	Replace the Feed, Nudger, and Retard Rolls (PL 11.12 for TTM or PL 10.4 for 3TM).	300K sheets fed
MSI Feed Roll	Replace the Feed and Nudger Rolls (PL 13.3) and the Retard Roll and Bottom Pad (PL 13.4).	50K sheets fed
Developer Housing (C)	Replace Cyan Developer Housing PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
Developer Housing (K)	Replace Black Developer Housing PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
Developer Housing (M)	Replace Magenta Developer Housing PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
Developer Housing (Y)	Replace Yellow Developer Housing PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
Developer (C)	Replace Cyan Developer PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size

Table 1 High Frequency Service Items

Name	Service Action to be performed	Threshold
Developer (K)	Replace Black Developer PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
Developer (M)	Replace Magenta Developer PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
Developer (Y)	Replace Yellow Developer PL 5.2	480,000 increments by 1 for A4/letter size or smaller; by 2 for longer than letter size
IBT Belt Assembly	Replace the IBT Belt Assembly (PL 6.1)	480,000 Total length converted to A4 equivalent; A4 = 100
Document Feeder Feed Roller	Replace the Feed, Nudger, and Retard Rolls (PL 55.12)	300,000

Cleaning Procedures

Purpose

The purpose is to provide cleaning procedures to be performed at every call.

Procedure

CAUTION

Do not use any solvents unless directed to do so by the Service Manual.

General Cleaning

Use a dry lint free cloth or a lint free cloth moistened with water for all cleaning unless directed otherwise by the Service Manual. Wipe with a dry lint free cloth if a moistened cloth is used.

1. Feed Components (Rolls and Pads)

Use a dry lint free cloth or a lint free cloth moistened with water. Wipe with a dry lint free cloth

2. LPH

Use the cleaning plates to clean the LPH windows (follow the procedure in the User Guide).

3. Toner Dispense Units

Vacuum the Toner Dispense units.

4. Jam Sensors

Clean the sensors with a dry cotton swab.

5. Transfer Belt Cleaning

Check the Transfer Belt surface and wipe with a dry lint free cloth. If the surface is excessively dirty, replace the Transfer Belt (PL 6.3).

Do not rub the Transfer Belt Cleaning Blade. If it is necessary to clean the blade, use a soft brush or dry swab to brush away contamination. Rubbing will remove the protective coating on the blade.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

6. Fuser Components (best cleaned when hot)

Switch off the power. Allow the Fuser to cool enough so that it does not present a burn hazard.

Wipe with a lint free cloth.

7. Scanner

- a. Switch off the power.
- b. Using the optical Cleaning Cloth, clean the front and rear of the Document Glass, Document Cover, White Reference Strip, Reflector, and Mirror.
- c. Clean the Exposure Lamp with a clean cloth and Film Remover.
- d. Clean the Lens with Lens and Mirror Cleaner and lint free cloth.

8. DADF

Check the paper path for debris or damage. Clean the rolls with a clean cloth and Film Remover as required.

9. Finisher

Check the paper path for debris or damage. Clean the Finisher with a dry lint free cloth.

10. HCF

- Check the paper path for debris or damage. Clean the HCF with a dry lint free cloth.
11. Go to [Final Actions](#).

Final Actions

Purpose

The intent of this procedure is to be used as a guide to follow at the end of every service call.

Procedure

1. Ensure that the exterior of the copier/printer and the adjacent area are clean. Use a dry cloth or a cloth moistened with water to clean the copier/printer. Do not use solvents.
2. Check the supply of consumables. Ensure that an adequate supply of consumables is available according to local operating procedures.
3. Conduct any operator training that is needed. Ensure that the operator understands that the Automatic Gradation Adjustment procedure in the User Guide should be used to calibrate the colors.
4. Complete the Service Log (for blank copy, see Library).
5. Perform the following steps to make a copy of the Demonstration Original for the Customer:
 - a. Load Tray 1 with 8.5 x 11" (A4) or 11 x 17" (A3) paper.
 - b. Place the Color Test Pattern on the glass with the short edge of the test pattern registered to the left edge of the glass. Select Tray 1 and make a single copy.
 - c. Print out the Machine Settings (Configuration Report). Store this report with the service log in Tray 1.
 - d. Ask the customer to verify the Print and Scan functions.
 - e. Present the copies to the customer.
6. Reconnect the machine to the customer network. Verify function.
7. Issue copy credits as needed.
8. Discuss the service call with the customer to ensure that the customer understands what has been done and is satisfied with the results of the service call.

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302-302 Flash Rewrite Failure

Flash Rewrite Failure

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off and On

Procedure

Perform the following in order:

1. Reload SW using [GP 9](#)
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-306 Flash Erase Failure

Flash Erase Failure

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off and On

Procedure

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-308 Flash Download Failure

Flash Download Failure

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off and On

Procedure

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-312 Application SW Checksum Failure

Application SW Checksum Failure

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off and On

Procedure

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-315 Service Registry Bad Data

Service Registry Bad data / Corrupted

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-316 Service Registry Not Responding

SRS returns to UI “invalid fields, invalid data, or missing data”

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-317 Service Registry Not Responding

UI gets no response from SRS

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#)).
3. Replace the SBC PWB ([PL 35.2](#))

302-320 UI Data Time Out Error

A software error has occurred. User intervention is required to Power Off/Power On the machine. Printing may be disabled.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following in order:

1. Power Off and On
2. Reload SW using [GP 9](#)
3. Go to the [303-347](#) UI Communication Fault

302-321 XEIP Browser Dead

XEIP Browser Dead

NOTE: Set by the XUI when the XEIP browser does not respond or is known to be dead.

Procedure

Perform the following in order:

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Power Off and On
2. Reload software via AltBoot (GP 9).
3. Replace the Hard Drive (PL 35.2).
4. Replace the SBC PWB (PL 35.2)

302-380 UI Communication Fault

BSD-ON:[BSD 3.4 PWB Communication \(4 of 9\)](#)

Communication via H-H USB netpath connection between SBC and UI panel is not working

Procedure

Perform the following in order:

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Power Off and On
2. Reload SW using GP 9.
3. Use [BSD 3.4 PWB Communication \(4 of 9\)](#) to troubleshoot the problem.
4. Replace the USB Cable (PL 1.7).
5. Replace the Hard Drive (PL 35.2).
6. Replace the SBC PWB (PL 35.2). If replacing the SBC PWB does not resolve the problem, install the original SBC PWB.

302-381 UI Communication Fault

Communication via USB connection between CC and UI panel is not working.

Procedure

Go to [302-380](#) UI Communication Fault RAP

302-390 Power Up Fault

During power up all configurable services have not achieved a stable state after 5 minutes from power up.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Procedure

Go to the [Machine Not Ready](#) RAP.

303-306 Downgrade Not Permitted

Downgrade not permitted. A Customer upgrade was attempted, which would result in a downgrade, which is not allowed.

Procedure

If a downgrade is required by the customer perform the downgrade using [GP 9](#). If not, switch off and then switch on the machine.

303-307 Upgrade Synchronization Failure

SW Upgrade Synchronization Failure. Customer or CSE tried to perform upgrade resulting in a SW Upgrade Synchronization problem.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power off and power on the machine.

Procedure

Perform the following in order:

1. Check connections and cables and perform Software Upgrade again using Altboot in [GP 9](#).
2. If the upgrade fails again, use Altboot to reload the SW version that existed on the machine prior to attempting the upgrade.
3. If the previous version loads correctly, download the upgrade SW again, verify that the files are correct for the machine, and attempt the upgrade using different media.
4. Replace the Hard Drive ([PL 35.2](#)).
5. Replace the SBC PWB ([PL 35.2](#)). If this fails to resolve the problem, reinstall the original SBC PWB and call service support.

303-316 CCM Cannot Communicate with IOT

BSD-ON:[BSD 3.5 PWB Communication \(5 of 9\)](#)

Controller cannot communicate with IOT.

Scanning and FAX are available, printing and copying are disabled.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. If the problem continues, perform a Forced Altboot using [GP 9](#).

Check the following PWBs and components for electrical or mechanical problems that could cause poor connection. Clean, reseal, or replace as required:

- SBC PWB to the BP PWB
- MDM PWB to BP PWB
- MCU-PF PWB to MDM PWB
- EEPROM on the MDM PWB

If this does not resolve the problem replace the following in order:

1. Replace the MCU-PF PWB ([PL 18.2](#))
2. Replace the MDM PWB ([PL 18.2](#))
3. Replace the BP PWB ([PL 18.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

303-317 IOT NVM Save Failure

IOT NVM Save Failure

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **Fault Code 303-317 is still declared.**

Y N

If intermittent performance is suspected, inspect the MDM PWB, and SBC SD Card for loose connections or any obvious electrical/mechanical cause for malfunction.

This fault can be caused by IOT software corruption or a software version mismatch between the IOT module and the rest of the software:

- If the fault occurred after replacing the MDM PWB, it is probably a software mismatch; perform a Software Upgrade ([GP 9](#)).
- If the fault is unrelated to MDM replacement it may be corrupt software; perform a Forced Upgrade.

If this does not resolve the problem replace the following in order,

1. Replace the MDM PWB ([PL 18.2](#)).
2. Replace the SBC SD Card ([PL 35.2](#)).
3. Replace the Hard Drive ([PL 35.2](#)).
4. Replace the SBC PWB ([PL 35.2](#)).

303-318 IOT NVM Init Failure

IOT NVM Init Failure

Initial Actions

- Disconnect any Foreign Interface devices.
- Obtain all of the following information:
 - Saved Machine Settings, if possible.
 - NVM value factory setting report (typically it is located in the Tray 1 pocket)
 - Any customer setting Auditron account from the system administrator
 - Any setting changes (specifically NVM settings) shown on the machine's service log.
 - Any customer settings in the Tools mode.
- If possible, save Critical NVM (dC361).

Procedure

Perform dC301 NVM Initialization for the IOT.

After the initialization is complete, use the data accumulated in **Initial Actions** to restore the machine to its previous configuration.

303-319 IOT NVM Restore Failure

IOT NVM Restore Failure

Procedure

Perform dC361 NVM Restore for the IOT Critical NVM.

If this does not resolve the problem replace the following in order,

1. Replace the MDM PWB (PL 18.2).
2. Replace the SBC SD Card (PL 35.2).
3. Replace the Hard Drive (PL 35.2).
4. Replace the SBC PWB (PL 35.2).

303-320 Incompatible Product Type

Incompatible Product Type. SW Upgrade Aborted due to incompatible product type - software set does not match hardware.

Procedure

Perform [GP 9](#) Software Upgrade with the correct Software module or select the correct.dlm file using the Web UI to upgrade the machine.

303-324 Software Upgrade File Transfer Failure

SW Upgrade File Transfer failure

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power off and power on the machine.

Procedure

Perform the following in order:

1. Check connections and cables and perform SW Upgrade again using Altboot in [GP 9](#).
2. Download the upgrade SW again, verify that the files are correct for the machine, and attempt the upgrade using different media.
3. Replace the Hard Drive ([PL 35.2](#)).
4. Replace the SBC PWB ([PL 35.2](#)). If this fails to resolve the problem, reinstall the original SBC PWB and call service support.

303-325 Wall Clock Time-out During Power Up

System detects that the Wall Clock has not incremented within 1.5 seconds during Power On.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power OFF and then ON.

If the problem continues, call service support for assistance.

303-326 Upgrade is not Required

Upgrade not required, since the SW Upgrade version is the same as the SW version on the machine.

Procedure

If a software reinstallation is required, perform [GP 9](#) Forced Altboot.

303-327 Upgrade Failure

Upgrade Failed. this problem could be caused by an internal timing issue (Front side BUS speed set incorrectly), hardware error, user error and others.

Initial Actions

Check connections and reseal SBC PWB, MDM PWB, MDS PWB, and MCU-PF PWB and attempt another upgrade using GP 9 Forced Altboot for the system or platform that failed.

Procedure

The problem is still present:

Y N
| Return to Service Call Procedures.

Call service support for assistance.

303-329 Upgrade Request During Diagnostics

Upgrade request received during active diagnostics.

Procedure

Exit Diagnostics and perform GP 9 Software Upgrade.

303-330 Upgrade Request During Active Security Feature

Upgrade request received during active Security function.

Procedure

Wait until Security function (Image Overwrite) is completed and perform [GP 9](#) Software Upgrade.

303-331 Communication Fault With NC

Main controller board cannot communicate with Network Controller and unable to reestablish communications for 12 minutes. This problem could be caused by loose connections or improperly seated PWBs.

Procedure

The printer is currently busy. Normal operations should resume momentarily. SBC will continue to try to re-establish communication for 12 minutes.

If the fault persists, go to [303-332](#) .

303-332 NC Communications Timeout

CCS unable to reestablish communication with the Network Controller for 12 minutes. This problem could be caused by loose connections or improperly seated PWBs.

Procedure

Reseat PWBs on the SBC (Riser PWB, Fax PWB (if installed) and Memory PWBs). **The problem continues.**

Y N

Return to [Service Call Procedures](#).

Go to the [Machine Not Ready RAP](#).

303-338 Main Controller Has Been Reset

CCS has been reset; either the watch dog timer timed out or the application SW wrote to an illegal address.

Initial Actions

Check that the customer does not have another device configured with the same IP address.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on.

Perform [dC361](#) to restore NVM.

If the problem continues, perform [GP 9](#) SW upgrade.

303-346 Communication fault with UI

The SBC is unable to reestablish communication with the UI after 30 seconds.

Procedure

Go to the [303-347](#).

303-347 UI Communication Fault

BSD-ON: [BSD 3.4 PWB Communication \(4 of 7\)](#)

The SBC cannot communicate with UI PWB.

If communication is not reestablished within 30 seconds, fault code 303-346 will be declared.

NOTE: *The UI will not display this fault because of the communication problem with the SBC PWB. This fault can be viewed only with the PWS.*

Procedure

NOTE: *This fault can occur if the UI software version is not compatible with the SBC software version.*

Perform [GP 9](#). If the problem persists, go to the [Machine Not Ready RAP](#).

303-355 CCM POST Failure During NVM Integrity Test

Power On Self-Test failure detected during the NVM Integrity Test.

The controller NVM stored on the HDD and the backup copy stored on the SD card are both un-initialized or corrupt. Controller NVMs have been automatically reset to default (including billing counters). This can be caused by replacing both the HDD and SD card with new spares at the same time.

An error message will be displayed on the LUI for the power on cycle when the fault is raised.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Power OFF and then ON.

Procedure

Report the Billing Meter reset ([GP 20](#)).

303-380 Distribution PWB Missing or Disconnected

BSD-ON: [BSD 3.5 PWB Communication \(5 of 7\)](#)

PWBA is missing or disconnected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the connectors between the SBC and the IIT PWBs.

Power OFF and then ON.

If the problem continues, call service support for assistance.

303-390 Upgrade Automation Failed

Upgrade Automation failed

Procedure

Call service support for assistance.

303-397 System Configuration is lost

This fault occurs when the System Configuration is lost and an attempted recovery made from SIM.

Procedure

Call service support for assistance. If the SIM card is missing or damaged, it may be necessary to obtain a replacement SIM Card (GP 26).

303-401 Basic FAX Not Detected or Confirmed

Basic FAX not detected/confirmed

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. If the problem continues, go to the [OF 17-1 FAX Entry RAP](#).

303-403 Extended FAX Not Detected or Confirmed

Extended FAX not detected/confirmed

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. If the problem continues, go to the [OF 17-1 FAX Entry RAP](#).

303-405 Failed to Recover Machine Class

Machine Class not set (unknown). Failed to recover machine class

Procedure

Set machine class - (dC131 - [616-328]).

- Value of 1 = chassis speeds up to 38ppm
- Value of 2 = chassis speed 35 to 56ppm

303-406 SIM Speed Does not Match Machine Class

SIM speed does not match machine class

Procedure

Remove incompatible SIM (and Insert compatible SIM).

If the SIM card is missing or damaged, it may be necessary to obtain a replacement SIM Card (GP 26).

303-417 Incompatible FAX SW Detected at Power Up

Incompatible FAX software detected at power on

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. If the problem continues, reload FAX software (GP 9).

303-777 Power Loss Detected

Input Power loss detected or software corruption.

Power on Self test has detected that the previous shutdown was abnormal. Possible causes include the following:

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

- The main power switch was used to power off the machine instead of the software switch
- Power outage / unplugging power cord / poor voltage quality
- SBC software lockup or reset
- SBC HW lockup or reset

Procedure

- Verify customer power outlet voltage is correct.
- Perform customer training on proper power down process

NOTE: Inform the customer that improper power off has the potential to cause file system corruption

303-788 Failed to Exit Power Save Mode

CCS Runtime could not enter power saver mode S3.

NOTE: The CC USB could not re-enumerate the UI panel coming out of sleep, which keeps parts of the system in power saver mode S3 and parts awake. This prevents system entry into power saver mode S3 at the next attempt to do so.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on to allow system to enter power save.

303-790 Time Zone File Cannot be Set

Timezone file cannot be set. At power up, the time zone setting is not valid due to NVM corruption, or OS file system problem. Time Zone overridden to GMT: DST Disabled.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on.

Perform [dC361](#) to restore NVM.

If the problem continues, perform [GP 9](#) SW upgrade.

305-121 DADF Feed Out Sensor On Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

After feeding started (DADF Feed Motor On (CW)) in Duplex, the DADF Feed Out Sensor did not turn ON within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
- The surface of the DADF Feed Roll, DADF Nudger Roll, and DADF Retard Roll for foreign substances.
- The surface of the DADF Feed Roll, DADF Nudger Roll, and DADF Retard Roll for wear.
- The DADF Feed Out Sensor (dC330 [005-205]) for operation failure. (PL 55.7)
- The DADF Feed Motor (dC330 [005-001]) for operation failure. (PL 55.7)
The wire wound resistance of the DADF Feed Motor: approximately. 2 Ohm (when the temperature is 25 degrees celsius)
 - Between DADF Feed Motor P/J783 pin-2 and P/J783 pin-1/3
 - Between DADF Feed Motor P/J783 pin-5 and P/J783 pin-4/6
- The DADF Nudger Roll for Nip operation failure.
- The Drive Gear for wear and damage.

If no problem is found, replace the DADF PWB. (PL 55.2)

305-122 DADF Simplex/Side 1 Pre Reg Sensor On Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON:[BSD 5.12 DADF Pre Registration](#)

- After Pre-Feed started for the first sheet (DADF Feed Motor On (CW)) in Simplex and Duplex, the DADF Pre Reg Sensor did not turn ON within the specified time.
- After Pre-Feed started for the second sheet onwards (DADF Feed Motor On (CW)) in Duplex, the DADF Pre Reg Sensor did not turn ON within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
- The surface of the DADF Feed Roll, DADF Nudger Roll, and DADF Takeaway Roll for foreign substances.
- The surface of the DADF Feed Roll, DADF Nudger Roll, and DADF Takeaway Roll for wear.
- The DADF Pre Registration Sensor (dC330 [005-206]) for operation failure. (PL 55.16)
- The DADF Feed Motor (dC330 [005-001]) for operation failure. (PL 55.7)
The wire wound resistance of the DADF Feed Motor: approximately. 2 Ohm (when the temperature is 25 degrees celsius)
 - Between DADF Feed Motor P/J783 pin-2 and P/J783 pin-1/3
 - Between DADF Feed Motor P/J783 pin-5 and P/J783 pin-4/6
- The Drive Gear for wear and damage.

If no problem is found, replace the DADF PWB. (PL 55.2)

305-123 DADF Simplex/Side 1 Reg Sensor On Jam

BSD-ON: [BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON: [BSD 5.13 DADF Registration](#)

After Pre Reg operation started (DADF Feed Motor On (CCW)), the DADF Reg Sensor did not turn ON within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
- The surface of the DADF Pre Registration Roll and DADF Registration Roll for foreign substances.
- The surface of the DADF Pre Registration Roll and DADF Registration Roll for wear.
- The DADF Registration Sensor ([dC330 \[005-110\]](#)) for operation failure. ([PL 55.16](#))
- The DADF Pre Registration Motor ([dC330 \[005-015\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Pre Registration Motor: approximately. 2.7 Ohm
 - Between DADF Pre Registration Motor [P/J784](#) pin-2 and [P/J784](#) pin-1/3
 - Between DADF Pre Registration Motor [P/J784](#) pin-5 and [P/J784](#) pin-4/6
- The DADF Registration Motor ([dC330 \[005-038\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
- The Drive Gear for wear and damage.

If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-125 DADF Reg Sensor Off Jam

BSD-ON: [BSD 5.12 DADF Pre Registration](#)

BSD-ON: [BSD 5.13 DADF Registration](#)

After the DADF Pre Reg Sensor turned OFF, the DADF Reg Sensor did not turn OFF within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
- The surface of the DADF Registration Roll, DADF Out Roll, DADF CIS Roll, and DADF Exit Roll for foreign substances.
- The surface of the DADF Registration Roll, DADF Out Roll, DADF CIS Roll, and DADF Exit Roll for wear.
- The DADF Registration Sensor ([dC330 \[005-110\]](#)) for operation failure. ([PL 55.16](#))
- The DADF Pre Registration Sensor ([dC330 \[005-206\]](#)) for operation failure. ([PL 55.16](#))
- The DADF Registration Motor ([dC330 \[005-026\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
- The Drive Gear for wear and damage.

If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-126 DADF Out Sensor On Jam

BSD-ON:[BSD 5.12 DADF Pre Registration](#)

BSD-ON:[BSD 5.13 DADF Registration](#)

BSD-ON:[BSD 5.15 DADF Document Exit](#)

BSD-ON:[BSD 5.16 Document Path and Drive Transmission](#)

The DADF Out Sensor did not turn ON within the specified time after the Read operation has started (DADF Registration Motor On).

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
- The surface of the DADF Registration Roll and DADF Pre Registration Roll for foreign substances.
- The surface of the DADF Registration Roll and DADF Pre Registration Roll for wear.
- The DADF Out Sensor ([dC330 \[005-208\]](#)) for operation failure. ([PL 55.16](#))
- The DADF Registration Motor ([dC330 \[005-026\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
- The DADF Pre Registration Motor ([DC330 \[005-015\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Pre Registration Motor: approximately. 2.7 Ohm
 - Between DADF Pre Registration Motor [P/J784](#) pin-2 and [P/J784](#) pin-1/3
 - Between DADF Pre Registration Motor [P/J784](#) pin-5 and [P/J784](#) pin-4/6
- The Drive Gear for wear and damage.

If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-127 DADF Out Sensor Off Jam

BSD-ON:[BSD 5.13 DADF Registration](#)

BSD-ON:[BSD 5.15 DADF Document Exit](#)

BSD-ON:[BSD 5.16 Document Path and Drive Transmission](#)

The DADF Out Sensor did not turn OFF within the specified time after the DADF Registration Sensor has turned OFF.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
 - The surface of the DADF CIS Roll and DADF Exit Roll for foreign substances.
 - The surface of the DADF CIS Roll and DADF Exit Roll for wear.
 - The DADF Out Sensor ([dC330 \[005-208\]](#)) for operation failure. ([PL 55.16](#))
 - The DADF Registration Sensor ([dC330 \[005-110\]](#)) for operation failure. ([PL 55.16](#))
 - The DADF Registration Motor ([dC330 \[005-026\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
 - The Drive Gear for wear and damage.
- If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-128 DADF Simplex Exit Sensor On Jam

BSD-ON: [BSD 5.13 DADF Registration](#)

BSD-ON: [BSD 5.15 DADF Document Exit](#)

BSD-ON: [BSD 5.16 Document Path and Drive Transmission](#)

The DADF Exit Sensor did not turn ON within the specified time after the DADF Out Sensor On in Simplex Mode.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
 - The surface of the DADF Out Roll and DADF CIS Roll for foreign substances.
 - The surface of the DADF Out Roll and DADF CIS Roll for wear.
 - The DADF Exit Sensor for operation failure. ([PL 55.7](#))
 - The DADF Out Sensor for operation failure. ([PL 55.16](#))
 - The DADF Registration Motor (dC330 [005-026]) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
 - The Drive Gear for wear and damage.
- If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-129 DADF Simplex Exit Sensor Off Jam

BSD-ON: [BSD 5.13 DADF Registration](#)

BSD-ON: [BSD 5.15 DADF Document Exit](#)

BSD-ON: [BSD 5.16 Document Path and Drive Transmission](#)

The DADF Exit Sensor did not turn OFF within the specified time after the DADF Out Sensor Off in Simplex mode.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
 - The surface of the DADF CIS Roll and DADF Out Roll for foreign substances.
 - The surface of the DADF CIS Roll and DADF Out Roll for wear.
 - The DADF Exit Sensor for operation failure. ([PL 55.7](#))
 - The DADF Out Sensor for operation failure. ([PL 55.16](#))
 - The DADF Registration Motor (dC330 [005-026]) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
 - The Drive Gear for wear and damage.
- If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-141 DADF Feed Out Sensor Off Jam

BSD-ON: [BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

The DADF Pre Registration Sensor turned OFF before the DADF Feed Out Sensor has turned OFF.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
 - The surface of the DADF Feed Roll, DADF Nudger Roll, DADF Retard Roll, and DADF Takeaway Roll for foreign substances.
 - The surface of the DADF Feed Roll, DADF Nudger Roll, DADF Retard Roll, and DADF Takeaway Roll for wear.
 - The Torque Limiter for failure.
 - The DADF Feed Out Sensor ([dC330 \[005-205\]](#)) for operation failure. ([PL 55.7](#))
 - The DADF Feed Motor ([dC330 \[005-001\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Feed Motor: approximately. 2 Ohm (when the temperature is 25 degrees celsius)
 - Between DADF Feed Motor [P/J783](#) pin-2 and [P/J783](#) pin-1/3
 - Between DADF Feed Motor [P/J783](#) pin-5 and [P/J783](#) pin-4/6
 - The Drive Gear for wear and damage.
- If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-146 DADF Pre Reg Sensor Off Jam

BSD-ON: [BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON: [BSD 5.12 DADF Pre Registration](#)

BSD-ON: [BSD 5.13 DADF Registration](#)

- After the DADF Feed Out Sensor turned OFF in Simplex, the DADF Pre Reg Sensor did not turn OFF within the specified time.
- After the DADF Reg Motor turned ON in Duplex, the DADF Pre Reg Sensor did not turn OFF within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Transportation failure due to foreign substance on the document path.
 - The surface of the DADF Feed Roll, DADF Nudger Roll, DADF Retard Roll, DADF Takeaway Roll, DADF Pre Registration Roll, DADF Registration Roll, and DADF Out Roll for foreign substances.
 - The surface of the DADF Feed Roll, DADF Nudger Roll, DADF Retard Roll, DADF Takeaway Roll, DADF Pre Registration Roll, DADF Registration Roll, and DADF Out Roll for wear.
 - The DADF Pre Registration Sensor ([dC330 \[005-206\]](#)) for operation failure. ([PL 55.16](#))
 - The DADF Feed Out Sensor ([dC330 \[005-205\]](#)) for operation failure. ([PL 55.7](#))
 - The DADF Feed Motor ([dC330 \[005-001\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Feed Motor: approximately. 2 Ohm
 - Between DADF Feed Motor [P/J783](#) pin-2 and [P/J783](#) pin-1/3
 - Between DADF Feed Motor [P/J783](#) pin-5 and [P/J783](#) pin-4/6
 - The DADF Pre Registration Motor ([dC330 \[005-015\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Pre Registration Motor: approximately. 2.7 Ohm
 - Between DADF Pre Registration Motor [P/J784](#) pin-2 and [P/J784](#) pin-1/3
 - Between DADF Pre Registration Motor [P/J784](#) pin-5 and [P/J784](#) pin-4/6
 - The DADF Registration Motor ([dC330 \[005-026\]](#)) for operation failure. ([PL 55.5](#))
The wire wound resistance of the DADF Registration Motor: approximately. 2.7 Ohm
 - Between DADF Registration Motor [P/J782](#) pin-2 and [P/J782](#) pin-1/3
 - Between DADF Registration Motor [P/J782](#) pin-5 and [P/J782](#) pin-4/6
 - The Drive Gear for wear and damage.
- If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-194 Mixed Size Mismatch Jam

BSD-ON:[BSD 5.9 DADF Document Size Sensing](#)

In Mixed Size Originals, it was detected that the size in the Fast Scan Direction was different from the width of the document guide.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Follow the instructions on the UI screen.
2. If the error is not cleared, check the following:
 - The Document Tray Set Guide for operation failure.
 - The Document Tray Set Guide Sensor 1-3 (dC330 [005-215/216/217]) for operation failure. (PL 55.10)
3. If no problem is found, replace the DADF PWB. (PL 55.2)

305-196 Size Mismatch Jam On No Mix-Size

BSD-ON:[BSD 5.9 DADF Document Size Sensing](#)

BSD-ON:[BSD 5.11 DADF Document Feeding \(2 of 2\)](#)

A document in a different size from the first document was detected in the No Mix mode.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Follow the instructions on the UI screen.
2. If the error is not cleared, check the following:
 - The DADF APS Sensor 1 (dC330 [005-218]) for operation failure. (PL 55.16)
 - The Document Tray Set Guide Sensor 1-3 (dC330 [005-215/216/217]) for operation failure. (PL 55.10)
 - The Document Tray Size Sensor 1/2 (dC330 [005-221/222]) for operation failure. (PL 55.10)
3. If no problem is found, replace the DADF PWB. (PL 55.2)

305-197 Prohibit Combine Size Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

A prohibited size combination was detected.

Procedure

Explain to the customer that the following combinations are prohibited.

- A5 SEF and all the other document sizes.
- B5 SEF, plus 11 x 15 SEF, 11 x 17 SEF, A4 LEF, A3 LEF, 8.5 x 11 LEF.

305-198 Too Short Size Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON:[BSD 5.12 DADF Pre Registration](#)

It was detected that the document length in Slow Scan direction was out of the specifications.

- Simplex mode: shorter than 85mm
- Duplex mode: shorter than 110mm

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the size of the document that was fed by the user. If it is within the permitted length for DADF transport, check the following:

- The DADF Pre Registration Sensor ([dC330 \[005-206\]](#)) for operation failure. ([PL 55.16](#))
- The DADF Feed Out Sensor ([dC330 \[005-205\]](#)) for operation failure. ([PL 55.7](#))

If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-199 Too Long Size Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON:[BSD 5.12 DADF Pre Registration](#)

It was detected that the document length in Slow Scan direction was out of the specifications.

- Simplex and Duplex modes: 431.9mm or longer
- Fax mode: 1501.0mm or longer

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the size of the document that was fed by the user. If it is within the permitted length for DADF transport, check the following:

- The DADF Pre Registration Sensor ([dC330 \[005-206\]](#)) for operation failure. ([PL 55.16](#))
- The DADF Feed Out Sensor ([dC330 \[005-205\]](#)) for operation failure. ([PL 55.7](#))

If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-210 DADF Download Fail

BSD-ON:[BSD 3.3 PWB Communication \(3 of 9\)](#)

When the IISS starts up (Power ON/Sleep recovery), it was detected that the DADF is in Download Mode.

Procedure

Perform the DADF software download ([GP 9](#)).

305-253 IIT- DADF Communication Error

BSD-ON:[BSD 3.3 PWB Communication \(3 of 9\)](#)

A communication error occurred between the IIT and DADF.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power off and Power On.

305-280 DADF EEPROM Fail

BSD-ON:[BSD 3.3 PWB Communication \(3 of 9\)](#)

The DADF EEPROM Read/Write operation failed.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

If the problem persists after turning the power OFF then ON, replace the DADF PWB

- DADF PWB - ([PL 55.2](#))

305-305 DADF Feeder Cover Interlock Open (when running)

BSD-ON:[BSD 5.8 DADF Interlock & Document Setting](#)

The Feeder Cover Interlock was opened during DADF operation.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Feeder Cover for mismatch.
2. Check the DADF Interlock Switch ([dC330 \[005-212\]](#)) for operation failure. ([PL 55.5](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-905 DADF Feed Out Sensor Static Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

The DADF Feed Out Sensor turns ON at the following timings.

1. At Power ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Feed Out Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
2. Check the DADF Feed Out Sensor ([dC330 \[005-205\]](#)) for operation failure. ([PL 55.7](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-906 DADF Feed Out Sensor Static Jam

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

The DADF Feed Out Sensor turns ON at the following timings.

1. When Power is ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Feed In Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
2. Check the DADF Feed Out Sensor ([dC330 \[005-205\]](#)) for operation failure. ([PL 55.7](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-907 DADF Pre Reg Sensor Static Jam

BSD-ON:[BSD 5.12 DADF Pre Registration](#)

The DADF Pre Reg Sensor turns ON at the following timings:

1. When Power is ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Pre Registration Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
2. Check the DADF Pre Registration Sensor ([dC330 \[005-206\]](#)) for operation failure. ([PL 55.16](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-908 DADF Reg Sensor Static Jam

BSD-ON:[BSD 5.13 DADF Registration](#)

The DADF Reg Sensor turns ON at the following timings:

1. When Power is ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Registration Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
2. Check the DADF Registration Sensor ([dC330 \[005-110\]](#)) for operation failure. ([PL 55.16](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-910 DADF Out Sensor Static Jam

BSD-ON:[BSD 5.15 DADF Document Exit](#)

The DADF Out Sensor turns ON at the following timings:

1. At Power ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Out Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
2. Check the DADF Out Sensor for operation failure. ([PL 55.16](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-911 DADF Exit Sensor Static Jam

BSD-ON:[BSD 5.15 DADF Document Exit](#)

The DADF Exit Sensor turns ON at the following timings:

1. At Power ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Check the DADF Exit Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
2. Check the DADF Exit Sensor for operation failure. ([PL 55.7](#))
3. If no problem is found, replace the DADF PWB. ([PL 55.2](#))

305-915 DADF APS Sensor 1 Static Jam

BSD-ON:[BSD 5.11 DADF Document Feeding \(2 of 2\)](#)

The DADF APS Sensor 1 turns ON at the timings below.

1. When Power is ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Check the DADF APS Sensor 1 for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
- DADF APS Sensor 1: [dC330 \[005-218\]](#) ([PL 55.16](#))

If the problem persists, check the circuit between the DADF APS Sensor 1 and the DADF PWB. If no problems are found, replace the DADF PWB ([PL 55.2](#)).

305-916 DADF APS Sensor 2 Static Jam

BSD-ON:[BSD 5.11 DADF Document Feeding \(2 of 2\)](#)

The DADF APS Sensor 2 turns ON at the timings below.

1. When Power is ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Check the DADF APS Sensor 2 for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
- DADF APS Sensor 2: [dC330 \[005-219\]](#) ([PL 55.16](#))

If the problem persists, check the circuit between the DADF APS Sensor 2 and the DADF PWB. If no problems are found, replace the DADF PWB ([PL 55.2](#)).

305-917 DADF APS Sensor 3 Static Jam

BSD-ON:[BSD 5.11 DADF Document Feeding \(2 of 2\)](#)

The DADF APS Sensor 3 turns ON at the timings below.

1. When Power is ON
2. At Feeder Cover Interlock Close
3. At Platen Interlock Close

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Check the DADF APS Sensor 3 for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
- DADF APS Sensor 3: [dC330 \[005-220\]](#) ([PL 55.16](#))

If the problem persists, check the circuit between the DADF APS Sensor 3 and the DADF PWB. If no problems are found, replace the DADF PWB ([PL 55.2](#)).

305-940 DADF No Original

BSD-ON:[BSD 5.8 DADF Interlock & Document Setting](#)

It was detected that the document was pulled out during document feed.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc.). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Reload the document.

Check with the customer. If this error message appears frequently when there are documents in the DADF tray, troubleshoot the problem using the following procedure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following in order:

1. Check the DADF Sensors shown on [BSD 5.8 DADF Interlock & Document Setting](#) for actuator failure, foreign substances, contamination on sensors, and etc.
2. Check the circuits between the DADF Sensors and the DADF PWB.
3. Replace the DADF PWB ([PL 55.2](#)).

305-941 Doc number of sheets is insufficient

BSD-ON:[BSD 5.8 DADF Interlock & Document Setting](#)

It was detected that the document was pulled out during document feed.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc.). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Reload the document.

Check with the customer. If this error message appears frequently when there are documents in the DADF tray, troubleshoot the problem using the following procedure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following in order:

1. Check the DADF Sensors shown on [BSD 5.8 DADF Interlock & Document Setting](#) for actuator failure, foreign substances, contamination on sensors, and etc.
2. Check the circuits between the DADF Sensors and the DADF PWB.
3. Replace the DADF PWB ([PL 55.2](#)).

305-945 FS-Size Mismatch Jam On No Mix-Size or SS Mix-Size (Cont)

BSD-ON:[BSD 5.9 DADF Document Size Sensing](#)

BSD-ON:[BSD 5.11 DADF Document Feeding \(2 of 2\)](#)

In No Mix or Slow Scan (SS) Mixed mode, it was detected that a document with a different size in Fast Scan (FS) direction was transported from the DADF. (If paper was not fed, 305-945 is displayed. If paper was fed, [305-947](#) is displayed.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Check that the DADF Tray Set Guide operates normally.
- DADF Tray Set Guide Sensor 1-3: [dC330 \[005-215/216/217\]](#) ([PL 55.10](#))
- Check the circuit between the DADF Tray Set Guide Sensor 1-3 and the DADF PWB
- DADF APS Sensors 1-3: [dC330 \[005-218/219/220\]](#) ([PL 55.16](#))
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.

If no problems are found, replace the DADF PWB ([PL 55.2](#)).

305-946 SS-Size Mismatch Jam On No Mix-Size (Cont)

BSD-ON:[BSD 5.9 DADF Document Size Sensing](#)

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON:[BSD 5.13 DADF Registration](#)

In No Mix mode, it was detected that a document with a different size in Slow Scan (SS) direction was transported from the DADF. (If paper was not fed, 005-946 is displayed. If paper was fed, [305-948](#) is displayed.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Document Tray Size Sensor 1/2: [dC330 \[005-221/222\]](#) ([PL 55.10](#))
- Check the circuit between the Document Tray Size Sensor 1/2 and the DADF PWB.
- DADF Feed Out Sensor: [dC330 \[005-205\]](#) ([PL 55.7](#))
- DADF Reg Sensor: [dC330 \[005-110\]](#) ([PL 55.16](#))
- DADF APS Sensors 1-3: [dC330 \[005-218/219/220\]](#) ([PL 55.16](#))
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.

If no problems are found, replace the DADF PWB ([PL 55.2](#)).

305-947 FS-Size Mismatch Jam On No Mix-Size or SS Mix-Size

BSD-ON:[BSD 5.9 DADF Document Size Sensing](#)

BSD-ON:[BSD 5.11 DADF Document Feeding \(2 of 2\)](#)

In No Mix or Slow Scan (SS) Mixed mode, it was detected that a document with a different size in Fast Scan (FS) direction was transported from the DADF. (If paper was not fed, [305-945](#) is displayed. If paper was fed, [305-947](#) is displayed.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Check that the DADF Tray Set Guide operates normally.
- DADF Tray Set Guide Sensor 1-3: [dC330 \[005-215/216/217\]](#) ([PL 55.10](#))
- Check the circuit between the DADF Tray Set Guide Sensor 1-3 and the DADF PWB
- DADF APS Sensors 1-3: [dC330 \[005-218/219/220\]](#) ([PL 55.16](#))
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.

If no problems are found, replace the DADF PWB ([PL 55.2](#)).

305-948 SS-Size Mismatch Jam On No Mix-Size

BSD-ON:[BSD 5.9 DADF Document Size Sensing](#)

BSD-ON:[BSD 5.10 DADF Document Feeding \(1 of 2\)](#)

BSD-ON:[BSD 5.13 DADF Registration](#)

In No Mix mode, it was detected that a document with a different size in Slow Scan (SS) direction was transported from the DADF. (If paper was not fed, [305-946](#) is displayed. If paper was fed, [305-948](#) is displayed.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- Document Tray Size Sensor 1/2: [dC330 \[005-221/222\]](#) ([PL 55.10](#))
- Check the circuit between the Document Tray Size Sensor 1/2 and the DADF PWB.
- DADF Feed Out Sensor: [dC330 \[005-205\]](#) ([PL 55.7](#))
- DADF Reg Sensor: [dC330 \[005-110\]](#) ([PL 55.16](#))
- DADF APS Sensors 1-3: [dC330 \[005-218/219/220\]](#) ([PL 55.16](#))
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.

If no problems are found, replace the DADF PWB ([PL 55.2](#)).

310-329 Fuser Fuse Cut Fail

BSD-ON:BSD 10.3 Fusing Heat Control (1 of 3)

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

3.3 VDC is measured from P/J431 to GND.

Y N
Disconnect P/J431 and measure the resistance between the cable connector P431-2 and ground. P431-2 measures shorted to ground.

Y N
Replace the MDM PWB (PL 18.2)

Replace / repair the wire connection.

Replace the MDM PWB (PL 18.2)

310-330 Fuser Motor Fault

BSD-ON:BSD 10.1 Fuser Drive Control (1 of 2)

BSD-ON:BSD 9.22 First BTR Contact/Retract Control

The Fuser Drive Motor revolution failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Turn the power OFF and check whether the Fuser Assembly is installed properly.
- With the Fuser in nipped state, rotate the Roller manually to check for loading.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Disconnect the connector P592 of the MDS PWB and open the Chassis Assembly.

Turn the power ON and enter the Diagnostic mode. Turn ON dC330 [010-001] (Fuser Drive Motor). **Does the Fuser Drive Motor rotate?**

Y N
Is the voltage between the Fuser Drive Motor P/J242-1 (+) and the GND (-) +24VDC?
Y N
Go to +24VDC Power RAP (C8030/35, C8045/55) or +24VDC Power RAP (C8070) as appropriate.

Is the voltage between the Fuser Drive Motor P/J243-1 (+) and the GND (-) +5VDC?
Y N
Go to +5VDC Power RAPRAP.

Turn the power OFF and check the connection between the MDM PWB P/J525 and the Fuser Drive Motor P/J243 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Fuser Drive Motor (PL 3.1)
- MDM PWB (PL 18.2)

Press the Stop button. Check the operation of dC330 [094-012] (1st BTR Contact) and dC330 [094-013] (1st BTR Retract) alternately. **Does the Fuser Drive Motor rotate?**

Y N
Turn the power OFF and check the 1st BTR Contact/Retract Gear for blockage or damage.

Turn the power OFF and check the connection between the Fuser Drive Motor P/J243-8 and the MDM PWB P/J525-A1 for open circuit, short circuit, and poor contact.
If no problems are found, replace the following in sequence:

- MDM PWB (PL 18.2).
- Fuser (PL 7.1).

310-360 IH Driver Input High Voltage Fault

BSD-ON:[BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

BSD-ON:[BSD 1.1 Main Power On](#)

The input voltage of the IH Driver is high voltage (155VAC +/- 5VAC or higher).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF. Open the PWB Chassis Unit.

Turn the main power ON (turn ON the Main Power Switch only). **Is the voltage between the AC Power Supply P/J6-1 and P/J6-2 100VAC or within 110/208 to 240VAC?**

Y N
| Go to [AC Power RAP](#) RAP.

C8030/35/C8045/55: Turn the Main Power Switch OFF and check the following connections for open circuits and poor contacts:

- Between AC Power Supply P/J6-1 and IH Driver PWB P/J30-1
- Between AC Power Supply P/J6-2 and IH Driver PWB P/J30-3

C8070: Turn the Main Power Switch OFF and check the following connections for open circuits and poor contacts:

- Between AC Power Supply P/J6-1 and Noise Filter P/J8-3
- Between AC Power Supply P/J6-2 and Noise Filter P/J8-1
- Between Noise Filter P/J9-1 and IH Driver PWB P/J30-1
- Between Noise Filter P/J9-3 and IH Driver PWB P/J30-3

If no problem is found, replace the following parts in sequence.

- IH Driver PWB ([PL 18.3](#))
- Motor Driver Main PWB ([PL 18.2](#))
- Noise Filter ([PL 18.3](#)) (C8070)
- MCU-PF PWB ([PL 18.2](#))

310-361 IH Driver Input Low Voltage Fault

The input voltage of the IH Driver is low voltage (80VAC or lower).

Procedure

Refer to [310-360 IH Driver Input High Voltage Fault RAP](#) to troubleshoot the problem.

310-362 IH Driver Surge Fault

BSD-ON: [BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

The IH Driver detected surge. (Status code 0x3 is received)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Check the voltage and voltage noise at customer's outlet.

If the problem was not resolved by turning the power OFF then ON and no problems were found after checking the voltage and voltage noise at the outlet, replace the IH Driver ([PL 18.3](#)).

310-363 IGBT Temperature High Fault

BSD-ON: [BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

The IGBT Temperature Sensor detected high temperature. (Status code 0x4 is received)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Disconnect the connector [P592](#) of the MDS PWB and open the Chassis Assembly.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-016] (IH Intake Fan).

Is the IH Intake Fan rotating?

Y N

Proceed to the [342-332](#) RAP.

(C8045/55, C8070) Press the Stop button. Turn ON [dC330](#) [042-017] (IH Exhaust Fan). **Is the IH Exhaust Fan rotating?**

Y N

Proceed to the [342-330](#) RAP.

Press the Stop button.

Turn the power OFF and check the following connections:

- Between the IH Driver [P/J530](#) and the MDM PWB [P/J414](#) for open circuit, short circuit, and poor contact. **((C8070 only)** Perform the check after removing the Sub LVPS.)
- Check the connector ([J1](#)) between the MCU-PF PWB and the MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- IH Driver ([PL 18.3](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

310-364 IGBT Temperature Sensor Fault

BSD-ON: [BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

An open circuit, short circuit, or abnormal change in Sensor value was detected at the IGBT Temperature Sensor. (Status code 0x5 is received)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the connection between the IH Driver [P/J530](#) and the MDM PWB [P/J414](#) for open circuit, short circuit, and poor contact. **((C8070 only))** Perform the check after removing the Sub LVPS.)
3. Check the connector ([J1](#)) between the MCU-PF PWB and the MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- IH Driver ([PL 18.3](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

310-367 Input Low Current Fault

BSD-ON: [BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

The input current was below the lower limit continuously for the specified time. (Status code 0x8 is received)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Turn the power OFF and remove the Fuser Assembly. Check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.

Procedure

Check the following: **((C8070 only))** Perform the check after removing the Sub LVPS.)

- The connection between the IH Driver PWB [J60-1](#) and the IH Heating Coil [P/J634 -1](#) for short circuit and poor contact
- The connection between the IH Driver PWB [J61-1](#) and the IH Heating Coil [P/J634 -2](#) for short circuit and poor contact

If no problems are found, replace the following parts in sequence:

- IH Driver PWB ([PL 18.3](#))
- IH Heating Coil ([PL 7.1](#))
- Fuser Assembly ([PL 7.1](#))
- MDM PWB ([PL 18.2](#))

310-368 Encoder Pulse Fault

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

The level change of the Belt Speed Sensor was in less than 1 second. (Status code 0x9 is received)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Turn the power OFF and remove the Fuser. Check the connectors between the Fuser and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.
- Check whether the MDM PWB connector [P/J431](#) is connected properly.

Procedure

Check the following connections for short circuits and poor contacts.

- Between MDM PWB [P/J431-7](#) and Fuser Assembly [DJ600-B3](#)
- Between MDM PWB [P/J431-8](#) and Fuser Assembly [DJ600-B2](#)
- Between MDM PWB [P/J431-9](#) and Fuser Assembly [DJ600-B1](#)

If no problems are found, replace the following parts in sequence:

- Fuser Assembly ([PL 7.1](#))
- MDM PWB ([PL 18.2](#))

310-369 IH Driver Communication Fault

BSD-ON:[BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

Communication error between the IH Driver and the MDM PWB has occurred. (Status code 0xC is received. Or, communication error between the DD and the IH was detected)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. If the problem persists, refer to [310-364](#) and follow the troubleshooting process described in that RAP.

310-370 IH Driver Freeze Fault

BSD-ON: [BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

The IH Driver Freeze port became Active (Low). (The CPU of the IH Driver has hung.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. If the problem persists, refer to [310-364](#) and follow the troubleshooting process described in that RAP.

310-371 Heat Belt STS Center Disconnection Fault

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

The open circuit AD value of the Center Thermistor was detected 3 times in a row.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Turn the power OFF and remove the Fuser Assembly. The Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.
- Check whether the MDM PWB connector [P/J431](#) is connected properly.

Procedure

Measure the resistance between Fuser Assembly [DJ600-A7](#) and [DJ600-A6](#). **The resistance is infinite.**

Y N

Check the following connections for open circuits, short circuits, and poor contacts.

- Between [DJ600-A7](#) and MDM PWB [P/J431-13](#)
- Between [DJ600-A6](#) and MDM PWB [P/J431-14](#)

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

Replace the Fuser Assembly ([PL 7.1](#)).

310-372 Heat Roll STS Center Over Temperature Fault

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

The AD value of the Center Thermistor was detected to be higher than the defined value 4 times in a row.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: To clear this Fail, first remove the cause, next clear the value of NVM [744-001] (Error Detection History) to '0', and then turn the power OFF and ON. The relationship between the displayed value and the parts that detected the error are as follows:

- 0: Normal
- 1: High temperature error (Center STS - Run in progress)
- 2: High temperature error (Rear STS - Run in progress)
- 3: High temperature error (Center STS - other than Run in progress)
- 4: High temperature error (Rear STS - other than Run in progress)
- 5: Coil loading error
- 6: Center STS is heating up abnormally
- 7: Rear STS is heating up abnormally

Initial Actions

- Turn the power OFF and remove the Fuser Assembly. Check for foreign substances or paper wound around the Heat Roll.
- The Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.
- Check whether the MDM PWB connector [P/J431](#) is connected properly.

Procedure

Perform the following steps:

1. Check the Center STS (DC140 [010-200]) for operation failure.
Monitor AD Value: 118 or lower (Temperature Monitor Value: 237 degree C or higher) is a Fail
2. Check the following connections for short circuits and poor contacts.
 - Between [DJ600-A7](#) and MDM PWB [P/J431-13](#)
 - Between [DJ600-A6](#) and MDM PWB [P/J431-14](#)
3. If no problems are found, replace the following parts in sequence:
 - Fuser Assembly ([PL 7.1](#))
 - MDM PWB ([PL 18.2](#))

310-373 Heat Belt STS Rear Disconnection Fail

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

The open circuit AD value of the Rear STS was detected 3 times in a row.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check the Rear STS for open circuit.
3. Check the following connections for short circuits and poor contacts.
 - Between [DJ600-A5](#) and MDM PWB [P/J431-15](#)
 - Between [DJ600-A4](#) and MDM PWB [P/J431-16](#)
4. If no problem is found, replace the following parts in sequence:
 - Fusing Assembly ([PL 7.1](#))
 - MDM PWB ([PL 18.2](#))

310-374 Heat Belt STS Rear Over Temperature Fail

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

The AD value of the Rear STS was detected to be higher than the defined value 4 times in a row.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: To clear this Fail, first remove the cause, next clear the value of NVM [744-001] (Error Detection History) to '0', and then turn the power OFF and ON. The relationship between the displayed value and the parts that detected the error is as follows:

- 0: Normal
- 1: High temperature error (Center STS - Run in progress)
- 2: High temperature error (Rear STS - Run in progress)
- 3: High temperature error (Center STS - other than Run in progress)
- 4: High temperature error (Rear STS - other than Run in progress)
- 5: Coil loading error
- 6: Center STS is heating up abnormally
- 7: Rear STS is heating up abnormally

Initial Actions

- Turn the power OFF and remove the Fuser Assembly. Check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, etc.
- Check whether the MDM PWB connector [P/J431](#) is connected properly.

Procedure

- Check the following:
 - The Rear STS for dropped parts, and the sensor for contamination and clogging due to foreign substances.
 - The Heat Belt for wound up, stuck paper.
 - The Rear STS ([dC140](#) [010-201]) for operation failure.

NOTE: Monitor AD Value: 118 or lower (Temperature Monitor Value: 237 degrees celsius or higher) is a Fail

- The Heat Belt for damage.
- Check the following connections for short circuits and poor contacts.
 - Between [DJ600-A5](#) and MDM PWB [P/J431-15](#)
 - Between [DJ600-A4](#) and MDM PWB [P/J431-16](#)
- If no problem is found, replace the following parts in sequence:
 - Fusing Unit Assembly ([PL 7.1](#))
 - MDM PWB ([PL 18.2](#))

310-375 Heat Belt STS Center Warm Up Time Fault

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

When transitioning from the Wait state, the specified Temperature is not reached within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: This Fault may occur when the temperature in the installation environment is low (10 degree C or lower) or when the voltage is low (-10% of rated voltage or lower).

Procedure

Enter [dC122](#) Fault History. Check whether IH Driver Input Low Voltage Fault has occurred.

Fault 310-361 occurred

Y N
Go to RAP [310-360](#) to troubleshoot the problem

Turn the power OFF and check the following:

- Remove the Fuser Assembly. Check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.
- Check the following connections for short circuits and poor contacts.
 - Between [DJ600-A6](#) and MDM PWB [P/J431-14](#)
 - Between [DJ600-A7](#) and MDM PWB [P/J431-13](#)

If no problems are found, replace the following parts in sequence:

- Fuser Assembly ([PL 7.1](#))
- MDM PWB ([PL 18.2](#))

310-376 Heat Belt STS Rear Warm Up Time Fault

BSD-ON:[BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

When transitioning from the Wait state, the specified Temperature is not reached within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: This Fault may occur when the temperature in the installation environment is low (10 degree C or lower) or when the voltage is low (-10% of rated voltage or lower).

Procedure

Enter [dC122](#) Fault History. Check whether IH Driver Input Low Voltage Fault has occurred.

Fault 310-361 occurred

Y	N
	Go to RAP 310-360 to troubleshoot the problem

Turn the power OFF and check the following:

- Remove the Fuser Assembly. Check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.
- Check the following connections for short circuits and poor contacts.
 - Between [DJ600-A4](#) and MDM PWB [P/J431-16](#)
 - Between [DJ600-A5](#) and MDM PWB [P/J431-15](#)

If no problems are found, replace the following parts in sequence:

- Fuser Assembly ([PL 7.1](#))
- MDM PWB ([PL 18.2](#))

310-377 Fusing Unit On Time Fail

BSD-ON:[BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

When in Ready, Standby, Low Power Mode, or Low Temperature Not Ready states, the temperature monitor value of the Rear STS did not reach the specified temperature within the specified time after the IH power has turned ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Check the voltage at the customer's power outlet. Ensure that it is within -10% of rated voltage or higher.
3. Turn OFF the power and check the Connector ([DJ600](#)) between the Main Unit and the Fusing Unit Assembly for broken/bent pins, burn damage, and foreign substances.
4. Check the connection between the MDM PWB [P/J431](#) and the Connector [DJ600](#) for open circuit, short circuit, and poor contact.
5. If no problem is found, replace the following parts in sequence:
 - Fusing Unit Assembly ([PL 7.1](#))
 - MDM PWB ([PL 18.2](#))

310-378 Heat Belt Rotation Fault

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

After the Fusing Unit Drive Motor On, the Fusing Unit Belt Rotation Sensor output does not change within 500 ms or longer.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and ON. **The problem continues.**

Y N

Note the problem in the machine log and return to [Service Call Procedures](#).

Check the Fuser Drive Motor ([dC330 \[010-006\]](#)). **The Fuser Drive Motor operates correctly.**

Y N

Turn the power OFF and check the following:

- The connections between the [P/J243](#) and the MDM PWB [P/J525](#) for open circuit, short circuit, and poor contact.
- The connections between the [P/J242](#) and the MDM PWB [P/J535](#) for open circuit, short circuit, and poor contact.
- If no problems are found replace the following in order:
 - Fuser Drive Motor ([PL 3.1](#))
 - Fuser Assembly ([PL 7.1](#))
 - MDM PWB ([PL 18.2](#))

Remove the Fuser Assembly. Check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, and etc.

Check for open circuit, short circuit, and poor contact between the following:

- [DJ600-B3](#) and MDM PWB [P/J431-7](#)
- [DJ600-B2](#) and MDM PWB [P/J431-8](#)
- [DJ600-B1](#) and MDM PWB [P/J431-9](#)

If no problems are found, replace the following parts in sequence:

- Fuser Assembly ([PL 7.1](#))
- MDM PWB ([PL 18.2](#))

310-379 Fusing Unit Hot Not Ready Return Time Fail

BSD-ON:[BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

The time taken to recover from High Temperature Not Ready state has exceeded the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Go to [310-377](#) and use the procedure to troubleshoot the problem.

310-380 P/Roll Latch Motor Fault

BSD-ON: [BSD 10.2 Fuser Drive Control \(2 of 2\)](#)

BSD-ON: [BSD 1.6 DC Power Generation \(5 of 6\)](#)

When in the P/Roll Contact/Retract operation, the Latch Position Sensor detected a Latch position error of the P/Roll.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Turn the power OFF and check whether the Fuser Assembly is installed properly.
- Remove the Fuser Assembly and check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, open circuit, short circuit, and poor contact.
- Check whether the MDM PWB connector [P/J431](#) is connected properly.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Disconnect the connector [P592](#) of the MDS PWB and open the Chassis Assembly.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [010-009] (P/Roll Latch On) and [dC330](#) [010-010] (P/Roll Latch Off) alternately. **Does the Latch Motor rotate?**

Y N
Is the voltage between the MDM PWB [J520-8](#) (+) and the GND +24VDC?

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#) as appropriate.

Measure from each side of Fuse 1 to GND on the MDS PWB.

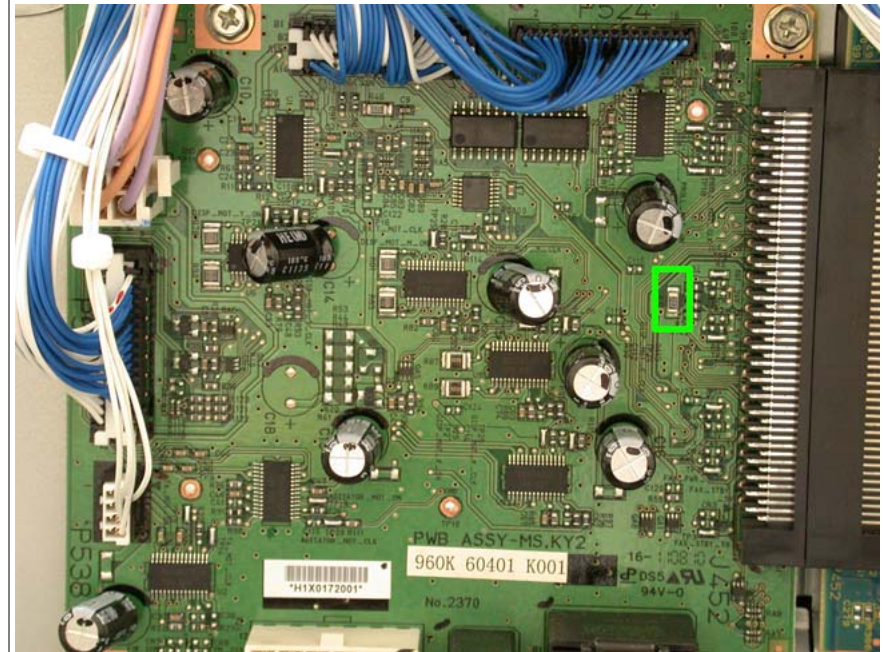


Figure 1 Fuse 1

+24VDC is measured from both sides of the chip Fuse 1 on the MDS PWB.

Y N
Replace the MDS PWB ([PL 18.2](#)).

Turn the power OFF, then measure the Latch Motor wire wound resistance. Disconnect the Latch Motor [P/J254](#), then measure the following resistances.

- Between Latch Motor [P/J254](#) pin-2 and [P/J254](#) pin-6
- Between Latch Motor [P/J254](#) pin-1 and [P/J254](#) pin-5

Is the resistance approximately. 5.7 Ohm for each? (At 25 degrees C / 77 degrees F)

Y N
Replace the P/R Latch Motor ([PL 7.1](#)).

Measure the resistance between the disconnected connector [P/J254-1/2/5/6](#) and the Frame. **Is the resistance infinite for all?**

Y N
Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDS PWB ([PL 18.2](#)).

Press the Stop button. Turn ON [dC330](#) [010-009] (P/Roll Latch On) and [dC330](#) [010-202] (P/Roll Latch Sensor), as well as [dC330](#) [010-010] (P/Roll Latch Off) and [dC330](#) [010-202] (P/Roll Latch Sensor) alternately. **Does the display change between Low/High?**

Y N

Is the voltage between the MDM PWB P/J431-4 (+) and the GND +1.2VDC?

Y N

Press the Stop button and turn the power OFF.

Remove the Fuser Assembly and check the connection between the DJ600-B5/B6 and the MDM PWB P/J431-5/4 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Fuser Assembly (PL 7.1)
- MDM PWB (PL 18.2)

Press the Stop button and turn the power OFF.

Remove the Fuser Assembly and check the connection between the DJ600-B4 and the MDM PWB P/J431-6 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Fuser Assembly (PL 7.1)
- MDM PWB (PL 18.2)

Turn the power OFF and check the Latch Motor Gear for wear or damage. If no problems are found, replace the MDM PWB (PL 18.2)

310-381 Fuser Assy Illegal Fault

An incorrect type of Fuser Assembly was installed.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and replace with the correct Fuser Assembly; check the part number on the barcode label located on the bottom of the Fuser for parts compatibility (PL 7.1).

310-382 Fuser Thermostat Fault

BSD-ON:[BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

The Fuser Assembly Thermostat is broken or software fix is required.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: To clear this Fail, first remove the cause, next clear the value of NVM [744-001] (Error Detection History) to '0', and then turn the power OFF and ON. The relationship between the displayed value and the parts that detected the error is as follows:

- 0: Normal
- 1: High temperature error (Center STS - Run in progress)
- 2: High temperature error (Rear STS - Run in progress)
- 3: High temperature error (Center STS - other than Run in progress)
- 4: High temperature error (Rear STS - other than Run in progress)
- 5: Coil loading error
- 6: Center STS is heating up abnormally
- 7: Rear STS is heating up abnormally

Initial Actions

- Turn the power OFF and remove the Fuser Assembly. Check the Connector between the Fuser Assembly and the Main Unit ([DJ600](#)) for broken/bent pins, foreign substances, burns, etc.
- Check whether the MDM PWB connector [P/J431](#) is connected properly.

Procedure

- Check the following connections for short circuits and poor contacts.
 - Between [DJ600-A3](#) and MDM PWB [P/J431-17](#)
 - Between [DJ600-A1](#) and MDM PWB [P/J431-18](#)
- If no problem is found, replace the following parts in sequence:
 - Fusing Unit Assembly ([PL 7.1](#))
 - MDM PWB ([PL 18.2](#))

310-398 Fuser Fan Fault

BSD-ON:[BSD 10.6 Fusing](#)

The Fuser Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Rotate the Fuser Fan manually to check for loading.

Procedure

Enter DC122 Fault History. **Fault 341-393 (MDS PWB F1 Open) has occurred**

Y	N	Enter the Diagnostic Mode, turn ON dC330 [042-011] (Fuser Fan). The Fuser Fan rotates
Y	N	Turn the power OFF and check the connection between the Fuser Fan P/J230-4/3/1 and the MDS PWB P/J524-10/11/13 for open circuit, short circuit, and poor contact. Check the Fusing Unit Fan for foreign substances. If no problems are found, replace the following parts in sequence: <ul style="list-style-type: none">• Fuser Fan (PL 4.1)• MDS PWB (PL 18.2)
		Press the Stop button and turn the power OFF. Check the connection between the Fuser Fan P/J230-2 and the MDS PWB P/J524-12 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2).

Go to the [341-393](#) RAP.

310-420 Fuser Assembly Near Life Warning

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

BSD-ON: [BSD 10.6 Fusing](#)

The Fuser Assembly is near the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc.). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Perform the following steps in order:

1. Replace the Fuser Assembly (PL 7.1) with a new one and clear [dC135](#) [954-850].
2. Turn the power OFF and ON.
3. If the fault recurs, turn the power OFF and check the following:
 - The Fuser Assembly for improper installation
 - The connectors between the Fuser Assembly and the Main Unit for broken/bent pins, foreign substances, burns, and etc.
 - The connection between the Fuser Assembly and the Main LVPS for open circuit, short circuit, and poor contact
 - The connection between the Fuser Assembly and the MDS PWB for open circuit, short circuit, and poor contact

If no problems are found, replace the following parts in sequence:

- Fuser Assembly (PL 7.1)
- MDM PWB (PL 18.2)

310-421 Fuser Assembly Life Over Warning

BSD-ON: [BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

BSD-ON: [BSD 10.6 Fusing](#)

The Fuser Assembly is at the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc.). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Perform the following steps in order:

1. Replace the Fuser Assembly (PL 7.1) with a new one and clear [dC135](#) [954-850].
2. Turn the power OFF and ON.
3. If the fault recurs, turn the power OFF and check the following:
 - The Fuser Assembly for improper installation
 - The connectors between the Fuser Assembly and the Main Unit for broken/bent pins, foreign substances, burns, and etc.
 - The connection between the Fuser Assembly and the Main LVPS for open circuit, short circuit, and poor contact
 - The connection between the Fuser Assembly and the MDS PWB for open circuit, short circuit, and poor contact

If no problems are found, replace the following parts in sequence:

- Fuser Assembly (PL 7.1)
- MDM PWB (PL 18.2)

317-751-00 Ethernet Cable Not Connected RAP

Ethernet cable not connected when Ethernet interface is active.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Print a Configuration Sheet (GP 6).

Connect the PWS to the machine using a known good crossover cable (GP 7). **The connection to the machine is completed successfully and a test page can be printed.**

Y N

Perform the following in sequence:

- Reload software (GP 9).
- If the problem persists, replace the SBC PWB (PL 35.2).

Ask the customer/SA to ensure the following:

- That the Ethernet drop is active.
- That the Ethernet cable is in good condition and functions correctly.

317-751-01 USB Wi-Fi Adapter Not Installed RAP

USB Wi-Fi adapter not installed and Wi-Fi is a active connectivity interface.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Go to the OF 19 Wireless Connectivity RAP to troubleshoot the problem.

317-752-00 Ethernet 802.1X Connection Failure RAP

Ethernet cable not connected when Ethernet interface is active.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#))
- Ask the customer/SA to ensure that 802.1X settings on the device match the 802.1X network authentication settings.

317-752-01 Wi-Fi Connection Failure RAP

Generic Wi-Fi Connection Failure. Cannot connect to the Wi-Fi network. Wi-Fi interface is active.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#))
- Go to the [OF 19](#) Wireless Connectivity RAP to troubleshoot the problem

317-753-01 Wi-Fi Connection Lost RAP

Wi-Fi connection lost. (Had a Wi-Fi connection, but no longer do.)

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6)
- Go to the OF 19 Wireless Connectivity RAP to troubleshoot the problem

317-754-00 Ethernet DHCP/BOOTP Error RAP

Ethernet DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and no zero configuration IPv4 address. DHCP/BOOTP configuration error.

The device failed to dynamically obtain an IPv4 address from a server for the Ethernet interface.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6)
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-754-01 Wi-Fi DHCP/BOOTP Error RAP

Wi-Fi DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and no zero configuration IPv4 address. DHCP/BOOTP configuration error.

The device failed to dynamically obtain an IPv4 address from a server for the Wi-Fi interface.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#))
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-755-00 Ethernet DHCP/BOOTP Lease Failure RAP

Ethernet DHCP/BOOTP lease failure (parsing error). The device failed to dynamically obtain an IPv4 address from a server for the Ethernet interface and no zero configuration IPv4 address.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-755-01 Wi-Fi DHCP/BOOTP Lease Failure RAP

Wi-fi DHCP/BOOTP lease failure (parsing error). The device failed to dynamically obtain an IPv4 address from a server for the Wi-Fi interface and no zero configuration IPv4 address.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-756-00 Ethernet DHCP/BOOTP NAK RAP

Ethernet DHCP/BOOTP NAK and no zero configuration IPv4 address.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-756-01 Wi-Fi DHCP/BOOTP NAK RAP

Wi-fi DHCP/BOOTP NAK and no zero configuration IPv4 address.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-757-00 Ethernet DHCP/BOOTP Lease Failure RAP

Ethernet: No response from DHCP/BOOTP server and no zero configuration IPv4 address.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-757-01 Wi-Fi DHCP/BOOTP Lease Failure RAP

Wi-fi: No response from DHCP/BOOTP server and no zero configuration IPv4 address.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-758-00 Ethernet DHCP/BOOTP Configuration Error RAP

Ethernet DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and zero configuration IPv4 address configured. DHCP/BOOTP configuration error.

The device failed to dynamically obtain an IPv4 address from a server for the Ethernet interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-758-01 Wi-Fi DHCP/BOOTP Configuration Error RAP

Wi-Fi DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and zero configuration IPv4 address configured. DHCP/BOOTP configuration error.

The device failed to dynamically obtain an IPv4 address from a server for the Wi-Fi interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-759-00 Ethernet DHCP/BOOTP Lease Failure RAP

Ethernet DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and zero configuration IPv4 address configured. DHCP/BOOTP Lease Failure.

The device failed to dynamically obtain an IPv4 address from a server for the Ethernet interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-759-01 Wi-Fi DHCP/BOOTP Lease Failure RAP

Wi-Fi DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and zero configuration IPv4 address configured. DHCP/BOOTP lease failure.

The device failed to dynamically obtain an IPv4 address from a server for the Wi-Fi interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-760-00 Ethernet DHCP/BOOTP NAK RAP

Ethernet DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and zero configuration IPv4 address configured. DHCP/BOOTP NAK.

The device failed to dynamically obtain an IPv4 address from a server for the Ethernet interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-760-01 Wi-Fi DHCP/BOOTP NAK RAP

Wi-Fi DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address and zero configuration IPv4 address configured. DHCP/BOOTP NAK.

The device failed to dynamically obtain an IPv4 address from a server for the Wi-Fi interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-761-00 Ethernet DHCP/BOOTP Server Not Found RAP

Ethernet DHCP/BOOTP Error: DHCP/BOOTP server not found and zero configuration IPv4 address configured.

The device failed to dynamically obtain an IPv4 address from a server for the Ethernet interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-761-01 Wi-Fi DHCP/BOOTP Server Not Found RAP

Wi-Fi DHCP/BOOTP Error: DHCP/BOOTP server not found and zero configuration IPv4 address configured.

The device failed to dynamically obtain an IPv4 address from a server for the Wi-Fi interface. Only a self assigned IPv4 address is available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-762-00 Ethernet Duplicate IPv4 Address Detected RAP

IPv4 Connectivity Error. Duplicate IPv4 address detected on the Ethernet interface.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to configure a unique address.

317-762-01 Wi-Fi Duplicate IPv4 Address Detected RAP

IPv4 Connectivity Error. Duplicate IPv4 address detected on the Wi-Fi interface.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to configure a unique.

317-763-00 Ethernet No IPv4 Router Configured RAP

IPv4 Connectivity Error. No IPv4 router configured. on the Ethernet interface.

Limited IPv4 Connectivity. Only local IPv4 network communication is available on the Ethernet interface. No IPv4 router configured.

Initial Actions

Check that the Ethernet cable is correctly connected.

Limited IPv4 Connectivity. Only local IPv4 network communication is available on the Ethernet interface. No IPv4 router configured.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check network for a router and/or reconfigure the device.

317-763-01 Wi-Fi No IPv4 Router Configured RAP

IPv4 Connectivity Error. No IPv4 router configured. on the Wi-Fi interface.

Limited IPv4 Connectivity. Only local IPv4 network communication is available on the Wi-Fi interface. No IPv4 router configured.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check network for a router and/or reconfigure the device.

317-764-00 Ethernet No IPv6 Router Advertisement RAP

IPv4 Connectivity Error. No IPv6 router advertisement on the Ethernet interface.

Limited IPv6 Connectivity. Only local IPv6 network communication is available on the Ethernet interface. No IPv6 router detected. This could indicate that IPv6 is not configured on the network.

Initial Actions

Check that the Ethernet cable is correctly connected.

Limited IPv4 Connectivity. Only local IPv4 network communication is available on the Ethernet interface. No IPv4 router configured.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check network for a router and/or reconfigure the device

317-764-01 Wi-Fi No IPv4 Router Configured RAP

IPv4 Connectivity Error. No IPv6 router advertisement on the Wi-Fi interface.

Limited IPv6 Connectivity. Only local IPv6 network communication is available on the Wi-Fi interface. No IPv6 router detected. This could indicate that IPv6 is not configured on the network.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check the addressing servers or disable dynamic addressing.

317-765-00 Ethernet Duplicate IPv6 Address Detected RAP

IPv6 Connectivity Error. Duplicate IPv6 address detected on the Ethernet interface.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to configure a unique address.

317-765-01 Wi-Fi Duplicate IPv6 Address Detected RAP

IPv4 Connectivity Error. Duplicate IPv6 address detected on the Wi-Fi interface.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to configure a unique.

317-766-00 Ethernet DHCPv6 Configuration Error RAP

DHCPv6 Error: DHCPv6 failed to obtain an address status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server for the Ethernet interface. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-766-01 Wi-Fi DHCPv6 Configuration Error RAP

DHCPv6 Error: DHCPv6 failed to obtain an address status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server for the Wi-Fi interface. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-767-00 Ethernet DHCPv6 Lease Failure RAP

DHCPv6 Error: DHCPv6 failed to obtain an address status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server for the Ethernet interface. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-767-01 Wi-Fi DHCPv6 Lease Failure RAP

DHCPv6 Error: DHCPv6 failed to obtain an address status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server for the Wi-Fi interface. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-768-00 Ethernet DHCPv6 NAK RAP

DHCPv6 Error: DHCPv6 failed to obtain an address status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server for the Ethernet interface. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-768-01 Wi-Fi DHCPv6 NAK RAP

DHCPv6 Error: DHCPv6 failed to obtain an address status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server for the Wi-Fi interface. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-769-00 Ethernet No Response From DHCPv6 Server RAP

DHCPv6 Error: DHCPv6 not found status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server on the Ethernet interface. No server found. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-769-01 Wi-Fi No Response From DHCPv6 Server RAP

DHCPv6 Error: DHCPv6 not found status.

IPv6 Connectivity may be Limited. The device failed to dynamically obtain an IPv6 address from a server on the Wi-Fi interface. No server found. No DHCPv6 assigned IPv6 address available.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check addressing servers or disable dynamic addressing.

317-770-00 Ethernet DNS Name Verification Error RAP

Ethernet: Failed to Verify the Host Name and/or Domain name in DNS (after XX mins).

DNS Name Verification Error.The device failed to verify the Host Name and/or Domain Name in DNS for the Ethernet interface.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check network DNS servers and/or device DNS settings.

317-770-01 Wi-Fi DNS Name Verification Error RAP

Wi-Fi: Failed to Verify the Host Name and/or Domain name in DNS (after XX mins).

DNS Name Verification Error. The device failed to verify the Host Name and/or Domain Name in DNS for the Wi-Fi interface.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check network DNS servers and/or device DNS settings.

317-771-00 Ethernet DNS Name Verification Error RAP

Ethernet: Verified Host and/or Domain name(s) do not match with the Requested Host/Domain name(s).

DNS Name Verification Error. The device Verified Host/Domain Name(s) do not match the Requested name(s) for the Ethernet interface.

Initial Actions

Check that the Ethernet cable is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet (GP 6).
- Ask the customer/SA to check network DNS servers and/or device DNS settings.

317-771-01 Wi-Fi DNS Name Verification Error RAP

Ethernet: Verified Host and/or Domain name(s) do not match with the Requested Host/Domain name(s).

DNS Name Verification Error. The device Verified Host/Domain Name(s) do not match the Requested name(s) for the Wi-Fi interface.

Initial Actions

Check that the Wi-Fi adaptor is correctly connected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Print a Configuration Sheet ([GP 6](#)).
- Ask the customer/SA to check network DNS servers and/or device DNS settings.

319-300 Unable to Read or Write to Image Disk

Unable to read or write data from the Image Disk

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Check the connections of the power harness and the SATA data cable from the Disk Drive (PL 35.2) to the SBC PWB. Check for damage. Repair as required.
- If no problems are found, replace the Disk Drive (PL 35.2). Perform GP 9 Software Upgrade. If the problem continues, replace the SBC PWB (PL 35.2).

319-301 Unable to Write to Image Disk

Unable to write data to the Image Disk

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log

Perform the following:

- Check the connections of the power harness and the SATA data cable from the Disk Drive (PL 35.2) to the SBC PWB. Check for damage. Repair as required.
- If no problems are found, replace the Disk Drive (PL 35.2). Perform GP 9 Software Upgrade. If the problem continues, replace the SBC PWB (PL 35.2).

319-302 Bad Data Received from Image Disk

Bad Data received from the Disk (i.e. disk returns data other than a read or write operation in response to a read or write request from)

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N
Return to service call procedures and log the problem in the machine service log

Perform the following:

- Check the connections of the power harness and the SATA data cable from the Disk Drive (PL 35.2) to the SBC PWB. Check for damage. Repair as required.
- If no problems are found, replace the Disk Drive (PL 35.2). Perform GP 9 Software Upgrade. If the problem continues, replace the SBC PWB (PL 35.2).

319-303 Unable to Format Image Disk

Unable to Format the Image Disk

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N
Return to service call procedures and log the problem in the machine service log

Perform the following:

- Check the connections of the power harness and the SATA data cable from the Disk Drive (PL 35.2) to the SBC PWB. Check for damage. Repair as required.
- If no problems are found, replace the Disk Drive (PL 35.2). Perform GP 9 Software Upgrade. If the problem continues, replace the SBC PWB (PL 35.2).

319-310 System Disk No Capacity Information at Power Up

System Disk does not return capacity information during Power Up.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log.

Perform the following:

- Check the connections of the power harness and the SATA data cable from the Disk Drive (PL 35.2) to the SBC PWB. Check for damage. Repair as required.
- If no problems are found, replace the Disk Drive (PL 35.2). Perform GP 9 Software Upgrade. If the problem continues, replace the SBC PWB (PL 35.2).

319-401 Out of Memory Caused By Stress Document

Out of Memory caused by a Stress Document

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

No action is required. If 19-401 remains for more than 5 minutes, switch power off then on. If the problem continues, reload software using GP 9.

319-402 Out of Memory Caused by Stress Job

Out of Memory caused by a Stress Job

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

No action is required. If the fault remains for more than 5 minutes, switch power off then on. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

319-403 Out of Memory With More Than 1 Job in EPC

Out of Memory with greater than one job in EPC

Procedure

Rescan job. If the problem continues, rescan job according to EPC capabilities.

319-409 Job Integrity Cannot be Guaranteed

Video determines that it cannot guarantee the integrity of the job being processed.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Reconcile completed jobs with uncompleted jobs. Switch the power off then on. Rerun uncompleted jobs.

319-410-00 Mark Output Timeout

Mark Output Timeout. Incomplete image data transfer within the prescribed period. Machine will attempt to recover (may take more than 30 sec.).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

If the job does not recover, switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-01 Mark Output Timeout

Mark Output Timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-02 Compress Image Timeout

Compress Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure. If the problem continues, replace the EPC memory ([PL 35.2](#)) in the SBC.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-03 Decompress Image Timeout

Decompress Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-04 Merge Image Timeout

Merge Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-05 Rotate Image Timeout

Rotate Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-06 Network Input Failure

Network Input Failure. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-07 E-Fax Send/Receive Failure

E-Fax Send/Receive Failure. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-08 Scan Input Failure

Scan Input Failure. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If there is a black background, but the prints are good, replace the IIT PWB ([PL 1.6](#)) item 3, and check the values of NVM 715-050 through 715-099 against the factory sheet.

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-09 Byte Count Error

Byte Count Error. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-10 Setup Too Late

Set Up Too Late. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-11 DMA Master Abort

DMA Master Abort. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-12 Huffman Error

Huffman Error. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-410-13 EOR Error

EOB Error. Incomplete image data transfer. Job has been deleted.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off/on and rerun the job. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

If Smears, Streaks, Lines, or Color Misregistrations occur when using DADF only, and/or DADF jobs appear to make the engine pause longer than normal before starting, reseal or replace the EPC Memory on the SBC PWB ([PL 35.2](#)).

If copying from the platen and job is deleted when the fault occurs, the NVM may be corrupt.

1. Enter Diagnostics ([UI Diagnostic Mode](#)).
2. Select the Adjustments button.
3. Select [dC301](#) NVM Initialization....
4. Under **Domain**, select the **Copier** button.
5. Under **Sub Domain**, select the **Scanner** button.
6. Under **NVM Data**, select the **All** button.
7. Select the **Initialize** button and exit Diagnostics.
8. Switch the power off, then on.

319-750 EPC Memory Size Changed Configuration at Power Up

The System detects that the EPC Memory Size configuration has changed during the Power On Sequence

Procedure

Rerun the job.

319-752 EPC Memory Size Changed Configuration at Power Up

The System detects that the Image Rotation Configuration has changed during Power On Sequence

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch machine off then on.

319-754 Image Disk Configuration Changed at Power Up

The System detects that the Image Disk Configuration (Present vs. Not Present) has changed during the Power On Sequence

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the DC power connector on the HDD. Switch machine off then on.

319-760 Test Patterns Missing From EPC

Test Patterns are missing from EPC

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch power off then on. **The problem continues.**

Y N

Return to service call procedures and log the problem in the machine service log

Go to [GP 9](#) and perform the Regular AltBoot procedure.

320-302 Fax Unexpected Reset

BSD-ON:[BSD 34.1 FAX](#)

Fax Card Hardware or Software error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-303 Fax Basic Card Unrecoverable Fault

BSD-ON:[BSD 34.1 FAX](#)

Fax Card Hardware or Software error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-305 Fax System Low Memory Unrecoverable Fault

BSD-ON:[BSD 34.1 FAX](#)

Fax Card Hardware or Software error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-320 Fax Not Cleared By Reset

BSD-ON:[BSD 34.1 FAX](#)

5 instances of an unrecoverable fax fault and has not been cleared by a card reset.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-322 Fax NV Device Not Present

BSD-ON:[BSD 34.1 FAX](#)

NV device not fitted to basic fax card

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-323 Fax System Low Memory Recoverable Fault

BSD-ON:[BSD 34.1 FAX](#)

Fax system memory is low. (<6MB)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-324 Fax Out Of File Memory

BSD-ON:[BSD 34.1 FAX](#)

Not enough memory to use Fax Service

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-327 Fax Extended Card Fault

BSD-ON:[BSD 34.1 FAX](#)

Registers cannot be accessed on the Extended card

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-331 Fax Network Line 1 Fault

BSD-ON:[BSD 34.1 FAX](#)

No communications via PSTN1 port

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-332 Fax Network Line 2 Fault

BSD-ON:[BSD 34.1 FAX](#)

No communications via PSTN2 port

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-338 Fax Communication Fault at POST

BSD-ON:[BSD 34.1 FAX](#)

Fax communication error at power up or re-boot; power on self test (POST) failure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power the machine off and on. If the problem continues, go to [OF 17-1 FAX Entry RAP](#)

320-339 Internal Fax Card Fault

BSD-ON:[BSD 34.1 FAX](#)

Internal FAX card fault

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y N
| Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-340 Fax Port 2 Modem Failure

BSD-ON:[BSD 34.1 FAX](#)

Fax Port 2 Modem Failure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-341 Fax Basic Card Failed Fault

BSD-ON:[BSD 34.1 FAX](#)

Miscellaneous Basic Card problems

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
<input type="checkbox"/>	<input type="checkbox"/>

 Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-342 Fax File Integrity Fault

BSD-ON:[BSD 34.1 FAX](#)

Error accessing file on a NV device

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y N
| Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-345 Fax Port 1 Modem Failure

BSD-ON:[BSD 34.1 FAX](#)

Fax Port 1 Modem Failure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y N
| Install a Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-701 Fax Phone book Download Fault

BSD-ON:[BSD 34.1 FAX](#)

Phone book download failed

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Config Sheet indicates the Fax PWB is installed.**

Y	N
	Install Fax PWB.

Check the following:

- Ensure the FAX is enabled
- Check that the FAX is securely connected to SBC.
- Check that the FAX phone wire is securely connected
- Go to the [OF 17-1 FAX Entry RAP](#) and check that the FAX settings are correct
- If the above checks are OK, replace the FAX PWB ([PL 35.2](#)).

320-710 Fax Immediate Image Overwrite (IIO) Error

BSD-ON:[BSD 34.1 FAX](#)

IIO Error has occurred on the fax card when overwriting the job

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Check that the Fax PWB is fully seated in the connector [J2](#) on the Riser PWB.

Check that the customer phone lines are properly connected to the Fax PWB and are not damaged.

Procedure

Print a Configuration Sheet. **The Configuration Sheet indicates the Fax PWB is installed.**

Y	N
	Perform the following in order:

1. Check that the Fax IF Flex Cable from the Riser PWB [J1](#) to the SBC PWB [J8](#) is not damaged, that it is properly connected and that the connectors are not damaged
2. Go to the [OF 17-1 FAX Entry RAP](#) and check that the Fax settings are correct
3. Reload SW using [GP 9](#).
4. Replace the Fax IF Flex Cable ([PL 35.2](#)).
5. Replace the Fax PWB ([PL 35.2](#)).
6. Replace the Hard Drive ([PL 35.2](#))
7. Replace the SBC PWB ([PL 35.2](#))

Check the following:

- Ensure the FAX is enabled
- Check that the Fax IF Flex Cable from the Riser PWB [J1](#) to the SBC PWB [J8](#) is not damaged, that it is properly connected and that the connectors are not damaged
- Go to the [OF 17-1 FAX Entry RAP](#) RAP and check that the Fax settings are correct
- Reload SW using [GP 9](#).
- Replace the Fax IF Flex Cable ([PL 35.2](#)).
- Replace the Fax PWB ([PL 35.2](#)).
- Replace the Hard Drive ([PL 35.2](#))
- Replace the SBC PWB ([PL 35.2](#))

320-711 Fax On Demand Image Overwrite (ODIO) Error

BSD-ON:[BSD 34.1 FAX](#)

ODIO Error has occurred on the fax card when overwriting the compact flash memory

Initial Actions

Check that the Fax PWB is fully seated in the connector on the Riser PWB.

Check that the customer phone lines are properly connected to the Fax PWB and are not damaged.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Print a Configuration Sheet. **The Configuration Sheet indicates the Fax PWB is installed.**

Y N

Perform the following in order:

1. Check that the Fax IF Flex Cable from the Riser PWB **J1** to the SBC PWB **J8** is not damaged, that it is properly connected and that the connectors are not damaged
2. Go to the **OF 17-1 FAX Entry RAP** and check that the Fax settings are correct
3. Reload SW using **GP 9**.
4. Replace the Fax IF Flex Cable (**PL 35.2**).
5. Replace the Fax PWB (**PL 35.2**).
6. Replace the Hard Drive (**PL 35.2**)
7. Replace the SBC PWB (**PL 35.2**)

Check the following:

- Ensure the FAX is enabled
- Check that the Fax IF Flex Cable from the Riser PWB **J1** to the SBC PWB **J8** is not damaged, that it is properly connected and that the connectors are not damaged
- Go to the **OF 17-1 FAX Entry RAP** and check that the Fax settings are correct
- Reload SW using **GP 9**.
- Replace the Fax IF Flex Cable (**PL 35.2**).
- Replace the Fax PWB (**PL 35.2**).
- Replace the Hard Drive (**PL 35.2**)
- Replace the SBC PWB (**PL 35.2**)

322-300-05 Image Complete Fault

BSD-ON: [BSD 3.1 PWB Communication \(1 of 9\)](#)

Image Complete not received from video

Initial Actions

Rerun job after the machine recovers

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y **N**
Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Check all connectors and cables between the IIT PWB and the SBC PWB.
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. Replace the IIT Harness ([PL 18.3](#))
5. Replace the IIT Control Harness ([PL 18.3](#))
6. Replace the Hard Disk Drive ([PL 35.2](#))
7. Replace the SBC PWB ([PL 35.2](#))

322-300-10 DVMA Transfer Fault

Failed to transfer image do to decoding error. (EORERROR, HUFFMANERROR, BYTECOUNTERERROR)

Initial Actions

Rerun job after the machine recovers

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y **N**
Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Check all connectors and cables between the IIT PWB and the SBC PWB.
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. Replace the IIT Harness ([PL 18.3](#))
5. Replace the IIT Control Harness ([PL 18.3](#))
6. Replace the Hard Disk Drive ([PL 35.2](#))
7. Replace the SBC PWB ([PL 35.2](#))

322-300-16 Clock Overflow Fault

When machine determines that it needs to do a reset in order to avoid an impending real time clock overflow

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Initiaize NVM using [dC301](#)
3. Replace the Hard Disk Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-301 Scan Resource Fault

Scan resources not available

Initial Actions

Rerun job after the machine recovers

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Check all connectors and cables between the IIT PWB and the SBC PWB.
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. Replace the IIT Harness ([PL 18.3](#))
5. Replace the IIT Control Harness ([PL 18.3](#))
6. Replace the Hard Disk Drive ([PL 35.2](#))
7. Replace the SBC PWB ([PL 35.2](#))

322-309-04 No Accepts Received Fault

Consecutive no accepts received from a module exceeds threshold value (currently 20).

Five consecutive 22-309-04 will cause 22-319-04.

Initial Actions

Allow five minutes for fault recovery.

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Go to the [322-319-04](#) IOT Integrity Problem While Printing a Job RAP

322-310-04 Extended Job Service Fault

Pages received from Extended Job Service out of Sequence

Procedure

Check that originals are not jammed in DADF. Verify DADF operation with media used by customer. Re-sort and reload ALL originals in the document feeder.

322-311-04 Sequencer Response Fault

Sequencer did not respond with proposal within the required time

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Check all cables connected to the SBC PWB and the MDM PWB
3. MDM PWB ([PL 18.2](#))
4. Replace the Hard Disk Drive ([PL 35.2](#))
5. Replace the SBC PWB ([PL 35.2](#))

322-314-04 Module Registration Error

Module Registration Error.

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-315-04 Module Completion Fault

One or more modules did not respond with completion message

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-316-04 Job Paper Tray Fault

No Paper Tray is configured with the required paper size

Job Requires Paper Tray that does not exist

Initial Actions

Verify that the customer is configuring the job correctly

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History and dC120 Fault Counter for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

The Job is a copy job.

Y N

Perform the following in order:

1. Rerun the job from a different computer
2. Reload SW using [GP 9](#).
3. Replace the Tray Module PWB ([PL 10.9](#) - 3TM)
4. Replace the Tray Module PWB ([PL 11.17](#) - TTM)
5. Replace the Hard Disk Drive ([PL 35.2](#))
6. Replace the SBC PWB ([PL 35.2](#))

Perform the following in order:

1. Check all connectors and cables between the Tray Module PWB and the trays.
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. Replace the Tray Module PWB ([PL 10.9](#) - 3TM)
5. Replace the Tray Module PWB ([PL 11.17](#) - TTM)
6. MDM PWB ([PL 18.2](#))
7. Replace the Hard Disk Drive ([PL 35.2](#))
8. Replace the SBC PWB ([PL 35.2](#))

322-317-04 Job Finishing Fault

Job requires finishing capability that does not exist

Initial Actions

Verify that the customer is configuring the job correctly

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History and dC120 Fault Counter for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

The Job is a copy job.

Y N

Perform the following in order:

1. Rerun the job from a different computer
2. Reload SW using [GP 9](#).
3. Replace the Finisher PWB. Refer to the Finisher Service Documentation for more information.
4. Replace the Hard Disk Drive ([PL 35.2](#))
5. Replace the SBC PWB ([PL 35.2](#))

Perform the following in order:

1. Check all connectors and cables between the MDM PWB and the Finisher PWB and between the SBC PWB and the IIT PWB
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. Replace the Finisher PWB. Refer to the Finisher Service Documentation for more information.
5. MDM PWB ([PL 18.2](#))
6. Replace the Hard Disk Drive ([PL 35.2](#))
7. Replace the SBC PWB ([PL 35.2](#))

322-318-04 Job IOT Fault

Job Requires an IOT capability that does not exist

Initial Actions

Verify that the customer is configuring the job correctly

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History and dC120 Fault Counter for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

The Job is a copy job.

Y N

Perform the following in order:

1. Rerun the job from a different computer
2. Reload SW using [GP 9](#).
3. Replace the Hard Disk Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

Perform the following in order:

1. Check all connectors and cables connected to the MDM PWB.
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. MDM PWB ([PL 18.2](#))
5. Replace the Hard Disk Drive ([PL 35.2](#))
6. Replace the SBC PWB ([PL 35.2](#))

322-319-04 IOT Integrity Problem While Printing a Job

IOT Integrity problem while printing a job.

This fault can result in two ways:

1. IOT Cycles down and back up 10 times without printing a page within the same job causing a 322-319-04.
2. Five consecutive 322-309-04 will also cause a 322-319-04.

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Check all cables connected to the SBC PWB and the MDM PWB
3. MDM PWB ([PL 18.2](#))
4. Replace the Hard Disk Drive ([PL 35.2](#))
5. Replace the SBC PWB ([PL 35.2](#))

322-320-04 Scan to File Install Fault

SM Failed to install scan to file

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-321-00 Scan to File Remove Fault

SM Failed to remove Scan to file

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-321-04 RS422 Configuration Mismatch

Proposal Response Time Out Error - RS422 Configuration mismatch

Sequencer did not respond with proposal within the required time

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-322 LAN FAX Install Fault

SM Failed to install Lan FAX

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-323 LAN FAX Remove Fault

SM Failed to remove LAN FAX

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-324 Scan to E-Mail Install Fault

SM Failed to install Scan to E-mail

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-325 Scan to E-Mail Remove Fault

SM Failed to remove Scan to E-mail.

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-326 IFAX install Fault

SM Failed to install IFAX

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-327 IFAX Remove Fault

SM Failed to install IFAX

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-328 Incomplete System Information

Incomplete System Information. Accounting Service Data is corrupt

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-00 PagePack PIN Entry Locked

PagePack PIN (Supplies Plan Activation Code) entry locked due to repeated incorrect PIN entry attempts.

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-01 List Jobs Request Timed Out Between UI CCS

List Jobs Request Timed out between UI and CCS

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-02 Queue to NC Print Timeout

List Jobs Request Timed out between CCS and SBC Print Service

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-03 Queue to Scan to File Timeout

List Jobs Request Timed out between CCS and Scan to File Service

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-04 Queue to FaxSend Timeout

List Jobs Request Timed out between CCS and Scan To Fax Service

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-05 Queue to DC Job Service Timeout

List Jobs Request Timed out between Queue Utility and DC Job Services

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-330-06 Queue to Scan to Distribution Timeout

SBC Scan to Distribution Service not responding to List Jobs RPC call

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-332 Plan Conversion Entry Locked

Plan Conversion entry locked due to repeated incorrect entry attempts.

Initial Actions

Ensure that this Fault Code did not occur during an attempt to perform Plan Conversion (refer to [GP 16](#)).

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-335 JBA install Fault

SM Failed to install Job Based Accounting

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-336 JBA Remove Fault

SM Failed to remove Job Based Accounting

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-337 ODIO install Fault

SM Failed to install disk overwrite

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-338 ODIO Remove Fault

SM Failed to remove Disk Overwrite

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-339 IIO install Fault

SM Failed to install Job Overwrite

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-340 IIO Remove Fault

SM Failed to remove Job Overwrite

Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Disk Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-350-01 Software Detects Non-Valid Xerox SIM Card

Software detects non-valid Xerox SIM card

Procedure

There is a serial number problem, a copyright problem, or a SIM card problem. Try reinstalling the feature using the SIM card located in the Tray 2 compartment on the right side of the tray. If the problem continues, it may be necessary to order a replacement SIM Card ([GP 26](#)).

322-352-00 Serial Number Missing From Memory

Serial Number Update Required.

Serial number lost/missing. A Password routine may be required to write serial number to machine

Initial Actions

Confirm that the machine serial number displayed on the UI (select **Machine Status, Machine Information Screen**) or the Configuration Sheet (if the UI is unavailable), and the serial number on the label on machine frame match. If they do not match please notify the FE/NTS.

Make sure PWBs and PJ connectors among IOT Drive, MDM, MDS, SBC, UI, and IIT are seated properly

Check **dC122** for Communications faults (Chain 303). These can prevent serial number synchronization and must be addressed before proceeding

Enter diagnostics and select **Clear Counters**, Exit and Reboot at Service exit and exit diagnostics.

Have new SBC SD Card, MDM PWB, and IIT PWB available before trouble shooting problem.

CAUTION

Do not swap the SD Card or PWBs between Machines.

CAUTION

Do not remove the batteries from any PWBs while making voltage checks in this RAP.

CAUTION

If any of the serial number storage PWBs are to be replaced (SBC SD Card, MDM PWB, IIT PWB) replace them one at a time, as directed in this procedure. Replacing them all at the same time will cause unrecoverable NVM corruption.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

If failure persists, wait 5 minutes before powering off / powering on the machine.

Procedure

Check the serial numbers on the UI (select **Machine Status, Machine Information Screen**) against the label on the machine frame and the Configuration Report. **The serial numbers match.**

Y N

Power off the machine and disconnect the power cord. Contact the field engineer (RSE)/NTS immediately.

More than one of the following have been replaced at the same time: SBC SD Card, MDM PWB, IIT PWB.

Y N

Install the original PWB with the original EEPROM, back into the machine, then reboot the machine. **The 322-352 Fault Code is still present.**

A

Y N

If any other fault codes exist, go to the specific RAP for that fault code. Otherwise, go to **Call Flow**.

Perform the following steps in the order indicated:

- Reseat the wire harness between the IIT PWB and SBC PWB.
- Reseat each board and connector on the SBC PWB, MDM PWB, IIT PWB.
- Reseat the SBC SD Card.

The original boards are still available.

Y N

Use **dC132** to restore serial number integrity.

NOTE: It may take up to 24 hours to receive a password from ACAST

Install the original PWBs back into the machine, and perform the following steps in the order indicated:

- Reseat the wire harness between the IIT PWB and SBC PWB.
- Reseat each board and connectors on the MCU-PF PWB, MDM PWB, SBC PWB.
- Reseat the SBC SD Card.

The fault code 322-352 is still present.

Y N

If other fault codes are present, go to the specific fault code RAP. If no other fault codes exist, go to **Call Flow**.

The red light on the MDM PWB is flashing.

Y N

Perform each activity until the fault is cleared.

- Replace the SBC PWB (**PL 35.2**). Power on the machine and load the latest software (**GP 9**).
- Replace the MDM PWB (**PL 18.2**). Power on the machine and load the latest software (**GP 9**).
- Replace the IIT PWB (**PL 1.6**). Power on the machine and load the latest software (**GP 9**).
- Enter Diagnostics and refresh the screen at **dC120**, and **dC122**.

Other fault codes are present.

Y N

Go to **Call Flow**.

Go to the particular fault code RAP. If, after completing any remaining fault code RAPs, the 322-352 fault code is still present, repeat the 322-352 RAP one time. If the fault code still remains, contact the CTS, FE(RSE) or NTS for assistance.

Replace the MDM PWB (**PL 18.2**) and load the latest software (**GP 9**). If the fault code remains, contact the CTS, FE (RSE) or NTS for assistance.

322-352-01 Serial Update Required

Serial Update Required

NOTE: Password routine will be required to write serial number to the IOT and SBC

Procedure

Contact service support to perform a [dC132](#).

322-360 Service Plan Lost or Missing

Three way sync of Service Plan could not be resolved

Service Plan lost/missing. A Password routine may be required to write Service Plan to machine.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch machine power off then on.

Restore hardware that was replaced. Recover using SIM (PagePack only). If the SIM Card is missing or damaged, replace it using [GP 26](#). A Password routine may be required on some machines. Contact service support.

322-370 Unable to Communicate With XSA Database

XSA communication lost

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch machine power off then on. Check network connections to XSA server and have System Administrator check configuration for XSA refer to System Administrator Guide.

322-371 Fax Application Registration Error

Set by Fax Service when it gets no response from Service Registry when trying to Register.

Initial Actions

- If the Fax Card is installed, go to [OF 17-1 FAX Entry RAP](#).
- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Fax PWB ([PL 35.1](#))
3. Replace the Hard Disk Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-372 Fax Application Un-Registration Error

Fax Service can not un-register.

Initial Actions

- If the Fax Card is installed, go to [OF 17-1 FAX Entry RAP](#).
- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Fax PWB ([PL 35.1](#))
3. Replace the Hard Disk Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-407 Embedded Fax Install Fault

SM Failed To Install Embedded Fax

Initial Actions

- If the Fax Card is installed, go to [OF 17-1 FAX Entry RAP](#).
- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Fax PWB ([PL 35.1](#))
3. Replace the Hard Disk Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-417 Embedded Fax Removal Fault

SM Failed To Removal Embedded Fax

Initial Actions

- If the Fax Card is installed, go to [OF 17-1 FAX Entry RAP](#).
- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Fax PWB ([PL 35.1](#))
3. Replace the Hard Disk Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-419 Enable Embedded Fax Fault

SM Failed To Enable Embedded Fax

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Switch machine power off then on.
2. Check Configuration Report, under Installed Options ensure Embedded Fax is installed (machine recognizes Fax Card). If the Embedded Fax does not show as installed on Configuration Report, switch off machine power and reseal the Fax Card ([PL 35.2](#)).
3. Check that Network Server Fax is disabled. Server Fax and Embedded Fax cannot be enabled at the same time.
4. Enter **Tools** mode ([GP 2](#)) and login as **Administrator**.
5. Select the **Device** button.
6. Select **Service Settings > Fax Service...>Fax Setup>Country**
7. Select the **Next** button.
8. Touch the **Line 1 Number** box and enter either the phone number of the line assigned to the machine. If no line is assigned, enter 00 and select the OK button.
9. Select the **Next** button.
10. Select the **Complete Setup and Restart Device** button.
11. If the problem still exists after the machine reboots, perform the following in order:
 - a. Reload SW using [GP 9](#)
 - b. Replace Fax Card ([PL 35.2](#)).
 - c. Replace the Hard Disk Drive ([PL 35.2](#))
 - d. Replace the SBC PWB ([PL 35.2](#))
12. If still not enabled contact Service Support for assistance.

322-421 Disable Embedded Fax Fault

SM Failed To Disable Embedded Fax.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Switch machine power off then on.
2. Check Configuration Report, under Services to see if Embedded Fax is disabled.
3. If not, enter Tools mode **GP 2** (Admin). Select **Service Settings > Fax Setup**.
4. Select Disabled. Switch machine power off and then on.
5. Print a Configuration Report. Check report, Embedded Fax should now be disabled.
6. If disabled, return to Service Call Procedures.
7. If still enabled switch off machine power and remove Fax Card from machine if it is still present.
8. Switch power off and on, then check new Configuration Report to ensure Embedded Fax is disabled.
9. If problem still exists perform the following in order:
 - a. Reload SW using **GP 9**
 - b. Replace Fax Card (**PL 35.2**).
 - c. Replace the Hard Disk Drive (**PL 35.2**)
 - d. Replace the SBC PWB (**PL 35.2**)
10. If still enabled contact Service Support for assistance.

322-701-04 Module Completion Fault

Module completion message received after IOT returned to standby

Initial Actions

- Check the Service Log for the frequency of occurrence of this fault.
- Check **dC122** Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to **Service Call Procedures**.

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using **GP 9**.
2. Replace the Hard Disk Drive (**PL 35.2**)
3. Replace the SBC PWB (**PL 35.2**)

322-720 Service Registry Bad Data / Corrupted.

Service registry bad data/corrupted.

Initial Actions

- Check the Service Log for the frequency of occurrence of this fault.
- Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Fax PWB ([PL 35.1](#))
3. Replace the Hard Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-721 Triple A Gets No Response From SRS

Triple A gets no response from SRS.

Initial Actions

- Check the Service Log for the frequency of occurrence of this fault.
- Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-750-04 Output Device Configuration Mismatch

Output Device Configuration Mismatch

Initial Actions

- Check the Service Log for the frequency of occurrence of this fault.
- Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-750-17 Accessory Card Configuration Mismatch

Accessory Card Configuration Mismatch

Initial Actions

- Check output device connections.
- Check the Service Log for the frequency of occurrence of this fault.
- Check dC122 Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

322-751-04 Paper Tray Configuration Mismatch

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

BSD-ON:[BSD 7.1 Tray 1 Paper Size Sensing](#)

BSD-ON:[BSD 7.2 Tray 2 Paper Size Sensing](#)

BSD-ON:[BSD 7.3 Tray 3 Paper Size Sensing \(TTM\)](#)

BSD-ON:[BSD 7.4 Tray 3 Paper Size Sensing \(3TM\) \(C8030/35\)](#)

BSD-ON:[BSD 7.5 Tray 4 Paper Size Sensing \(TTM\)](#)

BSD-ON:[BSD 7.6 Tray 4 Paper Size Sensing \(3TM\) \(C8030/35\)](#)

BSD-ON:[BSD 7.7 MSI \(Tray 5\) Paper Size Sensing](#)

Paper Tray Configuration Mismatch

This fault occurs after the 2nd user confirmation of a configuration mismatch if the System has detected that the Paper Tray Configuration has changed during the Power On Sequence.

Initial Actions

- Verify that the customer is configuring the job correctly
- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. Rerun job. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

The Job is a copy job.

Y N

Perform the following in order:

1. Rerun the job from a different computer
2. Reload SW using [GP 9](#).
3. Replace the Tray Module PWB ([PL 10.9 - 3TM](#))
4. Replace the Tray Module PWB ([PL 11.17 - TTM](#))
5. Replace the Hard Disk Drive ([PL 35.2](#))
6. Replace the SBC PWB ([PL 35.2](#))

A

Perform the following in order:

1. Check all connectors and cables between the Tray Module PWB and the trays.
2. Reload SW using [GP 9](#).
3. Replace the IIT PWB ([PL 1.6](#))
4. Replace the Tray Module PWB ([PL 10.9 - 3TM](#))
5. Replace the Tray Module PWB ([PL 11.17 - TTM](#))
6. MDM PWB ([PL 18.2](#))
7. Replace the Hard Disk Drive ([PL 35.2](#))
8. Replace the SBC PWB ([PL 35.2](#))

322-754-17 UI Configuration Change Fault

BSD-ON: [BSD 3.4 PWB Communication \(4 of 9\)](#)

When the System detects the UI Configuration has changed during the Power On Sequence

Initial Actions

- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Control Panel ([PL 1.7](#))
3. Replace the Hard Drive ([PL 35.2](#))
4. Replace the SBC PWB ([PL 35.2](#))

322-755-17 RDT Configuration Mismatch

After the 2nd user confirmation of a configuration mismatch if the System detects that the RDT Configuration has changed during the Power On Sequence.

Initial Actions

- Check output device connections.
- Check the Service Log for the frequency of occurrence of this fault.
- Check [dC122](#) Fault History for the frequency of occurrence of this fault

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off then on. **The fault code reappears.**

Y N

Return to [Service Call Procedures](#).

NOTE: Record the fault in the Service Log. If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Reload SW using [GP 9](#).
2. Replace the Hard Drive ([PL 35.2](#))
3. Replace the SBC PWB ([PL 35.2](#))

324-923 Y Toner Cartridge Empty

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Y Toner Cartridge Empty

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace toner cartridge.If the machine declares Toner Empty state even when remaining toner is not low, perform [dC991](#) Tone Up/Down first to see if Toner Empty state is canceled or not.

If not cancelled, check Dispense Motor drive [PL 5.1](#) or toner supply path.

324-924 M Toner Cartridge Empty

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

M Toner Cartridge Empty

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace toner cartridge.If the machine declares Toner Empty state even when remaining toner is not low, perform [dC991](#) Tone Up/Down first to see if Toner Empty state is canceled or not.

If not cancelled, check Dispense Motor drive [PL 5.1](#) or toner supply path.

324-925 C Toner Cartridge Empty

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

C Toner Cartridge Empty

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace toner cartridge.If the machine declares Toner Empty state even when remaining toner is not low, perform [dC991](#) Tone Up/Down first to see if Toner Empty state is canceled or not.

If not cancelled, check Dispense Motor drive [PL 5.1](#) or toner supply path.

341-310 IM Logic Fail

BSD-ON: [BSD 3.5 PWB Communication \(5 of 9\)](#)

IM (IOT Manager) software control error detected.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Install the correct version of the IOT firmware.
3. Perform [dC301](#), and initialize the IOT NVM (includes writing back the adjustment NVM).
4. If the problem persists, replace the MCU-PF PWB ([PL 18.2](#)).

341-316 IH Driver Interface Fault

BSD-ON: [BSD 10.4 Fusing Heat Control \(2 of 3\)](#)

Interface error between the MDM PWB and the IH Driver has occurred (at the IH Driver).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and check the connection between the IH Driver [P/J530](#) and the MDM PWB [P/J412](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the IH Driver ([PL 18.3](#)).

341-317 MDM IH Interface Fault

BSD-ON:[BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

Interface error between the MDM PWB and the IH Driver has occurred (at the MCU-IF).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check the connection between the IH Driver PWB [P/J530](#) and the MDM PWB [P/J412](#) for open circuit, short circuit, and poor contact.
3. If no problem is found, replace the MDM PWB ([PL 18.2](#)).

341-340 MDM EEPROM Data Fault

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

NVM data error (valid data is not stored in a valid address).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Install the correct version of the IOT firmware.
3. Initialize the IOT NVM (includes writing back the adjustment NVM).
4. If the problem persists, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))

341-341 MDM EEPROM Access Fault

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

NVM access error (The read values are different from those that were written, or there is I2C communication error).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check for poor contact between the EEPROM and the MDM PWB.
3. If no problem is found, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))

341-351 MDS Detect Fault

BSD-ON:[BSD 3.11 PWB Detection](#)

The MDS PWB is not installed.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Check the connector ([P452](#)) between the MDM PWB and the MDS PWB for poor connection.
3. If no problems are found, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MDS PWB ([PL 18.2](#))

341-368 MCU-PF SW Mismatch

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

- The MCU-PF software for the C8030/35 or the C8070 model is installed in a C8045/55 model.
- The MCU-PF software for the C8045/55 or the C8070 model is installed in a C8030/35 model.
- The MCU-PF software for the C8030/35 or the C8045/55 model is installed in a C8070 model.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Install the correct version of the IOT firmware.
3. Initialize the IOT NVM (includes writing back the adjustment NVM).
4. If the problem persists, replace the MCU-PF PWB ([PL 18.2](#)).

341-369 MDM Type Mismatch

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

- The MDM PWB for the C8030/35 or the C8070 model is installed in a C8045/55 model.
- The MDM PWB for the C8045/55 or the C8070 model is installed in a C8030/35 model.
- The MDM PWB for the C8030/35 or the C8045/55 model is installed in a C8070 model.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and replace with the correct MDM PWB ([PL 18.2](#)).

341-371 Speed Update Required Fault

Procedure

Go to [No-Run RAP](#)

341-388 MK Logic Fail

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

A fatal error was detected in Marking control.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Install the correct version of the IOT firmware.
3. If the problem persists, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))

341-391 Finisher Module Logic Fail

BSD-ON:[BSD 3.8 PWB Communication \(8 of 9\)](#)

A fatal error was detected in the Finisher Module.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

- Turn the power OFF and ON.
- Turn OFF the power and check the following:
 - The connection between the Motor Driver Sub PWB [P590](#) and the Finisher PWB for open circuit, short circuit, and poor contact.
 - Turn OFF the power and check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB, as well as the connector ([P452](#)) between the MDM PWB and Motor Driver Sub PWB for poor contacts, damage, and foreign substances.
 - The power supply at the Finisher.

NOTE: For more information on the IOT connection PWB and power supply at the Finisher, refer to the Finisher Supplementary Service Manual.

- If no problem is found, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))
 - MDS PWB ([PL 18.2](#))

341-393 MDS PWB F1 Fuse Fail

BSD-ON:[BSD 1.6 DC Power Generation \(5 of 6\)](#)

BSD-ON:[BSD 1.9 DC Power Distribution - Options](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 4.2 Drive Unit Cooling](#)

BSD-ON:[BSD 8.2 Tray 3/4 Paper Pre-Feeding](#)

BSD-ON:[BSD 9.27 Waste Toner Disposal \(1 of 2\)](#)

BSD-ON:[BSD 10.2 Fuser Drive Control \(2 of 2\)](#)

BSD-ON:[BSD 10.5 Fusing Heat Control \(3 of 3\)](#)

Fuse 1 on the Motor Driver Sub PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC supply line to the Motor Driver Sub PWB. **Is the voltage between the MDM PWB [P/J520-8 \(+\)](#) and the GND (-) +24VDC?**

Y N

Is the voltage between the Main LVPS [P/J510-4 \(+\)](#) and the GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS [P/J510](#) and the MDM PWB [P/J520](#) for open circuit, short circuit, and poor contact.

Turn OFF the power. Disconnect the following connectors from the Motor Driver Sub PWB and measure the resistance between each connector terminal and the GND.

- [P/J538-1, 2, 3, 4](#) (Takeaway Motor) (C8045/55, C8070)
- [P/J538-5, 6, 7, 8](#) (Registration Motor) (C8070)
- [P/J529-B5, B6, B7, B8](#) (Agitator Motor)
- [P/J524-13, 14, 15, 16](#) (P/R Latch Motor)
- [P/J524-10](#) (Fusing Unit Fan)

Is the resistance 5 Ohm or higher for each?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits.

A

- The target components for internal short circuits.

Check the connector ([P452](#)) between the MDM PWB and Motor Driver Sub PWB for short circuit.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

341-394 MDS PWB F2 Fuse Fail

BSD-ON:[BSD 1.2 Machine Power Control](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 10.7 Fused Paper Exit 1](#)

BSD-ON:[BSD 10.9 Fused Paper Exit 2 \(1 of 2\)](#)

BSD-ON:[BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

Fuse 2 on the Motor Driver Sub PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the Motor Driver Sub PWB. **Is the voltage between the Motor Driver Sub PWB [P/J539-3 \(+\)](#) and the GND (-) +24VDC?**

Y N

Is the voltage between the MDM PWB [P/J540-3 \(+\)](#) and the GND (-) +24VDC?

Y N

Are the voltages between the MDM PWB [P/J520-4/5 \(+\)](#) and the GND (-) +24VDC?

Y N

Are the voltages between the Main LVPS [P/J510-3/6 \(+\)](#) and the GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS [P/J510](#) and the MDM PWB [P/J520](#) for open circuit, short circuit, and poor contact.

Replace the MDM PWB ([PL 18.2](#)).

Turn OFF the power and check the connection between the MDM PWB [P/J540](#) and the Motor Driver Sub PWB [P/J539](#) for open circuit, short circuit, and poor contact.

Turn OFF the power. Disconnect the following connectors from the Motor Driver Sub PWB and measure the resistance between each connector terminal and the GND.

- [P/J524-3, 4](#) (Exit 1 OCT Motor)
- [P/J524-A7](#) (Exit Gate Solenoid)
- [P/J522-A3, A4](#) (Exit 2 OCT Motor)

- P/J522-A9 (Face Up Gate Solenoid)

Is the resistance 5 Ohm or higher for each?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits.
- The target components for internal short circuits.

Replace the Motor Driver Sub PWB (PL 18.2).

341-395 MDM F1 Fuse Broken

MM F1 Fuse Broken.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Power Off then Power On

If this problem persists, call service support for assistance.

341-396 MDM F2 Fuse Broken

MM F2 Fuse Broken.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Power Off then Power On

If this problem persists, call service support for assistance.

341-397 MDM PWB F4 Fuse Fail

Fuse 4 on the MDM PWB has blown.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Power Off then Power On

If this problem persists, call service support for assistance.

341-398 MDM PWB F5 Fuse Fail

BSD-ON:[BSD 1.6 DC Power Generation \(5 of 6\)](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.12 Toner Suction and Marking Module](#)

BSD-ON:[BSD 9.22 First BTR Contact/Retract Control](#)

BSD-ON:[BSD 9.29 Rear Bottom Fan Control](#)

Fuse 5 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC_SQ supply line to the MDM PWB. **Is the voltage between the MDM PWB [P/J520-8 \(+\)](#) and the GND (-) +24VDC?**

Y N

Is the voltage between the Main LVPS [P/J510-4 \(+\)](#) and the GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS [P/J510](#) and the MDM PWB [P/J520](#) for open circuit, short circuit, and poor contact.

Turn OFF the power. Disconnect connector [P/J417](#) from the MDM PWB and measure the resistances between the following terminals and the GND.

- [P/J414--B1](#) (Developer HVPS Fan) (C8045/55/C8070) ([PL 4.4](#), [BSD 9.9 HVPS \(Developer\) Cooling](#))
- [P/J414-B4](#) (Marking Fan) (C8045/55/C8070) ([PL 4.3](#), [BSD 9.12 Toner Suction and Marking Module](#))
- [P/J414-B4](#) (HV Fan) (C8030/35) ([PL 4.3](#), [BSD 9.12 Toner Suction and Marking Module](#))
- [P/J414-B8](#) (Rear Bottom Fan) (C8045/55/C8070) ([PL 4.3](#), [BSD 9.29 Rear Bottom Fan Control](#))
- [P/J414-B11](#) (Suction Fan) (C8045/55/C8070) ([PL 18.2](#), [BSD 9.12 Toner Suction and Marking Module](#))
- [P/J414-B14](#) (1st BTR Contact/Retract Clutch) ([PL 3.2](#), [BSD 9.22 First BTR Contact/Retract Control](#))

- [P/J414-B16](#) (Takeaway Clutch) (C8030/35) ([PL 15.1A](#)) [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#))

Is the resistance 5 Ohm or higher for each?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits.
- The target components for internal short circuits.

After the short circuit has been repaired, replace the MDM PWB ([PL 18.2](#))

Replace the MDM PWB ([PL 18.2](#)).

341-399 MDM PWB F6 Fuse Fail

BSD-ON:[BSD 1.1 Main Power On](#)

BSD-ON:[BSD 1.6 DC Power Generation \(5 of 6\)](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

BSD-ON:[BSD 9.25 Drum Cleaning](#)

BSD-ON:[BSD 9.28 Waste Toner Disposal \(2 of 2\)](#)

BSD-ON:[BSD 10.3 Fusing Heat Control \(1 of 3\)](#)

BSD-ON:[BSD 10.5 Fusing Heat Control \(3 of 3\)](#)

Fuse 6 on the MDM PWB has blown.

Initial Actions

Refer to the BSDs and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC_SQ supply line to the MDM PWB. **The voltage between the MDM PWB P/J520-8 (+) and GND (-) is +24VDC.**

Y N
The voltage between the Main LVPS P/J510-4 (+) and GND (-) is +24VDC.

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact.

Turn OFF the power. Disconnect the following connectors from the MDM PWB and measure the resistance between each connector terminal and GND.

- [P/J415-B6 \(MOB ADC Sensor Assembly\)\(PL 18.5\)](#) (BSD [BSD 9.23 ADC Patch and Environment Sensing](#))
- [P/J411-A5, A7, B5, B7 \(Erase Lamp \(Y, M, C, K\)\) \(PL 8.1\)](#) (BSD [BSD 9.25 Drum Cleaning](#))
- [P/J416-6 \(Process 2 Fan\) \(C8070\)\(PL 4.1\)](#) (BSD [BSD 9.28 Waste Toner Disposal \(2 of 2\)](#))
- [P/J412-B10 \(IH Exhaust Fan\) \(C8070\) \(PL 4.3\)](#) (BSD [BSD 10.5 Fusing Heat Control \(3 of 3\)](#))
- [P/J431-17 \(Fusing Unit Assembly\) \(PL 7.1\)](#) (BSD [10.3 Fusing Heat Control \(1 of 3\)](#))

The resistance is 5 Ohm or higher for each.

Y N
The problem is that the resistance between [P/J431-17](#) and GND is less than 5 Ohms.

Y N
Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits. Refer to the appropriate BSDs.
- The target components for internal short circuits.

NOTE: If the MOB ADC Sensor Assembly was replaced, change the value of NVM [760-240] (TMA Gain Flag) to '1' after the replacement.

After completing repairs it may be necessary to replace the MDM PWB ([PL 18.2](#)).

Disconnect [P/J412](#) and measure the resistance between [P/J412-B1](#) and GND. **The resistance is less than 5 Ohms.**

Y N
Check the wiring between the connector [P/J431-17](#) and the Fuser Assembly and between [P/J431-18](#) and the Fuser Assembly for a short circuit to GND. Refer to the appropriate BSD. If no problems are found, replace the following in order:

- Fuser Assembly ([PL 7.1](#))

NOTE: It be necessary to replace the MDM PWB ([PL 18.2](#)) even if the short circuit is in the Fuser Assembly, since F6 may be blown on the MDM PWB.

- MDM PWB ([PL 18.2](#))

Check the wiring between the connector [P/J412-B1](#) and the AC Power Supply for a short circuit to GND. Refer to [BSD 1.1 Main Power On](#). If no problems are found, replace the AC Power Supply ([PL 18.3](#)).

After completing repairs it may be necessary to replace the MDM PWB ([PL 18.2](#)).

Replace the MDM PWB ([PL 18.2](#)).

342-319 Drum Y, M, C Motor Fail

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

The Drum/Developer Drive Motor (Y, M, C) revolution failure was detected.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Drum Unit (Y, M, C) and the Developer (Y, M, C), and then cheat the Front Cover Interlock Switch.

Turn ON the power and turn ON DC330 [091-030] (Drum/Eve Drive Motor (Y, M, C)) ([PL 3.4](#)).

Does the Drum/Eve Drive Motor (Y, M, C) rotate?

Y N

Check the following:

- The power supply voltages (+5VDC, +24VDC) of the Drum/Eve Drive Motor (Y, M, C).
- The connection between the MDM PWB [P/J527](#) and the Drum/Eve Drive Motor (Y, M, C) [P/J247](#) for open circuit, short circuit, and poor contact.

If no problem is found, replace the following parts in sequence:

- Drum/Eve Drive Motor (Y, M, C) ([PL 3.4](#))
- MDM PWB ([PL 18.2](#))

Turn OFF the power and remove the Drum Unit (Y, M, C) and the Developer (Y, M, C).

Turn ON the power and turn ON DC330 [091-030] (Drum/Eve Drive Motor (Y, M, C)). **Does**

the Drum/Eve Drive Motor (Y, M, C) rotate?

Y N

Check the Drum Unit (Y, M, C) and the Developer (Y, M, C) for loading

Turn OFF the power and check the connection between the Drum/Eve Drive Motor (Y, M, C) [P/J247-8](#) and the MDM PWB [P/J527-A9](#) for open circuit, short circuit, and poor contact.

If no problem is found, replace the MDM PWB. ([PL 18.2](#))

342-320 Drum Y Motor Fail

The Drum/Eve Drive Motor (Y) revolution failure was detected.

Procedure

Go to [342-319](#) Drum Y, M, C Motor Fail RAP to troubleshoot this problem.

342-323 Drum K Motor Fail

BSD-ON: [BSD 9.2 Drum/Developer Drive Control \(K\)](#)

The Drum/Developer Drive Motor revolution failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Front Cover. Remove the Drum (K) and the Developer (K) and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [091-036] (Drum/Developer Drive Motor K). **Does the Drum/Developer Drive Motor (K) rotate?**

Y N

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J526-1 \(+\)](#) and the GND (-) +24VDC?**

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Is the voltage between the MDM PWB [P/J527-A8 \(+\)](#) and the GND (-) +5VDC?

Y N

Go to [+5VDC Power RAP RAP](#).

Turn the power OFF and check the connections between the MDM PWB [P/J526](#) and the Drum/Developer Drive Motor (K) [P/J240](#), as well as between the MDM PWB [P/J527](#) and the Drum/Developer Drive Motor (K) [P/J241](#) for open circuits, short circuits, and poor contacts.

If no problems are found, replace the following parts in sequence:

- Drum/Developer Drive Motor (K) ([PL 3.4](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Install the Drum (K), the Developer (K), and the Front Cover.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [091-036] (Drum/Developer Drive Motor K). **Does the Drum/Developer Drive Motor (K) rotate?**

Y N

Check the Drum (K) and the Developer (K) for loading

Press the Stop button and turn the power OFF. Check the connection between the Drum/Developer Drive Motor (K) [P/J241-8](#) and the MDM PWB [P/J527-A1](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the MDM PWB ([PL 18.2](#)):

342-324 IBT Drive Motor Fail

BSD-ON: [BSD 9.20 IBT Belt Drive Control](#)

The IBT Drive Motor revolution failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF. Remove the IBT Unit and cheat the L/H Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [094-010] (IBT Drive Motor). **Does the IBT Drive Motor rotate?**

Y N

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J526-5 \(+\)](#) and the GND (-) +24VDC?**

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Is the voltage between the MDM PWB [P/J527-B8 \(+\)](#) and the GND (-) +5VDC?

Y N

Go to [+5VDC Power RAP RAP](#).

Turn the power OFF and check the connections between the MDM PWB [P/J526](#) and the IBT Drive Motor [P/J248](#), as well as between the MDM PWB [P/J527](#) and the IBT Drive Motor [P/J249](#) for open circuits, short circuits, and poor contacts.

If no problems are found, replace the following parts in sequence:

- IBT Drive Motor ([PL 3.4](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Install the IBT Unit and close the L/H Cover.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [094-010] (IBT Drive Motor). **Does the IBT Drive Motor rotate?**

Y N

Check the IBT Drive for loading. Also, check the IBT for loading due to blockage in the IBT Waste Toner Collection Auger.

Press the Stop button and turn the power OFF. Check the connection between the IBT Drive Motor [P/J249-8](#) and the MDM PWB [P/J527-B1](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB ([PL 18.2](#)).

342-325 Registration Motor Fail (C8030/35/C8045/55)

BSD-ON: [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON: [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

BSD-ON: [BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

The Main Drive Motor revolution failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF. Remove the IBT Unit and cheat the L/H Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-006] (Registration Drive Motor). **Does the Registration Drive Motor rotate?**

Y N

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J535-1](#) (+) and the GND (-) +24VDC?**

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Is the voltage between the MDM PWB [P/J525-A16](#) (+) and the GND (-) +5VDC?

Y N

Go to [+5VDC Power RAP RAP](#).

Turn the power OFF and check the connections between the MDM PWB and the Main Driver Motor PWB for open circuits, short circuits, and poor contacts.

- **C8030/35**
 - MDM PWB - [P/J525](#) and the Registration Drive Motor - [P/J245](#)
 - MDM PWB - [P/J535](#) and the Registration Drive Motor - [P/J244](#)
- **C8045/55**
 - MDM PWB - [P/J525](#) and the Registration Drive Motor - [P/J245](#)
 - MDM PWB - [P/J535](#) and the Registration Drive Motor - [P/J244](#)

If no problems are found, replace the following parts in sequence:

- Registration Drive Motor ([PL 3.2](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Install the IBT Unit and close the L/H Cover.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-006] (Registration Drive Motor). **Does the Registration Drive Motor rotate?**

Y N

Check the 2nd BTR ([PL 14.1](#)) for loading and the Drive Gear for revolution failure or damage

Turn ON [dC330](#) [077-002] Registration Clutch. **Does the Registration Drive Motor rotate?**

Y N

Check the Registration Roll ([PL 15.2A](#)) for damage and the Drive Gear for revolution failure or damage.

A

C8030/35 only

Press the Stop All button. Turn ON [dC330](#) [042-006] (Registration Drive Motor), then turn ON [dC330](#) [077-001] (Takeaway Clutch). **Does the Registration Drive Motor rotate?**

Y N

Check the MSI Takeaway Roll and the Tray 1 Takeaway Roll for loading and the Drive Gear for revolution failure or damage

Press the Stop button and turn the power OFF. Check the connection between the Main Drive Motor and the MDM PWB for open circuit, short circuit, and poor contact.

- **C8030/35**
 - MDM PWB [P/J525-A9](#) and Registration Drive Motor [P/J245-8](#)
- **C8045/55**
 - MDM PWB [P/J525-A9](#) and Registration Drive Motor [P/J245-8](#)

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

342-330 (C8045/55/C8070) IH Exhaust Fan Fail

BSD-ON: [BSD 10.5 Fusing Heat Control \(3 of 3\)](#)

The IH Exhaust Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Open the Chassis Assembly and access the IH Exhaust Fan ([PL 4.3](#)). Rotate the IH Exhaust Fan manually to check for loading. Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-017] (IH Exhaust Fan). **Is the IH Exhaust Fan rotating?**

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB [P/J412-B10 \(+\) and the GND \(-\) +24VDC?](#)

Y N
Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the connection between the IH Exhaust Fan [P/J225](#) and the MDM PWB [P/J412](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- IH Exhaust Fan ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Check the connection between the IH Exhaust Fan [P/J225-3](#) and the MDM PWB [P/J412-B12](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- IH Exhaust Fan ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

342-332 IH Intake Fan Fail

BSD-ON: [BSD 10.5 Fusing Heat Control \(3 of 3\)](#)

The IH Intake Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Open the Chassis Assembly and access the IH Intake Fan ([PL 4.3](#)). Rotate the IH Intake Fan manually to check for loading. Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-016] (IH Intake Fan). **Is the IH Intake Fan rotating?**

Y N
When the Diagnostic is turned ON, is the voltage between the MDS PWB [P/J529-A13 \(+\) and the GND \(-\) +24VDC?](#)

Y N
Turn the power OFF and replace the MDS PWB ([PL 18.2](#)).

Turn the power OFF and check the connection between the IH Intake Fan [P/J226](#) and the MDS PWB [P/J529](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- IH Intake Fan ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

Check the connection between the IH Intake Fan [P/J226-2](#) and the MDS PWB [P/J529-A14](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- IH Intake Fan ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

342-335 (C8045/55/C8070) Process 1 Fan Fail

BSD-ON: [BSD 9.28 Waste Toner Disposal \(2 of 2\)](#)

The Process 1 Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the Process 1 Fan (PL 4.1) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON dC330 [042-022] (Process 1 Fan). **Is the Process 1 Fan rotating?**

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB P/J537-4 (+) and the GND (-) +24VDC?

Y N
Turn the power OFF and replace the MDM PWB (PL 18.2).

Turn the power OFF and check the connection between the Process 1 Fan P/J228 and the MDM PWB P/J537 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Process 1 Fan (PL 4.1)
- MDM PWB (PL 18.2)

Press the Stop button and turn the power OFF. Check the connection between the Process 1 Fan P/J228-2 and the MDM PWB P/J537-5 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Process 1 Fan (PL 4.1)
- MDM PWB (PL 18.2)

342-336 (C8070) Process 2 Fan Fail

BSD-ON: [BSD 9.28 Waste Toner Disposal \(2 of 2\)](#)

The Process 2 Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the Process 2 Fan (PL 4.1) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON dC330 [042-013] (Process 2 Fan). **Is the Process 2 Fan rotating?**

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB P/J416-6 (+) and the GND (-) +24VDC?

Y N
Turn the power OFF and replace the MDM PWB (PL 18.2).

Turn the power OFF and check the connection between the Process 2 Fan P/J238 and the MDM PWB P/J416 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Process 2 Fan (PL 4.1)
- MDM PWB (PL 18.2)

Press the Stop button and turn the power OFF. Check the connection between the Process 2 Fan P/J238-2 and the MDMPWB P/J416-7 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Process 2 Fan (PL 4.1)
- MDM PWB (PL 18.2)

342-340 Cartridge Fan Fail

BSD-ON: [BSD 9.19 Toner Cartridge Cooling](#)

The Cartridge Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the Cartridge Fan ([PL 4.2](#)) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-021] (Cartridge Fan).

Is the Cartridge Fan rotating?

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB [P/J416-3](#) (+) and the GND (-) +24VDC?

Y N
Turn the power OFF and replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the connection between the Cartridge Fan [P/J619](#) and the MDM PWB [P/J416](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Cartridge Fan ([PL 4.2](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Check the connection between the Cartridge Fan [P/J619-2](#) and the MDM PWB [P/J416-4](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Cartridge Fan ([PL 4.2](#))
- MDM PWB ([PL 18.2](#))

342-341 Marking/HV Fan Fail

BSD-ON: [BSD 9.12 Toner Suction and Marking Module](#)

The HV Fan (C8030/35) or Marking Fan (C8045/55/C8070) error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the Marking/HV Fan ([PL 4.3](#)) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-012] (Marking/HV Fan). Is the Marking/HV Fan rotating?

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB [P/J414-B4](#) (+) and the GND (-) +24VDC?

Y N
Turn the power OFF and replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the connection between the Marking/HV Fan [P/J235](#) and the MDM PWB [P/J414](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- HV Fan (C8030/35) ([PL 4.3](#))
- Marking Fan (C8045/55/C8070) ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF.

Check the connection between the Marking/HV Fan [P/J235-3](#) and the MDM PWB [P/J414-B6](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- HV Fan (C8030/35) ([PL 4.3](#))
- Marking Fan (C8045/55/C8070) ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

342-342 (C8045/55/C8070) Suction Fan Fail

BSD-ON: [BSD 9.12 Toner Suction and Marking Module](#)

The Suction Fan (C8045/55/C8070) error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the Suction Fan ([PL 18.2](#)) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch. Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-020] (Suction Fan).

Is the Suction Fan rotating?

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB [P/J414-B11 \(+\) and the GND \(-\) +24VDC?](#)

Y N
Turn the power OFF and replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the connection between the Suction Fan [P/J231](#) and the MDM PWB [P/J414](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Suction Fan ([PL 18.2](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Check the connection between the Suction Fan [P/J231-3](#) and the MDM PWB [P/J414-B12](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Suction Fan ([PL 18.2](#))
- MDM PWB ([PL 18.2](#))

342-343 (C8045/55/C8070) Rear Bottom Fan Fail

BSD-ON: [BSD 9.29 Rear Bottom Fan Control](#)

The Rear Bottom Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the Rear Bottom Fan ([PL 4.3](#)) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-015] (Rear Bottom Fan). Is the Rear Bottom Fan rotating?

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB [P/J414-B8 \(+\) and the GND \(-\) +24VDC?](#)

Y N
Turn the power OFF and replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the connection between the Bottom Fan [P/J234](#) and the MDM PWB [P/J414](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Rear Bottom Fan ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Check the connection between the Rear Bottom Fan [P234-3](#) and the MDM PWB [P/J414-B9](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Rear Bottom Fan ([PL 4.3](#))
- MDM PWB ([PL 18.2](#))

342-344 (C8045/55/C8070) C Exhaust Fan Fail

BSD-ON: [BSD 4.2 Drive Unit Cooling](#)

The C Exhaust Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Rotate the C Exhaust Fan ([PL 4.3](#)) manually to check for loading. Open the Front Cover and cheat the Front Cover Interlock Switch.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [042-024] (C Exhaust Fan). **Is the C Exhaust Fan rotating?**

Y N

When the Diagnostic is turned ON, is the voltage between the MDS PWB [P/J529-B13 \(+\)](#) and the GND (-) +24VDC?

Y N

Turn the power OFF and replace the following parts in sequence:

- MDS PWB ([PL 18.2](#))
- MDM PWB ([PL 18.2](#))

Turn the power OFF and check the connection between the C Exhaust [P/J227](#) and the MDS PWB [P/J529](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- C Exhaust Fan ([PL 4.3](#))
- MDS PWB ([PL 18.2](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF. Check the connection between the C Exhaust Fan [P227-3](#) and the MDM PWB [P/J529-B14](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- C Exhaust Fan ([PL 4.3](#))
- MDS PWB ([PL 18.2](#))
- MDM PWB ([PL 18.2](#))

342-604 NOHAD Temperature Sensor Fail

BSD-ON: [BSD 9.23 ADC Patch and Environment Sensing](#)

The NOHAD Thermistor error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and check the connection between the NOHAD Thermistor [J195](#) and the MDM PWB [P/J417](#) for open circuit, short circuit, and poor contact. Also check whether there is poor connection or foreign substances at the detection section of the NOHAD Thermistor.

If no problems are found, replace the following parts in sequence:

- NOHAD Thermistor ([/PL 4.2](#))
- MDM PWB ([PL 18.2](#))

343-321 Developer HVPS Fan Fail (C8045/55/C8070)

BSD-ON: [BSD 9.9 HVPS \(Developer\) Cooling](#)

The Developer HVPS Fan error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Right Cover. Access the Developer HVPS Fan (PL 4.4). Rotate the Developer HVPS Fan manually to check for loading.

Turn the power ON and enter the Diagnostic mode. Turn ON dC330 [042-027] (IH Exhaust Fan). **Is the IH Exhaust Fan rotating?**

Y N
When the Diagnostic is turned ON, is the voltage between the MDM PWB P/J414-B1 (+) and the GND (-) +24VDC?

Y N
Replace the MDM PWB (PL 18.2).

Turn the power OFF and check the connection between the Developer HVPS Fan P/J278 and the MDM PWB P/J414 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Developer HVPS Fan (PL 4.4)
- MDM PWB (PL 18.2)

Press the Stop button and turn the power OFF. Check the connection between the IH Developer HVPS Fan P/J278-3 and the MDM PWB P/J414-B2 for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- Developer HVPS Fan (PL 4.4)
- MDM PWB (PL 18.2)

343-322 LVPS Fan Fail

BSD-ON: [BSD 1.11 LVPS Cooling](#)

An abnormality was detected in the LVPS Front Fan.

NOTE: When turning the power OFF, turn OFF the Power Switch first and then the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Cover from the 3TM (PL 10.14) or the TTM (PL 11.18). Disconnect and reconnect P/J277.

Turn the power ON and enter the Diagnostic mode. Turn ON dC330 [042-018] (LVPS Fan). **Is the LVPS Fan rotating?**

Y N
When the Diagnostic is turned ON, is the voltage between the MDS PWB P/J529-B9 (+) and the GND (-) +24VDC?

Y N
Turn the power OFF and replace the MDS PWB (PL 18.2).

Turn the power OFF and check the connection between the LVPS Fan P/J277 and the MDS PWB P/J529 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- LVPS (PL 18.3)
- MDS PWB (PL 18.2)

Press the Stop button and turn the power OFF. Check the connection between the LVPS Fan P/J277-2 and the MDS PWB P/J529-B11 for open circuit, short circuit, and poor contact. If no problems are found, replace the following in sequence:

- MDS PWB (PL 18.2)
- MDM PWB (PL 18.2)

343-338 LH Fan Fail

BSD-ON:BSD 9.30 LH Fan Control (Option)

The LH Fan 1-3 error was detected.

NOTE:

- The LH Fan is an option Fan to prevent paper blocking. If the LH Fan is installed, set NVM (741-140) to "1".
- When turning the power OFF, turn OFF the Power Switch first and then the Main Power Switch.

Procedure

Turn the power OFF. Open the L/H Cover and cheat the L/H Cover Interlock Switch. Rotate the LH Fans 1-3 manually to check for loading.

Disconnect and reconnect the following connectors:

- P/J523 (MDM PWB (PL 18.2))
- P/J635
- P/J450, P/J453, P/J454 (LH Fan PWB (PL 14.4))
- P/J217 (LH Fan 2 (PL 14.4))
- P/J218 (LH Fan 3 (PL 14.4))

Turn the power ON and enter the Diagnostic mode. Turn ON dC330 [042-026] (LH Fan). **Are all of the LH Fans 1-3 rotating?**

Y N

Press the Stop button. **Is the voltage between the LH Fan PWB P/J450-5 (+) and the GND (-) +24VDC?**

Y N

Remove the Rear Upper Cover. **Is the voltage between the MDM PWB P/J523-B13 (+) and the GND (-) +24VDC?**

Y N

Turn the power OFF and replace the MDM PWB (PL 18.2).

Turn the power OFF and check the connection between the MDM PWB P/J523 and the LH Fan PWB P/J450 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2).

Turn ON dC330 [042-026] (LH Fan) and measure the following voltages:

- Between the LH Fan PWB P/J453-1 (+) and the GND (-) (LH Fan 1)
- Between the LH Fan PWB P/J454-1 (+) and the GND (-) (LH Fan 2)
- Between the LH Fan PWB P/J454-5 (+) and the GND (-) (LH Fan 3)

Is the voltage for all measurements +24VDC?

Y N

Turn the power OFF and check the connection between the MDM PWB P/J523-B14 and the LH Fan PWB P/J450-4 for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- LH Fan PWB (PL 14.4)
- MDM PWB (PL 18.2)

Press the Stop button and turn the power OFF. Check the following connectors for open circuits, short circuits, and poor contacts.

A

- Between the LH Fan PWB P/J453 and the LH Fan 1
 - Between the LH Fan PWB P/J454 and the LH Fan 2 P/J217
 - Between the LH Fan PWB P/J454 and the LH Fan 3 P/J218
- If no problems are found, replace the LH Fans (1-3) (PL 14.4).

Press the Stop button. Turn the power OFF and check the following:

- Check the connection between the LH Fan 2 P/J217-3 and the LH Fan PWB P/J454-3 for open circuit, short circuit, and poor contact.
- Check the connection between the LH Fan 3 P/J218-3 and the LH Fan PWB P/J454-7 for open circuit, short circuit, and poor contact.
- Check the connection between the LH Fan PWB P/J450-2 and the MDM PWB P/J523-B16 for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- LH Fan 1 (PL 14.4)
- LH Fan 2 (PL 14.4)
- LH Fan 3 (PL 14.4)
- LH Fan PWB (PL 14.4)
- MDM PWB (PL 18.2)

345-310 Image Ready NG

BSD-ON:[BSD 3.5 PWB Communication \(5 of 9\)](#)

The Controller image preparation failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check the connectors ([J335](#), [J451](#), and [J1](#)) between the SBC PWB, BP PWB, MDM PWB, and MCU-PF PWB for poor contacts.
3. If the problem persists, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - SBC PWB ([PL 35.2](#))
 - MDM PWB ([PL 18.2](#))
 - BP PWB ([PL 18.2](#))

345-311 Controller Communication Fault

BSD-ON:[BSD 3.5 PWB Communication \(5 of 9\)](#)

Communication error between SBC PWB and MCU-PF PWB was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check the connectors ([J335](#), [J451](#), and [J1](#)) between the SBC PWB, BP PWB, MDM PWB, and MCU-PF PWB for poor contacts.
3. If the problem persists, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - SBC PWB ([PL 35.2](#))
 - MDM PWB ([PL 18.2](#))
 - BP PWB ([PL 18.2](#))

345-320 MDM PWB F8 Fuse Fail

BSD-ON:[BSD 1.5B DC Power Generation \(4 of 6\)](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 7.8 Tray 1 Paper Stacking](#)

BSD-ON:[BSD 9.28 Waste Toner Disposal \(2 of 2\)](#)

Fuse 8 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC_SQ supply line to the MDM PWB. **Is the voltage between the MDM PWB P/J520-8 (+) and the GND (-) +24VDC?**

Y N
Is the voltage between the Main LVPS P/J510-4 (+) and the GND (-) +24VDC?

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect the following connectors from the MDM PWB and measure the resistance between each connector terminal and the GND.

- [P/J528-B1, B2, B3, B4 \(Tray 1 Feed/Lift Up Motor\)](#)
- [P/J537-4 \(Process 1 Fan\) \(C8045/55/C8070\)](#)

Is the resistance 5 Ohm or higher for each?

Y N
Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits to GND.
- The target components for internal short circuits.

Replace the MDM PWB (PL 18.2).

345-343 (C8030/35/C8045/55) MDM PWB F9 Fuse Fail

BSD-ON:[BSD 1.5B DC Power Generation \(4 of 6\)](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

Fuse 9 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC_SQ supply line to the MDM PWB. **Is the voltage between the MDM PWB P/J520-8 (+) and the GND (-) +24VDC?**

Y N
Is the voltage between the Main LVPS P/J510-4 (+) and the GND (-) +24VDC?

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect connector P/J523 from the MDM PWB and measure the resistance between P/J523-A7 and the GND. **Is the resistance 5 Ohm or higher?**

Y N
Check the following:

- The connection between the MDM PWB P/J523-A7 and the Registration Clutch P/J260-2 for short circuit (earth fault).
- The Registration Clutch for internal short circuit (PL 15.2A)

Replace the MDM PWB (PL 18.2).

345-345 MDS PWB F3 Fuse Fail

BSD-ON: [BSD 1.10 DC Power Distribution - HCF Option](#)

BSD-ON: [BSD 1.14 PWB Fuse Status](#)

BSD-ON: [BSD 9.17 Toner Dispense Control \(Y,M\)](#)

BSD-ON: [BSD 9.18 Toner Dispense Control \(C,K\)](#)

BSD-ON: [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

Fuse 3 on the Motor Driver Sub PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the MDS PWB. **Is the voltage between the MDS PWB [P/J539-3 \(+\)](#) and the GND (-) +24VDC?**

Y N
|
| **Is the voltage between the MDM PWB [P/J540-3 \(+\)](#) and the GND (-) +24VDC?**
| Y N
| | **Are the voltages between the MDM PWB [P/J520-4/5 \(+\)](#) and the GND (-) +24VDC?**
| | Y N
| | | **Are the voltages between the Main LVPS [P/J510-3/6 \(+\)](#) and the GND (-) +24VDC?**
| | | Y N
| | | | Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).
| | | |
| | | | Turn OFF the power and check the connection between the Main LVPS [P/J510](#) and the MDM PWB [P/J520](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB ([PL 18.2](#))
| | | |
| | | | Replace the MDM PWB ([PL 18.2](#)).
| | | |
| | | | Turn OFF the power and check the connection between the MDM PWB [P/J540](#) and the MDS PWB [P/J539](#) for open circuit, short circuit, and poor contact.

Turn OFF the power. Disconnect the following connectors from the MDS PWB and measure the resistance between each connector terminal and the GND.

- [P/J529-A1, A2, A3, A4](#) (Toner Dispense Motor (Y)) ([PL 5.1](#))
- [P/J529-A5, A6, A7, A8](#) (Toner Dispense Motor (M)) ([PL 5.1](#))
- [P/J529-A9, A10, A11, A12](#) (Toner Dispense Motor (C)) ([PL 5.1](#))

- [P/J529-B1, B2, B3, B4](#) (Toner Dispense Motor (K)) ([PL 5.1](#))
- [P/J529-B4, B5, B6, B7](#) (Exit 2 Drive Motor) ([PL 17.4](#))

Is the resistance 5 Ohm or higher for each?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits to GND.
- The target components for internal short circuits.

Replace the MDS PWB ([PL 18.2](#)).

345-346 MDM PWB F3 Fuse Fail

BSD-ON: [BSD 1.5B DC Power Generation \(4 of 6\)](#)

BSD-ON: [BSD 1.14 PWB Fuse Status](#)

BSD-ON: [BSD 1.9 DC Power Distribution - Options](#)

Fuse 3 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC_SQ supply line to the MDM PWB. **Is the voltage between the MDM PWB P/J520-8 (+) and the GND (-) +24VDC?**

Y N

Is the voltage between the Main LVPS P/J510-4 (+) and the GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB ([PL 18.2](#))

Turn OFF the power. Disconnect connector P/J593 from the MDM PWB and measure the resistance between P/J593-1 and the GND. **Is the resistance 5 Ohm or higher?**

Y N

Check the following:

- The connection between the MDM PWB P/J593-1 and the HCF for short circuit to GND.
- The HCF for internal short circuit.

NOTE: For more information, refer to the HCF service documentation.

Disconnect connector P/J540 from the MDM PWB and measure the resistance between P/J540-1 and the GND. **Is the resistance 5 Ohm or higher?**

Y N

Disconnect connector P592 from the MDS PWB and measure the resistance between P592-B2 and the GND. **Is the resistance 5 Ohm or higher?**

Y N

Check the connection between the MDS PWB P592-B2 and the Tray Module PWB P/J541-10 (3TM) or P/J541-10 (TTM) for short circuit (earth fault).

If no problem is found, replace the Tray Module PWB. ([PL 10.9](#), [PL 11.17](#))

Check the connection between the MDM PWB P/J540-1 and the MDS PWB P/J539-1 for short circuit (earth fault).

A

If no problem is found, replace the MDS PWB ([PL 18.2](#)).

Replace the MDM PWB ([PL 18.2](#)).

345-347 MDM PWB F10 Fuse Fail

BSD-ON:[BSD 1.12 Interlocked Power](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 9.19 Toner Cartridge Cooling](#)

Fuse 10 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the MDM PWB. **Are the voltages between the MDM PWB P/J520-4/5 (+) and the GND (-) +24VDC?**

Y N
|
Are the voltages between the Main LVPS P/J510-3/6 (+) and the GND (-) +24VDC?
Y N
|
Go to +24VDC Power RAP (C8030/35, C8045/55) or +24VDC Power RAP (C8070).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect connector P/J416 from the MDM PWB and measure the resistance between P/J416-3 and the GND. **Is the resistance 5 Ohm or higher?**

Y N
|
Check the following:
• The connection between the MDM PWB P/J416-3 and the Cartridge Fan P/J619 for a short circuit to GND.
• The Cartridge Fan (PL 4.2) for internal short circuit.

Replace the MDM PWB. (PL 18.2)

345-348 MDM PWB F11 Fuse Fail

BSD-ON:[BSD 1.12 Interlocked Power](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 7.12 MSI \(Tray 5\) Paper Stacking](#)

BSD-ON:[BSD 9.7 Charging and Exposure \(1 of 2\)](#)

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.13 Development \(Y\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 10.8 Duplex Transport](#)

Fuse 11 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the MDM PWB. **Are the voltages between the MDM PWB P/J520-4/5 (+) and GND (-) +24VDC?**

Y N
|
Are the voltages between the Main LVPS P/J510-3/6 (+) and GND (-) +24VDC?
Y N
|
Go to +24VDC Power RAP (C8030/35, C8045/55) or +24VDC Power RAP (C8070).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect the following connectors from the MDM PWB and measure the resistance between each connector terminal and the GND.

- P/J525-B10, B11, B12, B13 (MSI Feed/Nudger Motor) (PL 13.2)
- P/J414-A17 (HVPS (BCR) (PL 18.6)
- P/J417-B11 (HVPS (Eve) (PL 18.5)
- P/J417-A15 (HVPS (1st/2nd BTR) (PL 6.2)
- P/J523-B7, B8, B9, B10 (Duplex Motor) (PL 14.6)

Is the resistance 5 Ohm or higher for each?

Y N
|
Check the following:

A

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits to GND.
- The target components for internal short circuits.

Replace the MDM PWB (PL 18.2).

345-349 MDM PWB F13 Fuse Fail

BSD-ON: [BSD 1.12 Interlocked Power](#)

BSD-ON: [BSD 1.14 PWB Fuse Status](#)

BSD-ON: [BSD 9.30 LH Fan Control \(Option\)](#)

BSD-ON: [BSD 10.8 Duplex Transport](#)

Fuse 13 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the MDM PWB. **Are the voltages between the MDM PWB P/J520-4/5 (+) and GND (-) +24VDC?**

Y N

Are the voltages between the Main LVPS P/J510-3/6 (+) and GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS [P/J510](#) and the MDM PWB [P/J520](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect the connector [P/J523](#) from the MDM PWB and measure the resistance between the following terminals and GND. [P/J523-B11](#) and the GND.

- [P/J523-B11 \(DC Heater\) \(PL 14.5\)](#)
- [P/J523-B13 \(LH Fan PWB\) \(PL 14.4\)](#)

Is the resistance 5 Ohm or higher?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits to GND.
- The target components for internal short circuits.

Replace the MDM PWB (PL 18.2).

345-353 MDM PWB F14 Fuse Fail

BSD-ON:[BSD 1.12 Interlocked Power](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

Fuse 14 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the MDM PWB. **Are the voltages between the MDM PWB P/J520-4/5 (+) and GND (-) +24VDC?**

Y N

Are the voltages between the Main LVPS P/J510-3/6 (+) and GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB ([PL 18.2](#))

Turn OFF the power. Disconnect connector P/J535 from the MDM PWB and measure the resistances between the following terminals and GND.

- P/J535-1 (Registration Drive Motor) ([PL 3.2](#))
- P/J535-3 (Fuser Drive Motor) ([PL 3.1](#))

Is the resistance 5 Ohm or higher for each?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits to GND.
- The target components for internal short circuits.

Replace the MDM PWB ([PL 18.2](#)).

345-354 MDM PWB F15 Fuse Fail

BSD-ON:[BSD 1.12 Interlocked Power](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.2 Drum/Developer Drive Control \(K\)](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.20 IBT Belt Drive Control](#)

Fuse 15 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the Intlk_+24VDC supply line to the MDM PWB. **Are the voltages between the MDM PWB P/J520-4/5 (+) and the GND (-) +24VDC?**

Y N

Are the voltages between the Main LVPS P/J510-3/6 (+) and the GND (-) +24VDC?

Y N

Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB ([PL 18.2](#))

Turn OFF the power. Disconnect connector P/J526 from the MDM PWB and measure the resistances between the following terminals and the GND.

- P/J526-3 (Drum Drive Motor (Y, M, C)) ([PL 3.4](#))
- P/J526-1 (Drum/Developer Drive Motor (K)) ([PL 3.4](#))
- P/J526-7 (Developer Drive Motor (Y, M, C)) ([PL 3.4](#))
- P/J526-5 (IBT Drive Motor) ([PL 3.4](#))

Is the resistance 5 Ohm or higher for each?

Y N

Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits to GND.
- The target components for internal short circuits.

Replace the MDM PWB ([PL 18.2](#)).

345-355 MDM PWB F16 Fuse Fail

BSD-ON:[BSD 1.12 Interlocked Power](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

Fuse 16 on the MDM PWB has blown.

Procedure

The Intlk_+24VDC_F16 power line is not being used (no load). If this failure has occurred, replace the MDM PWB ([PL 18.2](#)).

345-356 MDM PWB F17 Fuse Fail

BSD-ON:[BSD 1.3 DC Power Generation \(1 of 6\)](#)

BSD-ON:[BSD 1.12 Interlocked Power](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

Fuse 17 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +5VDC_Stby supply line to the MDM PWB. **Is the voltage between the MDM PWB [P/J521-3 \(+\)](#) and the GND (-) +5VDC?**

Y N

Is the voltage between the Main LVPS [P/J509-6 \(+\)](#) and the GND (-) +5VDC?

Y N

Go to [+5VDC Power RAP](#).

Turn OFF the power and check the connection between the Main LVPS [P/J509](#) and the MDM PWB [P/J521](#) for open circuit or poor contact. If no problems are found, replace the MDM PWB ([PL 18.2](#)).

Replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

345-357 MDM PWB F22 Fuse Fail

BSD-ON:[BSD 1.4 DC Power Generation \(2 of 6\)](#)

BSD-ON:[BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

BSD-ON:[BSD 6.6 LPH Control \(Y\)](#)

BSD-ON:[BSD 6.7 LPH Control \(M\)](#)

BSD-ON:[BSD 6.8 LPH Control \(C\)](#)

BSD-ON:[BSD 6.9 LPH Control \(K\)](#)

Fuse 22 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +5VDC supply line to the MDM PWB. **Is the voltage between the MDM PWB P/J520-2 (+) and the GND (-) +5VDC?**

Y N
Is the voltage between the Main LVPS P/J509-7 (+) and the GND (-) +5VDC?
Y N
Go to +5VDC Power RAP.

Turn OFF the power and check the connection between the Main LVPS P/J509 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect connector P/J532 from the MDM PWB and measure the resistances between the following terminals and the GND.

- P/J532-2, 4 (LPH (Y))
- P/J532-6, 8 (LPH (M))
- P/J532-10, 12 (LPH (C))
- P/J532-14, 16 (LPH (K))

Is the resistance 5 Ohm or higher for each?

Y N
Check the following:

- The connections that are in earth fault (at 5 Ohm or lower) for short circuits.
- The target components for internal short circuits.

Replace the MDM PWB (PL 18.2).

345-358 MDM PWB F23 Fuse Fail

BSD-ON:[BSD 1.5B DC Power Generation \(4 of 6\)](#)

BSD-ON:[BSD 1.6 DC Power Generation \(5 of 6\)](#)

BSD-ON:[BSD 1.14 PWB Fuse Status](#)

Fuse 23 on the MDM PWB has blown.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Rear Upper Cover. Turn ON the power and check the +24VDC_SQ supply line to the MDM PWB. **Is the voltage between the MDM PWB P/J520-8 (+) and the GND (-) +24VDC?**

Y N
Is the voltage between the Main LVPS P/J510-4 (+) and the GND (-) +24VDC?
Y N
Go to +24VDC Power RAP (C8030/35, C8045/55) or +24VDC Power RAP (C8070).

Turn OFF the power and check the connection between the Main LVPS P/J510 and the MDM PWB P/J520 for open circuit, short circuit, and poor contact. If no problems are found, replace the MDM PWB (PL 18.2)

Turn OFF the power. Disconnect connector P/J540 from the MDM PWB and measure the resistance between P/J540-5 and the GND. **Is the resistance 5 Ohm or higher?**

Y N
Disconnect connector P591 from the MDS PWB and measure the resistance between P591-1 and the GND. **Is the resistance 5 Ohm or higher?**

Y N
Check the following:

- The connection between the MDS PWB P591-1 and the Finisher for short circuit (earth fault).
- The Finisher for internal short circuit.

NOTE: For more information, refer to the Finisher service documentation.

Check the connection between the MDM PWB P/J540-5 and the MDS PWB P/J539-5 for short circuit (earth fault).
If no problem is found replace the MDS PWB (PL 18.2).

Replace the MDM PWB (PL 18.2).

345-359 EEPROM Config Mismatch

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

The wrong EEPROM is installed

- The EEPROM for C8045/55 model or C8070 model is installed in the C8030/35 model.
- The EEPROM for C8030/35 model or C8070 model is installed in the C8045/55 model.
- The EEPROM for C8030/35 model or C8045/55 model is installed in the C8070 model.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Replace with the correct EEPROM.
3. Initialize the IOT NVM (includes writing back the adjustment NVM).
4. If the problem persists, replace the MDM PWB ([PL 18.2](#)).

345-368 SBM Initialize Fail

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

Communication cannot be established via the serial bus between the MSOC and the HASIC.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.
3. If no problem is found, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))

345-369 SBM Master Communication Fail

BSD-ON: [BSD 3.6 PWB Communication \(6 of 9\)](#)

A communication error has occurred at the MSOC side via the serial bus between the MSOC and the HASIC.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.
3. If no problem is found, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))

345-370 LPH Power On Fault Multi

BSD-ON: [BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Power source error during LPH batch download complete verification or MDM error. (Fail has occurred in multiple LPHs.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J532-4/8/12/16 \(+\)](#) and the GND (-) +5VDC?**

Y N
Go to [+5VDC Power RAP](#).

Is the voltage between the MDM PWB [P/J532-2/6/10/14 \(+\)](#) and the GND (-) +1.8VDC?

Y N
Turn the power OFF and disconnect the MDM PWB connector [P/J532](#).
Measure the resistance between the MDM PWB [P/J532-2/6/10/14](#) and the Frame. **Is the resistance infinite for all?**

Y N
Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the following connectors for open circuit, short circuit, and poor connection.

- Between MDM PWB [P/J557](#) and LPH Rear PWB [P/J561](#)
- Between MDM PWB [P/J556](#) and LPH Rear PWB [P/J560](#)
- Between MDM PWB [P/J555](#) and LPH Rear PWB [P/J559](#)
- Between MDM PWB [P/J554](#) and LPH Rear PWB [P/J558](#)

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

If the problem persists, refer to [dC131 \[749-001\]](#) (LPH Fail Color) to go to the appropriate RAP. (Bit 0 = 1: Error occurred at Y color, Bit 1 = 1: Error occurred at M color, Bit 2 = 1: Error occurred at C color, Bit 3 = 1: Error occurred at K color. In case of multiple error occurrences, the Bit for each will become '1'.)

- Y color: [361-350 RAP](#)
- M color: [361-351 RAP](#)

- C color: 361-352 RAP
- K color: 361-353 RAP

345-371 LPH Download Data Fault Multi

BSD-ON: [BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

DELSOL register error during the LPH batch download complete verification or connector error. (Fail has occurred in multiple LPHs.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J532-4/8/12/16 \(+\)](#) and the GND (-) +5VDC?**

Y N
Go to [+5VDC Power RAP](#).

Is the voltage between the MDM PWB [P/J532-2/6/10/14 \(+\)](#) and the GND (-) +1.8VDC?

Y N
Turn the power OFF and disconnect the MDM PWB connector [P/J532](#).
Measure the resistance between the MDM PWB [P/J532-2/6/10/14](#) and the Frame. **Is the resistance infinite for all?**

Y N
Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the following connectors for open circuit, short circuit, and poor connection.

- Between MDM PWB [P/J557](#) and LPH Rear PWB [P/J561](#)
- Between MDM PWB [P/J556](#) and LPH Rear PWB [P/J560](#)
- Between MDM PWB [P/J555](#) and LPH Rear PWB [P/J559](#)
- Between MDM PWB [P/J554](#) and LPH Rear PWB [P/J558](#)

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

If the problem persists, refer to [dC131 \[749-001\]](#) (LPH Fail Color) to go to the appropriate RAP. (Bit 0 = 1: Error occurred at Y color, Bit 1 = 1: Error occurred at M color, Bit 2 = 1: Error occurred at C color, Bit 3 = 1: Error occurred at K color. In case of multiple error occurrences, the Bit for each will become '1'.)

- Y color: [361-354 RAP](#)
- M color: [361-355 RAP](#)

- C color: 361-356 RAP
- K color: 361-357 RAP

345-372 LPH Mismatch Fault Multi

BSD-ON:BSD 1.5A DC Power Generation (3 of 6)

BSD-ON:BSD 6.6 LPH Control (Y)

BSD-ON:BSD 6.7 LPH Control (M)

BSD-ON:BSD 6.8 LPH Control (C)

BSD-ON:BSD 6.9 LPH Control (K)

The model numbers of multiple LPH Units do not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB P/J532-4/8/12/16 (+) and the GND (-) +5VDC?**

Y N
 | Go to +5VDC Power RAP.

Is the voltage between the MDM PWB P/J532-2/6/10/14 (+) and the GND (-) +1.8VDC?

Y N
 | Turn the power OFF and disconnect the MDM PWB connector P/J532.
 | Measure the resistance between the MDM PWB P/J532-2/6/10/14 and the Frame. **Is the resistance infinite for all?**

Y N
 | Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB (PL 18.2).

Check that the values in dC131 [749-152 to 160] (LPH Specific Code) do not contain corruption, etc. If no problems are found, replace the following parts in sequence:

- MDM PWB (PL 18.2)
- MCU-PF PWB (PL 18.2)
- LPH Unit (Y, M, C, K) (PL 2.1)

345-373 LPH Read Fault Multi

BSD-ON: [BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Communication error between MCU-PF and LPH Units (data read error from multiple LPHs)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J532-4/8/12/16 \(+\)](#) and the GND (-) +5VDC?**

Y N
Go to [+5VDC Power RAP](#).

Is the voltage between the MDM PWB [P/J532-2/6/10/14 \(+\)](#) and the GND (-) +1.8VDC?

Y N
Turn the power OFF and disconnect the MDM PWB connector [P/J532](#).
Measure the resistance between the MDM PWB [P/J532-2/6/10/14](#) and the Frame. **Is the resistance infinite for all?**

Y N
Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the following connectors for open circuit, short circuit, and poor connection.

- Between MDM PWB [P/J557](#) and LPH Rear PWB [P/J561](#)
- Between MDM PWB [P/J556](#) and LPH Rear PWB [P/J560](#)
- Between MDM PWB [P/J555](#) and LPH Rear PWB [P/J559](#)
- Between MDM PWB [P/J554](#) and LPH Rear PWB [P/J558](#)

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

If the problem persists, refer to [dC131 \[749-001\]](#) (LPH Fail Color) to go to the appropriate RAP.

(Bit 0 = 1: Error occurred at Y color, Bit 1 = 1: Error occurred at M color, Bit 2 = 1: Error occurred at C color, Bit 3 = 1: Error occurred at K color. In case of multiple error occurrences, the Bit for each will become '1'.)

- Y color: [361-362 RAP](#)
- M color: [361-363 RAP](#)
- C color: [361-364 RAP](#)

- K color: [361-365 RAP](#)

345-374 LPH Write Fault Multi

BSD-ON: [BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Communication error between MCU-PF and LPH Units (data write error to multiple LPHs).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J532-4/8/12/16 \(+\)](#) and the GND (-) +5VDC?**

Y N
Go to [+5VDC Power RAP](#).

Is the voltage between the MDM PWB [P/J532-2/6/10/14 \(+\)](#) and the GND (-) +1.8VDC?

Y N
Turn the power OFF and disconnect the MDM PWB connector [P/J532](#).
Measure the resistance between the MDM PWB [P/J532-2/6/10/14](#) and the Frame. **Is the resistance infinite for all?**

Y N
Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the following connectors for open circuit, short circuit, and poor connection.

- Between MDM PWB [P/J557](#) and LPH Rear PWB [P/J561](#)
- Between MDM PWB [P/J556](#) and LPH Rear PWB [P/J560](#)
- Between MDM PWB [P/J555](#) and LPH Rear PWB [P/J559](#)
- Between MDM PWB [P/J554](#) and LPH Rear PWB [P/J558](#)

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

If the problem persists, refer to [dC131 \[749-001\]](#) (LPH Fail Color) to go to the appropriate RAP.

(Bit 0 = 1: Error occurred at Y color, Bit 1 = 1: Error occurred at M color, Bit 2 = 1: Error occurred at C color, Bit 3 = 1: Error occurred at K color. In case of multiple error occurrences, the Bit for each will become '1'.)

- Y color: [361-366 RAP](#)
- M color: [361-367 RAP](#)
- C color: [361-368 RAP](#)

- K color: [361-369 RAP](#)

345-375 LPH Act Fault Multi

BSD-ON: [BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Communication error between MCU-PF and multiple LPH Units (error in the communication IC or cable).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON.

Check the timing at when this Fail occurs. **Does this Fail occur right after the power is turned ON?**

Y N

If the failure occurs when the Drum is rotating, it is very likely due to the noise caused by high voltage leak. Check the Drum (Y, M, C, K) for improper installation

Is the voltage between the MDM PWB [P/J532-4/8/12/16 \(+\)](#) and the GND (-) +5VDC?

Y N

Go to [+5VDC Power RAP](#).

Is the voltage between the MDM PWB [P/J532-2/6/10/14 \(+\)](#) and the GND (-) +1.8VDC?

Y N

Turn the power OFF and disconnect the MDM PWB connector [P/J532](#).

Measure the resistance between the MDM PWB [P/J532-2/6/10/14](#) and the Frame. **Is the resistance infinite for all?**

Y N

Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the following connectors for open circuit, short circuit, and poor connection.

- Between MDM PWB [P/J557](#) and LPH Rear PWB [P/J561](#)
- Between MDM PWB [P/J556](#) and LPH Rear PWB [P/J560](#)
- Between MDM PWB [P/J555](#) and LPH Rear PWB [P/J559](#)
- Between MDM PWB [P/J554](#) and LPH Rear PWB [P/J558](#)

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

If the problem persists, refer to [dC131 \[749-001\]](#) (LPH Fail Color) to go to the appropriate RAP.

(Bit 0 = 1: Error occurred at Y color, Bit 1 = 1: Error occurred at M color, Bit 2 = 1: Error occurred at C color, Bit 3 = 1: Error occurred at K color. In case of multiple error occurrences, the Bit for each will become '1'.)

- Y color: [361-370 RAP](#)
- M color: [361-371 RAP](#)
- C color: [361-372 RAP](#)
- K color: [361-373 RAP](#)

345-376 LPH PLL Lock Fault Multi

BSD-ON:[BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON:[BSD 6.6 LPH Control \(Y\)](#)

BSD-ON:[BSD 6.7 LPH Control \(M\)](#)

BSD-ON:[BSD 6.8 LPH Control \(C\)](#)

BSD-ON:[BSD 6.9 LPH Control \(K\)](#)

LPH PLL lock mechanism failure (clock failures in multiple LPHs).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Turn the power ON. **Is the voltage between the MDM PWB [P/J532](#) -4/8/12/16 (+) and the GND (-) +5VDC?**

Y N
Go to [+5VDC Power RAP](#).

Is the voltage between the MDM PWB [P/J532](#) -2/6/10/14 (+) and the GND (-) +1.8VDC?

Y N
Turn the power OFF and disconnect the MDM PWB connector [P/J532](#).
Measure the resistance between the MDM PWB [P/J532](#) -2/6/10/14 and the Frame. **Is the resistance infinite for all?**

Y N
Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Turn the power OFF and check the following connectors for open circuit, short circuit, and poor connection.

- Between MDM PWB [P/J557](#) and LPH Rear PWB [P/J561](#)
- Between MDM PWB [P/J556](#) and LPH Rear PWB [P/J560](#)
- Between MDM PWB [P/J555](#) and LPH Rear PWB [P/J559](#)
- Between MDM PWB [P/J554](#) and LPH Rear PWB [P/J558](#)

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

If the problem persists, refer to [dC131](#) [749-001] (LPH Fail Color) to go to the appropriate RAP. (1: Error has occurred at Y, 2: Error has occurred at M, 4: Error has occurred at C, 8: Error has occurred at K)

- Y color: [361-386](#) RAP
- M color: [361-387](#) RAP
- C color: [361-388](#) RAP
- K color: [361-389](#) RAP

345-377 SBM Slave Communication Fail

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

A communication error has occurred at the HASIC side via the serial bus between the MSOC and the HASIC.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.
3. If no problem is found, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))

345-378 MCU-PF Config Mismatch

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

The MCU-PF settings differ from the expected values.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.
3. If no problem is found, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))

345-379 MDM or MDS PWB Type Mismatch

BSD-ON:[BSD 3.11 PWB Detection](#)

The wrong MDM PWB or MDS PWB is installed.

- The MDM PWB or MDS PWB for C8045/55 model or C8070 model is installed in the C8030/35
- The MDM PWB or MDS PWB for C8030/35 model or C8070 model is installed in the C8045/55
- The MDM PWB or MDS PWB for C8030/35 model or C8045/55 model is installed in the C8070

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Replace with the correct MDM PWB or MDS PWB.
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))

347-211 Exit 1 OCT Home Fault

BSD-ON:[BSD 10.7 Fused Paper Exit 1](#)

After the Exit 1 OCT Motor has run for the specified operation time, the Exit 1 OCT Home Position Sensor does not turn ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Check the Exit 1 OCT Home Position Sensor for improper installation, contamination, and etc.
- Check the Shielding Board, which blocks the detection section of the Exit 1 OCT Home Position Sensor, for damage and check the OCT Chute for improper installation.

Procedure

Turn the power ON and enter the Diagnostic mode.

Turn ON [dC330](#) [077-109]. Move the OCT Chute manually to block/clear the light path to the Exit 1 OCT Home Position Sensor. **Does the display change between High/Low?**

Y N
Use [OF 99-1](#) OF 99-1RAP to check the Exit 1 OCT Home Position Sensor.

Press the Stop button. Turn ON [dC330](#) [077-042] and [dC330](#) [077-043] alternately. **Does the OCT 1 Chute move forward and backward?**

Y N
Is the voltage between the MDS PWB [P/J524-3/4](#) (+) and the GND (-) +24VDC?

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn the power OFF and check the Exit 1 OCT Motor Gear for blockage and the OCT Chute for damage. Also, check the connection between the MDS PWB [P/J524](#) and the Exit 1 OCT Motor [P/J271](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Exit 1 OCT Motor ([PL 17.2](#))
- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF.

Replace the MDM PWB ([PL 18.2](#)).

347-212 Exit 2 OCT Home Fault

BSD-ON:[BSD 10.9 Fused Paper Exit 2 \(2 of 4\)](#)

After the Exit 2 OCT Motor has run for the specified operation time, the Exit 2 OCT Home Position Sensor does not turn ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Check the Exit 2 OCT Home Position Sensor for improper installation, contamination, and etc.
- Check the Shielding Board, which blocks the detection section of the Exit 2 OCT Home Position Sensor, for damage and check the OCT 2 Chute for improper installation.

Procedure

Turn the power ON and enter the Diagnostic mode.

Turn ON [dC330](#) [077-110]. Move the OCT 2 Chute manually to block/clear the light path to the Exit 2 OCT Home Position Sensor. **Does the display change between High/Low?**

Y N
Use Transmissive Sensor RAP [OF 99-2](#) OF 99-2 RAP to check the Exit 2 OCT Home Position Sensor.

Press the Stop button. Turn ON [dC330](#) [077-045] and [dC330](#) [077-046] alternately. **Does the OCT 2 Chute move forward and backward?**

Y N
Is the voltage between the MDS PWB [P/J522-A3/A4](#) (+) and the GND (-) +24VDC?

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).

Turn the power OFF and check the Exit 2 OCT Motor Gear for blockage and the OCT 2 Chute for damage. Also, check the connection between the MDS PWB ([P/J522](#)) and the Exit 2 OCT Motor [P/J266](#) for open circuit, short circuit, and poor contact.

If no problems are found, replace the following parts in sequence:

- Exit 2 OCT Motor ([PL 17.5](#))
- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF.

Replace the MDM PWB ([PL 18.2](#)).

347-213 Finisher Type Mismatch

BSD-ON: [BSD 3.8 PWB Communication \(8 of 9\)](#)

Communication failure between the Finisher and the IOT was detected.

NOTE: When turning the power OFF, turn OFF the Power Switch first and then the Main Power Switch.

NOTE: For more information, refer to the Finisher service documentation.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check the following:
 - a. The connection between the MDS PWB [P590](#) and the Finisher PWB for open circuit, short circuit, and poor contact.
 - b. Turn OFF the power and check the connector [J1](#) between the MCU-PF PWB and MDM PWB, as well as the connector [J452](#) between the MDM PWB and MDS PWB for poor contacts, damage, and foreign substances.
 - c. The power supply at the Finisher. For more information, refer to the Finisher service documentation.
3. If no problem is found, replace the following parts in sequence:
 - a. Replace the Finisher PWB. For more information, refer to the Finisher service documentation.
 - b. MCU-PF PWB ([PL 18.2](#))
 - c. MDM PWB ([PL 18.2](#))
 - d. MDS PWB ([PL 18.2](#))

347-310 Finisher Communication Fault

BSD-ON: [BSD 3.8 PWB Communication \(8 of 9\)](#)

Communication failure between the Finisher and the IOT was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: For more information, refer to the Finisher service documentation.

Procedure

1. Turn the power OFF and ON.
2. Turn OFF the power and check the following:
 - a. The connection between the MDS PWB [P590](#) and the Finisher PWB for open circuit, short circuit, and poor contact.
 - b. Turn OFF the power and check the connector [J1](#) between the MCU-PF PWB and MDM PWB, as well as the connector [J452](#) between the MDM PWB and MDS PWB for poor contacts, damage, and foreign substances.
 - c. The power supply at the Finisher. For more information, refer to the Finisher service documentation.
3. If no problem is found, replace the following parts in sequence:
 - a. Replace the Finisher PWB. For more information, refer to the Finisher service documentation.
 - b. MCU-PF PWB ([PL 18.2](#))
 - c. MDM PWB ([PL 18.2](#))
 - d. MDS PWB ([PL 18.2](#))

347-320 All Destination Tray Broken

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

All Trays connected to the IOT have become unusable.

Procedure

Enter [dC122](#) Fault History. Go to the RAP of the affected Output Tray.

361-350 LPH Power On Fault Y

BSD-ON:BSD 6.6 LPH Control (Y)

Power source system error during LPH batch download complete verification or poor connection of Flat Cable.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: If this Fail (LPH Power On Fail) has occurred when performing DC402 (LPH EEPROM Self Test), it is possible that the processing cannot be performed normally due to the other LPH Fail. If another LPH Fail has occurred, resolving that other LPH Fail has a higher priority.

Procedure

Check the following:

- The connection between the MDM PWB P/J532 and the LPH Rear PWB (Y) P/J553 for open circuit and poor contact.
- The connection between the LPH Header PWB (Y) P/J565 and the Driver PWB (Y) P/J573 for open circuit and poor contact (connection within the LPH Unit)
- The Flat Cable between the MDM PWB P/J557 and the LPH Rear PWB (Y) P/J561 for open circuit, short circuit, and poor contact. (Especially, check for short circuits between the MDM PWB P/J557-28/27 and the LPH Rear PWB (Y) P/J561-1/2)
- The Flat Cable between the LPH Header PWB (Y) P/J569 and the Driver PWB (Y) P/J577 for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector (P/J581) between the LPH Rear PWB (Y) and the LPH Header PWB (Y) for poor contact, damage, and foreign substances.
- The LPH Unit (Y) for improper installation
- The connector (J1) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (Y) (PL 2.1)
- LPH Cable Assembly (PL 2.2)
- LPH Rear PWB (Y) (PL 2.2)
- MDM PWB (PL 18.2)
- MCU-PF PWB (PL 18.2)

361-351 LPH Power On Fault M

BSD-ON:BSD 6.7 LPH Control (M)

Power source system error during LPH batch download complete verification or poor connection of Flat Cable.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: If this Fail (LPH Power On Fail) has occurred when performing DC402 (LPH EEPROM Self Test), it is possible that the processing cannot be performed normally due to the other LPH Fail. If another LPH Fail has occurred, resolving that other LPH Fail has a higher priority.

Procedure

Check the following:

- The connection between the MDM PWB P/J532 and the LPH Rear PWB (M) P/J552 for open circuit and poor contact.
- The connection between the LPH Header PWB (M) P/J564 and the Driver PWB (M) P/J572 for open circuit and poor contact (connection within the LPH Unit)
- The Flat Cable between the MDM PWB P/J556 and the LPH Rear PWB (M) P/J560 for open circuit, short circuit, and poor contact. (Especially, check for short circuits between the MDM PWB P/J556-28/27 and the LPH Rear PWB (M) P/J560-1/2)
- The Flat Cable between the LPH Header PWB (M) P/J568 and the Driver PWB (M) P/J576 for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector (P/J580) between the LPH Rear PWB (M) and the LPH Header PWB (M) for poor contact, damage, and foreign substances.
- The LPH Unit (M) for improper installation
- The connector (J1) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (M) (PL 2.1)
- LPH Cable Assembly (PL 2.2)
- LPH Rear PWB (M) (PL 2.2)
- MDM PWB (PL 18.2)
- MCU-PF PWB (PL 18.2)

361-352 LPH Power On Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

Power source system error during LPH batch download complete verification or poor connection of Flat Cable.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: If this Fail (LPH Power On Fail) has occurred when performing DC402 (LPH EEPROM Self Test), it is possible that the processing cannot be performed normally due to the other LPH Fail. If another LPH Fail has occurred, resolving that other LPH Fail has a higher priority.

Procedure

Check the following:

- The connection between the MDM PWB [P/J532](#) and the LPH Rear PWB (C) [P/J551](#) for open circuit and poor contact.
- The connection between the LPH Header PWB (C) [P/J563](#) and the Driver PWB (C) [P/J571](#) for open circuit and poor contact (connection within the LPH Unit)
- The Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) for open circuit, short circuit, and poor contact. (Especially, check for short circuits between the MDM PWB [P/J555-28/27](#) and the LPH Rear PWB (C) [P/J559-1/2](#))
- The Flat Cable between the LPH Header PWB (C) [P/J567](#) and the Driver PWB (C) [P/J575](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J579](#)) between the LPH Rear PWB (C) and the LPH Header PWB (C) for poor contact, damage, and foreign substances.
- The LPH Unit (C) for improper installation
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-353 LPH Power On Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Power source system error during LPH batch download complete verification or poor connection of Flat Cable.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: If this Fail (LPH Power On Fail) has occurred when performing DC402 (LPH EEPROM Self Test), it is possible that the processing cannot be performed normally due to the other LPH Fail. If another LPH Fail has occurred, resolving that other LPH Fail has a higher priority.

Procedure

Check the following:

- The connection between the MDM PWB [P/J532](#) and the LPH Rear PWB (K) [P/J550](#) for open circuit and poor contact.
- The connection between the LPH Header PWB (K) [P/J562](#) and the Driver PWB (K) [P/J570](#) for open circuit and poor contact (connection within the LPH Unit)
- The Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) for open circuit, short circuit, and poor contact. (Especially, check for short circuits between the MDM PWB [P/J554-28/27](#) and the LPH Rear PWB (K) [P/J558-1/2](#))
- The Flat Cable between the LPH Header PWB (K) [P/J566](#) and the Driver PWB (K) [P/J574](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J578](#)) between the LPH Rear PWB (K) and the LPH Header PWB (K) for poor contact, damage, and foreign substances.
- The LPH Unit (K) for improper installation
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-354 LPH Download Data Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

DELSOL register data error during the LPH batch download complete verification, download error, or connector error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J557](#) and the LPH Rear PWB (Y) [P/J561](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (Y) [P/J569](#) and the Driver PWB (Y) [P/J577](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector [P/J581](#) between the LPH Rear PWB (Y) and the LPH Header PWB (Y) for poor contact, damage, and foreign substances.
- The LPH Unit (Y) for improper installation
- The EEPROM data of the LPH Unit (Y) for corruption. (Check using [dC304](#) (LPH EEPROM Self Test))
- The connector [J1](#) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- Use Software Versions ([dC108](#)) to verify the most current software is installed.
 - If a software upgrade is necessary go to [GP 9](#).
- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-355 LPH Download Data Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

DELSOL register data error during the LPH batch download complete verification, download error, or connector error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J556](#) and the LPH Rear PWB (M) [P/J560](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (M) [P/J568](#) and the Driver PWB (M) [P/J576](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J580](#)) between the LPH Rear PWB (M) and the LPH Header PWB (M) for poor contact, damage, and foreign substances.
- The LPH Unit (M) for improper installation
- The EEPROM data of the LPH Unit (M) for corruption. (Check using [dC304](#) (LPH EEPROM Self Test))
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- Use Software Versions ([dC108](#)) to verify the most current software is installed.
 - If a software upgrade is necessary go to [GP 9](#).
- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-356 LPH Download Data Fault C

BSD-ON:[BSD 6.8 LPH Control \(C\)](#)

DELSOL register data error during the LPH batch download complete verification, download error, or connector error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (C) [P/J567](#) and the Driver PWB (C) [P/J575](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J579](#)) between the LPH Rear PWB (C) and the LPH Header PWB (C) for poor contact, damage, and foreign substances.
- The LPH Unit (C) for improper installation
- The EEPROM data of the LPH Unit (C) for corruption. (Check using [dC304](#) (LPH EEPROM Self Test))
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- Use Software Versions ([dC108](#)) to verify the most current software is installed.
 - If a software upgrade is necessary go to [GP 9](#).
- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-357 LPH Download Data Fault K

BSD-ON:[BSD 6.9 LPH Control \(K\)](#)

DELSOL register data error during the LPH batch download complete verification, download error, or connector error.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (K) [P/J566](#) and the Driver PWB (K) [P/J574](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J578](#)) between the LPH Rear PWB (K) and the LPH Header PWB (K) for poor contact, damage, and foreign substances.
- The LPH Unit (K) for improper installation
- The EEPROM data of the LPH Unit (K) for corruption. (Check using [dC304](#) (LPH EEPROM Self Test))
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- Use Software Versions ([dC108](#)) to verify the most current software is installed.
 - If a software upgrade is necessary go to [GP 9](#).
- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-358 LPH Mismatch Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

The model number of the LPH Unit (Y) does not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Check that the values in [dC131](#) [749-157] (LPH Specific Code 4Y) (Default value = 1) do not contain corruption, etc.
- Check the EEPROM data of the applicable LPH Unit. (Check using [dC304](#) (LPH EEPROM Self Test))

If no problems are found, replace the LPH Unit (Y) ([PL 2.1](#)).

361-359 LPH Mismatch Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

The model number of the LPH Unit (M) does not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Check that the values in [dC131](#) [749-158] (LPH Specific Code 4M) (Default value = 2) do not contain corruption, etc.
- Check the EEPROM data of the applicable LPH Unit. (Check using [dC304](#) (LPH EEPROM Self Test))

If no problems are found, replace the LPH Unit (M) ([PL 2.1](#)).

361-360 LPH Mismatch Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

The model number of the LPH Unit (C) does not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Check that the values in [dC131](#) [749-159] (LPH Specific Code 4C) (Default value = 4) do not contain corruption, etc.
- Check the EEPROM data of the applicable LPH Unit. (Check using [dC304](#) (LPH EEPROM Self Test))

If no problems are found, replace the LPH Unit (C) ([PL 2.1](#)).

361-361 LPH Mismatch Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

The model number of the LPH Unit (K) does not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Check that the values in [dC131](#) [749-160] (LPH Specific Code 4K) (Default value = 8) do not contain corruption, etc.
- Check the EEPROM data of the applicable LPH Unit. (Check using [dC304](#) (LPH EEPROM Self Test))

If no problems are found, replace the LPH Unit (K) ([PL 2.1](#)).

361-362 LPH Read Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

Communication error between MCU-PF and LPH Unit (Y) (data read error from LPH)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J557](#) and the LPH Rear PWB (Y) [P/J561](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (Y) [P/J569](#) and the Driver PWB (Y) [P/J577](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J581](#)) between the LPH Rear PWB (Y) and the LPH Header PWB (Y) for poor contact, damage, and foreign substances.
- The LPH Unit (Y) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector [J1](#) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-363 LPH Read Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

Communication error between MCU-PF and LPH Unit (M) (data read error from LPH)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J556](#) and the LPH Rear PWB (M) [P/J560](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (M) [P/J568](#) and the Driver PWB (M) [P/J576](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J580](#)) between the LPH Rear PWB (M) and the LPH Header PWB (M) for poor contact, damage, and foreign substances.
- The LPH Unit (M) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector [J1](#) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-364 LPH Read Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

Communication error between MCU-PF and LPH Unit (C) (data read error from LPH)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (C) [P/J567](#) and the Driver PWB (C) [P/J575](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J579](#)) between the LPH Rear PWB (C) and the LPH Header PWB (C) for poor contact, damage, and foreign substances.
- The LPH Unit (C) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector [J1](#) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-365 LPH Read Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Communication error between MCU-PF and LPH Unit (K) (data read error from LPH)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (K) [P/J566](#) and the Driver PWB (K) [P/J574](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J578](#)) between the LPH Rear PWB (K) and the LPH Header PWB (K) for poor contact, damage, and foreign substances.
- The LPH Unit (K) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector [J1](#) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problems are found, replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

361-366 LPH Write Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

Communication error between MCU-PF and LPH Unit (Y) (data write error to LPH).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Refer to NVM [749-046] (Write Retry Data Y). **Is the value of NVM [749-046] = '0'?**

Y N

Check the following:

- The Flat Cable between the MDM PWB [P/J557](#) and the LPH Rear PWB (Y) [P/J561](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (Y) [P/J569](#) and the Driver PWB (Y) [P/J577](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J581](#)) between the LPH Rear PWB (Y) and the LPH Header PWB (Y) for poor contact, damage, and foreign substances.
- The LPH Unit (Y) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

Check the power lines (+5VDC, +1.8VDC) from the MDM PWB [P/J532](#).

361-367 LPH Write Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

Communication error between MCU-PF and LPH Unit (M) (data write error to LPH).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Refer to NVM [749-047] (Write Retry Data M). **Is the value of NVM [749-047] = '0'?**

Y N

Check the following:

- The Flat Cable between the MDM PWB [P/J556](#) and the LPH Rear PWB (M) [P/J560](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (M) [P/J568](#) and the Driver PWB (M) [P/J576](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J580](#)) between the LPH Rear PWB (M) and the LPH Header PWB (M) for poor contact, damage, and foreign substances.
- The LPH Unit (M) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

Check the power lines (+5VDC, +1.8VDC) from the MDM PWB [P/J532](#).

361-368 LPH Write Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

Communication error between MCU-PF and LPH Unit (C) (data write error to LPH).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Refer to NVM [749-048] (Write Retry Data C). **Is the value of NVM [749-048] = '0'?**

Y N

Check the following:

- The Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (C) [P/J567](#) and the Driver PWB (C) [P/J575](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J579](#)) between the LPH Rear PWB (C) and the LPH Header PWB (C) for poor contact, damage, and foreign substances.
- The LPH Unit (C) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

Check the power lines (+5VDC, +1.8VDC) from the MDM PWB [P/J532](#).

361-369 LPH Write Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Communication error between MCU-PF and LPH Unit (K) (data write error to LPH).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Refer to NVM [749-049] (Write Retry Data K). **Is the value of NVM [749-049] = '0'?**

Y N

Check the following:

- The Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (K) [P/J566](#) and the Driver PWB (K) [P/J574](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J578](#)) between the LPH Rear PWB (K) and the LPH Header PWB (K) for poor contact, damage, and foreign substances.
- The LPH Unit (K) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

Check the power lines (+5VDC, +1.8VDC) from the MDM PWB [P/J532](#).

361-370 LPH Act Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

Communication error between MCU-PF and LPH Unit (Y) (error in the communication IC or cable).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the timing at when this Fail occurs. **Does this Fail occur right after the power is turned ON?**

Y	N
	If the Fail occurs when the Drum is rotating, it is very likely due to the noise caused by high voltage leak. Check the Drum Unit (Y, M, C, K) for improper installation

Check the following:

- The Flat Cable between the MDM PWB [P/J557](#) and the LPH Rear PWB (Y) [P/J561](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (Y) [P/J569](#) and the Driver PWB (Y) [P/J577](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J581](#)) between the LPH Rear PWB (Y) and the LPH Header PWB (Y) for poor contact, damage, and foreign substances.
- The LPH Unit (Y) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

361-371 LPH Act Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

Communication error between MCU-PF and LPH Unit (M) (error in the communication IC or cable).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the timing at when this Fail occurs. **Does this Fail occur right after the power is turned ON?**

Y	N
	If the Fail occurs when the Drum is rotating, it is very likely due to the noise caused by high voltage leak. Check the Drum Unit (Y, M, C, K) for improper installation

Check the following:

- The Flat Cable between the MDM PWB [P/J556](#) and the LPH Rear PWB (M) [P/J560](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (M) [P/J568](#) and the Driver PWB (M) [P/J576](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J580](#)) between the LPH Rear PWB (M) and the LPH Header PWB (M) for poor contact, damage, and foreign substances.
- The LPH Unit (M) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

361-372 LPH Act Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

Communication error between MCU-PF and LPH Unit (C) (error in the communication IC or cable).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the timing at when this Fail occurs. **Does this Fail occur right after the power is turned ON?**

Y N

If the Fail occurs when the Drum is rotating, it is very likely due to the noise caused by high voltage leak. Check the Drum Unit (Y, M, C, K) for improper installation

Check the following:

- The Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (C) [P/J567](#) and the Driver PWB (C) [P/J575](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J579](#)) between the LPH Rear PWB (C) and the LPH Header PWB (C) for poor contact, damage, and foreign substances.
- The LPH Unit (C) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

361-373 LPH Act Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Communication error between MCU-PF and LPH Unit (K) (error in the communication IC or cable).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the timing at when this Fail occurs. **Does this Fail occur right after the power is turned ON?**

Y N

If the Fail occurs when the Drum is rotating, it is very likely due to the noise caused by high voltage leak. Check the Drum Unit (Y, M, C, K) for improper installation

Check the following:

- The Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (K) [P/J566](#) and the Driver PWB (K) [P/J574](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J578](#)) between the LPH Rear PWB (K) and the LPH Header PWB (K) for poor contact, damage, and foreign substances.
- The LPH Unit (K) for improper installation
- The Drum Unit (Y, M, C, K) for improper installation (affected by the noises caused by improper installation)
- The connector ([J1](#)) between the MCU-PF PWB and MDM PWB for poor contact, damage, and foreign substances.

If no problem is found, replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#)).
- MCU-PF PWB ([PL 18.2](#))

361-374 LPH Chip Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

Open circuit detected in LPH Unit (Y) (open circuit between DELSOL and SLED).

NOTE: Because this Fail is detected for each color at every cycle-up, perform at least four jobs after turning the power OFF and ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether any Fail related to connection failure of the Flat Cable between the MDM PWB [P/J557](#) and the LPH Rear PWB (Y) [P/J561](#) has occurred. **Has any Chain No. 061 Fail (other than LPH Chip Fail) occurred?**

Y N
|
Replace the LPH Unit (Y). ([PL 2.1](#))

Go to the appropriate RAP

361-375 LPH Chip Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

Open circuit detected in LPH Unit (M) (open circuit between DELSOL and SLED).

NOTE: Because this Fail is detected for each color at every cycle-up, perform at least four jobs after turning the power OFF and ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether any Fail related to connection failure of the Flat Cable between the MDM PWB [P/J556](#) and the LPH Rear PWB (M) [P/J560](#) has occurred. **Has any Chain No. 061 Fail (other than LPH Chip Fail) occurred?**

Y N
|
Replace the LPH Unit (M). ([PL 2.1](#))

Go to the appropriate RAP

361-376 LPH Chip Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

Open circuit detected in LPH Unit (C) (open circuit between DELSOL and SLED).

NOTE: Because this Fail is detected for each color at every cycle-up, perform at least four jobs after turning the power OFF and ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether any Fail related to connection failure of the Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) has occurred. **Has any Chain No. 061 Fail (other than LPH Chip Fail) occurred?**

Y N
|
Replace the LPH Unit (C). ([PL 2.1](#))

Go to the appropriate RAP

361-377 LPH Chip Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

Open circuit detected in LPH Unit (K) (open circuit between DELSOL and SLED).

NOTE: Because this Fail is detected for each color at every cycle-up, perform at least four jobs after turning the power OFF and ON.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether any Fail related to connection failure of the Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) has occurred. **Has any Chain No. 061 Fail (other than LPH Chip Fail) occurred?**

Y N
|
Replace the LPH Unit (K). ([PL 2.1](#))

Go to the appropriate RAP

361-378 LPH Ltrg Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

The Ltrg signal (image synchronization signal) failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J557](#) and the LPH Rear PWB (Y) [P/J561](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (Y) [P/J569](#) and the Driver PWB (Y) [P/J577](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J581](#)) between the LPH Rear PWB (Y) and the LPH Header PWB (Y) for poor contact, damage, and foreign substances.
- The LPH Unit (Y) for improper installation

If no problem is found, replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

361-379 LPH Ltrg Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

The Ltrg signal (image synchronization signal) failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J556](#) and the LPH Rear PWB (M) [P/J560](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (M) [P/J568](#) and the Driver PWB (M) [P/J576](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J580](#)) between the LPH Rear PWB (M) and the LPH Header PWB (M) for poor contact, damage, and foreign substances.
- The LPH Unit (M) for improper installation

If no problem is found, replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

361-384 LPH Ltrg Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

The Ltrg signal (image synchronization signal) failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J555](#) and the LPH Rear PWB (C) [P/J559](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (C) [P/J567](#) and the Driver PWB (C) [P/J575](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J579](#)) between the LPH Rear PWB (C) and the LPH Header PWB (C) for poor contact, damage, and foreign substances.
- The LPH Unit (C) for improper installation

If no problem is found, replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

361-385 LPH Ltrg Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

The Ltrg signal (image synchronization signal) failure was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Flat Cable between the MDM PWB [P/J554](#) and the LPH Rear PWB (K) [P/J558](#) for open circuit, short circuit, and poor contact.
- The Flat Cable between the LPH Header PWB (K) [P/J566](#) and the Driver PWB (K) [P/J574](#) for open circuit, short circuit, and poor contact (connection within the LPH Unit)
- The connector ([P/J578](#)) between the LPH Rear PWB (K) and the LPH Header PWB (K) for poor contact, damage, and foreign substances.
- The LPH Unit (K) for improper installation

If no problem is found, replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

361-386 LPH PLL Lock Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

LPH PLL lock mechanism failure (LPH clock failure).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-354](#) LPH Download Fail Y has occurred. **Has Fail [361-354](#) occurred?**

Y N

Replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-354](#) RAP.

361-387 LPH PLL Lock Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

LPH PLL lock mechanism failure (LPH clock failure).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-355](#) LPH Download Fail M has occurred. **Has Fail [361-355](#) occurred?**

Y N

Replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-355](#) RAP.

361-388 LPH PLL Lock Fault C

BSD-ON:[BSD 6.8 LPH Control \(C\)](#)

LPH PLL lock mechanism failure (LPH clock failure).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-356](#) LPH Download Fail C has occurred. **Has Fail [361-356](#) occurred?**

Y N

Replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-356](#) RAP.

361-389 LPH PLL Lock Fault K

BSD-ON:[BSD 6.9 LPH Control \(K\)](#)

LPH PLL lock mechanism failure (LPH clock failure).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-357](#) LPH Download Fail K has occurred. **Has Fail [361-357](#) occurred?**

Y N

Replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-357](#) RAP.

361-390 LPH FFC Connect Positive Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

The image data (Y) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-374](#) LPH Chip Fail Y has occurred. **Has** **Fail**
361-374 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-374](#) RAP.

361-391 LPH FFC Connect Positive Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

The image data (M) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-375](#) LPH Chip Fail M has occurred. **Has** **Fail**
361-375 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-375](#) RAP.

361-392 LPH FFC Connect Positive Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

The image data (C) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-376](#) LPH Chip Fail C has occurred. **Has** **Fail**
361-376 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-376](#) RAP.

361-393 LPH FFC Connect Positive Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

The image data (K) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-377](#) LPH Chip Fail K has occurred. **Has** **Fail**
361-377 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-377](#) RAP.

361-394 LPH FFC Connect Negative Fault Y

BSD-ON: [BSD 6.6 LPH Control \(Y\)](#)

The image data (Y) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-374](#) LPH Chip Fail Y has occurred. **Has** **Fail**
361-374 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (Y) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (Y) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-374](#) RAP.

361-395 LPH FFC Connect Negative Fault M

BSD-ON: [BSD 6.7 LPH Control \(M\)](#)

The image data (M) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Reseat the Drum Modules. Power off, then on if the fault does not clear.

Procedure

Enter DC122 Fail History. Check whether [361-375](#) LPH Chip Fail M has occurred. **Has** **Fail**
361-375 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (M) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (M) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-375](#) RAP.

361-396 LPH FFC Connect Negative Fault C

BSD-ON: [BSD 6.8 LPH Control \(C\)](#)

The image data (C) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-376](#) LPH Chip Fail C has occurred. **Has** **Fail**
361-376 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (C) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (C) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-376](#) RAP.

361-397 LPH FFC Connect Negative Fault K

BSD-ON: [BSD 6.9 LPH Control \(K\)](#)

The image data (K) cannot be received normally from the MDM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether [361-377](#) LPH Chip Fail K has occurred. **Has** **Fail**
361-377 occurred?

Y N

Replace the following parts in sequence:

- LPH Unit (K) ([PL 2.1](#))
- LPH Cable Assembly ([PL 2.2](#))
- LPH Rear PWB (K) ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))

Proceed to the [361-377](#) RAP.

361-398 ASIC 1 Initialize Fault

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

The ASIC 1 initialization error was detected. This is an error where the CPU is unable to access the memory and the register of the ASIC (image processing chip for Y and M) that is installed on the MDM PWB.

Procedure

Enter DC122 Fail History and check whether any other LPH related Fail has occurred. **Has any Chain 361 Fail occurred?**

Y N

Replace the following parts in sequence:

- LPH Cable Assembly ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

Go to the appropriate FIP

361-399 ASIC 2 Initialize Fault

BSD-ON:[BSD 3.6 PWB Communication \(6 of 9\)](#)

The ASIC 2 initialization error was detected. This is an error where the CPU is unable to access the memory and the register of the ASIC (image processing chip for C and K) that is installed on the MDM PWB.

Procedure

Enter DC122 Fail History and check whether any other LPH related Fail has occurred. **Has any Chain 361 Fail occurred?**

Y N

Replace the following parts in sequence:

- LPH Cable Assembly ([PL 2.2](#))
- MDM PWB ([PL 18.2](#))
- MCU-PF PWB ([PL 18.2](#))

Go to the appropriate FIP

361-610 Bitz1 CONTIF Fault

BSD-ON: [BSD 3.6 PWB Communication \(6 of 9\)](#)

The Valid signal for Y color or M color was detected to be in error. The Valid signal, which is sent from the Controller to indicate the valid range of the fast scan, did not turn ON at the given timing or turns ON at an unscheduled timing. (this Fail is a hidden failure and it is registered only in the History.)

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Turn OFF the power and check the connectors ([J335](#), [P451](#), and [J1](#)) between the SBC PWB, BP PWB, MDM PWB, and MCU-PF PWB for poor contacts.
3. If the problem persists, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))
 - BP PWB ([PL 18.2](#))

361-611 Bitz2 CONTIF Fault

BSD-ON: [BSD 3.6 PWB Communication \(6 of 9\)](#)

The Valid signal for C color or K color was detected to be in error. The Valid signal, which is sent from the Controller to indicate the valid range of the fast scan, did not turn ON at the given timing or turns ON at an unscheduled timing. (this Fail is a hidden failure and it is registered only in the History.)

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Turn OFF the power and check the connectors ([J335](#), [P451](#), and [J1](#)) between the SBC PWB, BP PWB, MDM PWB, and MCU-PF PWB for poor contacts.
3. If the problem persists, replace the following parts in sequence:
 - MDM PWB ([PL 18.2](#))
 - MCU-PF PWB ([PL 18.2](#))
 - BP PWB ([PL 18.2](#))

362-xxx Chain 62 Entrance Rap

The following table includes a list of chain 62 fault codes, the fault names, fault descriptions and links to associated RAPs. Use the table to locate the appropriate RAP for the fault code.

Procedure

Table 1 362-xxx Fault Table

Fault Code	Name	Description	RAP
362-310	IIT/Scanner - Controller/CCS Communication Fail	Communication failure between IPS PWBA and Controller PWB (Scanner and CCS) is detected.	362-310
362-396	CCD Cable Connection Fail	Connection failure with CCD flat cable detected	362-396
362-397	AFE Pixel Clock Missing	Connection failure with AFE/CCD	362-397
362-398	IIT-Cont I/O Cable Connection Fail	Connection failure with SBC I/O cable	362-398
362-399	DADF Cable Fail	DADF Cable Fail	362-901
362-450	Calibration Dark Range Not Clear	Dark range status bit is not clear prior to calibration	362-900
362-451	Calibration Dark Range Not Done	Dark range status bit is not set after calibration	362-900
362-452	Calibration Pixel Offset Not Clear	Pixel offset status bit is not clear prior to calibration	362-900
362-453	Calibration Pixel Offset Not Done	Pixel offset status bit is not set after calibration	362-900
362-454	Calibration Gain Range Not Clear	Gain range status bit is not clear prior to calibration	362-900
362-455	Calibration Gain Range Not Done	Gain range status bit is not set after calibration	362-904
362-457	Calibration Pixel Gain Not Done	Pixel gain status bit is not set after calibration	362-904
362-458	Calibration Dark Range Errors	Highest Intensity image pixel value exceeds maximum tolerance	362-900
362-459	Calibration Pixel Offset Hi Errors	Pixel error exceeds maximum adjustment allowed during dark calibration	362-900
362-460	Calibration Pixel Offset Lo Errors	Pixel error exceeds maximum adjustment allowed during dark calibration	362-900
362-461	Calibration Gain Range Errors	Highest Intensity image pixel value is lower than the minimum tolerance	362-904
362-462	Calibration Pixel Gain Hi Errors	Pixel error exceeds maximum adjustment allowed during white calibration	362-904

Table 1 362-xxx Fault Table

Fault Code	Name	Description	RAP
362-463	Calibration Pixel Gain Lo Errors	Pixel error exceeds maximum adjustment allowed during white calibration	362-904
362-466	Dark Range Rail Error	Pixels out of range during black calibration	362-900
362-467	Gain Range Rail Error	Pixels out of range during white calibration	362-904
362-468	Color State Errors	Pixel clock error from the full width array	362-900
362-476	Stepper Home Error	Carriage home sensor not cleared/made in time	362-476
362-481	DADH Client Time Out	Comms status not received from DADH	362-481
362-486	Supply 24 Volt Error	24 volts not detected by the IIT	362-903
362-490	Data Steerer Error - Taurus 1	Data Steerer Error - Taurus 1	362-490
362-491	Data Steerer Tx Error - Taurus 1	Data Steerer Tx Error - Taurus 1	362-490
362-779	FPGA not loaded	FPGA has corrupted image or hasn't been loaded	362-779
362-780	FPGA CRC Error	FPGA has corrupted image or hasn't been loaded	362-780
362-781	IIT Remote NVM Out of Range	IIT Remote NVM Out of Range	362-781
362-782	IIT Remote NVM Read Timeout	IIT Remote NVM Read Timeout	362-782
362-783	SPDH Side 1 Hotline Error	SPDH Side 1 Hotline Error	362-783
362-784	IIT Platen Hotline Error	IIT Platen Hotline Error	362-784
362-785	Taurus 2 Capability Retry	Taurus 2 Capability Retry	362-310
362-786	Taurus 2 Capability Timeout	Taurus 2 Capability Timeout	362-310
362-790	Side 1 Doorbell Reject	Software Problem	362-900
362-791	Side 1 Doorbell Timeout	Software Problem	362-900
362-792	Side 1 Doorbell Failure	Software Problem	362-900

362-310 IIT/Scanner - Controller/CCS Communication Fail

Communication failure between IIT SW and CCS is detected.

NOTE: This is a software communication problem between SW modules located on the SBC PWB.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Perform the following steps in order. If the problem persists after each is performed, perform the next step:

1. Reload the SW using Forced AltBoot (GP 9).
2. Validate the POST code sequence during power on using the OF 3.3 Power On Self test RAP.
3. If no problems are found, replace the SBC PWB (PL 35.2).

NOTE: When SW is reloaded after the SBC replacement, use the Forced AltBoot process (GP 9).

4. If the above actions do not resolve the problem, call service support.

362-396 CCD Cable Connection Fault

BSD-ON: [BSD 3.10 Poor Cable Connection](#)

BSD-ON: [BSD 6.4 Image Input \(1 of 2\) \(SBC to CCD\)](#)

BSD-ON: [BSD 6.5 Image Input \(2 of 2\) \(CCD to SBC\)](#)

A CCD Flat Cable connection error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - Check the Flat Cable between the CCD Lens Assy [P/J700](#) and the IIT PWB [P/J710](#) for open circuits, short circuits, and poor contacts (especially, check whether the Flat Cable was inserted in a skewed manner).
 - The coaxial cable between the IIT PWB [P/J7191](#) and the BP PWB [P336](#) for an open circuit, short circuit, and poor contact
 - The connector [J309](#) between the SBC PWB and the BP PWB for damage and foreign substances

If no problems are found, replace the following parts in sequence:

- IIT PWB (Switch the EEPROM) (PL 1.6)
- SBC PWB (PL 35.2)
- BP PWB (PL 18.2)

362-397 IIT-Cont Video Cable Connection Fault

BSD-ON: [BSD 3.10 Poor Cable Connection](#)

BSD-ON:[BSD 6.4 Image Input \(1 of 2\) \(SBC to CCD\)](#)

BSD-ON:[BSD 6.5 Image Input \(2 of 2\) \(CCD to SBC\)](#)

An SBC Video Cable connection error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The coaxial cable between the IIT PWB [P/J7191](#) and the BP PWB [P336](#) for open circuit, short circuit, and poor contact
 - The connector [J309](#) between the SBC PWB and the BP PWB for damage and foreign substances

If no problems are found, replace the following parts in sequence:

- SBC PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- BP PWB ([PL 18.2](#))

362-398 IIT-Cont I/O Cable Connection Fault

BSD-ON: [BSD 3.10 Poor Cable Connection](#)

BSD-ON:[BSD 6.4 Image Input \(1 of 2\) \(SBC to CCD\)](#)

BSD-ON:[BSD 6.5 Image Input \(2 of 2\) \(CCD to SBC\)](#)

An SBC I/O Cable connection error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The connection between the IIT PWB [P/J7192](#) and the BP PWB [P/J390](#) for open circuit, short circuit, and poor contact
 - The connector [J309](#) between the SBC PWB and the BP PWB for damage and foreign substances

If no problems are found, replace the following parts in sequence:

- IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- BP PWB ([PL 18.2](#))
- SBC PWB ([PL 35.2](#))

362-468 Color State Errors

Pixel clock error from the full width array

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off, then on.

362-476 Stepper Home Error

BSD-ON: [BSD 6.3 Carriage Control](#)

IIT Reg. Sensor not cleared/made in time

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Switch the power off, then on.

Enter **dC122** and check the Fault History for additional faults. **Fault codes 362-310 and 362-481 are BOTH also present.**

Y N

Fault Code 362-481 is also present.

Y N

Go to the following RAPs:

- **362-904** Lamp Illumination Fault
- **362-905** Platen AOC Fault

Go to the **362-481** DADF Communication Time-out RAP to troubleshoot.

Go to the following RAPs:

- **362-310** IIT/Scanner - Controller/CCS Communication Fail
- **362-903** IIT PWB Power Cable Connection Fault RAP
- **362-398** IIT-Cont I/O Cable Connection Fault RAP

362-481 DADF Communication Time-out

BSD-ON: [BSD 3.3 PWB Communication \(3 of 9\)](#)

Communication cannot be established between the SBC PWB and the DADF PWB.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and ON.

Enter [dC122](#) and check the Fault History for additional faults. **Fault Code 362-310 is also present.**

Y N

Turn the power OFF and check the following:

- The connector [J309](#) between the SBC PWB and the BP PWB for damage and foreign substances
- The connection between the BP PWB [P/J390](#) and the IIT PWB [P/J7192](#) for open circuit, short circuit, and poor contact
- The connection between the IIT PWB [P/J751](#) the DADF PWB [P/J752](#) for open circuit, short circuit, poor contact, damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB

If no problems are found, replace the following parts in sequence:

- DADF PWB ([PL 55.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- BP PWB ([PL 18.2](#))
- SBC PWB ([PL 35.2](#))

Go to the [362-310](#) IIT/Scanner - Controller/CCS Communication Fail RAP to troubleshoot.

362-490 Data Steerer Error

Failed to transfer video from

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off, then on.

362-779 FPGA not loaded

FPGA has corrupted image or hasn't been loaded

Procedure

Reload the FPGA by reloading the IIT SW.

Refer to [GP 9](#) to perform a Forced AltBoot. Reload the SBC SW using a forced altboot to force reload.

362-780 FPGA CRC Error

FPGA has corrupted image or hasn't been loaded

Procedure

Reload the FPGA by reloading the IIT SW. Refer to [GP 9](#) to perform a Forced AltBoot. Reload the SBC SW using a forced altboot to force reload.

362-781 IIT Remote NVM Out of Range

IIT Remote NVM Out of Range

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off then Power On. If this fails to resolve the problem, call service support for assistance.

362-782 IIT Remote NVM Read Time-out

IIT Remote NVM Read Time-out

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off then Power On. If this fails to resolve the problem, call service support for assistance.

362-783 SPDH side 1 hotline error

SPDH side 1 hotline error.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off then Power On. If this fails to resolve the problem, call service support for assistance.

362-784 IIT Platen hotline error

IIT Platen hotline error

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off then Power On. If this fails to resolve the problem, call service support for assistance.

362-900 IIT Calibration RAP

BSD-ON: [BSD 1.7 DC Power Generation \(5 of 5\)](#)

BSD-ON: [BSD 1.8 IIT DC Power Distribution](#)

BSD-ON:[BSD 6.4 Image Input \(1 of 2\) \(SBC to CCD\)](#)

BSD-ON:[BSD 6.5 Image Input \(2 of 2\) \(CCD to SBC\)](#)

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off, then on. **The fault is still present.**

Y N
Return to [Call Flow](#).

Check [ADJ 6.2](#) IIT Lead Edge Registration. **The check is good.**

Y N
Perform [ADJ 6.2](#) IIT Lead Edge Registration.

Check the following voltages on the IIT PWB.

- TP10 to GND: +3.3 VDC
- TP20 to GND: +3.3VDC
- TP30 to GND: +10VDC

The voltages are good.

Y N
+24VDC is measured on [P/J720](#) on the IIT PWB from pin 2 to pin 1.
Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#) or [+24VDC Power RAP \(C8070\)](#).
Replace the IIT PWB ([PL 1.6](#))

Check the CCD assembly for loose electrical connections or misalignment of the assembly.

The CCD assembly is good.

Y N
Correct the electrical connection or misalignment.

Check the IIT PWB for loose connections or damage. **The IIT PWB is good.**

Y N
Correct the electrical connections or replace the IIT PWB ([PL 1.6](#)).

Check the wiring between the IIT PWB [P/J710](#) and the CCD PWB [P/J700](#). **The wiring is good.**

Y N
Repair the wiring.

Clean the optics:

- Switch off the power and allow the Exposer Lamp to cool off.

- Using the optical Cleaning Cloth, clean the front and rear of the Document Glass, Document Cover, White Reference Strip, Reflector, and Mirror.
- Clean the Exposure Lamp with a clean cloth and Film Remover.
- Clean the Lens with Lens and Mirror Cleaner and a lint free cloth.
- Reassemble and switch on power.

The fault is still present.

Y N
Return to [Call Flow](#).

Perform the following in order:

- Reload SW using the Forced Altboot process ([GP 9](#)).
- Replace the LED Lamp ([PL 1.5](#))
- Replace the IIT Control Cable ([PL 18.1](#))
- Replace the IIT PWB ([PL 1.6](#))
- Replace the CCD Lens Assembly ([PL 1.3](#))
- Replace the Hard Drive ([PL 35.2](#)).
- Replace the SBC PWB ([PL 35.2](#))

362-901 IPS-DADF Communication Fault

BSD-ON: [BSD 3.3 PWB Communication \(3 of 9\)](#)

BSD-ON: [BSD 5.14 DADF Document Scan](#)

Communication cannot be established between the SBC PWB and the DADF PWB.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The connector [J309](#) between the SBC PWB and the BP PWB for damage and foreign substances
 - The connection between the BP PWB [P/J390](#) and the IIT PWB [P/J7192](#) for open circuit, short circuit, and poor contact
 - The connectors of the BP PWB [P/J390](#) and the IIT PWB [P/J7192](#) for damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
 - The connection between the IIT PWB [J750](#) and the DADF PWB [P/J751](#) and [P/J752](#) for open circuit, short circuit, poor contact damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
 - The connection between the DCDC PWB [P/J746](#) and the CIS [P/J1](#) for open circuit, short circuit, poor contact damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
 - The connection between the DCDC PWB [P/J7461](#) and the CIS [P/J2](#) for open circuit, short circuit, poor contact damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB

If no problems are found, replace the following parts in sequence:

- DADF PWB ([PL 55.2](#))
- SBC PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- BP PWB ([PL 18.2](#))
- DCDC PWB ([PL 55.2](#))
- CIS ([PL 55.8](#))

362-903 IIT PWB Power Cable Connection Fault

BSD-ON: [BSD 1.6 DC Power Generation \(5 of 6\)](#)

BSD-ON: [BSD 1.7 DC Power Generation \(6 of 6\) \(C8070\)](#)

BSD-ON: [BSD 1.8 IIT DC Power Distribution](#)

The IIT PWB power source error was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power OFF and remove the Rear Upper Cover. Disconnect the connector [P592](#) of the MDS PWB and open the Chassis Assembly. **This machine is a C8070.**

Y N
Turn the power ON. **Is the voltage between the Main LVPS [P/J502-4 \(+\)](#) and [P/J502-2 \(-\)](#) +24VDC?**

Y N
Go to [+24VDC Power RAP \(C8030/35, C8045/55\)](#).

Turn the power OFF and check the connection between the Main LVPS [P/J502](#) and the IIT PWB [P/J720](#) for open circuit, short circuit, and poor contact.
If no problems are found, replace the IIT PWB (Switch the EEPROM) ([PL 1.6](#)).

Turn the power ON. **Is the voltage between the Sub LVPS [P/J505-1 \(+\)](#) and [P/J505-3 \(-\)](#) +24VDC?**

Y N
Go to [+24VDC Power RAP \(C8070\)](#).

Turn the power OFF and check the connection between the Sub LVPS [P/J505](#) and the IIT PWB [P/J720](#) for open circuit, short circuit, and poor contact.
If no problems are found, replace the IIT PWB (Switch the EEPROM) ([PL 1.6](#)).

362-904 Lamp Illumination Fault

BSD-ON: [BSD 6.2 Document Illumination](#)

BSD-ON: [BSD 6.5 Image Input \(2 of 2\) \(CCD to SBC\)](#)

Insufficient light from Lamp detected in CCD (during white gradation correction/AGC before Scan starts)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

CAUTION

When checking at the vicinity of the CCD and the IIT PWB with the power remaining ON and the CCD Lens Cover removed, do not allow the Carriage to move all the way to the right. If the Carriage is moved all the way to the right, the LED Lamp PWB will contact the Earth Plate, which then shorts the LED Lamp PWB and damages it.

Initial Actions

Check whether there is something blocking the light and check the Lamp, Lens, Mirror, and White Color Correction Plate for deterioration or contamination.

Procedure

- Turn the power ON and perform the following voltage checks on the IIT PWB:
 - Check for ANA 10V between TP 30 and GND.
 - Check for ANA 3.3V between TP 20 and GND.
 - Check for +3.3VDC between TP 10 and DC COM.

If one or more voltages is incorrect, replace the IIT/PS PWB (PL 1.6); otherwise, continue with Step 2.

- Check the following:
 - LED Lamp broken: dC330 [062-002] (PL 1.7)
Switch the power off.
 - Check the Flat Cable between the LED Lamp PWB P/J1 and the IIT PWB P/J723 for open circuits, short circuits, and poor contacts (especially, check whether the Flat Cable was inserted in a skewed manner).
 - Check the Flat Cable between the CCD Lens Assy P/J700 and the IIT PWB P/J710 for open circuits, short circuits, and poor contacts (especially, check whether the Flat Cable was inserted in a skewed manner).
 - The coaxial cable between the IIT PWB P/J7191 and the BP PWB P336 for open circuit, short circuit, and poor contact
 - The connector J309 between the SBC PWB and the BP PWB for damage and foreign substances
- If no problems are found go to [362-900](#) to troubleshoot the problem.

362-905 Platen AOC Fault

BSD-ON: [BSD 6.5 Image Input \(2 of 2\) \(CCD to SBC\)](#)

A CCD output error was detected when performing AOC.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

CAUTION

When checking at the vicinity of the CCD and the IIT PWB with the power remaining ON and the CCD Lens Cover removed, do not allow the Carriage to move all the way to the right. If the Carriage is moved all the way to the right, the LED Lamp PWB will contact the Earth Plate, which then shorts the LED Lamp PWB and damages it.

Initial Actions

Check whether there is something blocking the light and check the Lamp, Lens, Mirror, and White Color Correction Plate for deterioration or contamination.

Procedure

- Switch the power off, then on.
- If the problem persists, switch power off and check the following:
 - Check the Flat Cable between the CCD Lens Assy P/J700 and the IIT PWB P/J710 for open circuits, short circuits, and poor contacts (especially, check whether the Flat Cable was inserted in a skewed manner).
 - The coaxial cable between the IIT PWB P/J7191 and the BP PWB P336 for an open circuit, short circuit, and poor contact
 - The connector J309 between the SBC PWB and the BP PWB for damage and foreign substancesIf no problems are found, replace the following parts in sequence:
 - CCD Lens Assy (PL 1.5)
 - SBC PWB (PL 35.2)
 - IIT PWB (Switch the EEPROM) (PL 1.6)
 - BP PWB (PL 18.2)

366-xxx Chain 66 Entry Rap

The following table includes a list of chain 62 fault codes, fault description and links to associated RAPs. Use the table to locate the appropriate RAP for the fault code.

Procedure

Table 1 Chain 66 Fault Code Cross Reference

Fault Code	Description	RAP
366-397	CIS Pixel Clock Missing	366-900
366-450	Calibration Dark Range Not Clear	366-900
366-451	Calibration Dark Range Not Done	366-900
366-452	Calibration Pixel Offset Not Clear	366-900
366-453	Calibration Pixel Offset Not Done	366-900
366-454	Calibration Gain Range Not Clear	366-900
366-455	Calibration Gain Range Not Done	366-900
366-457	Calibration Pixel Gain Not Done	366-900
366-458	Calibration Dark Range Errors	366-900
366-459	Calibration Pixel Offset Hi Errors	366-900
366-460	Calibration Pixel Offset Lo Errors	366-900
366-461	Calibration Gain Range Errors	366-900
366-462	Calibration Pixel Gain Hi Errors	366-900
366-463	Calibration Pixel Gain Lo Errors	366-900
366-466	Dark Range Rail Error	366-900
362-467	Gain Range Rail Error	366-900
362-468	Color State Errors	366-468
366-490	Data Steerer Error	366-468
366-491	Data Steerer Tx Error	366-468
366-779	FPGA not loaded	366-779
366-780	FPGA CRC Error	366-780
366-783	SPDH Side 2 Hotline Error	366-783
366-790	Side 1 Doorbell Reject	366-900
366-791	Side 1 Doorbell Timeout	366-900
366-792	Side 1 Doorbell Failure	366-900

366-468 Color State Errors

BSD-ON: [BSD 5.14 DADF Document Scan](#)

Pixel clock error from the full width array.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off, then on.

366-490 Data Steerer Error - Taurus 2

BSD-ON: [BSD 5.14 DADF Document Scan](#)

Data steerer error to/from Taurus 2 - Second side error.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off, then on.

366-779 FPGA Not Loaded (Side 2)

BSD-ON: [BSD 5.14 DADF Document Scan](#)

FPGA has corrupted image or has not been loaded - Second side error.

Procedure

Reload the FPGA by reloading the IIT SW.

Refer to [GP 9](#) to perform a Forced AltBoot. Reload the SBC SW using a forced altboot to force reload.

366-780 FPGA CRC Error (Side 2)

BSD-ON: [BSD 5.14 DADF Document Scan](#)

FPGA has corrupted image or has not been loaded - Second side error.

Procedure

Reload the FPGA by reloading the IIT SW.

Refer to [GP 9](#) to perform a Forced AltBoot. Reload the SBC SW using a forced altboot to force reload.

366-783 SPDH side 2 hotline error.

BSD-ON: [BSD 5.14 DADF Document Scan](#)

SPDH side 2 hotline error.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Switch the power off, then on.

366-900 IIT Side 2 Calibration Error RAP

BSD-ON: [BSD 5.14 DADF Document Scan](#)

An error has occurred during calibration of the second side.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Switch the power off, then on; if the problem remains, check the following:
2. Turn OFF the power and check the following:
 - The flat cable ([PL 55.8](#)) between the CIS P/J1 and the DC/DC PWB P/J746 for open circuits, short circuits, and poor contacts.
 - The coaxial cable ([PL 55.2](#)) between the DCDC PWB P/J745 and the PYXIS PWB P/J740 for open circuits, short circuits, and poor contacts.
 - The connector (P/J17) between the SBC PWB and the PYXIS PWB for poor contact.
3. Turn the power ON
4. If the problem still exists, perform the following in sequence:
 - CIS PWB ([PL 55.8](#))
 - DCDC PWB ([PL 55.2](#))
 - SBC PWB ([PL 35.2](#)).

371-105 Registration Sensor On Jam (Tray 1/2/3/4)

BSD-ON:[BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

The Registration Sensor did not turn ON within the specified time after the Registration Clutch On during paper feed from the various Trays.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure (C8030/35)

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The Registration Transport Assembly for improper installation. ([PL 15.1A](#))
- The Tray 1 Feed Roll, Retard Roll, Nudger Roll, and Takeaway Roll 1 for contamination, wear, and transportation failure due to deterioration (when the Feed is from Tray 1).
- The Registration Sensor ([PL 15.2A](#)) (dC330 [077-103]) for operation failure. Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Sensor.
- The Registration Drive Motor ([PL 3.2](#)) (dC330 [042-006]) for operation failure (when the Feed is from Tray 1). Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Takeaway Clutch ([PL 15.1A](#)) (dC330 [077-001]) for operation failure (when the Feed is from Tray 1). Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Clutch.

NOTE: It is possible to drive the T/A Roll 1 by combining this with the Registration Drive Motor (dC330 [042-006]).

- The T/A Roll 2-4 and Pinch Roll for contamination, wear, and transportation failure due to deterioration (when the Feed is from Tray 2, 3, 4).
- The TM Takeaway Motor 1 ([PL 10.9](#), [PL 11.16](#)) (dC330 [077-035]) for operation failure (when the Feed is from Tray 2, 3, 4). Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 1.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))

- Tray Module PWB ([PL 10.9](#), [PL 11.16](#))

Procedure (C8045/55/C8070)

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The Registration Transport Assembly ([PL 15.1A](#), [PL 15.1B](#)) for improper installation.
- The Tray 1 Feed Roll, Retard Roll, Nudger Roll, and Takeaway Roll 1 for contamination, wear, and transportation failure due to deterioration (when the Feed is from Tray 1).
- **C8045/55:** The Registration Sensor ([PL 15.2A](#)) (dC330 [077-103]) for operation failure. Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Sensor.
- **C8070:** The Registration Sensor [PL 14.5](#)) (dC330 [077-103]) for operation failure. Refer to [BSD 8.8 Registration \(C8070\)](#) to check the wiring for the Registration Sensor.
- The Takeaway Motor (C8045/55 - [PL 15.1A](#), C8070 - [PL 15.1B](#)) (dC330 [077-050]) for operation failure (when the Feed is from Tray 1). Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Motor.
- The T/A Roll 2-4 and Pinch Roll for contamination, wear, and transportation failure due to deterioration (when the Feed is from Tray 2, 3, 4).
- The TM Takeaway Motor 1 ([PL 11.16](#)) (dC330 [077-035]) for operation failure (when the Feed is from Tray 2, 3, 4). Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 1.
- The TM Takeaway Motor 2 ([PL 11.16](#)) (dC330 [077-035]) for operation failure (when the Feed is from Tray 2, 3, 4). Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 2.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))
- Tray Module PWB ([PL 11.17](#))

371-210 Tray 1 Lift Up Fault

BSD-ON:[BSD 7.8 Tray 1 Paper Stacking](#)

Tray 1 Lift Up NG has occurred 3 times in a row.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Remove Tray 1. Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [071-001] (Tray 1 Feed/Lift Up Motor ([PL 9.4](#))). **Does the Tray 1 Feed/Lift Up Motor rotate?**

Y N

Turn the power OFF, then measure the Tray 1 Feed/Lift Up Motor wire wound resistance. Remove the Rear Upper Cover, then measure the following resistances.

- Between the MDM PWB [P/J528-B1](#) and the [P/J528-B2](#)
- Between the MDM PWB [P/J528-B3](#) and the [P/J528-B4](#)

Is the resistance approximately. 4.0 Ohm for each? (At 25 degrees C / 77 degrees F)

Y N

Check the connection between the MDM PWB [P/J528](#) and the Tray 1 Feed/Lift Up Motor [P/J268](#) for open circuit, short circuit, and poor contact. If there are no problems, replace the Tray 1 Feed/Lift Up Motor ([PL 9.4](#)).

Measure the resistance between the MDM PWB [P/J528-B1/B2/B3/B4](#) and the Frame. **Is the resistance infinite for all?**

Y N

Check the wires of the pins with non-infinite resistance for peeled-off coatings and short circuits due to pinching.

Replace the MDM PWB ([PL 18.2](#)).

Press the Stop button. Turn ON [dC330](#) [071-102] (Tray 1 Nudger Level Sensor). Block/clear the light path to the Tray 1 Nudger Level Sensor. **Does the display change between High/Low?**

Y N

Check for damaged wiring or a contaminated sensor. If the wiring is OK, replace the following parts in sequence:

- Tray 1 Nudger Level Sensor ([PL 9.4](#))
- MDM PWB ([PL 18.2](#))

Press the Stop button and turn the power OFF.

Check the Tray Lift Up Gear for damage or the Tray Lift Up mechanism for mechanical load. If no problems are found, replace the MDM PWB ([PL 18.2](#)).

371-212 Tray 1 Paper Size Sensor Broken

BSD-ON:[BSD 7.1 Tray 1 Paper Size Sensing](#)

Abnormal Analog voltage to Digital value from Tray 1 Size Sensor was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Broken link and breakage at the bottom of the tray
- The Actuator at the rear of the Tray for operation failure
- The Tray 1 Paper Size Sensor for failure: [dC140](#) [071-200], [dC330](#) [071-104] ([PL 9.1](#))
- The connection between the Tray 1 Paper Size Sensor [P/J174](#) and the MDM PWB [P/J417](#) for open circuit, short circuit, and poor contact

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

371-959 Tray 1 Paper Size Switch Broken

BSD-ON:[BSD 7.1 Tray 1 Paper Size Sensing](#)

Abnormal Analog voltage to Digital value from Tray 1 Size Sensor was detected.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc.). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Go to the [371-212](#) Tray 1 Paper Size Sensor Broken RAP to Troubleshoot this problem.

372-101 Tray 2 Misfeed

BSD-ON:[BSD 7.9 Tray 2 Paper Stacking](#)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

The Tray 2 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 2 has started.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The Drive Gear for wear and damage.
- The LH Cover for improper latching.
- Usage of out of spec paper.
- Transportation failure due to foreign substances in the paper path.
- The Feed Out Sensor 2 ([PL 10.11](#), [PL 1.6](#)) ([dC330 \[072-103\]](#)) or [dC330 \[077-105\]](#)) for operation failure. Refer to [BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#) to check the wiring for the Feed Out Sensor.
- The Tray 2 Feed/Lift Up Motor ([PL 10.3](#), [PL 11.7](#)) ([dC330 \[072-001\]](#) (Feed)) for operation failure. Refer to [BSD 7.9 Tray 2 Paper Stacking](#) to check the wiring for the Tray 2 Feed/Lift Up Motor.
- The TM Takeaway Motor 1 ([PL 10.9](#), [PL 11.16](#)) ([dC330 \[077-035\]](#)) for operation failure. Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 1.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- Tray Module PWB ([PL 10.9](#), [PL 11.17](#))

372-102 Feed Out Sensor On Jam (Tray 2)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

Feed Out Sensor 2 does not turn ON within the specified time during transport of the paper fed from Tray 2 to Take Away Path.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The Drive Gear for wear and damage.
- The LH Cover for improper latching.
- Usage of out of spec paper.
- Transportation failure due to foreign substances in the paper path.
- The Feed Out Sensor 2 ([PL 10.11](#), [PL 11.6](#)) ([dC330 \[072-103\]](#)) or [dC330 \[077-105\]](#)) for operation failure. Refer to [BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#) to check the wiring for the Feed Out Sensor 2.
- The TM Takeaway Motor 1 ([PL 10.9](#), [PL 11.16](#)) ([dC330 \[077-035\]](#)) for operation failure. Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 1.
- The TM Takeaway Motor 2 ([PL 10.9](#), [PL 11.16](#)) ([dC330 \[077-037\]](#)) for operation failure. Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 2.

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

372-210 Tray 2 Lift Up Fault

BSD-ON:[BSD 7.9 Tray 2 Paper Stacking](#)

Tray 2 Lift Up NG has occurred 3 times in a row.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The drive system between the Bottom Plate and the Tray 2 Feed/Lift Up Motor for operation failure.
- The Tray for Paper mis-load.
- The Tray for existence of objects other than Paper.
- The Tray 2 Nudger Level Sensor ([PL 10.3](#), [PL 11.7](#)) ([dC330](#) [072-102]) for operation failure.
- The Tray 2 Feed/Lift Up Motor ([PL 10.3](#), [PL 11.7](#)) ([dC330](#) [072-002] (Lift Up)) for operation failure.

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

372-212 Tray 2 Paper Size Sensor Broken

BSD-ON:[BSD 7.2 Tray 2 Paper Size Sensing](#)

Abnormal Analog voltage to Digital value from Tray 2 Size Sensor was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Broken link and breakage at the bottom of the tray
- The Actuator at the rear of the Tray for operation failure
- The Tray 2 Paper Size Sensor ([PL 10.9](#), [PL 11.7](#)) for failure: [dC140](#) [072-200], [dC330](#) [072-104]
- Check the connection between the Tray 2 Paper Size Sensor ([P/J101](#) - 3TM, [P/J101](#) - TTM) and the Tray Module PWB ([P/J549](#) - 3TM, [P/J549](#) - TTM) for open circuit, short circuit, and poor contact

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

372-900 Tray 2 Feed Out Sensor Static Jam

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Tray 2 Feed Out Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Tray 2 Feed Out Sensor for remaining paper, contamination, actuator return failure, or improper installation
- The Tray 2 Feed Out Sensor ([PL 10.11](#), [PL 11.6](#)) for failure: [dC330](#) [072-103] or [077-105].
- The connection between the Tray 2 Feed Out Sensor ([P/J108-1](#) - 3TM, [P/J108-1](#) - TTM) and the Tray Module PWB ([P/J549](#) - 3TM, [P/J549](#) - TTM) P/J549-A9 for short circuit

If no problems are found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

373-101 Tray 3 Misfeed

BSD-ON:[BSD 7.10 Tray 3 Paper Stacking](#)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

The Tray 3 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 3 has started.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The Drive Gear for wear and damage.
- The LH Cover for improper latching.
- Usage of out of spec paper.
- The T/A Roll 3, Tray 3 Retard Roll, and Tray 3 Feed Roll for transportation failure due to contamination, wear, and deterioration.
- The Feed Out Sensor 3 ([PL 10.11](#), [PL 11.6](#)) ([dC330 \[073-103\]](#)) or [dC330 \[077-106\]](#)) for operation failure. Refer to [BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#) to check the wiring for the Feed Out Sensor 3.
- The Tray 3 Feed/Lift Up Motor ([PL 10.3](#), [PL 11.9](#)) ([dC330 \[073-001\]](#) (Feed)) for operation failure. Refer to [BSD 7.10 Tray 3 Paper Stacking](#) to check the wiring for the Tray 3 Feed/Lift Up Motor.
- The TM Takeaway Motor 2 ([PL 10.9](#), [PL 11.16](#)) ([dC330 \[077-037\]](#)) for operation failure. Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 2.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- Tray Module PWB ([PL 10.9](#), [PL 11.17](#))

373-102 Feed Out Sensor 3 On Jam (Tray 3)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

The Feed Out Sensor 3 does not turn ON in the specified time in transport of paper fed from Tray4 to Take Away Path.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The Drive Gear for wear and damage.
- The LH Cover for improper latching.
- Usage of out of spec paper.
- Transportation failure due to foreign substances in the paper path.
- The Feed Out Sensor 3 ([PL 10.11](#), [PL 11.6](#)) ([dC330 \[073-103\]](#)) or [dC330 \[077-106\]](#)) for operation failure. Refer to [BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#) to check the wiring for the Feed Out Sensor 3.
- The TM Takeaway Motor 2 ([PL 10.9](#), [PL 11.16](#)) ([dC330 \[077-037\]](#)) for operation failure. Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 2.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- Tray Module PWB ([PL 10.9](#), [PL 11.17](#))

373-210 Tray 3 Lift Up Fault

BSD-ON:[BSD 7.10 Tray 3 Paper Stacking](#)

Tray 3 Nudger Level Sensor does not turn ON in the specified time at Tray 3 Lift Up.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The drive system between the Bottom Plate and the Tray 3 Feed/Lift Up Motor for operation failure.
- The Tray for Paper mis-load.
- The Tray for existence of objects other than Paper.
- The Tray 3 Nudger Level Sensor ([PL 10.3](#), [PL 11.9](#)) ([dC330](#) [073-102]) for operation failure.
- The Tray 3 Feed/Lift Up Motor ([PL 10.3](#), [PL 11.9](#)) ([dC330](#) [073-002] (Lift Up)) for operation failure.

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

373-212 Tray 3 Paper Size Sensor Broken

BSD-ON:[BSD 7.3 Tray 3 Paper Size Sensing \(TTM\)](#)

BSD-ON:[BSD 7.4 Tray 3 Paper Size Sensing \(3TM\) \(C8030/35\)](#)

Abnormal Analog voltage to Digital value from Tray 3 Size Sensor was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- Broken link and breakage at the bottom of the tray
- The Actuator at the rear of the Tray for operation failure
- The Tray 3 Paper Size Sensor ([PL 10.1](#), [PL 11.15](#)) for failure: [dC140](#) [073-200], [dC330](#) [073-104].

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

373-900 Tray 3 Feed Out Sensor Static Jam

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Tray 3 Feed Out Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Tray 3 Feed Out Sensor for remaining paper, contamination, Actuator return failure, or improper installation
- The Tray 3 Feed Out Sensor ([PL 10.11](#), [PL 11.6](#)) for failure: [dC330](#) [077-106], [073-103].
- The connection between the Tray 3 Feed Out Sensor ([P/J112](#) - 3TM, [P/J112](#) - TTM) P/J112-2 and the Tray Module PWB ([P/J549](#) - 3TM, [P/J549](#) - TTM), J549-A5 for short circuit.

If no problems are found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

373-961 Tray 3 Size Switch NG

.Tray 3 Size Switch NG

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Power Off then Power On

If the problem remains, go to [373-212](#) Tray 3 Paper Size Sensor Broken RAP to troubleshoot the Problem

374-101 Tray 4 Misfeed

BSD-ON:[BSD 7.11 Tray 4 Paper Stacking](#)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

The Tray 4 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 4 has started.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The Drive Gear for wear and damage.
- The LH Cover for improper latching.
- Usage of out of spec paper.
- The T/A Roll 4 or T/A Roll 5, Tray 4 Retard Roll, and Tray 4 Feed Roll for transportation failure due to contamination, wear, and deterioration.
- The Feed Out Sensor 4 ([PL 10.11](#), [PL 11.5A](#), [PL 11.5B](#)) ([dC330 \[074-103\]](#)) or [dC330 \[077-107\]](#)) for operation failure. Refer to [BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#) to check the wiring for the Feed Out Sensor 4.
- The Tray 4 Feed/Lift Up Motor ([PL 10.3](#), [PL 11.9](#)) ([dC330 \[074-001\]](#) (Feed)) for operation failure. Refer to [BSD 7.11 Tray 4 Paper Stacking](#) to check the wiring for the Tray 4 Feed/Lift Up Motor.
- The TM Takeaway Motor 2 ([PL 10.9](#), [PL 11.16](#)) ([dC330 \[077-037\]](#)) for operation failure. Refer to [BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#) to check the wiring for the TM Takeaway Motor 2.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- Tray Module PWB ([PL 10.9](#), [PL 11.17](#))

374-210 Tray 4 Lift Up Fault

BSD-ON:[BSD 7.11 Tray 4 Paper Stacking](#)

Tray 4 Nudger Level Sensor does not turn ON in the specified time at Tray 4 Lift Up.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Remove the Rear Upper Cover and the Rear Cover. Check the connection between the MDM PWB [P592](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

Procedure

Check the following:

- The drive system between the Bottom Plate and the Tray 4 Feed/Lift Up Motor for operation failure.
- The Tray for Paper mis-load.
- The Tray for existence of objects other than Paper.
- The Tray 4 Nudger Level Sensor ([PL 10.3](#), [PL 11.11](#)) ([dC330 \[074-102\]](#)) for operation failure.
- The Tray 4 Feed/Lift Up Motor ([PL 10.3](#), [PL 11.11](#)) ([dC330 \[074-002\]](#) (Lift Up)) for operation failure.

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

374-212 Tray 4 Paper Size Sensor Broken

BSD-ON:[BSD 7.5 Tray 4 Paper Size Sensing \(TTM\)](#)

BSD-ON:[BSD 7.6 Tray 4 Paper Size Sensing \(3TM\) \(C8030/35\)](#)

Abnormal output AD value from Tray 4 Size Sensor was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Broken link and damage at the bottom of the Tray
- The Actuator at the rear of the Tray for operation failure
- The Tray for Paper mis-load
- The Tray for existence of objects other than Paper.
- The Tray 4 Paper Size Sensor for operation failure. ([PL 10.1](#), [PL 11.15](#))
 - 3TM: [dC140](#) [074-200], [dC330](#) [074-104]
 - TTM: [dC140](#) [074-200]

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

374-900 Tray 4 Feed Out Sensor Static Jam

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Tray 4 Feed Out Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Tray 4 Feed Out Sensor for remaining paper, contamination, actuator return failure, or improper installation
- The Tray 4 Feed Out Sensor ([PL 10.11](#), [PL 11.5A](#), [PL 11.5B](#)) for failure: [dC330](#) [074-103]
- The connection between the Tray 4 Feed Out Sensor ([P/J116](#) - 3TM, [P/J116](#) - TTM) J116-2 and the Tray Module PWB ([P/J549](#) - 3TM, [P/J549](#) - TTM) J549-A5 for short circuit.

If no problem is found, replace the Tray Module PWB ([PL 10.9](#), [PL 11.17](#)).

374-962 Tray 4 Size Switch NG

.Tray 4 Size Switch NG

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Power Off then Power On

If the problem remains, go to [374-212](#) Tray 4 Paper Size Sensor Broken RAP to troubleshoot the Problem

375-100 Tray 5 (MSI) Misfeed

BSD-ON:[BSD 7.12 MSI \(Tray 5\) Paper Stacking](#)

BSD-ON:[BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

The Tray 5 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 5 has started.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The MSI Feed Roll, MSI Retard Roll, and MSI Nudger Roll for transportation failure due to contamination, wear, and deterioration.
- The MSI Feed Out Sensor ([PL 13.4](#)) ([dC330 \[077-104\]](#)) for operation failure. Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the MSI Feed Out Sensor.
- The MSI Feed/Nudger Motor ([PL 13.2](#)) (Feed) for operation failure. Refer to [BSD 7.12 MSI \(Tray 5\) Paper Stacking](#) to check the wiring for the MSI Feed/Nudger Motor.
 - [dC330 \[075-003\]](#) (C8030/35)
 - [dC330 \[075-001\]](#) (C8045/55/8070)

If no problem is found, replace the MDM PWB ([PL 18.2](#)).

375-103 Tray 5 (MSI) Feed Out Sensor Off Jam

BSD-ON:[BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

The MSI Feed Out Sensor does not turn OFF within the specified time after the after the Registration Clutch On (C8070: Registration Motor On).

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure (C8030/35)

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The MSI Feed Roll, MSI Retard Roll, and MSI Nudger Roll for transportation failure due to contamination, wear, and deterioration.
- The MSI Feed Out Sensor ([dC330 \[077-104\]](#)) for operation failure. ([PL 13.4](#)). Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the MSI Feed Out Sensor.
- The Registration Drive Motor ([PL 3.2](#)) ([dC330 \[042-006\]](#)) for operation failure. Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Takeaway Clutch ([PL 15.1A](#)) ([dC330 \[077-001\]](#)) for operation failure. Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Clutch.

NOTE: It is possible to drive the MSI T/A Roll combining this with the Registration Drive Motor ([dC330 \[042-006\]](#)).

- The Registration Clutch ([PL 15.2A](#)) ([dC330 \[077-002\]](#)) for operation failure. Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the TM Takeaway Motor 1.

NOTE: It is possible to drive the Registration Roll by combining this with the Registration Drive Motor ([dC330 \[042-006\]](#)).

If no problem is found, replace the MDM PWB ([PL 18.2](#)).

Procedure (C8045/55)

Check the following:

- The Drive Gear for wear and damage.

- Transportation failure due to foreign substances in the paper path.
- The MSI Feed Roll, MSI Retard Roll, and MSI Nudger Roll for transportation failure due to contamination, wear, and deterioration.
- Usage of out of spec paper.
- The MSI Feed Out Sensor (dC330 [077-104] for operation failure. (PL 13.4). Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the MSI Feed Out Sensor.
- The Takeaway Motor (PL 15.1A) (dC330 [077-050]) for operation failure. Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Motor.
- The Registration Drive Motor (PL 3.2) (dC330 [042-006]) for operation failure. Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Registration Clutch (PL 15.2A) (dC330 [077-002]) for operation failure. Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the TM Takeaway Motor 1.

NOTE: It is possible to drive the Registration Roll by combining this with the Registration Drive Motor (dC330 [042-006]).

If no problem is found, replace the following parts in sequence:

- MDM PWB (PL 18.2)
- MDS PWB (PL 18.2)

Procedure (C8070)

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- The MSI Feed Roll, MSI Retard Roll, and MSI Nudger Roll for transportation failure due to contamination, wear, and deterioration.
- Usage of out of spec paper.
- The MSI Feed Out Sensor (dC330 [077-104] for operation failure. (PL 13.4). Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the MSI Feed Out Sensor.
- The Takeaway Motor (PL 15.1B) (dC330 [077-050]) for operation failure. Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Motor.
- The Registration Drive Motor (PL 15.1B) (dC330 [077-055]) for operation failure. Refer to [BSD 8.8 Registration \(C8070\)](#) to check the wiring for the Registration Drive Motor.

If no problem is found, replace the following parts in sequence:

- MDM PWB (PL 18.2)
- MDS PWB (PL 18.2)

375-135 Registration Sensor On Jam (Tray 5)

BSD-ON:[BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

The Registration Sensor does not turn ON within the specified time after the after the Registration Clutch On (C8070: Registration Motor On).

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure (C8030/35)

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The MSI T/A Roll and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
- The Registration Transport Assembly (PL 15.1A) for installation failure.
- The Registration Sensor (dC330 [077-103]) for operation failure. (PL 15.2A). Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Sensor.
- The Registration Drive Motor (PL 3.2) (dC330 [042-006]) for operation failure. Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Takeaway Clutch (PL 15.1A) (dC330 [077-001]) for operation failure. Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Clutch.

NOTE: It is possible to drive the T/A Roll 1 combining this with the Registration Drive Motor (dC330 [042-006]).

If no problem is found, replace the MDM PWB (PL 18.2).

Procedure (C8045/55/C8070)

Check the following:

- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- The MSI T/A Roll and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
- Usage of out of spec paper.

- The Registration Transport Assembly (PL 15.1A, PL 15.1B) for installation failure.
- The Registration Sensor (dC330 [077-103]) for operation failure. (PL 15.2A, PL 15.1B). Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) or [BSD 8.8 Registration \(C8070\)](#) to check the wiring for the Registration Sensor.
- The Takeaway Motor (PL 15.1A, PL 15.1B) (dC330 [077-050]) for operation failure. Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the Takeaway Motor.
- The MSI Feed Out Sensor (dC330 [077-104]) for operation failure. (PL 13.4). Refer to [BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#) to check the wiring for the MSI Feed Out Sensor.
- The Registration Drive Motor (PL 3.2) (dC330 [042-006]) for operation failure. Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Registration Clutch (PL 15.2A) (dC330 [077-002]) for operation failure. Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the TM Takeaway Motor 1.

NOTE: It is possible to drive the Registration Roll by combining this with the Registration Drive Motor (dC330 [042-006]).

If no problem is found, replace the following parts in sequence:

- MDM PWB (PL 18.2)
- MDS PWB (PL 18.2)

375-212 Tray 5 Nudger Up/Down Fault

BSD-ON: [BSD 7.12 MSI \(Tray 5\) Paper Stacking](#)

The MSI Nudger Position Sensor did not change within the specified time after the MSI Nudger Up or Down operation has started.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The MSI Nudger Position Sensor (dC330 [075-102]) for operation failure. (PL 13.2)
- The MSI Feed/Nudger Motor (dC330 [075-004] (Up/Down)) for operation failure. (PL 13.2)
- The MSI Nudger Roll Up/Down mechanism for mechanical loading, the springs for deformation and snags.

If no problem is found, replace the MDM PWB (PL 18.2).

377-101 Registration Sensor Off Jam

BSD-ON:[BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

The Registration Sensor does not turn OFF within the specified time after the after the Registration Clutch On (C8070: Registration Motor On).

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure (C8030/35/C8045/55)

Check the following:

- Each Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The Registration Roll and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
- The Registration Transport Assembly ([PL 15.1A](#)) for installation failure.
- The 2nd BTR ([PL 14.1](#)) for transportation failure due to contamination, wear, and deterioration.
- The Registration Sensor ([dC330 \[077-103\]](#)) for operation failure. ([PL 15.2A](#)). Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Sensor.
- The Registration Drive Motor ([PL 3.2](#)) ([dC330 \[042-006\]](#)) for operation failure. Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Registration Clutch ([PL 15.2A](#)) ([dC330 \[077-002\]](#)) for operation failure. Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the TM Takeaway Motor 1.

NOTE: It is possible to drive the Registration Roll by combining this with the Registration Drive Motor ([dC330 \[042-006\]](#)).

- The Fuser Drive Motor ([PL 3.1](#)) ([dC330 \[010-001\]](#)) for operation failure. Refer to [BSD 10.1 Fuser Drive Control \(1 of 2\)](#) to check the wiring for the Fuser Drive Motor.

If no problem is found, replace the MDM PWB ([PL 18.2](#)).

Procedure (C8070)

Check the following:

- Each Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.

- Usage of out of spec paper.
- The Registration Roll and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
- The Registration Transport Assembly ([PL 15.1A](#)) for installation failure.
- The 2nd BTR ([PL 14.1](#)) for transportation failure due to contamination, wear, and deterioration.
- The Registration Sensor ([dC330 \[077-103\]](#)) for operation failure. ([PL 15.1B](#)). Refer to [BSD 8.8 Registration \(C8070\)](#) to check the wiring for the Registration Sensor.
- The Registration Drive Motor ([PL 3.2](#)) ([dC330 \[042-006\]](#)) for operation failure. Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
- The Fuser Drive Motor ([PL 3.1](#)) ([dC330 \[010-001\]](#)) for operation failure. Refer to [BSD 10.1 Fuser Drive Control \(1 of 2\)](#) to check the wiring for the Fuser Drive Motor.

If no problem is found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-103 Fuser Exit Sensor Off Jam

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

BSD-ON:[BSD 10.6 Fusing](#)

BSD-ON: [BSD 10.7 Fused Paper Exit 1](#)

BSD-ON:[BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

After the Fuser Exit Sensor turned ON, the Fuser Exit Sensor did not turn OFF within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Check the position of retained paper. If the paper is retained in the Fuser, it could be due to any of the 4 following causes. Check the image on retained paper in the Fuser and check the paper for damage.
 - a. Check the margin at the Lead Edge. If the margin is narrow, perform the following:
 - Adjust the Lead Edge margin ([dC129](#)).
 - Check for multi-sheet feed.
 - Reload the paper in the Tray.
 - b. Check whether the Toner Density is dark. If the density is dark, perform [dC991](#) Tone Up / Tone Down.
 - c. Check whether the margin at the Lead Edge has narrowed due to skew. If the margin is narrow, reload the paper in the Tray correctly.
 - d. Check whether the paper is being damaged by the Chute or by the Actuator. If the paper is damaged, use fresh paper to check. (It is also possible that the paper had lost its stiffness due to its water content)
2. If there is no retained paper in the Fuser, or if the problem persists after performing the above procedure, check the following:
 - Each Drive Gear for wear and damage.
 - Transportation failure due to foreign substances in the paper path.
 - Usage of out of spec paper.
 - The Exit Roll 1, Invert Roll, Exit Roll 2, and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
 - The Fuser Exit Sensor ([PL 7.1](#)) ([dC330](#) [077-101]) for operation failure. Refer to [BSD 10.6 Fusing](#) to check the wiring for the Fuser Exit Sensor.
 - The Fuser Drive Motor ([PL 3.1](#)) ([dC330](#) [010-001]) for operation failure. Refer to [BSD 10.1 Fuser Drive Control \(1 of 2\)](#) to check the wiring for the Fuser Drive Motor.
 - The Exit 2 Drive Motor ([PL 17.4](#)) ([dC330](#) [077-062] (Output Direction) for operation failure. ([PL 17.4](#)). Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Exit 2 Drive Motor.
 - The Exit 1 Gate for operation failure (including an operation failure of the Exit Gate Solenoid ([PL 17.5](#)) ([dC330](#) [077-003])). Refer to [BSD 10.7 Fused Paper Exit 1](#) to check the wiring for the Exit Gate Solenoid.

- The Exit 2 Gate for operation failure (including an operation failure of the Face Up Gate Solenoid ([PL 17.5](#)) ([dC330](#) [077-004])). Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Face Up Gate Solenoid.

If no problem is found, replace the following parts in sequence.

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-104 Fuser Exit Sensor Off Jam (Too Short)

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

BSD-ON:[BSD 10.6 Fusing](#)

BSD-ON: [BSD 10.7 Fused Paper Exit 1](#)

BSD-ON:[BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

After the Fuser Exit Sensor turned ON, the Fuser Exit Sensor turned OFF before the specified time has passed.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Fuser for wound up, stuck paper
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Exit Roll Drive Gear for wear and damage
- The Fuser Exit Sensor ([PL 7.1](#)) ([dC330](#) [077-101]) for operation failure. Refer to [BSD 10.6 Fusing](#) to check the wiring for the Fuser Exit Sensor.
- The Fuser Drive Motor ([PL 3.1](#)) ([dC330](#) [010-001]) for operation failure. Refer to [BSD 10.1 Fuser Drive Control \(1 of 2\)](#) to check the wiring for the Fuser Drive Motor.
- The Exit 2 Drive Motor ([PL 17.4](#)) ([dC330](#) [077-062] (Output Direction) for operation failure. ([PL 17.4](#)). Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Exit 2 Drive Motor.
- The Exit 1 Gate for operation failure (including an operation failure of the Exit Gate Solenoid ([PL 17.5](#)) ([dC330](#) [077-003])). Refer to [BSD 10.7 Fused Paper Exit 1](#) to check the wiring for the Exit Gate Solenoid.
- The Exit 2 Gate for operation failure (including an operation failure of the Face Up Gate Solenoid ([PL 17.5](#)) ([dC330](#) [077-004])). Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Face Up Gate Solenoid.

If no problem is found, replace the following parts in sequence.

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-105 Exit Sensor 2 Off Jam

BSD-ON:[BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

After the Exit 2 Sensor turned ON, the Exit 2 Sensor did not turn OFF within the specified time.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Fuser for wound up, stuck paper
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Exit Roll Drive Gear for wear and damage
- The Exit 2 Sensor ([PL 17.4](#)) ([dC330](#) [077-100]) for operation failure.
- The Exit 2 Drive Motor ([PL 17.4](#)) ([dC330](#) [077-062] (Output Direction) for operation failure. ([PL 17.4](#)).
- The Exit 2 Gate for operation failure (including an operation failure of the Face Up Gate Solenoid ([PL 17.5](#)) ([dC330](#) [077-004])).

If no problem is found, replace the following parts in sequence.

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-106 Fuser Exit Sensor On Jam

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

BSD-ON:[BSD 10.6 Fusing](#)

The Fuser Exit Sensor does not turn ON within the specified time after the Registration Clutch On.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Check the position of retained paper. If the paper is retained in the Fuser, it could be due to any of the 4 following causes. Check the image on retained paper in the Fuser and check the paper for damage.
 - a. Check the margin at the Lead Edge. If the margin is narrow, perform the following:
 - Adjust the Lead Edge margin ([dC129](#)).
 - Check for multi-sheet feed.
 - Reload the paper in the Tray.
 - b. Check whether the Toner Density is dark. If the density is dark, perform [dC991](#) Tone Up / Tone Down.
 - c. Check whether the margin at the Lead Edge has narrowed due to skew. If the margin is narrow, reload the paper in the Tray correctly.
 - d. Check whether the paper is being damaged by the Chute or by the Actuator. If the paper is damaged, use fresh paper to check. (It is also possible that the paper had lost its stiffness due to its water content)
2. If there is no retained paper in the Fuser, or if the problem persists after performing the above procedure, check the following:
 - The Fuser for wound up, stuck paper.
 - The Fuser P/Roll for Latch failure.
 - Each Drive Gear for wear and damage.
 - Transportation failure due to foreign substances in the paper path.
 - Usage of out of spec paper.
 - The Exit Roll 1, Invert Roll, Exit Roll 2, and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
 - Fuser Exit Chute for improper installation and deformation.
 - Usage of out of spec paper.
 - The 2nd BTR ([PL 14.1](#)) for transportation failure due to contamination, wear, and deterioration.
 - The Fuser Exit Sensor ([PL 7.1](#)) ([dC330](#) [077-101]) for operation failure. Refer to [BSD 10.6 Fusing](#) to check the wiring for the Fuser Exit Sensor.
 - The Fuser Drive Motor ([PL 3.1](#)) ([dC330](#) [010-001]) for operation failure. Refer to [BSD 10.1 Fuser Drive Control \(1 of 2\)](#) to check the wiring for the Fuser Drive Motor.If no problem is found, replace the following parts in sequence.
 - MDM PWB ([PL 18.2](#))

- MDS PWB ([PL 18.2](#))

377-109 Exit Sensor 2 On Jam

BSD-ON:[BSD 10.1 Fuser Drive Control \(1 of 2\)](#)

BSD-ON: [BSD 10.7 Fused Paper Exit 1](#)

BSD-ON:[BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

The Exit 2 Sensor did not turn ON within the specified time after the Fuser Exit Sensor On.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- The Invert Roll and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
- The Fuser Exit Chute for improper installation and deformation.
- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The Exit 2 Sensor ([PL 17.4](#)) ([dC330 \[077-100\]](#)) for operation failure. Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Exit 2 Sensor.
- The Exit 2 Drive Motor ([PL 17.4](#)) ([dC330 \[077-062\]](#) (Output Direction) for operation failure. ([PL 17.4](#)). Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Exit 2 Drive Motor.
- The Fuser Drive Motor ([PL 3.1](#)) ([dC330 \[010-001\]](#)) for operation failure. Refer to [BSD 10.1 Fuser Drive Control \(1 of 2\)](#) to check the wiring for the Fuser Drive Motor.
- The Exit 1 Gate for operation failure (including an operation failure of the Exit Gate Solenoid ([PL 17.5](#)) ([dC330 \[077-003\]](#))). Refer to [BSD 10.7 Fused Paper Exit 1](#) to check the wiring for the Exit Gate Solenoid.

If no problem is found, replace the following parts in sequence.

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-110 POB Sensor On Jam

BSD-ON:[BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

BSD-ON:[BSD 9.24 Second Transfer](#)

The POB Sensor did not turn ON within the specified time after the Registration Clutch turned ON.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

Check the following:

- The Registration Roll and Pinch Roll for transportation failure due to contamination, wear, and deterioration.
- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The 2nd BTR for transportation failure due to contamination, wear, and revolution failure.
- The IBT Belt for wound up, stuck paper.
- The Registration Transport Assembly ([PL 15.1A](#), [PL 15.2B](#)) for installation failure.
- The POB Sensor ([dC330 \[077-102\]](#) or [dC330 \[094-202\]](#)) for operation failure. ([PL 14.3](#)) Refer to [BSD 9.24 Second Transfer](#) to check the wiring for the POB Sensor.
- **C8070:** The Registration Motor (DC330 [077-055]) for operation failure. ([PL 15.1B](#)) Refer to [BSD 8.8 Registration \(C8070\)](#) to check the wiring for the Registration Drive Motor.
- **C30/35/C45/55:**
 - The Registration Drive Motor (DC330 [042-006]) for operation failure. ([PL 3.2](#)) Refer to [BSD 4.1 Registration Drive Control \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.
 - The Registration Clutch (DC330 [077-002]) for operation failure. ([PL 15.2A](#)) Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) to check the wiring for the Registration Drive Motor.

NOTE: It is possible to drive the Registration Roll by combining this with the Registration Drive Motor ([dC330 \[042-006\]](#)).

If no problem is found, replace the following parts in sequence.

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-130 Registration Sensor On Jam (Duplex Direct)

BSD-ON: [BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON: [BSD 8.8 Registration \(C8070\)](#)

BSD-ON: [BSD 10.8 Duplex Transport](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch ON (C8030/35/C45/55) or Registration Motor ON (C8070) after the Feed has started in Duplex Direct mode.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Duplex Trans Roll 1-3 for transportation failure due to contamination, wear, and deterioration.
- The Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The Registration Sensor (dC330 [077-103]) for operation failure. (PL 15.2A, PL 15.2B). Refer to [BSD 8.7 Registration \(C8030/35/C8045/55\)](#) or [BSD 8.8 Registration \(C8070\)](#) to check the wiring for the Registration Sensor.
- The Duplex Motor (dC330 [077-073]) for operation failure. (PL 14.6). Refer to [BSD 10.8 Duplex Transport](#) to check the wiring for the Duplex Motor.

If no problem is found, replace the MDM PWB (PL 18.2).

377-131 Duplex Path Sensor On Jam

BSD-ON: [BSD 10.7 Fused Paper Exit 1](#)

BSD-ON: [BSD 10.8 Duplex Transport](#)

BSD-ON: [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

The Duplex Path Sensor does not turn ON within the specified time after the Exit 2 Drive Motor has started rotating in the Duplex intake direction.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Exit Roll 2, Invert Roll, and Duplex Trans Roll 1, 2 for transportation failure due to contamination, wear, and deterioration.
- Each Drive Gear for wear and damage.
- Transportation failure due to foreign substances in the paper path.
- Usage of out of spec paper.
- The Duplex Path Sensor (dC330 [077-108]) for operation failure. (PL 14.6). Refer to [BSD 10.8 Duplex Transport](#) to check the wiring for the Duplex Path Sensor.
- The Duplex Motor (dC330 [077-073]) for operation failure. (PL 14.6). Refer to [BSD 10.8 Duplex Transport](#) to check the wiring for the Duplex Motor.
- The Exit 2 Drive Motor (dC330 [077-063] (intake direction)) for operation failure. (PL 17.4). Refer to [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#) to check the wiring for the Exit 2 Drive Motor.
- The Exit 1 Gate for operation failure (including the Exit Gate Solenoid (dC330 [077-003]) operation failure). (PL 17.5) Refer to [BSD 10.7 Fused Paper Exit 1](#) to check the wiring for the Exit Gate Solenoid.

If no problem is found, replace the following parts in sequence:

- MDM PWB (PL 18.2)
- MDS PWB (PL 18.2)

377-211 Tray Module Kind Mismatch

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

A different type of Tray Module is connected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

- Turn the power OFF and ON.
- Turn the power OFF. Refer to [BSD 3.7 PWB Communication \(7 of 9\)](#) to check the following:
 - The DIP Switch settings on the Tray Module PWB
 - The connection between the MDS PWB [P592](#) and the Tray Module PWB P/J541 ([P/J541](#) - 3TM, [P/J541](#) - TTM) for open circuit, short circuit, and poor contact

If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 10.9](#), [PL 11.17](#))
- MCU-PF PWB ([PL 18.2](#))
- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-212 Tray Module Reset Fault

BSD-ON:[BSD 1.5A DC Power Generation \(3 of 6\)](#)

BSD-ON:[BSD 1.5B DC Power Generation \(4 of 6\)](#)

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

The Tray Module reset was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

- Turn the power OFF and ON.
- Check the voltage between the following terminals of the Tray Module PWB and the GND. ([P/J541](#) - 3TM, [P/J541](#) - TTM)
 - P/J541-10 (+24VDC)
 - P/J541-12 (+5VDC)
- Turn OFF the power and check the following:
 - The connection between the Tray Module PWB ([P/J541](#) - 3TM, [P/J541](#) - TTM) and the Motor Driver Sub PWB [P592](#) for open circuit, short circuit, and poor contact.
 - Turn OFF the power and check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB, as well as the connector ([P452](#)) between the MDM PWB and Motor Driver Sub PWB for poor contacts, damage, and foreign substances.
- If no problems are found, replace the following parts in sequence:
 - Tray Module PWB ([PL 10.9](#), [PL 11.17](#))
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))
 - MDS PWB ([PL 18.2](#))

377-214 Tray Module Logic Fault

BSD-ON: [BSD 3.7 PWB Communication \(7 of 9\)](#)

I/F mismatch between the IOT and the Tray Module was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

- Turn the power OFF and ON.
- Turn OFF the power and check the following:
 - The connection between the Tray Module PWB ([P/J541](#) - 3TM, [P/J541](#) - TTM) and the Motor Driver Sub PWB [P592](#) for open circuit, short circuit, and poor contact.
 - Turn OFF the power and check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB, as well as the connector ([P452](#)) between the MDM PWB and Motor Driver Sub PWB for poor contacts, damage, and foreign substances.
- If no problems are found, replace the following parts in sequence:
 - Tray Module PWB ([PL 10.9](#), [PL 11.17](#))
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))
 - MDS PWB ([PL 18.2](#))

377-215 Tray Module Communication Fault

BSD-ON: [BSD 3.7 PWB Communication \(7 of 9\)](#)

Communication error between Tray Module PWB and MCU PWB was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- Turn the power OFF and ON.
- Turn OFF the power and check the following:
 - The connection between the Tray Module PWB ([P/J541](#) - 3TM, [P/J541](#) - TTM) and the Motor Driver Sub PWB [P592](#) for open circuit, short circuit, and poor contact.
 - Turn OFF the power and check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB, as well as the connector ([P452](#)) between the MDM PWB and Motor Driver Sub PWB for poor contacts, damage, and foreign substances.
- If no problems are found, replace the following parts in sequence:
 - Tray Module PWB ([PL 10.9](#), [PL 11.17](#))
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))
 - MDS PWB ([PL 18.2](#))

377-300 Front Cover Interlock Open

BSD-ON: [BSD 1.12 Interlocked Power](#)

BSD-ON: [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

The Front Cover is open.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Front Cover for damage or mismatch.
- The Front Cover Interlock Switch for failure: [dC330 \[077-303\] \(PL 18.5\)](#)
- The connection between the Front Cover Interlock Switch ([P/J101 - 3TM](#), [P/J101 - TTM](#)) and the MDM PWB [P/J521](#) for open circuit, short circuit, and poor contact

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

377-301 L/H Cover Interlock Open

BSD-ON: [BSD 1.12 Interlocked Power](#)

BSD-ON: [BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

The L/H Cover is open.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The L/H Cover Unit for damage or mismatch
- The L/H Cover Interlock Switch for failure: [dC330 \[077-300\] \(PL 14.1\)](#)
- The connection between the L/H Cover Interlock Switch [P/J100](#) and the MDM PWB [P/J534](#) for open circuit, short circuit, and poor contact

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

377-305 Tray Module L/H Cover Open

BSD-ON:[BSD 1.13 Interlocked Cover Switches](#)

The Tray Module L/H Cover is open.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

1. Turn the power OFF and ON.
2. Check the following:
 - The Tray Module L/H Cover for damage or mismatch
 - The Tray Module L/H Cover Switch for failure: [dC330](#) [077-306] ([PL 10.12](#))
 - The connection between the Tray Module L/H Cover Switch ([P/J104](#) - 3TM, [P/J104](#) - TTM) and the Tray Module PWB ([P/J549](#) - 3TM, [P/J549](#) - TTM) for open circuit, short circuit, and poor contact

If no problems are found, replace the Tray Module PWB.

- Tray Module PWB ([PL 10.9](#), [PL 11.17](#))

377-307 Duplex Cover Open

BSD-ON:[BSD 1.13 Interlocked Cover Switches](#)

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

Check the following:

- The Duplex Cover for damage or mismatch.
- The Duplex Cover Switch for failure: [dC330](#) [077-305] ([PL 14.5](#))
- The connection between the Duplex Cover Switch [P/J176](#) and the MDM PWB [P/J523](#) for open circuit, short circuit, and poor contact

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

377-308 L/H Upper Cover Open

BSD-ON:[BSD 1.13 Interlocked Cover Switches](#)

The L/H High Cover is open.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The L/H Upper Cover Assembly ([PL 19.2](#)) for damage or mismatch
- The L/H Upper Cover Switch for failure: [dC330](#) [077-302] ([PL 17.4](#))
- The connection between the L/H Upper Cover Switch [P/J168](#) and the MDS PWB [P/J522](#) for open circuit, short circuit, and poor contact

If no problems are found, replace the following in sequence:

- MDM PWB ([PL 18.2](#)).
- MDS PWB ([PL 18.2](#)).

377-312 Feeder Communication Fail

BSD-ON:[BSD 3.9 PWB Communication \(9 of 9\)](#)

Communication failure between the HCF and the IOT was detected.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

1. Turn the power OFF and ON.
2. Turn OFF the power and check the following:
 - The connection between the MDM PWB [P/J594](#) and the HCF PWB for open circuit, short circuit, and poor contact.
 - The Drawer Connector ([DP800](#)) for broken/bent pins, burn damage, and foreign substances.
 - For more information, refer to the HCF service documentation..
3. If no problem is found, replace the following parts in sequence:
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))

377-314 P/H Module Logic Fail

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

A fatal error was detected in the Tray Module.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

1. Turn the power OFF and ON.
2. Turn OFF the power and check the following:
 - The connection between the Tray Module PWB ([P/J541](#) - 3TM, [P/J541](#) - TTM) and the Motor Driver Sub PWB [P592](#) for open circuit, short circuit, and poor contact.
 - Turn OFF the power and check the connector ([J1](#)) between the MCU-PF PWB and MDM PWB, as well as the connector ([P452](#)) between the MDM PWB and Motor Driver Sub PWB for poor contacts, damage, and foreign substances.
3. If no problem is found, replace the following parts in sequence:
 - Tray Module PWB ([PL 10.9](#), [PL 11.17](#))
 - MCU-PF PWB ([PL 18.2](#))
 - MDM PWB ([PL 18.2](#))
 - MDS PWB ([PL 18.2](#))

377-320 All Feed Tray Broken

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

All the Feed Trays that are connected to the IOT were detected to have malfunctioned.

Procedure

Enter DC122 Fail History. Go to the RAP of the affected Paper Tray.

377-602 OHP Sensor Fail

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

While adjusting LED power, PWM output was reduced to 59.5%, but the sensor output (Volt) did not fall to 0.5V.

.LED power adjustment did not complete within a specified period of time.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power Off then Power On.

377-900 Registration Sensor Static Jam

BSD-ON:[BSD 8.7 Registration \(C8030/35/C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Registration Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Registration Sensor for remaining paper, contamination, Actuator return failure, or improper installation
- The Registration Sensor for failure: [dC330 \[077-103\] \(PL 15.2B\)](#)
- The connection between the Registration Sensor [P/J160](#) and the MDM PWB [P/J523](#) for short circuit

NOTE: For the following two steps refer to the Finisher Service Documentation for more information.

- Check the return Spring and replace if damaged or missing
- Check to see the timing between the eject motor Gear and the clamp drive Gear item 2, is correct allowing the clamp to open

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

377-901 Fuser Exit Sensor Static Jam

BSD-ON:[BSD 10.6 Fusing](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Fuser Exit Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Lower Exit Pinch Rollers ([PL 17.2](#)) may be missing.
- The Fuser Exit Sensor for remaining paper, contamination, actuator return failure, or improper installation
- The Fuser Exit Sensor for failure: [dC330](#) [077-101] ([PL 7.1](#))
- The connection between the Fuser Assembly [DJ600](#) and the MDM PWB [P/J431](#) for short circuit

NOTE: For the following two steps refer to the Finisher Service Documentation for more information.

- Check the return Spring and replace if damaged or missing.
- Check to see if the timing between the eject motor Gear and the clamp drive Gear item 2, is correct allowing the clamp to open

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

377-902 Exit Sensor 2 Static Jam

BSD-ON:[BSD 10.10 Fused Paper Exit 2 \(2 of 2\)](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Exit 2 Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Exit 2 Sensor for remaining paper, contamination, Actuator return failure, or improper installation
- The Exit 2 Sensor for failure: [dC330](#) [077-100] ([PL 17.4](#))
- The connection between the Exit 2 Sensor [P/J164](#) and the MDS PWB [P/J522](#) for short circuit
- The L/H High Cover Assembly for damage or mismatch

If no problems are found, replace the following parts in sequence:

- MDM PWB ([PL 18.2](#))
- MDS PWB ([PL 18.2](#))

377-903 POB Sensor Static Jam

BSD-ON:[BSD 9.24 Second Transfer](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the POB Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Lower Exit Pinch Rollers ([PL 17.2](#)) may be missing.
- The POB Sensor for remaining paper, contamination, or improper installation
- The POB Sensor for failure: [dC330](#) [077-102] ([PL 14.3](#))
- The connection between the POB Sensor [P/J180](#) and the MDM PWB [P/J523](#) for short circuit

NOTE: For the following two steps refer to the Finisher Service Documentation for more information.

- Check the return Spring and replace if damaged or missing
- Check to see the timing between the eject motor Gear and the clamp drive Gear is correct allowing the clamp to open

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

377-907 Duplex Path Sensor Static Jam

BSD-ON:[BSD 10.8 Duplex Transport](#)

When the power was turned ON, the M/C was stopped (Cycle Down/ Shut Down), or when the interlocks were closed (all interlocks including options), the Duplex Path Sensor detected paper.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Duplex Path Sensor for remaining paper, contamination, Actuator return failure, or improper installation
- The Duplex Path Sensor for failure: [dC330](#) [077-108] ([PL 14.5](#))
- The connection between the Duplex Path Sensor [P/J175](#) and the MDM PWB [P/J523](#) for short circuit

If no problems are found, replace the MDM PWB ([PL 18.2](#)).

378-210 Tray 3 Lift Failure RAP

After the Tray 3 Lift/Feed Motor turned on, the Tray 3 Level Sensor did not turn on within the specified time.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

- Reload paper in the tray correctly.
- Remove foreign substances in the tray.
- Power OFF/ON

Procedure

Refer to [373-210](#) Tray 3 Lift Up Fault RAP to troubleshoot this problem.

378-216 Logic Failure RAP

BSD-ON: [BSD 3.7 PWB Communication \(7 of 9\)](#)

Cannot read from and/or write to the NVM in HCF Module.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power OFF/ON

Procedure

Check wires and connectors between the HCF and the IOT.

Reload Software. If the problem continues, refer to the HCF service documentation for more information.

378-219 HCF PF2 Soft Download Fail

BSD-ON:[BSD 3.7 PWB Communication \(7 of 9\)](#)

HCF PF2 Soft Download Fail.

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Power OFF/ON

Procedure

Check wires and connectors between the HCF and the IOT.

Reload Software ([GP 9](#)). If the problem continues, refer the HCF Service documentation for more information.

389-510 Paper Size Mismatch

BSD-ON:[BSD 7.1 Tray 1 Paper Size Sensing](#)

BSD-ON:[BSD 7.2 Tray 2 Paper Size Sensing](#)

BSD-ON:[BSD 7.3 Tray 3 Paper Size Sensing \(TTM\)](#)

BSD-ON:[BSD 7.4 Tray 3 Paper Size Sensing \(3TM\) \(C8030/35\)](#)

BSD-ON:[BSD 7.5 Tray 4 Paper Size Sensing \(TTM\)](#)

BSD-ON:[BSD 7.6 Tray 4 Paper Size Sensing \(3TM\) \(C8030/35\)](#)

BSD-ON:[BSD 7.7 MSI \(Tray 5\) Paper Size Sensing](#)

BSD-ON:[BSD 8.1 Tray 1/2 Paper Pre-Feeding](#)

BSD-ON:[BSD 8.2 Tray 3/4 Paper Pre-Feeding](#)

BSD-ON:[BSD 8.3 Tray 1 and MSI Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.4 Tray 1 and MSI Paper Transportation \(2 of 2\)](#)

BSD-ON:[BSD 8.5 Tray Module Paper Transportation \(1 of 2\)](#)

BSD-ON:[BSD 8.6 Tray Module Paper Transportation \(2 of 2\)](#)

BSD-ON:[BSD 8.7 Registration \(C8030/35, C8045/55\)](#)

BSD-ON:[BSD 8.8 Registration \(C8070\)](#)

BSD-ON:[BSD 8.9 Paper Path \(C8030/35-3TM\) \(1 of 4\)](#)

BSD-ON:[BSD 8.10 Paper Path \(C8030/35-TTM\) \(2 of 4\)](#)

BSD-ON:[BSD 8.11 Paper Path \(C8045/55\) \(3 of 4\)](#)

BSD-ON:[BSD 8.12 Paper Path \(C8070\) \(4 of 4\)](#)

The media has changed since the last confirmed size or type.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Determine which tray is causing the problem.
- Reload fresh paper into the tray and ensure that the guides are adjusted correctly.
- Replace any HSFI items that require service.

Procedure

Perform the following in order on the tray or trays that cause the fault to occur.

1. Check the paper path.
2. Check the Feed Rolls for wear and possible slippage.
3. Refer to the appropriate BSD and check the Pre-Feed Sensor operation
4. Check the Pre-Feed Sensor circuit and connectors for and open circuit, a short circuit, or a poor connection.
5. Refer to the appropriate BSD and check the Paper Size Sensor operation.
6. Check the Paper Size Sensor circuit and connectors for and open circuit, a short circuit, or a poor connection.
7. If the problem persists, replace the following in order:
 - MDM PWB ([PL 18.2](#))
 - Tray Module PWB ([PL 10.9](#) - 3TM, [PL 11.17](#) - TTM)
 - HCF PWB - refer to the HCF service documentation for more information.

389-600 RC Sample Lateral Fail-A1

BSD-ON:[BSD 6.10 Image Registration Control](#)

There is an error with the Cyan fast scan position that is used as a reference during A1 (fine adjustment pattern) and C patch detection. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Chain 389

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	38-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the installation status of the IBT Belt Unit. **Is the IBT Belt Unit installed properly?**

Y N
 Install the IBT Belt Unit properly. After the installation, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the IBT Belt Unit ([PL 6.1](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

If the problem persists, replace the MDM PWB ([PL 18.2](#)).

After the replacement, perform [dC675](#) Color Registration Control Setup Cycle.

389-601 RC Sample Block Fail-A1-In

BSD-ON:[BSD 6.10 Image Registration Control](#)

During the A1 (fine adjustment pattern) and C patch detection, the patch at the MOB Sensor In side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 003 in DC612 Test Pattern Print and check the print-out of the fine adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Chain 389

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	38-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

1. Check the detection section of the MOB Sensor for contamination, the connectors for disconnection, and the connections for open circuit, short circuit, and poor contact. If no problems are found, replace the MOB ADC Assembly ([PL 18.5](#)).
2. Perform [dC675](#) Color Registration Control Setup Cycle.

389-603 RC Sample Block Fail-A1-Out

BSD-ON: [BSD 6.10 Image Registration Control](#)

During the A1 (fine adjustment pattern) and C patch detection, the patch at the MOB Sensor Out side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 003 in DC612 Test Pattern Print and check the print-out of the fine adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Chain 389

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

- Check the detection section of the MOB Sensor for contamination, the connectors for disconnection, and the connections for open circuit, short circuit, and poor contact.
If no problems are found, replace the MOB ADC Assembly ([PL 18.5](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
- Perform [dC675](#) Color Registration Control Setup Cycle.

389-604 RC Sample Block Fail-B-#1-In

BSD-ON: [BSD 6.10 Image Registration Control](#)

During the B (rough adjustment pattern) patch detection, the #1 (Yellow) patch at the MOB Sensor In side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Chain 389

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of Y color. **Is the density of Y color normal?**

Y N

Adjust to correct the density of Y color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor In [P/J150](#) and the MDM PWB [P/J415](#) for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor In [P/J150](#) to the MDM PWB [P/J415](#) properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor In position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N
Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (Y) for scratches and deformation. **Is the Drum Unit (Y) normal?**

Y N
Replace the Drum Unit (Y) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-606 RC Sample Block Fail-B-#1-Out

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #1 (Yellow) patch at the MOB Sensor Out side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Chain 389

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of Y color. **Is the density of Y color normal?**

Y N
Adjust to correct the density of Y color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor Out P/J151 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
Connect the TMA Sensor Out P/J151 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor Out position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
 Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N
 Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (Y) for scratches and deformation. **Is the Drum Unit (Y) normal?**

Y N
 Replace the Drum Unit (Y) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
 If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-607 RC Sample Block Fail-B-#2-In

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #2 (Magenta) patch at the MOB Sensor In side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of M color. **Is the density of M color normal?**

Y N
 Adjust to correct the density of M color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor In P/J150 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
 Connect the TMA Sensor In P/J150 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor In position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N
Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (M) for scratches and deformation. **Is the Drum Unit (M) normal?**

Y N
Replace the Drum Unit (M) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-609 RC Sample Block Fail-B-#2-Out

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #2 (Magenta) patch at the MOB Sensor Out side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of M color. **Is the density of M color normal?**

Y N
Adjust to correct the density of M color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor Out P/J151 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
Connect the TMA Sensor Out P/J151 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor Out position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N
Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (M) for scratches and deformation. **Is the Drum Unit (M) normal?**

Y N
Replace the Drum Unit (M) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-610 RC Sample Block Fail-B-#3-In

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #3 (Cyan) patch at the MOB Sensor In side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of C color. **Is the density of C color normal?**

Y N
Adjust to correct the density of C color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor In P/J150 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
Connect the TMA Sensor In P/J150 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor In position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N
Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (C) for scratches and deformation. **Is the Drum Unit (C) normal?**

Y N
Replace the Drum Unit (C) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-612 RC Sample Block Fail-B-#3-Out

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #3 (Cyan) patch at the MOB Sensor Out side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of C color. **Is the density of C color normal?**

Y N
Adjust to correct the density of C color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor Out P/J151 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
Connect the TMA Sensor Out P/J151 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor Out position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
 Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N
 Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (C) for scratches and deformation. **Is the Drum Unit (C) normal?**

Y N
 Replace the Drum Unit (C) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
 If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-613 RC Sample Block Fail-B-#4-In

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #4 (Black) patch at the MOB Sensor In side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of K color. **Is the density of K color normal?**

Y N
 Adjust to correct the density of K color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor In P/J150 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
 Connect the TMA Sensor In P/J150 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor In position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N
Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (K) for scratches and deformation. **Is the Drum Unit (K) normal?**

Y N
Replace the Drum Unit (K) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-615 RC Sample Block Fail-B-#4-Out

BSD-ON:BSD 6.10 Image Registration Control

During the B (rough adjustment pattern) patch detection, the #4 (Black) patch at the MOB Sensor Out side did not satisfy the defined number of valid sample blocks. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: When this Fail occurs, select No. 004 in DC612 Test Pattern Print and check the print-out of the rough adjustment pattern to estimate the color position (In/Out).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Check the density of K color. **Is the density of K color normal?**

Y N
Adjust to correct the density of K color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor Out P/J151 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N
Connect the TMA Sensor Out P/J151 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Magnet Roll at the TMA Sensor Out position for contamination, scratches, and distortion. **Is the Magnet Roll normal?**

Y N
 Repair the Magnet Roll. After the repair, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N
 Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the Drum Unit (K) for scratches and deformation. **Is the Drum Unit (K) normal?**

Y N
 Replace the Drum Unit (K) (PL 8.1). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.
 If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-616 RC Data Over Flow Fail

BSD-ON: [BSD 6.10 Image Registration Control](#)

The correction setting value of calculation result has exceeded the settable range. (This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

Display the adjustment amount in dC675 Registration Control Setup Cycle. Check which item has reached the maximum adjustment amount shown in the following table.

Table 2 Adjustment

Correction item	Adjustment Range	
	MIN	MAX
Fast Scan Margin	-90	+90
Slow Scan Margin	-4720	+4720
Skew	-800	+800

Is the item that has reached the adjustment range (MIN or MAX), [Fast Scan Margin] or [Slow Scan Margin]?

Y N
 Check the following:

- Check that the value of NVM [760-024] is '0'.

A

- Check the position of the Drum Unit for each color.
- If no problem is found, replace the following parts in sequence:
- The Drum Unit (PL 8.1) of the appropriate color
 - The LPH Unit (PL 2.1) of the appropriate color
 - The Rear Holder Assembly (PL 2.1) of the appropriate color

Is the item that has reached the adjustment range (MIN or MAX) [Slow Scan Margin]?

Y N

Raise/lower the LPH (Y, M, C, K) 2 to 3 times to check the LPH lift up/down mechanism.
 If no problem is found, replace the LPH Unit (PL 2.1) of the appropriate color. After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-617 RC Lead Registration Over Range Fail

BSD-ON:BSD 6.10 Image Registration Control

The result from adding the offset value to the color registration correction value has exceeded the settable range. (This is a hidden failure. The Alignment Lead Registration or Skew might have exceeded the adjustable range and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, 389-617 is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Check that the value of NVM [760-063] (Lead Registration Offset) is '0'. If the value is not '0', set it to '0'.
2. Check that the value of NVM [760-082] (Side 1 Skew Offset) is between the values of NVM [760-084] and NVM [760-085]. If the value is not in between, set it so that it does fall in between.
3. Check that the value of NVM [760-083] (Side 2 Skew Offset) is between the values of NVM [760-084] and NVM [760-085]. If the value is not in between, set it so that it does fall in between.

389-623 Vsout Stability Fail-In

BSD-ON:BSD 6.10 Image Registration Control

During the TMA Sensor LED Light Amount Correction at the In side, the reflected light amount is unstable. This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control or TMA Gain Correction. However, only 389-617 will also be detected at power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the connection between the TMA Sensor In P/J150 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor In P/J150 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N

Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Is the detection section of the TMA Sensor In contaminated?

Y N

Clean the detection section of the TMA Sensor In. After the cleaning, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

A

NOTE: When cleaning, take care so as not bend the Shutter.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When replacing, take care so as not bend the Shutter.

If the problem persists even after taking the above actions, replace the following parts in sequence:

- IBT Belt Unit (PL 6.1) (After the replacement, change the value of NVM [760-240] to '1'.)
- If the problem persists, replace the MDM PWB (PL 18.2).

After the replacement, perform dC675 Color Registration Control Setup Cycle.

389-625 RC Data Linearity Fail Y

BSD-ON: [BSD 6.10 Image Registration Control](#)

The result from adding the skew/bow correction value to the Y color linearity correction value has exceeded the settable range. (This is a hidden failure. The LPH Slow Scan linearity cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Use [dC304](#) (LPH EEPROM Self Test) to check whether the value that is stored in the EEPROM of LPH (Y) is correct. **Has any Fail involving the EEPROM of LPH (Y) occurred?**

Y N

Perform [dC675](#) Color Registration Control Setup Cycle and display the skew correction amount. **Is the skew correction amount within the range of +800 to -800?**

Y N

Check the following:

- Check that the value of NVM [760-024] is '0'.
- Check the Drum Unit (Y) for improper installation and its installation position.

If no problem is found, replace the following parts in sequence:

- Drum Unit (Y) ([PL 8.1](#))
- LPH Unit (Y) ([PL 2.1](#))
- Rear Holder Assembly (Y) ([PL 2.1](#))

Replace the LPH Unit (Y). ([PL 2.1](#))

If the problem persists, replace the MDM PWB ([PL 18.2](#)).

After the replacement, perform [dC675](#) Color Registration Control Setup Cycle.

A

Go to the appropriate RAP.

389-626 RC Data Linearity Fail M

BSD-ON: [BSD 6.10 Image Registration Control](#)

The result from adding the skew/bow correction value to the M color linearity correction value has exceeded the settable range. (This is a hidden failure. The LPH Slow Scan linearity cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Use [dC304](#) (LPH EEPROM Self Test) to check whether the value that is stored in the EEPROM of LPH (M) is correct. **Has any Fail involving the EEPROM of LPH (M) occurred?**

Y N

Perform [dC675](#) Color Registration Control Setup Cycle and display the skew correction amount. **Is the skew correction amount within the range of +800 to -800?**

Y N

Check the following:

- Check that the value of NVM [760-024] is '0'.
- Check the Drum Unit (M) for improper installation and its installation position.

If no problem is found, replace the following parts in sequence:

- Drum Unit (M) ([PL 8.1](#))
- LPH Unit (M) ([PL 2.1](#))
- Rear Holder Assembly (M) ([PL 2.1](#))

Replace the LPH Unit (M). ([PL 2.1](#))

If the problem persists, replace the MDM PWB ([PL 18.2](#)).

After the replacement, perform [dC675](#) Color Registration Control Setup Cycle.

A

Go to the appropriate RAP

389-627 RC Data Linearity Fail C

BSD-ON: [BSD 6.10 Image Registration Control](#)

The result from adding the skew/bow correction value to the C color linearity correction value has exceeded the settable range. (This is a hidden failure. The LPH Slow Scan linearity cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Use [dC304](#) (LPH EEPROM Self Test) to check whether the value that is stored in the EEPROM of LPH (C) is correct. **Has any Fail involving the EEPROM of LPH (C) occurred?**

Y N

Perform [dC675](#) Color Registration Control Setup Cycle and display the skew correction amount. **Is the skew correction amount within the range of +800 to -800?**

Y N

Check the following:

- Check that the value of NVM [760-024] is '0'.
- Check the Drum Unit (C) for improper installation and its installation position.

If no problem is found, replace the following parts in sequence:

- Drum Unit (C) ([PL 8.1](#))
- LPH Unit (C) ([PL 2.1](#))
- Rear Holder Assembly (C) ([PL 2.1](#))

Replace the LPH Unit (C). ([PL 2.1](#))

If the problem persists, replace the MDM PWB ([PL 18.2](#)).

After the replacement, perform [dC675](#) Color Registration Control Setup Cycle.

A

Go to the appropriate RAP

389-628 RC Data Linearity Fail K

BSD-ON: [BSD 6.10 Image Registration Control](#)

The result from adding the skew/bow correction value to the K color linearity correction value has exceeded the settable range. (This is a hidden failure. The LPH Slow Scan linearity cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control. However, [389-617](#) is also detected during power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Use [dC304](#) (LPH EEPROM Self Test) to check whether the value that is stored in the EEPROM of LPH (K) is correct. **Has any Fail involving the EEPROM of LPH (K) occurred?**

Y N

Perform [dC675](#) Color Registration Control Setup Cycle and display the skew correction amount. **Is the skew correction amount within the range of +800 to -800?**

Y N

Check the following:

- Check that the value of NVM [760-024] is '0'.
- Check the Drum Unit (K) for improper installation and its installation position.

If no problem is found, replace the following parts in sequence:

- Drum Unit (K) ([PL 8.1](#))
- LPH Unit (K) ([PL 2.1](#))
- Rear Holder Assembly (K) ([PL 2.1](#))

Replace the LPH Unit (K). ([PL 2.1](#))

If the problem persists, replace the MDM PWB ([PL 18.2](#)).

After the replacement, perform [dC675](#) Color Registration Control Setup Cycle.

A

Go to the appropriate RAP

389-629 Vsout Stability Fail-Out

BSD-ON:BSD 6.10 Image Registration Control

During the TMA Sensor LED Light Amount Correction at the Out side, the reflected light amount is unstable. This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control or TMA Gain Correction. However, only 389-617 will also be detected at power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the connection between the TMA Sensor Out **P/J151** and the MDM PWB **P/J415** for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor Out **P/J151** to the MDM PWB **P/J415** properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N

Replace the IBT Belt (**PL 6.3**). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Is the detection section of the TMA Sensor Out contaminated?

Y N

Clean the detection section of the TMA Sensor Out. After the cleaning, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

A

NOTE: When cleaning, take care to not bend the Shutter.

Replace the MOB ADC Sensor Assembly (**PL 18.5**). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When replacing, take care so as not bend the Shutter.

If the problem persists even after taking the above actions, replace the following parts in sequence:

- IBT Belt Unit (**PL 6.1**) (After the replacement, change the value of NVM [760-240] to '1').
- If the problem persists, replace the MDM PWB (**PL 18.2**).

After the replacement, perform **dC675** Color Registration Control Setup Cycle.

389-666 TMA LED Fail-In

BSD-ON:BSD 6.10 Image Registration Control

The TMA Sensor LED Light Amount Correction at the In side did not complete successfully. This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control or TMA Gain Correction. However, only 389-617 will also be detected at power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the connection between the TMA Sensor In P/J150 and the MDM PWB P/J415 for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor In P/J150 to the MDM PWB P/J415 properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N

Replace the IBT Belt (PL 6.3). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Is the detection section of the TMA Sensor In contaminated?

Y N

Clean the detection section of the TMA Sensor In. After the cleaning, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

A

NOTE: When cleaning, take care to not bend the Shutter.

Replace the MOB ADC Sensor Assembly (PL 18.5). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When replacing, take care so as not bend the Shutter.

If the problem persists even after taking the above actions, replace the following parts in sequence:

- IBT Belt Unit (PL 6.1) (After the replacement, change the value of NVM [760-240] to '1'.)
- MDM PWB (PL 18.2).

389-667 TMA LED Fail-Out

BSD-ON: [BSD 6.10 Image Registration Control](#)

The TMA Sensor LED Light Amount Correction at the Out side did not complete successfully. This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control or TMA Gain Correction. However, only 389-617 will also be detected at power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the connection between the TMA Sensor Out [P/J151](#) and the MDM PWB [P/J415](#) for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor Out [P/J151](#) to the MDM PWB [P/J415](#) properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N

Replace the IBT Belt ([PL 6.3](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Is the detection section of the TMA Sensor Out contaminated?

Y N

Clean the detection section of the TMA Sensor Out. After the cleaning, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

A

NOTE: When cleaning, take care to not bend the Shutter.

Replace the MOB ADC Sensor Assembly ([PL 18.5](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When replacing, take care so as not bend the Shutter.

If the problem persists even after taking the above actions, replace the following parts in sequence:

- IBT Belt Unit ([PL 6.1](#)) (After the replacement, change the value of NVM [760-240] to '1'.)
- MDM PWB ([PL 18.2](#)).

389-668 TMA Threshold Fail-In

BSD-ON: [BSD 6.10 Image Registration Control](#)

For the TMA Sensor Threshold level setting at the In side, the difference between the output voltage value of the Sensor that measures the IBT Belt surface and the output voltage value of the Sensor that measures the patch is lower than the permissible level. This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control or TMA Gain Correction. However, only 389-617 will also be detected at power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	389-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the density of K color.

NOTE: Check whether any defect, such as white streaks, has occurred at the vicinity of the Sensor position.

Is the density of K color normal?

Y N

Adjust to correct the density of K color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor In [P/J150](#) and the MDM PWB [P/J415](#) for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor In [P/J150](#) to the MDM PWB [P/J415](#) properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

A

Check the IBT Belt at the TMA Sensor In position for scratches and distortion. **Is the IBT Belt normal?**

Y N

Replace the IBT Belt ([PL 6.3](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Is the detection section of the TMA Sensor In contaminated?

Y N

Clean the detection section of the TMA Sensor In. After the cleaning, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When cleaning, take care so as not bend the Shutter.

Replace the MOB ADC Sensor Assembly ([PL 18.5](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When replacing, take care so as not bend the Shutter.

If the problem persists even after taking the above actions, replace the following parts in sequence:

- IBT Belt Unit ([PL 6.1](#)) (After the replacement, change the value of NVM [760-240] to '1'.)
- MDM PWB ([PL 18.2](#)).

389-669 TMA Threshold Fail-Out

BSD-ON: [BSD 6.10 Image Registration Control](#)

For the TMA Sensor Threshold level setting at the Out side, the difference between the output voltage value of the Sensor that measures the IBT Belt surface and the output voltage value of the Sensor that measures the patch is lower than the permissible level. This is a hidden failure. The Color Registration Spec cannot be guaranteed and Data is only recorded in history.)

Initial Actions

When multiple failures with Chain No. 389 occur, take action according to the priority order in the following table. Solving a higher priority failure may sometimes also repair the other failures. (Chain No. 389 Fail is detected during the execution of Registration Control or TMA Gain Correction. However, only 389-617 will also be detected at power ON.)

Table 1 Fault Code Priorities

Priority	Chain Link	Fail Item
1 (High)	389-666, 389-667	TMA LED Fail
2	389-668, 389-669	TMA Threshold Fail
3	389-623, 389-629	Vout Stability Fail
4	389-616	RC Data Over Flow Fail
5	389-604, 389-606, 389-607, 389-609, 389-610, 389-612, 389-613, 389-615	RC Sample Block Fail-B
6	389-601, 389-603	RC Sample Block Fail-A1
7	389-600	RC Sample Lateral Fail-A1
8	389-617	RC Data Over Range Fail
9 (Low)	08-625, 389-626, 389-627, 389-628	RC Data Linearity Fail

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the density of K color.

NOTE: Check whether any defect, such as white streaks, has occurred at the vicinity of the Sensor position.

Is the density of K color normal?

Y N

Adjust to correct the density of K color. After the adjustment, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Check the connection between the TMA Sensor Out [P/J151](#) and the MDM PWB [P/J415](#) for connector disconnection, open circuit, short circuit, and poor contact. **Is the connection normal?**

Y N

Connect the TMA Sensor Out [P/J151](#) to the MDM PWB [P/J415](#) properly. After the connection, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

A

Check the IBT Belt at the TMA Sensor Out position for scratches and distortion. **Is the IBT Belt normal?**

Y N

Replace the IBT Belt ([PL 6.3](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

Is the detection section of the TMA Sensor Out contaminated?

Y N

Clean the detection section of the TMA Sensor Out. After the cleaning, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When cleaning, take care so as not bend the Shutter.

Replace the MOB ADC Sensor Assembly ([PL 18.5](#)). After the replacement, change the value of NVM [760-240] (TMA Gain Flag) to '1'.

NOTE: When replacing, take care so as not bend the Shutter.

If the problem persists even after taking the above actions, replace the following parts in sequence:

- IBT Belt Unit ([PL 6.1](#)) (After the replacement, change the value of NVM [760-240] to '1'.)
- MDM PWB ([PL 18.2](#)).

391-313 CRUM ASIC Communication Fault

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Communication error between CPU of the MDM PWB and CRUM ASIC was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and replace the MDM PWB ([PL 18.2](#)).

391-400 Waste Toner Bottle Near Full

BSD-ON:[BSD 9.27 Waste Toner Disposal \(1 of 2\)](#)

The Waste Toner Bottle Full Sensor detected Near Full state.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Waste Toner Bottle needs to be replaced soon. Replace the Waste Toner Bottle ([PL 8.2](#)) as required. If the problem persists, check the Waste Toner Bottle Full Sensor.

Turn the power ON and enter the Diagnostic mode. Turn ON [dC330](#) [091-201]. Use a sheet of paper, etc. to block/clear the light path to the Waste Toner Bottle Full Sensor. **Does the display change between High/Low?**

Y N

Use [OF 99-2 Transmissive Sensor RAP](#) to check the Waste Toner Bottle Full Sensor.

Press the Stop button and turn the power OFF.

Replace the MDM PWB ([PL 18.2](#)).

391-401 Drum Cartridge K Near Life

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

It was detected that the replacement timing for Drum (K) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Drum (K) needs to be replaced soon. Replace the Drum (K) ([PL 8.1](#)) as required.

391-402 Drum Cartridge K Life Over

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Drum (K) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Drum (K) ([PL 8.1](#)).

391-411 Drum Cartridge Y Near Life

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

It was detected that the replacement timing for Drum (Y) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Drum (Y) needs to be replaced soon. Replace the Drum (Y) ([PL 8.1](#)) as required.

391-421 Drum Cartridge M Near Life

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

It was detected that the replacement timing for Drum (M) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Drum (M) needs to be replaced soon. Replace the Drum (M) ([PL 8.1](#)) as required.

391-431 Drum Cartridge C Near Life

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

It was detected that the replacement timing for Drum (C) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Drum (C) needs to be replaced soon. Replace the Drum (C) ([PL 8.1](#)) as required.

391-480 Drum Cartridge Y Life Over

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Drum (Y) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace Drum (Y) ([PL 8.1](#)).

391-481 Drum Cartridge M Life Over

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Drum (M) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace Drum (M) ([PL 8.1](#)).

391-482 Drum Cartridge C Life Over

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Drum (C) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace Drum (C) ([PL 8.1](#)).

391-910 Waste Toner Bottle Not In Position

BSD-ON:[BSD 9.27 Waste Toner Disposal \(1 of 2\)](#)

The Waste Toner Bottle is not in the proper position.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check that the Bottle Guide Assembly at the machine side and the Waste Toner Bottle does not have any deformation or foreign substances, and that they are installed properly. **Is the Waste Toner Bottle installed properly?**

Y N

Install the Waste Toner Bottle properly. If there is any deformation, replace the Waste Toner Bottle ([PL 8.2](#)) and Bottle Guide Assembly ([PL 8.2](#)).

Check the Waste Toner Bottle Position Sensor.

Turn the power ON and enter the Diagnostic mode. Enter [dC330](#) [091-200]. Use a sheet of paper, etc. to block/clear the light path to the Waste Toner Bottle Position Sensor. **Does the display change between High/Low?**

Y N

Use [OF 99-2 Transmissive Sensor RAP](#) to check the Waste Toner Bottle Position Sensor.

Press the Stop button and turn the power OFF.

Replace the MDM PWB ([PL 18.2](#)).

391-911 Waste Toner Bottle Full

BSD-ON:[BSD 9.27 Waste Toner Disposal \(1 of 2\)](#)

After the Waste Toner Bottle Near Full has occurred, the PV exceeds the threshold value.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Waste Toner Bottle ([PL 8.2](#)). If the problem persists, check the Waste Toner Bottle Full Sensor. Enter [dC330](#) [091-201]. Use a sheet of paper, etc. to block/clear the light path to the Waste Toner Bottle Full Sensor. **Does the display change between High/Low?**

Y N

Use [OF 99-2 Transmissive Sensor RAP](#) to check the Waste Toner Bottle Full Sensor.

Press the Stop button and turn the power OFF.

Replace the MDM PWB ([PL 18.2](#)).

391-913 Drum Cartridge K Life End

BSD-ON: [BSD 9.4 Drum Life Control \(C,K\)](#)

Drum (K) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Drum (K) ([PL 8.1](#)).

391-914 Drum CRUM K Communication Fault

BSD-ON: [BSD 9.4 Drum Life Control \(C,K\)](#)

Communication failure with Drum (K) CRUM was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
 2. Turn the power OFF and check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (K) [P/J115](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (K) CRUM PWB and the Drum CRUM Coupler Assembly (K) CRUM for damage and foreign substances
 - The Drum (K) CRUM PWB for contamination or disengagement
 - The Drum (K) for improper installation
- If no problems are found, replace the following parts in sequence:
- Drum (K) ([PL 8.1](#))
 - Drum CRUM Coupler Assembly (K) ([PL 8.1](#))
 - MDM PWB ([PL 18.2](#)).

391-915 Drum CRUM K Data Broken

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

The system detected that the data written to the Drum (K) CRUM and the data read from the Drum (K) CRUM do not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Remove and reinstall the Drum (K) and check for improper installation. If no problems are found, replace the Drum (K) ([PL 8.1](#)).

391-916 Drum CRUM K Data Mismatch

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Incorrect authentication area data was detected in Drum (K) CRUM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Remove and reinstall the Drum (K) and check for improper installation. If no problems are found, replace it with the correct Drum (K) ([PL 8.1](#)).

391-917 Drum CRUM Y Communication Fault

BSD-ON: [BSD 9.3 Drum Life Control \(Y,M\)](#)

Communication failure with Drum (Y) CRUM was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (Y) [P/J112](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (Y) CRUM PWB and the Drum CRUM Coupler Assembly (Y) CRUM for damage and foreign substances
 - The Drum (Y) CRUM PWB for contamination or disengagement
 - The Drum (Y) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (Y) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (Y) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-918 Drum CRUM M Communication Fault

BSD-ON: [BSD 9.3 Drum Life Control \(Y,M\)](#)

Communication failure with Drum (M) CRUM was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (M) [P/J113](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (M) CRUM PWB and the Drum CRUM Coupler Assembly (M) CRUM for damage and foreign substances
 - The Drum (M) CRUM PWB for contamination or disengagement
 - The Drum (M) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (M) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (M) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-919 Drum CRUM C Communication Fault

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Communication failure with Drum (C) CRUM was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (C) [P/J114](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (C) CRUM PWB and the Drum CRUM Coupler Assembly (C) CRUM for damage and foreign substances
 - The Drum (C) CRUM PWB for contamination or disengagement
 - The Drum (C) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (C) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (C) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-920 Drum CRUM Y Data Broken

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

The system detected that the data written to the Drum (Y) CRUM and the data read from the Drum (Y) CRUM do not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum Unit (Y).
2. Check the Drum Unit (Y) for improper installation
3. If the problem persists, replace the Drum Unit (Y). ([PL 8.1](#))

391-921 Drum CRUM K Not In Position

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

The Drum (K) CRUM is not in the proper position (loose CRUM).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum (K).
2. Polish the connection terminals between the Drum (K) CRUM PWB and the Drum CRUM Coupler Assembly (K) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (K) [P/J115](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (K) CRUM PWB and the Drum CRUM Coupler Assembly (K) CRUM for damage and foreign substances
 - The Drum (K) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (K) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (K) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-922 Drum CRUM M Data Broken

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

The system detected that the data written to the Drum (M) CRUM and the data read from the Drum (M) CRUM do not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum Unit (M).
2. Check the Drum Unit (M) for improper installation
3. If the problem persists, replace the Drum Unit (M). ([PL 8.1](#))

391-923 Drum CRUM C Data Broken

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

The system detected that the data written to the Drum (C) CRUM and the data read from the Drum (C) CRUM do not match.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum Unit (C).
2. Check the Drum Unit (C) for improper installation
3. If the problem persists, replace the Drum Unit (C). ([PL 8.1](#))

391-924 Drum CRUM Y Data Mismatch

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Incorrect authentication area data was detected in Drum (Y) CRUM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum Unit (Y).
2. Check the Drum Unit (Y) for improper installation
3. If the problem persists, replace the Drum Unit (Y). ([PL 8.1](#))

391-925 Drum CRUM M Data Mismatch

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Incorrect authentication area data was detected in Drum (M) CRUM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum Unit (M).
2. Check the Drum Unit (M) for improper installation
3. If the problem persists, replace the Drum Unit (M). ([PL 8.1](#))

391-926 Drum CRUM C Data Mismatch

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Incorrect authentication area data was detected in Drum (C) CRUM.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum Unit (C).
2. Check the Drum Unit (C) for improper installation
3. If the problem persists, replace the Drum Unit (C). ([PL 8.1](#))

391-927 Drum CRUM Y Not In Position

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

The Drum (Y) CRUM is not in the proper position (loose CRUM).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum (Y).
2. Polish the connection terminals between the Drum (Y) CRUM PWB and the Drum CRUM Coupler Assembly (Y) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (Y) [P/J112](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (Y) CRUM PWB and the Drum CRUM Coupler Assembly (Y) CRUM for damage and foreign substances
 - The Drum (Y) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (Y) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (Y) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-928 Drum CRUM M Not In Position

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

The Drum (M) CRUM is not in the proper position (loose CRUM).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum (M).
2. Polish the connection terminals between the Drum (M) CRUM PWB and the Drum CRUM Coupler Assembly (M) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (M) [P/J113](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (M) CRUM PWB and the Drum CRUM Coupler Assembly (M) CRUM for damage and foreign substances
 - The Drum (M) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (M) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (M) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-929 Drum CRUM C Not In Position

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

The Drum (C) CRUM is not in the proper position (loose CRUM).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Remove and reinstall the Drum (C).
2. Polish the connection terminals between the Drum (C) CRUM PWB and the Drum CRUM Coupler Assembly (C) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDM PWB [P/J528](#) and the Drum CRUM Coupler Assembly (C) [P/J114](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Drum (C) CRUM PWB and the Drum CRUM Coupler Assembly (C) CRUM for damage and foreign substances
 - The Drum (C) for improper installation

If no problems are found, replace the following parts in sequence:

- Drum (C) ([PL 8.1](#))
- Drum CRUM Coupler Assembly (C) ([PL 8.1](#))
- MDM PWB ([PL 18.2](#)).

391-932 Drum Cartridge Y Life End

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Drum (Y) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Drum (Y) ([PL 8.1](#)).

391-933 Drum Cartridge M Life End

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

Drum (M) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Drum (M) ([PL 8.1](#)).

391-934 Drum Cartridge C Life End

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

Drum (C) has reached the end of its life span.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Drum (C) ([PL 8.1](#)).

392-312 ATC Fault [Y]

BSD-ON: [BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON: [BSD 9.13 Development \(Y\)](#)

The frequency at which the ATC Average Fail [Y] or the ATC Amplitude Fail [Y] has been occurring has exceeded the threshold value.

NOTE: Although this failure can be cleared by turning the power OFF and ON and it will be possible to output a few sheets of printouts, when this failure has occurred a certain number of times, it will no longer be clearable by turning the power OFF and ON. To clear it, clear the value of DC131 [752-346] (ATC Fail [Y]) or DC131 [752-350] (ATC Fail Continuous Count [Y]) to "0". If the machine is not repaired back to normal status, this failure will occur again during the operation.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (Y) and the ATC PWB [P/J124](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (Y) for revolution failure: [dC330 \[093-005\] \(PL 5.1\)](#)
Check the wire wound resistance of the Toner Dispense Motor (Y): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A1 and [P/J529](#) pin-A2
 - Between Motor Driver Sub PWB [P/J529](#) pin-A3 and [P/J529](#) pin-A4
- The Drum/Developer Drive Motor (Y, M, C) for revolution failure (C8030/35): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Drum Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Developer Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[093-026\] \(PL 3.4\)](#)
- The path from Toner Cartridge (Y) to Developer (Y) for toner blockage
- The Developer (Y) for internal toner blockage
- The Toner Cartridge (Y) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (Y) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-313 ATC Fault [M]

BSD-ON: [BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON: [BSD 9.14 Development \(M\)](#)

The frequency at which the ATC Average Fail [M] or the ATC Amplitude Fail [M] has been occurring has exceeded the threshold value.

NOTE: Although this failure can be cleared by turning the power OFF and ON and it will be possible to output a few sheets of printouts, when this failure has occurred a certain number of times, it will no longer be clearable by turning the power OFF and ON. To clear it, clear the value of DC131 [752-347] (ATC Fail [M]) or DC131 [752-351] (ATC Fail Continuous Count [M]) to "0". If the machine is not repaired back to normal status, this failure will occur again during the operation.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (M) and the ATC PWB [P/J125](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (M) for revolution failure: [dC330 \[093-010\] \(PL 5.1\)](#)
Check the wire wound resistance of the Toner Dispense Motor (M): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A5 and [P/J529](#) pin-A6
 - Between Motor Driver Sub PWB [P/J529](#) pin-A7 and [P/J529](#) pin-A8
- The Drum/Developer Drive Motor (Y, M, C) for revolution failure (C8030/35): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Drum Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Developer Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[093-026\] \(PL 3.4\)](#)
- The path from Toner Cartridge (M) to Developer (M) for toner blockage
- The Developer (M) for internal toner blockage
- The Toner Cartridge (M) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (M) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-314 ATC Fault [C]

BSD-ON: [BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON: [BSD 9.15 Development \(C\)](#)

The frequency at which the ATC Average Fail [C] or the ATC Amplitude Fail [C] has been occurring has exceeded the threshold value.

NOTE: Although this failure can be cleared by turning the power OFF and ON and it will be possible to output a few sheets of printouts, when this failure has occurred a certain number of times, it will no longer be clearable by turning the power OFF and ON. To clear it, clear the value of DC131 [752-348] (ATC Fail [C]) or DC131 [752-352] (ATC Fail Continuous Count [C]) to "0". If the machine is not repaired back to normal status, this failure will occur again during the operation.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (C) and the ATC PWB [P/J126](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (C) for revolution failure: [dC330 \[093-015\] \(PL 5.1\)](#)

Check the wire wound resistance of the Toner Dispense Motor (C): approximately. 5.3 Ohm

- Between Motor Driver Sub PWB [P/J529](#) pin-A9 and [P/J529](#) pin-A10
- Between Motor Driver Sub PWB [P/J529](#) pin-A11 and [P/J529](#) pin-A12

- The Drum/Developer Drive Motor (Y, M, C) for revolution failure (C8030/35): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Drum Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Developer Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[093-0226\] \(PL 3.4\)](#)
- The path from Toner Cartridge (C) to Developer (C) for toner blockage
- The Developer (C) for internal toner blockage
- The Toner Cartridge (C) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (C) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-315 ATC Fault [K]

BSD-ON: [BSD 9.2 Drum/Developer Drive Control \(K\)](#)

BSD-ON: [BSD 9.16 Development \(K\)](#)

The frequency at which the ATC Average Fail [K] or the ATC Amplitude Fail [K] has been occurring has exceeded the threshold value.

NOTE: Although this failure can be cleared by turning the power OFF and ON and it will be possible to output a few sheets of printouts, when this failure has occurred a certain number of times, it will no longer be clearable by turning the power OFF and ON. To clear it, clear the value of DC131 [752-349] (ATC Fail [K]) or DC131 [752-353] (ATC Fail Continuous Count [K]) to "0". If the machine is not repaired back to normal status, this failure will occur again during the operation.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (K) and the ATC PWB [P/J127](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (K) for revolution failure: [dC330 \[093-020\] \(PL 5.1\)](#)

Check the wire wound resistance of the Toner Dispense Motor (K): approximately. 5.3 Ohm

- Between Motor Driver Sub PWB [P/J529](#) pin-B1 and [P/J529](#) pin-B2
- Between Motor Driver Sub PWB [P/J529](#) pin-B3 and [P/J529](#) pin-B4

- The Drum/Developer Drive Motor (K) for revolution failure [dC330 \[091-036\] \(PL 3.4\)](#)
- The path from Toner Cartridge (K) to Developer (K) for toner blockage
- The Developer (K) for internal toner blockage
- The Toner Cartridge (K) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (K) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-649 ADC Shutter Open Fault

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC Sensor shutters is open (cannot be closed). (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the connection between the ADC Sensor (MOB ADC Assembly) [P/J153](#) and the MDM PWB [P/J415](#) for open circuit, short circuit, and poor contact.

Also check whether there is opening/closing failure due to foreign substances/burrs, etc. at the shutter section of the ADC Sensor.

If no problems are found, replace the following parts in sequence:

- MOB ADC Assembly ([PL 18.5](#))
- MDM PWB ([PL 18.2](#)).

392-650 ADC Shutter Close Fault

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC Sensor shutters is closed (cannot be opened). (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the connection between the ADC Sensor (MOB ADC Assembly) [P/J153](#) and the MDM PWB [P/J415](#) for open circuit, short circuit, and poor contact.

Also check whether there is opening/closing failure due to foreign substances/burrs, etc. at the shutter section of the ADC Sensor.

If no problems are found, replace the following parts in sequence:

- MOB ADC Assembly ([PL 18.5](#))
- MDM PWB ([PL 18.2](#)).

392-651 ADC Sensor Fault

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC Sensor read value of the density reference patch is abnormal. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the connection between the ADC Sensor (MOB ADC Assembly) [P/J153](#) and the MDM PWB [P/J415](#) for open circuit, short circuit, and poor contact.

Also check whether there is poor connection or foreign substances at the detection section of the ADC Sensor.

If no problems are found, replace the following parts in sequence:

- MOB ADC Assembly ([PL 18.5](#))
- IBT Assembly ([PL 6.1](#))
- MDM PWB ([PL 18.2](#)).

392-657 ATC Amplitude Fault [Y]

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.13 Development \(Y\)](#)

BSD-ON:[BSD 9.19 Toner Cartridge Cooling](#)

The difference between the maximum and minimum values in the ATC Sensor (Y) measurement set is lower than the threshold value. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (Y) and the ATC PWB [P/J124](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (Y) for revolution failure: [dC330 \[093-005\] \(PL 5.1\)](#)
Check the wire wound resistance of the Toner Dispense Motor (Y): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A1 and [P/J529](#) pin-A2
 - Between Motor Driver Sub PWB [P/J529](#) pin-A3 and [P/J529](#) pin-A4
- The Drum/Developer Drive Motor (Y, M, C) for revolution failure (C8030/35): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Drum Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Developer Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[093-026\] \(PL 3.4\)](#)
- The path from Toner Cartridge (Y) to Developer (Y) for toner blockage
- The Developer (Y) for internal toner blockage
- The Toner Cartridge (Y) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (Y) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-658 ATC Amplitude Fault [M]

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.14 Development \(M\)](#)

BSD-ON:[BSD 9.17 Toner Dispense Control \(Y,M\)](#)

The difference between the maximum and minimum values in the ATC Sensor (M) measurement set is lower than the threshold value. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (M) and the ATC PWB [P/J125](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (M) for revolution failure: [dC330 \[093-016\] \(PL 5.1\)](#)
Check the wire wound resistance of the Toner Dispense Motor (M): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A5 and [P/J529](#) pin-A6
 - Between Motor Driver Sub PWB [P/J529](#) pin-A7 and [P/J529](#) pin-A8
- The Drum/Developer Drive Motor (Y, M, C) for revolution failure (C8030/35): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Drum Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Developer Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[093-026\] \(PL 3.4\)](#)
- The path from Toner Cartridge (M) to Developer (M) for toner blockage
- The Developer (M) for internal toner blockage
- The Toner Cartridge (M) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (M) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-659 ATC Amplitude Fault [C]

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.15 Development \(C\)](#)

BSD-ON:[BSD 9.18 Toner Dispense Control \(C,K\)](#)

The difference between the maximum and minimum values in the ATC Sensor (C) measurement set is lower than the threshold value. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (C) and the ATC PWB [P/J126](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (C) for revolution failure: [dC330 \[093-015\] \(PL 5.1\)](#)
Check the wire wound resistance of the Toner Dispense Motor (C): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A9 and [P/J529](#) pin-A10
 - Between Motor Driver Sub PWB [P/J529](#) pin-A11 and [P/J529](#) pin-A12
- The Drum/Developer Drive Motor (Y, M, C) for revolution failure (C8030/35): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Drum Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[091-030\] \(PL 3.4\)](#)
- The Developer Drive Motor (Y, M, C) for revolution failure (C8045/55/C8070): [dC330 \[093-026\] \(PL 3.4\)](#)
- The path from Toner Cartridge (C) to Developer (C) for toner blockage
- The Developer (C) for internal toner blockage
- The Toner Cartridge (C) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (C) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-660 ATC Amplitude Fault [K]

BSD-ON:[BSD 9.3 Drum Life Control \(Y,M\)](#)

BSD-ON:[BSD 9.15 Development \(C\)](#)

BSD-ON:[BSD 9.18 Toner Dispense Control \(C,K\)](#)

The difference between the maximum and minimum values in the ATC Sensor (K) measurement set is lower than the threshold value. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The connection between the ATC Sensor (K) and the ATC PWB [P/J127](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (K) for revolution failure: [dC330 \[093-020\]](#) ([PL 5.1](#))

Check the wire wound resistance of the Toner Dispense Motor (K): approximately. 5.3 Ohm

- Between Motor Driver Sub PWB [P/J529](#) pin-B1 and [P/J529](#) pin-B2
- Between Motor Driver Sub PWB [P/J529](#) pin-B3 and [P/J529](#) pin-B4
- The Drum/Developer Drive Motor (K) for revolution failure (C8030/35): [dC330 \[091-036\]](#) ([PL 3.4](#))
- The path from Toner Cartridge (K) to Developer (K) for toner blockage
- The Developer (K) for internal toner blockage
- The Toner Cartridge (K) for internal toner blockage

If no problems are found, replace the following parts in sequence:

- ATC Sensor (K) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).

392-661 Temperature Sensor Fault

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

Abnormal value was detected by the ENVIRONMENT SENSOR (Temperature). (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the connection between the Environment Sensor (MOB ADC Assembly) [P/J154](#) and the MDM PWB [P/J415](#) for open circuit, short circuit, and poor contact.

Also check whether there is poor connection or foreign substances at the detection section of the Environment Sensor.

If no problems are found, replace the following parts in sequence:

- MOB ADC Assembly ([PL 18.5](#))
- MDM PWB ([PL 18.2](#)).

392-662 Humidity Sensor Fault

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

Abnormal value was detected by the ENVIRONMENT SENSOR (Humidity). (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the connection between the Environment Sensor (MOB ADC Assembly) [P/J154](#) and the MDM PWB [P/J415](#) for open circuit, short circuit, and poor contact.

Also check whether there is poor connection or foreign substances at the detection section of the Environment Sensor.

If no problems are found, replace the following parts in sequence:

- MOB ADC Assembly ([PL 18.5](#))
- MDM PWB ([PL 18.2](#)).

392-665 ATC Average Fail Y

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.13 Development \(Y\)](#)

BSD-ON:[BSD 9.17 Toner Dispense Control \(Y,M\)](#)

The average output value of Y color is not within the specified range in the ATC (Automatic Toner Control) measurement. (this Fail is a hidden failure and it is registered only in the History)

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the following:

- The connection between the ATC Sensor (Y) and the ATC PWB [P/J124](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact.
- The Toner Dispense Motor (Y) ([dC330 \[093-005\]](#)) for operation failure. ([PL 5.1](#))
The wire wound resistance of the Toner Dispense Motor (Y): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A1 and [P/J529](#) pin-A2
 - Between Motor Driver Sub PWB [P/J529](#) pin-A3 and [P/J529](#) pin-A4
- **C8030/35**
 - The Drum/Eve Drive Motor (Y, M, C) ([dC330 \[091-030\]](#)) for operation failure. ([PL 3.4](#))
- C8045/55/C8070
 - The Drum Drive Motor (Y, M, C) ([dC330 \[091-030\]](#)) for operation failure. ([PL 3.4](#))
 - The Eve Drive Motor (Y, M, C) ([dC330 \[093-026\]](#)) for operation failure. ([PL 3.4](#))
- The path from Toner Cartridge (Y) to Developer (Y) for toner blockage
- The Developer (Y) for internal toner blockage
- The Toner Cartridge (Y) for internal toner blockage

If no problem is found, replace the following parts in sequence:

- ATC Sensor (Y) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).
- MDS PWB ([PL 18.2](#))

392-666 ATC Average Fail M

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.14 Development \(M\)](#)

BSD-ON:[BSD 9.17 Toner Dispense Control \(Y,M\)](#)

The average output value of M color is not within the specified range in the ATC (Automatic Toner Control) measurement. (this Fail is a hidden failure and it is registered only in the History)

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the following:

- The connection between the ATC Sensor (M) and the ATC PWB [P/J125](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact.
- The Toner Dispense Motor (M) ([dC330 \[093-010\]](#)) for operation failure. ([PL 5.1](#))
The wire wound resistance of the Toner Dispense Motor (M): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A5 and [P/J529](#) pin-A6
 - Between Motor Driver Sub PWB [P/J529](#) pin-A7 and [P/J529](#) pin-A8
- **C8030/35**
 - The Drum/Eve Drive Motor (Y, M, C) ([DC330 \[091-030\]](#)) for operation failure. ([PL 3.4](#))
- C8045/55/C8070
 - The Drum Drive Motor (Y, M, C) ([dC330 \[091-030\]](#)) for operation failure. ([PL 3.4](#))
 - The Eve Drive Motor (Y, M, C) ([dC330 \[093-026\]](#)) for operation failure. ([PL 3.4](#))
- The path from Toner Cartridge (M) to Developer (M) for toner blockage
- The Developer (M) for internal toner blockage
- The Toner Cartridge (M) for internal toner blockage

If no problem is found, replace the following parts in sequence:

- ATC Sensor (M) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).
- MDS PWB ([PL 18.2](#))

392-667 ATC Average Fail C

BSD-ON:[BSD 9.1 Drum/Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

BSD-ON:[BSD 9.15 Development \(C\)](#)

BSD-ON:[BSD 9.18 Toner Dispense Control \(C,K\)](#)

The average output value of C color is not within the specified range in the ATC (Automatic Toner Control) measurement. (this Fail is a hidden failure and it is registered only in the History)

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the following:

- The connection between the ATC Sensor (C) and the ATC PWB [P/J126](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact.
- The Toner Dispense Motor (C) ([dC330 \[093-015\]](#)) for operation failure. ([PL 5.1](#))
The wire wound resistance of the Toner Dispense Motor (C): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-A9 and [P/J529](#) pin-A10
 - Between Motor Driver Sub PWB [P/J529](#) pin-A11 and [P/J529](#) pin-A12
- **C8030/35**
 - The Drum/Eve Drive Motor (Y, M, C) ([dC330 \[091-030\]](#)) for operation failure. ([PL 3.4](#))
- C8045/55/C8070
 - The Drum Drive Motor (Y, M, C) ([dC330 \[091-030\]](#)) for operation failure. ([PL 3.4](#))
 - The Eve Drive Motor (Y, M, C) ([dC330 \[093-026\]](#)) for operation failure. ([PL 3.4](#))
- The path from Toner Cartridge (C) to Developer (C) for toner blockage
- The Developer (C) for internal toner blockage
- The Toner Cartridge (C) for internal toner blockage

If no problem is found, replace the following parts in sequence:

- ATC Sensor (C) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).
- MDS PWB ([PL 18.2](#))

392-668 ATC Average Fail K

BSD-ON:[BSD 9.2 Drum/Developer Drive Control \(K\)](#)

BSD-ON:[BSD 9.16 Development \(K\)](#)

BSD-ON:[BSD 9.18 Toner Dispense Control \(C,K\)](#)

The average output value of K color is not within the specified range in the ATC (Automatic Toner Control) measurement. (this Fail is a hidden failure and it is registered only in the History)

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the following:

- The connection between the ATC Sensor (K) and the ATC PWB [P/J127](#) for open circuit, short circuit, and poor contact
- The connection between the ATC PWB [P/J633](#) and the MDM PWB [P/J528](#) for open circuit, short circuit, and poor contact.
- The Toner Dispense Motor (K) ([dC330 \[093-020\]](#)) for operation failure. ([PL 5.1](#))
The wire wound resistance of the Toner Dispense Motor (K): approximately. 5.3 Ohm
 - Between Motor Driver Sub PWB [P/J529](#) pin-B1 and [P/J529](#) pin-B2
 - Between Motor Driver Sub PWB [P/J529](#) pin-B3 and [P/J529](#) pin-B4
- The Drum/Eve Drive Motor (K) ([dC330 \[091-036\]](#)) for operation failure. ([PL 3.4](#))
- The path from Toner Cartridge (K) to Developer (K) for toner blockage
- The Developer (K) for internal toner blockage
- The Toner Cartridge (K) for internal toner blockage

If no problem is found, replace the following parts in sequence:

- ATC Sensor (K) ([PL 5.2](#))
- ATC PWB ([PL 5.2](#))
- MDM PWB ([PL 18.2](#)).
- MDS PWB ([PL 18.2](#))

392-670 ADC Patch Fault [Y]

BSD-ON:[BSD 9.13 Development \(Y\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC patch of Y color is abnormally light. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [Y] has occurred. **Has Fail [392-651](#) or [392-312](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (Y) for contamination
- The LPH (Y) for contamination
- The 1st BTR (Y) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (Y) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (Y) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (Y) ([PL 8.1](#))
- LPH Assembly (Y) ([PL 2.1](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to the [392-651](#) or [392-312](#).

392-671 ADC Patch Fault [M]

BSD-ON:[BSD 9.14 Development \(M\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC patch of M color is abnormally light. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [M] has occurred. **Has Fail [392-651](#) or [392-313](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (M) for contamination
- The LPH (M) for contamination
- The 1st BTR (M) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (M) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (M) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (M) ([PL 8.1](#))
- LPH Assembly (M) ([PL 2.1](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-313](#).

392-672 ADC Patch Fault [C]

BSD-ON:[BSD 9.15 Development \(C\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC patch of C color is abnormally light. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [C] has occurred. **Has Fail [392-651](#) or [392-314](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (C) for contamination
- The LPH (C) for contamination
- The 1st BTR (C) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (C) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (C) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (C) ([PL 8.1](#))
- LPH Assembly (C) ([PL 2.1](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/DTC) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-314](#).

392-673 ADC Patch Fault [K]

BSD-ON:[BSD 9.16 Development \(K\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The ADC patch of K color is abnormally light. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [K] has occurred. **Has Fail [392-651](#) or [392-315](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (K) for contamination
- The LPH (K) for contamination
- The 1st BTR (K) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (K) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (K) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (K) ([PL 8.1](#))
- LPH Assembly (K) ([PL 2.1](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-315](#).

392-675 ADC Mini Setup Fault [Y]

BSD-ON:[BSD 9.7 Charging and Exposure \(1 of 2\)](#)

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.13 Development \(Y\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The difference in densities among the ADC patches of Y color is abnormal. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [Y] has occurred. **Has Fail [392-651](#) or [392-312](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (Y) for contamination
- The 1st BTR (Y) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (Y) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (BCR) and the BCR (Y) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (Y) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (Y) ([PL 8.1](#))
- HVPS (BCR) ([PL 18.6](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-312](#).

392-676 ADC Mini Setup Fault [M]

BSD-ON:[BSD 9.7 Charging and Exposure \(1 of 2\)](#)

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.14 Development \(M\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The difference in densities among the ADC patches of M color is abnormal. (This is a hidden failure. (Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [M] has occurred. **Has Fail [392-651](#) or [392-313](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (M) for contamination
- The 1st BTR (M) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (M) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (BCR) and the BCR (M) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (M) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (M) ([PL 8.1](#))
- HVPS (BCR) ([PL 18.6](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-313](#).

392-677 ADC Mini Setup Fault [C]

BSD-ON:[BSD 9.7 Charging and Exposure \(1 of 2\)](#)

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.15 Development \(C\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The difference in densities among the ADC patches of C color is abnormal. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [C] has occurred. **Has Fail [392-651](#) or [392-314](#) occurred?**

Y N

Turn the power OFF and check the following:

- The Drum (C) for contamination
- The 1st BTR (C) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (C) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (BCR) and the BCR (C) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (C) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (C) ([PL 8.1](#))
- HVPS (BCR) ([PL 18.6](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-314](#).

392-678 ADC Mini Setup Fault [K]

BSD-ON:[BSD 9.7 Charging and Exposure \(1 of 2\)](#)

BSD-ON:[BSD 9.9 HVPS \(Developer\) Cooling](#)

BSD-ON:[BSD 9.16 Development \(K\)](#)

BSD-ON:[BSD 9.21 First Transfer](#)

BSD-ON:[BSD 9.23 ADC Patch and Environment Sensing](#)

The difference in densities among the ADC patches of K color is abnormal. (This is a hidden failure. Data is only recorded in history.)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter DC122 Fail History. Check whether ADC Sensor Fail or ATC Fail [K] has occurred. **Has**

Fail [392-651](#) or [392-315](#) occurred?

Y N

Turn the power OFF and check the following:

- The Drum (K) for contamination
- The 1st BTR (K) for contamination
- The Transfer Belt for contamination
- The connection and board springs between the HVPS (1st/2nd/DTC) and the 1st BTR (K) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (BCR) and the BCR (K) for open circuits, short circuits, and poor contacts
- The connection and board springs between the HVPS (Developer) and the Magnet Roll (K) for open circuits, short circuits, and poor contacts

If no problems are found, replace the following parts in sequence:

- Drum (K) ([PL 8.1](#))
- HVPS (BCR) ([PL 18.6](#))
- HVPS (Developer) ([PL 18.5](#))
- HVPS (1st/2nd/BTR) ([PL 6.2](#))
- MDM PWB ([PL 18.2](#)).

Go to [392-651](#) or [392-315](#).

393-314 Y Dispense Motor Fault

BSD-ON: [BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

Regardless of low usage of toner from Y Toner Cartridge, it was detected to be empty.

NOTE: If the failure occurs when printing high density images, check whether the Developer Unit Rotating Shutter is completely open. If the Rotating Shutter is not completely open, it might cause the supplied toner to be insufficient, resulting in this failure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Replace the Toner Cartridge (Y) ([PL 5.1](#)).

If the problem persists, check the following:

- The connectors of the MDM PWB [P/J411](#) and the Toner CRUM Coupler (Y) [P/J120](#) for damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler (Y) [P/J120](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (Y): [dC330 \[093-002\]](#) ([PL 5.1](#))
- The drive transmission path in the Dispense Assembly
- Replace the MDM PWB ([PL 18.2](#)).

393-315 M Dispense Motor Fault

BSD-ON: [BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

Regardless of low usage of toner from M Toner Cartridge, it was detected to be empty.

NOTE: If the failure occurs when printing high density images, check whether the Developer Unit Rotating Shutter is completely open. If the Rotating Shutter is not completely open, it might cause the supplied toner to be insufficient, resulting in this failure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Replace the Toner Cartridge (M) ([PL 5.1](#)).

If the problem persists, check the following:

- The connectors of the MDM PWB [P/J411](#) and the Toner CRUM Coupler (M) [P/J121](#) for damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler (M) [P/J121](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (M): [dC330 \[093-007\]](#) ([PL 5.1](#))
- The drive transmission path in the Dispense Assembly
- Replace the MDM PWB ([PL 18.2](#)).

393-316 C Dispense Motor Fault

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

Regardless of low usage of toner from C Toner Cartridge, it was detected to be empty.

NOTE: If the failure occurs when printing high density images, check whether the Developer Unit Rotating Shutter is completely open. If the Rotating Shutter is not completely open, it might cause the supplied toner to be insufficient, resulting in this failure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Replace the Toner Cartridge (C) ([PL 5.1](#)).

If the problem persists, check the following:

- The connectors of the MDM PWB [P/J411](#) and the Toner CRUM Coupler (C) [P/J122](#) for damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler (C) [P/J122](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (C): [dC330 \[093-012\]](#) ([PL 5.1](#))
- The drive transmission path in the Dispense Assembly
- Replace the MDM PWB ([PL 18.2](#)).

393-317 K Dispense Motor Fault

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

Regardless of low usage of toner from K Toner Cartridge, it was detected to be empty.

NOTE: If the failure occurs when printing high density images, check whether the Developer Unit Rotating Shutter is completely open. If the Rotating Shutter is not completely open, it might cause the supplied toner to be insufficient, resulting in this failure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Replace the Toner Cartridge (K) ([PL 5.1](#)).

If the problem persists, check the following:

- The connectors of the MDM PWB [P/J411](#) and the Toner CRUM Coupler (K) [P/J123](#) for damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB
- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler (K) [P/J123](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor (K): [dC330 \[093-017\]](#) ([PL 5.1](#))
- The drive transmission path in the Dispense Assembly
- Replace the MDM PWB ([PL 18.2](#)).

393-324 Eve Y, M, C Motor Fail

BSD-ON:[BSD 9.11 Developer Drive Control \(Y,M,C\)](#)

The Eve Drive Motor (Y, M, C) revolution failure was detected.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the Drum Unit (Y, M, C) and the Developer (Y, M, C), and then cheat the Front Cover Interlock Switch.

Turn ON the power and turn ON DC330 [093-025] (Eve Drive Motor (Y, M, C)). **Does the Eve Drive Motor (Y, M, C) rotate?**

Y N

Check the following:

- The power supplies (+5VDC, +24VDC) of the Eve Drive Motor (Y, M, C).
- The connection between the MDM PWB [P/J527](#) and the Eve Drive Motor (Y, M, C) [P/J252](#) for open circuit, short circuit, and poor contact.

If no problem is found, replace the following parts in sequence:

- Eve Drive Motor (Y, M, C) ([PL 3.4](#))
- MDM PWB ([PL 18.2](#))

Turn OFF the power and reinstall the Drum Unit (Y, M, C) and the Developer (Y, M, C).

Turn ON the power and turn ON DC330 [093-025] (Eve Drive Motor (Y, M, C)). **Does the Eve Drive Motor (Y, M, C) rotate?**

Y N

Check the Developer (Y, M, C) for loading/binding.

Turn OFF the power and check the connection between the Eve Drive Motor (Y, M, C) [P/J247-8](#) and the MDM PWB [P/J527-A9](#) for open circuit, short circuit, and poor contact.

If no problem is found, replace MDM PWB ([PL 18.2](#)).

393-400 Y Toner Cartridge Near Empty RAP

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

It was detected that the replacement timing for Toner Cartridge (Y) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Toner Cartridge (Y) needs to be replaced soon. Replace the Toner Cartridge (Y) ([PL 5.1](#)) as required.

393-423 M Toner Cartridge Near Empty RAP

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

It was detected that the replacement timing for Toner Cartridge (M) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Toner Cartridge (M) needs to be replaced soon. Replace the Toner Cartridge (M) ([PL 5.1](#)) as required.

393-424 C Toner Cartridge Near Empty RAP

BSD-ON:[BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

It was detected that the replacement timing for Toner Cartridge (C) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Toner Cartridge (C) needs to be replaced soon. Replace the Toner Cartridge (C) ([PL 5.1](#)) as required.

393-425 K Toner Cartridge Near Empty RAP

BSD-ON:[BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

It was detected that the replacement timing for Toner Cartridge (K) is closer than Pre Near.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

The Toner Cartridge (K) needs to be replaced soon. Replace the Toner Cartridge (K) ([PL 5.1](#)) as required.

393-912 K Toner Cartridge Empty

BSD-ON:[BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

The K Toner Cartridge Empty state was detected.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the Toner Cartridge (K) ([PL 5.1](#)). No special action necessary.

393-924 Toner K CRUM Communication Fault

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

Communication failure with Toner CRUM (K) was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.
2. Check the connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (K) [P/J123](#) for open circuit, short circuit, and poor contact. Also, remove and reinstall the Toner Cartridge (K) and check for improper installation.

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (K) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (K) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).
- Go to [393-926](#) Toner K CRUM Data Mismatch Fault

393-925 Toner K CRUM Data Broken Fault

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

The system detected that the data written to the Toner CRUM (K) and the data read from the Toner CRUM (K) do not match.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Initial Actions

Remove and reinstall the Toner Cartridge (K).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

An Error Message appears on the UI - **Reinsert an improperly seated consumable or replace any consumables with Error. Press Machine Status button and select Supplies tab for details.** Remove and reinstall the Black Toner Cartridge and check for improper installation. **The problem continues**

Y N
| End

Check the NVM locations in [Table 1](#).

Table 1 CRUM Data NVM

NVM Location	Name	Values (read-only)
740-053	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
740-055	Contract Type	2 = Sold 3 = Metered 31 = Neutral

The NVM values match the expected customer configuration.

Y N
| Determine correct Contract Type from customer. Contact Technical Support Center or your NTS for the CRUM conversion procedure.

1. Polish the connection terminals between the Toner Cartridge (K) CRUM PWB and the Toner CRUM Coupler Assembly (K) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
2. Check the following:

- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (K) [P/J123](#) for open circuit, short circuit, and poor contact
- The connection terminals between the Toner Cartridge (K) CRUM PWB and the Toner CRUM Coupler Assembly (K) CRUM for damage and foreign substances
- The Toner Cartridge (K) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (M) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).

393-926 Toner K CRUM Data Mismatch Fault

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

Incorrect authentication area data was detected in the Black Toner CRUM. This fault is displayed if the wrong type of Toner cartridge is installed.

NOTE: *The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the toner configuration can only be changed with a CRUM conversion.*

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine.

Initial Actions

Remove and reinstall the Toner Cartridge (K).

Procedure

NOTE: *To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.*

An Error Message appears on the UI - **Reinsert an improperly seated consumable or replace any consumables with Error. Press Machine Status button and select Supplies tab for details.** Remove and reinstall the Black Toner Cartridge and check for improper installation. **The problem continues**

Y N
| End

Check the NVM locations in [Table 1](#).

Table 1 CRUM Data NVM

NVM Location	Name	Values (read-only)
740-053	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
740-055	Contract Type	2 = Sold 3 = Metered 31 = Neutral

The NVM values match the expected customer configuration.

Y N
| Go to [GP 16](#)

1. Polish the connection terminals between the Toner Cartridge (K) CRUM PWB and the Toner CRUM Coupler Assembly (K) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
2. Check the following:

- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (K) [P/J123](#) for open circuit, short circuit, and poor contact
- The connection terminals between the Toner Cartridge (K) CRUM PWB and the Toner CRUM Coupler Assembly (K) CRUM for damage and foreign substances
- The Toner Cartridge (K) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (M) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).

393-927 Toner Y CRUM Communication Fault

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

Communication failure with Toner CRUM (Y) was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.

NOTE: If this resolves the problem, it is highly probable that the MDM PWB had mis detected due to external noise abnormal or noise caused by electrical discharge in the machine. Check for any noise source around the machine and check for any abnormal electrical discharge, etc.

2. Check the connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (Y) [P/J120](#) for open circuit, short circuit, and poor contact.
3. Remove and reinstall the Toner Cartridge (Y) and check for improper installation.
4. If no problems are found, replace the following parts in sequence:
 - Toner Cartridge (Y) ([PL 5.1](#))
 - Toner CRUM Coupler Assembly (Y) ([PL 5.1](#))
 - Replace the MDM PWB ([PL 18.2](#)).
 - Go to [393-937](#) Toner Y CRUM Data Mismatch Fault

393-928 Toner M CRUM Communication Fault

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

Communication failure with Toner CRUM (M) was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.

NOTE: If this resolves the problem, it is highly probable that the MDM PWB had mis-detected due to external noise abnormal or noise caused by electrical discharge in the machine. Check for any noise source around the machine and check for any abnormal electrical discharge, etc.

2. Check the connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (M) [P/J121](#) for open circuit, short circuit, and poor contact.
3. Remove and reinstall the Toner Cartridge (M) and check for improper installation.
4. If no problems are found, replace the following parts in sequence:
 - Toner Cartridge (M) ([PL 5.1](#))
 - Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
 - Replace the MDM PWB ([PL 18.2](#)).
 - Go to [393-938](#) Toner M CRUM Data Mismatch Fault

393-929 Toner C CRUM Communication Fault

BSD-ON:[BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

Communication failure with Toner CRUM (C) was detected.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

1. Turn the power OFF and ON.

NOTE: If this resolves the problem, it is highly probable that the MDM PWB had mis-detected due to external noise abnormal or noise caused by electrical discharge in the machine. Check for any noise source around the machine and check for any abnormal electrical discharge, etc.

2. Check the connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (C) [P/J122](#) for open circuit, short circuit, and poor contact.
3. Remove and reinstall the Toner Cartridge (C) and check for improper installation.
4. If no problems are found, replace the following parts in sequence:
 - Toner Cartridge (C) ([PL 5.1](#))
 - Toner CRUM Coupler Assembly (C) ([PL 5.1](#))
 - Replace the MDM PWB ([PL 18.2](#)).
 - Go to [393-939](#) Toner C CRUM Data Mismatch Fault

393-933 Toner Y CRUM Data Broken Fault

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

The system detected that the data written to the Toner CRUM (Y) and the data read from the Toner CRUM (Y) do not match.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Remove and reinstall the Toner Cartridge (Y).
3. Check the Toner Cartridge (Y) for improper installation
4. If the problem persists, replace the Toner Cartridge (Y). [\(PL 5.1\)](#)

393-934 Toner M CRUM Data Broken Fault

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

The system detected that the data written to the Toner CRUM (M) and the data read from the Toner CRUM (M) do not match.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Remove and reinstall the Toner Cartridge (M).
3. Check the Toner Cartridge (M) for improper installation
4. If the problem persists, replace the Toner Cartridge (M). [\(PL 5.1\)](#)

393-935 Toner C CRUM Data Broken Fault

BSD-ON:[BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

The system detected that the data written to the Toner CRUM (C) and the data read from the Toner CRUM (C) do not match.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Turn the power OFF and ON.
2. Remove and reinstall the Toner Cartridge (C).
3. Check the Toner Cartridge (C) for improper installation
4. If the problem persists, replace the Toner Cartridge (C). ([PL 5.1](#))

393-937 Toner Y CRUM Data Mismatch Fault

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

Incorrect authentication area data was detected in the Yellow Toner CRUM. This fault is displayed if the wrong type of Toner cartridge is installed.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Initial Actions

Remove and reinstall the Toner Cartridge (Y).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

An Error Message appears on the UI - **Reinsert an improperly seated consumable or replace any consumables with Error. Press Machine Status button and select Supplies tab for details.** Remove and reinstall the Yellow Toner Cartridge and check for improper installation. **The problem continues**

Y N
| End

Check the NVM locations in [Table 1](#).

Table 1 NVM Values

NVM Location	Name	Values (read-only)
740-053	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
740-055	Contract Type	2 = Sold 3 = Metered 31 = Neutral

The NVM values match the expected customer configuration.

Y N
| Go to [GP 16](#)

1. Polish the connection terminals between the Toner Cartridge (Y) CRUM PWB and the Toner CRUM Coupler Assembly (Y) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
2. Check the following:

- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (Y) [P/J120](#) for open circuit, short circuit, and poor contact
- The connection terminals between the Toner Cartridge (Y) CRUM PWB and the Toner CRUM Coupler Assembly (Y) CRUM for damage and foreign substances
- The Toner Cartridge (Y) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (M) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).

393-938 Toner M CRUM Data Mismatch Fault

BSD-ON: [BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

Incorrect authentication area data was detected in the Magenta Toner CRUM. This fault is displayed if the wrong type of Toner cartridge is installed.

TBD - Need to revise NVM

NOTE: *The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.*

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine.

Initial Actions

Remove and reinstall the Toner Cartridge (M).

Procedure

NOTE: *To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.*

An Error Message appears on the UI - **Reinsert an improperly seated consumable or replace any consumables with Error. Press Machine Status button and select Supplies tab for details.** Remove and reinstall the Magenta Toner Cartridge and check for improper installation. **The problem continues**

Y N
| End

Check the NVM locations in [Table 1](#).

Table 1 NVM Values

NVM Location	Name	Values (read-only)
740-053	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
740-055	Contract Type	2 = Sold 3 = Metered 31 = Neutral

The NVM values match the expected customer configuration.

Y N
| Go to [GP 16](#)

1. Polish the connection terminals between the Toner Cartridge (M) CRUM PWB and the Toner CRUM Coupler Assembly (M) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)

2. Check the following:

- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (M) [P/J121](#) for open circuit, short circuit, and poor contact
- The connection terminals between the Toner Cartridge (M) CRUM PWB and the Toner CRUM Coupler Assembly (M) CRUM for damage and foreign substances
- The Toner Cartridge (M) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (M) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).

393-939 Toner C CRUM Data Mismatch Fault

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

Incorrect authentication area data was detected in the Cyan Toner CRUM. This fault is displayed if the wrong type of Toner cartridge is installed.

TBD - Need to revise NVM

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Initial Actions

Remove and reinstall the Toner Cartridge (C).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

An Error Message appears on the UI - **Reinsert an improperly seated consumable or replace any consumables with Error. Press Machine Status button and select Supplies tab for details.** Remove and reinstall the Cyan Toner Cartridge and check for improper installation. **The problem continues**

Y N
| End

Check the NVM locations in [Table 1](#).

Table 1 NVM Values

NVM Location	Name	Values (read-only)
740-053	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
740-055	Contract Type	2 = Sold 3 = Metered 31 = Neutral

The NVM values match the expected customer configuration.

Y N
| Go to [GP 16](#)

1. Polish the connection terminals between the Toner Cartridge (C) CRUM PWB and the Toner CRUM Coupler Assembly (C) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)

2. Check the following:

- The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (C) [P/J122](#) for open circuit, short circuit, and poor contact
- The connection terminals between the Toner Cartridge (C) CRUM PWB and the Toner CRUM Coupler Assembly (C) CRUM for damage and foreign substances
- The Toner Cartridge (C) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (M) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).

393-956 Developer (K) Install Mode Fault

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

In the Install Developer mode after the installation of the Drum Cartridge (K), no picture is painted on the patch. (The seal is left unremoved.)

Procedure

Peel off the developer seal from the Drum Cartridge (K).

393-959 Developer (K) Install Times Over Fault

BSD-ON:[BSD 9.4 Drum Life Control \(C,K\)](#)

The number of Developer (K) installation mode executions has exceeded the upper limit.

Procedure

Replace the Drum Cartridge (K) ([PL 8.1](#)).

If replacing the Drum Cartridge does not resolve the problem, reload firmware using [GP 9](#).

393-970 Toner Y CRUM Not In Position

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

BSD-ON:[BSD 9.17 Toner Dispense Control \(Y,M\)](#)

The Toner CRUM (Y) is not in the proper position.

NOTE: When turning the power OFF, turn OFF the Power Switch first and then the Main Power Switch.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Remove and reinstall the Toner Cartridge (Y).
2. Polish the connection terminals between the Toner Cartridge (Y) CRUM PWB and the Toner CRUM Coupler Assembly (Y) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDS PWB [P/J529](#) and the Toner Dispense Motor [P/J220](#) for damaged wiring or connectors
 - The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (Y) [P/J120](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Toner Cartridge (Y) CRUM PWB and the Toner CRUM Coupler Assembly (Y) CRUM for damage and foreign substances
 - The Toner Cartridge (Y) for improper installationIf no problems are found, replace the following parts in sequence:
 - Toner Cartridge (Y) ([PL 5.1](#))
 - Toner CRUM Coupler Assembly (Y) ([PL 5.1](#))
 - Replace the MDM PWB ([PL 18.2](#)).
 - Replace the MDS PWB ([PL 18.2](#)).
 - Go to [393-937](#) Toner Y CRUM Data Mismatch Fault

393-971 Toner M CRUM Not In Position

BSD-ON:[BSD 9.5 Toner Cartridge Life Control \(Y,M\)](#)

BSD-ON:[BSD 9.17 Toner Dispense Control \(Y,M\)](#)

The Toner CRUM (M) is not in the proper position.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

1. Remove and reinstall the Toner Cartridge (M).
2. Polish the connection terminals between the Toner Cartridge (M) CRUM PWB and the Toner CRUM Coupler Assembly (M) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDS PWB [P/J529](#) and the Toner Dispense Motor [P/J221](#) for damaged wiring or connectors
 - The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (M) [P/J121](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Toner Cartridge (M) CRUM PWB and the Toner CRUM Coupler Assembly (M) CRUM for damage and foreign substances
 - The Toner Cartridge (M) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (M) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (M) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).
- Replace the MDS PWB ([PL 18.2](#)).
- Go to [393-938](#) Toner M CRUM Data Mismatch Fault

393-972 Toner C CRUM Not In Position

BSD-ON:[BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

BSD-ON: [BSD 9.18 Toner Dispense Control \(C,K\)](#)

The Toner CRUM (C) is not in the proper position.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: The AltaLink C8070F machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

1. Remove and reinstall the Toner Cartridge (C).
2. Polish the connection terminals between the Toner Cartridge (C) CRUM PWB and the Toner CRUM Coupler Assembly (C) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDS PWB [P/J529](#) and the Toner Dispense Motor [P/J222](#) for damaged wiring or connectors
 - The connection between the MDM PWB [P/J411](#) and the Toner CRUM Coupler Assembly (C) [P/J122](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Toner Cartridge (C) CRUM PWB and the Toner CRUM Coupler Assembly (C) CRUM for damage and foreign substances
 - The Toner Cartridge (C) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (C) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (C) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).
- Replace the MDS PWB ([PL 18.2](#)).
- Go to [393-939](#) Toner C CRUM Data Mismatch Fault

393-973 Toner K CRUM Not In Position

BSD-ON: [BSD 9.6 Toner Cartridge Life Control \(C,K\)](#)

BSD-ON: [BSD 9.18 Toner Dispense Control \(C,K\)](#)

The Toner CRUM (K) is not in the proper position.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

NOTE: The AltaLink C8070F machine is shipped with "Worldwide Neutral" Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced in the machine, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a "Sold" cartridge installed in a "metered" configured machine).

Procedure

1. Remove and reinstall the Toner Cartridge (K).
2. Polish the connection terminals between the Toner Cartridge (K) CRUM PWB and the Toner CRUM Coupler Assembly (K) CRUM with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MDS PWB [P/J529](#) and the Toner Dispense Motor [P/J223](#) for damaged wiring or connectors
 - The connection between the MDM PWB [J411](#) and the Toner CRUM Coupler Assembly (K) [P/J123](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Toner Cartridge (K) CRUM PWB and the Toner CRUM Coupler Assembly (K) CRUM for damage and foreign substances
 - The Toner Cartridge (K) for improper installation

If no problems are found, replace the following parts in sequence:

- Toner Cartridge (K) ([PL 5.1](#))
- Toner CRUM Coupler Assembly (K) ([PL 5.1](#))
- Replace the MDM PWB ([PL 18.2](#)).
- Replace the MDS PWB ([PL 18.2](#)).
- Go to [393-926 Toner K CRUM Data Mismatch Fault](#).

393-974 Null string read on new K unit

Null string read on new K unit.

Procedure

Perform the following in sequence:

- Remove the Drum Cartridge(s) and/or Toner Cartridge(s) (K) that were replaced before this fault occurred and check the connectors on the cartridge and in the machine for dirt or damage. Reinstall the cartridge(s).
- Replace the Drum Cartridge ([PL 8.1](#) or Toner Cartridge ([PL 5.1](#)) (K) with a new one.
- Reload software ([GP 9](#)).
- If the fault persists, call Service Support.

393-975 Null string read on new C unit

Null string read on new C unit.

Procedure

Perform the following in sequence:

- Remove the Drum Cartridge(s) and/or Toner Cartridge(s) (C) that were replaced before this fault occurred and check the connectors on the cartridge and in the machine for dirt or damage. Reinstall the cartridge(s).
- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (C) with a new one.
- Reload software (GP 9).
- If the fault persists, call Service Support.

393-976 Null string read on new M unit

Null string read on new M unit.

Procedure

Perform the following in sequence:

- Remove the Drum Cartridge(s) and/or Toner Cartridge(s) (M) that were replaced before this fault occurred and check the connectors on the cartridge and in the machine for dirt or damage. Reinstall the cartridge(s).
- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (M) with a new one.
- Reload software (GP 9).
- If the fault persists, call Service Support.

393-977 Null string read on new Y unit

Null string read on new Y unit.

Procedure

Perform the following in sequence:

- Remove the Drum Cartridge(s) and/or Toner Cartridge(s) Y that were replaced before this fault occurred and check the connectors on the cartridge and in the machine for dirt or damage. Reinstall the cartridge(s).
- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (Y) with a new one.
- Reload software (GP 9).
- If the fault persists, call Service Support.

393-978 Non-Xerox string read on new K unit

Non-Xerox string read on new K unit.

Procedure

Perform the following in sequence:

- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (K) with a Xerox cartridge.
- Reload software (GP 9).
- If the fault persists, call Service Support.

393-978 Non-Xerox string read on new C unit

Non-Xerox string read on new C unit.

Procedure

Perform the following in sequence:

- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (C) with a Xerox cartridge.
- Reload software (GP 9).
- If the fault persists, call Service Support.

393-978 Non-Xerox string read on new M unit

Non-Xerox string read on new M unit.

Procedure

Perform the following in sequence:

- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (M) with a Xerox cartridge.
- Reload software (GP 9).
- If the fault persists, call Service Support.

393-978 Non-Xerox string read on new Y unit

Non-Xerox string read on new Y unit.

Procedure

Perform the following in sequence:

- Replace the Drum Cartridge (PL 8.1 or Toner Cartridge (PL 5.1) (Y) with a Xerox cartridge.
- Reload software (GP 9).
- If the fault persists, call Service Support.

394-300 IBT Front Cover Open

BSD-ON: [BSD 1.13 Interlocked Cover Switches](#)

The Front Cover Open was detected by the IBT Front Cover Switch.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the following:

- The Front Cover for damage or mismatch.
- The IBT Front Cover Switch for failure: [dC330 \[077-307\]](#) (PL 18.5)
- The connection between the IBT Front Cover Switch [P/J272](#) and the MDM PWB [P/J416](#) for open circuit, short circuit, and poor contact

If no problems are found, replace the MDM PWB (PL 18.2).

394-320 1st BTR Contact/Retract Fail

BSD-ON: [BSD 9.22 First BTR Contact/Retract Control](#)

After the 1st BTR Contact/Retract operation has started, it does not complete within the specified time.

Initial Actions

Refer to the BSD and check the related connectors of the target electrical parts for partial connections.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Check the following:

- The 1st BTR Contact/Retract Sensor for improper installation
- The 1st BTR Contact/Retract Sensor (DC330 [094-200]) for operation failure. (PL 3.2)
- The 1st BTR Contact/Retract Clutch (DC330 [094-012/013]) for operation failure. (PL 3.2)
The coil resistance of the 1st BTR Contact/Retract Clutch: approximately. 240 Ohm (when coil temperature is 20 degrees celsius)
 - Between MDM PWB [P/J417](#) pin-A8 and [P/J417](#) pin-A9

NOTE: During the 1st BTR Contact/Retract operation, also check for the rotation of the Fusing Unit Drive Motor. If it is not rotating, check the 1st BTR Contact/Retract Gear for blockage and damage.

- The IBT Belt Unit for mechanical loading or damage

If no problems are found, replace the MDM PWB (PL 18.2).

394-417 IBT Unit Near End Warning

BSD-ON:[BSD 10.6 Fusing](#)

The IBT Assembly needs to be replaced soon.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the IBT Assembly and clear [dC135](#) [954-820] (IBT Belt Assembly).

394-418 IBT CLN Unit Near End Warning

BSD-ON:[BSD 10.6 Fusing](#)

The IBT Cleaner needs to be replaced soon.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the IBT Cleaner and clear [dC135](#) [954-822] (Transfer Belt Cleaner).

394-419 2nd BTR Unit Near End Warning

BSD-ON:[BSD 10.6 Fusing](#)

The 2nd BTR needs to be replaced soon.

NOTE: The chain/link fault code for this RAP is an internal machine code and is never displayed or logged in Fault Code History. Use this RAP to troubleshoot persistent machine status conditions that cannot be cleared by performing the indicated process (e.g., loading paper, closing a cover, replacing a CRU, etc). Entry to this RAP is usually via the [Unresettable Machine Status Messages](#) RAP located in the Other Faults section, or a chain/link listing on a BSD.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the 2nd BTR and clear [dC135](#) [954-821] (Second Bias Transfer Roll).

394-420 IBT Unit End Warning

BSD-ON:[BSD 10.6 Fusing](#)

The IBT Assembly must be replaced.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the IBT Assembly and clear [dC135](#) [954-820] (IBT Belt Assembly).

394-421 IBT CLN Unit End Warning

BSD-ON: [BSD 10.6 Fusing](#)

The IBT Cleaner must be replaced.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the IBT Cleaner and clear [dC135](#) [954-822] (Transfer Belt Cleaner).

394-422 2nd BTR Unit End Warning

BSD-ON: [BSD 10.6 Fusing](#)

The 2nd BTR must be replaced.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Replace the 2nd BTR and clear [dC135](#) [954-821] (Second Bias Transfer Roll).

395-XXX Faults Entry RAP

395-XXX Fault Code Table

Find the Fault Code in [Table 1](#). Go to the Procedure listed for that Fault Code.

Table 1 Chain 95 Fault Codes

Chain	Link	Ext	Fault Name	Fault Cause	Link
395	000	00	Software Upgrade Failure: DC BootCode	Failed to upgrade the DC Boot Code	SBC Procedure
395	001	00	Software Upgrade Failure: DC SoftwareUpgradeCode	Failed to upgrade the DC Software Upgrade Code	SBC Procedure
395	002	00	Software Upgrade Failure: DC Application	Failed to upgrade the DC Application	SBC Procedure
395	008	00	Software Upgrade Failure: DC OS	Failed to upgrade the DC Operating System	SBC Procedure
395	009	00	Software Upgrade Failure: DC CIPS	Failed to upgrade the DC CIPS	SBC Procedure
395	016	00	Software Upgrade Failure: SUI Application	Failed to upgrade the SUI Application Code	SBC Procedure
395	019	00	Software Upgrade Failure: SUI H8	Failed to upgrade the SUI H8	SBC Procedure
395	020	00	Failed to upgrade the SUI H8	Failed to upgrade the DADH Application	DADF Procedure
395	021	00	Software Upgrade Failure: Ext Memory	External Memory Error	SBC Procedure
395	022	00	Software Upgrade Failure: DADH Kernel	Failed to upgrade the DADH Kernel	DADF Procedure
395	030	00	Software Upgrade Failure: FAX Application	Failed to upgrade the FAX Application	FAX Procedure
395	031	00	Software Upgrade Failure: FAX FPGA	Failed to upgrade the Fax FPGA	FAX Procedure
395	035	00	Software Upgrade Failure: FAX Bootcode	Failed to upgrade the Fax Bootcode	FAX Procedure
395	038	00	Software Upgrade Failure: Embedded Fax LCF Application	Failed to upgrade the embedded fax LCF Application	FAX Procedure
395	040	00	Software Upgrade Failure: IOT Bootstrap	Failed to upgrade the IOT bootstrap code	
395	041	00	Software Upgrade Failure: IOT Bootloader	Failed to upgrade the IOT Bootloader code	
395	042	00	Software Upgrade Failure: IOT Application	Failed to upgrade the IOT Application	
395	048	00	Software Upgrade Failure: IOT Duplex Module	Failed to upgrade the IOT Duplex Module	
395	049	00	Software Upgrade Failure: IOT Loosely Coupled Module	Failed to upgrade the IOT Loosely Coupled Module	

Table 1 Chain 95 Fault Codes

Chain	Link	Ext	Fault Name	Fault Cause	Link
395	050	00	Software Upgrade Failure: LCSS 1K Application	Failed to upgrade the LCSS 1K Application	
395	060	00	Software Upgrade Failure: LCSS 2K Application	Failed to upgrade the LCSS 2K application	
395	065	00	Software Upgrade Failure: LCSS 2K Bootcode	Failed to upgrade the LCSS 2K Application	
395	070	00	Software Upgrade Failure: LCSS 3K Application	Failed to upgrade the LCSS 3K Application	
395	100	00	Software Upgrade Failure: HCSS BO HCSS Application	Failed to upgrade the HCSS BO HCSS Application	N/A
395	110	00	Software Upgrade Failure: HCSS BO Application	Failed to upgrade the HCSS BO Application	N/A
395	140	00	Software Upgrade Failure: DC NC Applications	Failed to upgrade the DC NC Applications	
395	141	00	Software Upgrade Failure: DC NC OS	Failed to upgrade the DC NC Operating System	
395	150	00	software Upgrade Failure: IIT Application	Failed to upgrade the IIT Application	IIT Procedure
395	151	00	Software Upgrade Failure: Embedded Fax FPGA	Failed to upgrade the Embedded Fax FPGA	FAX Procedure
395	153	00	Software Upgrade Failure: IIT Kernel	Failed to upgrade the IIT Kernel	IIT Procedure
395	154	00	Software Upgrade Failure: IIT A4 Scanner Module	Failed to upgrade the IIT A4 Scanner Module	IIT Procedure
395	155	00	Software Upgrade Failure: IIT CCD Module	Failed to upgrade the IIT CCD Module	IIT Procedure
395	156	00	Software Upgrade Failure: IIT FWA TES Module	Failed to upgrade the IIT FWA TES Module	IIT Procedure
395	157	00	Software Upgrade Failure: DADH Quiet 100 Sheet Module	Failed to upgrade the DADH Quiet 100 Sheet Module	DADF Procedure
395	158	00	Software Upgrade Failure: DADH 100 Sheet Module	Failed to upgrade the DADH 100 Sheet Module	DADF Procedure
395	159	00	Software Upgrade Failure: DADH Quiet Module	Failed to upgrade the DADH Quiet Module	DADF Procedure
395	170	00	Software Upgrade Failure: Scanner FWModule	Failed to upgrade the Scanner Firmware Module	IIT Procedure
395	180	00	Software Upgrade Failure: HCF FWModule	Failed to upgrade the HCF Firmware Module	HCF Procedure
395	190	00	Software Upgrade Failure: PFM FWModule	Failed to upgrade the PFM Firmware Module	N/A
395	191	00	Software Upgrade Failure: PFP FWModule	Failed to upgrade the PFP Firmware Module	

Table 1 Chain 95 Fault Codes

Chain	Link	Ext	Fault Name	Fault Cause	Link
395	192	00	Software Upgrade Failure: HVF Application	Failed to upgrade the HVF Application	
395	193	00	Software Upgrade Failure: HVF BM Application	Failed to upgrade the HVF BM Application	
395	194	00	Software Upgrade Failure: HVF Bootcode	Failed to upgrade the HVF Bootcode	
395	195	00	Software Upgrade Failure: HVF BM Bootcode	Failed to upgrade the HVF BM Bootcode	
395	196	00	Software Upgrade Failure: PFP Bootloader	Failed to upgrade the PFP Bootloader	
395	200	00	Software Upgrade Failure: C Finisher Application	Failed to upgrade the C Finisher Application	Finisher Procedure
395	201	00	Software Upgrade Failure: D Finisher Application	Failed to upgrade the D Finisher Application	N/A
395	202	00	Software Upgrade Failure: KM Finisher Application	Failed to upgrade the KM Finisher Application	N/A
395	203	00	Software Upgrade Failure: A Finisher Application	Failed to upgrade the A Finisher Application	Finisher Procedure
395	204	00	Software Upgrade Failure: SB Finisher Application	Failed to upgrade the SB Finisher Application	N/A
395	206	00	Software Upgrade Failure: PFM Tray 3 Application	Failed to upgrade the PFM Tray 3 Application	N/A
395	207	00	Software Upgrade Failure: PFM Tray 4 Application	Failed to upgrade the PFM Tray 4 Application	N/A
395	208	00	Software Upgrade Failure: PFM Tray 5 Application	Failed to upgrade the PFM Tray 5 Application	N/A
395	212	00	Software Upgrade Failure: DC IOT Proxy	Failed to upgrade the DC IOT Proxy	
395	213	00	Software Upgrade Failure: DC IIT Proxy	Failed to upgrade the DC IIT Proxy	IIT Procedure
395	214	00	Software Upgrade Failure: DC ACD	Failed to upgrade the DC ACD	
395	216	00	Software Upgrade Failure: DC Glue	Failed to upgrade the DC Glue Application	
395	217	00	Software Upgrade Failure: DC PWS Proxy	Failed to upgrade the DC PWS Proxy	
395	218	00	Software Upgrade Failure: Staple Stacker 650 Bootcode	Failed to upgrade the Staple Stacker 650 Bootcode	
395	219	00	Software Upgrade Failure: Staple Stacker 650 Application	Failed to upgrade the Staple Stacker 650 Application	
395	221	00	Software Upgrade Failure: LVF Bootcode	Failed to upgrade the LVF Bootcode	
395	222	00	Software Upgrade Failure: LVF Application	Failed to upgrade the LVF Application	

Table 1 Chain 95 Fault Codes

Chain	Link	Ext	Fault Name	Fault Cause	Link
395	223	00	Software Upgrade Failure: LVF BM Bootcode	Failed to upgrade the LVF BM Bootcode	
395	224	00	Software Upgrade Failure: LVF BM Application	Failed to upgrade the LVF BM Application	
395	251	00	Software Upgrade Failure: DC Nomad Proxy	Failed to upgrade the DC Nomad Proxy	
395	254	00	Software Upgrade Failure: DC Upgrade report Descriptor	Failed to upgrade the DC Upgrade Report Descriptor	
395	255	00	Software Upgrade Failure: DC SCD	Failed to upgrade the DC SCD	
395	300	00	Software Upgrade Failure: Incompatible Product	SWUP Incompatible Product	
395	301	00	Software Upgrade Failure: Incompatible Hardware	SWUP Incompatible Hardware	
395	302	00	Software Upgrade Failure: Incompatible Firmware	SWUP Incompatible Firmware	
395	303	00	Software Upgrade Failure: DLM Downgrade	SWUP DLM Downgrade Error	
395	304	00	Software Upgrade Failure: DLM Sidegrade	SWUP DLM Sidegrade Error	
395	305	00	Software Upgrade Failure: Platform Synchronisation Error	SWUP Platform Synchronisation Error	

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

SBC Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, replace the SBC PWB ([PL 35.2](#)).

IOT Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, replace the MDM PWB ([PL 18.2](#)).

FAX Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, replace the FAX Unit ([PL 35.1](#)).

IIT Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, replace the IIT PWB ([PL 1.6](#)).

DADF Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, replace the DADF PWB ([PL 55.2](#)).

HCF Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, refer to the HCF Service Documentation for more information.

Finisher Procedure

1. Check that system connections are correct.
2. Refer to [GP 9](#) Regular / Forced AltBoot, and perform a forced altboot software installation.
3. If the error persists, refer to the Finisher Service Documentation for more information,

399-364 Fuser Low Not Ready Return Time Fail

Fuser Low temp “not ready” state continues more than a specified period of time (NVM).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Go to [310-376](#) Heat Belt STS Rear Warm Up Time Fault to troubleshoot this problem.

399-373 Paper Wound on Pressure Roll

Wound up, stuck paper was detected at the P/Roll. (Assuming that a multi-sheet feed had occurred, from which one sheet of paper remained stuck around the P/Roll).

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Remove the paper from the Fusing Unit Assembly and then turn the power OFF and ON.

399-395 Fusing Motor Current Fail

Electric current value applied to Fusing Unit Motor indicates the threshold value or higher in more than the specified time, it is announced as Fail.

Procedure

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Go to the [310-330](#) Fuser Motor Fault RAP to troubleshoot this problem.

AC Power RAP

BSD-ON: [BSD 1.1 Main Power On](#)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

If the GFI Breaker is tripped, reset the Breaker. If the Breaker trips again, check the AC circuit for a short circuit.

Procedure

Plug in the Power Cord. **100VAC or 110/208 to 240VAC is measured between the GFI Breaker J10 and J11.**

Y N
Unplug the Power Cord from the outlet. **100VAC or 110/208 to 240VAC is measured at the outlet.**

Y N
Check the customer's breaker. If necessary, use a different outlet.

Check the Power Cord for open circuit and poor contact. If no problems are found, replace the GFI (PL 18.4).

Turn On the Main Power Switch. **100VAC or 110/208 to 240VAC is measured between the Main Power Switch P/J13 and P/J15.**

Y N
Go to OF 99-3 and test the switch. **The switch operates correctly.**

Y N
Replace the Main Power Switch (PL 18.5).

Replace the Breaker.

100VAC or 110/208 to 240VAC is measured between the AC Power Supply P/J3-1 and P/J3-3.

Y N
Turn Off power and unplug the Power Cord. Disconnect P/J4 on the AC Power Supply and check the following connections for open circuits and poor contacts.

- Check the wiring between P/J13-1 on the Main Power Switch and P/J4-1 on the AC Power Supply
- Check the wiring between P/J15-1 on the Main Power Switch and P/J4-3 on the AC Power Supply

If no problems are found, replace the AC Power Supply (PL 18.3).

Turn Off power and unplug the Power Cord. Disconnect P/J1 on the Main LVPS. Check for open circuits and poor contacts between P/J3 on the AC Power Supply and P/J1 on the Main LVPS. If no problem is found, replace the Main LVPS (PL 18.3).

STBY +5VDC Power RAP

BSD-ON: [BSD 1.3 DC Power Generation \(1 of 5\)](#)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power On. **Are the voltages between the Main LVPS P/J501-8/9 (+) and GND (-) +5V?**

Y N
Is the voltage between the Main LVPS P/J1-5 and P/J1-8 equal to line voltage?

Y N
Go to the [AC Power RAP](#) RAP.

Turn the power Off and disconnect the Main LVPS P/J501. Turn On the machine 15 seconds later. **Are the voltages between the Main LVPS P/J501-8/9 (+) and GND (-) +5V?**

Y N
Replace the Main LVPS (PL 18.3).

Check the +5VDC circuit for a short circuit in the Frame by referring to Chapter 7 Wiring Data.

Is the voltage between the Main LVPS P/J501-6/7 (+) and the GND (-) +5V?

Y N
Replace the Main LVPS (PL 18.3).

Check the wire to the applicable component for an open circuit or poor contact by referring to Chapter 7 Wiring Data.

+5VDC Power RAP

BSD-ON:[BSD 1.1 Main Power On](#)

BSD-ON:[BSD 1.4 DC Power Generation \(2 of 5\)](#)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn the power On. **Are the voltages between the Main LVPS P/J501-6/7 (+) and GND (-) +5VDC?**

Y N

Is the voltage between the Main LVPS P/J1-5 and P/J1-8 equal to line voltage?

Y N

Go to [AC Power RAP](#) RAP.

Turn the power Off and disconnect the Main LVPS P/J501. Turn On the machine 15 seconds later. **Are the voltages between the Main LVPS P/J501-6/7 (+) and GND (-) +5VDC?**

Y N

Replace the Main LVPS ([PL 18.3](#)).

Check the +5VDC circuit for a short circuit in the Frame by referring to Chapter 7 Wiring Data.

Are the voltages between the Main LVPS P/J509-8/9 (+) and GND (-) +5VDC?

Y N

Replace the Main LVPS ([PL 18.3](#)).

Check the wire to the applicable component for an open circuit or poor contact by referring to Chapter 7 Wiring Data.

+24VDC Power RAP (C8030/35, C8045/55)

BSD-ON:[BSD 1.1 Main Power On](#)

BSD-ON:[BSD 1.6 DC Power Generation \(4 of 5\)](#)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn ON the Main Power Switch. **Is the voltage between the Main LVPS P/J501-8/9 (+), and the GND (-) +5VDC?**

Y N

Go to [+5VDC Power RAP](#) RAP.

Turn ON the power switch (to supply the power). **Is the voltage between the Main LVPS P/J502-3/4 (+), P/J503-1 (+), P/J510-4 (+), and the GND (-) +24V?**

Y N

Is the voltage between the Main LVPS P/J503-3 (+), and the GND (-) +3.3VDC?

Y N

Check the circuit to the Main LVPS P/J503 pin-3.

Turn OFF the power and disconnect the Main LVPS P/J502, P/J503, and P/J510. After 15 s or longer has passed, turn ON the machine. **Are the voltages between the Main LVPS P/J502-3/4 (+), P/J503-1 (+), P/J510-4 (+), and the GND (-) +24V?**

Y N

Replace the Main LVPS([PL 18.3](#))

Check the +24VDC_SQ circuit for a short circuit to the frame by referring to Chapter 7 Wiring Data.

Check the circuit to the applicable component for an open circuit or poor contact by referring to Chapter 7 Wiring Data.

+24VDC Power RAP (C8070)

BSD-ON: [BSD 1.1 Main Power On](#)

BSD-ON: [BSD 1.6 DC Power Generation \(4 of 5\)](#)

BSD-ON: [BSD 1.7 DC Power Generation \(5 of 5\)](#)

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn ON the Main Power Switch (to supply the main power). **Is the voltage between the Main LVPS [P/J501-8/9 \(+\)](#), [P/J509-6 \(+\)](#), and the GND (-) +5V?**

Y N
Go to [+5VDC Power RAP](#) +5VDC Power FIP.

Turn ON the power switch (to supply the power). **Is the voltage between the Main LVPS [P/J502-3 \(+\)](#), [P/J503-1 \(+\)](#), [P/J510-4 \(+\)](#), and the GND (-) +24V?**

Y N
Is the voltage between the Main LVPS [P/J503-3 \(+\)](#), and the GND (-) +3.3VDC?

Y N
Check the circuit to the Main LVPS [P/J503](#) pin-3.

Turn OFF the power and disconnect the Main LVPS [P/J502](#), [P/J503](#), and [P/J510](#). After 15 s or longer has passed, turn ON the machine. **Is the voltage between the Main LVPS [P/J502-3 \(+\)](#), [P/J503-1 \(+\)](#), [P/J510-4 \(+\)](#), and the GND (-) +24V?**

Y N
Replace the Main LVPS (PL 18.3)

Check the +24VDC_SQ circuit for a short circuit in the frame by referring to Chapter 7 Wiring Data.

Is the voltage between the Sub LVPS [P/J505-1/2 \(+\)](#), and the GND (-) +24VDC?

Y N
Is the voltage between the Sub LVPS [P/J8-2](#) and [P/J8-1](#) 100VAC or 110/208 to 240VAC?

Y N
Turn OFF the power and check the following connections for open circuits and poor contacts.

- Between AC Power Supply [P/J5-8](#) and Sub LVPS [P/J8-2](#)
- Between AC Power Supply [P/J5-4](#) and Sub LVPS [P/J8-1](#)

Is the voltage between the Sub LVPS [P/J506-3 \(+\)](#), and the GND (-) +3.3VDC?

Y N
Check the circuit to the Sub LVPS [P/J506](#) pin-3.

Is the voltage between the Sub LVPS [P/J506-1 \(+\)](#), and the GND (-) +5VDC?

Y N
Check the circuit to the Sub LVPS [P/J506](#) pin-1.

A B
Turn OFF the power and disconnect the Sub LVPS connector [P/J505](#). After 15 s or longer, turn ON the machine. **Are the voltages between the Sub LVPS [P/J505-1/2 \(+\)](#), and the GND (-) +24VDC?**

Y N
Replace the Sub LVPS. (PL 18.3)

Check the +24VDC circuit for a short circuit in the frame by referring to Chapter 7 Wiring Data.

Check the circuit to the applicable component for an open circuit or poor contact by referring to Chapter 7 Wiring Data.

OF 2 UI Touch Screen Failure RAP

BSD-ON:[BSD 2.1 UI/SBC Interface](#)

Use this RAP to solve user interface touch screen problems when the machine has power but either the display is Black, blank, too dark, responds incorrectly or does not refresh.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Power the machine OFF and ON.

Procedure

Refer to the [BSD 2.1 UI/SBC Interface](#) and check the following:

- The connectors and the cable between the UI Interface PWB ([PL 1.7](#)) and the UI for poor connection or damage.
- The cable between the UI PWB and the BP PWB for poor connection or damage.
- If no problems are found, replace the following in order:
 - The UI ([PL 1.7](#)).
 - The UI PWB ([PL 1.7](#)).
 - The cable from the UI PWB to the BP PWB.
 - The SBC PWB ([PL 35.2](#)).

Machine Not Ready RAP

BSD-ON:[BSD 1.1 Main Power On](#)

BSD-ON:[BSD 1.2 Machine Power Control](#)

BSD-ON:[BSD 1.2 Machine Power Control](#)

“Machine not ready” is defined as any condition where the machine is not capable of performing its basic tasks (Copy or Print). “Not ready” ranges from a machine that is totally inert, without any indication of power, to a machine that appears ready but does not respond to either Control Panel commands or network input.

Boot failures can be caused by hardware failures in the SBC PWB, or communication failures between the SBC PWB and the rest of the machine. The SBC PWB has several debug LEDs mounted onboard to indicate board activity. See [Figure 1](#). Also mounted to the SBC PWB is a 7-segment display that changes state as the boot-up progresses. See [OF 3.3](#) for details.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Initial Actions

- Reseat the SBC PWB to the Backplane.
- If the boot failure occurs after new components are installed, make sure the new components are compatible with the machine and all PJ's are seated. Check that no pins are damaged.
- Check that all the PJ's are seated correctly on the SBC PWB.

Procedure

The first step is to categorize the problem. Decide which of the following condition best describes the problem:

- [Dead Machine](#)
- [Does not complete Boot-up](#)
- [Boots up; does not respond to Control Panel](#)
- [Boots up; does not print \(or other Network problem\)](#)

Dead Machine

If the machine shows no sign of power (fans or motors running, backlight on UI display, LEDs on Control Panel), check for AC line voltage at the Finisher Outlet.

1. If AC is not present, go to the [AC Power RAP](#) RAP.
2. If AC is present check CR4, CR5 and CR6 ([Figure 1](#)) per the steps listed in [Table 1](#) using the wiring information shown in [BSD 1.1 Main Power On](#) and [BSD 1.2 Machine Power Control](#).

Does not complete Boot-up

Failure to complete the boot routine can be caused by corrupt or mismatched software versions. [GP 6](#) details how to check s/w versions; [GP 9](#) explains how to reload software. Boot failures can also be caused by hardware failures in the SBC PWB, or communication failures between the SBC PWB and the rest of the machine. The SBC PWB has a group of diagnostic LEDs that change state as the boot-up progresses.

1. Check the state of the SBC PWB debug LED's, [Figure 1](#). Refer to [Table 1](#) to determine the fault state. If the debug LEDs indicate a problem on the SBC PWB, follow procedures listed in the table.

NOTE: The LEDs are simply listed in [Table 1](#) in numeric order. The order in which they are listed has nothing to do with the relative importance of the LEDs. Check all of the LEDs and note any issues found before taking action.

2. Refer to [OF 3.3](#) and monitor the SBC PWB 7-segment display. Perform the relevant service actions.
3. If the software appears to load, but the IOT and Finisher are missing on the UI display, replace the MDM PWB ([PL 18.2](#)).
4. Switch Off power and disconnect the power cord. Disconnect all accessories (Finisher, H-Transport, Fax, HCF, Tray Module, Foreign Interface). Reconnect power and reboot the machine. If the problem is no longer present, then reconnect one accessory and reboot. Repeat this process to identify the faulty accessory.

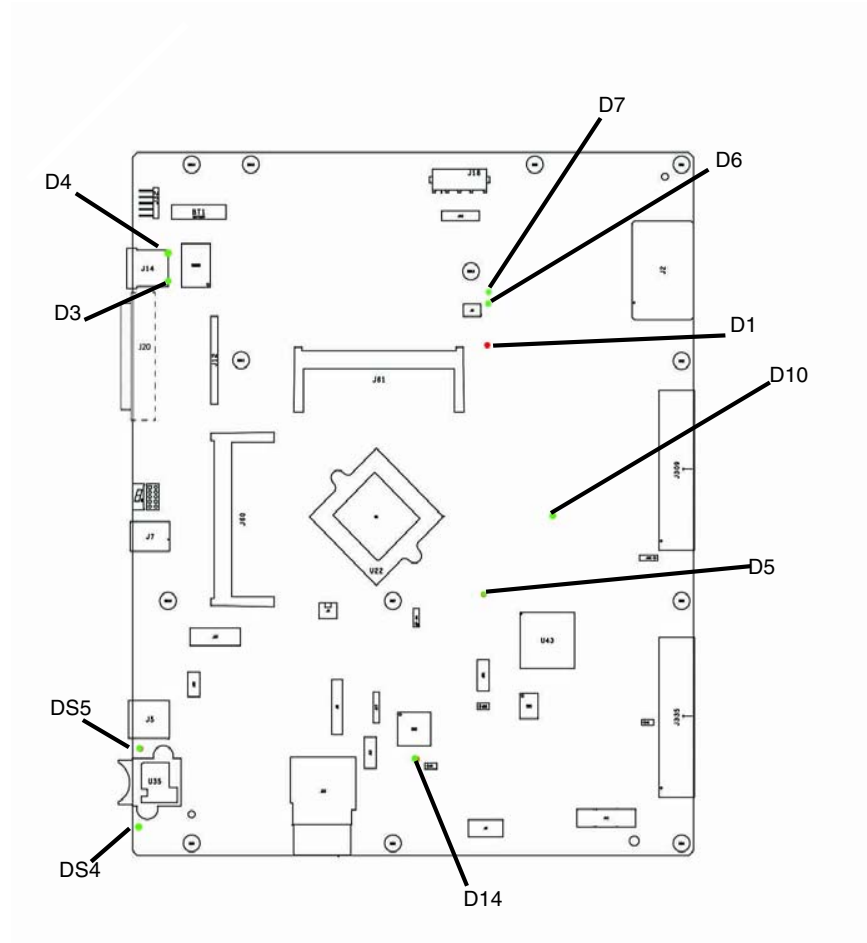


Figure 1 SBC PWB Debug LED Locations

Table 1 SBC PWB Debug LEDs

Designator	Color	Purpose	Service Action
D1	Red	Boot Indicator	Glows when processors boot up sequence is initiated
D6	Green	5V0_On signal present	This LED is always On when the main and soft power switches are On. Failure is Off if both power switches are On. Perform these steps: <ol style="list-style-type: none"> 1. Check status of D14. 2. If D14 heart beat is visible, test the Soft Switch. 3. If the Soft Switch passes, replace the SBC PWB (PL 35.2).
D7	Green	5V0_OFF signal present	4. Glows when 5V0_OFF is on
D5	Green	FPGA Loading	On at power On of soft switch. Remains On during FPGA loading from SD card. Off during sleep mode. Off during boot could indicate corrupt or a failed SD card. <ol style="list-style-type: none"> 1. Reload system software (GP 9). 2. Reseat or replace SD Card (PL 35.2). 3. Replace the SBC PWB (PL 35.2).
D14	Green	Heartbeat	Blinks only after code is loaded into the ARM controller. Off in sleep mode.
DS4	Green	SIM	Glows when SIM is inserted. Off unless SIM card inserted.
DS5	Green	SIM	Glows when SIM is inserted. Off unless SIM card inserted.
D10	Green	3.3 VDC	Glows when 3.3 VDC is on.
D3	Multi	Ethernet link	Green = 1Gb, Yellow = 100Mb, Off = 10Mb or no link
D4	Multi	Ethernet activity	Green On = Any link speed

Boots up; does not respond to Control Panel

Check the following:

1. Refer to [OF 2](#) and check the connections of the wiring and PWBs within the Control Panel Assembly and the cable from the Control Panel to the SBC.
2. If the check is good, replace the following parts in sequence:
 - Control Panel Assembly ([PL 1.7](#))
 - SBC PWB ([PL 35.2](#))
 - MDM PWB ([PL 18.2](#))

Boots up; does not print (or other Network problem)

Go to the [OF 16-1 Network Printing Problems Entry RAP](#).

Unresettable Machine Status Messages

In many cases when a problem causes a machine status message, no chain-link fault code is entered into either dC120 Fault Counter or dC122 Fault History. Typically these messages involve things like covers, interlock switch circuits and paper tray status.

This RAP can be used to find RAPs that can be used to troubleshoot and repair faults that cause unresettable machine status messages.

Procedure

NOTE: When a machine status message occurs frequently or is unresettable and performing the action that would normally resolve the problem fails to resolve it, it is likely that the problem is caused by a repairable hardware fault such as a bent or broken cover, faulty wiring, a failed component, or by a SW fault.

The Fault Codes for the RAPs referenced in this procedure do not appear in dC120 Fault Counter or dC122 Fault History.

Do not use the Unresettable Machine Status Messages RAP if an appropriate fault code appears in either dC120 or dC122.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Perform the following steps in order;

1. Look in the Table 1 listing for the subsystem that appears to be faulty. Find the displayed UI Message and/or Machine Reaction.

2. Check the items listed in the Clearing Action Column.
3. If performing the Clearing Actions fails to resolve the problem, go to the RAP indicated to troubleshoot the problem.

NOTE: If no action is listed go directly to the indicated RAP to troubleshoot the problem.

NOTE: HCF and Finisher status messages are not included in the table. Refer to the accessory service documentation to troubleshoot status messages related to feeding and finishing accessories.

Table 1 Machine Status to RAP Cross Reference

Subsystem	UI Message	Machine Reaction	RAP	Fault Cause	Clearing Action
UI	Rewrite Failure	Blink all LED indicators	302-302	Flash rewrite failure	
UI	Erase Failure	Blink all LED indicators	302-306	Flash erase failure	
UI	Download Invalid	Blink all UI LED indicators	302-308	Download invalid	
UI	Application Checksum Failure	Blink Job Stat & Features LED indicators	302-312	Application SW Checksum Failure	
UI	UI Data Time Out Error	A software error has occurred. User intervention is required to Power Off/Power On the machine. Printing may be disabled	302-320	UI does not receive requested data from the CCM within the specified time out window	One of the printer features requires service, however the printer can still function in a degraded mode.
UI	Config Services not Stable	Printing is disabled and the powering up process has stalled.	302-390	During power up all configurable services have not achieved a stable state after 5 minutes from power up	User Intervention, The printer needs to be rebooted in order to eliminate the current fault.
IIT/Scan	DADF No Original Fail		305-940	Machine detects that original has been removed	Follow UI Display
IIT/Scan	DADF Not Enough Document		305-940	Machine detects that original has been removed	Follow UI Display
Fuser	Fuser Assembly Near Life		310-420	"Need replacement" for Fuser Assy (consumables) detected.	No action required. However, recommend replacement to new Fuser Assy if Fuser Assy life is estimated to be over at the next call.
Fuser	Fuser Assembly Life Over		310-421	"Need replacement" for Fuser Assy (consumables) detected.	Replace Fuser Assy to new one.

Table 1 Machine Status to RAP Cross Reference

Subsystem	UI Message	Machine Reaction	RAP	Fault Cause	Clearing Action
Paper Handling	Tray 1 size switch NG	Display status message	371-212	Tray 1 size switch not working	Adjust tray
Paper Handling	Tray 1 size switch NG	Display status message	371-959	Tray 1 size switch not working	Adjust tray
Paper Handling	Tray 2 size switch NG	Display status message	372-212	Tray 2 size switch not working	Adjust tray
Paper Handling	Tray 3 size switch NG	Display status message	373-212	Tray 3 size switch not working	Adjust tray
Paper Handling	Tray 4 size switch NG	Display status message	374-212	Tray 4 size switch not working	Adjust tray
Paper Handling	Front Cover Interlock Open	None	377-300	Interlock Switch operation failure or Latch failure	Verify that closing the cover does not resolve the problem
Paper Handling	Left Hand Cover Interlock Open	None	377-301	Interlock Switch operation failure or Latch failure	Verify that closing the cover does not resolve the problem
Paper Handling	Tray Module Left Hand Cover Open	Printing Inhibited	377-305	Interlock Switch operation failure or Latch failure	Verify that closing the cover does not resolve the problem
Paper Handling	Duplex Door Open		377-307	Interlock Switch operation failure or Latch failure	Verify that closing the cover does not resolve the problem
Paper Handling	Upper Left Door Open		377-308	Interlock Switch operation failure or Latch failure	Verify that closing the door does not resolve the problem
Paper Handling	IBT Front Cover	Printing inhibited	394-300	IBT (IOT) Left front door open	Close cover
Xerographics/ Cleaning	Waste Bottle Near Full		391-400	Waste Bottle Near Full has been detected by Toner Near Full Sensor	Check that the Toner Waste Bottle does not need replacing
Xerographics/ Cleaning	Drum Cartridge K Near Life		391-401	The number of K Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge K replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge K Life Over		391-402	Drum Cartridge Life over. Life is being extended.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge Y Near Life		391-411	The number of Y Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge Y replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge M Near Life		391-421	The number of M Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge M replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.

Table 1 Machine Status to RAP Cross Reference

Subsystem	UI Message	Machine Reaction	RAP	Fault Cause	Clearing Action
Xerographics/ Cleaning	Drum Cartridge C Near Life		391-431	The number of C Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge C replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge Y Life Over		391-480	Drum Cartridge Life over. Life is being extended.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge M Life Over		391-481	Drum Cartridge Life over. Life is being extended.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge C Life Over		391-482	Drum Cartridge Life over. Life is being extended.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Waste Bottle Not in Position	Print operation inhibited	391-910	Waste Bottle Not in Position has been detected by the Waste Bottle Sensor	Check that the Toner Waste Bottle is in position
Xerographics/ Cleaning	Waste Bottle Full	Print operation inhibited	391-911	"Waste Bottle Full" has been detected by elapse of the specified drive time (NVM) of YMCK Dispense Motor after Waste Bottle Near Full occurrence.	Check that the Toner Waste Bottle does not need replacing
Xerographics/ Cleaning	Drum Cartridge K Life End	Print operation inhibited	391-913	The number of K Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge K replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge Y Life End	Print operation inhibited	391-932	The number of Y Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge Y replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge M Life End	Print operation inhibited	391-933	The number of M Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge M replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.
Xerographics/ Cleaning	Drum Cartridge C Life End	Print operation inhibited	391-934	The number of C Drum Cycles (CRUM) is compared with the threshold value (CRUM) and "Drum Cartridge C replacement timing" is detected.	Check the HFSI value and determine if it is within the value for Drum Replacement timing. If it is, replace the drum.

Table 1 Machine Status to RAP Cross Reference

Subsystem	UI Message	Machine Reaction	RAP	Fault Cause	Clearing Action
ProCon	Y Toner Cartridge is Empty		324-923	The CRU Manager has generated the message Yellow toner cartridge is empty.	Replace toner cartridge.If the Toner Empty message occurs even when remaining toner is not low, perform Toner Recovery operation first to see if Toner Empty state is canceled or not.
ProCon	M Toner Cartridge is Empty		324-924	The CRU Manager has generated the message Magenta toner cartridge is empty.	Replace toner cartridge.If the Toner Empty message occurs even when remaining toner is not low, perform Toner Recovery operation first to see if Toner Empty state is canceled or not.
ProCon	C Toner Cartridge is Empty		324-925	The CRU Manager has generated the message Cyan toner cartridge is empty.	Replace toner cartridge.If the Toner Empty message occurs even when remaining toner is not low, perform Toner Recovery operation first to see if Toner Empty state is canceled or not.
ProCon	Yellow Toner Cartridge is near empty state (replace soon)		393-400	The CRU manager has generated the message "Yellow Toner Cartridge is near empty state (replace soon)"	Fault code is cleared when toner recovery operation is successfully completed after front interlock is opened/closed (or when toner recovery is successfully completed at power off/on)
ProCon	Magenta Toner Cartridge is near empty state (replace soon)		393-423	The CRU manager has generated the message "Magenta Toner Cartridge is near empty state (replace soon)"	Fault code is cleared when toner recovery operation is successfully completed after front interlock is opened/closed (or when toner recovery is successfully completed at power off/on)
ProCon	Cyan Toner Cartridge is near empty state (replace soon)		393-424	The CRU manager has generated the message "Cyan Toner Cartridge is near empty state (replace soon)"	Fault code is cleared when toner recovery operation is successfully completed after front interlock is opened/closed (or when toner recovery is successfully completed at power off/on)
ProCon	Black Toner Cartridge is near empty state (replace soon)		393-425	The CRU manager has generated the message "Black Toner Cartridge is near empty state (replace soon)"	Fault code is cleared when toner recovery operation is successfully completed after front interlock is opened/closed (or when toner recovery is successfully completed at power off/on)

Table 1 Machine Status to RAP Cross Reference

Subsystem	UI Message	Machine Reaction	RAP	Fault Cause	Clearing Action
ProCon	Black Toner Cartridge is empty		393-912	The CRU Manager has generated the message Black toner cartridge is empty.	Replace toner cartridge.If the Toner Empty message occurs even when remaining toner is not low, perform Toner Recovery operation first to see if Toner Empty state is canceled or not.
Transfer	IBT Unit Near End Warning		394-417	This fault code is issued when the following condition is met. (IBT unit present count (NVM)) > (IBT unit life (NVM)) - (Page count before end of life warning (NVM))	Fault Code is cleared after replacing the IBT Unit.
Transfer	IBT CLN Unit Near End Warning		394-418	This fault code is issued when the following condition is met. (IBT cleaner unit present count (NVM)) > (IBT cleaner unit life (NVM)) - (Page count before end of life warning (NVM))	End of life of IBT cleaner unit is approaching. Replace IBT cleaner unit if necessary and clear HFSI Counter.
Transfer	2nd BTR Unit Near End Warning		394-419	This fault code is issued when the following condition is met. (2nd BTR unit present count (NVM)) > (2nd BTR unit life (NVM)) - (Page count before end of life warning (NVM))	Fault Code is cleared after replacing the 2nd BTR Unit.

OF 3.3 Power On Self Test RAP

Power on Self Test (POST) runs each time the machine is powered On. POST tests the function of key subsystems on the SBC PWB before starting the operating system. As POST executes, progress codes appear on the SBC PWB 7-segment display.

This procedure uses POST to help diagnose SBC PWB faults preventing the machine from powering up correctly. On power up, the 7-segment displays progress codes for short periods of time dependent on how long each test takes. Following POST testing, normal operation is indicated by a flashing decimal point. If any other code remains after testing, this may point to a problem component. Refer to the [Table 1](#) for POST codes and corresponding service procedure.

NOTE: When reading the codes shown on the seven segment display, be sure to read them looking straight at them while sitting, kneeling or squatting next to the machine. Do not attempt to read them "upside down" while bending over.

NOTE: If a fault occurs during POST, it may be helpful to refer to the [Machine Not Ready RAP](#) for additional trouble shooting aides. The [Machine Not Ready RAP](#) lists possible service actions that can be performed based on the state of various LEDs on the SBC PWB.

The Power On Self Test consists of three segments:

1. Hardware POST: The seven segment display cycles through the following sequence of numbers and letters: 8->1->2->3->4->0->5->7->9->u->6(only if HDD not available). A problem is indicated if any additional codes are displayed or if the cycle stops on one of the codes.
2. OS Loading: u - Displayed while the operating system is initializing.
3. Subsystem Synchronization: The seven segment display cycles through the following letters in sequence: blank->A->b->C->d->E->F->L->r->t->H->J. Each of these codes represents one of the CCS software "platforms". The display cycles through all CCS software platforms and clears them as they become available. Any code left remaining is a platform that did not complete its initialization and synchronization.

CAUTION

If you replace the SD Card, SBC PWB, or System Hard Drive, perform an AltBoot (GP 9) at the first power-up.

Procedure

NOTE: If boot failure occurs after new components are installed, make sure the new components are compatible with the machine and all connectors are secure.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Locate the SBC PWB 7-segment display, [Figure 1](#), then cycle system power.
2. Observe activity on the 7-segment display and compare it with the expected display sequence. A failure is indicated by additional codes being displayed during the test, or by stopping on one or more codes. Pay careful attention to the codes as they display, since failure codes may not persist and may clear if the test is able to proceed. Follow the indicated service action.



7 Segment display

Figure 1 7-Segment display location

Table 1 SBC PWB Internal Boot Tests 7-segment Display Codes

Test	Code	Decimal Point	Description	Service Action	Comments
Display Test	8	Off	Initial 7-Segment display test. All segments and decimal point illuminate to verify operation.	If the test halts on POST code 8, check the following: <ol style="list-style-type: none"> 1. Check that the SD card is present and properly seated 2. Check power to the SBC PWB. 3. If power is present, replace the SBC PWB (PL 35.2). 	All segments lit indicate a successful test, power is available to the SBC PWB and the 7-segment display is operating correctly.
System Memory Initialization check	1	Off	Initialize DDR3 Memory and stop on failure.	<ol style="list-style-type: none"> 1. If there is any memory failure the System will stop. 2. If the problem persists, replace the SBC PWB (PL 35.2). 	Displayed during system memory check.
FPGA check	2	Off	Initialize FPGA and stop on failure.	<ol style="list-style-type: none"> 1. Cycle power. 2. Verify that the power to the SBC PWB is OK. 3. If the problem persists, replace the SBC PWB (PL 35.2). 	If the FPGA check fails the code remains displayed.
BIOS flash memory Initialization check	3	Off	Testing BIOS private NVM area in BIOS flash chip.	Reboot. If problem persists, replace the SBC PWB (PL 35.2).	Checks the BIOS flash accessed through the SPI bus on the SOC. If the NVRAM check fails the code remains displayed.
Initialize Real-time Clock	4	Off	Initialize RTC and stop on failure	Replace Battery (PL 35.2).	If there is any CMOS failure check the battery. The RTC is integrated into the SOC. Its battery source is external and replaceable but the RTC is not.
Initialize the Video	0	Off	Initialize Video (IGD processor h/w) and stop on failure	<ol style="list-style-type: none"> 1. Reseat all cables, in particular the cables between the SBC PWB and the IIT. 2. Replace the SBC PWB (PL 35.2). 3. Replace the SBC PWB to DADF cable (PL 55.2). 4. Replace the SBC PWB to IIT cable (PL 55.2)IIT cables (PL 55.2, PL 18.1). 	If the Video initialization check fails the code remains displayed.
SD Boot	5	Off	Boot from SD Card and stop on failure	<ol style="list-style-type: none"> 1. Reseat SD Card. Cycle power to verify fix. 2. If problem persists, replace the SD Card (PL 35.2). 3. If problem persists, replace the SBC PWB (PL 35.2). 	Cannot boot from SD card. The system will enter the EFI shell to allow diagnostic tests to be run.
NVRAM corruption in EFI DXE drivers area	7	Off	NVRAM corruption detected: reload BIOS	<ol style="list-style-type: none"> 1. Reboot. 2. If problem persists, replace the SBC PWB (PL 35.2). 	This code will be shown if NVRAM corruption happens in the EFI DXE drivers area.
Boot to OS	9	Off	Boot to OS	<ol style="list-style-type: none"> 1. Reboot. 2. If problem persists, replace the SBC PWB (PL 35.2). 	Boot to OS.

Table 1 SBC PWB Internal Boot Tests 7-segment Display Codes

Test	Code	Decimal Point	Description	Service Action	Comments
Kernel starting	u	Flashing	Kernel starting user space	<ol style="list-style-type: none"> 1. Reload system software (GP 9). 2. If problem persists, replace the Hard Drive (PL 35.2). 3. If problem persists, replace the SBC PWB (PL 35.2). 	Kernel s/w has started. When u remains flashing, the CCS Application has not started.

Table 2 SBC PWB Platform Loading 7-segment Display Codes

Test	Code	Decimal Point	Description	Service Action	Comments
HD boot	6	Off	Boot from Hard Drive and stop on failure	<ol style="list-style-type: none"> 1. Reload system software (GP 9). 2. If problem persists, replace the Hard Drive (PL 35.2). 3. If problem persists, replace the SBC PWB (PL 35.2). 	Cannot boot from hard drive.
Ready mode	blank	heart beat @ 1pulse/sec	No faults detected	None, no faults detected during boot.	If 7-segment display is left blank then machine is in Ready mode no faults detected by these tests

Table 2 SBC PWB Platform Loading 7-segment Display Codes

Test	Code	Decimal Point	Description	Service Action	Comments
UI platform availability	A	heart beat @ 1pulse/sec	UI platform not available	<ol style="list-style-type: none"> 1. Reload system software using Forced Altboot (GP 9). 2. Verify that the power to the SBC PWB is OK. 3. If problem persists, replace the Hard Drive (PL 35.2). 4. If problem persists, replace the SBC PWB (PL 35.2). 	<p>On power up, the 7-segment display cycles through these codes until the relevant platform has fully synchronized with the system.</p> <p>Any code left displayed after power up indicates this event has not been detected in software and is likely a s/w issue.</p>
IIT communication	b	heart beat @ 1pulse/sec	IIT communication not established	<ol style="list-style-type: none"> 1. Reload system software using Forced Altboot (GP 9). 2. Verify that the power to the SBC PWB is OK. 3. If problem persists, replace the Hard Drive (PL 35.2). 4. If problem persists, replace the SBC PWB (PL 35.2). 	
NC Platform available	C	heart beat @ 1pulse/sec	NC Platform not available	<ol style="list-style-type: none"> 1. Reload system software using (GP 9). 2. If problem persists, replace the Hard Drive (PL 35.2). 3. If problem persists, replace the SBC PWB (PL 35.2). 	
Dc platform available	d	heart beat @ 1pulse/sec	Dc platform not available	<ol style="list-style-type: none"> 1. Reload system software (GP 9). 2. If problem persists, replace the Hard Drive (PL 35.2). 3. If problem persists, replace the SBC PWB (PL 35.2). 	
IOT communication	E	heart beat @ 1pulse/sec	IOT communication not established	Follow RAP for associated fault code that is logged in the fault history.	
FAX communication	F	heart beat @ 1pulse/sec	FAX communication not reestablished	<ol style="list-style-type: none"> 1. Ensure FAX setup is complete (Tools) 2. Initialize FAX NVM 3. Reload system software (GP 9) 4. If problem persists, replace the Hard Drive (PL 35.2). 5. If problem persists, replace the SBC PWB (PL 35.2). 	<p>F is only displayed if a Fax card is installed and detected by the software. F is removed when the s/w gets a "platform available" response from the fax s/w</p> <p>F will also display after power on completes if Fax setup has not been completed</p>
Entry to Deep Sleep	L	heart beat turns off	OS suspending drivers, entering Deep Sleep	None, for field diagnostic information only	On system sleep entry an L is briefly displayed while drivers are suspended. The display changes to an r when in deep sleep.
In Deep Sleep state	r	Off	Resting in deep sleep	None, for diagnostic information only	Display an r when in deep sleep. Decimal point stops flashing in deep sleep.

Table 2 SBC PWB Platform Loading 7-segment Display Codes

Test	Code	Decimal Point	Description	Service Action	Comments
In semi-conscious state	t	heart beat @ 1pulse/sec	Running in Low Power mode	None, for diagnostic information only	When leaving deep sleep, the OS POST display will transition from 'H' to 't'. From semi-conscious it will either wake up fully and the OS will blank the POST display, or it will go back to deep sleep (the OS POST display will transition from 'L' to 'r').
Attempt sleep wake-up	H	heart beat @ 1pulse/sec	OS resuming drivers	None, for diagnostic information only	When leaving deep sleep, display changes from 'H' to 't'. From semi-conscious (t) the machine either fully wakes and blanks the display, or goes back to deep sleep (r).
System Entropy Health check	J	Off	System Entropy Health check	If problem persists, replace the SBC PWB (PL 35.2)	If health check fails it will display the J POST code and reboot up to 3 times. After rebooting 3 times if it fails again it will display the J POST code and shutdown.

Toner CRUM Mismatch RAP

NOTE: The machine is shipped with “Worldwide Neutral” Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration.

When the first Toner Cartridge (any color) is replaced, the geographic differentiation code and Toner Cartridge type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the machine toner configuration can only be changed with a CRUM conversion.

One or more Toner Cartridges are of the wrong type (i.e., a “Sold” cartridge installed in a “metered” configured machine).

Procedure

1. Press the **Machine Status** button on the Control Panel.
2. Select **Supplies**.
3. The UI displays **Cartridge Error** for the mismatched cartridge.
4. Go to the Fault Code for the color that displays an error:
 - [393-937](#) Toner Y CRUM Data Mismatch Fail RAP
 - [393-938](#) Toner M CRUM Data Mismatch Fail RAP
 - [393-939](#) Toner C CRUM Data Mismatch Fail RAP
 - [393-926](#) Toner K CRUM Data Mismatch Fail RAP

USB Port Disabled

USB Ports can be Enabled/Disabled in Embedded Web Server (EWS) by the System Administrator

Procedure

Log onto the machine or EWS as System Administrator and verify the status of the USB Ports.

No-Run RAP

Machine model (Speed) information corrupted or not set

Initial Actions

For this procedure use the SIM card that is paired with this particular machine. All SIM Cards pair with a particular machine when the machine is first powered up with the new SIM. After the SIM is paired with a machine, it cannot be used with any other machine. If the correct SIM card cannot be found or if it fails to function correctly, you will need to get a new SIM. Refer to [GP 26](#) for the procedure to obtain a new SIM.

Procedure

Machine Speed information must be loaded using the appropriate SIM Card.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

1. Insert the SIM containing machine speed information.

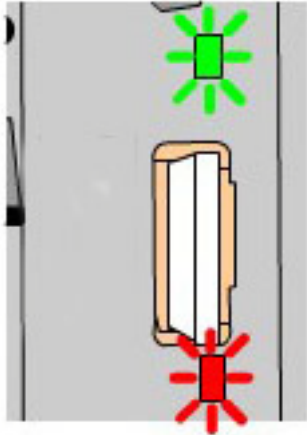


Figure 1 Inserting SIM Card

2. When the SIM is inserted, the status will be indicated by an LED display as shown in [Figure 1](#). The LEDs are located on the SBC PWB and are visible through small square holes in the frame above CR12 (**Green**) and below CR11 (**Red**) the SIM socket. The following list describes the LED display status:
 - Solid Green LED indicates correct insertion. On solid for approximately one minute at power On of soft switch, then goes out unless SIM card inserted.
 - Solid RED indicates incorrect insertion. On solid for approximately one minute at power On of soft switch. Off unless SIM card inserted.

- Flashing Green LED indicates activity, and should flash for 5 seconds at half-second intervals.
 - Flashing Red LED (at half-second intervals until card is removed) indicates **Incomplete** error or **Failed SIM**. If this result occurs, obtain a replacement SIM using [GP 26](#).
3. Cycle system power after the SIM is installed.

Xerographic Messages RAP

Machine fails to detect Toner dispensing (Replace Toner message) or Drum Cartridge (Drum Cartridge Error message); message can't be cleared, no status codes displayed.

- MDS PWB (PL 18.2)
- Toner Dispense Motor (PL 5.1)

Initial Actions

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Turn the power off, then on.

Drum Cartridge Error message is displayed on the UI:

Turn the power off.

Inspect the Drum cartridges for damage and ensure that cartridges are firmly inserted into position.

Remove the Drum Cartridge(s) and inspect the Drum CRUM Coupler Assembly at the rear of the machine for proper mounting and possible damage:

- Drum CRUM Coupler (Y) - P/J112
- Drum CRUM Coupler (M) - P/J113
- Drum CRUM Coupler (C) - P/J114
- Drum CRUM Coupler (K) - P/J115

If no problem is found, check the wiring from the MDM PWB J411 to the Drum CRUM Coupler Assemblies for an open or short circuit, or physical damage:

- BSD 9.5 Toner Cartridge Life Control (Y,M)
- BSD 9.6 Toner Cartridge Life Control (C,K)

If the wiring is OK, replace the following parts in sequence:

- MDM PWB (PL 18.2)
- MDS PWB (PL 18.2)
- Drum CRUM Coupler (PL 8.1)

Replace Toner message is displayed on the UI:

Turn the power off.

Ensure that the Toner Cartridges contain toner, are not damaged or obstructed, and are firmly seated in place.

Check the wiring from the MD SUB PWB P/J529 to the Toner Dispense Motor(s) for an open or short circuit, or physical damage:

- J220, J221 - BSD 9.17 Toner Dispense Control (Y,M)
- J222, J223 - BSD 9.18 Toner Dispense Control (C,K)

If the wiring is OK, replace the following parts in sequence:

- MDM PWB (PL 18.2)

OF16-0 USB External Option RAP

Use this RAP if an USB connected optional external device such as a keyboard, an RFID or NFC fails to communicate with the machine.

NOTE: When turning power Off, turn Off the Power Switch then the Main Power Switch.

Initial Actions

- Print a configuration report (GP 6).
- Check that the external optional device is plugged into a USB port on the machine.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Overview

External Optional Keyboard

The optional USB keyboard feature enables the customer to connect a standard USB keyboard to the machine.

External keyboard support provides ease of access and greater flexibility to help with quick data entry and setup for address books or standard scan to destinations. This feature requires the customer to provide their own USB wired keyboard, or there is a bracket and mini keyboard that is available via CAS only.

NOTE: The external keyboard is not functional with Xerox or partner solutions, including scanning solutions such as Scan to PC Desktop and ConnectKey Apps.

RFID

The RFID option connects to one of the USB ports on the machine.

NFC

The NFC option connects to the USB port located on the UI.

NOTE: The RFID option must be disabled in order for the NFC option to function.

Procedure

Perform the following steps in order:

1. Check the System Software version. Upgrade Software if necessary (GP 9).
2. Ensure that the USB ports are enabled.
 - a. Check the configuration report under the heading **Connectivity Physical Connections**.
 - b. If **Software Tools** is not listed next to **USB Connection Mode**, ask the customer to enable USB, or use GP 2 Accessing Tools to enable the USB ports.
3. Confirm that the USB ports are functional.
 - a. Disconnect the keyboard or other USB option and connect a USB Flash Drive to the same USB connector.
 - b. Perform dC361 NVM Save. If NVM can be saved to a USB flash drive, the USB port is functional.

NOTE: It is not necessary to perform the NVM restore procedure.

- c. Connect the USB Flash Drive to the other two USB connectors (two are on the SBC PWB Connector Panel and one is located on the UI) and repeat step b.
- d. If the ports on the SBC PWB are functional but the UI Port is not functional, use 302-380 UI Communication Fault RAP to troubleshoot the problem.
- e. If one of the ports on the SBC PWB is not functional replace the SBC PWB (PL 35.2).

NOTE: If the optional external device is a USB Keyboard, perform steps 4 and 5. If the optional external device is an RFID or NFC device, refer to the service documentation for that device.

4. Confirm the USB keyboard is functional.
 - a. Connect the USB keyboard to the PWS.
 - b. Ask the customer to connect the USB keyboard to a computer.
 - c. If the USB keyboard checks fail, ask the customer to install a different USB keyboard.
5. If the USB keyboard checks indicate that the keyboard is functional and it still does not work when connected to the machine, perform the following steps in order.
 - a. If it has not already been done, reload SW using GP 9.
 - b. Replace the Hard Disk Drive (PL 35.2)
 - c. Replace the SBC PWB (PL 35.2).

OF 16-1 Network Printing Problems Entry RAP

This Procedure is provided to help identify and diagnose network printing problems.

Initial Actions

- Ensure the machine is online.
- Ensure that no IOT faults exist that prevent the IOT from functioning. That is, copies can be made, or prints can be printed from the UI.

Determine the following:

- Are any jobs printing on the printer?
- Is the problem related to one workstation?
- Is the problem related to one job?
- Have any changes been made to the network prior to a printing problem?
- Was a backup log of network configuration data created? If so, was it last created by a CSE or the customer/SA?

If there are multiple protocols enabled on the printer, and the problems are ONLY occurring with one network protocol, go to the procedure appropriate for that protocol:

- NOVELL: [OF 16-2](#), Novell Netware Checkout RAP
- TCP/IP: [OF 16-3](#), TCP/IP Checkout RAP

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

No printing occurs (jobs won't print, can't see printer, or can't connect to printer)

Y N
If, instead of job printing normally, there is a literal printing of the PDL (many pages of code, or the job prints, but looks wrong fonts, missing fonts, other image quality problems), go to the [OF 16-9](#), Job Prints Incorrectly RAP.

The problem occurs in all print jobs from all clients.

Y N
The problem occurs in a specific job from all clients.
Y N
The problem occurs in all jobs from a specific client or group of clients,
Y N
If the problem is with a specific job from a specific client, the problem is likely with the client; either not connected to the network, wrong or old driver, bad application files or a hardware failure in the client.

If no printing can be done from a specific client or group, while other clients or group function normally, the likely cause is a problem in the customer's network.

If the problem is specific to a single application or group of applications, ensure that current drivers are loaded.

If the problem occurs in only one job, go to the [OF 16-8 Problem Printing Job RAP](#).

A
Check that the printer is physically connected to the network cable and that the cable/connections are OK. Disconnect and reseal the cable at both ends. Check to see if the problem is corrected. **The problem continues.**

Y N
Return to [Service Call Procedures](#).

Go to [GP 7](#) (Network Printing Simulation) and send a print job. **An acceptable print is produced.**

Y N

- verify machine settings
- reload system software ([GP 9](#))
- If the problem continues, reseal the SBC PWB System Memory and System Disk Cable.
- If the problem continues, replace the following ([PL 35.2](#)) in order until the problem is resolved:
 - System Disk Cable
 - SBC PWB System Memory
 - SBC PWB
 - System Disk

Print out a Configuration Report ([GP 6](#)). Review the NetWare, TCP/IP, Apple Talk, and Microsoft Networking (NETBIOS) settings. **At least one networking protocol is enabled.**

Y N
The printer is not installed properly. Inform the customer/system administrator that the printer needs to be installed and setup for the appropriate networking protocol.

Go to [dC312](#) and check for a selectable protocol (not grayed out). **There is at least one selectable protocol.**

Y N
Cycle system power. When machine is ready, select [dC312](#) again. Check for a selectable protocol (not grayed out). **There is at least one selectable protocol.**

Y N
When machine is ready, select [dC312](#) again. Check for a selectable protocol (not grayed out).
Check for a selectable protocol. (Not grayed out) **There is at least one selectable protocol.**

Y N
Go to [GP 9](#) and perform the Regular AltBoot procedure.

Verify that the problem is corrected. If the problem continues, return to the start of this procedure.

Verify that the problem is corrected. If the problem continues, return to the start of this procedure.

Select **Start**. Observe the test results. **The test passed.**

Y N
Cycle system power. When machine is ready, select [dC312](#) again. Select the desired protocol and select **Start**. **The test passed.**

Y N

Perform the following:

- There may be a problem with the network port. Ask the system administrator to test the port.
- If the problem continues, reseal the SBC PWB System Memory and System Disk Cable.
- Go to [GP 9](#) and perform the Regular AltBoot procedure.
- If the problem continues, replace the following ([PL 35.2](#)) in order until the problem is resolved:
 - System Disk Cable
 - SBC PWB System Memory
 - SBC PWB
 - System Disk
- If the problem continues, have the customer/System administrator replace the network drop cable.

Go to the appropriate RAP for the network protocol type that failed the Echo test.

- NOVELL: [OF 16-2](#), Novell Netware Checkout RAP
- TCP/IP: [OF 16-3](#), TCP/IP Checkout RAP

Verify that the problem is corrected. If the problem continues, go to [GP 9](#) and perform the Regular AltBoot procedure.

CAUTION

The AltBoot procedure ([GP 9](#)) will delete all stored data on the System Disk Drive, including E-mail addresses, Xerox Standard Accounting data, and network configuration information. ALWAYS backup the machine ([GP 12](#)), if possible, before performing AltBoot. If the machine failure is such that cloning is not possible, ensure that the customer is aware of the data loss.

Reload software via AltBoot ([GP 9](#)). **The problem continues.**

Y N

Return to [Service Call Procedures](#).

Select the most appropriate from the following:

- Jobs Won't Print, Can't See Printer, Can't Connect to Printer
 - NOVELL: [OF 16-2](#), Novell Netware Checkout RAP
 - TCP/IP: [OF 16-3](#), TCP/IP Checkout RAP
- A particular Job Won't Print - go to the [OF 16-8 Problem Printing Job RAP](#), Problem Printing Job RAP
- Instead of job printing normally, there is a literal printing of the PDL (many pages of cryptic code) - Go to the [OF 16-9, Job Prints Incorrectly RAP](#)
- Job prints, but looks wrong. Wrong fonts, missing fonts, other image quality problems - Go to the [OF 16-9, Job Prints Incorrectly RAP](#)

OF 16-2 Novell Netware Checkout RAP

Use this RAP if the printer is enabled for Novell Netware protocol, but there are problems printing to it.

It is assumed that before entering here that the IOT is known to be OK.

Perform [OF 16-1 Network Printing Problems Entry RAP](#), Network Entry RAP before using this RAP.

Initial Actions

Question the system administrator and determine if any changes have been made to the machine Network Setup or the network.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Determine if the problem is occurring on multiple workstations. **Only one workstation is unable to print.**

Y N

Have the customer/system administrator run **pconsole**.

Check Print Queue, Attached Print Servers. **The print server is attached to the queue.**

Y N

Check Print Queue, Status.

Ensure the flag that indicates that new print servers can attach to queue is set to yes. **The flag is set to Yes.**

Y N

Have the customer/system administrator set the flag to Yes.

There may be a problem with the Network and Connectivity Setup on the printer. If a configuration report has not already been run, do so now ([GP 6](#)). Consult with the system administrator and ensure that the following Netware settings are correct on the printer:

- IPX Frame Type is correct (Ethernet Only)
- Primary Server name is correct (Bindery Only)
- NDS Tree and Context is correct (Netware 4.x, or later, NDS Only)
- Print Server name is correct
- A Print Server password is set and the same password is set for the print server object on the NDS tree

All settings are OK.

Y N

Go to Connectivity and Network Setup. Make Changes as appropriate.

Switch the machine power off/on to reboot the SBC PWB. Check for a recurrence of the problem. **The problem continues.**

Y N

Done. Return to [Service Call Procedures](#).

Go to [GP 9](#) and perform the Regular AltBoot procedure.

Go to [GP 9](#) and perform the Regular AltBoot procedure.

A B

Check the following:

- In **pconsole**, check Print Queue, Print Queue Information, Status. Ensure that the following two flags are set to Yes.
 - Print servers can service jobs in the queue
 - Users can add jobs to the queue

NOTE: Administrator or Print Queue Operator rights are required to make these changes.

- Notify customer/system administrator. There may be a network problem or a problem with the client workstation.

The problem occurs only on one job.

Y N

Have the customer or system administrator check the workstation configuration. There may be a network problem or a problem with the client workstation.

Have the customer or system administrator reload the print driver on the affected workstation. Ensure that the problem is corrected. If the problem continues, escalate the call to the Customer Service Center (CSC).

Have the system administrator check the problem workstation.

OF 16-3 TCP/IP Checkout RAP

Use this RAP if the printer is enabled for TCP/IP protocol, but there are problems printing to it.

Initial Actions

- Perform [OF 16-1 Network Printing Problems Entry RAP](#), Network Entry RAP before using this RAP.
- It is assumed that before entering here that the IOT is known to be OK.
- Ensure that the printer is properly configured for the TCP/IP Network. Verify with the system administrator that the following printer settings are correct:
 - Printer IP address
 - Subnet mask
 - Broadcast Address
 - Default Gateway
- For Solaris 2.5 and above, the key operator or system administrator must have root privilege to install the printer.
- For SunOs, have the system administrator ensure that the /etc/printcap file is properly configured.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Determine if problem is occurring on multiple workstations. **Only one workstation is unable to print (answer no if unsure)**

Y N

Print out a configuration report. ([GP 6](#)). Review the TCP/IP settings. **TCP/IP is enabled.**

Y N

The printer is not installed for TCP/IP. Inform the customer/system administrator that the printer needs to be installed and setup for TCP/IP.

Select [dC312](#). Check if TCP/IP is selectable. **TCP/IP is selectable (not grayed out).**

Y N

Switch off/on the machine power to reboot the SBC PWB. When machine is ready, select ([dC312](#)) again. Check if TCP/IP is selectable. **TCP/IP is selectable (not grayed out).**

Y N

Go to [GP 9](#) and perform the Regular AltBoot procedure.

Verify that the problem is corrected. If the problem continues, return to the start of this procedure.

Select [dC312](#), select **TCP/IP** and select **Start**. Observe the test results. **The test passed.**

Y N

In Echo Test ([dC312](#)), select **Internal TCP/IP** and select **Start**. Observe the test results. **The test passed.**

Y N

Perform the following:

A B C

A B C

- There may be a problem with the network port. Ask the system administrator to test the port.
- If the problem continues, have the customer/System administrator replace the network drop cable.
- If the problem continues, reseal the SBC PWB System Memory and System Disk Cable.
- Go to [GP 9](#) and perform the Regular AltBoot procedure.
- If the problem continues, replace the following ([PL 35.2](#)) in order until the problem is resolved:
 - System Disk Cable
 - SBC PWB System Memory
 - SBC PWB
 - System Disk

Perform the following:

- There may be a problem with the network port. Ask the system administrator to test the port.
- If the problem continues, have the customer/System administrator replace the network drop cable.
- If the problem continues, reseal the SBC PWB Memory and System Disk Cable.
- If the problem continues, replace the following in order until the problem is resolved:
 - System Disk Cable
 - SBC PWB Memory
 - SBC PWB
 - System Disk

The printer needs to be reinstalled on the network. Have the system administrator reinstall the printer.

- Ensure that all configurations and IP addresses are valid.

The problem occurs only on one job

Y N

Have the customer/system administrator Ping from the affected workstation to the IP address of the printer.

Observe results. **The workstation can ping the printer successfully.**

Y N

Have the customer/system administrator ping to another known good IP address, other than the broadcast address, on the network. **The workstation can successfully ping another IP address on the network.**

Y N

Inform the customer/system administrator there is a problem with the workstation.

Ensure the Subnet Mask, IP address, broadcast address and Default Gateway are set properly at the printer.

D E

Have the system administrator check the workstation configuration. Ensure that the workstation is set-up properly to print to the printer according to the System Administrator Guide.

The same job prints ok from another workstation.

Y N

Have the customer/system administrator reload the print driver on the affected workstation. If the problem continues, escalate the call to the Customer Service Center (CSC).

There is an application problem. Have the customer contact the Customer Service Center.

D E

OF 16-8 Problem Printing Job RAP

Use this RAP when a particular job won't print. Other jobs print OK.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Check the output to see if a PDL error sheet was printed. **An error sheet was printed.**

Y N

On the machine UI, select Job Status, Other Queues, All Completed Jobs, Save.
Check the queue for the job in question. **The job is in the log.**

Y N

Select Other Queues, All Incomplete Jobs, Save. **The job is stuck in the queue.**

Y N

Check for a fault listed against the job in question. **There is a fault(s) listed with the job.**

Y N

Go to [GP 9](#) and perform the Regular AltBoot procedure.

Go to the appropriate RAP for the fault(s) listed with the job.

Switch the machine power off/on to reboot the SBC PWB. **The job printed OK.**

Y N

Inform the customer the job must be deleted. Delete the job. Instruct the customer to recreate and re-send the job. **The job printed OK.**

Y N

Go to [GP 9](#) and perform the Regular AltBoot procedure.

If the problem continues, there may be a problem with the job. See if other jobs print OK. If not, instruct the customer/System administrator to reload the print driver on the affected workstation.

If the problem continues have the customer call the Customer Service Center.

Done. Return to [Service Call Procedures](#).

Done. Return to [Service Call Procedures](#).

The job must have been printed. Check for the possibility that the job was removed from the printer by another user.

Go to [GP 9](#) and perform the Regular AltBoot procedure.

If the problem continues, there may be a problem with the job. See if other jobs print OK. If not, instruct the customer/System administrator to reload the print driver on the affected workstation.

If the problem continues have the customer call the Customer Service Center.

OF 16-9 Job Prints Incorrectly RAP

The job prints, but incorrectly.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Discuss the problem with the customer and/or inspect the incorrect output. **There is a font problem.**

Y N

The problem is occurring on all jobs from all clients.

Y N

The problem is occurring on jobs from one particular client.

Y N

The problem is related to a particular job. Have the customer call the Customer Support Center.

There may be a problem with the client workstation. Check/perform the following:

- See if problem is related to a particular job. If so, go to the [OF 16-8 Problem Printing Job RAP](#).
- Ensure that the client meets minimum specifications for the Embedded Web Server software drivers.
- Ensure the latest printer drivers are loaded.
- Have the customer/System administrator reload the printer driver.

Have the customer/system administrator replace the print drivers. Ensure that the latest drivers available are loaded. **The problem still continues.**

Y N

Return to [Service Call Procedures](#).

Go to [GP 9](#) and perform the Regular AltBoot procedure.

Have the customer view the job in Print Preview of the application. **The problem appears in Print Preview.**

Y N

There may be a font substitution that is not acceptable to the customer. In the Printer Setup for the print driver, if Always Send to Printer is selected, the actual fonts will be sent to the printer from the workstation. This will slow down the printer performance, but will usually solve the font problem.

There may be a problem with the client workstation. Check/perform the following:

- See if problem is related to a particular job. If so, go to the [OF 16-8 Problem Printing Job RAP](#).
- Ensure the client meets minimum specifications for the Embedded Web Server drivers.
- Ensure the latest printer drivers are loaded.
- Have the customer/System administrator reload the printer driver.

OF 17-1 FAX Entry RAP

There is a problem with Embedded FAX. The primary causes of Fax problems, **in order of likelihood**, are:

- Phone line problems
- Customer operation problems
- PBX setup problems
- Machine configuration problems
- Fax hardware problems

Initial Actions

- If the problem is FAX not printing the Date and Time stamp, enter **dC131** and change the setting in NVM location 200-143 from a 0 to a 1.
- Verify the presence of the FAX PWB.
- Check the Configuration Sheet to confirm that the FAX PWB is detected.
- Perform **GP 1** Fax PWB Internal Selftest.
- Check the phone line connection (**GP 14**).
- If the FAX icon is not present, check cable (**PL 35.2**).

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

NOTE: Embedded Fax is designed to work over analog lines only. PBX and DSL lines attempt to emulate a PSTN analog line, and must be configured appropriately. Incorrect PBX settings are a major cause of service calls.

The following line types are supported on a best efforts only basis:

- xDSL lines with appropriate filtering.
- PBX extensions using digital signalling, with an analog speech path.
- ISDN lines are not supported.
- In a VoIP environment, Embedded Fax devices need separate analog lines or a T.38 Protocol Adapter

The Fax cannot send or receive.

Y N

The Fax can send but not receive.

Y N

If the Fax receives but does not send, check the FAX set-up menus:

- Enter **Tools (GP 2)**. Select **Service Settings**.
- Select **Fax Service Settings**.
- Select **Line __ Setup**
 - Check that the Fax is set for **Send and Receive**.

If the Fax transmits but cannot receive,

- Check the phone number. To receive a FAX the sender must know the phone number assigned to the phone line connected to the FAX.
- Check the FAX set-up menus.
 - Enter **Tools (GP 2)**. Select **Service Settings**.

A

- Select **Fax Service Settings**.
- Select **Line __ Setup**.
 - Check that the Fax is set for **Send and Receive**.

Print a Configuration Report (**GP 6**). **The Fax is listed as installed.**

Y N

Switch Off the power.

Disconnect then reconnect the Fax PWB, Riser PWB, and SBC SD Card. Switch on the power. If the problem remains, perform the following:

- Replace the Fax PWB (**PL 35.1**).
- Reload SW (**GP 9**).
- Replace SBC SD Card (**PL 35.2**).
- Replace the SBC PWB (**PL 35.2**).

Check the FAX set-up menus.

- Enter **Tools (GP 2)**. Select **Service Settings**.
- Select **Fax Service Settings**.
- Select **Fax Setup**.
 - Check that the Fax is enabled.
 - If the **Enable** and **Disable** buttons are not present, then the initial setup at install was not completed correctly. Press **Setup** and complete the setup.
- Line Configuration - be sure pulse or tone selection is correct.
- FAX Transmission Defaults (check closely for FAX transmission problems)
 - Automatic Redial Setups
 - Automatic Resend
 - Audio Line Monitor
 - Transmission Header Text
 - Batch Send
- Receive Defaults (check closely for FAX receive problems)
 - Receive Printing Mode
 - Default Output Options
 - Secure Receive
 - Auto Answer Delay
- FAX Country Setting
- File Management

NOTE: Though typically the FAX feature is setup for analog transmission, if FoIP is being used, the following may be helpful if there is a problem.

If the machine fails to receive or transmit fax jobs and the transmit speed drops immediately to 9600 bps or 7200 bps, then do the following:

The transmitting or receiving baud rate can be reduced from 33.6K bps to either 14.k bps, 9600 bps, or 7200 bps by changing the proper NVM locations.

The NVM values are:

3 = 33.6K 11= 14.4K 13 = 9600 14 = 7200

The NVMs are:

Sending NVM 200-087 "T30MaxSpeedL1Tx" (single line)

Sending NVM 200-088 "T30MaxSpeedL2Tx" (for 2 line fax)

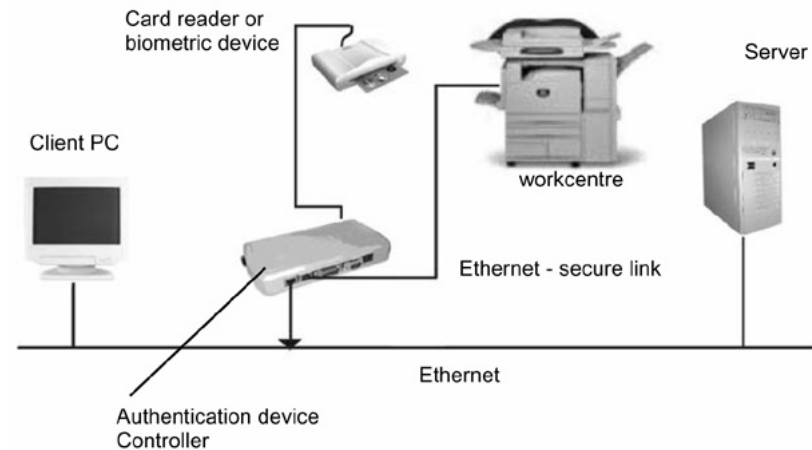
Receive NVM 200-089 "T30MaxSpeedL1Rx" (single line)
Receive NVM 200-090 "T30MaxSpeedL2Rx" (for 2 line fax)
Otherwise, replace the FAX PWB (PL 35.1).

OF 18-1 Secure Access RAP

Overview

Xerox Secure Access uses an external device, such as a card reader or biometric device, to authorize access to the machine. This reader then passes the information to the controller, which handles the authentication process including, which GUI screens are displayed, accepting GUI responses, that defines their content and order. The controller can pass user identities and passwords directly to the machine after gathering the data from an external server. All communication is via a secure network link, Figure 1 Network Diagnostic.

Xerox Secure Access shall be controlled via the Embedded Web Server GUI. The active status is displayed in tools within Access Control. If communication cannot be established with the Xerox Secure Access Server the service may be temporarily disabled by touching the now enabled Off button within the Xerox Secure Access tools window. Once communication is re-established the stored Xerox Secure Access setting shall be restored.



Q-1-4271-A

Figure 1 Network Diagnostic

Initial Action

Before working on the Xerox Secure Access, check out the machine in the service mode to insure no faults are displayed and that the machine is functioning properly. If it is not, repair any problems before proceeding with diagnosing the Secure Access Accessory. Diagnostics can be entered to test copier functionality when Secure Access is installed.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

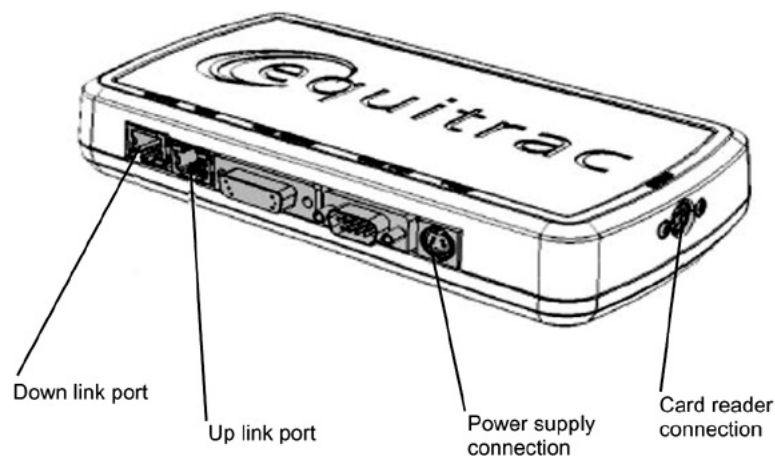
Perform the following steps

- Check the connection between the Card Reader and the Secure Access Authentication Device.

- Check for the LEDs are on or blinking on the Secure Access Authentication Device. If the LEDs on the Secure Access Authentication Device are not operating, go to Secure Access Authentication Device Failure.
- Check for the LEDs are on or blinking on the Card Reader. If the LEDs on the Card Reader are not operating, go to Card Reader Failure.
- If customers have problems of install / setting up, or any other problems related to their Secure Access Administrator, they should refer to the Secure Access System Administrator's Guide or contact Xerox Technical Support.

Secure Access Authentication Device Failure

The primary failure modes are power problems or failed hardware components. The symptom of these failures can be detected by observing the LEDs on the Secure Access Authentication Device, [Figure 2](#).



Q-1-4272-A

Figure 2 Authentication Device

Check the power to the Secure Access Authentication Device.

- Check the power supply at the wall socket. If there is no power at the wall socket, have the customer restore power and continue when confirmed.
- Disconnect the power cord from the wall socket and the power supply. Check the power cord for continuity and damage. If necessary install a new power cord. Disconnect the power cord from the power supply and plug the power cord into the wall outlet. Using a multi meter, check for line voltage at the end of the power cord disconnected from the power supply. If there is power at the wall but not at the end of the power cord. Install a new power cord.
- Disconnect the small power cord from the Secure Access Authentication Device. Check there is +5V at the connector that plugs into the Secure Access Authentication Device. If there is no +5V, install a new power supply.

- There is a 'Keyed' switch on the end of the Secure Access Authentication Device. Obtain the key from the customer. Insert the key into the 'keyed' switch and cycle the switch 1 quarter turn clockwise and then back to its start position. Observe the LEDs and listen for an audible tone.
- If the LEDs on the Secure Access Authentication Device "Uplink" and "Downlink" Ethernet ports do not cycle on and off as the controller goes through its boot-up process, or if the audible tone is not heard. Install a new Secure Access Authentication Device.

NOTE: A new device will require the Secure Access Administrator to reconfigure the server with the new MAC address for the new part. Be sure to inform the Secure Access Administrator of the MAC address of the device being removed and the MAC address of the new device.

Card Reader Failure

The primary failure modes are power problems or failed hardware components. The symptom of these failures can be detected by observing the LED on the Card Reader. Refer to [Figure 2](#).

- The Green LED on the Card Reader is On
- The Green LED on the Card Reader Flashes Rapidly
- The Red LED on the Card Reader is On
- The Red LED on Card Reader Flashes Slowly
- The Red LED on Card Reader Flashes Rapidly
- The Card Reader LEDs are not On or Blinking

Table 1 Fault Indications

When the LED on the card Reader is	Description
Red	The authentication device is in idle mode; there is no active session.
Green	The authentication device is in ready mode; a session is active.
Slow Flashing Red	The authentication device has no connection to the server.
Slow Flashing Green	The authentication device is communicating to the server.
Fast flashing red	Invalid card / password; access denied.

The Green LED on the Card Reader is On

- This indicates an active Secure Access Session and the Card Read correctly corresponds to a valid Secure Access Account.
- If the UI on the machine is locked, check with the customer for a second PIN number for additional security. This PIN number will need to be entered via the soft keys on the UI.
- Ensure that the card corresponds to a valid Secure Access Account.

The Green LED on the Card Reader Flashes Rapidly

- This indicates a valid card swipe and in the process of authentication on the server.
- If the UI on the machine is locked, check with the customer for a second PIN number for additional security. This PIN number will need to be entered via the soft keys on the UI.

- If the UI on the machine is locked and no secondary PIN is required. Check that the Xerox Secure Access is installed correctly, and ask customer to check the configuration at the server.

The Red LED on the Card Reader is On

- This indicates the Card Reader is in an idle state. If the red LED remains on, and the UI remains locked after a card is swiped, re-orient the card and re-swipe.
- Try a known good card in the reader. If the other card is working on the problem Card Reader. Ask customer to make sure the card corresponds to a valid Secure Access Account.
- Try the card in a known good reader. If the card is working on a known good Card Reader, it may be a problem with the Secure Access Authentication Device. Check to see if the LEDs on the Secure Access Authentication Device are on.

The Red LED on Card Reader Flashes Slowly

- This indicates the reader is connected to the controller but the controller is not connected to the server. Check the Ethernet green LED on the Authentication Device.
- If the Ethernet green LED on the Authentication Device is off, make sure the connectors of the LAN connections are working properly. If the connections are working, this indicates the network may not work properly. Ask customer to check with Network Administrator.
- If the Ethernet green LED on the Authentication Device is either on or flashing, contact the Secure Access Administrator

The Red LED on Card Reader Flashes Rapidly

- This indicates a valid card but does not correspond to a valid Secure Access Account at the server, test with a known valid user's card.
- If all cards react the same way, this indicates the Server Configuration may not be correct. Ask customer to check the Server Configuration.
- If all the card react this way, this indicates the cards are not valid. Ask customer to check the Server Configuration

The Card Reader LEDs are not On or Blinking

- Check to see if the Secure Access is correctly installed.
- If there is still no LED on the Card Reader, install a new the Card Reader.

NOTE: *If there is another working card reader available, the readers can be switched to confirm failure. If the Card Reader is not functioning, the web page of the machine has a setting that will enable UI keypad access. If the users know their card access number, they can use the machine by manually entering their number. The process is as follows:*

1. Go to the machine web page under properties and then security and check the box that says "Allow local user interface initiation".
2. Enable the keypad and test with valid credentials. This will validate the rest of the secure access function.
3. Leave it in this mode until the new card reader can be installed.

OF 19 Wireless Connectivity RAP

Use this RAP when the customer reports wireless network failures when using the Xerox wireless print kit.

NOTE: *The customer must use the Xerox wireless print kit. Other wireless network adapters are not supported.*

Initial Actions

Consult your manager before troubleshooting the customer's network, as the policy varies according to region.

NOTE: *To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.*

Procedure

Perform the following:

1. Check that the USB wireless network adapter is plugged into a USB port on the machine.
2. If the USB wireless network adapter is connected using the USB extension cable, check that the extension cable is also plugged into a USB port on the machine.
3. Print a configuration report.
 - a. Check with the customer that printing of configuration reports is enabled. If necessary, ask the customer to enable printing of the configuration report.
4. Ensure that the USB ports are enabled.
 - a. Check the configuration report under the heading Connectivity Physical Connections.
 - b. If Software Tools is not listed next to USB Connection Mode, ask the customer to enable USB.
 - i. Refer to the System Administrator Guide > USB Port Security Setting Check.
 - ii. Refer to the System Administrator Guide > Configuring USB Settings and set USB Connection Mode.
5. Confirm the USB port is functional.
 - a. Check that the LED on the wireless network adapter flashes when the machine is in standby.
 - b. Connect the wireless network adapter to a different USB port if available.
 - c. Perform dC361 NVM Save and Restore. If the NVM can be saved to a USB flash drive, the USB port is functional.

NOTE: *It is not necessary to perform the NVM restore procedure.*
6. Ensure that the machine is configured for wireless printing.
 - a. Check the configuration report under the heading Connectivity Physical Connections.
 - b. If wireless is disabled, ask the customer to enable wireless printing. Or enter Customer Administration Tools:
 - i. Select **Network Settings**.
 - ii. Select **Network Connectivity**.
 - iii. Select **Wireless**.

- iv. Select OK.
 - c. Check the network name listed next to SSID on the configuration report.
 - d. If the network name does not match the customer's wireless network, ask the customer to configure the wireless network setup before continuing.
 - e. Check the network name under the heading Connectivity Protocols.
 - f. If an IP address is not listed under TCP/IPv4 or TCP/IPv6, ask the customer to configure the wireless network setup before continuing.
7. Confirm that the customer's wireless network can be detected at the machine's location.
- a. Ask the customer to confirm that the wireless network is switched on and can be received at the machine's location. Or use your PWS or a smartphone to detect the customer's wireless network.
 - b. To use a PWS with Windows 7 to confirm the customer's wireless network can be detected, perform relevant procedure below.

Windows 7

- i. Click on the Wireless Networking icon in the notification area of the taskbar. If necessary, click on the Show hidden icons button to show the wireless networking icon.
- ii. Confirm that the customer's network name (SSID) is displayed in the list that pops up.

Windows XP

- i. Right click on the Network Connection icon in the notification area of the taskbar.
- ii. Click on View Available Wireless Networks.
- iii. Confirm that the customer's network name (SSID) is displayed in the list that pops up.

NOTE: Do not attempt to connect the PWS or smartphone to the customer's wireless network.

8. If the wireless network signal strength is weak, ensure that the wireless network adapter is connected via the USB extension lead. If possible change the mounting position of the adapter to improve the reception. To view the signal strength, enter System Administration Tools and perform the following:
- a. Select **Network Settings**.
 - b. Select **Network Connectivity**.
 - c. Select **Wireless**.
 - d. The signal strength is displayed in the text frame.
 - e. Move the wireless network adapter and extension lead until the strongest signal strength is found.
9. If necessary, install a new wireless network adapter.

OF 99-1 Reflective Sensor RAP

Sensors consist of a light-emitting diode and a photo transistor. When energized, the light from the LED causes the photo transistor to conduct, drawing current through a pull-up resistor. The voltage drop across the resistor causes the input signal to the control logic to change from a high to a low.

Reflective sensors operate by light from the LED being reflected off the paper to the photo transistor, causing the output of the sensor to go to the low (L) state.

Initial Actions

Ensure that the sensor is not actuated.

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter the component control code indicated in the Procedure and/or Circuit Diagnostic of the RAP that sent you here. Actuate the sensor using a sheet of paper. **The display changes with each actuation.**

Y	N	Clean the sensor and then block and unblock it. The display changes with each actuation.
Y	N	Access to some sensors in this machine is difficult. Follow the Y leg if you can access the sensor connector. Follow the N leg if access is not possible. The sensor connector is accessible.
Y	N	Check the voltage at the output of the PWB or power supply (refer to the Circuit Diagnostic). In the example for this generic procedure, voltage is provided from J533 on the I/F (MDD) PWB. Check for pull-up voltage for the output signal. This voltage will be either +5 VDC or +3.3 VDC depending on the circuit (refer to the Circuit Diagnostic for the correct voltage). The voltage corresponds with the voltage shown in the Circuit Diagnostic.
Y	N	Check for short circuit(s) that may be loading down the line. Check the power input to the PWB(s). If this does not resolve the problem, replace the PWB.
		Refer to the Circuit Diagnostic. Check the wires from the PWB to the sensor for opens, shorts, or loose contacts. If the wires are OK, replace the sensor. If this does not resolve the problem, replace the PWB
		The display indicates a constant L.
Y	N	Check for +5VDC to the sensor (typically pins 1 and 3 on a 3 pin connector). +5 VDC is present.
Y	N	Use the circuit diagram and/or the wirenets in Section 7 to trace the problem.

A B C D

A | **B** | **C** | **D**

Disconnect the sensor. Use a jumper wire to connect the output wire from the sensor (typically pin 2 on a 3 pin connector) to DC COM or GND. **The display changes from H to L.**

Y | **N**

There is either an open circuit or a failed PWB. Use the Circuit Diagnostic to trace the output wire to the PWB. If the wire is OK, replace the PWB.

Replace the sensor.

Disconnect the sensor. **The display indicates H.**

Y | **N**

When sensors are unplugged, the input at the PWB should always be high if there is no harness short or PWB failure. Check the output wire from the sensor (typically pin 2 on a 3 pin connector) to the PWB for a short circuit. If the wire is good, replace the PWB. **Figure 1** represents a typical sensor for this machine.

The sensor is shorted. Replace the sensor.

Look for unusual sources of contamination.

The sensor and the circuit appear to operate normally. Check the adjustment of the sensor. Clean the sensor. Check for intermittent connections, shorted, or open wires. If the problem continues, replace the sensor.

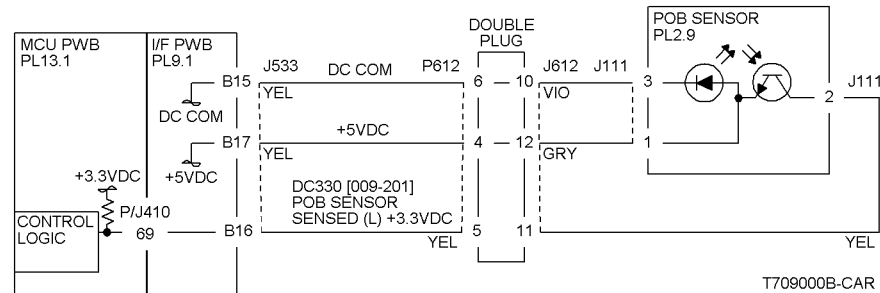


Figure 1 Typical Reflective Sensor Circuit Diagnostic

OF 99-2 Transmissive Sensor

Sensors consist of a light-emitting diode and a photo transistor. When energized, the light from the LED causes the photo transistor to conduct, drawing current through a pull-up resistor. The voltage drop across the resistor causes the input signal to the control logic to change from a high to a low.

Transmissive sensors have a flag or actuator that is pushed into the space between the LED and transistor, blocking the light beam and causing the output of the sensor to go to the high (H) state. This actuation may be caused by a sheet of paper striking a pivoting flag, or a rotating actuator on a shaft or roll.

Some sensors have built-in inverters and the outputs will go to the low (L) state when the sensors are blocked. In other situations, the processing of the signal in control logic may cause the logic level displayed on the UI or the PWS to be the opposite of the actual voltage output by the sensor. The specific RAP and/or Circuit Diagnostic will indicate if this is the case. **Figure 1** is an example of a typical sensor circuit for this machine

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Enter the component control code indicated in the specific RAP and/or Circuit Diagnostic. Block and unblock the sensor. **The display changes with each actuation.**

Y | **N**

Clean the sensor and then block and unblock it. **The display changes with each actuation.**

Y | **N**

Access to some sensors in this machine is difficult. Follow the **Y** leg if you can access the sensor connector. Follow the **N** leg if access is not possible. **The sensor connector is accessible.**

Y | **N**

Check for +5VDC at the output of the PWB or power supply. Refer to the Circuit Diagnostic. In the example for this generic procedure, voltage is provided from J533 on the I/F (MDD) PWB. Check for pull-up voltage for the output signal. This voltage will be either +5 VDC or +3.3 VDC, depending on the circuit. Refer to the circuit diagram for the correct voltage.

Y | **N**

Check for short circuit(s) that may be loading down the line. Check the power input to the PWB(s). If this does not resolve the problem, replace the PWB.

Refer to the Circuit Diagnostic. Check the wires from the PWB to the sensor for opens, shorts, or loose contacts. If the wires are OK, replace the sensor. If this does not resolve the problem, replace the PWB

The display indicates a constant L

Y | **N**

Check for +5VDC to the sensor (typically pins 1 and 3 on a 3 pin connector). +5 VDC is present.

A B C

Y N

Use the circuit diagram and /or the wirenets in Section 7 to trace the problem.

Disconnect the sensor. Use a jumper wire to connect the output wire from the sensor (typically pin 2 on a 3 pin connector) to DC COM or GND. **The display changes from H to L.**

Y N

There is either an open circuit or a failed PWB. Use the Circuit Diagnostic to trace the output wire to the PWB. If the wire is OK, replace the PWB.

Replace the sensor.

Disconnect the sensor. **The display indicates H.**

Y N

When sensors are unplugged, the input at the PWB should always be high if there is no harness short or PWB failure. Check the output wire from the sensor (typically pin 2 on a 3 pin connector) to the PWB for a short circuit. If the wire is good, replace the PWB. **Figure 1** represents a typical sensor for this machine

The sensor is shorted. Replace the sensor.

Look for unusual sources of contamination.

The sensor and the circuit appear to operate normally. Check the adjustment of the sensor. Clean the sensor. Check the sensor actuator/flag for proper operation. Check for intermittent connections, shorted, or open wires. If the problem continues, replace the sensor.

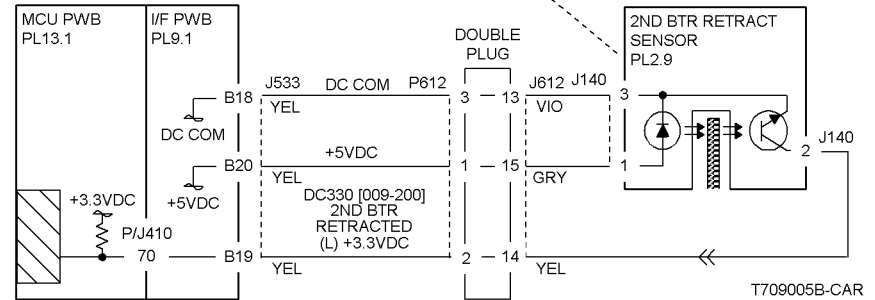
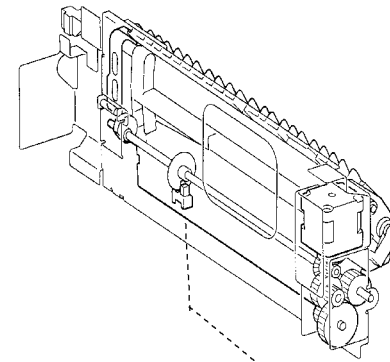


Figure 1 Typical Transmissive Sensor Circuit Diagnostic

- A One of the two wires between the control PWB and the clutch or solenoid is open. Repair or replace the wiring as required.
- B Replace the control PWB.
- C Press the **Start** button. **There is less than 1 VDC between the switched leg of the control PWB and GND.**
- D **Y N**
Replace the PWB.
- E Replace the clutch or solenoid.

The clutch or solenoid appears to be functioning correctly. Refer to the Circuit Diagnostic for the RAP that sent you here. Check the wires for loose connections or damage that may cause intermittent operation. Perform any required adjustments.

There is a short circuit on the switched leg (J407 pin A6 in the example) from the solenoid or clutch. Check the wire for a short circuit to GND. If the wire is OK, replace the solenoid. If the problem persists, replace the controlling PWB.

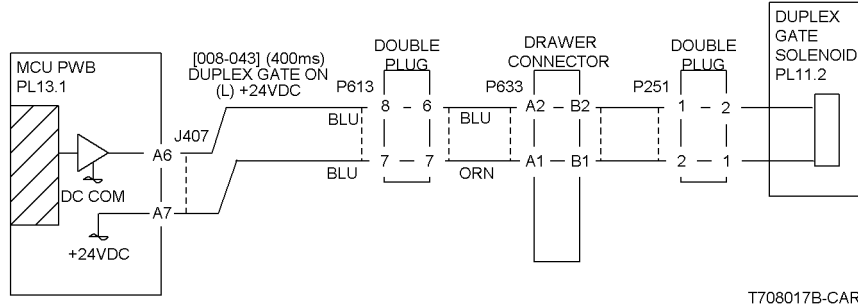


Figure 1 Typical Solenoid/Clutch Circuit Diagnostic

T798017B-CAR

OF 99-6 2 Wire Motor Open

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

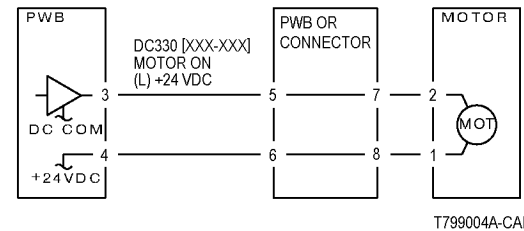
NOTE: Before performing this RAP, ensure that the motor is free to rotate.

Enter the dC330 [XXX-XXX].

There is +24VDC measured between Pin 3(+) of the PWB and GND(-).

- Y N**
There is +24VDC measured between the Motor Pin 2(+) of the Motor and GND(-).
- Y N**
There is +24VDC measured between the Motor Pin 1(+) of the Motor and GND(-).
- Y N**
There is +24VDC measured between the PWB Pin 4(+) of the PWB and GND(-).
- Y N**
Replace the PWB.
- Check the wire between the PWB Pin 4 and the Motor Pin 1 for an open circuit or poor contact.
- Replace the motor.
- Check the wire between the PWB Pin 3 and the Motor Pin 2 for an open circuit or poor contact.

Replace the PWB.



T799004A-CAR

Figure 1 Motor CD

OF 99-7 2 Wire Motor On

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Turn off the power. Remove the PWB connector. **There is 10 Ohm's or less measured between the connector Pin 3 and the frame.**

Y N
Replace the PWB.

Check the wire between the connector Pin 3 and the motor Pin 2 for a short circuit.
If the check is OK, replace the motor.

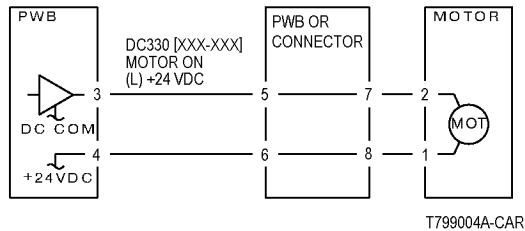


Figure 1 Motor CD

OF 99-8 Set Gate Solenoid Open

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

There is +24VDC measured between the Nip/Release Solenoid Pin 1 (+) and GND (-).

Y N
There is +24VDC measured between the PWB Pin 5 (+) and GND(-).

Y N
Check +24VDC inputs on the PWB. If the check is OK, replace the PWB.

Check the wire between the PWB Pin 5 and the Nip/Release Solenoid Pin 1 for an open circuit or poor contact.

Enter **dC330 [XXX-XXX]**. **There is +24VDC measured between the PWB Pin 4 (+) and GND(-).**

Y N
There is +24VDC measured between the Nip/Release Solenoid Pin 3 (+) and GND (-).

Y N
Replace the Nip/Release Solenoid.

Check the wire between the PWB Pin 4 and the Nip/Release Solenoid Pin 3 for an open circuit and poor contact.

Follow the following when the release caused a problem.

Go to the **dC330 [XXX-XXX]**. **There is +24VDC measured between the PWB Pin 6 (+) and GND(-).**

Y N
There is +24VDC measured between the Nip/Release Solenoid Pin 2 (+) and GND (-)

Y N
Replace the Nip/Release Solenoid.

Check the wire between the PWB Pin 6 and the Nip/Release Solenoid Pin 2 for an open circuit or poor contact.

Replace the PWB.

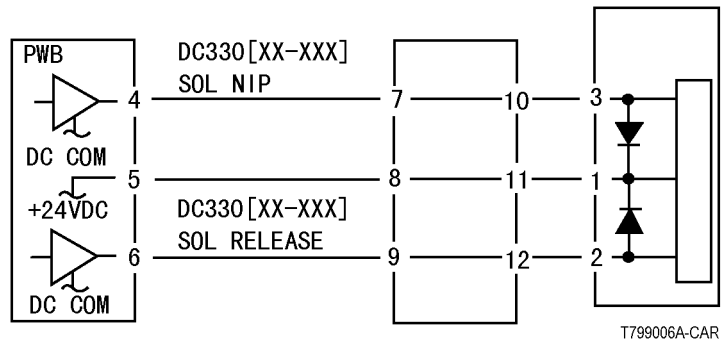


Figure 1 Nip Solenoid CD

OF 99-9 Multiple Wire Motor

For use on DC motors that:

- have 1 or 2 DC power inputs
- are controlled by 2 or more drivers
- have no DC COM connections for return power
- have no specific feedback circuits

NOTE: To Power down the machine, press the UI Power Button, wait for the Power Button LED to turn off, then switch off the Main Power Switch.

Procedure

Connect black meter lead to ground. Measure voltage at each pin of J2 (example only, refer to the actual Circuit Diagnostic for the correct voltage and connector designation). **+24 VDC is measured at each pin.**

- | | | |
|---|---|---|
| Y | N | |
| | | Disconnect J2. Measure voltage at P2-1 and P2-6. +24 VDC is measured. |
| Y | N | |
| | | Switch machine off then on. Measure voltage at P2-1 and P2-6. +24 VDC is measured. |
| Y | N | |
| | | If an interlock circuit is present, check the interlock circuit. Repair as required. If the interlock circuit is good, replace the PWB. |
| | | Check the motor wires for a short circuit. If the wires are good, replace the Motor. |
| | | Check the motor wires for obvious damage. If the wires are good, replace the Motor. |
| | | Replace the PWB. |

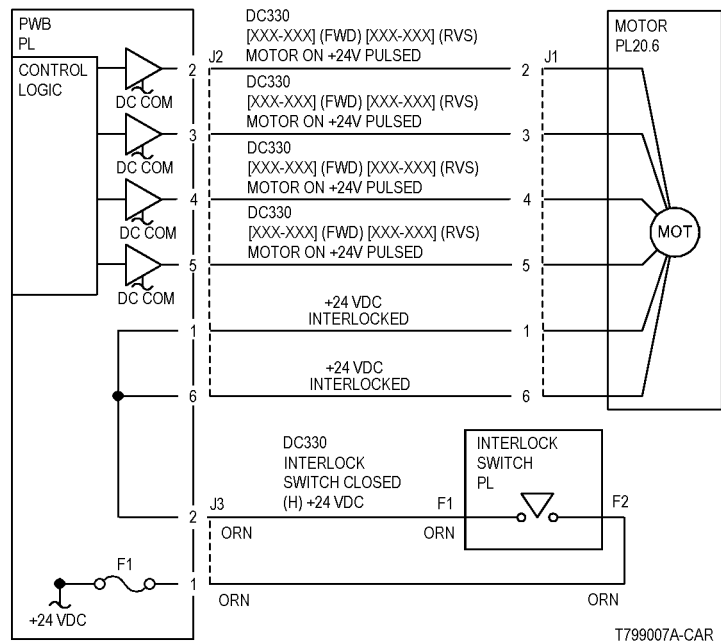


Figure 1 Motor CD

3 Image Quality

Image Quality RAPs

IQ1 IOT Image Quality Entry RAP	3-3
IQ2 IIT Image Quality Entry RAP	3-7
IQ3 1mm Lines RAP	3-8
IQ4 Image Shift in Process Direction RAP	3-8
IQ5 White Lines RAP	3-9
IQ6 SLED Transfer Cycle Lines RAP	3-9
IQ7 IN-OUT Density Difference RAP	3-10
IQ8 Video Data/Crosstalk RAP	3-11
IQ9 Image Shift in Inboard-to Outboard Direction RAP	3-11
IQ10 Edge-less Image RAP	3-12
IQ11 Contamination Lines RAP	3-12
IQ12 Chip/Half Chip Blanks RAP	3-13
IQ13 SLED Transfer Failure RAP	3-13
IQ14 Tapes Not Peeled RAP	3-14
IQ15 Charging Roll Pitch White Lines (type 1)	3-14
IQ16 Charging Roll Pitch White Lines (type 2)	3-15
IQ17 Photoreceptor Pitch Color Lines	3-15
IQ18 Background on Gloss RAP	3-16
IQ19 Toner Empty Detection Color Lines RAP	3-16
IQ20 Toner Droplet Contamination RAP	3-17
IQ21 Smear on Heavyweight RAP	3-17
IQ22 Rough Black RAP	3-18
IQ23 Moist Paper Transfer Failure RAP	3-18
IQ24 Toner Contamination at Lead/Trail Edge RAP	3-19
IQ25 Trail Edge Transfer Failure RAP	3-20
IQ26 Color Lines RAP	3-20
IQ27 Transfer Blank Areas (Partially Moist Paper) RAP	3-21
IQ28 Nip Marks RAP	3-22
IQ29 Moisture RAP	3-22
IQ30 Low Image Density RAP	3-23
IQ31 Wrinkled Image RAP	3-24
IQ32 IOT Background RAP	3-24
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IQ1 IOT Image Quality Entry RAP

The purpose of this RAP is to serve as the entrance vehicle into the Image Quality RAPs section. All Image Quality RAPs must be accessed through this RAP.

The RAP will have you evaluate the copies made during the Call Flow procedure for image quality defects. It will refer you to the Image Quality Analysis RAPs, the Image Quality Defect section in order to diagnose and repair any image quality problems.

Initial Actions

Check for the presence of the defect in Copy mode and in Print mode. If the problem occurs in Copy mode only, go to the [IQ2 RAP](#).

Ask the customer SA to perform the Calibration adjustment listed in the System Administrator Guide, or perform [GP 5](#) Image Quality Calibration if any of the following problems are reported for both copy and print:

- Incorrect colors
- Poor gray balance
- Colors have shifted over time
- Color densities too high or low

NOTE: Calibration is a color adjustment for copy and print modes. It is listed under the Tools tab in the Machine Status window. It compensates for differences between the actual and the expected (target) toner densities for each color. The procedure should be performed whenever there is a noticeable change in the appearance (quality) of the output, particularly changes in color tones or densities. Performing the procedure on a regular basis will help to maintain consistent color quality over time. Since it can affect all jobs for all users, it is recommended that this procedure be performed only by the Machine Administrator.

If the customer is dissatisfied with machine output image quality, check machine customer selectable image quality settings on the UI and the Print Driver. Determine if adjustments to these settings should be made to tune image output to meet customer IQ requirements.

Refer the customer to user documentation to review the following image quality settings:

- Original Type
- Image Options
- Saturation
- Image Enhancement
- Color Presets
- Color Balance

Use the following Customer Mode Settings as a baseline to evaluate Image Quality:

Table 1 Basic Copier Mode Settings

Tab	Item Name	Sub-Item Name	Setting
Copy	Output Color	-	Auto Detect
Copy	Reduce/Enlarge...	Preset	Auto %
Image Quality	Original Type...	Content Type	Photo and Text
Image Quality	Original Type...	How Original was Produced	Printed Original
Image Quality	Image Options...	Lighten/Darken	Normal
Image Quality	Image Options...	Sharpness	Normal
Image Quality	Saturation	-	Normal
Image Quality	Image Enhancement...	Background Suppression	Off
Image Quality	Image Enhancement...	Contrast: Manual Contrast	Normal
Image Quality	Color Presets...	-	Off
Image Quality	Color Balance...	-	Normal
Layout Adjustment	Image Shift...	-	Off

Ensure that the correct image quality settings are selected for the paper type that the customer is using. Different image quality settings can be selected for Bond Paper, Plain Paper, Recycled Paper, and Custom Paper 1 to 5. Setting the correct image quality setting will produce the best quality of the output.

Continue with the procedure if the problem remains.

Procedure

Use prints from one or more of the following sources to check for the presence of defects.

- Customer prints that show the presence of the defect
- Prints that were made to check Calibration
- Use [dC612](#) to make some test pattern prints. At a minimum, make a four color grid pattern print and several half tone prints of different densities.
- Use [GP 5](#) to make some prints. If you use [GP 5](#), select Cancel at the end of the procedure so that machine calibration will not be changed.

Check for the presence of the defect in Copy mode and in Print mode. Go to [Table 2](#). Examine the output for any of the listed defects. Perform the corrective action that is listed.

Table 2 Image Quality Defects

Defect	Description	Corrective Action
1mm Lines	At Cin50% and Cin30%, the lines in the process direction have reversed black and white colors. Width approximately 1mm.	Go to the RAP IQ3
Image Shift in Process Direction	The image is shifted in the process direction.	Go to the RAP IQ4

Table 2 Image Quality Defects

Defect	Description	Corrective Action
White Lines	White lines appear in the process direction for all densities.	Go to the RAP IQ5
SLED Transfer Cycle Lines	Cyclical matte lines or black lines appear in the process direction. The cycle changes depending on the process speed. (175mm/s: 9.5mm, 121mm/s: 6.1mm, 79mm/s: 4.2mm)	Go to the RAP IQ6
IN/OUT Density Difference	The densities between the IN and OUT sides are different.	Go to the RAP IQ7
Video Data/Crosstalk	An image with different color overlaps another.	Go to the RAP IQ8
Image Shift in Inboard-to Outboard Direction	The image lands on the blank area and gets dragged in the Inboard-to Outboard direction.	Go to the RAP IQ9
Edge-less Image	An image is printed on the edges.	Go to the RAP IQ10
Contamination Lines	There are blank areas. Their size is proportional to the size of contaminants.	Go to the RAP IQ11
Chip/Half Chip Blanks	Blank areas in sizes of 2.7mm or 5.4mm.	Go to the RAP IQ12
SLED Transfer Failure	Black lines and blank areas (lines) appear repeatedly in units of 2.7mm. They appear by half chip units.	Go to the RAP IQ13
Tapes Not Peeled	The highlight portions are too obvious. The whole paper seems to be filled with lines.	Go to the RAP IQ14
Charging Roll Pitch White Lines - 1	If the BCR is deformed at the BCR and Photoreceptor NIP sections, the trace may appear as thin white lines in the Inboard-to Outboard direction on the highlight portion at the Charging Roll Pitch.	Go to the RAP IQ15
Charging Roll Pitch White Lines - 2	If the substances contained in the CLN-Roll get stuck to the BCR at the BCR and CLN-Roll NIP sections, the resistance on the BCR gets reduced and may cause the appearance of white lines in the Inboard-to Outboard direction.	Go to the RAP IQ16
Photoreceptor Pitch Color Lines	Vibrations during the Drum CRU transportation may cause scrapes and friction in the BCR and the Photoreceptor, resulting in leftover electrostatic memory on the Photoreceptor that generates thin white streaks in the Inboard-to Outboard direction on the highlight portion at the Photoreceptor Pitch. Limit sample: SIR.84.00, < (incl.) G3 level	Go to the RAP IQ17
Background on Gloss	Background level on Gloss paper is worse than the background level of Plain paper.	Go to the RAP IQ18
Toner Empty Detection Color Lines	At Pre Near or Near Empty state, if a customer had removed the Cartridge and knocked on it to collect the toner towards the exit in attempt to use the very last bit of toner, it may cause color stripe deterioration.	Go to the RAP IQ19
Toner Droplet Contamination	A contamination consisting of random spatters of toner in sizes of a few millimeters.	Go to the RAP IQ20
Smear on Heavyweight	When the lead edge of paper reaches the Secondary Transfer, it immediately increases the Secondary Transfer section load and causes the IBT Drive Roll speed to change (decrease in speed). This change in speed changes the difference in relative speed between the Photoreceptor and the Transfer Belt surface in the K-color Primary Transfer section, hence creating a smear (distorted image).	Go to the RAP IQ21
Rough Black	On paper that is not flat or has poor hue, the toner may not have been transferred properly due to the irregular paper surface, creating a rough transferred image.	Go to the RAP IQ22
Moist Paper Transfer Failure	The resistance is lowered because the paper is moist. The K color contains carbon that causes it to have larger dielectric loss, and hence it requires a different electrical field from the other colors. There is no latitude because the difference in required electrical field between multi color and K color is larger than the difference between paper resistance and toner resistance.	Go to the RAP IQ23
Toner Contamination at Lead/Trail Edge	Lead Edge: Paper lead edge contacts the Belt when it is transported from REG1 to Transfer. Trail Edge: The trail edge of Paper that loops between the Transfer-Fusing sections, at the release of the Secondary Transfer NIP, moves opposite to the feed direction and contacts the BTR surface, or bounds up and contacts the Belt.	Go to the RAP IQ24
Trail Edge Transfer Failure	The paper trail edge, after the Secondary Transfer NIP has been released, bounded up due to the fusing stroke effect and re-transfers to the Transfer Belt.	Go to the RAP IQ25
Color Lines	Presence of paper dust in between the Transfer Belt and the CLN Blade causes poor cleaning.	Go to the RAP IQ26
Transfer Blank Areas (Partially Moist Paper)	Ripples in partially moist paper becomes wrinkles in the Transfer section, causing blank areas to appear.	Go to the RAP IQ27
Nip Marks	When using transparencies, slight lines may appear at the Fuser Heat Roll Pitch.	Go to the RAP IQ28
Wetting	Distorted image may appear at one side or both sides of the paper trail edge when printing halftone fill.	Go to the RAP IQ29

Table 2 Image Quality Defects

Defect	Description	Corrective Action
Background (IOT)	Undesirable toner deposits on the copy or print. The toner deposits can be localized or may cover the entire copy or print. Depending on the density of the background, it is referred to as low, medium, high, or very high background. It may occur in all colors, single colors, or any combination of single colors.	Go to the RAP IQ32
Color Misregistration	Multi-colored images that should be superimposed are offset. This offset may be in the process direction or perpendicular to process direction.	Go to the RAP IQ33
Fuser Offset	Areas of poorly-fused toner are lifted from one area of a print and deposited on a different area, or onto a subsequent print.	Go to the RAP IQ36
High Frequency Bands	Repeating interval bands that are most noticeable in low density (20-30%) halftone areas of the copy. These bands run perpendicular to process direction.	Go to the RAP IQ37
Irregular Process Direction Streak	Streaks: Usually medium-width streaks of (or shifts in) color most noticeable in low density 20-30%) halftone areas of the copy. A deletion in the form of a single streak that runs from the lead edge to the trail edge of the copy.	Go to the RAP IQ35
Lead Edge Toner Smear (fused)	Smears of fused toner on the lead edge of prints	Go to the RAP IQ35
Lead Edge Toner Smear (unfused)	Smears of unfused toner on the lead edge of prints	Go to the RAP IQ36
Low Image Density	A condition that results when too little toner of a single color or combination of colors is developed on the copy or print. This results in lighter copies or prints for the single-color toner or the color that results from the combination of color toners.	Go to the RAP IQ30
Misregistration/Skew	The position and/or alignment of the image relative to the top edge and side edge of the paper is not within specification.	Go to the RAP IQ34
Missing Colors	One or more of the primary colors are missing from the image.	Go to the RAP IQ39
Regular (Repeating) Bands, Streaks, Spots, or Smears	A defect that repeats at an interval from 14 to 264 mm, is most noticeable in low density (20-40%) halftone areas of the copy, and runs perpendicular to process direction. Lines and bands are generally uniform in shape from one end to the other. Streaks are generally shorter than lines and are of nonuniform width along their length. They may have a more ragged or fuzzy appearance than lines.	Go to the RAP IQ37
Spots	Generally circular in shape, these defects can be caused by an absence of toner in a desired area, or a deposit of toner in an undesired area	Go to the RAP IQ38
Unfused prints	Image can be rubbed off with little or no pressure	Go to the RAP IQ36
Wrinkled Image	Areas of 11x17 in./A3 prints have distinctive worm track patterns, and/or wrinkles in the paper itself	Go to the RAP IQ31
Background on Coated Paper	Compared to Plain Paper, background is a lot more visible on Coated Paper.	Go to the RAP IQ40
Multi Color Transfer Failure	Paper that has had its Side 1 fused has a reduced percentage of moisture content, which increases its electric resistance. Since the resistance in the Secondary Transfer section also increases by lower humidity or over time, the required electrical field may not be attained, especially in the early mornings (low humidity environment).	Go to the RAP IQ41
Lines on Coated Paper	Lines are generated on Side 1 in 2 Sided mode.	Go to the RAP IQ42
Caterpillar Mark	This is caused by low electric charge in toner.	Go to the RAP IQ43
White Stripes due to Trimmer Jam	When foreign substances such as dirt, dust, toner aggregate (including the case of heated one) exist in the Toner Cartridge, on the Toner Supply Path, or in the Developer Housing Assy and they reach the section between the Developer Roll and the Trimmer, it could obstruct the formation of developer layer.	Go to the RAP IQ44
Heat Haze/Mock Heat Haze	The heat haze occurs at the place where paper is peeled off from the Transfer Belt. The mock heat haze occurs when the transported paper rubs against the Holder DTS (Chute at the Transfer EXIT) as shown in the figure, which charges it electrically and causes the toner to scatter at the Lead and Tail edges of the Solid section. This might form streaks in some parts.	Go to the RAP IQ45
Poor Reproducibility of Fine Lines	The Thin Line Correction Mode is the mode for correcting the poor reproducibility of 600dpi/1200dpi thin lines.	Go to the RAP IQ46

Table 2 Image Quality Defects

Defect	Description	Corrective Action
Deletions (outboard, all colors)	There is a light (faded or deleted) area along the outboard side of all prints, due to buildup on the outboard side of all the first BTRs, which is best viewed on halftone test patterns (all colors).	Go to the RAP IQ47
MWS (Micro White Spots) - Side 2	When the resistance in the Secondary Transfer section is high, such as early mornings (low humidity environment), the transfer latitude between multicolor and monicolor is narrow and the voltage setting favors multicolor. That is, the voltage is a little high for monicolor, and this causes the Transfer nip discharge phenomenon that creates the white spots.	Go to the RAP IQ48
Moist Paper Wrinkles	When moisture gets into vertical grained paper, paper waves occurs at the tip of short edge side. If the paper enters the Fusing Nip in this condition, the Fusing Nip cannot feed the paper properly, resulting in wrinkles.	Go to the RAP IQ49
White Streaks in Process Direction / Dropping Density	IOT image quality defect	Go to the RAP IQ50
Background (IPS)	A phenomenon like background (e.g. background color or document bleed) may occur depending on the document. The default background suppression function is unable to fully remove the background.	Go to the RAP IQ51
Highlight Density Reproduction (NVM Darken +3)	This is used to reproduce the highlights (light colors) in darker shades.	Go to the RAP IQ53
Highlight Density Reproduction (NVM Lighten +3)	This is used to reproduce the highlights (light colors) in lighter shades.	Go to the RAP IQ54
CVT Streaks	Dirt such as paper dust is generated at the DADF scan position. The streaks in the process direction are created when that contamination is scanned.	Go to the RAP IQ56
Copy Mode: Gradation Jump in Text & Photo	In the B/W and Text & Photo Copy mode, gradation jump occurs on 100-line photo documents.	Go to the RAP IQ57
Scan mode: JPEG Mosquito Noise	Color texts are blurred and mosquito noise is generated around the text due to JPEG compression.	Go to the RAP IQ58
Moire In Text Mode (Fine), BW Scan/Fax For 133-lpi Originals	When a document with tint on the whole paper, or a background image, is scanned using Fax Text mode in High Quality (Fine), the file size or the Fax transmission time may increase drastically.	Go to the RAP IQ59
Copy: Bleed on 2-Sided Document	Bleed occurs in the Copy BW and Text mode.	Go to the RAP IQ60
Copy: Platen Background	When 8.5x11/A4 stark white paper is scanned into 11x17/A3 when in Copy BW Text mode and AE is ON, the platen background density is reproduced outside of the copy range.	Go to the RAP IQ61
Uneven Inboard/Outboard Density within the Image Area (ADJ 9.6)	Uneven density inboard to outboard arising from various causes in the vicinity of the Photoreceptor.	Go to the RAP IQ66

IQ2 IIT Image Quality Entry RAP

This RAP is for troubleshooting IIT (Scanner/ADF) problems only. Before proceeding, verify that the defect is present in Copy mode only. If the defect is present in Print mode, go to the [IQ1 RAP](#).

Initial Actions

1. Clean the Lens, the top and bottom surface of the Platen Glass, and all Mirrors with Lens and Mirror Cleaner and a soft, lint-free cloth.

2. If the defect occurs only on side 2 when copies are made using the DADF, clean the CIS ([REP 55.19](#)).

Procedure

Compare the defective copies with the descriptions listed in [Table 1](#). Perform the corrective action listed for that defect.

Table 1 IIT Image Quality Problems

Defect	Corrective Action
Background	Clean the Platen Belt. Calibrate the IIT (dC945).
Blurred or Streaked Copy	Ensure that the Platen Glass is installed correctly. Check/adjust the carriage alignment (ADJ 6.1).
Deletions	Clean the Lens, the top and bottom surface of the Platen Glass, and all Mirrors with Lens and Mirror Cleaner and a soft, lint-free cloth. If the problem persists, replace the CCD/Lens Assembly (PL 1.5).
Misregistration/Skew	Go to the IQ34 RAP .
Moire Patterns in the image areas of the print that have the appearance of a screen or grid overlaying the image. The pattern may be uniform or nonuniform in area or shape.	<ul style="list-style-type: none"> • Switch between photo modes and, if necessary, original types, to determine which mode minimizes the defect. • Decrease the Sharpness level. • Reduce or enlarge the copy slightly. • Rotate the original on the platen by 90 degrees.
Newton Rings Repetitive, irregular-shaped marks that occur when making copies of glossy photographs. These marks are most noticeable in large low-density or highlight areas.	Clean the Document Glass. Place a transparency between the document and the glass.

IQ3 1mm Lines RAP

This RAP troubleshoots parts failure or contamination on the LPH surface.

At Cin50% and Cin30%, the lines in the process direction have reversed black and white colors. Width is approximately 1mm.



Figure 1 1mm Lines Defect Sample

Initial Actions

1. Check customer print to verify 1mm lines, or print Cin50% and Cin30% halftones using print test pattern -12'(dC612), and check for a 1mm line as in [Figure 1](#).
2. Check fault history for any LPH (chain 061) fault(s); resolve any faults.
3. Replace the paper in use with fresh, dry paper of the correct specification.
4. Use the LPH Cleaner to clean the LPH surface ([PL 2.1](#)).

Procedure

NOTE: This problem must be distinguished from Developer trimmer jam. Do not replace the LPH without giving this consideration.

Perform [IQ35](#) Process Direction Bands, Streaks, and Smears RAP. If this does not resolve the problem, replace the LPH Assembly for the affected color ([REP 9.10](#)).

IQ4 Image Shift in Process Direction RAP

This RAP troubleshoots for corrupt LPH EEPROM data that results in an image shift in the process direction.

Procedure

Access UI Diagnostics ([UI Diagnostic Mode](#)). Select the **Diagnostics** button, then select **dC304 LPH EEPROM Self Test....** The results column in the table shows all colors OK.

Y N

Replace the LPH Assembly for the affected color ([REP 9.10](#)).

Go to [IQ39](#) Missing Colors RAP.

IQ5 White Lines RAP

This RAP is used to eliminate white lines that appear in the process direction for all densities.

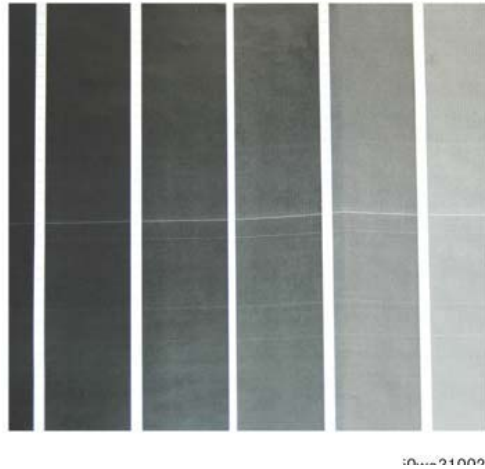


Figure 1 White Lines Defect Sample

Initial Actions

1. Check customer print to verify white lines appear in the process direction for all densities as in [Figure 1](#).
2. Use the LED Print Head (LPH) Cleaner to clean the LPH surface ([PL 2.1](#)).

NOTE: This problem must be distinguished from Developer trimmer jam. Do not replace the LPH without giving this consideration.

3. Perform [IQ35](#) Process Direction Bands, Streaks, and Smears RAP. If this does not resolve the problem, continue with this RAP.

Procedure

White lines still appear after cleaning the LPH surface.

Y N
Go to [Final Actions](#).

Clean and inspect the LPH Cleaner ([PL 2.1](#)). The LPH Cleaner is damaged or broken.

Y N
Replace the LPH Assembly ([REP 9.10](#)).

NOTE: This problem must be distinguished from Developer trimmer jam. Do not replace the LPH without giving this consideration.

Replace the LPH Cleaner ([PL 2.1](#)).

IQ6 SLED Transfer Cycle Lines RAP

This RAP is used to eliminate cyclical matte lines or black lines that appear in the process direction.

The pitch changes depending on the process speed. Refer to [Table 1](#).

Table 1 Pitch

Process Speed	Pitch
175mm	9.5mm
121mm	6.1mm
79mm	4.2mm



Figure 1 Defect Sample

Initial Actions

1. Check customer print to verify cyclical matte lines or black lines that appear in the process direction as in [Figure 1](#).
2. Use the LED Print Head (LPH) Cleaner to clean the LPH surface ([PL 2.1](#)).

NOTE: This problem must be distinguished from Developer trimmer jam. Do not replace the LPH without giving this consideration.

3. Perform [IQ35](#) Process Direction Bands, Streaks, and Smears RAP. If this does not resolve the problem, continue with this RAP.
4. Print test pattern -12 ([dC612](#)).

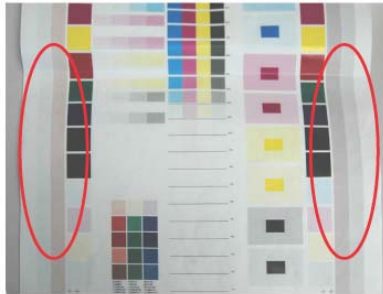
Procedure

If the problem occurs in the [dC612](#)-12 test pattern print, go to [IQ39](#), Missing Colors RAP.

IQ7 IN-OUT Density Difference RAP

The densities vary from the inboard to outboard edges.

3. Replace DRUM. (see [CRUs and Consumables](#))
4. Replace 1st BTR. ([REP 9.2](#))



j0wa31004

Figure 1 IN-OUT Density Difference Defect Sample

Primary Causes

- The LPH Z direction positioning pin is not in contact with the Photoreceptor.
- Failure in the retract mechanism.
- The positioning plate cannot fit in.
- The LPH positioning pin is bent.
- The tip of the pin is contaminated.
- The LPH positioning pin is not in contact with the Drum bearing surface.
- The gap between the Photoreceptor and the Developer Housing is different at In and Out.

NOTE: The retract mechanism for the LPH also acts as the Retract Mechanism for the Developer; it may also cause Developer positioning failure.

Initial Actions

1. Check customer print to verify the densities vary from the inboard to outboard edges as in [Figure 1](#).
2. Use the LPH Cleaner to clean the LPH surface ([PL 2.1](#)).
3. Check the EEPROM data ([dC304](#)).
4. Check whether the section that contacts the Drum bearing surface of the Developer Housing Assembly is abnormal.
5. Check for dirt or debris between the LPH and the Xero CRU.
6. Check for foreign substances on the tip of the LPH positioning pin (In/Out). ([REP 9.15](#))

Procedure

Perform the following based on the outcome of the above checks:

1. Perform LPH Exposure (Smile) Adjustment ([ADJ 9.6](#)).
2. Replace Developer Housing Assembly ([REP 9.14](#)).

IQ8 Video Data/Crosstalk RAP

A different color image overlaps another.

Poor connection of Flat Cable between the MDM and the LPH

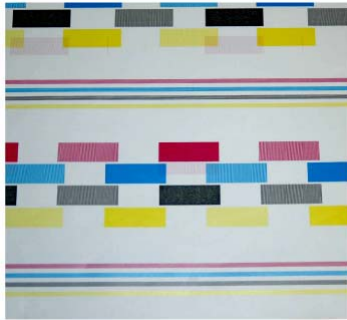


Figure 1 Video Data/Crosstalk Defect Sample

Initial Actions

1. Check customer print to verify a different color image overlaps another as in [Figure 1](#).
2. Use the LPH Cleaner to clean the LPH surface ([PL 2.1](#)).

Procedure

Go to [IQ39](#), Missing Colors RAP.

IQ9 Image Shift in Inboard-to Outboard Direction RAP

This RAP is used when an image defect appears as an image landing on the blank area and getting dragged in the Inboard-to Outboard direction as in [Figure 1](#).

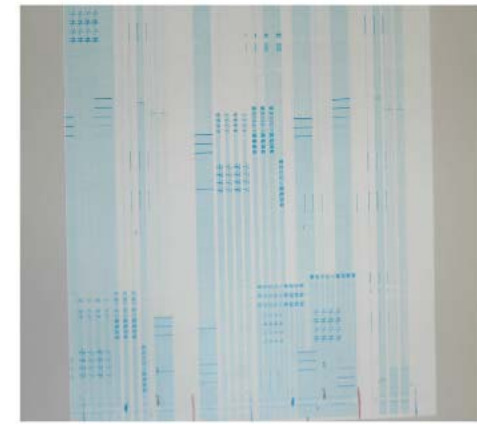


Figure 1 Image Shift in Inboard-to Outboard Direction Defect Sample

Initial Actions

1. Print test pattern -13 ([dC612](#)).

Procedure

If the defect is present in [dC612](#) (Test Pattern Print)-13, go to [IQ39](#), Missing Colors RAP.

IQ10 Edge-less Image RAP

An image is printed on the margins as in [Figure 1](#).

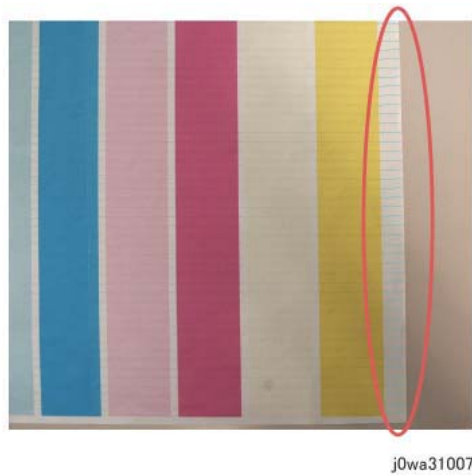


Figure 1 Edge-less Image Defect Sample

Initial Actions

Check the IIT Side Registration ([ADJ 6.4](#)); adjust as required.

Procedure

If the IIT Side Registration is in specification, go to [IQ39](#), Missing Colors RAP.

IQ11 Contamination Lines RAP

There are blank areas. Their size is proportional to the size of the contaminants as in [Figure 1](#).

NOTE: Be careful, because this phenomenon is very similar to that of the process direction bands, streaks, and smears.

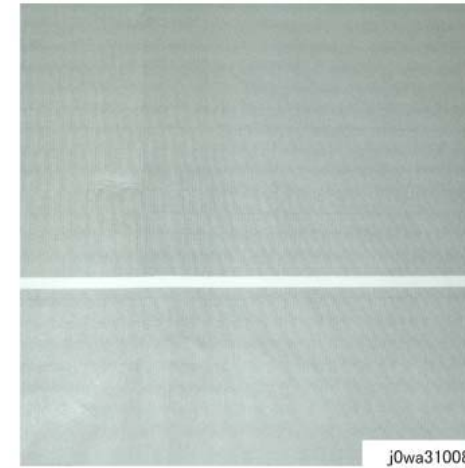


Figure 1 Contamination Lines Defect Sample

Initial Actions

Use the LPH Cleaner to clean the LPH surface ([PL 2.1](#)).

Procedure

Contamination Lines are still present after cleaning the LPH surface.

Y N
| Go to [Final Actions](#).

Check for process direction bands, streaks, and smears. Go to [IQ35](#). **The defect is still visible.**

Y N
| Go to [Final Actions](#).

Go to [IQ39](#), Missing Colors RAP.

IQ12 Chip/Half Chip Blanks RAP

Blank areas with widths of 2.7mm (half-chip) or 5.4mm (chip).



j0wa31009

Figure 1 Chip/Half Chip Blanks Defect Sample

Initial Actions

1. Check fault history for 361-374, 361-375, 361-376, 361-377 faults. If found, go to the appropriate RAP.
2. Check customer print or make prints using printer test patterns to compare and verify 2.7mm scale (dC612-13) or 5.4mm scale (dC612-12) of blank areas as in Figure 1.

Procedure

Go to IQ39, Missing Colors RAP.

IQ13 SLED Transfer Failure RAP

Black lines and blank areas (lines) appear repeatedly in half-chip units of 2.7mm in width.



j0wa31010

Figure 1 SLED Transfer Failure Defect Sample

Procedure

Access UI Diagnostics (UI Diagnostic Mode). Select the Diagnostics button, then select dC304 LPH EEPROM Self Test.... The results column in the table shows all colors OK.

Y N

Replace the LPH Assembly for the affected color (REP 9.10).

Go to IQ39 Missing Colors RAP.

IQ14 Tapes Not Peeled RAP

The highlight portions are too obvious. The whole paper seems to be filled with lines.



j0wa31012

Figure 1 Tapes Not Peeled Defect Sample

Initial Actions

1. Check customer print to compare problem to [Figure 1](#).
2. Check if any protective tape remains on the LPH. Remove the LPH Assembly. ([REP 9.10](#))

Procedure

Ensure no protective tape remains on the LPH. Peel off the protective tape.

NOTE: Do not forget to check for and peel off any tape when replacing the LPH (spare part).

IQ15 Charging Roll Pitch White Lines (type 1)

This image quality defect occurs in the BCR and Photoreceptor NIP sections. The defect may appear as thin white lines in the Inboard-to Outboard direction on the highlight portion at the Charging Roll Pitch as in [Figure 1](#).

This problem may occur with New Drum CRU that has been stored for a long time. It also occurs when the MC has rested in a high temperature environment for a long time. (Halftone image)



j0wa31013

Figure 1 Charging Roll Pitch White Lines (type 1) Defect Sample

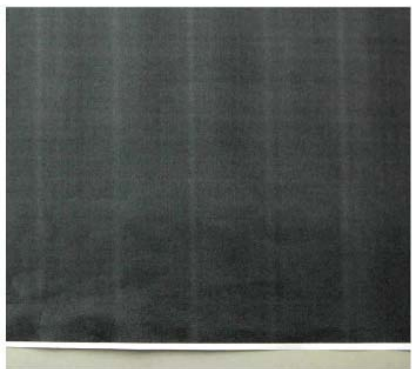
Procedure

Print test pattern -11 ([dC612](#)). Lines with 38mm pitch appear in the Inboard-to-Outboard direction.

- | | |
|----------|--|
| Y | N |
| | Have the customer re-evaluate affected jobs and re-send. |
1. Make approximately 10 to 30 printouts.
 2. Verify that no lines appear.

IQ16 Charging Roll Pitch White Lines (type 2)

If contamination from the Cleaner roll gets stuck to the BCR, the resistance on the BCR gets reduced and may cause the appearance of white stripes in the FS direction. This may occur when the machine has been resting for a long time or in the early mornings as in [Figure 1](#).



j0wa31014

Figure 1 Charging Roll Pitch White Lines (type 2) Defect Sample

Procedure

NOTE: If the machine has been resting (Wait state) or the machine is being utilized in the early morning, this image quality defect will occur because the BCR and Photoreceptor NIP sections are not properly warmed up to operating temperature. Printing 10 to 30 prints will be sufficient to allow the BCR and Photoreceptor to warm up to operating temperature.

1. Check customer print or Print test pattern -9 ([dC612](#)) Make approximately. 10 to 30 printouts.
2. Verify that no lines appear. If the problem persists after you make approximately 10 to 30 printouts, this may be a case of IQ-15 White Stripes. Perform the solution in IQ-15. > This disappears over time
3. Check [dC120](#) and/or [dC122](#) for Chain 094-xxx Faults.
4. Perform 2nd Transfer Voltage Offset Adjustment (see [dC909](#)).
5. Replace:
 - HVPS (Developer/BCR) TBD low ([REP 1.9](#)).
 - HVPS (BCR) TBD mid ([REP 1.9](#))
6. Replace the 2nd BTR ([CRUs and Consumables](#)).
7. Replace the BTR/Detack HVPS ([REP 1.1](#)) ([PL 6.2](#)).

IQ17 Photoreceptor Pitch Color Lines

Vibrations during the Drum CRU transportation may cause scrapes and friction in the BCR and the Photoreceptor, resulting in leftover electrostatic memory on the Photoreceptor that generates thin white streaks in the Inboard-to Outboard direction on the highlight portion at the Photoreceptor Pitch. This problem may occur right after the replacement of Drum CRU (occurs at Halftone image quality).



j0wa31015

Figure 1 Photoreceptor Pitch Color Lines Defect Sample

Initial Actions

Check customer print or Print test pattern -9 ([dC612](#)), check that lines with 94mm pitch appear in the Inboard-to Outboard direction as in [Figure 1](#).

Procedure

Make approximately 10 to 30 printouts:

- If the fault lies with the Y, M, or C Drum, print full-color images.
- If it is with the K Drum, print either full-color or B/W images.

IQ18 Background on Gloss RAP

Use this RAP when the background level on Gloss paper is worse than the background level of Plain paper.

Initial Actions

Verify that the background level is worse than that on Plain Paper.

NOTE: Increasing the value of the NVM from the default will sacrifice the reproducibility of fine lines and highlight sections.

Procedure

1. Changing these NVM values should be performed only for the color exhibiting the problem.
 - 753-054: Reference CF [Y]
 - 753-055: Reference CF [M]
 - 753-056: Reference CF [C]
 - 753-057: Reference CF [K]
2. Change the NVM for the target color from **110** (default value) to **120** if high background was observed when printing onto coated paper.
3. After changing NVM, power Off/On the machine. Enter the Diagnostics mode and execute ProCon On Print ([ADJ 9.7](#)).
4. Check the image quality on the test print (coated paper).
5. If the image quality is good, then the procedure is completed.
6. If the image quality is still not good, then change the NVM value to **130**. Power Off/On the machine. Enter the Diagnostics mode and execute ProCon On Print ([ADJ 9.3](#)).
7. Check the image quality on the test print (coated paper).
8. If the image quality is good, then the procedure is completed.
9. If high background becomes worse after changing the NVM, return the NVM back to its original (Default) value.

IQ19 Toner Empty Detection Color Lines RAP

At Pre Near or Near Empty state, if a customer had removed the Cartridge and knocked on it to collect the toner towards the exit in attempt to use the very last bit of toner, it may cause color stripe deterioration.



j0wa31016

Figure 1 Toner Empty Detection Color Lines Defect Sample

Initial Actions

Check customer print to verify color stripe deterioration as in [Figure 1](#).

Procedure

Use a new Cartridge.

IQ20 Toner Droplet Contamination RAP

This RAP troubleshoots for contamination consisting of random spatters of toner in sizes of a few millimeters.

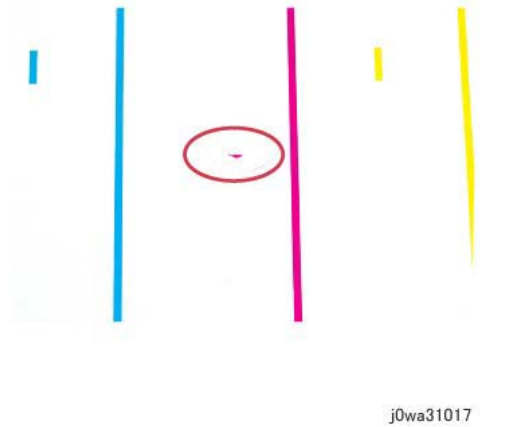


Figure 1 Toner Droplet Contamination Defect Sample

Initial Actions

Check customer print to verify contamination consisting of random spatters of toner in sizes of a few millimeters as in [Figure 1](#).

Procedure

Clean the upper cover and trimmer cover of the Developer Housing Assembly ([REP 9.14](#)).

IQ21 Smear on Heavyweight RAP

When the lead edge of paper reaches the Secondary Transfer, it immediately increases the Secondary Transfer section load and causes the IBT Drive Roll speed to decrease. This change in speed changes the difference in relative speed between the Photoreceptor and the Transfer Belt surface in the K-color Primary Transfer section, hence creating a smear (distorted image).

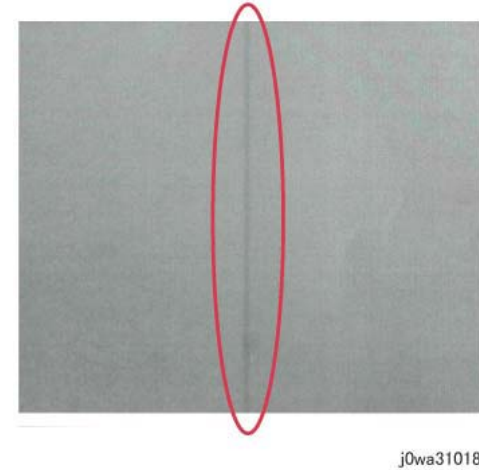


Figure 1 Smear on Heavyweight Defect Sample

Initial Actions

Check customer print to verify smear or print test pattern -10 ([dC612](#)), and check for a 1mm-line (smear) as in [Figure 1](#), 130 mm from the lead edge of the paper.

Procedure

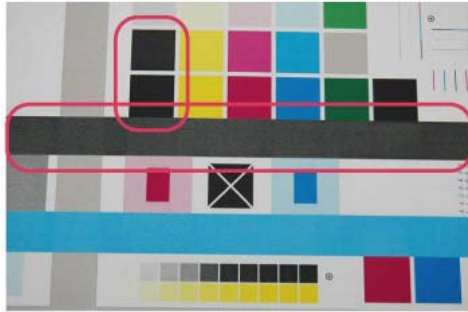
NOTE: Changing the following NVM Read/Write ([dC131](#)) locations (*SmearSwitch*) from **1** to **0** causes the IOT to operate in the FC mode, regardless of the color mode setting (*Color Priority, B/W Priority, ACS*) in the Controller, when performing monochrome printing for Cardstock and Glossy Cardstock in 35-sheet models and Cardstock, Glossy Cardstock, and Transparencies in 25-sheet models.

Change the following values in [dC131](#) NVM Read/Write, only for the color exhibiting the problem:

- Change 740-134: SmearSwitch_NORMAL_D from **0** to **1**.
- Change 740-135: SmearSwitch_NORMAL_G from **0** to **1**.
- Change 740-136: SmearSwitch_THICK1_S from **0** to **1**.
- Change 740-137: SmearSwitch_THICK2_S from **0** to **1**.
- Change 740-140: ProductivityChangeSW_forSmear from **0** to **1**. (Heavyweight Smear Countermeasure) * This is valid only for 25-sheet and 35-sheet models.

IQ22 Rough Black RAP

On paper that is not flat, has a rough surface, or has poor hue, the toner is not transferred onto paper well.



j0wa31019

Figure 1 Rough Black Defect Sample

Initial Actions

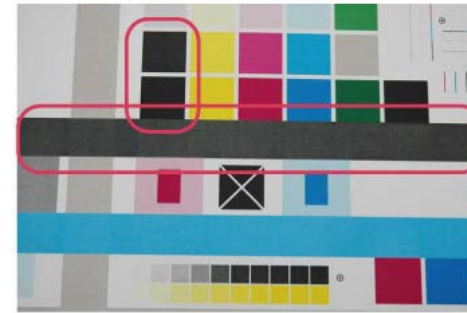
Check customer print to verify that the same problem does not occur for the same job printed on paper that is flatter, smoother, or has a better hue as in [Figure 1](#).

Procedure

Go to [dC909](#), Calibrate for Paper, to adjust 2nd Transfer Voltage for desired result.

IQ23 Moist Paper Transfer Failure RAP

The resistance is lowered because the paper is moist. The K color contains carbon that causes it to have larger dielectric loss, and hence it requires a different electrical field from the other colors. There is no latitude because the difference in required electrical field between multi color and K color is larger than the difference between paper resistance and toner resistance.



j0wa31019

Figure 1 Defect Sample

Initial Actions

Print using freshly unpacked paper of the same type as the defective paper, then compare the roughness and blank areas for K color and single color as in [Figure 1](#).

Procedure

Be sure to use freshly unpacked paper.

IQ24 Toner Contamination at Lead/Trail Edge RAP

Toner contamination suddenly appears on the 2nd BTR or Belt (background) while in color mode.

Lead Edge: Paper lead edge contacts the Belt when it is transported from Registration to Transfer.

Trail Edge: The trail edge of Paper that loops between the Transfer-Fusing sections, at the release of the Secondary Transfer NIP, moves opposite to the feed direction and contacts the BTR surface, or bounds up and contacts the Belt



j0wa31020

Figure 1 Toner Contamination at Lead/Trail Edge Defect Sample

Initial Actions

Run 1-Sided print to check on which side (transfer side or side 2) the contamination exists as in Figure 1.

Procedure

NOTE: Since increasing the charge voltage for background area causes the repeatability of fine lines to deteriorate, take the balance into consideration.

1. Access UI Diagnostics. (UI Diagnostic Mode).
2. Change the value of dC131 NVM Read/Write location [753-054 to 753-057] from 110 (default value) to 120 for the target color.
 - 753-054: Reference CF [Y]
 - 753-055: Reference CF [M]
 - 753-056: Reference CF [C]
 - 753-057: Reference CF [K]

3. After changing NVM, power off/on the machine.
4. Execute ProCon On Print (ADJ 9.3) on coated paper. If the image quality is good, go to Final Actions.
5. If the image quality is still not good, change the value of NVM locations 753-054 to 753-057 from 120 to 130 for the target color.

NOTE: By changing NVM, fine line reproduction and highlight reproduction may get worse. (worse when the value is changed to 130)

- 753-054: Reference CF [Y]
 - 753-055: Reference CF [M]
 - 753-056: Reference CF [C]
 - 753-057: Reference CF [K]
6. If high background becomes worse after changing NVM, put NVM back to original.

IQ25 Trail Edge Transfer Failure RAP

This RAP troubleshoots for an image defect that looks like a rough image or blank area (in Lead Edge-to Trail Edge direction) that occurs for images within 10mm (including margins) from the paper trail edge.

The paper trail edge, after the Secondary Transfer NIP has been released, bounded up due to the fusing stroke effect and re-transfers to the Transfer Belt.



j0wa31022

Figure 1 Trail Edge Transfer Failure Defect Sample

Initial Actions

Check customer print to verify an image defect that looks like a rough image or blank area (in Lead Edge-to Trail Edge direction) that occurs for images within 10mm (including margins) from the paper trail edge as in [Figure 1](#).

Procedure

There is no corrective action.

IQ26 Color Lines RAP

If customer uses paper which causes a lot of paper debris and also run long run-length jobs, paper debris will adhere to the IBT cleaner, which may result in poor cleaning of residual toner on the Transfer Belt. Transfer Belt reverse rotation is needed to remove such residual toner from the Transfer Belt.

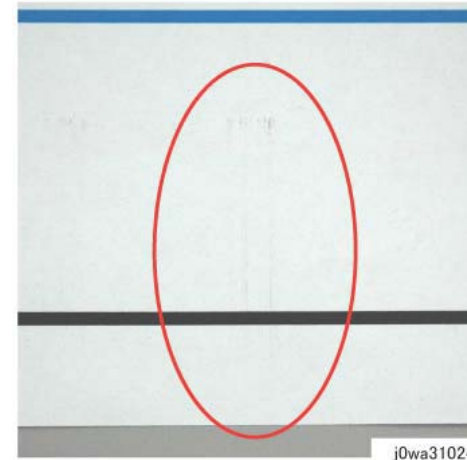


Figure 1 Color Lines Defect Sample

Primary Causes

Presence of paper dust in between the Transfer Belt and the Transfer Belt Cleaner Assembly blade causes poor cleaning.

Initial Actions

1. Check customer print to verify presence of paper dust in between the Intermediate Belt Transfer and the Transfer Belt Cleaner Assembly blade as in [Figure 1](#).
2. Remove the Transfer Belt Cleaner Assembly to check if foreign substances exist at the tip of the cleaner blade. ([REP 9.1](#))
If check is true, clean the tip of the Transfer Belt Cleaner Assembly blade.
3. If the side that is opposite to the Intermediate Belt Transfer has toner scrapes or if the color lines disappear after the tip of the blade is cleaned, follow the procedure below.

Procedure

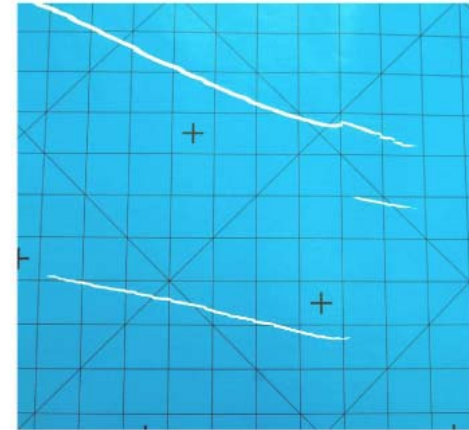
NOTE: By default, NVM 746-020 is **0** Transfer Belt reverse rotation is only performed at end of job (e.g. if a job is for 1000 pages, Transfer Belt reverse rotation is performed after printing 1000 pages).

When NVM 746-020 is **1**, Transfer Belt reverse rotation is performed after a number of pages, determined by the value in location 746-125 (default is 7000 = 70 pages). NVM location 746-021 controls the length of time that the transfer belt is reversed. The machine always cycles down after printing 70 pages and performs Transfer Belt reverse rotation to remove residual toner on the Transfer Belt.

1. Change the **dC131** NVM Read/Write location [746-020] to **1** to change the Transfer Belt reverse rotation:
 - 0: Reverse at Job End
 - 1: Reverse during Job
 - 2: Do not Reverse
2. Change the **dC131** NVM Read/Write location [746-021] to change the Transfer Belt reverse rotation; increasing the value increases reverse rotation time.
3. If Transfer Belt reverse rotation needs to be performed more often, then the value in NVM 746-125 should be a smaller value.

IQ27 Transfer Blank Areas (Partially Moist Paper) RAP

Ripples in partially moist paper become wrinkled in the Transfer section, causing blank areas to appear.



j0wa31025

Figure 1 Transfer Blank Areas (Partially Moist Paper) Defect Sample

Initial Actions

Check customer print to verify defect in paper that has uneven moisture content as in [Figure 1](#).

Procedure

Replace the paper in use with fresh, dry paper of the correct specification. Ensure that the loaded media matches the UI or print driver settings.

Advise customer to try LEF paper feed or use horizontal-grained paper. In damp conditions, optional tray heater may be required.

IQ28 Nip Marks RAP

When using transparencies, slight lines may appear at the Fuser Heat Roll Pitch as in [Figure 1](#).



j0wa31026

Figure 1 Nip Marks Defect Sample

Procedure

No action required. This occurs when a transparency is the first thing printed after starting up a machine that has been left idle for a few days without heating up.

IQ29 Moisture RAP

Distorted image may appear at one side or both sides of the paper trail edge when printing halftone fill as in [Figure 1](#).



j0wa31027

Figure 1 Moisture Defect Sample

Procedure

1. No special actions required.
2. Try not to print in the early mornings.
3. Ask the customer to use fresh paper whenever possible.

IQ30 Low Image Density RAP

This RAP troubleshoots the causes of output images showing image density lower than specification.

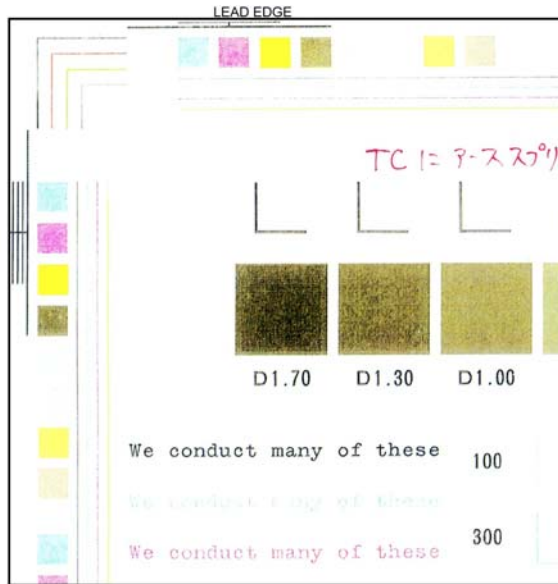


Figure 1 Low Density Defect Sample

Initial Actions

1. Check customer print to verify images showing image density lower than specification as in [Figure 1](#).
2. Use the LPH Cleaner to clean the LPH ([PL 2.1](#)).
3. Replace the paper in use with fresh, dry paper of the correct specification.
4. Determine if the Drum Cartridge or any of the Toner Cartridges are approaching end-of-life. Replace if necessary.
5. Perform Max Setup ([ADJ 9.16](#)). If this does not resolve the problem, continue with this RAP.

Procedure

Print Test pattern -7 ([dC612](#)). **The defect involves a single color.**

Y N

Print Test pattern -7 ([dC612](#)). Open the Front Door in the middle of the print job (approximately 7 seconds after selecting **Start**). Extend the IBT. **There is a good toner image on the Transfer Belt.**

Y N

Clean the LPH and check for misalignment.

A B

Check the 2nd BTR for damage or incorrect installation. Check the Backup Roll bias. If the problem continues, replace 2nd BTR Assembly. If this does not resolve the problem, replace the Transfer Belt ([PL 6.3](#)).

Swap the affected Drum Cartridge with an adjacent unit. Print Test Pattern -7 ([dC612](#)). **The defect moved to the new color.**

Y N

Replace the Developer for the affected color ([PL 5.2](#)). If this does not resolve the problem, replace the ATC Sensor for the affected color ([PL 5.2](#)).

Replace the Drum Cartridge (see [CRUs and Consumables](#) in Section 6).

If the problem continues, replace the LPH Assembly for the affected color CMYK ([REP 9.10](#)).

IQ31 Wrinkled Image RAP

Areas of 11x17 in./A3 prints have distinctive worm track patterns in the image, and/or wrinkles in the paper itself.

NOTE: The following factors will increase the likelihood of this problem:

- Lighter weight papers.
- Larger papers.
- Short-grain 11x17 in / A3 papers.
- Old (not freshly opened) paper.
- 2 sided printing
- Fuser with 1100 or more hours of operating life.

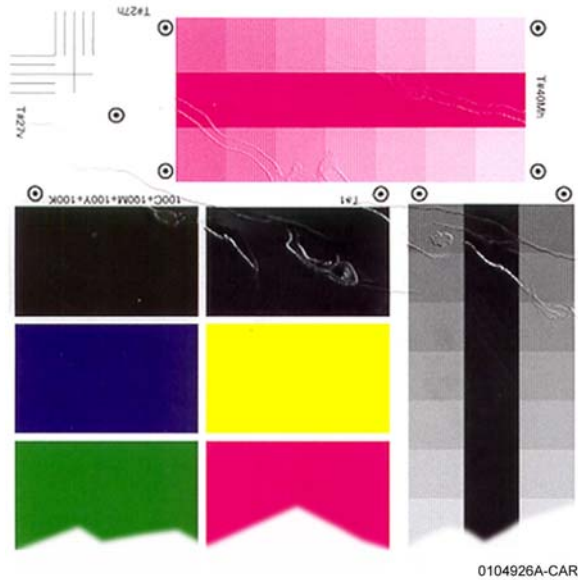


Figure 1 Wrinkled Image Defect Sample

Initial Actions

1. Check customer print to verify distinctive worm track patterns in the images in [Figure 1](#).
2. Make the following modifications to the copy/print jobs if possible:
 - Ensure that the paper is dry and fresh.
 - Use heavier weight paper
 - Use long-grain paper.

Procedure

If the problem persists after performing the Initial Actions, replace the Fuser ([PL 7.1](#)).

IQ32 IOT Background RAP

Defect may be due to incorrect Electrostatics, high TC, faulty ADC Sensor.

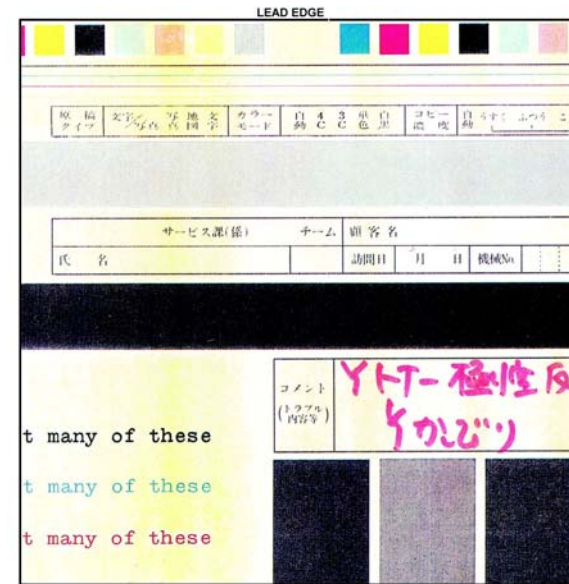


Figure 1 Background Defect Sample

Initial Actions

1. Check customer print to verify image defect as in [Figure 1](#).

NOTE: Some background is unavoidable on certain media, such as cardstock and transparencies. Ensure that the customer selects the correct settings on the UI and print driver.

2. Perform Max Setup ([ADJ 9.16](#)). If this does not resolve the problem, continue with this RAP.

Procedure

WARNING

Use extreme care when working near electrically energized components and high voltage cables that are exposed during troubleshooting or repair. Contact with electrical components or high voltage cables represents a shock potential that could result in serious personal injury.

DANGER: Faire très attention en travaillant près des éléments sous tension et des câbles HT qui sont exposés pendant le dépannage. Tout contact avec les éléments électriques ou les câbles haute tension représente un risque de choc et de graves blessures.

AVVERTENZA: Fare estrema attenzione quando si lavora vicino a componenti sotto tensione e cavi elettrici esposti durante l'intervento. Il contatto con componenti sotto tensione o cavi elettrici comportano un serio pericolo di scossa elettrica e gravi ferite.

VORSICHT: Während dem Reparieren oder der Fehlerbehebung muss man beim Umgang mit elektronisch aufgeladenen Bauteilen und Hochspannungsleitungen äußerste Vorsicht walten. Beim Umgang mit elektrischen Bauteilen und Hochspannungsleitungen erhöht sich das Unfallrisiko. Äußerste Vorsicht ist geboten.

AVISO: Use extrema precaución al trabajar cerca de componentes cargados eléctricamente y cables de alto voltaje que estén expuestos mientras soluciona problemas o realiza reparaciones. Todo contacto con componentes eléctricos o cables de alto voltaje representa un peligro que puede ocasionar daños personales graves.

The problem occurs only when scanning or copying with the DADF or directly from the platen.

Y N

The problem is Single Color Background.

Y N

Examine the face of the ADC Sensor. **The ADC Sensor is clean.**

Y N

Go to the [392-651](#) ADC Sensor Fail RAP to troubleshoot the ADC Sensor Solenoid.

Examine the Transfer Belt for excessive dirt, damage, or uncleaned toner. **The Belt is clean.**

Y N

Check the Transfer Belt Cleaner for damage or wear. Clean or replace as required.

Check the Developer bias circuit for -600VDC (nominal Default). **Developer Bias is present.**

Y N

Go to the following BSDs and check the wiring from the MD Main PWB to the Eve HVPS:

- [BSD 9.15](#) Development (C)
- [BSD 9.16](#) Development (K)
- [BSD 9.17](#) Toner Dispense Control (Y,M)
- [BSD 9.18](#) Toner Dispense Control (C,K)
- [BSD 9.19](#) Toner Cartridge Cooling
- [BSD 9.20](#) IBT Belt Drive Control
- [BSD 9.21](#) First Transfer

A B C

- [BSD 9.22](#) First BTR Contact/Retract Control

If the wiring is OK, replace the Eve HVPS power supply ([PL 18.5](#)).

If the problem still exists, replace the MDM PWB ([PL 18.2](#)).

If Developer Bias is OK, replace the Transfer Belt ([PL 6.3](#)). If this does not solve the problem, replace the 2nd BTR ([PL 14.1](#))

Check the following:

- Check the end-of-life counter for the Toner Cartridge and Drum Cartridge for the affected color. Replace if at or near end-of-life (see [CRUs and Consumables](#) in Section 6).
- If the problem continues, examine the Developer Housing for the affected color. Check for toner bridging, uneven brush, or loose High Voltage terminals. Clean, repair, or replace as required ([PL 5.2](#)).

This is not an IOT problem. Go to the [IQ51](#) Background (IPS) RAP and trouble shoot the problem.

A B C

Initial Issue

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Image Quality

IQ32

IQ33 Color-to-Color Misregistration RAP

Failure of the IBT walking from rear to front or front to rear.

Defect may be due to mechanical problem in the IBT Assembly.

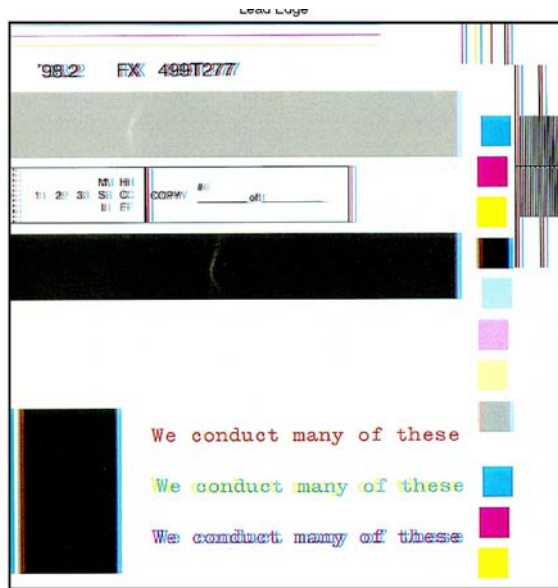


Figure 1 Color Misregistration Defect Sample

Initial Actions

1. Check customer print to verify color to color misregistration as in [Figure 1](#).
2. Adjust the color registration ([ADJ 9.6](#)). If the problem remains, continue with this procedure.

Procedure

If the problem involves a single color, go to Registration Control Setup Cycle ([ADJ 9.10](#)).

IQ34 Skew/Misregistration/Magnification RAP

BSD-ON:[BSD 8.9 Paper Path \(C8030/35-3TM\)](#) (1 of 4)

BSD-ON:[BSD 8.10 Paper Path \(C8030/35-TTM\)](#) (2 of 4)

BSD-ON:[BSD 8.11 Paper Path \(C8045/55\)](#) (3 of 4)

BSD-ON:[BSD 8.12 Paper Path \(C8070\)](#) (4 of 4)

This RAP is used when Skew, System Registration, or Magnification are out of specification. For Color-to-Color-Misregistration, go to the [IQ33](#) RAP.

Initial Actions

Load some new, dry 24 lb. 11X17/A3 Xerox COLOR Xpressions (NASG), or 90 GSM Colortech + (ESG) into each paper tray (use 8.5X11/A4 in Tray 1). Make 3 full color copies from each paper tray. Mark the appropriate paper tray on these copies.

Procedure

The defect is still present when using the proper paper.

Y N

Explain to the customer that new, dry, 24 lb. Xerox COLOR Xpressions (NASG), or 90 GSM Colortech + (ESG) paper is the specified paper to use.

The problem occurs only in the printer mode.

Y N

The defect is a magnification error (image size error) that occurs with some papers.

Y N

The defect occurs when the document is manually registered on the platen glass.

Y N

There is a problem with the DADF either in the paper path or in the adjustments. Perform the following in order:

1. Ensure that the Document Transport Belt is clean and that there are no obstructions in the paper path.
2. Check the DADF drive rolls and pinch rolls for wear or glossing.
3. Adjust DADF Skew ([ADJ 5.1](#))
4. Adjust DADF Registration Automatic Adjustment (dC608) ([ADJ 5.5](#)).

There is a problem in the paper path, IOT Registration, or IIT (Scanner) Registration. The defect is Skew.

Y N

Check and adjust (if necessary) IOT Lead Edge/Side Edge Registration (dC129) ([ADJ 9.1](#)). Make 10 copies from each tray from the platen glass using test pattern 82E8220. There is variation in registration.

Y N

The defect is still present.

Y N

Return to Call Flow.

A B C D E
Adjust Document Glass Registration Automatic Adjustment (dC609) (ADJ 6.7).

The defect occurs on copies from all five paper trays.

Y N
Check the feeder for the affected tray for wear, slipping, damage, or contamination.

- Tray 1 Feeder (PL 9.3)
- Tray 2/3/4 Feeder (3TM) (PL 10.3)
- Tray 2 Feeder (TTM) (PL 11.7)
- Tray 3 Feeder (TTM) (PL 11.9)
- Tray 4 Feeder (TTM) (PL 11.11)
- Tray 5 Feed Assembly (PL 13.1)

Perform the following in order:

1. Check the Registration Transport Assembly (PL 15.1A) (C8030/35/C45/55), (PL 15.1B) (C8070) paper path for obstructions.
2. Check the components in the Registration Transport Assembly (PL 15.1A) (C8030/35/C8045/55), (PL 15.1B) (C8070) for wear, slipping, damage, or contamination. Clean/replace as required.
3. Check the paper path from the Registration Transport Assembly to the Exit Rolls for obstructions. Refer to the appropriate Paper Path BSD.
4. Check the components in the paper path from the Registration Transport Assembly to the Exit Rolls for wear, slipping, damage, or contamination. Refer to the appropriate Paper Path BSD. Clean/replace as required.

The defect occurs on copies from all five paper trays.

Y N
Check the feeder for the affected tray for wear, slipping, damage, or contamination.

- Tray 1 Feeder (PL 9.3)
- Tray 2/3/4 Feeder (3TM) (PL 10.3)
- Tray 2 Feeder (TTM) (PL 11.7)
- Tray 3 Feeder (TTM) (PL 11.9)
- Tray 4 Feeder (TTM) (PL 11.11)
- Tray 5 Feed Assembly (PL 13.1)

Perform the following in order:

1. Check the Registration Transport Assembly (PL 15.1A) (C8030/35/C8045/55), (PL 15.1B) (C8070) paper path for obstructions.
2. Check the components in the Registration Transport Assembly (PL 15.1A) (C8030/35/C8045/55), (PL 15.1B) (C8070) for wear, slipping, damage, or contamination. Clean/replace as required.
3. Check the paper path from the Registration Transport Assembly to the Exit Rolls for obstructions. Refer to the appropriate Paper Path BSD.
4. Check the components in the paper path from the Registration Transport Assembly to the Exit Rolls for wear, slipping, damage, or contamination. Refer to the appropriate Paper Path BSD. Clean/replace as required.

A B
Go to Image Size Adjustment (dC603) (ADJ 9.18) and adjust IOT magnification.

The problem occurs on all jobs.

Y N
Have the customer re-evaluate affected jobs and re-send.

Refer to the DFE Service Guide.

IQ35 Process Direction Bands, Streaks, and Smears RAP

Contamination of LPH, damage to or contact with Transfer Belt or Drum Cartridge.

Clog in Developer Housing, malfunction of Belt Cleaner, contaminated LPH.



Figure 1 Streak Deletion Defect Sample

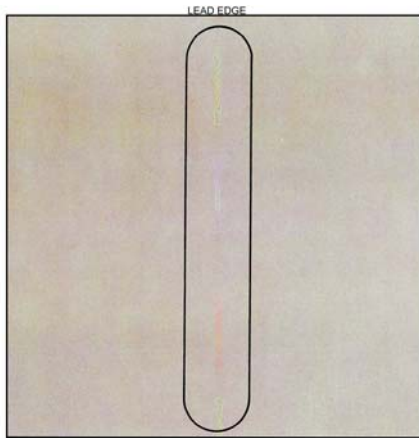


Figure 2 Streak Defect Sample

Initial Actions

- Check customer print to verify Process Direction Bands, Streaks, and Smears as in the following:

– [Figure 1](#)

– [Figure 2](#)

- Clean the Transfer Belt Cleaner. Check for wear or damage
- Clean the Fuser. Check the metal stripper baffle in the Fuser for contamination.
- Check the 2nd BTR and the Detack Sawtooth (DTS) for Toner contamination.
- Use the LPH Cleaner to clean the LPH.

Procedure

NOTE: The repetition rate for Transfer Belt defects varies considerably, depending on paper size and mode of operation. The defect may appear as frequently as every third sheet, or may only occur every 14 sheets.

The defect occurs in approximately the same position on multiple prints.

Y N

If the defect occurs intermittently, examine the Developer Housings for evidence of toner clumping. If clumping is found, replace the Developer ([REP 9.15](#)).

The defect is full-width (LE - TE) [Figure 1](#).

Y N

Remove the Fuser Assembly. Examine the Heat Roll for damage or contamination. Clean or replace as required ([PL 7.1](#)).

Check the Transfer Belt Cleaner ([PL 6.1](#)). Ensure that the blade and the Mylar backing are free from damage. Check that the auger turns freely. Clean, repair, or replace as required.

Check the Developer Housing ([PL 5.2](#)). Repair or replace as required ([REP 9.14](#)).

If the problem is related to a single color, replace the Drum Cartridge (see [CRUs and Consumables](#) in Section 6).

Enter [dC612](#) (Test Pattern Print). Select Test Pattern 9. Print a 40% coverage pattern for each single color. **The defect is present for all colors.**

Y N

- Check Drum Cartridge for affected color. Check for damage or contamination to the BCR.
- Replace the Developer ([REP 9.15](#)) for the affected color. Check the housing for damage or toner clumping.

Remove the Transfer Belt Cleaner ([PL 6.1](#)). Inspect the cleaning blade and Mylar seal for damage. Clean or replace as required.

If the Transfer Belt Cleaner is OK, check the Transfer Belt ([PL 6.3](#)) for damage or contamination. Ensure that there is no debris or loose wiring, etc. in contact with the belt. Clean or replace as required.

IQ36 Unfused Copy/Toner Offset RAP

Initial Actions

- Replace the paper in use with fresh, dry paper of the correct specification.
- Check the post-Fuser transport areas for dirt.
- Ensure that the media being used matches the settings on the UI screen or print driver. Using the next heavier setting may resolve the problem.
- If the Key Operator/Administrator has configured certain trays for a specific type of media, ensure that the specified media is actually loaded in those trays.

Procedure

Check the following:

- Check the Sensor Assembly (PL 6.2) for contamination or incorrect mounting. Clean, repair, or replace as required.
- Check the Fuser (PL 7.1) for damage, toner offsetting, paper wrap, or incorrect installation. Clean or replace as required.

After resolving the problem, make 10 blank copies (letter size, Black mode) to clean residual toner from the Fuser Heat Roll and Fuser Belt. If the problem persists, or if Lead Edge contamination is present, remove the Fuser Exit Chute (PL 7.1) and clean any toner or paper residue from the Exit Chute and the metal stripper baffle.

IQ37 Repeating Bands, Streaks, Spots, and Smears RAP

Damage, density variation, or deletions caused by rotating component. Spacing equal to effective circumference of part.

Faulty Photoreceptor/Developer Housing gear or bearing problem.



Figure 1 Repeating Defects Sample Image



Figure 2 High Frequency Bands Defect Sample

Initial Actions

Check customer print to verify Repeating Bands, Streaks, Spots, and Smears as in the following:

- [Figure 1](#)
- [Figure 2](#)

Procedure

Measure the distance between the repeating defects. Locate the distance on the table below. Perform the indicated repair actions.

Table 1 Repeating Defects

Repetition spacing	Component(s)	Repair Actions
<4 MM.	High Frequency Banding	
95 MM.	Photoreceptor	Single Color - Replace the Drum Cartridge (see CRUs and Consumables in Section 6).
38 MM.	BCR	
56 MM.	Developer Mag Roll	Check Developer roll bias for floating or shorting out. Replace Developer Housing (PL 5.2) if required.
84 MM.	Fuser Heat Roll	Ensure correct paper type is set for the actual paper in the paper tray. Remove the Fuser Assembly. Check the Heat Roll for damage (nicks, wear, or cuts) or contamination. Clean or replace as required (PL 7.1).
94 MM.	Fuser Pressure Belt	All Colors - Remove the Fuser Assembly. Check the Heat Roll for damage (nicks, wear, or cuts) or contamination. Clean or replace as required (PL 7.1).
25mm	BTR 1 Roll	
55 MM.	BTR 2 Backup Roll BTR 2 Roll	Check the 2nd BTR Assembly for damage or contamination. Clean, repair or replace as required. Replace the Transfer Belt (PL 6.3).
81 MM.	IBT Drive Roller	

IQ38 Spots RAP

Initial Actions

Ensure that the paper in use is fresh, dry, and within specification for weight and quality.

Check print driver and copier control panel settings to ensure the media is being run in the proper mode.

Procedure

The defect occurs in Copy mode only.

Y N

The spots occur at a fixed interval on each print.

Y N

The spots occur in the same location on every letter size print.

Y N

NOTE: The repetition rate for Transfer Belt defects varies considerably, depending on paper size and mode of operation. The defect may appear as frequently as every third sheet, or may only occur every 14 sheets.

The defect occurs in approximately the same position on multiple prints.

Y N

The problem is Fuser offset and/or lead edge smears or spots.

Y N

CAUTION

Do not use a vacuum cleaner or any solvents in the following step. Damage to the Transfer Belt Cleaner will result.

Remove the Transfer Belt Cleaner ([REP 9.1](#)). Carefully clean the cleaning blade and the Mylar shield with a soft brush or a lint free cloth. Brush away any accumulation of toner on the foam seal and the outside surfaces. Wipe the surface of the Transfer Belt with a lint free cloth.

If the problem continues, replace the Transfer Belt Cleaner ([PL 6.1](#)).

Go to the RAP [IQ28 RAP](#).

Check the Transfer Belt ([PL 6.3](#)) for dirt or damage. Clean or replace as required.

Check the Drum Cartridge for dirt or damage. Clean or replace as required (see [CRUs and Consumables](#) in Section 6).

Go to the [IQ37 RAP](#).

Ensure that the original is free from the defect.
Clean the Platen Glass and Lens.

IQ39 Missing Colors RAP

One or more of the primary (YMCK) colors is missing from the image.

Initial Actions

Use the LPH Cleaner to clean the LPH.

Procedure

Check wire harness between the LVPS and MD Main PWB for damage. Repair or replace as required:

- LPH Cable Assembly (TBD low) (REP 9.12)
- LPH Cable Assembly (TBD mid) (REP 9.12)

Check for damaged wiring from MDM PWB to the LPH for the affected color YMCK:

- BSD 6.6 LPH Control (Y)
- BSD 6.7 LPH Control (M)
- BSD 6.8 LPH Control (C)
- BSD 6.9 LPH Control (K)

If the wiring is OK, replace the LPH Assembly for the affected color YMCK (REP 9.10).

If the problem still exists, replace the MDM PWB (REP 1.6).

IQ40 Background on Coated Paper

Compared to Plain Paper, background is a lot more visible on Coated Paper.

Paper types with better surface flatness (better transfer ability) and better toner absorption ability have more stress.

Initial Actions

Verify that the background level is worse than that on Plain Paper.

Procedure

1. Increase the background voltage by 10 to 20V to reduce background on the Drum. However, this will sacrifice the reproducibility of fine lines and highlight sections.

Adjust the background voltage. The default voltage is 600V. The Adjustment NVM Read/Write (dC131) locations are:

- NVM 753-006 (Y) Developer Bias DC Output Value for Y (0~700:0~700V)
- NVM 753-007 (M) Developer Bias DC Output Value for M (0~700:0~700V)
- NVM 753-008 (C) Developer Bias DC Output Value for C (0~700:0~700V)
- NVM 753-009 (K) Developer Bias DC Output Value for K (0~700:0~700V)

2. Change the NVM locations listed below to increase the cleaning field voltage by approximately 10 to 20V to reduce the background on the Drum. Note that this will sacrifice the reproducibility of fine lines and highlight areas.

Color (YMC):

Add +10 to +20 to each of the following values:

- NVM location 753-237 CF Upper Limit Ref. Value - default = 110
- NVM location 753-239 CF Lower Limit Ref. Value - default = 100
- NVM location 753-241 CF Upper Limit: Lower Limit - default = 110
- NVM location 753-243 CF Upper Limit: Upper Limit - default = 110
- NVM location 753-245 CF Lower Limit: Lower Limit - default = 100
- NVM location 753-247 CF Lower Limit: Upper Limit - default = 100

Black and White (K) or Color (K):

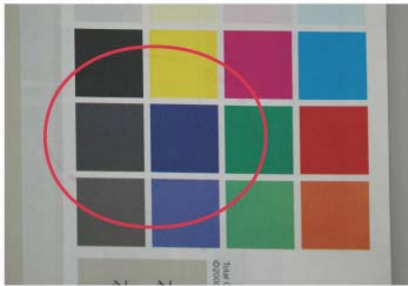
Add +10 to +20 to each of the following values:

- NVM location 753-238 CF Upper Limit Ref. Value - default = 110
- NVM location 753-240 CF Lower Limit Ref. Value - default = 100
- NVM location 753-242 CF Upper Limit: Lower Limit - default = 110
- NVM location 753-244 CF Upper Limit: Upper Limit - default = 110
- NVM location 753-246 CF Lower Limit: Lower Limit - default = 100
- NVM location 753-248 CF Lower Limit: Upper Limit - default = 100

IQ41 Multi Color Transfer Failure

Paper that has had its Side 1 fused has a reduced percentage of moisture content, which increases its electric resistance. Since the resistance in the Secondary Transfer section also increases by lower humidity or over time, the required electrical field may not be attained, especially in the early mornings (low humidity environment).

Due to the characteristics of the EA-ECO Toner, high R_{sys} (in the early morning low temperature and low humidity environment) requires a transfer voltage for the areas where multiple transfers and MWS cannot be used at the same time. Because the machine is adjusted for Multiple Transfer Priority by default, MWS may be visible from Side 1.



j0wa31021

Figure 1 Multi Color Transfer Failure Defect Sample

Initial Actions

1. Verify that the density on Side 2 becomes lighter when printing a high density image in a low temperature and low humidity environment as in [Figure 1](#).
2. Change the Secondary Transfer voltage setting up or down, then compare the density to the paper with the defective image.

NOTE: Although the user offset is helpful, it deteriorates multiple transfers because they cannot be used at the same time. Also, because this problem recovers when the R_{sys} gets lowered as the machine internal temperature rises, the user offset adjustment cannot be recommended.

Procedure

1. Increase the Secondary Transfer voltage by decreasing the single color density or by changing the permissible range for MWS.
2. Apply the Secondary Transfer voltage user offset specifications.

Reference: UI Operation Instructions for User Offset.

- a. Enter [UI Diagnostic Mode](#).
- b. Select the **Adjustments** button.
- c. Select **NVM Read/Write dC131**.

- d. While the nominal value is **6**, perform variable output (between 1 and 16, low to high voltage) for secondary voltage, and register the optimal value.
- e. Nominal 200V/1 step and NVM Read/Write ([dC131](#)) location 747-019/020: Change the step width.

IQ42 Lines on Coated Paper (EXIT)

Lines are generated on Side 1 in 2 Sided mode.

When HW Gloss paper is output to Exit 1 using the 2 Sided mode in high temperature/high humidity environment, its Side 1 gets rubbed against the Exit Gate, resulting in lines as in [Figure 1](#).

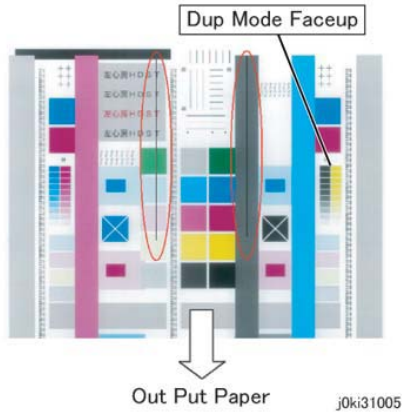


Figure 1 Lines on Coated Paper Defect Sample

Initial Actions

1. Check whether both sides are output to Exit 1.
2. During Side 2 output, check whether the Side 1 output direction is at the Trail Edge.
If the above two conditions are met, this defect is likely to occur.

Procedure

Change the output tray to the Exit 2 Tray or the Side Tray.

- When paper is output to Exit 1 in 2 Sided mode, the convex part of the paper that bowed due to the corrugation of the Exit section makes contact with the Exit Gate, which generates brushed lines from the middle to the Trail Edge on the upper side (Side 1) of the exiting paper.
This happens when the paper area that bowed due to corrugation makes contact with the Exit Gate.

IQ43 Caterpillar Mark (Transfer)

This is caused by low electric charge in toner.

A bit of changed electricity remains at Side 1 Trail Edge of lightweight paper in the C-Zone.

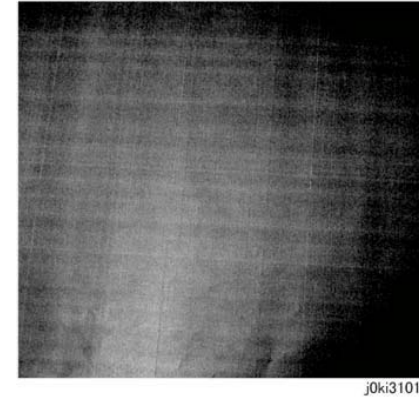


Figure 1 Caterpillar Mark Defect Sample

Initial Actions

1. Compare with the image sample. ([Figure 1](#))

Procedure

1. Lower the TC and increase the primary transfer current value (same as the heat haze/mock heat haze countermeasure) ([IQ46](#)).
2. Because this may get worse during condensation, go through a few dozens of full image 2 sided sheets to handle it.

IQ44 White Stripes Due to Trimmer Jam (DEV)

When foreign substances such as dirt, dust, toner aggregate (including melted) exist in the Toner Cartridge, on the Toner Supply Path, or in the Developer Housing Assy and they reach the section between the Developer Roll and the Trimmer, it could obstruct the formation of the developer layer.

Initial Actions

1. Clean the LPH.
2. If the white stripes did not disappear, perform the following:

Procedure

1. Scoop and remove the foreign substances by inserting a sheet of paper into the gap between the Developer Roll and the Trimmer.
2. In most cases, the above procedure will not be able to remove the foreign substances. The reliable method is to replace the Developer Housing Assy.

IQ45 Heat Haze/Mock Heat Haze

Procedure

The heat haze/mock heat haze is generated in various places and in different ways.

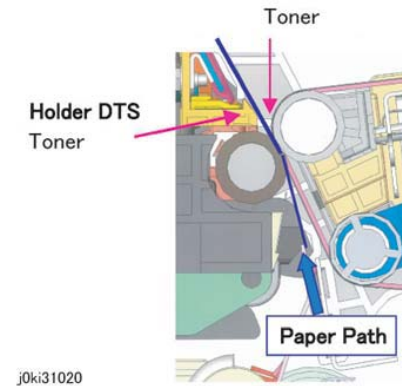


Figure 1 Heat Haze/Mock-Heat Haze

- Heat Haze:
The heat haze occurs at the place where paper is peeled off from the IBT Belt as shown in Figure 1 and Figure 2. The toner scatters in small clouds around the Solid Patch.

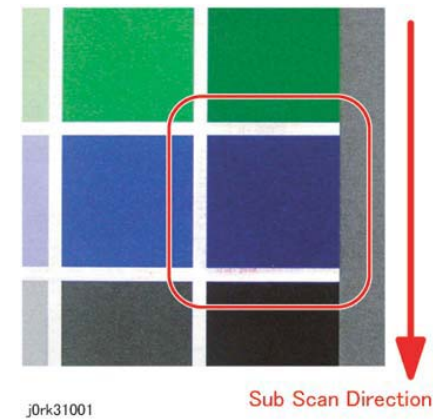


Figure 2 Heat Haze

- Mock Heat Haze:

The mock heat haze occurs when the transported paper rubs against the Holder DTS (Chute at the Transfer EXIT) as shown in the [Figure 1](#) and [Figure 3](#), which charges it electrically and causes the toner to scatter at the Lead and Trail edges of the Solid section. This might form streaks in some parts.

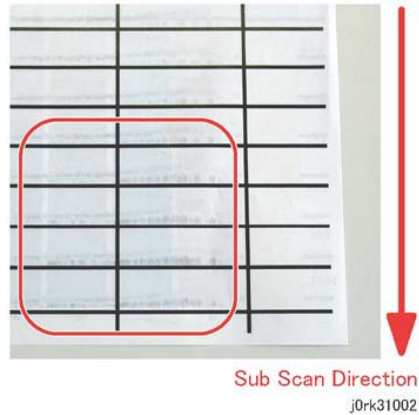


Figure 3 Mock-Heat Haze

Initial Action

1. Perform [dC909](#) Calibrate for Paper, generate the test pattern and check whether the defect occurs for single K color or multiple colors, and whether the defect changes as a result of the procedure (secondary transfer voltage).
2. Perform [dC991](#), Toner Density Setup; if the TC reads higher than the target according to the Check, lower the TC to meet the target.

Procedure

1. When heat haze or mock heat haze occurs, print 25 sheets of the [dC909](#) test pattern on A3/11x17.

NOTE: The following step is mainly effective for heat haze.

2. Adjust the secondary transfer voltage based on the results of step 1.
3. Adjust the primary transfer current value for toner scattering (mock heat haze) around K/ color texts:

NOTE: The value in NVM 746-015 indicates the machine internal environment (temperature and humidity) and it is stored as an integer value between 1 and 10. The higher the temperature and humidity are, the smaller the value becomes and vice versa.

- a. Enter [dC131](#), NVM 746-015 and make a note of the value.
- b. Change the primary transfer current value approximately to a value corresponding to the conditions in which the problem occurs ([Table 2](#)).
 - Refer to the following table for the NVM address to be changed ([Table 1](#)). (Model (ppm) & Output Color (FC/BW) & the value in NVM 746-015 noted above).

- Because the machine internal temperature and humidity changes slightly during the day, also change the values before and after the value that was noted in NVM 746-015 above (if the value is 5, change the NVMs for 4 and 6 too).

Example: If this problem occurs for 25ppm Full Color print and 746-015 is 9, change the value of 745-405, 406, and 407 from 103 to 150.

Table 1 NVM Locations

Model	Color	746-015 (Environment No. for Temperature and Humidity 1-10)									
		1	2	3	4	5	6	7	8	9	10
25ppm	FC	745-398	745-399	745-400	745-401	745-402	745-403	745-404	745-405	745-406	745-407
	BW	745-408	745-409	745-410	745-411	745-412	745-413	745-414	745-415	745-416	745-417
35ppm	FC	745-448	745-449	745-450	745-451	745-452	745-453	745-454	745-455	745-456	745-457
	BW	745-458	745-459	745-460	745-461	745-462	745-463	745-464	745-465	745-466	745-467
45ppm	FC	745-498	745-499	745-500	745-501	745-502	745-503	745-504	745-505	745-506	745-507
	BW	745-508	745-509	745-510	745-511	745-512	745-513	745-514	745-515	745-516	745-517
55ppm	FC	745-548	745-549	745-550	745-551	745-552	745-553	745-554	745-555	745-556	745-557
	BW	745-568	745-569	745-570	745-571	745-572	745-573	745-574	745-575	745-576	745-577

Table 2 Adjusted Primary Transfer Voltage

Model	25ppm FC/BW	35ppm FC/BW	45ppm FC/BW	55ppm FC	55ppm BW
Initial Value	103	148	169	193	216
After Change	150	200	220	250	255

NOTE: NVM 746-005 stores the current value that was output last. In the case of 25/25ppm, 103 (10.3 MicroAmp) is stored before the adjustment and 150 (15.0 MicroAmp) is stored after the adjustment.

c. After performing steps a and b, make a test print and refer to NVM 746-005 (1st BTR Transfer Bias Last Output Value K) to check that the primary transfer output has changed to the new value.

NOTE: This procedure may result in worse ghosting (residual image due to electrostatic charge on the photoreceptor).

Print and check a test pattern. If the level of ghosting is bad, manually decrease the ATC target value in the following step.

This is effective for heat haze/mock heat haze.

4. Decrease the TC by 1 percent. **ATC Target Manual Correction Amount**
Decrease K color by 1 percent. 752-845: 0 to 35

Decrease Y color by 1 percent. 752-842: 0 to 35

Decrease M color by 1 percent. 752-843: 0 to 35

Decrease C color by 1 percent. 752-844: 0 to 35

When the value is changed, the target value for MAX Setup/Adjust Toner Density also shifts by 0 to 35.

NOTE: Occurrence of both heat haze and mock heat haze are easily influenced by the paper orientation. As final step, copy an image which has solid portions located at various positions to check for them. Especially for the secondary voltage offset chart (dC909), only one patch in the area is useful because the secondary transfer voltage changes between Lead and Trail edges.

IQ46 Poor Reproducibility of Fine Lines (IOT Image Quality)

The Thin Line Correction Mode is the mode for correcting the poor reproducibility of 600dpi/1200dpi thin lines (Figure 1).

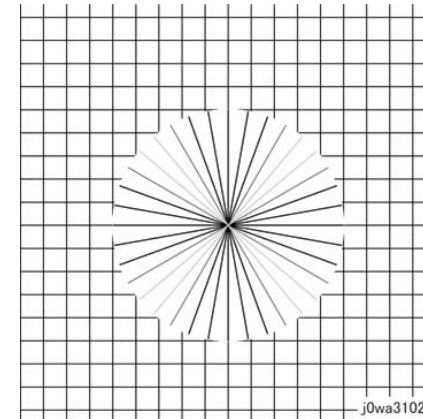


Figure 1 Poor Reproducibility of Fine Lines

Procedure

Because of the dispersion due to the difference in the machines, thin lines, especially slanted ones, tend to break up.

When this happens, use the Thin Line Correction Mode to correct it.

NOTE: When in use, the Thin Line Correction Mode might cause defects to appear in the images.

The Thin Line Correction only emphasizes line images and it cannot be used to increase the text density, and may cause:

1. Interference in the form of banding in ladder images
2. LPH streaks appearing in high temperature environment

Because of these reasons, keep the adjustment amount as low as possible.

Perform the Thin Line Correction by adjusting the following NVM values:

1. NVM Read/Write (dC131) location 749-006: 1200 Only Fine Line Correction -
0: OFF (also performs correction for 600dpi)
15: ON (only performs correction for 1200dpi)
If the Thin Line Correction is also to be performed for 600dpi, use 0. The default value is 15.
2. NVM Read/Write (dC131) location 749-007: Thin Line Correction Switch -
0: Thin Line Correction OFF
1: Thin Line Correction ON

The default value is 0.

- Thin Line Correction Amount Adjustment (Table 1):

Table 1 Thin Line Adjustment

NVM Address	Contents	Initial Value	Adjustment Range
749-243	Thin Line Correction Amount Y Color	200	140~255
749-244	Thin Line Correction Amount M Color	200	140~255
749-245	Thin Line Correction Amount C Color	200	140~255
749-246	Thin Line Correction Amount K Color	200	140~255

The smaller the value, the more emphasis the thin line gets (amount of exposure is increased).

Amount of exposure is increased by: 30% for 140, 20% for 160, and 10% for 180. (Default value - Adjustment value)/2 = amount of increased exposure in%.

The recommended value is 160.

- NVM Read/Write (dC131) location 752-006 Thin Line Correction_ADC_Switch - 0: OFF, 1: ON.

Although this is normally set as 0 (OFF) during use, if the highlight reproduction is overdone, set this to 1 (ON).

Default value is 0.

IQ47 Outboard Deletion in All Colors

These are light areas, faded or deleted, caused by toner buildup on the outboard side of the 1st BTRs.



Figure 1 Outboard Deletion (All Colors)

Initial Actions

- Compare with the image sample (Figure 1).

Procedure

- Remove the IBT Assembly (REP 9.2) and Transfer Belt Assembly (PL 6.4, item 5).
- Clean the 1st BTR rolls (PL 6.4, item 1) in order to correct the problem.
- Run test prints in order to verify that the problem is corrected.

IQ48 MWS (Side 2) (Micro White Spots)

When the resistance in the Secondary Transfer section is high, e.g. in the early mornings (low humidity environment), the transfer latitude between multicolor and monocolour is narrow and the setting voltage favors multicolor. In other words, the voltage is a little high for monocolour, and this causes the Transfer nip discharge phenomenon that creates the white spots on Side 2 in a low-humidity environment.

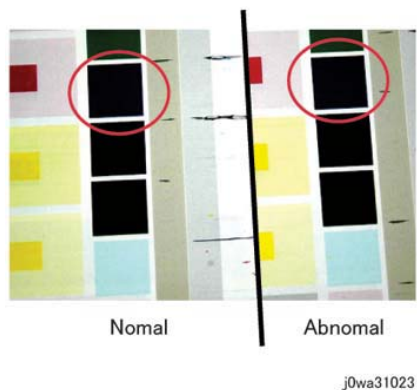


Figure 1 j0wa31023

Initial Actions

Verify that the micro white spots (MWS) appear on Side 2 when printing in a low humidity environment.

Procedure

Reduce the 2nd-transfer voltage for the paper type in use by decreasing the single-color density or by changing the permissible range for MWS (Micro White Spots) (dC909).

NOTE: As much as user offset can serve as a solution, both multi-color transfer and MWS cannot be simultaneously satisfied. Whichever is given priority will lead to deterioration of the other. Adjust based on the customer's expectation and requirement.

IQ49 Moist Paper Wrinkles (Fusing Unit)

When moisture gets into vertical grained paper, paper waves occurs at the tip of short edge side. If the paper enters the Fusing Nip in this condition, the Fusing Nip cannot feed the paper properly, resulting in wrinkles.

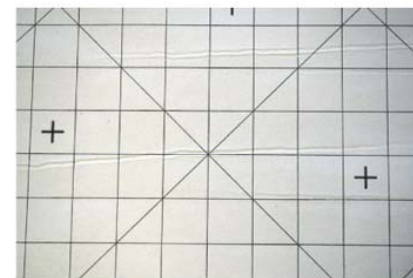


Figure 1 Moist Paper Wrinkles

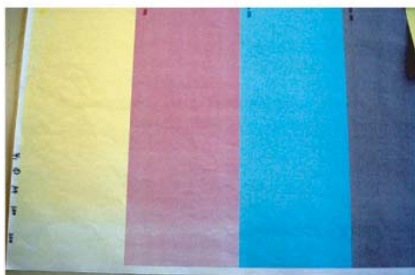
Initial Actions

Check the paper in the Tray for moistness and waviness at the lead edge in the Paper Feed direction.

Procedure

- Use fresh paper.
- Change the Paper Feed direction (LEF).
- Use horizontal grained paper.

IQ50 White Streaks in Process Direction/Dropping Density (XERO/CLN)



j0ki31016

Figure 1 j0ki31016

Initial Actions

TBS

Procedure

1. TBS

IQ51 Background (IPS)

A phenomenon like background (e.g. background color or document bleed) may occur depending on the document.

The default background suppression function is unable to fully remove the background.



j0ki31019

Figure 1 Background (IPS)

Initial Actions

Set Background Suppression to **Enabled** and check whether background still occurs on the customer's document.

Procedure

1. Use **dC131** to check, and if necessary, set the value of NVM location [715-518] to the correct value for the paper being used (**Table 1**).

Table 1 NVM Values for Paper

Paper being used	Weight/Size	Order Number	CSE Part No.	Value for NVM 715-518
Bold Digital Printing Paper	24lb/11x17	3R11543	128E01460	5
Colotech Plus Gold	90gsm/A3	3R98839	N/A	6
Xerox Vitality	20lb/11x17	3R03761	N/A	7
Xerox Premier	80gsm/A3	3R91721	N/A	8

2. Use **GP 5** to calibrate Image Quality for both Copy and Print.
Check with the customer. If the background problem is resolved, do not continue. Return to **Call Flow**. Otherwise, continue with step 3.
3. Make the following adjustments using **dC945**:

CAUTION

Make ONLY these adjustments. In particular, do NOT perform the Optical Axis Calibration.

- a. White Reference Platen
- b. White Reference DADH

Check with the customer. If the background problem is resolved, do not continue. Return to **Call Flow**. Otherwise, continue with step 4.

4. Set and adjust Auto Background Suppression.
 - a. Enable Auto Background Suppression to be on by default. Enter System Administrator Mode (GP 2) and select the Tools tab. Use the following process to enable Auto Background Suppression:
 Select **Service Settings > Copy Service > Feature Defaults > Image Quality > Image Enhancement > Background Suppression > Auto Suppression**.
 Select the **OK** button, then select the **Check Mark** button in the upper right corner of the screen to save the settings and logout of System Administrator Mode.
 Check with the customer. If the background problem is resolved, do not continue. Return to **Call Flow**.
 - b. If setting the Auto Background Suppression on fails to reduce enough background or removes too much Highlight, adjust the appropriate NVM values for the amount of ABS. Use the dC131 to adjust Copy, Scan and FAX settings. Refer to **Table 2** for the NVM locations.

NOTE: The default value for the locations listed in **Table 2** is 2. Values less than 2 do less background suppression, while values more than 2 do more suppression. The range is 0 to 4.

Table 2 Background Suppression Level Adjustment by Mode

NVM Location Description	NVM Location
Copy ABS Level - Platen	610-003
Copy ABS Level - DADH	610-004
Scan ABS Level - Platen	610-019
Scan ABS Level - DADH	610-020
Fax ABS Level - Platen	610-033
Fax ABS Level - DADH	610-034

Check with the customer. If the background problem is resolved, do not continue. Return to **Call Flow**. Otherwise, continue with step 5.

5. Use dC919 to reduce or boost highlights. Adjust all of the colors equally so that hue doesn't shift.
 Check with the customer. If the background problem is resolved, do not continue. Return to **Call Flow**. Otherwise, continue with step 6.

CAUTION

When replacing the IIT PWB, use the new EEPROM that will be on the replacement part and follow the appropriate steps in the IIT PWB replacement procedure.

6. If the steps listed previously fail to resolve the customer's problem, replace the IIT PWB (PL 1.6).

7. If there is still unacceptable background on the customer's copy, call Service Support for assistance.

IQ53 Highlight Density Reproduction (NVM Darken +3) (IPS)

This is used to reproduce the highlight (light colors) in darker shade. To prevent background, the highlight reproducibility is adjusted.

Procedure

- Set the density adjustment to **Darken +1 ~ Darken +3**.
* When the highlight is not reproduced after performing the density adjustment in (1), it can be adjusted by the following method:
- Set the background suppression to **Disabled**.
* Although may cause background to appear, it improves the highlight reproducibility.
- In the case of Copy Service, adjust the density by using **DC919: Color Balance Adjustment**.
In the case of Scan Service, increase the **Scan Resolution**.
* The highlight reproducibility is improved more with 600dpi than 200dpi.
- The following describes the adjustment method that is only valid for Output Color **BW** and Original Type **Text**.

Density Adjustment: Darkening the Highlight

Table 1 Density Adjustment: Darkening the Highlight

NVM Chain-Link	Service	Mode	How to Use
715-720 N/A	Copy	Output Color BW Original Type Text Density Normal	The highlight is reproduced darker when a value larger than the default value (128) is set. The recommended value is 120.
715-721 N/A	Copy	Output Color BW Original Type Text Density Darken +3	The highlight is reproduced darker when a value larger than the default value (128) is set. The recommended value is 120. The density of Darken +3 and Normal may be reversed depending on the setting value.
715-722	Fax Scan	Color Scanning BW Original Type Text Density Normal	The highlight is reproduced darker when a value larger than the default value (128) is set. The recommended value is 125.
715-723	Fax Scan	Color Scanning BW Original Type Text Density Darken +3	The highlight is reproduced darker when a value larger than the default value (128) is set. The recommended value is 125. The density of Darken +3 and Normal may be reversed depending on the setting value.

* The NVM value adjustment is done by visually checking the copy or scan output while performing the adjustment.

IQ54 Highlight Density Reproduction (NVM Lighten +3) (IPS)

This is used to reproduce the density in lighter shade.

Procedure

1. Set the density adjustment to **Lighten +1 ~ Lighten +3**.

* When desired image quality cannot be obtained after performing the density adjustment in (1), the following adjustment method is also available:

Countermeasure (2): In the case of Copy Service, adjust the density by using **Color Balance Adjustment**.

The following describes the adjustment method that is only valid for Output Color **BW** and Original Type **Text**.

Density Adjustment: Lightening

Table 1 Density Adjustment: Lightening

NVM Chain-Link	Service	Mode	How to Use
715-720 N/A	Copy	Output Color BW Original Type Text Density Normal	The highlight is reproduced lighter when a value larger than the default value (128) is set. The recommended value is 136.
715-721 N/A	Copy	Output Color BW Original Type Text Density Darken +3	The highlight is reproduced lighter when a value larger than the default value (128) is set. The recommended value is 136. The density of Darken +3 and Normal may be reversed depending on the setting value.
715-722 N/A	Fax Scan	Color Scanning BW Original Type Text Density Normal	The highlight is reproduced lighter when a value larger than the default value (128) is set. The recommended value is 132.
715-723 N/A	Fax Scan	Color Scanning BW Original Type Text Density Darken +3	The highlight is reproduced lighter when a value larger than the default value (128) is set. The recommended value is 132. The density of Darken +3 and Normal may be reversed depending on the setting value.

* The NVM value adjustment is done by visually checking the copy or scan output while performing the adjustment.

IQ56 CVT Streaks (IPS)

Dirt such as paper dust is generated at the DADF scan position. The streaks in the SS direction are created when that contamination is scanned



2 Color Copy (1401 α Mode) j0ki31012

Figure 1 j0ki31012

Initial Action

1. Check whether dirt such as paper dust exists at the DADF scan position.

Procedure

1. Clean the DADF scan position.

IQ57 Copy: Gradation Jump in Text & Photo (IPS)

In the BW and Text & Photo Copy mode, gradation jump occurs on 100-line photo documents.

As Text & Photo mode gives priority to 175 lpi halftone dots and text quality, Sharpen Edge is performed for lower lpi.

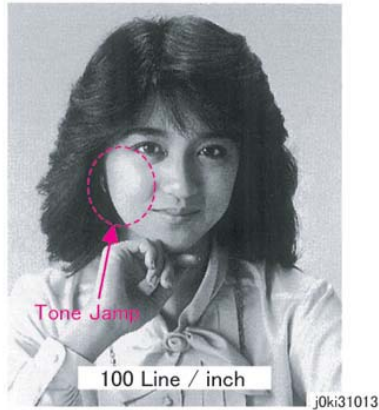


Figure 1 j0ki31013

Procedure

Take the following countermeasures for 100-line documents:

Table 1 100-line Document: Countermeasures

Countermeasures	Secondary Defect
Set the Original Type to Photo .	The text becomes blurred.
Select [Tools] > [Common Service Settings] > [Image Quality Adjustment] > [Image Quality] and adjust [Photo & Text Recognition]	Image quality of photographs deteriorate in [More Text] and [Text] settings. Text becomes blurred in [More Photo] and [Photo] settings.

IQ58 Scan: Smearred Text, JPEG Mosquito Noise (IPS)

Color texts are blurred and mosquito noise is generated around the texts due to JPEG compression.

NOTE: As the JPEG compression technique is for images, not texts, noise is easy to crop up when it is used to compress texts.

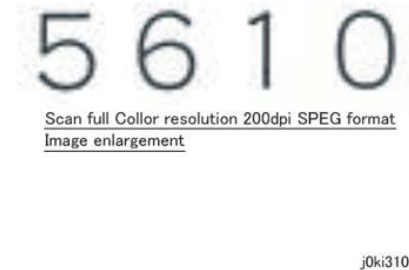


Figure 1 j0ki31014

Procedure

- From the Services screen select **Workflow Scanning>Advanced Settings>Resolution**. Select 400 or 600 dpi button.

IQ59 Moire In Text Mode (Fine) BW Scan/Fax For 133 lpi Originals (IPS)

When a document with tint on the whole paper or a background image is scanned using Fax Text mode in High Quality (Fine), the file size or the Fax transmission time may increase drastically.

As the Text mode is designed to highlight texts, it generates halftone dot moire.



Fax fine 133 line half tone Screen Image
j0ki31015

Figure 1 j0ki31015

Procedure

1. Scan the customer's document (photo image) in Binary Scan mode and check whether moire is generated and the file size became bigger.
2. Take the following countermeasures for 133-line documents:

Table 1 133-line document: Countermeasures

Countermeasures	Secondary Defect
Set the Original Type to Photo>Lighten/Darken	As the amount of data increases in Text & Photo mode, the machine takes a longer time for transmission.
Set the density adjustment to Lighten .	The text quality is degraded.

IQ60 Copy: Bleed on 2 Sided Document (IPS)

Bleed occurs in the Copy BW and Text mode.

NOTE: Because the gradation feature is designed to improve the reproducibility of Low Contrast, when bleed density of the document is high, the background suppression function might not be able to remove it completely.

Procedure

Take the following countermeasures for Bleed on document:

Table 1 Bleed on Document Countermeasures

Countermeasures	Secondary Defect
Switch the AE suppression level settings. (Switch the NVM per IQ51)	Reproducibility of highlights is degraded.
Set the density adjustment to Lighten +1 .	The density on the whole area becomes lighter and the reproducibility of highlights is degraded.

IQ61 Copy: Platen Background (IPS)

When A4 stark white paper such as J Paper/Premier 80 is scanned into A3 when in Copy BW Text mode and AE is ON, the platen back density is reproduced outside of the copy range.

NOTE: Because some paper has a low background detection level, the density of the Platen background might not be fully removed, depending on the S/N level status of the IIT.

Procedure

Take the following Platen background countermeasures:

Table 1 Platen Background Countermeasures

Countermeasures	Secondary Defect
Switch the AE suppression level settings. (Switch the NVM per IQ51)	Reproducibility of highlights is degraded.
Set the density adjustment to Lighten +1 .	The density on the whole area becomes lighter and the reproducibility of highlights is degraded.
Set the sharpness adjustment to Soften +1 .	The text becomes blurred.

IQ66 Unevenness Correction Within Image Area (IOT Image Quality)

The LPH Exposure Amount Fine Adjustment is the process of adjusting the LPH exposure amount to correct the uneven density in the Axis Direction that arose due to various causes in the vicinity of the Drum for each YMCK color individually.

The LPH Exposure Amount Adjustment can be performed as negative correction within the range of 0 to -20 (%).

Correction Area

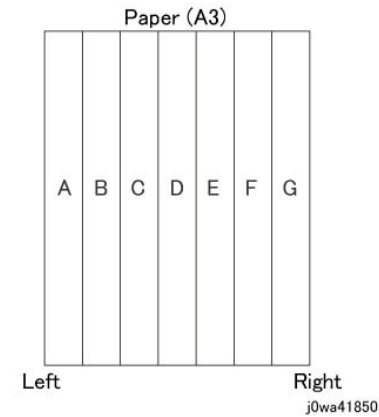


Figure 1 j0wa41850

Table 1 Correction Area Positions

	A	B	C	D	E	F	G
Distance from the left of image (mm)	0	52	103	154	206	257	308.9

As shown in the figure, the LPH zone is divided into 7 areas by setting the 6 points - from A (left-most edge) to G (right-most edge).

Adjustment is performed at each area to lower the LPH exposure amount until the density is even.

*There are cases where point A or G will lie beyond the image zone. Furthermore, the 154mm mark is the center of the image.

NOTE: As an overly large adjustment might cause jumps in gradation, make the adjustments as small as possible.

The adjustment amount (%) is not = amount of change in density.

The actual exposure level includes a process that converts the brightness of ADC Sensor Position to 100%.

[Purpose]

The LPH Exposure Amount Fine Adjustment is the process of adjusting the LPH exposure amount to correct the uneven density in the Axis Direction that arose due to various causes in the vicinity of the Drum for each YMCK color individually.

The LPH Exposure Amount Adjustment can be performed as negative correction within the range of 0 to -20 (%).

[Procedure]

1. LPH Exposure Amount Fine Adjustment ON/OFF Switch Selector
To enable the LPH Exposure Amount Fine Adjustment function, set the following NVM as ON.

Table 2 Smile Correction NVM

NVM Names	NVM Address	Contents	Initial Value	Adjustment Range
Smile Correction Switch	749-005	0: OFF 1: ON	0	0 or 1

2. Selection of Correction Method:

The LPH Exposure Amount Fine Adjustment can be done by:

- a. Correcting the density skew in the IN-OUT direction
- b. Selecting a pre-prepared pattern to perform the correction
- c. Using custom correction to manually correct the adjustment amount for each area

A combination of the various correction methods can be used. However, the correction cannot go beyond the 0 to -20 (%) range.

- a. IN/OUT Density Correction

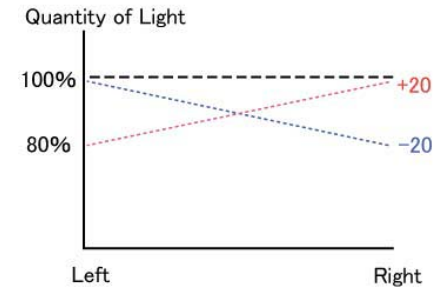
Corrects the IN-OUT density skew in the axis direction of the photoreceptor.

When there is density skew from the left to the right of the image, the adjustment amount to correct that has to be set for each color.

Setting Range is -20 to 20 (%)

Table 3 In/Out NVM

NVM Names	NVM Address		Initial Value	Adjustment Range
In Out Tendency (IN/OUT correction)	749-191	Y	0	-20~20
	749-192	M	0	-20~20
	749-193	C	0	-20~20
	749-194	K	0	-20~20



j0wa41851

Figure 2 j0wa41851

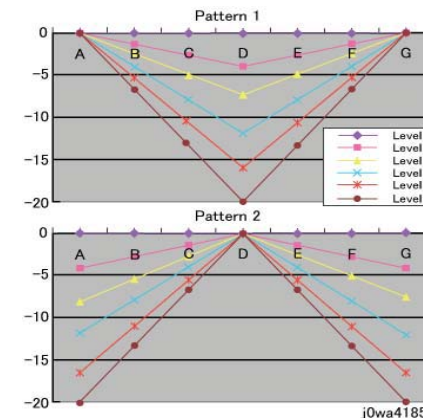
*Although there is also an adjustment range at the positive side, it only involves reducing the brightness at the IN side or the OUT side and therefore will not have any correction that goes above 100%.

- b. Pattern Selection Correction:

If you have elected to perform correction based on Pattern Selection, select the Pattern 1~6 and Level 1~6 that is most suitable for the density correction from the following figure.

The selected Pattern and Level are reflected as LPH Brightness Correction by changing the following NVMs.

As there are separate NVMs for each color, they can each be corrected independently.



j0wa41852

Figure 3 j0wa41852

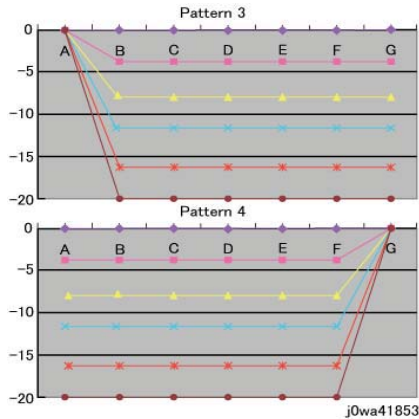


Figure 4 j0wa41853

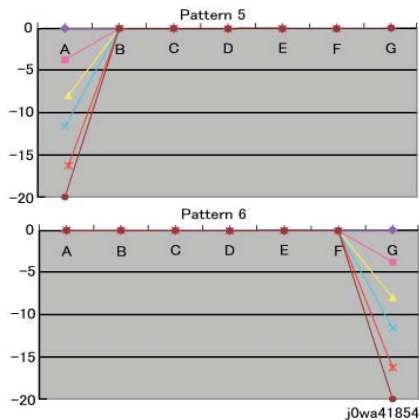


Figure 5 j0wa41854

Table 4 Correction Pattern NVM

NVM Names	NVM Address		Initial Value	Adjustment Range
Correction Pattern (Pattern Selection)	749-195	Y	1	1~6
	749-196	M	1	1~6
	749-197	C	1	1~6
	749-198	K	1	1~6

Table 5 Correction Level NVM

NVM Names	NVM Address		Initial Value	Adjustment Range
Correction Level	749-199	Y	1	1~6
	749-200	M	1	1~6
	749-201	C	1	1~6
	749-202	K	1	1~6

NOTE: Take note that 0 and 5 for Pattern means **Disabled** and 1 for Level means **No correction**.

c. Custom Correction

If you have elected to perform density correction by custom correction, you must input the required adjustment amount for the correction of every area into the NVM for each YMCK color.

Be careful as only negative correction can be performed for density correction.

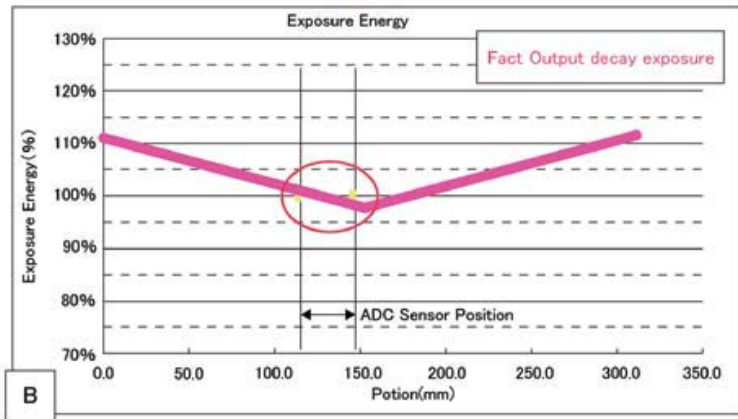
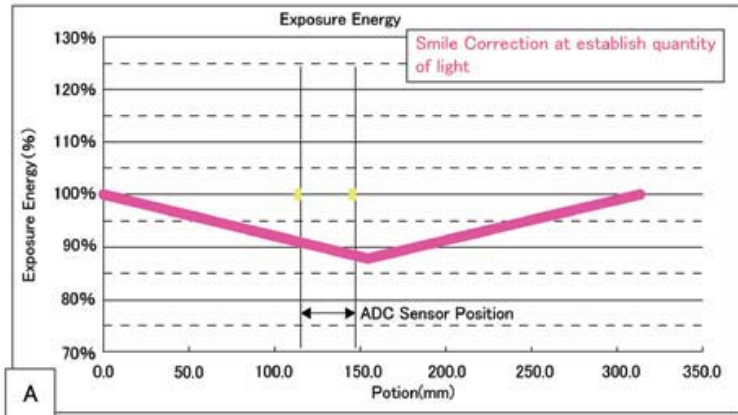
Table 6 Custom Correction NVM

NVM Names	NVM Address	Contents	Initial Value							Adjustment Range	
			A	B	C	D	E	F	G		
Custom Correction Value	749-203~209	R/E (%) within Pulse Width Variable Range	Y	0	0	0	0	0	0	0	-20~20
	749-210~216		M	0	0	0	0	0	0	-20~20	
	749-217~223		C	0	0	0	0	0	0	-20~20	
	749-224~230		K	0	0	0	0	0	0	-20~20	

*The NVM Addresses correspond in ascending order to ABCDEFG.

*Although there is also an adjustment range at the positive side, the brightness will saturate at 100%. The positive correction of up to the 100% range will only be applied when the exposure amount has been corrected towards the negative side at IN-OUT Density Correction or Pattern Selection Correction.

- The above 3 types of correction can be used in combination. However, the total amount of exposure adjustment for these Smile Corrections are restricted to be within 0 to -20%.
- [Sum of Correction 0~20%] = [IN-OUT Adjustment Amount%] + [Pattern Selection Adjustment Amount%] + [Custom Adjustment Amount%] If the total from the 3 corrections add up to less than -20%, it will be uniformly limited to -20%.
- If it is larger than 0%, then it will be uniformly limited to 0%.
- The above are the restrictions that apply to the exposure amount correction and correction by Smile Correction function. However, within the actual machine, after the exposure amount correction by Smile Correction, it will enter another process to calibrate the exposure at the ADC Sensor Position to be 100%. As a correction is applied to the exposure amount after a Smile Correction, the exposure amount in the vicinity of 114 to 144mm from the left of the image becomes 100%, while it is relatively higher or lower for the rest of the positions.
- Reference sample



j0wa41855

Figure 6 j0wa41855

As shown in figure B, the control is such that the final exposure at the ADC Sensor Position becomes 100%. By this, the exposure amount that was corrected by Smile Correction (figure A) is corrected again until it is at the actual output level (figure B). (The figures are the exposure models when Pattern 1, Level 4 correction have been performed)

Test Pattern Usage (dC612)

The following table lists the types of test patterns and their usage:

Table 1 IOT Built-in Test Patterns (dC612)

No.	Pattern Name	Overview
1	90 Degree Grid	Alignment measurement
2	Diagnostic Grid	For checking the reproducibility of diagonal lines
3	A1 Patch Pattern	For visual checking of Registration Control A1 Patch
4	B Patch Pattern	For visual checking of Registration Control B Patch
5	C Patch Pattern	For visual checking of Registration Control C Patch
6	C-TRACS Check PG	For calibration, gradation pattern for Print calibration
7	Procon PG	Gradation, Defect detection
8	16 Tone PG	Defect detection IOT
9	Full Halftone	Defect detection
10	Single K Full Halftone	Defect detection at single K mode
11	Drum Pitch Halftone	Defect detection/for shipment inspection
12	LPH streak adj chart (IOT mounted)	For LPH line detection
13	LPH streak adj chart (LPH mounted)	For LPH line detection and for identifying causes of Video data failure
14	X talk Test chart (Failure Analysis)	For detection of LPH power-related defects IOT
15	Grid (Fold Position Adjustment)	
16	Ladder	
17	Controller Test Pattern	N/A

Image Quality Specifications

The following steps are used to set up the machine for the purpose of making test pattern copies to judge output image color density, balance, and registration.

1. Use the following Customer Mode Settings as a baseline to evaluate Image Quality:

Table 1 Basic Copier Mode Settings

Tab	Item Name	Sub-Item Name	Setting
Copy	Output Color	-	Auto Detect
Copy	Reduce/Enlarge...	Preset	Auto%
Image Quality	Original Type...	Content Type	Photo and Text
Image Quality	Original Type...	How Original was Produced	Printed Original
Image Quality	Image Options...	Lighten/Darken	Normal
Image Quality	Image Options...	Sharpness	Normal
Image Quality	Saturation	-	Normal
Image Quality	Image Enhancement...	Background Suppression	Off
Image Quality	Image Enhancement...	Contrast: Manual Contrast	Normal
Image Quality	Color Presets...	-	Off
Image Quality	Color Balance...	-	Normal
Layout Adjustment	Image Shift...	-	Off

2. Place the Color Test Pattern on the platen. Load 11" X 17 or A3 paper into Tray 1. Make a copy of the test pattern.
3. Compare the copy to the test pattern. Refer to [Figure 2](#) and [Table 2](#) for this evaluation.

Table 2 Color Specifications Check Locations

AREA (Fig. 2)	Check for the Following Results
A	Text Reproduction. Each of the seven sentences in this area are fully reproduced with no missing letters or portions of letters. The sentences are reproduced in Black, Cyan, Magenta, Yellow, Red, Green and Blue.
B	Color Registration. The patterns in location B should be properly registered to provide Black, Red, Green and Blue lines.
C	Front to Rear Density. The density of both the low density and high density bands should be uniform from front to rear. This can be tested by folding the copy in the center and comparing the front side of the copy to the rear side of the copy at location C. Both the high density and low density locations should exhibit even front to rear density.
D	Color Gradation. This area should exhibit a decreasing density of each of the colors from 100% density to 5% density. In a properly adjusted machine, the 10% patches should be visible and the 5% patches should be barely visible or not visible on the test pattern copy (except for the bottom row).

Table 2 Color Specifications Check Locations

AREA (Fig. 2)	Check for the Following Results
E	Routine Color. Location E represents three general tests for the machine to reproduce colors common to customer originals. Location A is a general skin tone test. Location B represents the color of grass or other common foliage. Location C represents the color of the sky.
F	Photo Gradation. Location F is not used for any copy quality evaluation on this product.
G	IIT Calibration Patches. These patches are scanned for IIT Calibration during the dC945 IIT Calibration portion of Max Setup.
H	100 Lines/Inch Image. A Moire defect will show on this image. Moire on a 100 Line/Inch image is within specification.
I	175 Lines/Inch Image. This image is used to test for Moire. Depending on the degree of the defect, moire seen on this image should be considered out of specification.

Registration and border deletions are checked using the Step Scales on the Geometric Test Pattern, an example of which is shown in [Figure 1](#). All of the scales are 20mm in height, and are made up of four 5mm steps. Step 1 will be described as at the top of the Step Scale, and Step 4 will be described as at the bottom.

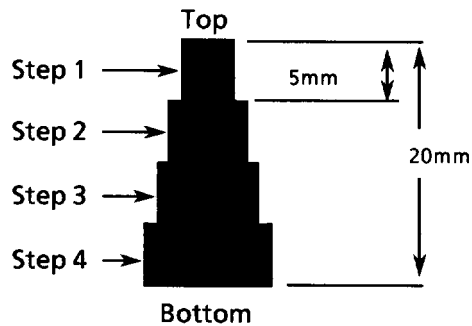


Figure 1 Step Scales

Each Step Scale is positioned for a particular paper size and orientation. [Table 3](#) indicates the appropriate Step Scales to use for the various paper sizes, orientations and measurement locations.

Table 3 Geometric Checkout - Step Scale Data.

Paper Size	Orientation	To check:	Step Scales to use (refer to Figure 1)
11x17	SEF	Lead Edge Side Edge Trail Edge	LE1 through LE3 SE1 through SE4 (top); SE5 and SE8 (bottom) TE3
A3	SEF	Lead Edge Side Edge Trail Edge	LE 1 through LE3 SE1 through SE4 (top); SE6 and SE7 (bottom) TE4
8.5x11	SEF	Lead Edge Side Edge Trail Edge	LE 1 and LE2 SE1 through SE3 (top); SE9 (bottom) TE5
A4	LSEF	Lead Edge Side Edge Trail Edge	LE 1 and LE2 SE1 through SE3 (top); SE10 (bottom) TE6
8.5x11	LEF	Lead Edge Side Edge Trail Edge	LE1 through SE3 SE1 and 2 (bottom) SE6 and SE7 (top) TE 2
A4	LEF	Lead Edge Side Edge Trail Edge	LE1 through SE3 SE5 (top); SE1 and SE2 (bottom) TE1

1. Set the following Customer Mode Settings to the positions listed ([Table 4](#)):

Table 4 Basic Copier Mode Settings

Tab	Item Name	Sub-Item Name	Setting
Copy	Output Color	-	Auto Detect
Copy	Reduce/Enlarge...	Preset	Auto%
Image Quality	Original Type...	Content Type	Photo and Text
Image Quality	Original Type...	How Original was Produced	Printed Original
Image Quality	Image Options...	Lighten/Darken	Normal
Image Quality	Image Options...	Sharpness	Normal
Image Quality	Saturation	-	Normal
Image Quality	Image Enhancement...	Background Suppression	Off
Image Quality	Image Enhancement...	Contrast: Manual Contrast	Normal
Image Quality	Color Presets...	-	Off
Image Quality	Color Balance...	-	Normal
Layout Adjustment	Image Shift...	-	Off

2. Place Test Pattern 82E8220 on the platen and 24# Xerox Color Xpressions 11 X 17 (USCO), or 90 GSM Colortech A3 (XL) paper in Tray 1. Make a copy of the test pattern.
3. Follow the directions in [Table 5](#) to determine if the machine registration is within specification.

Table 5 Test Pattern Image Data Locations for Geometric Specifications

GEOMETRIC AREA	CHECK PERFORMED
Magnification	<p>Locate the 300mm line running from near LE1 to the trail edge of the 1.8 lp ladder. Locate the 200mm line running from near LE1 to near LE3. Make a copy. The measurements should be:</p> <ul style="list-style-type: none"> • Left to Right: 300mm \pm1.8mm • Front to Rear: 200mm \pm1.2mm
Resolution	<p>Observing the targets on the test pattern copy at locations R1 through R8, the line pairs specified below are clearly visible for the magnification value indicated:</p> <ul style="list-style-type: none"> • 70%: 3.0 lp/mm • 100% through 400%: 4.3 lp/mm
Lead Edge Registration	<p>Measure from the lead edge of the paper to the top of Step 3 on the LE2 Step Scale. The measurement should be:</p> <ul style="list-style-type: none"> • Trays 1 through 4: 10mm \pm1.5mm (\pm1.9mm for 2nd side of duplex job) • Tray 5: 10mm \pm2.2mm
Side Edge Registration	<p>Measure from the side edge of the paper to the top of Step 3 on the SE2 and SE3 Step Scales. The distance should be within the following tolerance:</p> <ul style="list-style-type: none"> • Trays 1 through 4: 10mm \pm2.0mm (\pm2.4mm for 2nd side of duplex job) • Tray 5: 10mm \pm2.4mm
Lead Edge Skew	<p>For skew from front to rear, the distance from the lead edge of the paper to the targets at LE1 and LE3 are measured. The measurements must match each other to within the tolerance below.</p> <ul style="list-style-type: none"> • Trays 1 through 4: within \pm1.5mm (\pm2.0mm for 2nd side of duplex job) • Tray 5: within \pm2.0mm
Side Edge Skew	<p>For skew from left to right, the distance from the side edge of the paper to the targets at SE1 and SE4 are measured. They must match each other to within the tolerance below:</p> <ul style="list-style-type: none"> • Trays 1 through 4: within \pm3.0mm (\pm4.0mm for 2nd side of duplex job) • Tray 5: within \pm4.0mm
Line Density	<p>This parameter is measured on the two 0.7G Text Blocks on the test pattern copy. The machine should reproduce all of the characters shown in the block on the output copy.</p>
Solid Reproduction	<p>This specifies the desired standard for reproduction of solid gray images at 1.0 K. The 1.0 K blocks on the output copy should reproduce with minimal mottle or graininess.</p>
Low Contrast Reproduction	<p>This specifies the desired standard for reproduction of low density images. The machine should reproduce all of the text in the 0.2 G Text Blocks on the output copy.</p>

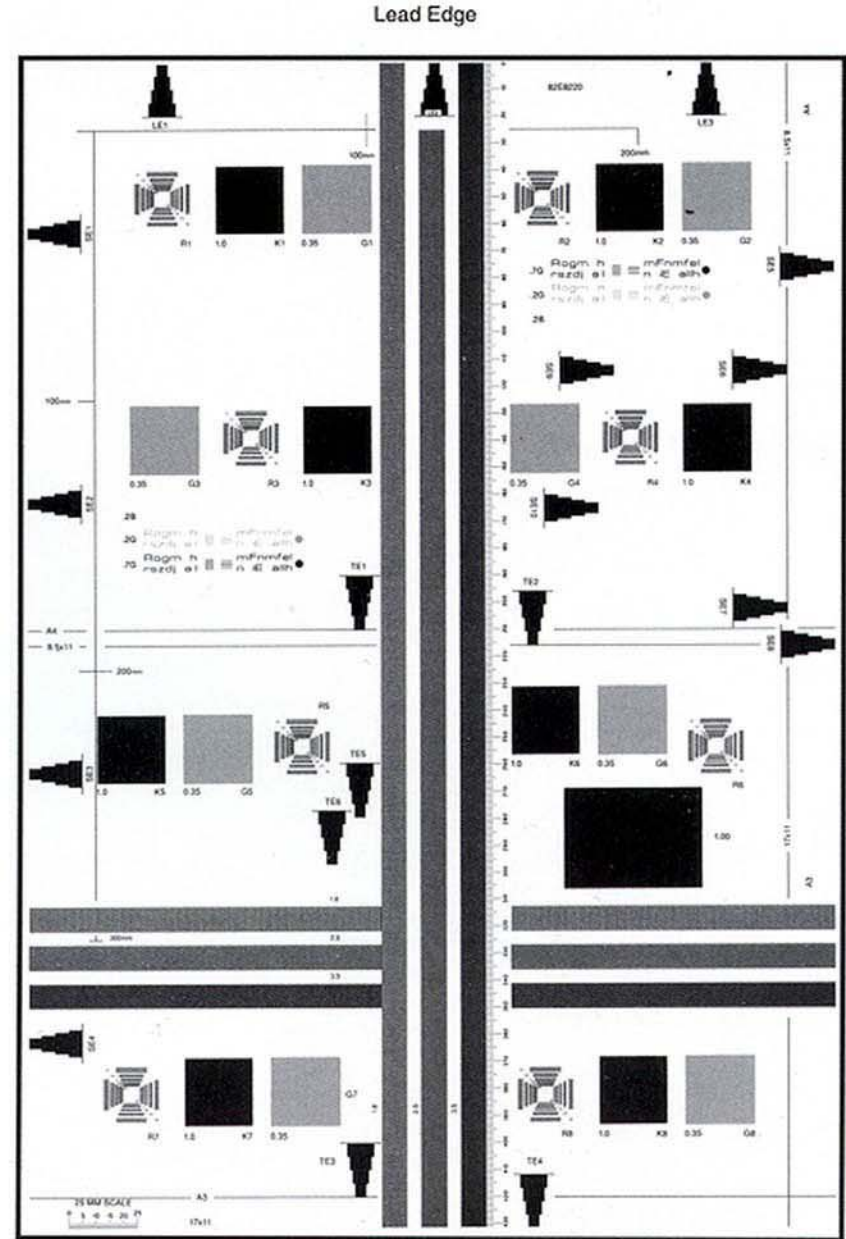
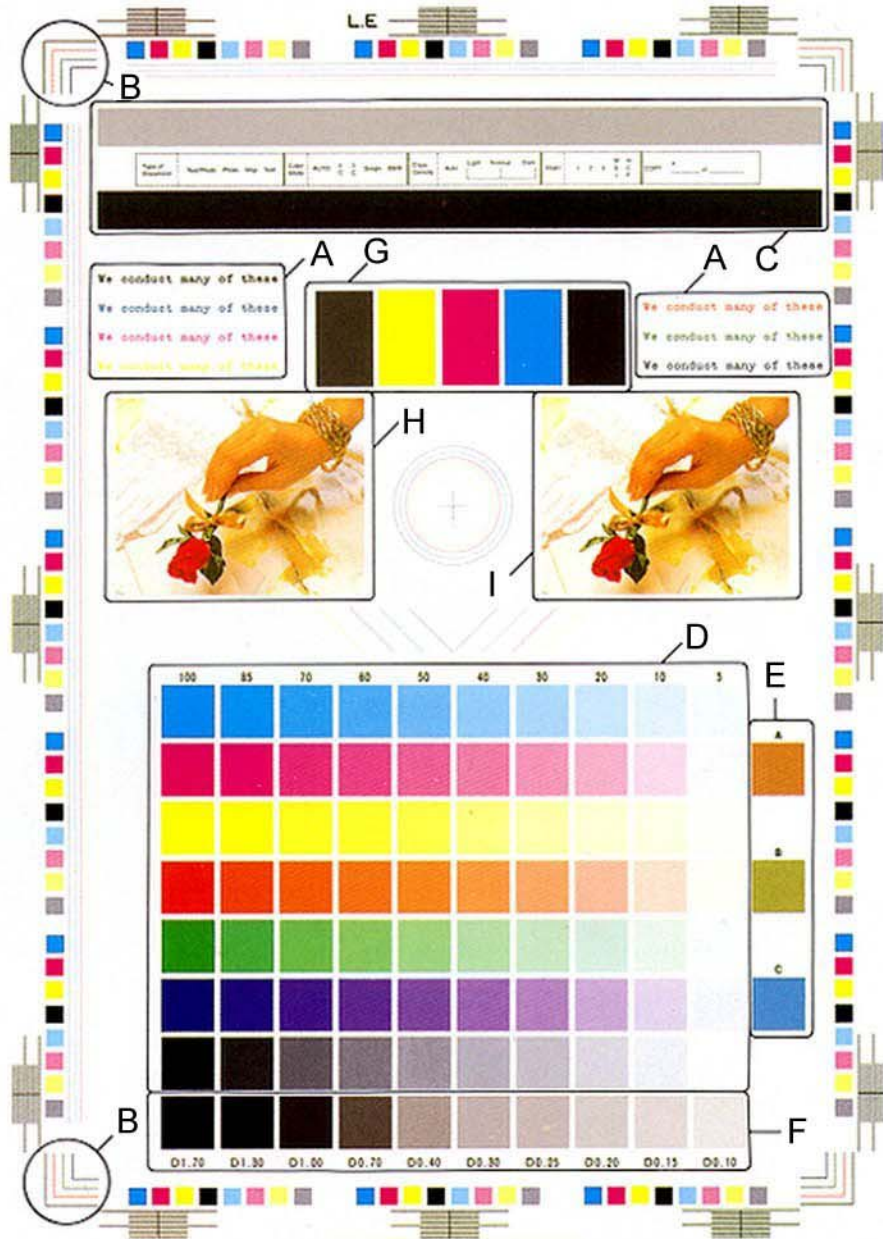


Figure 2 Color and Geometric Test Patterns

Things to Note for Image Quality Restrictions

Table 1 IQ Restrictions

No.	Image Quality Restrictions	Details
1	Roll Marks	Depending on the paper, there may be rubber roll traces or toner wax component stuck in the paper feed direction when performing 2 Sided print or changing the output destination after continuous printing. This is more likely to occur with gloss paper and transparencies.
2	Transparency Blocking	When printing Transparencies continuously and then leaving them on the Exit Tray for a long time, they may adhere to each other and result in uneven gloss or image peel-off. Specifically, it is more likely to occur when printing 20 or more sheets continuously.
3	Condensation Copy	Sometimes patches of water droplets may be found on paper that is printed right after machine start up.
4	Side 2 Blank Areas (caused by water droplets)	These blank areas may appear on Side 2 of A3 paper of 157gsm or more. It is especially visible on gloss paper.
5	Scratched Transparency	When printing on Transparencies, minor scratches may appear in the fast scan direction.
6	Corrugation Lines	Depending on the paper, there may be Pinch Roll traces or minor scratches in the paper feed direction. This is more likely to occur with special paper such as Gloss.
7	Gloss Uneven Side 2	When performing 2 Sided print on Gloss, uneven image may appear on Side 2.
8	Background on Gloss	Background level on Gloss is higher than that on Plain.
9	Smear on Heavyweight	When using Heavyweight, smear may appear at the position 130mm away from the paper lead edge.
10	Rough Black	Depending on the paper type, rough images may occur to some extent.
11	Moist Paper Transfer Failure	This will occur when the paper moisture content increases.
12	Toner Contamination at Lead/Trail Edge	Slight contamination due to toner has occurred at Lead/Trail Edge.
13	Uneven Streaks in Paper Feed Direction	Uneven streaks may appear in the paper feed direction when performing high volume printing in a low humidity environment.
14	Side 2 Transfer Failure	The hue on Side 2 may become lighter when printing a high density image in a low temperature and low humidity environment.
15	Trail Edge Transfer Failure	Rough image or blank areas may occur for images within 10mm (including margins) from the paper trail edge.
16	MWS (Side2) (Micro White Spots)	Micro white spots may appear on Side 2 in a low humidity environment.
17	Moire	When copying, the Moire may appear due to interference with the halftone document. The appearance of Moire depends on the number of lines and angle of the document, as well as the magnification ratio.

Table 1 IQ Restrictions

No.	Image Quality Restrictions	Details
18	Density Fluctuation Right After Power ON/Change in Environment	In machines set to B/W Priority, the very first color print after power ON may, to some extent, have incorrect color density.
19	Fingerprints	When loading paper, handle it with care and try not to touch the print side. Contamination to the print side will affect the print result. If you wish to obtain the best print results, wear finger cots or gloves so as not to leave any marks on the print side.
20	Color Lines	Color Lines may appear on paper that has lots of paper dust.
21	Vapor	White vapor may leak nearby the top of the LH Cover when printing in a low temperature and low humidity environment using Heavyweight Paper.

4 Repairs & Adjustments

Chain 1 Electrical Components

REP 1.1 HVPS (1st/2nd/BTR).....	4-3
REP 1.2 Developer HVPS.....	4-4
REP 1.3 BP PWB.....	4-5
REP 1.4 MDS (Motor Driver Sub) PWB.....	4-8
REP 1.5 MCU-PF PWB.....	4-9
REP 1.6 MDM PWB.....	4-10
REP 1.8 IH Driver PWB.....	4-15
REP 1.9 HVPS (BCR).....	4-17
REP 1.10 SBC Unit.....	4-20
REP 1.11 SBC SD Card.....	4-21
REP 1.12 Single Board Controller (SBC) PWB.....	4-23
REP 1.13 System Disk Drive.....	4-26
REP 1.14 Opening/Closing the PWB Chassis Unit.....	4-29
REP 1.15 SBC SIM Card.....	4-31
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REP 1.1 HVPS (1st/2nd/BTR)

Parts List on PL 6.2

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the PWB Chassis Unit. (REP 1.14)
5. Remove the HVPS (1st/2nd/BTR). (Figure 1)
 - a. Disconnect the connector.
 - b. Remove the screws (M3x8: 3).
 - c. Remove the screws (M3x6: 2).
 - d. Remove the HVPS (1st/2nd/BTR).

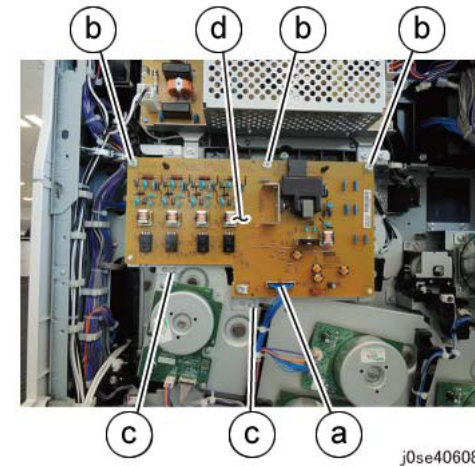


Figure 1 Remove the HVPS

Replacement

1. The replacement is the reverse of the removal procedure.

REP 1.2 Developer HVPS

Parts List on [PL 18.5](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Right Cover ([PL 19.3](#)).
5. Based on the machine configuration, remove either the HVPS Duct (C8030/35; [PL 4.4](#)) or the HVPS Duct and Developer HVPS Fan (C8045/55 and C8070; [Figure 1](#)).
 - a. Disconnect the connector.
 - b. Release the hooks (2) and remove the fan and duct.

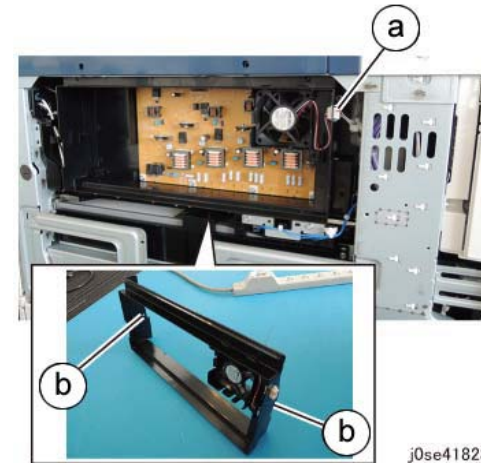


Figure 1 Remove the HVPS Duct and Fan

6. Remove the screws that secure the Developer HVPS ([Figure 2](#)).
 - a. Disconnect the connector.
 - b. Remove the screw.
 - c. Remove the tapping screws (6).

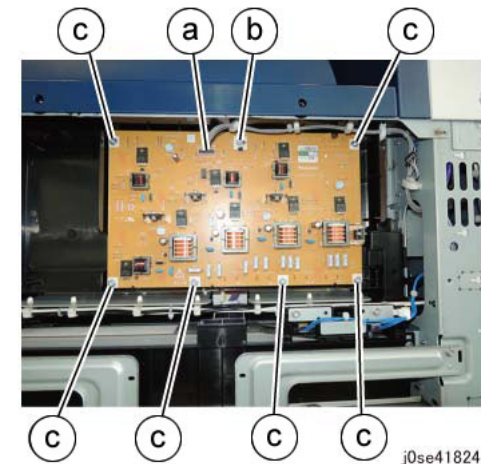


Figure 2 Remove the connector and screws

7. Release the hooks (3) and remove the Developer HVPS.

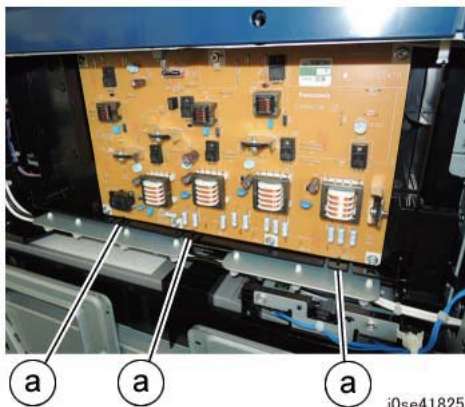


Figure 3 Release the Hooks and Remove the Developer HVPS

Replacement

1. The replacement is the reverse of the removal procedure.

REP 1.3 BP PWB

Parts List on [PL 18.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Control Unit Connector Cover. ([PL 19.3](#))
5. Disconnect all cables connected to the Control Unit.
6. Pull out the Control Unit. ([Figure 1](#))

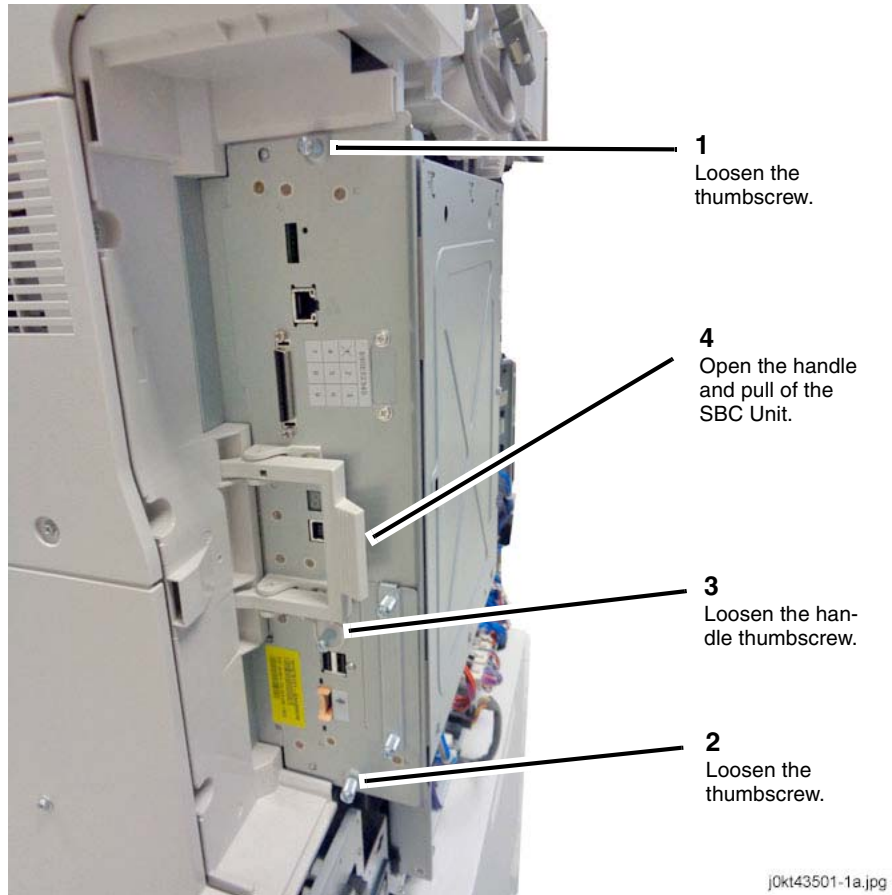


Figure 1 Pulling out the SBC Unit

7. Remove the Rear Upper Cover. (PL 19.3)
8. Remove the SBC Cover. (Figure 2)
 - a. Remove the screw (1).
 - b. Remove the SBC Cover in the direction of the arrow.

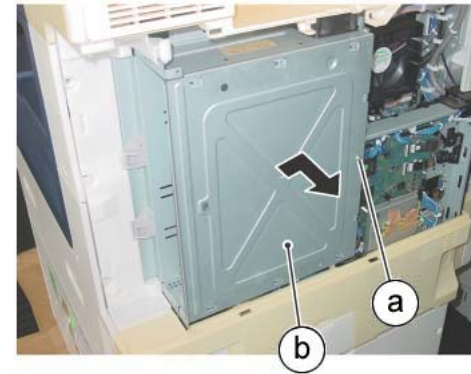
1
Loosen the thumbscrew.

4
Open the handle and pull of the SBC Unit.

3
Loosen the handle thumbscrew.

2
Loosen the thumbscrew.

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j0kt41806

Figure 2 Remove the SBC Cover

9. Open the PWB Chassis Unit. (REP 1.14)
10. Disconnect the BP PWB connectors. (Figure 3)
 - a. Disconnect the connectors (2).

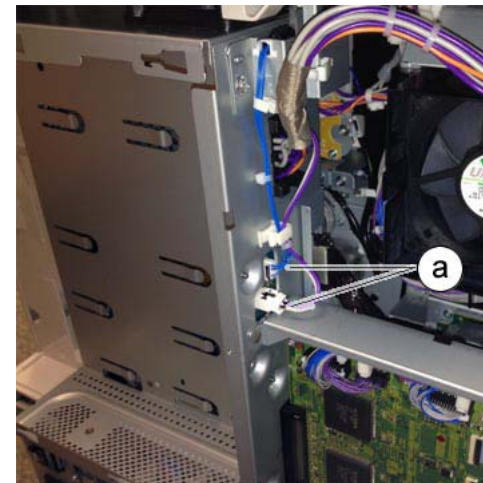


Figure 3 Disconnect the connectors (2)

11. Disconnect the BP PWB connectors. (Figure 4)
 - a. Disconnect the connectors (4).

CAUTION
Take care to not pull too forcefully as it may damage the latches.

 - b. Release the latches on the connectors and disconnect the connectors (3).

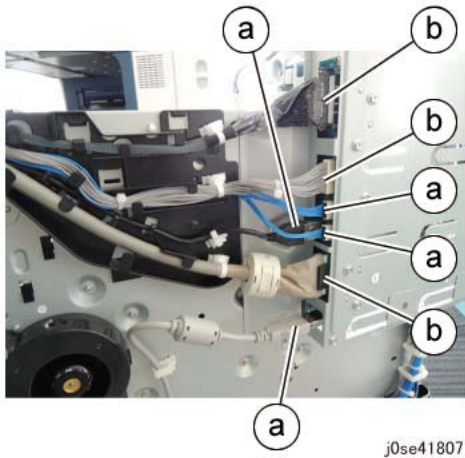


Figure 4 Disconnect the connectors

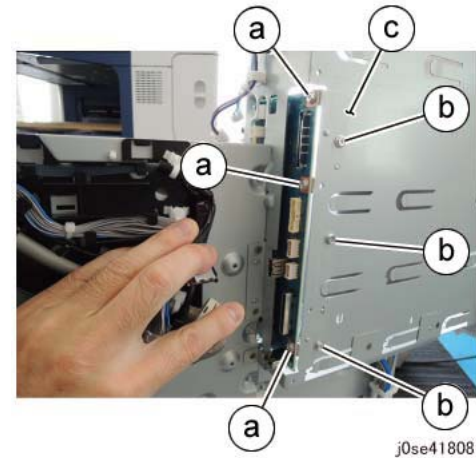


Figure 6 Remove the bracket

12. Remove the bracket. (Figure 5)

- a. Remove the screws (7).
- b. Remove the bracket.

14. Remove the BP PWB. (Figure 7)

- a. Remove the screws (3).
- b. Disconnect the connector at the back of the BP PWB and remove the BP PWB.

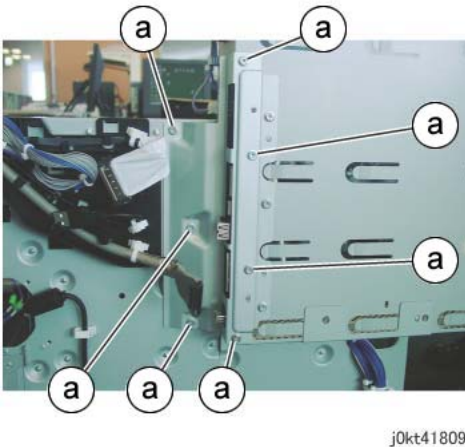


Figure 5 Remove the bracket

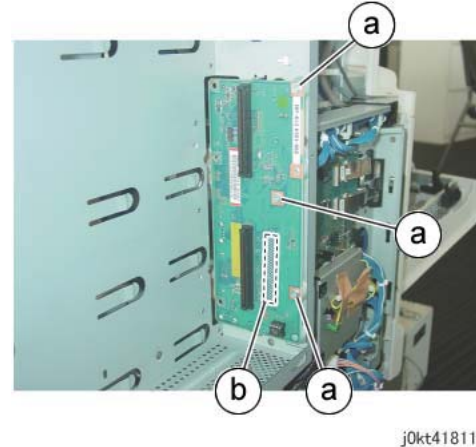


Figure 7 Remove the BP PWB

13. Remove the bracket. (Figure 6)

- a. Remove the screws (3) that secure the BP PWB.
- b. Remove the screws (3) that secure the bracket.
- c. Remove the bracket.

Replacement

The replacement is the reverse of the removal procedure.

REP 1.4 MDS (Motor Driver Sub) PWB

Parts List on [PL 18.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the IIT Rear Cap Cover. ([PL 1.1](#))
5. Remove the Control Unit Connector Cover. ([PL 19.3](#))
6. Remove the Filter Cover. ([PL 19.3](#))
7. Remove the Rear Upper Cover. ([PL 19.3](#))
8. Remove the MCU Cover. ([PL 19.3](#))
9. Remove the Rear Lower Cover. ([PL 19.3](#))
10. Disconnect the MDS PWB connectors (5).
 - a. Disconnect the connectors (5). ([Figure 1](#))

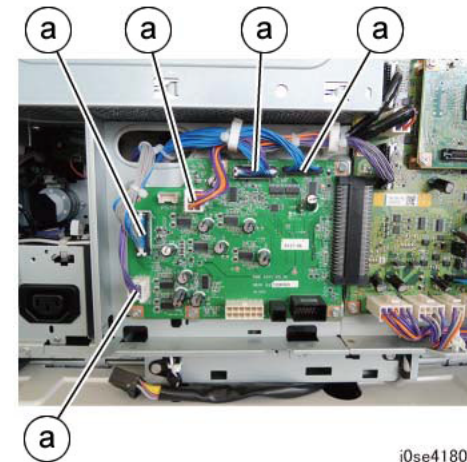


Figure 1 Disconnect the Motor Driver Sub PWB connectors

11. Remove the Motor Driver Sub PWB. ([Figure 2](#))
 - a. Remove the screws (6).
 - b. Disconnect the connector and remove the Motor Driver Sub PWB.

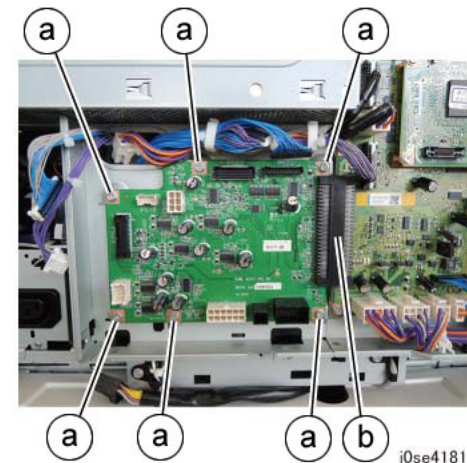


Figure 2 Remove the Motor Driver Sub PWB

Replacement

1. The replacement is the reverse of the removal procedure.

REP 1.5 MCU-PF PWB

Parts List on [PL 18.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the IIT Rear Cap Cover. ([PL 1.1](#))
5. Remove the Control Unit Connector Cover. ([PL 19.3](#))
6. Remove the Filter Cover ([PL 19.3](#)) and the Rear Upper Cover ([PL 19.3](#)).
7. Remove the Rear Lower Cover. ([PL 19.3](#))
8. Remove the MCU-PF PWB. ([Figure 1](#))
 - a. Remove the screws (4).
 - b. Pull gently on the MCU-PF PWB to disconnect the connector on its back from the MDM PWB. Remove the MCU-PF PWB.

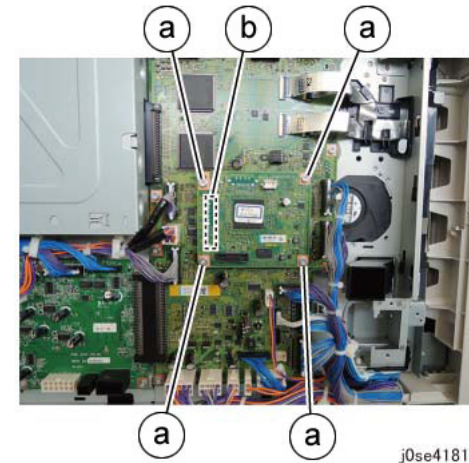


Figure 1 Remove the MCU-PF PWB

Replacement

CAUTION

Ensure that the MCU-PF PWB connector is correctly aligned with the connector on the MDM PWB.

The replacement is the reverse of the removal procedure.

REP 1.6 MDM PWB

Parts List on [PL 18.2](#)

Preparation

1. Save NVM, if possible. ([dC361](#))
2. Back up the customer settings, if possible. ([GP 12](#))
3. Print a configuration page, if possible.

CAUTION

The EEPROM at U80 on the MDM PWB is **not** spared. The EEPROM on the old MDM PWB must be removed and transferred to the new MDM PWB. There is no recovery procedure for the machine if the EEPROM is lost or damaged. Do not use an EEPROM from any other machine.

Removal

NOTE: Serial number data are stored at these locations:

- **MDM PWB** - EEPROM (U80) (See the **Caution** above.)
- **IIT PWB** - EEPROM (U4)
- **System Disk Drive**
- **SBC PWB** - SD Card (J10)

CAUTION

In order to replace any one of the components listed above, you must power down the system, replace the individual component, then power up the system. When the system powers up, the replaced component's serial number data will synchronize automatically with the data on the other components.

If you attempt to replace more than one of the components while the system is powered down, the synchronization will fail and the machine will not boot up.

If the removal/replacement procedure is not followed correctly, or if data corruption causes one of the faults below, you must perform [dC132](#) to restore serial numbers.

- [16-801.19](#)
- [322-352](#)

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

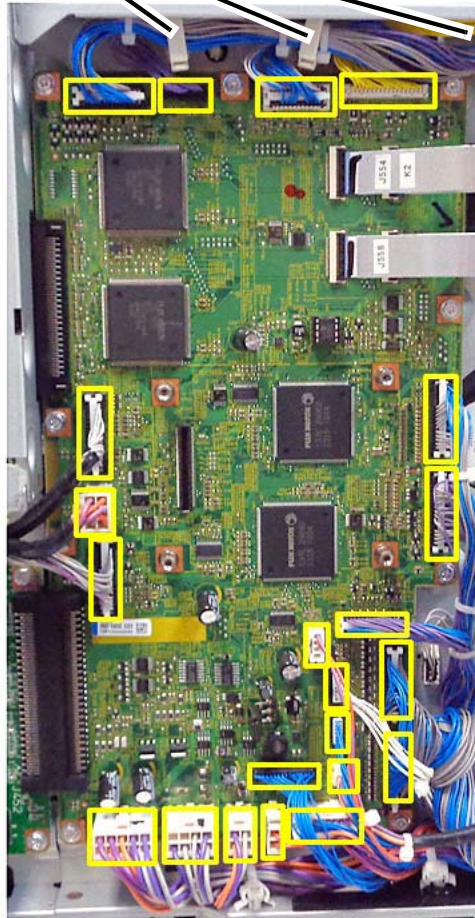
1. Press the **Jobs** icon to verify that no jobs are in process.

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the IIT Rear Cap Cover. ([PL 1.1](#))
5. Remove the Control Unit Connector Cover. ([PL 19.3](#))
6. Remove the Filter Cover. ([PL 19.3](#))
7. Remove the Rear Upper Cover. ([PL 19.3](#))
8. Remove the MCU Cover. ([PL 19.3](#))
9. Remove the Rear Lower Cover. ([PL 19.3](#))
10. Remove the MCU-PF PWB. ([REP 1.5](#))
11. Disconnect the MDM PWB connectors. ([Figure 1](#))

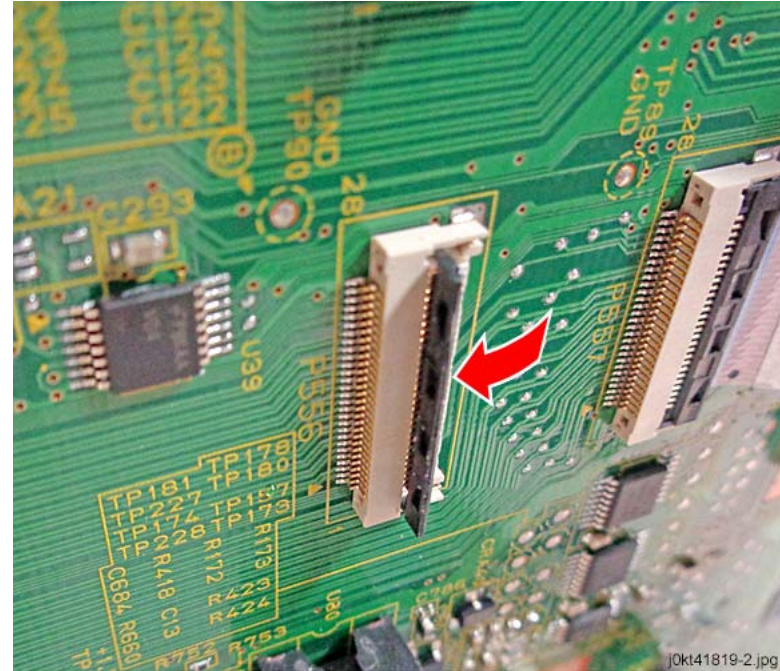
1
Release the harnesses
from the clips (3).

2
Disconnect the MDM
PWB connectors (high-
lighted in yellow).



j0se41812-1

Figure 1 Disconnect the MDM PWB connectors (highlighted in yellow)



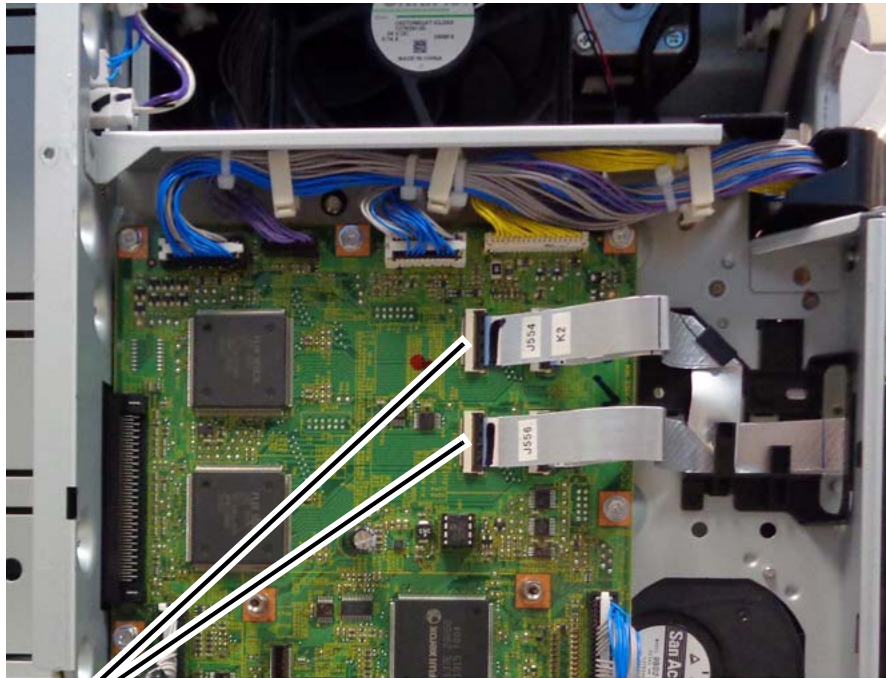
[0kt41819-2.jpg]

Figure 2 Hinged latch in the lifted (open) position

CAUTION

Before attempting to remove the ribbon cable, carefully lift the hinged latch to release it (refer to Figure 2).

12. Disconnect the Flexible Print Cables (J554 and J556). (Figure 3)



Disconnect the cables (J554 and J556)

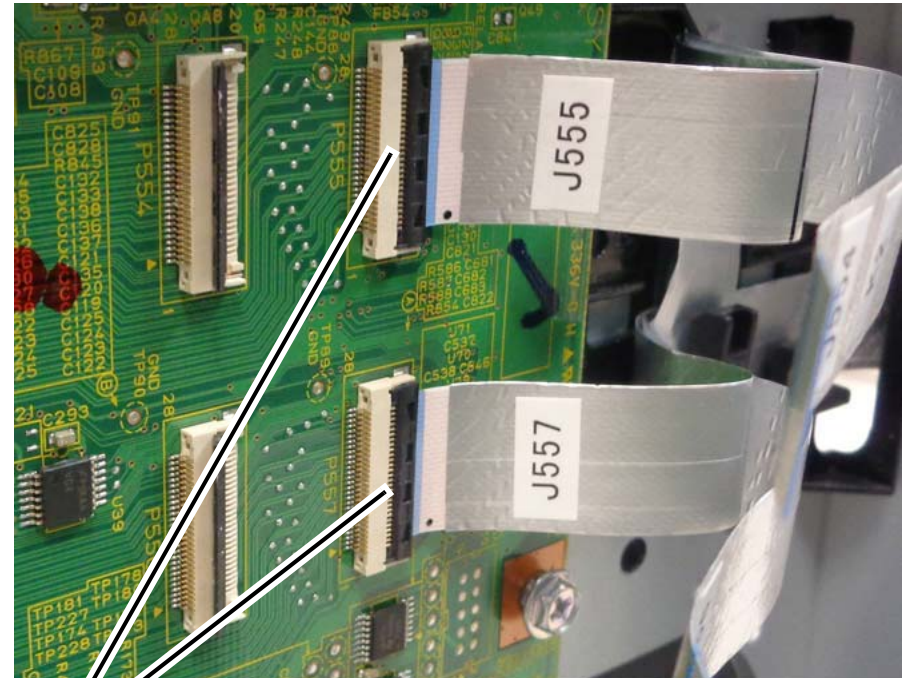
j0kt41819-1

Figure 3 Disconnect the Flexible Print Cables

CAUTION

Before attempting to remove the ribbon cable, carefully lift the hinged latch to release it (refer to Figure 2).

13. Disconnect the Flexible Print Cables (J555 and J557). (Figure 4)

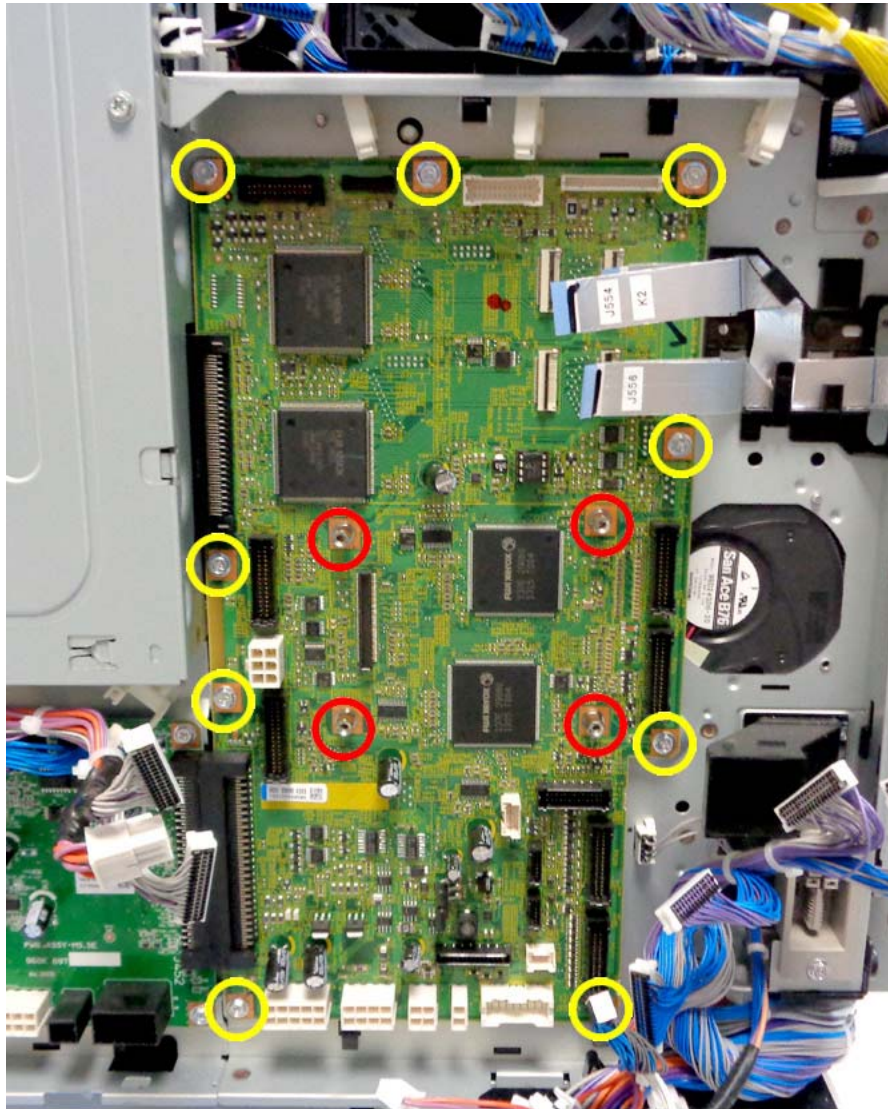


Disconnect the cables (J555 and J557)

j0kt41820-1.jpg

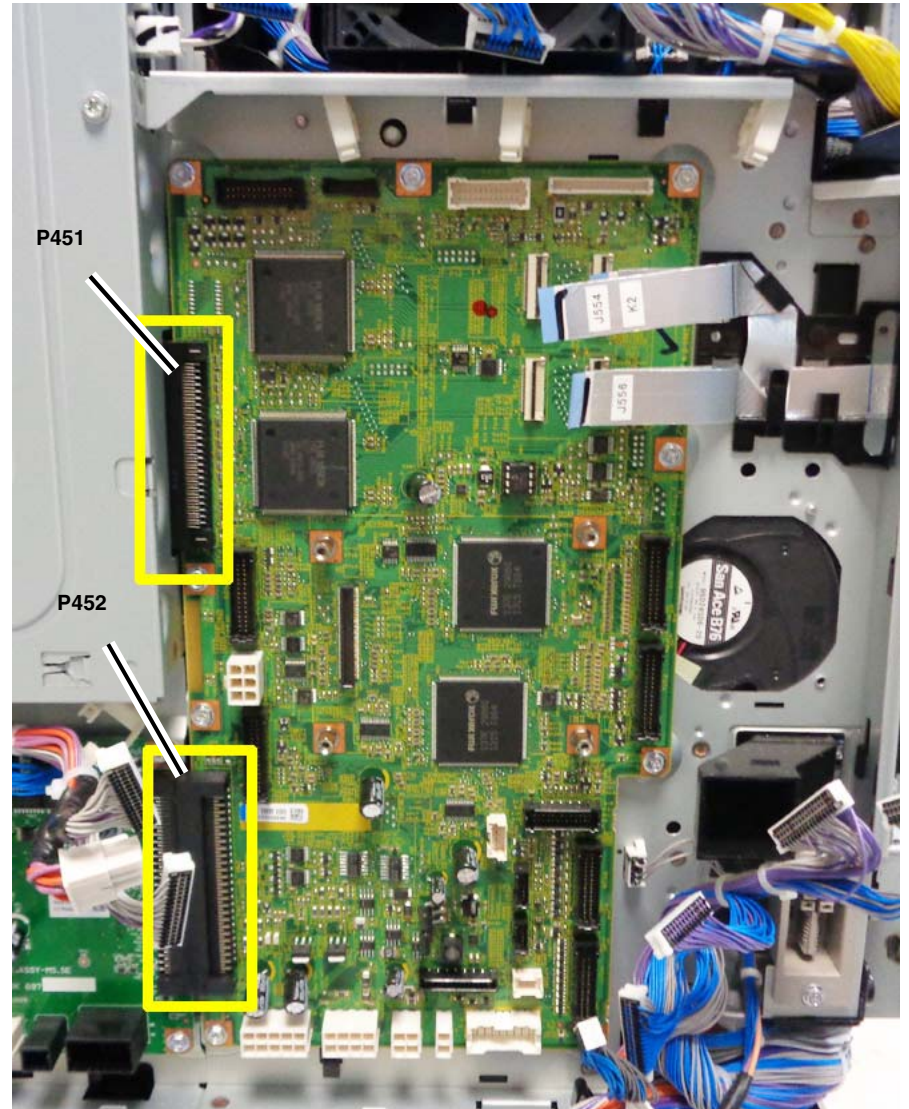
Figure 4 Disconnect the Flexible Print Cables

14. Remove the screws that secure the MDM PWB. (Figure 5)
 - a. Remove the standoffs and flat washers (4 - highlighted in red).
 - b. Remove the screws (9 - highlighted in yellow).



j0kt41821-a.jpg

Figure 5 Removing the screws



j0kt41822-a.jpg

Figure 6 Removing the MDM PWB

15. Disconnect P451 (upper highlighted connector) and P452 (lower highlighted connector). Remove the MDM PWB. (Figure 6).

Replacement

1. The replacement is the reverse of the removal procedure.

CAUTION

Observe the correct ESD procedures when handling the MDM PWB and EEPROM.

CAUTION

Do not damage the EEPROM during the removal from the old PWB. When inserting the EEPROM on the new PWB, ensure that the pins are straight and go into the correct locations in the socket. Also ensure that the EEPROM's orientation is the same as it was on the old PWB

2. When replacing the MDM PWB, remove the EEPROM from the old MDM PWB and install it on the new one (Figure 7).



Figure 7 Remove the EEPROM

3. Restore the customer settings if they were saved prior to the removal. (GP 12)

REP 1.8 IH Driver PWB

Parts List on PL 18.3

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the PWB Chassis Unit. (REP 1.14)
5. Disconnect the Sub LVPS connectors (C8070 only).
 - a. Disconnect the connectors (3). (Figure 1)

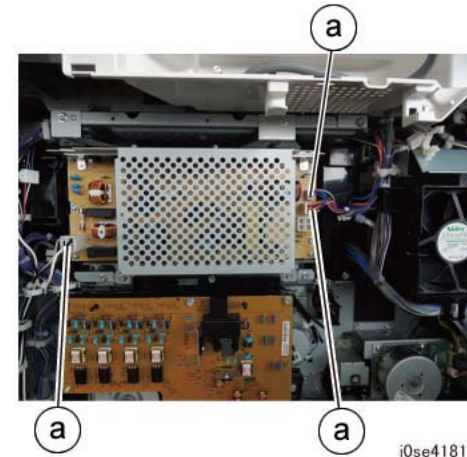


Figure 1 Disconnect the connector of the Sub LVPS

6. Remove the screws that secure the Sub LVPS.
 - a. Disconnect the screws (4). (Figure 2)

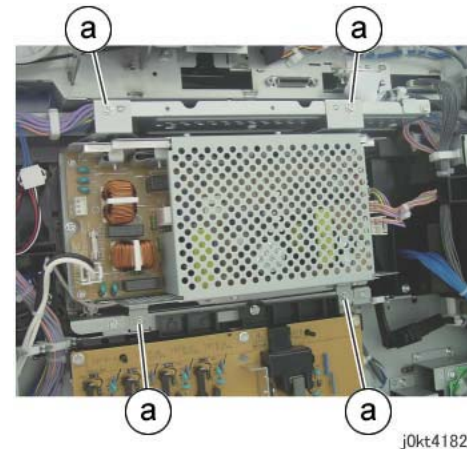


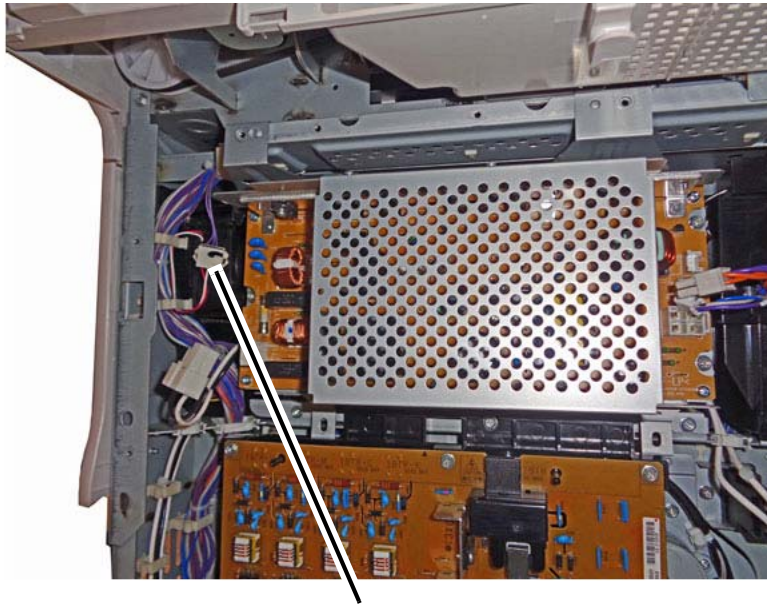
Figure 2 Remove the screws

7. Remove the Sub LVPS.

CAUTION

Be careful that the Sub LVPS does not become snagged on and damage the harness and connector shown in Figure 3.

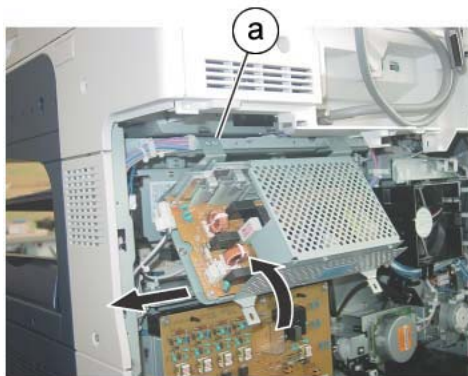
- a. Lift the Sub LVPS to disengage the hooks on the upper mounts from the frame, tilt out the bottom, then slide the assembly to the left to remove (Figure 4).



CAUTION
 Remove the Sub LVPS carefully to reduce the risk of snagging on and damaging the indicated harness and connector.

j0kt41828-1.jpg

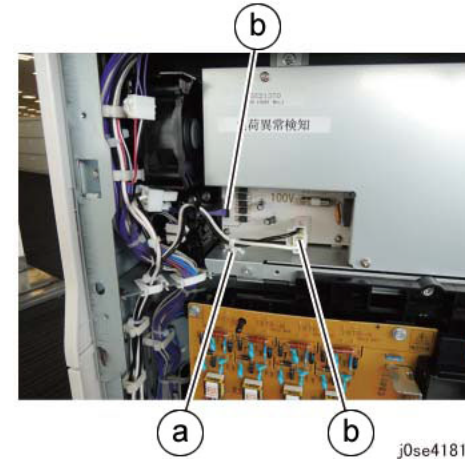
Figure 3 Potential harness snag point



j0kt41829

Figure 4 Remove the Sub LVPS

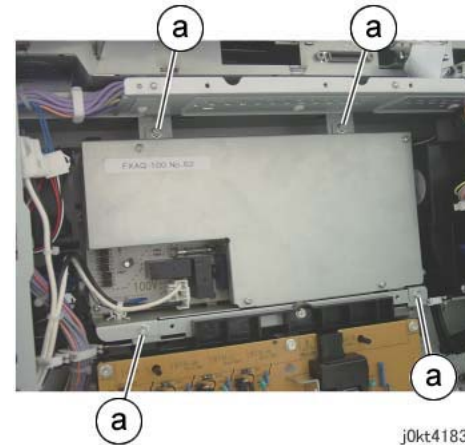
8. Disconnect the connector of the IH Driver PWB. (Figure 5)
 - a. Remove the cable band.
 - b. Disconnect the connectors (2).



j0se41814

Figure 5 Disconnect the connectors

9. Remove the screws that secure the IH Driver PWB. (Figure 6)
 - a. Remove the screws (4).



j0kt41830

Figure 6 Remove the screws

10. Move the IH Driver PWB. (Figure 7)
 - a. Release the clamp to move the IH Driver PWB.

REP 1.9 HVPS (BCR)

Parts List on [PL 18.6](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

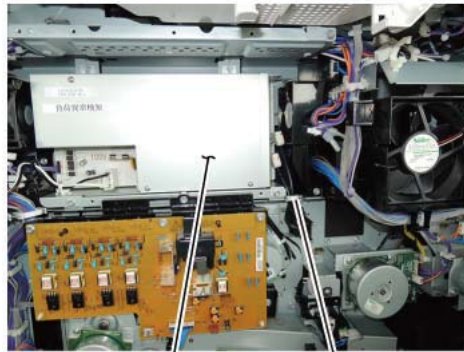
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the following parts:
 - Waste Toner Container (PL 8.2)
 - Right Cover (PL 19.3)
5. Remove the Tie Bars. (Figure 1)
 - a. Remove the screws (4).
 - b. Remove the Tie Bars (2).



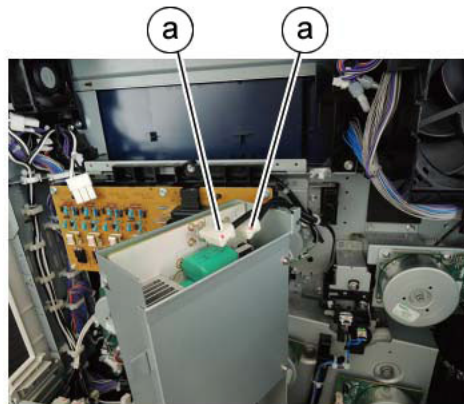
IH Driver PWB

a

j0se41815

Figure 7 Move the IH Driver PWB

11. Disconnect the connectors and remove the IH Driver PWB. (Figure 8)
 - a. Disconnect the connectors (2).



j0se41816

Figure 8 Disconnect the connectors

Replacement

1. The replacement is the reverse of the removal procedure.

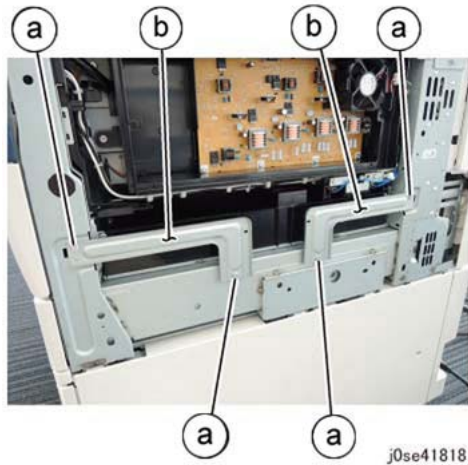


Figure 1 Removing the Tie Bars

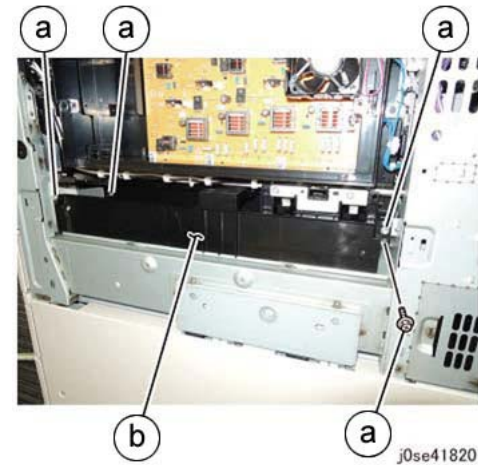


Figure 3 Remove the Bottle Guide Assembly

6. Disconnect the connectors (2). (Figure 2)
 - a. Remove the cable band.
 - b. Disconnect the connectors (2).

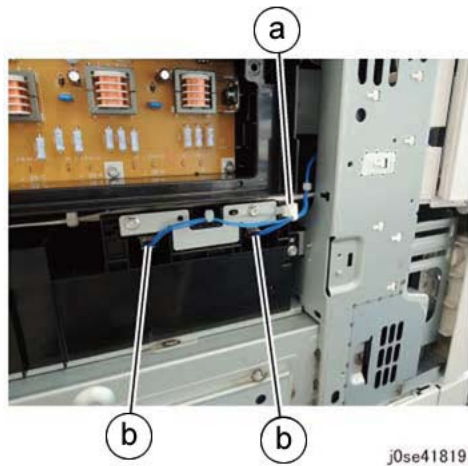
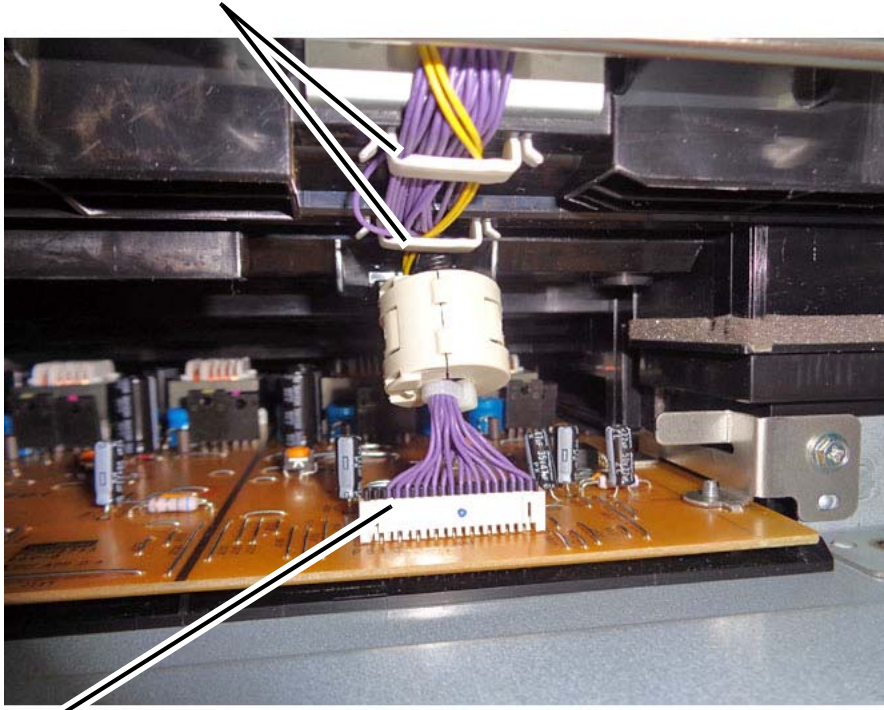


Figure 2 Disconnecting the connectors

7. Remove the Bottle Guide Assembly. (Figure 3)
 - a. Remove the screws (4).
 - b. Remove the Bottle Guide Assembly.

8. Prepare to remove the HVPS (BCR). (Figure 4)

- 1 Release the harness from the clips (2).



- 2 Disconnect the connector.

j0se41821-a.jpg

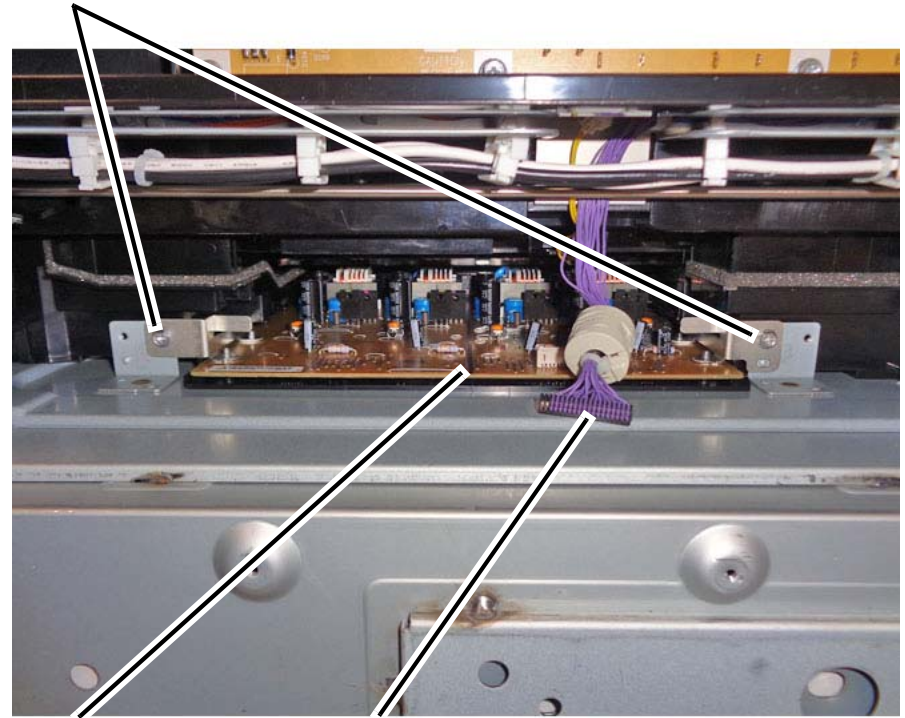
Figure 4 Preparing to remove the HVPS (BCR)

CAUTION

The part fit is extremely tight. Considerable force may be required to remove the HVPS.

9. Remove the HVPS (BCR). (Figure 5)

- 1 Remove the screws (2).



- 2 Pull out the HVPS (BCR) straight out to remove.

CAUTION

Position the connector so that it will not snag on and damage the HVPS (BCR).

j0se41821-b.jpg

Figure 5 Removing the HVPS (BCR)

Replacement

The replacement is the reverse of the removal procedure.

REP 1.10 SBC Unit

Parts List on [PL 35.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Ethernet Cable and the SBC Unit Connector Cover. (PL 19.3)
5. Disconnect all cables which are connected to the SBC Unit.
6. Pull out the SBC Unit. (Figure 1)

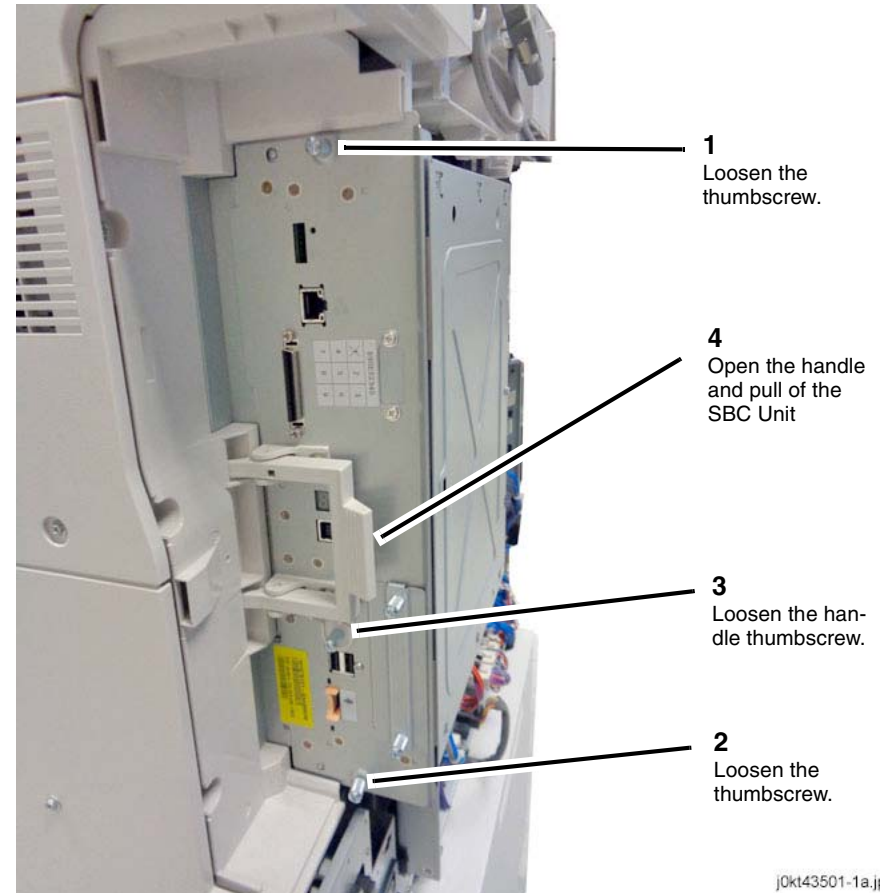


Figure 1 Pulling out the SBC Unit

Replacement

1. The replacement is the reverse of the removal procedure.

REP 1.11 SBC SD Card

Parts List on [PL 35.2](#)

Preparation

1. Save NVM, if possible. ([dC361](#))
2. Clone Network Configurations, if possible. ([GP 13](#))
3. Print a configuration page, if possible.
4. Back up the customer settings, if possible. ([GP 12](#))
5. Record the Billing Meter values, if possible. Replacing the SBC SD Card may clear the Billing meters. If this occurs, you will need to report it ([GP 20](#)).

CAUTION

Be sure to install an SD Card from Xerox Distribution; the use of any other SD Card will prevent the machine from booting. Do not reuse an SD Card from any other machine.

Removal

NOTE: Serial number data are stored at these locations:

- **MDM PWB** - EEPROM (U80)
- **IIT PWB** - EEPROM (U4)
- **System Disk Drive**
- **SBC PWB** - SD Card (J10) (See the **Caution** above.)

CAUTION

In order to replace any one of the components listed above, you must power down the system, replace the individual component, then power up the system. When the system powers up, the replaced component's serial number data will synchronize automatically with the data on the other components.

If you attempt to replace more than one of the components while the system is powered down, the synchronization will fail and the machine will not boot up.

If the removal/replacement procedure is not followed correctly, or if data corruption causes one of the faults below, then you must perform [dC132](#) to restore serial numbers.

- [316-801.19](#)
- [322-352](#)

CAUTION

CCS NVM and Billing Meter data are stored on the System Disk Drive with a backup copy on the SD Card. If the System Disk Drive and the SD Card are replaced at the same time with no reboot in between, NVM data and Billing Meter data will be lost. Billing Meter data loss must be reported using [GP 20](#).

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

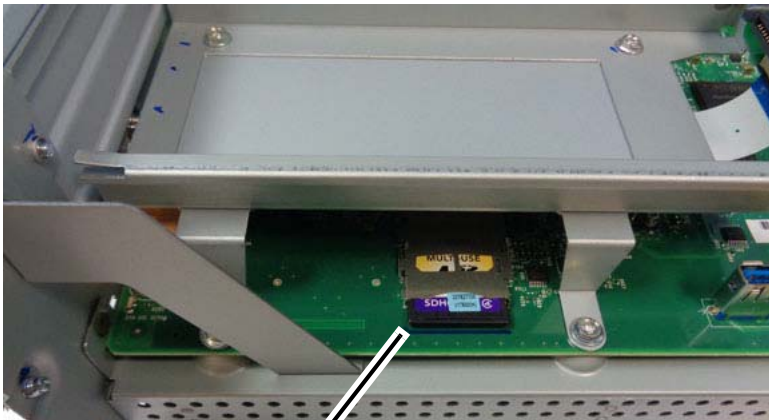
VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the SBC Unit. ([REP 1.10](#))
5. Remove the SD Card ([Figure 1](#)) by pushing in the card and releasing it to release the latch, then pulling it out after it ejects.



- 1**
Remove the SD Card.

sbc_4r_01_1d-a.jpg

Figure 1 Removing the SD Card

Replacement

When replacing the SD Card, the machine will boot up in manufacturing mode. Perform the steps below to change to a different mode and restore machine functionality.

1. Install the SD Card ([Figure 1](#)) by pushing it in until it seats.
2. After reassembling the machine, switch on the power and perform [GP 29](#).
3. Perform [GP 9](#).
4. Restore NVM ([dC361](#)).
5. Report Billing Meter resets, if necessary ([GP 20](#)).
6. The ability to enable optional features may be lost when the SD Card is replaced. Go to [GP 13](#) and restore Cloned Network Configurations.
7. Restore the customer settings if they were saved prior to the removal. ([GP 12](#))

REP 1.12 Single Board Controller (SBC) PWB

Parts List on [PL 35.2](#)

Preparation

CAUTION

The AltBoot procedure (GP 9) that is required when replacing this component will delete all stored data on the System Disk Drive, including e-mail addresses, Xerox Standard Accounting data, and network configuration information. **ALWAYS** clone the machine (GP 13), if possible, before performing AltBoot. If the machine failure is such that cloning is not possible, ensure that the customer is aware of the data loss.

Perform the following, if possible:

1. Enter the UI Diagnostic Mode, select dC361, and save the NVM to a USB drive.
2. Print a configuration page.
3. Select GP 13 and clone the network configuration.

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

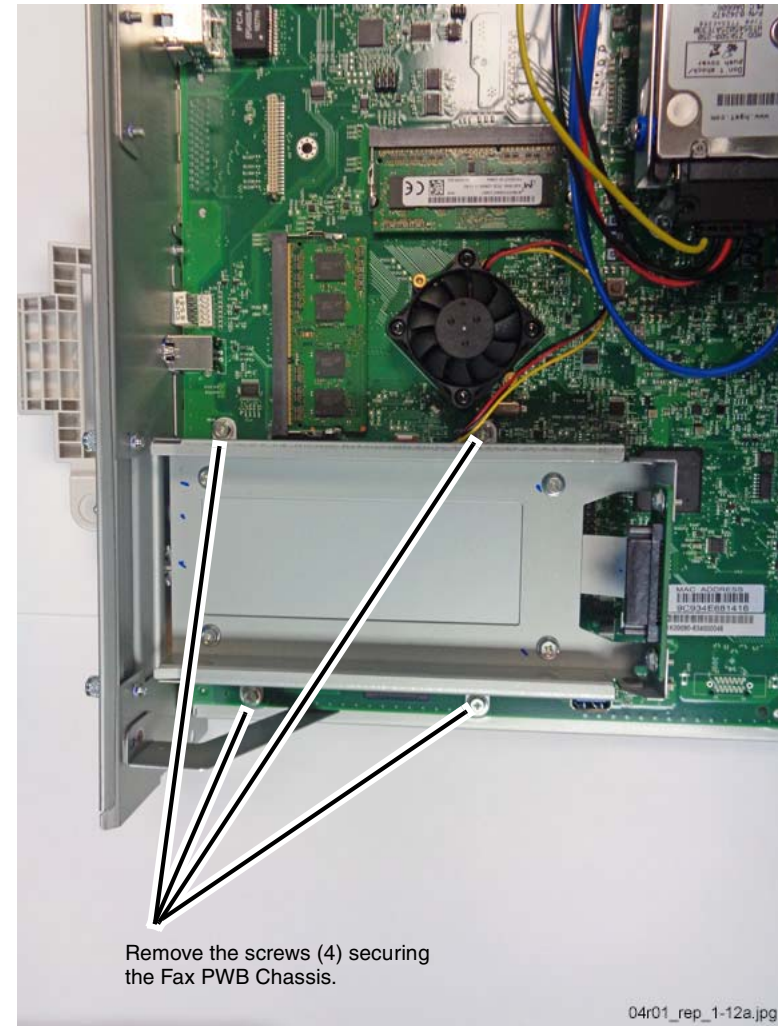
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process. If jobs are in process, either wait until they complete or inform the customer that the jobs will be lost.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the SBC Unit. (REP 1.10)
5. Remove the FAX PWB, if present.
6. Remove the FAX PWB chassis (Figure 1).



Remove the screws (4) securing the Fax PWB Chassis.

Figure 1 Remove the Fax PWB chassis

7. Disconnect the FAX chassis ribbon cable (Figure 2).



1
Lift the tab and
remove cable

04r01_rep_1012b.jpg

Figure 2 Remove the ribbon cable

8. Remove the System Disk Drive (REP 1.13).

CAUTION

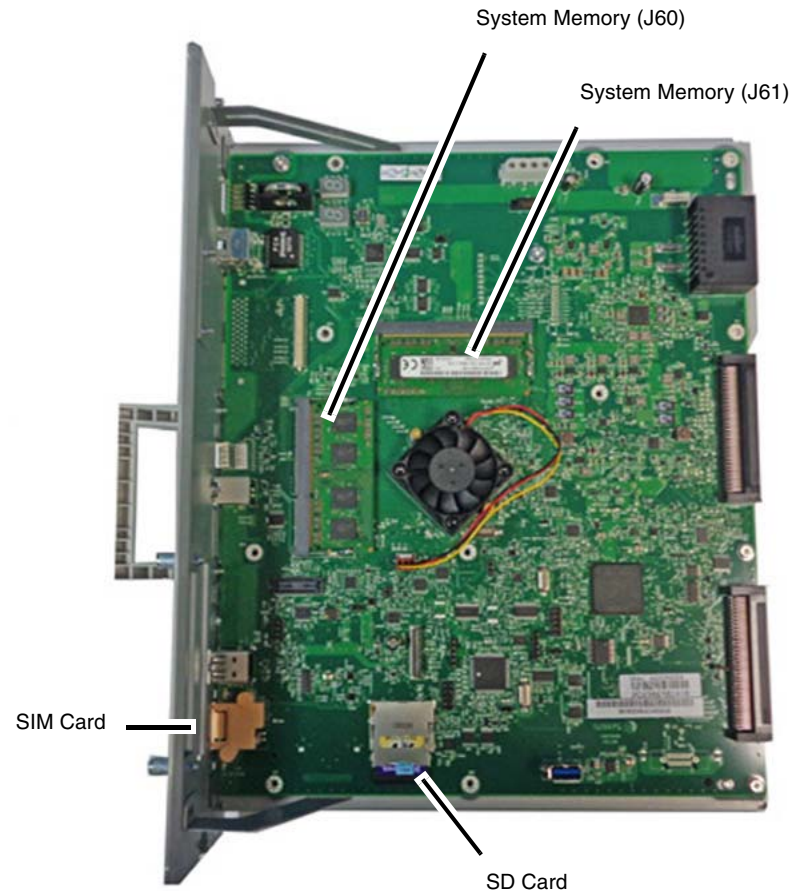
Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

9. Remove the following from the old SBC PWB (Figure 3):

CAUTION

RAM modules are not interchangeable; carefully note of the correct location of each.

- System Memory
- SD Card (REP 1.11)
- SIM Card (REP 1.15)



4r01_rep_1-12c.jpg

Figure 3 Removing the components from the SBC PWB

Replacement

1. Install the SIM Card on the new SBC PWB (REP 1.15).
NOTE: If the SIM card is missing, a replacement may be obtained using GP 26.
2. Install the SD Card on the new SBC PWB (REP 1.11).
3. Install the System Memory on the new SBC PWB (Figure 3).
4. Install the System Disk Drive (REP 1.13)
5. Install the Fax PWB chassis (Figure 1 and Figure 2).
6. Print a configuration page. Verify that all options are enabled.
7. Reload saved clone (GP 13).

NOTE: If the screen displays the message **The device is in a non-customer mode** after completing this step, perform **GP 29** to restore the machine to customer mode.

REP 1.13 System Disk Drive

Parts List on [PL 35.2](#)

Preparation

CAUTION

Be sure to install a System Disk Drive from Xerox Distribution; the use of any other hard drive will prevent the machine from booting. Do not reuse a hard drive from any other machine.

Removal

NOTE: Serial number data are stored at these locations:

- **MDM PWB** - EEPROM (U80)
- **IIT PWB** - EEPROM (U4)
- **System Disk Drive** - (See the **Caution** above.)
- **SBC PWB** - SD Card (J10)

CAUTION

In order to replace any one of the components listed above, you must power down the system, replace the individual component, then power up the system. When the system powers up, the replaced component's serial number data will synchronize automatically with the data on the other components.

If you attempt to replace more than one of the components while the system is powered down, the synchronization will fail and the machine will not boot up.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

The AltBoot procedure that must be performed when replacing this component will delete all stored data on the System Disk Drive, including e-mail addresses, Xerox Standard Accounting data, and network configuration information.

- Clone the machine, if possible, before performing AltBoot.
- If the severity of the failure prevents the machine from being cloned, attempt to back up the customer settings (step 2 below) or, if that is not possible, inform the customer that there will be data loss.

CAUTION

CCS NVM are stored on the System Disk Drive with a backup copy on the SD Card. If the System Disk Drive and the SD Card are replaced at the same time with no reboot in between, NVM data will be lost.

1. Clone the network configuration, if possible. ([GP 13](#))
2. Back up the customer settings, if possible. ([GP 12](#))
3. Press the **Jobs** icon to verify that no jobs are in process.

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

4. Power the system off. ([GP 4](#))
5. Disconnect the power cord.
6. Remove the SBC Unit. ([REP 1.10](#))
7. Disconnect the connectors at the Disk Drive and at the PWB ([Figure 1](#)).

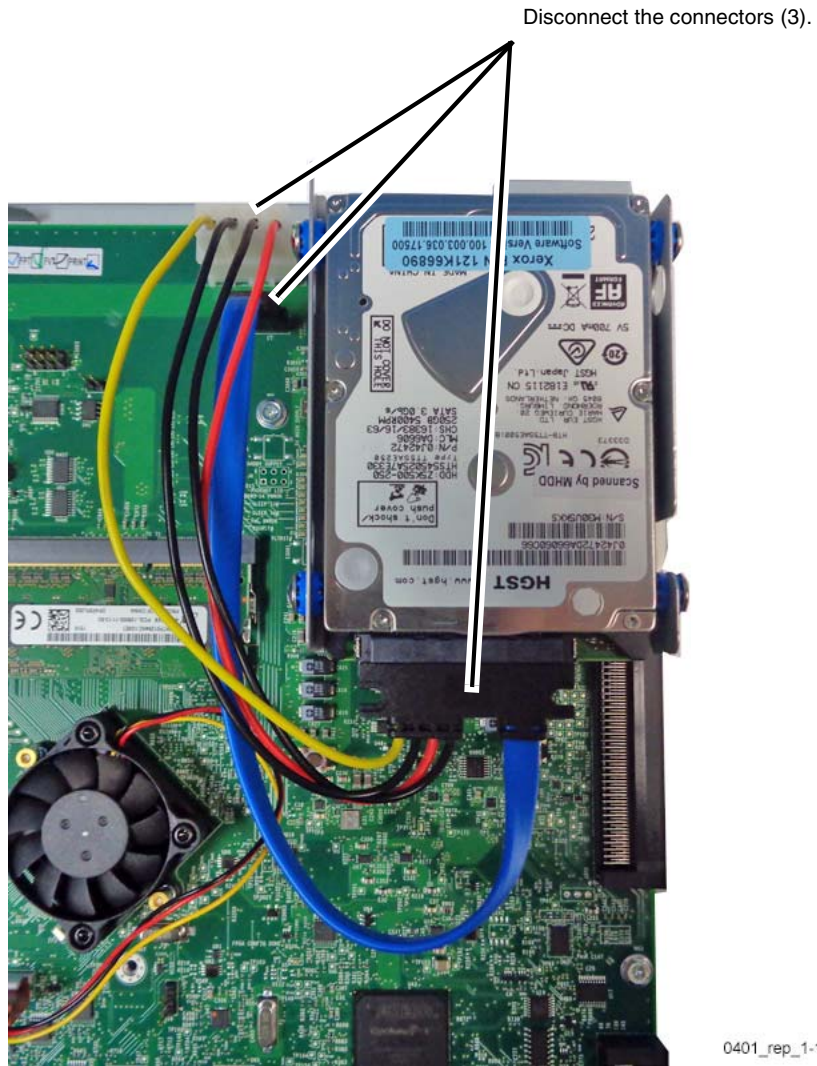


Figure 1 Disk Drive connectors (3)

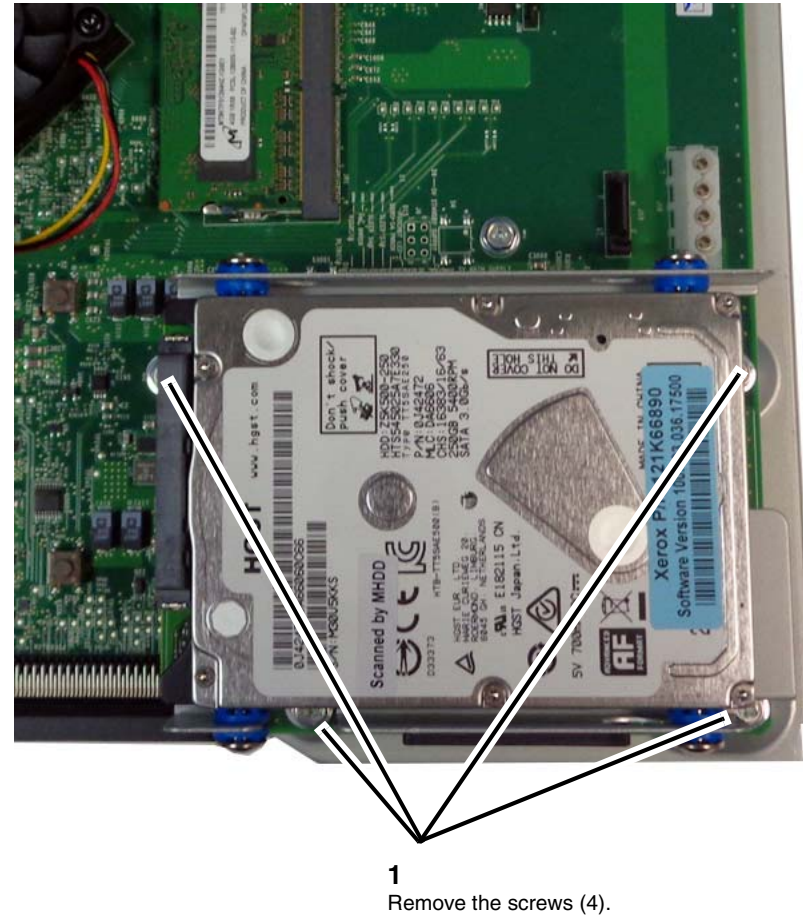
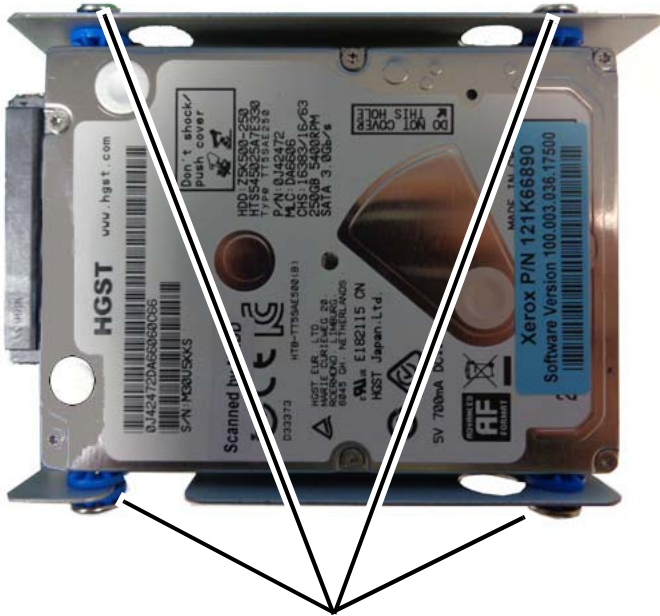


Figure 2 Removing the mounting screws (4)

8. Remove the screws (4). (Figure 2)

Replacement

1. Position the Disk Drive inside the HDD chassis and install the mounting screws (4). (Figure 3)



Install the screws (4).

04r01_reo_1-13c.jpg

Figure 3 Installing the Disk Drive in the HDD chassis

2. Connect the connector to the Disk Drive.
3. Perform **Regular AltBoot** (GP 9) after reassembling the machine.
4. Print a configuration page and verify that all options are enabled.

NOTE: If McAfee Integrity Control or XPS were enabled prior to removal of the system disk drive, re-enter the Feature Installation Keys for the optional features.

Refer to GP 17 How to Re-Enter Optional Feature Installation Keys.

NOTE: If the screen displays the message **The device is in a non-customer mode** after completing this step, perform GP 29 to restore the machine to customer mode.

5. Restore the customer settings if they were saved prior to the removal. (GP 12)

REP 1.14 Opening/Closing the PWB Chassis Unit

Parts List on [PL 18.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

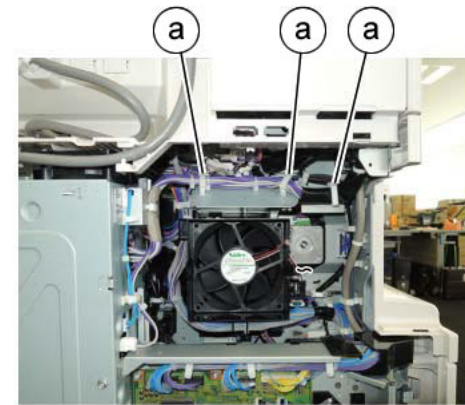
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Switch off the power. Disconnect the power cord.
4. Remove the IIT Rear Cap Cover. ([PL 1.1](#))
5. Remove the Filter Cover. ([PL 19.3](#))
6. Remove the Rear Upper Cover. ([PL 19.3](#))
7. Disconnect all cables connected to the SBC Unit.
8. Remove the MCU Cover. ([PL 19.3](#))
9. Disconnect the Tray Module connector (behind the MCU Cover).
10. Remove the Rear Lower Cover. ([PL 19.3](#))
11. Release the wire harness from the clamps.
 - a. Release the wire harness from the clamps (3). ([Figure 1](#))

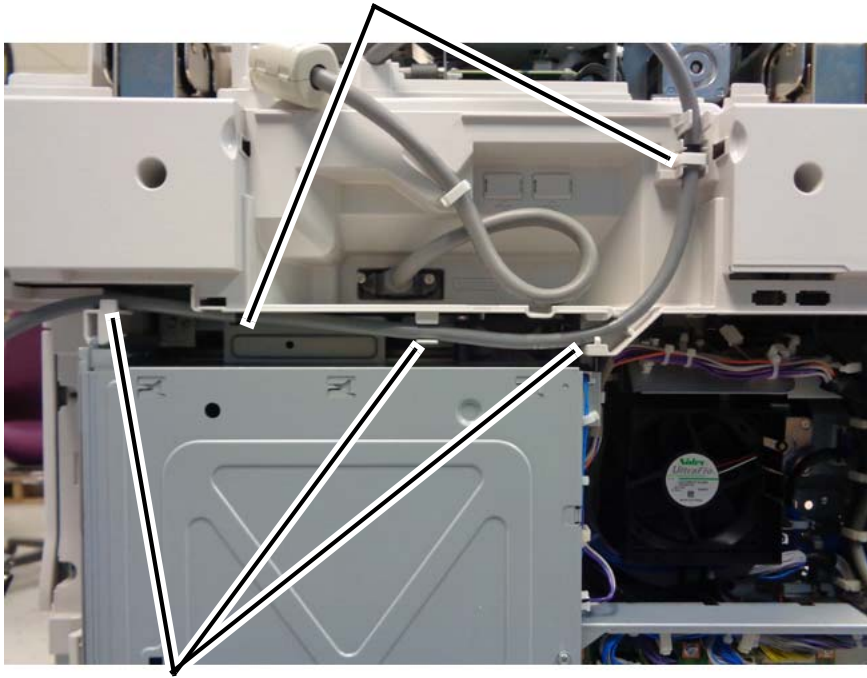


j0se41801

Figure 1 Release the wire harness

12. Remove the cable from the clamps and the cable guides. ([Figure 2](#))

- 1
Release the cable from the clamps (2)

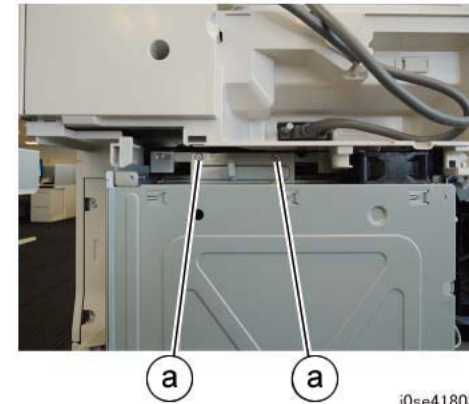


- 2
Remove the cable from the guides.

j0se41802-1.jpg

Figure 2 Remove the cable from the cable clamps and guides

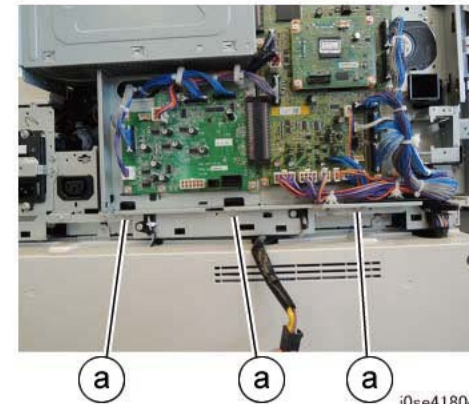
13. Remove the upper screws that secure the PWB Chassis Unit. (Figure 3)
 - a. Remove the screws (2).



j0se41803

Figure 3 Remove the screws

14. Remove the lower screws that secure the PWB Chassis Unit. (Figure 4)
 - a. Remove the screws (3).



j0se41804

Figure 4 Remove the screws

15. Open the PWB Chassis Unit. (Figure 5)
 - a. Remove the screws (3) and open the PWB Chassis Unit.

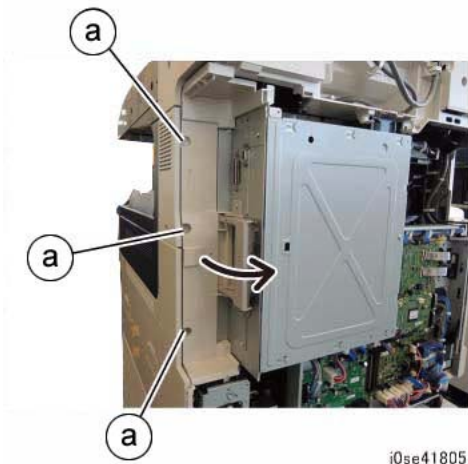


Figure 5 Open the PWB Chassis

Replacement

1. To close and secure the PWB Chassis Unit, perform the removal steps in the reverse order.

REP 1.15 SBC SIM Card

Parts List on [PL 35.2](#)

Preparation

Print a configuration page, if possible.

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

CAUTION

If the removal/replacement procedure is not followed correctly, or if data corruption causes one of the following faults:

- 303-397 SIM Card S/N mismatch
 - 303-398 SIM Card data cannot be processed
 - 303-406 SIM Card Speed does not match machine class
 - 322-350-1 SW Detects a non-valid Xerox SIM
 - 322-350-2 SW Detects a non-valid Xerox SIM
 - 322-351-1 SIM Write failure
 - 322-351-2 SIM Write failure
 - 322-351-3 SIM Write failure
 - No-Run RAP Machine speed information corrupted or not set
- then you may need to obtain a replacement SIM Card ([GP 26](#)).

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

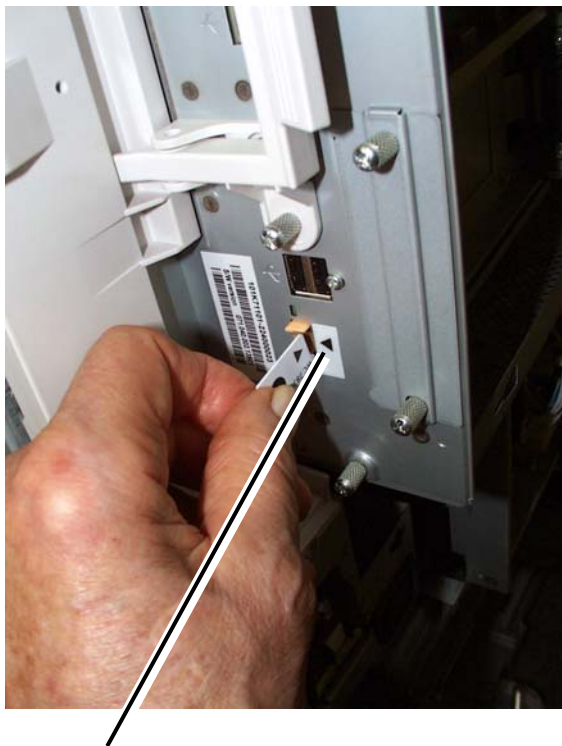
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

To remove the SIM Card ([Figure 1](#)), pull it out of the socket. There is no latch mechanism.



1
Align the arrows.

Figure 1 Remove the SIM Card

Replacement

1. To replace the SIM Card, reinsert it into the slot ([Figure 1](#)). Ensure that the end of the SIM Card with the small tab is inserted into the machine first and that the arrow on the SIM Card and the arrow on the SBC PWB frame are aligned.
2. Reboot the machine.
3. If an error is encountered, it may be necessary to replace the SIM Card. [GP 26](#) provides a process for obtaining a replacement SIM Card.
4. Print a configuration page ([GP 6](#)) if one did not print when the machine restarted.
5. Verify that all customer options are correct. If they are not, it may be necessary to replace the SIM Card with one that will enable the correct options for that particular customer ([GP 26](#)).

REP 1.17 Main LVPS

Parts List on [PL 18.3](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Rear Cover ([PL 11.18](#)).

5. Prepare to remove the Main LVPS. (Figure 1)

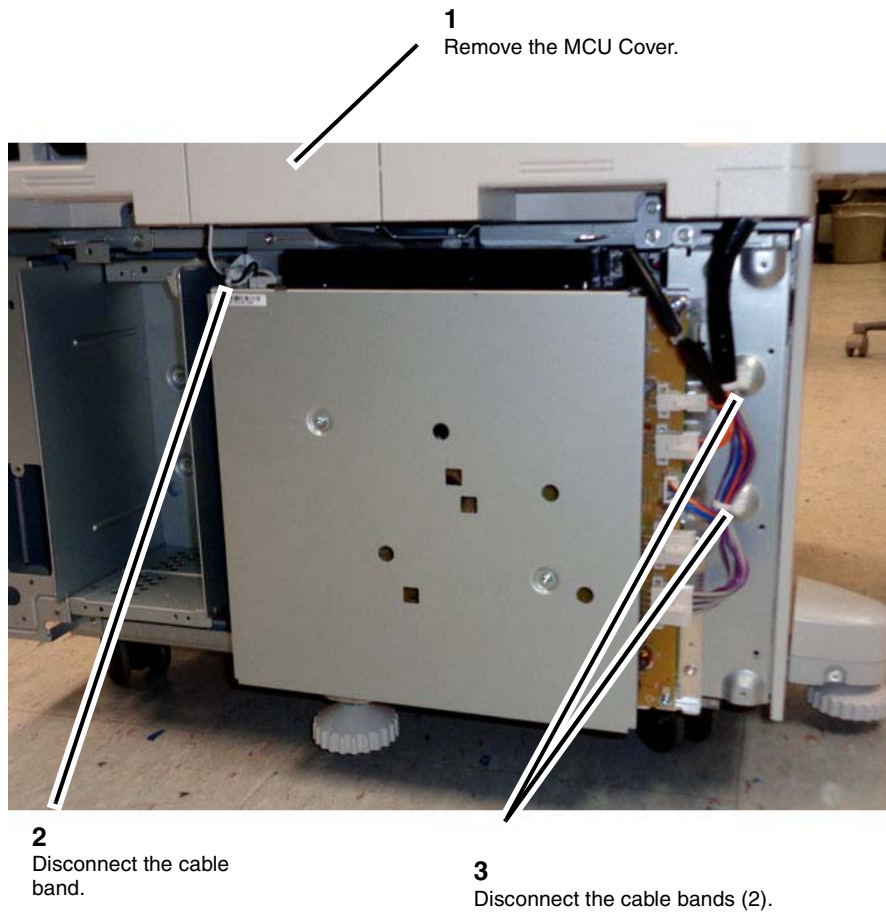


Figure 1 Preparing to remove the Main LVPS

6. Disconnect the connectors. (Figure 2)

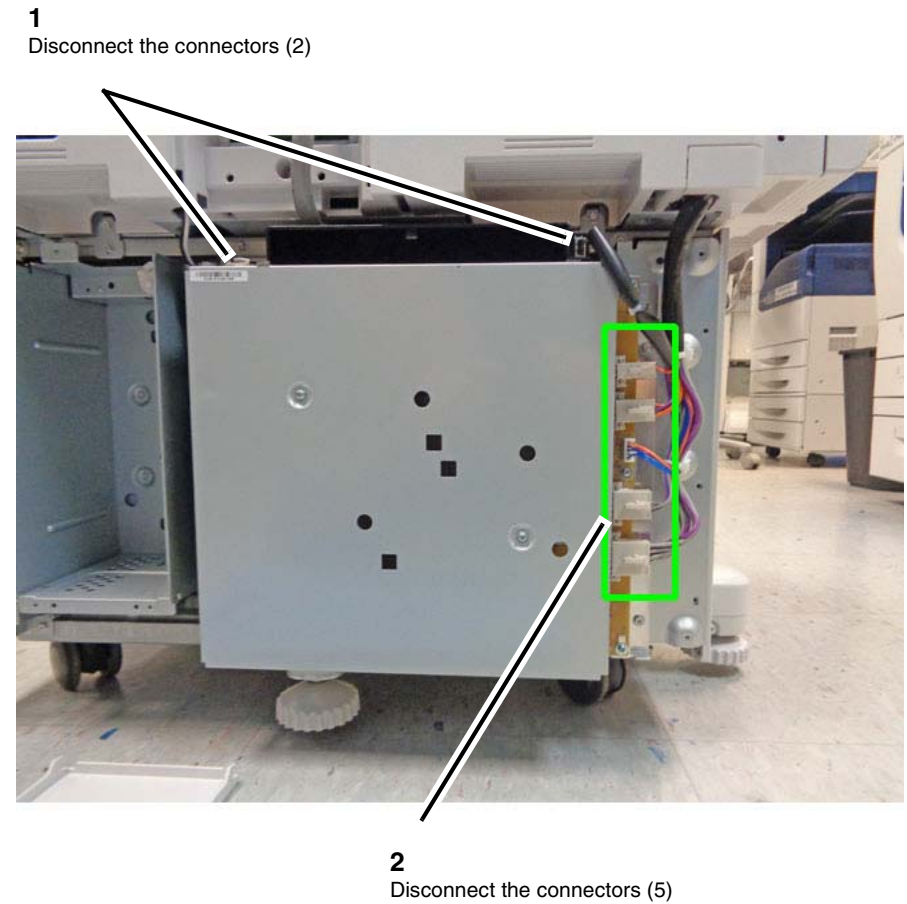
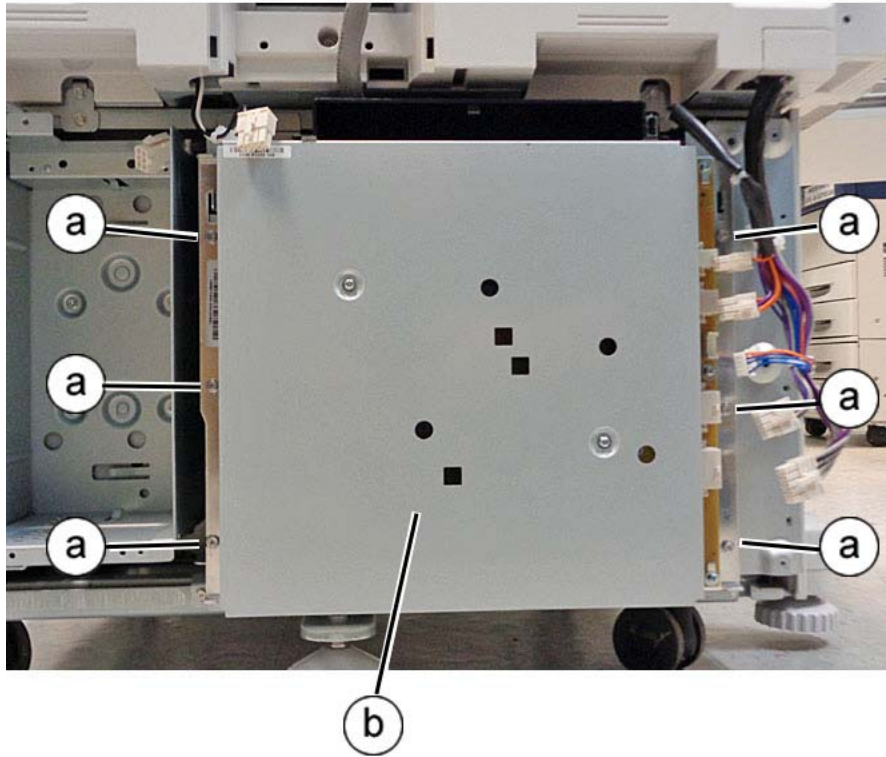


Figure 2 Disconnecting the connectors

7. Remove the Main LVPS. (Figure 3)
 - a. Remove the screws (6).
 - b. Lift the Main LVPS off the two hooks and remove.



j0se41827-a.jpg

Figure 3 Removing the Main LVPS

Replacement

1. The replacement is the reverse of the removal procedure.

REP 1.18 Noise Filter (C8070)

Parts List on [PL 18.3](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the PWB Chassis Unit. ([REP 1.14](#))
5. Remove the Noise Filter. ([Figure 1](#))
 - a. Release the clamps (2).
 - b. Disconnect the connectors (2).
 - c. Remove the screws (4).
 - d. Remove the Noise Filter.

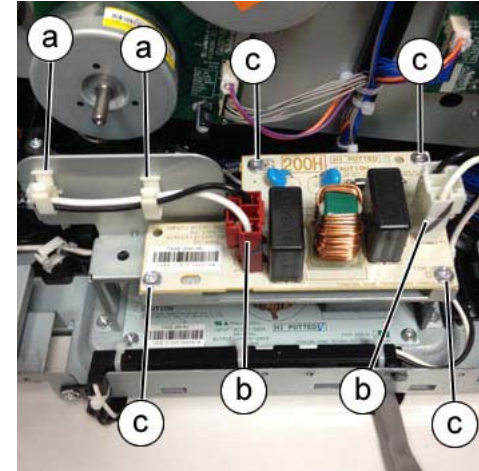


Figure 1 Removing the Noise Filter

Replacement

1. The replacement is the reverse of the removal procedure.

REP 1.19 Heat Sink Fan Assembly

Parts List on [PL 35.2](#)

Removal

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

There is a layer of soft heat sink compound between the heat sink and CPU on the SBC PWB. Take care when working with the heat sink and fan assembly on the SBC PWB CPU to not disturb the assembly any more than absolutely necessary. Hold the assembly firmly when loosening or tightening screws. Disturbing the heat sink compound may result in overheating the CPU.

CAUTION

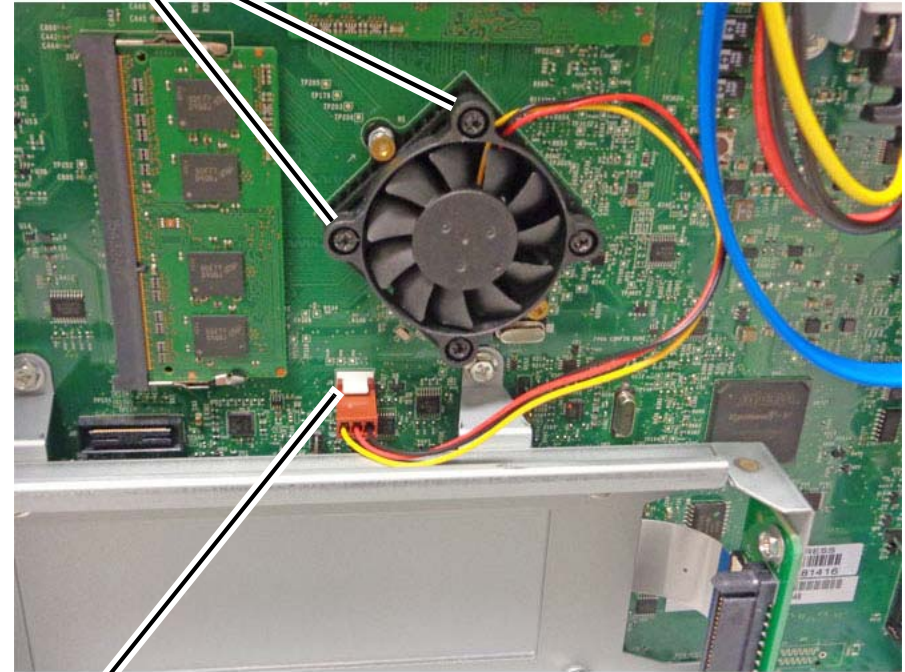
Do not attempt to remove the CPU Heat Sink and Fan as an assembly. This procedure is designed to minimize repair time and impact on machine performance.

1. Clone the network configuration. ([GP 13](#))
2. Back up the customer settings. ([GP 12](#))
3. Press the **Jobs** icon and verify that no jobs are in process.

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

4. Power the system off. ([GP 4](#))
5. Disconnect the power cord.
6. Remove the SBC Unit ([REP 1.10](#)) and place it on a clean work surface with the fan facing up.
7. Remove the fan assembly from the heat sink. ([Figure 1](#))

- 3 Remove the fan mounting screws (4) to remove the fan assembly from the heat sink.



- 1 Carefully pry up the locking tab. Pull the plug off the pins.

2

CAUTION

To prevent damage while removing the fan, firmly grasp it and the heat sink so the spring-loaded standoffs do not pull out of the SBC PWB.

sbc_fan.jpg

Figure 1 Removing the Heat Sink Fan

Replacement

1. Separate the replacement fan from the heat sink. Discard the heat sink.

CAUTION

Do not overtighten the fan mounting screws. Doing so may damage the heat sink or the fan.

2. Correctly orient the new fan assembly (Figure 2), install it on the heat sink, and tighten the screws (4).

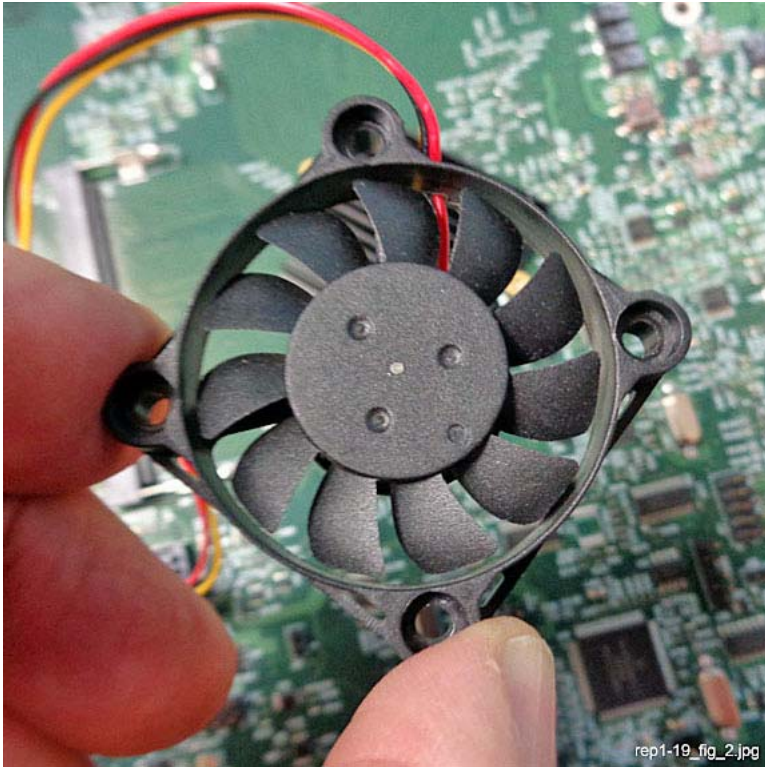


Figure 2 Fan orientation to PWB (note the recesses for the screw heads)

3. Install the SBC Unit in the printer.
4. Reconnect the cables that connect to the SBC Unit.

REP 4.1 Registration Transport Drive Assembly (C8030/35)

Parts List on [PL 15.1A](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Rear Lower Cover. (REP 14.3)
5. Open the PWB Chassis Unit. (REP 1.14)
6. Remove the Takeaway Clutch. (Figure 1)
 - a. Release the wire harness from the clamps (3).
 - b. Disconnect the connector.
 - c. Remove the screws (2).
 - d. Remove the Bracket and Takeaway Clutch.

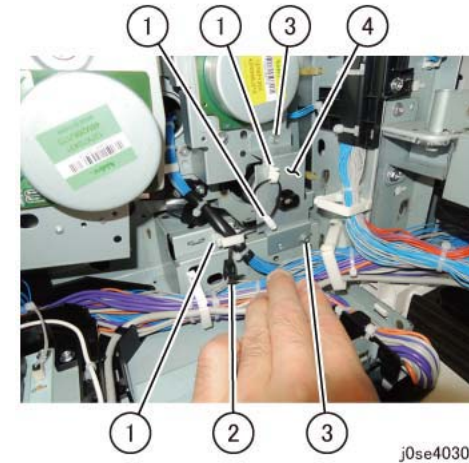


Figure 1 Removing the Bracket and Takeaway Clutch

7. Remove the Registration Transport Drive Assembly. (Figure 2)
 - a. Disconnect the connections (2).
 - b. Remove the screws (4).
 - c. Remove the Registration Transport Drive Assembly.

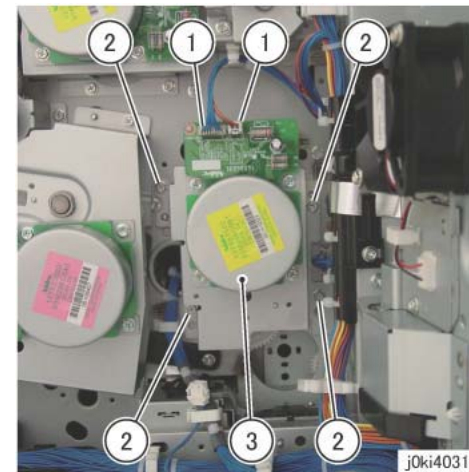


Figure 2 Removing the Registration Transport Drive Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the Takeaway Clutch, align the bearing bosses (4) to the installation holes. (Figure 3)

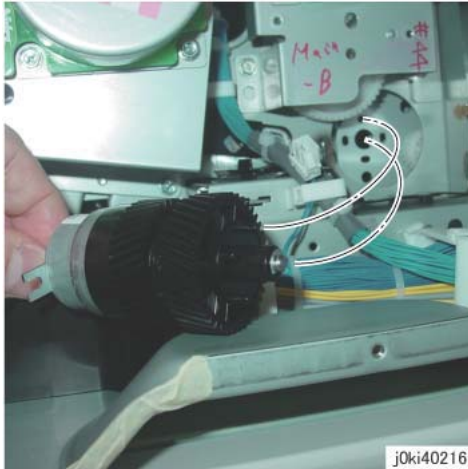


Figure 3 Aligning the clutch bosses

3. Insert the Bracket into the tab of the Takeaway Clutch. (Figure 4)



Figure 4 Installing the Bracket

REP 4.2 Registration Transport Drive Assembly (C8045/55)

Parts List on PL 15.1A

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Rear Lower Cover. (REP 14.3)
5. Open the PWB Chassis Unit. (REP 1.14)
6. Remove the Takeaway Motor. (Figure 1)
 - a. Disconnect the connector.
 - b. Remove the cable band.
 - c. Remove the screws (3).
 - d. Release the clamp.
 - e. Move the wire harness in the direction of the arrow.
 - f. Remove the screw.
 - g. Remove the Takeaway Motor.

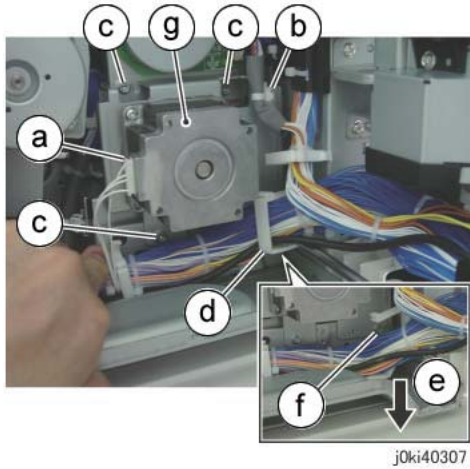


Figure 1 Remove the Takeaway Motor

NOTE: The removed Takeaway Motor appears in [Figure 2](#).



Figure 2 Takeaway Motor

7. Remove the Main Drive Assembly. ([Figure 3](#))
 - a. Disconnect the connectors (2).
 - b. Remove the screws (4).
 - c. Remove the Main Drive Assembly.

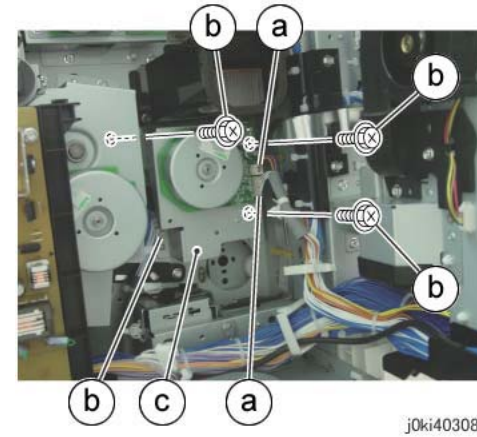


Figure 3 Remove the Registration Transport Drive Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the Takeaway Motor, align the bearing bosses (4) to the installation holes. ([Figure 4](#))

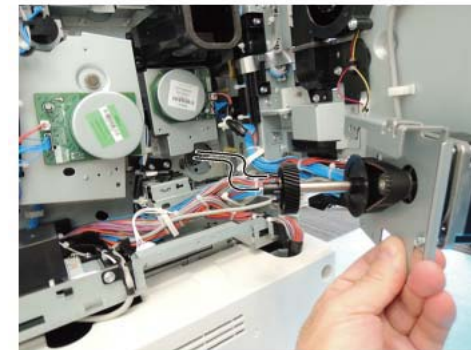


Figure 4 Aligning the bosses

REP 4.3 Registration Transport Drive Assembly (C8070)

Parts List on [PL 15.1B](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

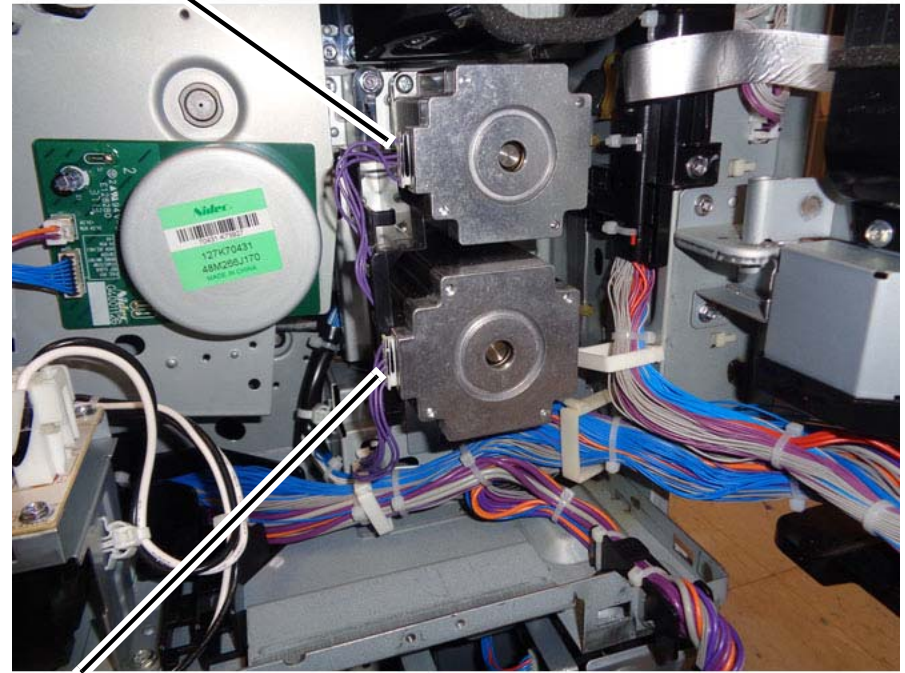
AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the PWB Chassis Unit. ([REP 1.14](#))
5. Disconnect the Takeaway Motor connector and the Registration Transport Motor connector. ([Figure 1](#))

- 1
Disconnect the Registration Transport Motor connector.

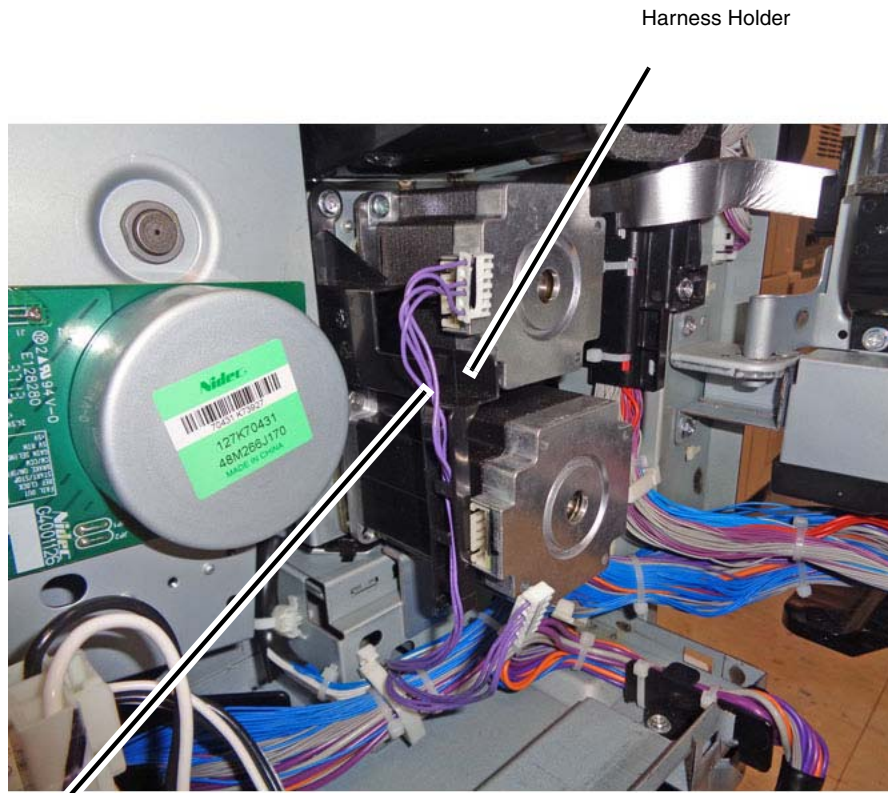


- 2
Disconnect the Takeaway Motor connector.

j0ki40307-a.jpg

Figure 1 Disconnecting the motors' connectors

6. Remove the Registration Transport Motor harness from the Harness Holder. ([Figure 2](#))

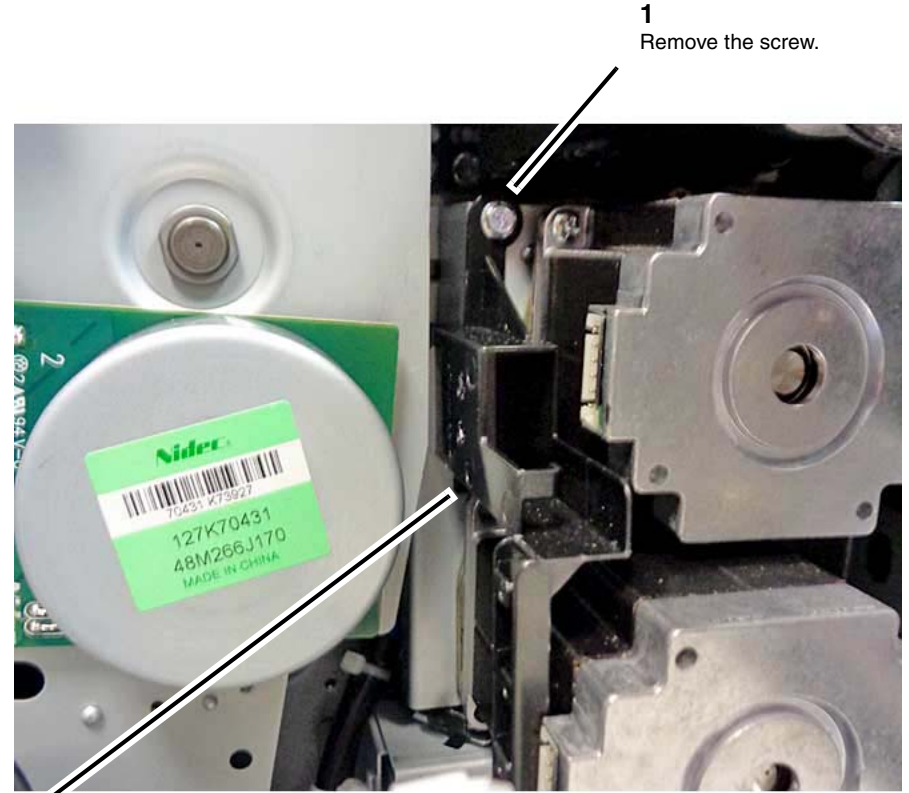


1
Remove the Registration Transport Motor harness from the Harness Holder.

j0ki40307-b.jpg

Figure 2 Removing the Registration Transport Motor harness from the Harness Holder

7. Remove the Harness Holder. (Figure 3)



1
Remove the screw.

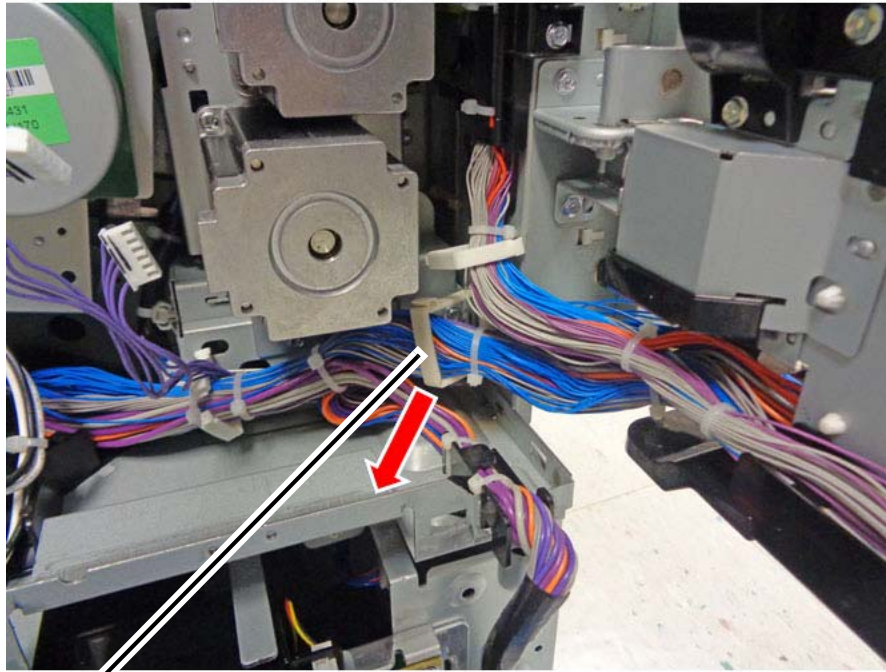
2
Disengage the hook and remove the Harness Holder.

j0ki40307-c.jpg

Figure 3 Removing the Harness Holder

8. Prepare to remove the Registration Transport Drive Assembly. (Figure 4)

- 2**
Remove the harness from the opened clamp, in the direction of the arrow.



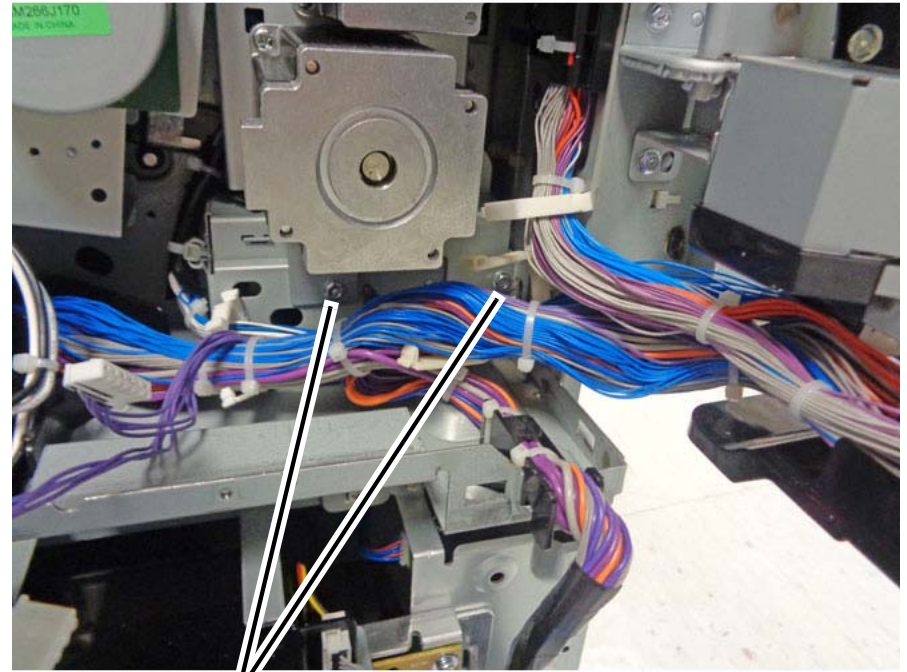
- 1**
Open the cable clamp.

j0ki40307-d.jpg

Figure 4 Preparing to re move the Registration Transport Drive Assembly

9. Remove the bottom Registration Transport Drive Assembly mounting screws (2). (Figure 5)

- CAUTION**
Do not remove the two top mounting screws (not visible in this photo) until you are directed to do so.



- 1**
Remove the mounting screws (2).

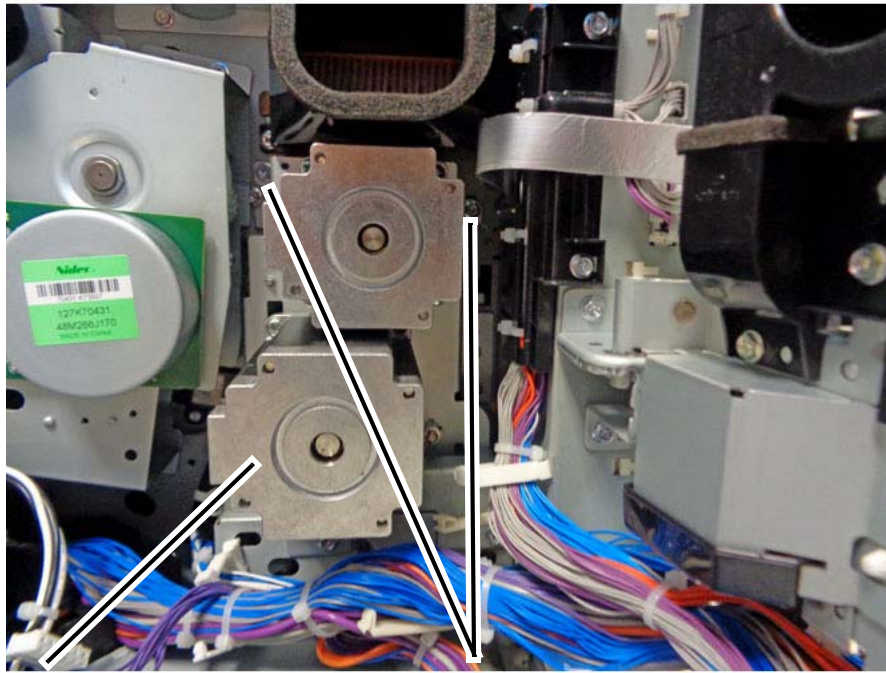
j0ki40307-e.jpg

Figure 5 Removing the bottom mounting screws

10. Remove the Registration Transport Drive Assembly (Figure 6). Refer also to PL 15.1B and Figure 7 to view the drive components.

3

Grasp the assembly with both hands and **slowly** pull it straight out from the machine to disengage the **upper and the lower** drive components (see **Figure 7**). Once both drives disengage, remove the assembly.

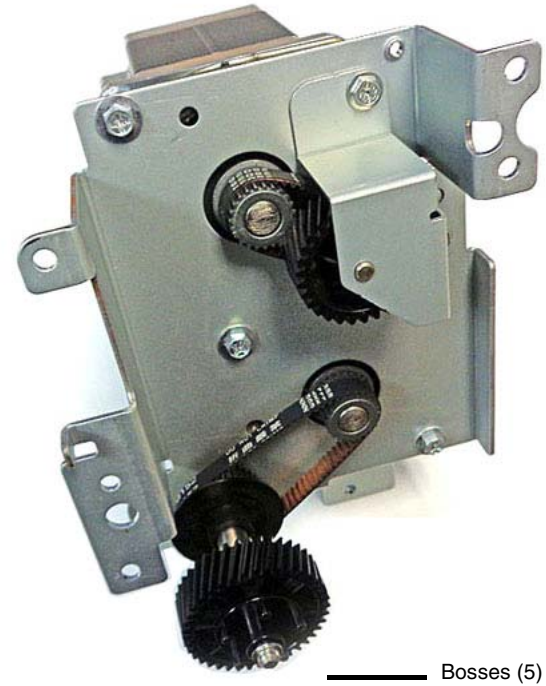


1 Grasp and hold the Takeaway Motor with one hand to prevent the assembly from shifting while removing the top screws.

2 Remove the top mounting screws (2).

j0ki40308-f.jpg

Figure 6 Removing the Registration Transport Drive Assembly



j0ki40307-g.jpg

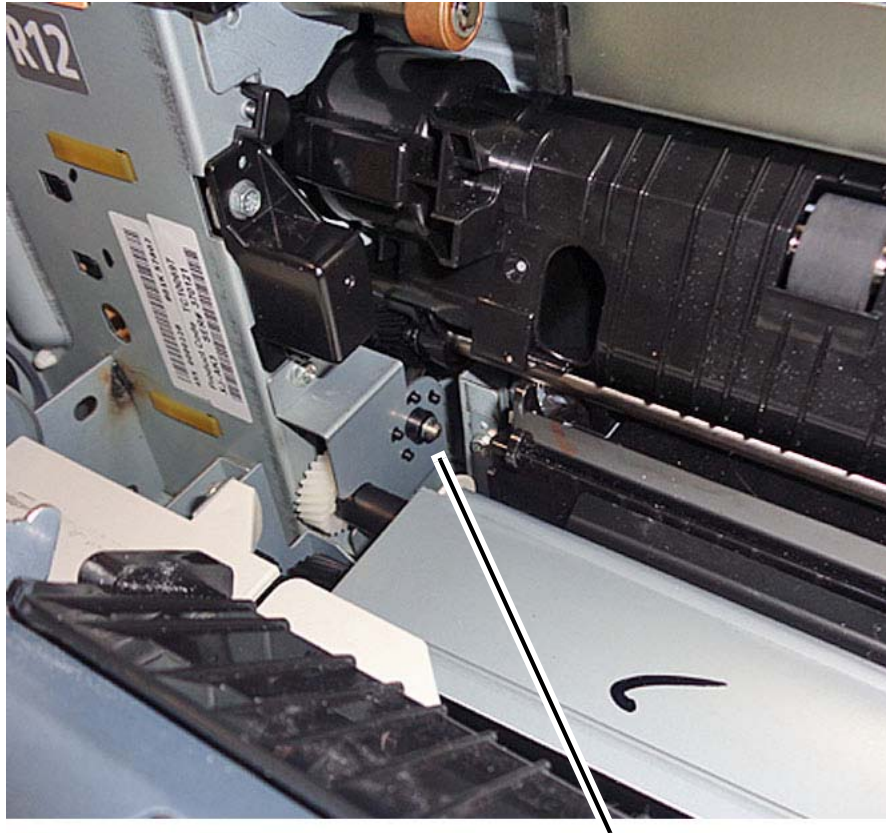
Figure 7 Registration Transport Assembly drive components

Replacement

CAUTION

Do not force the assembly into position because this may damage the drive components. Ensure that the bosses (5) on the bearing (Figure 7) align with the installation holes. These holes also may be seen by opening the L/H Cover Assembly. Figure 8

The replacement is the reverse of the removal procedure.



Bosses (5) and corresponding mounting holes.

j0ki40307-h.jpg

Figure 8 Bosses' installation holes (viewed from the L/H Cover Assembly side)

REP 4.4 Drum/Developer Drive Assembly

Parts List on PL 3.3

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

NOTE: When removing the Drum, cover it with a black sheet, etc. to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Drums (Y, M, C, K). (REP 9.5)
5. Remove the Rear Lower Cover. (REP 14.3)
6. Open the PWB Chassis. (REP 1.14)
7. Remove the Noise Filter and bracket, as an assembly. (REP 1.18)
8. Remove the HVPS (1st/2nd/BTR). (REP 1.1)
9. Move the Harness Holder. (Figure 1)
 - a. Disconnect the connectors (4).
 - b. Depress the hook and move the Harness Holder.

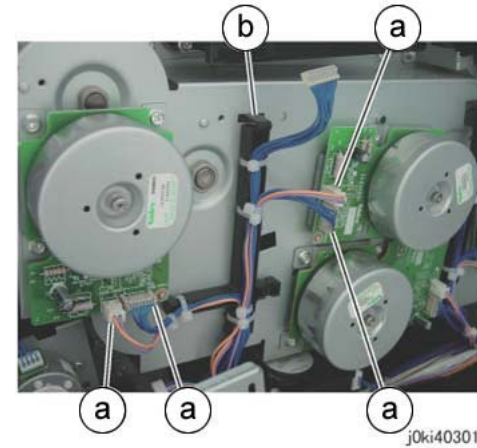


Figure 1 Move the Harness Holder

10. Move the Harness Holder. (Figure 2)
 - a. Release the wire harness from the Harness Holder.
 - b. Disconnect the connectors (2).
 - c. Disconnect the connectors (4).
 - d. Depress the hook and move the Harness Holder.

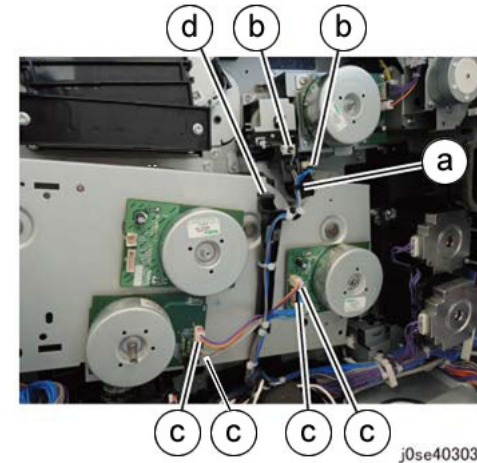
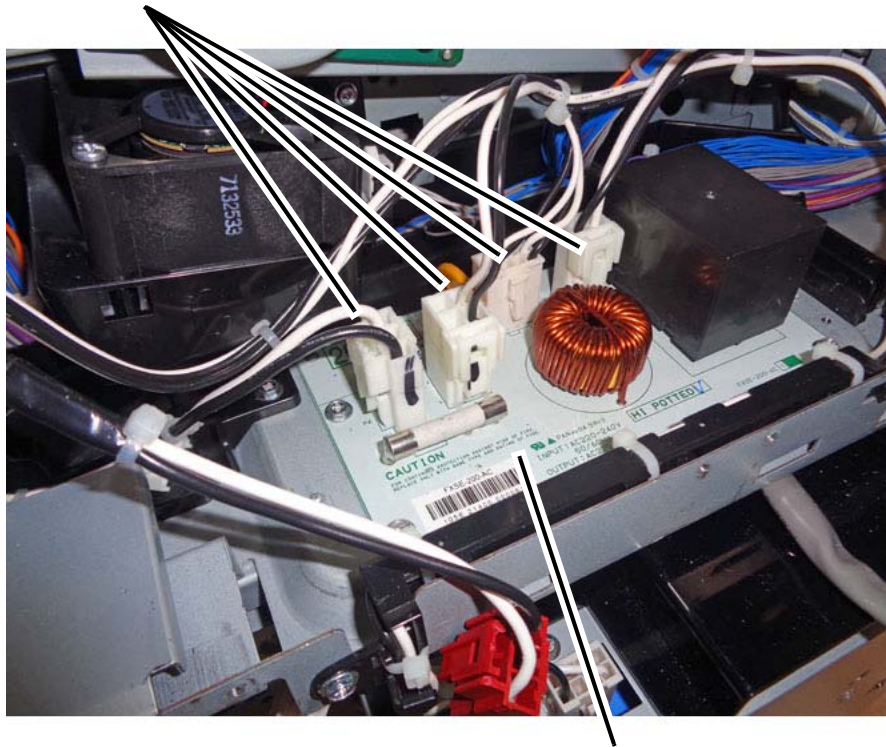


Figure 2 Move the Harness Holder

11. To gain access to the Rear Bottom Fan, disconnect the indicated connectors from the AC Power Supply (220VAC shown). Figure 3

1
Disconnect the connectors (4).

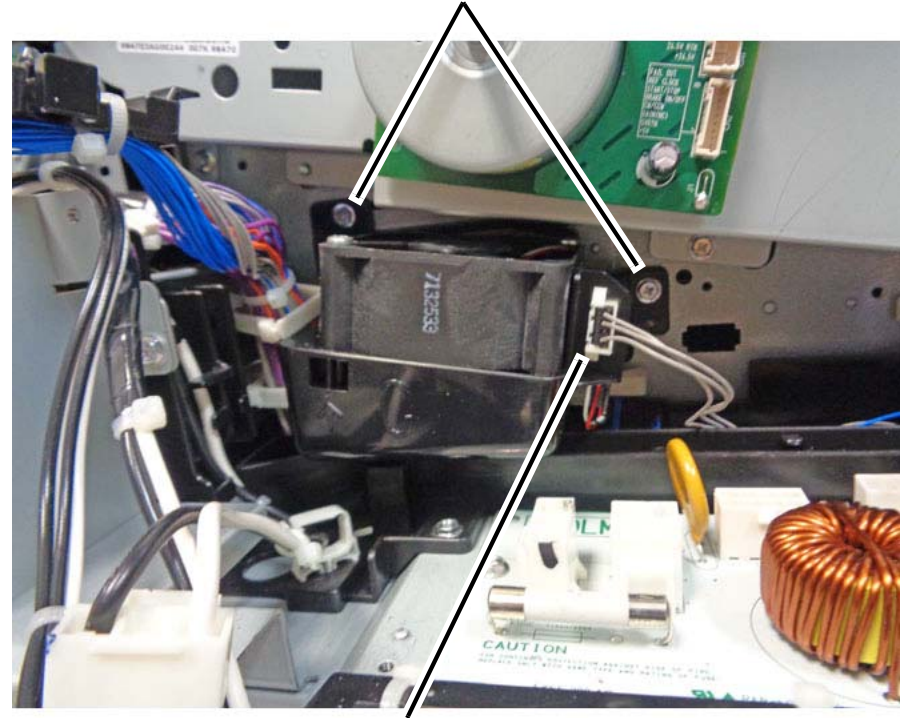


220VAC AC Power Supply

j0ki40303-a.jpg

Figure 3 Disconnecting the connectors from the 220VAC AC Power Supply

2
Remove the screws (2), then the Fan.



1
Disconnect the connector.

j0ki40303-b.jpg

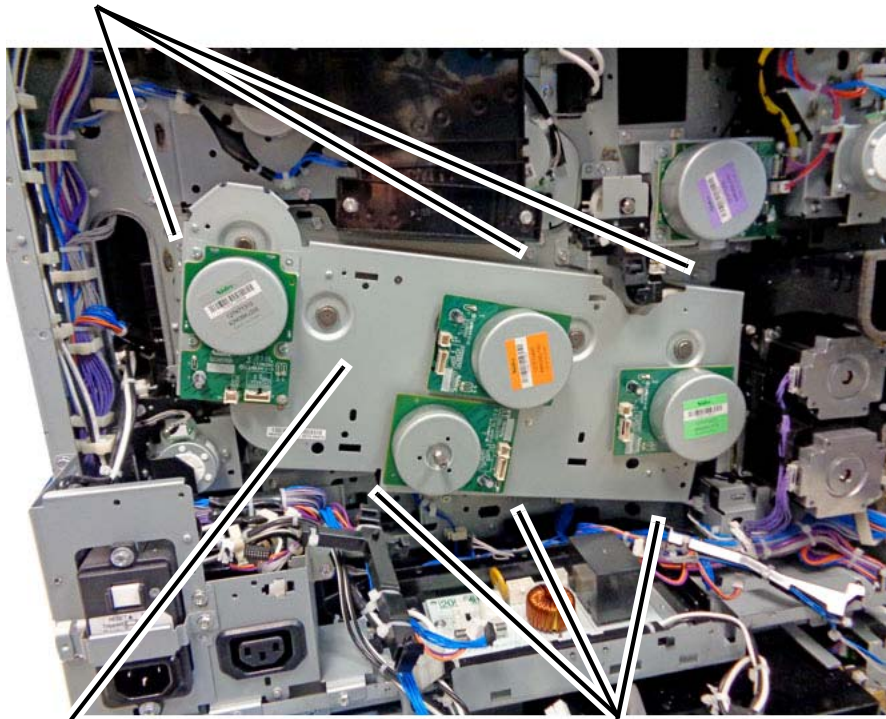
Figure 4 Removing the Rear Bottom Fan

12. Remove the Rear Bottom Fan. (Figure 4)

13. Remove the Drum/Developer Drive Assembly. (Figure 5)

2

Remove the screws (3)



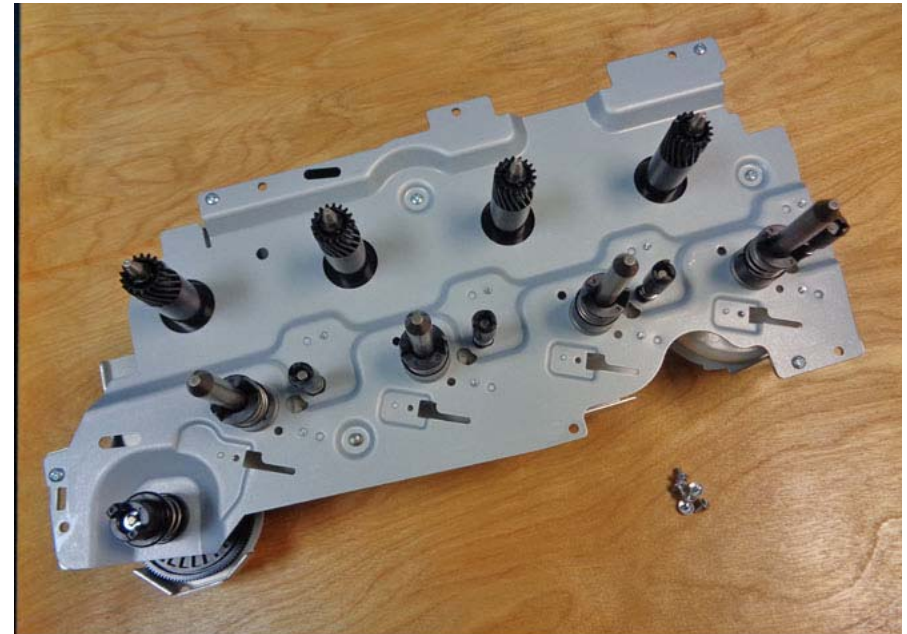
3
Remove the Drum/Developer
Drive Assembly

1
Remove the screws (3)

j0se40304-a.jpg

Figure 5 Removing the Drum/Developer Drive Assembly

NOTE: When placing the Drum/Developer Drive Assembly on a surface, ensure that the Motor side faces down. (Figure 6)



j0ki40306-a.jpg

Figure 6 Place the Motor side face down

Replacement

1. The replacement is the reverse of the removal procedure.

REP 4.5 Takeaway Motor (C8070)

Parts List on [PL 15.1B](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

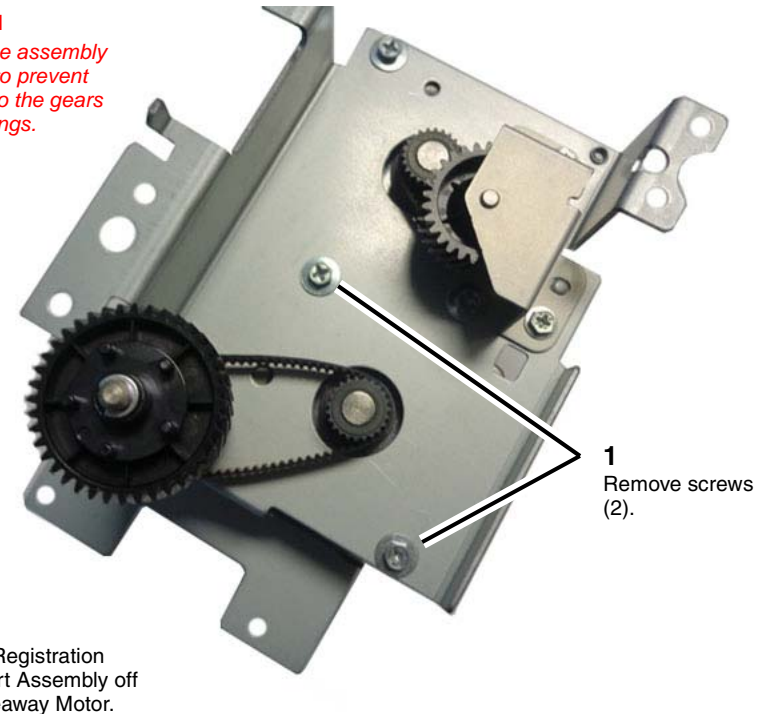
VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the PWB Chassis Unit. ([REP 1.14](#))
5. Remove the Registration Transport Drive Assembly (C8070) ([REP 4.3](#)).
6. Place the Registration Transport Drive Assembly on a clean work surface, gear side up.
7. Remove the Takeaway Motor. ([Figure 1](#))

CAUTION

Handle the assembly carefully to prevent damage to the gears and bearings.



j0ki40307-k.jpg

Figure 1 Removing the Takeaway Motor

Replacement

The replacement is the reverse of the removal procedure.

NOTE: Ensure that the Takeaway Motor connector faces in the same direction as the Registration Transport Motor connector.

REP 4.6 Registration Transport Drive Motor (C8070)

Parts List on [PL 15.1B](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

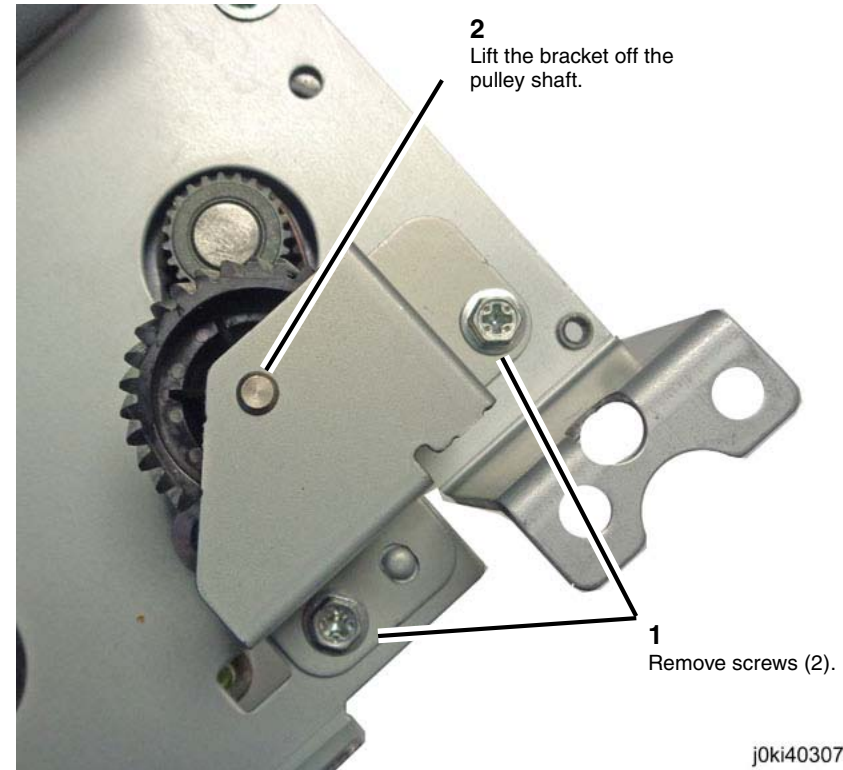
AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the PWB Chassis Unit. ([REP 1.14](#))
5. Remove the Registration Transport Drive Assembly (C8070) ([REP 4.3](#)).

CAUTION

Handle the assembly carefully to prevent damage to the gears and bearings.

6. Place the Registration Transport Drive Assembly on a clean work surface, gear side up.
7. Remove the bracket. ([Figure 1](#))



j0ki40307-i.jpg

Figure 1 Removing the bracket

8. Remove the pulley. (Figure 2)

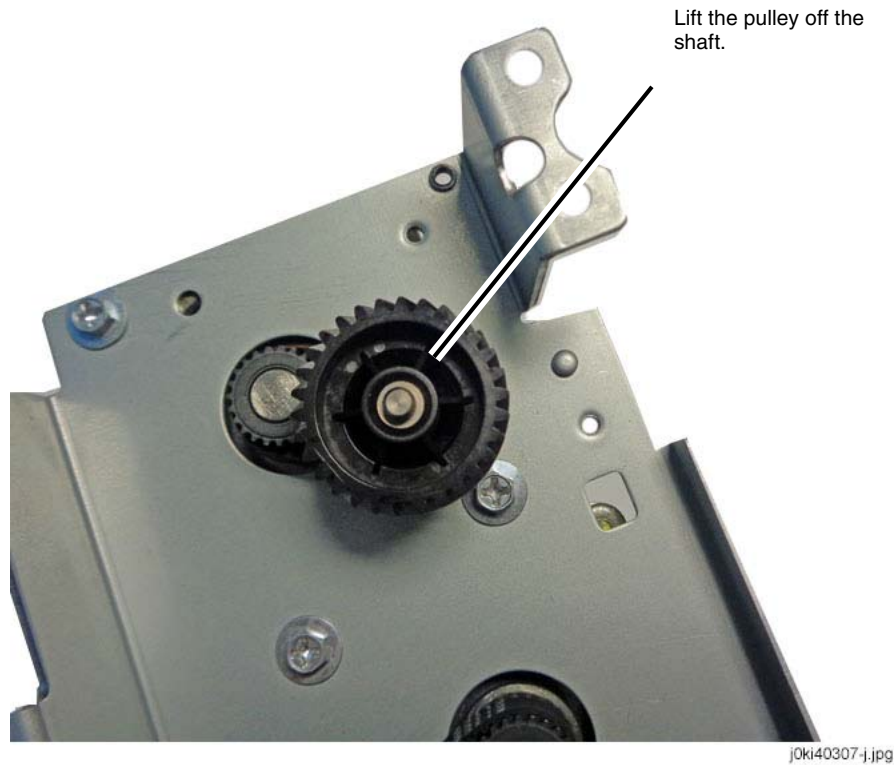


Figure 2 Removing the pulley

9. Remove the Registration Transport Drive Motor. (Figure 3)

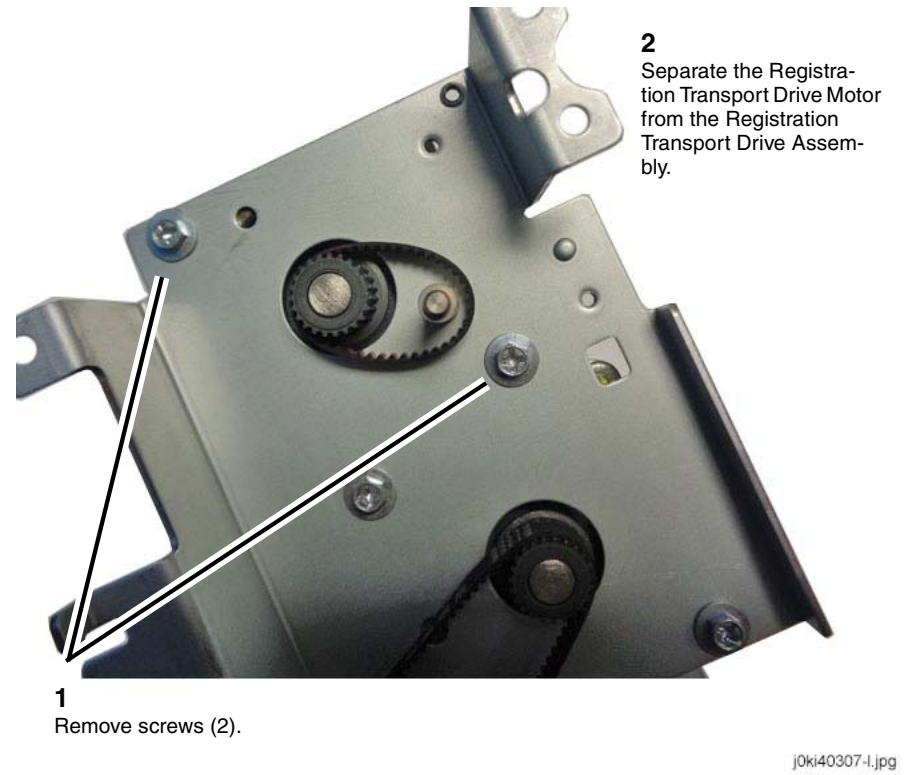


Figure 3 Removing the Registration Transport Drive Motor

Replacement

The replacement is the reverse of the removal procedure.

NOTE: Ensure that the Registration Transport Motor connector faces in the same direction as the Takeaway Motor connector.

REP 4.7 Drum/Developer Drive Motor

Parts List on PL 3.4

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.

NOTE: When removing the Drum, cover it with a black sheet, etc., to prevent light fatigue.

4. Remove the Drum (Y, M, C, K). (REP 9.5)
5. Remove the Rear Lower Cover. (REP 14.3)
6. Open the PWB Chassis Unit. (REP 1.14)
7. (C8070) Remove the Noise Filter. (REP 1.18)
8. Remove the HVPS (1st/2nd/BTR). (REP 1.1)
9. Remove the Drum/Developer Drive Assembly. (REP 4.4)
10. Remove the coupling. (Figure 1)
 - a. Remove the e-clip.
 - b. Remove the coupling and pin.
 - c. Remove the spring.
 - d. Remove the retainer.

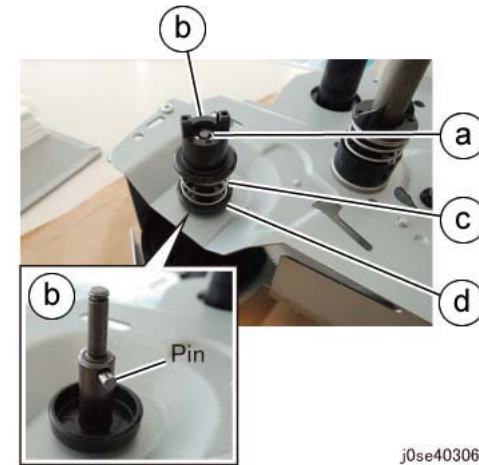


Figure 1 Removing the coupling

11. Remove the Drive Lower Bracket. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Drive Lower Bracket.

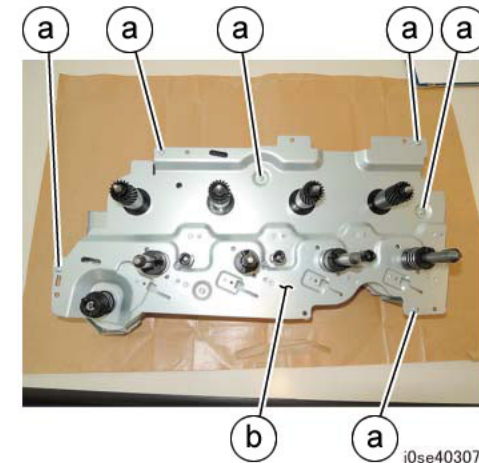
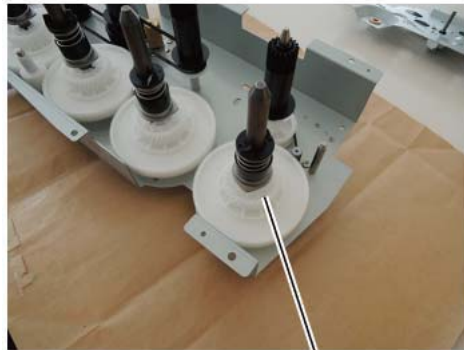


Figure 2 Removing the Lower Bracket

12. Remove the Gear Assembly. (Figure 3)

- a. Remove the Gear Assembly.



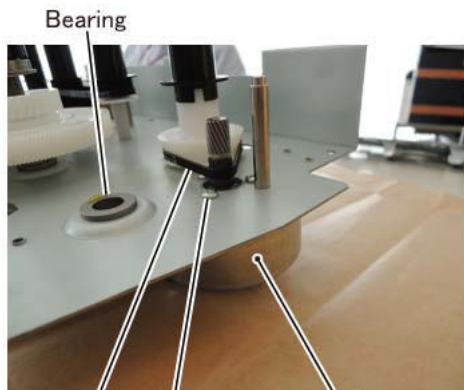
a

j0se40308

Figure 3 Removing the Gear Assembly

13. Remove the Drum/Developer Drive Motor. (Figure 4)

- a. Remove the screws (3).
- b. Remove the Drum/Developer Drive Motor from the belt.



Bearing

Bolt

a

b

j0se40309

Figure 4 Removing the Drum/Developer Drive Motor

Replacement

The replacement is the reverse of the removal procedure.

REP 55.1 DADF

Parts List on PL 55.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

WARNING

Use extreme care when working with the following component. It is heavy and fragile. If dropped, serious personal injury may occur.

DANGER: Faire très attention en travaillant près de l'élément suivant. Cet élément est lourd et fragile. En cas de chute, de graves blessures peuvent se produire.

AVVERTENZA: Fare molta attenzione quando si lavora con il componente seguente. È pesante e fragile. Se lasciato cadere, potrebbe causare gravi lesioni personali.

VORSICHT: Im Umgang mit der folgenden Komponente äußerste Vorsicht walten lassen. Sie ist schwer und zerbrechlich. Wird sie fallengelassen, kann dies zu ernsthaften körperlichen Verletzungen führen.

AVISO: Tenga mucho cuidado al trabajar con este componente. Es pesado y frágil. Si se le cae, puede provocar daños personales graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the IIT Rear Cap Cover. (PL 1.1)
5. Remove the Control Unit Connector Cover. (PL 19.3)
6. Remove the Filter Cover. (PL 19.3)
7. Remove the Rear Upper Cover. (PL 19.3)
8. Disconnect the connector. (Figure 1)
 - a. Loosen the screws (2) and disconnect the connector.



Figure 1 Disconnect the connector

9. Remove the cable from the guide. (Figure 2)
 - a. Release the clamp to remove the cables (2).
 - b. Remove the cable from the guides (3).

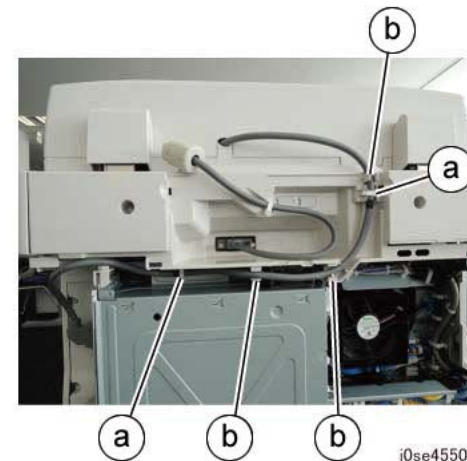


Figure 2 Remove the cable from the guide

10. Disconnect the connector. (Figure 3)
 - a. Loosen the screws (2) and disconnect the connector.
 - b. Release the clamp to remove the cable.

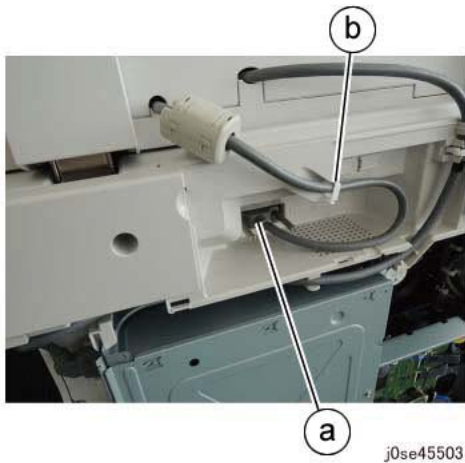


Figure 3 Disconnect the connector

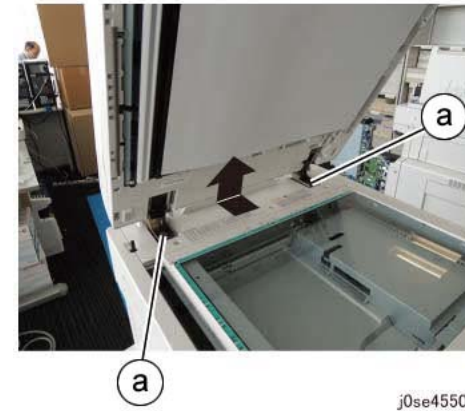


Figure 5 Remove the DADF

11. Open the DADF.
12. Remove the Knob Screws (2) that secure the DADF. (Figure 4)
 - a. Remove the Knob Screws (2).

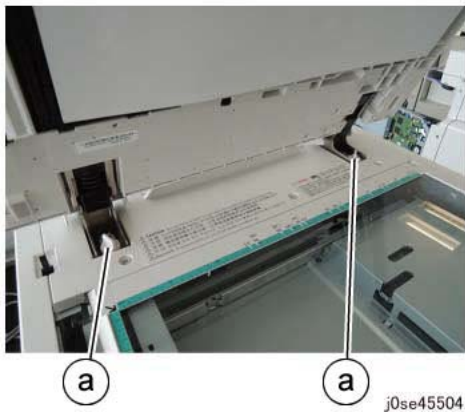


Figure 4 Remove the Knob Screw (2)

13. Remove the DADF (Figure 5).
 - a. Remove the brackets (2) of the Counter Balance from the studs (2) in the direction of the arrow.

Replacement

1. The replacement is the reverse of the removal procedure.
2. Perform the DADF Registration Automatic Adjustment (dC608)(ADJ 5.5).

REP 55.2 DADF Platen Cushion

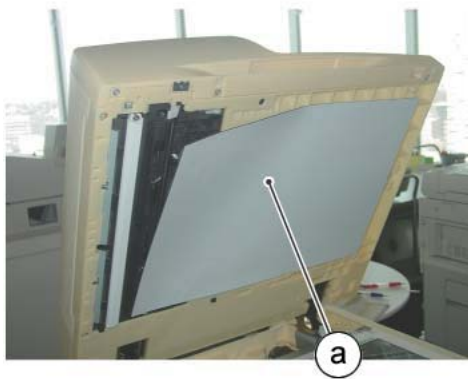
Parts List on [PL 55.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: The DADF Platen Cushion is fastened to the DADF with double-sided adhesive tape.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove (peel off) the DADF Platen Cushion. ([Figure 1](#))
 - a. Remove the DADF Platen Cushion.

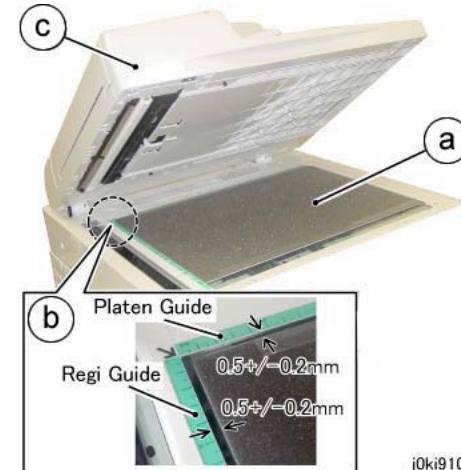


j0kt45585

Figure 1 Peel off the DADF Platen Cushion

Replacement

1. Install the DADF Platen Cushion. ([Figure 2](#))
 - a. Place the DADF Platen Cushion on the Platen Glass, tape side up.
 - b. Set the gap between the Registration (Registration) Guide and the Platen Guide.
 - c. Slowly lower the DADF and press it against the DADF Platen Cushion.



j0ki91095

Figure 2 Paste on the DADF Platen Cushion

REP 55.3 DADF Front Cover

Parts List on [PL 55.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

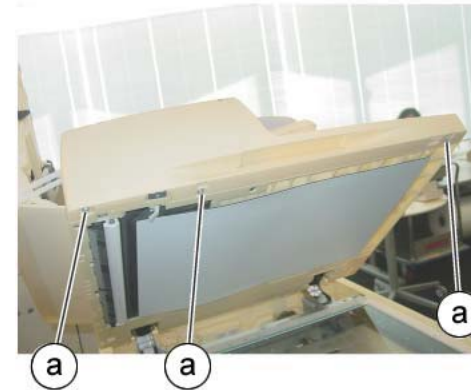
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

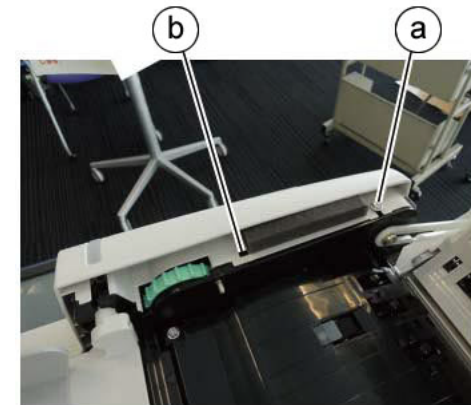
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the DADF.
5. Remove the screws (3) that secure the DADF Front Cover. (Figure 1)
 - a. Remove the tapping screws (3).



j0kt45506

Figure 1 Remove the screws

6. Remove the DADF Front Cover. (Figure 2)
 - a. Remove the tapping screw.
 - b. Release the catch indicated by the arrow to remove the DADF Front Cover.



j0se45507

Figure 2 Remove the DADF Front Cover

Replacement

1. The replacement is the reverse of the removal procedure.

REP 55.4 DADF Rear Cover

Parts List on [PL 55.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

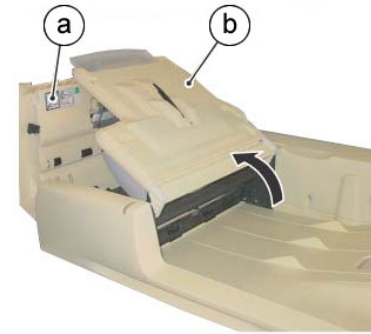
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

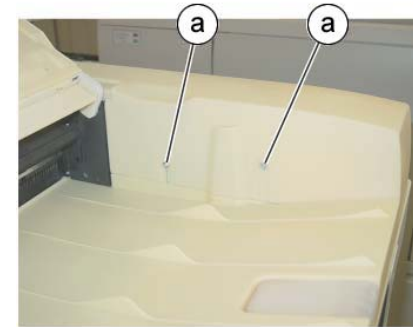
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Turn the DADF Document Tray upside down. ([Figure 1](#))
 - a. Open the Top Cover.
 - b. Turn the DADF Document Tray upside down.



j0kt45508

Figure 1 Turn the DADF Document Tray upside down

5. Remove the screws that secure the DADF Rear Cover. ([Figure 2](#))
 - a. Remove the screws (2).



j0kt45509

Figure 2 Remove the screws

6. Open the DADF.
7. Release the DADF Rear Cover latches. ([Figure 3](#))
 - a. Release the DADF Rear Cover latches (2).

REP 55.5 DADF Feeder Assembly

Parts List on [PL 55.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Use extreme care when working with the following component. It is heavy and fragile. If dropped, serious personal injury may occur.

DANGER: Faire très attention en travaillant près de l'élément suivant. Cet élément est lourd et fragile. En cas de chute, de graves blessures peuvent se produire.

AVVERTENZA: Fare molta attenzione quando si lavora con il componente seguente. È pesante e fragile. Se lasciato cadere, potrebbe causare gravi lesioni personali.

VORSICHT: Im Umgang mit der folgenden Komponente äußerste Vorsicht walten lassen. Sie ist schwer und zerbrechlich. Wird sie fallengelassen, kann dies zu ernsthaften körperlichen Verletzungen führen.

AVISO: Tenga mucho cuidado al trabajar con este componente. Es pesado y frágil. Si se le cae, puede provocar daños personales graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. ([REP 55.4](#))
5. Remove the DADF. ([REP 55.1](#))
6. Remove the Harness Guide and the wire harness. ([REP 55.12](#))
7. Disconnect the DADF PWB connectors. ([Figure 1](#))
 - a. Disconnect the DADF PWB connectors (4).

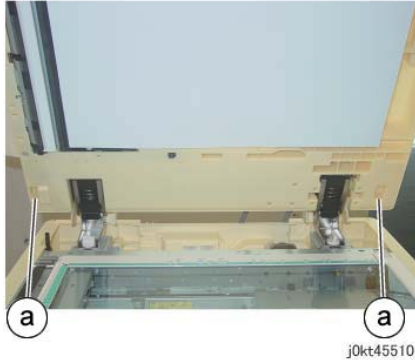


Figure 3 Release the latches

8. Close the DADF gently.
9. Remove the DADF Rear Cover. ([Figure 4](#))
 - a. Remove the DADF Rear Cover in the direction of the arrow.

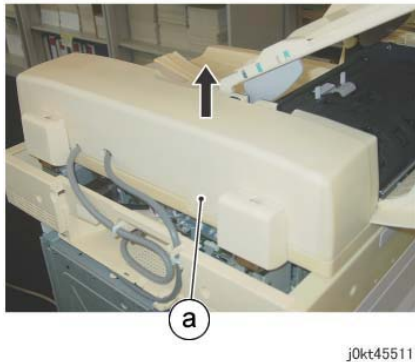


Figure 4 Remove the DADF Rear Cover

Replacement

1. The replacement is the reverse of the removal procedure.

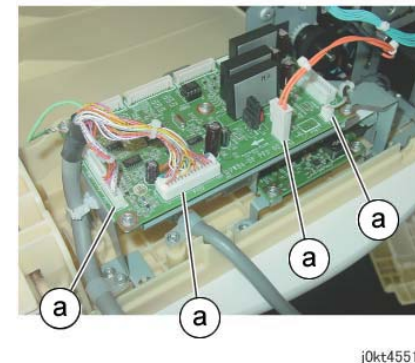


Figure 1 Disconnect the connectors

8. Remove the wire harness from the bracket of the DADF PWB. ([Figure 2](#))

- a. Release the clamp to remove the wire harness.
- b. Remove the cable band.

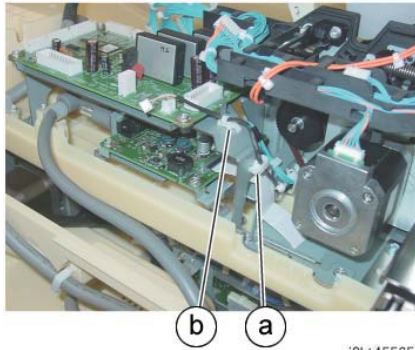


Figure 2 Remove the wire harness

- 9. Remove the wire harness from the bracket of the DADF PWB. (Figure 3)
 - a. Remove the screw that secures the Ground Wire.
 - b. Release the clamp to remove the cable.

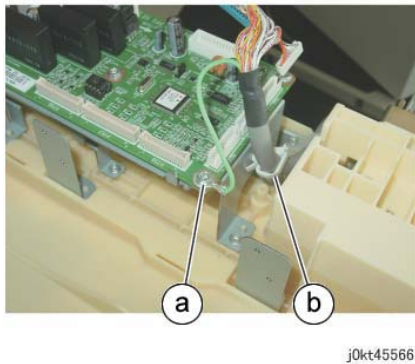


Figure 3 Remove the wire harness

- 10. Remove the screws that secure the DADF PWB and the bracket. (Figure 4)
 - a. Remove the tapping screws (2).

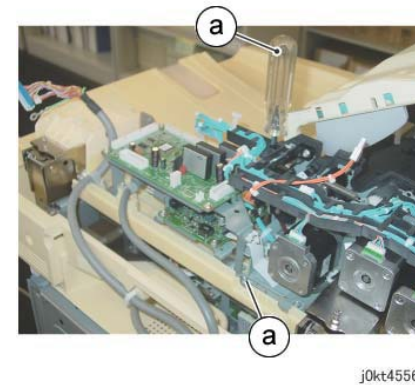


Figure 4 Remove the screws

- 11. Remove the DADF PWB and the bracket. (Figure 5)
 - a. Remove the tapping screws (2).
 - b. Remove the DADF PWB and the bracket.

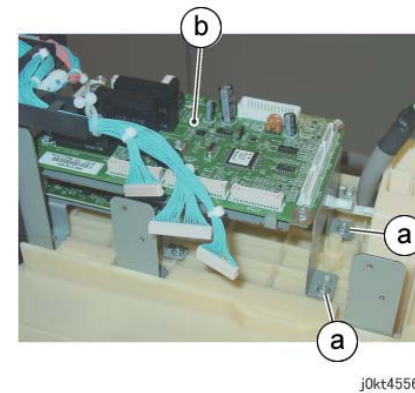
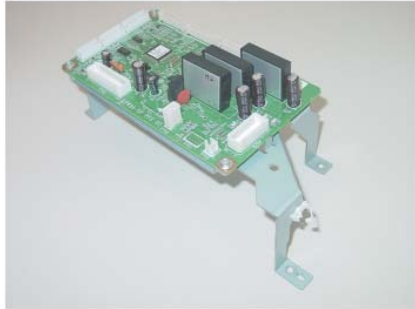


Figure 5 Remove the DADF PWB and the bracket

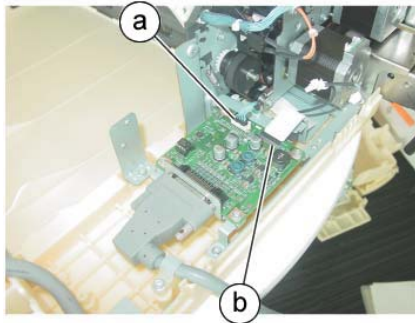
- 12. The figure shows the removed DADF PWB and the bracket. (Figure 6)



j0kt45569

Figure 6 Removed DADF PWB and the bracket

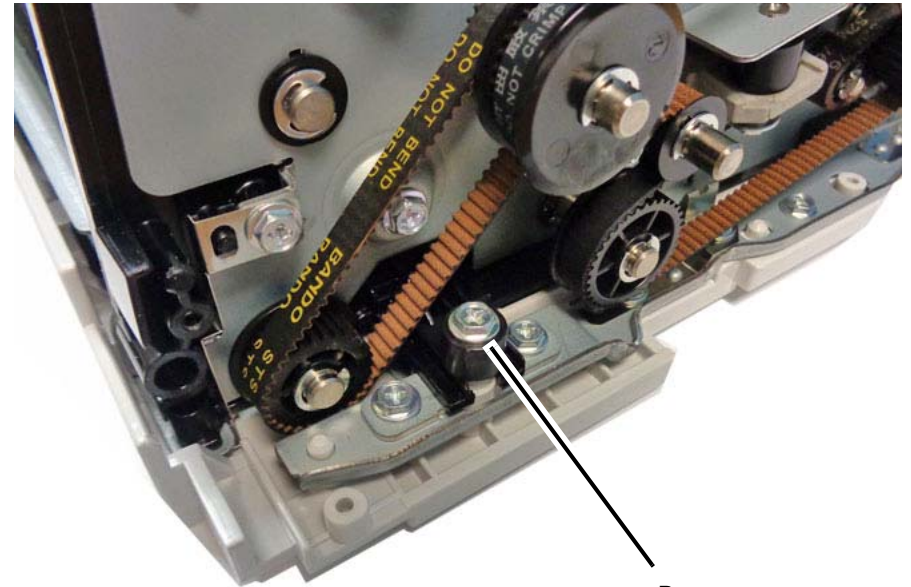
13. Disconnect the DC/DC PWB connectors (2). (Figure 7)
 - a. Disconnect the connector.
 - b. Open the clamp and remove the ribbon cable.



j0kt45516

Figure 7 Disconnect the DC/DC PWB connectors

14. Remove the DADF Document Tray. (REP 55.10)
15. Remove the Top Cover. (REP 55.11)
16. Remove the screw at the front. (Figure 8)
 - a. Remove the tapping screw.



Remove screw.

j0kt45517-a.jpg

Figure 8 Removing the screw

17. Remove the DADF Feeder Assembly. (Figure 9)
 - Peel off the DADF Feeder Assembly from the adhesive tape and remove the DADF Feeder Assembly from the Positioning Pin.

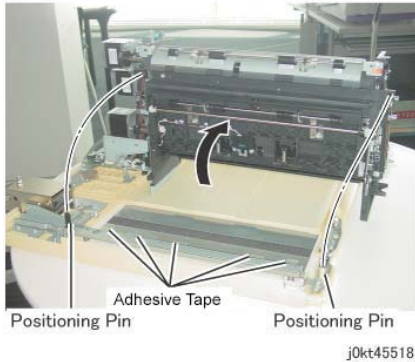


Figure 9 Remove the DADF Feeder Assembly

- Put down the removed DADF Feeder Assembly with its left side facing up. (Figure 10)

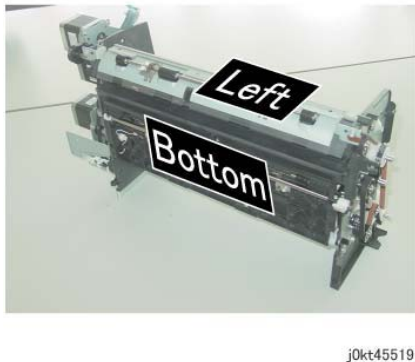


Figure 10 Put down the DADF Feeder Assembly

Replacement

- The replacement is the reverse of the removal procedure.
- After a replacement, enter the Diagnostic Mode, select **dC135**, and reset the HFSI counter.

REP 55.6 DADF PWB

Parts List on [PL 55.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

When turning OFF the power switch, make sure that the Data lamp turns OFF. Press the <Job Status> button to check that there are no jobs in progress/waiting in the queue. Turn OFF the power switch and make sure that the screen display turns OFF.

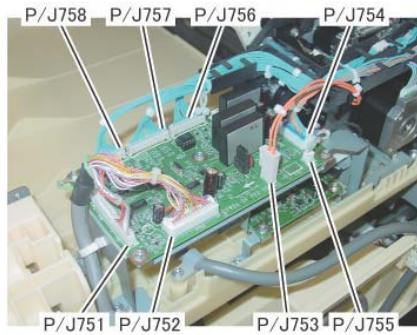
Turn OFF the main power switch and unplug the power plug.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

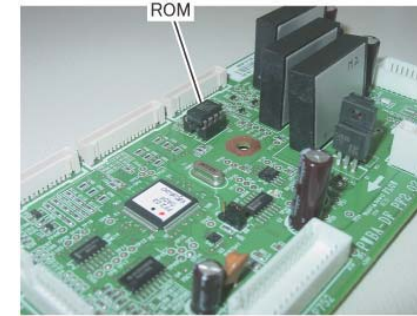
- Press the **Jobs** icon to verify that no jobs are in process.
- Power the system off ([GP 4](#)).
- Disconnect the power cord.
- Remove the DADF Rear Cover. ([REP 55.4](#))
- Disconnect the DADF PWB connectors. ([Figure 1](#))
 - Disconnect the connectors (8).

NOTE: The alignment values for the DADF are stored in the EEPROM.



j0kt45512

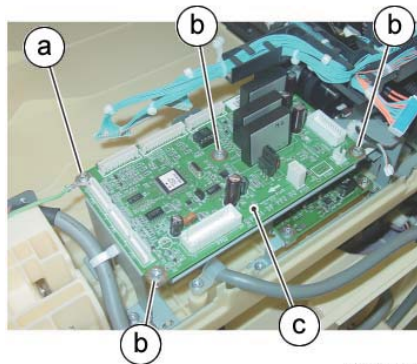
Figure 1 Disconnect the connectors



j0kt45514

Figure 3 Switch the ROM

6. Remove the DADF PWB. (Figure 2)
 - a. Remove the screw and the Ground Wire.
 - b. Remove the screws (3).
 - c. Remove the DADF PWB.



j0kt45513

Figure 2 Remove the DADF PWB

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

CAUTION

Take care when removing the EEPROM to not bend or damage the pins. Note the orientation and when installing it on the new SBC PWB be sure to maintain the same orientation.

7. Remove the ROM (EEPROM) from the old PWB and set it aside (Figure 3).

8. Remove the ROM (EEPROM) from the new PWB and set it aside. You can use this EEPROM if the one from the old PWB is damaged.

Replacement

CAUTION

Take care when installing the EEPROM to not bend or damage the pins. Ensure that it is installed in the same orientation as it was on the old DADF PWB.

1. Install the ROM (EEPROM) from the old PWB on the new PWB. If the EEPROM from the old PWB cannot be used, install the EEPROM from the new PWB (Figure 3)
2. The replacement is the reverse of the removal procedure.
3. Check the SW version and update to the latest version if required (GP 9).
4. If the EEPROM from the new PWB was installed, perform dC608 to realign the DADF:

REP 55.7 DC/DC PWB

Parts List on [PL 55.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

CAUTION

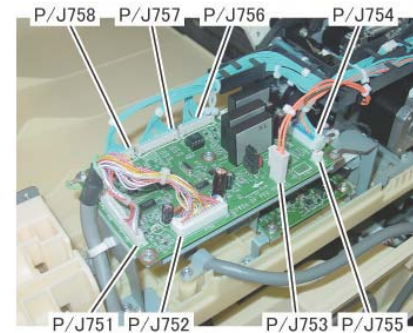
When turning OFF the power switch, make sure that the Data lamp turns OFF. Press the <Job Status> button to check that there are no jobs in progress/waiting in the queue. Turn OFF the power switch and make sure that the screen display turns OFF.

Turn OFF the main power switch and unplug the power plug.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

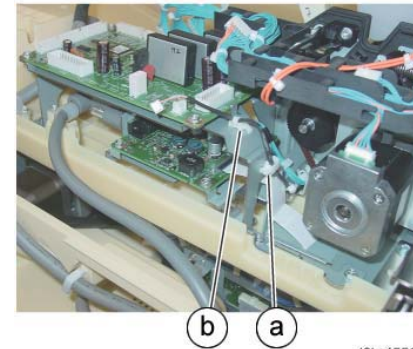
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. ([REP 55.4](#))
5. Disconnect the DADF PWB connectors. ([Figure 1](#))
 - a. Disconnect the connectors (8).



j0kt45512

Figure 1 Disconnect the connectors

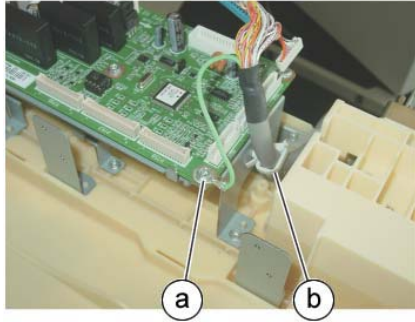
6. Remove the wire harness from the bracket of the DADF PWB. ([Figure 2](#))
 - a. Release the clamp to remove the wire harness.
 - b. Remove the cable band.



j0kt45565

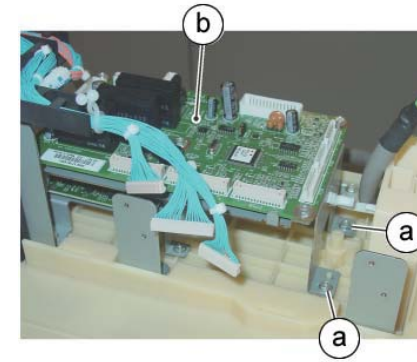
Figure 2 Remove the wire harness

7. Remove the cable from the bracket of the DADF PWB. ([Figure 3](#))
 - a. Remove the screw that secures the Ground Wire.
 - b. Release the clamp to remove the cable.



j0kt45566

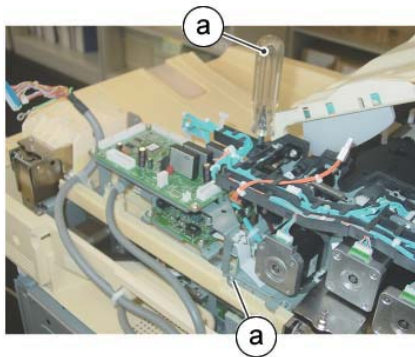
Figure 3 Remove the cable



j0kt45568

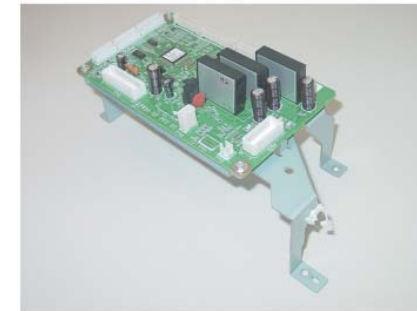
Figure 5 Remove the DADF PWB and the bracket

8. Remove the screws that secure the DADF PWB and the bracket. (Figure 4)
 - a. Remove the tapping screws (2).



j0kt45567

Figure 4 Remove the screws



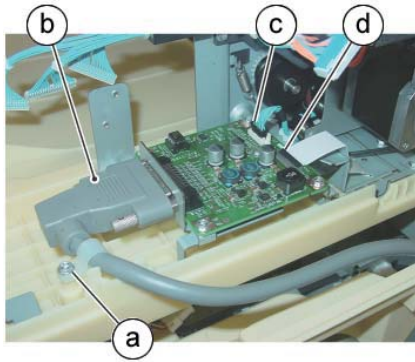
j0kt45569

Figure 6 Removed DADF PWB and the bracket

9. Remove the DADF PWB and the bracket. (Figure 5)
 - a. Remove the tapping screws (2).
 - b. Remove the DADF PWB and the bracket.

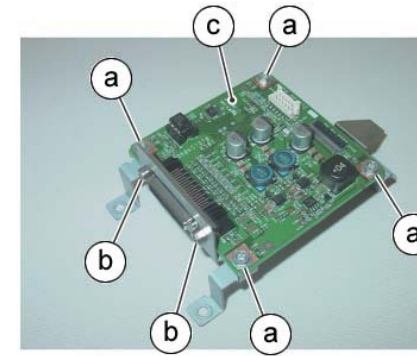
10. The figure shows the removed DADF PWB and the bracket. (Figure 6)

11. Disconnect the DC/DC PWB connectors (3). (Figure 7)
 - a. Remove the screws that secure the clamp.
 - b. Loosen the screws (2) and disconnect the connector.
 - c. Disconnect the connector.
 - d. Release the connector clamp, then disconnect the ribbon cable.



j0kt45570

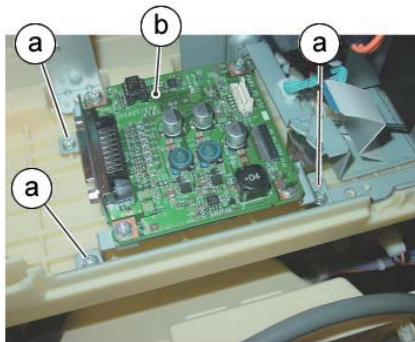
Figure 7 Disconnect the connectors



j0kt45572

Figure 9 Remove the DC/DC PWB

12. Remove the DC/DC PWB and the bracket. (Figure 8)
 - a. Remove the tapping screws (3).
 - b. Remove the DC/DC PWB and the bracket.



j0kt45571

Figure 8 Remove the DC/DC PWB and the bracket

13. Remove the DC/DC PWB. (Figure 9)
 - a. Remove the screws (4).
 - b. Remove the nuts (2).
 - c. Remove the DC/DC PWB.

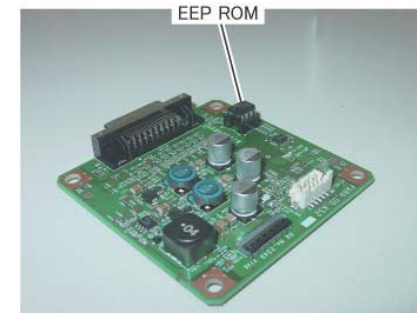
CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

CAUTION

Take care when removing the EEPROM to not bend or damage the pins. Note the orientation and when installing it on the new SBC PWB be sure to maintain the same orientation.

14. Remove the ROM (EEPROM) from the old PWB and set it aside (Figure 10).



j0kt45573

Figure 10 Remove the EEPROM

15. Remove the EEPROM from the new PWB and set it aside. You can use this EEPROM if the one from the old PWB is damaged.

Replacement

CAUTION

Take care when installing the EEPROM to not bend or damage the pins. Ensure that it is installed in the same orientation as it was on the old DADF PWB.

1. Install the EEPROM from the old PWB on the new PWB. If the EEPROM from the old PWB cannot be used, install the EEPROM from the new PWB (Figure 10)
2. The replacement is the reverse of the removal procedure.
3. Check the SW version and update to the latest version if required (GP 9).
4. If the EEPROM from the new PWB was installed, perform ADJ 6.5 to recalibrate the CIS PWB.

REP 55.8 Left Counter Balance

Parts List on PL 55.3

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Use extreme care when working with the following component. It is heavy and fragile. If dropped, serious personal injury may occur.

DANGER: Faire très attention en travaillant près de l'élément suivant. Cet élément est lourd et fragile. En cas de chute, de graves blessures peuvent se produire.

AVVERTENZA: Fare molta attenzione quando si lavora con il componente seguente. È pesante e fragile. Se lasciato cadere, potrebbe causare gravi lesioni personali.

VORSICHT: Im Umgang mit der folgenden Komponente äußerste Vorsicht walten lassen. Sie ist schwer und zerbrechlich. Wird sie fallengelassen, kann dies zu ernsthaften körperlichen Verletzungen führen.

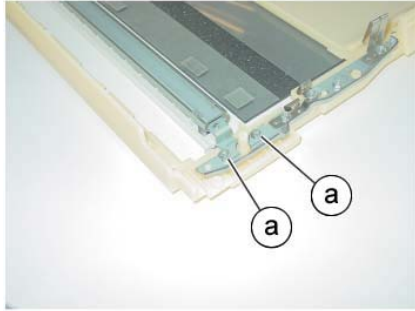
AVISO: Tenga mucho cuidado al trabajar con este componente. Es pesado y frágil. Si se le cae, puede provocar daños personales graves.

CAUTION

Left/Right Counter Balance is identified by its spring pressure:

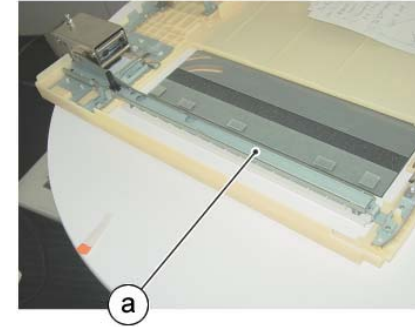
- *Left Counter Balance: strong spring pressure*
- *Right Counter Balance: weak spring pressure*

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. (REP 55.4)
5. Remove the DADF. (REP 55.1)
6. Remove the Harness Guide and the wire harness. (REP 55.12)
7. Remove the DADF Feeder Assembly. (REP 55.5)
8. Remove the screws that secure the Tie Plate. (Figure 1)
 - a. Remove the tapping screws (2).



j0kt45520

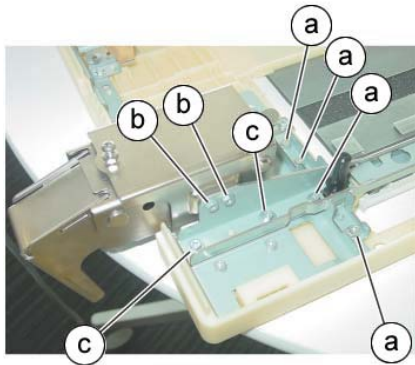
Figure 1 Remove the screws



j0kt45522

Figure 3 Remove the Tie Plate and the CVT Chute

9. Remove the screws that secure the Tie Plate. (Figure 2)
 - a. Remove the tapping screws (4).
 - b. Remove the M3 screws (2).
 - c. Remove the M4 screws (2).

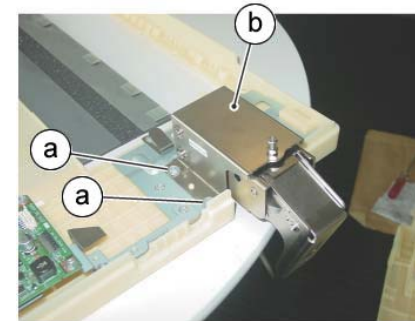


j0kt45521

Figure 2 Remove the screws

10. Remove the Tie Plate and the CVT Chute. (Figure 3)
 - a. Remove the Tie Plate and the CVT Chute.

11. Remove the Left Counter Balance. (Figure 4)
 - a. Remove the screws (2).
 - b. Remove the Left Counter Balance.

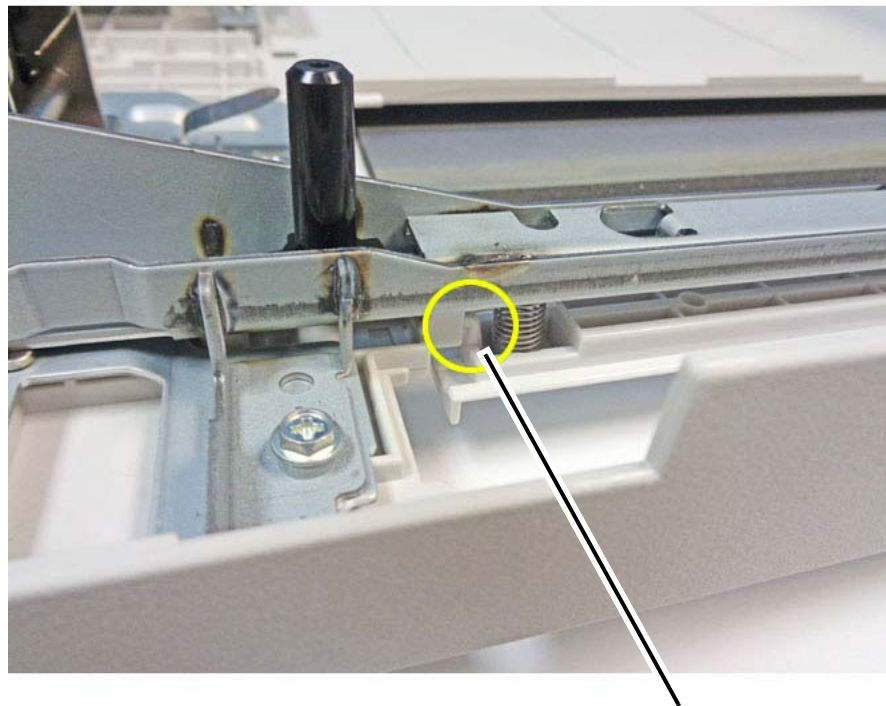


j0kt45523

Figure 4 Remove the Left Counter Balance

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install CVT Chute "hook" (on the underside of the Tie Plate) to the Base Frame. (Figure 5)

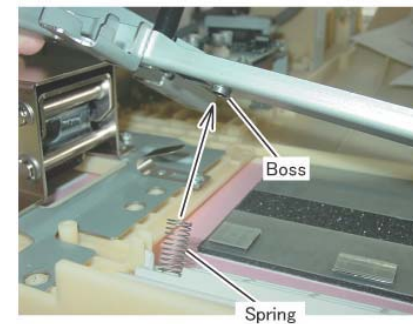


CVT Chute "hook"

j0kt45524-a.jpg

Figure 5 CVT Chute "hook" location

3. Install the CVT Chute spring to the boss on the Tie Plate. (Figure 6)



j0kt45525

Figure 6 Attach the spring

REP 55.9 Right Counter Balance

Parts List on [PL 55.3](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

CAUTION

Left/Right Counter Balance is identified by its spring pressure.

- Left Counter Balance: strong spring pressure
- Right Counter Balance: weak spring pressure

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. ([REP 55.4](#))
5. Remove the DADF. ([REP 55.1](#))
6. Note the graduations on the scale. ([Figure 1](#))

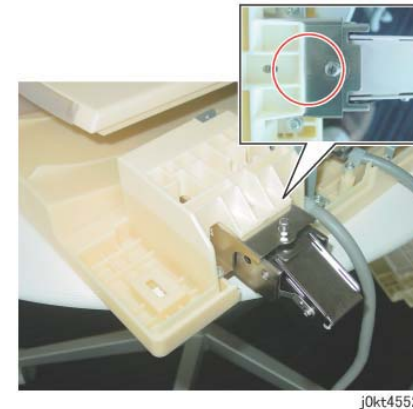


Figure 1 Note the graduation of the scale

7. Remove the Right Counter Balance. ([Figure 2](#))
 - a. Remove the large tapping screws (4).
 - b. Remove the right Counter Balance.

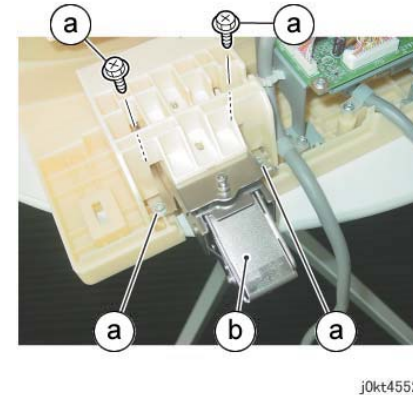


Figure 2 Remove the Right Counter Balance

Replacement

1. The replacement is the reverse of the removal procedure.
2. If the Right Counter Balance was replaced, perform [ADJ 5.1](#).

REP 55.10 DADF Document Tray

Parts List on [PL 55.4](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the DADF Front Cover. ([REP 55.3](#))
5. Remove the DADF Rear Cover. ([REP 55.4](#))
6. Disconnect the connector of the DADF Document Set LED. ([Figure 1](#))
 - a. Remove the tapping screw.
 - b. Remove the LED Bracket.
 - c. Remove the wire harness from the hook.
 - d. Disconnect the connector.

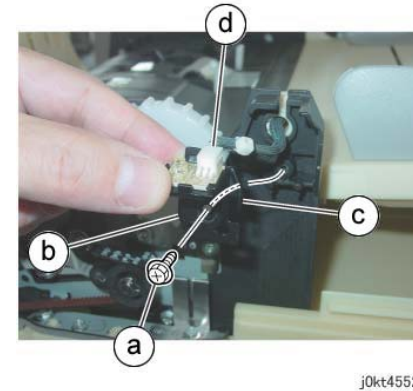


Figure 1 Disconnect the connector

7. Disconnect P/J756. ([Figure 2](#))
 - a. Remove the clamp.
 - b. Disconnect P/J756.
 - c. Remove the P/J756 wire harness from the Harness Guide.

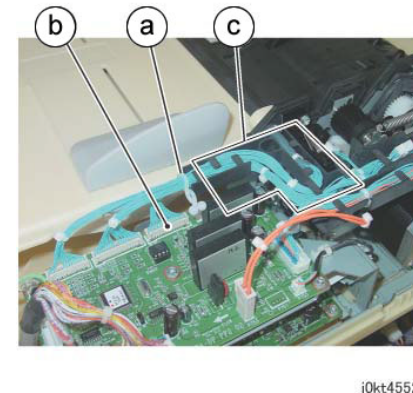
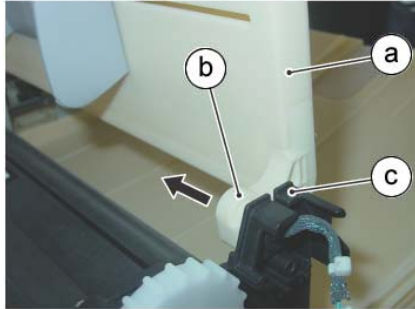


Figure 2 Disconnect the connector

8. At the front side of the DADF Document Tray, remove the boss of the DADF Document Tray from the installation hole of the Frame. ([Figure 3](#))
 - a. Position the DADF Document Tray vertically.
 - b. Press the boss of the DADF Document Tray in the direction of the arrow and remove it from the installation hole.
 - c. Remove the wire harness of the DADF Document Set LED from the groove of the Frame.



j0kt45530

Figure 3 Remove the boss

9. Pull out and remove the wire harness at the rear side of the DADF Document Tray from the hole of the Frame. (Figure 4)



j0kt45531

Figure 4 Remove the wire harness

Replacement

1. The replacement is the reverse of the removal procedure.

REP 55.11 Top Cover

Parts List on [PL 55.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

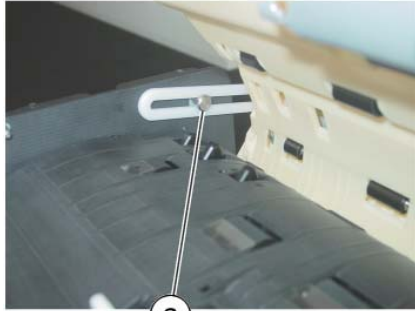
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

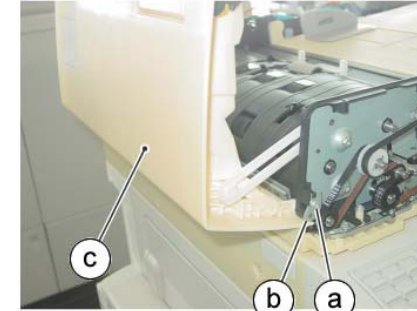
AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Front Cover. ([REP 55.3](#))
5. Remove the DADF Rear Cover. ([REP 55.4](#))
6. Remove the link of the Top Cover from the stud. (Figure 1)
 - a. Remove the link from the cut out position of the link.



j0kt45540

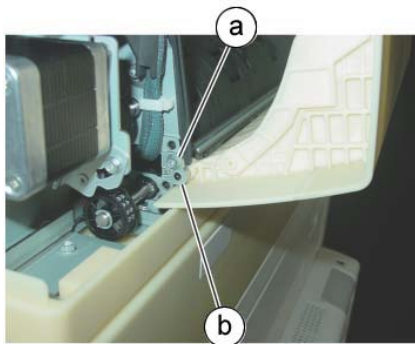
Figure 1 Remove the link



j0kt45542

Figure 3 Remove the Top Cover

7. Remove the Stud Bracket at the rear. (Figure 2)
 - a. Remove the screw.
 - b. Remove the Stud Bracket.



j0kt45541

Figure 2 Remove the Stud Bracket

8. Remove the Top Cover. (Figure 3)
 - a. Remove the tapping screw.
 - b. Remove the Stud Bracket.
 - c. Remove the Top Cover.

Replacement

1. The replacement is the reverse of the removal procedure.

REP 55.12 Harness Guide and Wire Harness

Parts List on PL 55.5

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

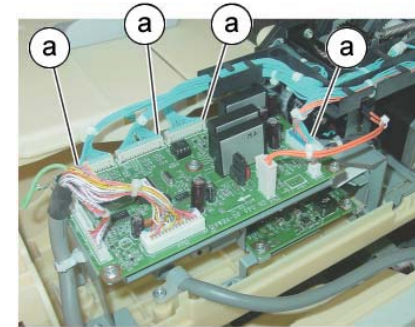
VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. (REP 55.4)

NOTE: Wire insulation colors may vary.

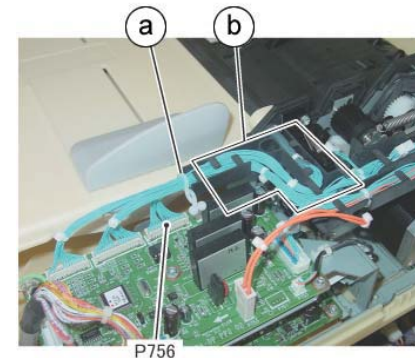
5. Disconnect the DADF PWB connectors. (Figure 1)
 - a. Disconnect the connectors (4).



j0kt45532

Figure 1 Disconnect the connectors

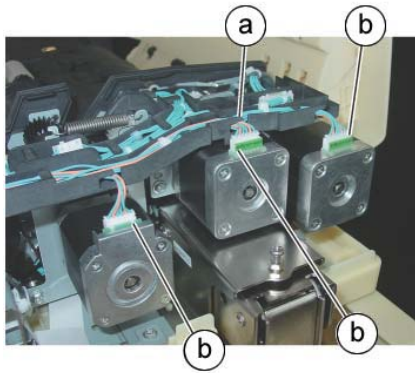
6. Remove the P756 wire harness from the Harness Guide. (Figure 2)
 - a. Remove the clamp.
 - b. Remove the P756 wire harness from the Harness Guide.



j0kt45533

Figure 2 Remove the P756 wire harness

7. Disconnect the motors' connectors (3). (Figure 3)
 - a. Release the motors' wire harness from the Harness Guide.
 - b. Disconnect the connectors (3).



j0kt45534

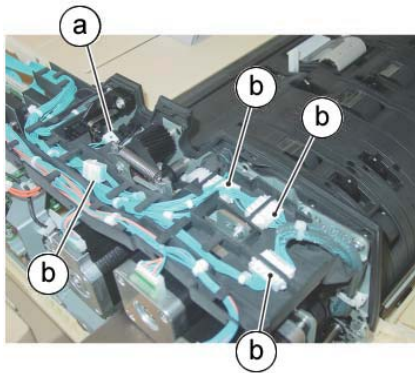
Figure 3 Disconnect the Motor connectors



j0kt45536

Figure 5 Remove the disconnected wire harness

8. Disconnect the Harness Guide connectors (5). (Figure 4)
 - a. Disconnect the sensor connector.
 - b. Disconnect the relay connectors (4).



j0kt45535

Figure 4 Disconnect the connectors



j0kt45537

Figure 6 Remove the disconnected wire harness

9. Remove the disconnected wire harness from the Harness Guide. (Figure 5)

10. Remove the disconnected wire harness from the Harness Guide. (Figure 6)

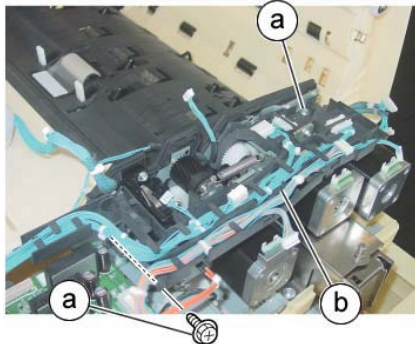
11. Remove the disconnected wire harnesses (2) from the Harness Guide. (Figure 7)



j0kt45538

Figure 7 Remove the disconnected wire harness

12. Remove the Harness Guide and the wire harness. (Figure 8)
 - a. Remove the screws (2).
 - b. Remove the Harness Guide and the wire harness.



j0kt45539

Figure 8 Remove the Harness Guide and the wire harness

Replacement

1. The replacement is the reverse of the removal procedure.

REP 55.13 DADF Registration Motor

Parts List on [PL 55.5](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

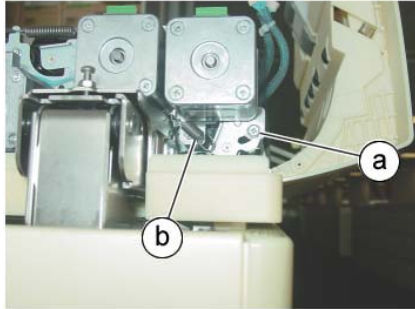
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

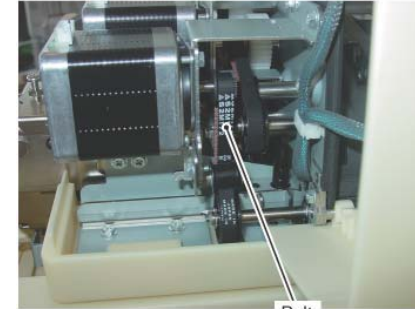
AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. (REP 55.4)
5. Remove the Harness Guide and the wire harness. (REP 55.12)
6. Remove the spring of the Belt Tension Bracket. (Figure 1)
 - a. Loosen the screw.
 - b. Remove the spring.



j0kt45543

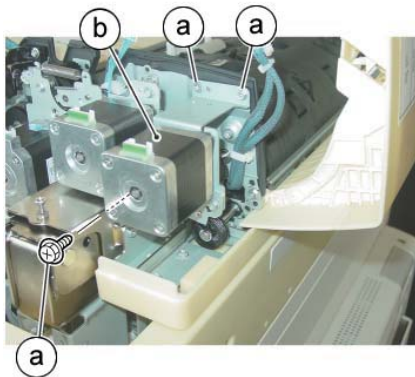
Figure 1 Remove the spring



j0kt45545

Figure 3 Install the Belt

7. Remove the DADF Registration Motor. (Figure 2)
 - a. Remove the screws (3).
 - b. Remove the DADF Registration Motor.



j0kt45544

Figure 2 Remove the DADF Registration Motor

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install the Belt to the Pulley of the DADF Registration Motor. (Figure 3)

REP 55.14 DADF Feed Motor

Parts List on [PL 55.5](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

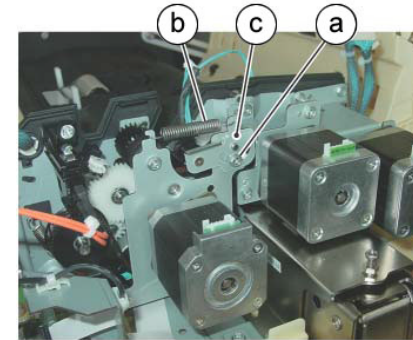
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

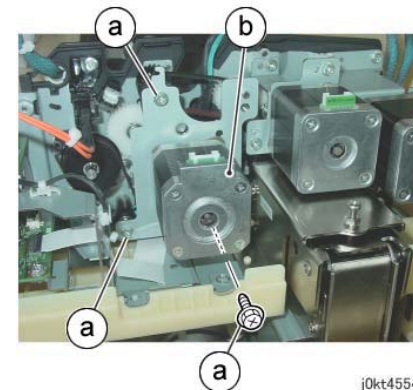
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. ([REP 55.4](#))
5. Remove the Harness Guide and the wire harness. ([REP 55.12](#))
6. Remove the Belt Tension Bracket. ([Figure 1](#))
 - a. Remove the screw.
 - b. Remove the spring.
 - c. Remove the Belt Tension Bracket.



j0kt45546

Figure 1 Remove the Belt Tension Bracket

7. Remove the DADF Feed Motor. ([Figure 2](#))
 - a. Remove the screws (3).
 - b. Remove the DADF Feed Motor.

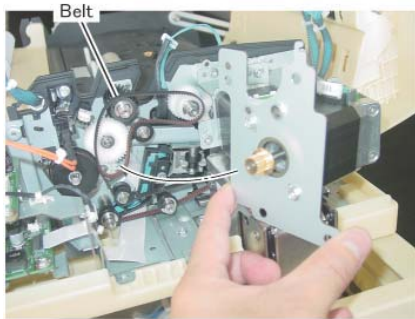


j0kt45547

Figure 2 Remove the DADF Feed Motor

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install the Belt to the Pulley of the DADF Feed Motor. ([Figure 3](#))



j0kt45548

Figure 3 Install the Belt

REP 55.15 DADF Pre Registration Motor

Parts List on [PL 55.5](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

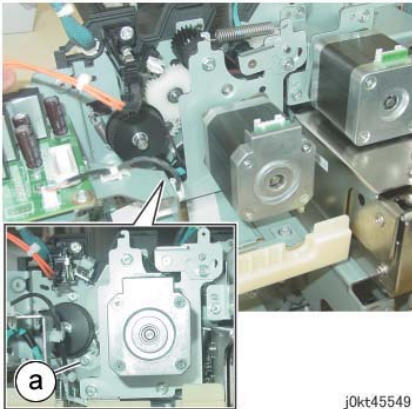
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

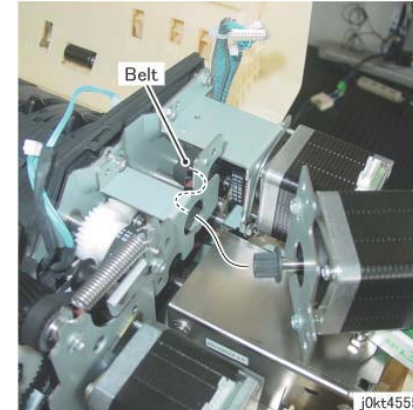
AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. ([REP 55.4](#))
5. Remove the Harness Guide and the wire harness. ([REP 55.12](#))
6. Loosen the screw of the Belt Tension Bracket. ([Figure 1](#))
 - a. Loosen the screw.



j0kt45549

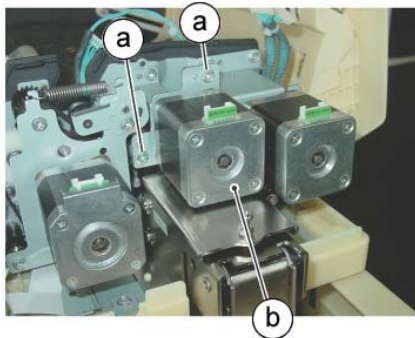
Figure 1 Loosen the screw of the Belt Tension Bracket



j0kt45551

Figure 3 Install the Belt

7. Remove the DADF Pre Registration Motor. (Figure 2)
 - a. Remove the screws (2).
 - b. Remove the DADF Pre Registration Motor.



j0kt45550

Figure 2 Remove the DADF Pre Registration Motor

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install the Belt to the Pulley of the DADF Pre Registration Motor. (Figure 3)

REP 55.16 Registration Chute

Parts List on [PL 55.7](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Use extreme care when working with the following component. It is heavy and fragile. If dropped, serious personal injury may occur.

DANGER: Faire très attention en travaillant près de l'élément suivant. Cet élément est lourd et fragile. En cas de chute, de graves blessures peuvent se produire.

AVVERTENZA: Fare molta attenzione quando si lavora con il componente seguente. È pesante e fragile. Se lasciato cadere, potrebbe causare gravi lesioni personali.

VORSICHT: Im Umgang mit der folgenden Komponente äußerste Vorsicht walten lassen. Sie ist schwer und zerbrechlich. Wird sie fallengelassen, kann dies zu ernsthaften körperlichen Verletzungen führen.

AVISO: Tenga mucho cuidado al trabajar con este componente. Es pesado y frágil. Si se le cae, puede provocar daños personales graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. ([REP 55.4](#))
5. Remove the DADF. ([REP 55.1](#))
6. Remove the Harness Guide and the wire harness. ([REP 55.12](#))
7. Remove the DADF Feeder Assembly. ([REP 55.5](#))
8. Turn the DADF Feeder Assembly left-side up.
9. Remove the Registration Chute. ([Figure 1](#))
 - a. Remove the tapping screws (4).
 - b. Remove the Registration Chute.

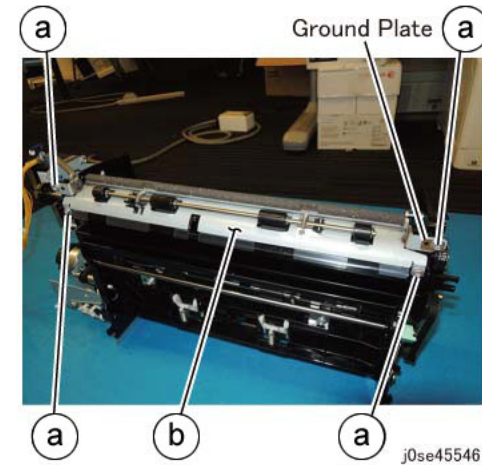


Figure 1 Remove the Registration Chute

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install the Ground Plate below the Registration Chute. ([Figure 2](#)).

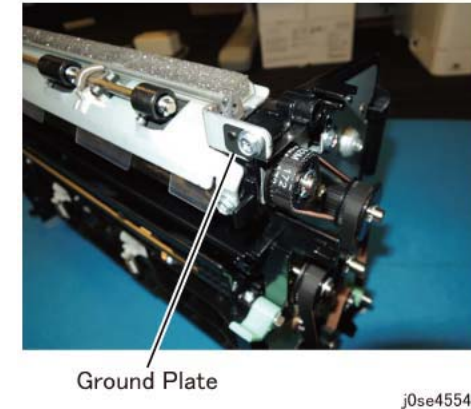


Figure 2 Install the Ground Plate

REP 55.17 Retard Chute

Parts List on [PL 55.7](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

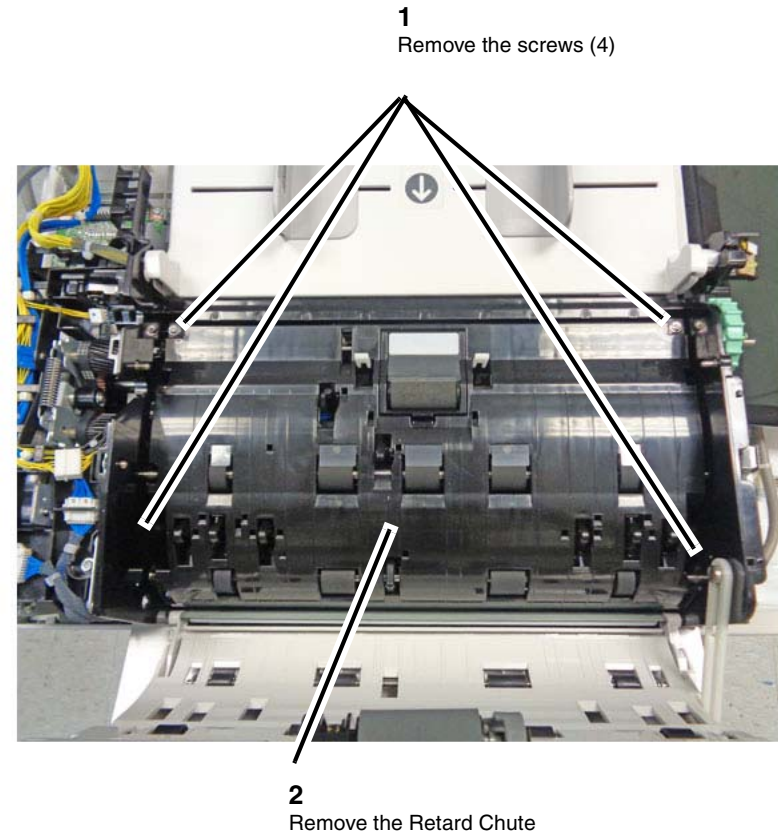
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the Top Cover.
5. Remove the Retard Chute. (Figure 1)



j0se45548-1.jpg

Figure 1 Removing the Retard Chute

Replacement

1. The replacement is the reverse of the removal procedure.

REP 55.18 Out Chute

Parts List on [PL 55.7](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

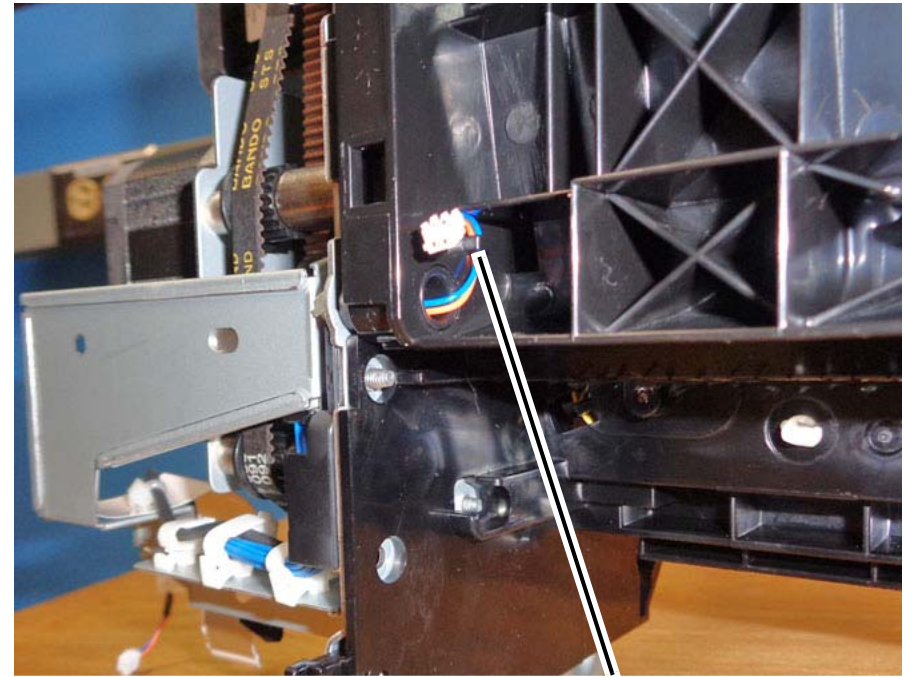
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Feeder Assembly. ([REP 55.5](#))
5. Disengage the connector harness from the hook. ([Figure 1](#))



Disengage the harness from the hook.

j0se45549-a.jpg

Figure 1 Disengaging the connector harness

6. Remove the front hinge. (Figure 2)

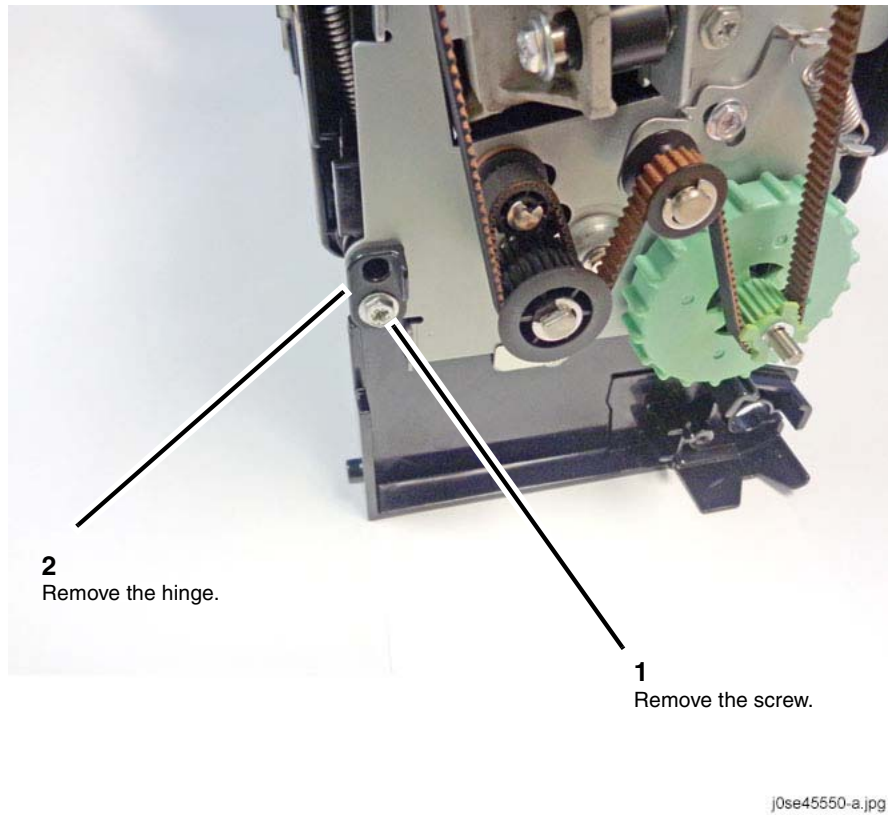


Figure 2 Removing the hinge

7. Unlatch and open the Out Chute. (Figure 3)

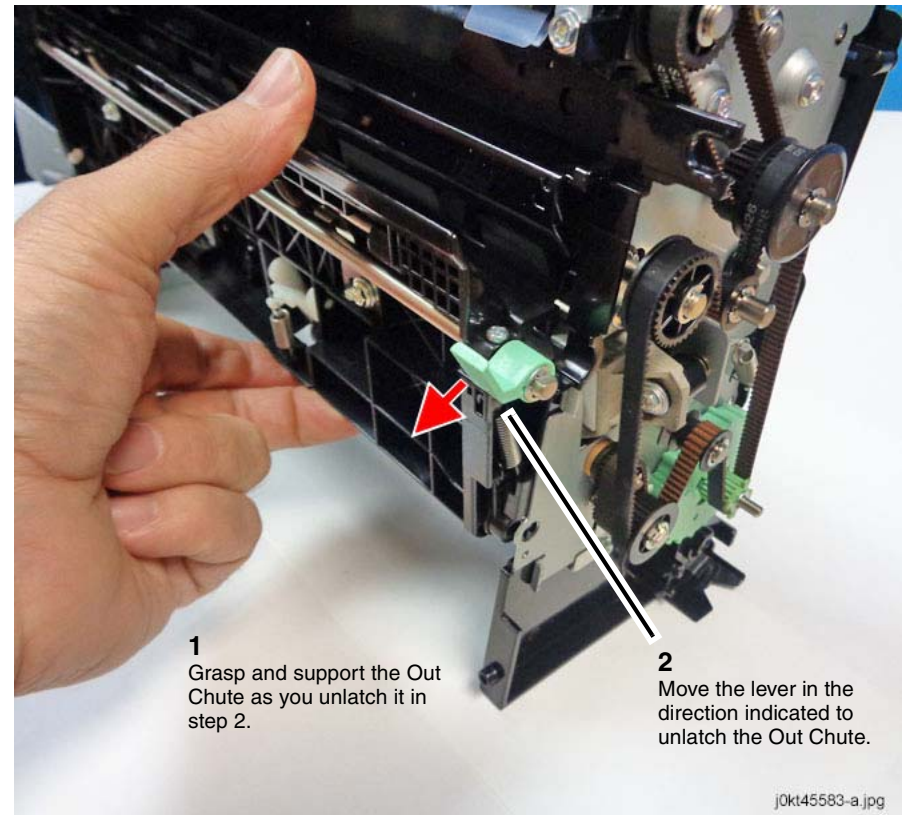


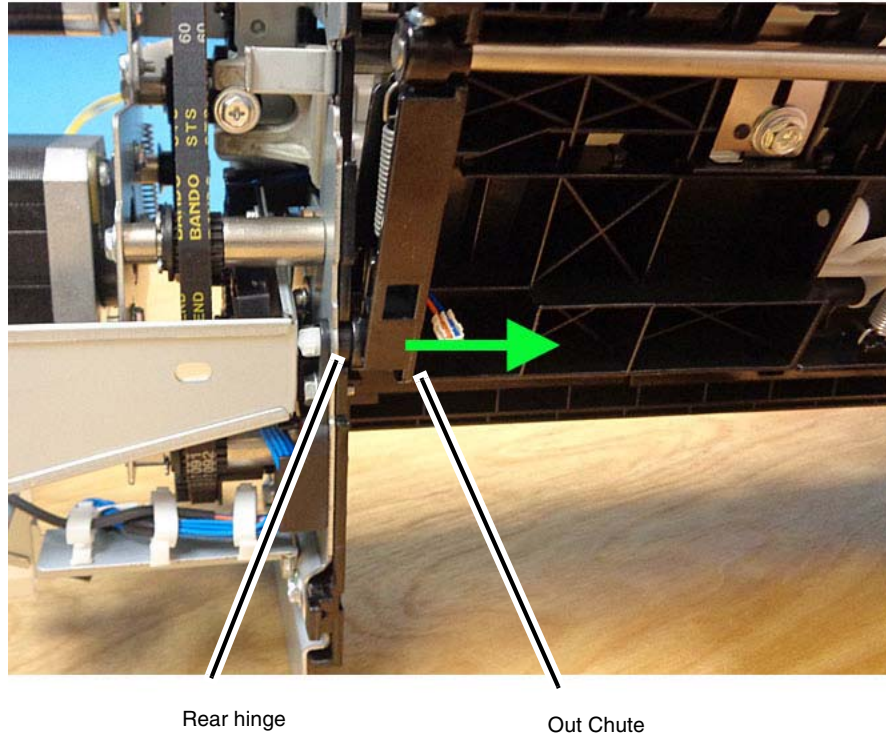
Figure 3 Opening the Out Chute

CAUTION

Remove the Out Chute carefully so that the connector and harness do not become damaged as the Out Chute slides off the rear hinge.

8. Remove the Out Chute. (Figure 4)

Slide the Out Chute off the rear hinge to remove.



j0se45551-a.jpg

Figure 4 Removing the Out Chute

Replacement

1. The replacement is the reverse of the removal procedure.

REP 55.19 CIS

Parts List on [PL 55.8](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

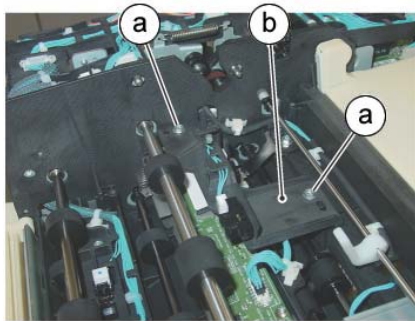
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

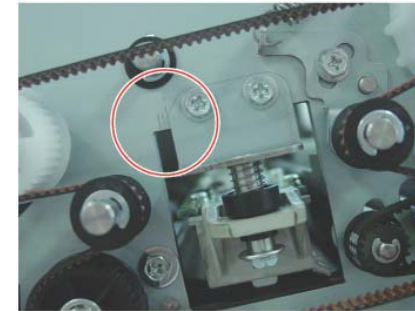
AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Front Cover. ([REP 55.3](#))
5. Remove the Retard Chute. ([REP 55.17](#))
6. Move the Sensor Bracket. ([Figure 1](#))
 - a. Remove the tapping screws (2).
 - b. Move the Sensor Bracket.



j0kt45574

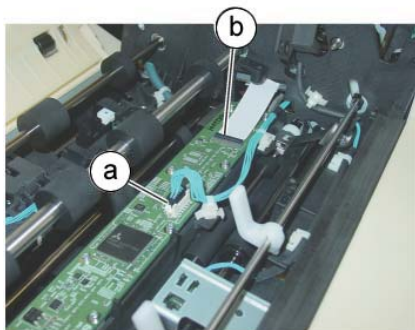
Figure 1 Move the Sensor Bracket



j0kt45576

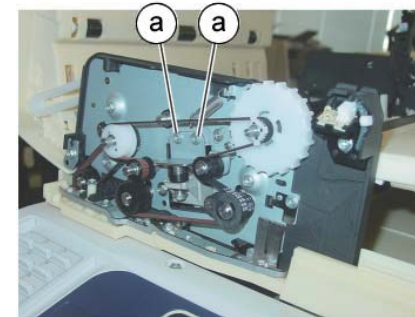
Figure 3 Note of the graduation of the scale

7. Disconnect the CIS connectors (2). (Figure 2)
 - a. Disconnect the connector.
 - b. Release the connector clamp, then disconnect the ribbon cable.



j0kt45575

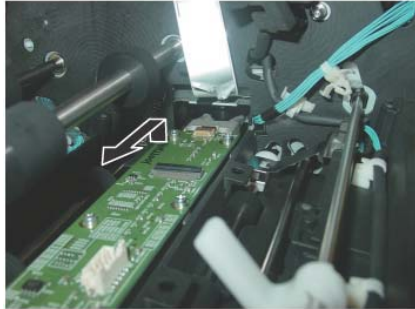
Figure 2 Disconnect the CIS connectors



j0kt45577

Figure 4 Remove the screws

8. Make a note of the scale graduation that the CIS front mounting bracket aligns to. (Figure 3)
9. Remove the screws that secure the CIS. (Figure 4)
 - a. Remove the screws (2).
10. Remove the CIS. (Figure 5)
 - a. Raise the rear side of the CIS in the direction of the arrow and remove the CIS.

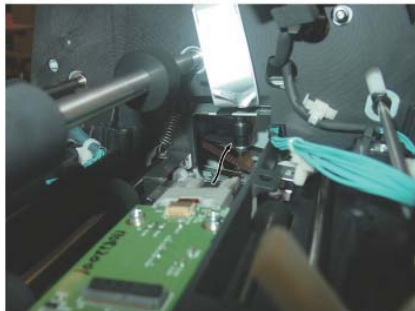


j0kt45578

Figure 5 Remove the CIS

Replacement

1. The replacement is the reverse of the removal procedure.
2. Lower the rear of the CIS and slide it on the stud. (Figure 6)



j0kt45579

Figure 6 Lower the rear side of the CIS to attach to the stud

REP 55.20 Sensor Bracket

Parts List on [PL 55.9](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

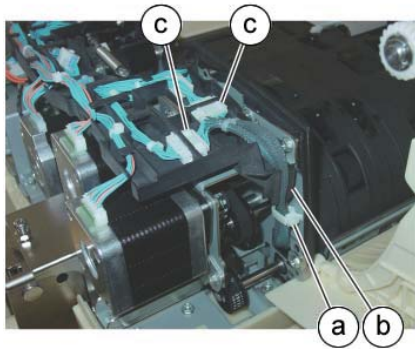
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

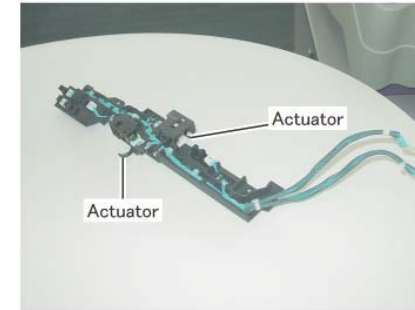
AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF Rear Cover. (REP 55.4)
5. Remove the Retard Chute. (REP 55.17)
6. Disconnect the Harness Guide connectors (2). (Figure 1)
 - a. Release the wire harness from the clamp.
 - b. Remove the wire harnesses (2) from the harness guide.
 - c. Disconnect the connectors (2).



j0kt45554

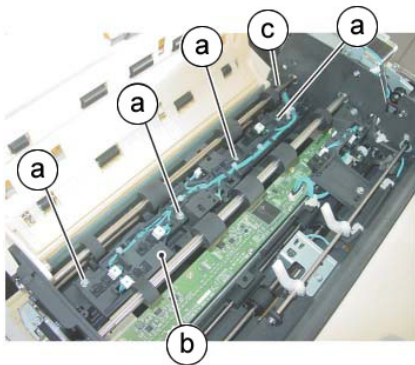
Figure 1 Disconnect the Harness Guide connectors



j0kt45556

Figure 3 Locations of the removed Sensor Bracket and the actuators

7. Remove the Sensor Bracket. (Figure 2)
 - a. Remove the tapping screws (4).
 - b. Remove the Sensor Bracket.
 - c. Pull out and remove the wire harnesses (2) through the hole on the Frame.



j0kt45555

Figure 2 Remove the Sensor Bracket

8. The figure shows the locations of the removed Sensor Bracket and the actuators (2). (Figure 3)

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure that the actuators (2) are visible in the chute when installing the Sensor Bracket. (Figure 4)



j0kt45557

Figure 4 Check the actuators

REP 55.21 Nudger Roll, Feed Roll

Parts List on [PL 55.12](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

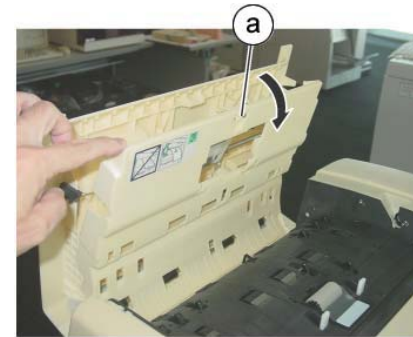
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

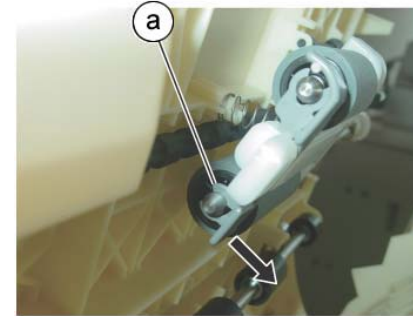
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the Top Cover.
5. Open the Feed Upper Chute. (Figure 1)
 - a. Release the latch and open the Feed Upper Chute.



j0kt45558

Figure 1 Open the Feed Upper Chute

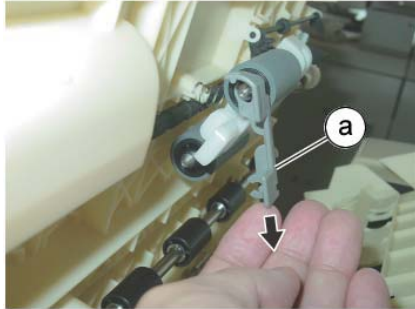
6. Shift the housing. (Figure 2)
 - a. Release the catch and shift the housing in the direction of the arrow.



j0kt45559

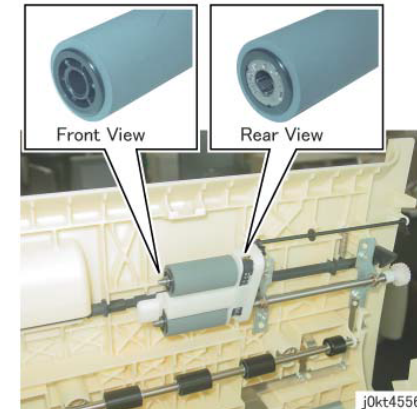
Figure 2 Shift the housing

7. Remove the housing. (Figure 3)
 - a. Remove the housing in the direction of the arrow.



j0kt45560

Figure 3 Remove the housing

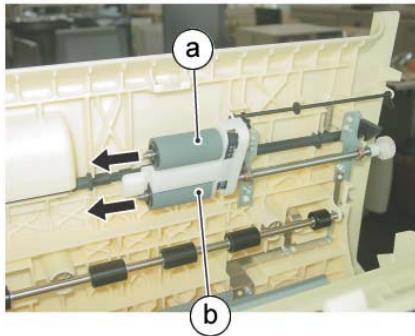


j0kt45562

Figure 5 Install the Nudger/Feed Roll

8. Remove the Nudger Roll and the Feed Roll. (Figure 4)
 - a. Remove the Nudger Roll.
 - b. Remove the Feed Roll.

3. After a replacement, enter the Diagnostic Mode, select **dC135**, and reset the HFSI counter.



j0kt45561

Figure 4 Remove the Nudger Roll and the Feed Roll

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install the Nudger/Feed Roll while aligning them as shown in the figure. (Figure 5)

REP 55.22 Retard Roll

Parts List on [PL 55.14](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

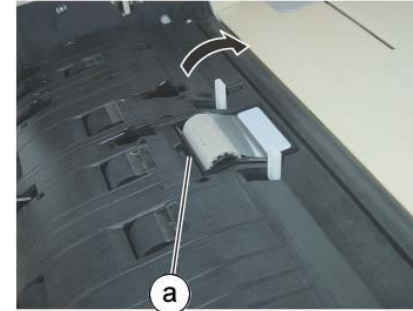
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

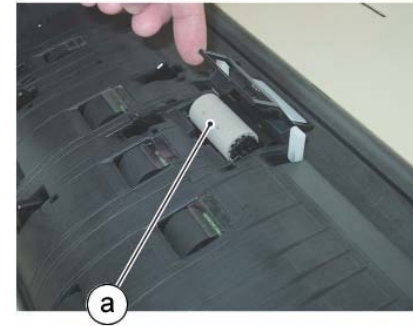
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the Top Cover.
5. Open the Retard Roll Cover. (Figure 1)
 - a. Release the latch and open the Retard Roll Cover in the direction of the arrow.



j0kt45563

Figure 1 Open the Retard Roll Cover

6. Remove the Retard Roll. (Figure 2)
 - a. Remove the Retard Roll.



j0kt45564

Figure 2 Remove the Retard Roll

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the Diagnostic Mode, select **dC135**, and reset the HFSI counter.

REP 6.1 Platen Cushion

Procedure

Perform [REP 55.2](#) if replacing the Platen Cushion on the DADF.

REP 6.2 Platen Glass

Parts List on [PL 1.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

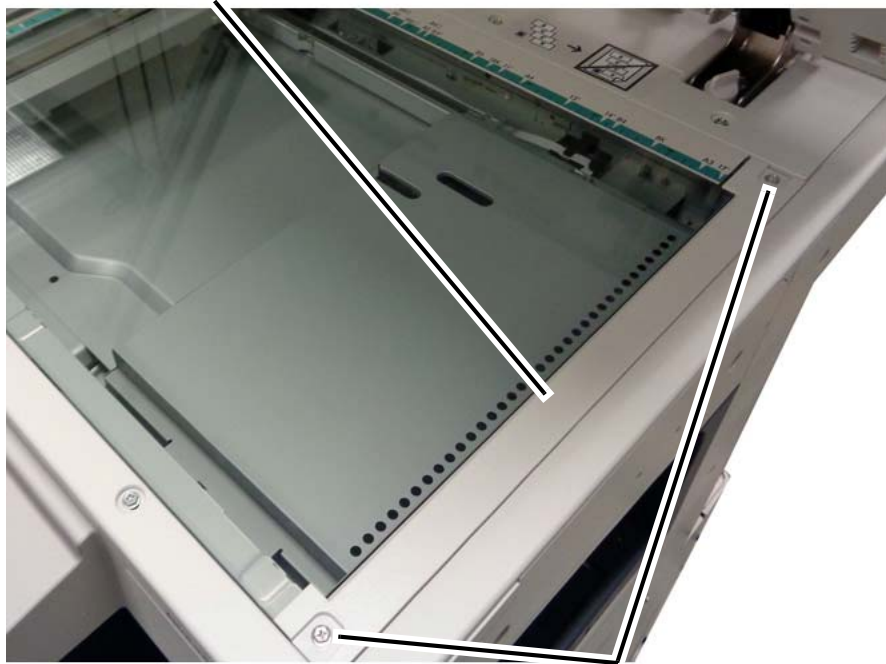
VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the DADF.
5. Remove the Platen Glass. ([Figure 1](#))

2
Remove the Right Side Plate.

3
Remove the Platen Glass.



1
Remove the screws (2).

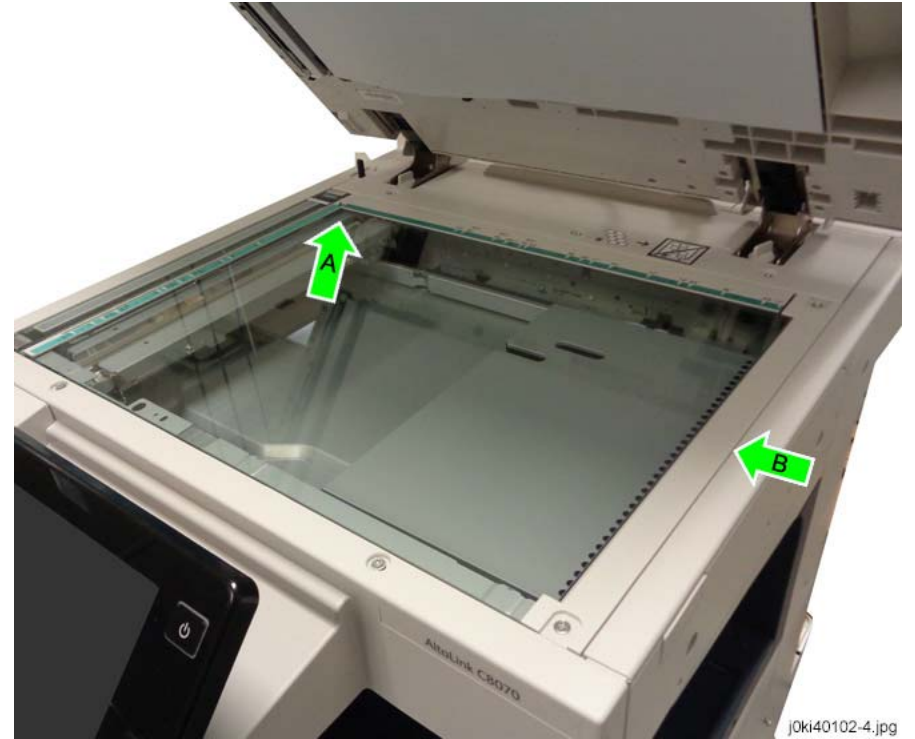
j0ki40102-3.jpg

Figure 1 Removing the Platen Glass

Replacement

The replacement is the reverse of the removal procedure.

NOTE: Push the Platen Glass in the direction of arrow A. Push the Right Side Plate in the direction of arrow B. (Figure 2)



j0ki40102-4.jpg

Figure 2 Aligning the Platen Glass (A) and the Right Side Plate (B)

REP 6.3 User Interface (UI)

Parts List on PL 1.7

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Control Panel. (REP 6.5)
5. Remove the Interface PWB. (REP 6.15)
6. Remove the UI lower mounting screws. (Figure 1)

CAUTION

Be careful not to damage the ribbon cable when repositioning the UI and Control Panel.

7. Invert the Control Panel, open it in to a 90 degree orientation, and remove the UI. (Figure 1)

- 1 Grasp the UI to prevent it from falling.



- 3 Remove the UI from the Control Panel.

- 2 Remove the screws (2) (T10 Torx).

control_panel_c8070f_n.jpg

Figure 1 Removing the upper mounting screws

Replacement

The replacement is the reverse of the removal procedure.

REP 6.4 USB Cable

Procedure

NOTE: Perform [REP 6.16](#).

REP 6.5 Control Panel

Parts List on [PL 1.7](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

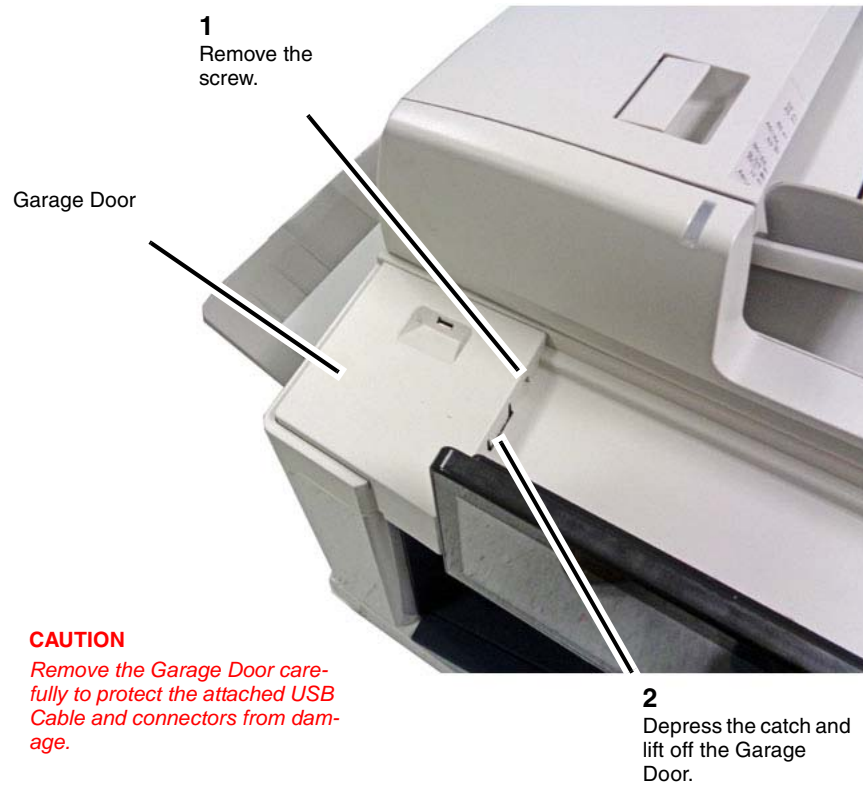
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Rotate the UI into a vertical orientation.
5. Remove the Garage Door. ([Figure 1](#))



1
Remove the
screw.

Garage Door

CAUTION
Remove the Garage Door carefully to protect the attached USB Cable and connectors from damage.

2
Depress the catch and
lift off the Garage
Door.

j0ki91180-a.jpg

Figure 1 Removing the Garage Door

6. Disconnect the Garage Door USB Harness Assembly from the Control Panel. (Figure 2)

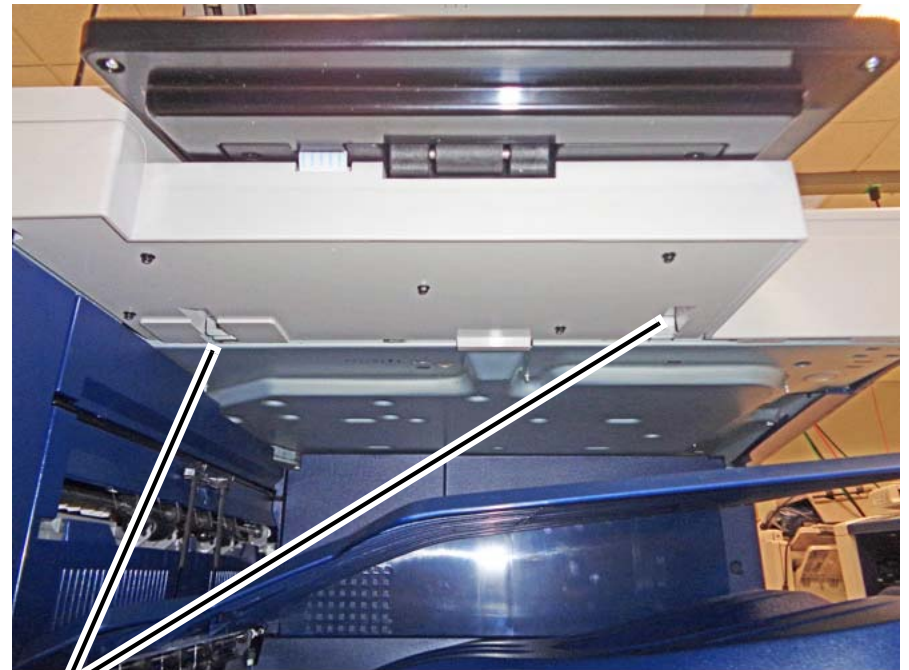


Disconnect

j0ki91180-b.jpg

Figure 2 Disconnecting the Garage Door USB Harness Assembly

7. Reach under the front of the Control Panel and remove the screws (2). (Figure 3)

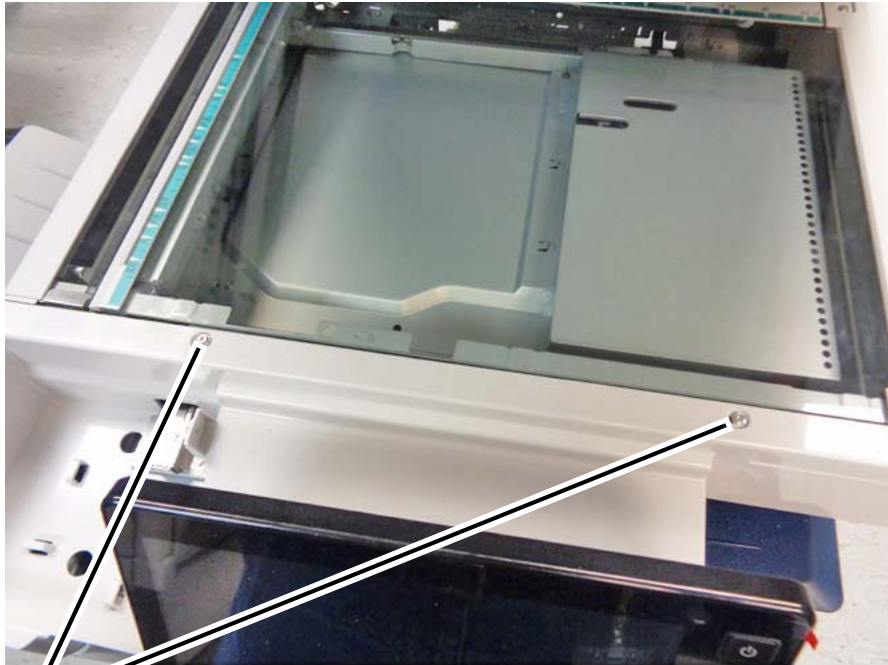


Remove the screws (2).

control_panel_c8070f_b.jpg

Figure 3 Removing the lower mounting screws

8. Open the DADF. Remove the top mounting screws (2). (Figure 4)



Remove the screws (2).

control_panel_c8070f_a.jpg

Figure 4 Removing the top mounting screws

9. Remove the left mounting screws (2). (Figure 5)



Insert a 5.5mm driver into the access holes and remove the left mounting screws (2).

control_panel_c8070f_c.jpg

Figure 5 Removing the left mounting screws

CAUTION

Remove the Control Panel carefully to protect the attached USB cable, the UI cable, the Interface PWB, and the UI from damage.

10. To remove the Control Panel, grasp it with both hands, then lift the right side to disengage it from the support on the IIT frame. (Figure 6)

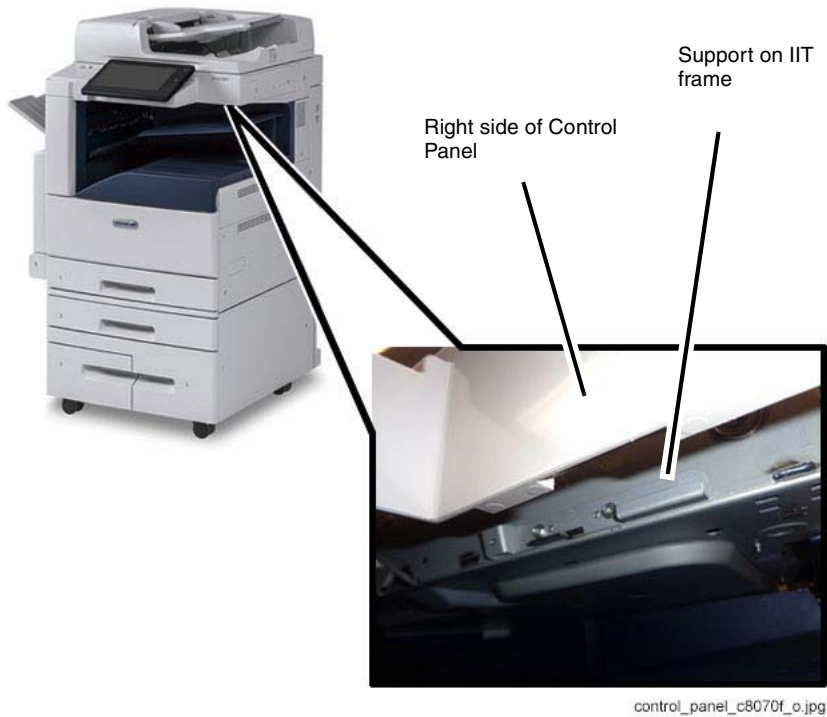
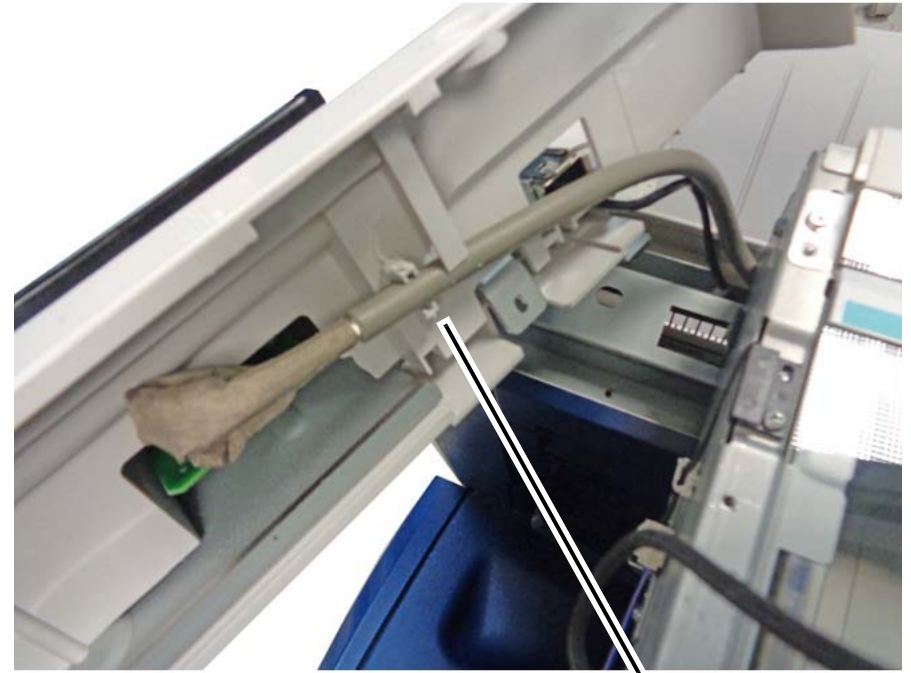


Figure 6 Removing the Control Panel

11. Remove the UI cable from the Control Panel.
 - a. Pull the UI cable out of the cable holder. (Figure 7)

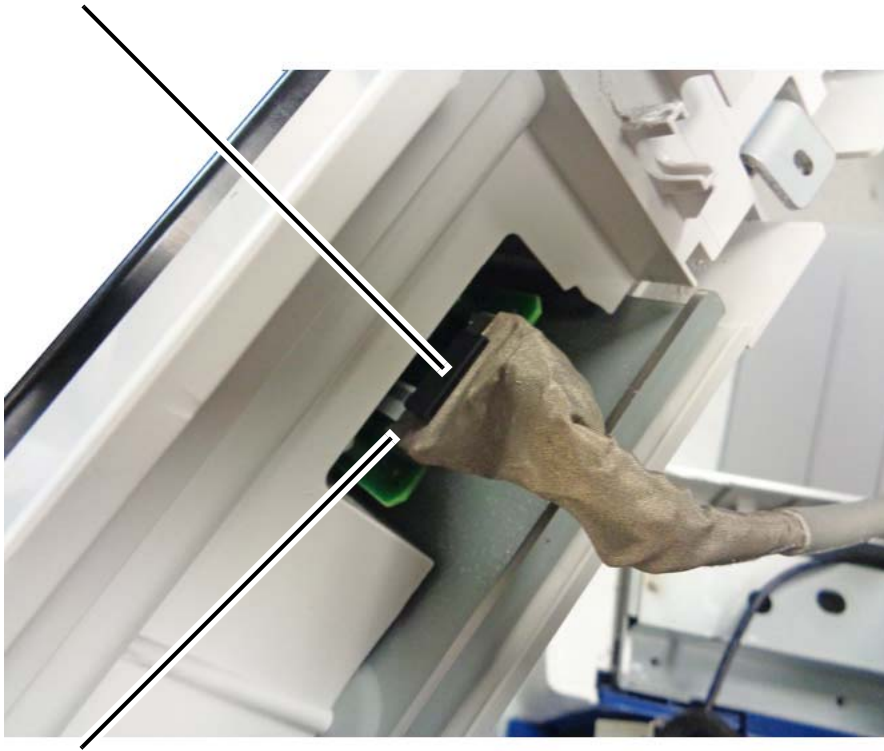


control_panel_c8070f_d.jpg

Figure 7 Pulling the UI cable out of the cable holder

b. Disconnect the UI cable from the Interface PWB. (Figure 8)

1
Depress the latch.



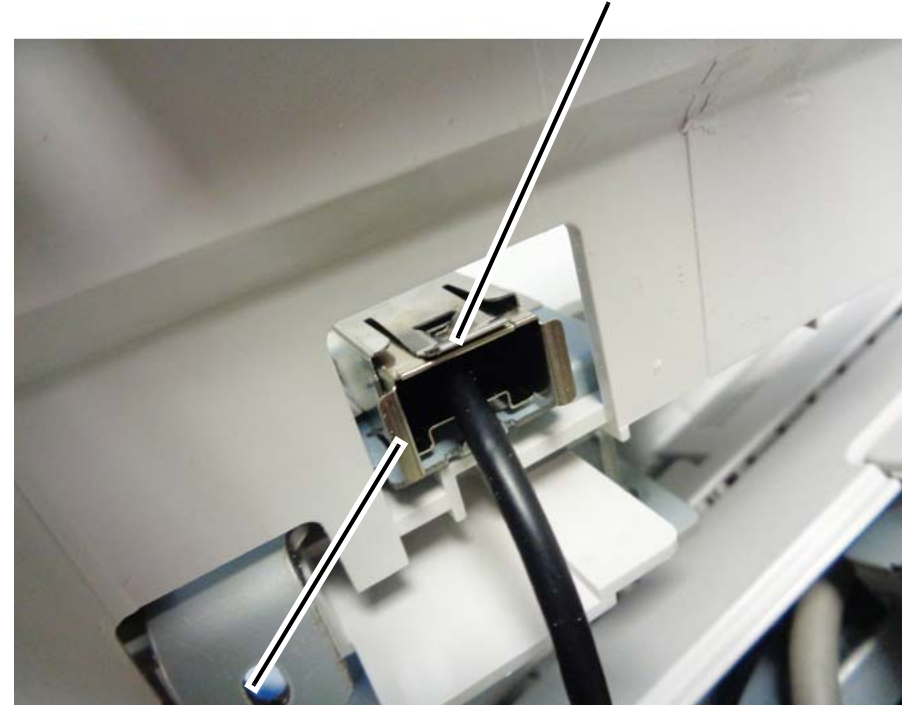
2
Disconnect the UI cable from the Interface PWB connector.

control_panel_c8070f_e.jpg

Figure 8 Disconnecting the UI cable

12. Disconnect the USB cable. (Figure 9)

1
Lift the latch.



2
Slide out the USB connector.

control_panel_c8070f_f.jpg

Figure 9 Disconnecting the USB cable

Replacement

The replacement is the reverse of the removal procedure.

NOTE: The fit between the UI cable, the Control Panel, and the IIT frame is tight. Ensure that the UI cable is pushed up against the ridge, and remains in that position, as you install the Control Panel.



control_panel_c8070f_p.jpg

Figure 10 Positioning the UI cable for installation

REP 6.6 CCD Lens Assembly

Parts List on [PL 1.3](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Light axis correction using UI Diagnostics is required after replacing the parts. After replacement, always check the light axis and perform the light axis correction adjustment where necessary. (The correction steps are described in this procedure.)

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

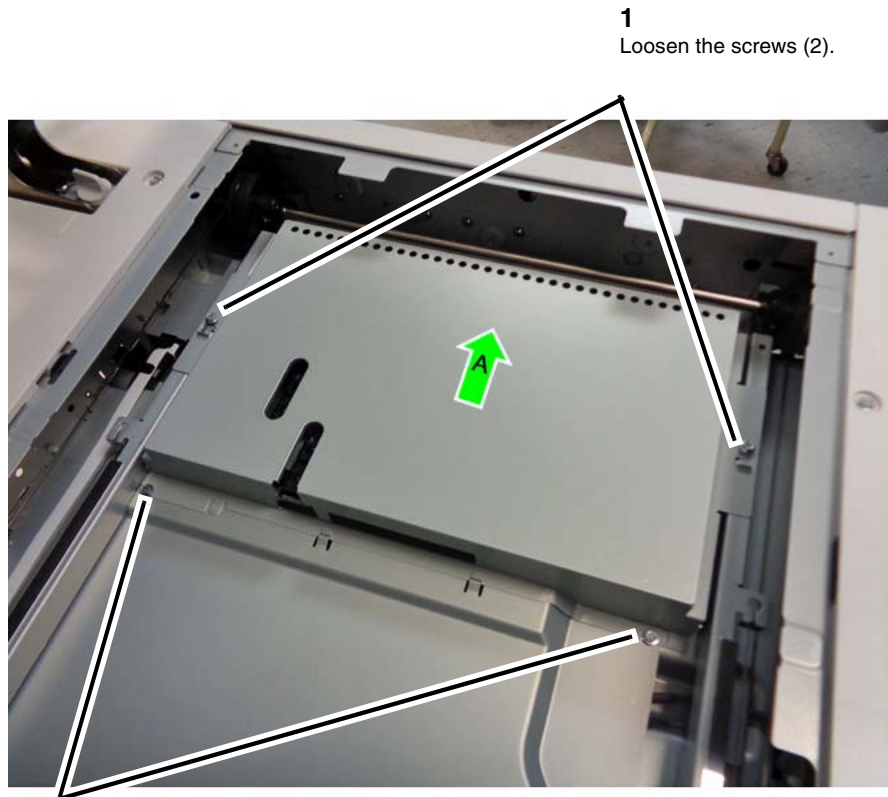
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Platen Glass. ([REP 6.2](#))
5. Prepare to remove the Lens Cover ([Figure 1](#)).



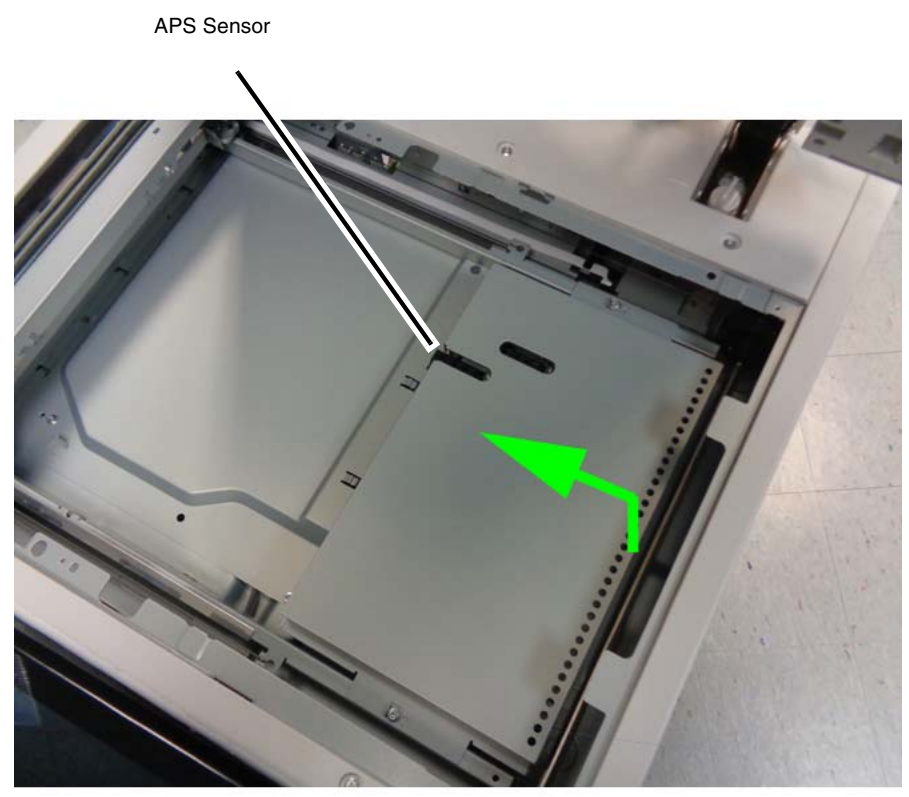
1
Loosen the screws (2).

2
Remove the screws (2).

3
Push the Lens Cover in the direction of arrow **A** until it clears the two screw heads and the hooks.

j0kt40120-1.jpg

Figure 1 Preparing to remove the Lens Cover



APS Sensor

2
Slide the Lens Cover to the left until it clears the APS Sensor, then remove it.

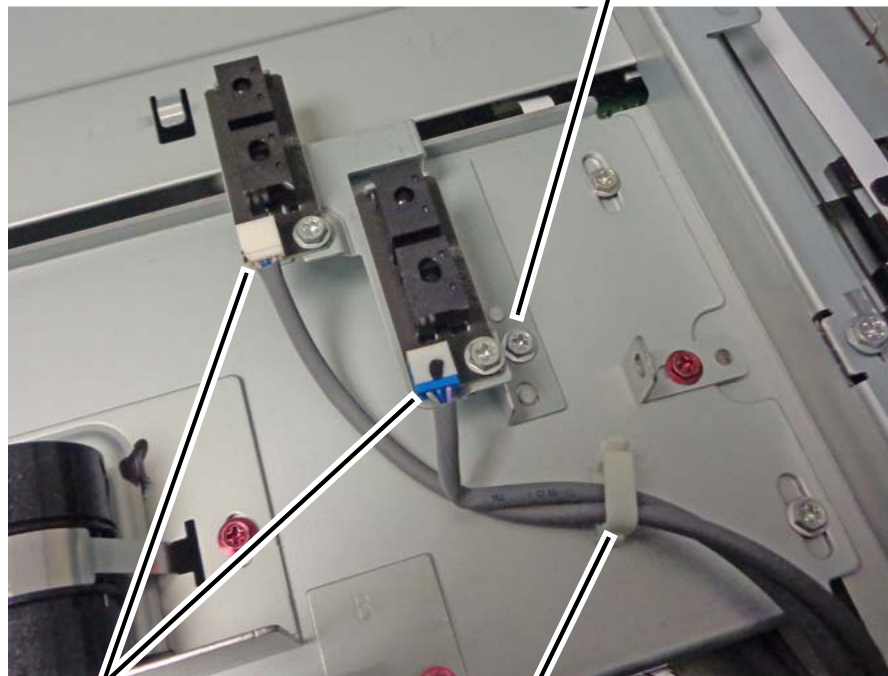
1
Lift the right side of the Lens Cover high enough to clear the CCD Lens Assembly (about 3 inches/76mm).

j0kt40120-2.jpg

Figure 2 Removing the Lens Cover

6. Remove the Lens Cover (Figure 2).

7. Remove the APS Sensors and bracket. (Figure 3)



2
Disconnect the connectors (2).

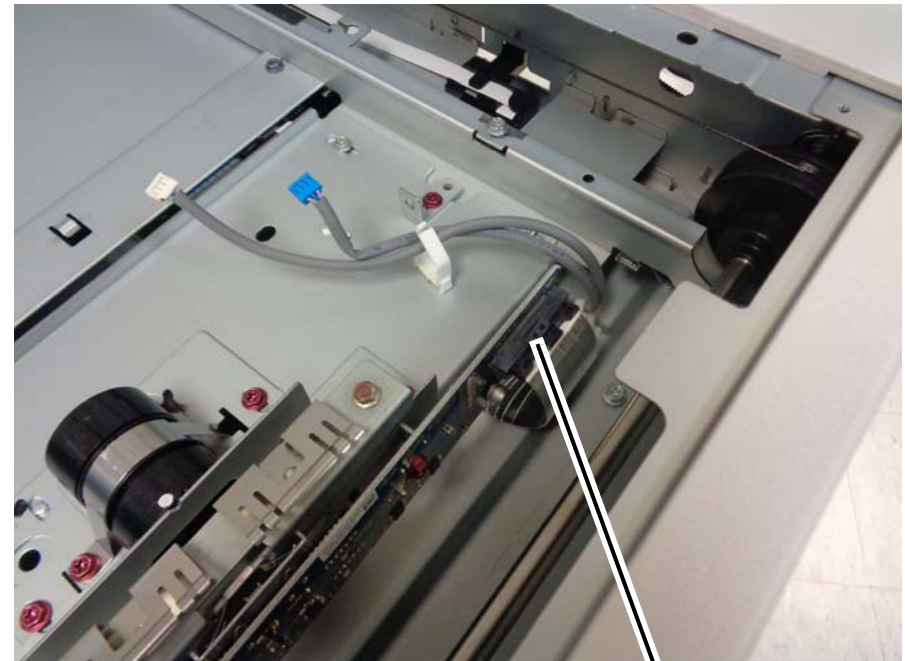
1
Release the harnesses from the clamp.

3
Remove the screw, then lift out the APS Sensors and bracket.

j0kt40120-3.jpg

Figure 3 Removing the APS Sensors and bracket

8. Disconnect the CCD ribbon cable. (Figure 4)



Disconnect the cable.

j0kt40120-4.jpg

Figure 4 Disconnecting the CCD ribbon cable

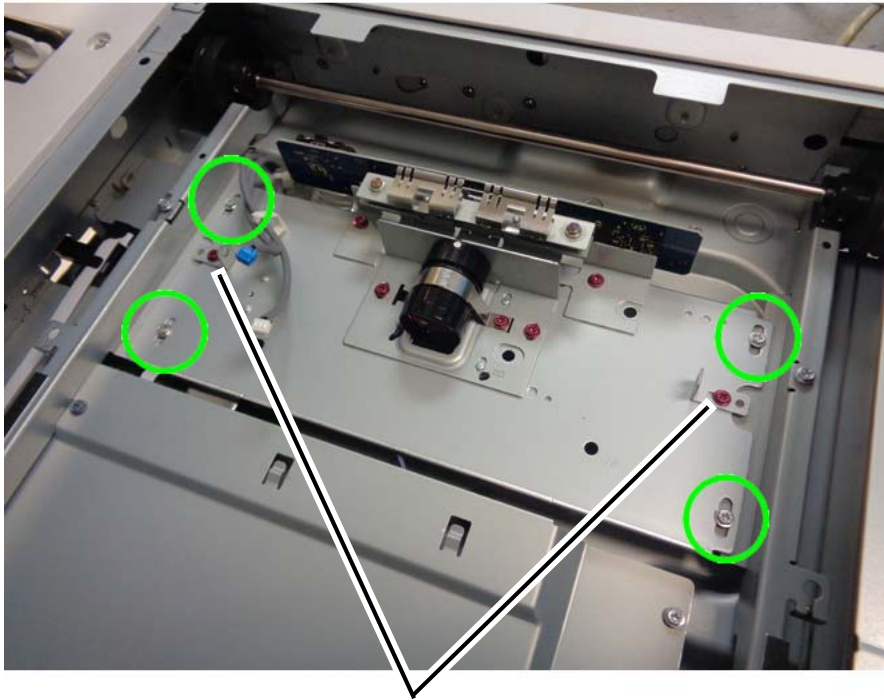
CAUTION

When removing the CCD Lens Assembly, never remove the two jig pin screws.

9. Remove the CCD Lens Assembly. (Figure 5)

1

Remove the screws (4) highlighted in green.



2

Remove the CCD Lens Assembly.

CAUTION

Do not remove the jig pin screws!

j0kt40120-5.jpg

Figure 5 Removing the CCD Lens Assembly

Replacement

1. Connect the CCD ribbon cable.
2. Install the APS Sensors and bracket.
3. Install the Lens Cover.
4. Install the Platen Glass.
5. Perform the Optical Axis Calibration (ADJ 6.4).

REP 6.7 Front/Rear Carriage Cable

Parts List on [PL 1.4](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Use extreme care when working in the following area. Some of the components may have very sharp edges and could cause serious personal injury.

DANGER: Faire très attention en travaillant dans la zone suivante. Certains éléments peuvent comporter des rebords très tranchants qui pourraient causer de graves blessures.

AVVERTENZA: Fare molta attenzione quando si lavora nell'area seguente. Alcuni componenti possono avere dei bordi molto affilati che potrebbero causare gravi ferite.

VORSICHT: Bei Arbeiten in folgenden Bereichen besondere Vorsicht walten lassen. Einige der Komponenten haben äußerst scharfe Kanten und können daher schwere Schnittverletzungen verursachen.

AVISO: Tenga mucho cuidado al trabajar con el área siguiente. Algunos de los componentes pueden tener bordes muy filosos y podrían ocasionar serios daños personales.

NOTE: The front and rear coatings of the Carriage Cable are different.

Front: Silver

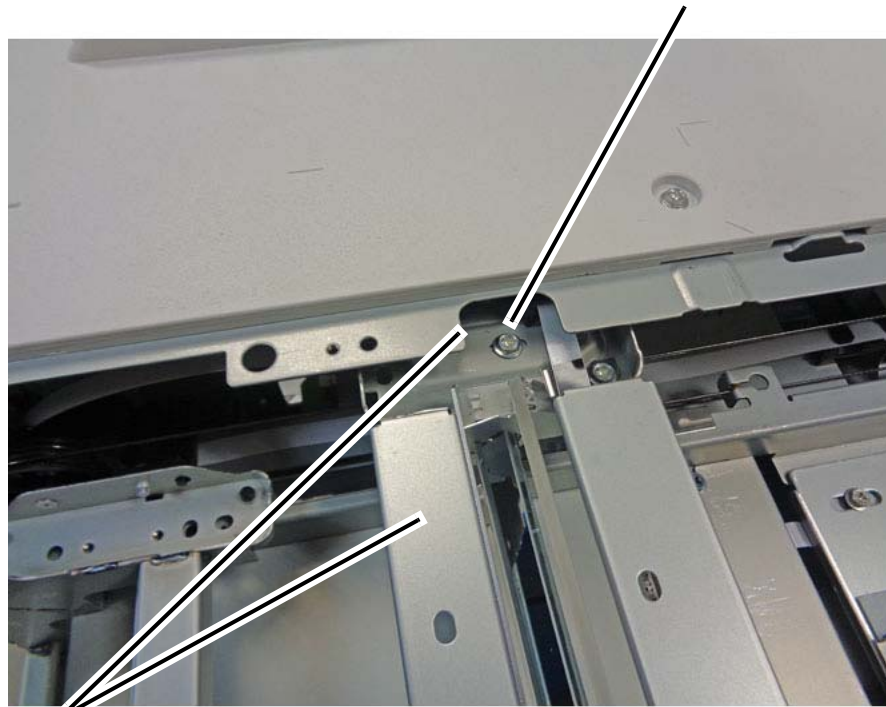
Rear: Black

NOTE: The replacement procedure for the Rear Carriage Cable is described here; the replacement procedure for the Front Carriage Cable is the same.

NOTE: The Carriage Cables must be replaced one at a time. Never remove both the front and the rear cables at the same time.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the DADF.
5. Remove the following:
 - Platen Glass (REP 6.2)
 - Control Panel (REP 6.3)
 - IIT Left Cover (PL 1.1)

6. Disconnect the Full Rate Carriage from the Carriage Cable. (Figure 1)

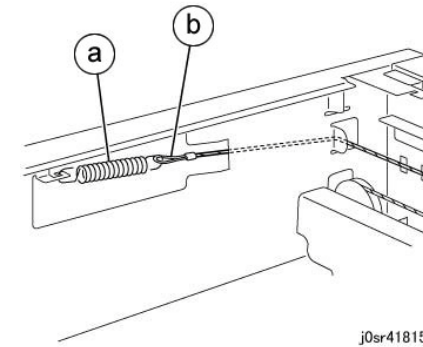


1
Move the Full Rate Carriage to the notch in the frame.

2
Remove the screw.

j0ki40118-a.jpg

Figure 1 Disconnecting the Full Rate Carriage



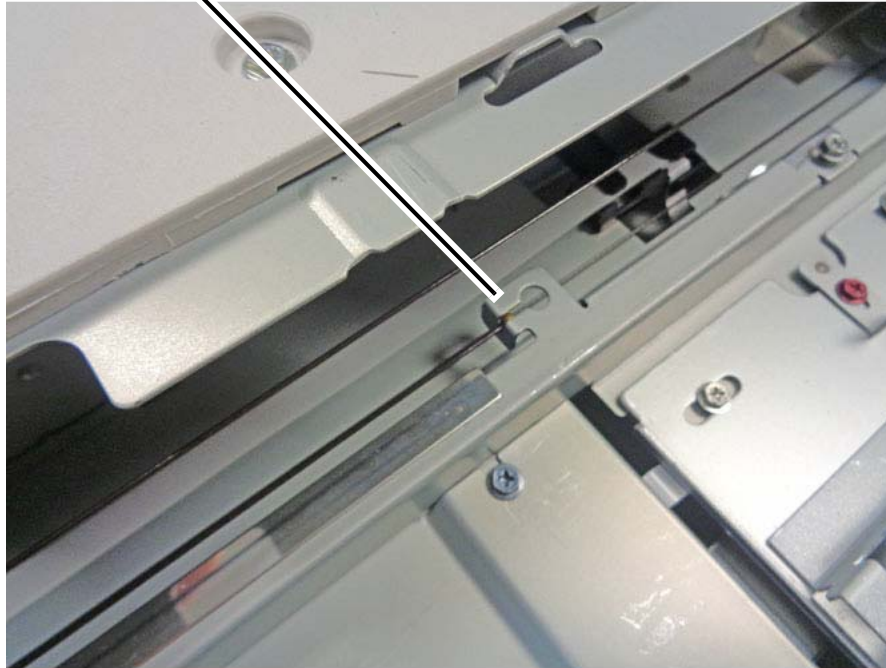
j0sr41815

Figure 2 Remove the Carriage Cable

7. Remove the Carriage Cable. (Figure 2)
- a. Remove the spring from the frame.
 - b. Detach the cable from the spring.

8. Remove the Carriage Cable. (Figure 3)

- 1 Pull the ball out of the notch in the frame.



- 2 Remove the Carriage Cable.

j0ki40150-a.jpg

Figure 3 Removing the Carriage Cable

Replacement

1. Insert the ball of the Carriage Cable into the groove of the Pulley. (Figure 4)

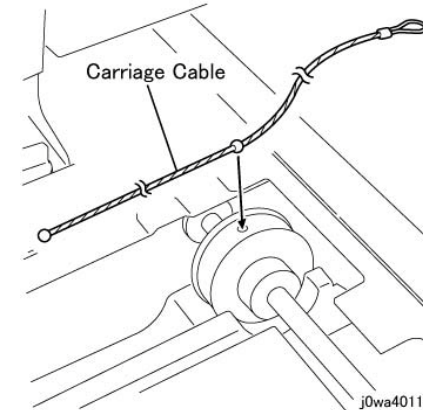


Figure 4 Insert the ball of the Carriage Cable into the groove

2. Wind the Carriage Cable at the spring end around the Pulley for 2 rounds. (Figure 5)
 - a. Wind the cable 2 rounds.
 - b. Secure the spring-end of the cable with tape.

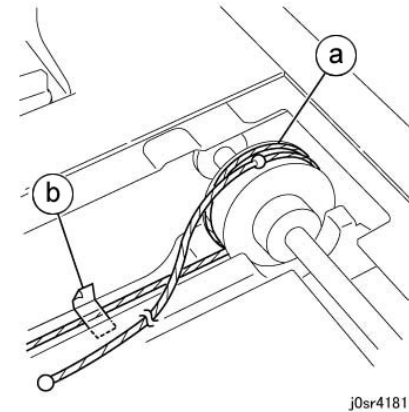
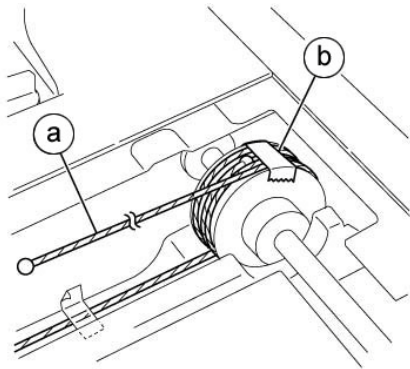


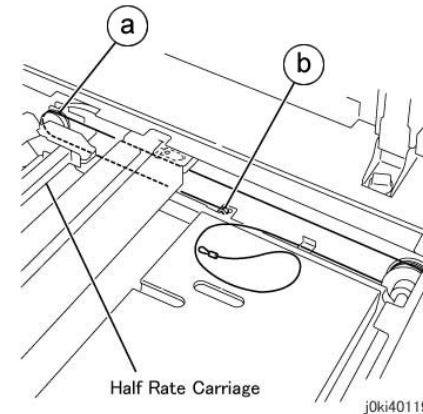
Figure 5 Wind the Carriage Cable around the Pulley for 2 rounds

3. Wind the Carriage Cable at the ball end around the Pulley for 1.5 rounds. (Figure 6)
 - a. Wind the cable 1.5 rounds.
 - b. Secure the cable wound on the Pulley with tape to prevent it from loosening.



j0sr41818

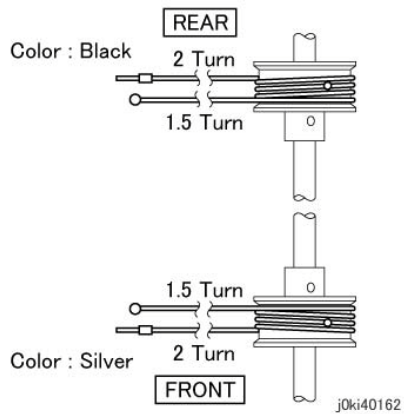
Figure 6 Wind the Carriage Cable around the Pulley 1.5 rounds



j0ki40119

Figure 8 Install the ball end of the Carriage Cable

4. The figure below shows the number of rounds of the Carriage Cable at the front and rear. (Figure 7)

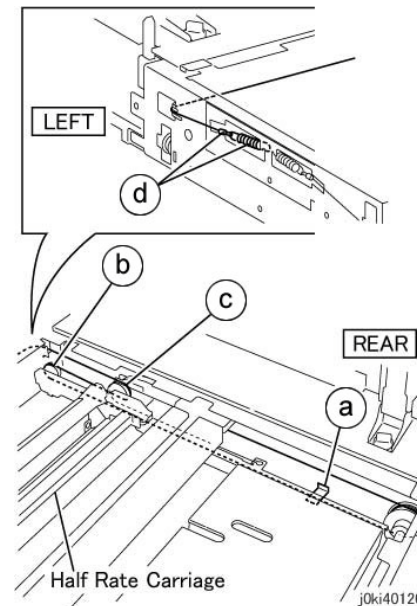


j0ki40162

Figure 7 Rounds made by the Carriage Cable

5. Install the ball end of the Carriage Cable. (Figure 8)
 - a. Hang the cable on the larger Pulley of the Half Rate Carriage.
 - b. Hang the ball in the notch in the frame.

6. Install the spring end of the Carriage Cable. (Figure 9)
 - a. Peel off the tape that secures the cable.
 - b. Position the cable on the Pulley.
 - c. Position the cable on the Pulley at the rear of the Half Rate Carriage.
 - d. Attach the spring to the Cable and attach it to the frame.



j0ki40120

Figure 9 Install the spring end of the Carriage Cable

7. Affix the cable to the Full Rate Carriage. (Figure 10)
 - a. Peel off the tape.
 - b. Move the Full Rate Carriage to the notch in the frame.
 - c. Attach the cable to the Full Rate Carriage.

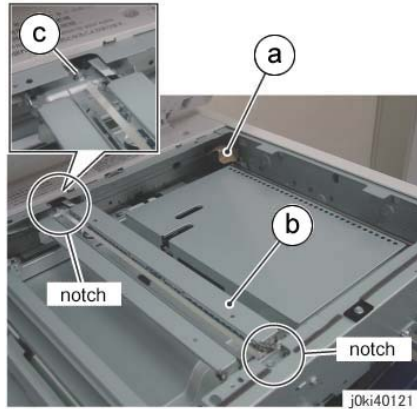


Figure 10 Affix the cable

8. Adjust the position of the Full Rate/Half Rate Carriages. (ADJ 6.1)
9. Restore the machine to its operating condition.

REP 6.8 Carriage Motor

Parts List on [PL 1.4](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

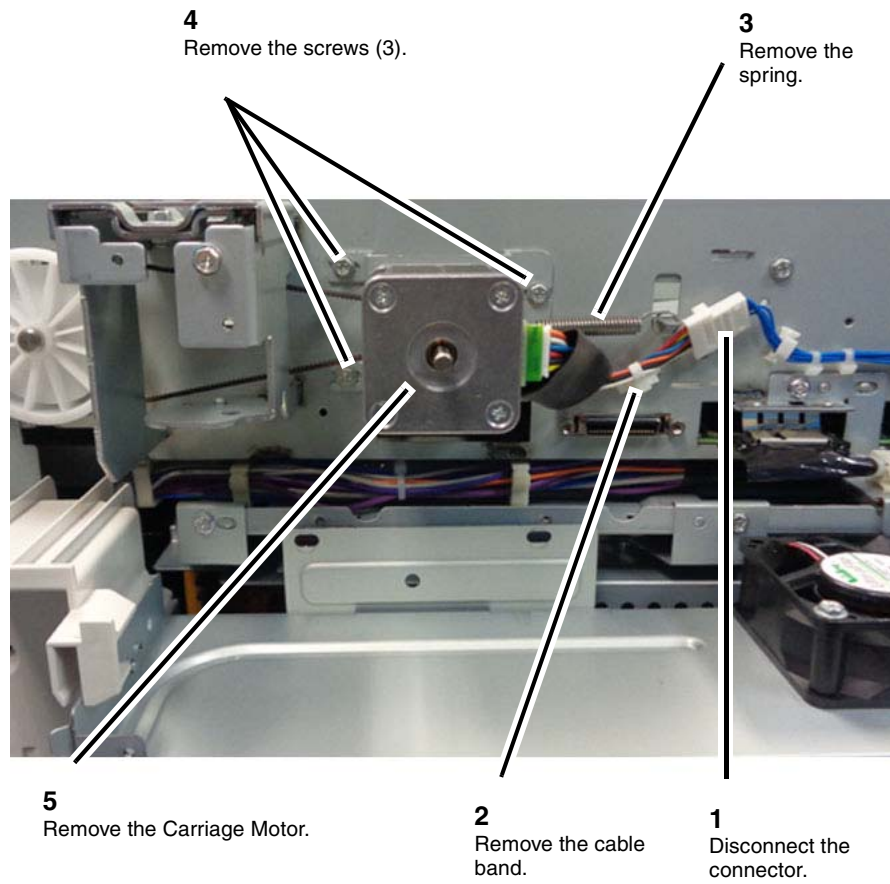
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the following:
 - DADF Assembly ([REP 55.1](#))
 - Filter Cover ([PL 19.3](#))
 - Rear Upper Cover ([PL 19.3](#))
 - IIT Right Cover ([PL 1.1](#))
 - IIT Rear Cover ([PL 1.1](#))
 - IIT Top Cover ([PL 1.1](#))
5. Remove the Carriage Motor. ([Figure 1](#))

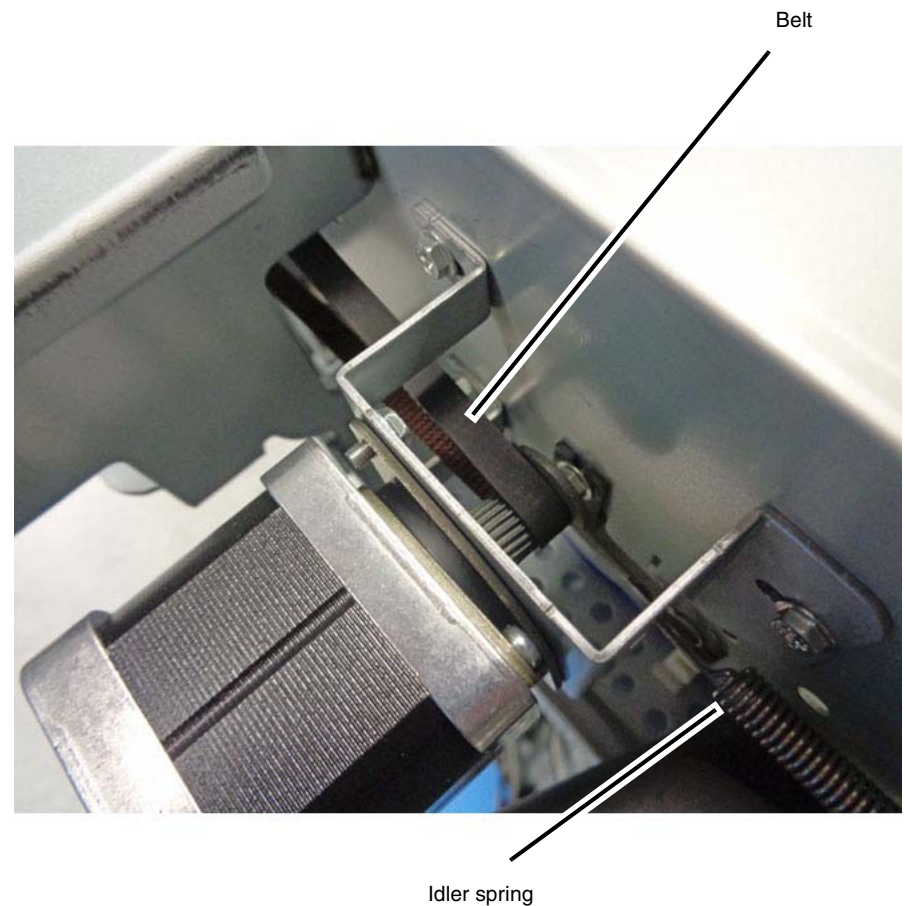


j0ki40122-a.jpg

Figure 1 Remove the Carriage Motor

Replacement

1. Install the Belt on the Carriage Motor pulley. (Figure 2)



j0ki40123-a.jpg

Figure 2 Installing the Carriage Motor

2. Position the Carriage Motor against the frame. Install but do not tighten the mounting screws (3).
3. Attach the idler spring. Allow the idler spring to apply the belt tension.
4. Tighten the Carriage Motor mounting screws (3).
5. Move the Full Rate Carriage back and forth and ensure that it moves smoothly.

REP 6.9 LED Lamp PWB

Parts List on PL 1.5

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Do not touch the chip on the LED Lamp PWB.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekompontenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Platen Glass. (REP 6.2)
5. Move the Full Rate Carriage to the notch in the frame.
6. Disconnect the connector. (Figure 1)
 - a. Pull the connector housing clamp in the direction of the arrow.
 - b. Remove the ribbon cable.

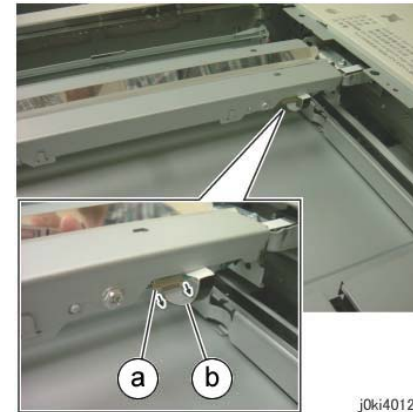


Figure 1 Disconnect the connector

7. Remove the LED Lamp. (Figure 2)
 - a. Remove the screws (2).
 - b. Remove the LED Lamp.

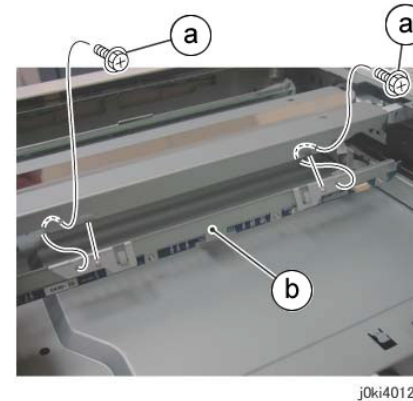


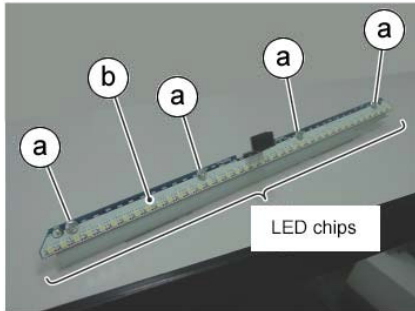
Figure 2 Remove the LED Lamp

8. Remove the LED Lamp PWB. (Figure 3)

CAUTION

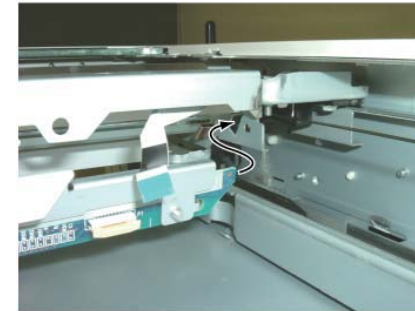
Do not touch the LED chips.

- a. Remove the screws (4).
- b. Remove the LED Lamp PWB.



j0ki40126

Figure 3 Remove the LED Lamp PWB



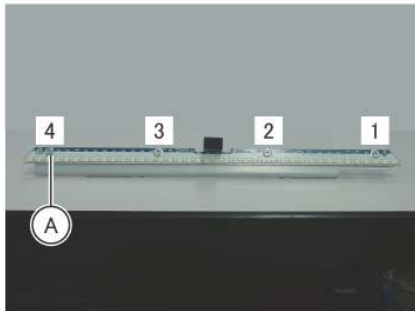
j0ki40128

Figure 5 Install the LED Lamp

Replacement

The replacement is the reverse of the removal procedure.

1. To install the LED Lamp PWB, first loosely install screw A, then tighten the screws in sequence (1 to 4). (Figure 4)

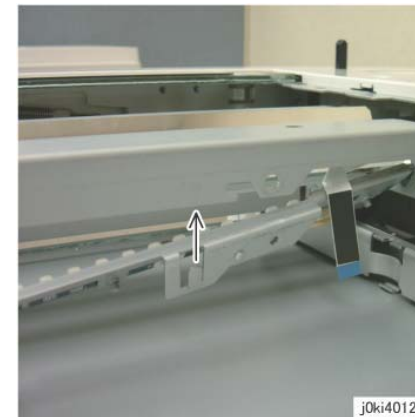


j0ki40127

Figure 4 Install the LED Lamp PWB

2. Insert the rear side of the LED Lamp PWB into the square hole in the Full Rate Carriage. (Figure 5)

3. Install the LED Lamp on the Full Rate Carriage using the hooks on the LED Lamp (Figure 6). Install the mounting screws (2). (Figure 2)



j0ki40129

Figure 6 Use the hook of the LED Lamp

4. Connect the ribbon cable to the LED Lamp PWB (refer to Figure 1).
5. After a replacement, enter the Diagnostics Mode, select **dC135**, and reset the HFSI counter.

REP 6.10 LED Lamp Wire Harness

Parts List on PL 1.5

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekompontenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the Platen Cover or DADF.
5. Remove the following parts:
 - CCD Lens Assembly (REP 6.6)
 - LED Lamp PWB (REP 6.9)
6. Remove the PWB Cover. (Figure 1)
 - a. Remove the screw (Blue, 1).
 - b. Remove the screws (Round: 2).
 - c. Remove the PWB Cover in the direction of the arrow.

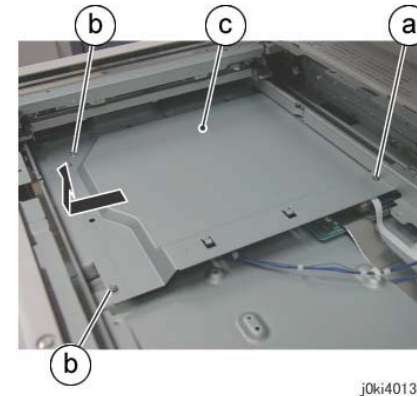


Figure 1 Remove the PWB Cover

7. Disconnect the LED Lamp Wire Harness. (Figure 2)
 - a. Move the Block of the Connector Housing in the direction of the arrow.
 - b. Disconnect the LED Lamp Wire Harness.
 - c. Peel off the LED Lamp Wire Harness from the adhesive tape section.

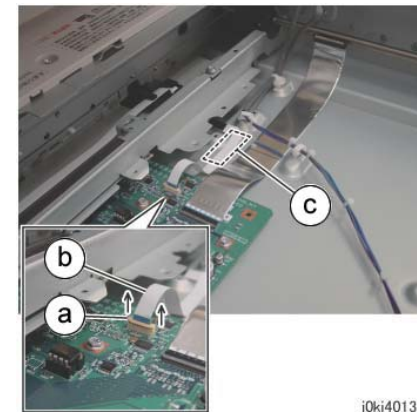


Figure 2 Disconnect the LED Lamp Wire Harness

8. Remove the LED Lamp Wire Harness from the Harness Holder. (Figure 3)
 - a. Remove the LED Lamp Wire Harness from the Harness Holder.

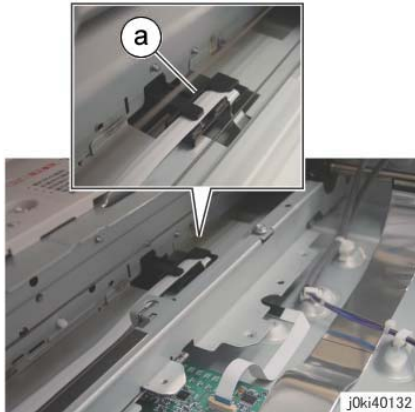


Figure 3 Remove the LED Lamp Wire Harness

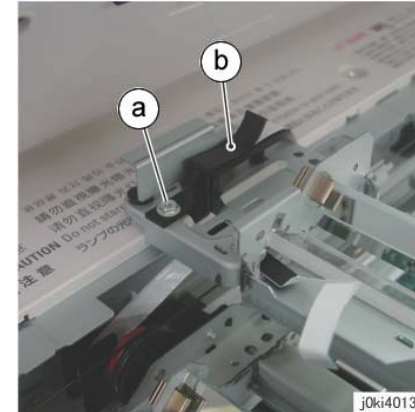


Figure 5 Remove the Guide

9. Remove the Full Rate Carriage. (Figure 4)
 - a. Remove the screws (2).
 - b. Move the Full Rate Carriage in the direction of the arrow and remove it.

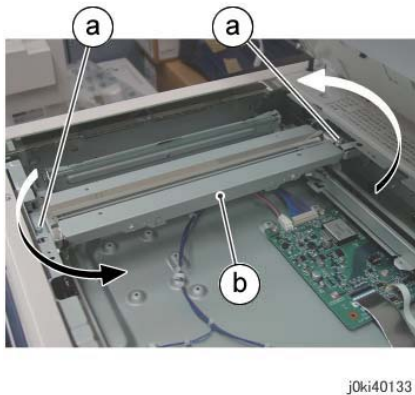


Figure 4 Remove the Full Rate Carriage

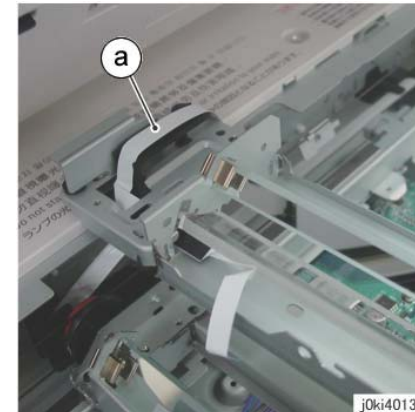


Figure 6 Remove the LED Lamp Wire Harness

10. Turn the Full Rate Carriage upside down.
11. Remove the guide. (Figure 5)
 - a. Remove the screw.
 - b. Remove the guide.

12. Remove the LED Lamp Wire Harness from the Full Rate Carriage. (Figure 6)
 - a. Remove the LED Lamp Wire Harness.

Replacement

1. The replacement is the reverse of the removal procedure.
2. The LED Lamp Wire Harness is to be installed to the Harness Guide of the Half Rate Carriage. (Figure 7)
 - (A) Harness Guide

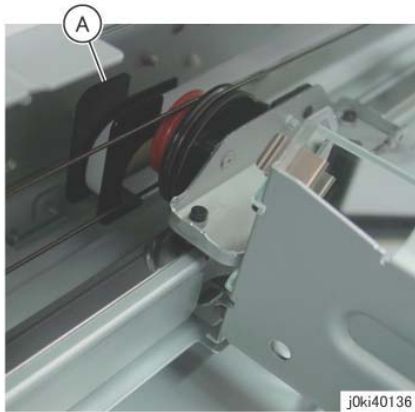


Figure 7 Install the LED Lamp Wire Harness



Figure 9 Install the PWB Cover

3. When securing the LED Lamp Wire Harness to the base frame using adhesive tape, align it to the mark as shown in the figure to paste it. (Figure 8)
5. Adjust the position of Full Rate/Half Rate Carriages. (ADJ 6.1)

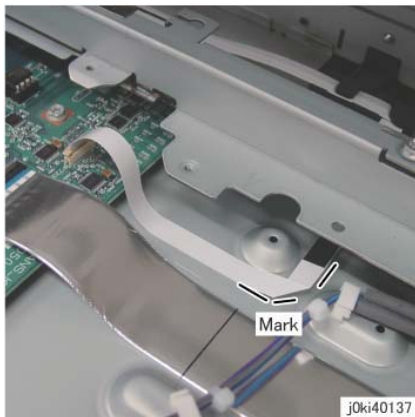


Figure 8 Secure the LED Lamp Wire Harness

4. When installing the PWB Cover, attach the hooks (4). (Figure 9)

REP 6.11 Light Guide

Parts List on PL 1.5

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the DADF. (REP 55.1)
5. Remove the Platen Glass. (REP 6.2)
6. Move the Full Rate Carriage to the notch in the frame.

NOTE: Do not touch the Light Guide surfaces with the bare hands.

7. Remove the Light Guide. (Figure 1)

CAUTION

Remove the rear clip (A) carefully to prevent Lamp Wire Harness damage.

- a. Remove the screw.
- b. Remove the clip.
- c. Remove the screw.
- d. Remove the clip.
- e. Remove the Light Guide.

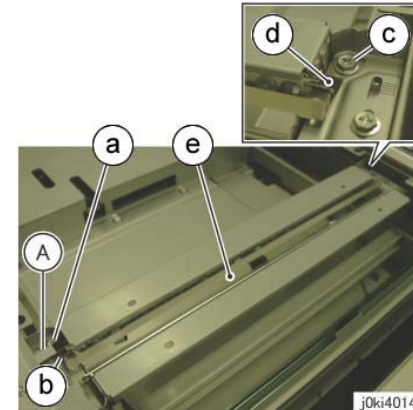


Figure 1 Remove the Light Guide

Replacement

1. The replacement is the reverse of the removal procedure.
2. Insert the bosses on the ends in the positioning holes on the Full Rate Carriage. (Figure 2)

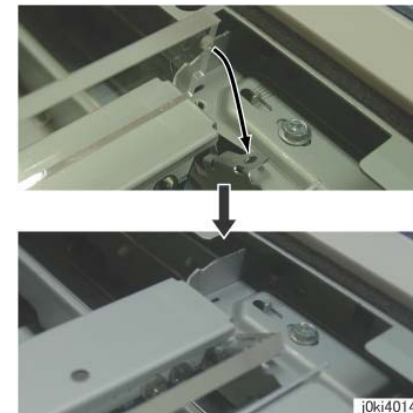


Figure 2 Install the Light Guide

REP 6.12 IIT PWB Assembly

Parts List on [PL 1.6](#)

Preparation

CAUTION

The EEPROM on the IIT PWB that is being replaced contains IIT setup and configuration data; do not discard or damage this EEPROM, if possible. Do not reuse an EEPROM from any other machine.

Removal

NOTE: Serial number data are stored at these locations:

- **MDM PWB** - EEPROM (U80)
- **IIT PWB** - EEPROM (U4)(See the **Caution** above.)
- **Hard Disk Drive**
- **SBC PWB** - SD Card (J10)

CAUTION

In order to replace any one of the components listed above, you must power down the system, replace the individual component, then power up the system. When the system powers up, the replaced component's serial number data will synchronize automatically with the data on the other components.

If you attempt to replace more than one of the components while the system is powered down, the synchronization will fail and the machine will not boot up.

If this procedure is not followed correctly, or if data corruption causes one of the faults listed below, you must perform [dC132](#) to restore serial numbers.

- [fault 316-801.19](#)
- [fault 322-352](#)

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Perform [GP 12](#) Back Up and Restore Device Settings to save the customer settings.
2. Press the **Jobs** icon to verify that no jobs are in process.

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

3. Power the system off ([GP 4](#)).
4. Disconnect the power cord.
5. Remove the Filter Cover and the Rear Upper Cover. ([PL 19.3](#))
6. Remove the IIT Rear Cover. ([REP 6.14](#))
7. Disconnect the connectors at the rear that connect to the IIT PWB. ([Figure 1](#))
 - a. Release the hook and disconnect the connector.
 - b. Disconnect the connector.
 - c. Remove the lock screws (2).
 - d. Remove the screw.

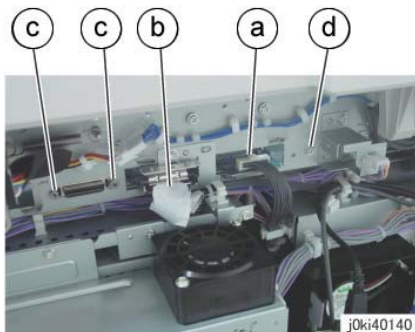
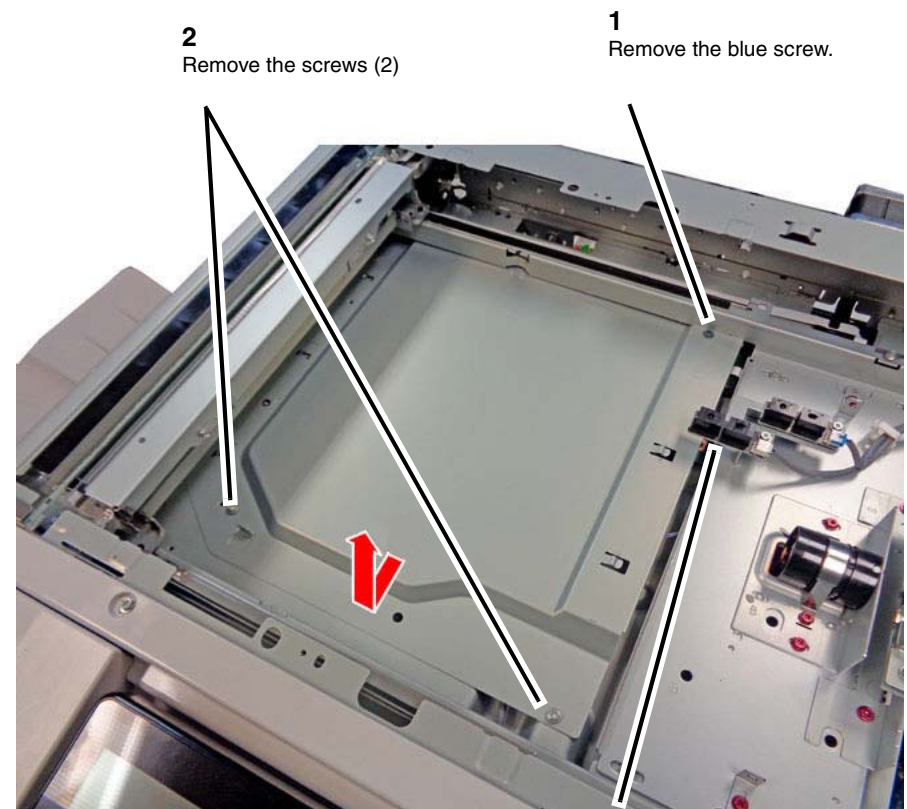


Figure 1 Disconnect the connectors

8. Remove the Platen Glass. (REP 6.2)
9. Remove the Lens Cover. (PL 1.3)
10. Remove the PWB Cover. (Figure 2)



2
Remove the screws (2)

1
Remove the blue screw.

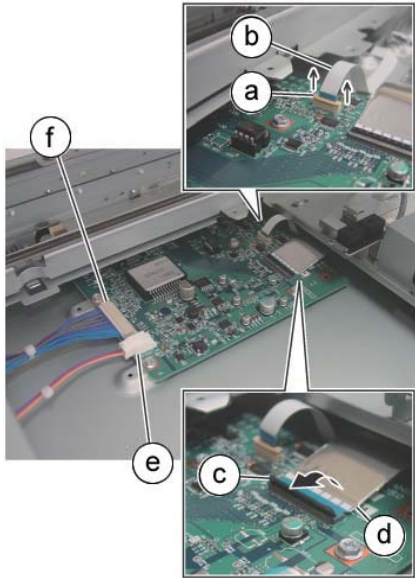
3
Remove the PWB Cover in the direction of the arrow.

CAUTION
Be careful not to bump and damage the APS Sensor.

j0ki40130-a.jpg

Figure 2 Removing the PWB Cover

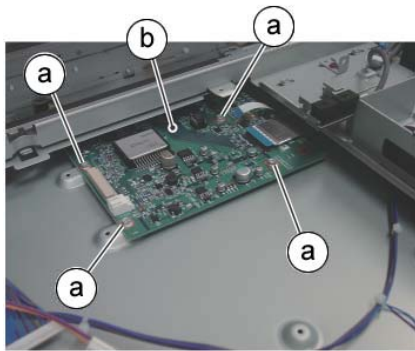
11. Disconnect the connectors IIT PWB connectors. (Figure 3)
 - a. Open the connector clamp by moving it in the direction of the arrow.
 - b. Remove the ribbon cable.
 - c. Open the connector clamp by rotating it in the direction of the arrow.
 - d. Remove the ribbon cable.
 - e. Release the hook and disconnect the connector.
 - f. Disconnect the connector.



j0ki40141

Figure 3 Disconnect the connectors

12. Remove the IIT PWB. (Figure 4)
 - a. Remove the screws (4).
 - b. Remove the IIT PWB.



j0ki40143

Figure 4 Remove the IIT PWB

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Observe the required ESD procedures when handling the IIT PWB and EEPROM.

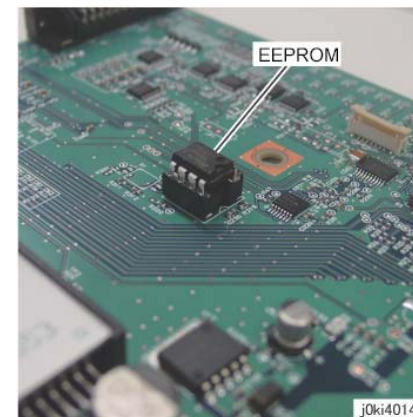
CAUTION

Be careful not to damage the EEPROM. When inserting the EEPROM in the socket, ensure that the pins are straight and go into the correct locations. Also ensure that the EEPROM's orientation is the same as it was on the old PWB.

IIT setup and calibration data are stored on the EEPROM. If, for some reason, you are unable to transfer the EEPROM from the old IIT PWB to the new one, use the EEPROM that is spared with the PWB, then perform the following after the replacement:

- IIT Calibration (dC945) (ADJ 6.5)
- DADF Registration Automatic Adjustment (dC608) (ADJ 5.5)
- Document Glass Registration Automatic Adjustment (dC609) (ADJ 6.7)

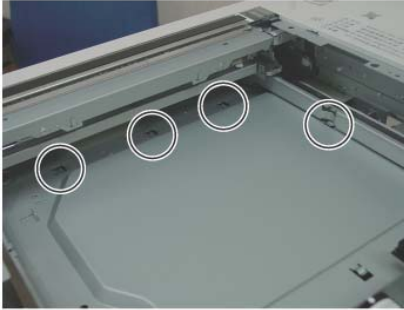
1. Remove the EEPROM from the old PWB and install it on the new one. (Figure 5)



j0ki40142

Figure 5 Remove and Replace the EEPROM from the old PWB

2. When installing the PWB Cover, attach the hooks (4). (Figure 6)



j0ki40138

Figure 6 Install the PWB Cover

3. Restore the customer data which was saved at the beginning of the removal (GP 12).

REP 6.13 USB Bracket

Parts List on PL 1.7

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

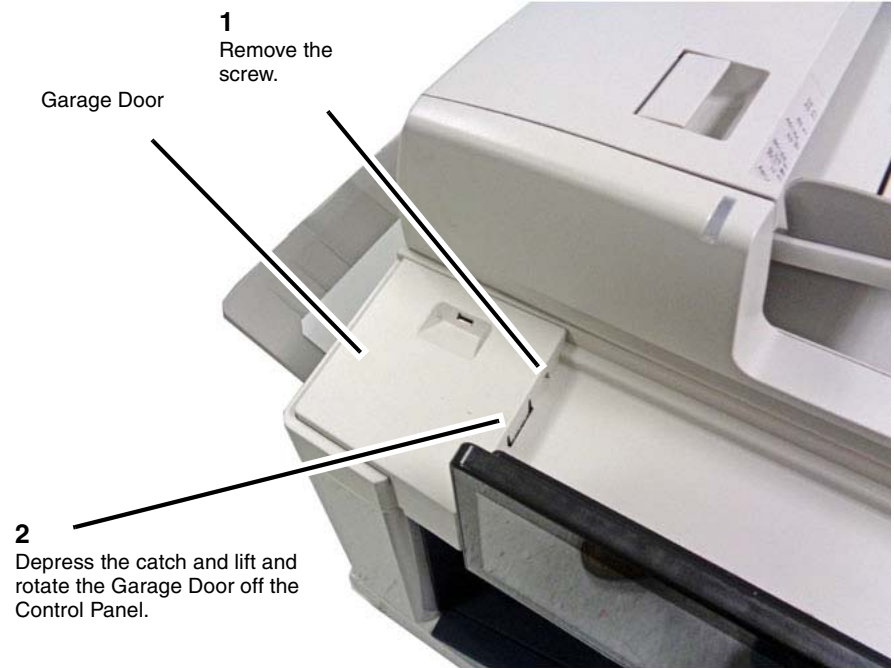
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Rotate the UI into a vertical position.
5. Remove the Garage Door. (Figure 1)



CAUTION

Remove the Garage Door carefully to protect the attached USB components from damage.

j0ki91180-a.jpg

Figure 1 Removing the USB Cover

6. Disconnect the Garage Door USB Harness Assembly from the Control Panel. (Figure 2)

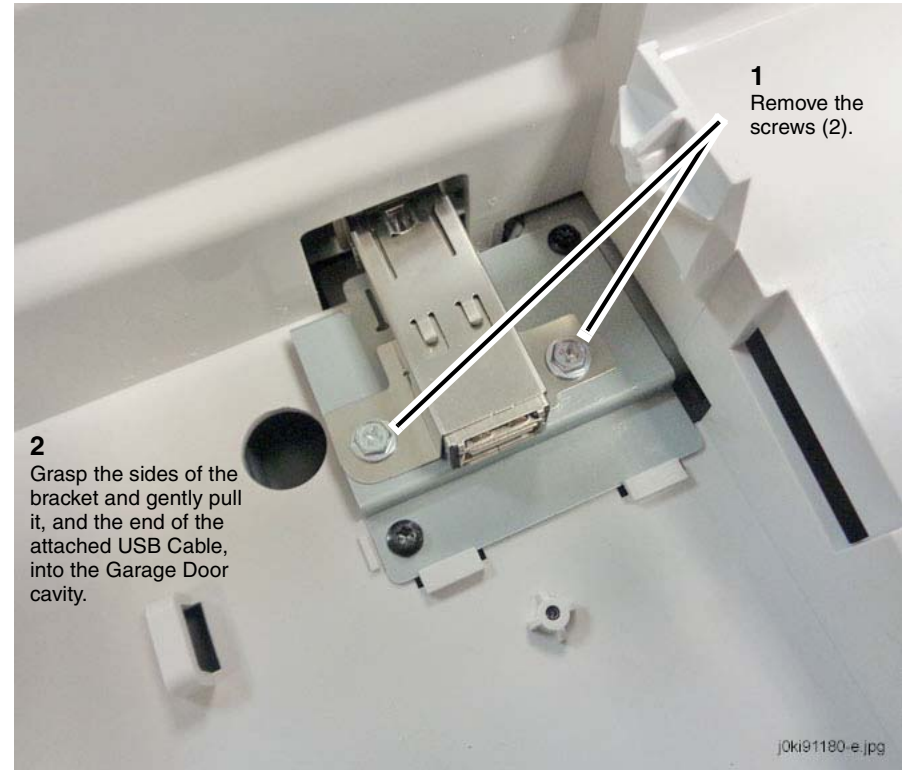


Disconnect

j0ki91180-b.jpg

Figure 2 Disconnecting the Garage Door USB Harness Assembly from the Control Panel

7. Remove the USB Bracket from the USB Mounting Assembly. (Figure 3)



1
Remove the
screws (2).

2
Grasp the sides of the
bracket and gently pull
it, and the end of the
attached USB Cable,
into the Garage Door
cavity.

j0ki91180-e.jpg

Figure 3 Removing the USB Bracket

8. Remove the USB Cable connector from the USB Bracket.
 - a. Lift the latch that captures the USB Cable connector in the USB Bracket. (Figure 4)
 - b. Slide off the USB Bracket. (Figure 4)

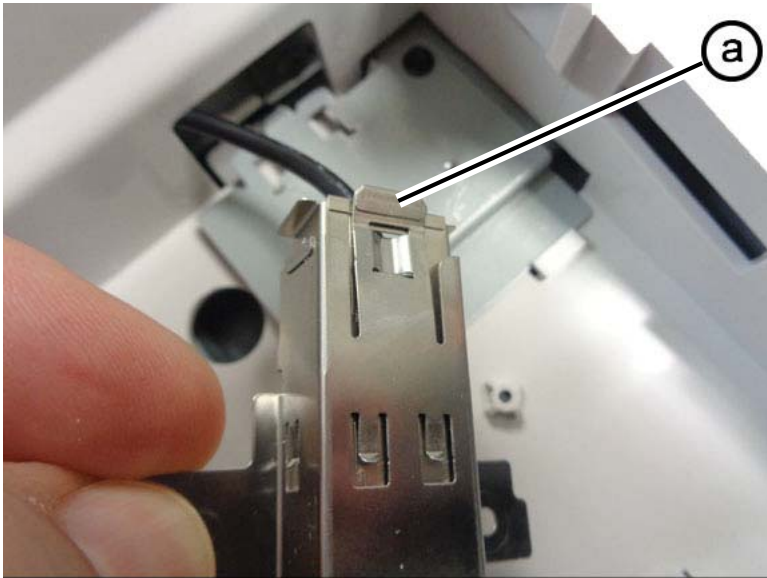


Figure 4 Slide off the USB B ratchet

Replacement

The replacement is the reverse of the removal procedure.

REP 6.14 IIT Rear Cover

Parts List on [PL 1.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the IIT Rear Cap Cover. ([PL 1.1](#))
5. Remove the Control Unit Connector Cover. ([PL 19.3](#))
6. Remove the Filter Cover. ([PL 19.3](#))
7. Remove the Rear Upper Cover. ([PL 19.3](#))
8. Disconnect the connector. ([Figure 1](#))



j0se40101

Figure 1 Disconnect the Connector

9. Remove the cable from the guides. ([Figure 2](#))
 - a. Release the clamps (2) to remove the cable.
 - b. Remove the cable from the guides (3).

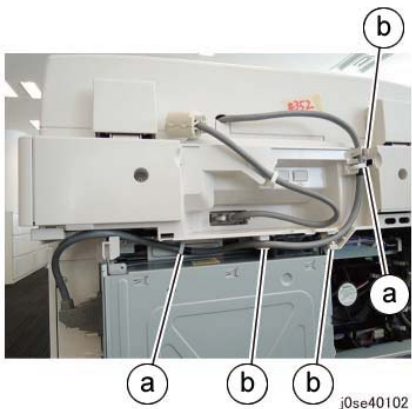


Figure 2 Release the Cable from the Guides

10. Disconnect the connector. (Figure 3)
 - a. Loosen the screws (2) and disconnect the connector.
 - b. Release the clamp to remove the cable.

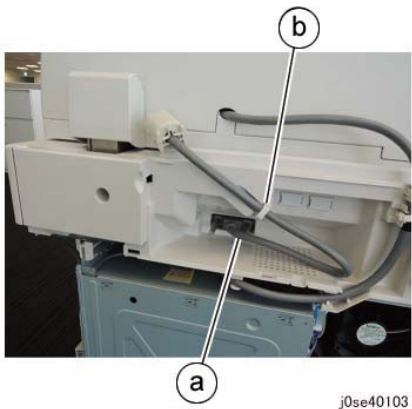


Figure 3 Disconnect the Connector

11. Remove the IIT Rear Cover. (Figure 4)
 - a. Remove the screws (2).
 - b. Remove the IIT Rear Cover.

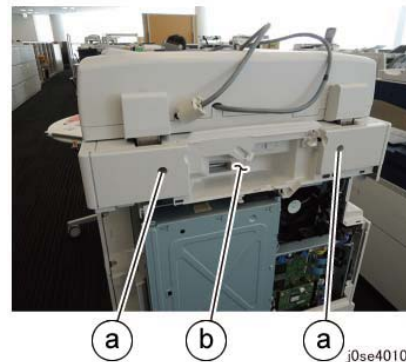


Figure 4 Remove the IIT Rear Cover

Replacement

The replacement is the reverse of the removal procedure.

REP 6.15 Interface PWB

Parts List on [PL 1.7](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Control Panel. ([REP 6.5](#))
5. Place the Control Panel with the UI face down on a cushioning material, for example, a clean drop cloth or bubble wrap.
6. Remove the bottom plastic cover. ([Figure 1](#))

1. Remove the M3x10 tapping screws (5) (T10 Torx).



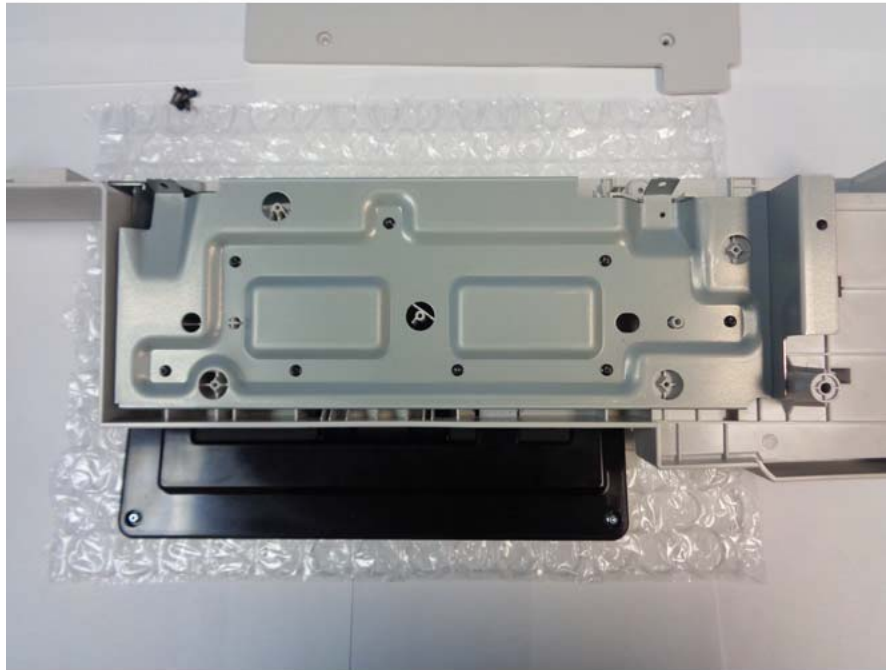
2. Lift and remove the bottom plastic cover.

control_panel_c8070f_g.jpg

Figure 1 Removing the bottom plastic cover

7. Prepare to remove the bottom plate.
 - a. Remove the tapping screws. ([Figure 2](#))

- 1 Remove the M3x10 tapping screws (8) (T10 Torx).



control_panel_c8070f_h.jpg

Figure 2 Removing the M3x10 tapping screws

- b. Invert the Control Panel so the UI faces up.
8. Remove the bottom plate. (Figure 3)

- 1 Remove the M3x6 machine screw (T10 Torx).



control_panel_c8070f_i.jpg

Figure 3 Removing the bottom plate

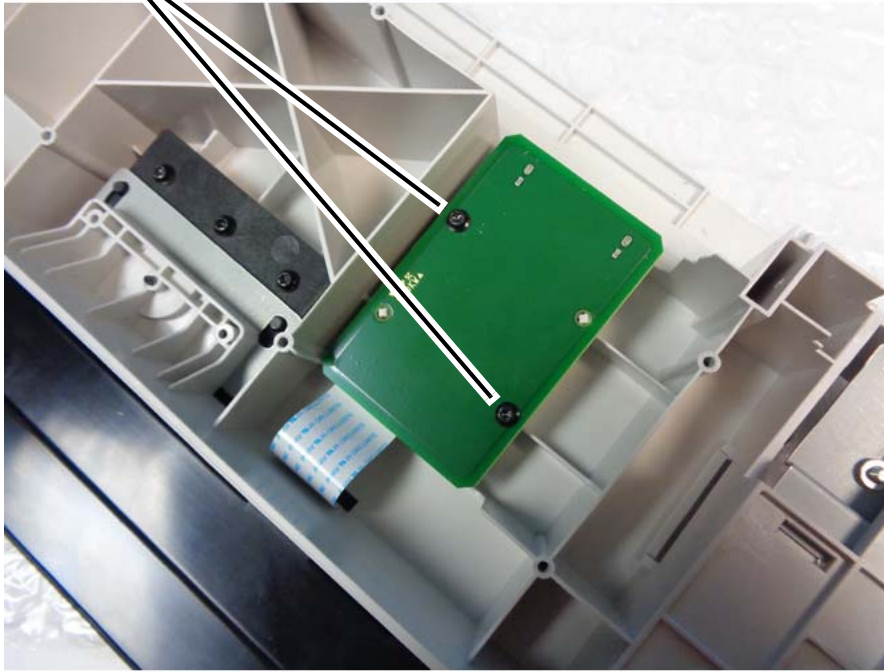
9. Invert the Control Panel so the UI faces down.

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

10. Remove the Interface PWB.
 - a. Remove the mounting screws. (Figure 4)

- 1 Remove the M3x8 screws (2) (T10 Torx).



control_panel_c8070f_l.jpg

Figure 4 Removing the Interface PWB (1 of 2)

- b. Disconnect the ribbon cable. (Figure 5)

- 1 Lift open the connector clamp.



control_panel_c8070f_l.jpg

Figure 5 Removing the Interface PWB (2 of 2)

- 2 Remove the ribbon cable.

Replacement

CAUTION

Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

The replacement is the reverse of the removal procedure.

REP 6.16 Garage Door USB Harness Assembly

Parts List on [PL 1.7](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

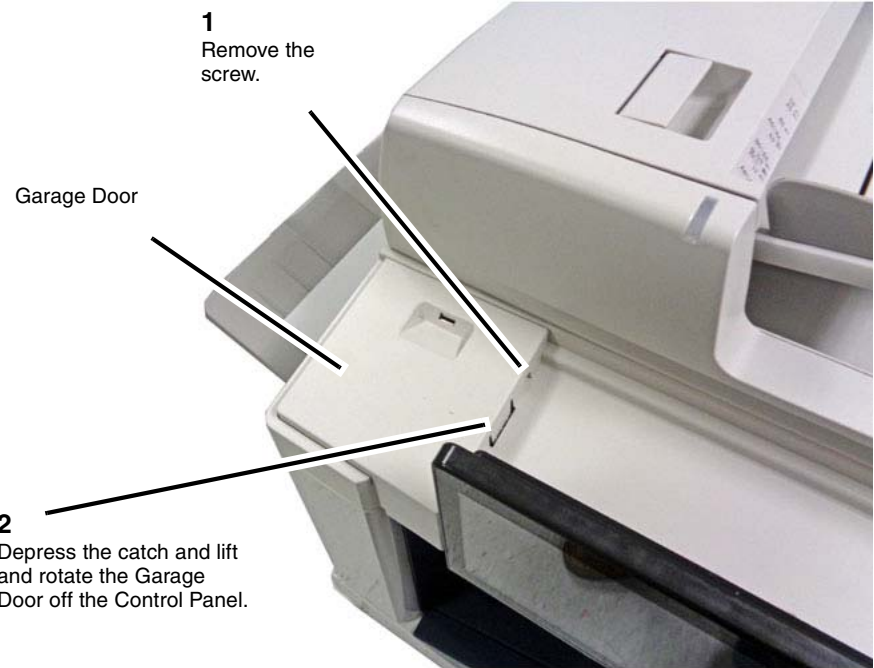
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Garage Door. ([Figure 1](#))



CAUTION

Remove the Garage Door carefully to protect the attached USB components from damage.

j0ki91180-a.jpg

Figure 1 Removing the Garage Door

5. Disconnect the USB Garage Door Harness Assembly from the Control Panel. ([Figure 2](#))



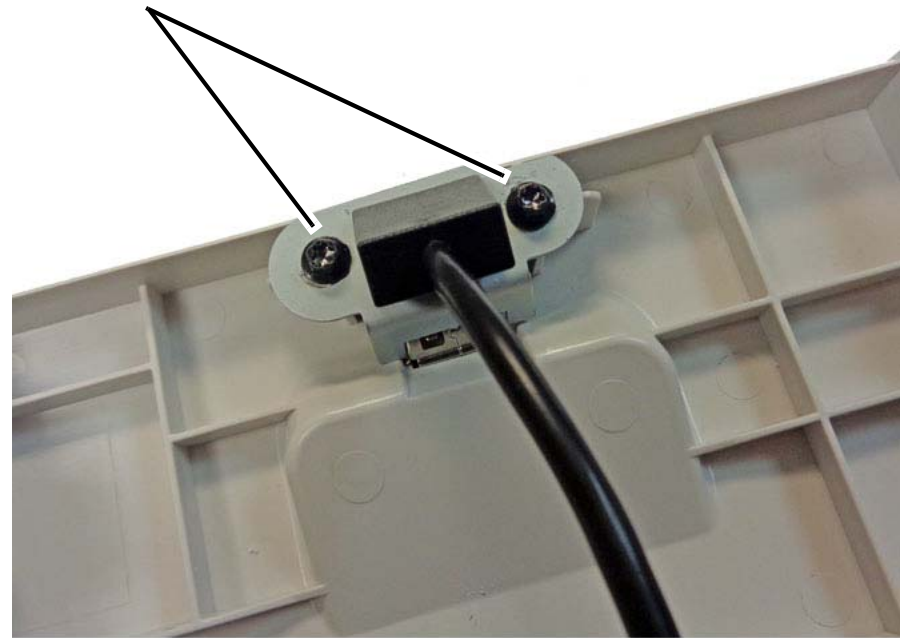
Disconnect

j0ki91180-b.jpg

Figure 2 Disconnecting the Garage Door USB Harness Assembly from the Control Panel

6. Remove the Garage Door USB Harness Assembly from the Garage Door. (Figure 3)

Remove the screws (T10 Torx). Lift the mounting bracket and cable connector assembly off the Garage Door.



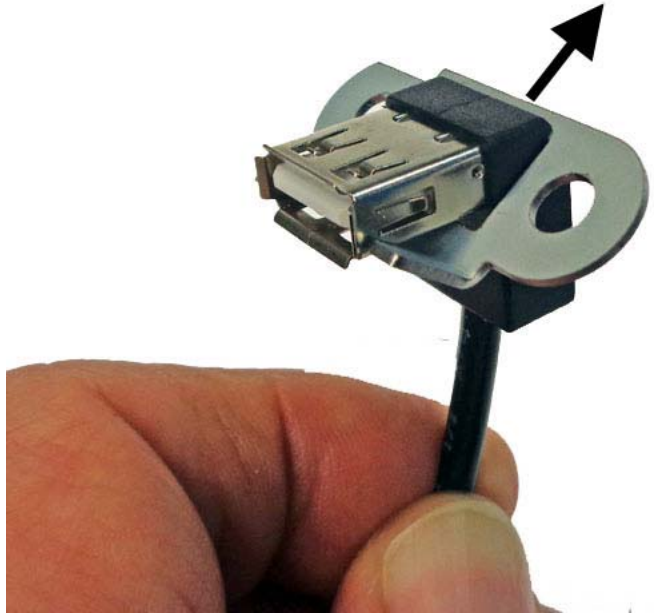
j0ki91180-c.jpg

Figure 3 Removing the Garage Door USB Harness Assembly from the Garage Door

7. Remove the mounting bracket from the Garage Door USB Harness Assembly. (Figure 4)

2
Save the mounting bracket for reuse with the replacement harness.

1
Slide the mounting bracket in the direction of the arrow to disengage it from the USB connector. Rotate and remove the bracket.



j0j91180-d.jpg

Figure 4 Removing the mounting bracket

Replacement

The replacement is the reverse of the removal procedure.

REP 7.1 Tray 1 Feeder Assembly

Parts List on PL 9.3

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Registration Transport Assembly. (REP 7.24)
5. Pull out Tray 1 and remove the paper.
6. Remove Tray 1.
7. Remove the Chute Assembly from the Tray 1 Feeder Unit. (Figure 1)
 - a. Remove the Stopper Screw.
 - b. Remove the Chute Assembly in the direction of the arrow.

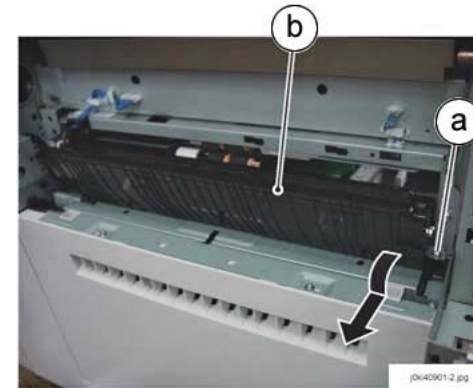


Figure 1 Removing the Chute Assembly

8. Disconnect the connectors. (Figure 2)
 - a. Release the Wire Harness from the clamps (2).
 - b. (Disconnect the connector).
 - c. Release the wire harness from the clamp.
 - d. Disconnect the connector.

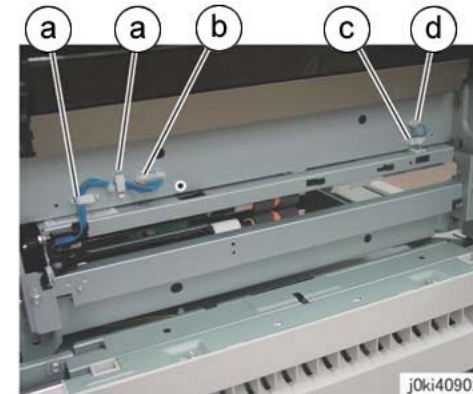


Figure 2 Disconnecting the connectors

9. Remove the Tray 1 Feeder Unit. (Figure 3)
 - a. Remove the screws (2).
 - b. Remove the Tray 1 Feeder Unit.

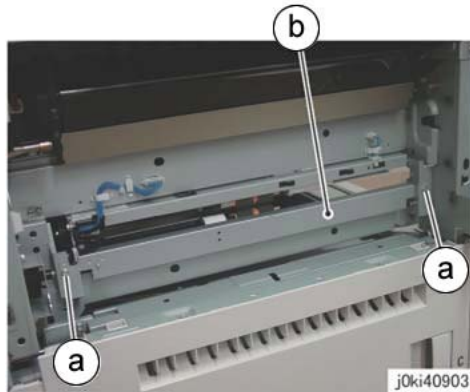


Figure 3 Removing the Tray 1 Feeder

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.2 Tray 1 Feed/Retard/Nudger Roll

Parts List on **PL 9.5**

Removal

NOTE: To power down the machine, press the **UI Power Button** and then respond to the on-screen prompts. Wait until the **Power Button LED** turns off, then switch off the **Main Power Switch**.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (**GP 4**).
3. Disconnect the power cord.
4. Pull out Tray 1 and remove the paper.
5. Remove Tray 1.
6. Remove the Tray 1 Feed/Retard/Nudger Roll. (Figure 1)
 - a. Slide the Chute forward.
 - b. Remove the Tray 1 Feed/Retard/Nudger Roll.

REP 7.3 Tray 2 Feeder Assembly (3TM)(C8030/35)

Parts List on [PL 10.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Tray 2.
5. Open the L/H Cover Unit.
6. Remove the Feed Out Chute. ([Figure 1](#))

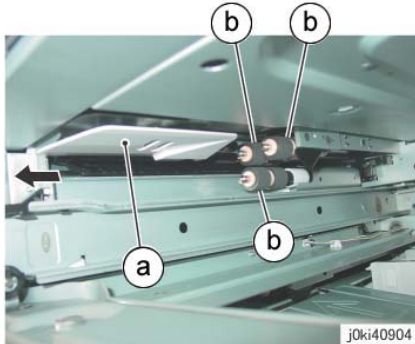


Figure 1 Remove the Tray 1 Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

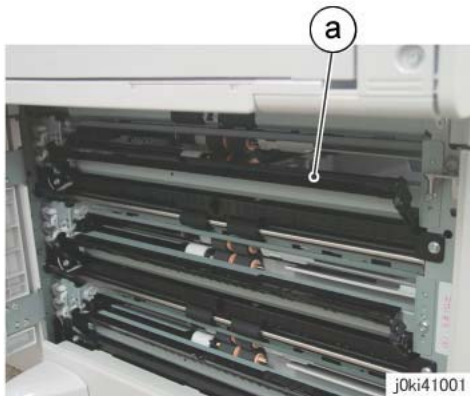


Figure 1 Remove the Chute

7. Remove the Bracket Assembly. (Figure 2)
 - a. Remove the screw.
 - b. Remove the Bracket Assembly.

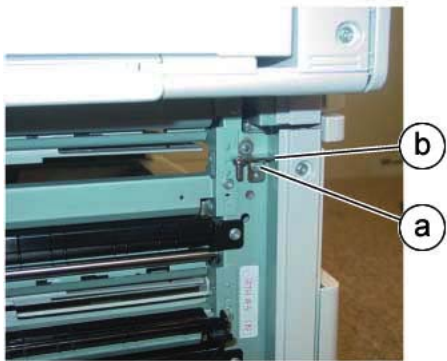
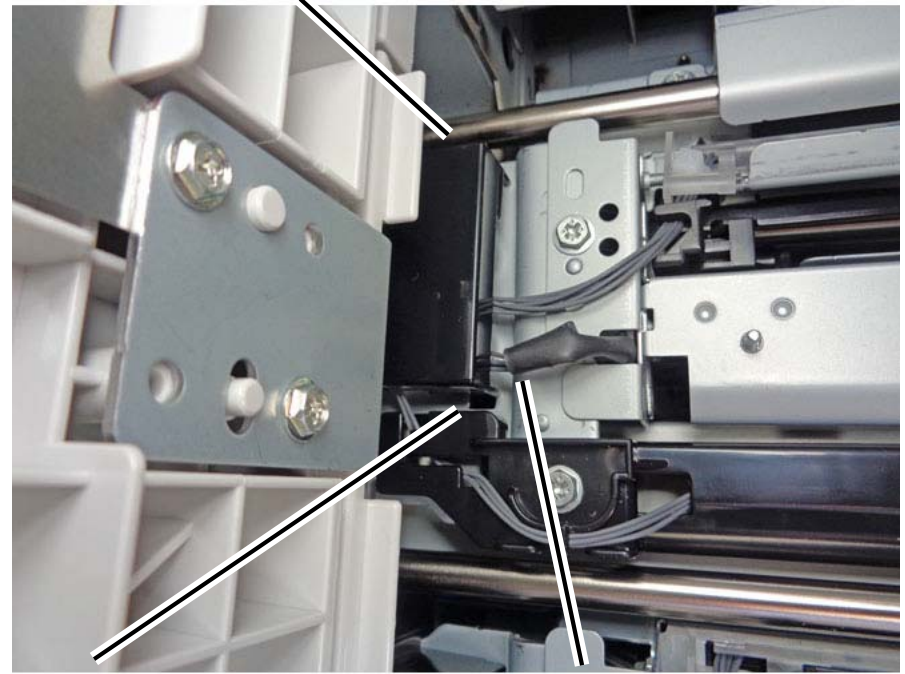


Figure 2 Removing the Bracket Assembly

8. Remove the connector cover. (Figure 3)

- 2 Swing the bottom of the cover away from the frame and lift the cover off the top catch.



- 2 Carefully pry down the lower locking tab to release the bottom of the cover.

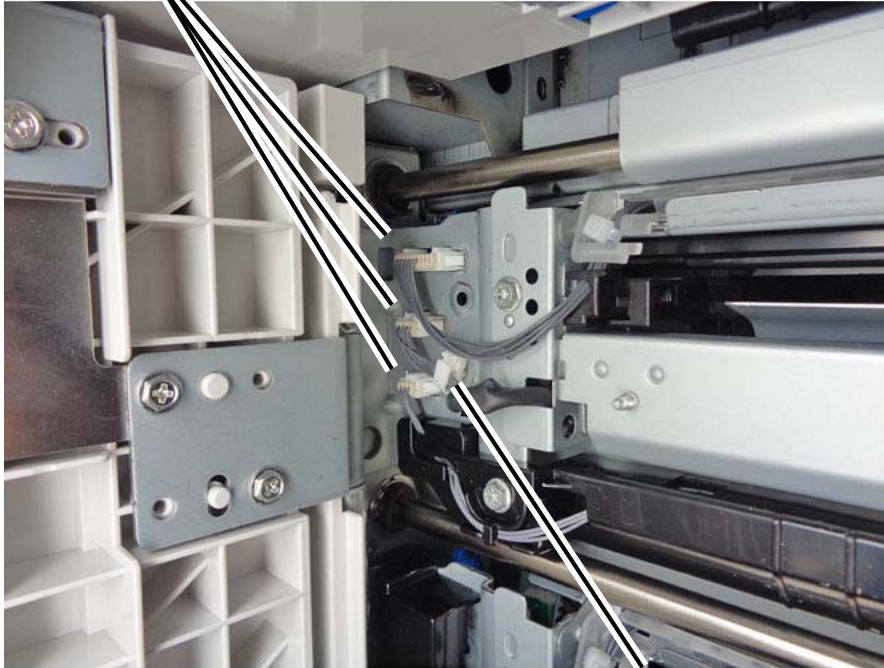
- 1 Push the harness up to protect it from damage while releasing the bottom tab in step 2.

Figure 3 Removing the connector cover

9. Disconnect the connectors. (Figure 4)

2

Disconnect the connectors (3).



1

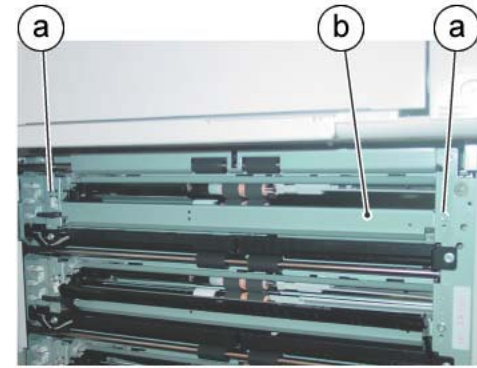
Release the harness from the clamp.

j0ki41003-sky-a.jpg

Figure 4 Disconnecting the connectors

10. Remove the Tray 2 Feeder Assembly. (Figure 5)

- a. Remove the screws (2).
- b. Remove Tray 2 Feeder Assembly.



j0ki41004-sky.jpg

Figure 5 Removing the Tray 2 Feeder Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.4 Tray 3 Feeder Assembly (3TM)(C8030/35)

Parts List on [PL 10.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Tray 3.
5. Open the L/H Cover Unit.
6. Remove the Feed Out Chute. ([Figure 1](#))

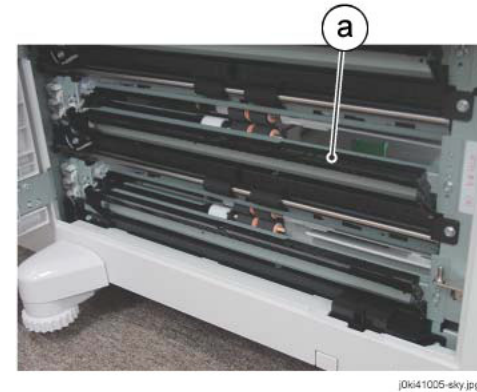
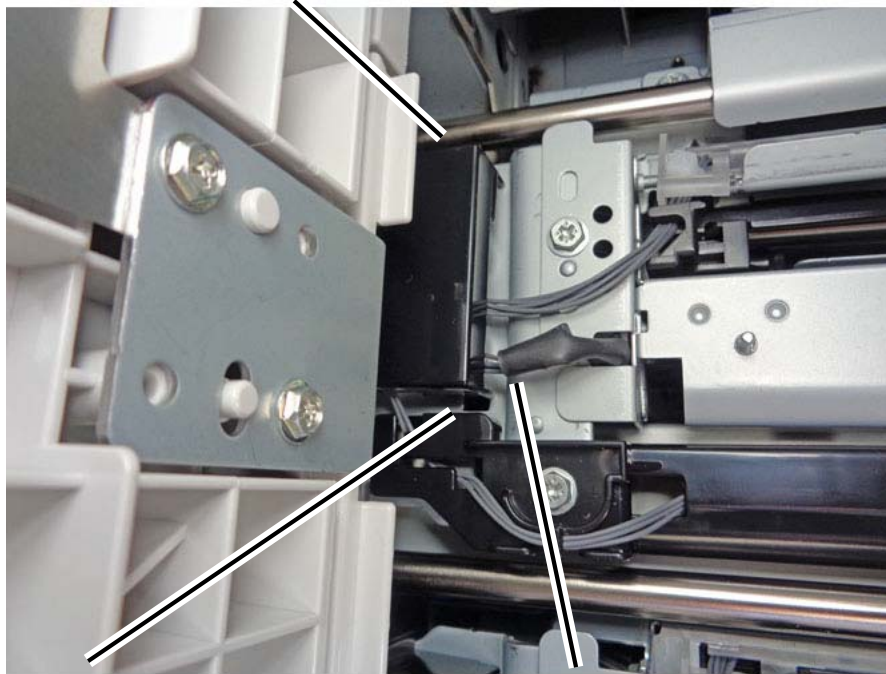


Figure 1 Removing the Feed Out Chute

7. Remove the connector cover. (Figure 2)

2

Swing the bottom of the cover away from the frame and lift the cover off the top catch.



2

Carefully pry down the lower locking tab to release the bottom of the cover.

1

Push the harness up to protect it from damage while releasing the bottom tab in step 2.

j0ki41002-sky-a.jpg

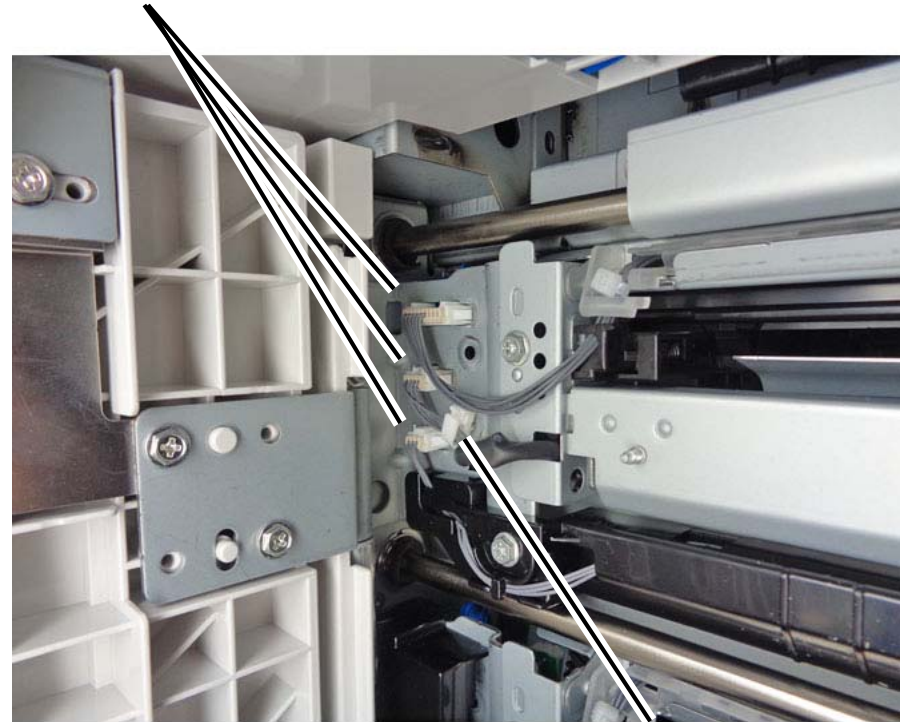
Figure 2 Removing the connector cover (Tray 2 Feeder shown; Tray 3 Feeder same)

8. Disconnect the connectors. (Figure 3)

- a. Release the wire harness from the clamp.
- b. Disconnect the connectors (3).

2

Disconnect the connectors (3).



1

Release the harness from the clamp.

j0ki41003-sky-a.jpg

Figure 3 Disconnecting the connectors (Tray 2 Feeder shown; Tray 3 Feeder same)

9. Remove the Tray 3 Feeder Assembly. (Figure 4)
 - a. Remove the screws (2).
 - b. Remove Tray 3 Feeder Assembly.

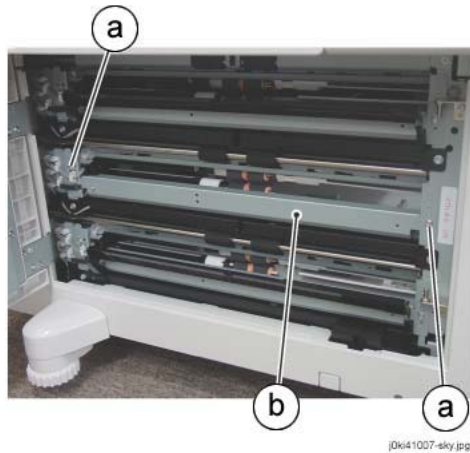


Figure 4 Removing the Tray 3 Feeder Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.5Tray 4 Feeder Assembly (3TM)(C8030/35)

Parts List on **PL 10.1**

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

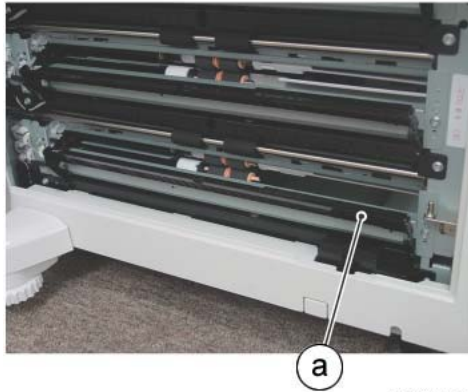
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

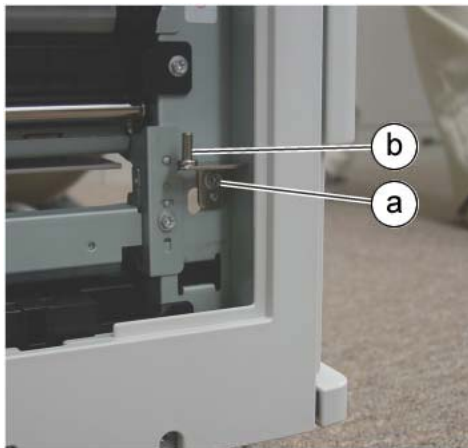
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (**GP 4**).
3. Disconnect the power cord.
4. Remove Tray 4.
5. Open the L/H Cover Unit.
6. Remove the Feed Out Chute. (Figure 1)
 - a. Remove the Feed Out Chute.



j0ki41008-sky.jpg

Figure 1 Removing the Feed Out Chute

7. Remove the Bracket Assembly. (Figure 2)
 - a. Remove the screw.
 - b. Remove the Bracket Assembly.

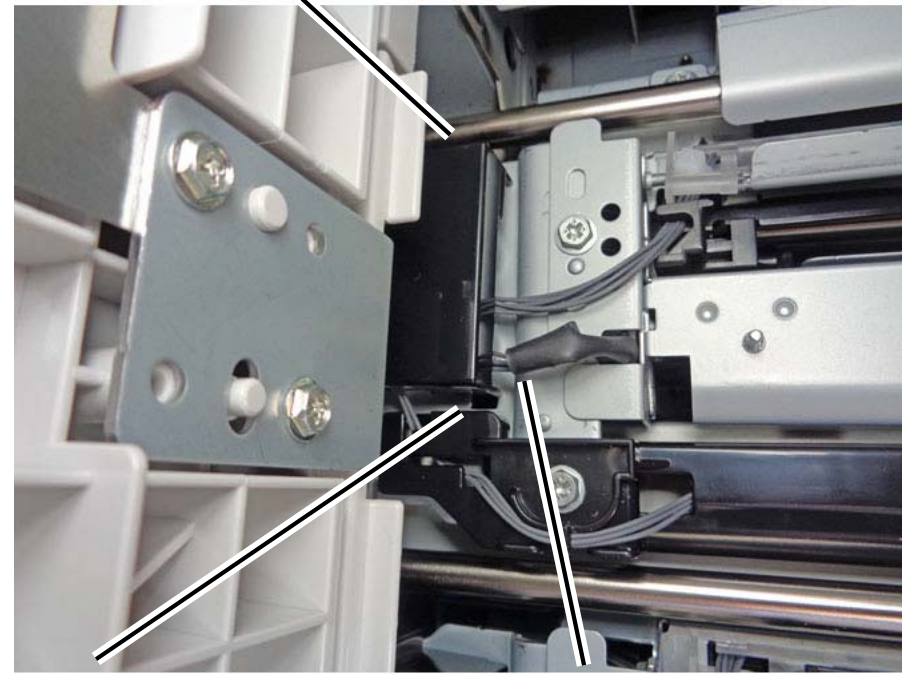


j0ki41009-sky.jpg

Figure 2 Removing the Bracket Assembly

8. Remove the connector cover. (Figure 3)

- 2 Swing the bottom of the cover away from the frame and lift the cover off the top catch.



- 2 Carefully pry down the lower locking tab to release the bottom of the cover.

- 1 Push the harness up to protect it from damage while releasing the bottom tab in step 2.

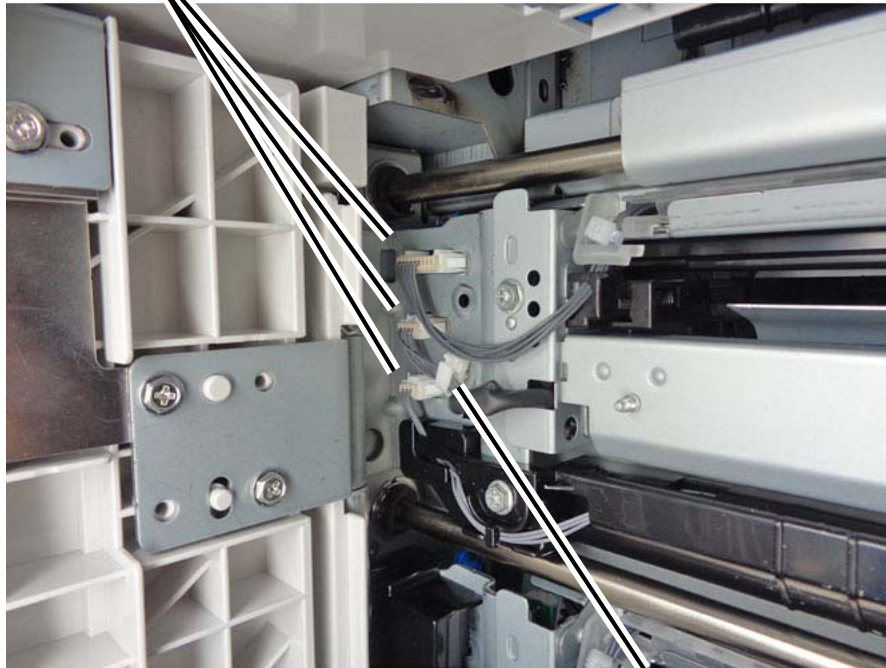
j0ki41002-sky-a.jpg

Figure 3 Removing the connector cover (Tray 2 Feeder shown; Tray 4 Feeder same)

9. Disconnect the connectors. (Figure 4)
 - a. Release the wire harness from the clamp.
 - b. Disconnect the connectors (3).

2

Disconnect the connectors (3).



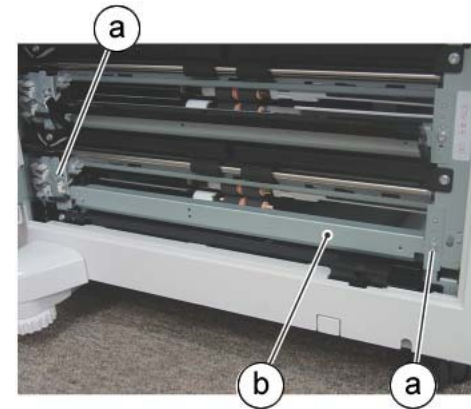
1

Release the harness from the clamp.

j0ki41003-sky-a.jpg

Figure 4 Disconnecting the connectors (Tray 2 Feeder shown; Tray 4 Feeder same)

10. Remove the Tray 4 Feeder Assembly. (Figure 5)
 - a. Remove the screws (2).
 - b. Remove Tray 4 Feeder Assembly.



j0ki41011-sky.jpg

Figure 5 Removing the Tray 4 Feeder Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.6 Tray 2 Feed/Retard/Nudger Roll (3TM)(C8030/35)

Parts List on [PL 10.4](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Trays 2 and 3.
5. Remove the Tray 2 Feed/Retard/Nudger Roll. ([Figure 1](#))
 - a. Slide the chute towards you.
 - b. Remove the Tray 2 Feed/Retard/Nudger Roll.

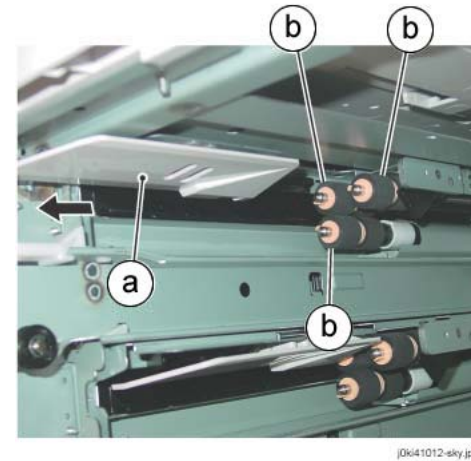


Figure 1 Removing the Tray 2 Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

REP 7.7 Tray 3 Feed/Retard/Nudger Roll (3TM)(C8030/35)

Parts List on [PL 10.4](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Trays 3 and 4.
5. Remove the Tray 3 Feed/Retard/Nudger Roll. ([Figure 1](#))
 - a. Slide the chute towards you.
 - b. Remove the Tray 3 Feed/Retard/Nudger Roll.

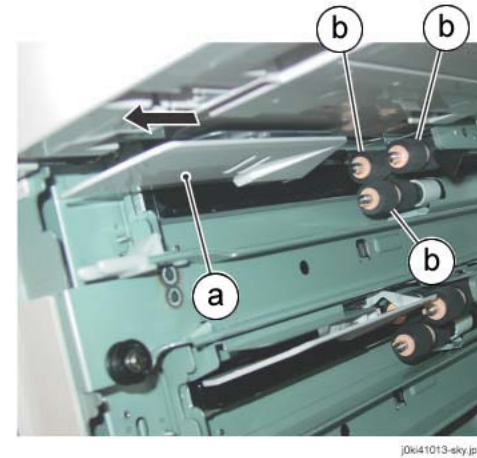


Figure 1 Removing the Tray 3 Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

REP 7.8 Tray 4 Feed/Retard/Nudger Roll (3TM)(C8030/35)

Parts List on [PL 10.4](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Trays 3 and 4.
5. Remove the Tray 4 Feed/Retard/Nudger Roll. ([Figure 1](#))
 - a. Slide the chute towards you.
 - b. Remove the Tray 4 Feed/Retard/Nudger Roll.

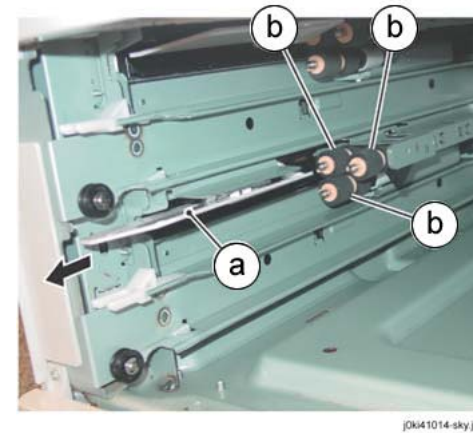


Figure 1 Removing Tray 4 Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

REP 7.9 Tray Module PWB (3TM)(C8030/35)

Parts List on [PL 10.9](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Rear Cover. ([PL 10.14](#))
5. Remove the Main LVPS ([REP 1.17](#)).

NOTE: Wire colors may vary from those shown here.

6. Remove the Tray Module PWB. ([Figure 1](#))
 - a. Disconnect the connectors (8)
 - b. Remove the screws (6) and Tray Module PWB.

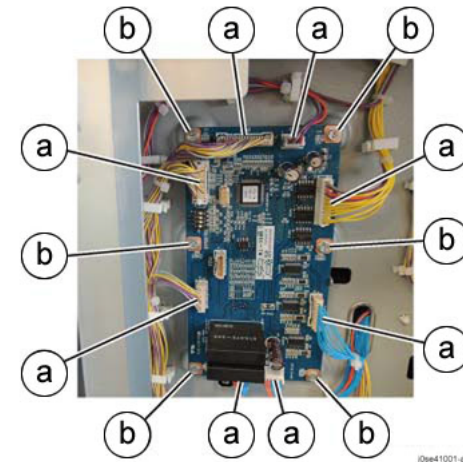


Figure 1 Removing the Tray Module PWB

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, set the Tray Module PWB DIP switches ([Figure 2](#)).

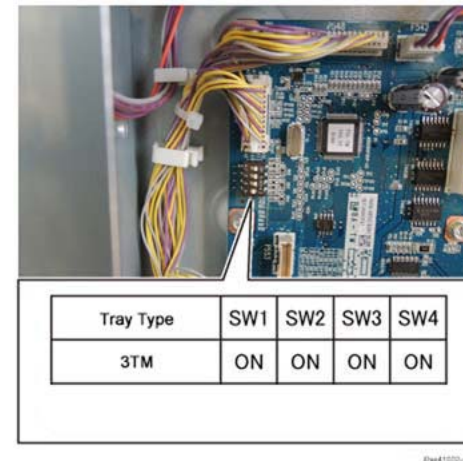


Figure 2 Tray Module PWB DIP switch settings

REP 7.10 Tray 3 Assembly (TTM)

Parts List on PL 11.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

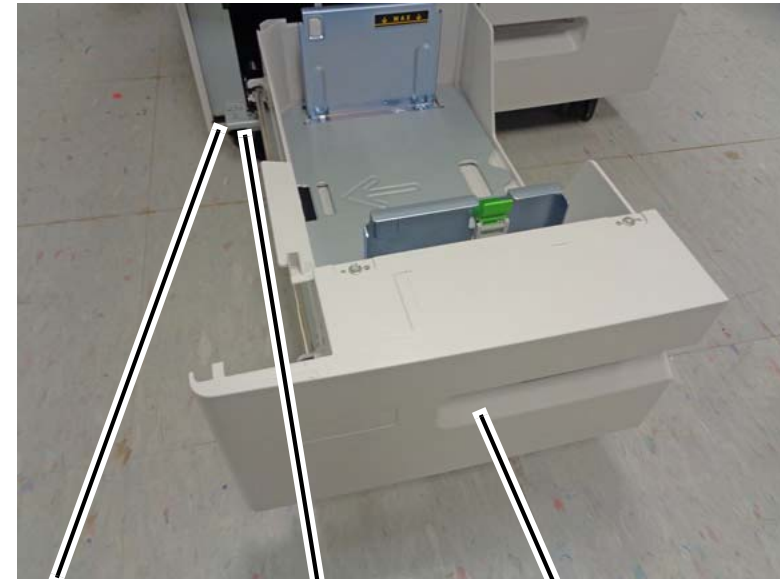
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Pull out Tray 3.
5. Remove the paper from Tray 3.
6. Remove the Tray 3 Assembly. (Figure 1)



1
Remove the
screw.

2
Remove the
stopper.

3
Remove the Tray 3
Assembly

j0k140101-1.jpg

Figure 1 Remove the Tray 3 Assembly

Replacement

1. The replacement is the reverse of the removal procedure.

REP 7.11 Tray 4 Assembly (TTM)

Parts List on [PL 11.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

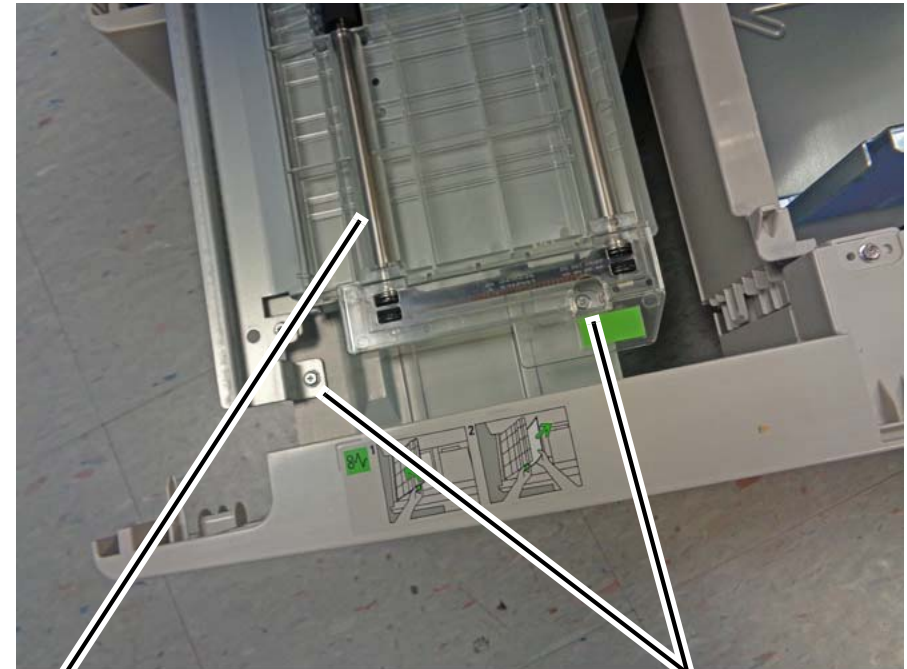
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Pull out Tray 4 and remove the paper.
5. Remove the Tray 4 Transport Assembly ([Figure 1](#)).



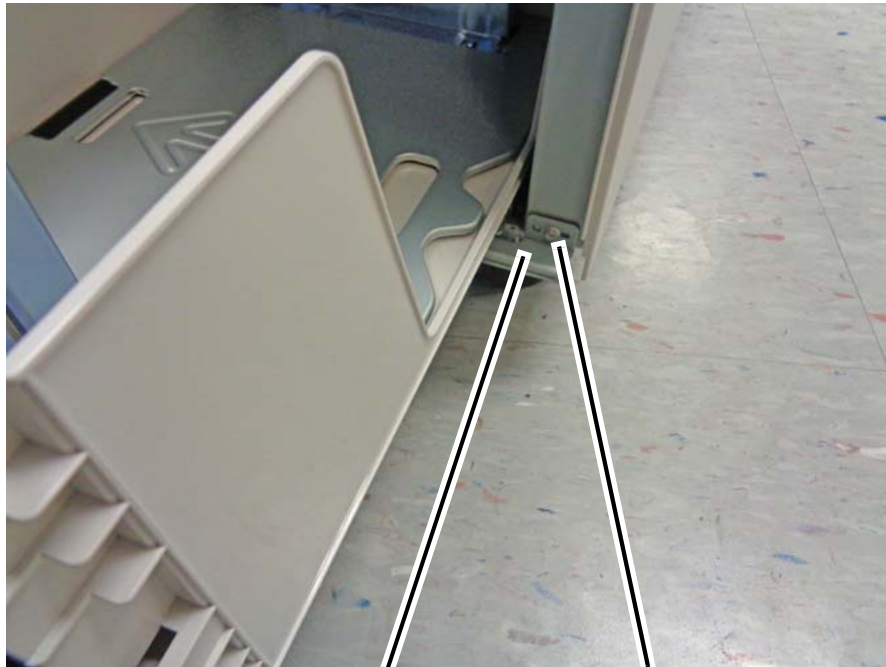
2
Remove the Tray 4 Transport Assembly.

1
Remove the screws
(2).

j0ki40102-1.jpg

Figure 1 Removing the Tray 4 Transport Assembly

6. Remove the Tray 4 Assembly. ([Figure 2](#))



3
Remove the Tray 4
Assembly

2
Remove the stopper.

1
Remove the screw.

j0ki40102-2.jpg

Figure 2 Removing the Tray 4 Assembly

Replacement

1. The replacement is the reverse of the removal procedure.

REP 7.12 Tray Cable (TTM)

Parts List on [PL 11.4](#) (Rear Cable and Front Cable)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

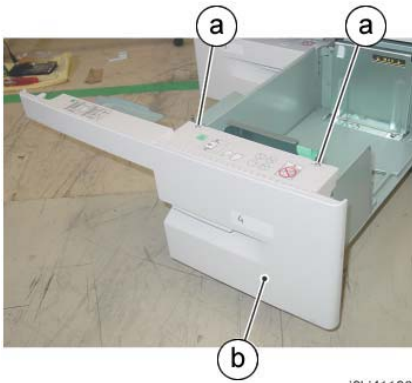
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

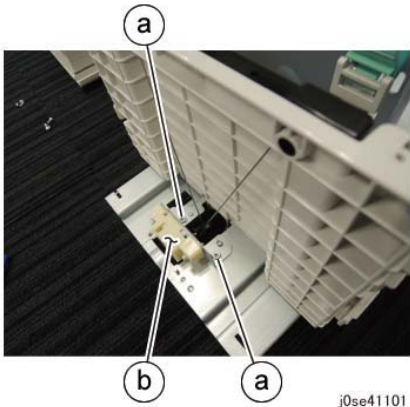
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Tray 4 Assembly. ([REP 7.11](#))
5. Remove the Tray 4 Cover. ([Figure 1](#))
 - a. Remove the screws (2).
 - b. Compress the latch and remove the Tray 4 Cover.



j0ki41103

Figure 1 Remove the Tray 4 Cover

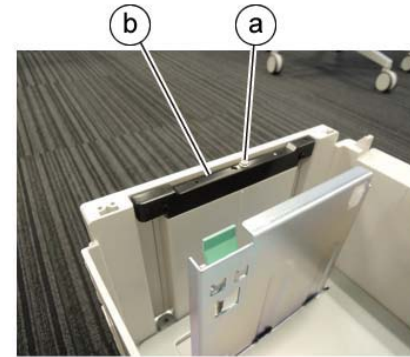
6. Remove the Brake. (Figure 2)
 - a. Remove the screws (2).
 - b. Remove the Brake.



j0se41101

Figure 2 Remove the Brake

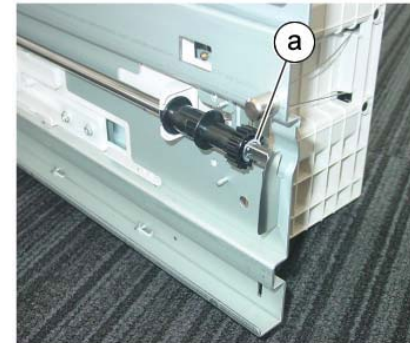
7. Remove the Guide. (Figure 3)
 - a. Remove the tapping screw.
 - b. Remove the guide.



j0se41102

Figure 3 Remove the Guide

8. Remove the E-Clip. (Figure 4)



j0hi41105

Figure 4 Remove the Tray Cable

9. Remove the Tray Cable. (Figure 5)

NOTE: The removal procedure for the Front Tray Cable is described here. The Rear Tray Cable is removed in the same way.

- a. Move the Pulley in the direction of the arrow.
- b. Remove the Tray Cable (2) from the hole of the Pulley.

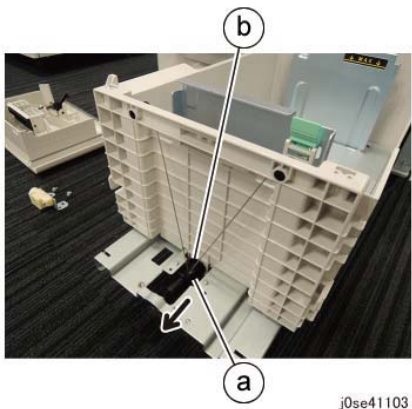


Figure 5 Remove the Tray Cable from the Pulley

10. Remove the Tray Cable. (Figure 6)

NOTE: The removal procedure for the Front Tray Cable is described here. The Rear Tray Cable is removed in the same way.

- a. Remove the Tray Cable from the Pulley (2).
- b. Remove the Tray Cable from the bottom in the direction of the arrow.

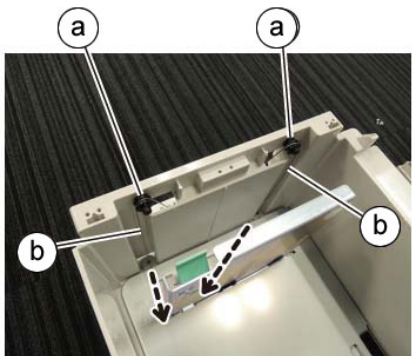


Figure 6 Remove the Tray Cable

Replacement

1. The replacement is the reverse of the removal procedure.

REP 7.13 Tray 4 Feeder (TTM)

Parts List on [PL 11.5B](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

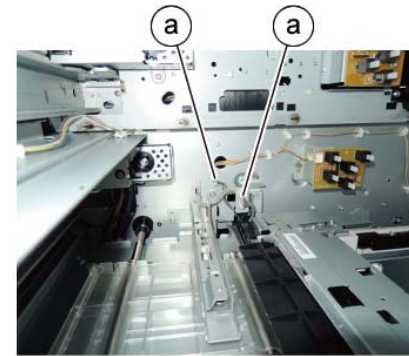
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

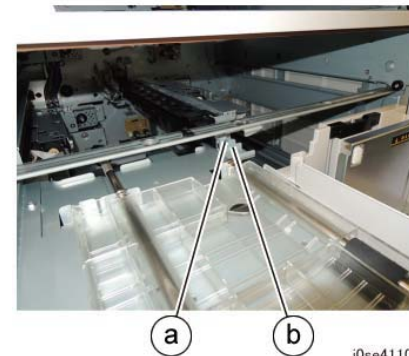
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Tray 1 and Tray 2.
5. Disconnect the Tray 4 Feeder Assembly connectors (2). ([Figure 1](#))



j0se41106

Figure 1 Disconnect the connectors

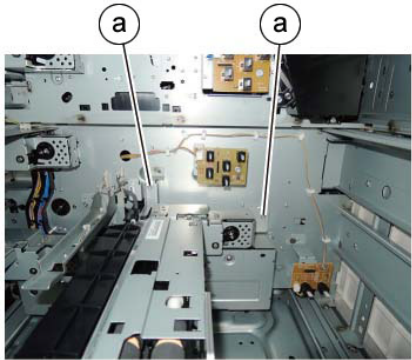
6. Pull out the Trays 3/4.
7. Remove the Stud Bracket. ([Figure 2](#))
 - a. Remove the screw.
 - b. Remove the Stud Bracket.



j0se41107

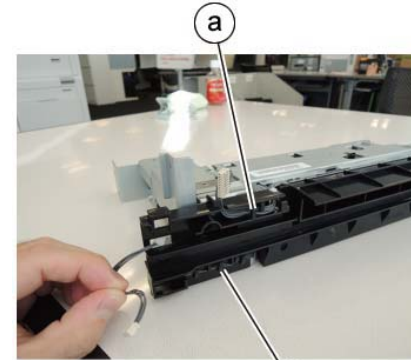
Figure 2 Remove the Stud Bracket

8. Remove the screws that secure the Tray 4 Feeder Assembly. ([Figure 3](#))
 - a. (1) Remove the screws (2).



j0se41108

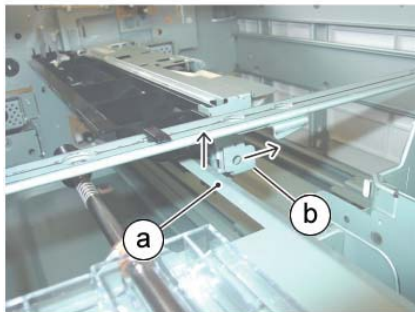
Figure 3 Remove the screws



j0se41109

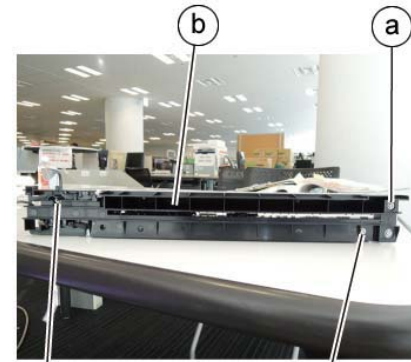
Figure 5 Disconnect the connectors

9. Remove the Tray 4 Feeder Assembly connectors. (Figure 4)
 - a. Lift the Lower Chute in the direction of the arrow.
 - b. Move the Tray 4 Feeder Assembly in the direction of the arrow and remove it.



j0ki41109

Figure 4 Remove the Tray 4 Feeder Assembly



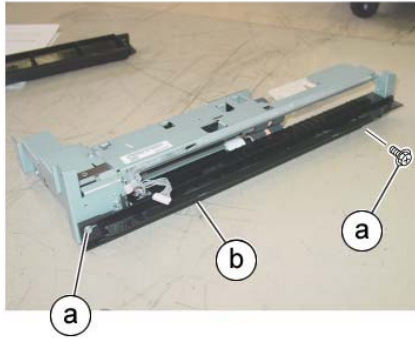
j0se41110

Figure 6 Remove the Upper Chute

10. Release the Wire Harnesses (2) from the Harness Guide. (Figure 5)
 - a. Release the Wire Harnesses (2) from the Harness Guide.

11. Remove the Upper Chute. (Figure 6)
 - a. Remove the screws (2).
 - b. Remove the Upper Chute.

12. Remove the Bracket at the front of the Tray 4 Feeder Assembly. (Figure 7)
 - a. Remove the screws (2).
 - b. Remove the Lower Chute.

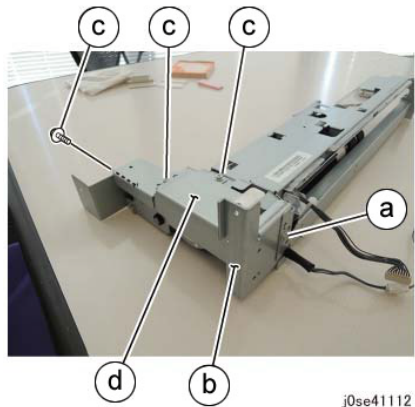


j0ki41112

Figure 7 Remove the Lower Chute

13. Remove the parts from the Tray 4 Feeder Assembly. (Figure 8)

- a. Remove the screw.
- b. Remove the Bracket.
- c. Remove the screws (3).
- d. Remove the Bracket.



j0se41112

Figure 8 Remove the various Tray 4 Feeder Assembly parts

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.14 Tray 2 Feeder (TTM)

Parts List on PL 11.6

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

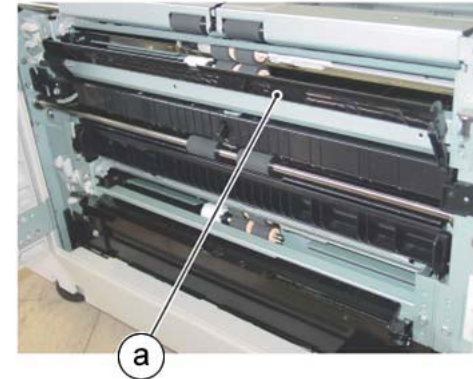
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

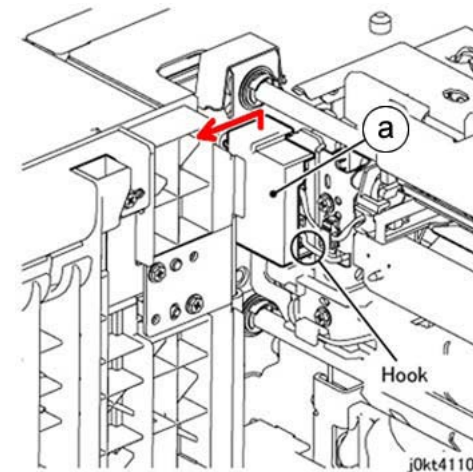
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Pull out Tray 2.
5. Open the Left Cover.
6. Remove the Feed Out Chute. (Figure 1)



j0ki41114

Figure 1 Remove the Feed Out Chute

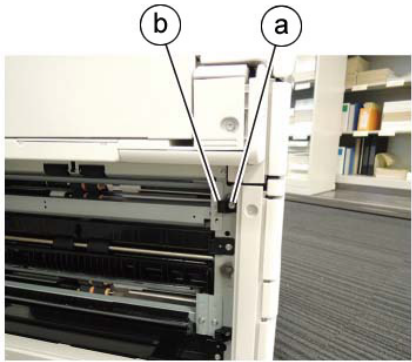
7. Remove the Connector Cover in the direction of the arrow. (Figure 2)



j0kt41101

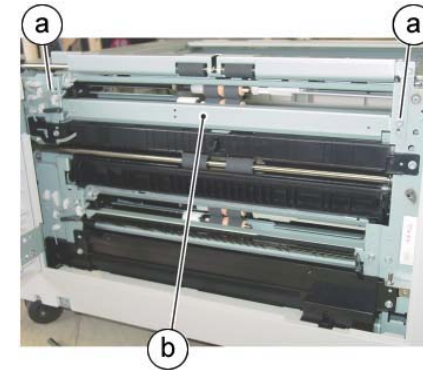
Figure 2 Remove the Connector Cover

8. Remove the Bracket. (Figure 3)
 - a. Remove the screw.
 - b. Remove the Bracket.



j0se41105

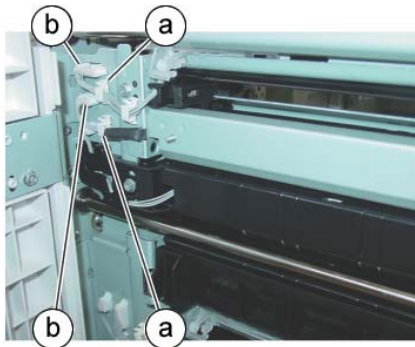
Figure 3 Remove the Bracket



j0ki41117

Figure 5 Remove the Tray 2 Feeder

9. Disconnect the connector. (Figure 4)
 - a. Release the wire harnesses (2) from the clamps (2).
 - b. Disconnect the connectors (2).



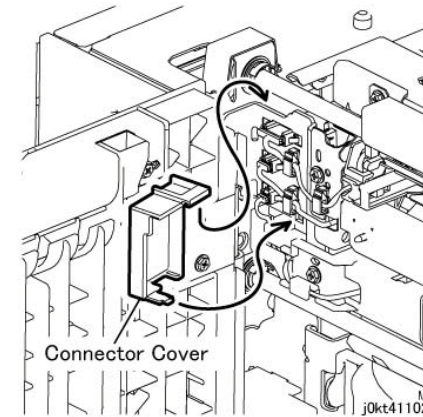
j0ki41116

Figure 4 Disconnect the connectors

10. Remove the Tray 2 Feeder. (Figure 5)
 - a. Remove the screws (2).
 - b. Remove the Tray 2 Feeder.

Replacement

1. The replacement is the reverse of the removal procedure.
2. Install the connector cover. (Figure 6)



j0kt41102

Figure 6 Install the Connector Cover

3. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.15 Tray 3 Feeder (TTM)

Parts List on PL 11.6

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

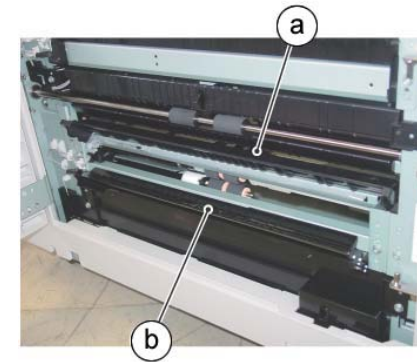
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

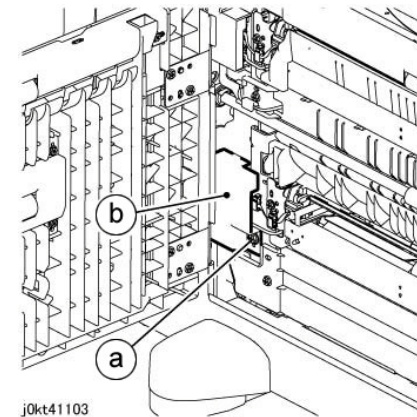
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove Tray 2.
5. Pull out Tray 3 and Tray 4.
6. Open the Left Cover.
7. Remove the Lower Chute and the Feed Out Chute. (Figure 1)
 - a. Slide the Lower Chute toward the rear to disengage the front hinge pin, then move the Lower Chute toward the front to disengage the rear hinge pin and remove the Lower Chute.
 - b. Slide the Feed Out Chute toward the rear to disengage the front hinge pin, then move the Feed Out Chute toward the front to disengage the rear hinge pin and remove the Feed Out Chute.



j0ki41118

Figure 1 Remove the Lower and Feed Out Chutes

8. Remove the connector cover. (Figure 2)
 - a. Remove the screw.
 - b. Remove the connector cover.



j0kt41103

Figure 2 Remove the Connector Cover

9. Disconnect the connectors. (Figure 3)
 - a. Release the wire harness from the clamp.
 - b. Disconnect the connectors (2).

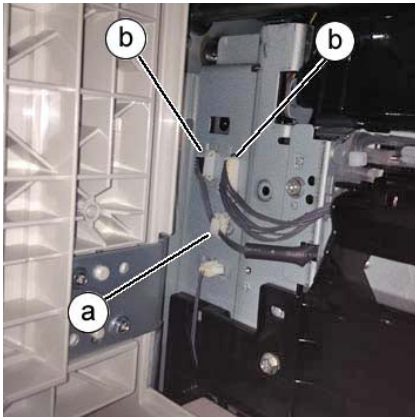


Figure 3 Disconnect the connectors

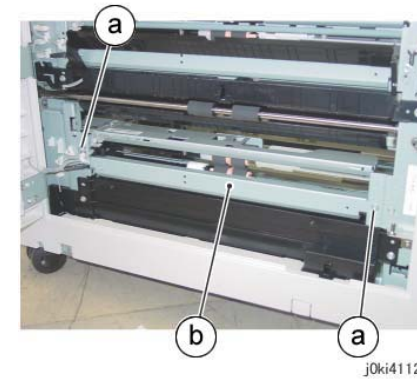
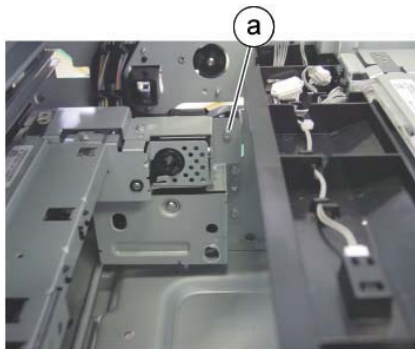


Figure 5 Remove the Tray 3 Feeder Assembly

10. Reach into the front of the machine and remove the screw that secures the Tray 3 Feeder Assembly. (Figure 4)

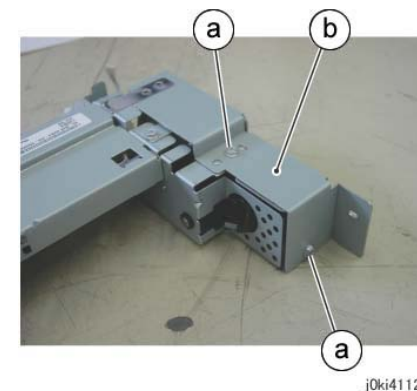


j0ki41120

Figure 4 Remove the screws

11. Remove the Tray 3 Feeder Assembly. (Figure 5)
 - a. Remove the screws (2).
 - b. Remove Tray 3 Feeder Assembly.

12. Remove the Tray 3 Feeder. (Figure 6)
 - a. Remove the screws (2).
 - b. Remove the Bracket.



j0ki41122

Figure 6 Remove the Tray 3 Feeder

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.16 Tray 2 Feed/Retard/Nudger Roll (TTM)

Parts List on [PL 11.8](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Always replace the Feed Roll, the Retard Roll, and the Nudger Roll at the same time.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekompnenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Tray 2.
5. Remove the Feed/Retard/Nudger Roll. ([Figure 1](#))
 - a. Slide the Front Chute in the direction of the arrow.
 - b. Remove the Retard Roll.
 - c. Remove the Nudger Roll.
 - d. Remove the Feed Roll.

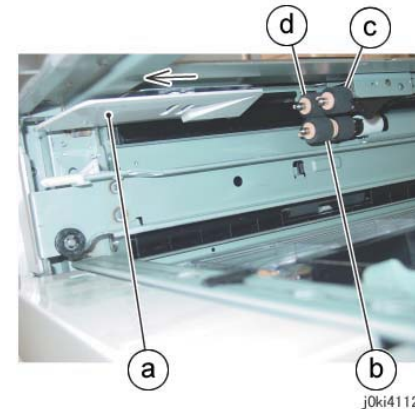


Figure 1 Remove the Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

REP 7.18 Tray 3 Feed/Retard/Nudger Roll (TTM)

Parts List on [PL 11.10](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Always replace the Feed Roll, Retard Roll, and Nudger Roll at the same time.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Tray 2.
5. Pull out Tray 3 and Tray 4.
6. Remove the Feed/Retard/Nudger Roll. ([Figure 1](#))
 - a. Slide the Front Chute in the direction of the arrow.
 - b. Remove the Retard Roll.
 - c. Remove the Nudger Roll.
 - d. Remove the Feed Roll.

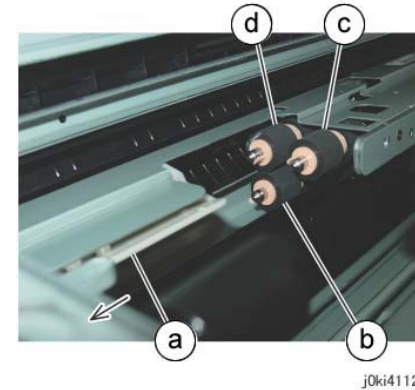


Figure 1 Remove the Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

REP 7.19 Tray 4 Feed/Retard/Nudger Roll (TTM)

Parts List on [PL 11.12](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Always replace the Feed Roll, Retard Roll, and Nudger Roll at the same time.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

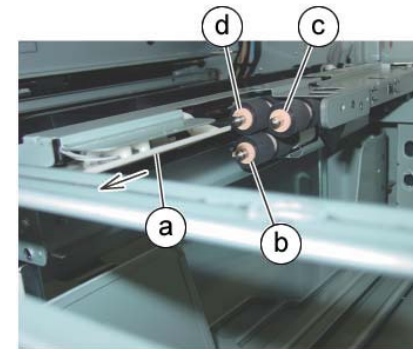
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove Tray 2.
5. Pull out Tray 4.
6. Remove the Feed/Retard/Nudger Roll. ([Figure 1](#))
 - a. Slide the Front Chute in the direction of the arrow.
 - b. Remove the Retard Roll.
 - c. Remove the Nudger Roll.
 - d. Remove the Feed Roll.



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Figure 1 Remove the Feed/Retard/Nudger Rolls

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the [UI Diagnostic Mode](#), select [dC135](#), and reset the HFSI counter.

REP 7.20 Tray Module PWB (TTM)

Parts List on [PL 11.17](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Rear Cover ([PL 11.18](#)).
5. Remove the Main LVPS ([REP 1.17](#)).
6. Remove the Tray Module PWB. ([Figure 1](#))
 - a. Disconnect the connectors (8)
 - b. Remove the screws (6) and Tray Module PWB.

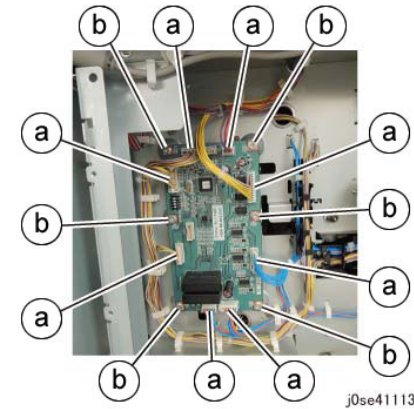


Figure 1 Remove the Tray Module PWB

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, set the DIP switch on the Tray Module PWB (a). ([Figure 2](#), [Table 1](#))

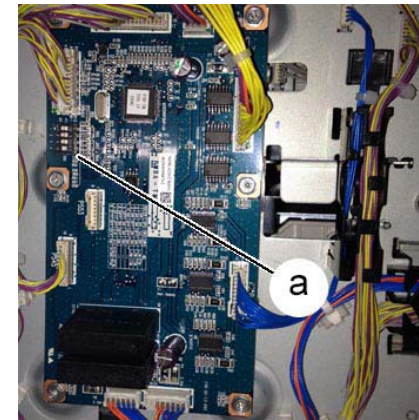


Figure 2 Tray Module PWB DIP Switch

Table 1 DIP Switch Settings

	SW1	SW2	SW3	SW4
C8070	OFF	OFF	OFF	ON
C8045/55	ON	ON	OFF	ON
C8030/35	ON	ON	OFF	ON

REP 7.21 MSI Tray

Parts List on PL 13.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Left Rear Lower Cover. (PL 19.2)
5. Open the L/H Cover Unit.
6. Disconnect the connector. (Figure 1)
 - a. Release the wire harness from the clamps (4).
 - b. Release the cable band from its mounting hole.
 - c. Disconnect the connector.

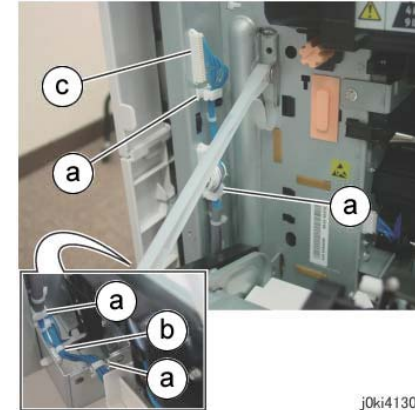


Figure 1 Disconnect the connectors

7. Close the L/H Cover Unit.
8. Remove the MSI Tray. (Figure 2)
 - a. Remove the screws (2).
 - b. Remove the MSI Tray.

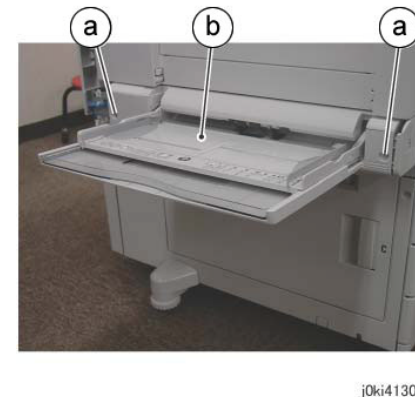


Figure 2 Remove MSI Tray

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Be careful not to pinch the MSI Tray wire harness when installing the Left Rear Lower Cover.

REP 7.22 MSI Tray Feed/Retard/Nudger Roll

Parts List on [PL 13.3](#) (Feed Roll/Nudger Roll), [PL 13.4](#) (Retard Roll)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Top Cover. ([Figure 1](#))
 - a. Release the catches (2) and remove the Top Cover.

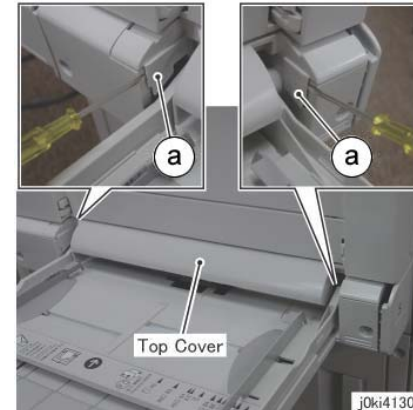
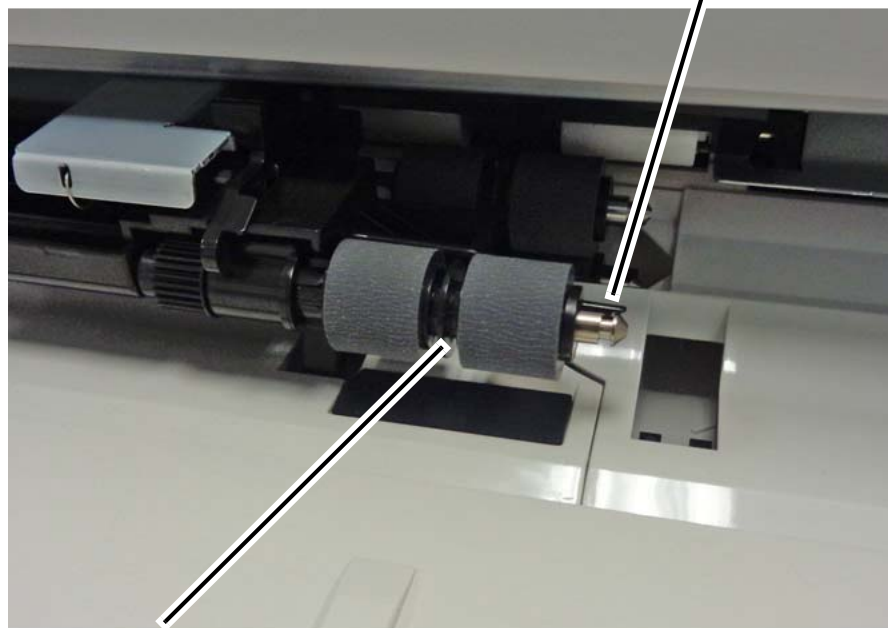


Figure 1 Remove the Top Cover

5. Remove the Nudger Roll. ([Figure 2](#))

1
Lift the catch.

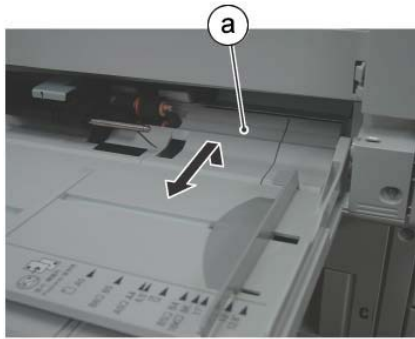


2
Slide the Nudger Roll
assembly off the shaft.

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Figure 2 Removing the Nudger Roll

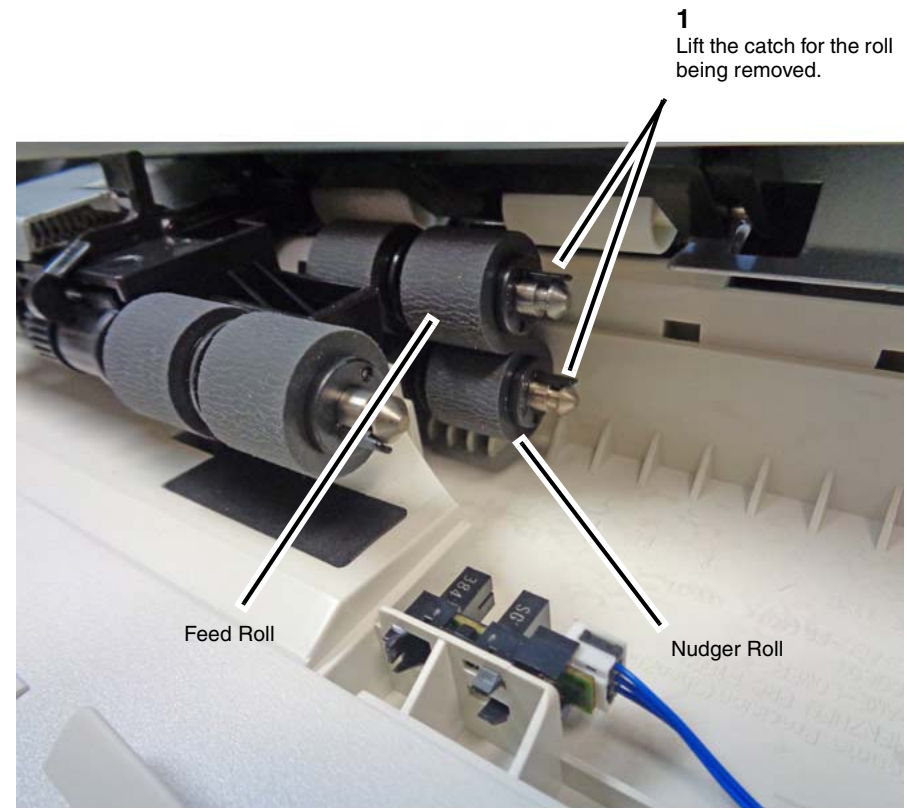
6. Remove the Front Chute (PL 13.4) and (Figure 3).



j0ki41305

Figure 3 Remove the Front Chute

7. Remove the Feed Roll and the Retard Roll. (Figure 4)



- 1
Lift the catch for the roll being removed.
- 2
Slide the roll off the shaft.

j0ki41306-1.jpg

Figure 4 Removing the Feed Roll and the Nudger Roll

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the Top Cover:
 - a. Ensure that the Actuator points into the machine and moves freely.
 - b. Position the left side of the Top Cover so that the tab will rest on top of the Upper Frame Assembly when installed, as shown in Figure 5.

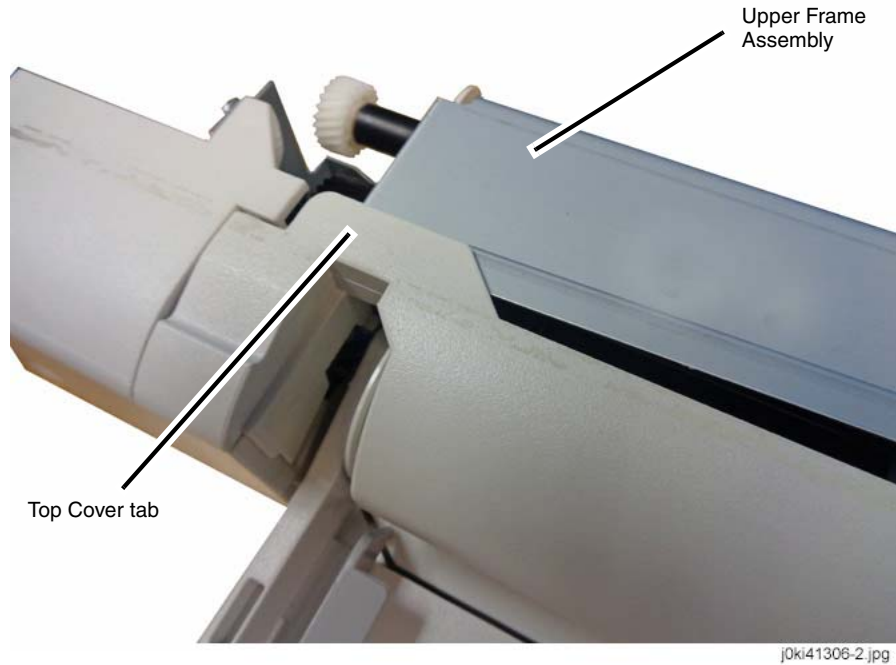


Figure 5 Location of the tab when the Top Cover is correctly installed

- c. Position the right side of the Top Cover.
 - d. When the ends of the Top Cover are evenly aligned with the Lower Frame Assembly (PL 13.2), press the ends to snap the Top Cover in place.
3. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 7.23 MSI Tray Paper Size Sensor

Parts List on [PL 13.5](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Gently extend the Extension Tray, then remove it. ([Figure 1](#))

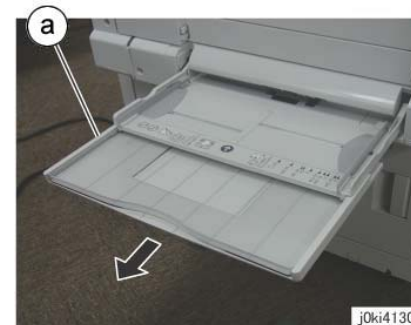


Figure 1 Remove the Extension Tray

5. Remove the Plate. (Figure 2)
 - a. Remove the Tapping Screws (3).
 - b. Remove the Plate.

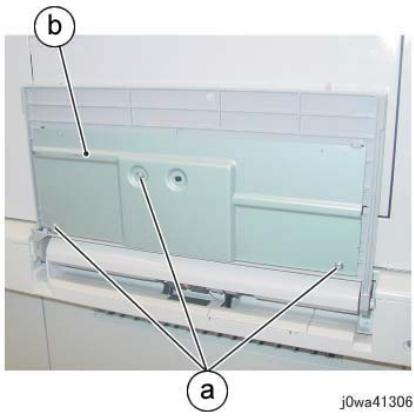


Figure 2 Remove the Plate

6. Remove the Tray 5 Paper Size Sensor. (Figure 3)
 - a. Remove the Pinion Gear.
 - b. Remove the Tapping Screws (3).
 - c. Remove the Tray 5 Paper Size Sensor.
 - d. Release the wire harness.
 - e. Disconnect the connector.

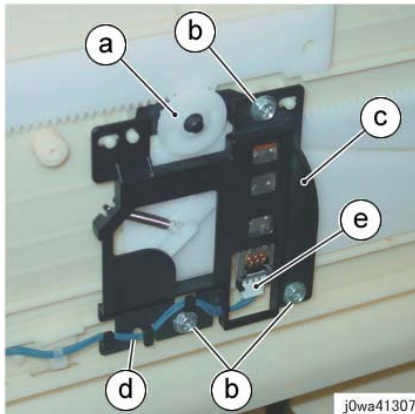


Figure 3 Remove the Tray 5 Paper Size Sensor

Replacement

1. The replacement is the reverse of the removal procedure.

NOTE: When installing the Tray 5 Paper Size Sensor, make sure that the pin is inserted properly into the long hole of the Link. (Figure 4)

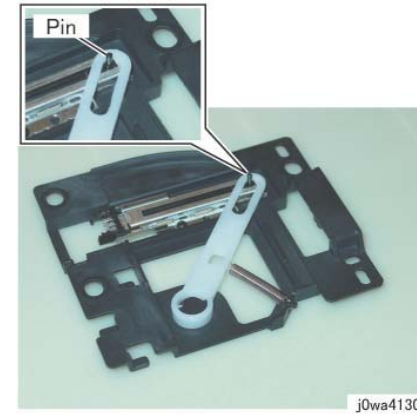


Figure 4 Insert the Pin

NOTE: When installing the Pinion Gear, align the marks on the Front/Rear Rack to the marks on Tray 5. (Figure 5)



Figure 5 Installing the Pinion Gear

REP 7.24 Registration Transport Assembly

Parts List on [PL 15.1A \(C803035/C8045/55\)](#) or [PL 15.1B \(C8070\)](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

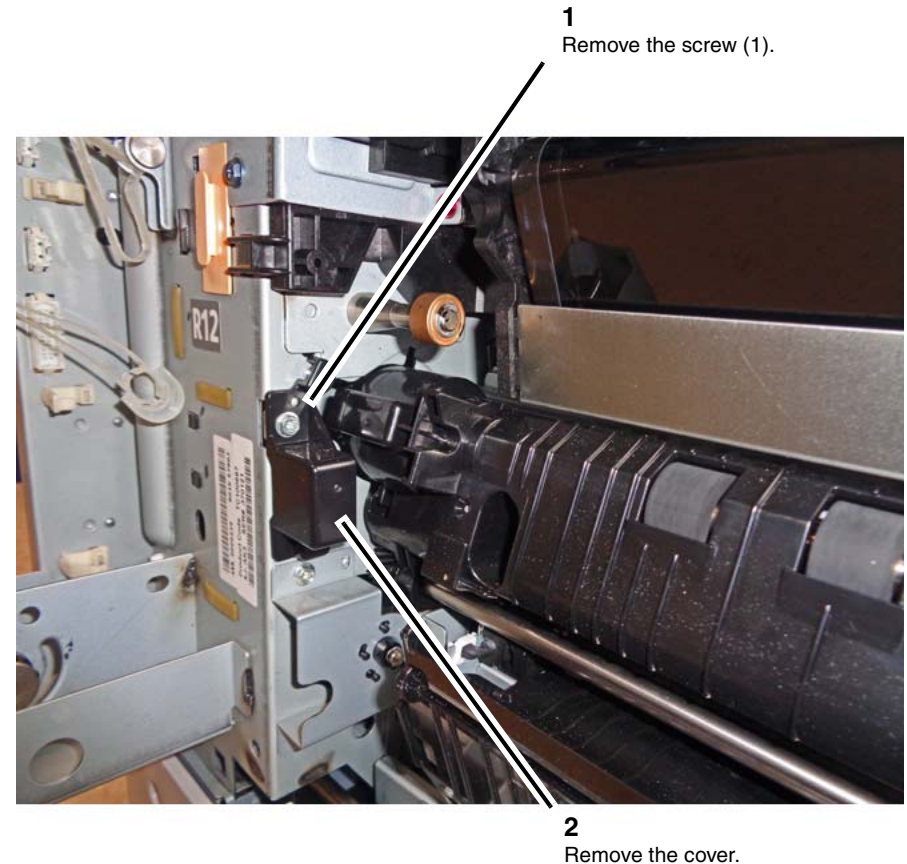
DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the L/H Cover Unit. ([REP 14.1](#))
5. Remove the MSI Tray. ([REP 7.21](#))
6. Remove the cover. ([Figure 1](#))

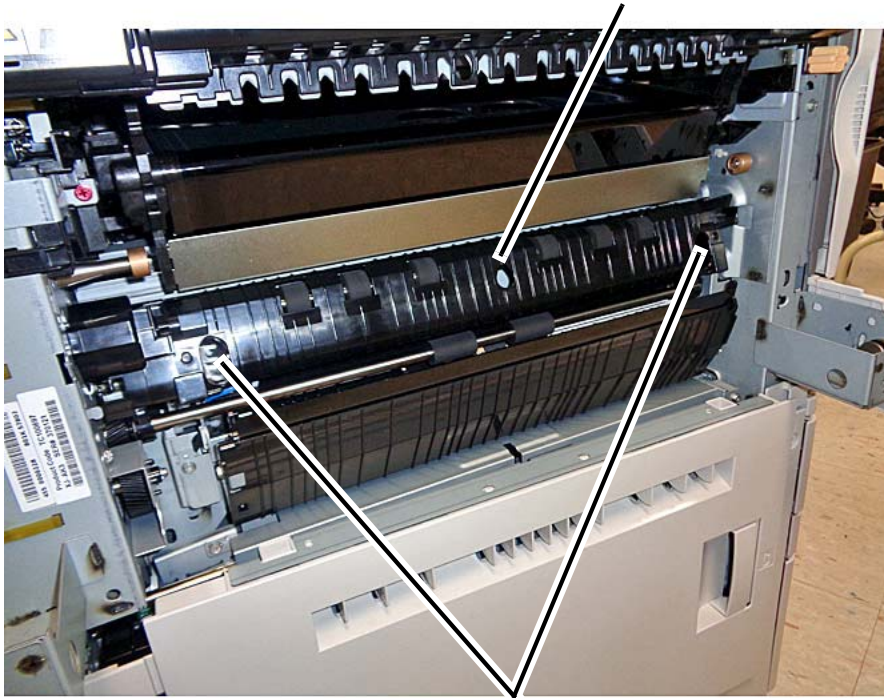


j0kt41501-1.jpg

Figure 1 Removing the connector cover

7. Remove the Registration Transport Assembly. ([Figure 2](#))

2
Remove the Registration
Transport Assembly.



1
Remove the screws (2).

j0ki41501-1.jpg

Figure 2 Removing the Registration Transport Assembly

Replacement

1. The replacement is the reverse of the removal procedure.

CAUTION

Be sure to secure the screw (Figure 2) at the rear side of the Registration Transport Assembly. If the screw is not secured, the DUP MOT DRIVE of the MD PWB can be damaged.

REP 7.25 TM Takeaway Motor (3TM)

Parts List on [PL 10.10](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

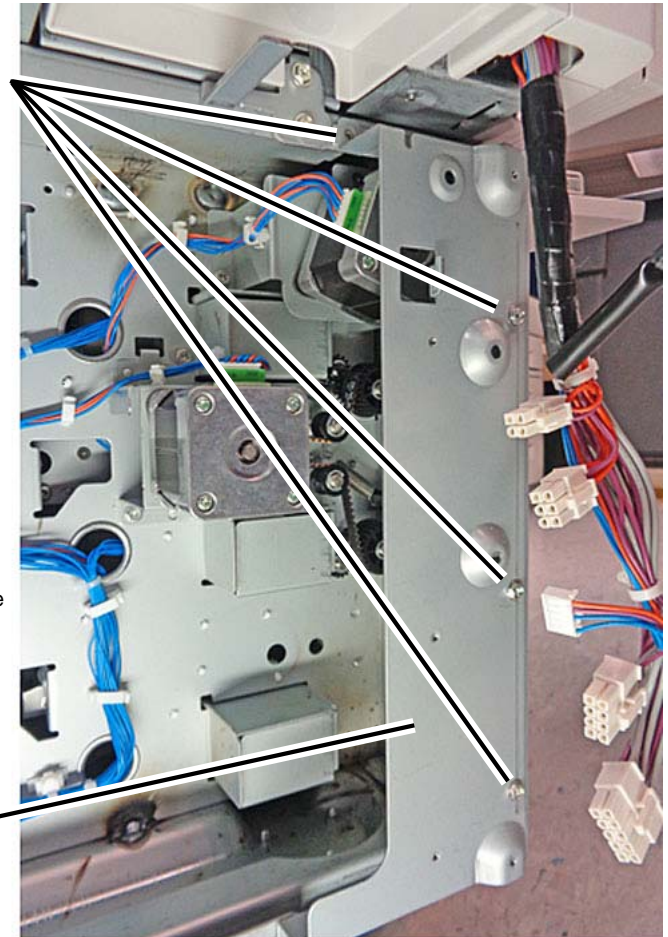
AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Main LVPS. ([REP 1.17](#))
5. Remove the bracket. ([Figure 1](#))

1
Remove the screws
(4).

2
Rotate the bracket
away from the
machine. Lift it off the
frame.

bracket

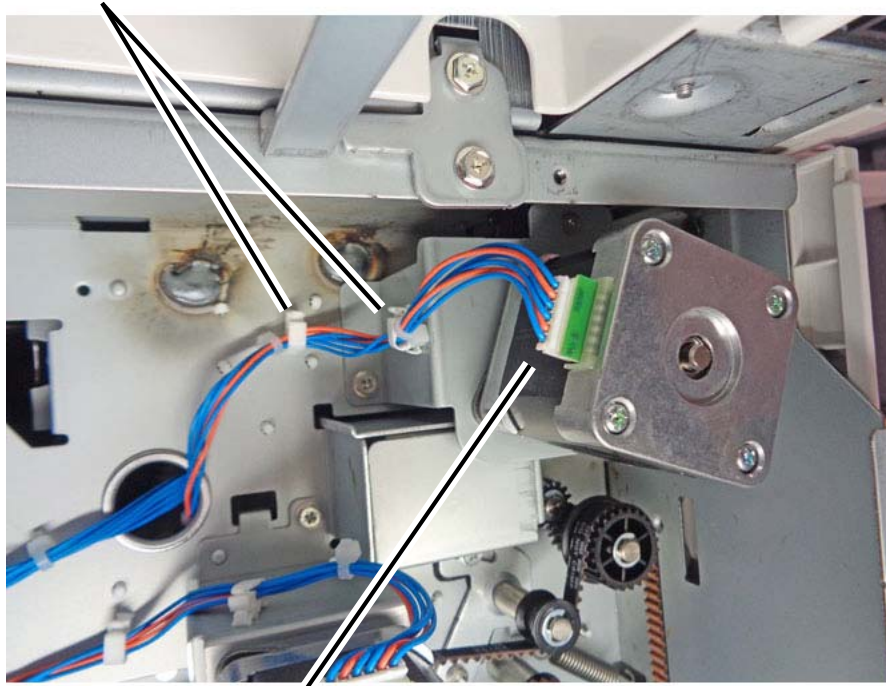


reps_7-25_7-26_fig_1.jpg

Figure 1 Removing the bracket

6. Disconnect the motor connector. (Figure 2)

1
Release the harness from the cable clamps (2).



2
Disconnect the connector.

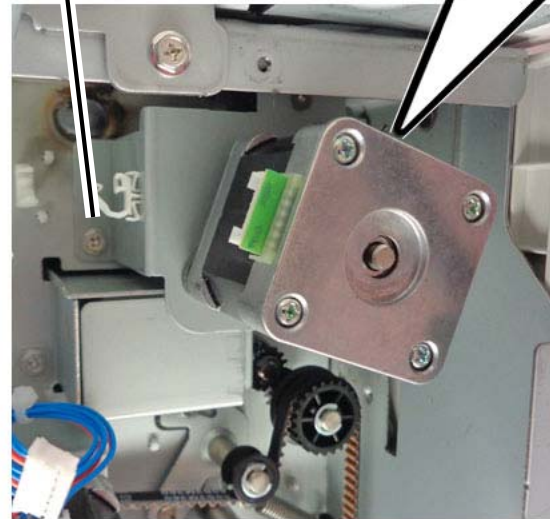
rep_7-25_fig_2.jpg

Figure 2 Disconnecting the motor connector

7. Remove the TM Takeaway Motor with the attached bracket. (Figure 3).

3
Lower and remove the assembly.

2
Grasp the motor with one hand and remove the second mounting screw.



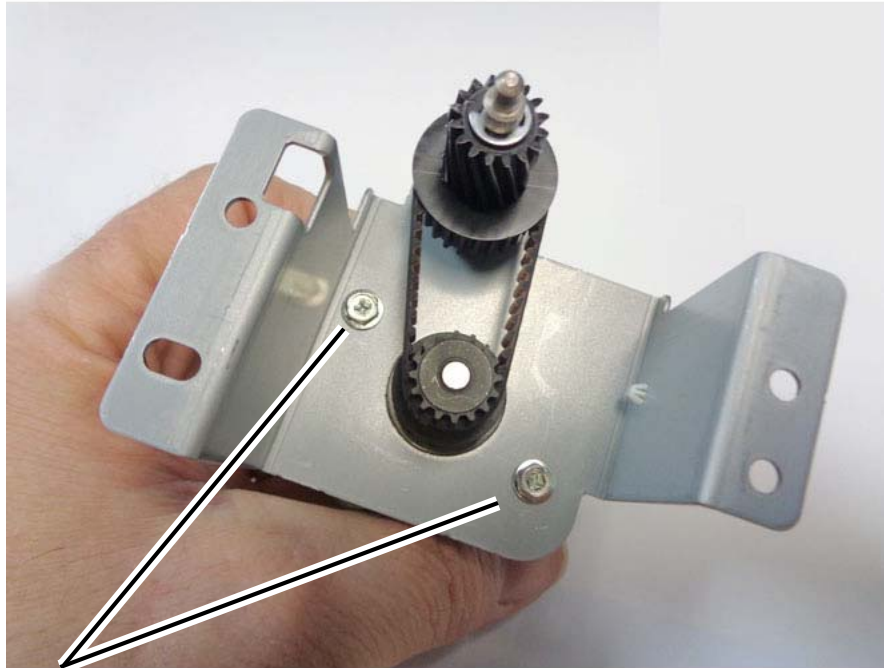
1
Remove the mounting screw.

rep_7-25_fig_4.jpg

Figure 3 Removing the motor and bracket assembly

8. Remove the TM Takeaway Motor from the bracket. (Figure 4)

- 2**
Separate the motor from the belt and bracket.



- 1**
Remove the screws (2).

rep_7-25_fig_3.jpg

Figure 4 Removing the motor

Replacement

The replacement is the reverse of the removal procedure.

REP 7.26 TM Takeaway Motor 2 (3TM)

Parts List on [PL 10.10](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Main LVPS. ([REP 1.17](#))
5. Remove the bracket. ([Figure 1](#))

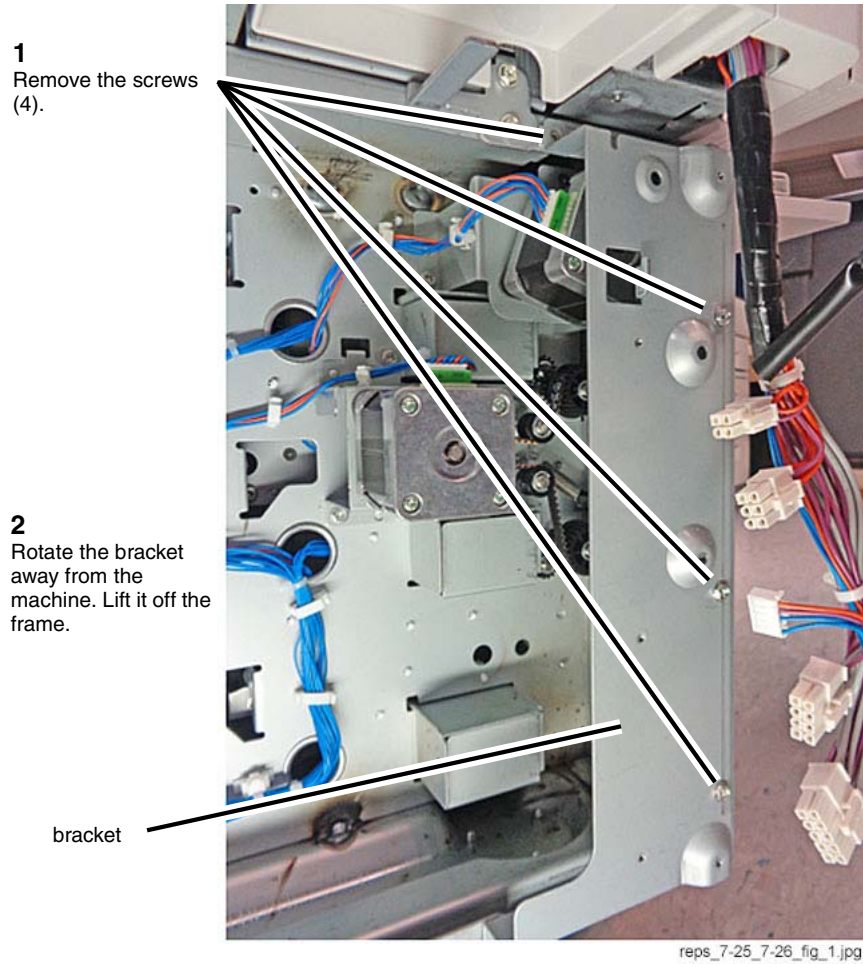


Figure 1 Removing the bracket

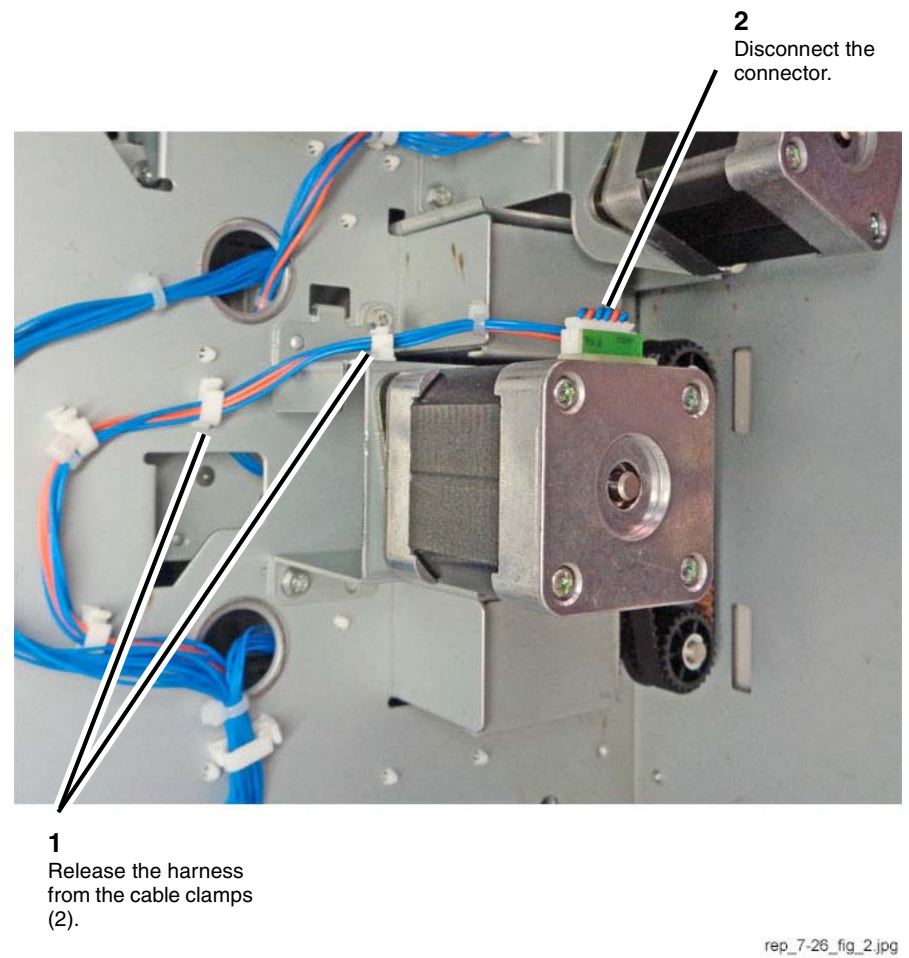
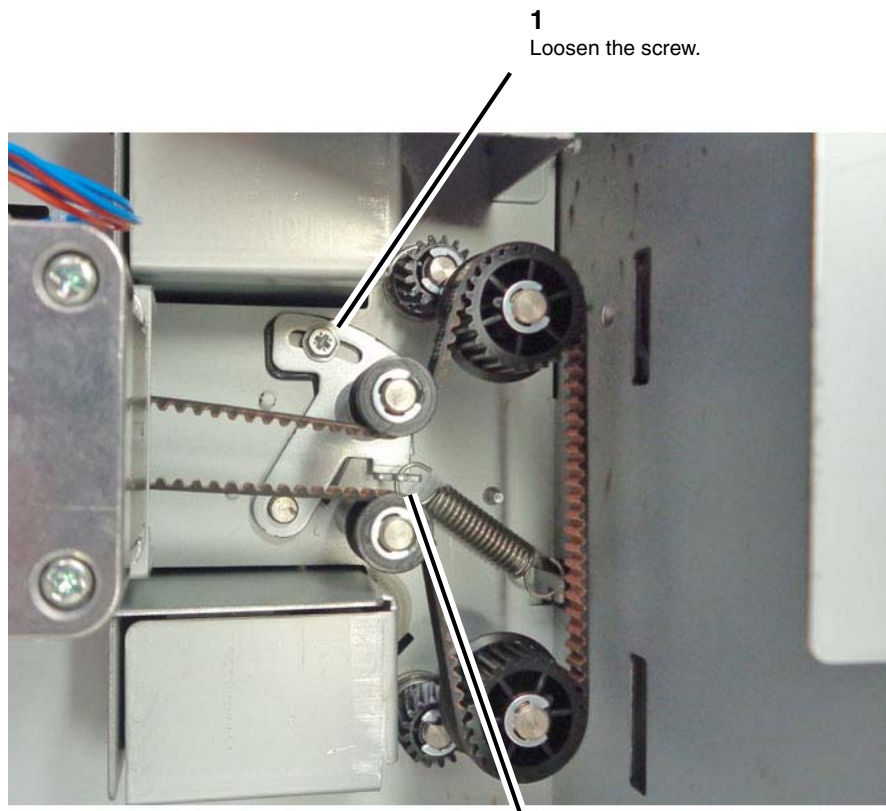


Figure 2 Disconnecting the motor connector

6. Disconnect the motor connector. (Figure 2)

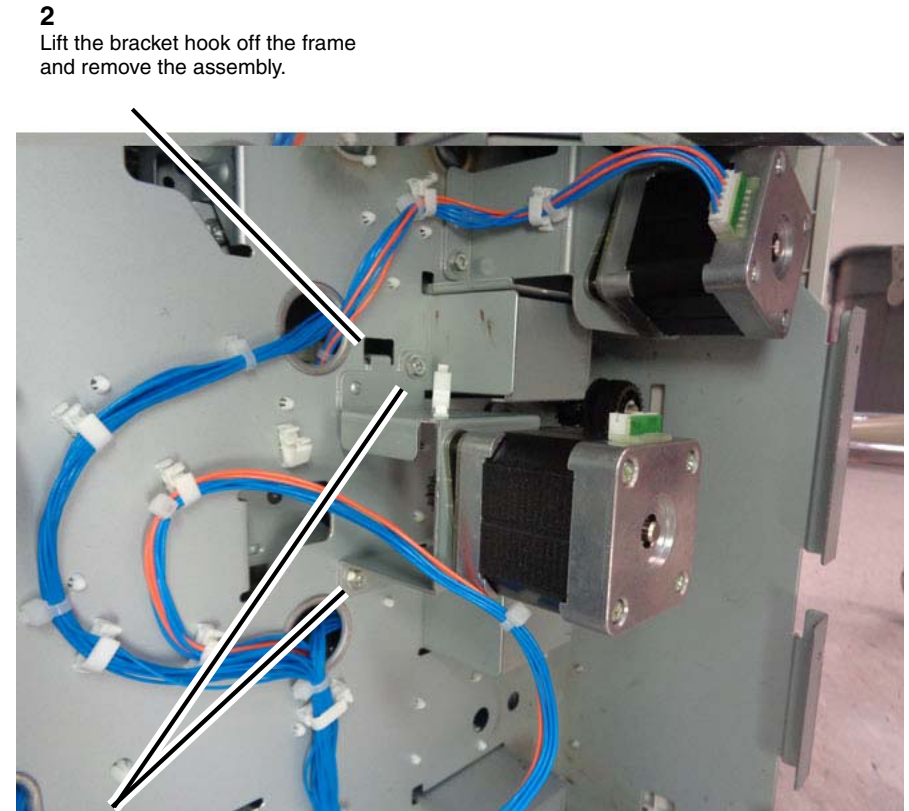
7. Relieve the belt tension and slide the belt off the motor drive gear. (Figure 3)



rep_7-26_fig_3.jpg

Figure 3 Relieving the belt tension/removing the belt from the motor

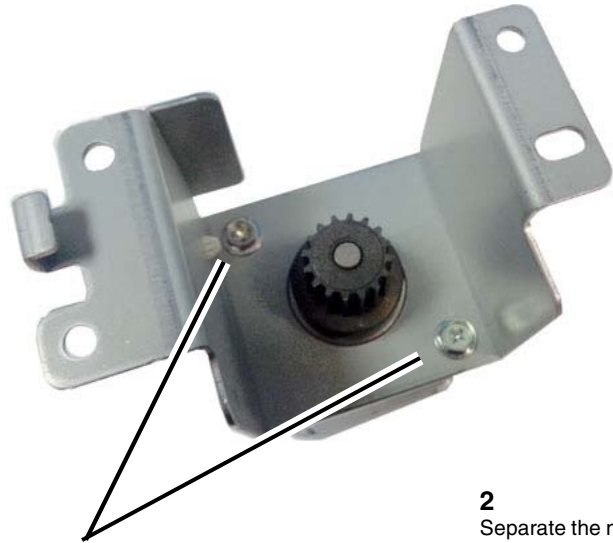
8. Remove the TM Takeaway Motor 2 and bracket assembly. (Figure 4)



rep_7-26_fig_4.jpg

Figure 4 Removing the TM Takeaway Motor 2 and bracket

9. Remove the TM Takeaway Motor 2 from the bracket. (Figure 5)



1
Remove the screws
(2).

2
Separate the motor
from the bracket.

rep_7-26_fig_5.jpg

Figure 5 Removing the motor from the bracket

Replacement

The replacement is the reverse of the removal procedure.

REP 7.27 Takeaway Motor Assembly (TTM)

Parts List on [PL 11.16](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Main LVPS. ([REP 1.17](#))

5. Remove the bracket. (Figure 1)

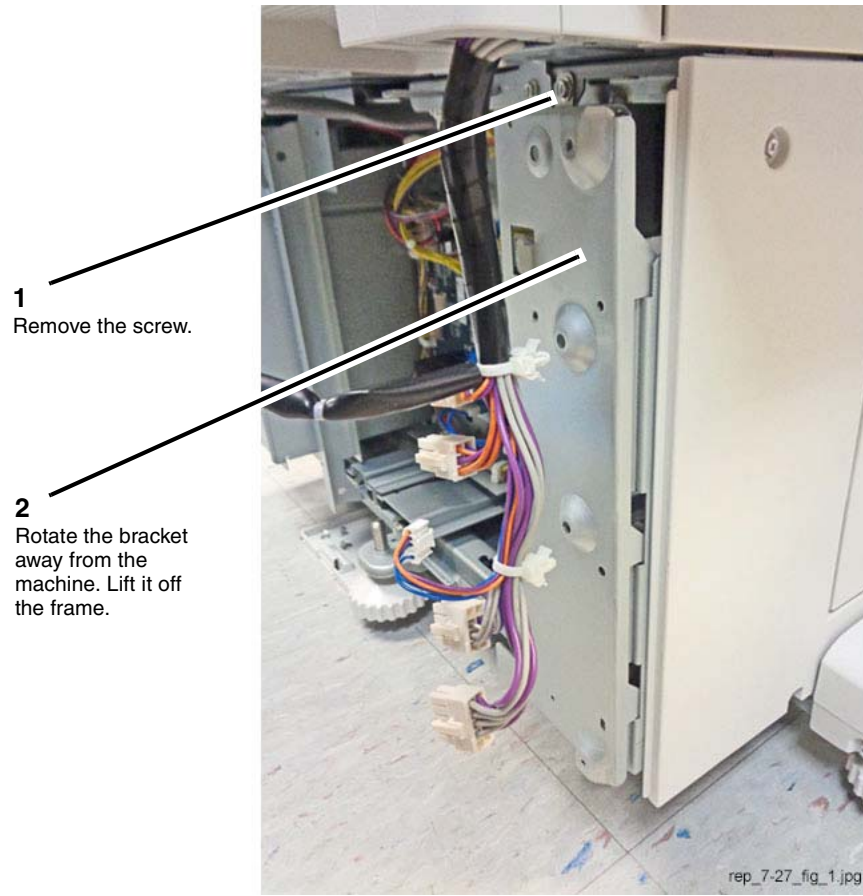


Figure 1 Removing the bracket

6. Remove the Motor Assembly Bracket 1. (Figure 2)

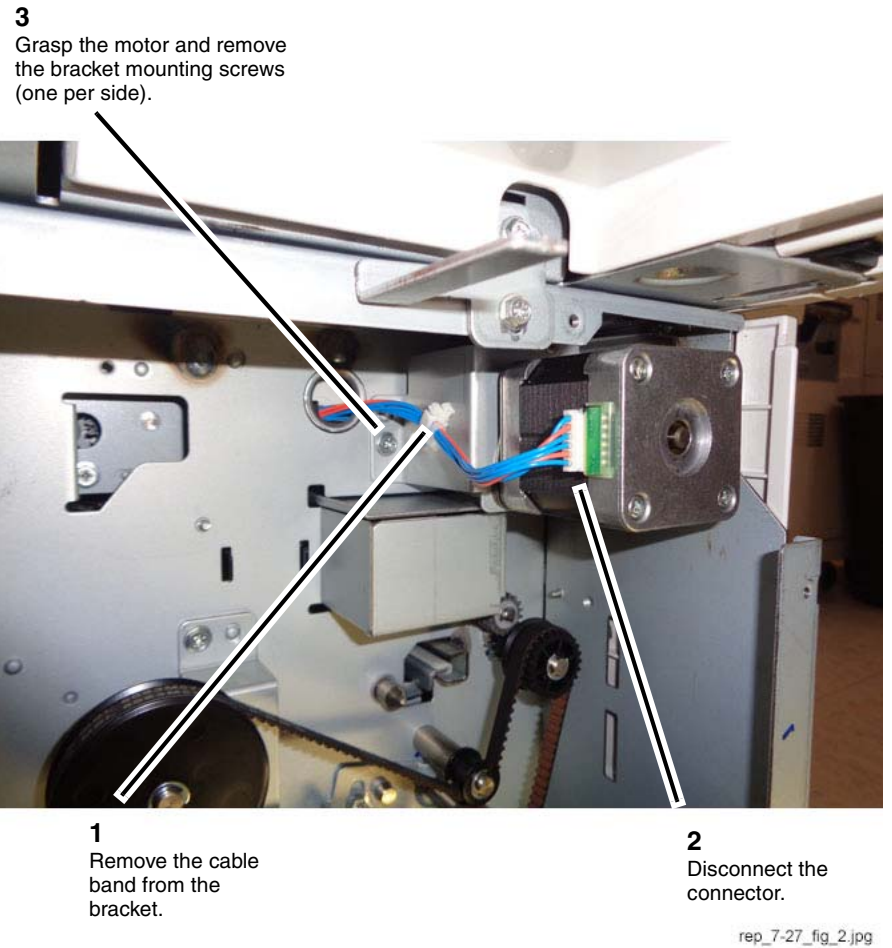
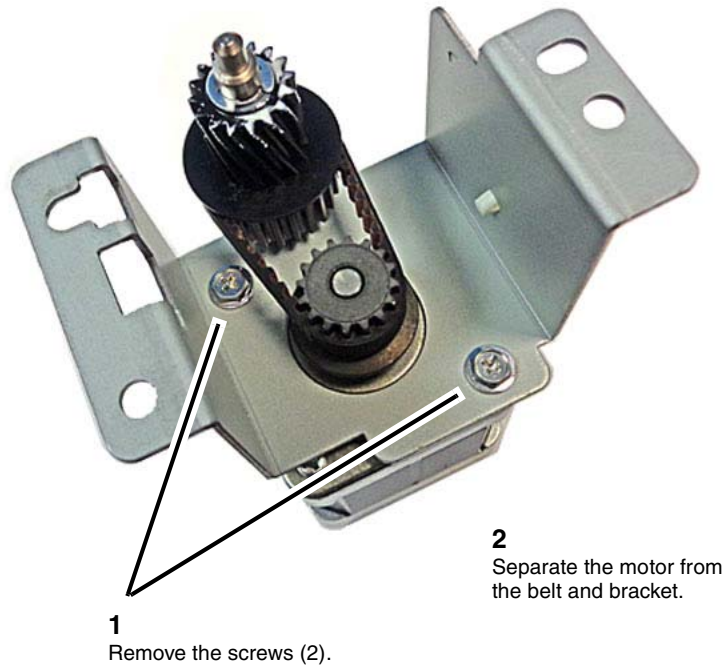


Figure 2 Removing the Motor Assembly Bracket 1

7. Remove the Takeaway Motor Assembly. (Figure 3)



rep_7-27_fig_3.jpg

Figure 3 Removing the Takeaway Motor Assembly

Replacement

The replacement is the reverse of the removal procedure.

REP 7.28 Takeaway Motor 2 (TTM)

Parts List on [PL 11.16](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Ensure that both the customer's main circuit breaker and machine circuit breakers are in the off position. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: S'assurer que le disjoncteur principal du site client, ainsi que les disjoncteurs de la machine, sont tous en position Arrêt. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: accertarsi che sia l'interruttore automatico principale del cliente sia gli interruttori automatici della macchina siano nella posizione di disinserimento. Alcuni componenti della macchina mantengono cariche ad alto voltaggio che possono provocare scosse elettriche e lesioni molto gravi.

VORSICHT: Sowohl der Hauptschalter als auch die Geräteschalter müssen sich in der AUS-Stellung befinden. Einige Gerätekomponenten sind spannungsführend. Bei Berührung droht Stromschlag- bzw. schwere Verletzungsgefahr.

AVISO: Asegúrese de que tanto el disyuntor principal del cliente como los disyuntores de la máquina estén en la posición de apagado. Algunos componentes de la máquina contienen niveles de voltaje eléctrico peligrosos que pueden producir una descarga eléctrica y causar serias lesiones.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the bracket. ([Figure 1](#))

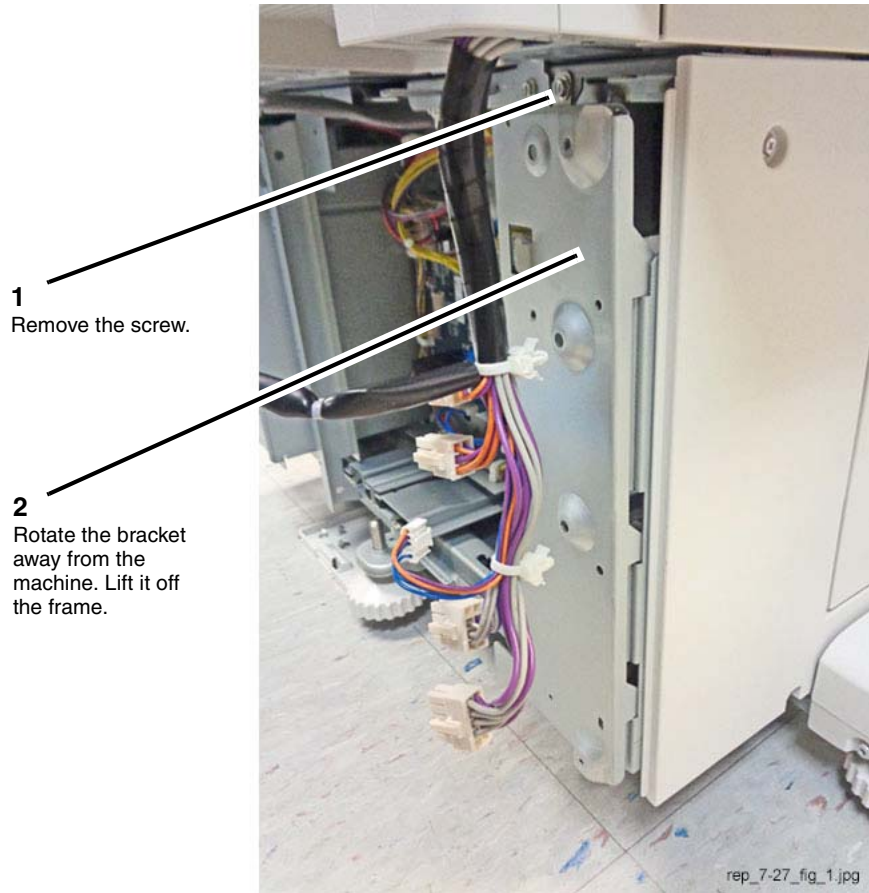


Figure 1 Removing the bracket

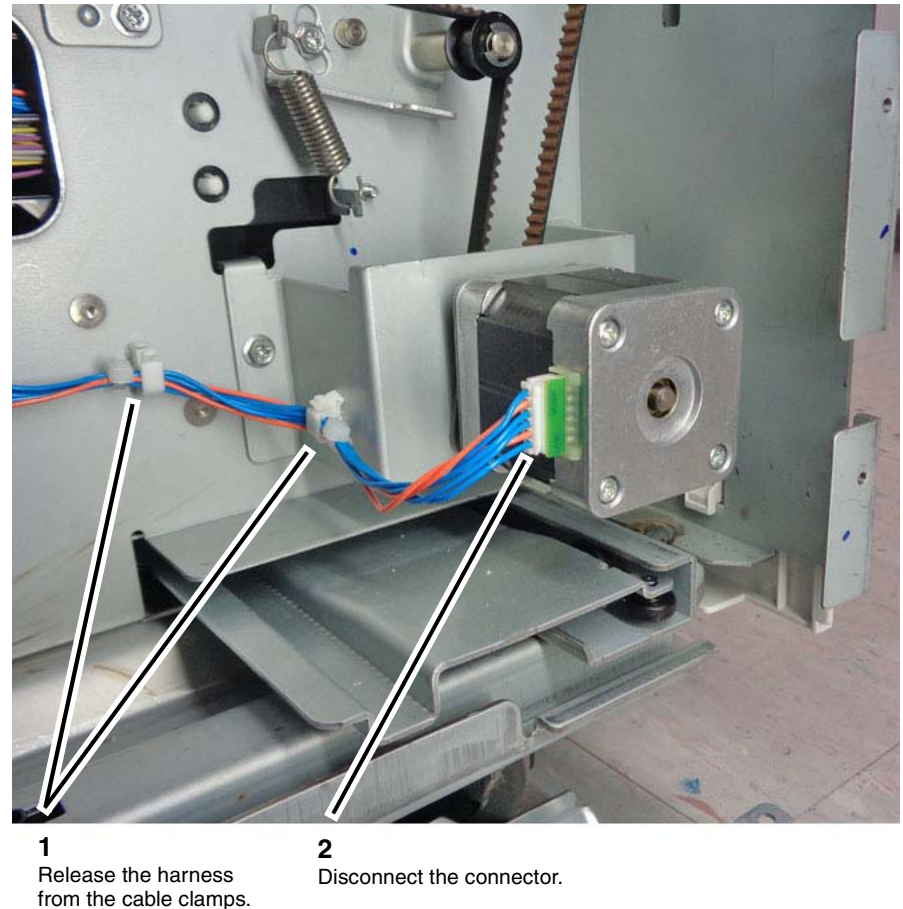
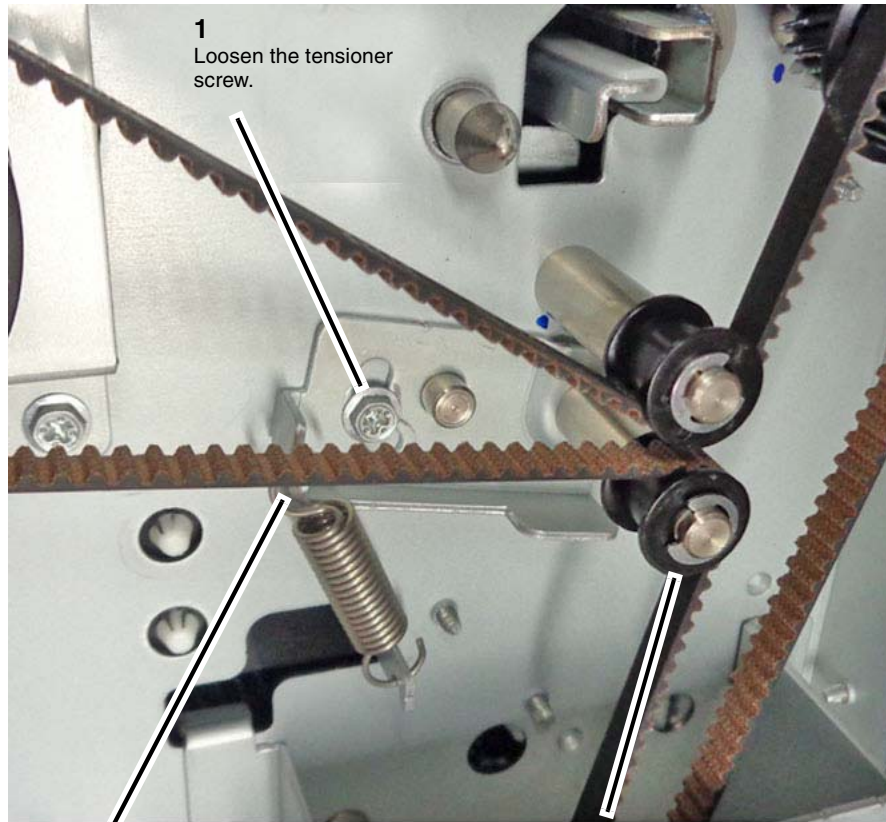


Figure 2 Disconnecting the motor connector

rep_7-28_fig_2.jpg

5. Disconnect the motor connector. (Figure 2)

6. Remove the belt from the tensioner pulley. (Figure 3)



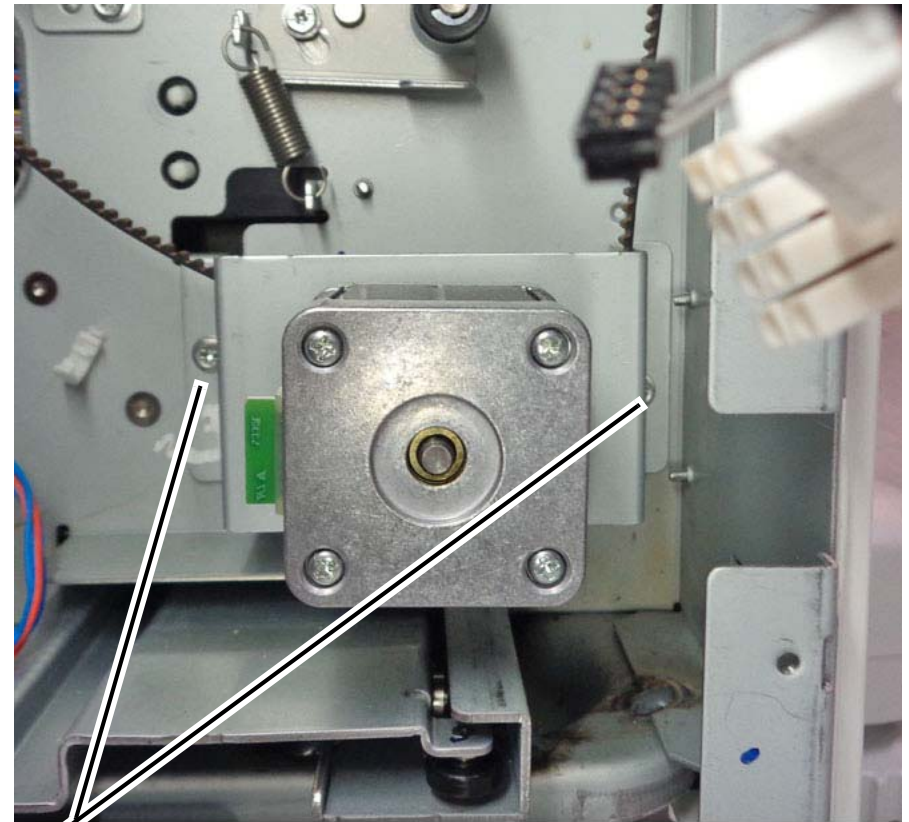
2
Push up the tensioner tab to relieve belt tension.

3
Remove the belt from the tensioner pulley.

rep_7-28_fig_3.jpg

Figure 3 Removing the belt

7. Remove the Motor Assembly Bracket 2. (Figure 4)



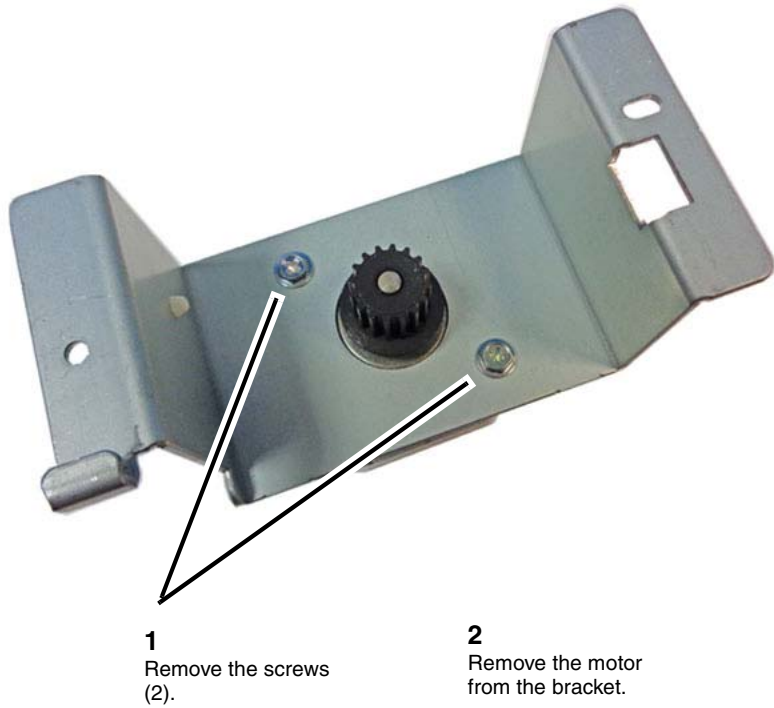
1
Remove the bracket mounting screws (2).

2
Lift the bracket hook off the frame and the motor drive gear off the belt. Remove the motor.

rep_7-28_fig_4.jpg

Figure 4 Removing the Motor Assembly Bracket 2

8. Remove the motor from the bracket. (Figure 5)



rep_7-28_fig_5.jpg

Figure 5 Removing the Takeaway Motor 2

Replacement

The replacement is the reverse of the removal procedure.

REP 9.1 Transfer Belt Cleaner Assembly

Parts List on PL 6.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the Front Cover.
5. Rotate the shutter of the Transfer Belt Cleaner Assembly clockwise. (Figure 1)
 - a. Remove the tapping screw, if present.
 - b. Rotate the shutter in clockwise direction.

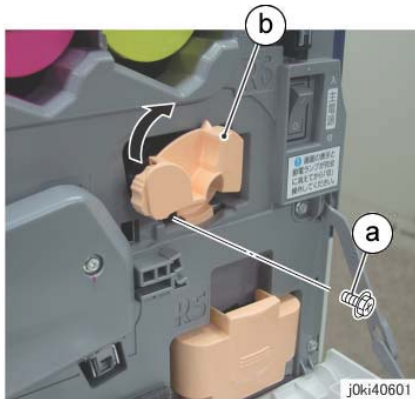


Figure 1 Rotate the shutter clockwise

6. Remove the Transfer Belt Cleaner Assembly. (Figure 2)
 - a. Rotate the Knob in the direction of the arrow until it is free.
 - b. Remove the Transfer Belt Cleaner Assembly.

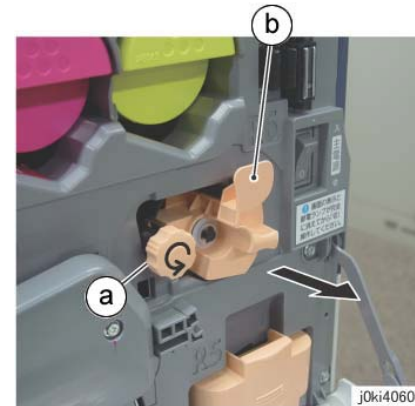


Figure 2 Remove the Transfer Belt Cleaner Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 9.2 IBT Assembly

Parts List on PL 6.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: Do not touch the Transfer Belt surface with your hands.

CAUTION

To prevent Transfer Belt contamination, place the IBT Assembly on either clean paper or a drop cloth; never set it directly on the floor.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Drum (Y, M, C, K). (REP 9.5)
5. Remove the Transfer Belt Cleaner Assembly. (REP 9.1)
6. Remove the Tension Lever of the Transfer Belt. (Figure 1)
 - a. Remove the screw.
 - b. Move the Tension Lever to the unlocked position.
 - c. Pull out and remove the Tension Lever.

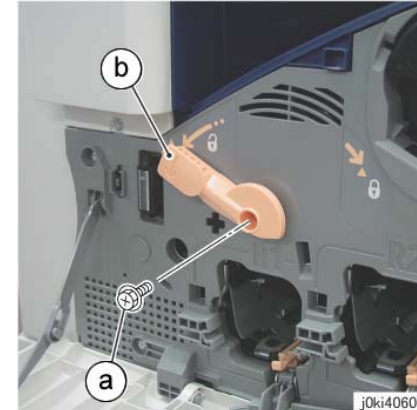


Figure 1 Remove the Tension Lever

7. Open the L/H Cover Unit.
8. Remove the Fuser. (REP 10.1)
9. Remove the Rear Support from the L/H Cover Unit. (Figure 2)
 - a. Remove the KL-Clip.
 - b. Remove the Rear Support.

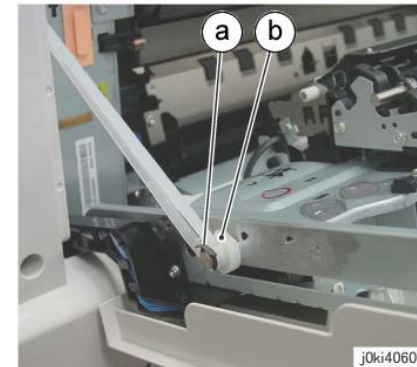
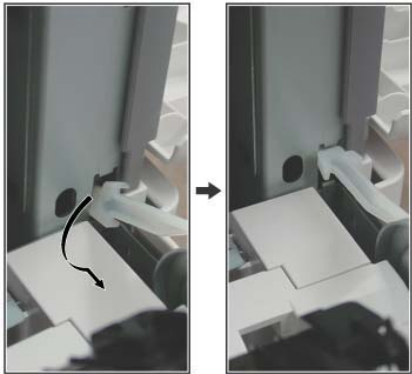


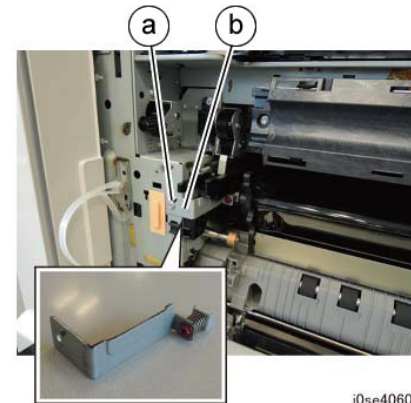
Figure 2 Remove the Rear Support

10. To open the L/H Cover Unit to the service position, rotate the Front Support 90 degrees counterclockwise and pull it out one level. (Figure 3)



j0ki40606

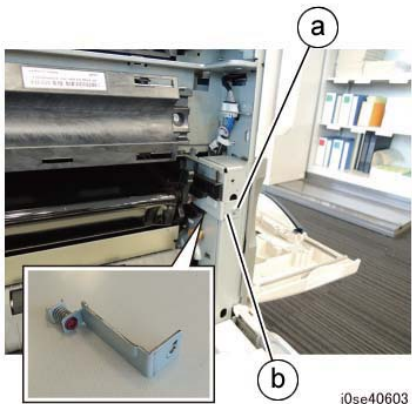
Figure 3 Open the L/H Cover



j0se40604

Figure 5 Remove the Rear Lock Bracket

11. Remove the Front Lock Bracket. (Figure 4)
 - a. Remove the screw.
 - b. Remove the Front Lock Bracket.

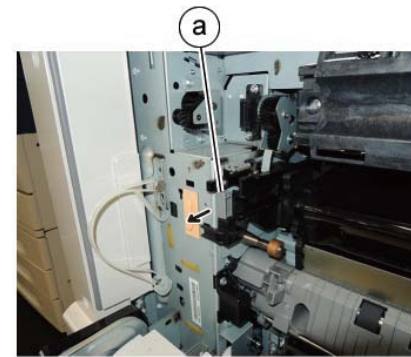


j0se40603

Figure 4 Remove the Front Lock Bracket

12. Remove the Rear Lock Bracket. (Figure 5)
 - a. Remove the screw.
 - b. Remove the Rear Lock Bracket.

13. Pull the Stopper Lever. (Figure 6)
 - a. Pull the Stopper Lever.

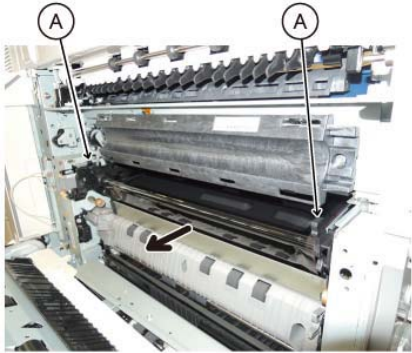


j0se40605

Figure 6 Pull the Stopper Lever

14. Pull out the IBT Assembly by holding on to the indicated sections (A) of the Front/Rear Frame until the handles at the front and rear become accessible. (Figure 7)

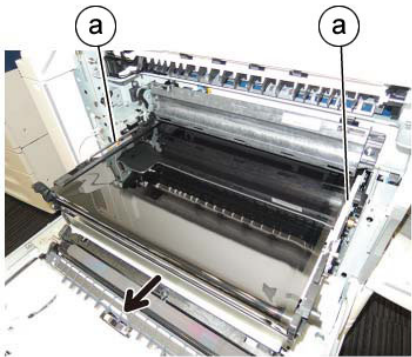
NOTE: When pulling out the IBT Assembly, take care because it may drop from the front/rear rails if pulled too far out.



j0se40606

Figure 7 Pull out the IBT Assembly

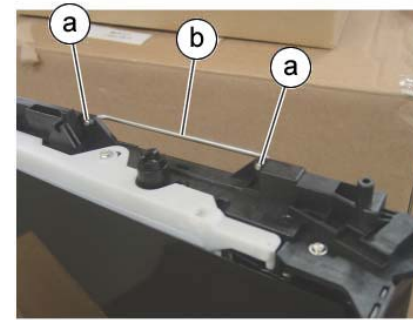
15. Grasp the front and rear handles and pull out the IBT Assembly. (Figure 8)
- Grasp the handles (2). Pull out the assembly.



j0se40607

Figure 8 Hold the handles and remove the IBT Assembly

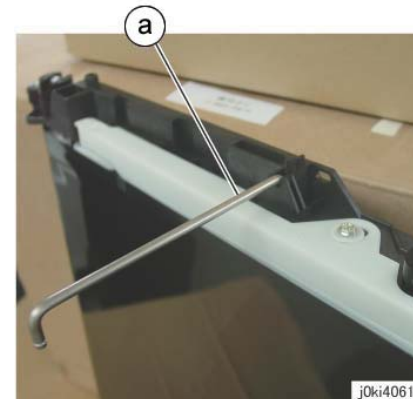
16. While holding the IBT Assembly steady with one hand, remove the rear handle. (Figure 9)
- Remove the KL-Clips (2).
 - Remove the handle.



j0ki40612

Figure 9 Removing the handle

17. Push the handle all the way in at the position shown in Figure 10.
- Install the handle.



j0ki40613

Figure 10 Pushing the handle all the way in

18. With the handle at the bottom, place the IBT Assembly in an upright position.

Replacement

1. To install, perform the removal steps in the reverse order, taking note of the following:

NOTE: When installing the rear handle, install the KL-Clips in the orientation shown in [Figure 11](#).

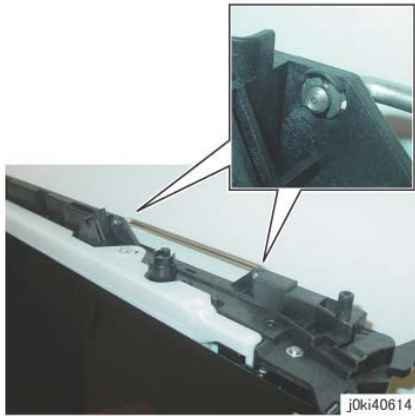


Figure 11 Install the KL-Clip

NOTE: Ensure that the D-Cut of the Coupling Shaft faces upward. ([Figure 12](#))

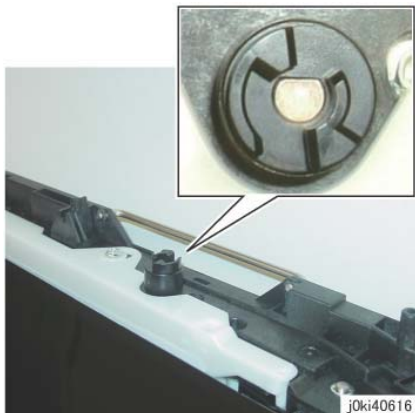


Figure 12 Aligning the Coupling Shaft

NOTE: Insert the IBT Assembly completely into the Main Unit. After that, the positioning is done by the following procedure.

- a. Secure the Front Lock Bracket.
- b. Insert the Stopper Lever while pressing the indicated sections ([Figure 13](#)) of the Rear Frame against the Main Unit.

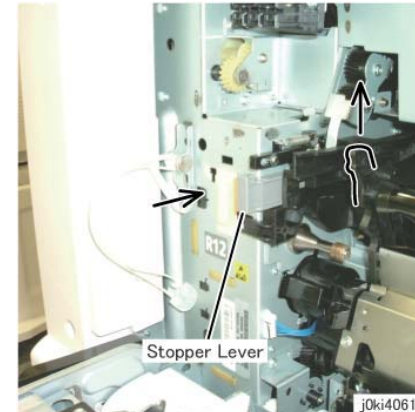


Figure 13 Inserting the Stopper Lever

- c. Secure the Rear Lock Bracket.
2. When replacing the IBT Assembly, switch the Tension Plate on the new IBT Assembly from the storage position to the operating position.
 - a. Remove the Tension Plate. ([Figure 14](#))
 - i. Remove the screw.
 - ii. Remove the Tension Plate.

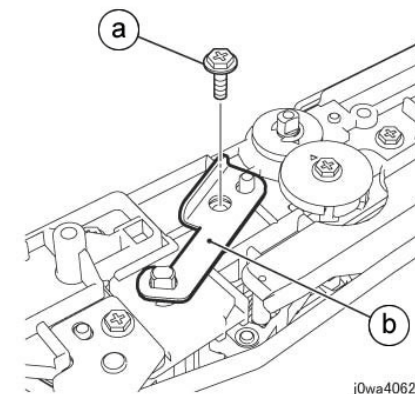


Figure 14 Switching the Tension Plate

- b. Install the Tension Plate. (Figure 15)
 - i. Install the Tension Plate.
 - ii. Tighten the screw.

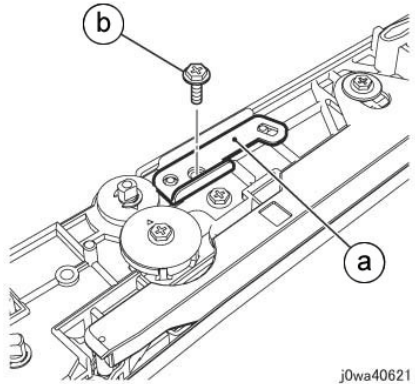


Figure 15 Install the Tension Plate

- 3. After replacement, turn the power ON, enter the **UI Diagnostic Mode**, and perform the following:
 - a. Select **dC131**. Change the value of 760-240 from **0** to **1** (TMA Gain Flag).
 - b. Select **dC135**. Reset the HFSI counter.

REP 9.3 Transfer Belt

Parts List on **PL 6.3**

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: Do not touch the Transfer Belt surface with your hands.

NOTE: Do not touch the Transfer Drive Roll surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (**GP 4**).
3. Disconnect the power cord.
4. Remove the Drum (Y, M, C, K). (**REP 9.5**)
5. Remove the Transfer Belt Cleaner Assembly. (**REP 9.1**)
6. Remove the IBT Assembly. (**REP 9.2**)
7. Remove the Tension Plate. (**Figure 1**)
 - a. Remove the screw.
 - b. Remove the Tension Plate.

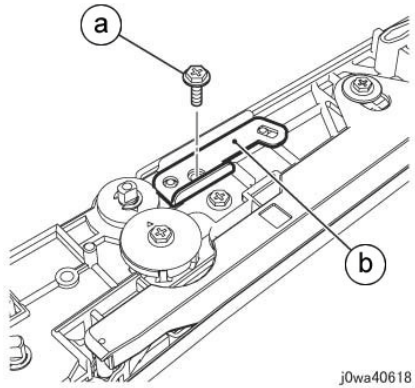


Figure 1 Remove the Tension Plate

8. Switch the Tension Plate that was removed in Step 4. (Figure 2)
 - a. Install the Tension Plate.
 - b. Tighten the screw.

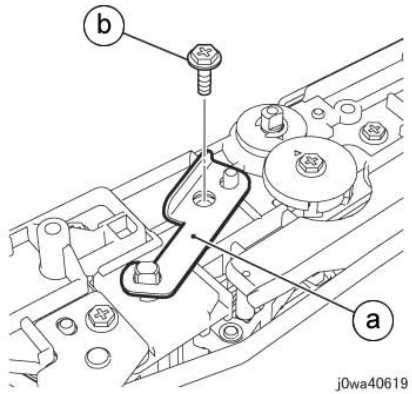


Figure 2 Switch the Tension Plate

9. Remove the Inlet Chute. (Figure 3)
 - a. Remove the screw.
 - b. Remove the Inlet Chute.

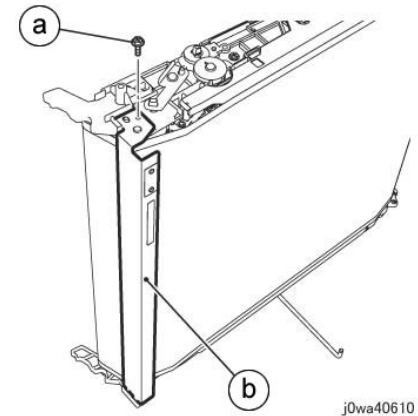


Figure 3 Remove the Inlet Chute

10. Remove the BUR Front Frame. (Figure 4)
 - a. Remove the screw.
 - b. Remove the BUR Front Frame.

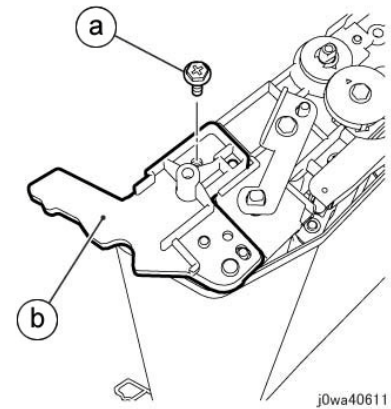


Figure 4 Remove the BUR Front Frame

11. Remove the Backup Roll. (Figure 5)
 - a. Remove the Backup Roll.

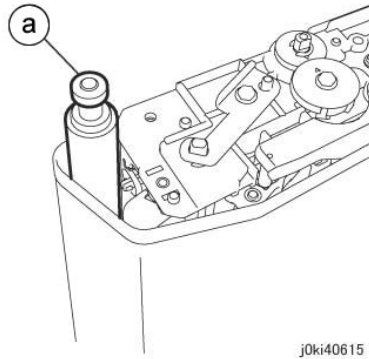


Figure 5 Remove the Backup Roll

12. Remove the Transfer Belt. (Figure 6)

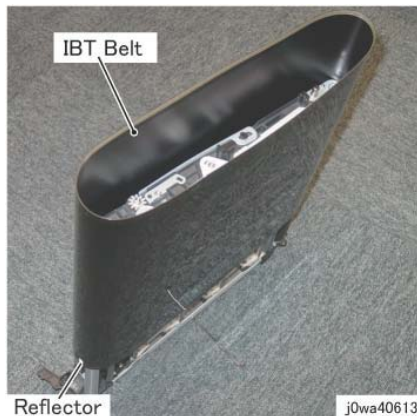


Figure 6 remove the Transfer Belt (IBT)

Replacement

1. To install, perform the removal steps in reverse order, taking note of the following:

NOTE: When installing the Transfer Belt, install it with the TR0 Seal at the rear.

2. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 9.4 TR0 Seal

Parts List on **PL 6.3**

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: Do not touch the Transfer Belt surface with your hands.

NOTE: Do not touch the IBT Drive Roll surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

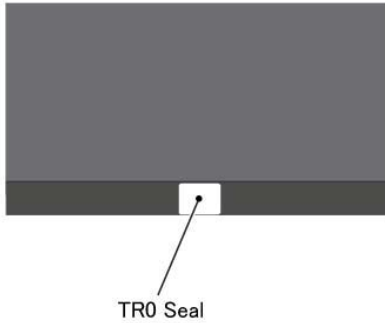
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (**GP 4**).
3. Disconnect the power cord.
4. Remove the Drums (Y, M, C, K) (**REP 9.5**).
5. Remove the Transfer Belt Cleaner Assembly. (**REP 9.1**)
6. Remove the IBT Assembly. (**REP 9.2**)
7. Remove the Transfer Belt. (**REP 9.3**)
8. Open the DADF. Place a clean drop cloth, or equivalent, on the Platen Glass to create a work surface.
9. Using drum cleaner, clean the surface beside the old TR0 Seal (left or right, either is OK; this will be the position to paste the new TR0 Seal). (**Figure 1**)



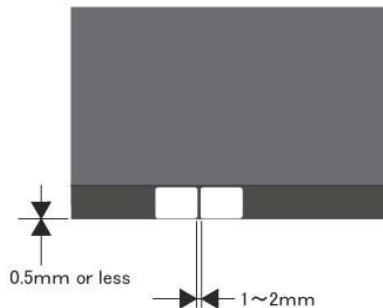
j0wa40616

Figure 1 Clean the surface beside the old TR0 Seal

10. Paste the new TR0 Seal at approximately 1mm to 2mm beside the old TR0 Seal and less than 0.5mm away from the edge of the Transfer Belt. (Figure 2)

NOTE: When peeling off the new TR0 Seal from its backing paper, make sure to do so by first bending the backing paper away to expose the edge. If you attempt to peel off the TR0 Seal directly, it may result in its edges getting bunched up and rendering it unusable.

NOTE: If the new TR0 Seal is skewed, or has dirt/air trapped in it, redo the pasting.



j0wa40617

Figure 2 Paste the new TR0 Seal

11. From the top, gently press on the whole surface of the pasted TR0 Seal.

NOTE: Do not wipe it with a dry cloth, etc.

12. Peel off the old TR0 Seal and use drum cleaner to clean off any adhesive that may have remained on the Transfer Belt.
13. Clean the IBT Home Position Sensor by using a piece of dry cloth.

Replacement

1. To install, perform the removal steps in the reverse order, taking note of the following:

NOTE: When installing the Transfer Belt, install it with the TR0 Seal at the rear.

REP 9.5 Drum

Parts List on [PL 8.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the Front Cover.
5. Rotate the Transfer Belt Tension Lever counterclockwise.
6. Open the Drum Cover.
7. Remove the Drum. ([Figure 1](#))
 - a. Pull the Drum handle in the direction of the arrow and remove the Drum.

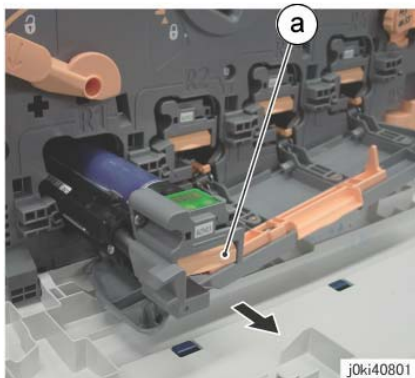


Figure 1 Remove the drum

Replacement

1. The replacement is the reverse of the removal procedure.

REP 9.6 Erase Lamp Unit (K)

Parts List on [PL 8.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) ([REP 9.5](#))
 - Toner Cartridge (Y, M, C, K) ([PL 5.1](#))
 - Waste Box ([PL 8.2](#))
 - Transfer Belt Cleaner Assembly ([REP 9.1](#))
 - IBT Assembly ([REP 9.2](#))
5. Remove the Drum Cover. ([Figure 1](#))
 - a. Remove the screws (2).
 - b. Open the Drum Cover up to the position in [Figure 1](#).
 - c. Remove the Drum Cover.

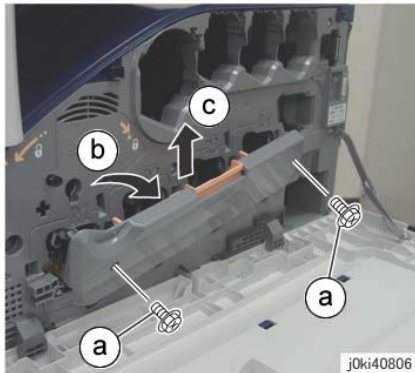


Figure 1 Remove the Drum Cover

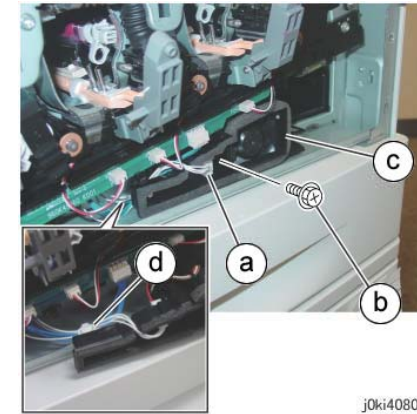


Figure 3 Remove the Process 1 Fan and Duct

6. Open the L/H Cover Unit.
7. Remove the Front Cover together with the Inner Cover. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Front Cover together with the Inner Cover.

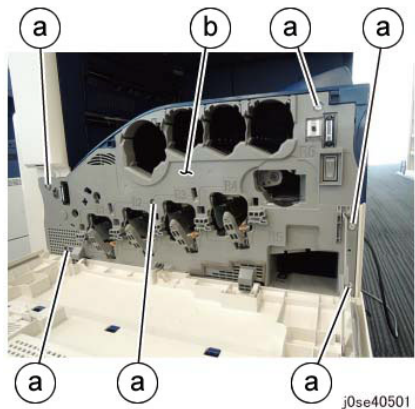


Figure 2 Remove the Front and Inner Cover together

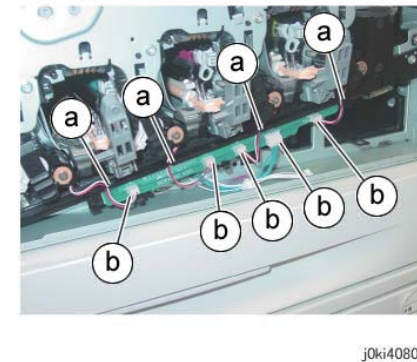


Figure 4 Disconnect the connectors

8. Remove the Process 1 Fan and Duct. (Figure 3)
 - a. Disconnect the connector.
 - b. Remove the screw.
 - c. Remove the Process 1 Fan and Duct.
 - d. Remove the cable band.

9. Disconnect the connectors of the ATC PWB Assembly. (Figure 4)
 - a. Release the wire harness from the hooks (4).
 - b. Disconnect the connectors (5).

10. Remove the ATC PWB Assembly. (Figure 5)
 - a. Remove the screws (2).
 - b. Remove the ATC PWB Assembly.

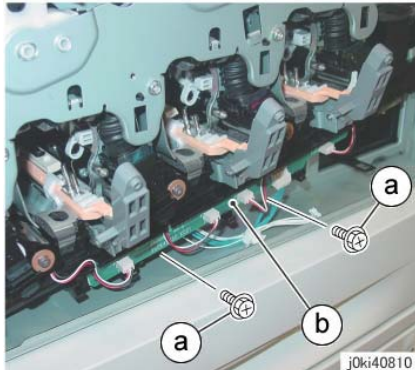


Figure 5 Remove the ATC PWB Assembly

11. Close the shutters of the Dispenser Pipe (Y, M, C, K) and the Developer Housing Assembly (Y, M, C, K). (Figure 6)
 - a. Close the shutter.
 - b. Turn the Lever counterclockwise and close the shutter.

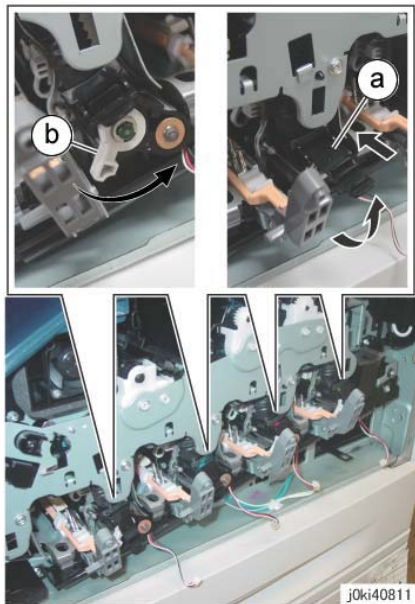


Figure 6 Close the shutters

12. Remove the Waste Toner Pipe Assembly. (Figure 7)
 - a. Remove the screws (3).
 - b. Remove the Waste Toner Pipe Assembly.

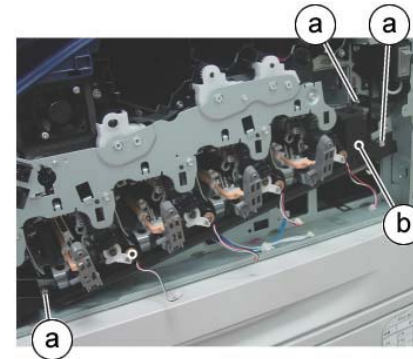


Figure 7 Remove the Waste Toner Pipe Assembly

NOTE: Make sure that the shutter at the Waste Box side of the Waste Toner Pipe Assembly is closed. Also make sure that the shutter is closed when installing. (Figure 8)

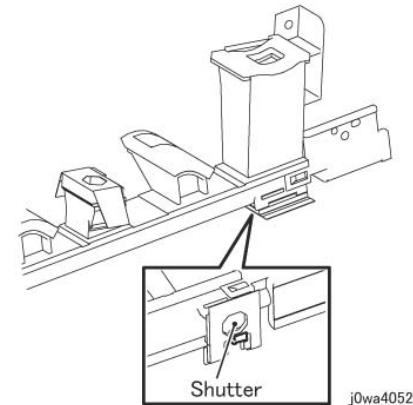


Figure 8 Make sure the shutter is closed during Removal/Install

13. Remove the Plate. (Figure 9)
 - a. Remove the screws (6).
 - b. Remove the Plate.

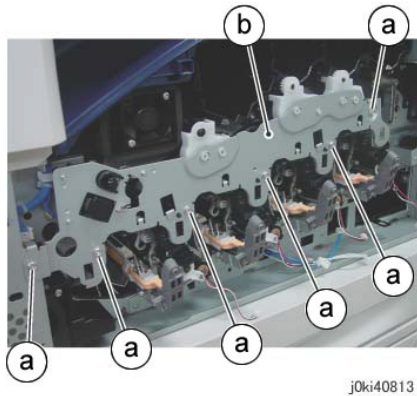


Figure 9 Remove the Plate

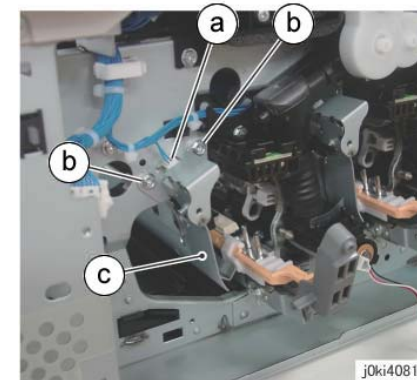


Figure 11 Remove the Erase Lamp Unit (K)

14. Remove the Drum/Developer Drive Unit (REP 4.4).
15. Remove the MOB ADC Assembly. (REP 9.16)
16. Remove the screw that secures the Erase Lamp Unit (K) at the rear. (Figure 10)
 - a. Remove the screw.

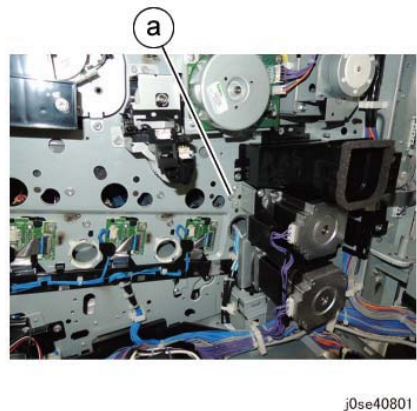


Figure 10 Remove the screw

17. Remove the Erase Lamp Unit (K). (Figure 11)
 - a. Disconnect the connector.
 - b. Remove the screws (2).
 - c. Remove the Erase Lamp Unit (K).

Replacement

1. The replacement is the reverse of the removal procedure.

NOTE: When cleaning the inner part of the Waste Toner Pipe Assembly, siphon the cleaner from the outlet at the Waste Box side. Rotating the gear indicated in the figure clockwise will result in the toner being ejected. (Figure 12)

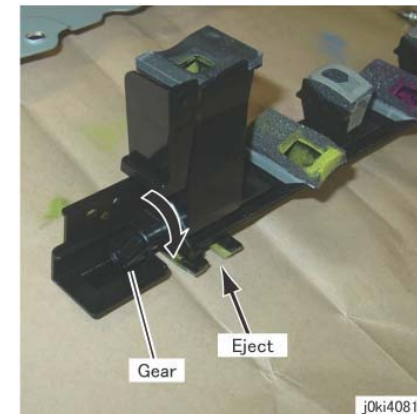


Figure 12 Siphon the cleaner from the outlet at the Waste Box side

NOTE: After installing the Waste Toner Pipe Assembly, do not forget to open the shutters of the Dispenser Pipe (Y, M, C, K) and the Developer Housing Assembly (Y, M, C, K) that were closed in Step 8.

REP 9.7 Erase Lamp Unit (C, M, Y)

Parts List on PL 8.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: Because the removal procedure for the Erase Lamp Units (Y, M, C) is the same, the following describes only the procedure for the Erase Lamp Unit (C).

NOTE: Place paper under the removed Dispenser Pipe (Y, M, C, K) and on the floor so that the toner, etc., do not dirty the floor and the machine during servicing.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) (REP 9.5)
 - Toner Cartridge (Y, M, C, K) (PL 5.1)
 - Waste Box (PL 8.2)
 - Transfer Belt Cleaner Assembly (REP 9.1)
 - IBT Assembly (REP 9.2)
5. Remove the Drum Cover. (Figure 1)
 - a. Remove the screws (2).
 - b. Open the Drum Cover up to the position.
 - c. Remove the Drum Cover.

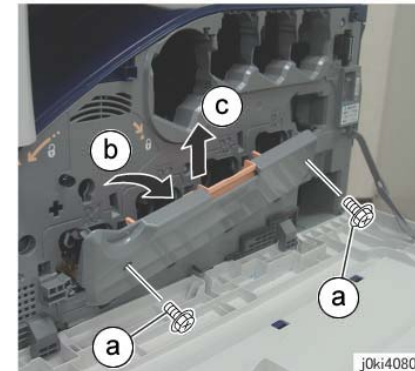


Figure 1 Remove the Drum Cover

6. Open the L/H Cover Unit.
7. Remove the Front Cover together with the Inner Cover. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Front Cover together with the Inner Cover.

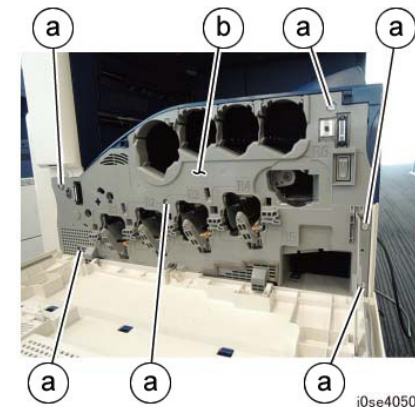


Figure 2 Remove the Front and Inner Covers together

8. Remove the Process 1 Fan and Duct. (Figure 3)
 - a. Disconnect the connector.
 - b. Remove the screw.
 - c. Remove the Process 1 Fan and Duct.
 - d. Remove the cable band.

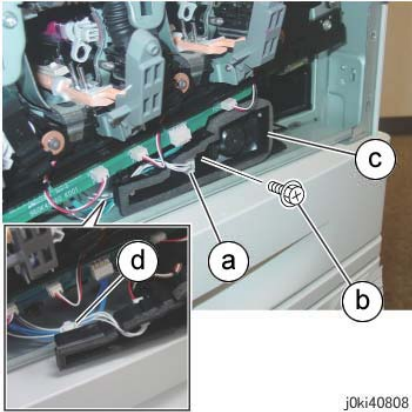


Figure 3 Remove the cable band

9. Disconnect the connectors of the ATC PWB Assembly. (Figure 4)
 - a. Release the wire harness from the hooks (4).
 - b. Disconnect the connectors (5).

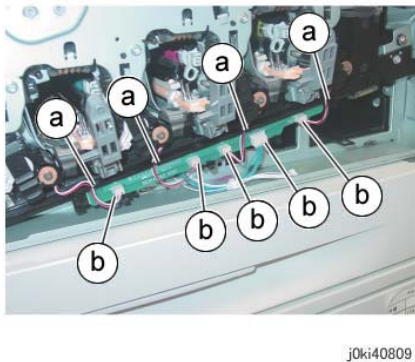


Figure 4 Disconnect the connectors

10. Remove the ATC PWB Assembly. (Figure 5)
 - a. Remove the screws (2).
 - b. Remove the ATC PWB Assembly.

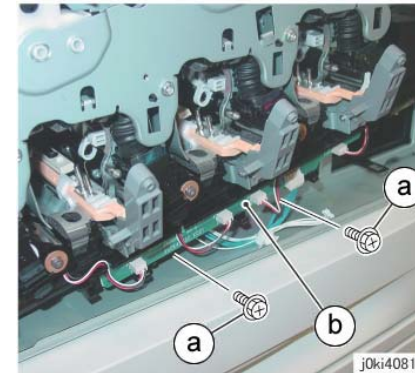


Figure 5 Remove the ATC PWB Assembly

11. Close the shutters of the Dispenser Pipe (Y, M, C, K) and the Developer Housing Assembly (Y, M, C, K). (Figure 6)
 - a. Close the shutter.
 - b. Turn the Lever counterclockwise and close the shutter.

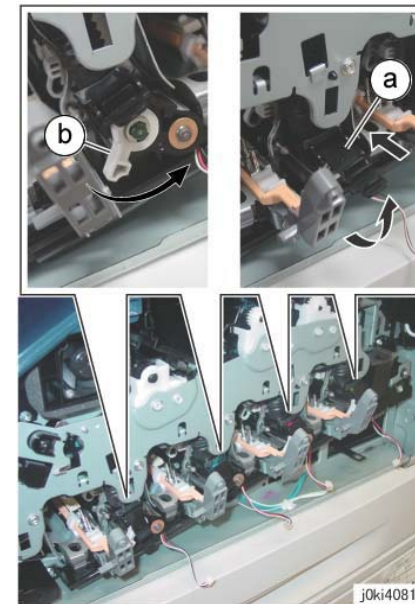
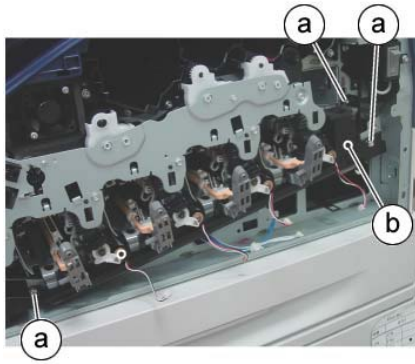


Figure 6 Close the shutters (Y,M,C,K)

12. Remove the Waste Toner Pipe Assembly. (Figure 7)

- a. Remove the screws (3).
- b. Remove the Waste Toner Pipe Assembly.



j0ki40812

Figure 7 Remove the Waste Toner Pipe Assembly

NOTE: Make sure that the shutter at the Waste Box side of the Waste Toner Pipe Assembly is closed. Also make sure that the shutter is closed when installing. (Figure 8)

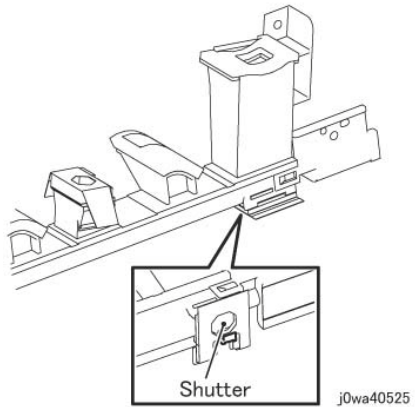
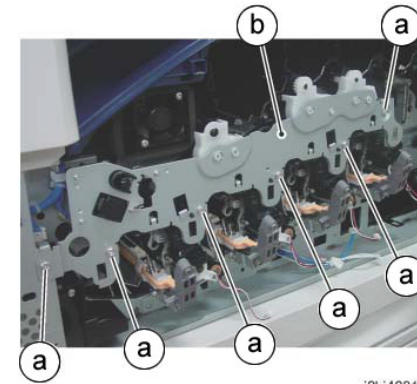


Figure 8 Make sure the shutter is closed during Removal/Install

13. Remove the Plate. (Figure 9)

- a. Remove the screws (6).
- b. Remove the Plate.



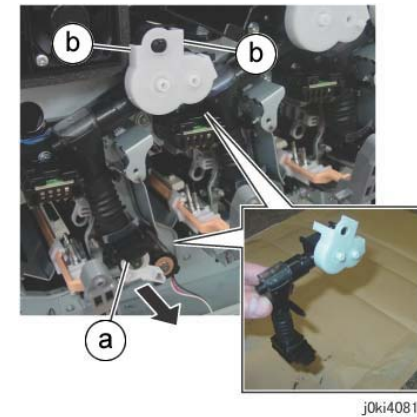
j0ki40813

Figure 9 Remove the Plate

14. Remove the Drum/Developer Drive Assembly (REP 4.4).

15. Remove the Dispenser Pipe (K). (Figure 10)

- a. Pull the joint section between the Dispenser Pipe (K) and the Guide Assembly (K) towards you.
- b. Release the hooks (2) and remove the Dispenser Pipe (K).

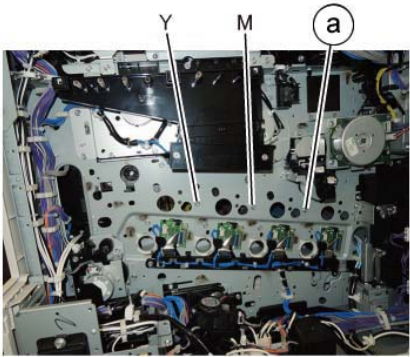


j0ki40817

Figure 10 Remove the Dispenser Pipe (k)

16. Remove the screw that secures the Erase Lamp Unit (C) at the rear. (Figure 11)

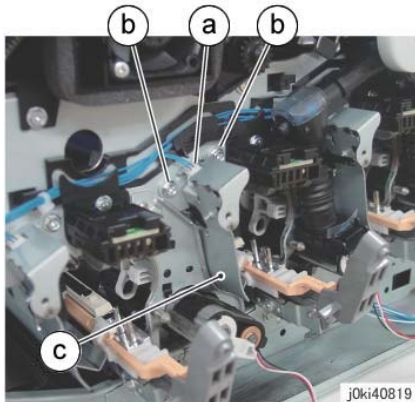
- a. Remove the screw.



j0se40802

Figure 11 Remove the screw

17. Remove the Erase Lamp Unit (C). (Figure 12)
 - a. Disconnect the connector.
 - b. Remove the screws (2).
 - c. Remove the Erase Lamp Unit (C).



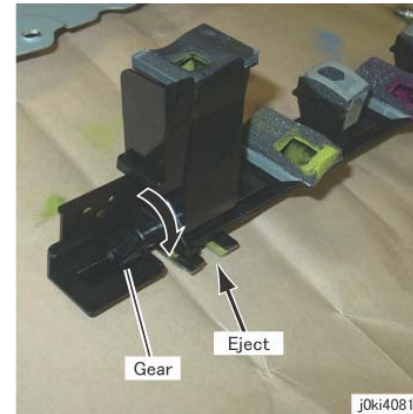
j0ki40819

Figure 12 Remove the Erase Lamp Unit (C)

Replacement

1. The replacement is the reverse of the removal procedure.

NOTE: When cleaning the inner part of the Waste Toner Pipe Assembly, siphon the cleaner from the outlet at the Waste Box side. Rotating the gear indicated in the figure clockwise will result in the toner being ejected. (Figure 13)



j0ki40816

Figure 13 Siphon the cleaner from the outlet at the Waste Box side

NOTE: After installing the Waste Toner Pipe Assembly, do not forget to open the shutters of the Dispenser Pipe (Y, M, C, K) and the Developer Housing Assembly (Y, M, C, K) that were closed in Step 8.

REP 9.8 Agitator Motor Assembly

Parts List on PL 8.2

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Disconnect all cables connected to the Control section on the right of the machine.
5. Remove the following parts:
 - Drum (Y, M, C, K) (REP 9.5)
 - Waste Box (PL 8.2)
 - Rear Lower Cover (REP 14.3)
 - Right Cover (PL 19.3)
 - HVPS (1st/2nd/BTR) (REP 1.1)
 - Remove the Drum/Developer Drive Unit (REP 4.4).
6. Move the GFI Chassis Assembly. (Figure 1)
 - a. Release the wire harnesses from the clamps, as needed.
 - b. Remove the screws (5).
 - c. Move the GFI Chassis Assembly.

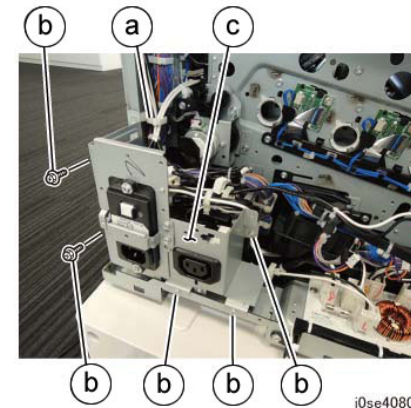


Figure 1 Slide the GFI Chassis Assembly

7. Remove the Harness Holder. (Figure 2)
 - a. Disconnect the connector.
 - b. Release the wire harness from the hook.
 - c. Remove the cable band.
 - d. Remove the screws (2).
 - e. Remove the Harness Holder.

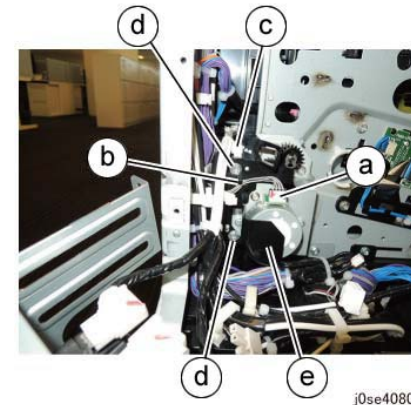


Figure 2 Remove the Harness Holder

8. Remove the gear and the bearing. (Figure 3)
 - a. Remove the KL-Clip.
 - b. Remove the gear.
 - c. Remove the bearing.

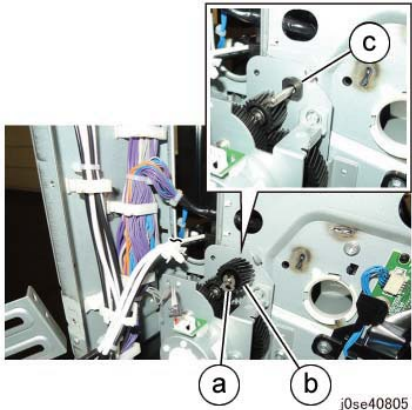


Figure 3 Remove the Gear and bearing

9. Remove the Agitator Motor Assembly. (Figure 4)
 - a. Remove the screws (2).
 - b. Remove the Agitator Motor Assembly.

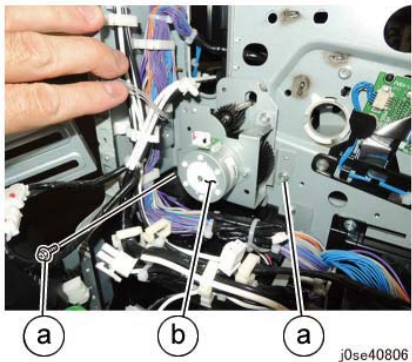


Figure 4 Remove the Agitator Motor Assembly

Replacement

1. The replacement is the reverse of the removal procedure.

REP 9.9 2nd BTR Assembly

Parts List on [PL 14.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Do not touch the 2nd BTR Roll surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the L/H Cover Unit.
5. Remove the 2nd BTR Assembly. (Figure 1)
 - a. Remove the tapping screw.
 - b. Press the Lever in the direction of the arrow.
 - c. Remove the 2nd BTR Assembly.

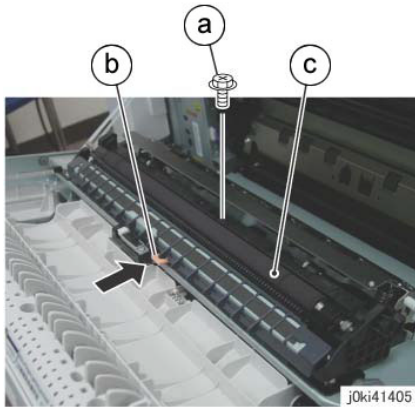


Figure 1 Remove the 2nd BTR Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the **UI Diagnostic Mode** and use **dC135** to reset the HFSI counter.

REP 9.10 LED Print Head Assembly (Y, M, C, K)

Parts List on [PL 2.1](#)

Removal

NOTE: To power down the machine, first press the UI Power Button and wait for the machine **and** the Power Button LED to turn off completely, then switch off the Main Power Switch.

NOTE: Because the removal procedure for the LPH Units (Y, M, C, and K) are the same, the following describes only the procedure for the LPH Unit (K).

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: Place paper under the Developer Housing Assembly (Y, M, C, K) and on the floor so that the toner, etc., does not dirty the floor and the machine during service.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) ([REP 9.5](#))
 - Toner Cartridge (Y, M, C, K) ([PL 5.1](#))
 - Waste Box ([PL 8.2](#))
 - Transfer Belt Cleaner Assembly ([REP 9.1](#))
 - Tension Lever ([PL 6.1](#))
5. Remove the Developer Housing Assembly (K). ([REP 9.14](#))
6. Remove the LPH Unit (K). ([Figure 1](#))
 - a. Remove the screw.
 - b. Remove the LPH Unit (K).

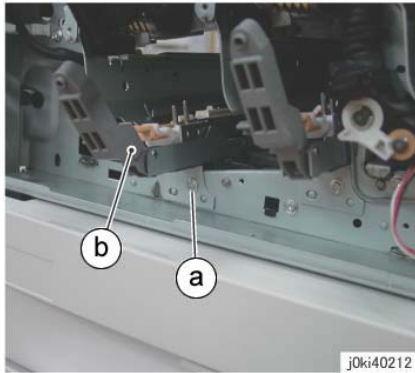


Figure 1 Remove the LPH Unit (K)

Replacement

1. The replacement is the reverse of the removal procedure.

REP 9.12 LPH Cable Assembly

Parts List on PL 2.2

Procedure

Select from the list below the procedure which matches the machine being serviced:

- LPH Cable Assembly (C8030/35)
- LPH Cable Assembly (C8045/55)
- LPH Cable Assembly (C8070)

LPH Cable Assembly (C8030/35)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Disconnect all cables connected to the SBC Unit.
5. Remove the following:
 - Drum (Y, M, C, K) (REP 9.5)
 - Rear Lower Cover (REP 14.3)
 - Left Rear Upper Cover (PL 19.2)
6. Disconnect the LPH Cables (4) from the MDM PWB. (Figure 1)

- a. Disconnect the LPH Cables (2).
- b. Disconnect the LPH Cables (2).
- c. Release the LPH Cable from the cable holder.
- d. Release the LPH Cable from the cable holder.

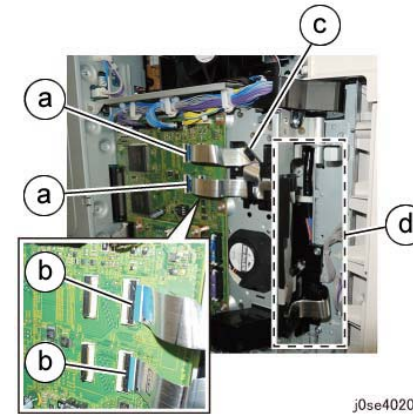


Figure 1 Disconnect the LPH Cables

7. Remove the HVPS (1st/2nd/BTR). (REP 1.1)
8. Remove the Drum/Developer Drive Unit (REP 4.4).
9. Release the wire harness from the Harness Holder.
 - a. Disconnect the connectors (4).
 - b. Release the wire harness from the Harness Holder.

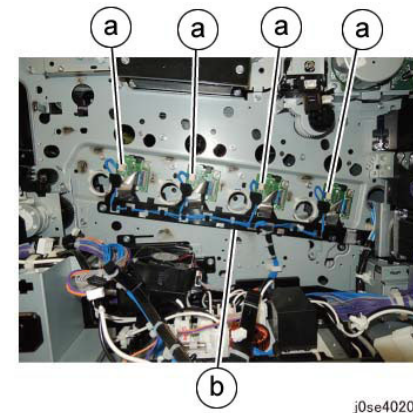


Figure 2 Release the wire harness

10. Remove the Takeaway Clutch. (Figure 3)
 - a. Release the wire harness from the clamps (3).
 - b. Disconnect the connector.

- c. Remove the screws (2).
- d. Remove the Bracket and Takeaway Clutch.

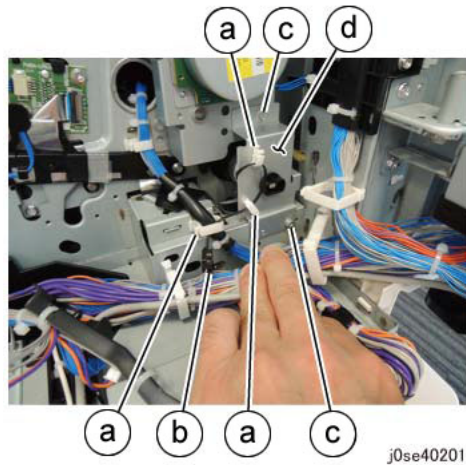


Figure 3 Removing the Takeaway Clutch

- 11. Remove the Cable Supports (2). (Figure 4)
 - a. Release the wire harness from the clamps (2).
 - b. Remove the Cable Support.
 - c. Remove the Cable Support.

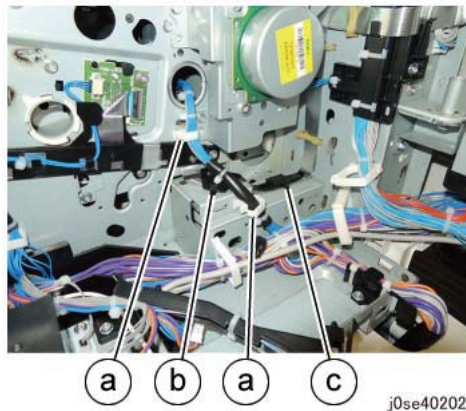


Figure 4 Removing the Cable Supports

- 12. Remove the Registration Transport Drive Assembly. (Figure 5)
 - a. Disconnect the connector.

- b. Remove the screws (4).
- c. Remove the Registration Transport Drive Assembly.

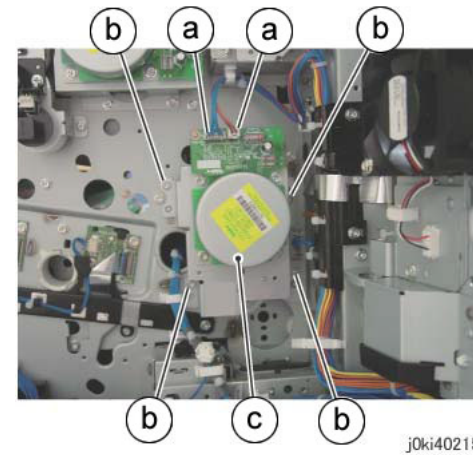


Figure 5 Removing the Registration Transport Drive Assembly

- 13. Release the LPH Cable. (Figure 6)
 - a. Disconnect the connector.
 - b. Release the LPH Cable from the clamps (3).
 - c. Release the LPH Cable from the cable holder.

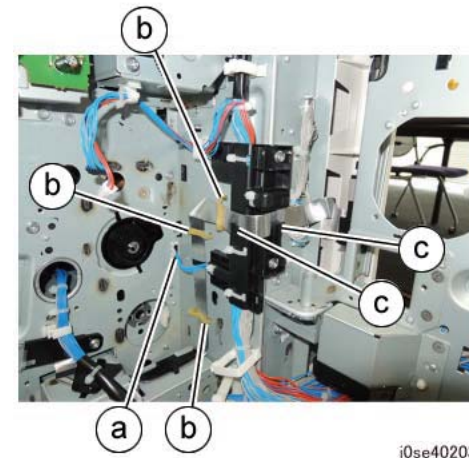


Figure 6 Releasing the LPH Cable

- 14. Remove the screws that secure the LPH Cable Assembly. (Figure 7)
 - a. Disconnect the LPH Cables (4).

- b. Remove the screws (2).
- c. Remove the LPH Cable Assembly

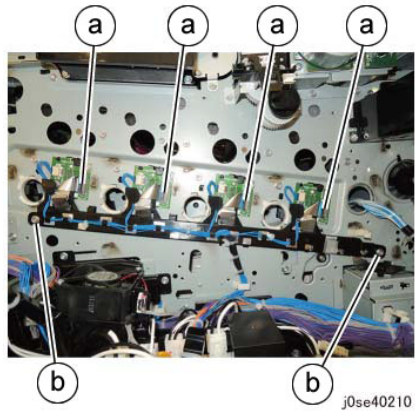


Figure 7 Release the LPH Cable

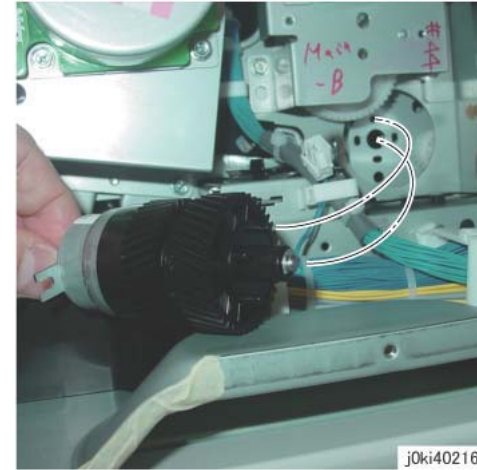


Figure 9 Installing the gear and shaft

15. Remove the LPH Cable Assembly. (Figure 8)
 - a. Release the hooks (2) and remove the LPH Cable Assembly in the direction of the arrow.

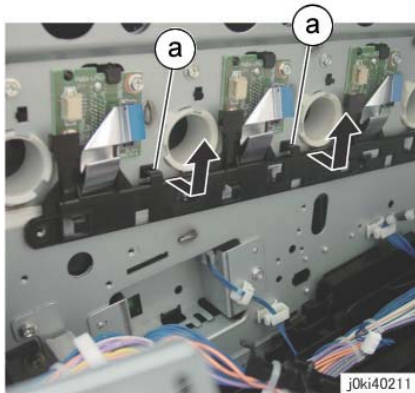


Figure 8 Remove the LPH Cable Assembly

3. When installing the Bracket, insert the Bracket into the tab of the Takeaway Clutch. (Figure 10)

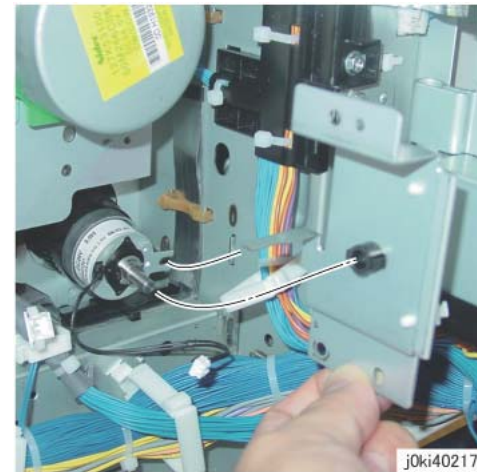


Figure 10 Installing the bracket

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the Takeaway Clutch, align the bosses (4) on the bearing to the installation holes. (Figure 9)

LPH Cable Assembly (C8045/55)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Disconnect all cables connected to the SBC Unit.
5. Remove the following:
 - Drum (Y, M, C, K) (REP 9.5)
 - Rear Lower Cover (REP 14.3)
 - Left Rear Upper Cover (PL 19.2)
6. Disconnect the LPH Cables (4) from the MDM PWB. (Figure 11)
 - a. Disconnect the LPH Cables (2).
 - b. Disconnect the LPH Cables (2).
 - c. Release the LPH Cable from the cable holder.
 - d. Release the LPH Cable from the cable holder.

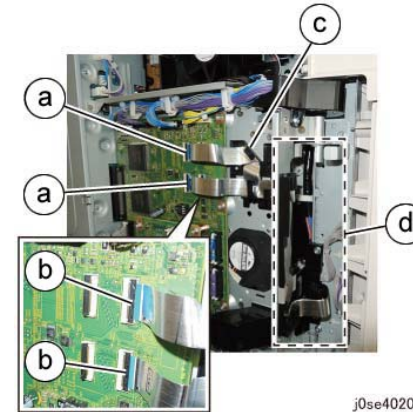


Figure 11 Disconnecting the LPH Cables

7. Remove the HVPS (1st/2nd/BTR). (REP 1.1)
8. Remove the Drum/Developer Drive Unit (REP 4.4).
9. Release the wire harness from the Harness Holder. (Figure 12)
 - a. Disconnect the connectors (4).
 - b. Release the wire harness from the Harness Holder.

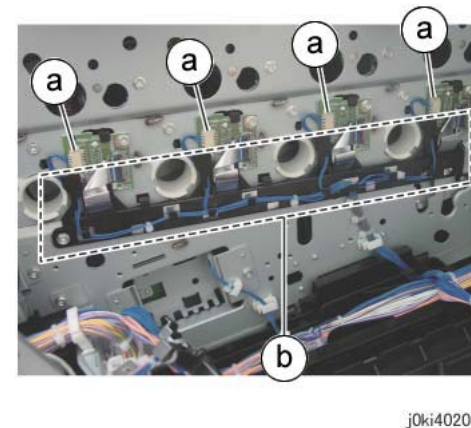


Figure 12 Releasing the wire harness

10. Remove the Takeaway Motor. (Figure 13)
 - a. Disconnect the connector.
 - b. Remove the cable band.
 - c. Remove the screws (3).
 - d. Release the clamp.

- e. Move the wire harness in the direction of the arrow.
- f. Remove the screw.
- g. Remove the Takeaway Motor.

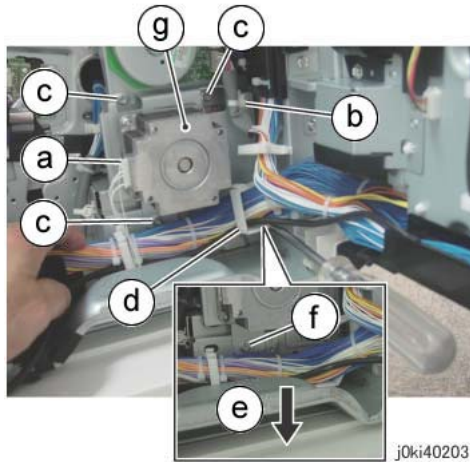


Figure 13 Removing the Takeaway Motor

NOTE: The following is the removed Takeaway Motor. (Figure 14)



Figure 14 Takeaway Motor

- 11. Remove the Cable Supports (2). (Figure 15)
 - a. Remove the Cable Support.
 - b. Remove the Cable Support.
 - c. Release the wire harness from the clamp.

- d. Remove the cable band.

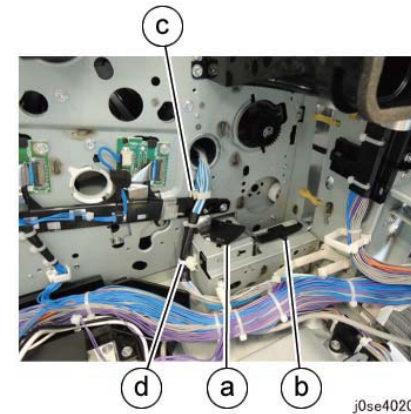


Figure 15 Remove the Cable Supports

- 12. Remove the Registration Transport Drive Assembly. (Figure 16)
 - a. Disconnect the connectors (2).
 - b. Remove the screws (4).
 - c. Remove the Registration Transport Drive Assembly.

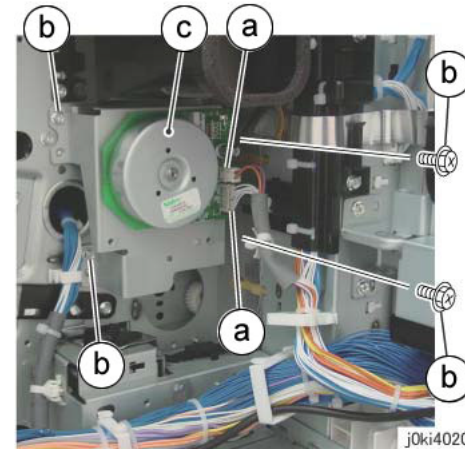


Figure 16 Removing the Registration Transport Drive Assembly

- 13. Release the LPH Cable. (Figure 17)
 - a. Disconnect the connector.
 - b. Release the LPH Cable from the clamps (3).
 - c. Release the LPH Cable from the cable holder.

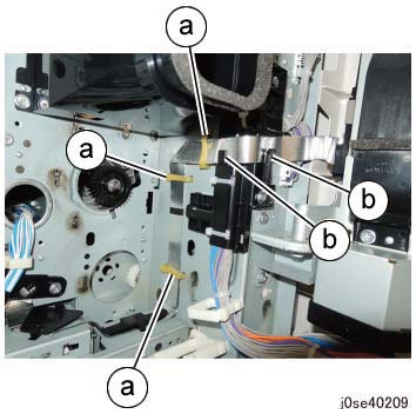


Figure 17 Release the LPH Cable

14. Remove the screws that secure the LPH Cable Assembly. (Figure 18)
 - a. Disconnect the LPH Cables (4).
 - b. Remove the screws (2).

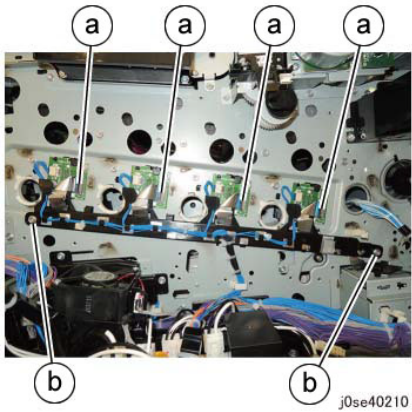


Figure 18 Release the LPH Cable

15. Remove the LPH Cable Assembly. (Figure 19)
 - a. Release the hooks (2) and remove the LPH Cable Assembly in the direction of the arrow.

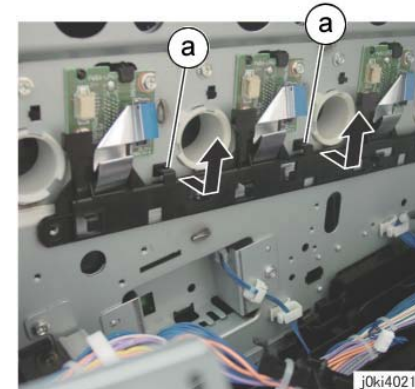


Figure 19 Remove the LPH Cable Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the Takeaway Motor, align the bosses (4) on the bearing to the installation holes. (Figure 20)

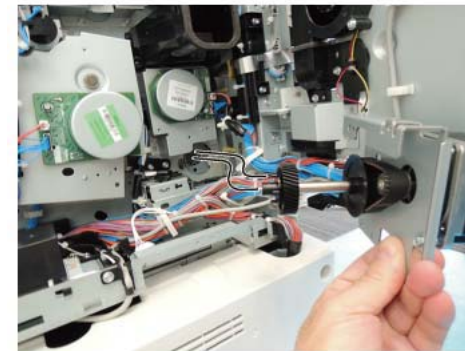


Figure 20 Aligning the bosses

LPH Cable Assembly (C8070)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Disconnect all cables connected to the SBC Unit.
5. Remove the following:
 - Drum (Y, M, C, K) (REP 9.5)
 - Rear Lower Cover (REP 14.3)
 - Left Rear Upper Cover (PL 19.2)
6. Disconnect the LPH Cables (4) from the MDM PWB. (Figure 21)
 - a. Disconnect the LPH Cables (2).
 - b. Disconnect the LPH Cables (2).
 - c. Release the LPH Cable from the cable holder.
 - d. Release the LPH Cable from the cable holder.

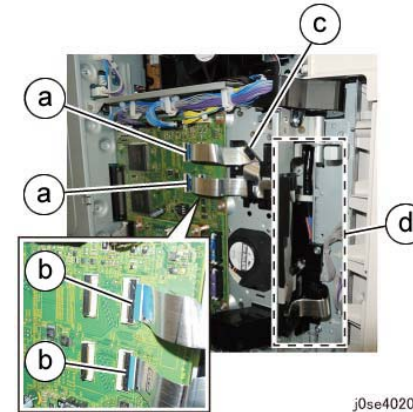


Figure 21 Disconnect the LPH Cables

7. Remove the HVPS (1st/2nd/BTR). (REP 1.1)
8. Remove the Drum/Developer Drive Unit (REP 4.4).
9. Release the wire harness from the Harness Holder.
 - a. Disconnect the connectors (4).
 - b. Release the wire harness from the Harness Holder.

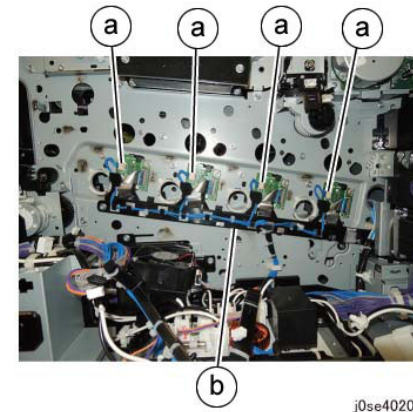


Figure 22 Release the wire harness

10. Disconnect the connectors. (Figure 23)
 - a. Disconnect the connector.
 - b. Release the Wire Harness from the Harness Guide.
 - c. Release the Clamps (2), then move the Wire Harness to the arrow direction.

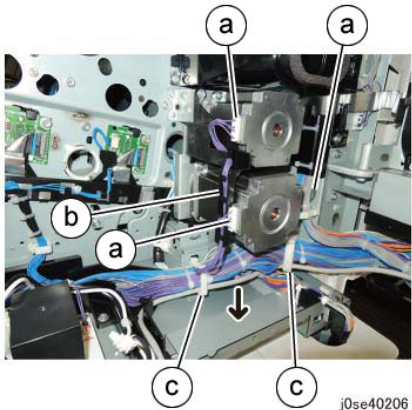


Figure 23 Disconnect the Connectors

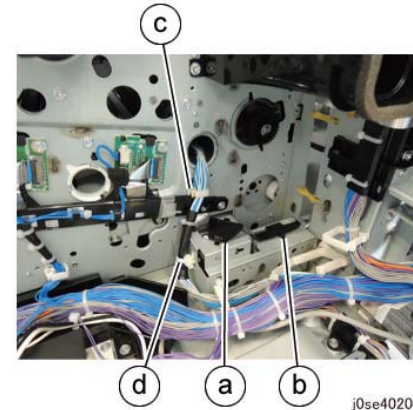


Figure 25 Remove the Cable Supports

11. Remove the Registration Motor and Takeaway Motor. (Figure 24)
 - a. Remove the screws (4).
 - b. Remove the Registration Motor and Takeaway Motor.

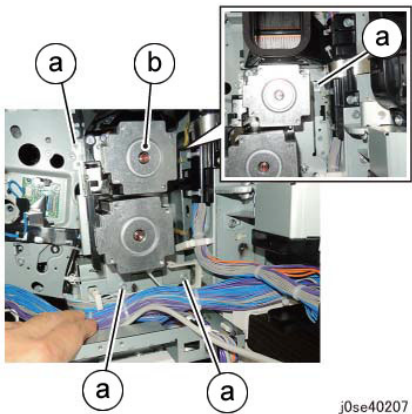


Figure 24 Remove the Registration Motor and Takeaway Motor

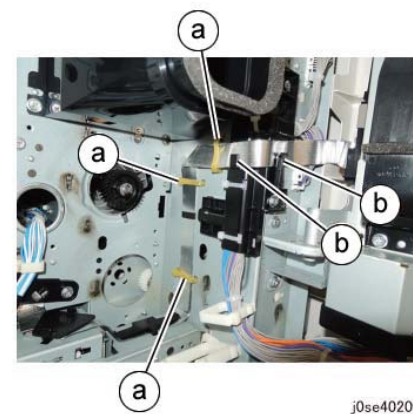


Figure 26 Release the LPH Cable

12. Remove the Cable Supports (2). (Figure 25)
 - a. Remove the Cable Support.
 - b. Remove the Cable Support.
 - c. Release the wire harness from the clamp.
 - d. Remove the cable band.

13. Release the LPH Cable. (Figure 26)
 - a. Release the LPH Cable from the clamps (3).
 - b. Release the LPH Cable from the cable holder.

14. Remove the screws that secure the LPH Cable Assembly. (Figure 27)
 - a. Disconnect the LPH Cables (4).
 - b. Remove the screws (2).

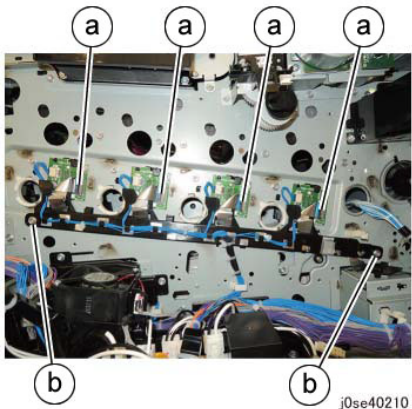


Figure 27 Release the LPH Cable



Figure 29 Install the gear and shaft

15. Remove the LPH Cable Assembly. (Figure 28)
 - a. Release the hooks (2) and remove the LPH Cable Assembly in the direction of the arrow.

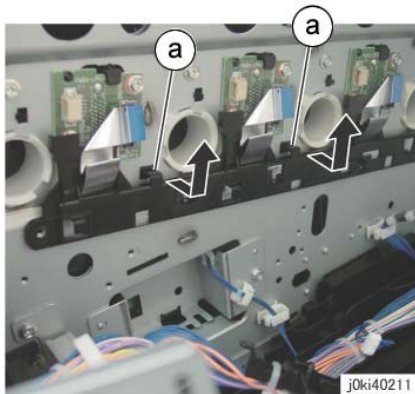


Figure 28 Remove the LPH Cable Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the gear and shaft, align the bosses (4) on the bearing to the installation holes. (Figure 29)

REP 9.13 Toner Dispense Motor Assembly

Parts List on PL 5.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) (REP 9.5)
 - Toner Cartridge (Y, M, C, K) (PL 5.1)
 - Waste Box (PL 8.2)
 - Transfer Belt Cleaner Assembly (REP 9.1)
 - Tension Lever (PL 6.1)
5. Remove the Drum Cover. (Figure 1)
 - a. Remove the screws (2).
 - b. Open the Drum Cover.
 - c. Remove the Drum Cover.

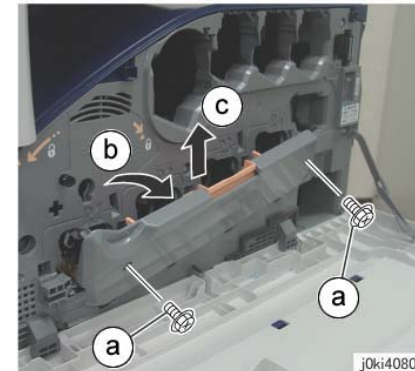


Figure 1 Remove the Drum Cover

6. Open the L/H Cover Unit.
7. Remove the Front Cover together with the Inner Cover. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Front Cover together with the Inner Cover.

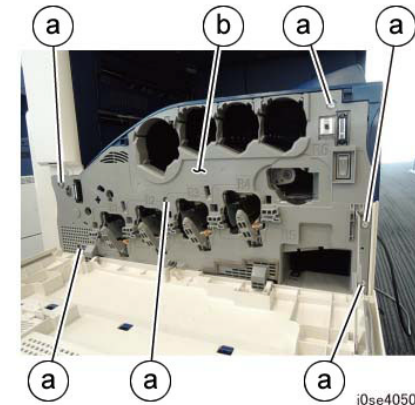


Figure 2 Remove the Front and Inner Covers together

8. Remove the Top Rear Cover. (PL 19.2)
9. Remove the Top Cover. (REP 14.2)
10. Remove the Rear Lower Cover. (REP 14.3)
11. Open the PWB Chassis Unit. (REP 1.14)
12. Remove the HVPS (1st/2nd/BTR). (REP 1.1)
13. Disconnect the connectors (4). (Figure 3)
 - a. Release the clamps (4) of the wire harness.
 - b. Disconnect the connectors (4).

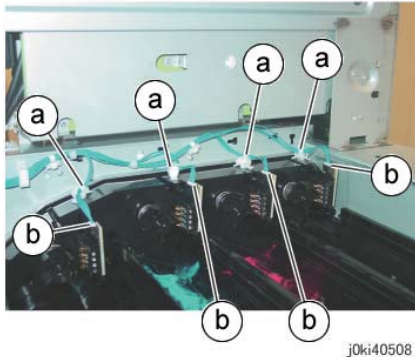


Figure 3 Disconnect the connectors

14. Remove the Conductor Housing Assembly. (Figure 4)
 - a. Remove the screws (3).
 - b. Remove the Conductor Housing Assembly.

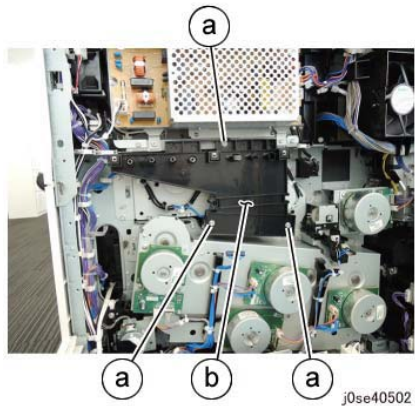


Figure 4 Remove the Conductor Housing Assembly

15. Disconnect the connectors (4). (Figure 5)
 - a. Remove the cable bands (4).
 - b. Release the wire harness from the clamp.
 - c. Disconnect the connectors (4).

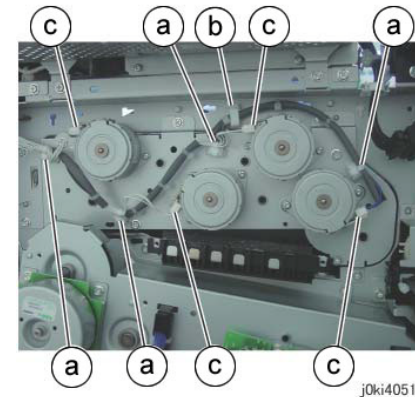


Figure 5 Disconnect the connectors

16. Remove the Toner Dispense Motor Assembly. (Figure 6)
 - a. Remove the screws (5).
 - b. Remove the Toner Dispense Motor Assembly.

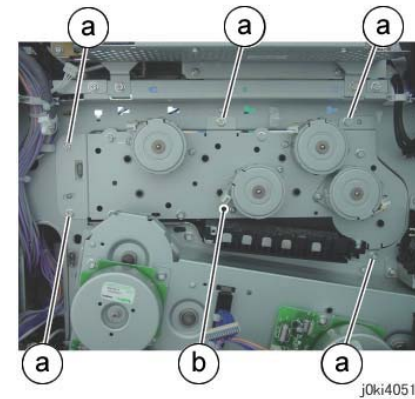


Figure 6 Remove the Toner Dispense Motor Assembly

Replacement

1. The replacement is the reverse of the removal procedure.

NOTE: If any of the Toner Dispense Motors (Y, M, C, K) was removed, align the connector sections to the arrows when installing. (Figure 7)

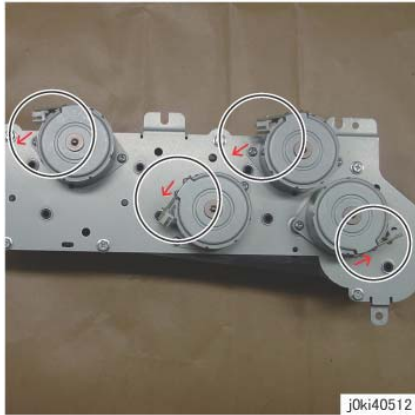


Figure 7 Align the connector sections to the arrows

REP 9.14 Developer Housing Assembly (Y, M, C, K)

Parts List on PL 5.2

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Because the removal procedure for the Developer Housing Assemblies (Y, M, C, and K) is the same, the following describes only the procedure for the Developer Housing Assembly (K).

NOTE: When removing the Developer Housing, pay attention to the following:

- Foreign substances in the Developer Housing.
- Foreign substances on the surface of the Developer Housing, especially on the Developer Material Roll and Lower Seal.
- Toner sticking to the gear of the Developer Housing Assembly.
- Toner sticking to the MOB ADC Assembly.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: Place paper under the Dispenser Assembly (Y, M, C, K) and on the floor so that the toner, etc., does not dirty the floor and the machine during service.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.

4. Remove the following parts:
 - Drum (Y, M, C, K) (REP 9.5)
 - Toner Cartridge (Y, M, C, K) (PL 5.1)
 - Waste Box (PL 8.2)
 - Transfer Belt Cleaner Assembly (REP 9.1)
 - Tension Lever (PL 6.1)
5. Remove the Drum Cover. (Figure 1)
 - a. Remove the screws (2).
 - b. Open the Drum Cover.
 - c. Remove the Drum Cover.

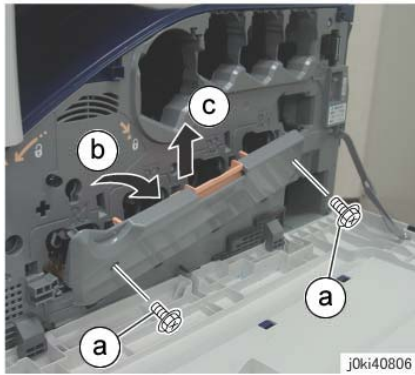


Figure 1 Remove the Drum Cover

6. Open the L/H Cover Unit.
7. Remove the Front Cover together with the Inner Cover. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Front Cover together with the Inner Cover.

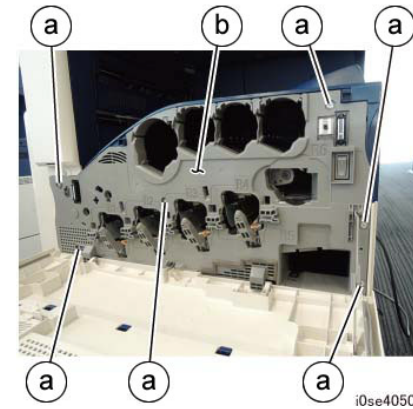


Figure 2 Remove the Front and Inner Covers together

8. Remove the Process 1 Fan and Duct. (Figure 3)
 - a. Disconnect the connector.
 - b. Remove the screw.
 - c. Remove the Process 1 Fan and Duct.
 - d. Remove the cable band.

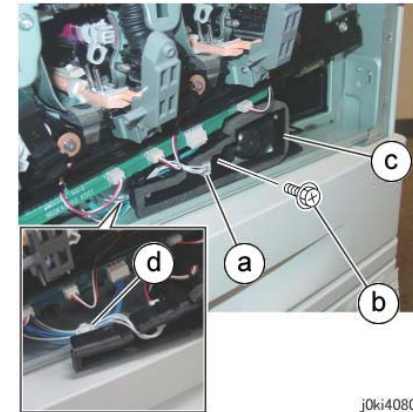
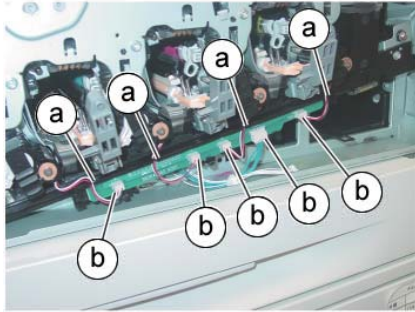


Figure 3 Remove the Process 1 Fan and Duct

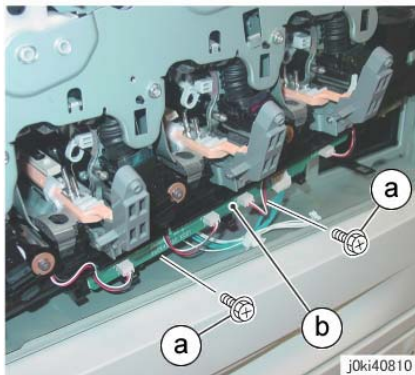
9. Disconnect the connectors of the ATC PWB Assembly. (Figure 4)
 - a. Release the wire harness from the hooks (4).
 - b. Disconnect the connectors (5).



j0ki40809

Figure 4 Disconnect the connectors

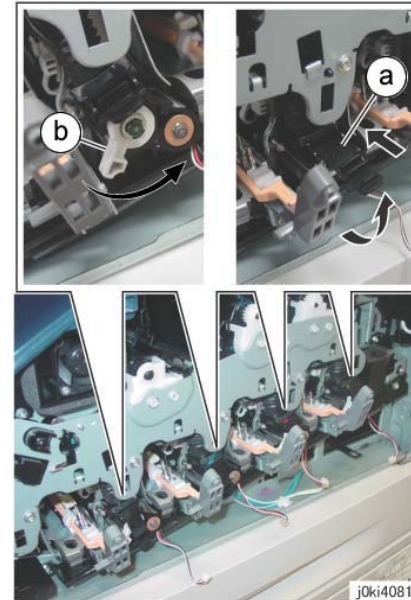
10. Remove the ATC PWB Assembly. (Figure 5)
 - a. Remove the screws (2).
 - b. Remove the ATC PWB Assembly.



j0ki40810

Figure 5 Remove the ATC PWB Assembly

11. Close the shutters of the Dispenser Pipe (Y, M, C, K) and the Developer Housing Assembly (Y, M, C, K). (Figure 6)
 - a. Close the shutter.
 - b. Turn the Lever counterclockwise and close the shutter.

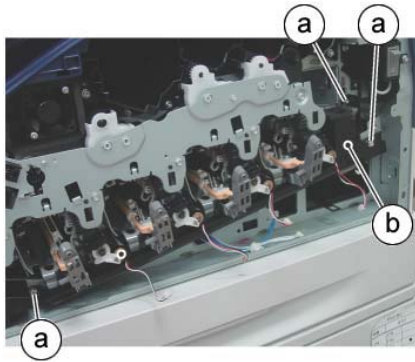


j0ki40811

Figure 6 Close the shutters (Y,M,C,K)

12. Remove the Waste Toner Pipe Assembly. (Figure 7)

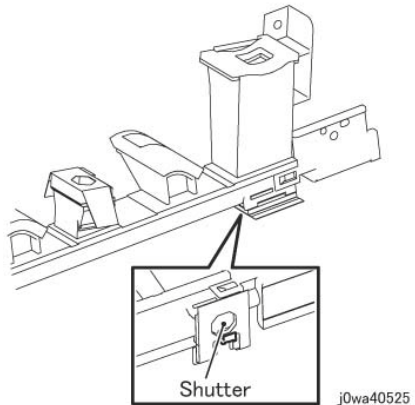
- a. Remove the screws (3).
- b. Remove the Waste Toner Pipe Assembly.



j0ki40812

Figure 7 Remove the Waste Toner Pipe Assembly

NOTE: Make sure that the shutter at the Waste Box side of the Waste Toner Pipe Assembly is closed. Also make sure that the shutter is closed when installing. (Figure 8)

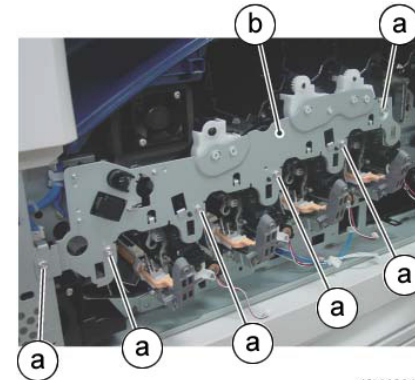


j0wa40525

Figure 8 Make sure the shutter is closed during Removal/Install

13. Remove the Plate. (Figure 9)

- a. Remove the screws (6).
- b. Remove the Plate.

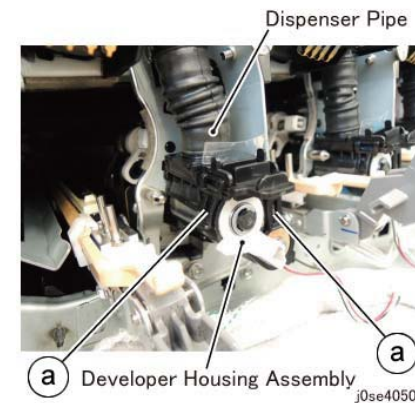


j0ki40813

Figure 9 Remove the Plate

14. Reposition the Dispenser Pipe (K). (Figure 10)

- a. Release the hooks (2), then separate the Dispenser Pipe (K) from the Developer Housing Assembly (K).



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Figure 10 Slide the Dispenser Pipe (K)

15. Rotate the Dispenser Pipe (K) upward. (Figure 11)

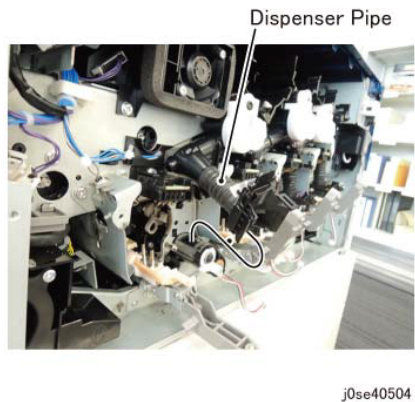


Figure 11 Open the Dispenser Pipe (K) Upward

16. Remove the Developer Plate Assembly. (Figure 12)
- Remove the screws (2).
 - Remove the Developer Plate Assembly.

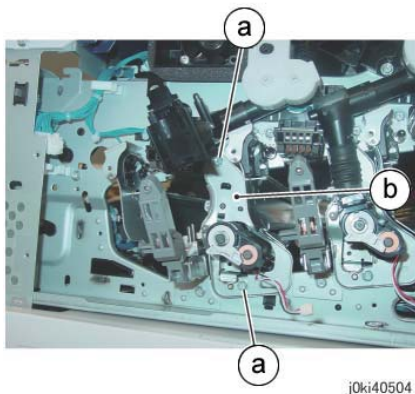


Figure 12 Remove the Developer Plate Assembly

17. Remove the Developer Housing Assembly (K). (Figure 13)
- Remove the Developer Housing Assembly (K).

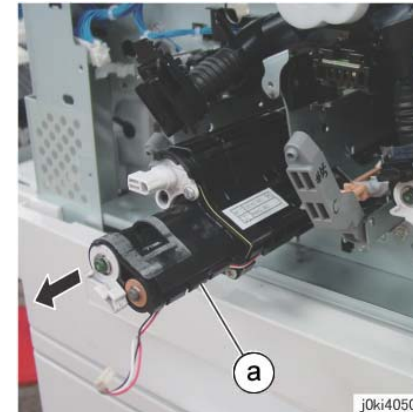


Figure 13 Remove the Developer Housing Assembly (K)

Replacement

- The replacement is the reverse of the removal procedure.

NOTE: When cleaning the inner part of the Waste Toner Pipe Assembly, siphon the cleaner from the outlet at the Waste Box side. Rotating the gear indicated in the figure clockwise will result in the toner being ejected. (Figure 14)

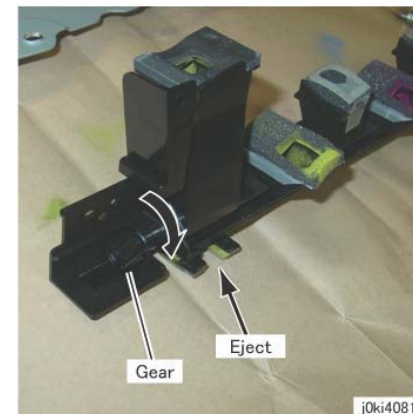


Figure 14 Siphon the cleaner from the outlet at the Waste Box side

NOTE: If there is toner stuck to the MOB ADC Assembly, clean the assembly.

NOTE: Before installing the Developer Housing Assembly, check the locations on the Frame that are indicated in the following figure and clean it thoroughly if any toner, etc., is found to have gotten stuck there. (Figure 15)



Figure 15 Check/clean before installing the Developer Housing Assembly

NOTE: If the Developer Housing Assembly is installed with toner stuck to the gears, it will cause premature wear. (Figure 16)



Figure 16 Check/clean Developer Housing Assembly gears

NOTE: After installing the Waste Toner Pipe Assembly, do not forget to open the shutters of the Dispenser Pipe (Y, M, C, K) and the Developer Housing Assembly (Y, M, C, K) that were closed in Step 8.

2. If it was replaced, supply the Developer Housing Assembly with new Developer. (REP 9.15)

NOTE: When replacing the Developer Housing Assembly, put the removed Developer Housing Assembly in the plastic bag provided, without removing the Developer from it, then return it.

3. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.
4. Obtain the value of the ATC Sensor that is installed to the replaced Developer Housing Assembly and perform **dC950** ATC Sensor Setup.
5. Perform **dC949** ATC Default Developer Setup on the replaced Developer Housing Assembly.
6. Obtain the NVM values of the Developer Housing Assembly Replacement Target Color that is found on the inspection sheet that comes with the machine (ATC Setup Coefficient, ATC Setup Offset, ATC_Barcode_No, and deltaATC target Setup correction) and overwrite the values of the inspection sheet.

REP 9.15 Developer

Parts List on [PL 5.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

NOTE: When replacing the Developer, spread paper on the floor in advance to keep the site clean.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

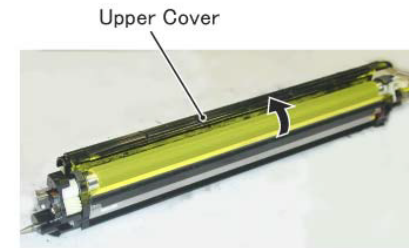
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

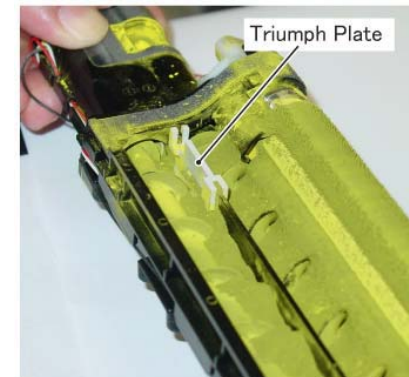
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) ([REP 9.5](#))
 - Toner Cartridge (Y, M, C, K) ([PL 5.1](#))
 - Waste Box ([PL 8.2](#))
 - Transfer Belt Cleaner Assembly ([REP 9.1](#))
 - Tension Lever ([PL 6.1](#))
 - Developer Housing Assembly ([REP 9.14](#))
5. Remove the Upper Cover. ([Figure 1](#))



j0wa40515

Figure 1 Remove the Upper Cover

6. Remove the Triumph Plate. ([Figure 2](#))



j0wa40517

Figure 2 Remove the Triumph Plate

7. Put the Developer Housing Assembly into the plastic bag that comes bundled with the Developer and turn it upside down, then rotate the gear clockwise as shown in the figure to eject the Developer. ([Figure 3](#))
 - a. Turn the Developer Housing Assembly upside down.
 - b. Rotate the gear in clockwise direction.

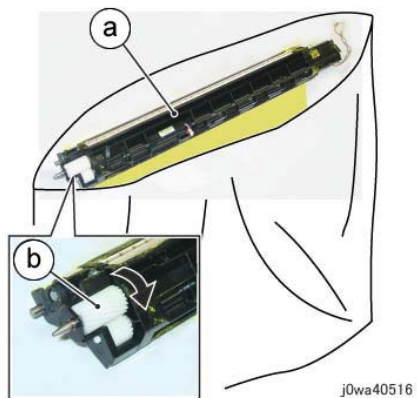


Figure 3 Put the Developer Housing Assembly in a plastic bag

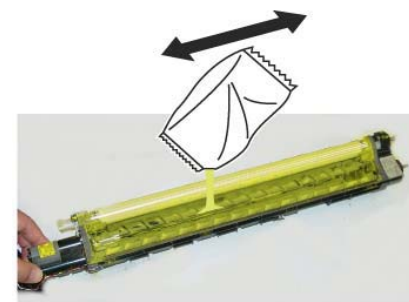


Figure 5 Supply the new developer to the Mag Roll side

8. Install the Triumph Plate. (Figure 4)

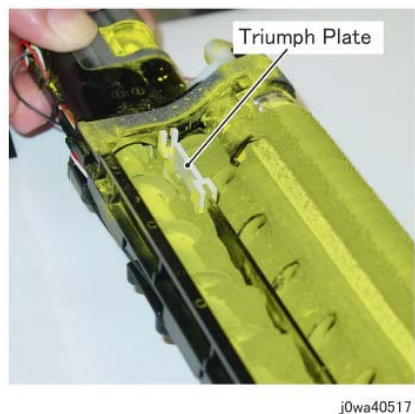


Figure 4 Install the Triumph Plate

9. Hold the Developer Housing Assembly steady with your hand and supply the new Developer to the Mag Roll side. (Figure 5)

10. Rotate the gear indicated in the figure clockwise to even out the Developer on the Mag Roll. (Figure 6)
 - a. Rotate the gear in clockwise direction.

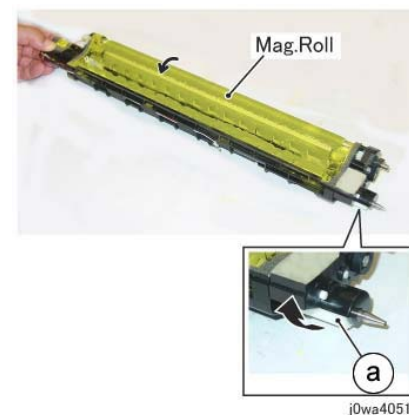


Figure 6 Rotate the gear clockwise

NOTE: After the Developer on the Mag Roll is evened out, take note of the following points.

- Make sure that the Developer does not go beyond the line that is approximately 3mm below the Upper Cover installation slot hole. (Figure 7)

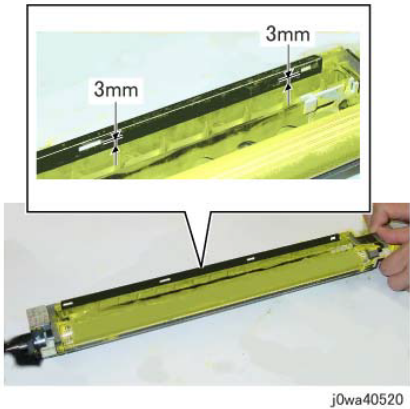


Figure 7 Make sure the Developer does not go beyond the line

- Make sure that no Developer or toner has gotten stuck to the locations shown in the figure. If there is any, clean it up by using dry cloth, etc. (Figure 8)



Figure 8 Make sure that no Developer or toner is stuck

11. Make sure that no Developer or toner has gotten stuck to the seal section indicated in the figure, on the Upper Cover that was removed in Step 2. If there is any, clean it up by using a vacuum cleaner or by gently using a dry cloth, etc. (Figure 9)

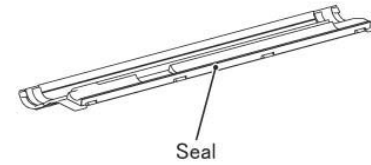


Figure 9 Make sure that no Developer or toner is stuck to the seal

12. Reinstall the Upper Cover that was removed in Step 2.
13. Turn the Developer Housing Assembly upside down and check for the following.
 - Make sure that no Developer or toner has gotten stuck to the DRS Block locations indicated in the figure. If there is any, clean it up by using dry cloth, etc. (Figure 10)



Figure 10 Make sure that no Developer or toner is stuck to the DRS Block locations

- Make sure that no Developer or toner has gotten stuck to the gear locations indicated in the figure by turning the gear clockwise. If there is any, clean it up by using a vacuum cleaner or a brush, etc. (Figure 11)



j0wa40524

Figure 11 Make sure that no Developer or toner is stuck to the gears

Replacement

1. The replacement is the reverse of the removal procedure.
2. After a replacement, enter the **UI Diagnostic Mode**, select **dC135**, and reset the HFSI counter.

REP 9.16 MOB ADC Assembly

Parts List on **PL 18.5**

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (**GP 4**).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) (**REP 9.5**)
 - Toner Cartridge (Y, M, C, K) (**PL 5.1**)
 - Waste Box (**PL 8.2**)
 - Transfer Belt Cleaner Assembly (**REP 9.1**)
 - Tension Lever (**PL 6.1**)
5. Remove the Drum Cover. (**Figure 1**)
 - a. Remove the screws (2).
 - b. Open the Drum Cover to the position in **Figure 1**.
 - c. Remove the Drum Cover.

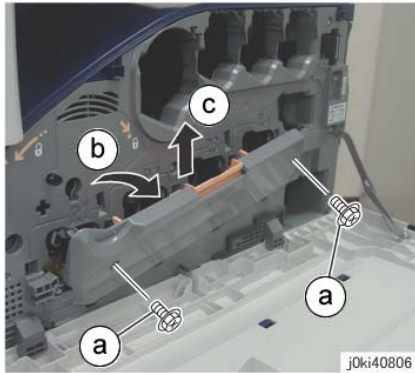


Figure 1 Remove the Drum Cover

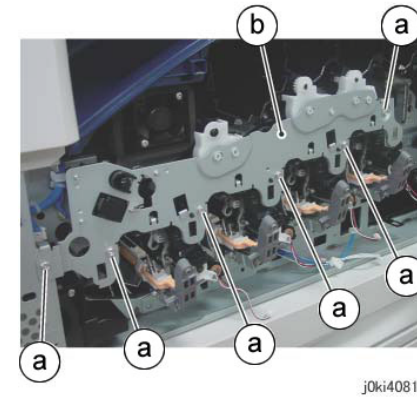


Figure 3 Remove the Plate

6. Open the L/H Cover Unit.
7. Remove the Front Cover together with the Inner Cover. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Front Cover together with the Inner Cover.

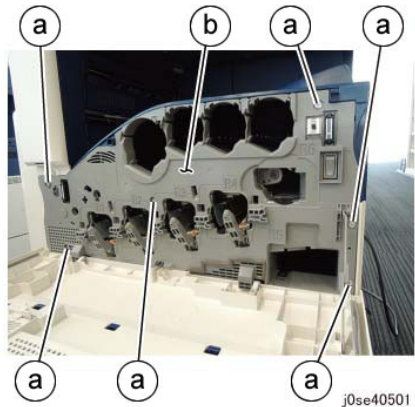


Figure 2 Open the L/H Cover

8. Remove the Plate. (Figure 3)
 - a. Remove the screws (6).
 - b. Remove the Plate.

9. Remove the plate. (Figure 4)
 - a. Release the hooks (2) and remove the plate.

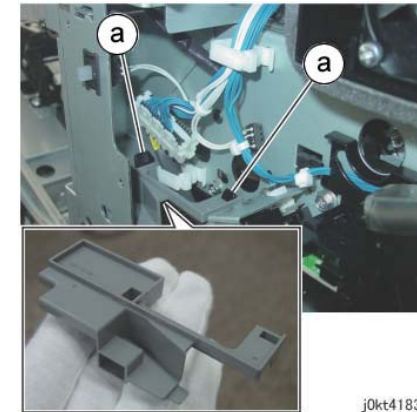


Figure 4 Release the hooks and remove the plate

10. Remove the Process 2 Fan and Duct. (Figure 5)
 - a. Release the wire harnesses (2) from the clamp.
 - b. Disconnect the connectors (2).
 - c. Remove the screw.
 - d. Remove the Process 2 Fan and Duct.

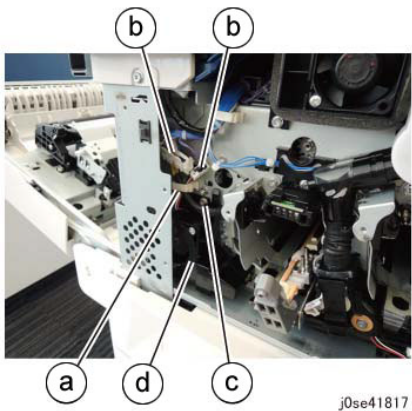


Figure 5 Remove the Process 2 Fan and Duct

11. Remove the MOB ADC Assembly. (Figure 6)
 - a. Remove the screw.
 - b. Remove the MOB ADC Assembly.

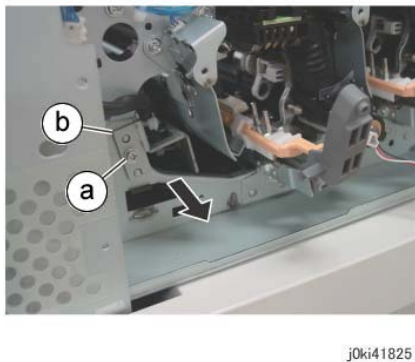


Figure 6 Remove the MOB ADC Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. After replacement, turn the power ON, enter the Diagnostic Mode, select **dC131**, and change the value of 760-240 from '0' to '1' (TMA Gain Flag).

REP 10.1 Fuser

Parts List on PL 7.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

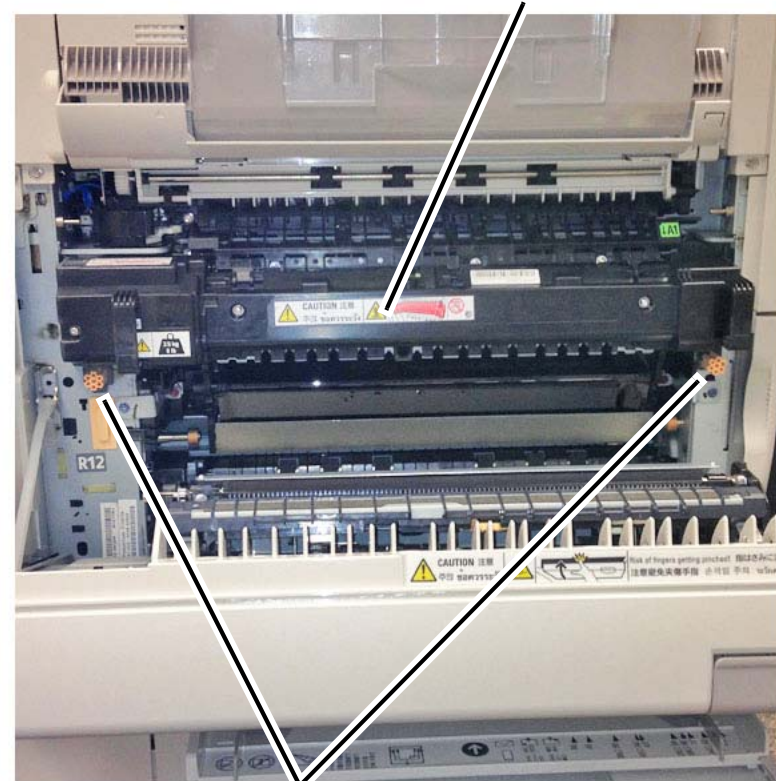
AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfríen. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the L/H Cover Unit.
5. Remove the Fuser. (Figure 1)

2. Remove the Fuser.



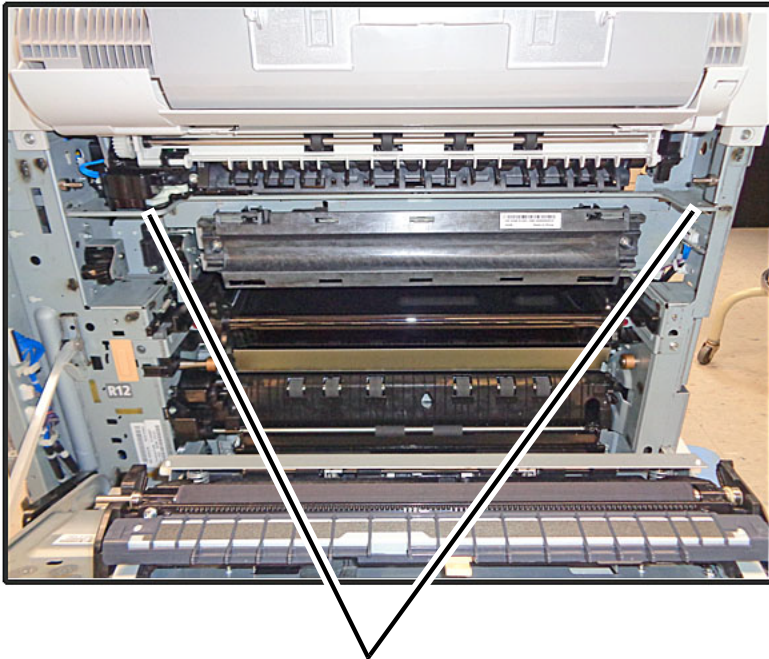
1. Loosen the Knob Screws (2).

Fuser_remove.jpg

Figure 1 Removing the Fuser

Replacement

1. Align the Fuser with the guides (Figure 2).



Align the Fuser with the guides.

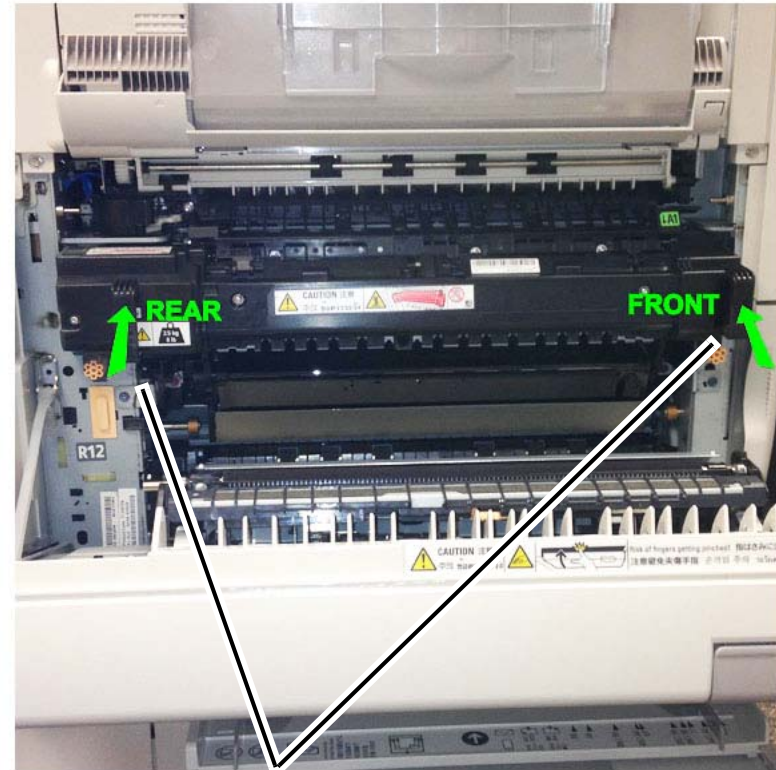
Figure 2 Aligning the Fuser

Fuser_align.jpg

2. Secure the Fuser (Figure 3).

- 2 Push on the rear handle and tighten the knob screw.

- 3 Push on the front handle and tighten the knob screw.



- 1 Push evenly on the handles to seat the fuser.

Fuser_replace.jpg

Figure 3 Seating the Fuser

- a. Push on both handles evenly and seat the Fuser fully against the receiver. When it is fully seated, it will spring back slightly when the pressure on the handles is released. This is normal.

NOTE: The coil assembly in the receiver is mounted on springs to ensure that it remains spaced correctly relative to the Fuser Roll.

CAUTION

Never use tools such as pliers to tighten the knob screws. Using tools to tighten the screws may damage the machine.

- b. Press against the Rear handle to seat the rear of the Fuser and tighten the knob screw by hand until it can no longer be turned.
 - c. Press against the Front handle to seat the front of the Fuser and tighten the knob screw by hand until it can no longer be turned.
 - d. Repeat steps b and c until the knob screws are as tight as possible.
3. After replacement, enter the Diagnostic Mode, select **dC135**, and reset the HFSI counter.

REP 10.2 Duplex Assembly

Parts List on **PL 14.2**

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: Do not touch the 2nd BTR Roll surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

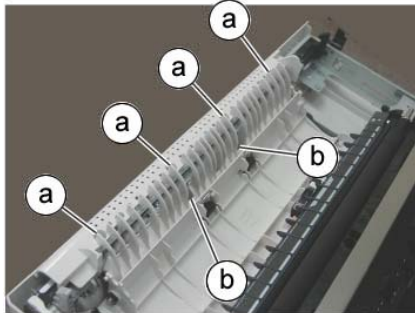
AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfríen. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (**GP 4**).
3. Disconnect the power cord.
4. Open the L/H Cover Unit.
5. Remove the Fuser (**REP 10.1**).

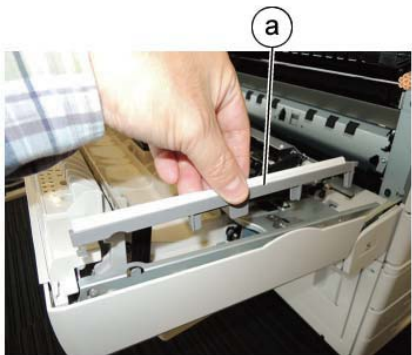
6. Remove the chute. (Figure 1)
 - a. Remove the screws (4).
 - b. Remove the tapping screws (2).
 - c. Remove the chute.



j0ki41406

Figure 1 Remove the chute

7. Remove the Holder. (Figure 2)
 - a. Remove the Holder.



j0se41402

Figure 2 Remove the Chute

8. Remove the L/H Cover. (Figure 3)
 - a. Remove the tapping screws (6).
 - b. Remove the L/H Cover.

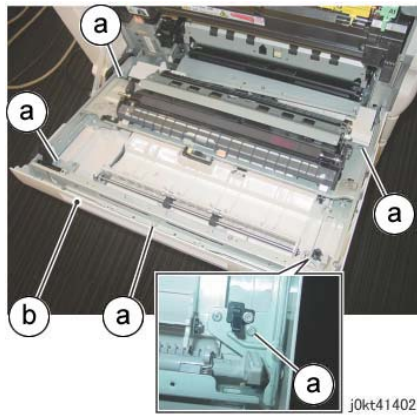
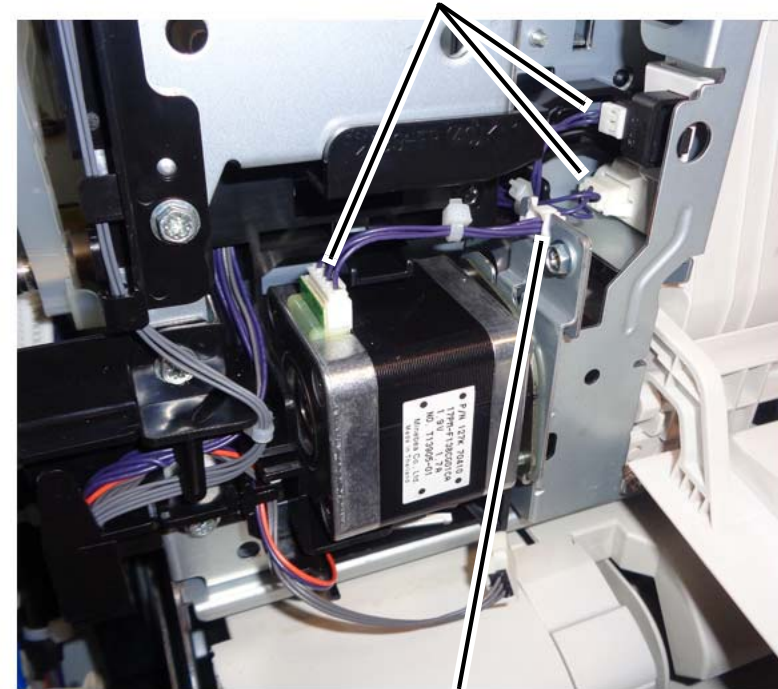


Figure 3 Remove the L/H Cover

9. Disconnect the connectors. (Figure 4)



- 1 Release the harness from the clamp.

j0ki41408-1.jpg

Figure 4 Disconnecting the connectors

10. Remove the Duplex Assembly. (Figure 5)

- a. Remove the screws (3).
- b. Remove the Duplex Assembly.

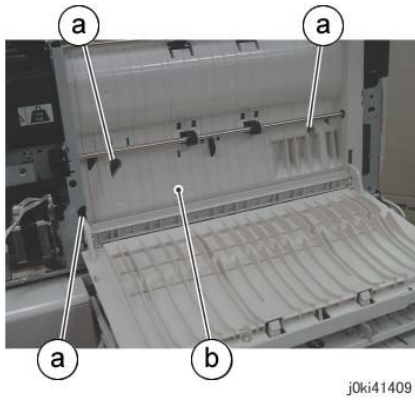


Figure 5 Remove the Duplex Assembly

Replacement

1. The replacement is the reverse of the removal procedure.

REP 10.3 Coil Assembly

Parts List on PL 7.1

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfríen. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

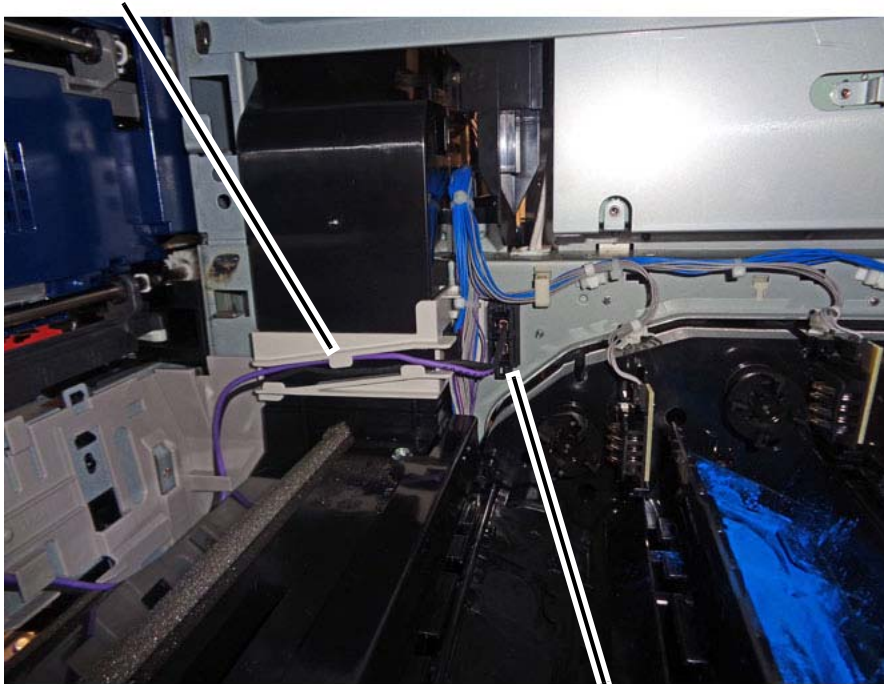
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the L/H Cover Unit.
5. Remove the Fuser. (REP 10.1)
6. Remove the Top Cover. (REP 14.2)

NOTE: The optional removal of the Top Rear Cover provides additional clearance for grasping and removing the connector in step 8.

7. (Optional) Remove the Top Rear Cover. (PL 19.2)
8. Disconnect the connector. (Figure 1)

2

Release the wire harness from the harness guide.

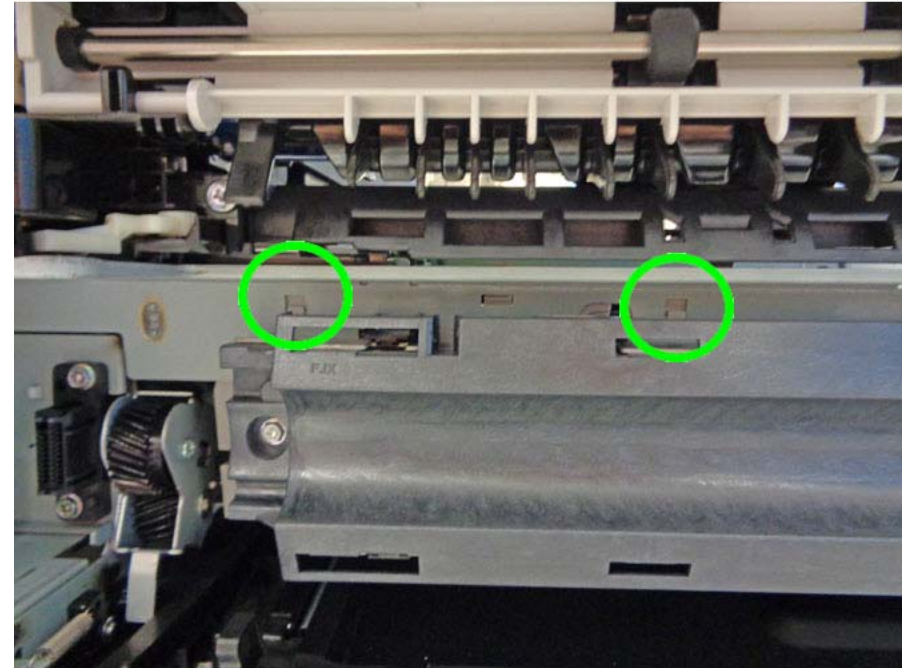


- 1**
Disconnect the connector.

j0se40702-a.jpg

Figure 1 Disconnecting the connector

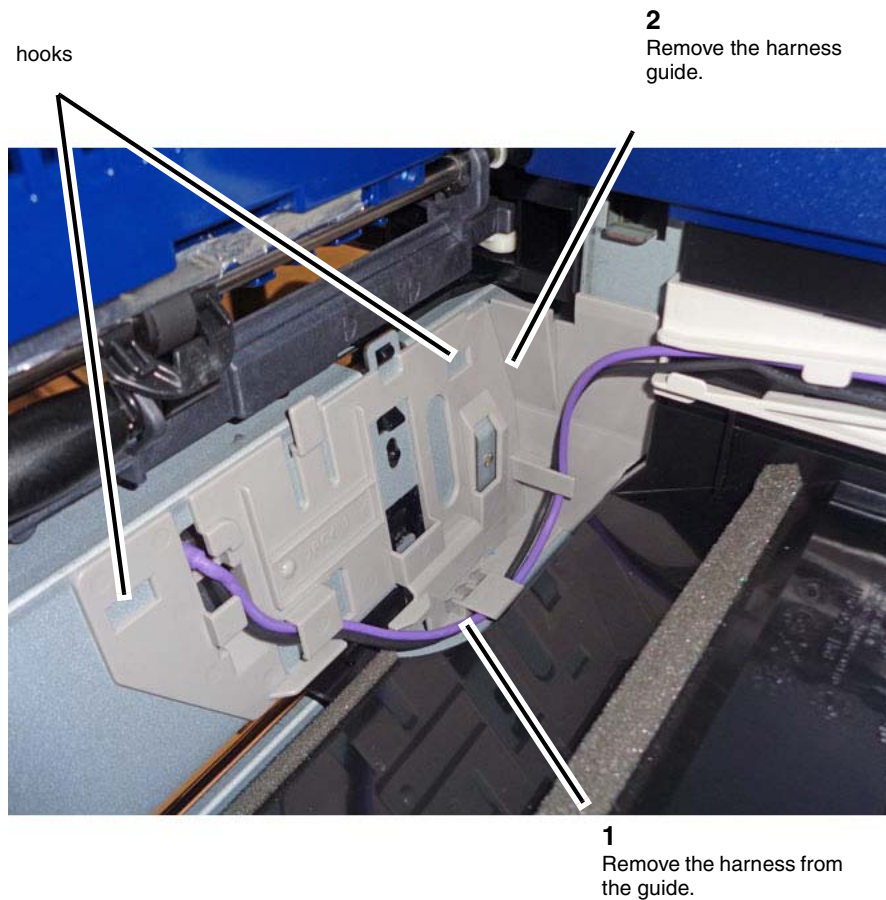
9. Release the harness guide hooks (2) at the left side. (Figure 2)



j0se40703-a.jpg

Figure 2 Harness guide hooks viewed from the Fuser side

10. Remove the harness guide. (Figure 3)

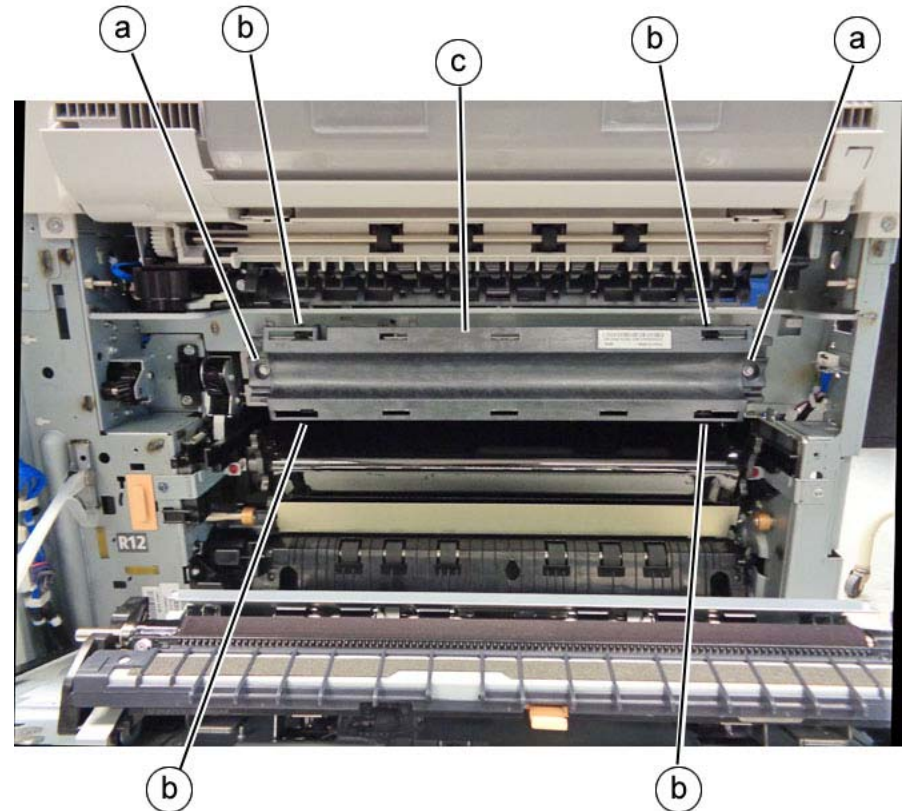


j0se40704-a.jpg

Figure 3 Remove the harness guided

11. Remove the Coil Assembly. (Figure 4)

- a. Remove the screws (2).
- b. Release the hooks (4).
 - i. Lift the two upper hooks to release the top of the Coil Assembly.
 - ii. Press down the two lower hooks to release the bottom of the Coil Assembly.
- c. Remove the Coil Assembly.



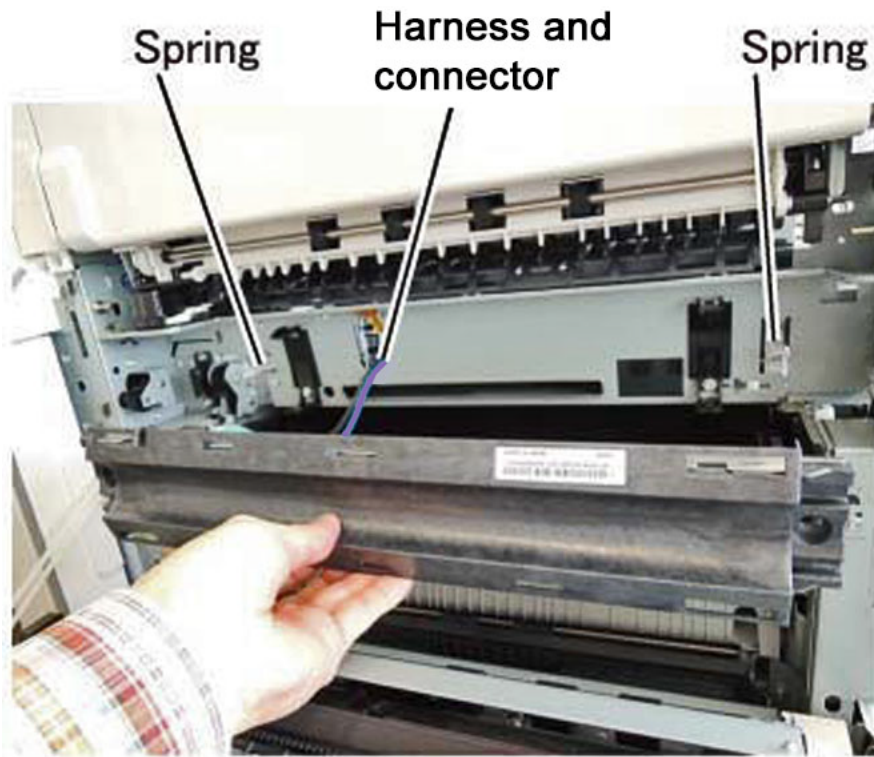
j0se40705-a.jpg

Figure 4 Removing the Coil Assembly

CAUTION

Do not remove the springs that press against the rear of the Coil Assembly (Figure 5).

12. Carefully remove the Coil Assembly harness and connector through the opening in the frame.



j0se40706

Figure 5 Removing the harness and connector

Replacement

The replacement is the reverse of the removal procedure.

CAUTION

Seat the bosses on the rear of the Coil Assembly inside the springs before installing the screws.

REP 11.1 Exit/OCT 1 Assembly

Parts List on [PL 17.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the Exit 2 Assembly. ([REP 11.2](#))
5. Remove the Motor Cover. ([Figure 1](#))
 - a. Release the wire harness from the hook.
 - b. Disconnect the connector.
 - c. Remove the tapping screw.
 - d. Remove the Motor Cover.

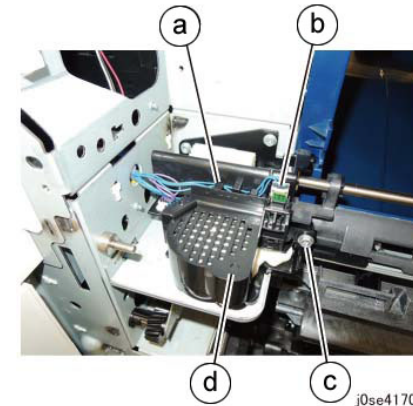


Figure 1 Remove the Motor Cover

NOTE: Do not lose the washer of the motor cover ([Figure 2](#))

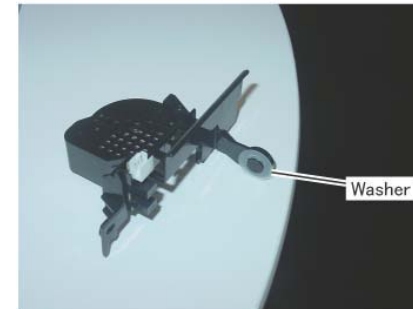
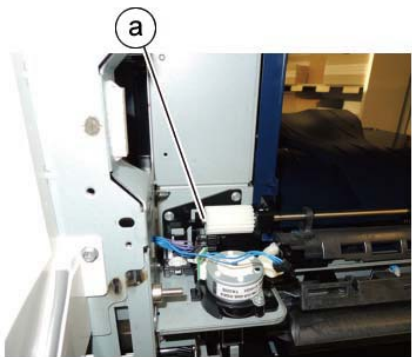


Figure 2 Disconnect the connectors

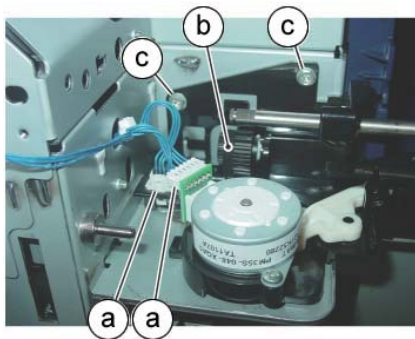
6. Remove the gear. ([Figure 3](#))
 - a. Release the hook and remove the gear.



j0se41702

Figure 3 Remove the Gear

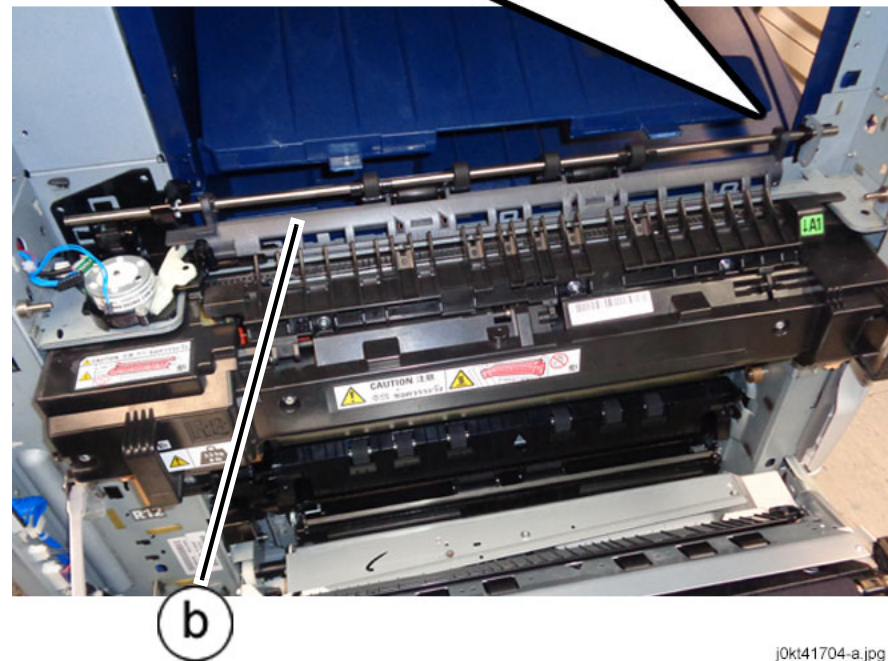
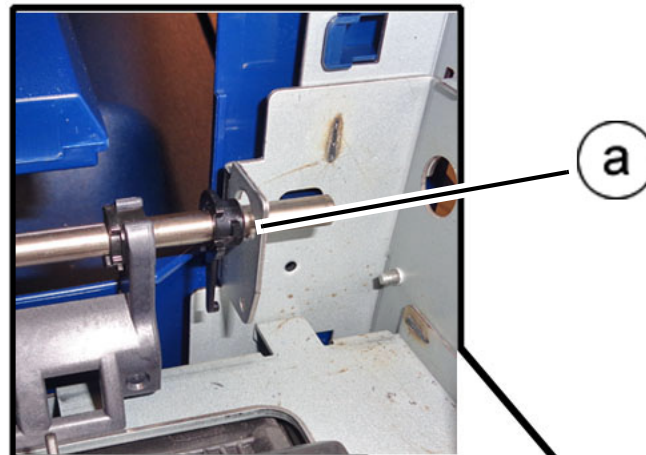
7. Disconnect the connectors. (Figure 4)
 - a. Disconnect the connectors (2).
 - b. Slide and remove the belt.
 - c. Remove the screws (2).



j0kt41703

Figure 4 Disconnect the connector

8. Remove the Exit/OCT 1 Assembly. (Figure 5)
 - a. Slide the bearing.
 - b. Remove the Exit/OCT 1 Assembly.



j0kt41704-a.jpg

Figure 5 Removing the Exit/OCT 1 Assembly

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure that the Guides (2) at the Exit/OCT 1 Assembly are set to the correct direction. (Figure 6)

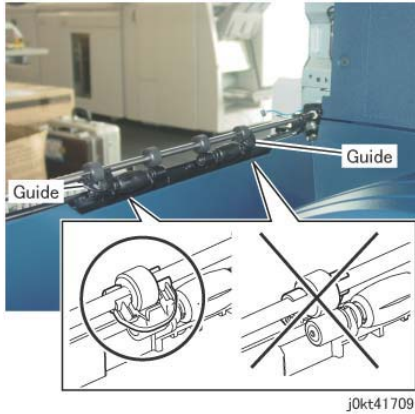


Figure 6 Ensure that the Guides are set to the correct direction

REP 11.2 Exit 2 Assembly

Parts List on [PL 17.3](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

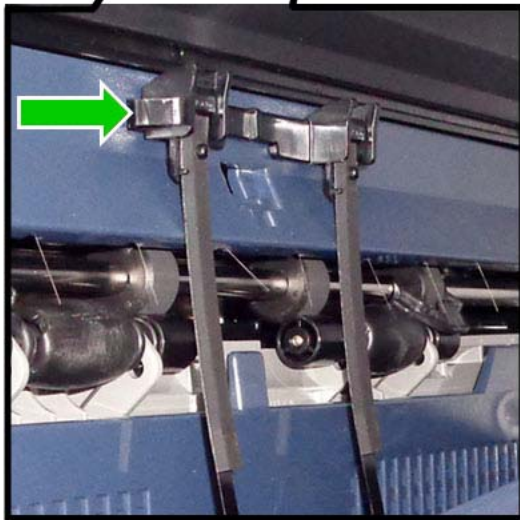
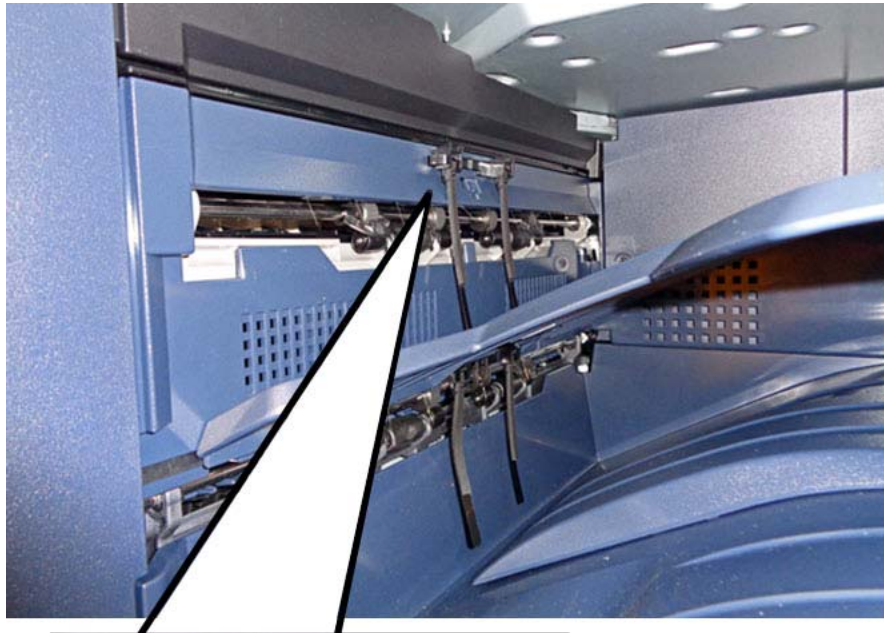
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the L/H Cover Unit.
5. Remove the Front Left Cover. (PL 19.2)
6. Remove the Left Rear Upper Cover. (PL 19.2)
7. Remove the Left Upper Cover. (PL 19.2)
8. Remove the Side Tray Unit. (REP 11.3)
9. Remove the paper weight. (Figure 1)

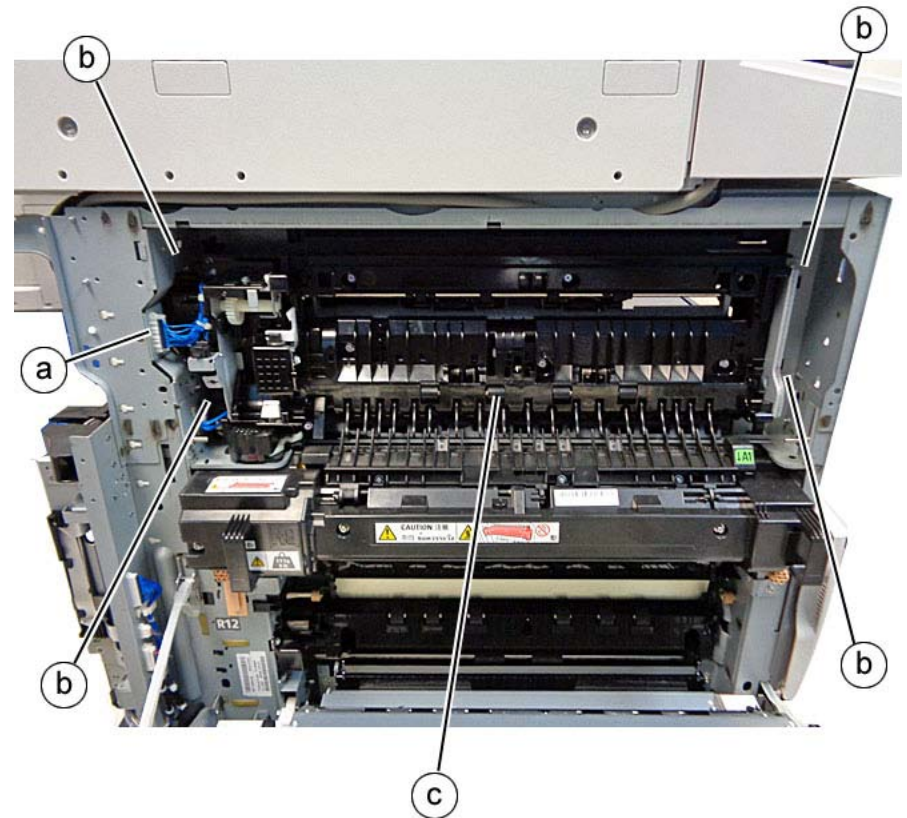


1
Depress the hook in the direction of the arrow.

2
Remove the paper weight.

j0ki41904-a.jpg

Figure 1 Removing the paper weight



j0kt41705-a.jpg

Figure 2 Removing the Exit 2 Assembly

Replacement

The replacement is the reverse of the removal procedure.

10. Remove the Exit 2 Assembly. (Figure 2)
 - a. Disconnect the connector.
 - b. Remove the screws (4).
 - c. Remove the Exit 2 Assembly.

REP 11.3 Face Up Transport Assembly

Parts List on [PL 17.6](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

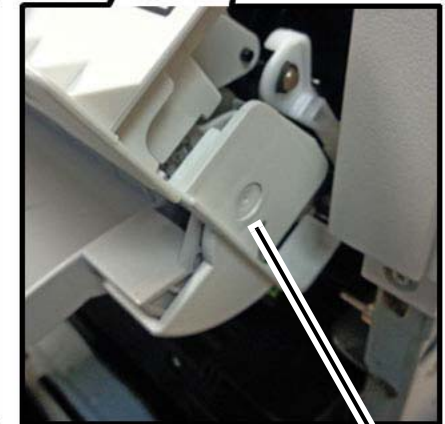
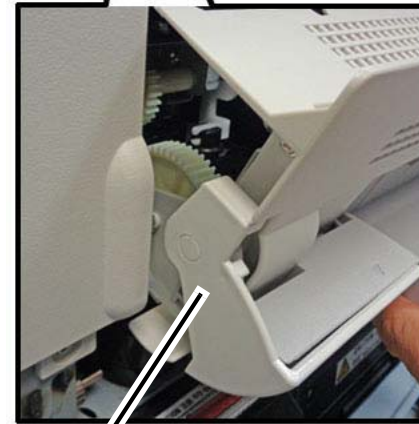
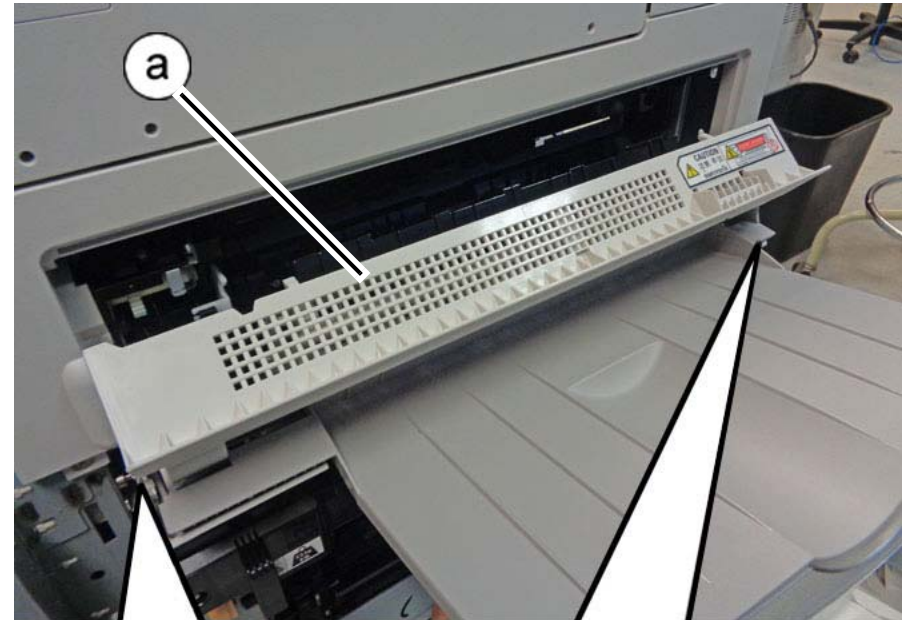
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Open the L/H Cover Unit.
5. Remove the Tray Cover. (Figure 1)
 - a. Open the Side Tray Unit several inches (~76 to 101mm); hold it in this position.
 - b. Gently pry the ends of the Tray Cover off the Side Tray Unit hinges.



side_tray_g.jpg

Figure 1 Removing the Tray Cover

- c. With the Side Tray Unit still open, reach beneath it, compress the latches (2), and remove the Tray Cover. (Figure 2)

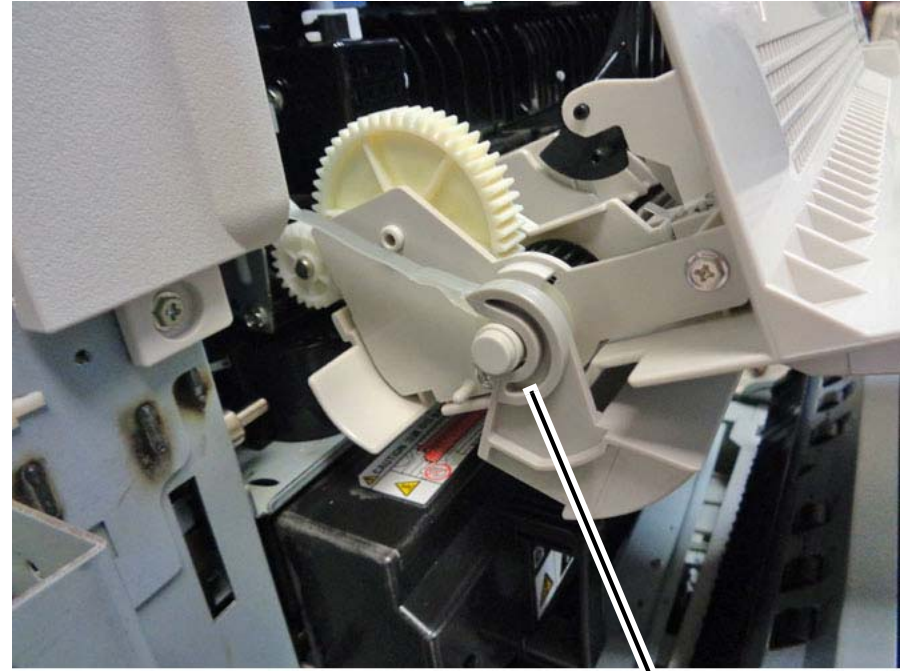


C

side_tray_f.jpg

Figure 2 Tray Cover latch locations

6. Remove the Face Up Tray from the Side Tray Unit.
 - a. Slide the rear Face Up Tray mount off the hinge. (Figure 3)

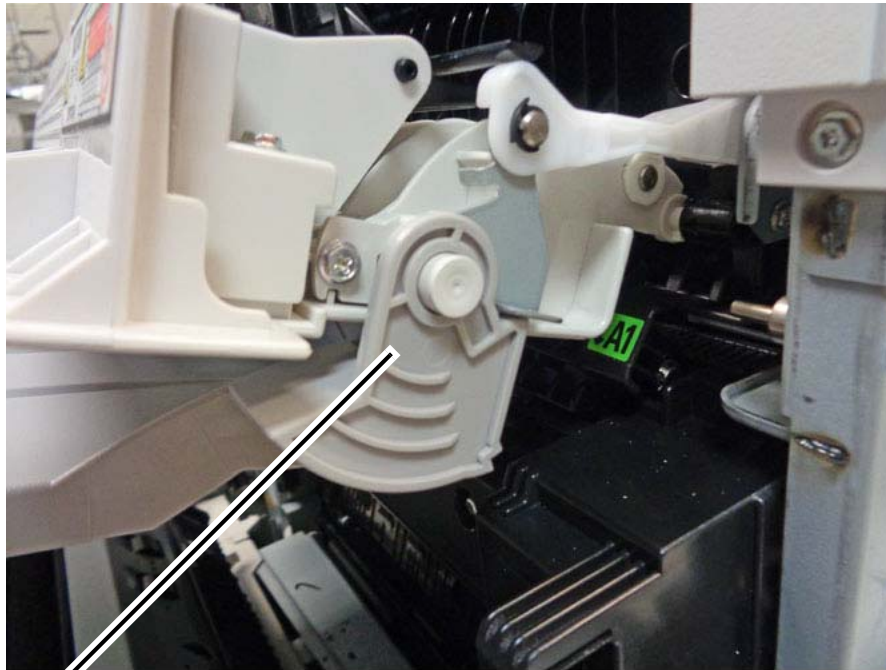


Slide the rear Face Up Tray mount off the hinge.

side_tray_b.jpg

Figure 3 Removing the rear Face Up Tray mount from the hinge

- b. Remove the front Face Up Tray mount from the hinge. (Figure 4)

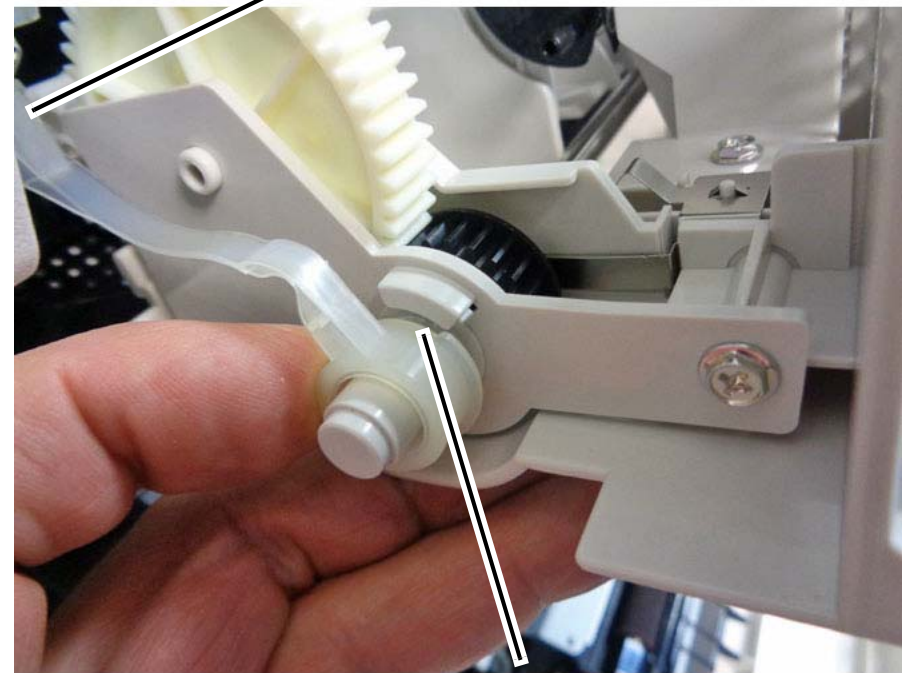


Slide the Face Up Tray toward the front of the machine and off the front hinge.

side_tray_c.jpg

Figure 4 Removing the front Face Up Tray mount from the hinge

7. Remove the Exit 2 Stopper. (Figure 5)



3
Rotate the stopper and remove it from the Exit 2 Assembly rear frame.

2
Slide the stopper off the Side Tray Unit.

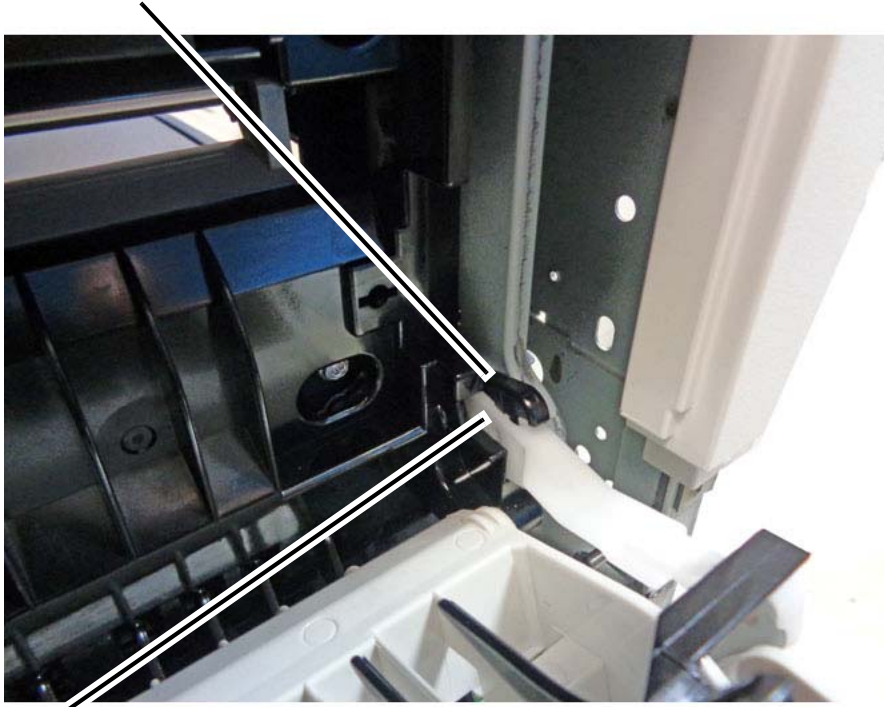
1
Raise or lower the Side Tray Unit, as needed, to align the cut out in the stopper with the molded-in retainer,

side_tray_d.jpg

Figure 5 Removing the Exit 2 Stopper

8. Disconnect the link from the frame. (Figure 6)

- 1 Grasp the spacer. Pull it up to remove.

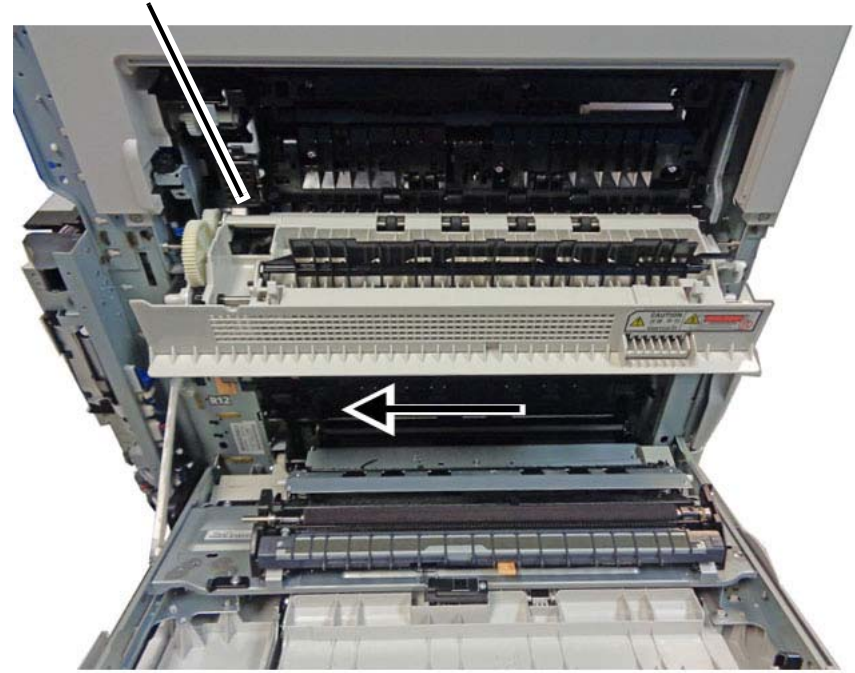


- 2 Compress and remove the link.

side_tray_e.jpg

Figure 6 Disconnecting the front link

- 1 Lift the rear Side Tray hinge out of the molded support in the Exit 2 Assembly.



- 2 Slide the Side Tray toward the rear of the machine and remove it.

side_tray_a.jpg

Figure 7 Removing the Side Tray

9. Remove the Side Tray Unit. (Figure 7)

Replacement

The replacement is the reverse of the removal procedure.

REP 14.1 L/H Cover Unit

Parts List on [PL 14.1](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

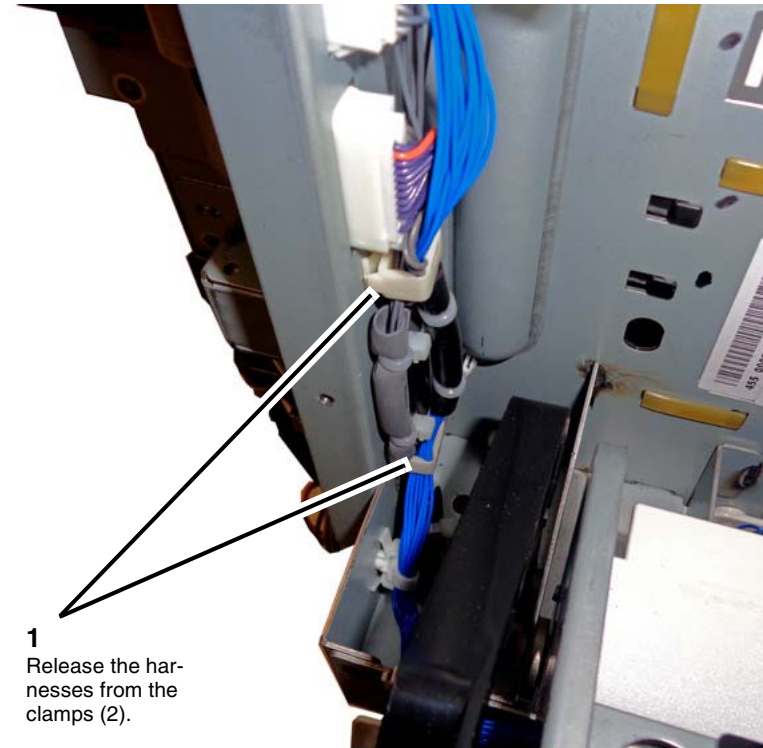
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

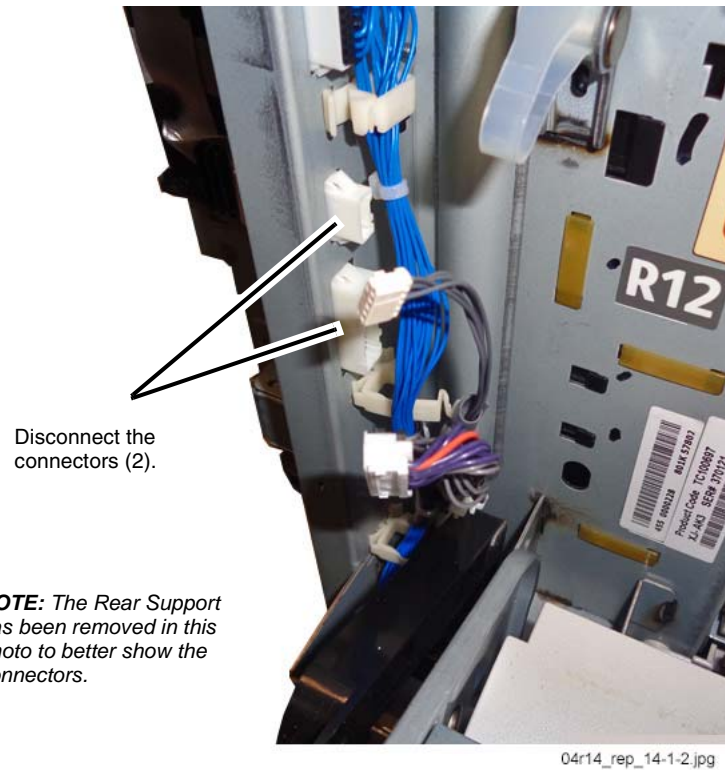
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the Left Rear Lower Cover. ([PL 19.2](#))
5. Open the L/H Cover Unit.
6. Prepare to remove the L/H Cover Unit. ([Figure 1](#))



04r14_rep_14-1-1.jpg

Figure 1 Releasing the wire harnesses

7. Disconnect the harness connectors ([Figure 2](#)).



Disconnect the connectors (2).

NOTE: The Rear Support has been removed in this photo to better show the connectors.

Figure 2 Disconnecting the harness connectors

8. Rotate the Front Support 90 degrees counterclockwise, then remove it from the hole in the frame. (Figure 3)
(A) is the Front Support

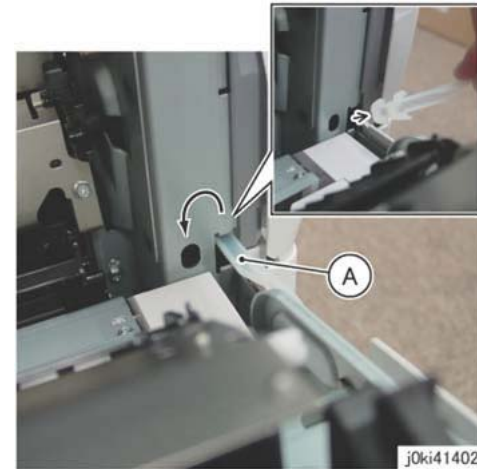


Figure 3 Removing the Front Support from the frame

9. Remove the Rear Support from the L/H Cover Unit. (Figure 4)
 - a. Remove the KL-Clip.
 - b. Remove the Rear Support.

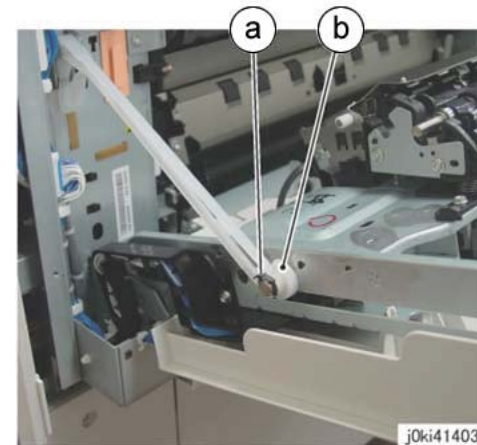


Figure 4 Removing the Rear Support

10. Remove the L/H Cover Unit. (Figure 5)
 - a. Lift the L/H Cover Unit up and off the hinge studs (2).

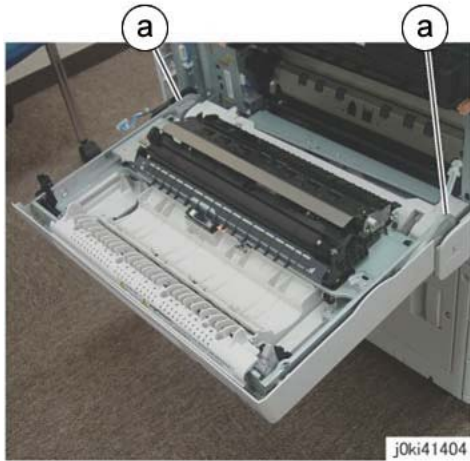


Figure 5 Removing the L/H Cover Unit

Replacement

1. The replacement is the reverse of the removal procedure.

REP 14.2 Top Cover

Parts List on [PL 19.2](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

NOTE: When removing the Drum, cover it with a black sheet to prevent light fatigue.

NOTE: Do not touch the Drum surface with your hands.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Remove the following parts:
 - Drum (Y, M, C, K) ([REP 9.5](#))
 - Toner Cartridge (Y, M, C, K) ([PL 5.1](#))
 - Waste Box ([PL 8.2](#))
 - Transfer Belt Cleaner Assembly ([REP 9.1](#))
 - Tension Lever ([PL 6.1](#))
5. Remove the Drum Cover. ([Figure 1](#))
 - a. Remove the screws (2).
 - b. Open the Drum Cover up to the position in the figure.
 - c. Remove the Drum Cover.

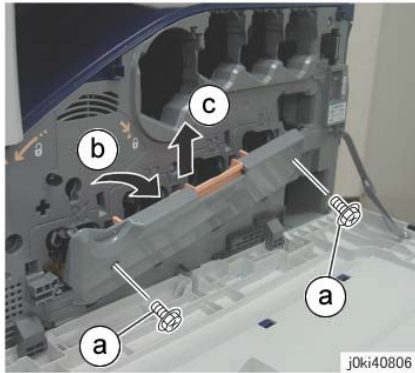


Figure 1 Remove the Drum Cover

6. Open the L/H Cover Unit.
7. Remove the Front Cover together with the Inner Cover. (Figure 2)
 - a. Remove the screws (6).
 - b. Remove the Front Cover together with the Inner Cover.

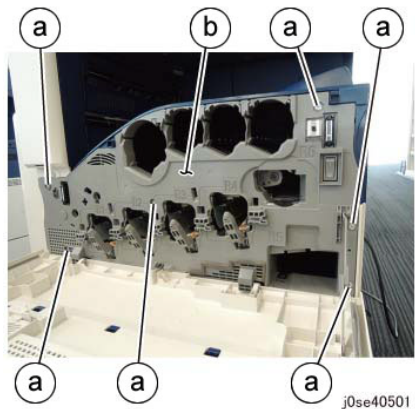


Figure 2 Remove the L/H Cover

8. Remove the Front Left Cover and the Exit Front Cover. (Figure 3)
 - a. Remove the screw.
 - b. Remove the Front Left Cover in the direction of the arrow.
 - c. Remove the Exit Front Cover.

- 2 Remove the Front Left Cover in the direction of the arrow.

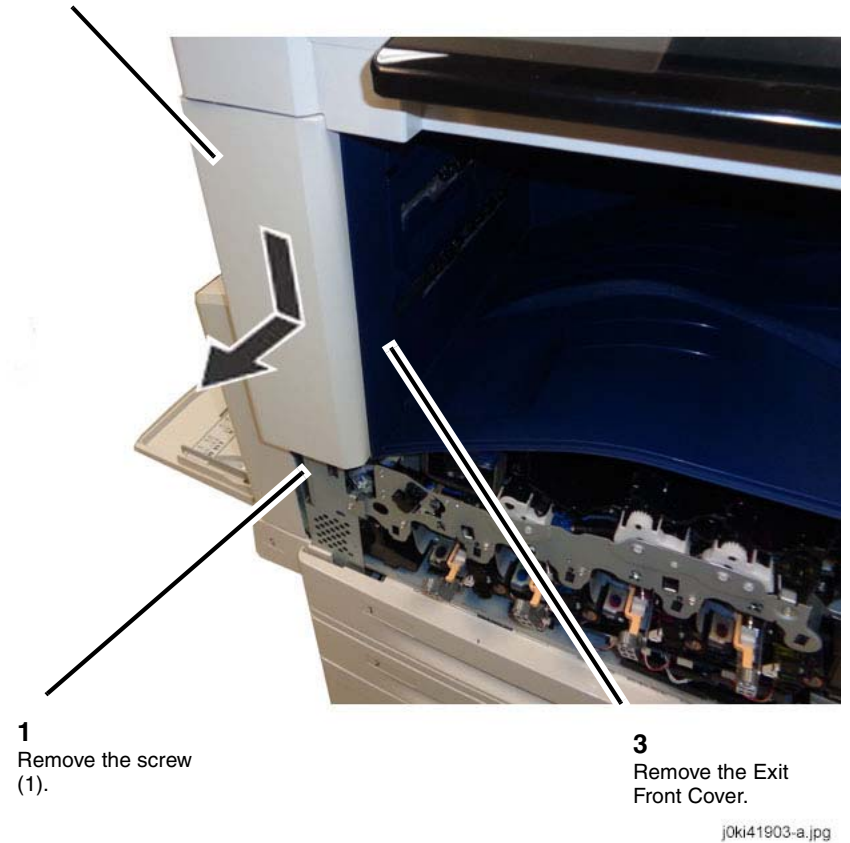
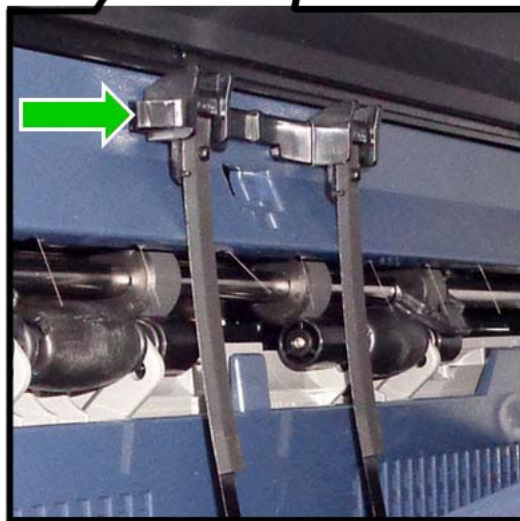
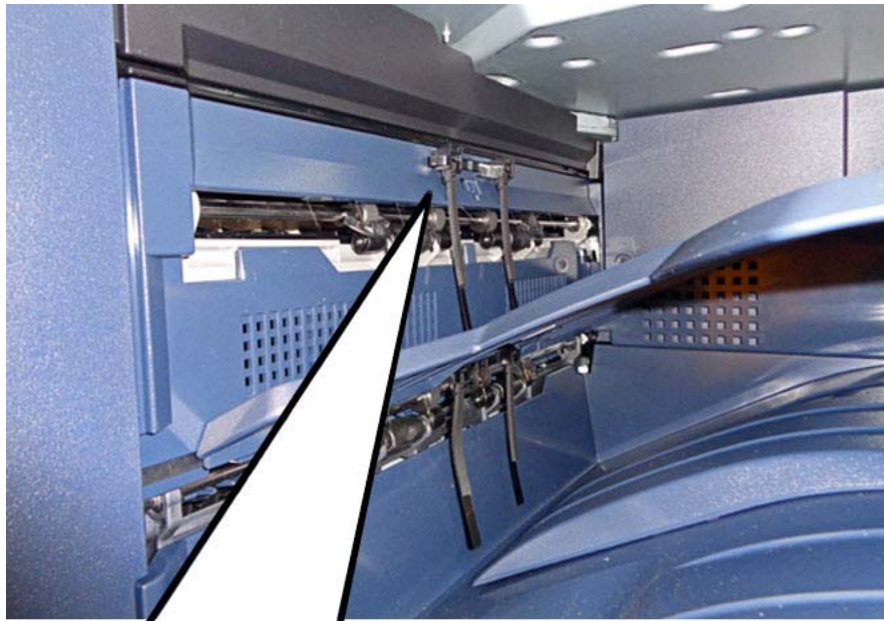


Figure 3 Removing the Front Left and Front Exit Covers

9. Remove the Paper Weight. (Figure 4)



1
Depress the hook in the direction of the arrow.

2
Remove the paper weight.

j0ki41904-a.jpg

Figure 4 Removing the paper weight

10. Remove the Top Cover. (Figure 5)



2
Remove the Top Cover.

1
Remove the screw (1).

j0ki41905-a.jpg

Figure 5 Removing the Top Cover

Replacement

1. The replacement is the reverse of the removal procedure.

REP 14.3 Rear Lower Cover

Parts List on [PL 19.3](#)

Removal

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch.

WARNING

Do not perform repair activities with the power on or electrical power supplied to the machine. Some machine components contain dangerous electrical voltages that can result in electrical shock and possible serious injury.

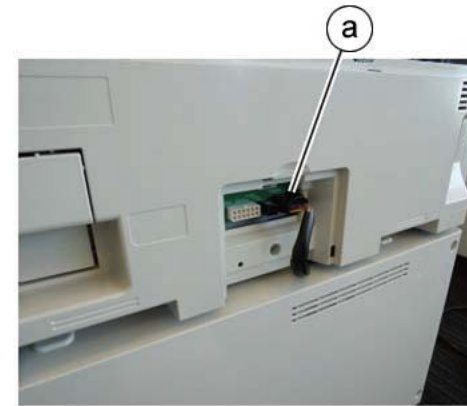
DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine. Certains éléments de la machine comportent des tensions électriques dangereuses qui peuvent causer un choc électrique et de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con l'alimentazione elettrica inserita. Alcuni componenti contengono corrente ad alta tensione che può provocare forti scosse e gravi ferite.

VORSICHT: Es dürfen erst Reparaturarbeiten durchgeführt werden, wenn das Gerät ausgeschaltet ist oder der Netzstecker nicht mehr mit der Stromquelle verbunden ist. Einige Komponenten des Gerätes sind stromführend und können daher zu ernsthaften Verletzungen oder Stromschlägen führen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. Algunos componentes de la máquina contienen voltajes eléctricos peligrosos que pueden producir una descarga eléctrica y causar daños graves.

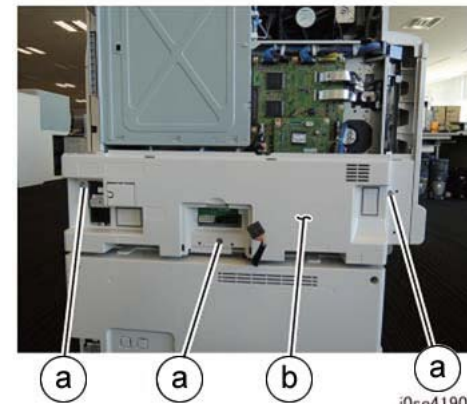
1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off (GP 4).
3. Disconnect the power cord.
4. Remove the following parts:
 - Filter Cover (PL 19.3)
 - Control Unit Connector Cover (PL 19.3)
 - Rear Upper Cover (PL 19.3)
 - MCU Cover (PL 19.3)
5. Disconnect the connector. (Figure 1)
 - a. Disconnect the connector.



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Figure 1 Disconnect the connectors

6. Remove the Rear Lower Cover. (Figure 2)
 - a. Remove the screws (3).
 - b. Remove the Rear Lower Cover.



j0se41904

Figure 2 Remove the Rear Lower Cover

Replacement

1. The replacement is the reverse of the removal procedure.

REP 14.4 Opening/Closing the PWB Chassis Unit

Parts List on [PL 18.1](#)

Procedure

Perform the steps in [REP 1.14](#) to open/close the PWB Chassis Unit.

ADJ 4.1 Panel (UI) Diagnostic Tests

Purpose

This series of tests are built into the UI software to test the functionality of the UI display, UI pixels and color fidelity, Touch Screen response, and Control Panel buttons and LEDs.

Procedure

To display the Panel Diagnostic Tests, log in to Diagnostics, select **Diagnostics**, then select **dc305 Panel Diagnostics Test**. The menu displays a list of 6 choices. You can select the tests from either the Touch Screen or by using the number key pad on the Control Panel. Each test will have one or more subtests. These tests are selectable from the number keys on the control panel. You can exit any of the top level tests by pressing the 0 button on the Control panel.

1. LCD Pixel Test...

This test displays five choices:

- Red Pixel Test
- Green Pixel Test
- Blue Pixel Test
- All White Pixel Test
- All Black Pixel Test

When Red Pixel Test is pressed, the screen turns red. When Green Pixel Test is pressed, the screen turns green, etc.

2. Touch Panel Test...

This test consists of two routines: Touch Panel Test and Touch Panel Track Test.

- **Touch Panel Test** - A small square displays where you touch the screen. This demonstrates the function of the touch screen. If your touch does not produce a color or grey square, the touch screen is defective.
- **Touch Panel Track Test** - When you drag your fingertip across the screen, a black line will display along the path that you traced.

3. Button Test...

This routine test the operation of the **Power** and **Home** buttons on the control panel and displays the results on the UI as a color change on the button display.

4. Display Vertical Test...

This test displays eight different vertical gradient patterns. These patterns are selected by touching the relevant soft button on the UI.

- Red Grey Scale
- Green Grey Scale
- Blue Grey Scale
- Display 3 Vertical
- Display 33 Vertical
- Display 50 Vertical
- Display 100 Vertical
- Display 200 Vertical

5. LED Test...

This routine tests the operation of the Power button LED, the NFC LED, and the Amber (Warning/Error) and Blue (Interaction) LEDs at the front of the Panel. Select the feature to test, then the desired button on the touch screen.

- Pressing **Blink** causes the selected LED to blink after the LED has been switched on.
- Pressing **High Rate Breathing** causes the intensity of the selected LED to rapidly increase and decrease.
- Pressing **Low Rate Breathing** causes the intensity of the selected LED to slowly increase and decrease.

6. Sounds Test...

This routine tests the six types of sounds which the UI produces:

- **Touch** - Popup, Invalid Touch, Touch Tone2 Mid, Tumbler Down, Cancel / Delete, Touch Tone1 Low, Touch Tone3 High, Tumbler Up
- **Log In** - NFC Card Swipe
- **Power** - Power Shutdown, Power Startup
- **Job Completion** - Job Completed
- **Faults/Alerts** - Fault, Notification Alert, Notification Banner
- **Energy Saver** - Power Saver Enter, Power Saver Exit

NOTE: To adjust the volume, use either the scroll buttons or touch the volume button and enter the desired setting in the keypad.

ADJ 5.1 DADF Skew Adjustment

Parts List on PL 55.2

Purpose

To correct the feeding of the original by adjusting the position of the DADF. (DADF Lead-Skew, Perpendicularity)

Check

1. Place the Test Chart 82E8220 on the Platen Glass.
2. Place 11x17" paper in Tray 1.
3. Make one copy using the following settings.
 - a. On the UI, select **Copy**.
 - b. Select **Output Color > Black & White**.
 - c. Scroll to **Paper Supply** and select **11x17"** paper size.
 - d. Select **2-Sided Copying**, then **1->1 Sided**.
 - e. Select **Reduce/Enlarge** and set it to **100%**.
 - f. Select **Image Shift** and set it to **Off**. Select the OK button if necessary.
 - g. Select **Start**.

NOTE: The copy made from the Platen Glass will be used as the original in the DADF.

4. Place the copy made from the Platen Glass into the DADF and make 3 copies.
5. Check that the difference in the distance between the side and the Edges at the 100mm mark and the 300mm mark in the 3 copies is within 0.5mm. (Figure 1)

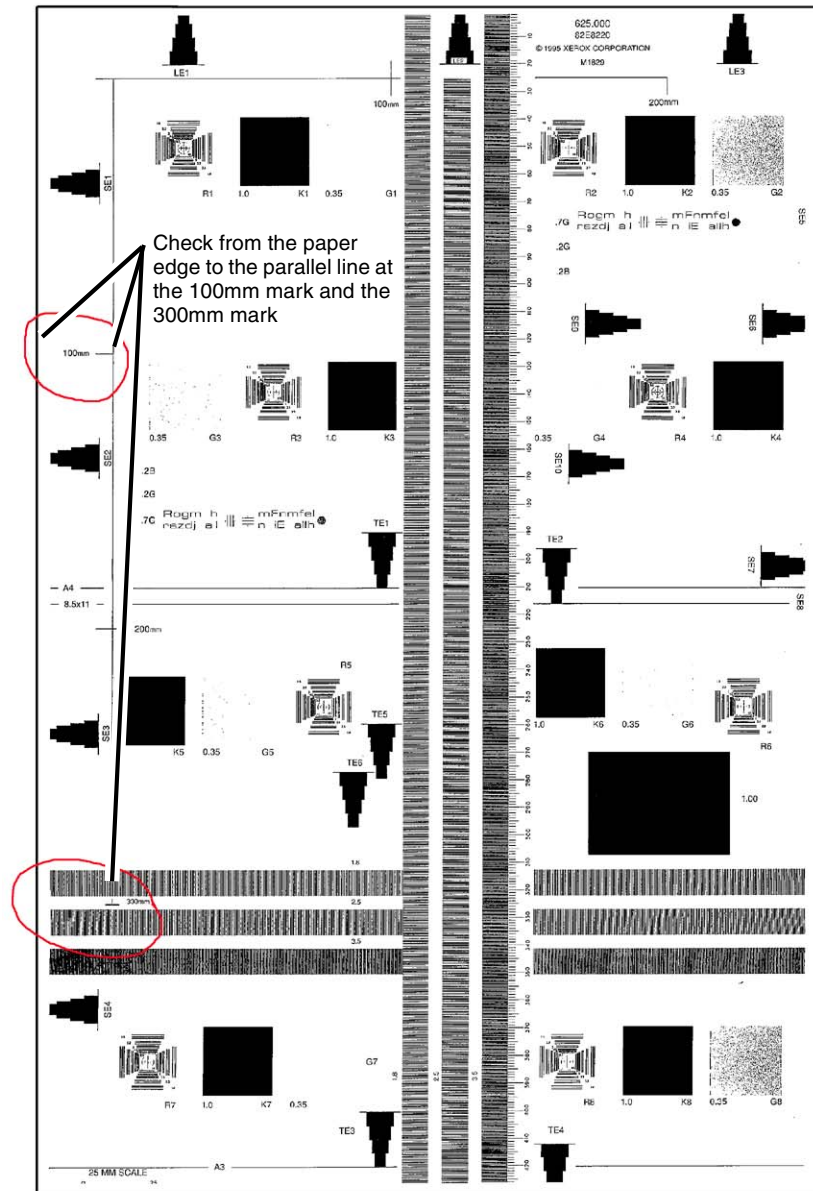


Figure 1 Checking the Skew

6. If the value is not within the specified range, perform the Adjustment:

Adjustment

1. Remove the DADF Rear Cover. (REP 55.4)
2. Adjust the position of the DADF by moving the DADF in direction A or B. (Figure 2).
 - a. Loosen the screws (4).
 - b. Move the DADF in direction A (Figure 3) or B (Figure 4).
 - c. Tighten the screws (4).

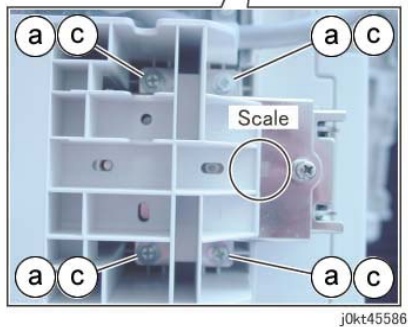
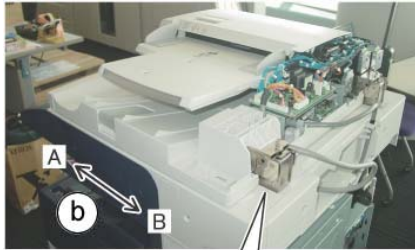
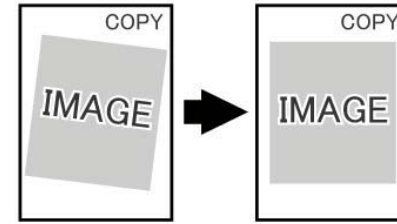


Figure 2 Skew Adjust

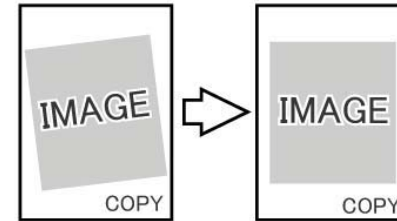
- The DADF moved in direction A. (Figure 3)



j0ku42044

Figure 3 Direction A correction

- The DADF moved in direction B. (Figure 4)



j0ku42043

Figure 4 Direction B correction

3. Reinstall the DADF Rear Cover.
4. After the adjustment is complete, perform ADJ 5.5 DADF Registration Automatic Adjustment (dC608).

ADJ 5.2 DADF Side Registration Manual Adjustment

Parts List on [PL 55.2](#)

Purpose

To adjust the original to the correct position in the cross-process (drum shaft) direction on the Platen.

NOTE: This adjustment should only be performed if the DADF Registration Automatic Adjustment (dC608) (ADJ 5.5) procedure has been performed and the results were not satisfactory.

NOTE: Perform the checks and, if necessary, the adjustments for the following procedures before proceeding with this adjustment.

- [ADJ 9.1 IOT Lead Edge/Side Edge Registration \(dC129\)](#)
- [ADJ 5.1 DADF Skew Adjustment](#)
- [ADJ 6.7 Document Glass Registration Automatic Adjustment \(dC609\)](#)

NOTE: DADF Side Registration is adjusted using the NVM for all paper widths.

Check

Create a test pattern

1. To create a Cross Line Test Pattern, use a plain white sheet of 8.5x11"/A4 paper and fold the sheet precisely in half lengthwise and width-wise. Then with a straight edge draw a straight line in the length-wise crease and a straight line in the width-wise crease.
Label the top LE for orientation purposes. ([Figure 1](#))

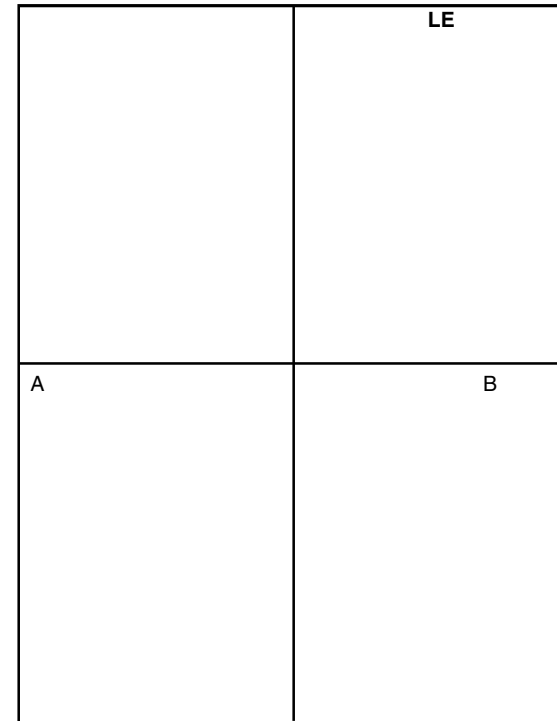


Figure 1 Creating a Test Pattern Original

DADF Side Edge Registration Check - Side 1

1. Load Tray 1 with 8.5x11"/A4 paper SEF.
2. Place the new Cross Line Test Pattern on the DADF with the word **LE** face up and towards the rear of the DADF.
3. Select the following:
 - Tray 1
 - 1-1 Sided
 - 100%
 - 1 copy
4. Make one copy to the center tray.
5. Remove the copy from the center tray and **flip the copy left to right**.
6. Fold the copy in half, perpendicular to the short edge (fold A to B in [Figure 1](#)).
7. Check that the fold line is within 2.0mm from the reference line.
 - If the value is not within the specified range, perform the Adjustment.
 - If the Check is OK, perform the DADF Side Edge Registration Check - Side 2.

DADF Side Edge Registration Check - Side 2

1. Place the Cross Line Test Pattern on the DADF with the **LE** face down and toward the rear of the DADF.
2. Select the following:
 - Tray 1
 - 2-2 Sided.
 - 100%
 - 1 copy
3. Make one copy to the center tray.
4. Remove the copy from the center tray, but **DO NOT FLIP** the copy this time.
5. Fold the copy in half, perpendicular to the short edge (A to B in [Figure 1](#)).
6. Check that the fold line is within 2.0mm from the reference line.

NOTE: Side 2 Registration should track Side 1 closely. In the event that it does not, perform the adjustment, and attempt to equalize the registration for both sides.

Adjustment

Side 1 Adjustment

1. Use [dC131](#) to change the value in location 715-510 to perform correction for all sizes.
2. Increase the value to move the image toward "TOP"
3. Repeat Check and Adjustment until the measurement is within the specified range.

Side 2 Adjustment

NOTE: Side 2 Registration should track Side 1 closely. In the event that it does not, perform the adjustment, and attempt to equalize the registration for both sides.

1. Enter NVM Read/Write. Change the value in location 715-511 to perform correction for all sizes.
2. Increase the value to move the image toward "TOP"
3. Repeat the Check and Adjustment until the measurement is within the specified range.

ADJ 5.4 DADF Lead Edge Registration Manual Adjustment

Purpose

Align image scanned from document with lead edge of paper.

NOTE: This adjustment should only be performed if the [ADJ 5.5 DADF Registration Automatic Adjustment \(dC608\)](#) procedure has been performed and the results were not satisfactory.

NOTE: The following adjustments must be made before carrying out checking and adjustment.

- [ADJ 9.1 IOT Lead Edge/Side Edge Registration \(dC129\)](#)
- [ADJ 5.1 DADF Skew Adjustment](#)
- [ADJ 6.7 Document Glass Registration Automatic Adjustment \(dC609\)](#)

Check

1. Make two copies from the Platen Glass to be used as DADF originals.
 - a. Register Geometric Test Pattern 82E8220 (11 x 17 / A3) on the Platen with the lead edge metrics LE1 through LE3 against the left registration guide.
 - b. Select the following on the UI:
 - **Copy**
 - **2-Sided Copying > 1→1 Sided**
 - **Output Color > Black and White**
 - **Paper Supply > A4 or 8 1/2 x 11 Long Edge Feed**
 - **Reduce/Enlarge > 100%**
 - **Image Shift > Off**
 - **Copies > 2**
 - c. Press **Start**. Write DADF Original 1 on the first copy and DADF Original 2 on the second copy.
2. Verify Lead Edge Registration of the DADF Originals.
 - a. On copy 2 (Original 2), measure the distance between the top edge of the copy and the reference line on metric LE2, and write A and the measurement on copy 2.
 - b. Check that A is 10.0 ±0.5 mm. If A is 10.0 ±0.5 mm, go to step 3. If A is not 10.0 ±0.5 mm, check the following and then return to the beginning of this procedure.
 - [ADJ 9.1 IOT Lead Edge/Side Edge Registration Adjustment](#)
 - [ADJ 6.2 IIT Lead Edge Registration Manual Adjustment](#)

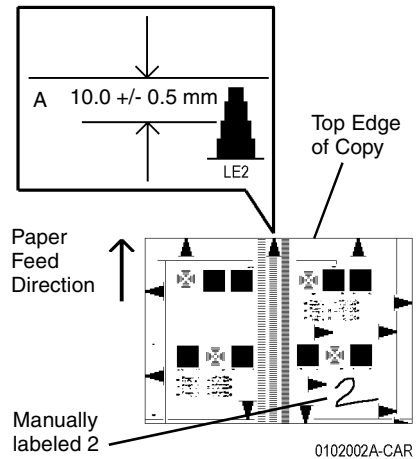


Figure 1 Verifying Top Edge Registration of DADF Originals

3. Check DADF Top Edge Registration for Side 1. (Figure 1)
 - a. Load both DADF Originals in the DADF, 1 on top, with lead edge metrics LE1 through LE3 facing toward the left.
 - b. Select the following:
 - **2-Sided Copying > 1→1 Sided**
 - **Paper Supply > A4 or 8 1/2 x 11 Long Edge Feed**
 - **Reduce/Enlarge > 100%**
 - **Copies > 2**
 - c. Press **Start** and discard the first set.
 - d. On Side 1 (labeled DADF Original 1) of the second set of copies, measure the distance between the top edge of the copy and the reference line on metric LE2, and write B and the measurement on copy 1.
 - e. Compare B to A. B must be within 0 ± 2.2 mm of A.
If the difference between B and A is greater than 2.2 mm, go to step 1 of the Adjustment.
Otherwise, go to the next step below.
4. Check the DADF Lead Edge Registration for Side 2.
 - a. Make a 2 sided test pattern.
 - i. Load DADF Originals 1 and 2 face up, 1 on top, with lead edge metrics LE1 through LE3 facing toward the left.
 - ii. Select 1 to 2 sided and press **Start** to make the 2 sided test pattern.

- b. Make test copies.
 - i. Load the 2 sided test pattern with Side 1 up, and lead edge metrics LE1 through LE3 facing toward the left.
 - ii. Select the following:
 - **2-Sided Copying > 1→1 Sided**
 - **Paper Supply > A4 or 8 1/2 x 11 Long Edge Feed**
 - **Reduce/Enlarge > 100%**
 - **Copies > 2**
 - iii. Press **Start** and discard the first set.
- c. Check that the lead edge metrics are same distance from the edge of paper for both copies.
If the difference is greater than 2.2 mm, go to step 2 of the adjustment.
Otherwise, the DADF Lead Edge Registration is good.

Adjustment

1. Adjust Side 1 DADF Lead Edge Registration.
 - a. Enter NVM Read/Write (**dC131**). Change the value in location [711-140] to perform correction for Side 1 Lead Registration.
 - b. If B is more than A, increase the NVM value.
If B is less than A, decrease the NVM value.
 - c. Check results of adjustment and readjust if required.
2. Adjust Side 2 DADF Lead Edge Registration.
 - a. Enter NVM Read/Write (**dC131**). Change the value in location [715-515] to perform correction for Side 2 Lead Registration.
 - b. If Side 2 edge metric is farther away from edge than Side 1, increase the NVM value.
If Side 2 edge metric is closer to edge than Side 1, decrease the NVM value.
 - c. Check results of adjustment and adjust as required.

NOTE: 2 to 2-sided or 2 to 1-sided must be selected to view a change in [715-515]. [715-515] produces no change in 1 to 2-sided copying.

Table 1 NVM List

Chain	Link	Name	Default	Min	Max	Remarks
711	140	Side1LeadRegOffsetAdjustmentAll	120	80	230	Side 1
715	515	CVTRegLEpagesyncSide2	275	195	355	CVT-Side 2

ADJ 5.5 DADF Registration Automatic Adjustment (dC608)

Purpose

This feature checks registration of media fed through the DADF and corrects any misalignments. The process runs automatically and does not require any user intervention other than inserting six blank sheets in the document feeder.

NOTE: The following adjustments must be made before carrying out checking and adjustment.

- [ADJ 9.1 IOT Lead Edge/Side Edge Registration](#)
- [ADJ 5.1 DADF Skew Adjustment](#)
- [ADJ 6.7 Document Glass Registration Automatic Adjustment \(dC609\)](#)

Adjustment

1. Enter [UI Diagnostic Mode](#).
2. Select **Adjustments**.
3. Select **dC608 Document Feeder Registration....**
4. Insert 6 blank A4/8.5 x 11 inch white sheets, SEF orientation, into the document feeder.
5. Ensure the document feeder guides are adjusted so they touch the paper on both sides.

NOTE: If the guides are not adjusted tightly, the process will not detect an error, and incorrect values for the DADF side registration will be entered into NVM.

6. Select **Start** on the **dC608 Document Feeder Registration** screen.
The document feeder feeds the documents.
The screen displays the **After Registration** values.
7. If “-” is shown instead of **After Registration** values, or if there is any other indication of failure, repeat the procedure from step 4.
If the process fails a second time, perform DADF Side Registration Manual Adjustment [ADJ 5.2](#) and DADF Lead Edge Registration Manual Adjustment [ADJ 5.4](#).

ADJ 5.6 Side 1 to Side 2 Color Matching

Purpose

The purpose of this adjustment is to compensate for minor variations in output color between side 1 and side 2 on single-pass DADFs. This routine is available to users.

Adjustment

1. Select **Device** on the UI.
2. Select **Tools**.
3. Select **Troubleshooting**.
4. Select **Calibration**.
5. Scroll to **Color Matching**.
6. Follow the on-screen instructions.

ADJ 6.1 Full/Half Rate Carriage Position Adjustment

Parts List on [PL 1.5](#)

Purpose

Adjusts the position of the Full/Half Rate Carriage.

Adjustment

NOTE: To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait for the Power Button LED to turn off before switching off the Main Power Switch.

NOTE: Adjust the position of Full/Half Rate Carriage at the front and rear separately. Only the procedure for the rear side is described here. The procedure for the front side is the same as for the rear side.

1. Press the **Jobs** icon to verify that no jobs are in process.
2. Power the system off ([GP 4](#)).
3. Disconnect the power cord.
4. Open the DADF.
5. Remove the Platen Glass. ([REP 6.2](#))
6. Remove the Lens Cover Assembly. ([PL 1.5](#))
7. Remove the jig pins from the Lens Assembly. ([Figure 1](#))

NOTE: When removing the jig pins, never remove the screws (4) that secure the Lens Base.

- a. Remove the screws (2).
- b. Remove the jig pins (2).

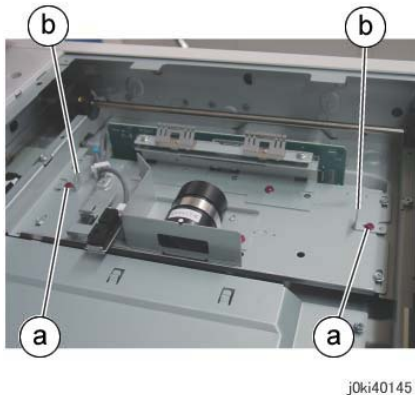


Figure 1 Remove the jig pins

8. Check that the pulley at the front side is secured firmly. If the pulley is loose, tighten the set screws (2). ([Figure 2](#))

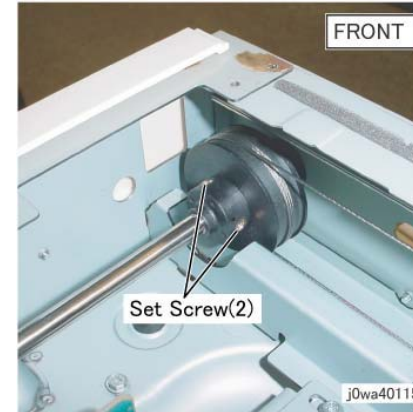


Figure 2 Tighten the front pulley

9. Loosen the set screws (2) that secure the pulley at the rear side. ([Figure 3](#))



Figure 3 Loosen the rear pulley

10. Position the Half Rate Carriage. ([Figure 4](#))
 - a. Move the Half Rate Carriage to the jig pin insertion position.
 - b. Set the jig pins (2).

NOTE: Make sure the jig pins are aligned as shown in the figure.

- c. Tighten the screws (2).

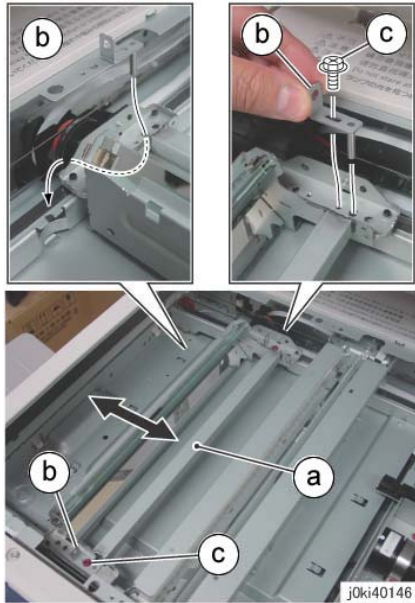


Figure 4 Position the Half Rate Carriage

11. Tighten one of the two set screws (either one) that loosened the rear side pulley. (Figure 5)



Figure 5 Tighten one of the set screws

12. Secure the cable to the Full Rate Carriage at the rear side. (Figure 6)
- Remove the screw.
 - Set the Tool Pin that was placed at the rear side of the Half Rate Carriage to the front side of the Full Rate Carriage.

- Tighten the screw.
- Remove the screw.
- Set the Tool Pin that was placed at the front side of the Half Rate Carriage to the rear side of the Full Rate Carriage.
- Tighten the screw.
- Tighten the affixed screws.

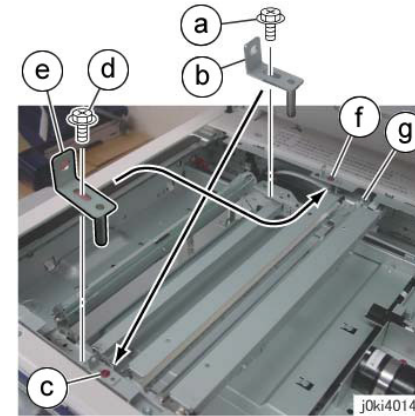


Figure 6 Secure the cable to the Full Rate Carriage

13. Tighten the remaining set screw that kept the pulley at the rear side loose. (Figure 7)



Figure 7 Tighten the set screw

- Manually move the Full Rate Carriage to ensure that it moves smoothly.
- Restore the Tool Pins to their original states.
- Restore the Lens Cover Assembly to its original state.

ADJ 6.2 IIT Lead Edge Registration Manual Adjustment

Parts List on PL 1.1

Purpose

Adjusts the IIT scan timing in the Slow Scan direction and corrects the copy position.

Check

CAUTION

Perform this adjustment only if absolutely required; the IIT Lead Edge Registration affects the precision of the document size detection.

NOTE: This adjustment should only be performed if the ADJ 6.7 Document Glass Registration Automatic Adjustment (dC609) procedure has been performed and the results were not satisfactory.

NOTE: Perform the ADJ 9.1 IOT Lead Edge/Side Edge Registration (dC129) adjustment before performing this adjustment.

1. Place the Geometric Test Pattern (82E8220) on the platen glass with the lead edge on the left.
Ensure that the test pattern is positioned in the upper left corner of the platen glass and seated against green registration bars.
2. Select the **Copy** icon on the UI. Make the following settings:
 - **Output Color > Black & White**
 - Select a tray loaded with 11x17 (A3) paper. If necessary, load one of the paper trays with 11 x 17 or A3 paper.
 - **Reduce/Enlarge > 100%**
 - Number of Copies: 2
3. Press **Start**. Retrieve the 2nd copy. Check that the distance from the lead edge to the top of the indicated step on the LE2 scale is 10.0mm +/- 1.6mm (Figure 1).
4. If the value is not within the specified range, perform the Adjustment:

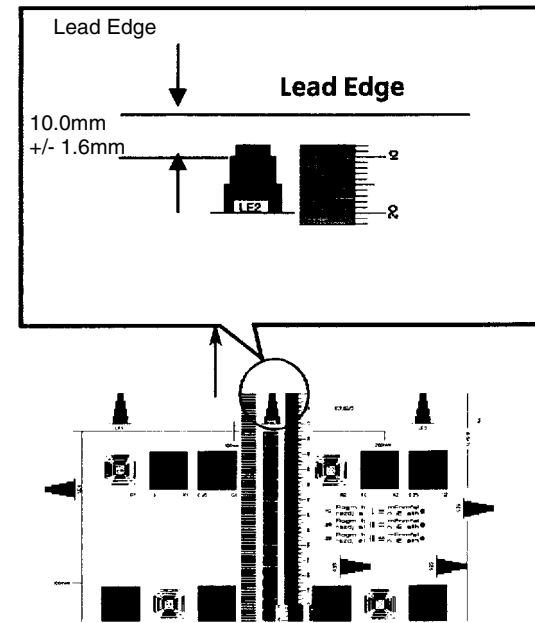


Figure 1 Checking IIT Lead Registration

Adjustment

1. Enter the **UI Diagnostic Mode**.
2. Select **Adjustment**.
3. Select **dC131** and read the value in NVM location [715-513].
4. Change the value to move the image in the appropriate direction:
 - adding or subtracting 1 to the NVM value will move the image 0.1mm
 - When the NVM value is incremented by 1 (1 is added to it), the image will move toward the lead edge.
 - When the NVM value is decremented (1 is subtracted from it), the image will move toward the trail edge.
5. Repeat the Check and Adjustment until the lead edge measurement is within the specified range. Record the final value.
6. Use **dC131** to read the value in NVM location [715-514].
7. Subtract 68 from the value recorded in step 5 and write that value to [715-514].

NOTE: Location 715-514 stores the Calibration Strip location. The Calibration Strip location is 68 counts less than the lead edge of the Platen.

ADJ 6.3 IIT Side Registration Manual Adjustment

Parts List on PL 1.1

Purpose

Adjusts the IIT scan timing in the Fast Scan direction and corrects the copy position.

Check

CAUTION

Perform this adjustment only if absolutely required; the IIT Side Edge Registration affects the precision of the document size detection.

NOTE: This adjustment should only be performed if the Document Glass Registration Automatic Adjustment (dC609)(ADJ 6.7) procedure has been performed and the results were not satisfactory.

NOTE: Perform the checks and, if necessary, the adjustments in IOT Lead Edge/Side Edge Registration (dC129)(ADJ 9.1) before proceeding with this adjustment.

1. Load 11 x 17 inch/A3 paper in Tray 2.
2. Place the Geometric Test Pattern (82E8220) on the platen glass with the lead edge at the left.

Ensure that the test pattern is positioned in the upper left corner of the platen glass and seated against green registration bars.

- **Output Color > Black & White**
 - **Paper Supply > Tray 2**
 - **Reduce/Enlarge > 100%**
 - Number of Copies: 2
3. Retrieve the second copy. Check that the distance from the lead edge to the top of Step 3 on the SE2 and SE3 scales is 10.0mm +/- 1.6mm (Figure 1).

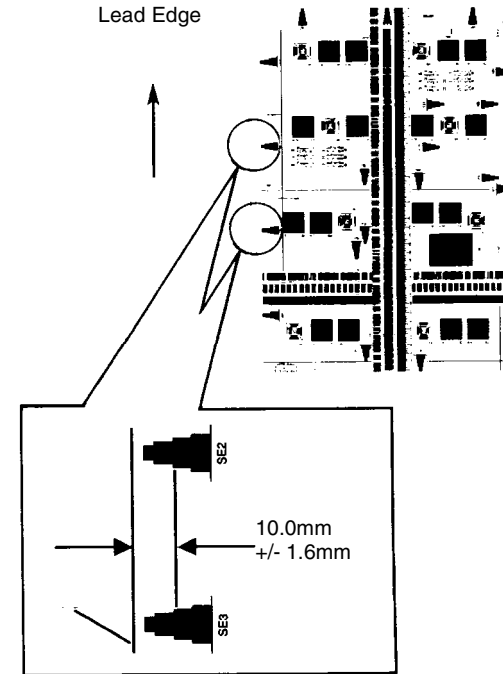


Figure 1 Checking IIT Side Edge Registration

4. If the value is not within the specified range, perform the Adjustment:

Adjustment

1. Enter the **UI Diagnostic Mode**.
2. Enter **dC131**, location [715-512].
Change the value.
 - 1 increment = 0.075mm
 - increasing the value = The image moves IN.
 - decreasing the value = The image moves OUT.
3. Repeat the Check and Adjustment until the Side Edge measurement is within the specified range.

ADJ 6.4 Optical Axis Calibration

Parts List on PL 1.3

Purpose

The purpose of this adjustment is to align the CCD with the lens.

CAUTION

This procedure should only be performed if the Lens Kit is replaced or if the documentation specifically directs.

Check

NOTE: Perform the following in order before beginning this procedure:

1. Perform the Full/Half Rate Carriage Position Adjustment. (ADJ 6.1)
2. Clean the Optics:
 - a. Switch off the power.
 - b. Allow the Exposure Lamp to cool off.
 - c. Using the optical Cleaning Cloth, clean the front and rear of the Document Glass, Document Cover, White Reference Strip, Reflector, and Mirror.
 - d. Clean the Exposure Lamp with a clean cloth and Film Remover.
 - e. Clean the Lens with Lens and Mirror Cleaner and lint free cloth.
3. Open the DADF and position it so the front edge is 150 mm (5.9 in) above the platen glass (Figure 1).

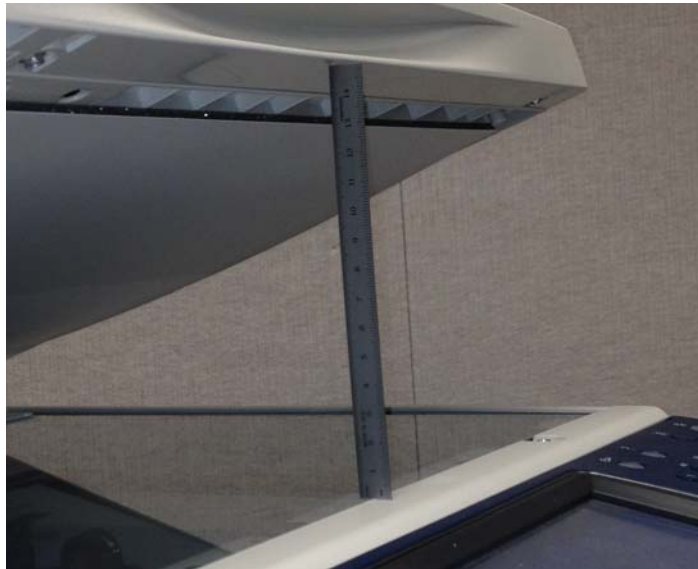
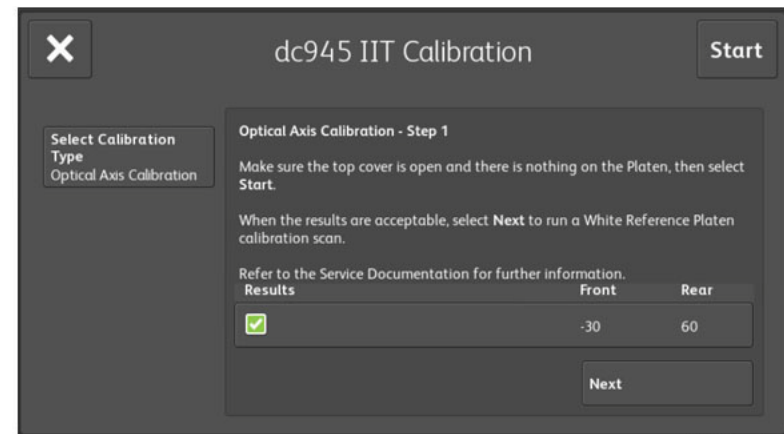


Figure 1 Open the DADF 150mm (5.9 in)

CAUTION

Stray light will adversely affect the check. If there is significant ambient light around the machine (especially fluorescent light), shroud the machine with a drop cloth to keep as much stray light as possible away from the Lens and CCD.

1. Enter UI Diagnostic Mode.
2. Select **Adjustments**.
3. Select **dC945 IIT Calibration....**
4. Touch the **Select Calibration Type** button, then select **Optical Axis Calibration** from the menu. (Figure 2)
5. Select **Start**.
6. Check the results on the display.
 - If a green check mark is displayed in the **Results** column, the check is good. Perform ADJ 6.5 IIT Calibration (dC945).
 - If a red X is displayed in the **Results** column, perform the Adjustment.



adj_6-3_fig_1.jpg

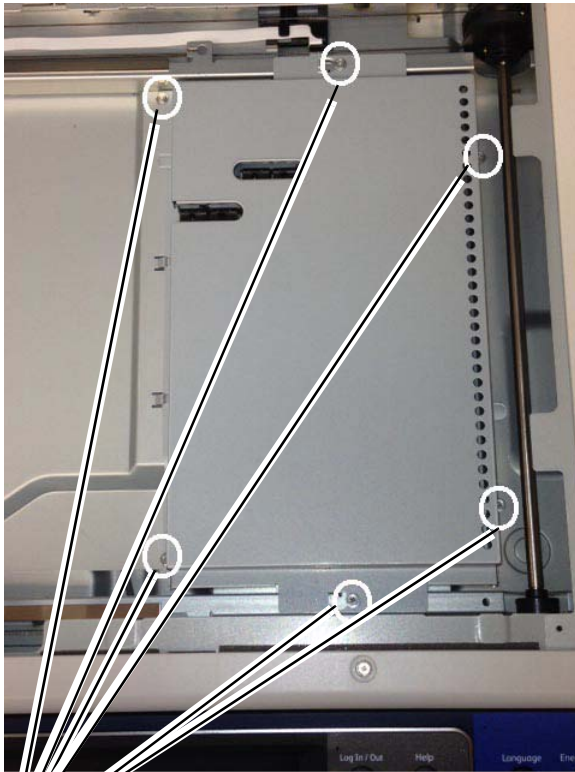
Figure 2 dc945 IIT Calibration screen

Adjustment

CAUTION

Take care to keep the platen glass and other areas of the optics clean during the adjustment.

1. Remove the Platen Glass.
2. Remove the CCD Cover (Figure 3). It is not necessary to remove the screws, only to loosen them several turns. The cover is slotted so that it will slide off with the screws in place.



Loosen the CCD Cover Screws (6)

Figure 3 Remove the CCD Cover

3. Place an index mark on the barrel of a 5.5mm nut driver.
4. [Figure 4](#) shows the tool and the adjusting nuts.

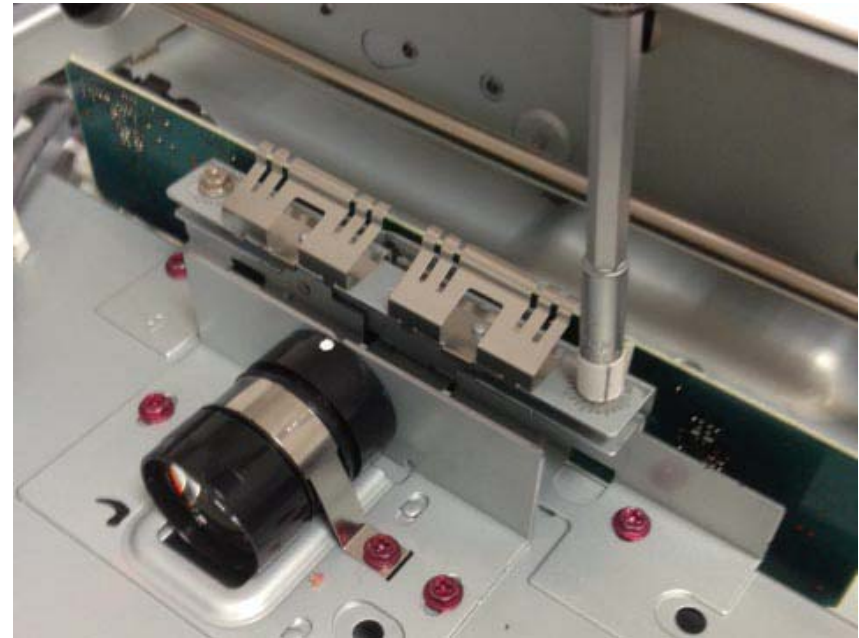


Figure 4 Tool and Adjusting Nut

5. Check the results in the **Front** column and the **Rear** column of the table. The values displayed indicate the amount and direction of the correction required:
 - + means rotate clockwise
 - - means rotate counterclockwise
 - The amount of correction is displayed in degrees. Each division around the nut represents 15 degrees. Divide the displayed value by 15 to find the number of divisions to rotate the nuts. If a value higher than 990 is displayed, this may indicate that insufficient light is entering the CCD. Make sure that the Lens and Platen Glass are clean.
6. Make the indicated correction for both the front and rear nuts.
7. Reinstall the Platen Glass.
8. Select **Start**.
9. Repeat the Check from Step 4. If further adjustment is required, for the second and subsequent adjustment cycles only adjust the nuts 1/2 of the indicated amount.
10. After the green check mark is displayed, perform [ADJ 6.5 IIT Calibration \(dC945\)](#).

ADJ 6.5 IIT Calibration (dC945)

Purpose

The purpose of this procedure is to calibrate the optics in the IIT for optimal performance.

In dC945 IIT Calibration Adjustment there are three adjustments, as follows.

- **White Reference Adjustment** - Calculates and sets the White Reference Correction Coefficient.
- **CCD Calibration** - Corrects the IIT sensitivity dispersion.
- **CIS Calibration**

Preparation

NOTE: Because the IIT is used as a measurement device for Print and Copy calibration, dC945 may affect their results and alter color and tonal reproduction for print, copy, and scan.

CAUTION

Do not select **Optical Axis Calibration** unless the CCD Assembly has been replaced or you are specifically instructed to perform Optical Axis Calibration by some other procedure. If it is necessary to perform the Optical Axis Calibration, go to (ADJ 6.4)

1. Clean the Optics:
 - a. Switch off the power and allow the Exposure Lamp to cool off.
 - b. Using the optical Cleaning Cloth, clean the front and rear of the Document Glass, Document Cover, White Reference Strip, Reflector, and Mirror.
 - c. Clean the Exposure Lamp with a clean cloth and Film Remover.
 - d. Clean the Lens with Lens and Mirror Cleaner and lint free cloth.
2. Enter **UI Diagnostic Mode**.
3. Select **Adjustments**.
4. Select **dC131 NVM Read/Write**.
5. Read location [715-518].

NOTE: If the value displayed is something other than 5, 6, 7, 8 or 1 the scanner NVM is corrupt and needs to be initialized. Enter **UI Diagnostic Mode**, select the Adjustment button, select NVM Initialization, Copier, Scanner, and initialize.

6. Depending on the available paper, set NVM [715-518] to 5, 6, 7 or 8 (Table 1).

NOTE: You must use one of the papers listed in Table 1. Using papers other than one of the specified Xerox papers may cause the IIT to be calibrated incorrectly.

Table 1 NVM Values for Paper

Paper being used	Weight/Size	Brightness	Value for NVM 715-518
Bold Digital Printing Paper	24lb/11x17	98B	5
Colotech Plus Gold	90gsm/A3	98B	6
Xerox Vitality	20lb/11x17	98B	7
Xerox Premier	80gsm/A3	98B	8

7. Exit **dC131**.

Adjustment

White Reference Platen Adjustment

1. Select **dC945 IIT Calibration**.
2. Touch the **Select Calibration Type** button and select **White Reference Platen** from the menu. (Figure 1)

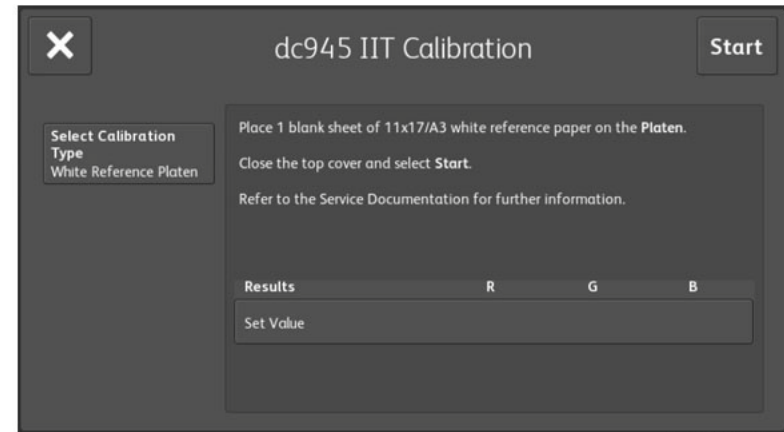
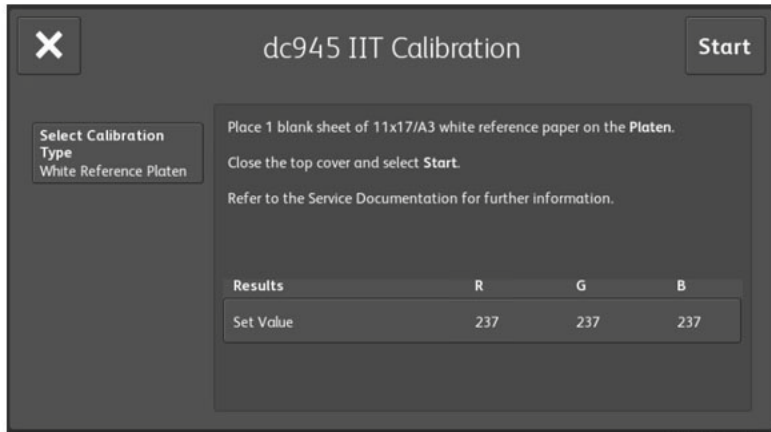


Figure 1 dc945 IIT Calibration - White Reference Platen

3. Follow the instructions on the UI to perform the calibration. (Figure 1)
IIT Calibration in Progress will display in the message area at the top of the screen, followed by **IIT Calibration Completed** when the calibration is done.
Calibration results display in the **Results** field at the bottom of the screen. (Figure 2)

NOTE: If any platen White Reference value displayed in the **Results** field is 253 or higher, perform the following:

- Ensure that the paper being used is clean and fresh
- Ensure that the paper is one of the papers specified in Table 1,
- Repeat the procedure from step 2 until all values are under 253. If any value remains at 253 or higher after several repeat calibration cycles, go to IQ2 IIT Image Quality Entry RAP to resolve the problem.

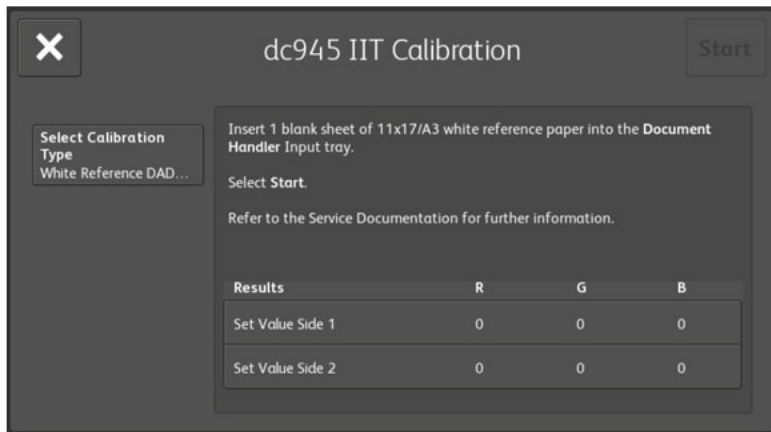


adj_6-5_fig_2.jpg

Figure 2 dc945 IIT Calibration - White Reference Platen results

White Reference DADF Adjustment

1. Touch the **Select Calibration Type** button and select **White Reference DADF**. (Figure 3)



adj_6-5_fig_3.jpg

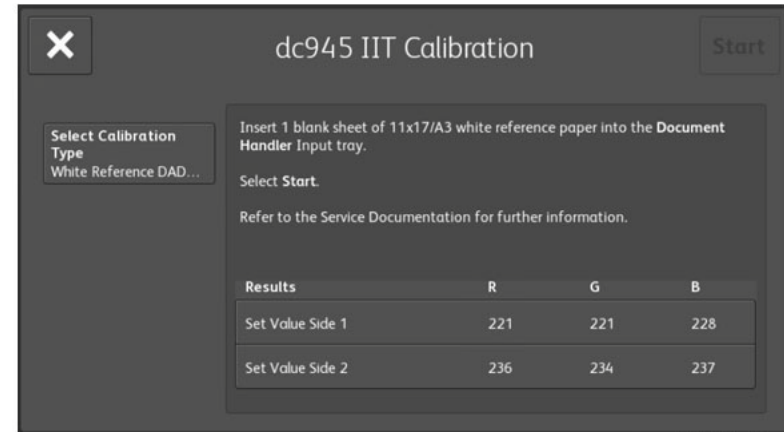
Figure 3 dc945 IIT Calibration - White Reference DADF

2. Follow the instructions on the UI to perform the calibration. (Figure 3)
The message **IIT Calibration in Process** will appear on the UI, followed by **IIT Calibration Completed** when the calibration is done.
Calibration results display in the **Results** field at the bottom of the screen. (Figure 4)

NOTE: If any DADF White Reference value displayed in the **Results** field is 253 or higher, perform the following:

- Ensure that the paper being used is clean and fresh

- Ensure that the paper is one of the papers specified in [Table 1](#),
- Repeat the procedure from [step 2](#) until all values are under 253. If any value remains at 253 or higher after several repeat calibration cycles, go to [IQ2 IIT Image Quality Entry RAP](#) to resolve the problem.

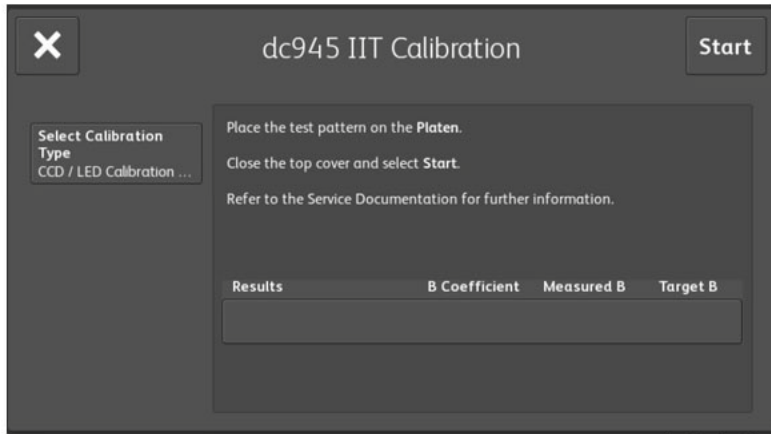


adj_6-5_fig_4.jpg

Figure 4 dc945 IIT Calibration - White Reference DADF results

CCD/LED Calibration - Side 1 Adjustment

1. Touch the **Select Calibration Type** button and select **CCD/LED Calibration - Side 1**. (Figure 5)



adj_6-5_fig_5.jpg

Figure 5 dc945 IIT Calibration - CCD/LED Calibration - Side 1

2. Remove the white paper from the DADF.
3. Place the Color Test Pattern 82E13120 on the platen with the Lead Edge (LE) on the left.
4. Press **Start**.

The message **IIT Calibration in Process** will appear on the UI screen, followed by **IIT Calibration Completed** when the calibration is done.

5. The obtained data display in the **Results** field. (Figure 6)
 - a. Ensure that the **Results** field shows a green check mark, indicating that the results are OK.
 - b. If the **Results** do not show OK, that is, if a red X is shown, return to step 1 and repeat this procedure.
 - c. If, after repeating the procedure, the **Results** still are not OK, go to the 362-900 RAP and troubleshoot the problem.

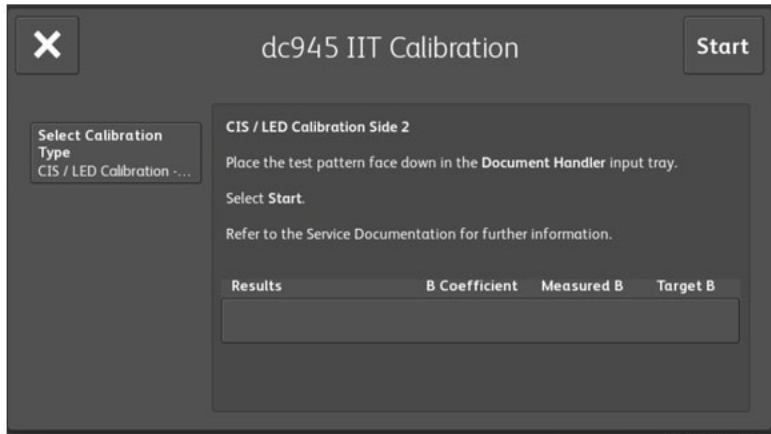


adj_6-5_fig_6.jpg

Figure 6 dc945 IIT Calibration - CCD/LED Calibration - Side 1 results

CCD/LED Calibration - Side 2 Adjustment

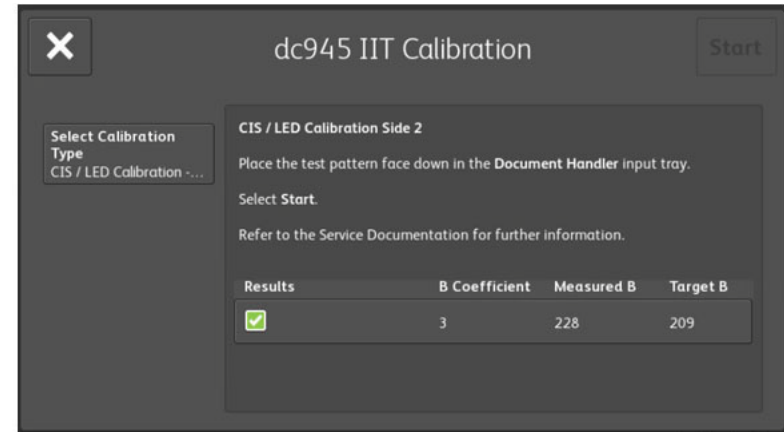
1. Touch the **Select Calibration Type** button and select **CIS/LED Calibration - Side 2**. (Figure 7)



adj_6-5_fig_7.jpg

Figure 7 dc945 IIT Calibration - CCD/LED Calibration - Side 2

2. Place the Test Pattern 82E13120 in the DADF with the color pattern down and Lead Edge on the left (in) side.
3. Press **Start**.
The message **IIT Calibration in Process** will appear on the UI screen, followed by **IIT Calibration Completed** when the calibration is done.
4. When the calibration is complete, the obtained data display in the **Results** field. (Figure 8)
 - a. Ensure that the **Results** field shows a green check mark, indicating that the results are OK.
 - b. If the **Results** box does not show OK, that is, if a red X is shown, remove the CIS (REP 55.19), clean the optics, and reinstall the CIS in the machine.
 - c. Return to step 2 and repeat this procedure.
 - d. If, after repeating the procedure, the **Results** box still does not show OK, go to RAP 366-900 and troubleshoot the problem.



adj_6-5_fig_8.jpg

Figure 8 dc945 IIT Calibration - CCD/LED Calibration - Side 2 results

ADJ 6.7 Document Glass Registration Automatic Adjustment (dC609)

Parts List on PL 1.1

Purpose

This adjustment checks the registration of the document glass and corrects any misalignments. The process runs automatically and does not require any user intervention other than keeping the document feeder open during the operation.

NOTE: High levels of ambient light illuminating the platen during this procedure can affect the accuracy of the result. Lower the DADF to 45 degrees to limit ambient light and block direct light from windows or other sources.

Adjustment

1. Enter the [UI Diagnostic Mode](#).
2. Select **Adjustments**.
3. Scroll to and select **dC609 Document Glass Registration...**
The screen displays the current registration values. ([Figure 1](#))



adj_6-7_fig_1.jpg

Figure 1 dc609 Document Glass Handler screen

4. Open the document feeder and remove any paper from the document glass.
NOTE: The document feeder should remain open (at an angle of 45 degrees) until this procedure is complete.
5. Select **Start** on the **dC609 Document Glass Handler** screen to run the routine. ([Figure 1](#))
NOTE: If a pop-up window appears indicating that the routine has failed, try changing the position of the DADF, either opening or closing it slightly.
6. After the routine completes, the screen will display the values for before and after registration.

7. If “-” is shown instead of **After Registration** values, or if there is any other indication of failure, repeat the procedure from step 5.
If the process fails a second time, perform IIT Side Registration Manual Adjustment ([ADJ 6.3](#)) and IIT Lead Edge Registration Manual Adjustment ([ADJ 6.2](#)).

ADJ 7.1 MSI (Tray 5) Guide Adjustment (dC740)

Purpose

This procedure calibrates the paper size detection circuits for the MSI (Tray 5). It should be performed when the MSI size sensor is replaced or a size detection error occurs

Adjustment

1. Enter the **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dC740 MSI Side Guide Adjustment....**
4. Push the paper guides to their minimum width.
5. Select **Read Width**. When the machine software has read the width of the Paper Guides, select **Write Minimum Width**. This measurement is then written to NVM.
6. Push the paper guides to their maximum width.
7. Select **Read Width**. After the machine software reads the width of the Paper Guides, select **Write Maximum Width**. This measurement is then written to NVM.
8. Place a sheet of paper of known width in Tray 5 and push the paper guides against it. Select **Read Width**. Check to ensure that the reading is accurate.

ADJ 9.1 IOT Lead Edge/Side Edge Registration (dC129)

Purpose

To adjust the position of the image written by the LPH's. This is done by changing the value of the Lead Edge Registration and Side Edge Registration using dC129.

CAUTION

When registration is adjusted, the entire series of adjustments must be performed in the listed sequence. Do not adjust only lead edge or side edge. Always check and adjust all trays as specified. Read the entire procedure before performing the adjustment.

Introduction

This series consists of the following procedures:

- Lead Edge Registration, Trays 1-4 & 6 (HCF), Sides 1 and 2.
- Lead Edge Registration, MSI (Tray 5), Sides 1 and 2.
- Side Edge Registration, All Trays (1 - 6), Sides 1 and 2, each set separately.

Specification

The specifications for Lead Edge and Side Edge are shown in the table below.

Table 1 Registration Specifications

Item	Side 1 Trays 1-4 & 6	Side 2 Trays 1-4 & 6	Side 1 & 2 Tray 5 (MSI)
Lead Edge	10±1.5mm	10±1.9mm	10±2.2mm
Side Edge	8.5±2.0mm	8.5±2.4mm	8.5±3.0mm

Initial Setup

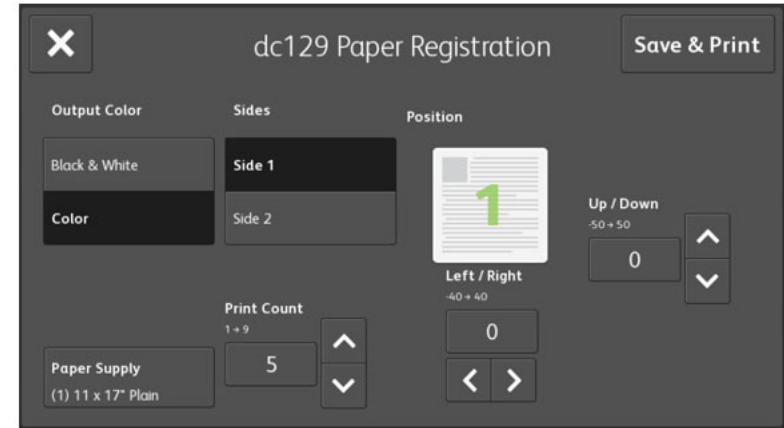
1. Load trays 1, 2 and 5 (MSI), with 11 x 17 / A3 Bond/Plain paper. Load trays 3, 4, and 6 (HCF) with 8 1/2 x 11 / A4 Bond/Plain paper. Verify that the paper guides are set correctly.

NOTE: This adjustment uses a minimum of 20 sheets from Tray 1 and Tray 5 (MSI) and 10 from each other tray even if no adjustment is required.

2. On the **Paper Settings - Tray X** window, ensure that the correct **Size** and **Type** is selected for all trays that were opened.

NOTE: The dC129 routine automatically selects the appropriate NVM location to set, based on the paper size and type setting of the trays.

3. Enter **UI Diagnostic Mode**.
4. Select **Adjustments**.
5. Select **dC129 Paper Registration....** (Figure 1)



adj_9-1_fig_1.jpg

Figure 1 dC129 Paper Registration screen

Lead Edge Registration

Purpose

To correctly register the lead edge of the image in relation to the lead edge of the paper for all trays.

NOTE: There are four settings for lead edge registration as follows:

1. Trays 1-4 & Tray 6 (HCF) - Side 1
2. Trays 1-4 & Tray 6 (HCF) - Side 2
3. Tray 5 (MSI) - Side 1
4. Tray 5 (MSI) - Side 2

Check

Side 1 Lead Edge Registration (Trays 1-4 & 6)

1. Make the following selections:
 - a. Select **Side 1**.
 - b. Set **Paper Supply** to **(1)**.
 - c. Set **Print Count** to **5**.
2. Select **Save & Print**.
3. Take the third print from the output tray and label the lead edge.
4. Orient the paper as shown in Figure 2 and measure from the lead edge to point A. Point A is at the intersection of the 7th line from the side edge and the 1st line from the lead edge.
5. If the measured value is not 10±1.5mm, perform the **Adjustment for Lead Edge**.
6. If the Check is OK, proceed to **Side 2 Lead Edge Registration (Trays 1-4 & 6)**.

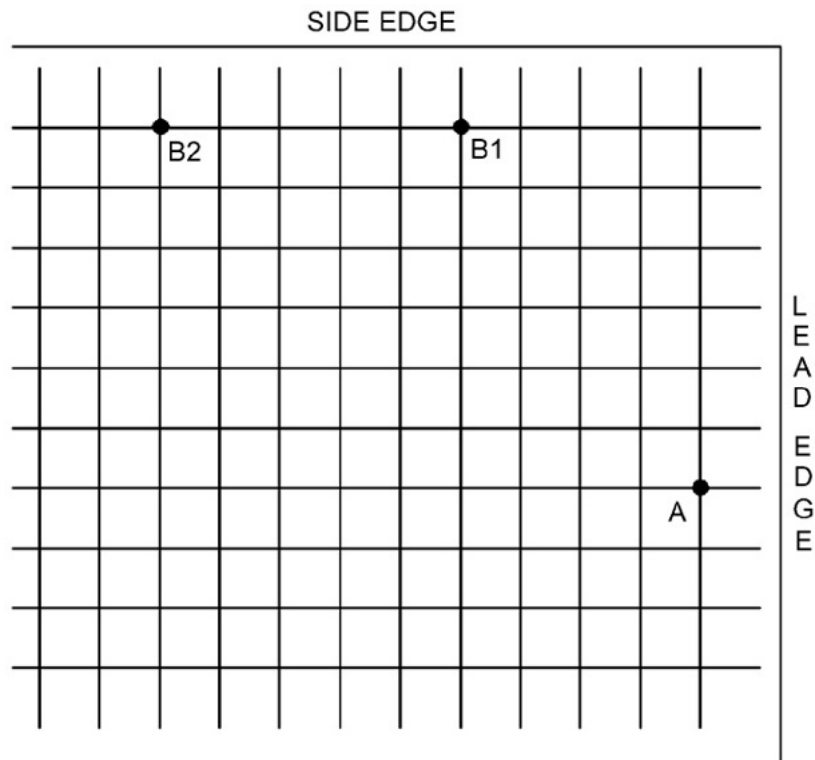


Figure 2 Test Pattern Measurement Points

Side 2 Lead Edge Registration (Trays 1-4 & 6)

NOTE: The grid pattern for side 1 does not align with the grid pattern for side 2. Do not attempt to set registration by aligning the grids.

1. Select **Side 2** and verify that (1) is selected and the **Print Count** is set to 5.
2. Select **Save & Print**.
3. Take the third print from the output tray and label the lead edge.

NOTE: When side 2 is selected, only side 2 is imaged. Side 2 is output face down. The lead edge is at the right side of the tray.

4. Orient the paper as shown in [Figure 2](#) and measure from the lead edge to point A.
5. If the measured value is not 10 ± 1.9 mm, perform the **Adjustment for Lead Edge**
6. If the Check is OK, proceed to **Side 1 Tray 5 (MSI) Lead Edge Registration**.

Side 1 Tray 5 (MSI) Lead Edge Registration

1. Select **(5) (MSI)** for **Paper Supply** and **Side 1**, and verify that the **Print Count** is set to 5.
2. Select **Save & Print**.
3. Take the third print from the output tray and label the lead edge.
4. Orient the paper as shown in [Figure 2](#) and measure from the lead edge to point A.
5. If the measured value is not 10 ± 2.2 mm, perform the **Adjustment for Lead Edge**.
6. If the Check is OK, proceed to **Side 2 Tray 5 (MSI) Lead Edge Registration**.

Side 2 Tray 5 (MSI) Lead Edge Registration

1. Select **Side 2**.
2. Select **Save & Print**.
3. Take the third print from the output tray and label the lead edge.
4. Orient the paper as shown in [Figure 2](#) and measure from the lead edge to point A.

NOTE: When side 2 is selected, only side 2 is imaged. Side 2 is output face down. The lead edge is at the right side of the tray.

5. If the measured value is not 10 ± 2.2 mm, perform the **Adjustment for Lead Edge**.
6. If the Check is OK, proceed to **Side Edge Registration**.

Adjustment

Lead Edge

1. Use the **Right** and **Left** arrow buttons to increase or decrease the amount of lead edge spacing. The **Right** arrow decreases the lead edge spacing. The **Left** arrow increases the lead edge spacing. Each increment of the adjustment value changes the distance from the edge of the paper to the grid by 0.100mm.

NOTE: When **Save & Print** is selected after entering the appropriate adjustment value, the value is loaded into NVM. The value shown in the window will return to zero. Selecting **Save & Print** is the **ONLY** way to load the adjustment value into NVM.

2. After adjustment, repeat the appropriate Check procedure to see if the measured value of the Lead Edge at point A now falls within the specification of [Table 1](#).
3. Repeat Adjustment steps 1 through 3 until the measured value falls within the specification.
4. After adjusting the lead edge to within specification, proceed with the next Check procedure or continue with **Side Edge Registration** as appropriate.

Side Edge Registration

Purpose

To correctly register the side edge of the image in relation to the outboard edge of the paper.

NOTE: Side 1 and Side 2 edge registration must be set independently for each side and each tray. Thus, depending on whether Tray 6 (HCF) is present, there will be a total of either 10 (no HCF) or 12 (HCF present) side edge registration settings.

Check

Side 1 Side Edge Registration (Trays 1-4 & 6)

1. Ensure that sufficient paper of the correct size and type is loaded in all trays (see **Initial Setup**). This adjustment uses a minimum of 10 sheets from each tray.
2. Select **(1)** for **Paper Supply** and **Side 1**.
3. Verify that the **Print Count** is set to **5**.
4. Select **Save & Print**.
5. Take the third print from the output tray and label the lead edge.
6. Orient the paper as shown in [Figure 2](#).

NOTE: When the test pattern is oriented correctly per [Figure 2](#) with the lead edge to the right, the side edge to be checked will be at the top.

7. Measure side edge registration as follows:
 - For 11 x17 / A3 paper, measure from the intersection between the 1st line from the side edge and the 10th line from the lead edge of the paper (point B2 on [Figure 2](#)).
 - For letter size (8.5 x 11 / A4), measure from the intersection between the 1st line from the side edge and the 5th line from the lead edge of the paper (point B1 on [Figure 2](#)).
8. If the measured value is not 8.5±2.0mm, perform the **Adjustment for Side Edge**.
9. If the measurement is within specification, repeat steps 1 through 7 for each tray. After the last tray (either Tray 5 (MSI) or Tray 6 (HCF)) has been checked and adjusted, continue with **Side 2 Side Edge Registration (Trays 1-4 & 6)**

Side 2 Side Edge Registration (Trays 1-4 & 6)

1. Select **Side 2** and **Paper Supply (1)**.
2. Verify that the **Print Count** is set to **5**.
3. Select **Save & Print**.
4. Take the third print from the output tray and label the lead edge.
5. Orient the paper as shown in [Figure 2](#).

NOTE: When side 2 is selected, only side 2 is imaged. Side 2 is output face down. The lead edge is at the right side of the tray.

NOTE: When the test pattern is oriented correctly per [Figure 2](#) with the lead edge to the right, the side edge to be checked will be at the top.

6. Measure side edge registration as follows:
 - For 11 x17 / A3 paper, measure from the intersection between the 1st line from the side edge and the 10th line from the lead edge of the paper (point B2 on [Figure 2](#)).

- For letter size (8.5 x 11 / A4), measure from the intersection between the 1st line from the side edge and the 5th line from the lead edge of the paper (point B1 on [Figure 2](#)).
7. If the measured value is not 8.5±3.0mm, perform the **Adjustment for Side Edge**.

Side 1 Tray 5 (MSI) Side Edge Registration

1. Select **Paper Supply (5)** and **Side 1**, and verify that the **Print Count** is set to **5**.
2. Select **Save & Print**.
3. Take the third print from the output tray and label the lead edge.
4. Orient the paper as shown in [Figure 2](#) and measure from the side edge to point B2.
5. If the measured value is not 8.5±3.0mm, perform the **Adjustment for Side Edge**.
6. If the Check is OK, proceed to **Side 2 Tray 5 (MSI) Side Edge Registration**.

Side 2 Tray 5 (MSI) Side Edge Registration

1. Select **Side 2**.
2. Select **Save & Print**.
3. Take the third print from the output tray and label the lead edge.
4. Orient the paper as shown in [Figure 2](#) and measure from the lead edge to point B2.
5. If the measured value is not 8.5±3.0mm, perform the **Adjustment for Side Edge**.
6. If the Check is OK, this adjustment is done. Close **dc129**.

Adjustment

Side Edge

1. Use the **Up** and **Down** arrow buttons to increase or decrease the amount of side edge spacing. The **Down** arrow increases the side edge spacing. The **Up** arrow decreases the side edge spacing. Each increment of the adjustment value changes the distance from the edge of the paper to the grid by 0.106mm.

NOTE: When **Save & Print** is selected after entering the appropriate adjustment value, the value is loaded into NVM. The value shown in the window will return to zero. Selecting **Save & Print** is the **ONLY** way to load the adjustment value into NVM.

2. After adjustment, repeat the Check procedure to see if the measured value of the Side Edge now falls within the specifications of [Table 1](#).
3. Repeat Adjustment steps 1 through 3 until the measured value falls within the specification.
4. After adjusting the side edge to within specification, proceed with the next Check procedure until both sides for all trays are checked and adjusted.

ADJ 9.2 Edge Erase Adjustment

NOTE: it is not necessary to reboot when closing Diagnostic Mode.

Purpose

To check and adjust edge erase margins for Lead Edge, Trail Edge and both sides.

Prerequisite

NOTE: The IOT Lead Edge/Side Edge Registration (ADJ 9.1) must be checked and adjusted if required before performing this procedure.

Check

1. From the **Services Home** screen, select **Copy**.
2. Make the following settings while in the **Copy** mode:
 - a. Select the **Copy** tab and set **Paper Supply** to a tray that has paper loaded in it.
 - b. Set **2-Sided Copying** to **1->1 Sided**.
 - c. Select the **Layout Adjustment** tab.
 - d. Select **Image Shift** and set to **Off**, then select **OK**.
 - e. Select **Edge Erase > All Edges**, set the value to **0.0** and select **OK**
3. Open the DADH.
4. Make a solid black copy.
5. Check that the margins are per [Table 1](#). If the margins are not within the values specified in [Table 1](#) perform the **Adjustment**.

NOTE: If Side Edge margins are not exactly per the specification, they are acceptable if both front and rear are same.

Table 1 Edge Erase Specifications

Edge	Specification
Lead Edge	4mm
Side Edge (Both Front and Rear Side)	2mm
Trail Edge	2mm

Adjustment

1. Enter **UI Diagnostic Mode**.
2. Select **dC131** NVM Read/Write.
3. Adjust the NVM ([Table 2](#)) so that the measured value of the margins is per [Table 1](#).

NOTE: If the setting value is increased, the erase value increases.

Table 2 NVM List

Chain Link	Name	Min.	Default	Max	Step
749-417	Leading Edge Erase Amount	0	40	255	0.1mm increments
749-418	Side Edge Erase Amount	0	20	255	0.1mm increments
749-419	Trailing Edge Erase Amount	0	20	255	0.1mm increments

4. Exit diagnostic mode and repeat the **Check** until the measured values are per [Table 1](#).

ADJ 9.3 ProCon On/Off Print Check (dC937)

Purpose

This procedure performs a Mini-setup, outputs a printed test pattern for visual analysis, and prints a Job End patch. Selected process control NVM values are displayed, and a check for hidden process-control-related faults is performed.

There are 2 modes in this procedure:

- Procon On mode - the routine is run with ATC/ADC correction per the ProCon lookup table (LUT) and customer mode settings.
- Procon Off mode: - the routine is run with ATC/ADC/LUT bypassed, using the default settings for potential.

Check

1. Ensure that there is 11 x 17 in/A3 paper in Tray 1.
2. Enter **UI Diagnostic Mode**.
3. Select **Adjustments**.
4. Select **dC924 TRC Manual Adjustment**. (Figure 1)
Set the values at the midpoint.

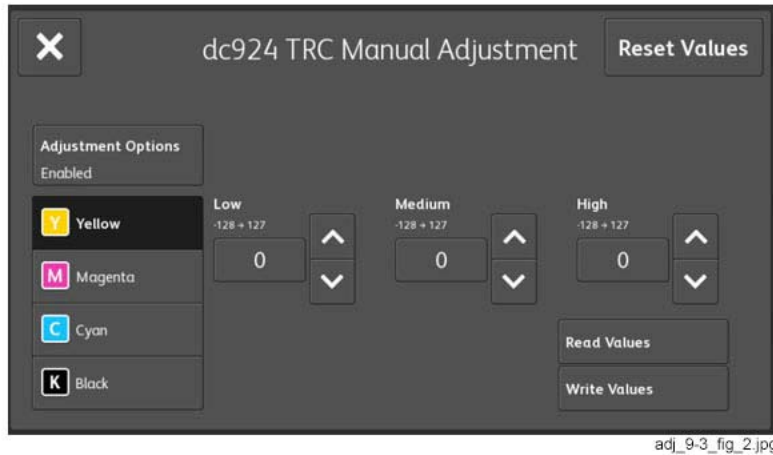


Figure 1 dc924 TRC Manual Adjustment screen

5. Select **dC937 ProCon On/Off Print**. (Figure 2)

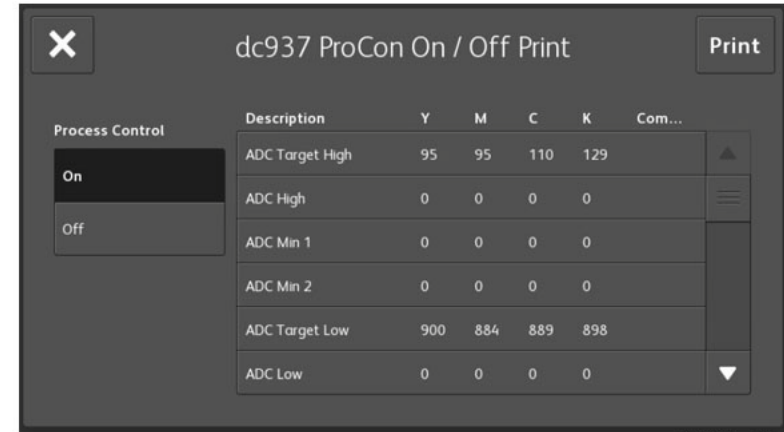


Figure 2 dc937 ProCon On / Off Print screen

NOTE: Disregard any **not ok** readings that are displayed when you first enter the routine - the data are only valid after **Print** has been selected.

6. Select **Process Control On**, then select **Print**. Mini-setup will be executed in 4 color mode. 1 sheet of the built-in test pattern **Pcon PG 200C** will be printed and the job end patch created.
7. Check the ProCon status screen for any failures. If **Fail** is displayed for any table entry, perform the Adjustment.
8. Examine the printed test pattern. Compare the output to the Color Test Pattern (Figure 3). Check the density and color shift of the medium/high density areas, and the reproduced density and color shift of the highlights. If a problem is detected, perform the Adjustment.

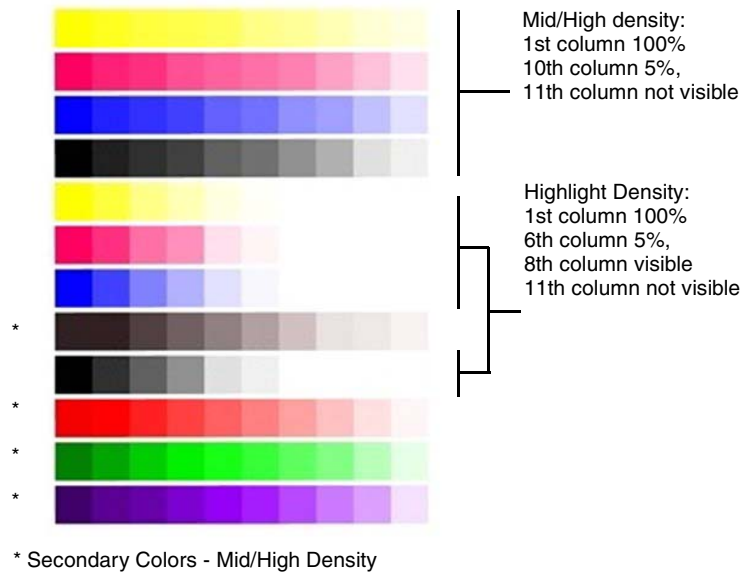


Figure 3 Color Test Pattern

Adjustment

1. If **not ok** is displayed, carry out the following failure correction as appropriate, then repeat the Check.
 - For **ADC Shutter Open** failures go to the [392-649](#) RAP.
 - For **ADC Shutter Close** failures go to the [392-650](#) RAP.
 - For **ADC Sensor** failures go to the [392-651](#) RAP.
 - For **ADC Patch** failures go to the [392-670](#) (Y) RAP, [392-671](#) (M) RAP, [392-672](#) (C) RAP, or the [392-673](#) (K) RAP.
 - For **ATC Average** failures go to the [392-665](#) (Y) RAP, [392-666](#) (M) RAP, [392-667](#) (C) RAP, or [392-668](#) (K) RAP.
 - For **ATC Amplitude** failures go to the [392-657](#) (Y) RAP, [392-658](#) (M) RAP, [392-659](#) (C) RAP, or the [392-660](#) (K) RAP.
 - For **Temperature** failures go to the [392-661](#) RAP.
 - For **Humidity** failures go to the [392-662](#) RAP.
 - For **ADC Mini-setup** failures go to the [392-662](#) (Y) RAP, [392-676](#) (M) RAP, [392-677](#) (C) RAP, or the [392-678](#) (K) RAP.
2. Record the values on the **ProCon On/Off Print** screen. (Figure 2)
3. Select **Process Control > Off**, then select **Print**. Mini-setup will be executed in 4C mode. One sheet of the built-in test pattern, **Pcon PG 200C**, will be printed and the job end patch created.
ProCon Off switches off the Grid Voltage Control, and ADC Gradation Control:

- Grid Voltage Control Off: For medium/high density problems, this allows you to differentiate between developing/transfer problems in IOT elements status and Grid Voltage Control problems due to Procon ADC.
 - ADC Gradation Control: When reproduced highlights are poor, this allows you to differentiate between problems with the IOT itself and problems with the ADC Gradation Adjustment.
4. Compare the output of the ProCon On and ProCon Off prints. Evaluate according to one of the following Problem Statements:
 - a. Both ProCon On and ProCon Off prints are unacceptable
 - For poor Highlight reproduction, perform [ADJ 9.14](#) Tone-up/Tone-down (dC991).
 - If the problem involves a single color, it may be the Developer and/or power supplies, Photoreceptor/BCR/ScoroTron, and/or power supplies, or LPH. Repair or replace as required.
 - If the problem involves all colors, check the 2nd BTR, its power supply, and the Transfer Belt.
 - b. ProCon Off print is OK, but ProCon On print is unacceptable
 - Replace the MOB/ADC Sensor Assembly ([PL 18.5](#)).

ADJ 9.5 Thin Line Correction Mode Adjustment

Purpose

The Thin Line Correction Mode may be used to correct the poor reproducibility of 600dpi/1200dpi thin lines.

Because of the dispersion due to the difference in the machines, thin lines, especially slanted ones, tend to break up.

When this happens, use the Thin Line Correction Mode to correct it.

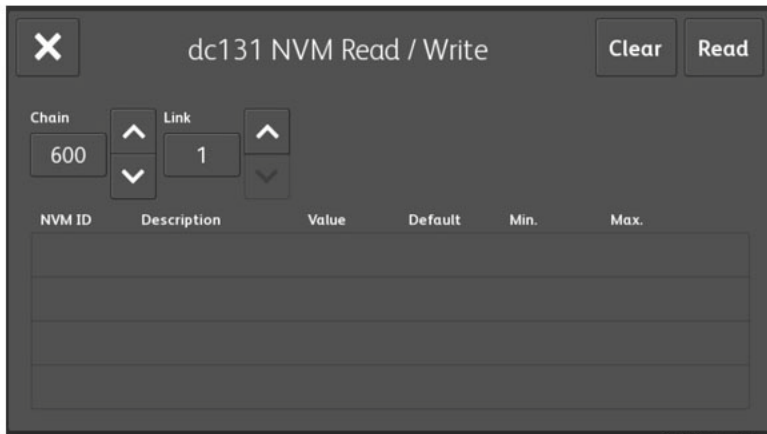
NOTE: Defects may appear in the following when the Thin Line Correction Mode is in use:

- banding in ladder images
- LPH streaks in high temperature environment

For these reasons, keep the adjustment amount as low as possible.

Adjustment

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dc131 NVM Read/Write**. (Figure 1)



adj_9-5_fig_1.jpg

Figure 1 dc131 NVM Read/Write screen

4. Perform the Thin Line Correction by adjusting the following NVMs:
 - a. NVM 749-006, 1200 Only Thin Line Correction - 0: OFF (also perform correction for 600dpi), 15: ON (only perform correction for 1200dpi)
If the Thin Line Correction is also to be performed for 600dpi, use 0. The default value is 15.
 - b. NVM 749-007, Thin Line Correction Switch - 0: Thin Line Correction OFF, 1: Thin Line Correction ON.
The default value is 0.

- c. Thin Line Correction Amount Adjustment (Table 1):

Table 1 Thin Line Correction

NVM Address	Contents	Initial Value	Adjustment Range
749-243	Delta Density_Up Y	200	140 to 255
749-244	Delta Density_Up M	200	140 to 255
749-245	Delta Density_Up C	200	140 to 255
749-246	Delta Density_Up K	200	140 to 255

The smaller the value, the more emphasis the thin line gets (amount of exposure is increased).

Amount of exposure is increased by: 30% for 140, 20% for 160, and 10% for 180. (Default value - Adjustment value)/2 = amount of increased exposure in %.

The recommended value is 160.

- d. 752-006: 0 = OFF, 1 = ON

Although this is normally set as 0 (OFF) during use, if the highlight reproduction is overdone, set this to 1 (ON).

Default value is 0.

ADJ 9.6 LPH Exposure Amount Fine Adjustment

Purpose

The LPH Exposure Amount Fine Adjustment adjusts the LPH exposure to correct uneven density in the cross process direction that arose due to various causes in the vicinity of the Drum for each YMCK color individually.

The LPH Exposure Amount Adjustment can be performed as negative correction within the range of 0 to -20 (%).

Correction Area

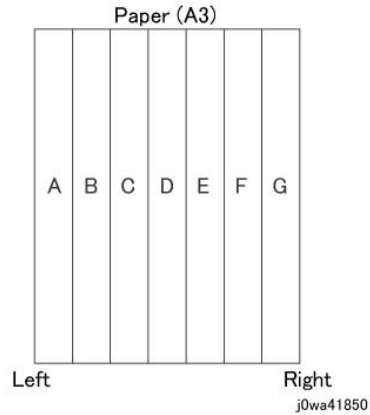


Figure 1 Correction Areas

Table 1 Distance

	A	B	C	D	E	F	G
Distance from the left of image (mm)	0	52	103	154	206	257	308.9

As shown in Figure 1, the LPH zone is divided into 7 areas by setting the 6 points - from A (left most edge) to G (right most edge).

Adjustment is performed at each area to lower the LPH exposure until the density is even.

NOTE: There are cases where point A or G will lie beyond the image zone. Furthermore, the 154mm mark is the center of the image.

NOTE: As an overly large adjustment might cause jumps in gradation, make the adjustments as small as possible.

The adjustment amount (%) is not = amount of change in density.

The actual exposure level includes a process that converts the brightness of ADC Sensor Position to 100%.

Adjustment

- LPH Exposure Amount Fine Adjustment ON/OFF Switch
To enable the LPH Exposure Amount Fine Adjustment function, set the following NVM to ON (Table 2).

Table 2 NVM

NVM Names	NVM Address	Contents	Initial Value	Adjustment Range
Smile Correction Switch	749-005	0: OFF 1: ON	0	0 or 1

- Selection of Correction Method:

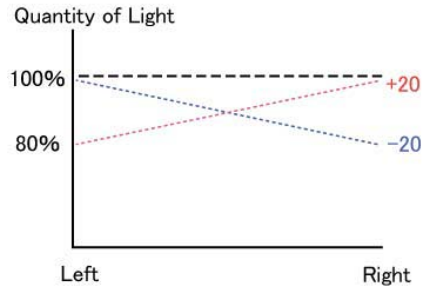
The LPH Exposure Amount Fine Adjustment can be done by:

- Correcting the density skew in the IN-OUT direction
- Selecting a pre-prepared pattern to perform the correction (Pattern #12)
- Using custom correction to manually correct the adjustment amount for each area
A combination of the various correction methods can be used. However, the correction cannot go beyond the 0 to -20 (%) range.

- IN/OUT Density Correction (Table 3):
Corrects the IN-OUT density skew in the axis direction of the photoreceptor.
When there is density skew from the left to the right of the image, the adjustment amount to correct that has to be set for each color.
Setting Range is -20 to 20 (%).

Table 3 In/Out Density NVM

NVM Names	NVM Address		Initial Value	Adjustment Range
In Out Tendency (IN/OUT correction)	749-640	Y	0	-200 to +200
	749-641	M	0	-200 to +200
	749-642	C	0	-200 to +200
	749-643	K	0	-200 to +200



j0wa41851

Figure 2 IN/OUT density correction

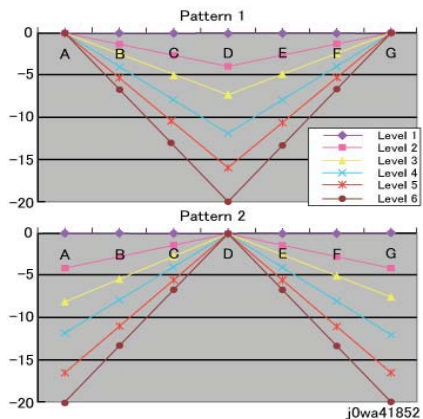
*Although there is also an adjustment range at the positive side, it only involves reducing the brightness at the IN side or the OUT side and therefore will not have any correction that goes above 100%.

b. Pattern Selection Correction:

If you have elected to perform correction based on Pattern Selection, select the Pattern 1~6 and Level 1~6 that is most suitable for the density correction from the following figures (Figure 3, Figure 4, Figure 5).

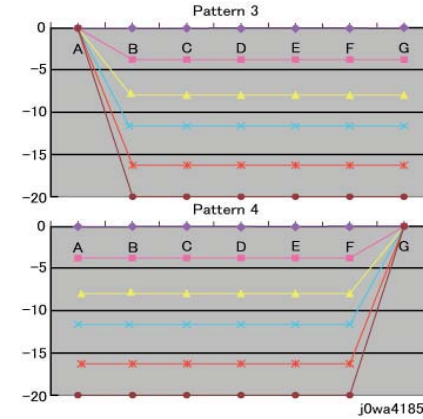
The selected Pattern (Table 4) and Level (Table 5) are reflected as LPH Brightness Correction by changing the following NVM values.

As there are separate NVMs for each color, they can each be corrected independently.



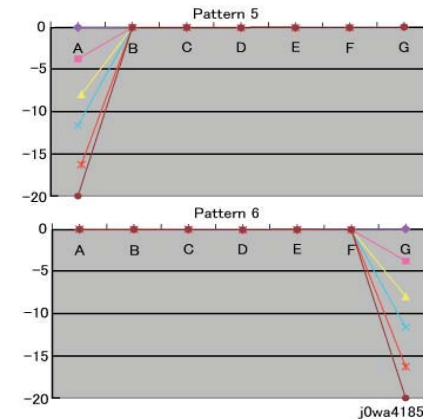
j0wa41852

Figure 3 Patterns 1 and 2 selection



j0wa41853

Figure 4 Patterns 3 and 4 selection



j0wa41854

Figure 5 Patterns 5 and 6 selection

Table 4 Correction Pattern NVM

NVM Names	NVM Address		Initial Value	Adjustment Range
Correction Pattern (Pattern Selection)	749-195	Y	1	1 ~ 6
	749-196	M	1	1 ~ 6
	749-197	C	1	1 ~ 6
	749-198	K	1	1 ~ 6

Table 5 Correction Level NVM

NVM Names	NVM Address		Initial Value	Adjustment Range
Correction Level	749-235	Y	0	255
	749-236	M	0	255
	749-237	C	0	255
	749-238	K	0	255

NOTE: Take note that “0,5” for Pattern means “Disabled” and “1” for Level means “No correction”.

c. Custom Correction:

If you have elected to perform density correction by custom correction, you must input the required adjustment amount for the correction of every area into the NVM for each YMCK color (Table 6).

Be careful as only negative correction can be performed for density correction.

Table 6 Custom Correction NVM

NVM Names	NVM Address	Contents		Initial Value							Adjustment Range	
				A	B	C	D	E	F	G		
Custom Correction Value	749-644~650	R/E (%)	Y	0	0	0	0	0	0	0	0	-20 ~ 20
	749-651~657	within Pulse	M	0	0	0	0	0	0	0	0	-20 ~ 20
	749-658~664	Width Variable	C	0	0	0	0	0	0	0	0	-20 ~ 20
	749-665~671	Range	K	0	0	0	0	0	0	0	0	-20 ~ 20

*The NVM Addresses correspond in ascending order to ABCDEFG.

*Although there is also an adjustment range at the positive side, the brightness will saturate at 100%. The positive correction of up to the 100% range will only be applied when the exposure amount has been corrected towards the negative side at IN-OUT Density Correction or Pattern Selection Correction.

The above 3 types of correction can be used in combination. However, the total amount of exposure adjustment for these Smile Corrections are restricted to be within 0 to -20%.

[Sum of Correction 0~20%] = [IN-OUT Adjustment Amount%] + [Pattern Selection Adjustment Amount %] + [Custom Adjustment Amount %] If the total from the 3 corrections add up to less than -20%, it will be uniformly limited to -20%.

If it is larger than 0%, then it will be uniformly limited to 0%.

The above are the restrictions that apply to the exposure amount correction and correction by Smile Correction function. However, within the actual machine, after the exposure amount correction by Smile Correction, it will enter another process to calibrate the exposure at the ADC Sensor Position to be 100%. As a correction is applied to the exposure amount after a Smile Correction, the exposure amount in the vicinity of 114 to 144mm from the left of the image becomes 100%, while it is relatively higher or lower for the rest of the positions.

Reference sample

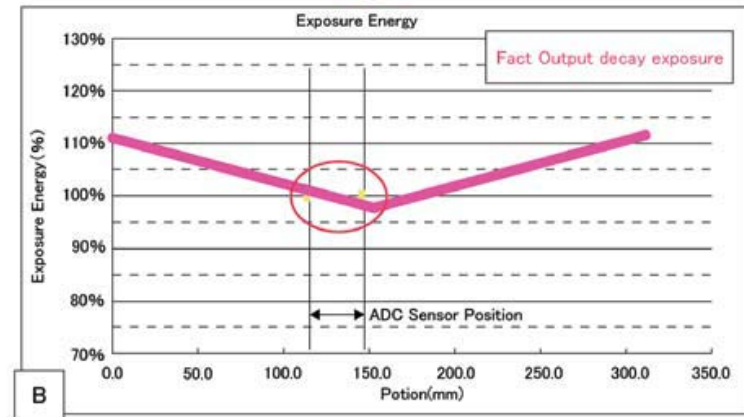
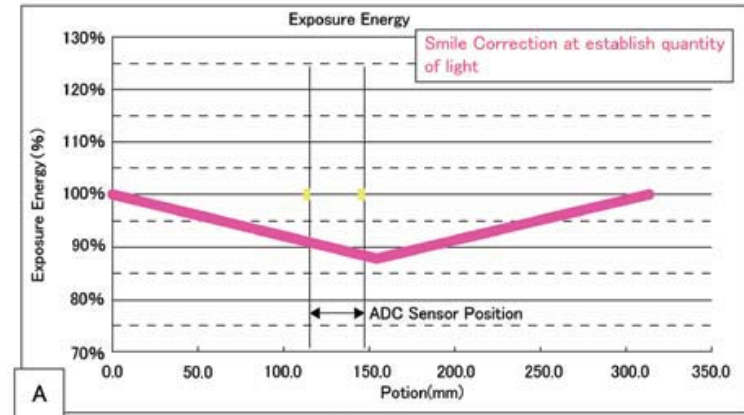


Figure 6 Exposure Energy Measurement

As shown in Figure 6-B, the control is such that the final exposure at the ADC Sensor Position becomes 100%. By this, the exposure amount that was corrected by Smile Correction (Figure 6-A) is corrected again until it is at the actual output level (Figure 6-B). (The figures are the exposure models when Pattern 1, Level 4 correction has been performed.)

ADJ 9.7 ATC Sensor Setup (dC950)

Purpose

CAUTION

*This procedure should only be performed when the ATC Sensor or Developer Housing is being replaced, **OR** when there is reason to believe that the calibration values in NVM are incorrect.*

To set the calibration values **ATC Correction Coefficient**, **ATC Correction Offset** in NVM to calibrate the new ATC Sensor.

Check

1. If an ATC Sensor or Developer Housing was replaced, perform the first procedure listed in **Adjustment**.
2. If there is reason to believe that the calibration values in NVM are incorrect, perform the following:
 - a. Enter **UI Diagnostic Mode**.
 - b. Select **Adjustments > dC950 ATC Sensor...**
 - c. Select **Measurements**. (Figure 1)



Figure 1 dc950 ATC Sensor screen, Measurements selected

- d. Check the values in the window. The default values for each color are:
 - **ATC Setup Coefficient** - 1024
 - **ATC Setup Offset** - 0
- e. If the screen displays all default values, perform the second procedure listed in **Adjustment**.
- f. If the measurement result is **not ok**, check that the ATC Sensor is connected and undamaged.

Adjustment

Procedure for new ATC Sensors

Perform these steps if you have just replaced an ATC Sensor or a Developer Housing:

1. Locate the calibration code on the ATC Sensor. This is the 3-digit number in the 3rd line of text on the label (it will always start with a zero).
2. Enter **UI Diagnostic Mode**.
3. Select **Adjustments > dC950 ATC Sensor...**
4. Press **Bar Codes**. (Figure 2)

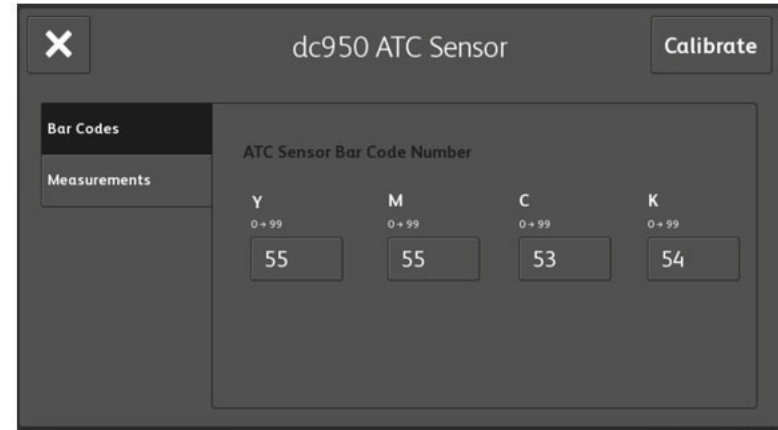
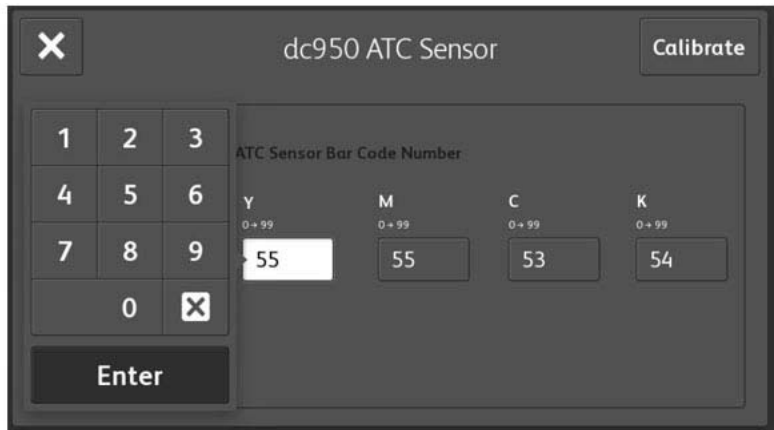


Figure 2 dc950 ATC Sensor screen; Bar Codes selected

5. Enter the last 2 digits of the calibration code in the appropriate field on the display (the data entry button under Y, M, C, or K). Touch the data entry button to launch the numeric keypad. Enter the calibration code using the numeric keypad. (Figure 3)
6. Press **Calibrate**. (Figure 3)



adj_9-7_fig_1.jpg

Figure 3 Entering the ATC Sensor calibration code

Procedure to restore ATC Calibration values

Perform steps 1 or 2, as appropriate, if you need to restore ATC Sensor NVM calibration values:

1. If a known good Machine Settings file exists, use it to restore Machine Settings.
2. If a known good file is not available, if one or more ATC Sensors have been replaced, or if you are not sure of the replacement status, perform the following:
 - a. Remove the Developer Housings (REP 9.12).
 - b. Locate the ATC Sensor calibration code on the ATC Sensor. This is the 3-digit number in the 3rd line of text on the label (it will always start with a zero).
 - c. Enter UI Diagnostic Mode.
 - d. Select **Adjustments > dC950 ATC Sensor...**
 - e. Press **Bar Codes**. (Figure 2)
 - f. Enter the last 2 digits of the calibration code in the appropriate field on the display (the data entry button under Y, M, C, or K). Touch the data entry button to launch the numeric keypad. Enter the calibration code using the numeric keypad. (Figure 3)
 - g. Press **Calibrate**. (Figure 3)

ADJ 9.8 ATC Developer Setup (dC949)

Purpose

Immediately after the replacement of a Developer Housing with known toner density, this sets the ATC Target Value by having the ATC Sensor measure the toner density of the developer. This can also work as the check function of the ATC Sensor.

Adjustment

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dC949 ATC Developer Setup...** (Figure 1)



adj_9-8_fig_1.jpg

Figure 1 dc949 ATC Developer Setup screen

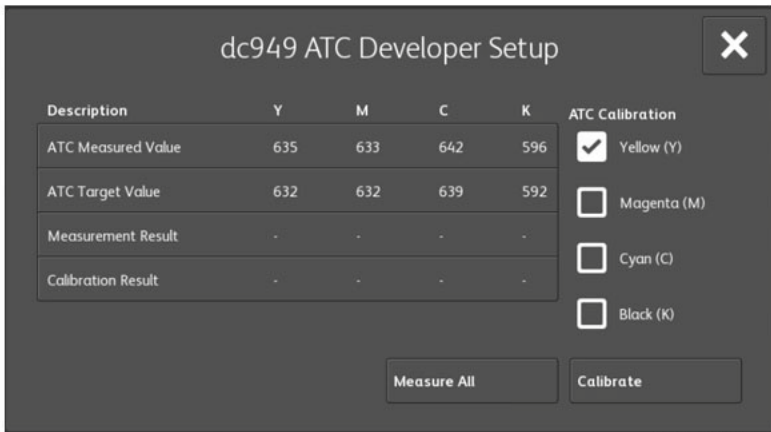
4. Select the **Measure All** button. When the measurement process completes, check the display. (Figure 2)
 - If any colors are showing a **Measurement Result** that is not **OK**, continue with step 5.
 - If all colors are **OK**, the process is complete.



adj_9-8_fig_2.jpg

Figure 2 Measurement Result OK

- Under the heading **ATC Calibration**, select the color(s) to be set up by touching the checkbox(es) for the color(s). Selected colors will show a check mark in the box. (Figure 3)
- Select the **Calibrate** button. (Figure 3)



adj_9-8_fig_3.jpg

Figure 3 ATC Calibration checkbox selected

7. When the routine completes, the screen will display:
 - **ATC Measured Value**
 - **ATC Target Value**
 - **Measurement Result** - If this is **not ok**, check that the ATC sensor is connected and undamaged.
 - **Calibration Result** - If this is **not ok**, check that the ATC sensor is connected and undamaged.
8. Refer to the RAPs in Chain 392 to troubleshoot ATC problems.

ADJ 9.9 Color Registration Measurement Cycle (dC671)

Purpose

To measure the color registration and display the status by indicating **ok/not ok**.

This cycle performs the color Registration measurement that includes the detection of AC components to determine the condition of AC control (Drum Drive, Belt Drive, etc.), which is one of the color Registration components.

NOTE: *Correction is not performed.*

- Performs Registration measurement to determine the condition of the AC control.
- Checks that the Belt control, etc., are operating normally.
- Measures/displays the amount of color shift relative to Black in the Fast Scan/Slow Scan direction.
- Displays the result of comparison with the target value as **ok/not ok**.

Adjustment

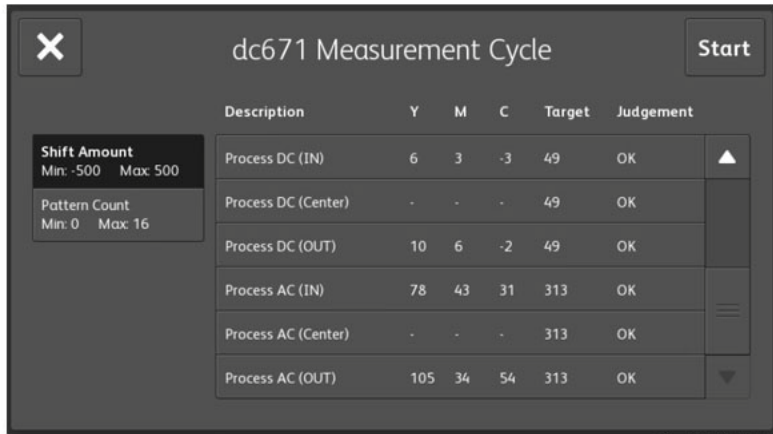
1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dC671 Measurement Cycle...**
4. Select **Shift Amount**.
5. Press **Start**. **OK** or **not ok** will be displayed in the **Judgement** column. (Figure 1 and Figure 2)

The screenshot shows a diagnostic screen titled "dc671 Measurement Cycle". On the left, there are two adjustment controls: "Shift Amount" with a range from -500 to 500, and "Pattern Count" with a range from 0 to 16. The main part of the screen is a table with columns for Description, Y, M, C, Target, and Judgement. The table contains six rows of data for Lateral DC and Lateral AC measurements in IN, Center, and OUT positions. A "Start" button is located in the top right corner.

Description	Y	M	C	Target	Judgement
Lateral DC (IN)	-10	0	-7	71	OK
Lateral DC (Center)	-	-	-	71	OK
Lateral DC (OUT)	-13	-2	4	71	OK
Lateral AC (IN)	26	41	31	139	OK
Lateral AC (Center)	-	-	-	139	OK
Lateral AC (OUT)	25	37	27	139	OK

adj_9-9_fig_1.jpg

Figure 1 dc671 Measurement Cycle screen (1 of 2) (scrolled up)



adj_9-9_fig_2.jpg

Figure 2 dc671 Measurement Cycle screen (2 of 2) (scrolled down)

If **not ok** is displayed:

1. Select the **Service Information** button and use **dC120 Fault Counters** and **dC122 Fault History** to display fault information.
2. Examine the fault listings to see if there are any Chain 389 fault codes.
3. Troubleshoot these codes and repeat this adjustment.
4. If there are no Chain 389 fault codes, or if troubleshooting the codes clears them but the result is still **not ok**, call service support for assistance.

ADJ 9.10 Color Registration Control Setup Cycle (dC675)

Purpose

To set the most appropriate Registration Control correction value for skew, etc., at setup or after the replacement of any of the following:

- LPH
- 2nd BTR
- Transfer Belt
- IBT Cleaning Unit
- IBT Module (recommended)
- Developer

The Setup Cycle consists of the following two functions.

Function 1: Performed right after assembling or during field installation, or when replacing a key part. Also, this is a Registration Control Full Cycle that can be performed in the Diagnostic mode right after the NVM is initialized. Executing this function corrects the Color Registration into the predefined range. The corrected shift amount for each color is saved in the NVM and it is displayed at normal completion.

Function 2: On entering a setup cycle, the IOT does not start. The Registration Control shift correction amount is displayed automatically on the UI screen and is used as a tool for determining the cause when a failure occurs.

Adjustment

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dC675 Registration Control Setup....**
4. Select **Setup**. (Figure 1)
5. Select **Start**. (Figure 1)

The shift amount for each color is corrected automatically.



adj_9-10_fig_1.jpg

Figure 1 dc975 Registration Control Setup screen

6. Perform **ADJ 9.9** Color Registration Measurement Cycle (dC671).

ADJ 9.11 Color Registration Control Sensor Check Cycle (dC673)

Purpose

This is a self-diagnostic cycle for checking that the misregistration detection system (MOB Sensor) is operating normally. The color shift amount is detected using Cyan patch. Any misregistration detected in the MOB sensor is displayed on the screen.

This detection result is compared again with the target value to determine the pass/fail (**ok/not ok**) status. Correction is not performed.

Adjustment

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dC673 Registration Control Sensor Check...**
4. Select **Start**.
5. When the test completes, the results will be displayed. (Figure 1 and Figure 2)

If the measured value for any parameter is out of range, **not ok** displays in the **Judgement** column.

- If **not ok**, check that Cyan is being printed; if yes, replace the MOB Sensor Assembly.
- If Cyan is not being printed, there is a problem in Development or 1st Transfer.

Measurement	Value	Judgement
Lateral Shift In	1	ok
Lateral Shift Center	32767	ok
Lateral Shift Out	2	ok
Process Shift In	4	ok
Process Shift Center	32767	ok
Process Shift Out	5	ok

adj_9-11_fig_1.jpg

Figure 1 dc673 Registration Control Sensor Check results (scrolled up)

Measurement	Value	Judgement
Process Shift In	4	ok
Process Shift Center	32767	ok
Process Shift Out	5	ok
Lateral DC Shift Target	10	ok
Shift Min	0	ok
Shift Max	500	ok

adj_9-11_fig_2.jpg

Figure 2 dc673 Registration Control Sensor Check results (scrolled down)

ADJ 9.12 Copy Color Balance Manual Adjustment (dC919)

Purpose

To adjust Copy Mode Color Balance to meet the customer's preference, by increasing or decreasing the center value for each color (YMC), in low density, medium density, and high density ranges.

CAUTION

Perform this adjustment only to correct a strong customer complaint. Altering the setpoints will affect Copy, but will have no effect on Print mode. Also, there is quite a bit of overlap between the low, medium, and high densities. For these reasons, it is recommended that this procedure not be used unless absolutely necessary.

Ensure that the customer is aware and agreeable to the fact that performing this adjustment will permanently alter the copy output of the machine, and will not have any effect on printer output.

The only way to change the output characteristics or return them to the default will be on a subsequent service call.

NOTE: If dC919 values are changed from default, then the user will be unable to save changes to the [ADJ 9.13 TRC Manual Adjustment \(dC924\)](#). The normal setup sequence requires that the coarse adjustment via TRC Manual Adjustment (dC924) be performed first, followed by the fine IIT scanner adjustment via (dC919) If the [ADJ 9.13 TRC Manual Adjustment \(dC 924\)](#) has not been performed, do so now and return to this adjustment

NOTE: Verification of adjustment should be performed in normal customer mode after diagnostic exit and the machine has been power cycled. The current values for Color Balance displayed on the Local UI for Color Balance Feature will stay at their current values. DC919 is an additional diagnostic that is applied on top of the Color Balance feature.

NOTE: The adjustments made in this procedure will have no effect on output made using the B/W mode.

Adjustment

NOTE: For this procedure, use two originals to implement and verify the process.

- Obtain a customer original that clearly shows the area, color, and density that the customer wishes changed.
- Use the density gradient section located in the lower half of the Color Test Pattern 82E13120.

Before beginning the procedure, if possible, mark the customer original to differentiate it from copies.

1. While still in customer mode, change the machine settings to Basic Copier Mode ([Table 1](#)).

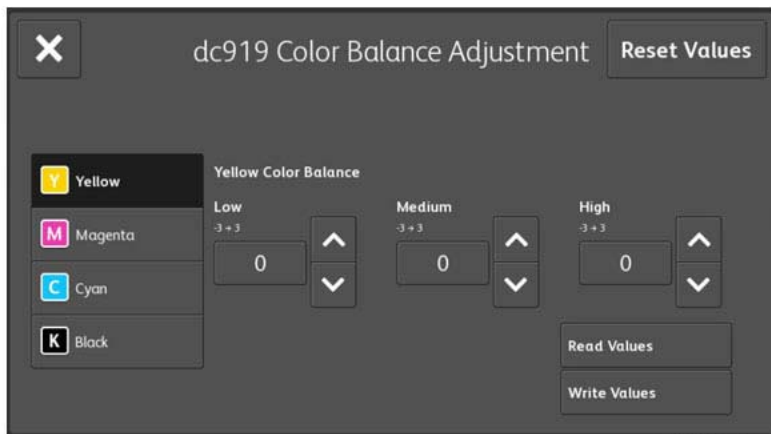
Table 1 Basic Copier Mode Settings

Item Name	Setting
Output Color	Auto Detect
Reduce/Enlarge...	Auto %
Original Type...	Photo and Text

Table 1 Basic Copier Mode Settings

Item Name	Setting
Original Type...More...How Original was Produced	Printed Original
Lighten/Darken	Normal
Sharpness	Normal
Saturation	Normal
Background Suppression	Off
Contrast: Manual Contrast	Normal
Color Presets...	Off
Color Balance...	Normal
Image Shift...	Off

- Make 2 copies each of the Color Test Pattern and the customer original (4 copies total) and mark them "Before."
- Enter **UI Diagnostic Mode**.
- Select **Adjustments**.
- Select **dc919 Color Balance Adjustment...**
The dc919 Color Balance Adjustment screen displays. (Figure 1)



adj_9-12_fig_1.jpg

Figure 1 dc919 Color Balance Adjustment screen

- Evaluate the areas of the customer original and the two copies that the customer wishes to change and determine which color or colors to change, and in which density levels, low, medium or high, to make the changes. Use the information in the following note to aid in your determinations.

NOTE:

- The changes that can be made with this adjustment are fairly small and may be hard to see, especially in the mid to high density areas of the output.
 - Deciding what colors to change is usually a somewhat subjective judgement as to color and density, unless the customer has readings from a colorimeter and a densitometer and has specific color and density data available. Use the principles learned in basic color theory as to which combinations of C M Y produce particular R G B colors to make the determination as to which C M Y color or colors to change.
 - Color changes will be more pronounced and easier to see in R, G or B areas of the output than in the areas that are closer to pure C, M or Y.
 - As you make the changes, be aware of density and color changes that may be occurring in other areas of the customer's original.
 - If a particular color is not present in the customer's original, changes to that color will not appear in the copy output for that original. Use the copies made from the Color Test Pattern to evaluate changes that may be occurring to colors and densities not present in the customer's original.
 - Changing K will not change any hue, but will affect all colors in terms of density.
- Select **Read Values** to get the current values.
NOTE: Selecting **Reset Values** will return ALL values to 0.
 - For each color, enter in the new values for **Low**, **Medium**, and **High**. The default is 0, and the range is from -3 to +3.
 - Select **Write Values** to save the values entered.
 - Perform a Call Closeout, then switch the machine power off then on.
 - Make 2 copies of each original. Ask the customer if the desired result is achieved. If the desired result has been achieved, record the values for C M Y in the Service Log.
 - If desired image quality has not been achieved, compare and evaluate the density changes that will be seen by comparing the C M Y areas of the copies with the Color Test Pattern, and color and density changes that will be seen by comparing copies with the R G B areas of the Color Test Pattern to aid in determining what further changes to make.
 - Repeat steps 2 through 12 until the customer is satisfied with the image quality.

ADJ 9.13 TRC Manual Adjustment (dC924)

Purpose

To adjust image quality (TRC) to meet the user's preference, by increasing or decreasing the center value of gradation correction for each (YMCK) color, in low density, medium density, and high density ranges.

CAUTION

Perform this adjustment only to correct a strong customer complaint. Altering the setpoints will affect both Print and Copy modes. Also, there is quite a bit of overlap between the low, medium, and high densities. For these reasons, it is recommended that this procedure not be used unless absolutely necessary.

Ensure that the customer is aware and agreeable to the fact that performing this adjustment will permanently alter the copy and printer output of the machine.

The only way to change the output characteristics or return them to the default will be on a subsequent service call.

NOTE: The adjustments made to K in this procedure will have an effect on output made using the B/W mode.

NOTE: There is interaction between this adjustment and the settings made in dC919 for copy output. If this adjustment is made, it may be necessary to perform dC919 to achieve desired customer image quality results for copying.

NOTE: Before starting this adjustment procedure perform the following:

- Ensure that the machine has been well maintained (clean the optics, verify that IIT replacements were done completely and correctly, verify that HFSI is up to date)
- Perform [ADJ 9.10 Color Registration Control Setup Cycle \(dC675\)](#)
- Perform [ADJ 6.5 IIT Calibration \(dC945\)](#)
- Perform [ADJ 9.8 Default Developer ATC Setup \(dC949\)](#)
- Perform [ADJ 9.7 ATC Sensor Setup \(dC950\)](#)

Adjustment

1. While still in customer mode, change the machine settings to Basic Copier Mode ([Table 1](#)).

Table 1 Basic Copier Mode Settings

Item Name	Setting
Output Color	Auto Detect
Reduce/Enlarge...	Auto %
Original Type...	Photo and Text
Original Type...More...How Original was Produced	Printed Original
Lighten/Darken	Normal
Sharpness	Normal
Saturation	Normal
Background Suppression	Off
Contrast: Manual Contrast	Normal

Table 1 Basic Copier Mode Settings

Item Name	Setting
Color Presets...	Off
Color Balance...	Normal
Image Shift...	Off

2. Print 2 copies of the customer file that they are using as their image quality standard and mark them "Before."
3. Enter [UI Diagnostic Mode](#).
4. Select **Adjustments**.
5. Select **dC919 Color Balance Adjustment...** and perform the following:
 - a. Press the **Read Values** button, and read the low, medium and high density values for C M Y and K. If all values are zero, proceed to step 7.
 - b. Record any values that are not zero.
 - c. Select **Reset Values**.
6. Close dC919 and select dC924.
7. Select **Adjustment Options > Enabled**. ([Figure 1](#))



adj_9-3_fig_2.jpg

Figure 1 dc924 TRC Manual Adjustment screen

8. Select **Read Values** to get the current values of low, medium and high density for each color.

NOTE: Selecting **Reset Values** will return ALL values to 0.
9. Evaluate the areas of the customer original and the 2 copies that the customer wishes to change and determine which color or colors to change, and in which density levels, low, medium or high, to make the changes. Use the information in the following note to aid in your determinations.

NOTE:

- Deciding what colors to change is usually a somewhat subjective judgement as to color and density unless the customer has readings from a colorimeter and a densitometer and has specific color and density data available. Use the principles learned in basic color theory as to which combinations of C M Y produce particular R G B colors to make the determination as to which C M Y color or colors to change.
 - Color changes will be more pronounced and easier to see in R G or B areas of the output than in the areas that are closer to pure C M or Y
 - As you make the changes, be aware of density and color changes that may be occurring in other areas of the customer's original.
 - If a particular color is not present in the customer's original, changes to that color will not appear in the copy output for that original. Use the copies made from the Color Test Pattern to evaluate changes that may be occurring to colors and densities not present in the customer's original.
 - Changing K will not change any hue, but will affect all colors in terms of density.
10. For each color, enter in the new values for **Low**, **Medium**, and **High**. The default is 0, and the range is from -128 to +127.
 11. Select **Write Values** to save the values entered.
 12. Perform a Call Closeout, then switch the machine power off then on.
 13. Make 2 prints. Ask the customer if the desired result is achieved.
 14. Repeat steps 2 through 12 until the customer is satisfied with the image quality.
 15. If any non-zero values were recorded in step 5, perform the following:
 - a. Enter **UI Diagnostic Mode**
 - b. Select **Adjustments**.
 - c. Select **dc919 Color Balance Adjustment...**
 - d. Re-enter the values recorded in step 5 for each color. Be sure to select Write Values before moving on to the next color.
 16. Perform a Call Closeout, then switch the machine power off then on.
 17. Ask the customer to make a copy using an original that they normally use to check image quality. If the customer is satisfied with image quality, return to the **Call Flow RAP**.
 18. If the customer is not satisfied with image quality, perform the **dc919** procedure.

ADJ 9.14 Tone Up/Tone Down (dC991)

Purpose

This procedure manually increases or decreases toner concentration (TC). It is used when a xerographic problem or out-of-toner condition has prevented process control from maintaining the TC target value.

This procedure does not change any parameters; it performs a one-time change to TC. It is important that the problem that caused the low or high TC condition is resolved before performing this adjustment.

Check

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dc991 Tone Up / Tone Down...**
4. Compare the values for **ATC Average** with the values for **ATC Target**. (Figure 1)
If the values differ by more than 30 for Y, M, C, or K, perform the **Adjustment**.



adj_9-14_fig_1.jpg

Figure 1 dc991 Tone Up / Tone Down screen

Adjustment

1. Ensure that at least one tray has paper loaded. If no paper is loaded in the machine, the procedure will hang until paper is added to one of the trays.
2. Select the color to be corrected.

NOTE: Adjust one color at a time.

3. Use the arrow keys to enter a + or - value for the selected color (the range is -99 to +99).

NOTE: The **Start** button will enable when a number other than 0 is entered for the selected color.

4. Press **Start**. The machine will perform a toner density adjustment and then generate a test print.

NOTE: Higher negative numbers will produce darker (higher density) test prints; higher positive numbers will produce lighter (lower density) test prints.

5. Repeat these steps as required until the difference between the **ATC Average** and the **ATC Target** is within 30 for each color. If this cannot be accomplished, there is a problem in either the toner delivery system (Dispenser, Low Toner Sensor, etc.), or in the TC detection circuitry.

ADJ 9.16 MAX Setup

Purpose

This procedure checks, and, if necessary, adjusts, several Image Quality factors so that optimum copy and print quality can be consistently obtained, by stabilizing the development potential and copy density.

Check

1. Reset the **ADJ 9.13** TRC Manual Adjustment values (dC924) to midpoint (0).
2. Perform the **ADJ 9.3** ProCon On/Off Print (dC937). If the check is good, go to step 5.
3. If the prints display any Inboard-to-Outboard density variation, perform the Adjustment.
4. If Print quality is OK but Copy quality is bad, perform the **IIT Procedures** portion of the Adjustment.
5. Perform the following as required by the customer: **ADJ 9.13** TRC Manual Adjustment (dC924). The adjustment is complete. DO NOT perform the Adjustment unless problems are encountered in this Check.

Adjustment

Max Setup consists of several separate procedures that should be performed in the following sequence:

IOT Procedures

1. Verify the **ADJ 9.7** ATC Sensor Setup (dC950), then proceed to step 2. Ensure that the calibration codes have not been reset to the default values.
2. Perform the **ADJ 9.3** ProCon On/Off Print check (dC940), then proceed to step 3.
3. If the prints display any Inboard-to-Outboard density variation go to dC612. Print out test pattern #12. Evaluate the prints for inboard-to-outboard density variation. If problems are observed, perform **ADJ 9.11** Color Registration Control Sensor Check Cycle (dC673), then proceed to 4.
4. If Print quality is OK but Copy quality is bad, go to the **IIT Procedures**; otherwise proceed to step 5.
5. Perform the following as required by the customer: **ADJ 9.13** TRC Manual Adjustment values (dC924).

IIT Procedures

Perform these steps ONLY if sent here from the **IOT Baseline Checks**. IIT Calibration **SHOULD NOT** be performed as a routine part of the Adjustment.

1. If any IIT or IPS repairs were performed, perform the **ADJ 6.5** IIT Calibration (dC945), then proceed to step 2.
2. Make a copy of the ProCon On pattern that was printed in 2 of the Baseline Checks. Compare the copy to the original print. Return to 5 of the IOT Procedures.

ADJ 9.17 Paper Calibration (dC909)

Purpose

Adjusts the 2nd Image Transfer Power output (ATVC) to compensate for thick or specialty media. Use dC909 to correct the following types of defects on simplex and duplex prints:

- Low density
- Foggy background
- Voids
- White spots

Table 1 Relationship Between UI Classification and Paper Type (Factory Settings)

UI Classification	Paper Type
Plain	Plain B
Hole Punched	
Transparency	
Pre-Cut Tabs	
Lightweight Cardstock	
Lightweight Cardstock Reloaded	
Cardstock	
Cardstock Reloaded	
Recycled	
Labels	
Light Glossy Cardstock	
Light Glossy Card Reload	
Glossy Cardstock	
Glossy Card Reloaded	
Letterhead	
Pre-Printed	
Bond	Plain
Heavyweight Labels	
Envelope	
Custom Type 1	User Defined
Custom Type 2	User Defined
Custom Type 3	User Defined
Custom Type 4	User Defined
Custom Type 5	User Defined
Custom Type 6	User Defined
Custom Type 7	User Defined
Other	
Heavy Glossy Cardstock	
Heavy Glossy Card Reload	
Extra Heavy Labels	

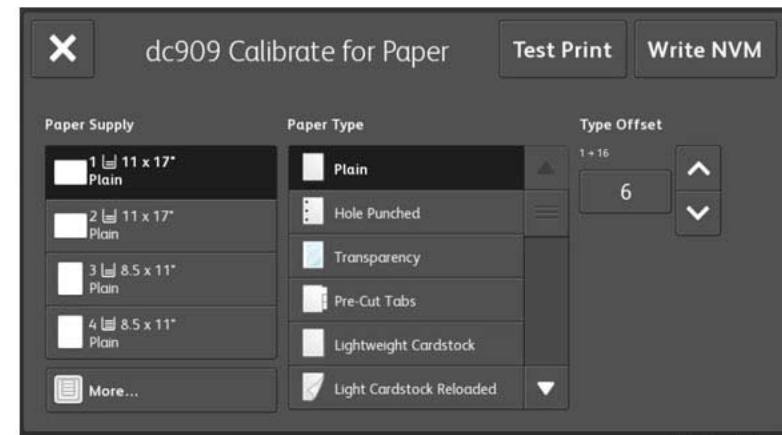
Table 1 Relationship Between UI Classification and Paper Type (Factory Settings)

UI Classification	Paper Type
Heavyweight Cardstock	
Heavy Cardstock Reloaded	
Postcard	

Adjustment

1. Load 11x17/A3 paper, of the type to be adjusted, into one of the paper trays.
2. Enter **UI Diagnostic Mode**.
3. Select **Adjustments**.
4. Select **dc909 Calibrate for Paper...**

The **dc909 Calibrate for Paper** screen displays. (Figure 1)



adj_9-17_fig_1.jpg

Figure 1 dc909 Calibrate for Paper screen

5. Select the **Paper Supply** containing the paper to be adjusted.
6. Select the **Paper Type** which best matches the paper that was loaded in Step 1.
7. Select **Test Print** to output the Test Pattern.

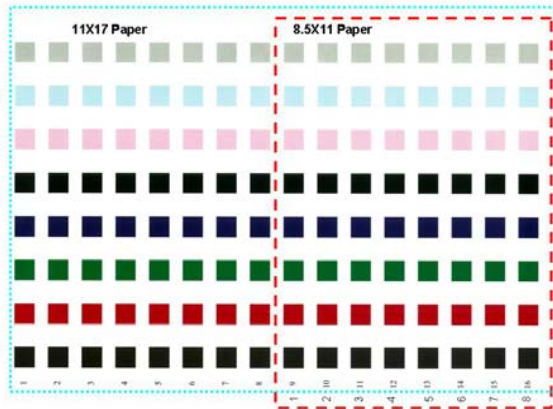


Figure 2 Test Pattern

NOTE: The Test Pattern is meant to be printed on 11x17/A3 paper; portions of the pattern may be missing when printed on other sizes. LTR/A4 LEF only shows the latter half of the pattern; although the patch number at the paper lead edge is 9, the transfer output will be printed as 1.

8. Select what you would consider as the best value from the columns (1-16) on the Test Pattern. The selection criteria are:
 - a. Whether there are any white spots in the K color patch (white spots indicate excessive voltage).
 - b. Whether the mixed K looks bluish (if it is, it indicates insufficient voltage).
 - c. Whether the halftone granularity is good (if it is bad, it indicates excessive voltage).
9. Select the **Type Offset**, using the up or down arrow buttons, to raise or lower 2nd Transfer Voltage.
10. Select **Write NVM**.
11. Select **Test Print**. Check the print quality. If it is not satisfactory, repeat this procedure until the desired outcome is achieved.
12. Select **Close** to end the routine.

ADJ 9.18 Image Size Adjustment (dC603)

Parts List on [PL 1.1](#)

Purpose

The purpose of the dC603 Image Size Adjustment is to compensate for minor variations in machine speed which result in process direction elongation or compression of the image placed on the media. Compensation of image size offset in the process direction is approximately +/- 1.0mm over a 200mm length on the test pattern image.

Check

1. Enter [UI Diagnostic Mode](#).
2. Select **Adjustments**.
3. Select **dc603 Image Size Adjustment...**

The dc603 Image Size Adjustment screen displays. ([Figure 1](#))



adj_9-18_fig_1.jpg

Figure 1 dc603 Image Size Adjustment screen

4. Load 11x17/A3 paper of the appropriate type into Tray 1.
5. Select **Paper Type: Plain** (default), **LW Glossy Card**, **Light Card**, **Glossy Card**, **Cardstock**, **HW Gloss Card**. ([Figure 2](#))



adj_9-18_fig_2.jpg

Figure 2 Paper Type menu

6. Select **Output Color: Color** or **Black & White**. (Figure 1)
7. Select **Print Sample**. (Figure 1)
8. Measure 10 grid squares on the test pattern in process direction. The results should be 199.8 mm (Figure 3). If the measurement is within specification, select **Done**. The procedure will automatically close. Otherwise, perform the **Adjustment**.

Adjustment

NOTE:

- Total range of adjustment is -1.0mm to +1.0mm. The actual range of adjustment is limited by the current setting or default value of NVM. Refer to Table 1.
 - Successful adjustment is indicated with a message.
 - Failure to adjust the Image Size (% Offset) may be indicated by a message informing of the failure. If such a message appears, it will require a user response to close the message.
 - A typical reason that the image size% offset fails to adjust is because the value being written exceeds the narrow NVM range.
1. If the measurement was not within specification, select **No**, then select **Next**.
 2. Enter the required amount of adjustment using the arrow buttons.
 3. Select the **Print Sample** button. The new value will be written to the appropriate NVM location (Table 1).
 4. Measure 10 grid squares on the test pattern in process direction. The results should be 199.8 mm (Figure 3). If the measurement is not in specification, repeat from step 1 of the **Adjustment**. If the measurement is within specification, select **Done**. The procedure will automatically close.

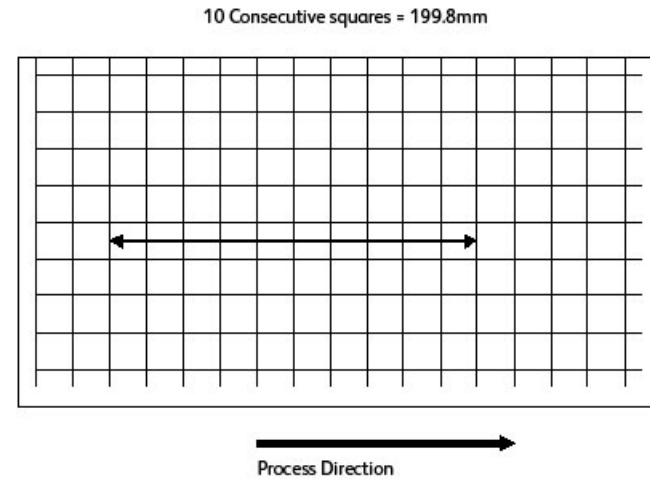


Figure 3 Image Size Adjustment Check

Table 1 Size Adj.

dC603 Image Size Adjustments (Slow Scan%)							
Chain	Link	Description	Model Speed	Speed	Media	Range	Default
760	070	79mm/sec Slow Scan direction Enlargement Offset	Low	79	Extra Heavyweight	-10 to +10	Low 2
760	071	121mm/sec Slow Scan direction Enlargement Offset	Both	121	Extra Heavyweight for high, Heavy- weight for Low, SEF plain for Low	-10 to +10	High 3 Low 0
760	072	175mm/sec Slow Scan direction Enlargement Offset	Both	175	Heavyweight for High, Plain for Low	-10 to +10	High 2 Low -2
760	073	200mm/sec Slow Scan direction Enlargement Offset	High	200		-10 to +10	High -2
760	074	225mm/sec Slow Scan direction Enlargement Offset	High	225		-10 to +10	High -3
760	075	255mm/sec Slow Scan direction Enlargement Offset	High	255	Plain for High	-10 to +10	High -3
760	076	Special Paper Slow Scan direction Enlargement Offset				-10 to +10	High 0 Low 0

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Introduction

Overview

The Parts List section identifies all part numbers and the corresponding location of all spared subsystem components.

Organization

Parts Lists

Each item number in the part number listing corresponds to an item number in the related illustration. All the parts in a given subsystem of the machine will be located in the same illustration or in a series of associated illustrations.

Electrical Connectors and Fasteners

This section contains the illustrations and descriptions of the plugs, jacks, and fasteners used in the machine. A part number listing of the connectors is included.

Common Hardware

The common hardware is listed in alphabetical order by the letter or letters used to identify each item in the part number listing and in the illustrations. Dimensions are in millimeters unless otherwise identified.

Part Number Index

This index lists all the spared parts in the machine in numerical order. Each number is followed by a reference to the parts list on which the part may be found.

Other Information

Abbreviations

Abbreviations are used in the parts lists and the exploded view illustrations to provide information in a limited amount of space. The following abbreviations are used in this manual:

Table 1 Abbreviations

Abbreviation	Meaning
A3	297 x 594 Millimeters
A4	210 x 297 Millimeters
A5	148 x 210 Millimeters
AD	Auto Duplex
AWG	American Wire Gauge
EMI	Electro-Magnetic Induction
GB	GigaByte
KB	Kilo Byte
MB	Mega Byte
MM	Millimeters
MOD	Magneto Optical Drive
NOHAD	Noise Ozone Heat Air Dirt
PL	Parts List
P/O	Part of

Table 1 Abbreviations

Abbreviation	Meaning
R/E	Reduction/Enlargement
REF:	Refer to
SCSI	Small Computer Systems Interface
W/	With
W/O	Without

Table 2 OP Cos

Operating Companies	
Abbreviation	Meaning
NASG - US	North American Solutions Group - US
NASG - Canada	North American Solutions Group - Canada
XE	Xerox Europe
XC	Xerox Corporation

Symbology

Symbology used in the Parts List section is identified in the Symbology section.

Service Procedure Referencing

If a part or assembly has an associated repair or adjustment procedure, the procedure number will be listed at the end of the part description in the parts lists e.g. (REP 5.1, ADJ 5.3)

Subsystem Information

Use of the Term “Assembly”

The term “assembly” will be used for items in the part number listing that include other itemized parts in the part number listing. When the word “assembly” is found in the part number listing, there will be a corresponding item number on the illustrations followed by a bracket and a listing of the contents of the assembly.

Brackets

A bracket is used when an assembly or kit is spared, but is not shown in the illustration. The item number of the assembly or kit precedes the bracket; the item numbers of the piece parts follow the bracket.

Tag

The notation “W/Tag” in the parts description indicates that the part configuration has been updated. Check the change Tag index in the General Information section of the Service Data for the name and purpose of the modification.

In some cases, a part or assembly may be spared in two versions: with the Tag and without the Tag. In those cases, use whichever part is appropriate for the configuration of the machine on which the part is to be installed. If the machine does not have a particular Tag and the only replacement part available is listed as “W/Tag”, install the Tag kit or all of the piece parts. The Change Tag Index tells you which kit or piece parts you need.

Whenever you install a Tag kit or all the piece parts that make up a Tag, mark the appropriate number on the Tag matrix.

Symbology

A Tag number within a circle pointing to an item number shows that the part has been changed by the tag number within the circle (Figure 1). Information on the modification is in the Change Tag Index.

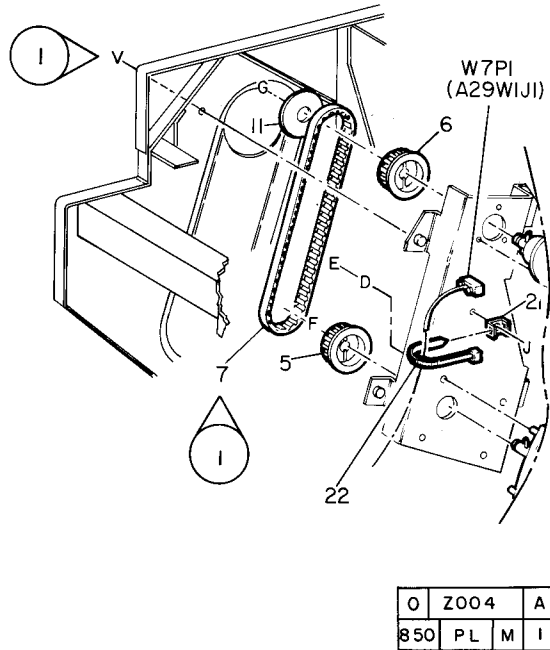


Figure 1 With Tag Symbol

A Tag number within a circle having a shaded bar and pointing to an item number shows that the configuration of the part shown is the configuration before the part was changed by the Tag number within the circle (Figure 2).

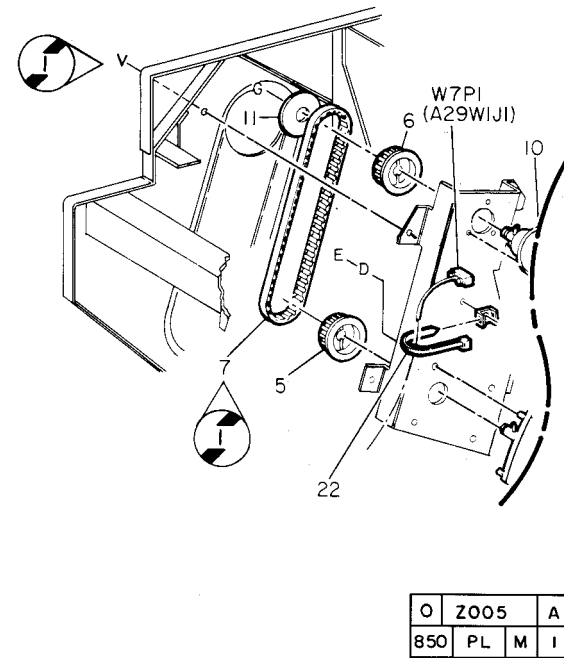


Figure 2 Without Tag Symbol

A tag number within a circle with no apex shows that the entire drawing has been changed by the tag number within the circle (Figure 3). Information on the modification is in the Change Tag Index.

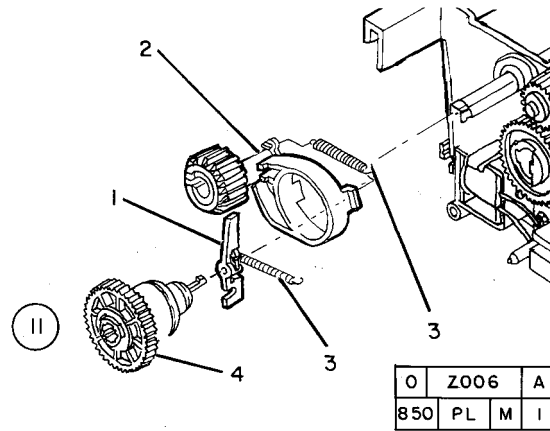


Figure 3 Entire Drawing With Tag Symbol

A tag number within a circle with no apex and having a shaded bar shows that the entire drawing was the configuration before being changed by the tag number within the circle (Figure 4).

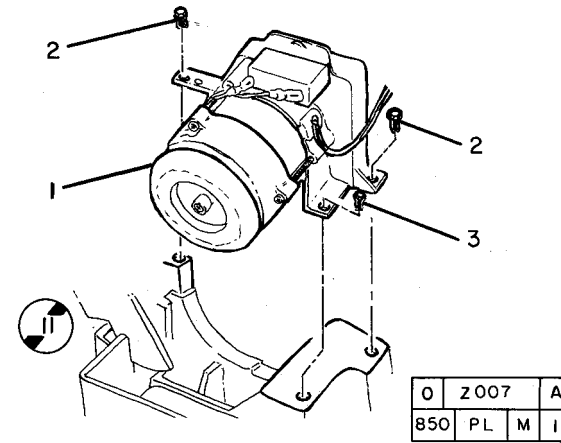


Figure 4 Entire Drawing Without Tag Symbol

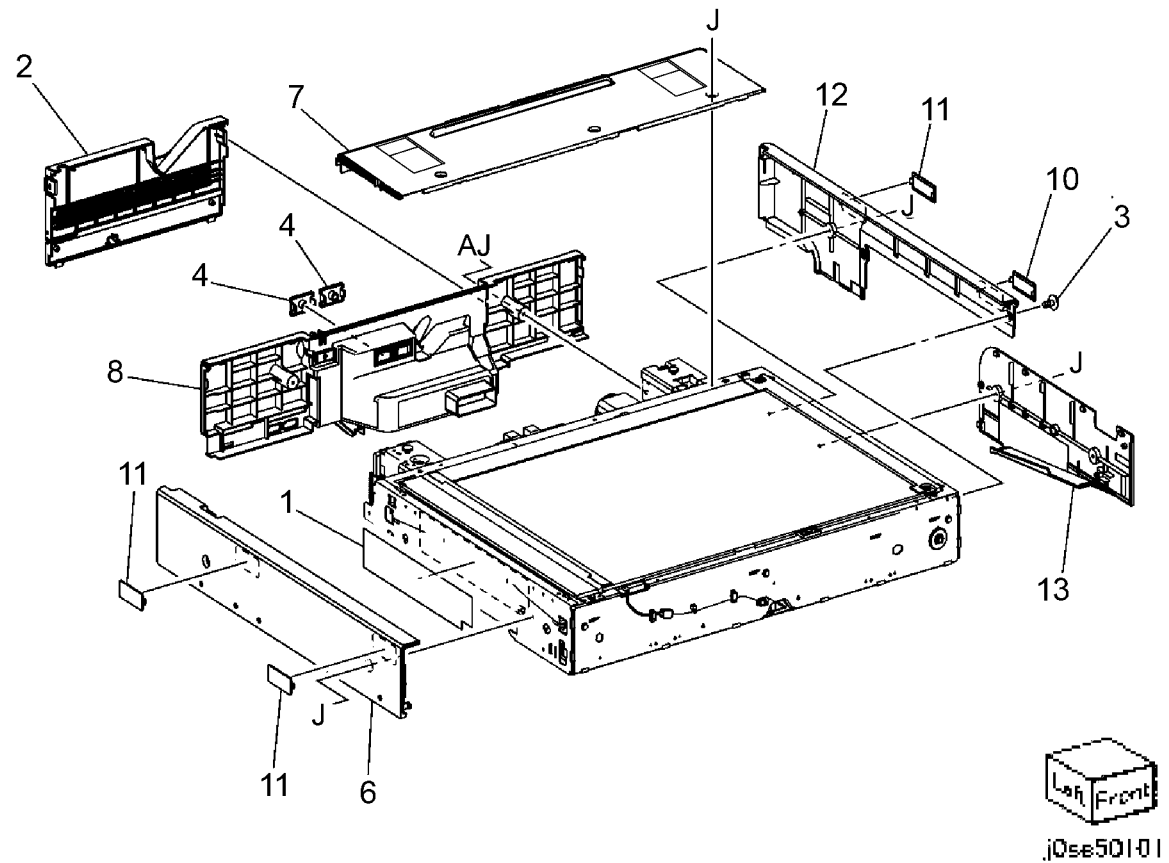
PL 1.1 Platen/IIT Cover

Item	Part	Description
1	–	Filter (Not Spared)
2	848E81971	IIT Rear Cap Cover
3	113W20678	Screw (Black)
4	–	USB Cover (P/O PL 1.1 Item 9)
5	–	IIT Right Cover (Not Spared)
6	848E78390	IIT Left Cover
7	848E80100	IIT Top Cover
8	–	IIT Rear Cover (P/O PL 1.1 Item 9)
9	848K78320	IIT Rear Cover (REP 6.14)
10	–	Blind Cover (Blue)
11	–	Blind Cover (Not Spared) (White)
12	–	IIT Right Cover (Rear) (P/O PL 1.1 Item 5)
13	–	IIT Right Cover (Front) (P/O PL 1.1 Item 5)

PL 1.1

5{12,13

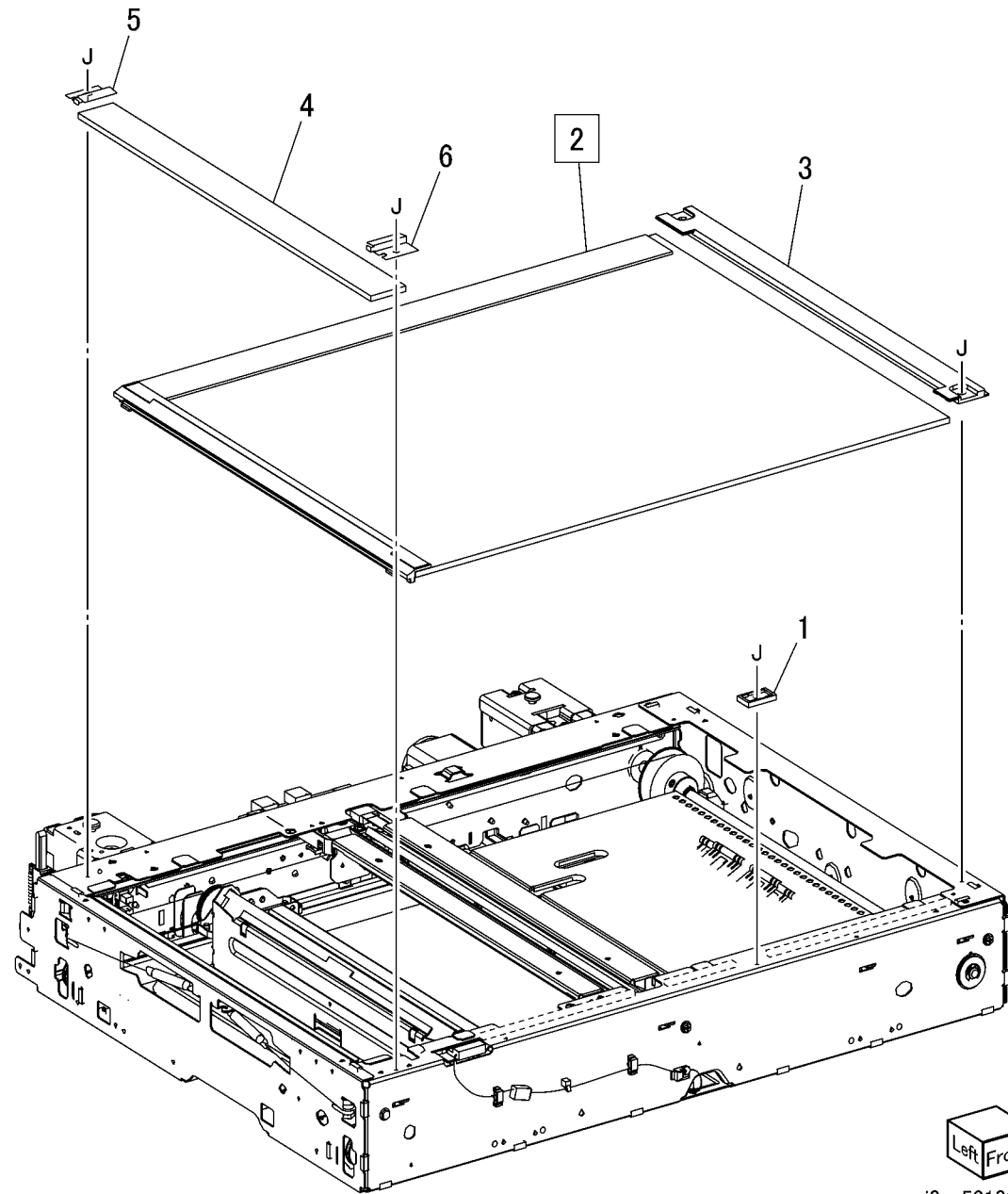
9{4,8



PL 1.2 Platen Glass

Item	Part	Description
1	868E04891	Glass Support
2	090K93251	Platen Glass (REP 6.2)
3	815E40271	Plate
4	090K93011	CVT Platen Glass
5	868E04450	Rear Glass Support
6	868E04530	Front Glass Support

PL 1.2



Left Front

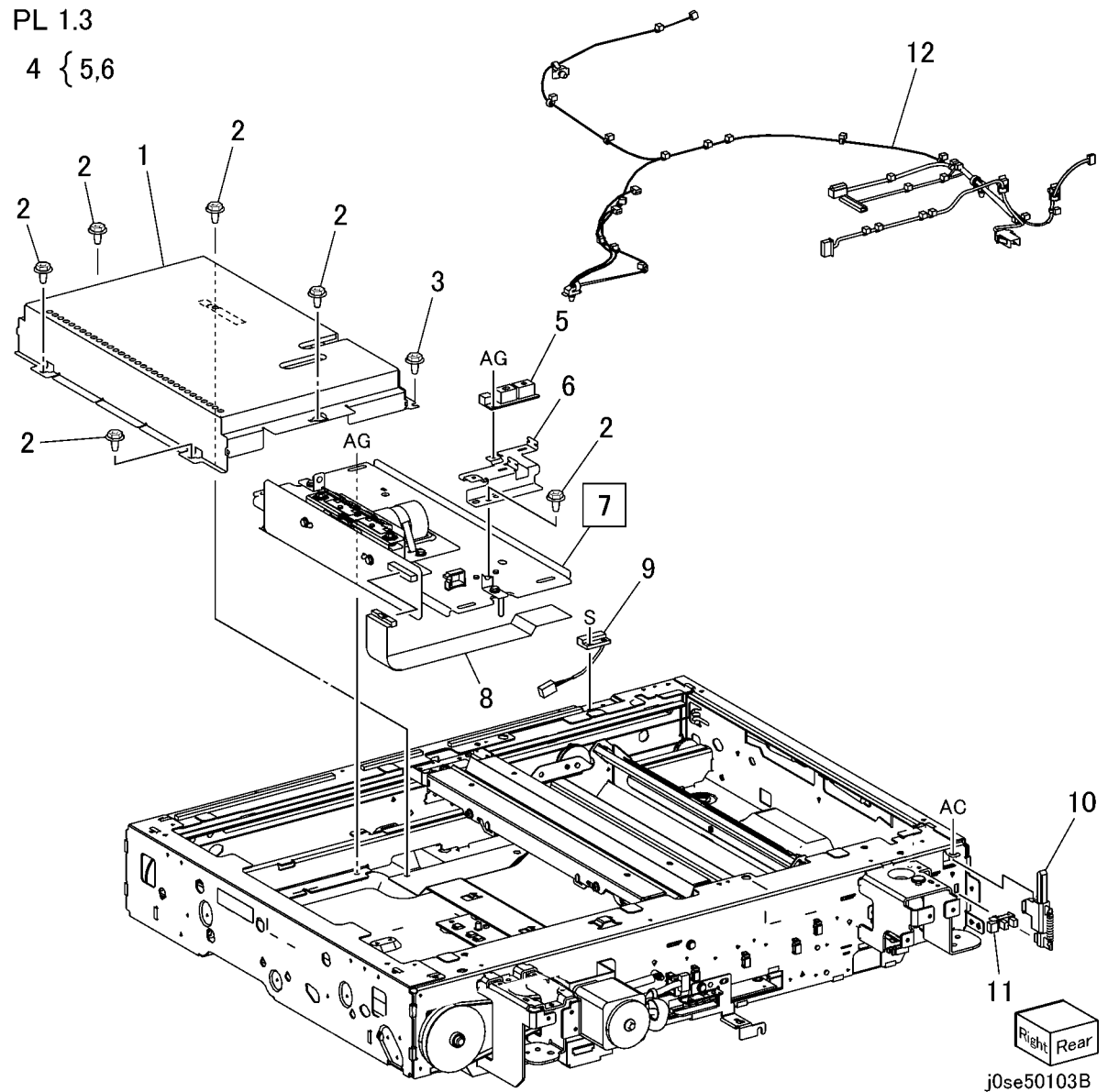
j0se50102A

PL 1.3 CCD Lens Assembly

Item	Part	Description
1	–	Lens Cover (Not Spared)
2	826E11600	Screw
3	–	Screw (Blue)
4	130K73140	APS Sensor Assembly
5	130K64150	APS Sensor
6	–	Bracket (P/O PL 1.3 Item 4)
7	062K25940	CCD Lens Assembly (REP 6.6)
8	117K47560	CCD Flexible Print Cable
9	910W00901	Platen Interlock Switch
10	120K92541	Actuator Assembly
11	930W00123	Platen Angle Sensor
12	–	Wire Harness (Not Spared)

PL 1.3

4 { 5,6



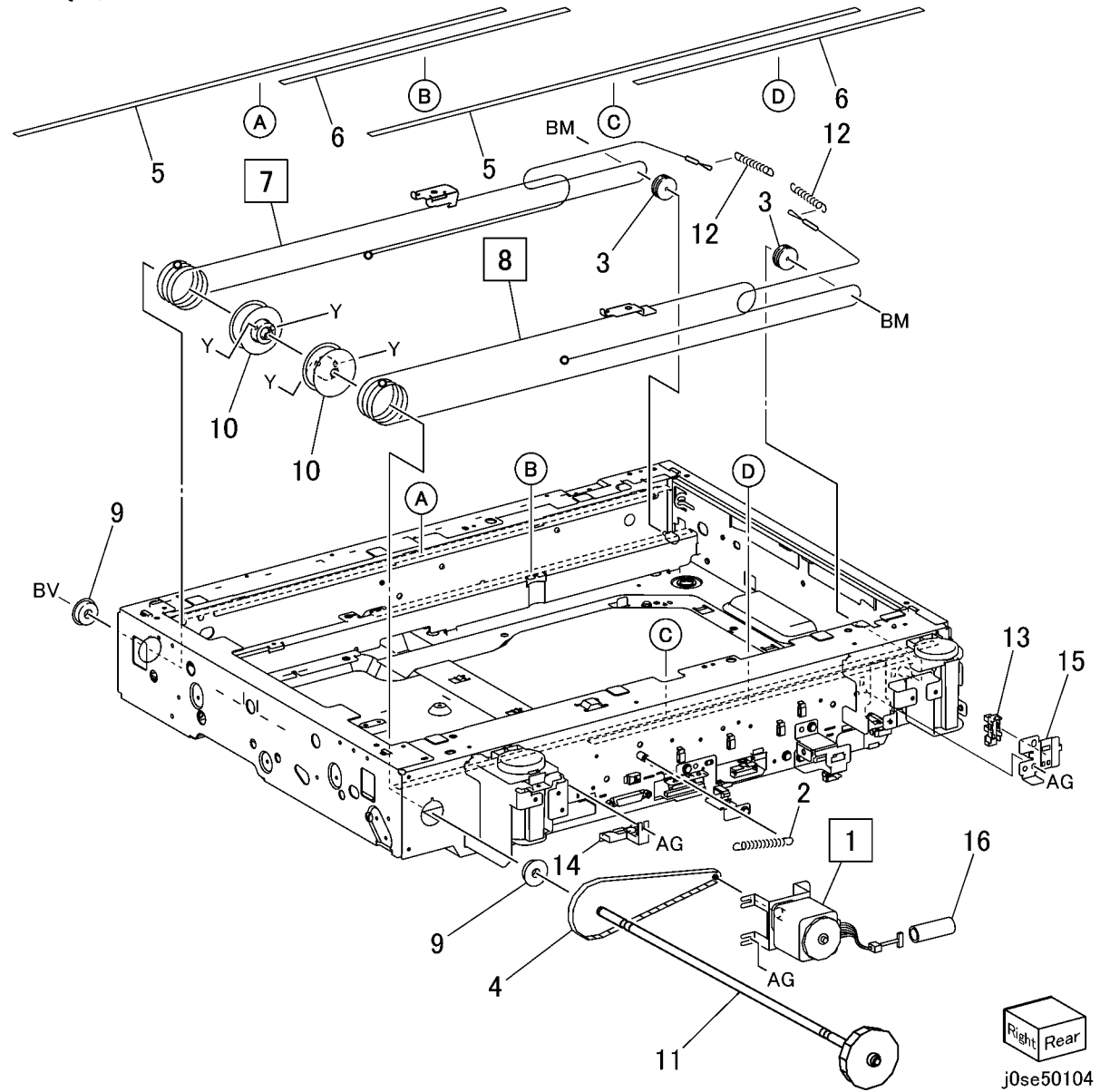
j0se50103B

PL 1.4 Carriage Cable/Motor

Item	Part	Description
1	127K71090	Carriage Motor (REP 6.8)
2	809E76950	Spring
3	020E50660	Pulley
4	023E26430	Belt
5	063E97330	Tape
6	063E97340	Tape
7	-	Front Carriage Cable (REP 6.7)
8	-	Rear Carriage Cable (REP 6.7)
9	413W91750	Bearing
10	020E45300	Capstan Pulley
11	006K86470	Capstan Shaft
12	809E76840	Spring
13	930W00123	IIT Registration Sensor
14	019E70051	Holder
15	-	Sensor Bracket (P/O PL 1.4 Item 17)
16	-	Tube (Not Spared)
17	130K76201	IIT Registration Sensor And Bracket
18	604K20510	IIT Cable Kit (PL 1.4 Item 7)

17 { 13,15

18 { 7,8



PL 1.5 Full/Half Rate Carriage

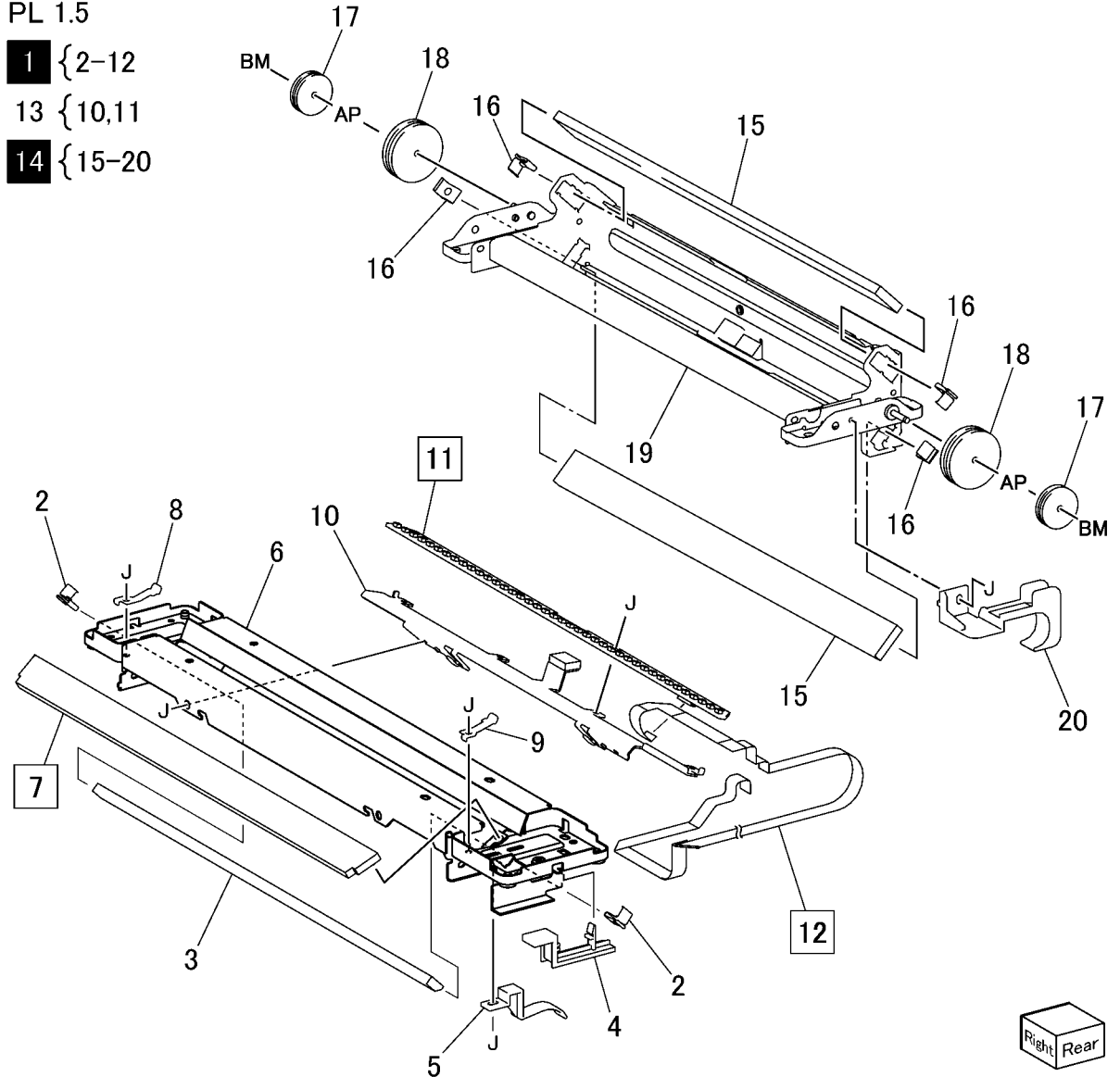
Item	Part	Description
1	041K96670	Full Rate Carriage (ADJ 6.1)
2	019E70080	Clip
3	-	No. 1 Mirror (P/O PL 1.5 Item 1)
4	-	Harness Guide (P/O PL 1.5 Item 1)
5	-	Harness Guide (P/O PL 1.5 Item 1)
6	-	Full Rate Carriage (P/O PL 1.5 Item 1)
7	-	Light Guide (P/O PL 1.5 Item 1) (REP 6.11)
8	-	Front Clip (P/O PL 1.5 Item 1)
9	-	Rear Clip (P/O PL 1.5 Item 1)
10	-	Bracket (P/O PL 1.5 Item 13)
11	960K87130	LED Lamp PWB (REP 6.9)
12	117E30981	LED Lamp Wire Harness (REP 6.10)
13	122K94810	LED Lamp
14	041K95910	Half Rate Carriage (ADJ 6.1)
15	-	No. 2/3 Mirror (P/O PL 1.5 Item 14)
16	-	Harness Guide (P/O PL 1.5 Item 14)
17	020E50660	Pulley
18	-	Pulley (P/O PL 1.5 Item 14)
19	-	Carriage Frame (P/O PL 1.5 Item 14)
20	-	Harness Guide (P/O PL 1.5 Item 14)

PL 1.5

1 { 2-12

13 { 10,11

14 { 15-20

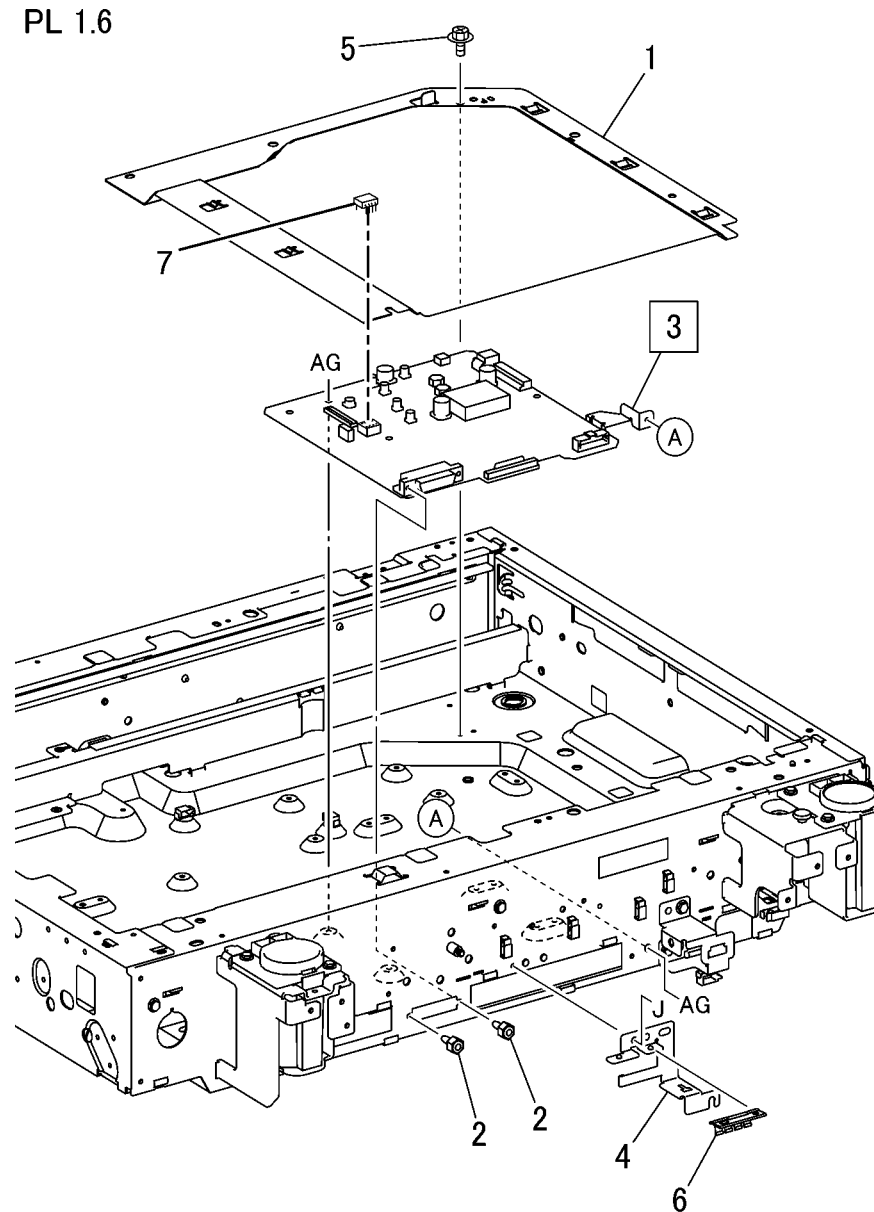


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PL 1.6 IIT/IPS PWB

Item	Part	Description
1	–	PWB Cover (Not Spared)
2	237W00178	Lock Screw
3	960K61760	IIT PWB Assembly (REP 6.12)
4	868E40511	Harness Bracket Assembly
5	826E11600	Screw (Not Spared)
6	–	Conductor (Not Spared)
7	–	EEROM

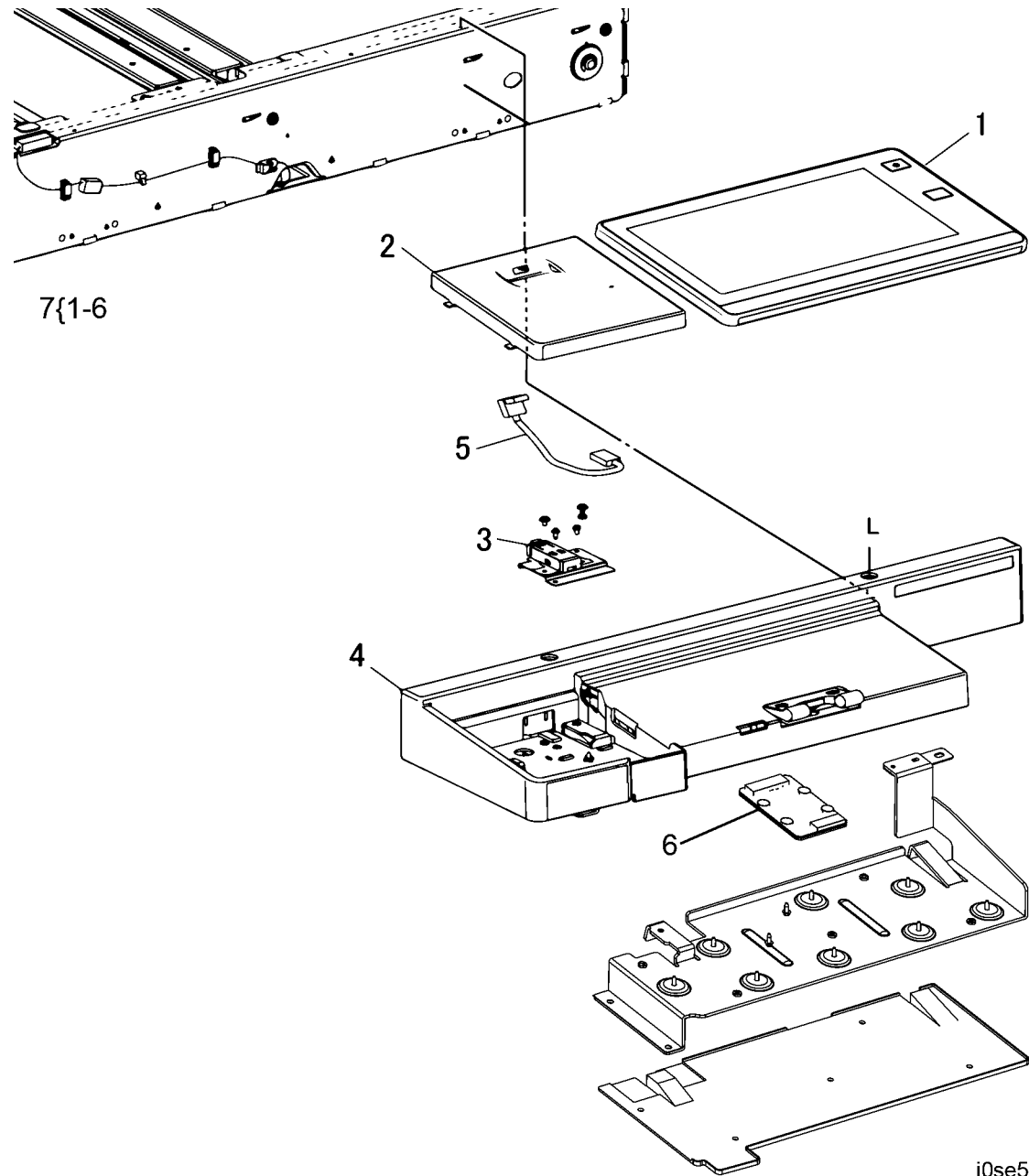
NOTE: Do not trash or damage Item 7 (EEROM). Due to lose or damage, MC can't be recovered.



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PL 1.7 Control Panel

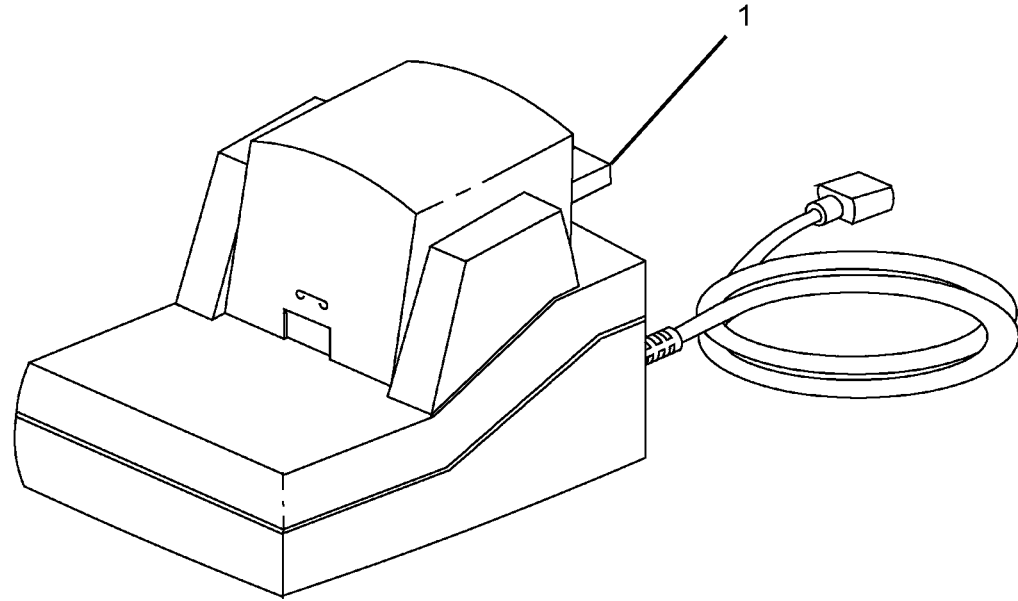
Item	Part	Description
1	084K43150	UI (REP 6.3)
2	056E05870	Garage Door
3	-	USB Mounting Assembly (Not Spared) (REP 6.13)
4	056E05860	UI Base (Bathtub)
5	952K63420	Garage Door USB Harness Assembly (REP 6.16)
6	961K02480	Interface PWB
7	056K03010	IU Front Assembly



PL 1.9 Convenience Stapler

Item	Part	Description
1	604K35710	Convenience Stapler (110V)
-	604K35700	Convenience Stapler (220V)

PL 1.9

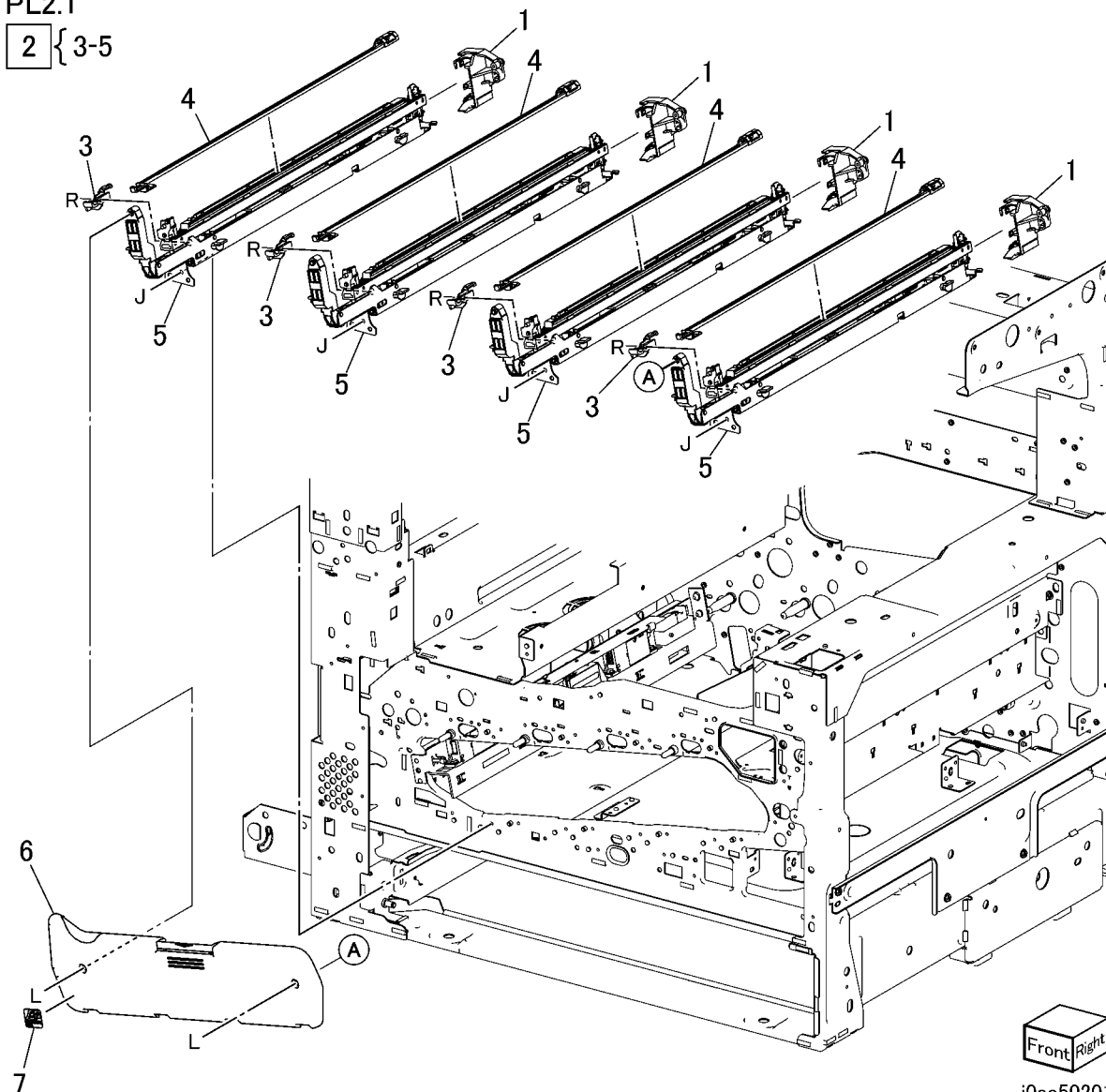


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PL 2.1 LED Print Head (1 of 2)

Item	Part	Description
1	019K12490	Rear Holder Assembly
2	130K89233	LED Print Head Assembly (C8070)
-	130K89242	LED Print Head Assembly (C8030/35, C8045/55) (REP 9.10)
3	-	Guide (P/O PL 2.1 Item 2)
4	042K93520	LED Print Head Cleaner
5	107K92301	LED Print Head (C8070)
-	107K92325	LED Print Head (C8030/35, C8045/55)
6	011K04840	Drum Cover
7	-	BP Label

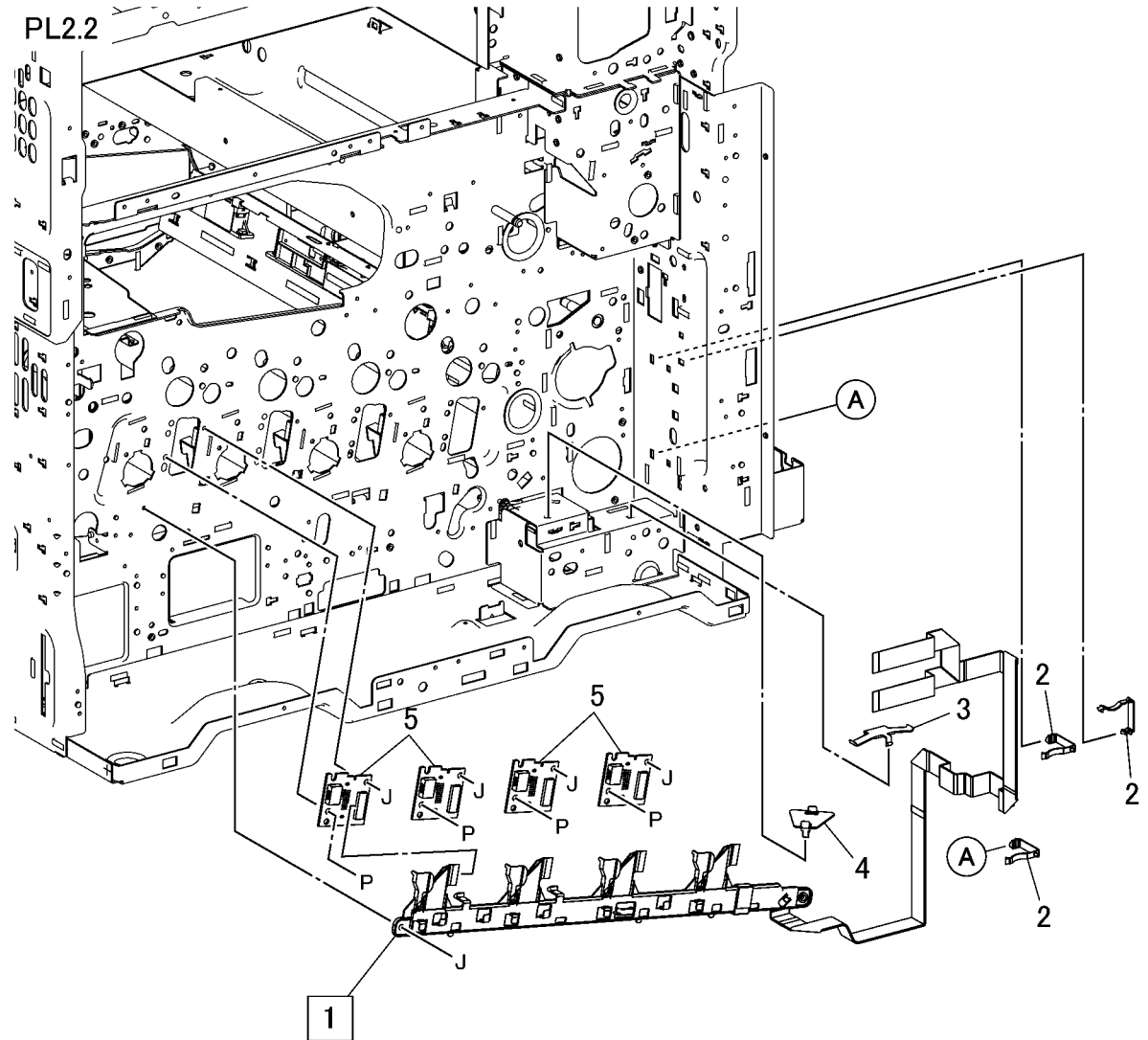
PL2.1
2 { 3-5



j0se50201

PL 2.2 LED Print Head (2 of 2)

Item	Part	Description
1	952K15360	LED Print Head Cable Assembly (REP 9.12)
2	—	Cable Holder (Not Spared)
3	—	Cable Holder (Not Spared)
4	—	Cable Holder (Not Spared)
5	960K86890	LED Print Head Rear PWB
—	960K87450	LED Print Head Rear PWB (Alt)



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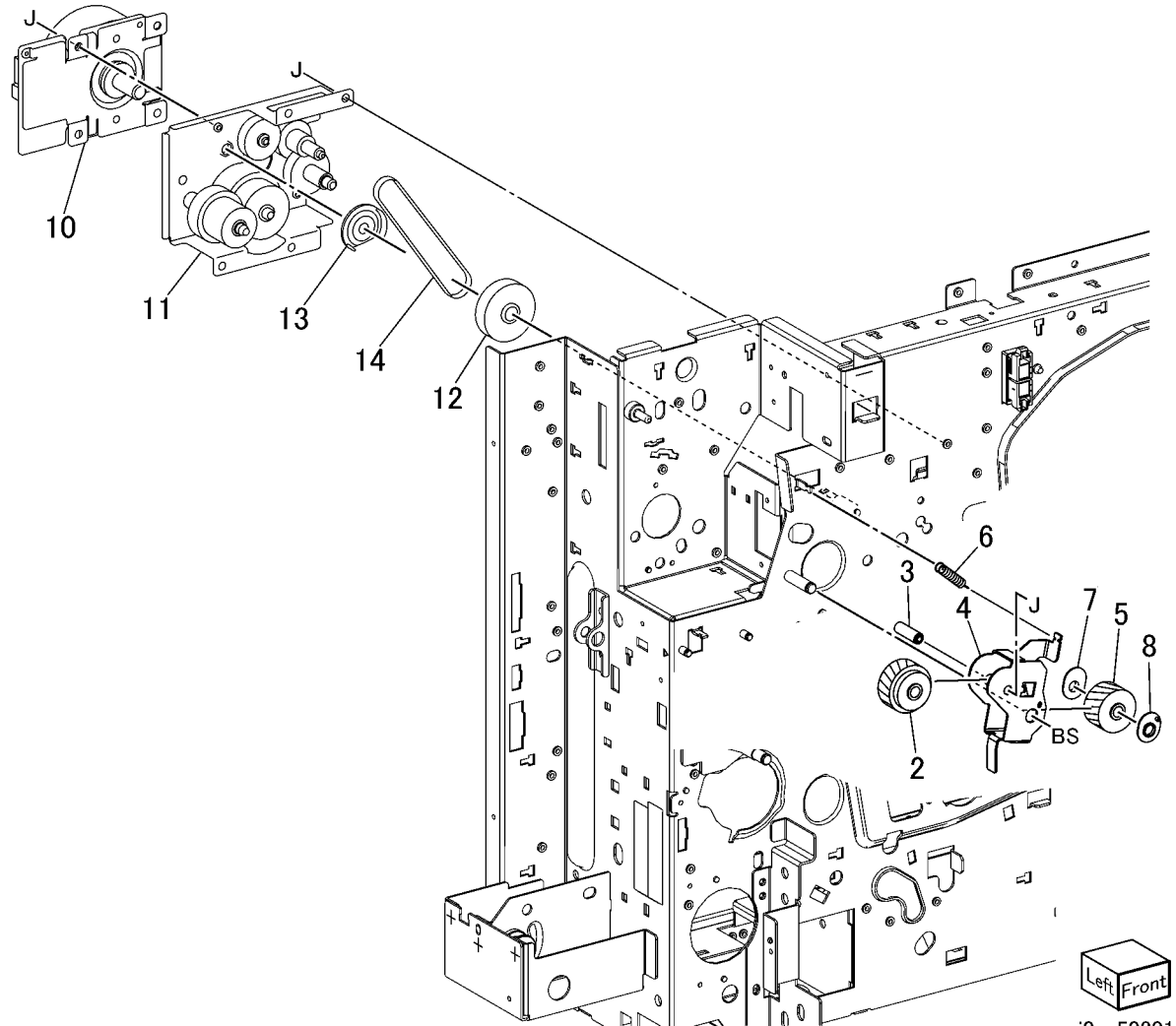
PL 3.1 Drives (1 of 4)

Item	Part	Description
1	049K26151	Fuser Input Bracket Assembly
2	–	Helical Gear (26T) (P/O PL 3.1 Item 1)
3	–	Fuser Shaft (P/O PL 3.1 Item 1)
4	–	Fuser Input Bracket (P/O PL 3.1 Item 1)
5	–	Helical Gear (25T) (P/O PL 3.1 Item 1)
6	809E74960	Spring
7	–	Bearing (P/O PL 3.1 Item 1)
8	–	Bearing (P/O PL 3.1 Item 1)
9	007K19640	Fuser Drive Motor Assembly (C8070)
–	007K19630	Fuser Drive Motor Assembly (C8030/35, C8045/55)
10	–	Fuser Drive Motor (P/O PL 3.1 Item 9)
11	–	Gear Bracket Assembly (P/O PL 3.1 Item 9)
12	807E43261	Helical Gear (40T/23T)
13	005E26140	Flange
14	423W10355	Belt

PL 3.1

1 {2-5, 7, 8}

9 {10,11}



j0se50301

PL 3.2 Drives (2 of 4)

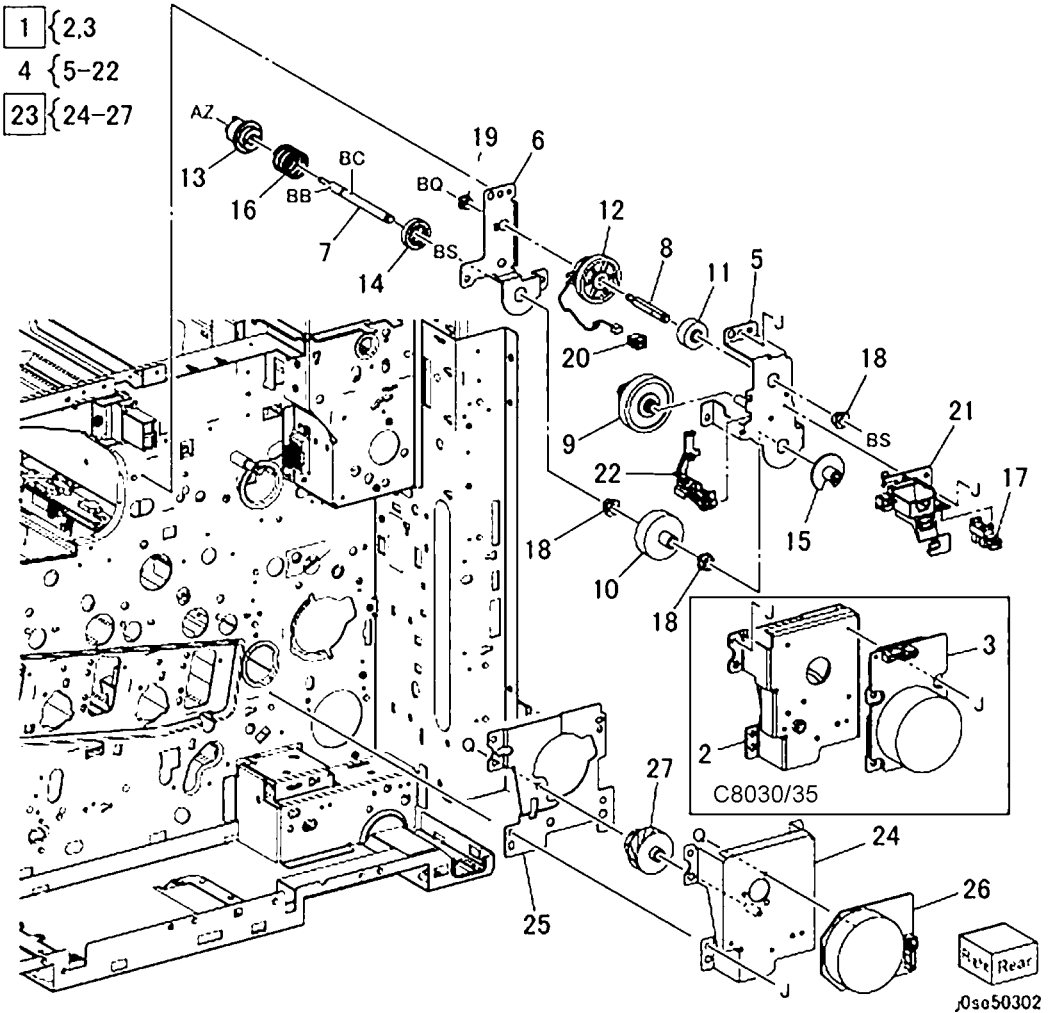
Item	Part	Description
1	007K98480	Registration Drive Assembly (C8030/35)
2	-	Bracket Assembly (P/O PL 3.2 Item 1)
3	-	Registration Drive Motor (P/O PL 3.2 Item 1)
4	007K98092	Retract Drive Assembly
5	-	Retract Bracket Assembly (P/O PL 3.2 Item 4)
6	-	Retract Lower Bracket (P/O PL 3.2 Item 4)
7	-	Retract Shaft (P/O PL 3.2 Item 4)
8	-	Clutch Shaft (P/O PL 3.2 Item 4)
9	-	Helical Gear (45T/23T) (P/O PL 3.2 Item 4)
10	-	Helical Gear (36T) (P/O PL 3.2 Item 4)
11	-	Helical Gear (21T) (P/O PL 3.2 Item 4)
12	121K40850	1st BTR Contact Retract Clutch
13	005E24620	Coupling
14	-	Retainer (P/O PL 3.2 Item 4)
15	-	Cam Wheel (P/O PL 3.2 Item 4)
16	-	Spring (P/O PL 3.2 Item 4)
17	930W00111	1st BTR Contact Retract Sensor
18	413W14660	Sleeve Bearing
19	-	Sleeve Bearing (P/O PL 3.2 Item 4)
20	-	Connector (P/O PL 3.2 Item 4)
21	-	Harness Holder (P/O PL 3.2 Item 4)
22	-	Harness Holder (P/O PL 3.2 Item 4)
23	007K98490	Registration Drive Assembly (C8045/55)
24	-	Motor Bracket (P/O PL 3.2 Item 23)
25	-	Bracket (P/O PL 3.2 Item 23)
26	-	Registration Drive Motor (P/O PL 3.2 Item 23)
27	-	Helical Gear (46T/21T) (P/O PL 3.2 Item 23)

PL 3.2

1 {2,3}

4 {5-22}

23 {24-27}

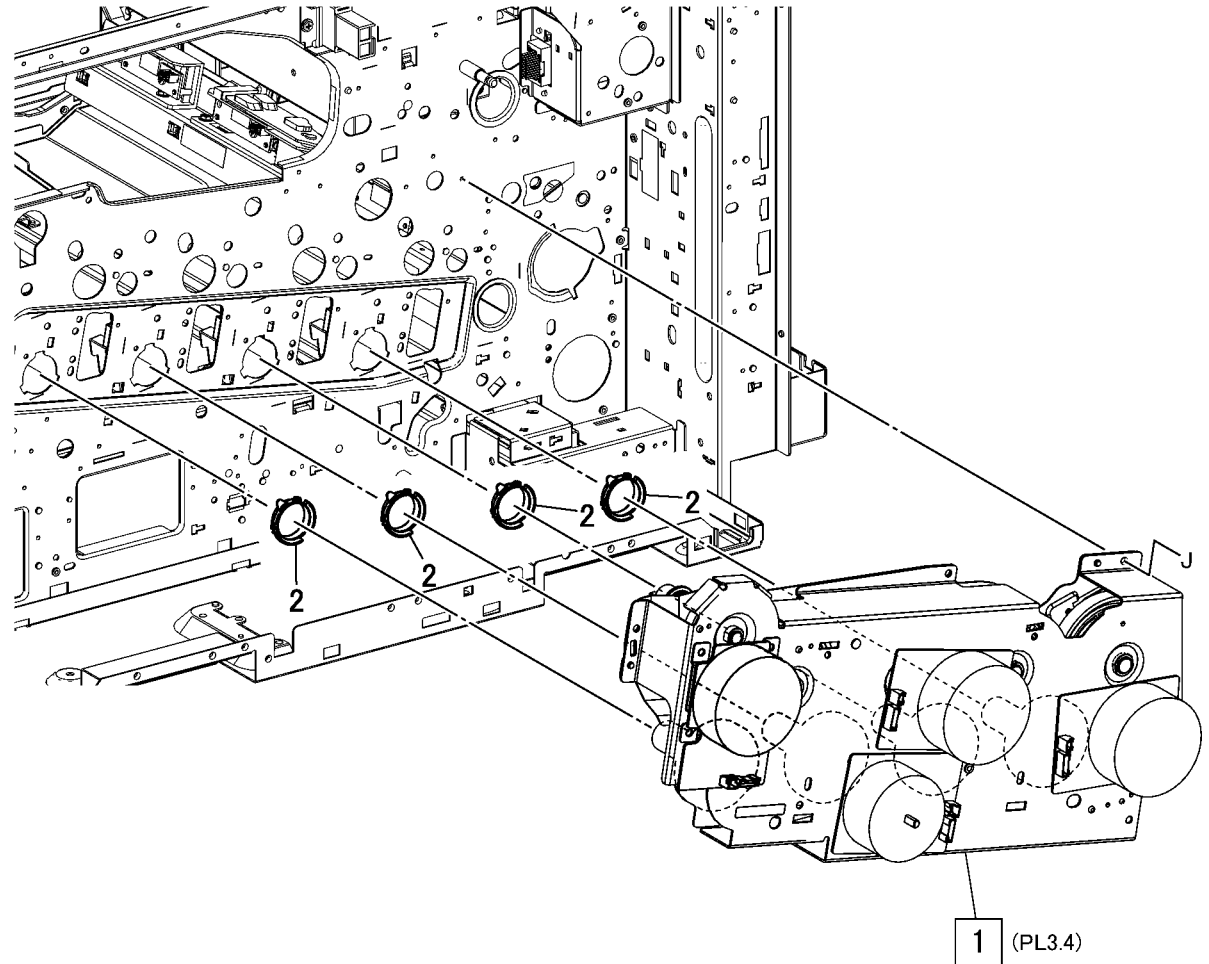


,0so50302

PL 3.3 Drives(3 of 4)

Item	Part	Description
1	007K19653	Drum/Developer Drive Assembly (C8030/35)
-	007K98332	Drum/Developer Drive Assembly (C8045/55)
-	007K98470	Drum/Developer Drive Assembly (C8070) (REP 4.4)
2	055E56042	Gear Guide

PL 3.3

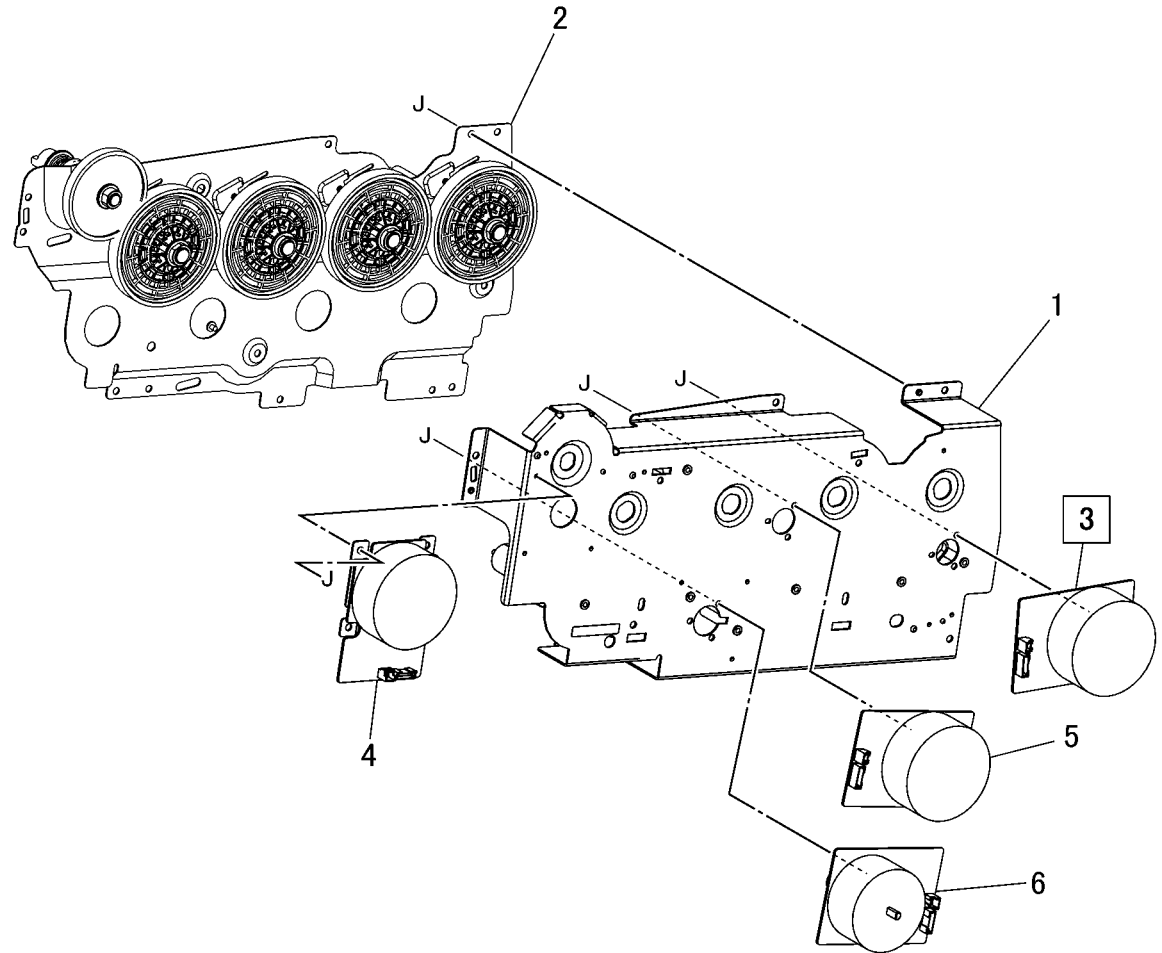


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PL 3.4 Drives (3 of 3)

Item	Part	Description
1	–	Drive Upper Bracket
2	–	Drive Lower Bracket
3	127K70431	Drum /Developer Drive Motor (K) (REP 4.7)
4	127K71300	IBT Drive Motor (C8030/35)
–	127K71310	IBT Drive Motor (C8045/55, C8070)
5	127K70490	Drum Drive Motor (Y, M, C)
6	127K70441	Developer Drive Motor (Y, M, C)

PL 3.4



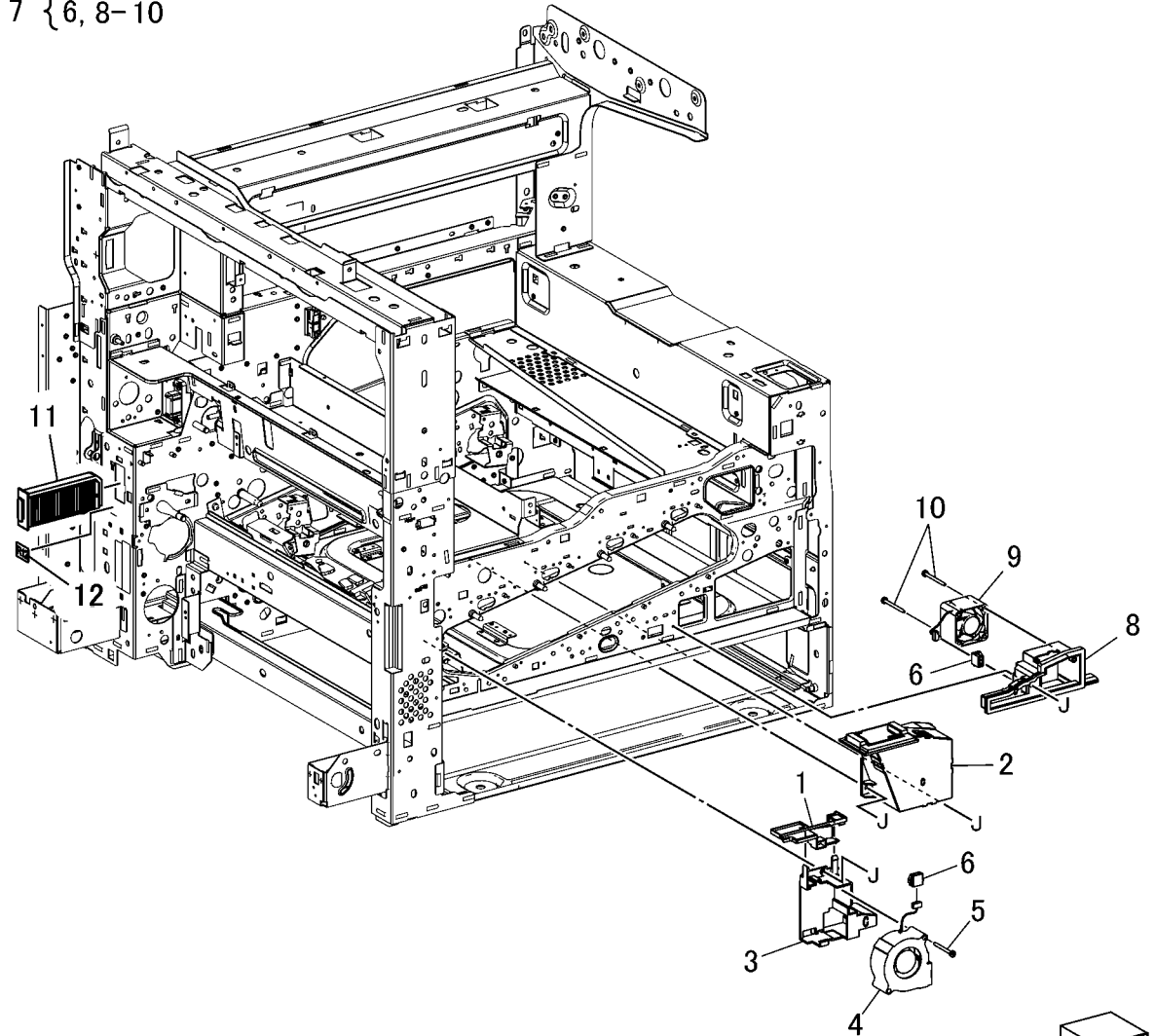
j0se50304

PL 4.1 NOHAD (Front,Left)

Item	Part	Description
1	–	Plate F
2	–	IBT Fan and Duct Assembly
3	054E41751	P2 Duct
4	127K60700	Process 2 Fan (C8070)
5	–	Screw
6	913W13170	Connector (C8070)
7	054K58370	Process 1 Duct Assembly (C8045/55, C8070)
8	–	P1 Duct
9	–	Process 1 Fan
10	–	Screw Tp
11	053K94611	Filter Assembly (C8045/55, C8070)
12	–	Label Filter

PL 4.1

7 { 6, 8-10



j0se50401b

PL 4.2 NOHAD (Top)

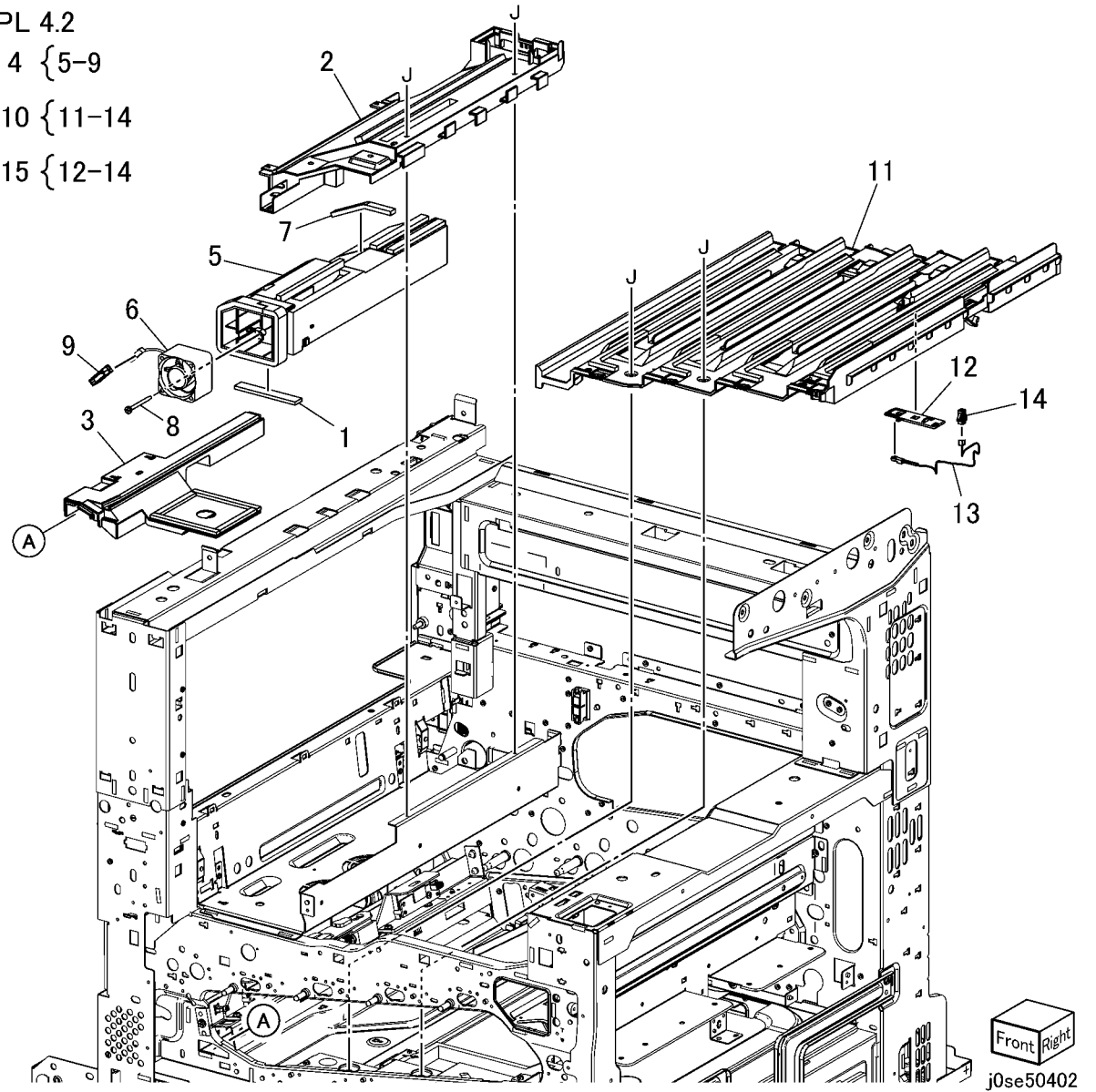
Item	Part	Description
1	–	Seal (Not Spared)
2	–	Duct Assembly Center
3	–	Duct Assembly
4	054K48512	Duct Assembly (C8030/35)
–	054K50152	Duct Assembly (C8045/55)
–	054K51571	Duct Assembly (C8070)
5	–	IBT Duct (P/O PL 4.2 Item 4)
6	–	Cartridge Fan (P/O PL 4.2 Item 4)
7	–	Seal (P/O PL 4.2 Item 4)
8	–	Screw (P/O PL 4.2 Item 4)
9	–	Connector Amp Ct Series (P/O PL 4.2 Item 4)
10	815K03602	Plate Assembly Base (C8030/35, C8045/55)
–	815K14901	Plate Assembly Base (C8070)
11	–	Plate Assembly (P/O PL 4.2 Item 10)
12	–	Bracket Sensor (P/O PL 4.2 Item 10)
13	–	Thermo Sensor (P/O PL 4.2 Item 10)
14	–	Connector Amp Ct Series (P/O PL 4.2 Item 10)
15	130K71990	NOHAD Sensor Assembly

PL 4.2

4 { 5-9

10 { 11-14

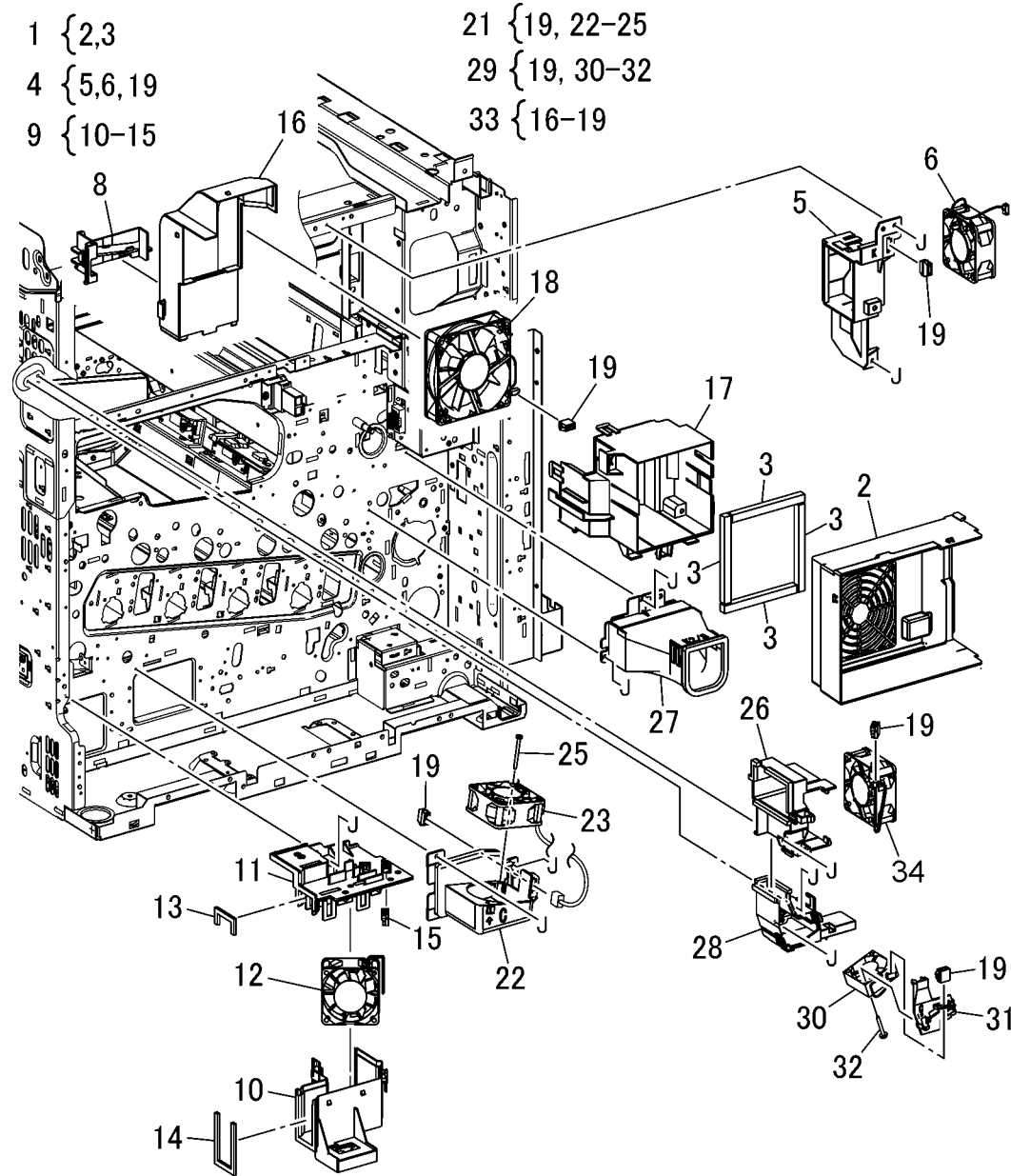
15 { 12-14



PL 4.3 NOHAD (Rear)

Item	Part	Description
1	054K52290	Duct Assembly
2	-	Duct Filter
3	-	Seal
4	054K52391	Duct Assembly IHP
5	-	Duct IHP
6	127K64480	IH Intake Fan
8	-	Guide Coil
9	-	Duct Assembly M
10	-	Lower Duct
11	-	Upper Duct
12	127K66140	Marking Fan (C8070)
-	127K66181	Fan Assembly HVPS (C8030/35, C8045/55)
13	-	Seal Mhvps
14	-	Seal Mhvps
15	-	Connector Amp Ct Series
16	-	Fuser Duct
17	-	Fuser Duct
18	-	Fuser Fan
19	913W13170	Connector Amp Ct Series
21	054K58380	Duct Assembly Rear (C8045/55, C8070)
22	-	Duct Rear
23	-	Bottom Fan
25	-	Screw
26	-	Duct Assembly IHP
27	-	Duct Assembly Suction
28	-	Dust Assembly C
29	127K76860	Exhaust Fan And Duct (C8045/55, C8070)
30	-	Exit Fan
31	-	Duct C
32	-	Screw
33	054K48181	Fuser Fan and Duct Assembly
34	-	IH Exhaust Fan (C8045/55, C8070), P/N as Item 12 Marking Fan (C8070)

PL 4.3

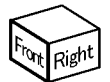
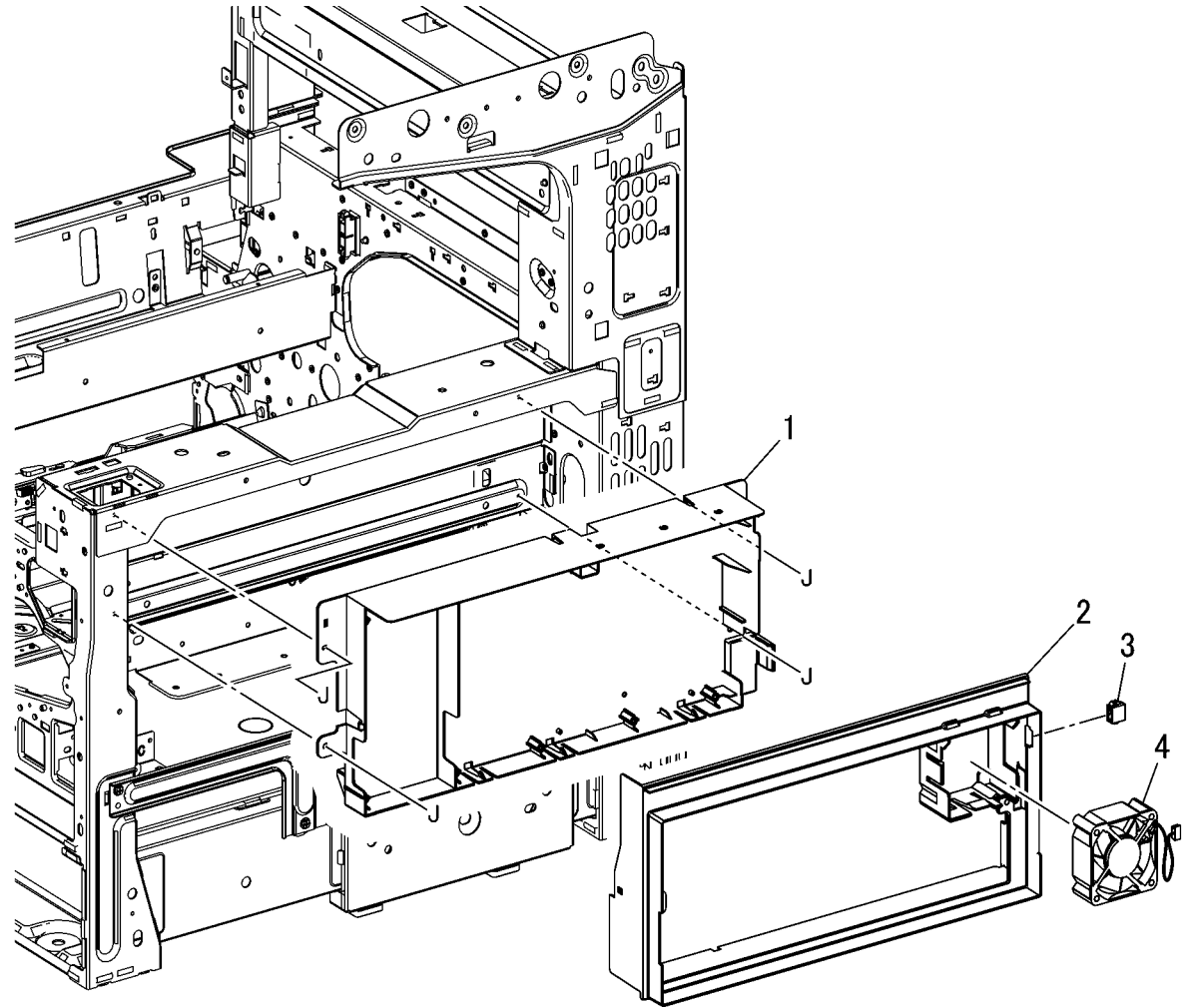


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PL 4.4 NOHAD (Right)

Item	Part	Description
1	–	Duct HVPS
2	–	Duct HVPS
3	913W13170	Connector Amp Ct Series (C8045/55, C8070)
4	927W06116	Developer HVPS Fan (C8045/55, C8070)

PL 4.4



j0se50404

PL 5.1 Development (1 of 2)

Item	Part	Description
1	006R01509	K-Toner (WW)
-	006R01697	K-Toner (NA/E)
-	006R01701	K-Toner (DMO)
2	006R01512	C-Toner (WW)
-	006R01702	C-Toner (DMO)
-	006R01698	C-Toner (NA/E)
3	006R01703	M-Toner (DMO)
-	006R01511	M-Toner (WW)
-	006R01699	M-Toner (NA/E)
4	006R01700	Y-Toner (NA/E)
-	006R01704	Y-Toner (DMO)
-	006R01510	Y-Toner (WW)
5	127K66671	Toner Dispense Motor Assembly) (REP 9.13)
6	-	Dispense Assembly (P/O PL 5.1 Item 5)
7	127K65930	Toner Dispense Motor (K, C, M, Y)
8	113K83244	Toner CRUM Coupler Assembly
9	094K93670	Dispense Pipe Assembly (C, M, Y)
10	-	Guide Assembly (C, M, Y) (P/O PL 5.1 Item 9)
11	-	Auger Gear (Y, M, C) (P/O PL 5.1 Item 9)
12	-	Spring (P/O PL 5.1 Item 9)
13	052K13580	Dispense Pipe (Y) (P/O PL 5.1 Item 9)
14	052K13590	Dispense Pipe (M) (P/O PL 5.1 Item 9)
15	052K13600	Dispense Pipe (C) (P/O PL 5.1 Item 9)
16	094K93680	Dispense Pipe Assembly (K)
17	-	Guide Assembly (P/O PL 5.1 Item 16)
18	052K13610	Dispense Pipe Assembly (K)
19	-	Auger Gear (K) (P/O PL 5.1 Item 16)
20	094K93660	Dispense Pipe Assembly (Y, M, C, K)

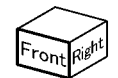
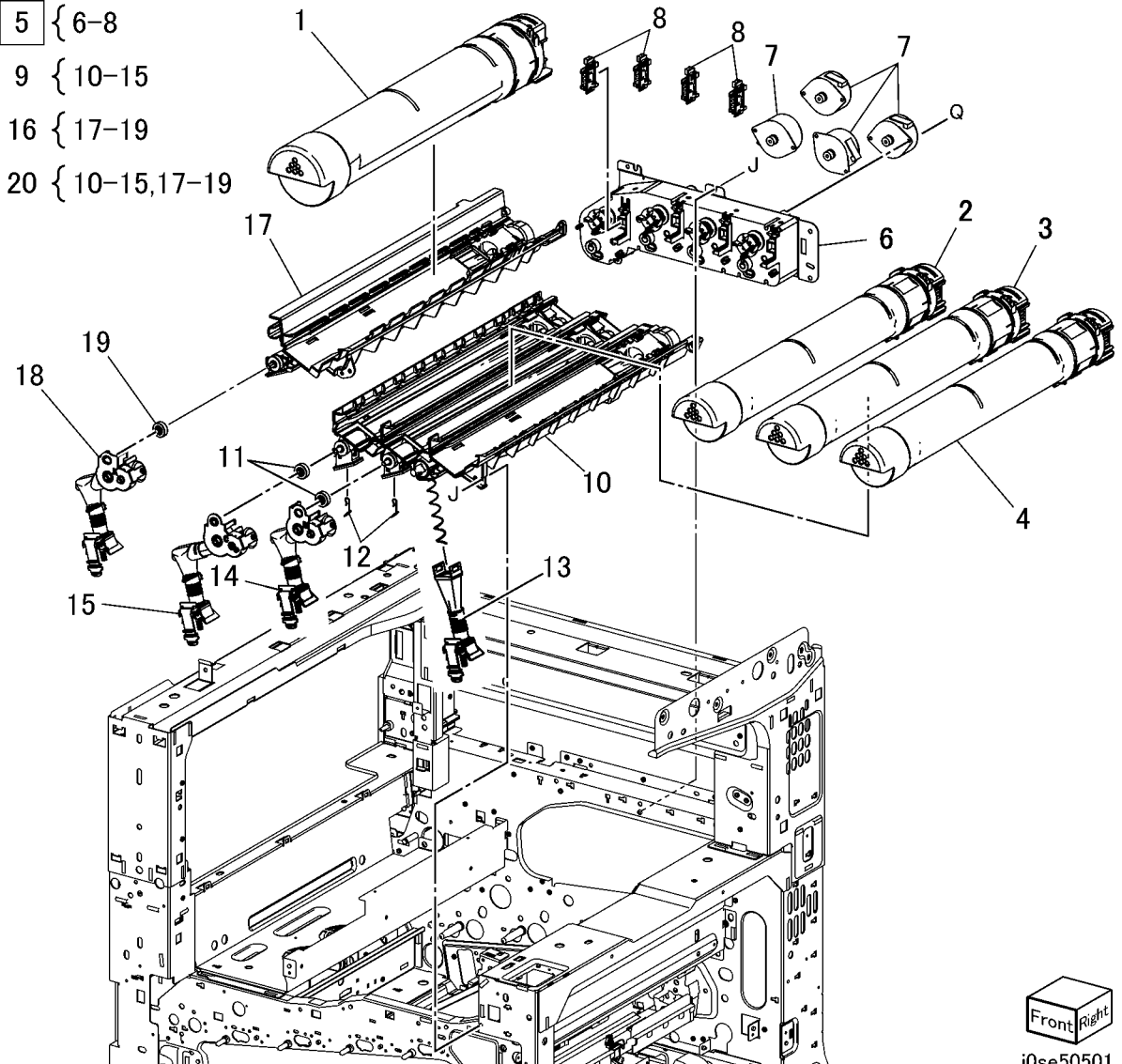
PL 5.1

5 { 6-8

9 { 10-15

16 { 17-19

20 { 10-15,17-19

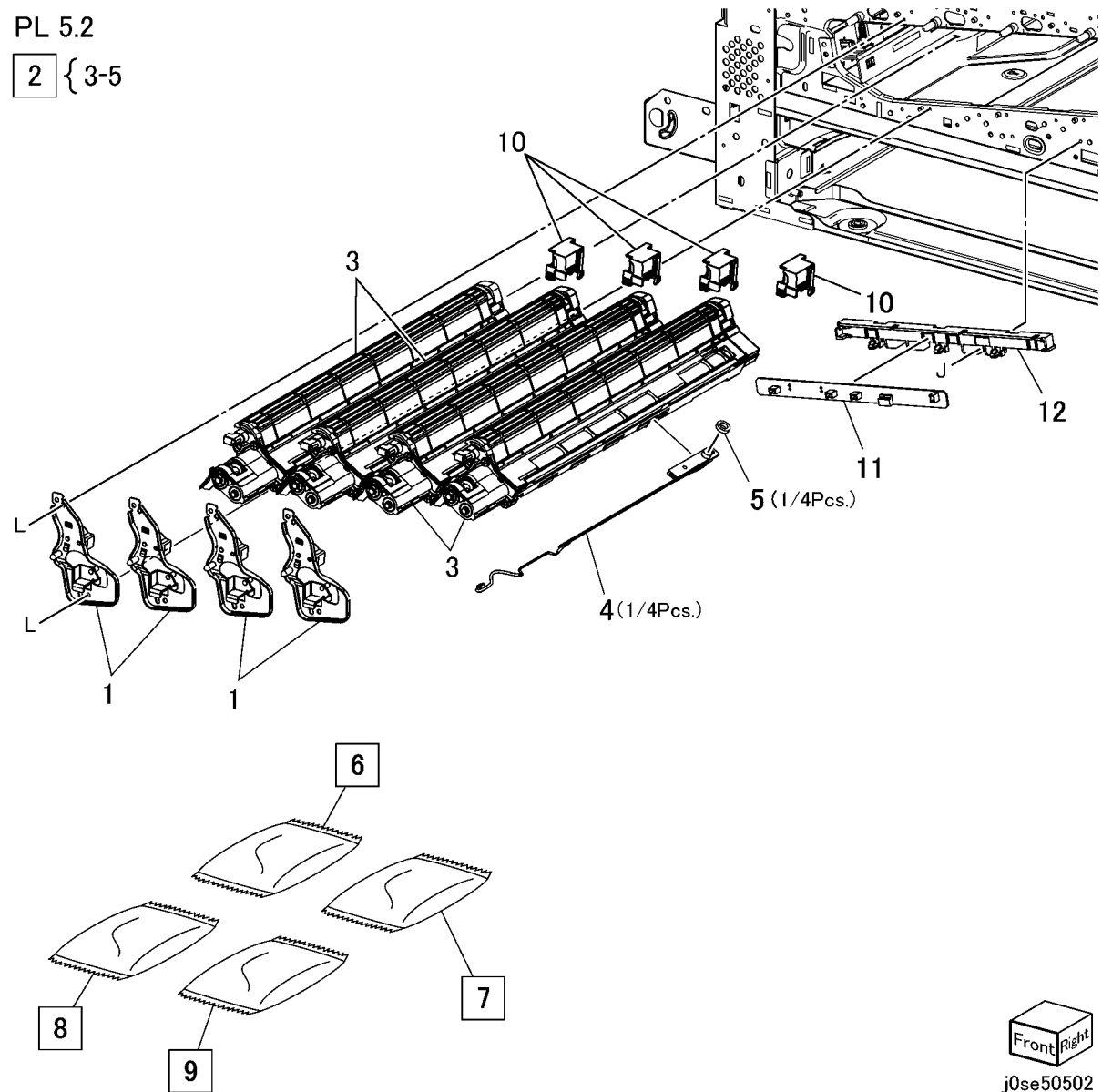


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PL 5.2 Development (2 of 2)

Item	Part	Description
1	015K77960	Developer Plate
2	848K85591	Developer Housing Assembly (K, C, M, Y) (REP 9.14)
3	–	Housing Assembly (P/O PL 5.2 Item 2)
4	130K89330	ATC Sensor (K, C, M, Y)
5	–	Seal (P/O PL 5.2 Item 2)
6	675K85030	Developer (K) (REP 9.15)
7	675K85040	Developer (C) (REP 9.15)
8	675K85050	Developer (M) (REP 9.15)
9	675K85060	Developer (Y) (REP 9.15)
10	010K91700	Plunger Assembly
11	960K49660	ATC PWB
12	849E96934	Bracket

PL 5.2
2 { 3-5

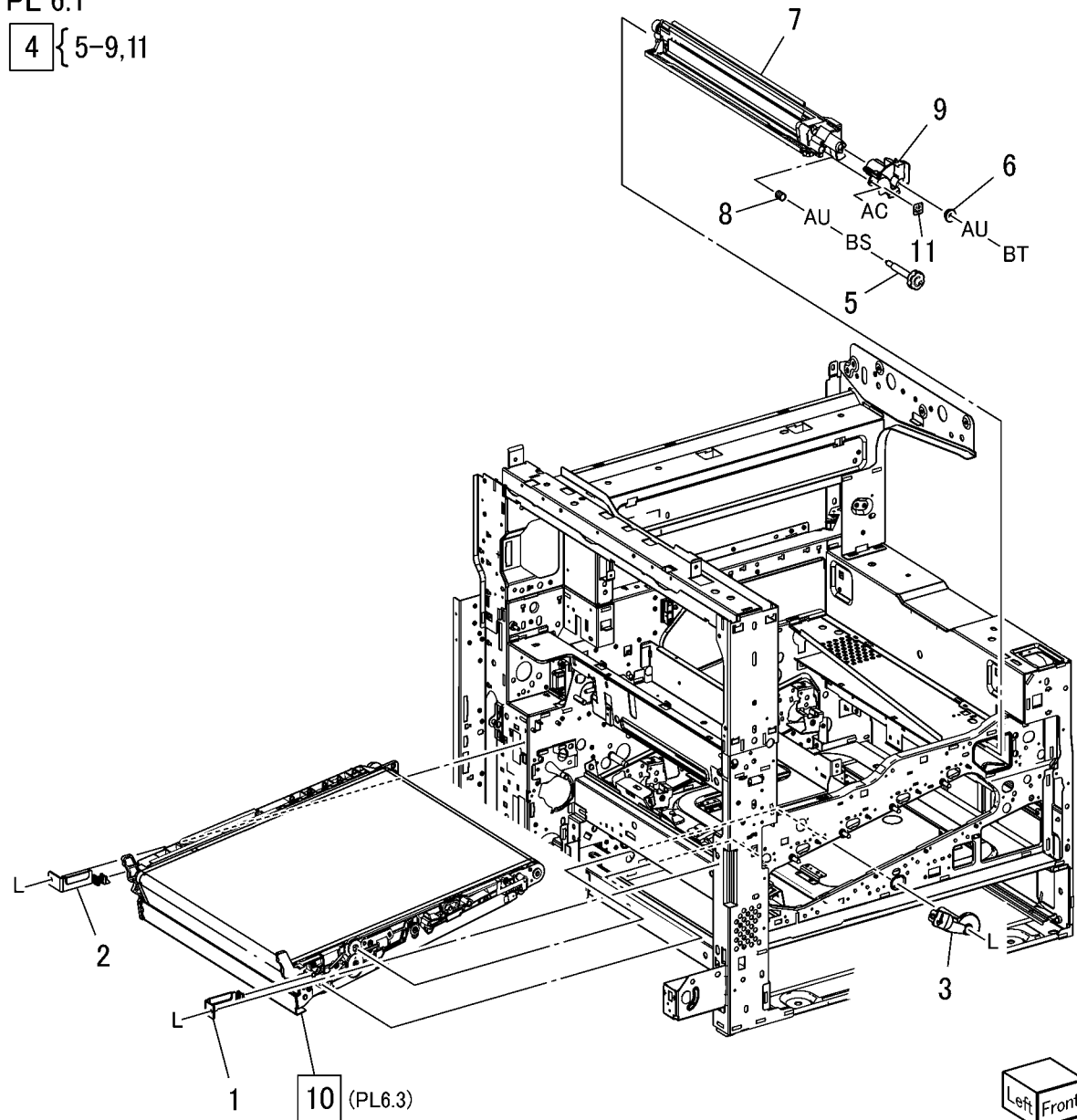


PL 6.1 Transfer (1 of 2)

Item	Part	Description
1	068K53690	Front Lock Bracket
2	068K53680	Rear Lock Bracket
3	003E78891	Tension Lever
4	042K94851	Transfer Belt Cleaner Assembly (REP 9.1)
5	-	Knob (P/O PL 6.1 Item 4)
6	-	Bearing (P/O PL 6.1 Item 4)
7	-	Transfer Belt Cleaner (P/O PL 6.1 Item 4)
8	-	Spring (P/O PL 6.1 Item 4)
9	-	Shutter (P/O PL 6.1 Item 4)
10	604K87530	IBT Assembly (PL 6.3) (REP 9.2)
11	-	BP Label

PL 6.1

4 { 5-9,11



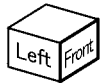
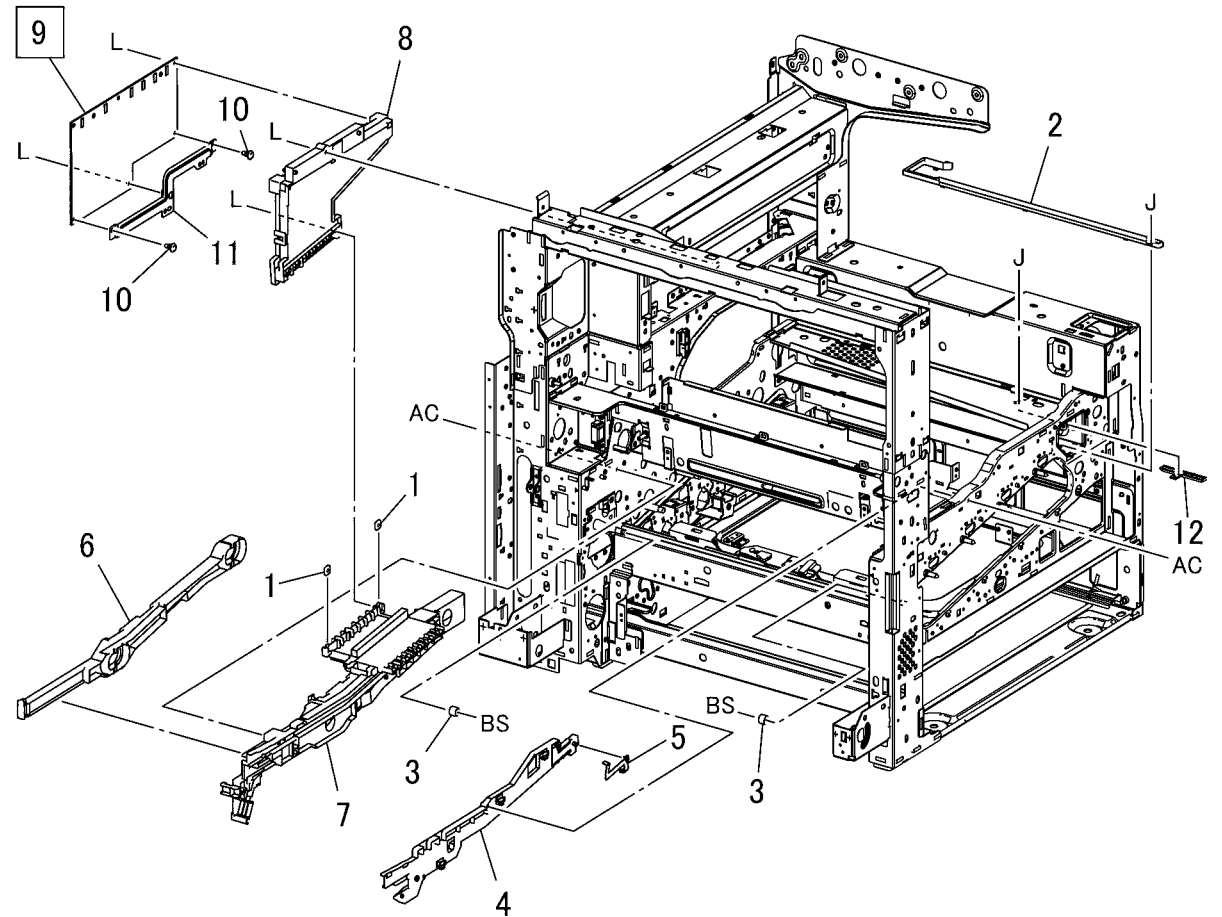
Left Front

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PL 6.2 Transfer (2 of 2)

Item	Part	Description
1	815E38150	Plate Nut
2	032K06051	IBT Cleaner Guide
3	013E41030	Metal Bearing
4	032E27610	IBT Front Guide
5	130E94310	Conductor
6	120E29341	Actuator
7	032K05311	Guide Assembly (C8030/35)
-	032K06321	Guide Assembly (C8045/55, C8070)
8	848K13961	Conductor Housing Assembly
9	105E20501	HVPS (1ST/2ND/BTR) (REP 1.1)
10	-	PWB Support (Not Spared)
11	-	Bracket (Not Spared)
12	-	Upper Guide

PL 6.2



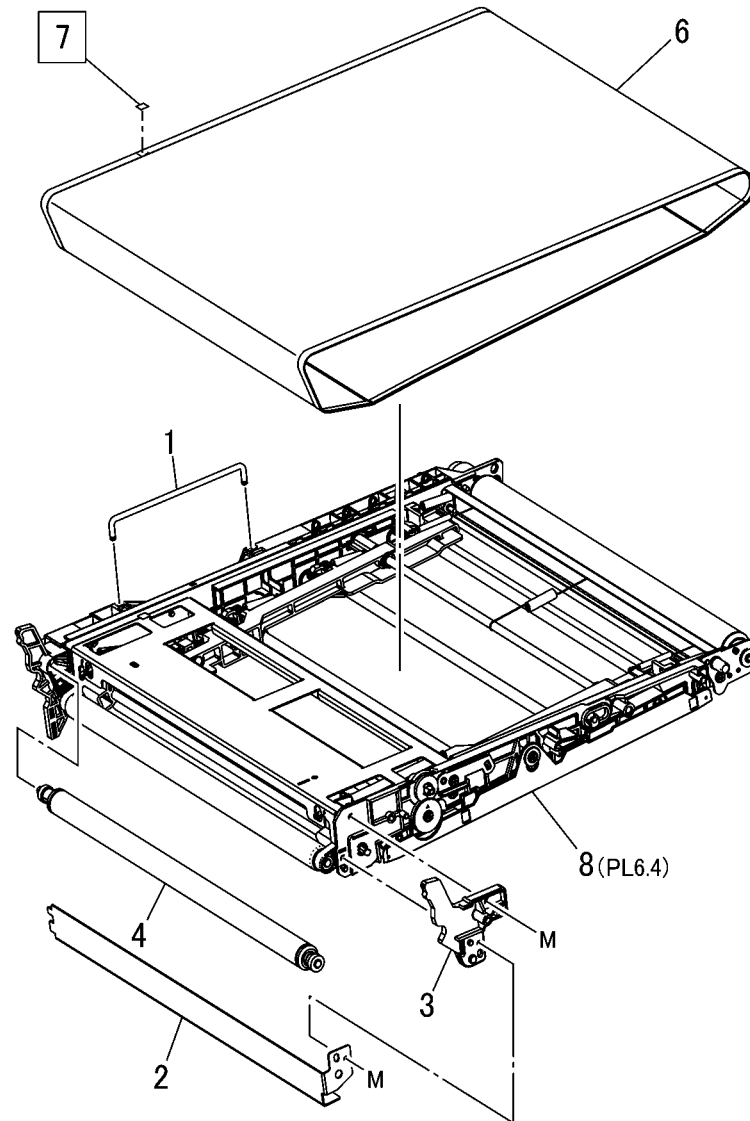
j0se50602

PL 6.3 IBT Assembly (1 of 2)

Item	Part	Description
1	003E75420	Handle
2	054K34291	Inlet Chute
3	801E03440	BUR Front Frame
4	059K54991	Back-up Roll
5	064K93623	Transfer Belt (PL 6.3 Item 6) (REP 9.3)
6	-	Transfer Belt (P/O PL 6.3 Item 5)
7	-	TR0 Seal (P/O PL 6.3 Item 5) (REP 9.4)
8	604K87530	IBT Belt Assembly (PL 6.4)

PL 6.3

5 { 6,7

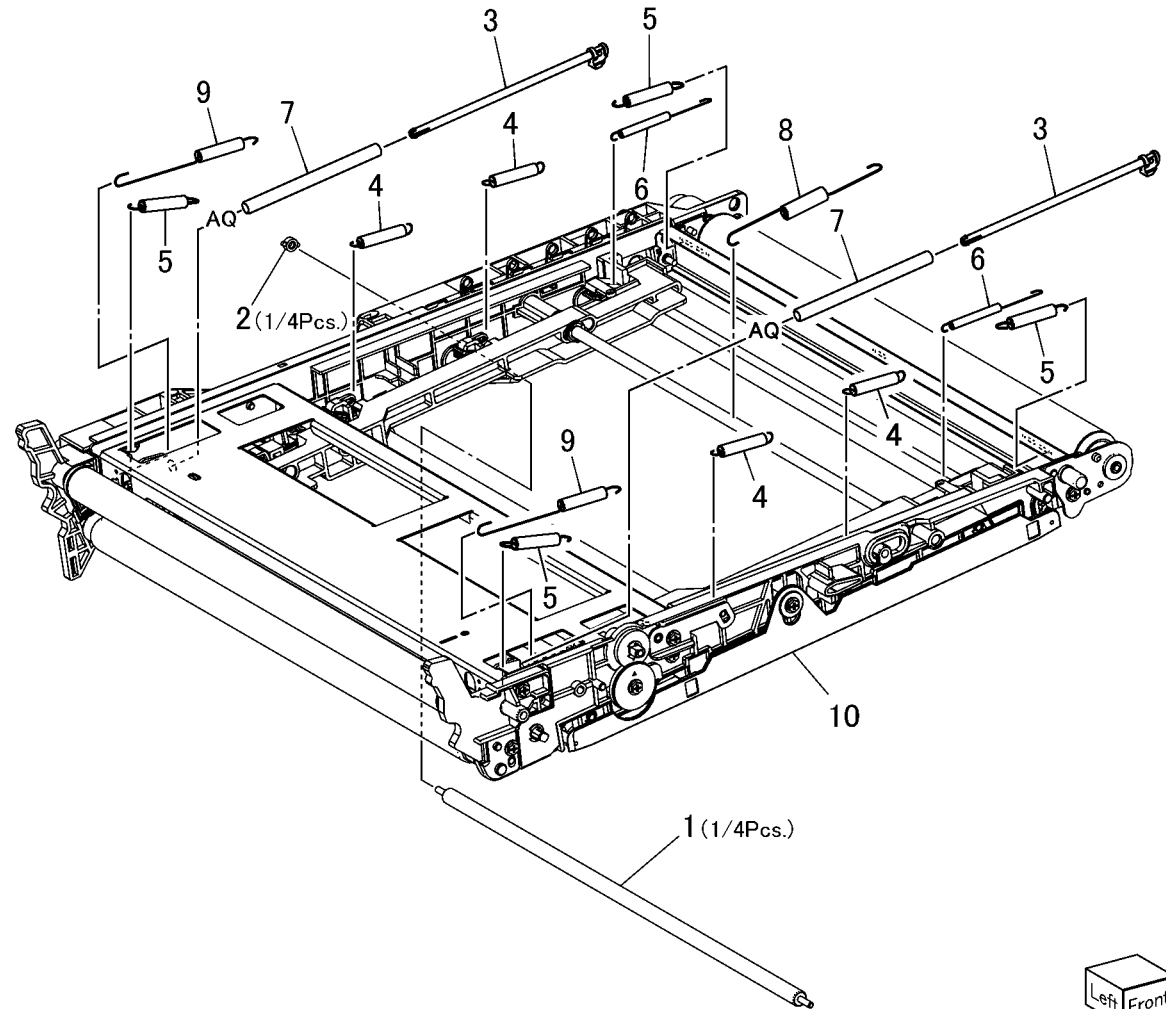


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PL 6.4 IBT Belt Unit (2 of 2)

Item	Part	Description
1	059E03290	1st BTR Roll
2	130E93970	1st BTR Conductor
3	806E21460	Tension Spring Shaft
4	809E74790	Spring
5	809E74800	Spring
6	809E74810	Spring
7	809E74870	Spring
8	809E76320	Spring
9	809E76810	Spring
10	—	IBT Belt Assembly

PL 6.4

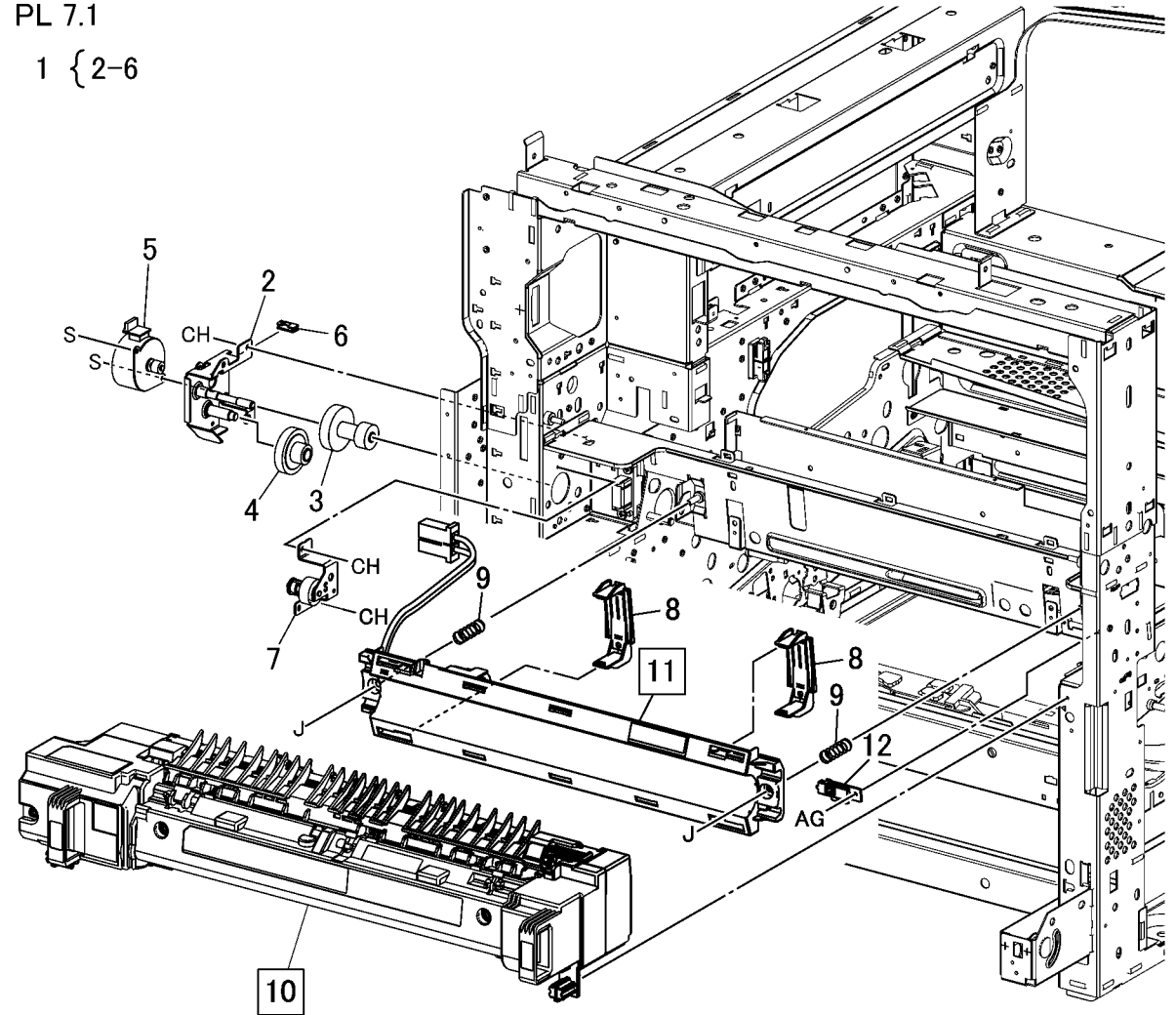


j0se50604

PL 7.1 Fusing Unit

Item	Part	Description
1	007K98440	Latch Motor and Bracket Assembly
2	-	Motor Bracket (P/O PL 7.1 Item 1)
3	-	Gear Helical 17/40t (P/O PL 7.1 Item 1)
4	-	Gear Helical 17/54t (P/O PL 7.1 Item 1)
5	-	Latch Motor (P/O PL 7.1 Item 1)
6	-	Bush Square (P/O PL 7.1 Item 1)
7	007K98450	Retract Gear Assembly
8	869E02200	Support Coil
9	899E05150	Spring Coil
10	607K08990	Fuser (C8030/35)
-	607K09000	Fuser (C8045/55)
-	604K91255	Fuser (C8070)
11	104K91254	100V-110V Coil Assembly (C8030/35, C8045/55)
-	104K91294	100V-110V Coil Assembly (C8070)
-	104K91274	220V-240V Coil Assembly (C8030/35, C8045/55)
-	104K91300	220V-240V Coil Assembly (C8070)
12	019E86190	Holder Select Coil (220V)
-	019E86050	Holder Select Coil (110V)

PL 7.1
1 { 2-6

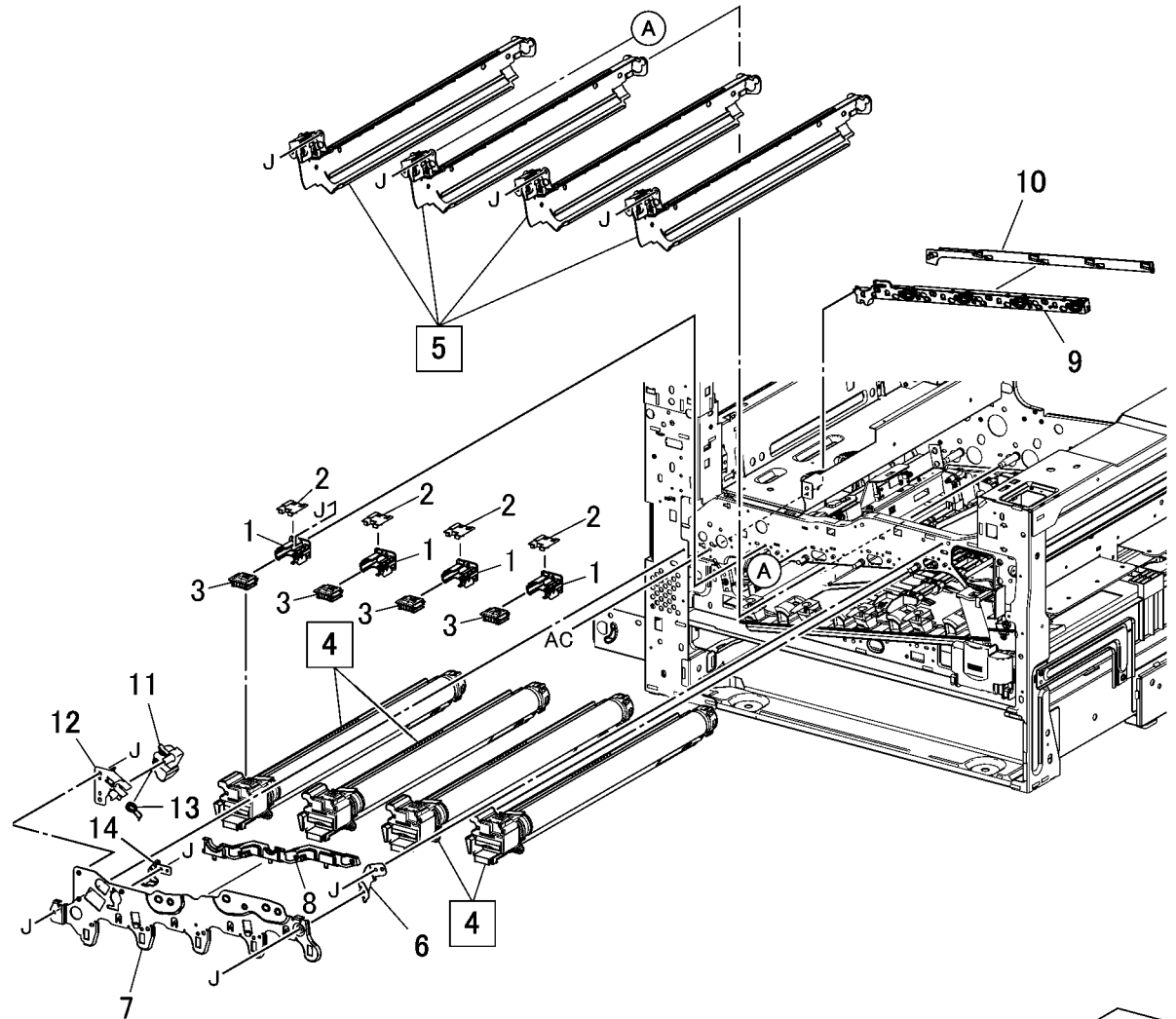


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PL 8.1 Xerographic (1 of 2)

Item	Part	Description
1	019E76370	CRUM Holder
2	848E21521	CRUM Cover
3	113K83810	Drum CRUM Coupler Assembly (K, C, M, Y)
4	013R00662	Drum (K, C, M, Y) (REP 9.5)
5	032K08450	Erase Lamp Unit (K) (REP 9.6), Erase Lamp Unit (C, M, Y) (REP 9.7)
6	868E06271	Bracket
7	868E06281	Plate
8	–	Harness Holder (Not Spared)
9	–	Harness Holder (Not Spared)
10	848E15090	Cover
11	011E20901	Handle Lock Lever
12	868E08980	Bracket
13	809E79410	Spring
14	809E79420	Spring

PL 8.1



j0se50801

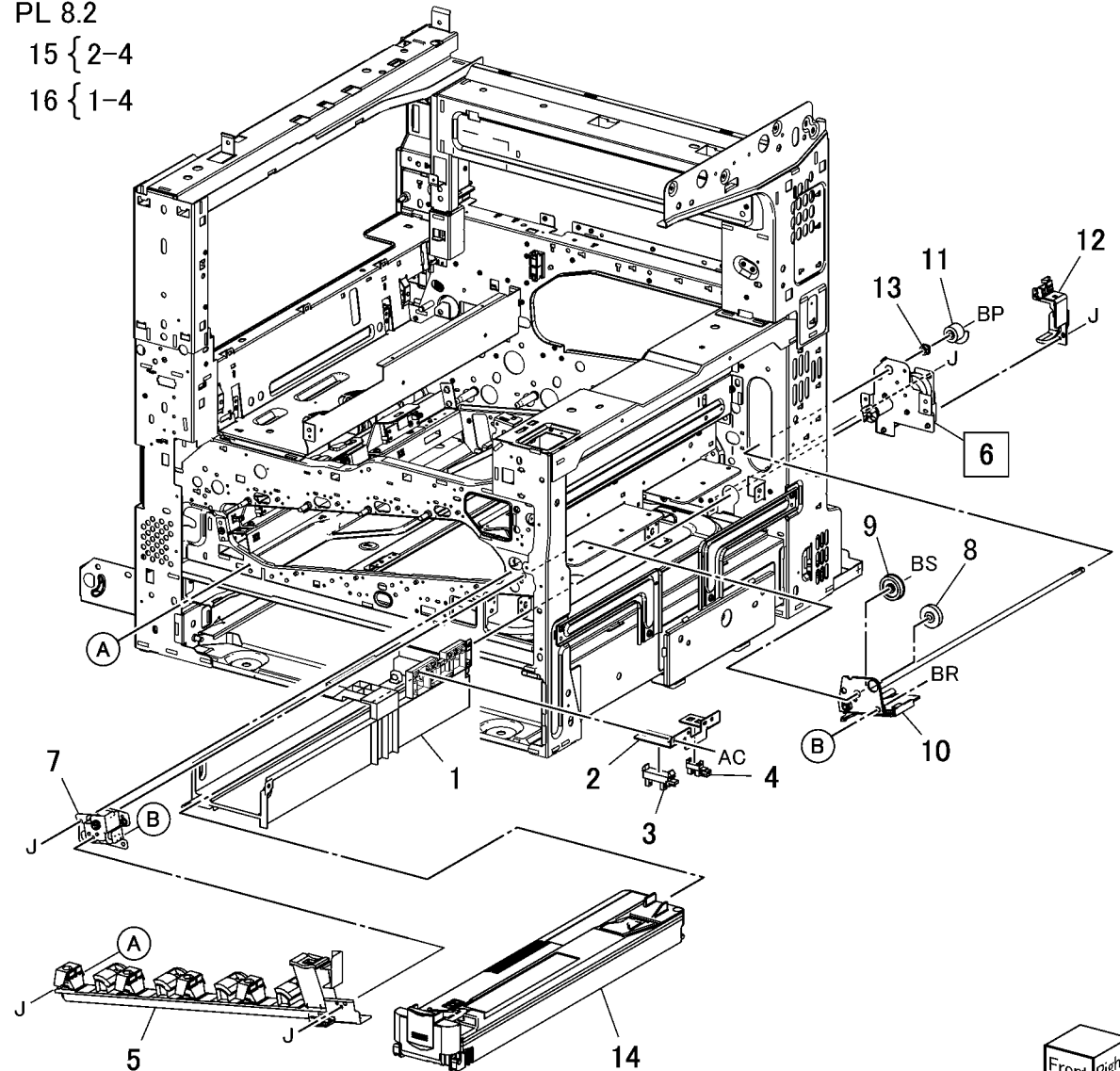
PL 8.2 Xerographic (2 of 2)

Item	Part	Description
1	–	Bottle Guide Assembly (P/O PL 8.2 Item 16)
2	–	Sensor Bracket (P/O PL 8.2 Item 15, PL 8.2 Item 16)
3	–	Waste Toner Bottle Full Sensor (P/O PL 8.2 Item 15, PL 8.2 Item 16)
4	130E81600	Waste Toner Bottle Position Sensor
5	052K13790	Waste Toner Pipe Assembly
6	049K28660	Agitator Motor Assembly (REP 9.8)
7	068K59510	Gear Bracket Assembly
8	807E19540	Helical Gear (29T)
9	807E19530	Helical Gear (31T)
10	006K86982	Drive Shaft Assembly
11	807E19511	Helical Gear (20T)
12	–	Harness Holder (Not Spared)
13	413W11660	Sleeve Bearing
14	008R13061	Waste Toner Container
15	068K58211	Sensor And Bracket Assembly
16	032K05160	Bottle Guide And Sensor Assembly

PL 8.2

15 { 2-4

16 { 1-4



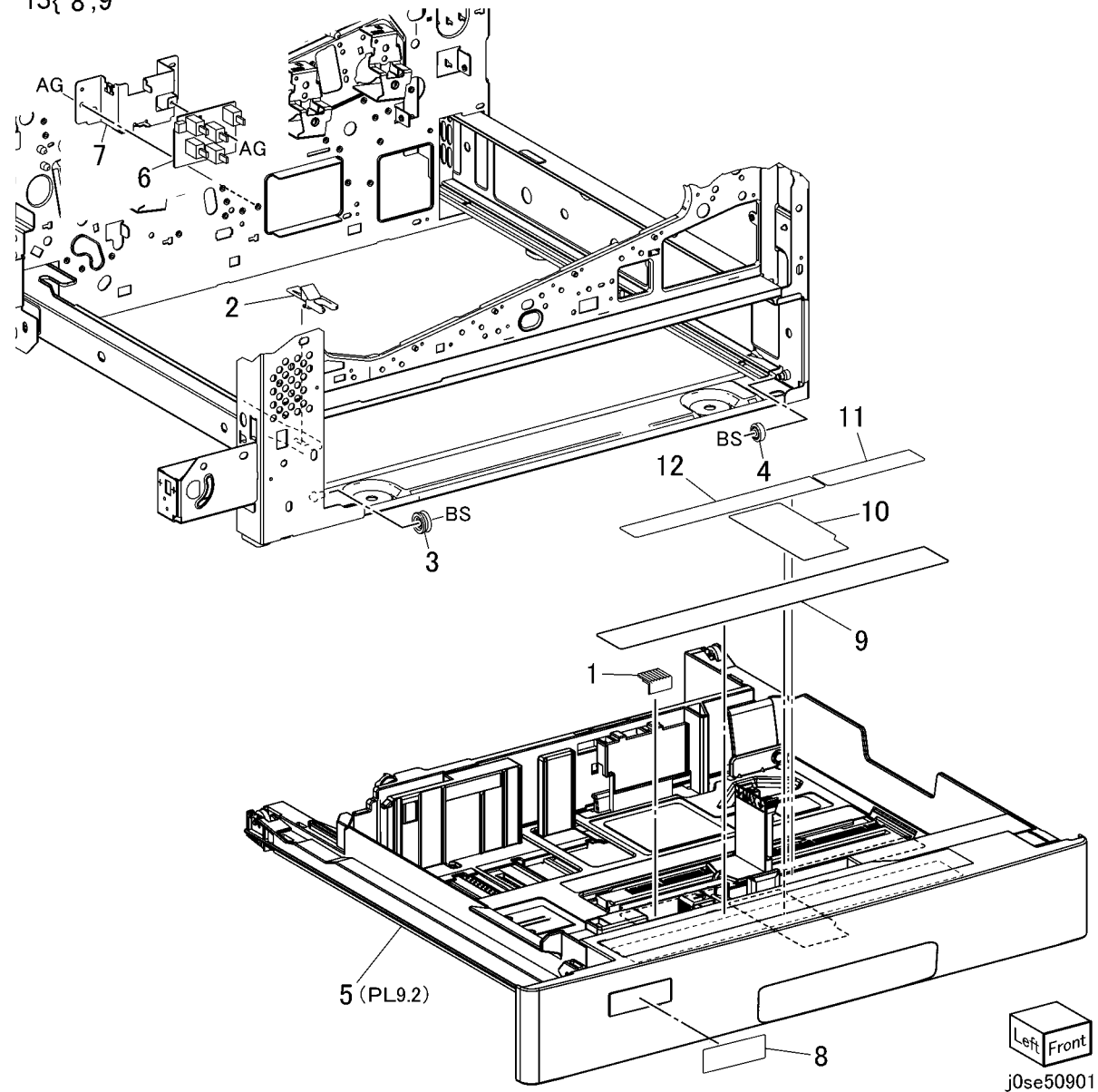
Front
Right
j0se50802

PL 9.1 Tray 1/2 (1 of 2)

Item	Part	Description
1	014E59990	Slide Lock Block
2	003E76461	Front Stopper
3	059E03500	Front Left Roller
4	059E03510	Front Right Roller
5	050K77610	Tray 1 Assembly (PL 9.2)
6	110K12100	Tray 1 Paper Size Sensor
-	110K11680	Tray 1 Paper Size Sensor
7	-	Switch Bracket (Not Spared)
8	-	Tray 1, Tray 2 Label (P/O PL 9.1 Item 13)
9	-	Instruction Label (P/O PL 9.1 Item 13)
10	-	Side Size Label (Not Spared)
11	-	End Size Label (Not Spared)
12	-	End Size Label
13	607K09820	Tray Lable Kit

PL9.1

13{ 8,9

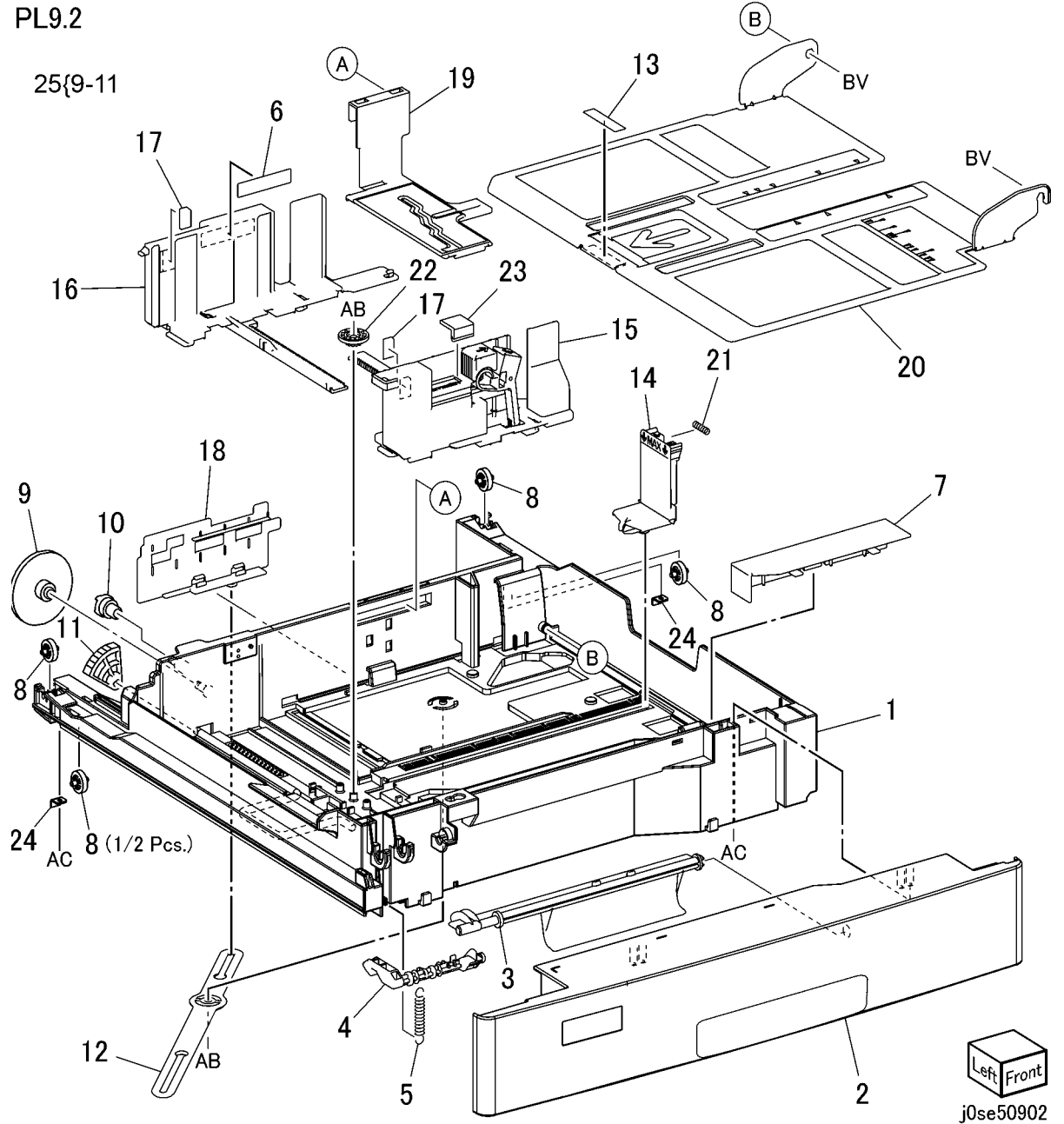


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PL 9.2 Tray 1/2 (2 of 2)

Item	Part	Description
1	-	Tray Assembly
2	822E45720	Front Trim Cover
3	011E24400	Tray Lever
4	003E75440	Latch
5	809E75730	Latch Spring
6	893E09490	Label (Max)
7	848E21141	Rail Cover
8	059E03522	Roller
9	-	Gear (13/60T) (P/O PL 9.2 Item 25)
10	-	Gear (13T) (P/O PL 9.2 Item 25)
11	-	Gear (60T) (P/O PL 9.2 Item 25)
12	-	Link (Not Spared)
13	019K09580	Bottom Pad
14	-	End Guide (Not Spared)
15	-	Front Side Guide Assembly (with Item 23) (Not Spared)
16	-	Rear Side Guide Assembly (Not Spared)
17	019E71680	Pad
18	120E33930	End Guide Actuator
19	-	Side Actuator
20	-	Bottom Plate (Not Spared)
21	-	Spring (Not Spared)
22	807E13521	Pinion
23	010E94361	Slide Lock
24	-	Stopper
25	604K20541	Gear Kit

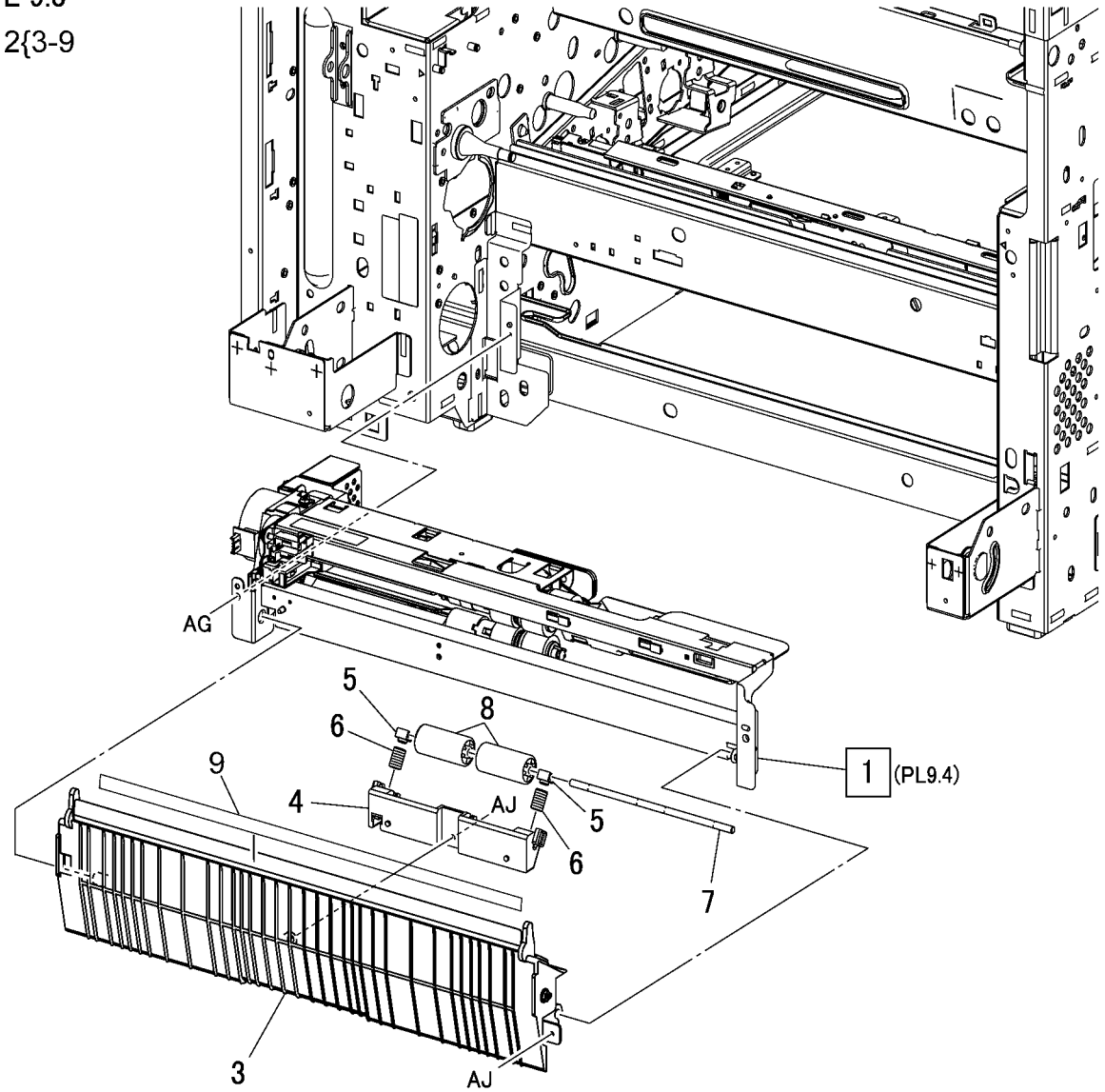
PL9.2



PL 9.3 Tray 1 Feeder

Item	Part	Description
1	059K87221	Tray 1 Feeder Assembly (C8030/35) (PL 9.4)
-	059K87231	Tray 1 Feeder Assembly (C8045/55, C8070) (PL 9.4) (REP 7.1)
2	054K51620	Chute Assembly
3	-	Chute (P/O PL 9.3 Item 2)
4	-	Pinch Guide (P/O PL 9.3 Item 2)
5	-	Spacer (P/O PL 9.3 Item 2)
6	-	Spring (P/O PL 9.3 Item 2)
7	-	Pinch Shaft (P/O PL 9.3 Item 2)
8	-	Pinch Roll (P/O PL 9.3 Item 2)
9	-	Guide-Paper Feeder

PL 9.3
2{3-9

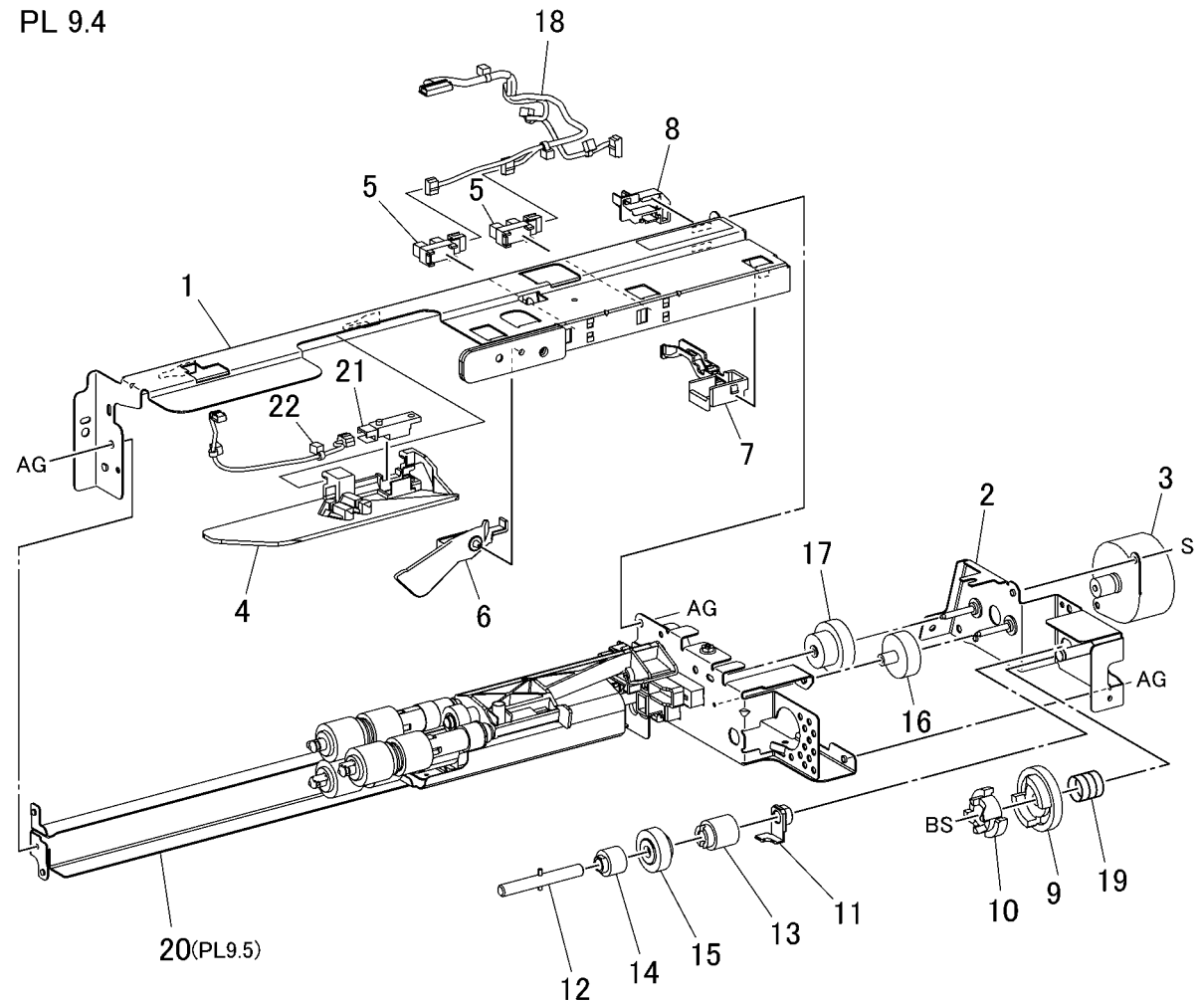


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PL 9.4 Tray 1 Feeder Assembly (1 of 2)

Item	Part	Description
1	-	Upper Frame Assembly
2	-	Drive Bracket Assembly (P/O PL 9.3 Item 1)
3	127K52790	Tray 1 Feed/Lift Up Motor
4	-	Chute (Not Spared)
5	930W00123	Tray 1 Nudger Level Sensor, No Paper Sensor (Alternate)
-	930W00113	Tray 1 Nudger Level Sensor, No Paper Sensor (Alternate)
6	120E22481	Actuator
7	-	Upper Harness Holder (P/O PL 9.3 Item 1)
8	-	Rear Harness Holder (P/O PL 9.3 Item 1)
9	807E00390	Gear (31T)
10	014E44770	Spacer
11	-	Bearing (P/O PL 9.3 Item 1)
12	006K23221	Drive Shaft
13	807E00800	Gear (13T)
14	005K83081	One way Clutch
15	007K98130	One Way Gear
16	807E20300	Helical Gear (25T)
17	807E20310	Helical Gear (29T/19T) (C8030/35)
-	807E30640	Helical Gear (29T/19T) (C8045/55, C8070)
18	-	Wire Harness (P/O PL 9.3 Item 1)
19	-	Spring (P/O PL 9.3 Item 1)
20	-	Roll Assembly (PL 9.5)
21	930W00211	Tray 1 Pre Feed Sensor (C8045/55, C8070)
22	-	Pre Feed Sensor Harness

PL 9.4



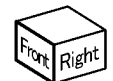
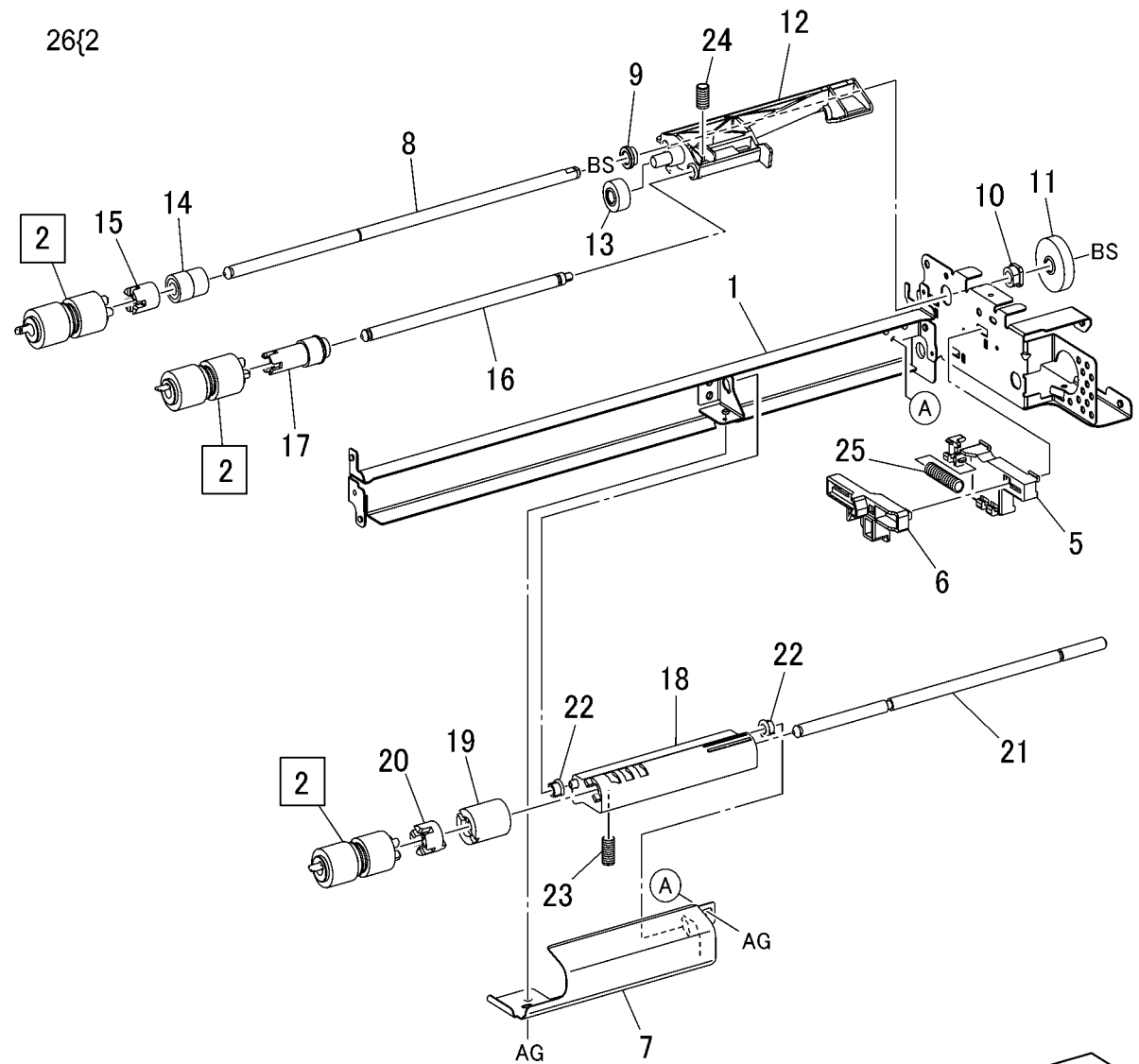
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PL 9.5 Tray 1 Feeder Assembly (2 of 2)

Item	Part	Description
1	-	Frame Assembly (P/O PL 9.3 Item 1)
2	-	Feed/Nudger/Retard Roll (P/O PL 9.5 Item 26) (REP 7.2)
5	-	Holder (P/O PL 9.3 Item 1)
6	-	Lever (P/O PL 9.3 Item 1)
7	-	Feed In Chute (P/O PL 9.3 Item 1)
8	-	Feed Shaft (P/O PL 9.3 Item 1)
9	-	Bearing (P/O PL 9.3 Item 1)
10	-	Sleeve Bearing (P/O PL 9.3 Item 1)
11	-	Helical Gear (30T) (P/O PL 9.3 Item 1)
12	-	Nudger Support (P/O PL 9.3 Item 1)
13	-	Spur Gear (29T) (P/O PL 9.3 Item 1)
14	005K10090	Clutch Assembly (25T) (Alternate)
-	005K08820	Clutch Assembly (25T) (Alternate)
15	005K05890	One Way Clutch
16	-	Nudger Shaft (P/O PL 9.3 Item 1)
17	-	Gear (25T) (P/O PL 9.3 Item 1)
18	-	Retard Support (P/O PL 9.3 Item 1)
19	005K83300	Friction Clutch
20	014E45030	Spacer
21	-	Retard Shaft (P/O PL 9.3 Item 1)
22	-	Retard Bearing (P/O PL 9.3 Item 1)
23	-	Spring
24	-	Spring (P/O PL 9.3 Item 1)
25	-	Spring (P/O PL 9.3 Item 1)
26	604K56080	3 Roll Kit

PL 9.5

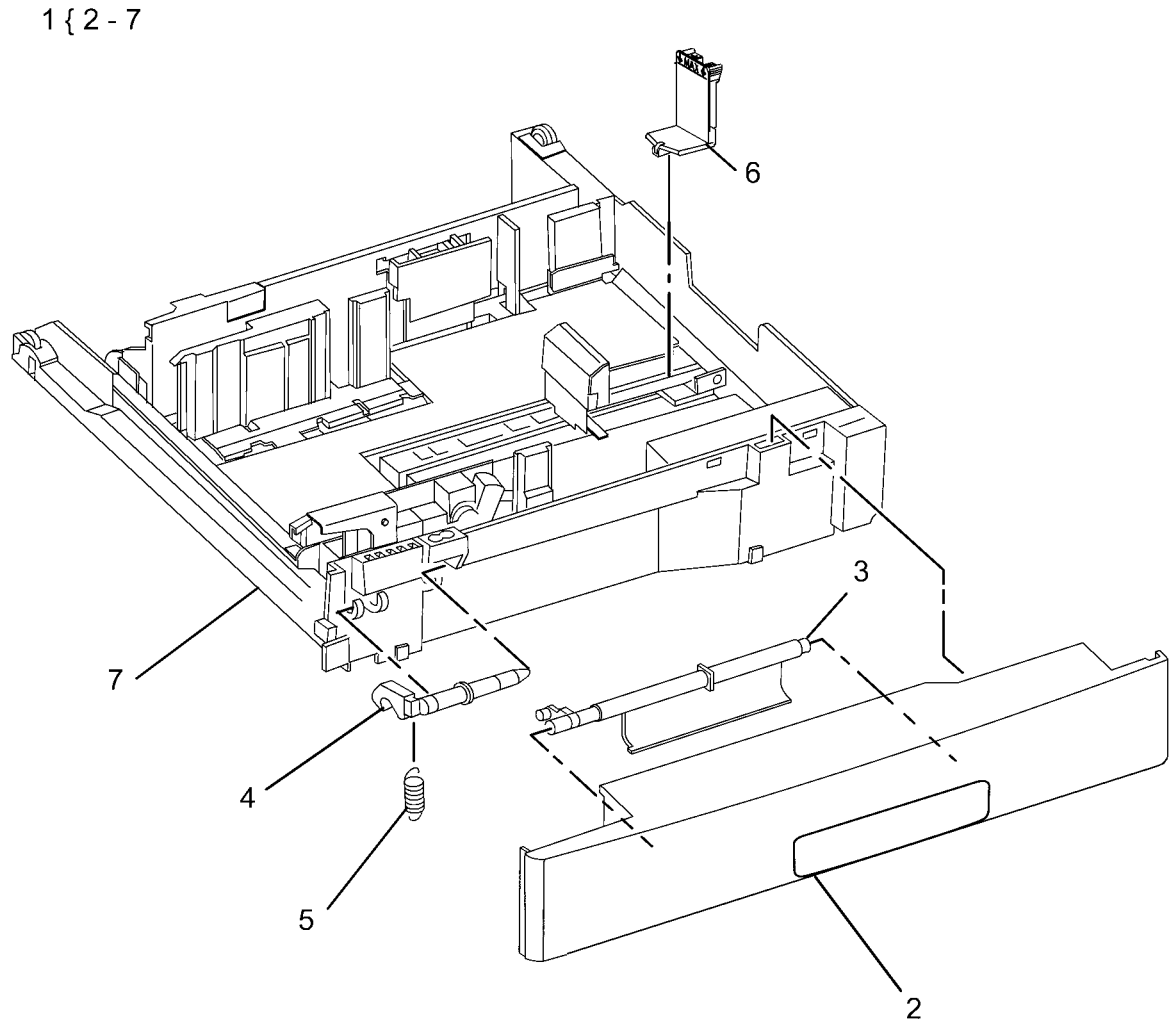
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PL 9.6 Envelope Tray Assembly

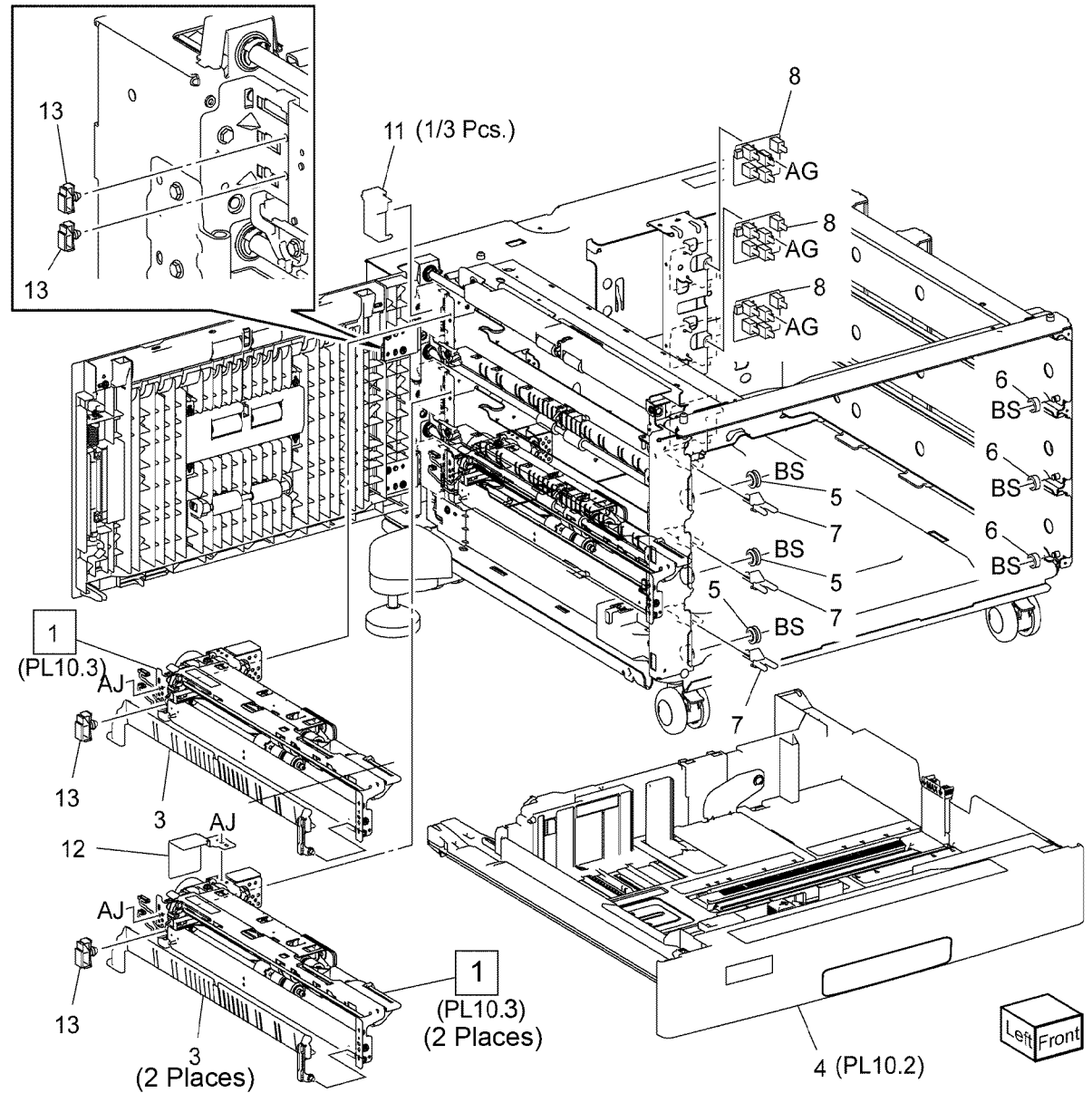
Item	Part	Description
1	050K77720	Envelope Tray Assembly
2	822E45720	Front Cover
3	011E21572	Lever
4	003E75440	Latch
5	809E75730	Spring
6	038E26533	End Guide
7	—	Envelope Tray Frame (P/O PL 9.6 Item 1)



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PL 10.1 Three Tray Module (3TM - C8030/35)

Item	Part	Description
1	059K74830	Tray 2, Tray 3, Tray 4 Feeder Assembly (REP 7.3, REP 7.4, REP 7.5)
3	054E36442	Feed Out Chute
4	050K77620	Tray 2, Tray 3, Tray 4 Unit
5	059E03500	Roller
6	059E08410	Roller
7	003E75431	Stopper
8	110K11680	Paper Size Sensor
-	110K12100	Paper Size Sensor (Alt)
9	-	Not Used
10	-	Not Used
11	-	Connector Cover
12	-	Feeder Bracket (Not Spared)
13	-	Clamp (Not Spared)

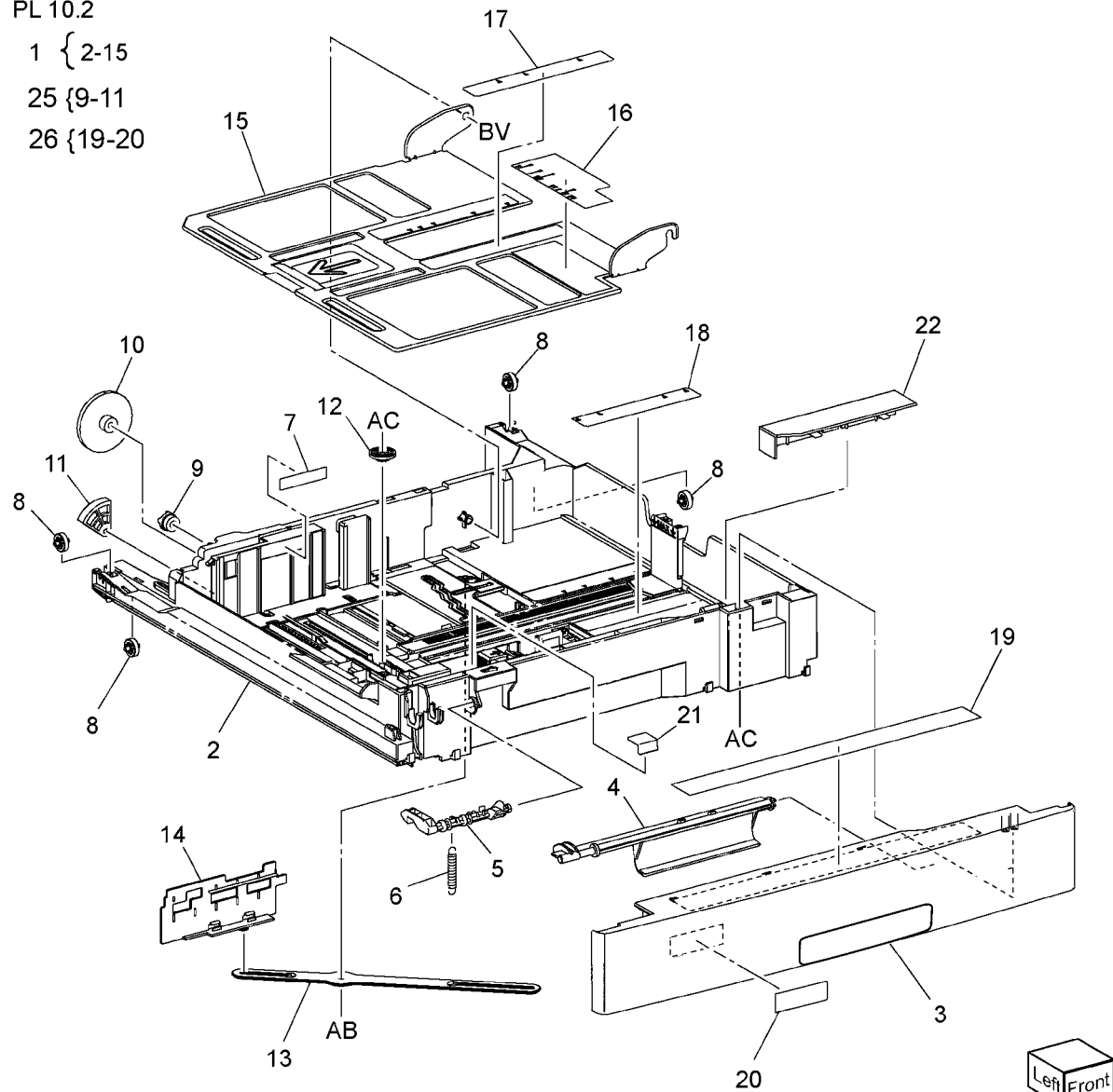


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PL 10.2 Tray 2, 3, 4 Assembly (3TM - C8030/35)

Item	Part	Description
1	-	Tray Assembly
2	-	Tray Assembly (P/O PL 10.2 Item 1)
3	822E45740	Front Cover
4	011E24093	Lever
5	003E76330	Latch (P/O PL 10.2 Item 1)
6	809E80250	Spring (P/O PL 10.2 Item 1)
7	893E09490	Label (Max)
8	059E03522	Rear Roller
9	-	Gear (13T)
10	-	Gear (13T/60T) (P/O PL 10.2 Item 1)
11	-	Gear (60T) (P/O PL 10.2 Item 1)
12	807E13521	Pinion
13	-	Link (P/O PL 10.2 Item 1)
14	-	End Actuator (P/O PL 10.2 Item 1)
15	-	Bottom Plate (P/O PL 10.2 Item 1)
16	-	Side Size Label
17	-	End Front Label
18	-	End Rear Label
19	-	Instruction Label
20	-	Tray Label (No 2)
21	014E59990	Slide Lock Block
22	848E21141	Rai Cover (Tray 2 Only)
23	-	Tray Label (No 3)
24	-	Tray Label (No 4)
25	604K20543	Gear Kit
26	607K09820	Label Kit

PL 10.2
 1 { 2-15
 25 { 9-11
 26 { 19-20

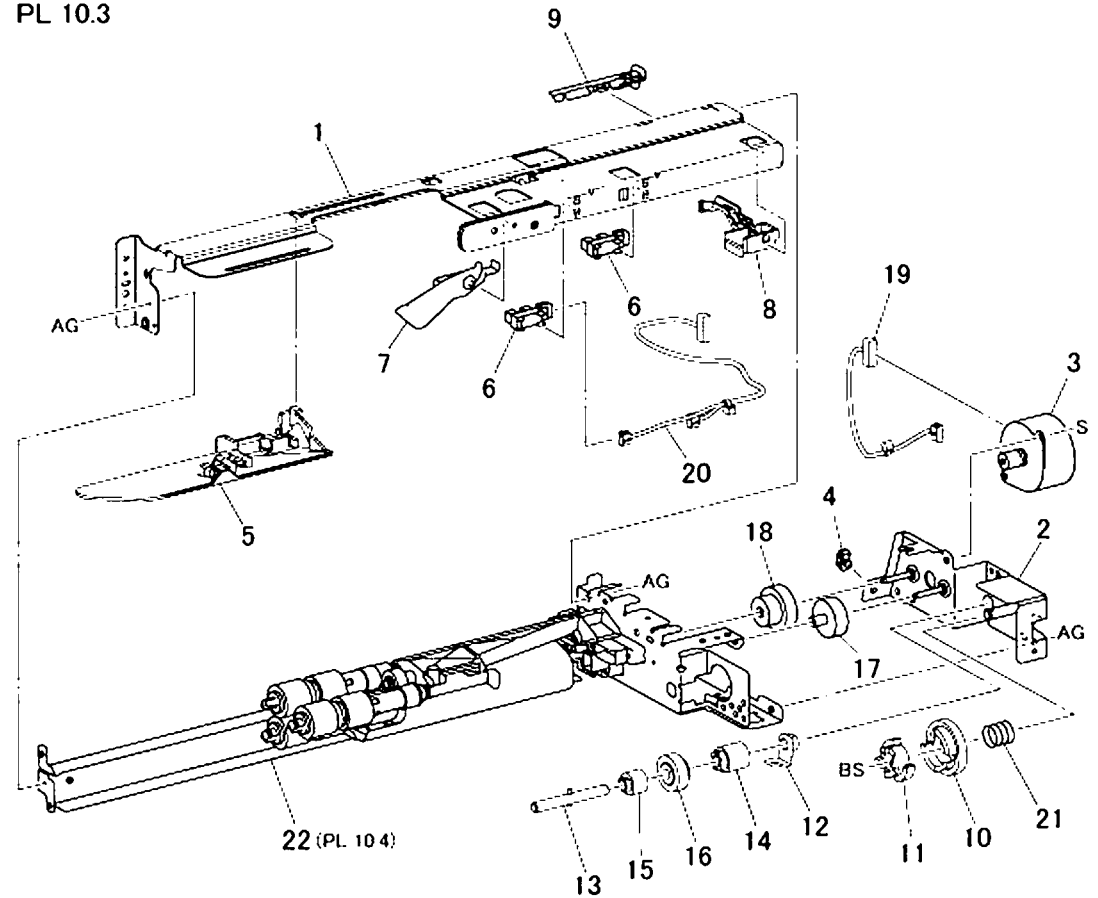


j0kt51002

PL 10.3 Tray 2, 3 & 4 Feeder Assembly (1 of 2) (3TM - C8030/35)

Item	Part	Description
1	-	Upper Frame Assembly (P/O PL 10.1 Item 1)
2	-	Drive Bracket Assembly (Not Spared)
3	127K52790	Feed/Lift Up Motor Assembly
4	-	Clamp
5	-	Chute (Not Spared)
6	930W00113	Nudger Level Sensor, No Paper Sensor
7	120E22481	Actuator
8	-	Upper Harness Holder (P/O PL 10.1 Item 1)
9	-	Rear Harness Holder (P/O PL 10.1 Item 1)
10	807E00390	Gear (31T)
11	014E44770	Spacer
12	-	Shaft Bearing (Not Spared)
13	006K23221	Drive Shaft
14	807E00800	Gear (13T)
15	005K83081	One Way Clutch Assembly
16	007K98130	One Way Gear
17	807E20300	Helical Gear (25T)
18	807E20310	Helical Gear (29T/19T)
19	-	Motor Harness Assembly (P/O PL 10.1 Item 1)
20	-	Sensor Motor Harness (P/O PL 10.1 Item 1)
21	809E50531	Spring
22	-	Roll Assembly (REF: PL 10.4)

PL 10.3



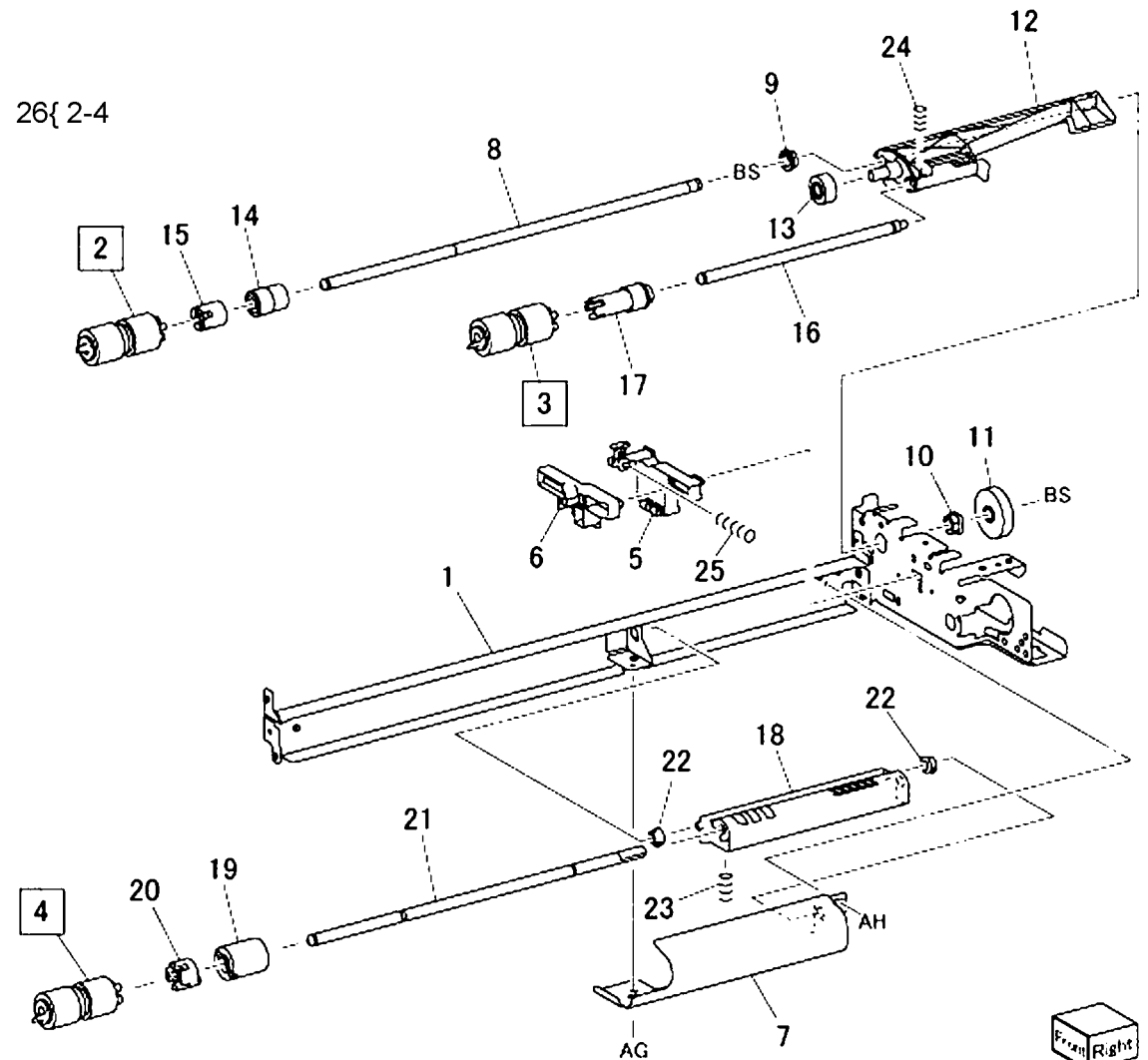
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PL 10.4 Tray 2, 3, 4 Feeder Assembly (3TM) (2 of 2) (3TM - C8030/35)

Item	Part	Description
1	-	Lower Frame Assembly (P/O PL 10.1 Item 1)
2	-	Feed Roll (REP 7.6)
3	-	Nudger Roll (Same as Part 2) (REP 7.7)
4	-	Retard Roll (Same as Part 2) (REP 7.8)
5	-	Holder (P/O PL 10.1 Item 1)
6	-	Lever (P/O PL 10.1 Item 1)
7	-	Feed In Chute (P/O PL 10.1 Item 1)
8	-	Feed Shaft (P/O PL 10.1 Item 1)
9	-	Bearing (P/O PL 10.1 Item 1)
10	-	Plastic Bearing (P/O PL 10.1 Item 1)
11	-	Helical Gear (30T) (P/O PL 10.1 Item 1)
12	-	Nudger Support (Not Spared)
13	-	Spur Gear (29T) (P/O PL 10.1 Item 1)
14	005K10090	Clutch Assembly (25T) (Alternate)
-	005K08820	Clutch Assembly (25T)
15	005K10080	One Way Clutch (Alternate)
-	005K05890	One Way Clutch
16	-	Nudger Shaft (P/O PL 10.1 Item 1)
17	-	Gear (25T) (P/O PL 10.1 Item 1)
18	-	Retard Support (P/O PL 10.1 Item 1)
19	005K83300	Friction Clutch Assembly
20	014E45030	Spacer
21	-	Retard Shaft
22	-	Retard Bearing (P/O PL 10.1 Item 1)
23	-	Compression Retard Spring
24	-	Nudger Compression Spring (P/O PL 10.1 Item 1)
25	-	Compression Lever Spring (P/O PL 10.1 Item 1)
26	604K56080	3 Roll Kit

PL 10.4

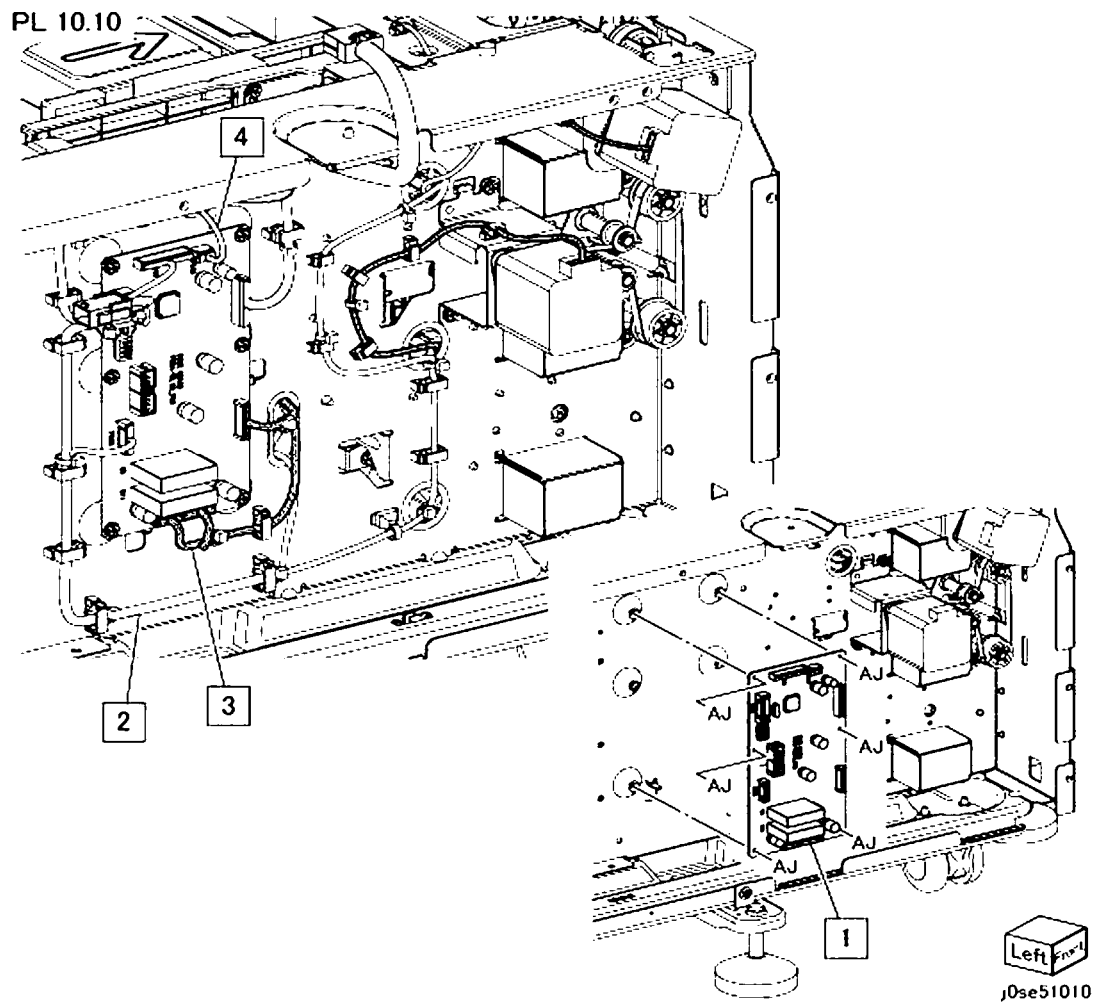
26{ 2-4



Front Right
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PL 10.9 Electrical (3TM)

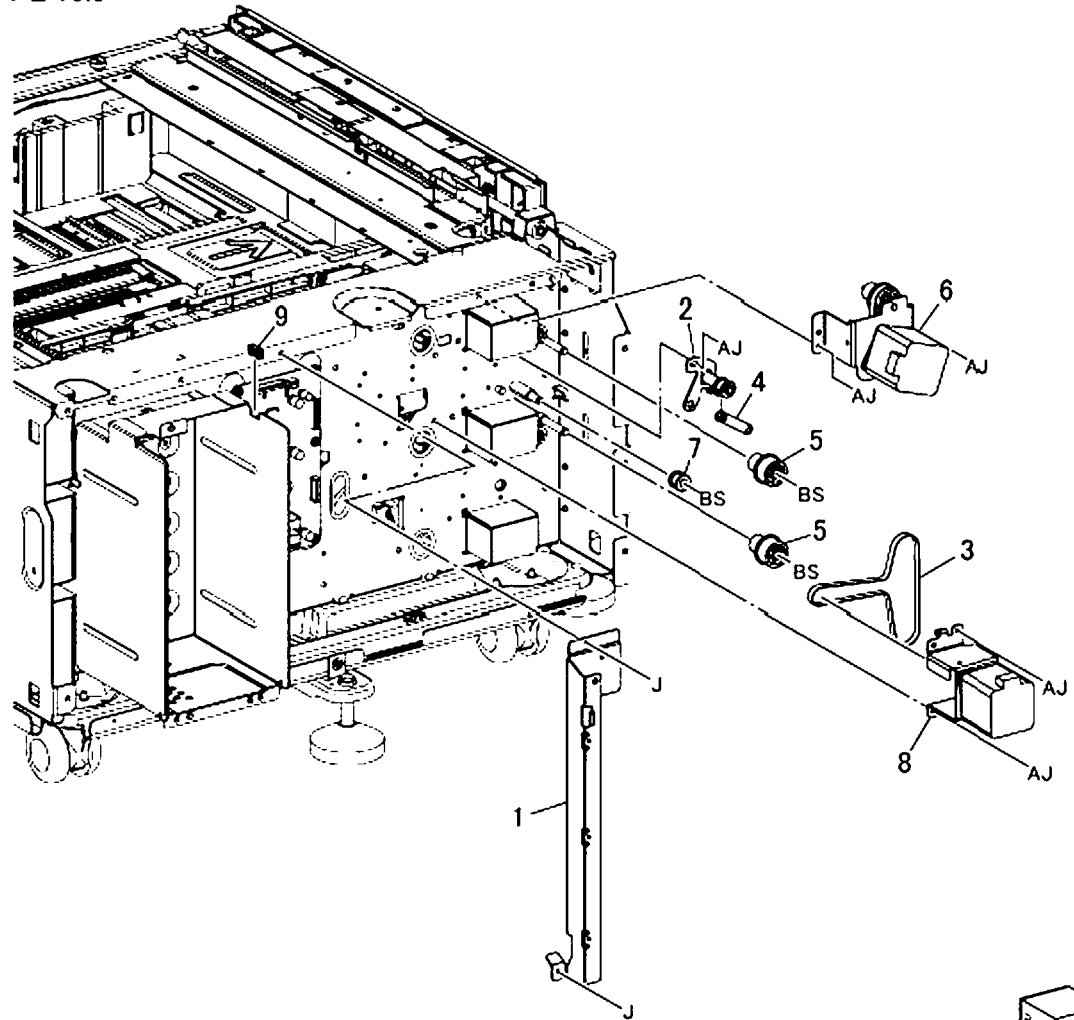
Item	Part	Description
1	960K68544	Tray Module PWB (REP 7.9)
2	—	Sensor Harness Assembly
3	—	Motor Harness Assembly
4	952K03041	I/F Harness



PL 10.10 Drive

Item	Part	Description
1	-	Bracket
2	049K19880	Tension Bracket
3	423W52054	Belt
4	-	Spring
5	020E49940	Pulley (24T)
6	127K67810	TM Take Away Motor (3TM) (REP 7.25)
7	059E03590	Roll
8	127K67820	TM Take Away Motor 2 (3TM) (REP 7.26)
9	918W00014	Bush

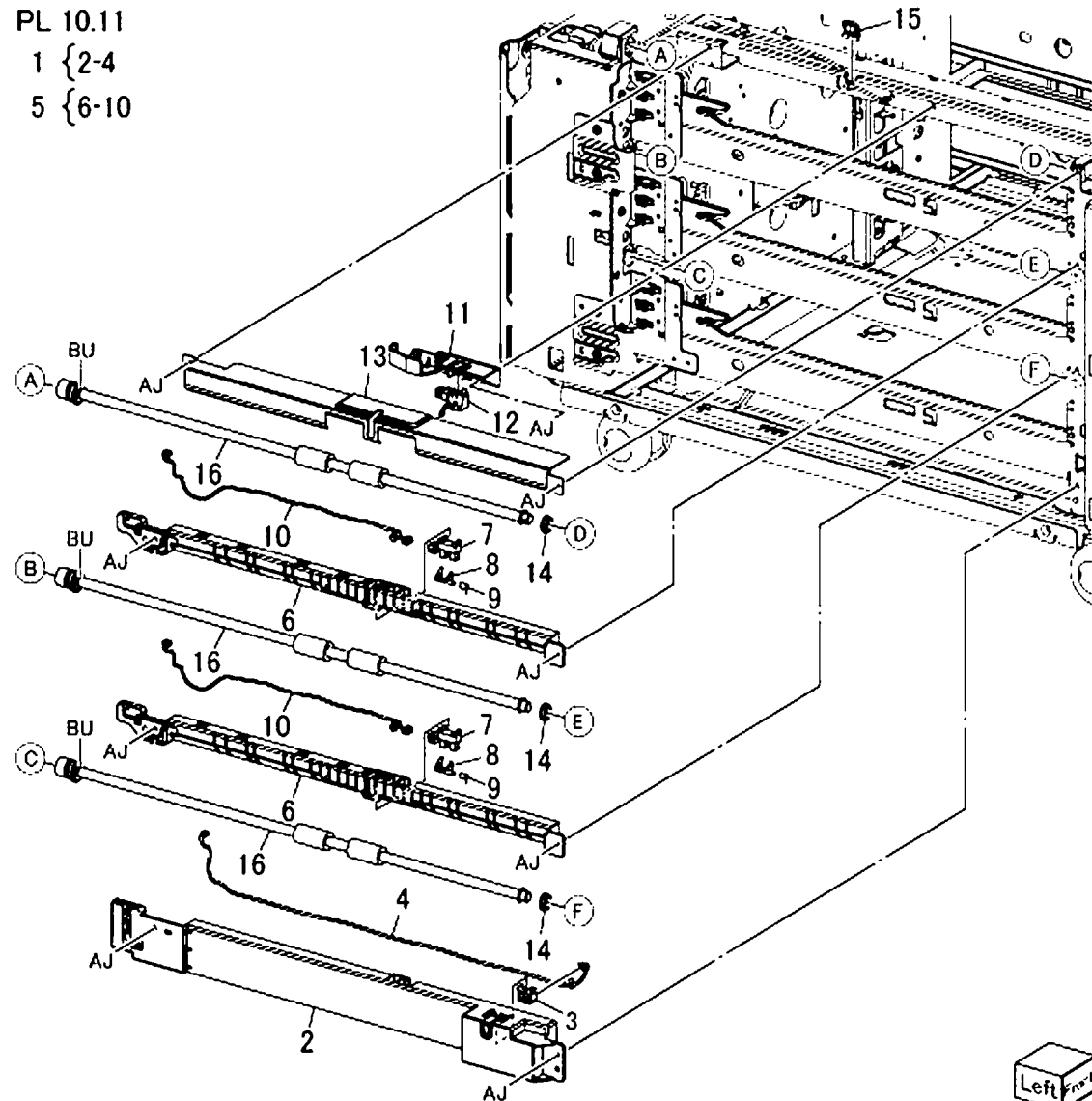
PL 10.9



Rtr. Rear
j0se51009

PL 10.11 Roller (3TM)

Item	Part	Description
1	848K49341	Cover
2	-	Cover
3	110E12220	Switch
4	-	Harness Assembly
5	054K34143	Chute Assembly
6	-	Chute
7	930W00111	Tray 3, Tray 4 Feed Out Sensor
8	-	Actuator
9	-	Spring Sensor
10	-	Wire Harness
11	-	Guide Sensor
12	130K64121	Tray 2 Feed Out Sensor
13	054E34301	Chute
14	013E42200	Bearing Sleeve
15	-	Clamp
16	059K60191	Take Away Roll Assembly 2/3/4

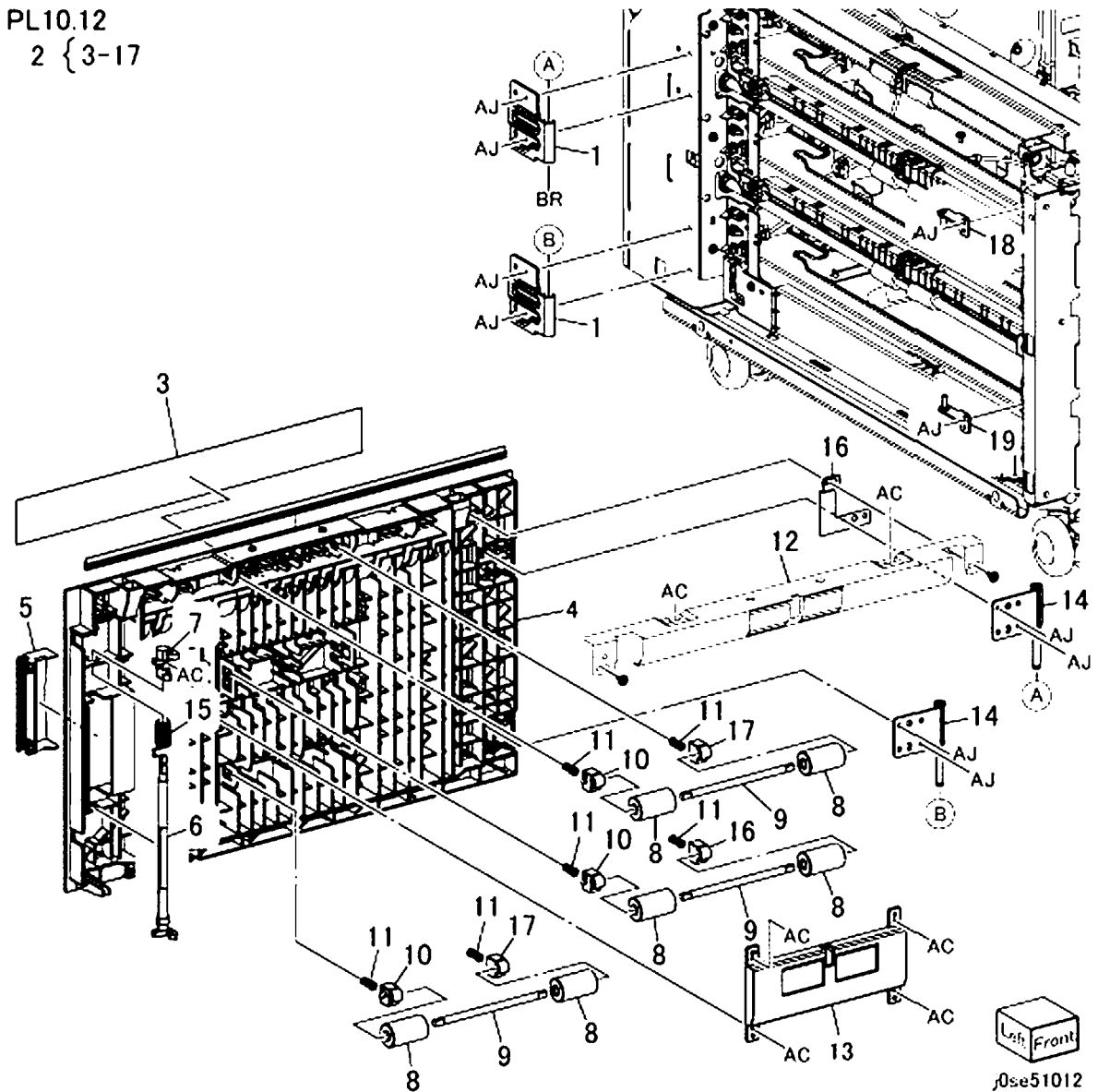


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PL 10.12 Left Hand Cover Assembly (3TM)

Item	Part	Description
1	868E02200	Hinge Bracket
2	848K76920	Left Hand Cover Assembly
3	-	Noise Label
4	-	Left Hand Cover (P/O PL 10.12 Item 2)
5	003E75571	Handle
6	803E08671	Latch
7	019E69600	Hook
8	059E99241	Pinch Roll
9	-	Pinch Shaft (P/O PL 10.12 Item 2)
10	-	Pinch Bearing (Front)
11	-	Spring Pinch (P/O PL 10.12 Item 2)
12	054K52500	Left Hand Chute
13	-	Chute Pinch (P/O PL 10.12 Item 2)
14	068K55791	Hinge Bracket
15	-	Spring (P/O PL 10.12 Item 2)
16	-	Plate Spring (P/O PL 10.12 Item 2)
17	-	Pinch Bearing (Rear)
18	068K55701	Upper Bracket Assembly
19	068K55711	Lower Bracket Assembly

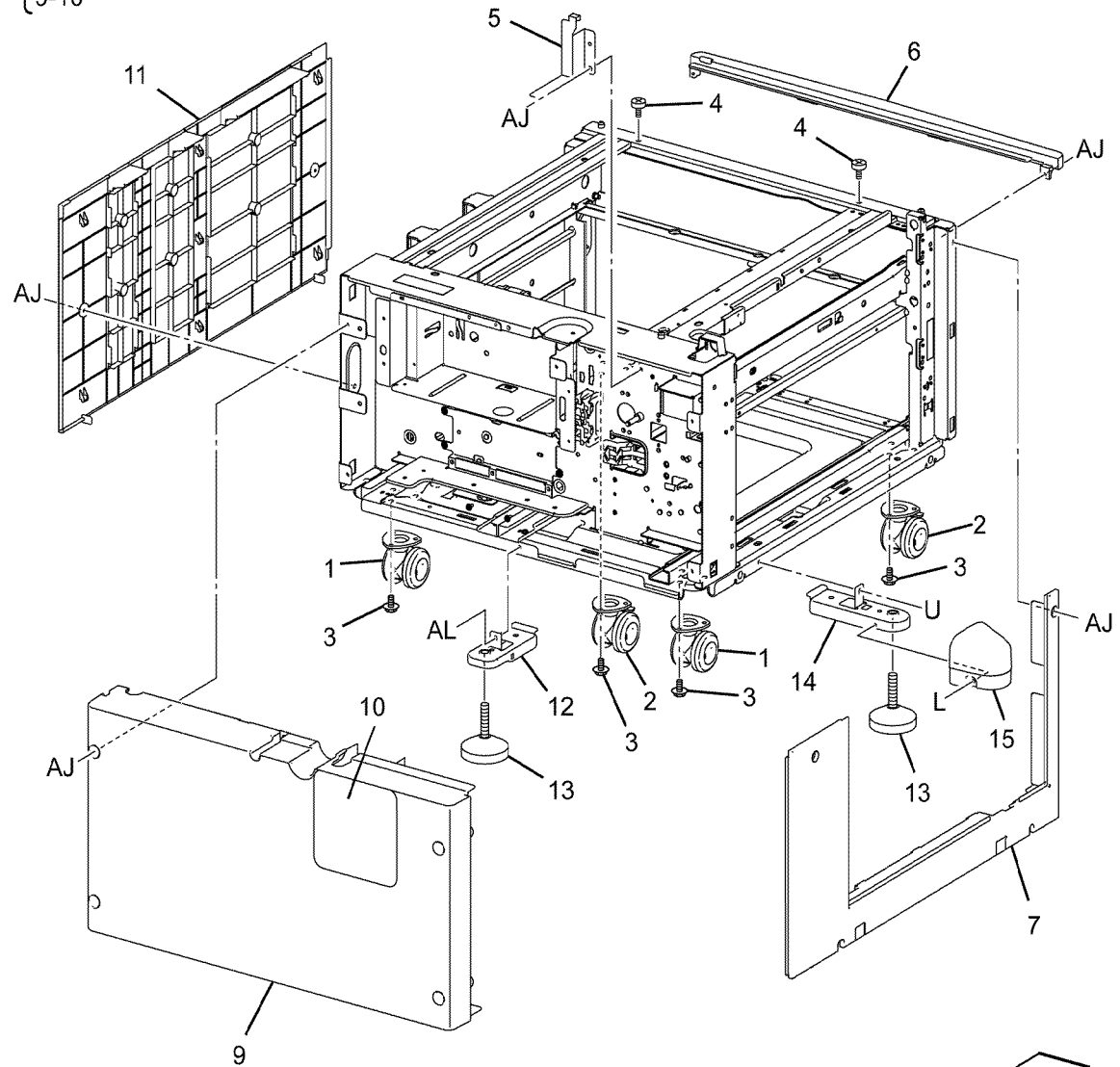
PL10.12
2 { 3-17



PL 10.14 Covers (3TM)

Item	Part	Description
1	017K94570	Caster Assembly
2	017K94580	Locking Caster Assembly
3	-	Screw
4	-	Docking Screw (Not Spared)
5	-	Docking Bracket (Not Spared)
6	848E95730	Top Cover
7	-	Left Cover
8	848K75970	Rear Cover Assembly
9	-	Rear Cover
10	-	Cover Rear S
11	-	Right Cover
12	868E92340	Foot Bracket
13	017K94590	Adjuster Foot Assembly
14	868E20861	Foot Bracket L
15	848E45610	Foot Cover L

PL 11.18
8 { 9-10



j0kt51118

PL 11.1 Tandem Tray Assembly (TTM)

Item	Part	Description
1	050K77540	Tray 4 Assembly (REP 7.11)
2	-	Tray 4 (P/O PL 11.1 Item 1) (PL 11.4)
3	-	Tray 4 Cover (P/O PL 11.1 Item 15)
4	-	Lever (P/O PL 11.1 Item 15)
5	-	Link (P/O PL 11.1 Item 15)
6	-	Link (P/O PL 11.1 Item 15)
7	-	Spring (P/O PL 11.1 Item 15)
8	-	Latch (P/O PL 11.1 Item 15)
9	-	Cover (P/O PL 11.1 Item 15)
10	-	Transport Bracket (P/O PL 11.1 Item 15)
11	-	Label (Instruction)
12	-	Label (Tray No 4) (P/O PL 11.1 Item 30)
13	-	Label
14	019E71680	Pad
15	948K15330	Tray 4 Cover
16	050K77560	Tray 3 Assembly (REP 7.10)
17	-	Tray 3 (P/O PL 11.1 Item 16) (PL 11.3)
18	-	Tray 3 Cover (P/O PL 11.1 Item 27)
19	-	Lever
20	-	Link (P/O PL 11.1 Item 27)
21	-	Link (P/O PL 11.1 Item 27)
22	-	Spring (P/O PL 11.1 Item 27)
23	-	Latch (P/O PL 11.1 Item 27)
24	-	Cover (P/O PL 11.1 Item 27)
25	-	Label (Instruction)
26	-	Label (Tray No3) (P/O PL 11.1 Item 30)
27	948K15340	Tray 3 Cover
28	-	Pad (Same as Item 14)
29	050K77620	Tray 2 Assembly (PL 11.2)
30	607K09820	Tray Label Kit

PL 11.1

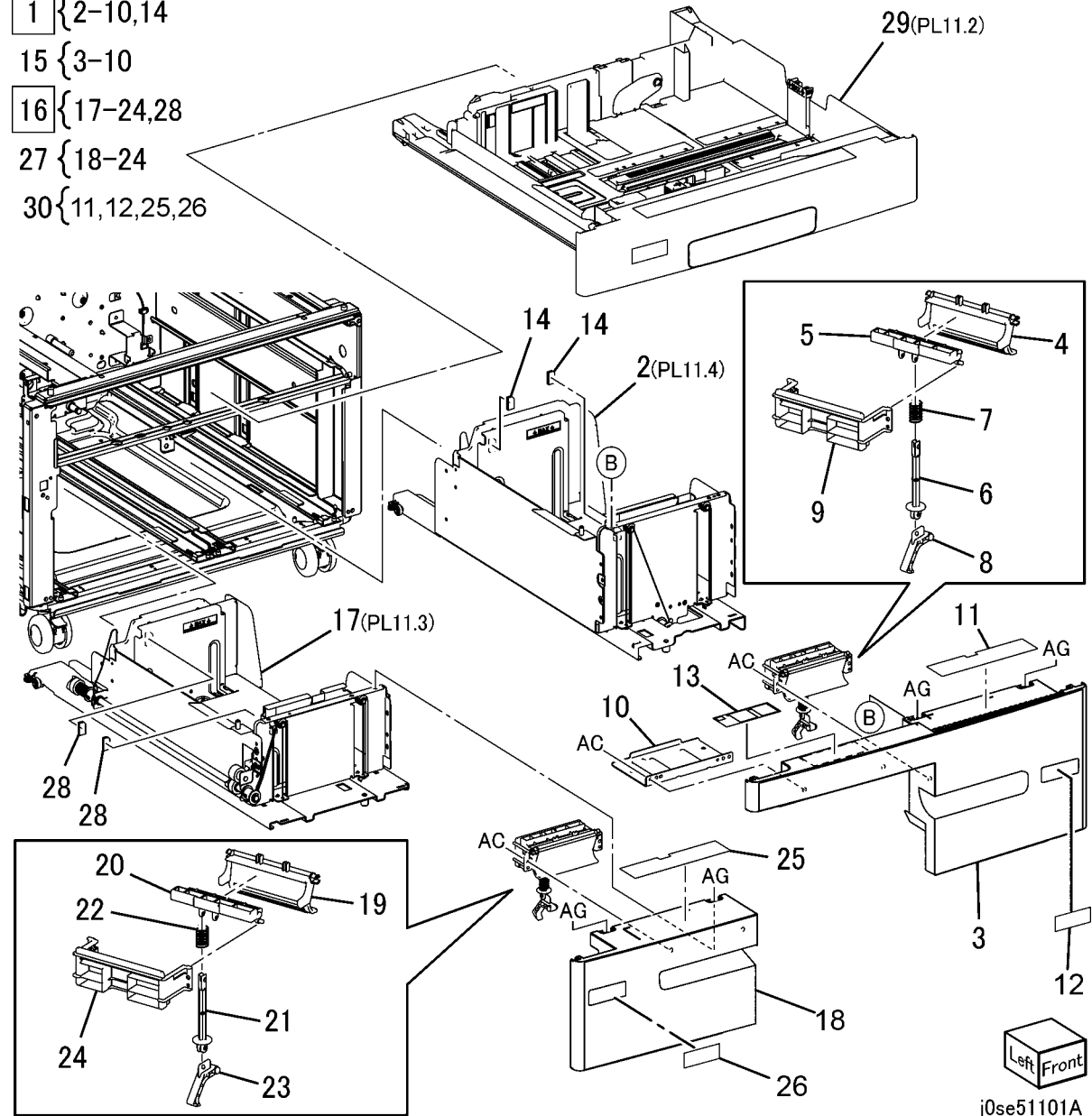
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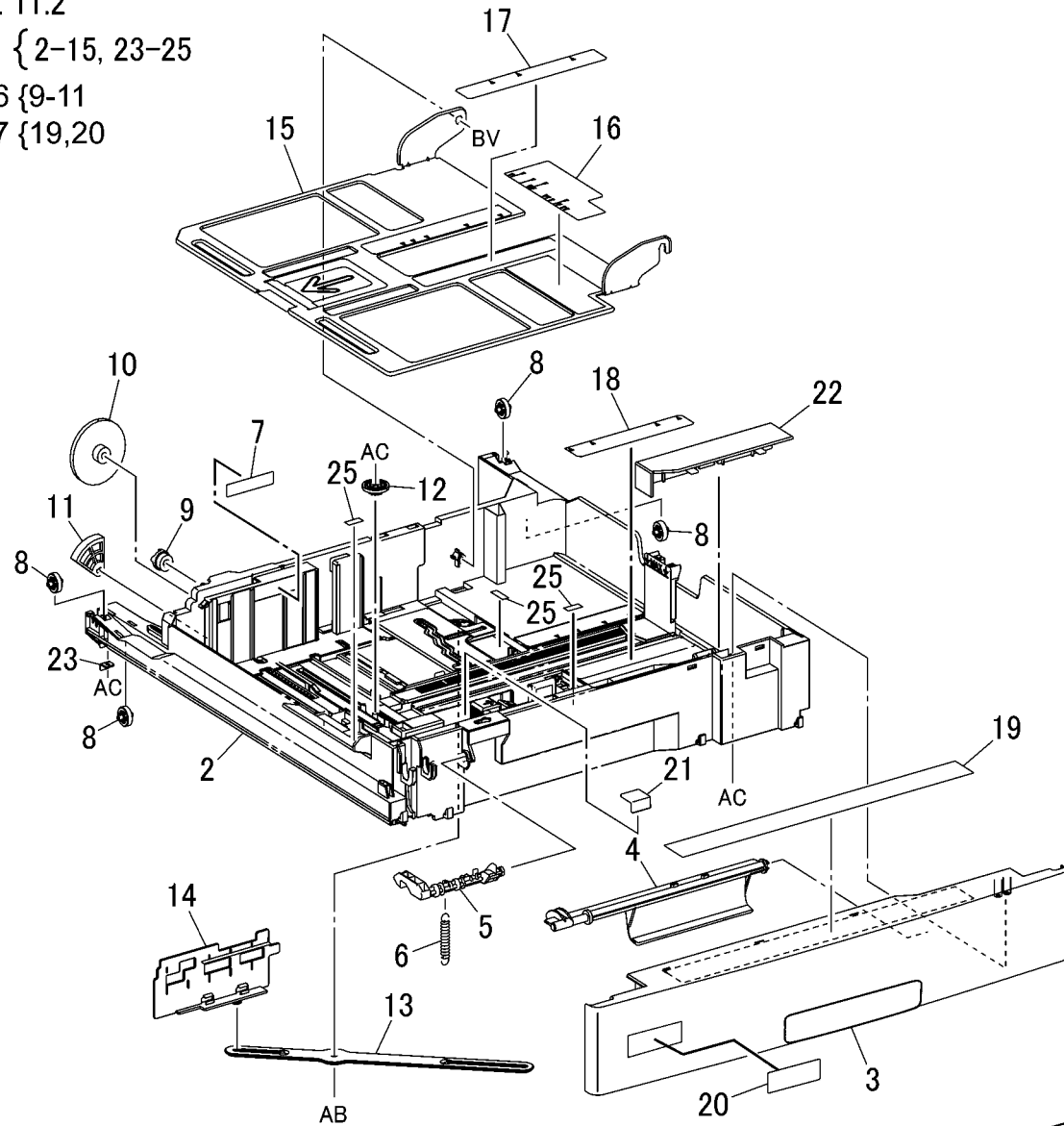


PL 11.2 Tray 2 (TTM)

Item	Part	Description
1	-	Tray 2 Assembly (Not Spared)
2	-	Tray Assembly (P/O PL 11.2 Item 1)
3	822E45740	Front Cover
4	011E24092	Lever
5	003E76330	Latch
6	809E80250	Spring
7	893E09490	Lab (Max)
8	059E03522	Rear Roller
9	-	Gear (13T) (P/O PL 11.2 Item 26)
10	-	Gear (13T/60T) (P/O PL 11.2 Item 26)
11	-	Gear (60T) (P/O PL 11.2 Item 26)
12	807E13521	Pinion
13	-	Link (P/O PL 11.2 Item 1)
14	-	End Actuator (Not Spared)
15	-	Bottom Plate (P/O PL 11.2 Item 1)
16	-	Label (Side)
17	-	Label (End Front)
18	-	Label (End Rear)
19	-	Label (Instruction) (P/O PL 11.2 Item 27)
20	-	Label (No.2) (P/O PL 11.2 Item 27)
21	014E59990	Slide Lock Block
22	848E21141	Rai Cover
23	-	Stopper
25	-	Pad
26	604K20541	Gear Kit
27	607K09820	Label Kit

PL 11.2

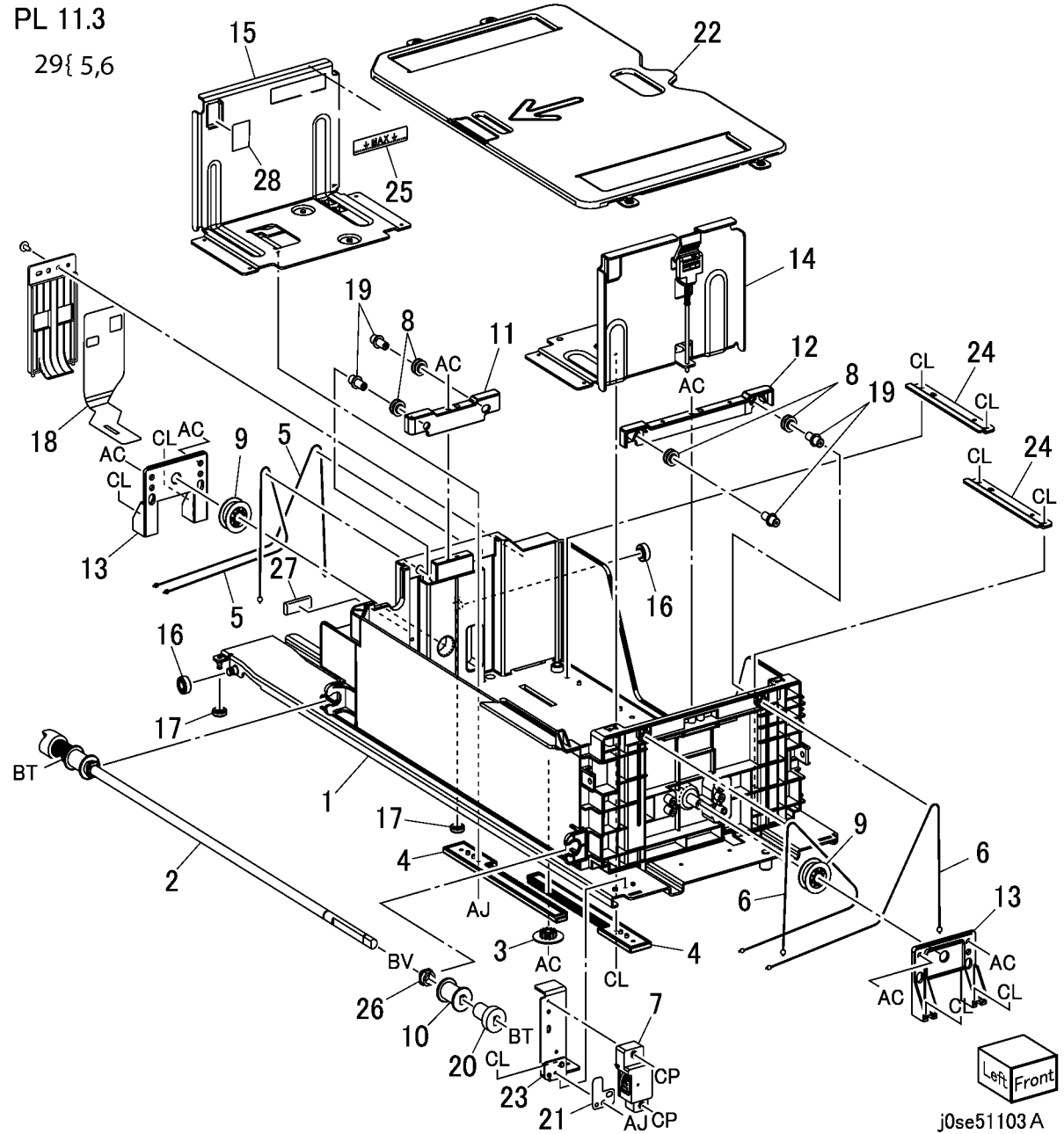
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26 { 9-11
27 { 19,20



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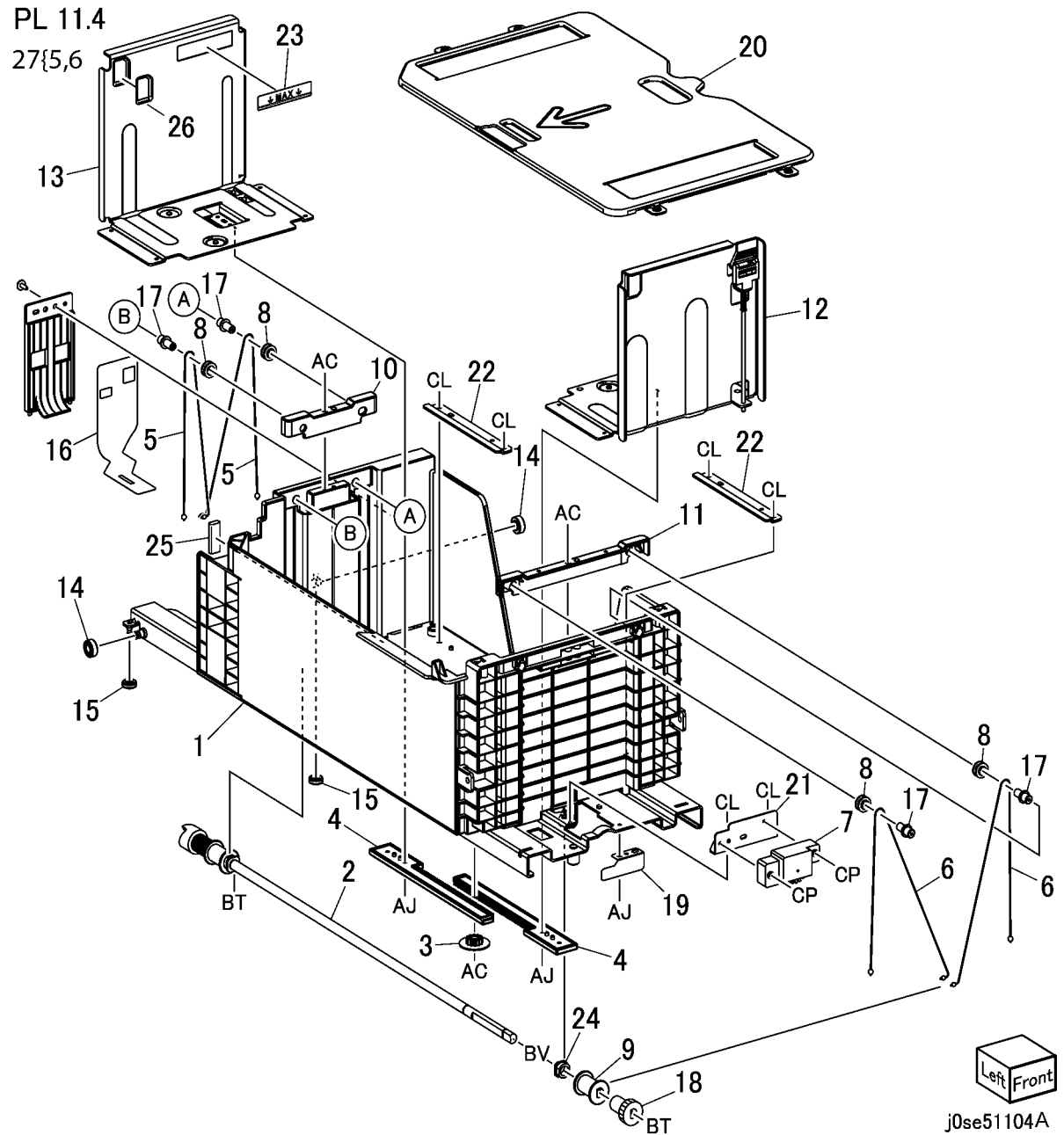
PL 11.3 Tray 3 (TTM)

Item	Part	Description
1	-	Base Tray
2	006K89421	Lift Shaft
3	007E78190	Pinion
4	007E78370	Rack Gear
5	-	Rear Cable
6	-	Front Cable
7	019K93921	Brake
8	604K20730	4 Pulley Kit
9	020E48770	Pulley
10	020E48870	Pulley
11	-	Guide
12	-	Guide
13	-	Guide
14	-	Side Front Guide
15	-	Side Rear Guide
16	059E05040	Side Roll
17	059E05060	Lower Roll
18	-	Size Actuator
19	-	Shaft
20	807E36210	Gear
21	-	Spring
22	815K10461	Bottom Plate
23	-	Bracket
24	-	Bracket
25	893E09490	Label (Max)
26	413W11860	Bearing
27	-	Gasket
28	019E71680	Pad
29	604K91950	Tray 3 Cable Kit



PL 11.4 Tray 4 (TTM)

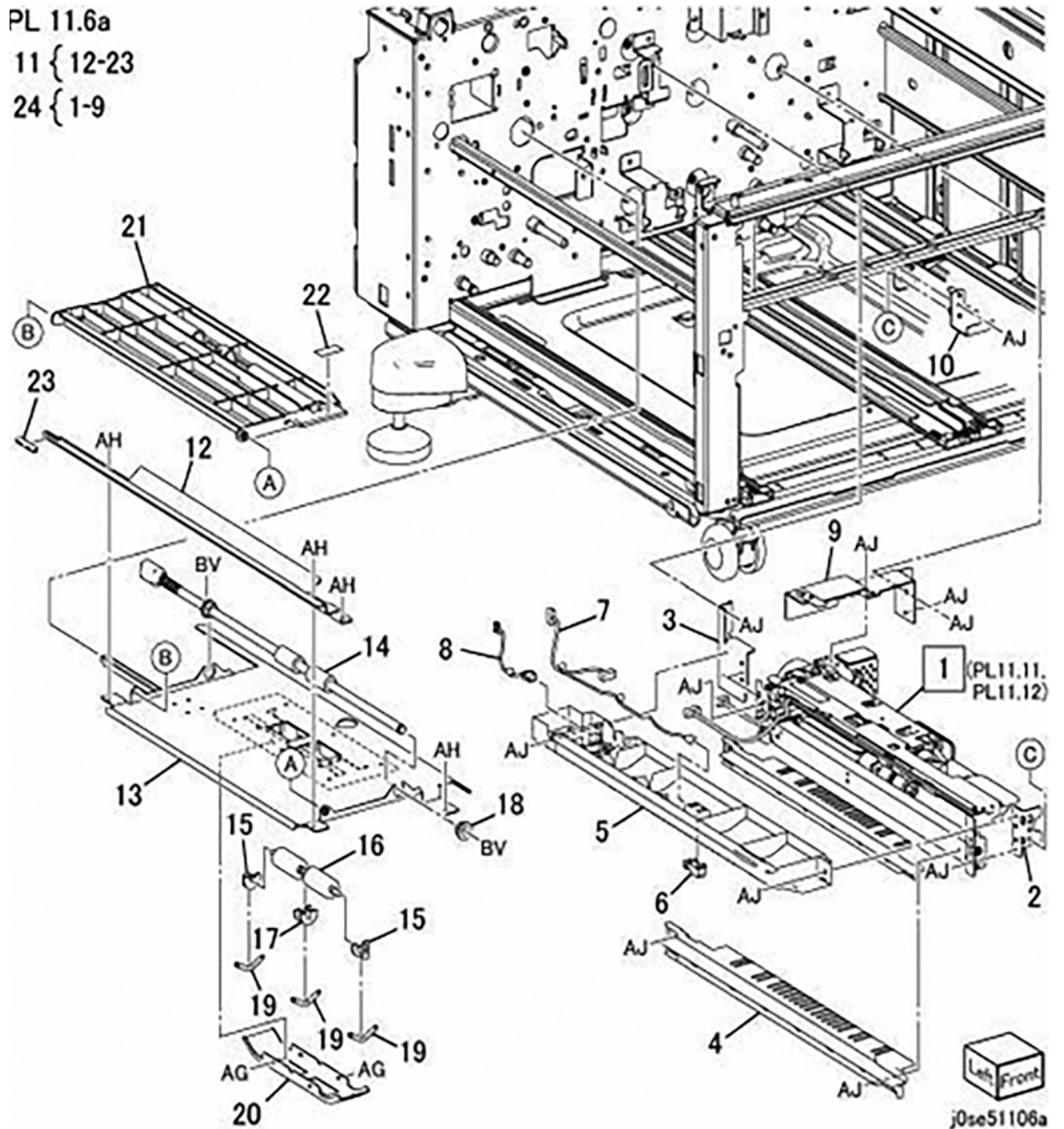
Item	Part	Description
1	-	Base Tray
2	006K89421	Lift Shaft
3	007E78190	Pinion
4	007E78370	Rack Gear
5	-	Rear Cable (REP 7.12)
6	-	Front Cable (REP 7.12)
7	019K93921	Brake
8	604K20730	4 Pulley Kit
9	020E48870	Pulley
10	-	Guide
11	-	Guide
12	-	Side Front Guide
13	-	Side Rear Guide
14	059E05040	Side Roll
15	059E05060	Lower Roll
16	-	Size Actuator
17	-	Shaft
18	807E36210	Gear
19	-	Spring
20	815K10461	Bottom Plate
21	-	Bracket
22	-	Bracket
23	893E09490	Label (Max)
24	413W11860	Bearing
25	-	Gasket
26	019E71680	Pad
27	604K91960	Tray 4 Cable Kit



PL 11.5A Tray 4 Paper Feed (TTM) (C8030/35/45/55)

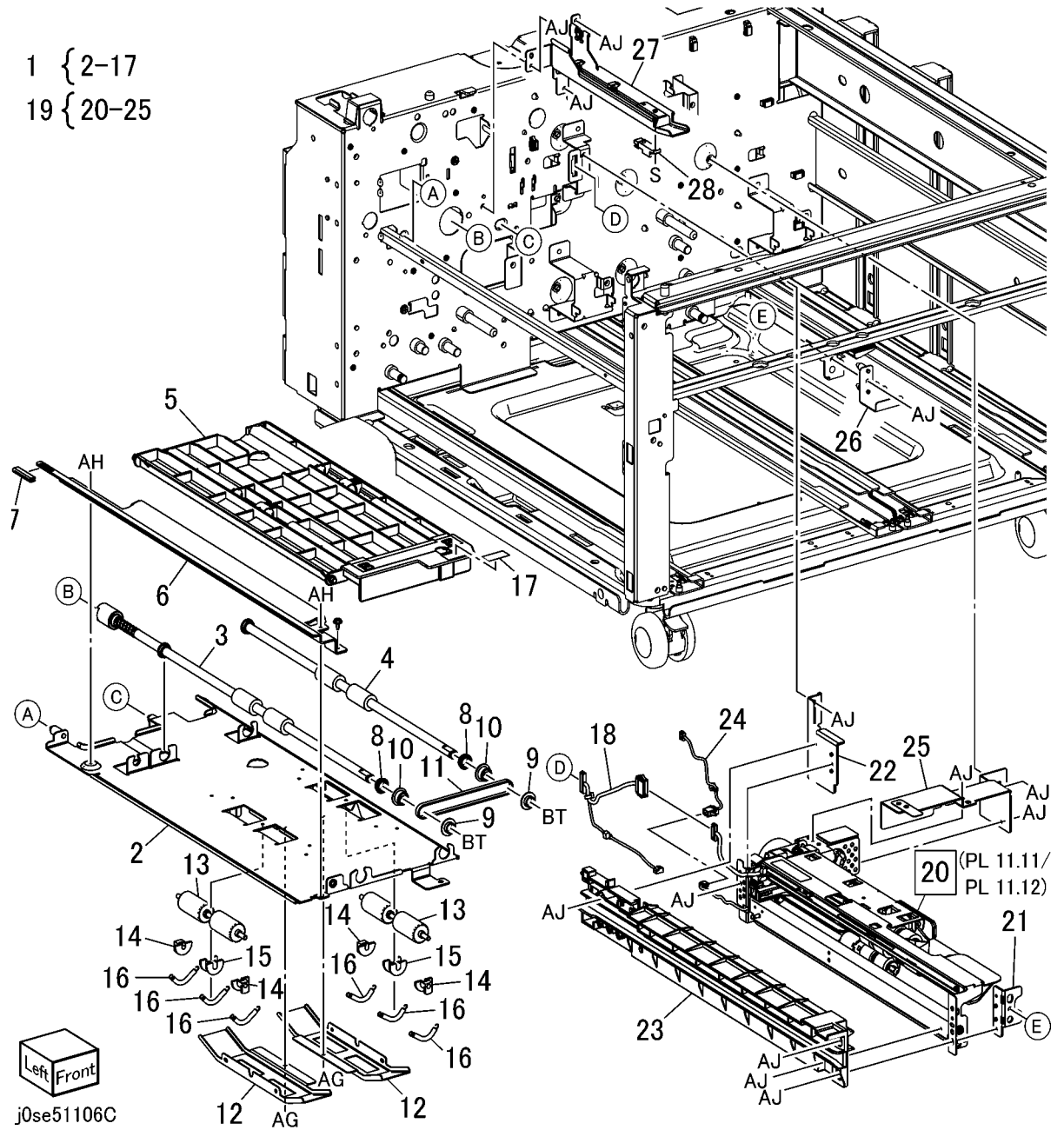
Item	Part	Description
1	059K86690	Tray 4 Feeder (C8030/35/45/55) (REP 7.13)
2	-	Bracket (P/O PL 11.5A Item 24)
3	-	Bracket (P/O PL 11.5A Item 24)
4	-	Lower Chute (P/O PL 11.5A Item 24)
5	-	Upper Chute (P/O PL 11.5A Item 24)
6	-	Tray 4 Feed Out Sensor (P/O PL 11.5A Item 24)
7	-	Wire Harness (Sensor) (P/O PL 11.5A Item 24)
8	-	Wire Harness (Motor) (P/O PL 11.5A Item 24)
9	-	Cover (P/O PL 11.5A Item 24)
10	-	Stud Bracket
11	059K87740	Tray 4 Transport Assembly (C8030/35/45/55)
12	-	Transport Rail (P/O PL 11.5A Item 11)
13	-	Lower Chute (P/O PL 11.5A Item 11)
14	-	Tray 4 Transport Roll (P/O PL 11.5A Item 11)
15	-	Bearing (P/O PL 11.5A Item 11)
16	-	Pinch Roll (P/O PL 11.5A Item 11)
17	-	Bearing (P/O PL 11.5A Item 11)
18	-	Bearing (P/O PL 11.5A Item 11)
19	-	Spring (P/O PL 11.5A Item 11)
20	-	Cover (P/O PL 11.5A Item 11)
21	-	Upper Chute (P/O PL 11.5A Item 11)
22	-	Label (P/O PL 11.5A Item 11)
23	-	Spacer (P/O PL 11.5A Item 11)
24	059K82001	Tray 4 Feeder and Chute (C8030/35/45/55)

PL 11.6a
11 { 12-23
24 { 1-9



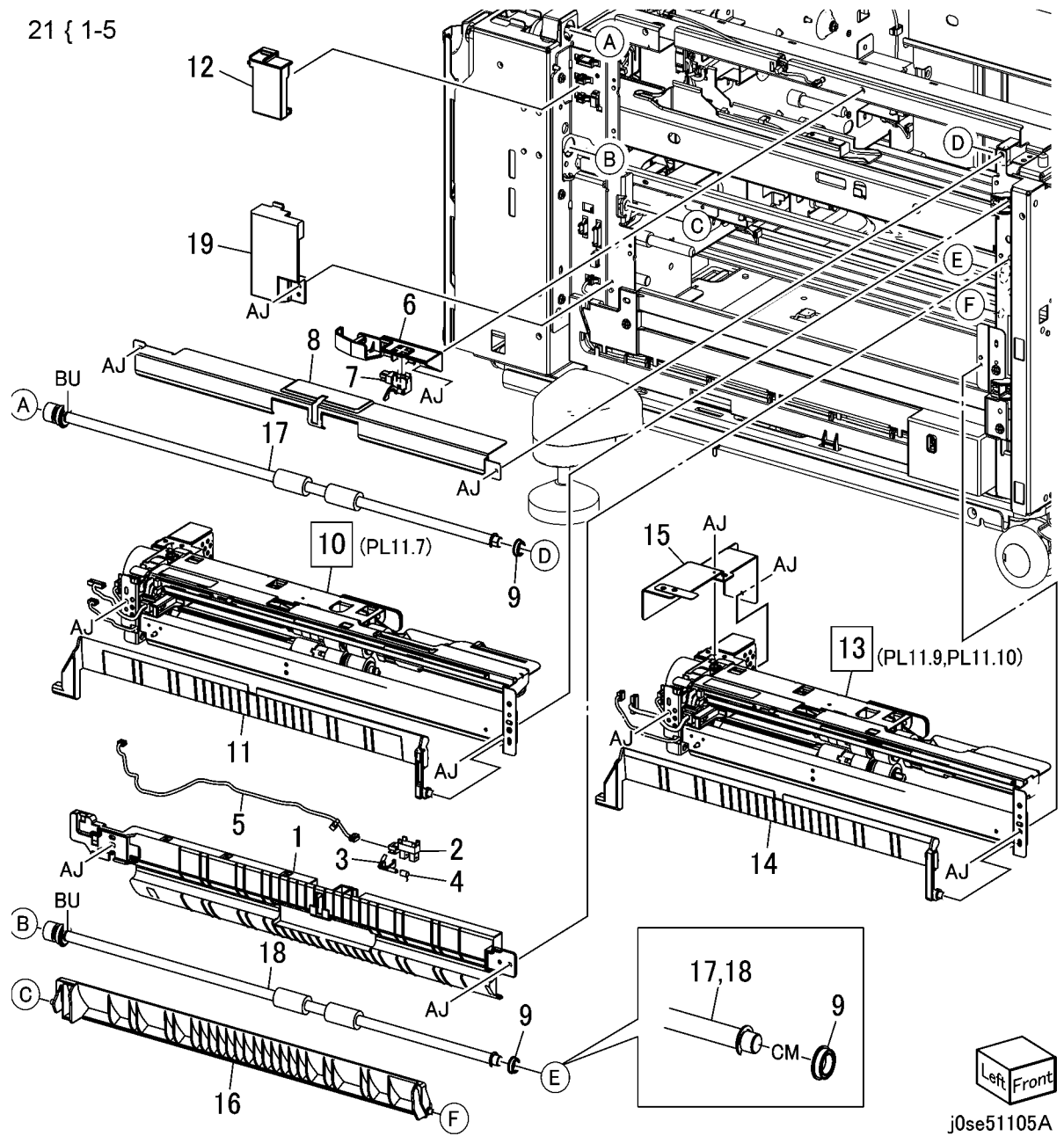
PL 11.5B Tray 4 Paper Feed (TTM) (C8070)

Item	Part	Description
1	059K80151	Transport Assembly (C8070)
2	-	Chute Assembly Low
3	-	Roll Assembly Transport
4	-	Roll Assembly Trs
5	-	Chute Upper Trs
6	-	Rail Transport Lh
7	-	Spacer Rail
8	-	Bearing Ball
9	-	Collar Trs
10	-	Pulley Sync S2m
11	-	Belt Synchronous
12	-	Cover Pinch
13	-	Roll Pinch Transport
14	-	Bearing 2
15	-	Bearing 1
16	-	Spring Pinch Trs
17	-	Label Transport
18	-	Harness Assembly In
19	059K80981	Feeder Assembly (C8070)
20	059K86690	Tray 4 Feeder (C8070) (REP 7.13)
21	-	Bracket Fdr Front
22	-	Bracket Fdr Rear
23	-	Chute Fdr Transport
24	-	Harness Assembly Motor Int
25	-	Cover Assembly Fdr Fo
26	-	Bracket Assembly Pivot
27	-	Bracket Assembly Sensor
28	930W00211	Tray 4 Feed Out Sensor (C8070)



PL 11.6 Tray 2/3 Paper Feed (TTM)

Item	Part	Description
1	-	Chute
2	930W00111	Tray 3 Feed Out Sensor
3	120E29731	Actuator
4	809E82720	Spring
5	962K59462	Wire Harness
6	032E27970	Sensor Guide
7	130K64121	Tray 2 Feed Out sensor
8	054E34301	Chute TA
9	-	Ball Bearing (Not Spared)
10	059K74830	Tray 2 Feeder (C8030/35, C8045/55)
-	059K80260	Tray 2 Feeder (C8070) (PL 11.7) (REP 7.14)
11	054E36442	Feed Out Chute
12	-	Cover-ESD TTM, UP
13	059K86690	Tray 3 Feeder (PL 11.9) (REP 7.15)
14	054E33803	Feed Out Chute
15	-	Cover (Not Spared)
16	054E39560	Chute-Feed Trans
17	059K60191	Takeaway Roll 2
18	-	Takeaway Roll 3 (C8030/35, C8045/55) Same as Item 17
-	059K79530	Takeaway Roll 3 (C8070)
19	-	Connector Cover (Not Spared)
20	-	Not used
21	054K37431	Chute Assembly (Includes Items 1 - 5)

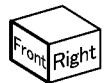
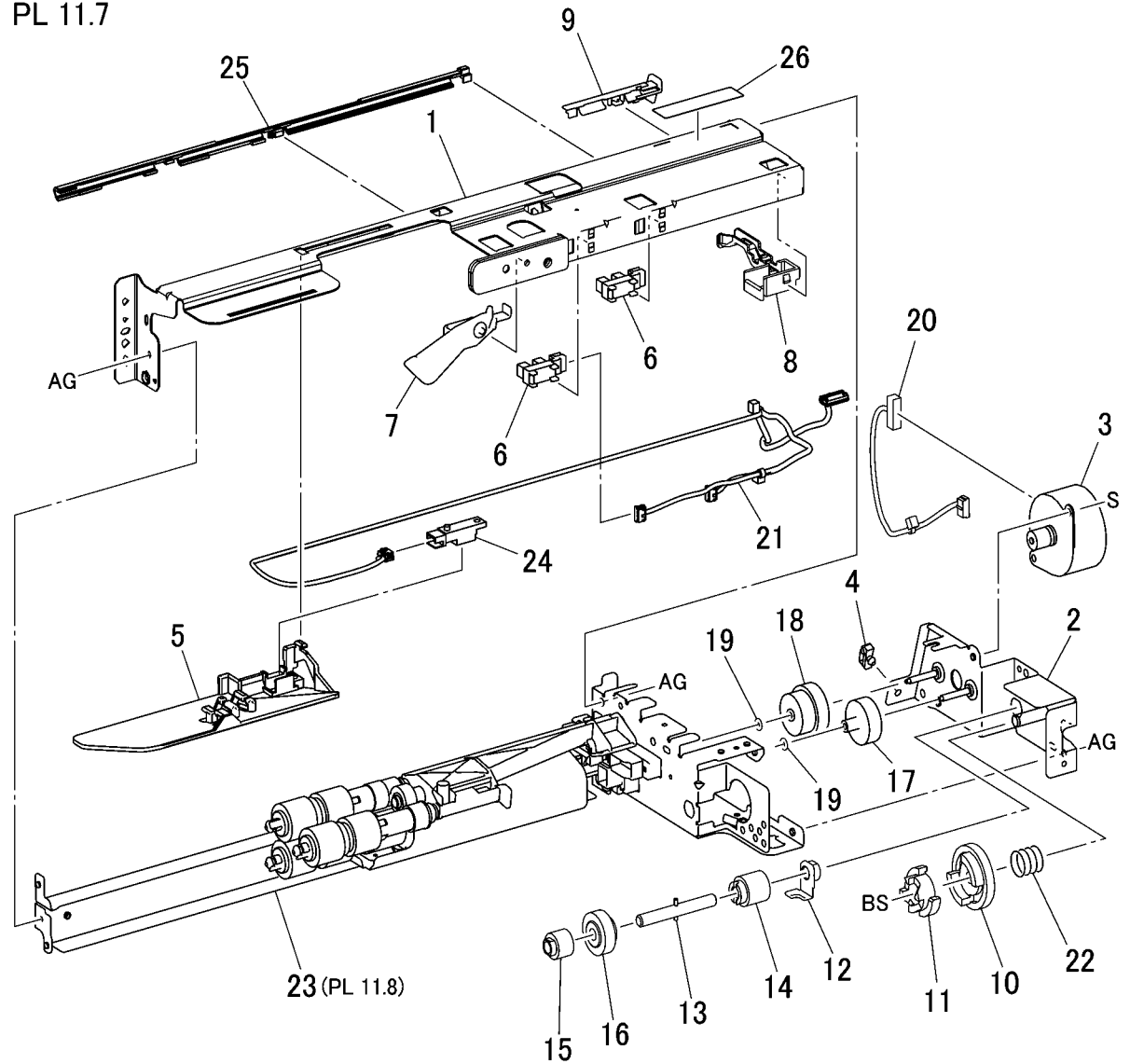


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PL 11.7 Tray 2 Feeder (TTM) (1 of 2)

Item	Part	Description
1	-	Upper Frame Assembly (P/O PL 11.6 Item 10)
2	-	Drive Bracket Assembly (P/O PL 11.6 Item 10)
3	127K52790	Tray 2 Feed/Lift Up Motor
4	-	Clamp
5	-	Chute (P/O PL 11.6 Item 10)
6	930W00123	Tray 2 Nudger Level Sensor, Tray 2 No Paper Sensor
-	930W00113	Tray 2 Nudger Level Sensor, Tray 2 No Paper Sensor (Alternate)
7	120E22481	Actuator
8	-	Upper Harness Holder (P/O PL 11.6 Item 10)
9	-	Rear Harness Holder (Not Spared)
10	807E00390	Gear (31T)
11	014E44770	Spacer
12	-	Bearing (Not Spared)
13	006K23221	Drive Shaft
14	807E00800	Gear (13T)
15	005K83081	One Way Clutch
16	007K16960	One Way Gear
-	007K98130	One Way Gear (Alternate)
17	807E20300	Helical Gear (25T)
18	807E30640	Helical Gear (29T/24T) (C8070)
-	807E20310	Helical Gear (29T/24T) (C8030/35/45/55)
20	-	Motor Harness Assembly (P/O PL 11.6 Item 10)
21	-	Sensor Harness Assembly (P/O PL 11.6 Item 10)
22	-	Spring (P/O PL 11.6 Item 10)
23	-	Roll Assembly (PL 11.8) (P/O PL 11.6 Item 10)
24	930W00211	Tray 2 Pre-Feed Sensor
25	-	Holder-Harness
26	-	Label

PL 11.7



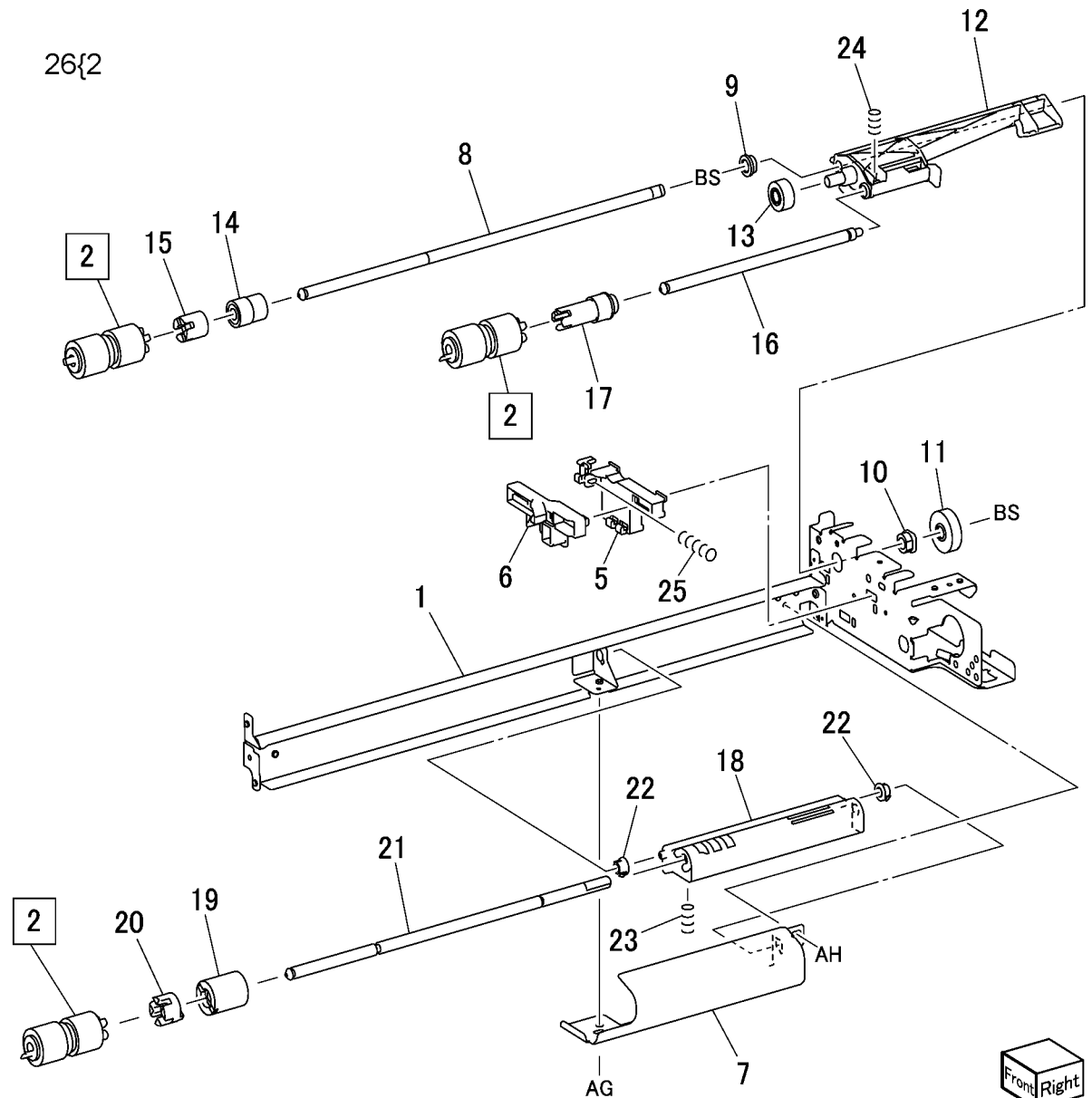
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PL 11.8 Tray 2 Feeder (TTM) (2 of 2)

Item	Part	Description
1	-	Lower Frame Assembly (Not Spared)
2	-	Feed Roll , Nudger Roll, Retard Roll (P/O PL 11.8 Item 26) (REP 7.16)
5	-	Holder (Not Spared)
6	-	Level (Not Spared)
7	-	Feed In Chute (Not Spared)
8	-	Feed Shaft (Not Spared)
9	-	Bearing (Not Spared)
10	-	Sleeve Bearing (Not Spared)
11	-	Helical Gear (25T) (Not Spared)
12	-	Nudger Support (Not Spared)
13	-	Spur Gear (29T) (Not Spared)
14	005K10090	Clutch Assembly (25T) (Alternate)
-	005K08820	Clutch Assembly (25T) (Alternate)
15	005K10080	One Way Clutch (Alternate)
-	005K05890	One Way Clutch (Alternate)
16	-	Nudger Shaft (Not Spared)
17	-	Gear (25T) (Not Spared)
18	-	Retard Support (Not Spared)
19	005K83300	Friction Clutch
20	014E45030	Spacer
21	-	Retard Shaft (Not Spared)
22	-	Retard Bearing (Not Spared)
23	-	Spring (Not Spared)
24	-	Spring (Not Spared)
25	-	Spring
26	604K56080	Feed Roll Kit

PL 11.8

26{2

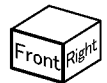
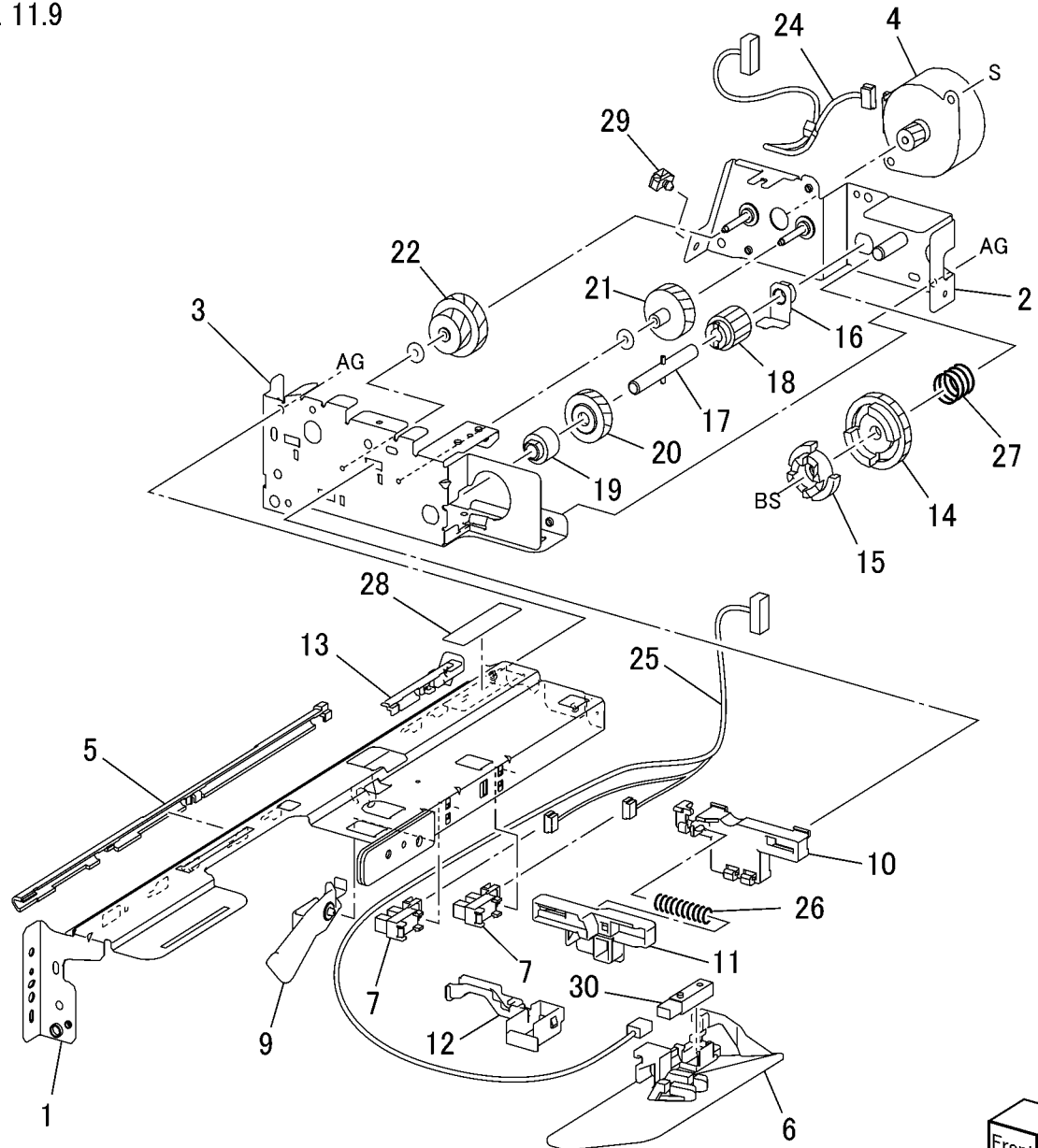


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PL 11.9 Tray 3 Feeder (TTM) (1 of 2)

Item	Part	Description
1	-	Frame (P/O PL 11.6 Item 13)
2	-	Bracket (P/O PL 11.6 Item 13)
3	-	Frame (P/O PL 11.6 Item 13)
4	127K52790	Tray 3 Feed/Lift Up Motor
5	-	Harness Holder (Not Spared)
6	-	Chute (Not Spared)
7	930W00123	Tray 3 Nudger Level, No Paper Sensor (Alternate)
-	930W00113	Tray 3 Nudger Level, No Paper Sensor (Alternate)
9	120E22481	Actuator
10	-	Holder (P/O PL 11.6 Item 13)
11	-	Level (P/O PL 11.6 Item 13)
12	-	Upper Harness Holder (Not Spared)
13	-	Rear Harness Holder (Not Spared)
14	807E00390	Gear
15	014E44770	Spacer
16	013E26530	Bearing
17	006K23221	Drive Shaft
18	807E00800	Gear
19	005K10100	One Way Clutch (Alternate)
-	005K83081	One Way Clutch
20	007K16960	One Way Gear (Alternate)
-	007K98130	One Way Gear (Alternate)
21	807E20300	Gear (25T)
22	807E30640	Gear (29T/24T)
24	-	Harness Assembly (Motor) (Not Spared)
25	-	Harness Assembly (Sensor) (P/O PL 11.6 Item 13)
26	-	Spring (P/O PL 11.6 Item 13)
27	-	Spring (P/O PL 11.6 Item 13)
28	-	Label (Not Spared)
29	-	Clamp (Not Spared)
30	930W00211	Tray 3 Pre Feed Sensor (C8045/55, C8070)

PL 11.9



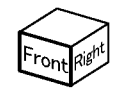
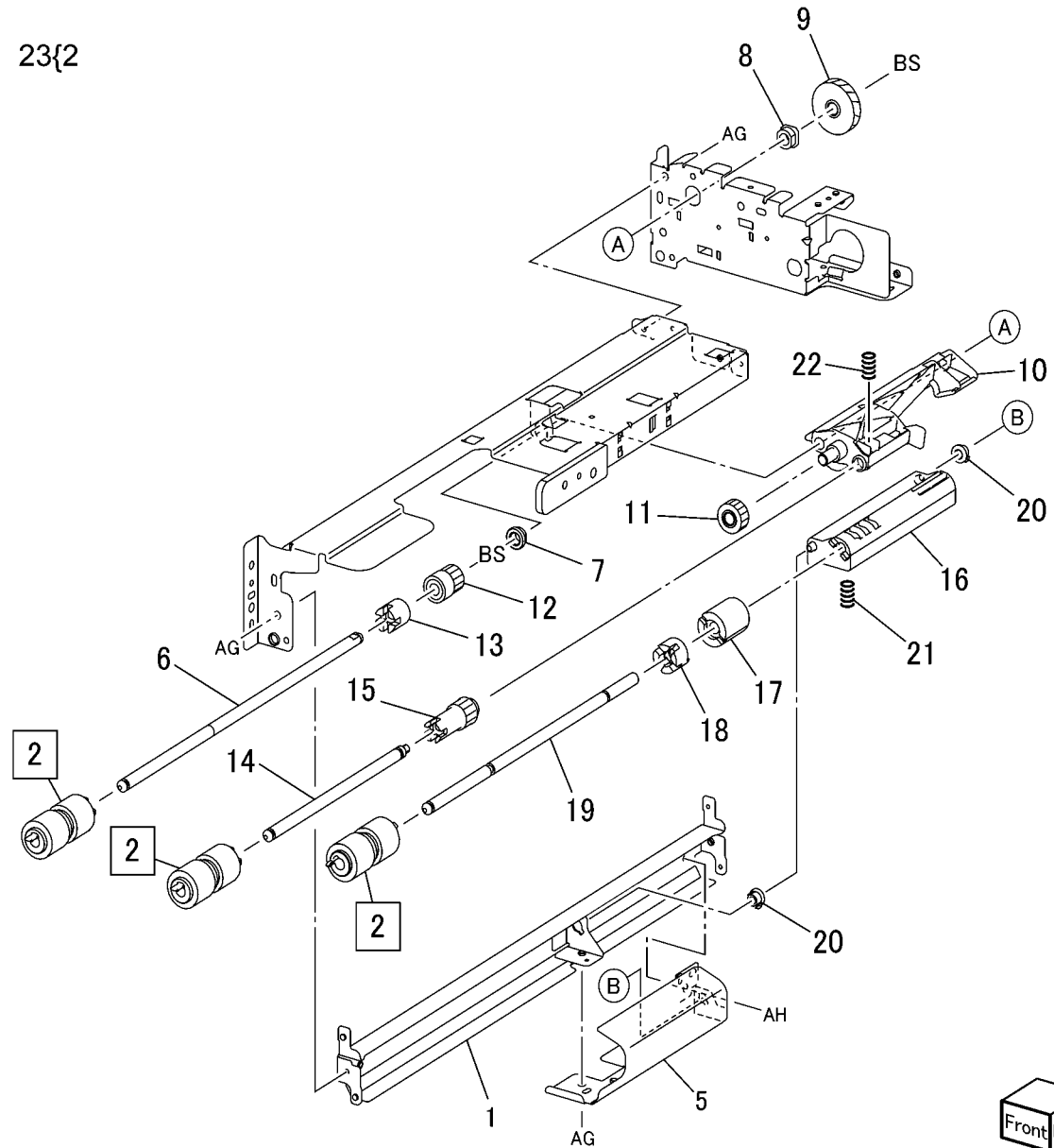
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PL 11.10 Tray 3 Feeder (TTM) (2 of 2)

Item	Part	Description
1	-	Lower Frame Assembly (Not Spared)
2	-	Nudger, Retard, Feed Roll (P/O PL 11.10 Item 23) (REP 7.18)
5	-	Feed In Chute (Not Spared)
6	-	Feed Shaft (P/O PL 11.6 Item 13)
7	-	Bearing (Not Spared)
8	-	Sleeve Bearing (Not Spared)
9	-	Gear (25T) (Not Spared)
10	-	Support (Not Spared)
11	-	Gear (29T) (Not Spared)
12	005K10090	Clutch (25T) (Alternate)
-	005K08820	Clutch (25T) (Alternate)
13	005K10080	One Way Clutch (Alternate)
-	005K05890	One Way Clutch (Alternate)
14	-	Nudger Shaft (P/O PL 11.6 Item 13)
15	-	Gear (25T) (Not Spared)
16	-	Support (Not Spared)
17	005K83300	Friction Clutch
18	014E45030	Spacer
19	-	Retard Shaft (Not Spared)
20	-	Retard Bearing (Not Spared)
21	-	Spring (Not Spared)
22	-	Spring (Not Spared)
23	604K56080	Feed Roll Kit

PL 11.10

23{2

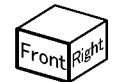
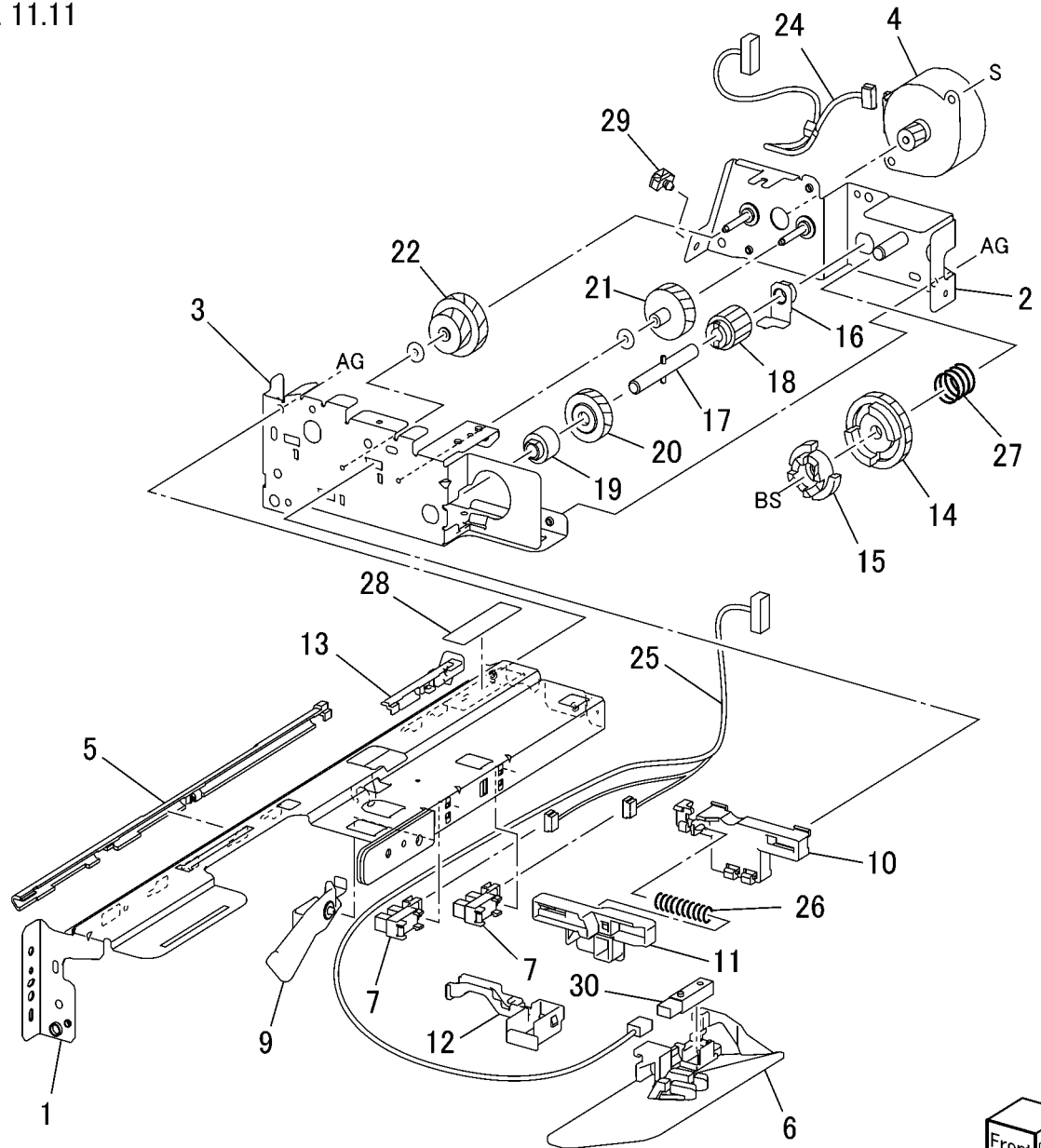


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PL 11.11 Tray 4 Feeder (TTM) (1 of 2)

Item	Part	Description
1	-	Upper Frame Assembly (P/O PL 11.6 Item 13)
2	-	Drive Bracket Assembly (P/O PL 11.6 Item 13)
3	-	Frame (P/O PL 11.6 Item 13)
4	127K52790	Tray 4 Feed/Lift Up Motor
5	-	Harness Holder (Not Spared)
6	-	Chute
7	930W00123	Tray 4 Nudger Level, No Paper Sensor (Alternate)
-	930W00113	Tray 4 Nudger Level, No Paper Sensor (Alternate)
9	120E22481	Actuator
10	-	Holder (P/O PL 11.6 Item 13)
11	-	Level (P/O PL 11.6 Item 13)
12	-	Upper Harness Holder (Not Spared)
13	-	Rear Harness Holder (Not Spared)
14	807E00390	Gear
15	014E44770	Spacer
16	013E26530	Bearing
17	006K23221	Drive Shaft
18	807E00800	Gear
19	005K10100	One Way Clutch (Alternate)
-	005K83081	One Way Clutch
20	007K16960	One Way Gear
-	007K98130	One Way Gear (Alternate)
21	807E20300	Gear (25T)
22	807E30640	Gear (29T/24T)
24	-	Harness Assembly (Motor) (Not Spared)
25	-	Harness Assembly Sensor (P/O PL 11.6 Item 13)
26	-	Spring (P/O PL 11.6 Item 13)
27	-	Spring (P/O PL 11.6 Item 13)
28	-	Label (Not Spared)
29	-	Clamp (Not Spared)
30	930W00211	Tray 4 Pre Feed Sensor

PL 11.11



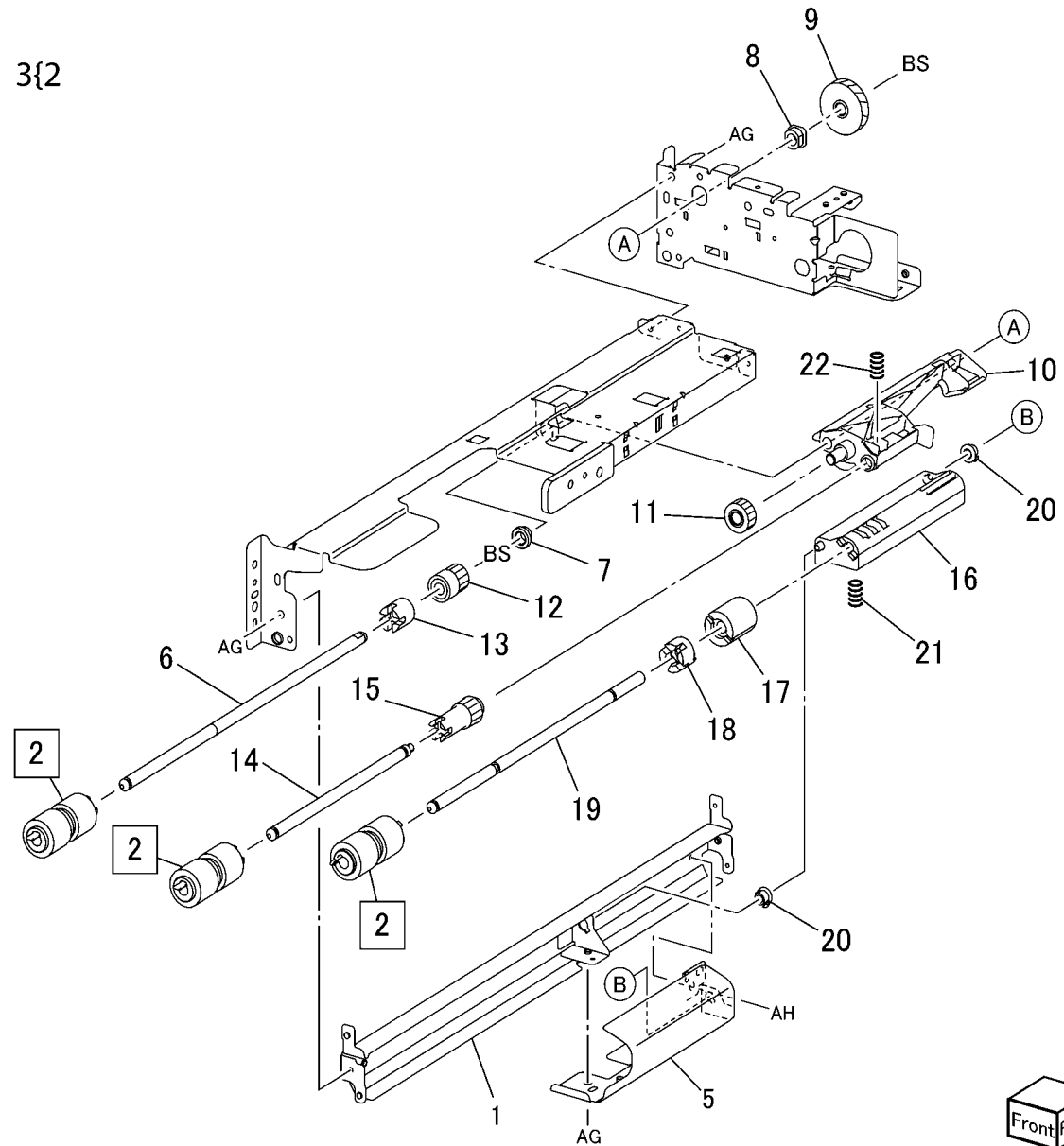
j0kt51111A

PL 11.12 Tray 4 Feeder (TTM) (2 of 2)

Item	Part	Description
1	-	Lower Frame Assembly (Not Spared)
2	-	Nudger, Retard, Feed Roll (P/O PL 11.12 Item 3) (REP 7.19)
3	604K56080	Feed Roll Kit
5	-	Feed In Chute (Not Spared)
6	-	Feed Shaft (Not Spared)
7	-	Bearing (Not Spared)
8	-	Sleeve Bearing (Not Spared)
9	-	Gear (25T) (Not Spared)
10	-	Support-Nudger (Not Spared)
11	-	Gear (29T) (Not Spared)
12	005K10090	Clutch (25T) (Alternate)
-	005K08820	Clutch (25T) (Alternate)
13	005K05890	One Way Clutch
-	005K10080	One Way Clutch
14	-	Nudger Shaft
15	-	Gear (25T) (Not Spared)
16	-	Support (Not Spared)
17	005K83300	Friction Clutch
18	014E45030	Spacer
19	-	Retard Shaft
20	-	Retard Bearing (Not Spared)
21	-	Spring (Not Spared)
22	-	Spring (Not Spared)

PL 11.12

3{2

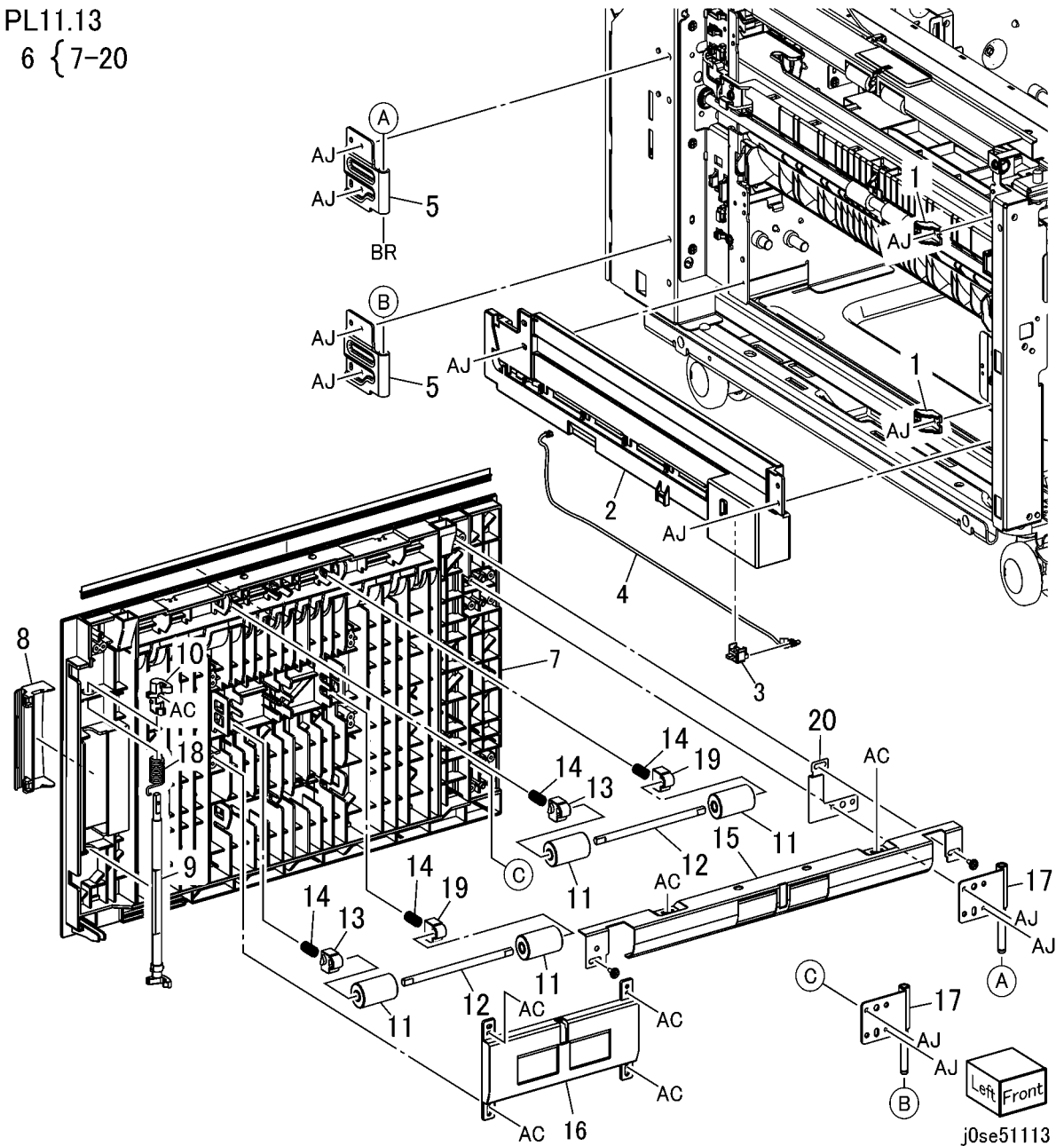


j0kt51112A

PL 11.13 Left Cover Assembly (TTM)

Item	Part	Description
1	868E76791	Bracket
2	848K49361	Cover
3	110E12220	Left Hand Cover Switch
4	962K59480	Wire Harness (Not Spared)
5	868E02200	Hinge Bracket
6	848K76130	Left Cover Assembly
7	-	Left Cover (P/O PL 11.13 Item 6)
8	003E75571	Handle (P/O PL 11.13 Item 6)
9	803E08671	Latch
10	019E69600	Hook
11	059E99241	Pinch Roll
12	-	Pinch Shaft (P/O PL 11.13 Item 6)
13	-	Front Pinch Bearing (P/O PL 11.13 Item 6)
14	-	Pinch Spring (P/O PL 11.13 Item 6)
15	054K52500	Upper Chute
16	-	Lower Chute (P/O PL 11.13 Item 6)
17	068K55791	Hinge Bracket
18	809E76031	Spring (P/O PL 11.13 Item 6)
19	-	Rear Pinch Bearing
20	-	Spring LH (P/O PL 11.13 Item 6)

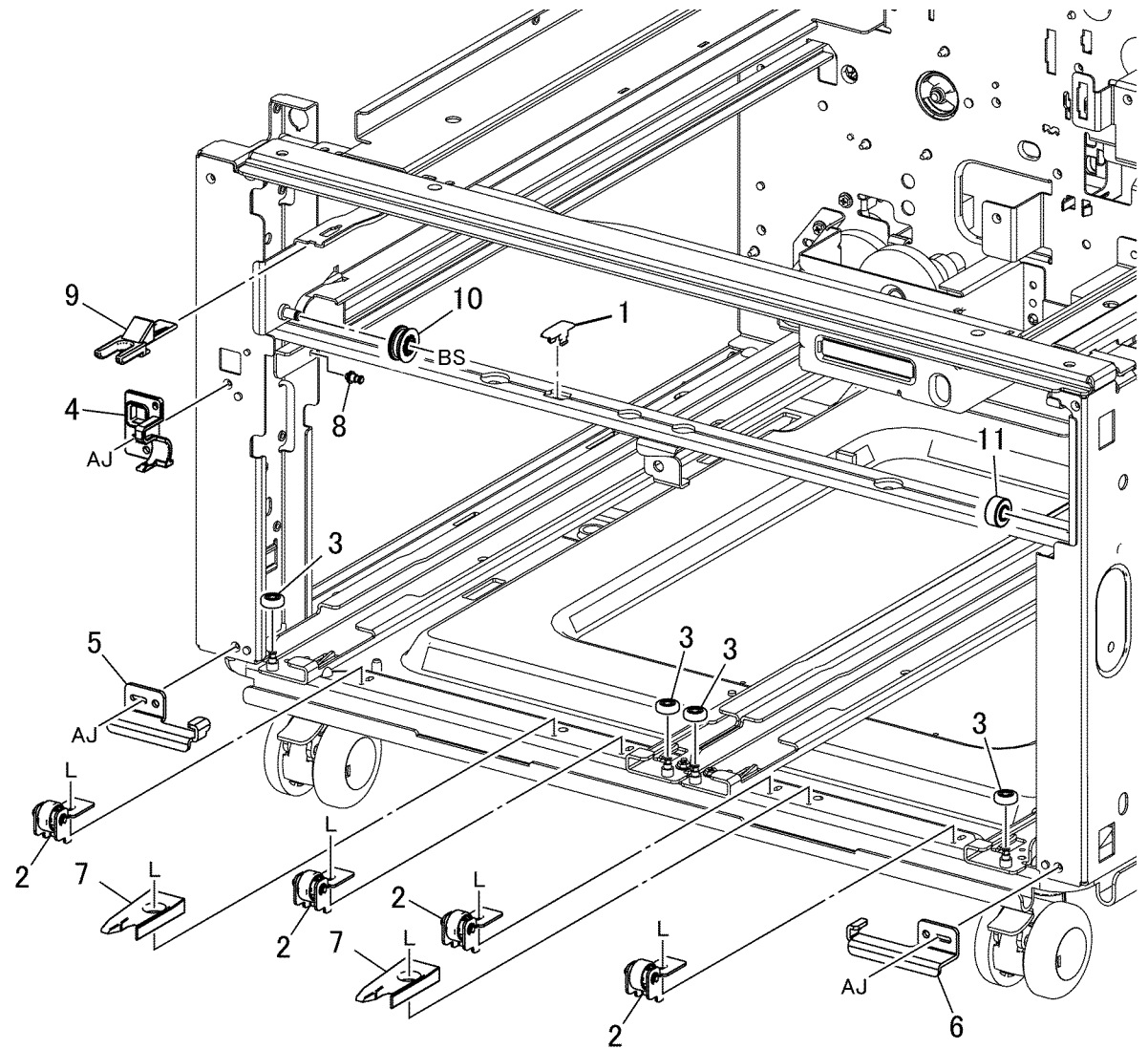
PL11.13
6 { 7-20



PL 11.14 Tray Front Supports (TTM)

Item	Part	Description
1	-	Spacer (Not Spared)
2	068K63522	Roll and Bracket
3	-	Roll
4	-	Stopper
5	803E02420	Stopper
6	803E02430	Stopper
7	803E01200	Stopper LO FR
8	-	Roll
9	003E75431	Stopper-RT
10	059E03500	Roll
11	059E08410	Roll

PL11.14

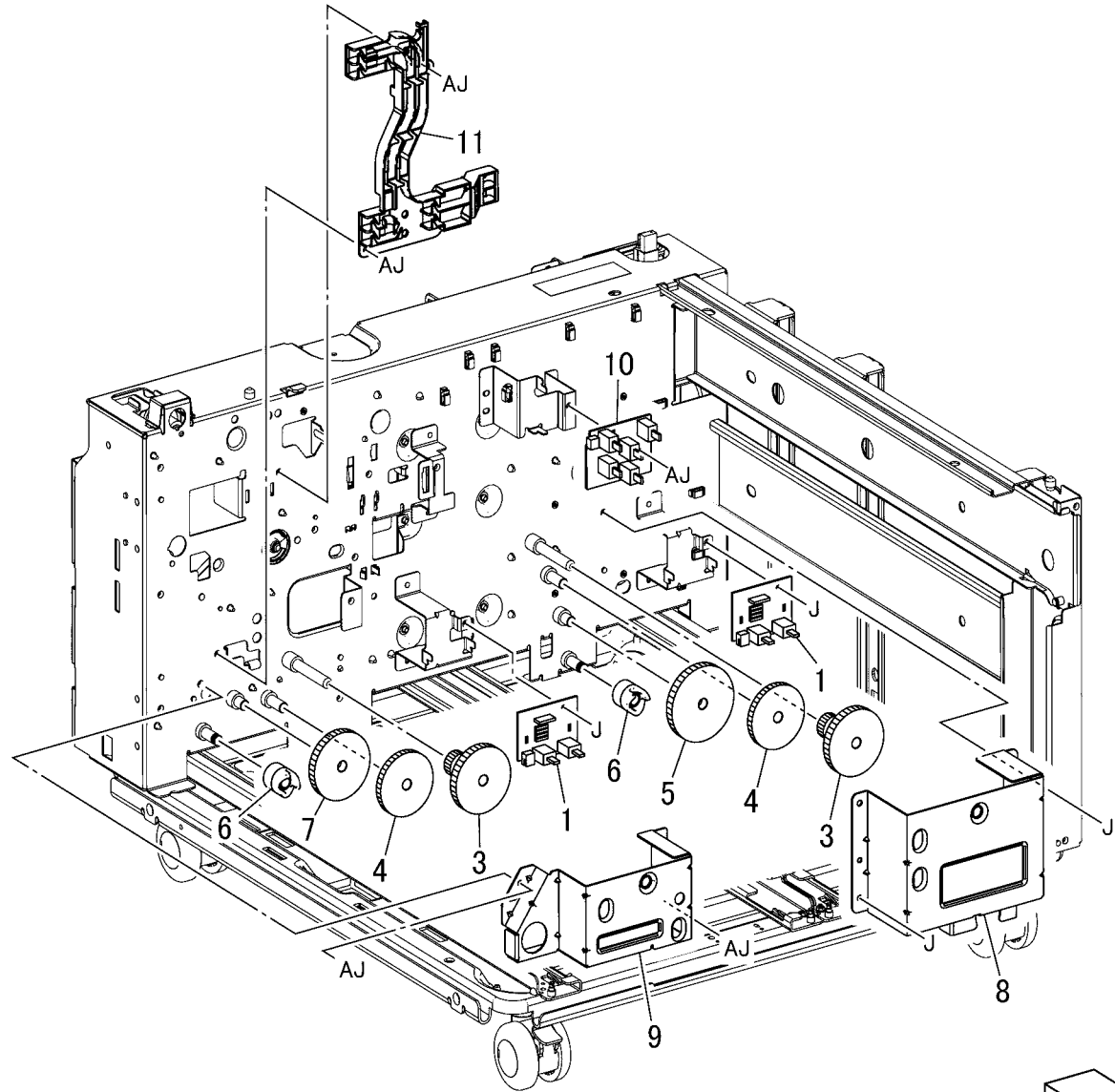


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PL 11.15 Tray 2/3/4 Paper and Lift Sensors (TTM)

PL11.15

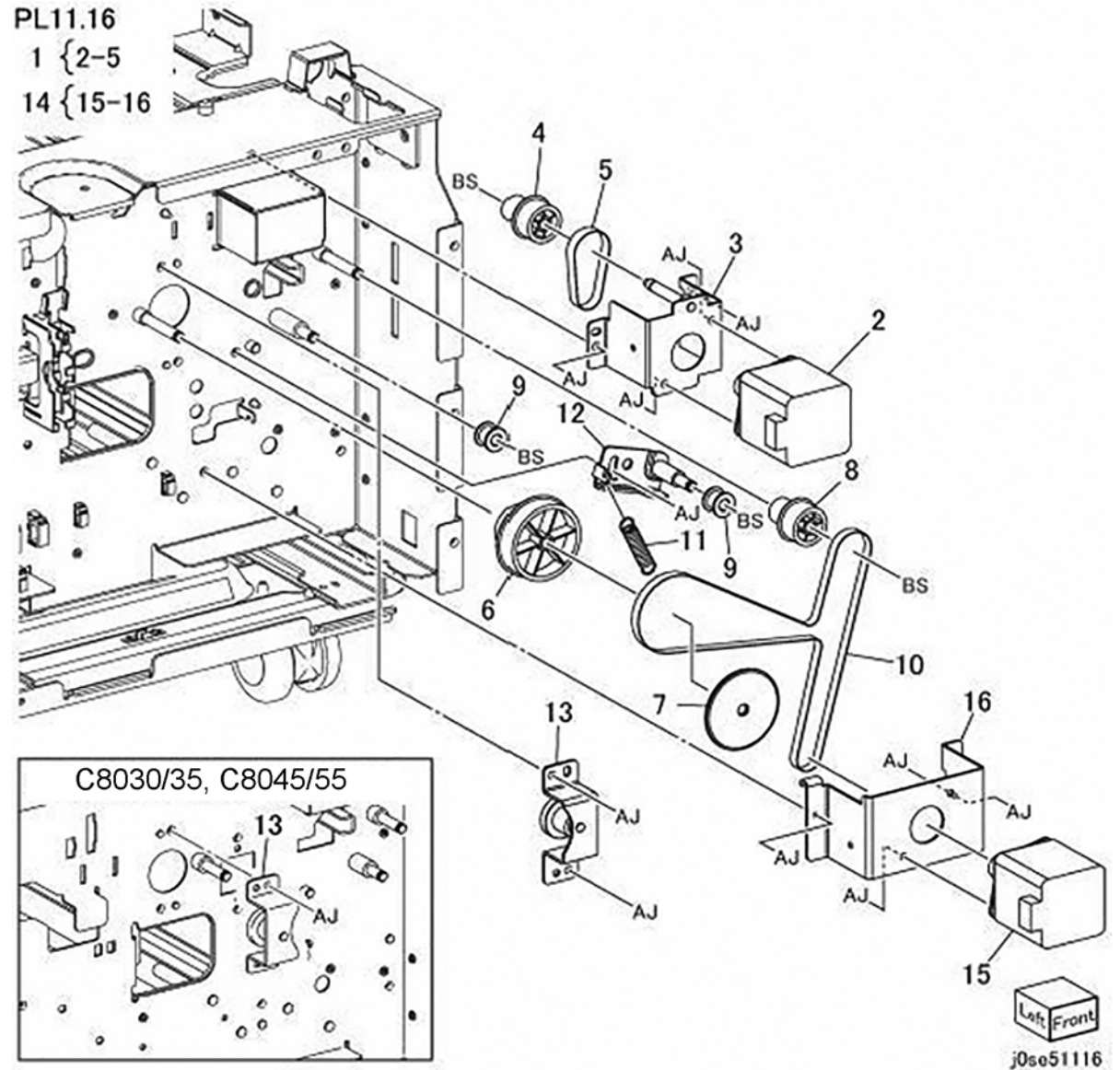
Item	Part	Description
1	110K17960	Tray 3, 4 Paper Size Sensor
3	007E78320	Gear (17T/50T)
4	007E78330	Gear (16T/48T)
5	007E78340	Gear (57T)
6	807E16730	Gear (18T)
7	007E78350	Gear (51T)
8	-	Bracket (Not Spared)
9	-	Bracket (Not Spared)
10	110K11680	Tray 2 Paper Size Sensor
-	110K12100	Tray 2 Paper Size Sensor (Alternate)
11	-	Guide



j0se51115A

PL 11.16 Drive (TTM)

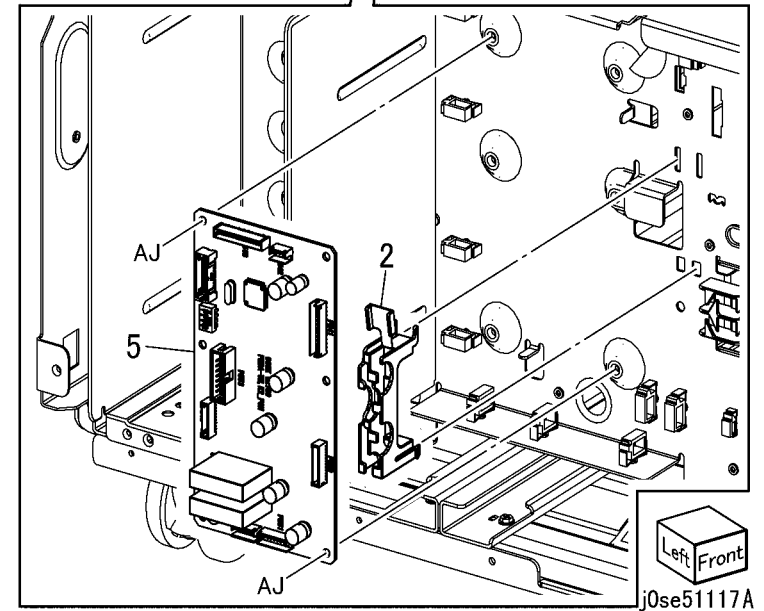
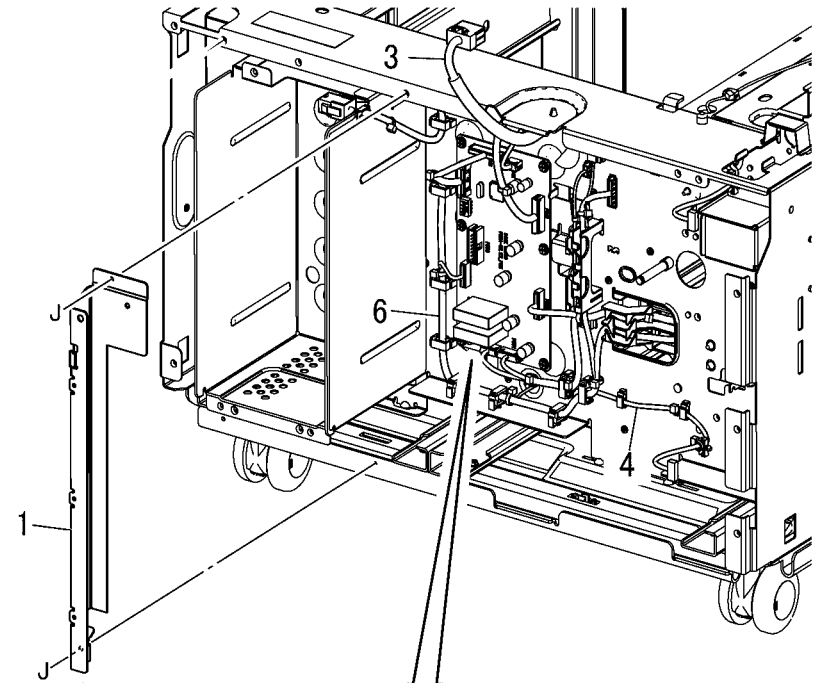
Item	Part	Description
1	-	Motor Assembly Bracket 1 (REP 7.27)
2	127K67830	Takeaway Motor Assembly
3	-	Takeaway Bracket Assembly (Not Spared)
4	423W43854	Belt Synchronous
5	020E49940	Pulley 24t
6	020E50170	Pulley 48t
7	005E34540	Collar
8	059E03590	Roller
9	423W59154	Belt Synchronous
10	-	Spring
11	-	Bracket Assembly Ts (Not Spared)
12	049K20061	Bracket Assembly Tr (C8030/35, C8045/55)
-	049K20041	Bracket Assembly Tr (C8070)
13	-	Motor Assembly Bracket 2 (REP 7.28)
14	-	Bracket Motor2 (P/O PL 11.16 Item 13)



PL 11.17 Electrical (TTM)

PL11.17

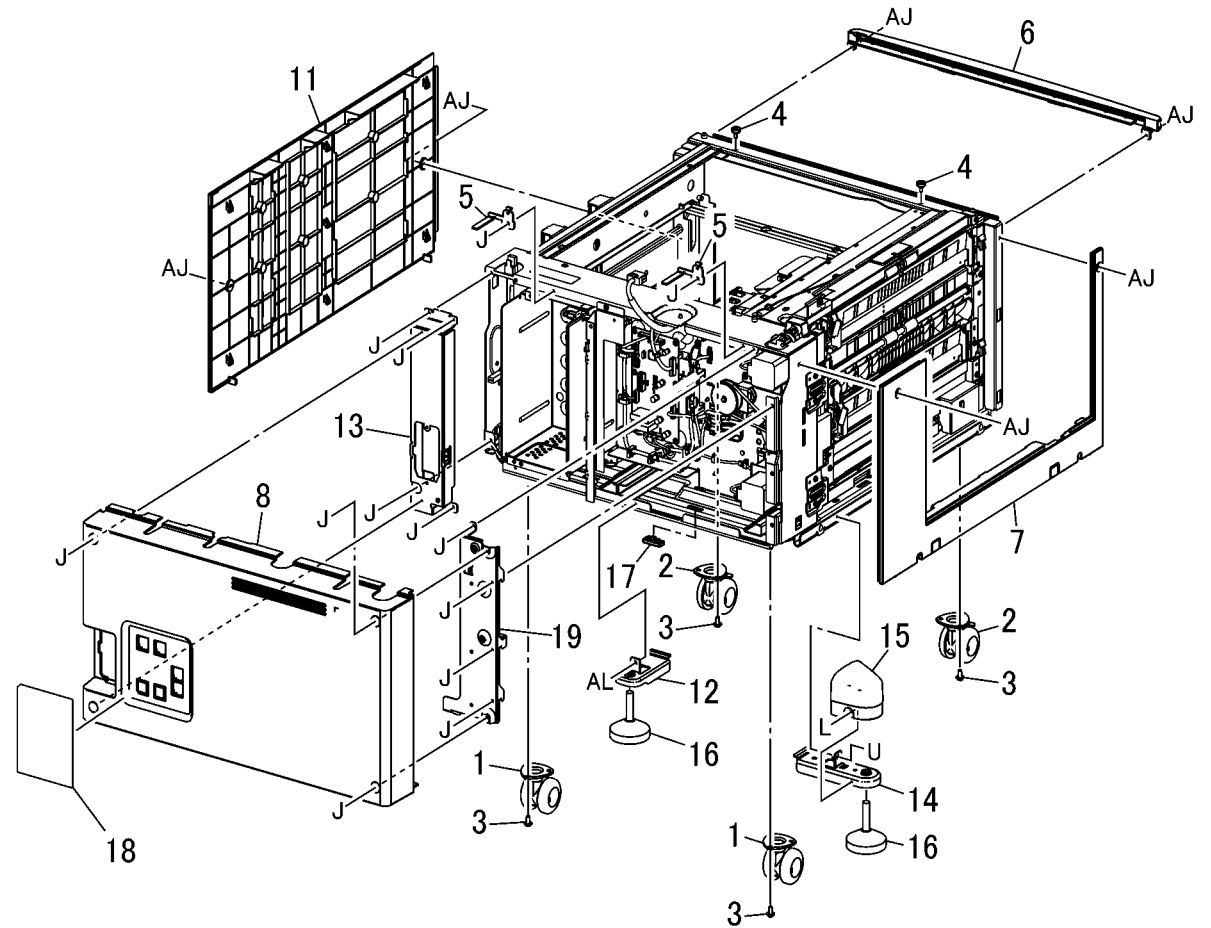
Item	Part	Description
1	–	Bracket
2	–	Guide H Fo
3	952K03061	Harness Assembly IF
4	–	Harness Assembly Motor
5	960K68542	Tray Module PWB (C8030/35, C8045/55)
–	960K62164	Tray Module PWB (C8070) (REP 7.20)
6	–	Harness Assembly Sensor (Not Spared)



PL 11.18 Covers (TTM)

PL11.18

Item	Part	Description
1	017K94570	Caster Assembly
2	017K94580	Locking Caster Assembly (S)
3	-	Screw
4	-	Docking Screw
5	-	Docking Bracket
6	-	Top Cover (Not Spared)
7	-	Left Cover (Not Spared)
8	848K78501	Rear Cover
11	-	Right Cover
12	868E92340	Foot Bracket
13	-	Bracket
14	868E20861	Foot Bracket
15	848E45610	Foot Cover
16	017K94590	Adjuster Foot Assembly
17	-	Cap
18	-	Seal
19	-	Bracket

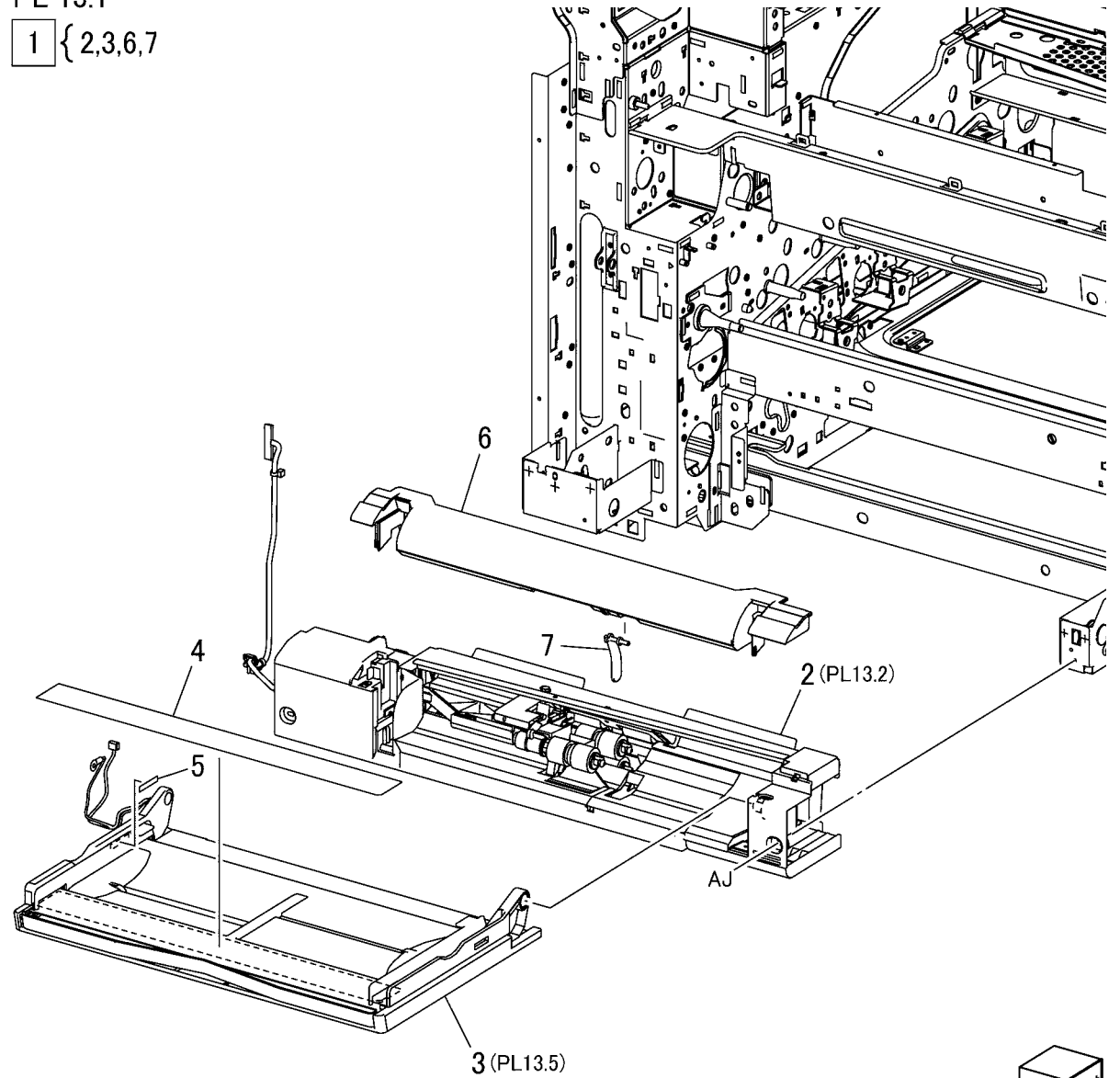


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PL 13.1 MSI Tray Assembly (1 of 5)

Item	Part	Description
1	059K75180	MSI Tray (PL 13.1 Item 2) (REP 7.21)
2	—	MSI Feeder Assembly (PL 13.2)
3	050K64540	MSI Tray Assembly (PL 13.5)
4	897E04930	Label (Instruction)
5	896E46040	Label (Max)
6	848E44583	Top Cover
7	120E29441	Actuator

PL 13.1
1 { 2,3,6,7

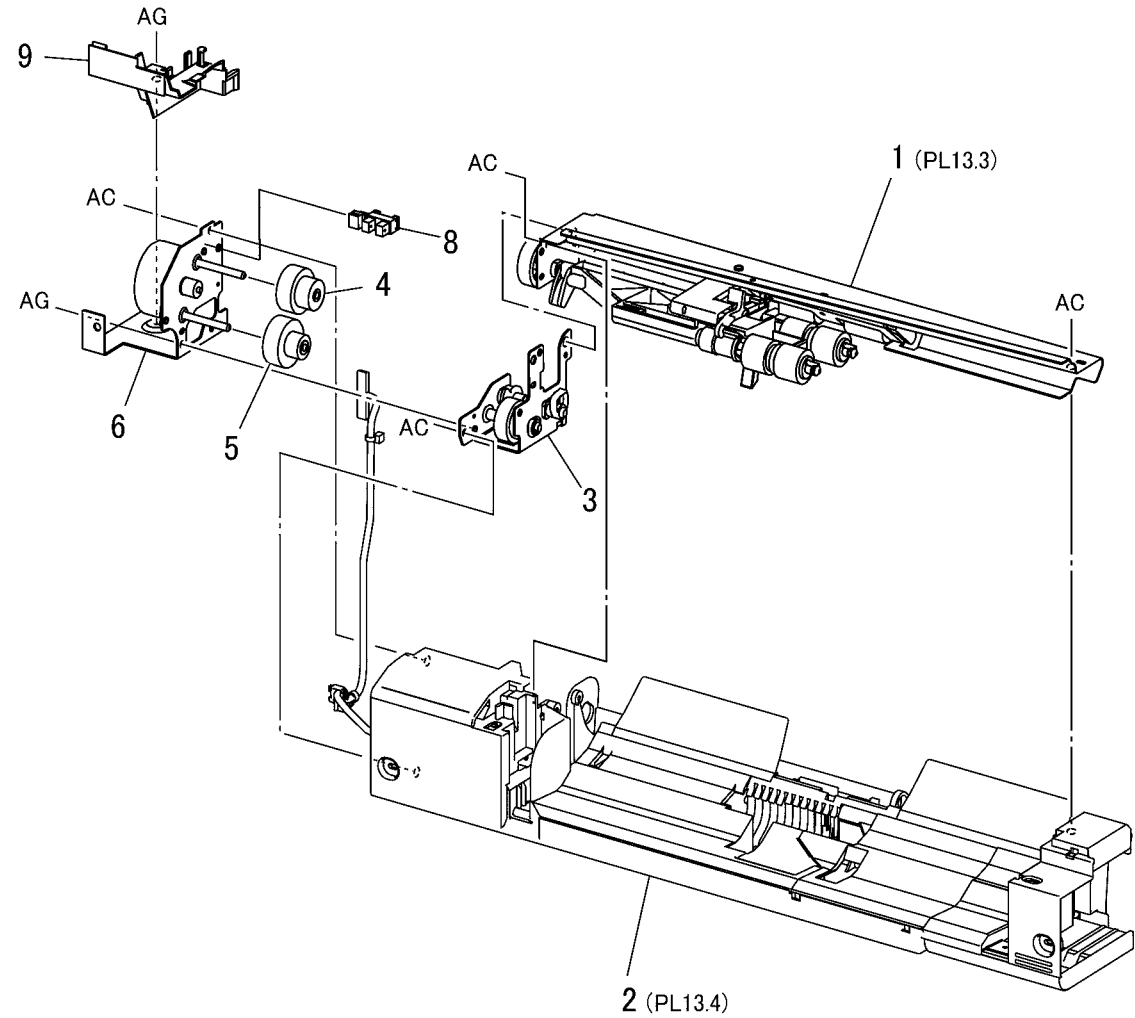


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PL 13.2 MSI Tray Assembly (2 of 5)

Item	Part	Description
1	–	Upper Frame Assembly (PL 13.3)
2	–	Lower Frame Assembly (PL 13.4)
3	–	Drive Bracket Assembly
4	–	Gear (29T/19T)
5	–	Gear (31T/15T)
6	127K57070	MSI Feed/Nudger Motor
8	930W00113	MSI Nudger Position Sensor (Alternate)
–	930W00123	MSI Nudger Position Sensor (Alternate)
9	–	Harness Holder

PL 13.2



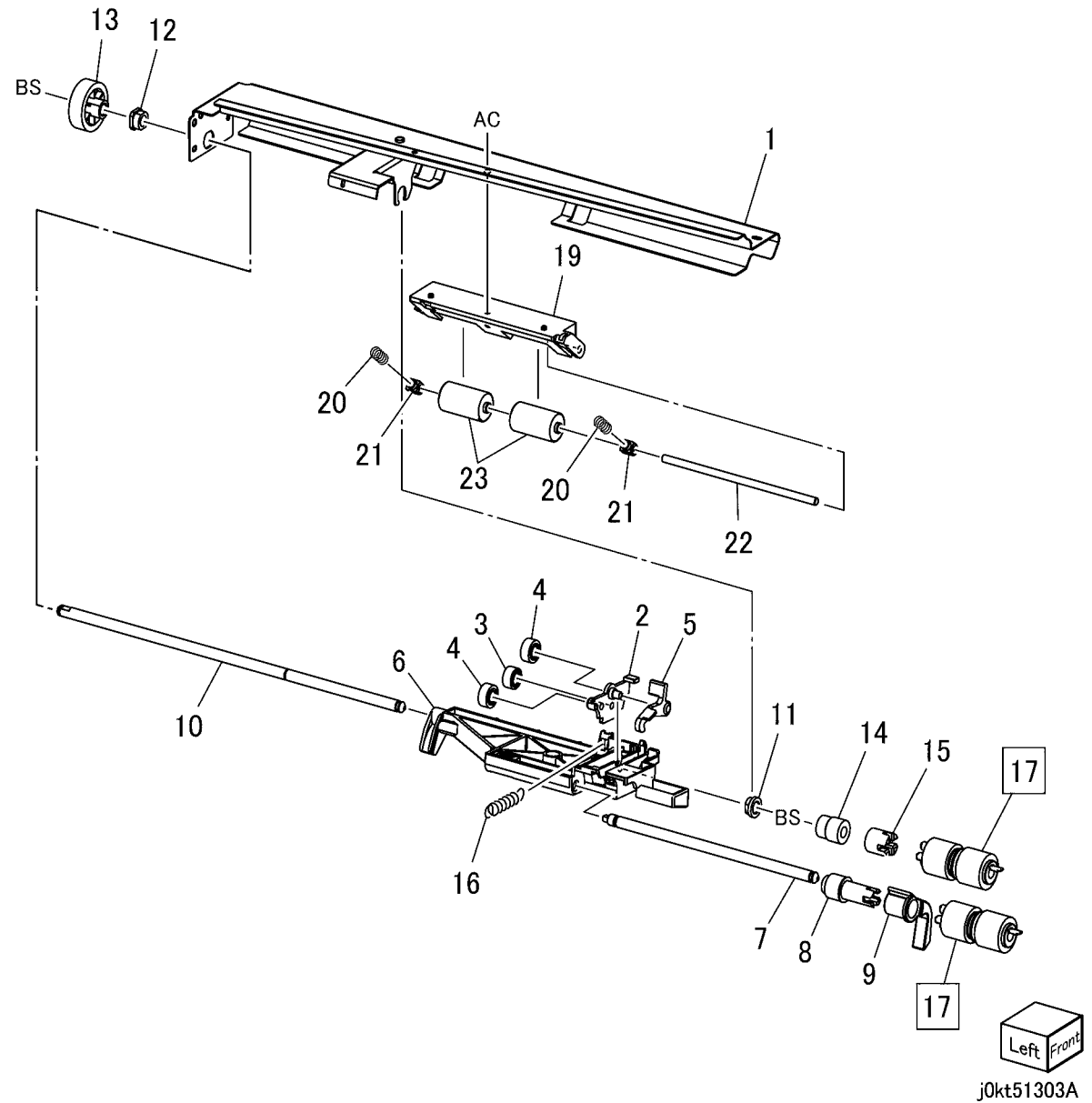
j0kt51302A

PL 13.3 MSI Tray Assembly (3 of 5)

Item	Part	Description
1	-	Pinch Chute Assembly (P/O PL 13.1 Item 1)
2	-	Gear Support (P/O PL 13.1 Item 1)
3	-	Gear (21T) (P/O PL 13.1 Item 1)
4	-	Gear (23T) (P/O PL 13.1 Item 1)
5	-	Lock Stopper (P/O PL 13.1 Item 1)
6	-	Nudger Support (P/O PL 13.1 Item 1)
7	-	Nudger Shaft (P/O PL 13.1 Item 1)
8	-	Gear (25T) (P/O PL 13.1 Item 1)
9	-	Stopper (P/O PL 13.1 Item 1)
10	-	Feed Shaft (P/O PL 13.1 Item 1)
11	413W85459	Bearing
12	413W11660	Sleeve Bearing
13	-	Gear (30T) (P/O PL 13.1 Item 1)
14	005K08370	One Way Clutch (22T)
15	-	One Way Clutch (P/O PL 13.1 Item 1)
16	-	Spring (P/O PL 13.1 Item 1)
17	-	Feed Roll, Nudger Roll (P/O PL 13.3 Item 24) (REP 7.22)
19	-	Guide
20	-	Pinch Spring
21	-	Spacer (P/O PL 13.1 Item 1)
22	-	Shaft (P/O PL 13.1 Item 1)
23	022K77220	Pinch Roll
24	604K66430	MSI Roll Kit

PL 13.3

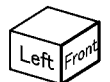
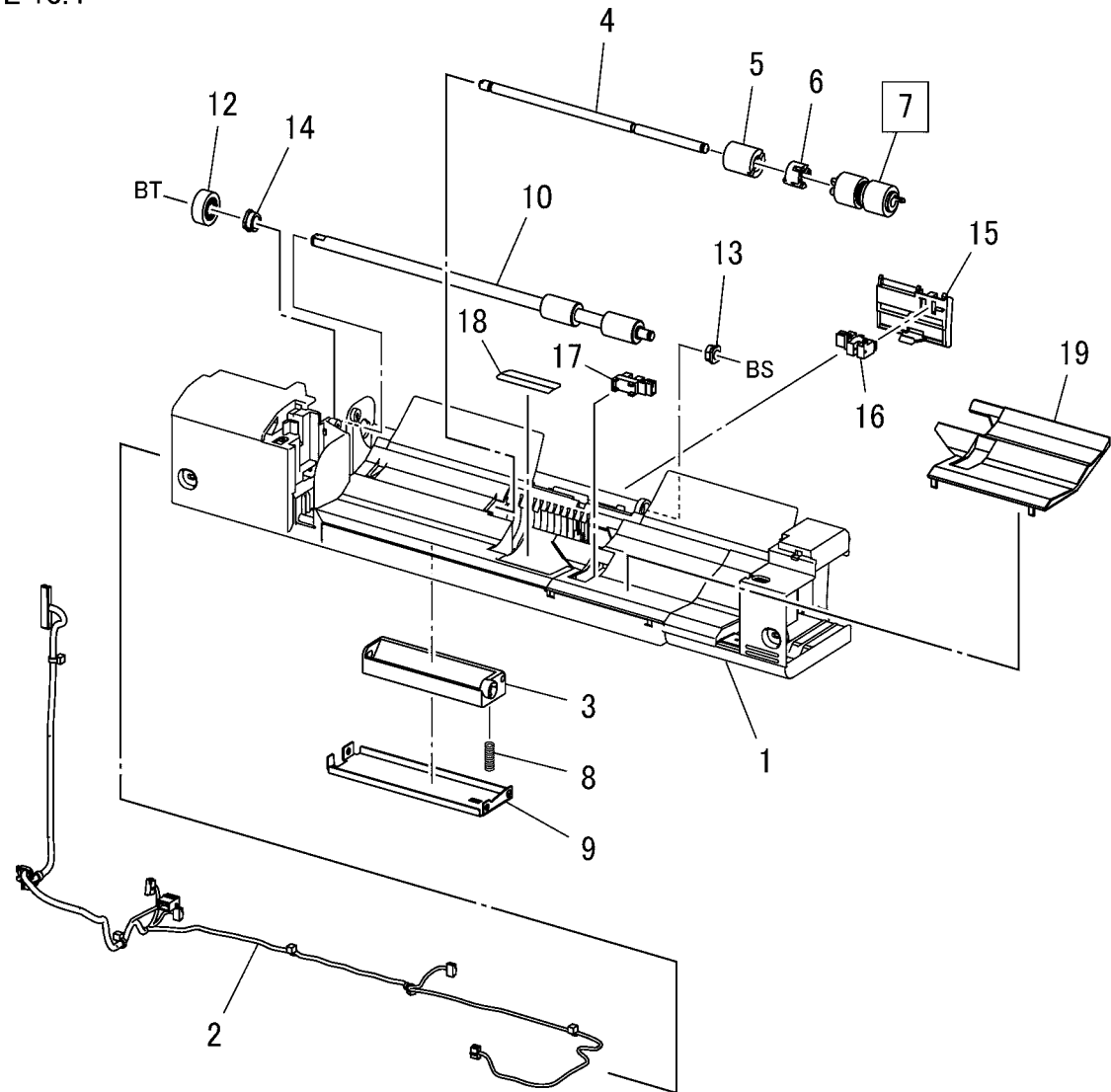
24{17, PL13.4 Item7



PL 13.4 MSI Tray Assembly (4 of 5)

Item	Part	Description
1	–	MSI Lower Frame (P/O PL 13.2 Item 2)
2	–	Wire Harness (MSI) (P/O PL 13.2 Item 2)
3	–	Retard Support (P/O PL 13.2 Item 2)
4	–	Shaft (P/O PL 13.2 Item 2)
5	005K83330	Friction Clutch
6	014E45030	Spacer
7	–	Retard Roll (P/O PL 13.3 Item 24) (REP 7.22)
8	–	Retard Spring (P/O PL 13.2 Item 2)
9	–	Plate (P/O PL 13.2 Item 2)
10	059K53691	Drive Roll Assembly
12	–	Gear (23T) (P/O PL 13.2 Item 2)
13	413W11660	Sleeve Bearing
14	413W11860	Sleeve Bearing
15	–	Sensor Plate (P/O PL 13.2 Item 2)
16	130K72110	MSI Feed Out Sensor
17	930W00123	MSI No Paper Sensor (Alternate)
–	930W00113	MSI No Paper Sensor (Alternate)
18	019E68980	Bottom Pad
19	054E33950	Front Chute

PL 13.4

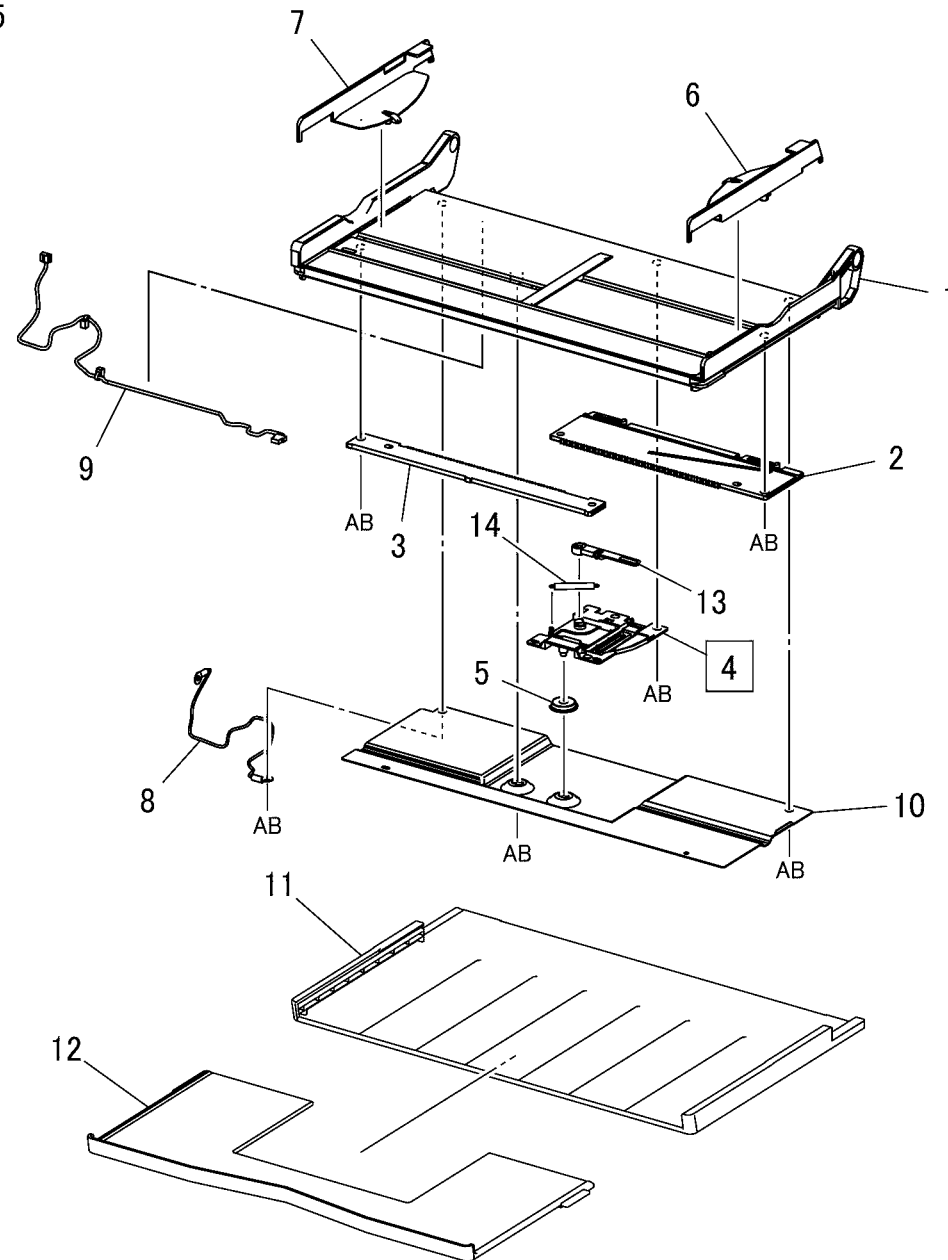


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PL 13.5 MSI Tray Assembly (5 of 5)

Item	Part	Description
1	-	MSI Tray (P/O PL 13.1 Item 3)
2	-	Front Rack (P/O PL 13.1 Item 3)
3	-	Rear Rack (P/O PL 13.1 Item 3)
4	130K70661	MSI Paper Size Sensor (REP 7.23)
5	007E79700	Pinion Gear
6	-	Front Side Guide (P/O PL 13.1 Item 3)
7	-	Rear Side Guide (P/O PL 13.1 Item 3)
8	-	Wire Harness (P/O PL 13.1 Item 3)
9	-	Wire Harness (P/O PL 13.1 Item 3)
10	-	Plate (P/O PL 13.1 Item 3)
11	-	Extension Tray (L1) (P/O PL 13.1 Item 3)
12	-	Extension Tray (L2) (P/O PL 13.1 Item 3)
13	012E11760	Sensor Link
14	809E49930	Sensor Spring

PL 13.5

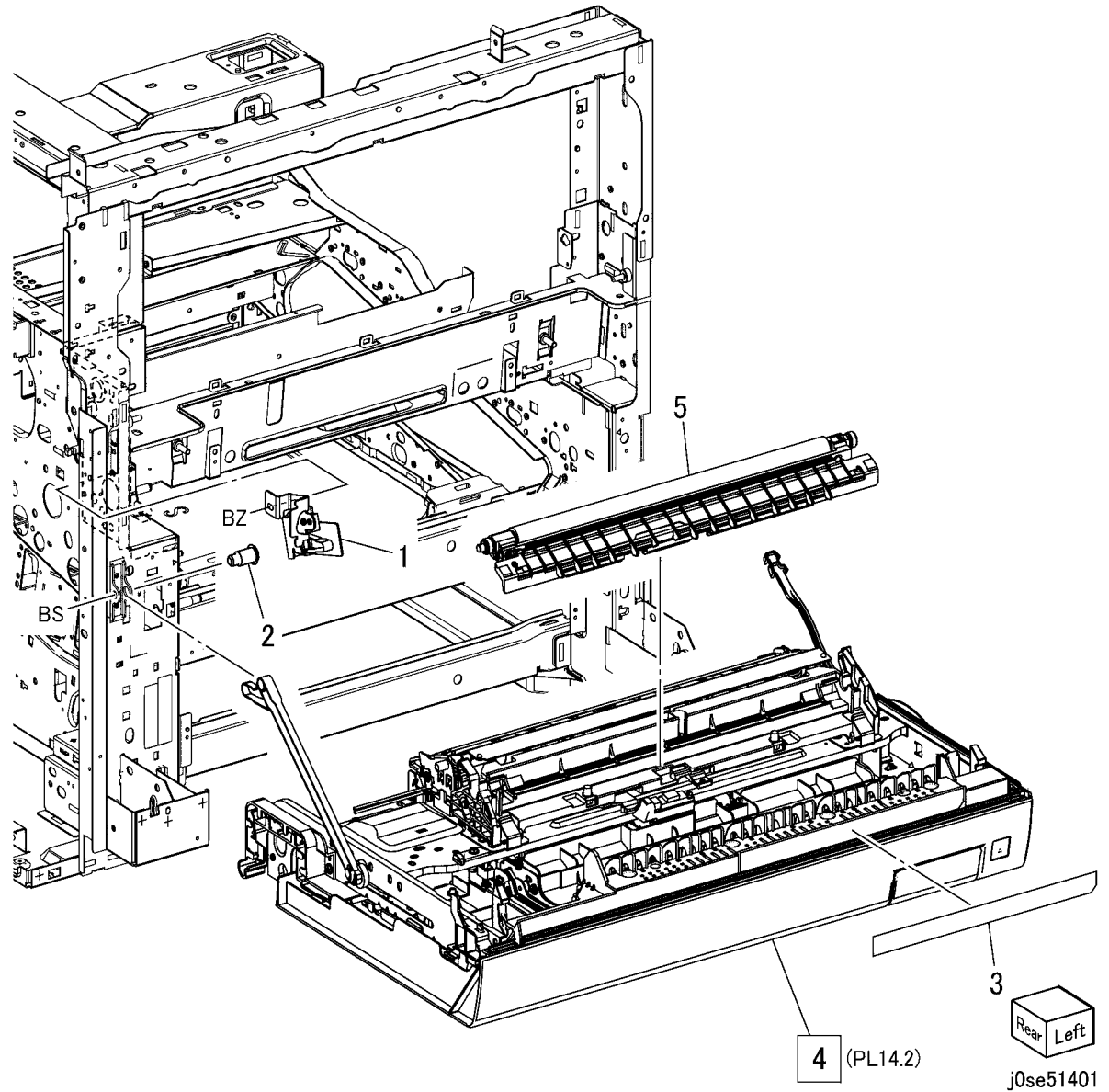


j0kt51305A

PL 14.1 Left Hand Cover (1 of 2)

Item	Part	Description
1	110K17101	L/H Cover Interlock Switch
2	806E21420	Shaft
3	896E89601	Label Kit
4	948K17150	Left Hand Cover Unit (C8030/35) (PL 14.2)
-	948K17160	Left Hand Cover Unit (C8045/55) (PL 14.2)
-	848K90963	Left Hand Cover Unit (C8070) (PL 14.2) (REP 14.1)
5	859K03830	2ND BTR Assembly (REP 9.9)

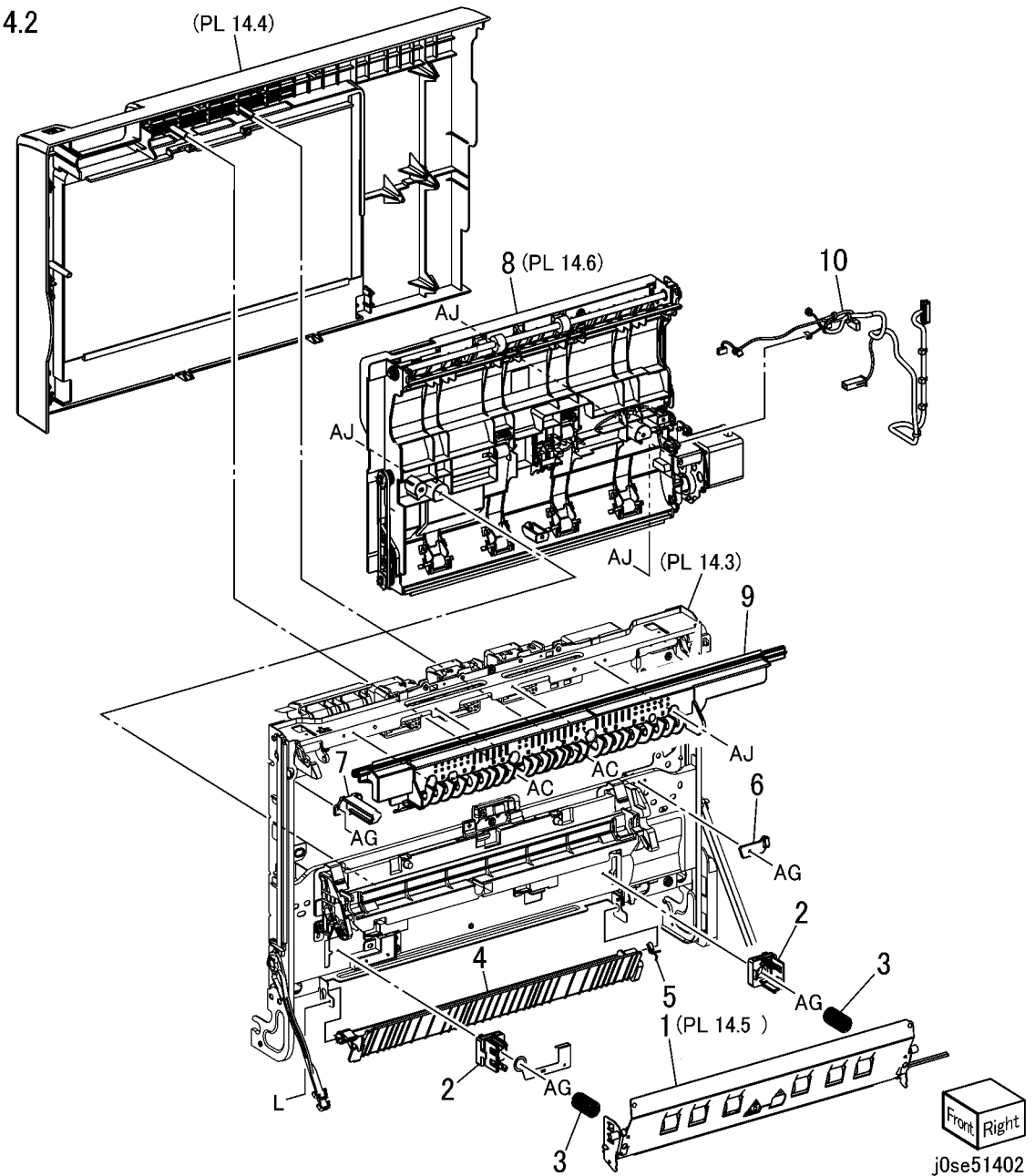
PL 14.1



PL 14.2 Left Hand Cover (2 of 2)

Item	Part	Description
1	054K48291	Chute Assembly Pinch (C8030/35, C8045/55) (PL 14.5)
-	054K51360	Chute Assembly Pinch (C8070) (PL 14.5)
2	-	Support Chute
3	809E65260	Spring Compression FI
4	054K35160	Chute Assembly Duplex
5	809E76900	Spring Torsion
6	012E15280	Link Fuser Lh
7	014E72100	Block Dec
8	059K82201	Duplex Assembly (C8030/35) (PL 14.5) (REP 10.2)
-	059K82211	Duplex Assembly (C8045/55) (PL 14.5) (REP 10.2)
-	059K82222	Duplex Assembly (C8070) (PL 14.5) (REP 10.2)
9	054E53720	Left Hand Cover Chute
10	-	Harness Assembly

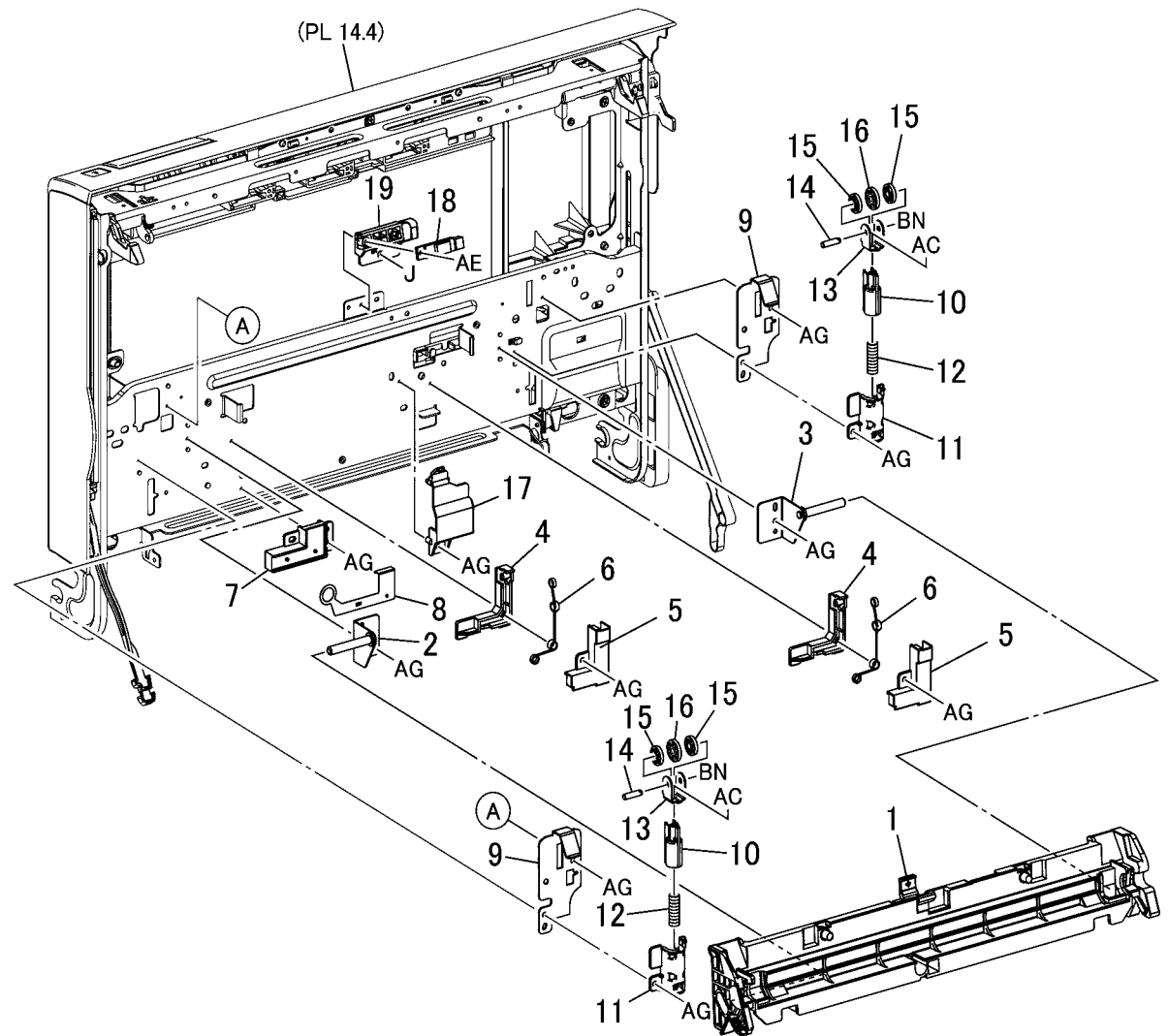
PL 14.2



PL 14.3 Left Hand Cover Assembly (1 of 2)

PL 14.3

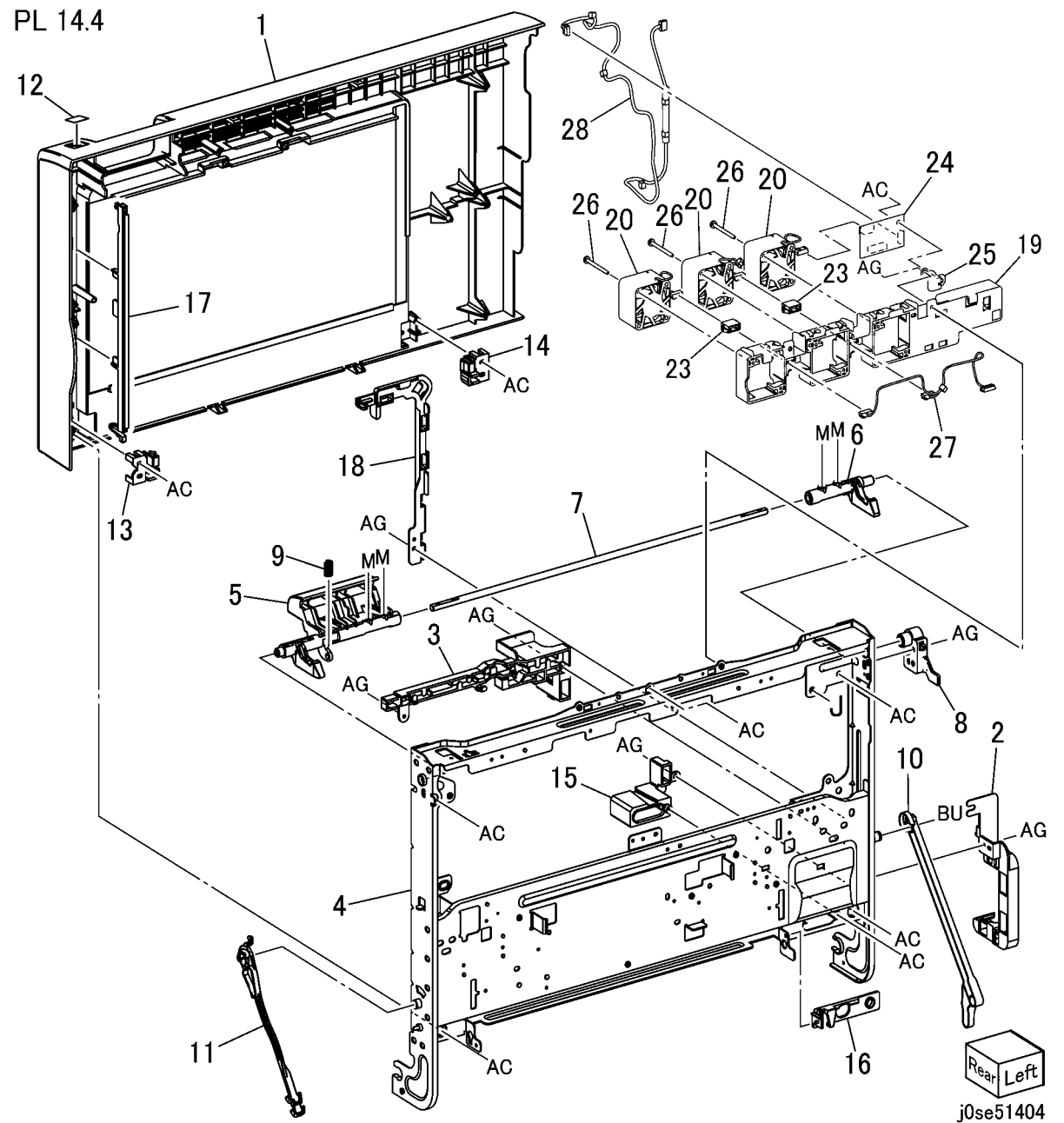
Item	Part	Description
1	848K61850	2nd Bias Housing
2	-	2nd Bias Bracket
3	-	2nd Bias Bracket
4	-	Housing Conductor
5	-	Cover Conductor
6	-	Conductor Exit
7	-	Housing Conductor
8	-	Conductor Chute
9	-	Plate Lh
10	-	Spring
11	-	Holder Spring
12	-	Spring Compression
13	-	Bracket Roll
14	-	Roller Shaft
15	-	Push Roller
16	-	Push Roller
17	-	Cover Harness
18	130E87410	POB Sensor
19	-	POB Sensor Holder



j0se51403

PL 14.4 Left Hand Cover Assembly (2 of 2)

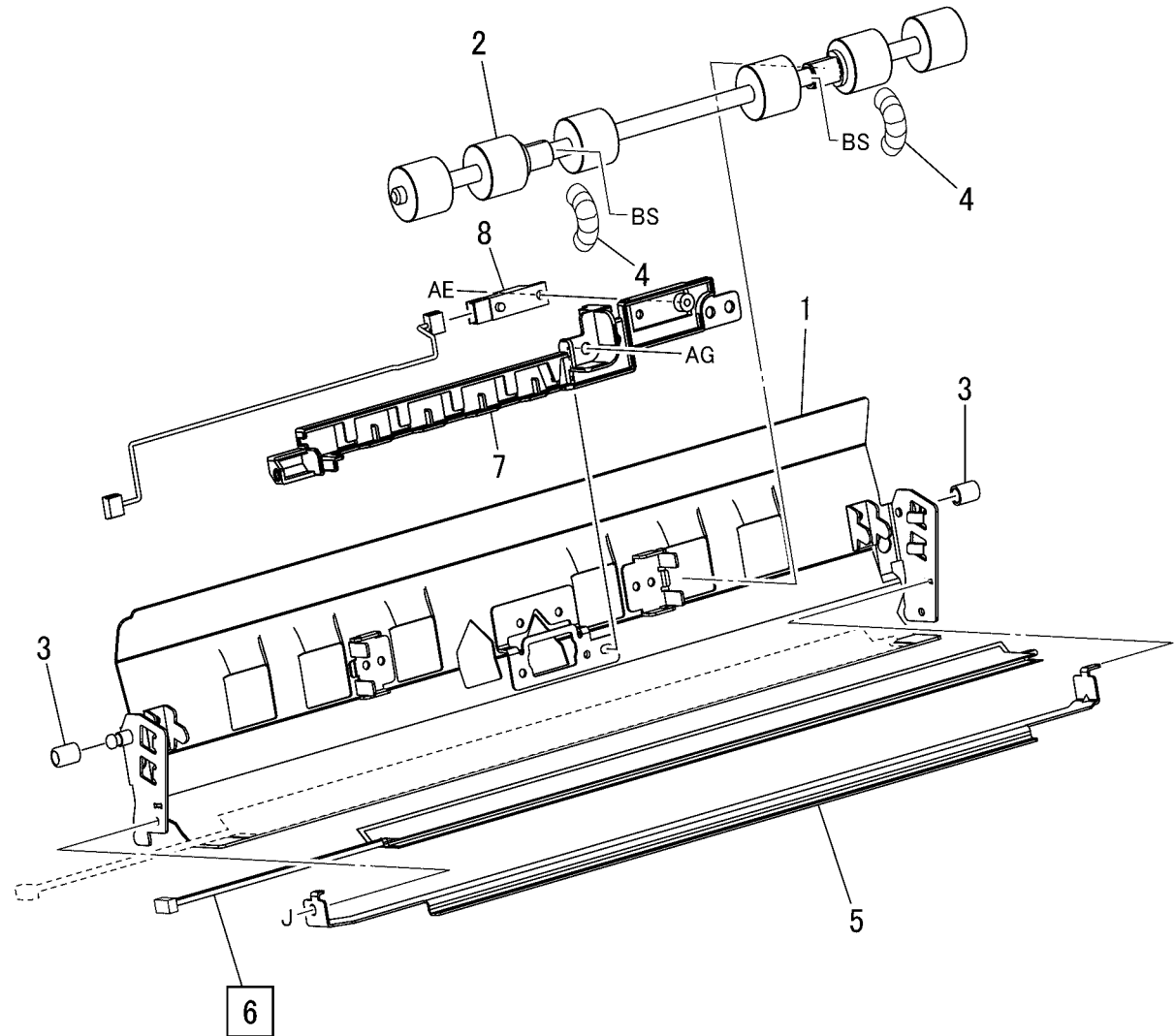
Item	Part	Description
1	-	Left Hand Cover
2	-	Guide Hrns In
3	-	Guide Hrns Out L42
4	-	Frame Assembly Lh
5	011E24361	Lever Latch Front MF
6	011E24380	Lever Latch R (C8070)
-	011E20740	Lever Latch R (C8030/35, C8045/55)
7	-	Shaft
8	120E34041	Actuator
9	-	Spring
10	849E97370	Support Lhcover
11	868E05450	Support Lhcover F
12	-	Label Door A
13	-	Latch Lhcover F
14	-	Latch Lhcover R
15	-	Guide Hrns Heaterin L42
16	-	Guide Hrns Heaterout
17	-	Holder Assembly
18	-	Guide Hrns Fan
19	-	Holder Fan
20	127K61510	L/H Fan Assembly 1, L/H Fan Assembly 2, L/H Fan Assembly 3 (C8070)
21	-	Harness Guide
22	-	Harness Holder
23	-	Connector Amp Ct Series
24	960K50361	PWB Fan (C8070)
25	-	Conductor Fan
26	-	Screw
27	-	Harness Assembly Lhfan
28	-	Harness Assembly Lhfan



PL 14.5 Chute Assembly

Item	Part	Description
1	–	Chute Assembly Regi Pinch
2	059K56660	Pinch Assembly Roll (C8030/35, C8045/55)
–	059K82300	Pinch Assembly Roll (C8070)
3	–	Pulley
4	809E79750	Spring Regi
5	–	Heater Bracket
6	–	DC Heater
7	–	Bracket Sensor Regi (C8070 Only)
8	930W00211	Registration Sensor (C8070 Only)

PL 14.5

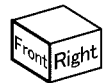
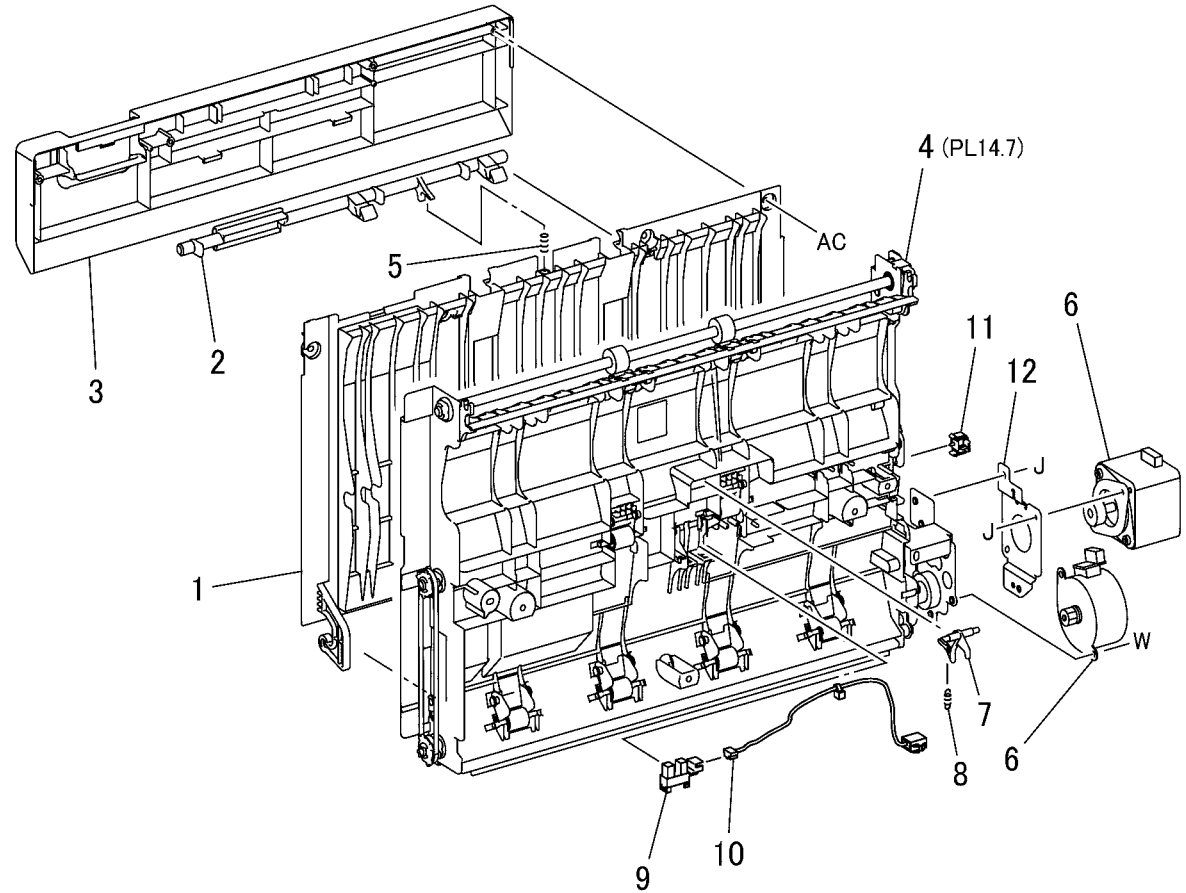


j0se51405

PL 14.6 Duplex Assembly (1 of 2)

Item	Part	Description
1	848E24142	Duplex Cover
2	011E23681	Duplex Lever
3	848E43860	Level Cover
4	-	Frame Assembly
5	-	Spring
6	127K58390	Duplex Motor (C8030/35)
-	127K65880	Duplex Motor (C8045/55)
-	127K70410	Duplex Motor (C8070)
7	120E32340	Actuator
8	809E75960	Spring
9	930W00113	Duplex Path Sensor
-	930W00123	Duplex Path Sensor (Alternate)
10	-	Wire Harness
11	110E11580	Dulpex Cover Switch
12	-	Motor Bracket

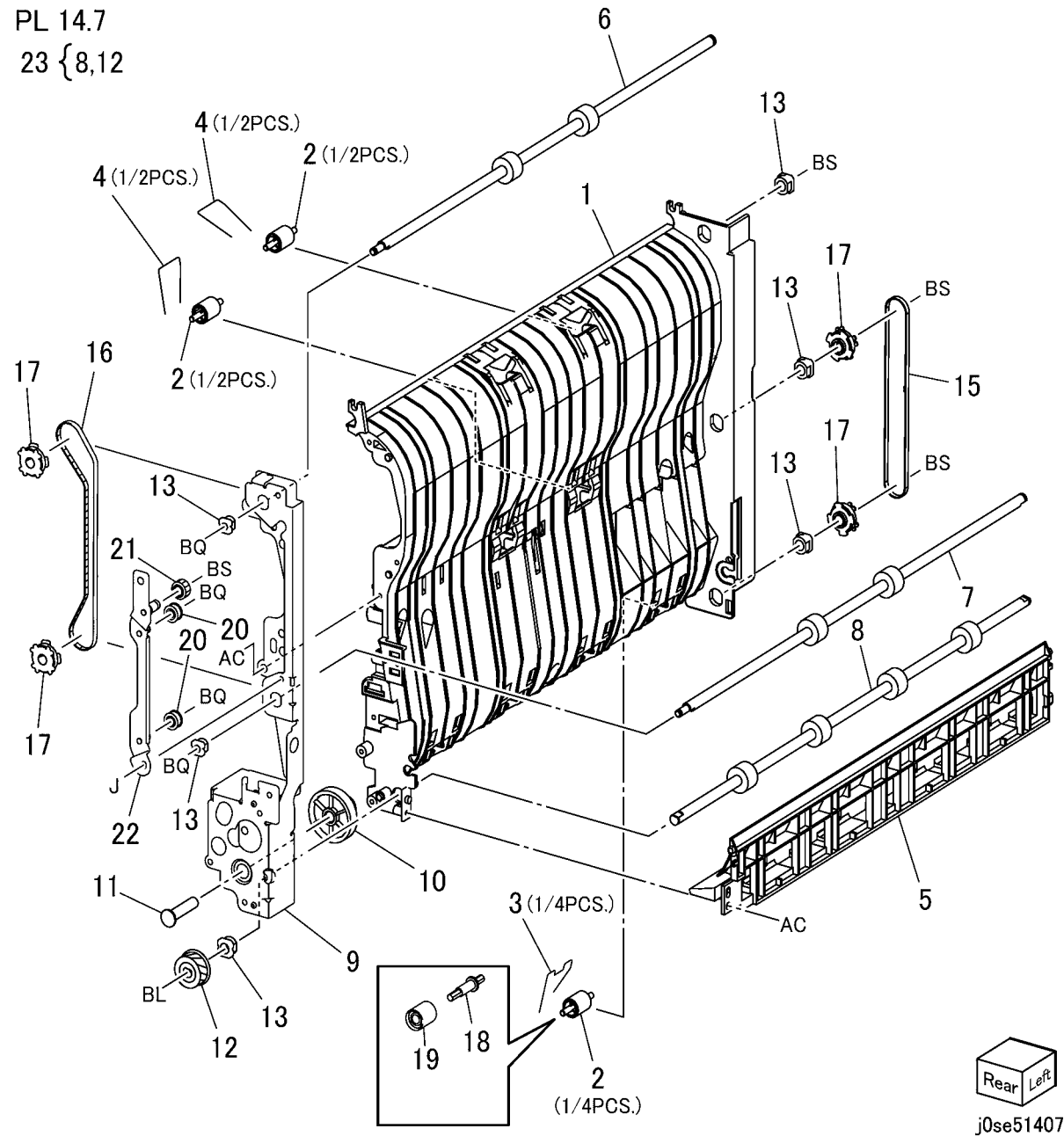
PL 14.6



j0se51406

PL 14.7 Duplex Assembly (2 of 2)

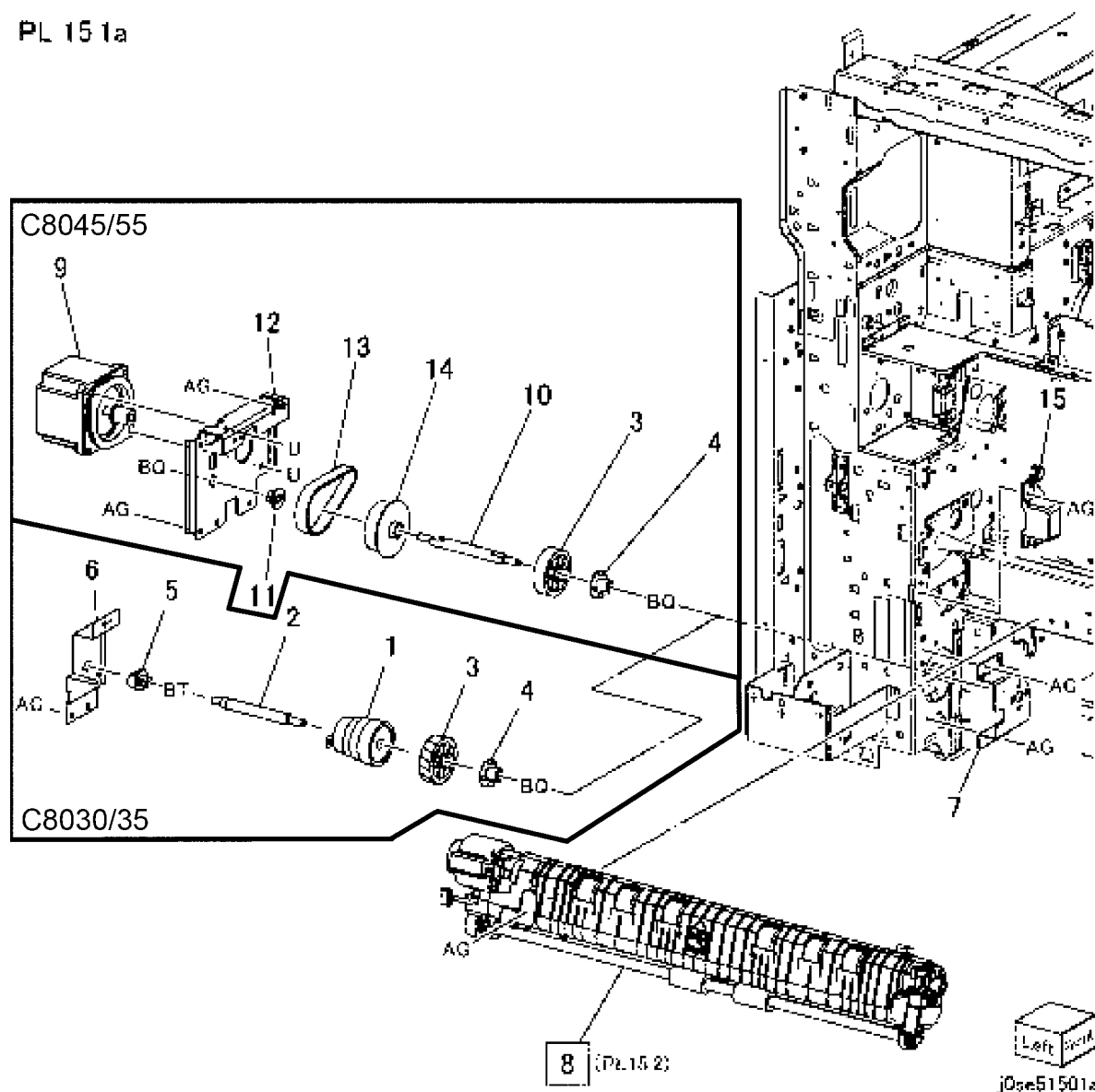
Item	Part	Description
1	-	Inner Chute
2	-	Duplex Pinch Roll
3	-	Pinch Spring 1
4	-	Pinch Spring 2
5	-	Lower Chute
6	-	Duplex Roller 1
7	-	Duplex Roller 2
8	-	Duplex Roller 3 (P/O PL 14.7 Item 23)
9	-	Duplex Rear Frame
10	-	Idle Gear (13T/46T)
11	-	Pin
12	-	Gear (P/O PL 14.7 Item 23)
13	-	Sleeve Bearing
15	-	Belt
16	-	Belt
17	-	Pulley
18	-	Shaft
19	-	Duplex Pinch Roll
20	-	Tension Pulley
21	-	Idler Pulley
22	-	Tension Bracket
23	-	Duplex Roller 3 and Gear (PL 14.7 Item 8)



PL 15.1A Registration (1 of 2) (C8030/35/45/55)

Item	Part	Description
1	121K41242	Take Away Clutch (C8030/35)
2	-	Shaft
3	807E20050	Gear (40T)
4	013E33420	Bearing
5	013E33460	Bearing (C8030/35)
6	-	Bracket
7	-	Bracket
8	059K75652	Registration Transport Assembly (C8030/35) (PL 15.2A)
-	059K82361	Registration Transport Assembly (C8045/55) (PL 15.2A)
9	127K71030	Take Away Motor (C8045/55)
10	-	Shaft
11	013E36280	Bearing (C8045/55)
12	-	Bracket
13	423W65754	Belt (C8045/55)
14	020E50730	Pulley (40T) (C8045/55)
15	-	Connector Cover

PL 15 1a

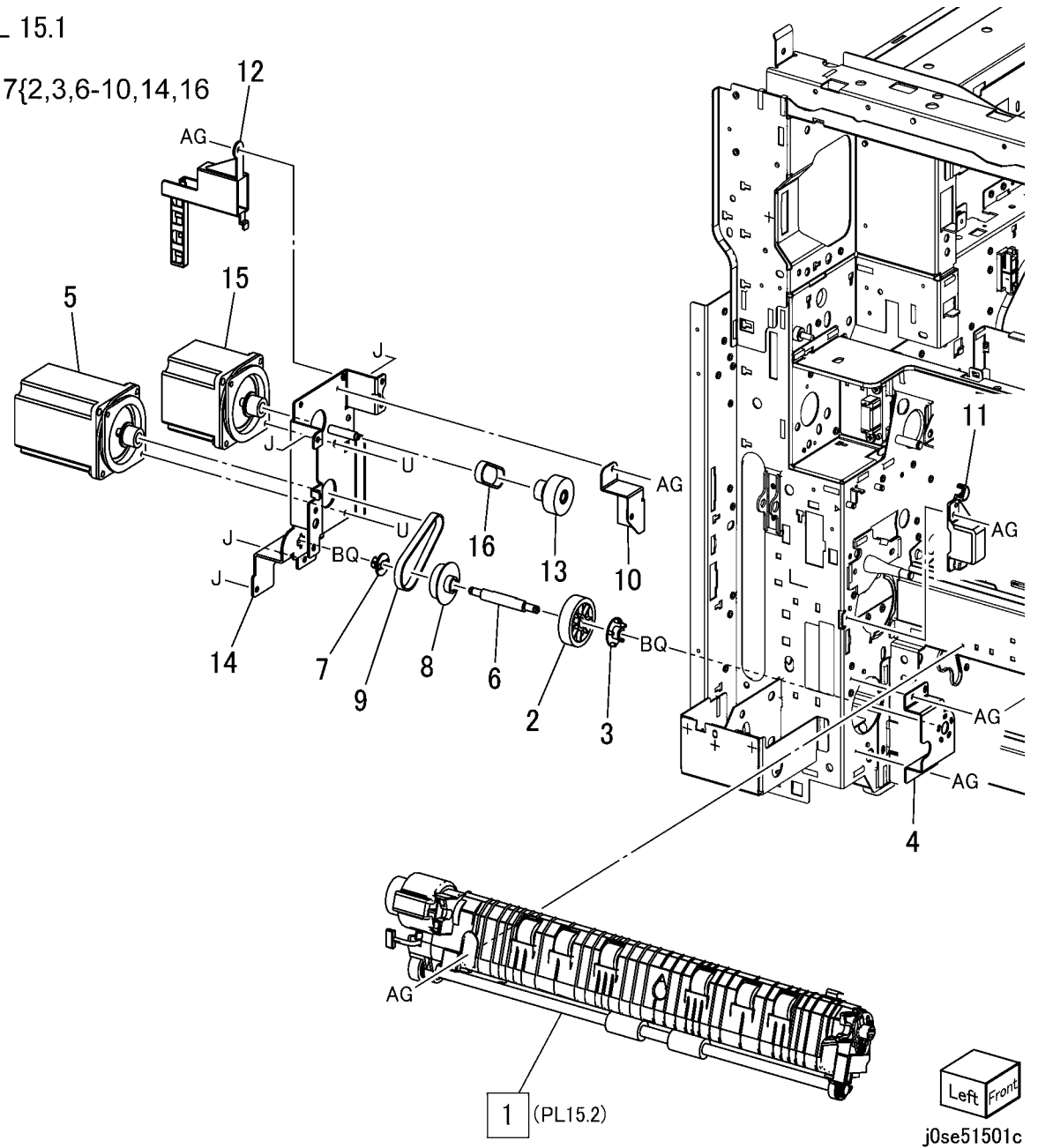


PL 15.1B Registration (2 of 2) (C8070)

Item	Part	Description
1	059K82261	Registration Transport Assembly (C8070) (REP 7.24)
2	807E20050	Gear (40T) (C8070)
3	-	Bearing Ta F
4	-	Bracket Ta H
5	127K71020	Takeaway Motor (C8070) (REP 4.5)
6	-	Shaft Idl Ta H
7	013E36280	Bearing Ta (C8070)
8	020E50740	Pulley Ta 40t (C8070)
9	-	Belt Synchronous (C8070)
10	-	Bracket Idl Regi
11	-	Cover Regi Connector
12	-	Bracket Harness Regi Hi
13	-	Pulley Regi 23t
14	-	Bracket Assembly Regi
15	127K71010	Registration Transport Drive Motor (C8070) (REP 4.6)
16	-	Belt Synchronous
17	604K91130	Registration Transport Drive Assembly

PL 15.1

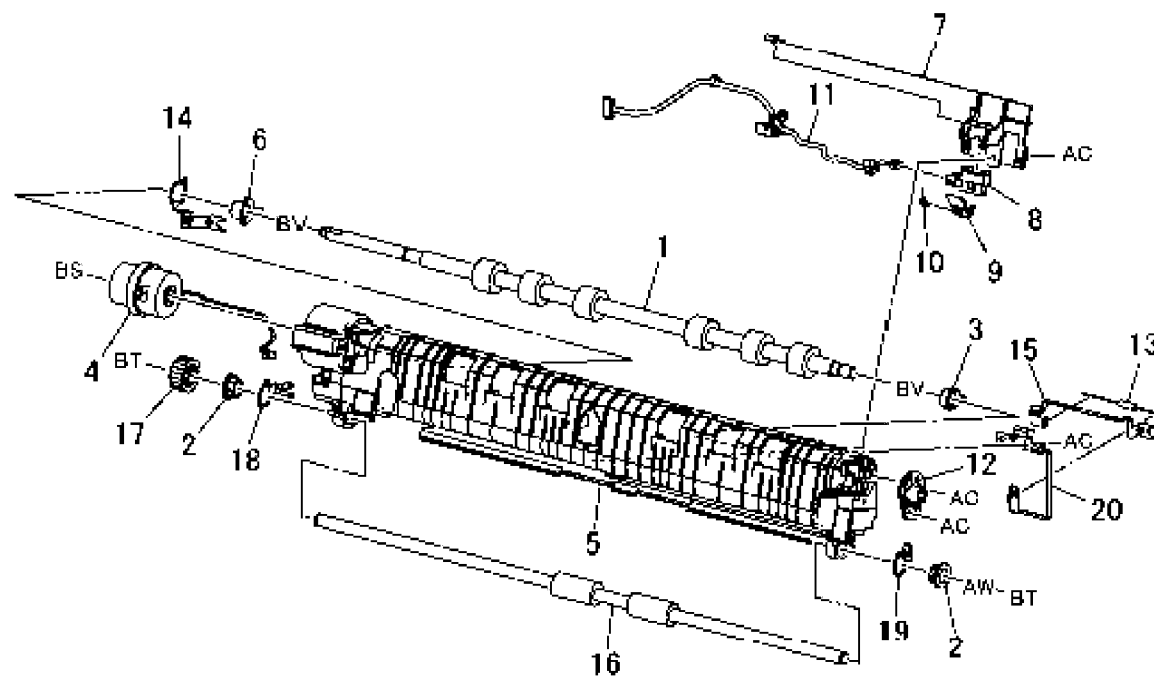
17{2,3,6-10,14,16



PL 15.2A Registration (1 of 2) (C8030/35/45/55)

Item	Part	Description
1	059K83120	Registration Roll
2	013E40520	Bearing Regi
3	013E44360	Front Registration Bearing
4	121K41201	Clutch Assembly Regi (C8030/35)
-	-	Clutch Assembly Regi (C8045/55)
5	054E54251	Chute Registration Transport
6	013E44370	Rear Registration Bearing
7	019E86331	Sensor Holder
8	930W00111	Sensor Regi
9	120E29700	Actuator
10	809E78760	Torsion Spring
11	-	Harness Regi
12	-	Skew Adjust Block
13	103E48370	Resistor Inlet
14	-	Conductor Rear
15	-	Conductor Regi Under
16	059K53370	Takeaway Roll
17	807E20190	Gear 23T
18	-	Conductor Ta
19	-	Conductor Ta
20	-	Conductor Regi IBT

PL 15.2a

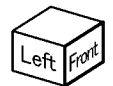
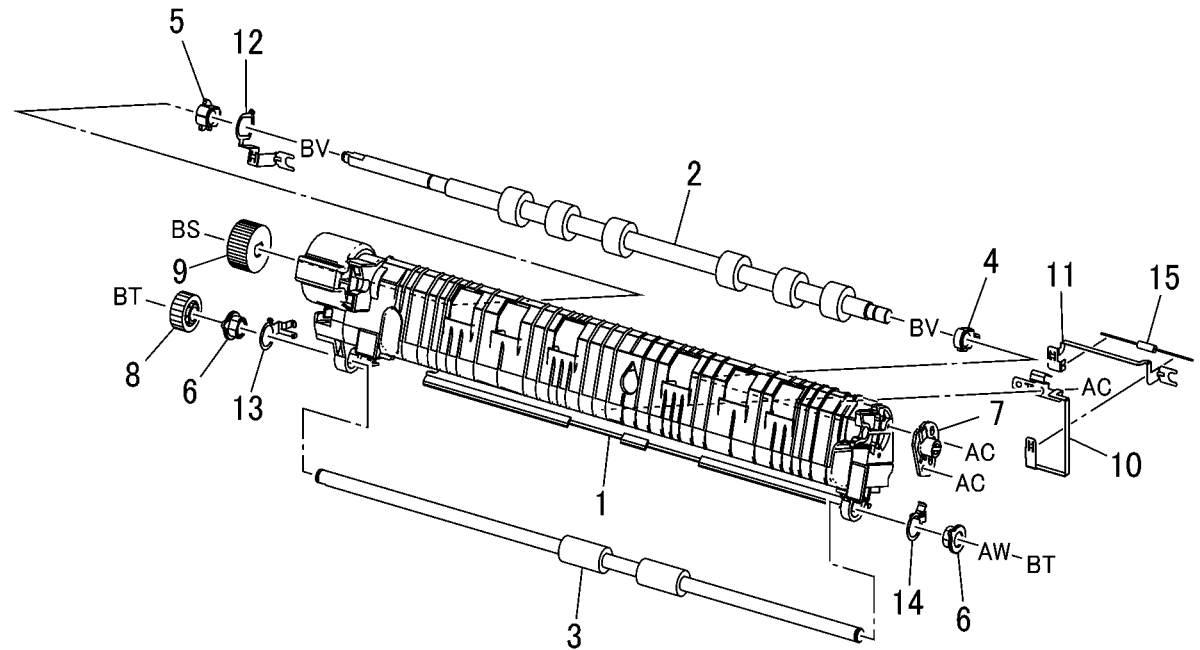


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PL 15.2B Registration (2 of 2) (C8070)

Item	Part	Description
1	054E53731	Chute Registration Transport
2	059K82270	Registration Roll
3	059K53370	Takeaway Roll
4	013E44360	Front Registration Bearing
5	013E44380	Rear Registration Bearing
6	013E44400	Bearing
7	-	Skew Adjust Block
8	807E20190	Gear 23T
9	807E43640	Gear Regi 40t
10	-	Conductor Regi IBT
11	-	Conductor Regi Under
12	-	Conductor Rear
13	-	Conductor Ta
14	-	Conductor Ta
15	103E45060	Resistor Inlet

PL 15.2

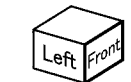
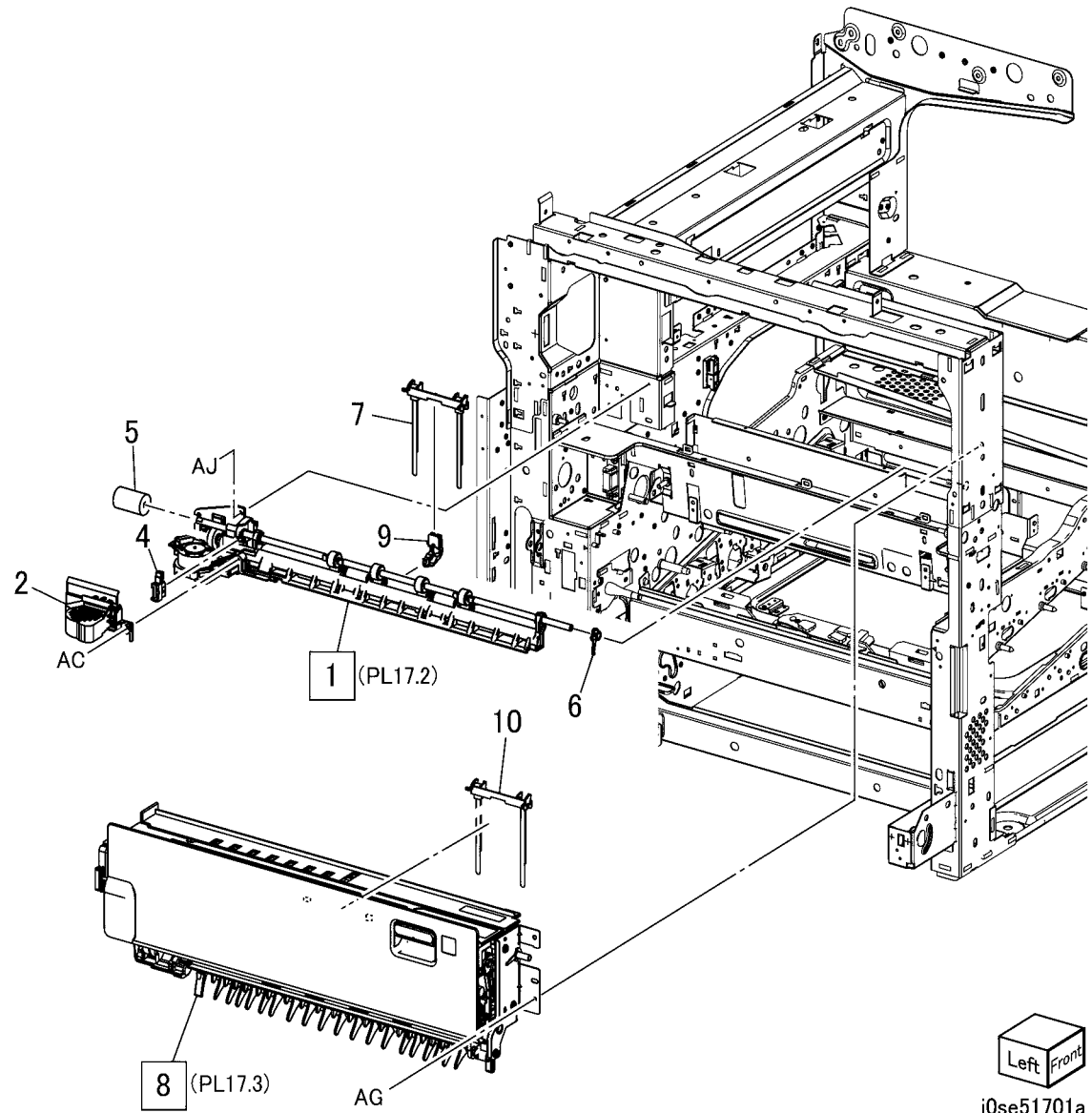


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PL 17.1 Exit 1/OCT

Item	Part	Description
1	–	Exit/OCT 1 Assembly (PL 17.2) (REP 11.1)
2	–	Motor Cover
4	930W00123	Exit 1 OCT Home Position Sensor
5	807E20620	Gear (19T)
6	013E33410	Bearing
7	036K92210	Paper Weight
8	859K10490	Exit 2 Assembly (C8030/35) (REP 11.2)
–	859K10500	Exit 2 Assembly (C8045/55) (REP 11.2)
–	859K10480	Exit 2 Assembly (C8070) (REP 11.2)
9	055E58970	Exit 1 Guard
10	822E03700	Paper Weight

PL 17.1



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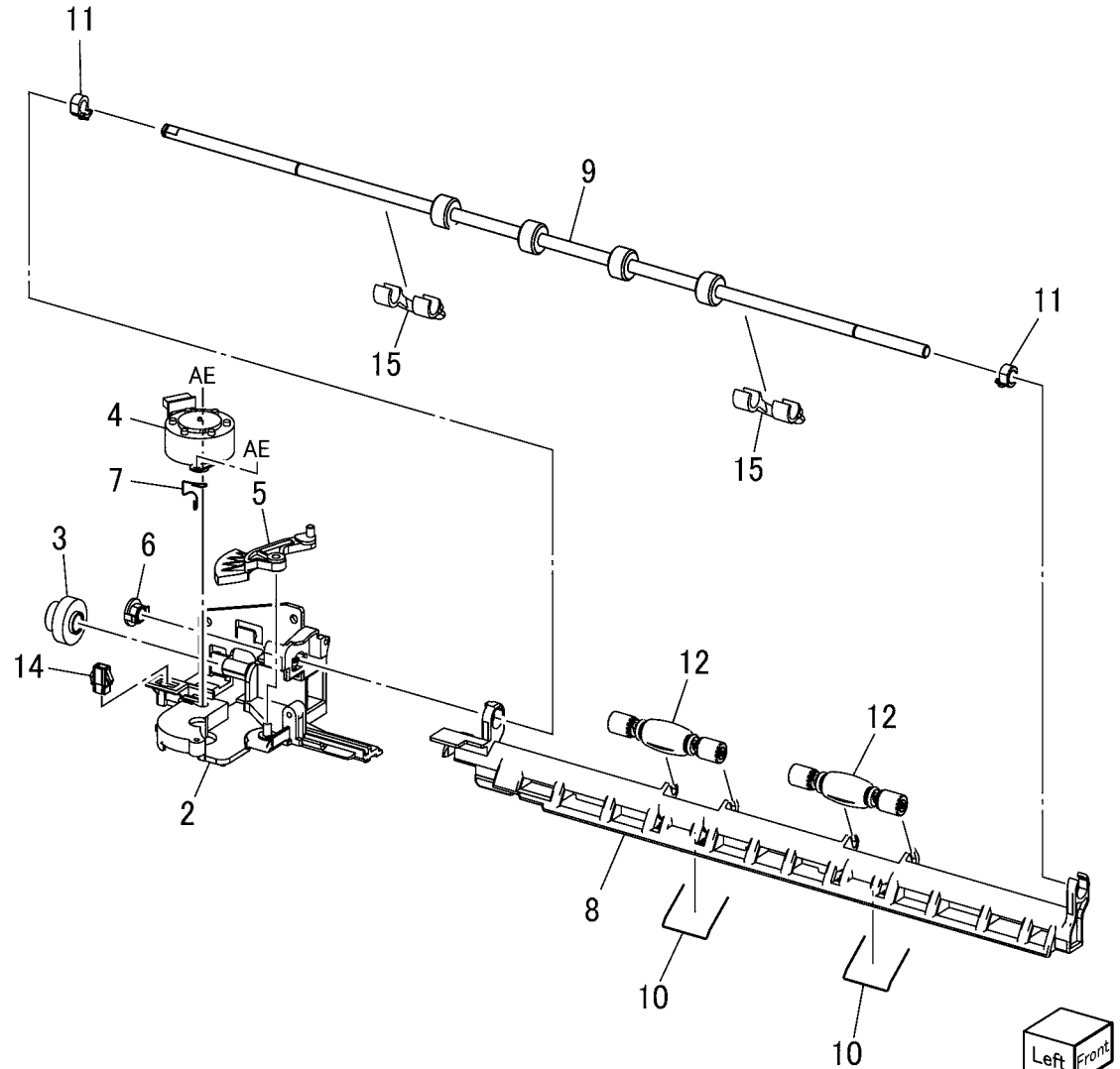
PL 17.2 Exit 1/OCT

Item	Part	Description
1	801K42591	Exit 1 Base Assembly (C8030/35)
-	801K42601	Exit 1 Base Assembly (C8045/55, C8070)
2	-	Exit 1 Base (P/O PL 17.2 Item 1)
3	-	Exit 1 Gear (P/O PL 17.2 Item 1)
4	127K52280	Exit 1 OCT Motor (C8030/35)
-	127K60880	Exit 1 OCT Motor (C8045/55, C8070)
5	-	OCT Gear (P/O PL 17.2 Item 1)
6	013E30050	Bearing
7	-	Ground Plate (P/O PL 17.2 Item 1)
8	-	OCT Chute (P/O PL 17.2 Item 13)
9	-	OCT 1 Roller (P/O PL 17.2 Item 13)
10	-	Exit Pinch Spring (P/O PL 17.2 Item 13)
11	013E36390	Bearing
12	059K65781	Exit Pinch Roller
13	054K51660	OCT 1 Assembly
14	-	Connector (P/O PL 17.2 Item 1)
15	-	Guide (P/O PL 17.2 Item 13)

PL 17.2

1 { 2-7,14

13 { 8-12,15

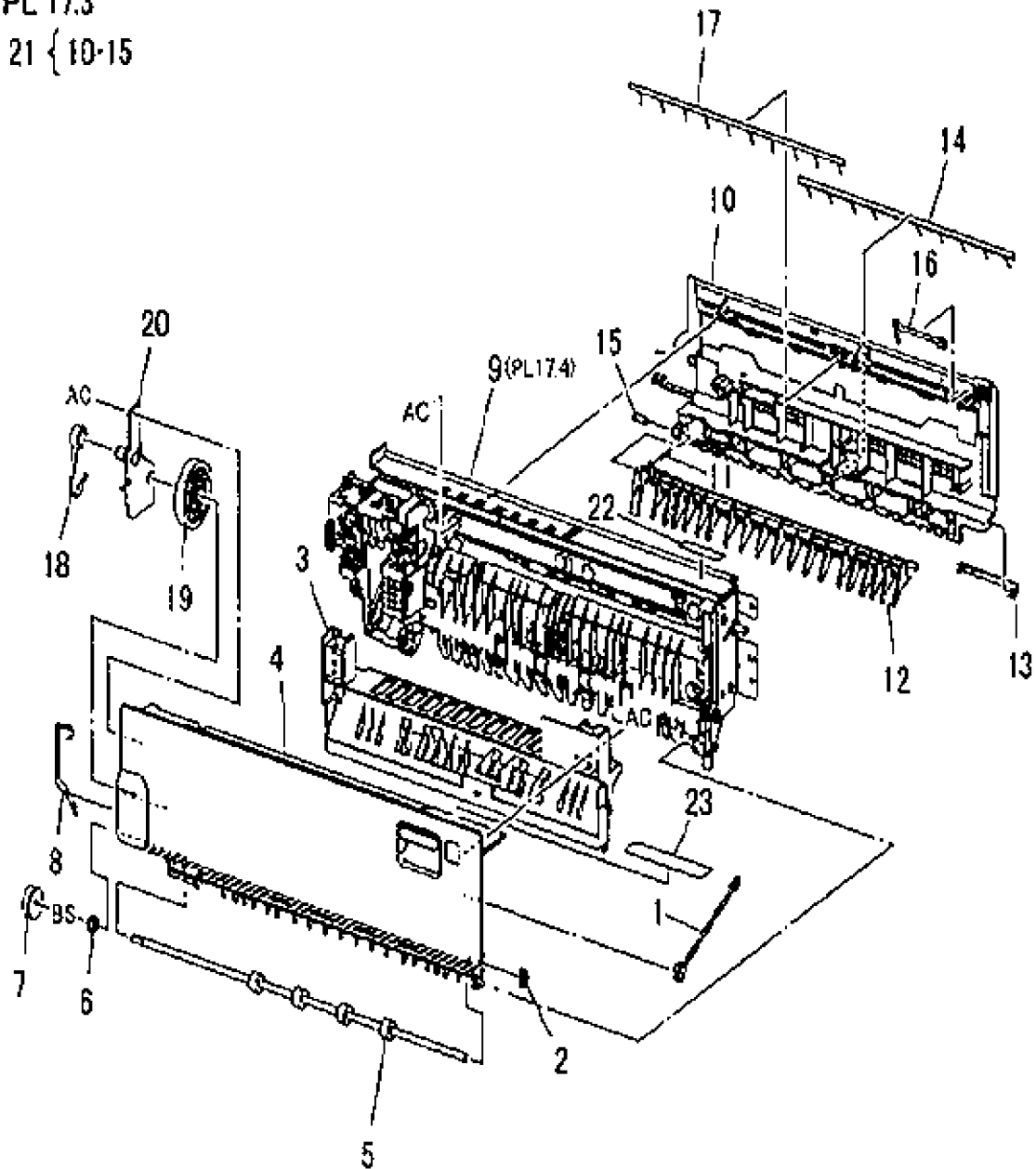


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PL 17.3 Exit 2 (1 of 3)

Item	Part	Description
1	003E76760	Exit 2 Front Stopper
2	-	Bearing
3	-	Exit 2 Chute
4	-	L/H High Chute
5	059K53742	Inverter Roll
6	413W14760	Sleeve Bearing
7	-	Gear (22T)
8	-	Ground Plate (Not Spared)
9	-	Exit 2 Drive Assembly (PL 17.4)
10	-	Tray 2 Guide (P/O PL 17.3 Item 21)
11	-	Gate 1 Spring (P/O PL 17.3 Item 21)
12	-	Exit 1 Gate (P/O PL 17.3 Item 21)
13	-	Ground Plate (P/O PL 17.3 Item 21)
14	925W00001	Eliminator
15	-	Gate Stopper
16	-	Ground Plate
17	-	Eliminator Same as Item 14
18	003E75360	Exit 2 Stopper
19	-	Gear (52T)
20	-	Gear Cover
21	-	Exit 2 Guide Assembly
22	-	Label
23	-	Caution Label

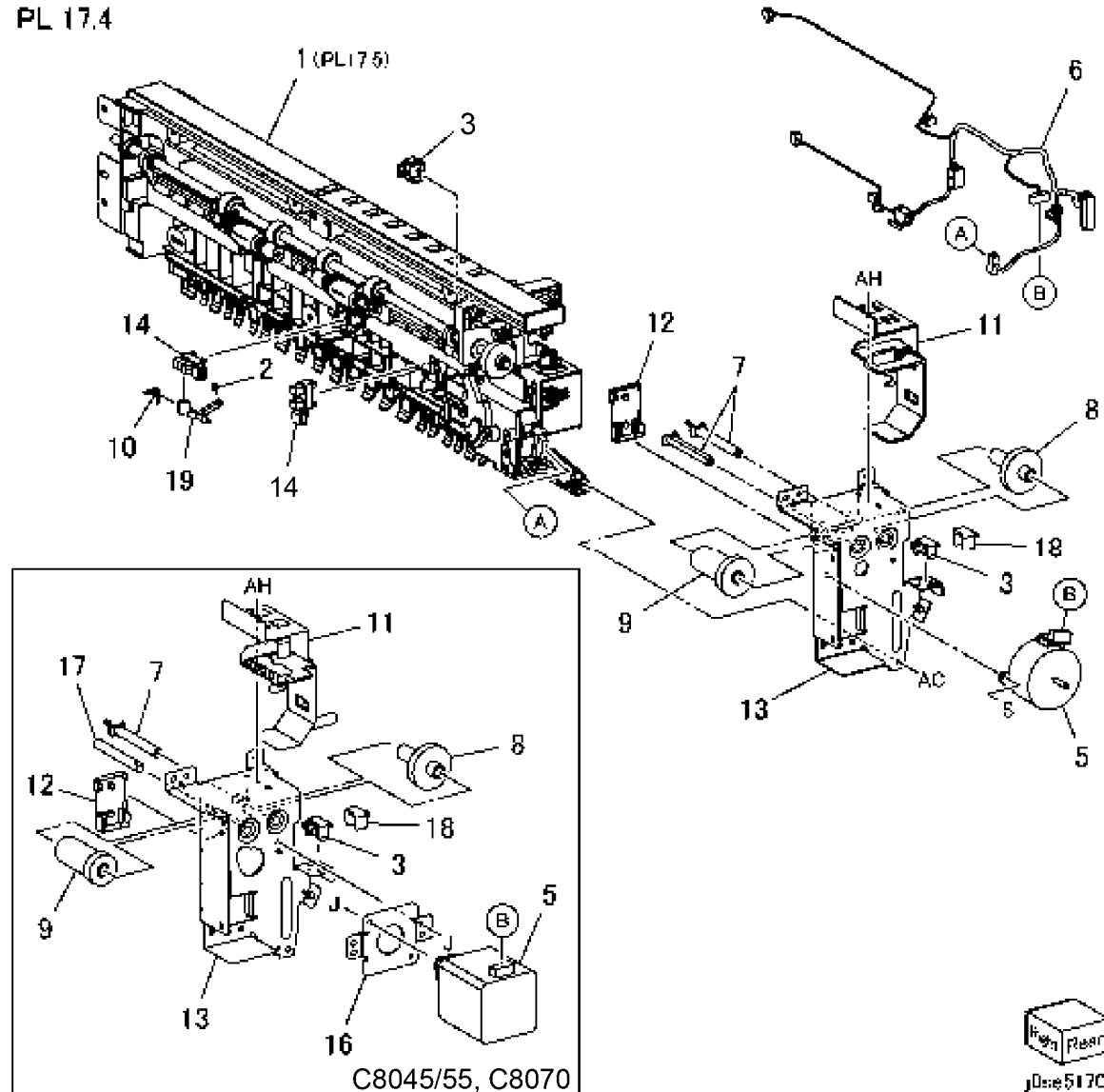
PL 17.3
21 { 10-15



PL 17.4 Exit 2 (2 of 3)

Item	Part	Description
1	-	Exit 2 OCT Assembly (PL 17.5)
2	059E98780	Actuator Roller
3	110E11580	Face Up Tray Detect Switch; L/H High Cover Switch
5	127K58400	Exit 2 Drive Motor (C8030/35)
-	127K65890	Exit 2 Drive Motor (C8045/55)
-	127K60830	Exit 2 Drive Motor (C8070)
6	-	Wire Harness (Exit 2) (Not Spared)
7	-	Gear Shaft
8	-	Gear (28T) (Not Spared)
9	-	Gear (16T/23T) (Not Spared)
10	809E37332	Spring
11	-	Rear Cover (Not Spared)
12	-	Shaft Cover (Not Spared)
13	-	Rear Bracket
14	930W00123	Exit 2, OCT Home Position, Exit 2 Sensor
16	-	Motor Bracket
17	-	Gear Shaft (Not Spared)
18	-	Switch Cover (Not Spared)
19	-	Actuator

PL 17.4

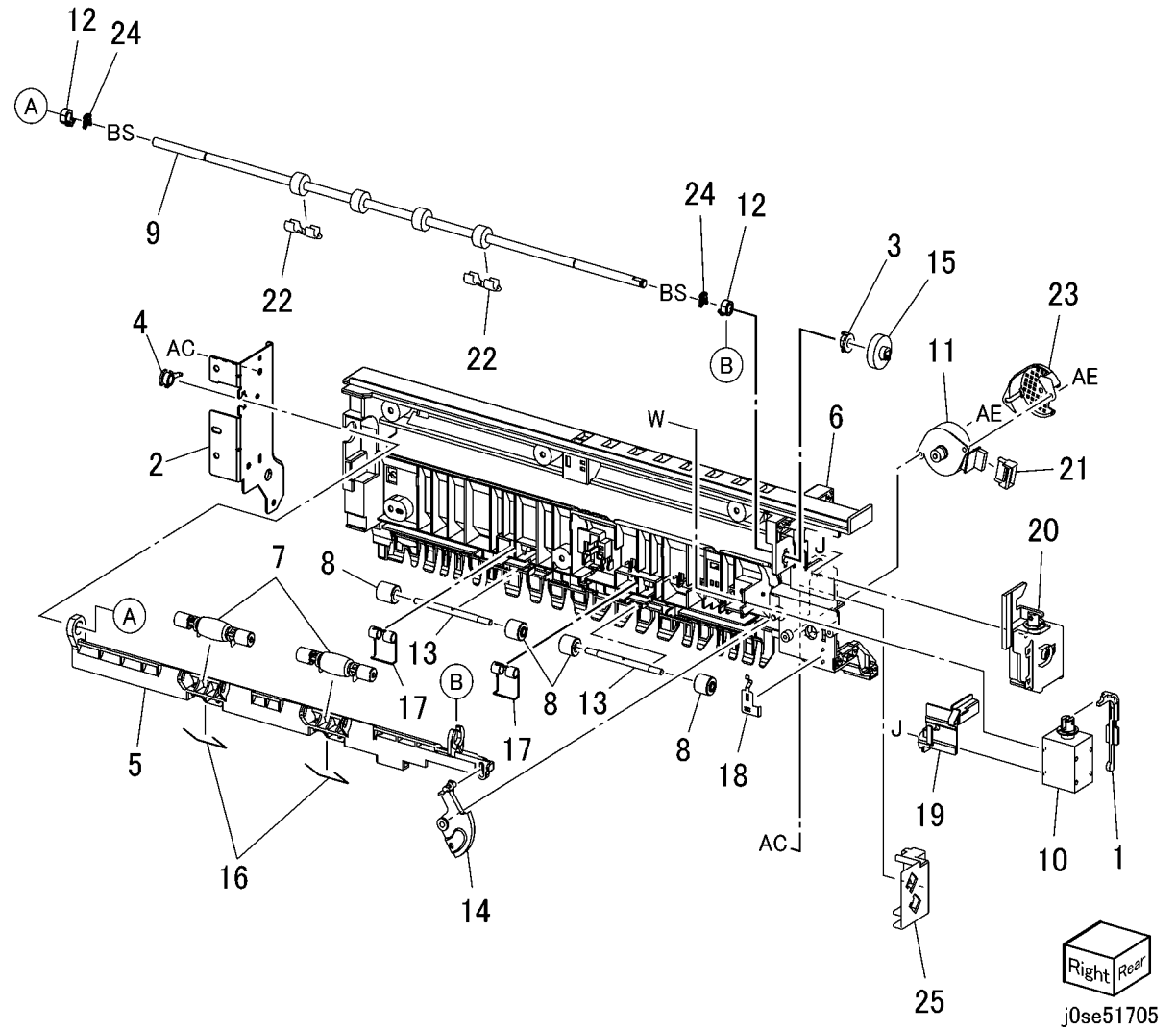


High Rear
Use 51704

PL 17.5 Exit 2 (3 of 3)

Item	Part	Description
1	-	Exit Gate Link
2	-	Front Bracket
3	-	Bearing
4	013E33410	Bearing
5	-	OCT 2 Chute
6	-	Low 2 Chute
7	059K65781	Exit Pinch Roller
8	059E03531	Inverter Pinch Roll
9	-	OCT Roller
10	921W11601	Exit Gate Solenoid
11	127K52280	Exit 2 OCT Motor (C8030/35)
-	127K60880	Exit 2 OCT Motor (C8045/55, C8070)
12	013E36390	Bearing
13	-	Inverter Pinch Shaft
14	-	Offset 2 Gear
15	-	Gear (22T)
16	809E99520	Exit Pinch Spring
17	809E75460	Inverter Pinch Spring
18	-	Ground Plate (P/O PL 17.1 Item 8)
19	-	Exit 2 Gate Solenoid Cover Assembly
20	-	Fuse Up Tray Gate Solenoid Assembly
21	-	Connector Cover
22	055E57522	Exit 2 Guard
23	-	Motor Cover (Not Spared)
24	-	Clip (Not Spared)
25	-	Harness Guide

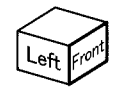
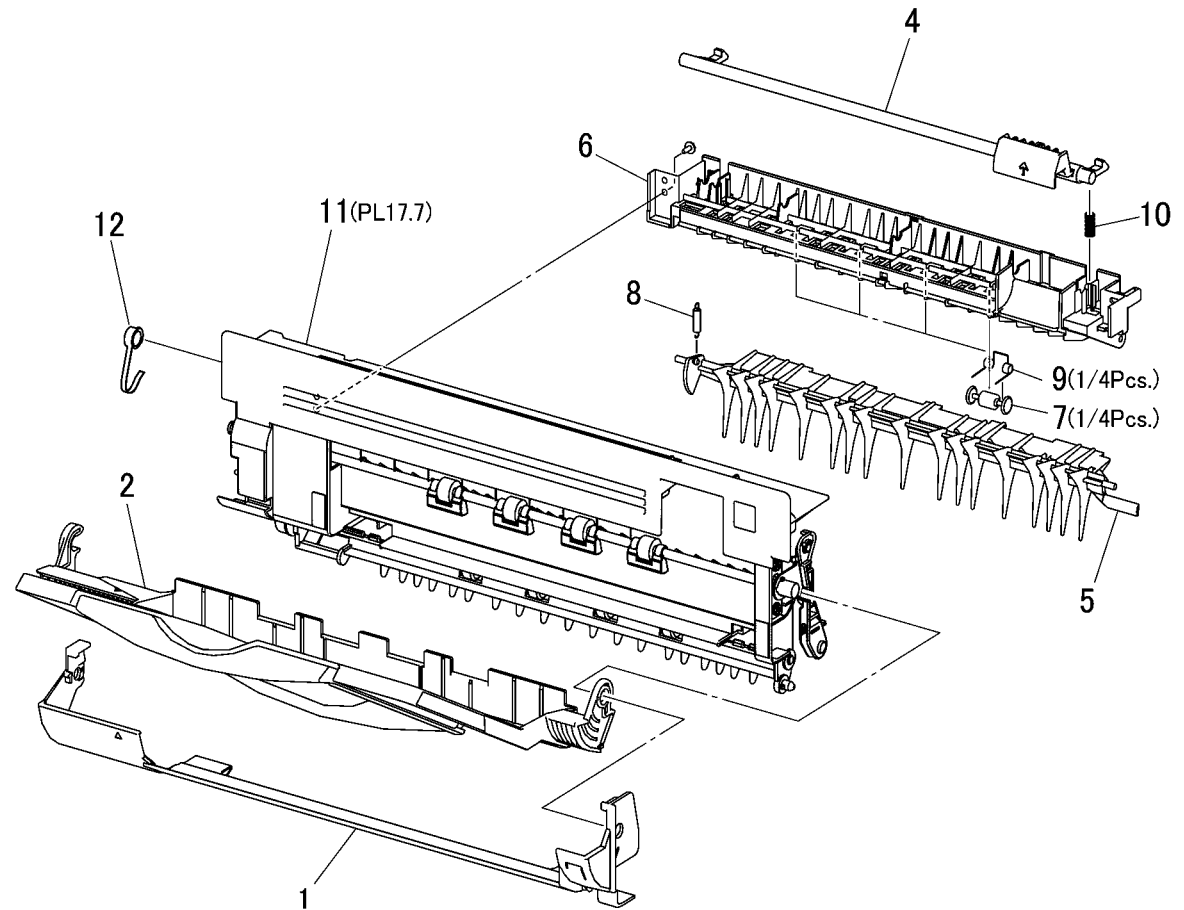
PL 17.5



PL 17.6 Side Tray Unit (1 of 2)

Item	Part	Description
1	848E21532	Tray Cover
2	050K62502	Face Up Tray
3	059K65892	Face Up Transport Assembly (REP 11.3)
4	803E04720	Latch Handle
5	-	Exit 2 Gate (P/O PL 17.6 Item 3)
6	-	Upper Chute (P/O PL 17.6 Item 3)
7	-	Pinch Roll (P/O PL 17.6 Item 3)
8	-	Spring (P/O PL 17.6 Item 3)
9	-	Pinch Spring (P/O PL 17.6 Item 3)
10	-	Spring (P/O PL 17.6 Item 3)
11	-	Transport Roll Assembly (P/O PL 17.6 Item 3) (PL 17.7)
12	003E75360	Exit 2 Stopper

PL 17.6
3 { 4-12

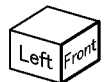
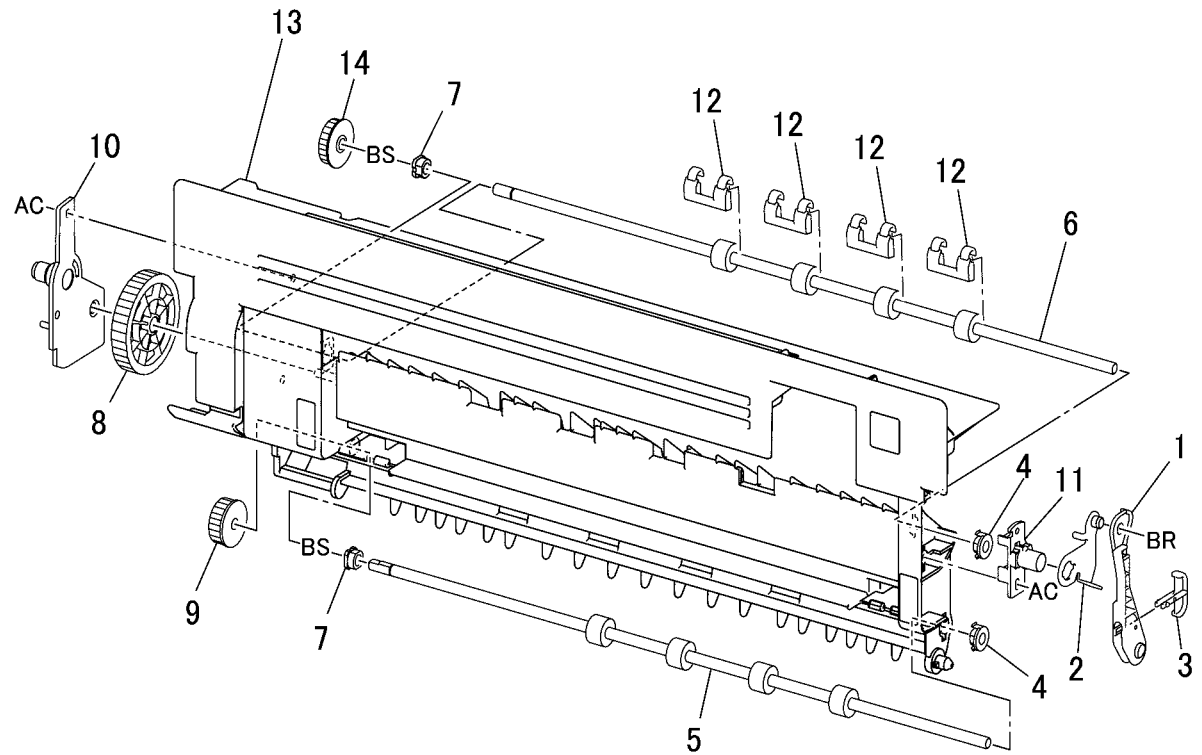


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PL 17.7 Side Tray Unit (2 of 2)

Item	Part	Description
1	-	Link (P/O PL 17.6 Item 11)
2	-	Link Bracket (P/O PL 17.6 Item 11)
3	-	Spacer (P/O PL 17.6 Item 11)
4	-	Bearing (P/O PL 17.6 Item 11)
5	-	INV Roll (P/O PL 17.6 Item 11)
6	-	FU Roll (P/O PL 17.6 Item 11)
7	-	Bearing (P/O PL 17.6 Item 11)
8	-	Gear (52T) (P/O PL 17.6 Item 11)
9	-	Gear (22T)
10	-	Gear Cover (P/O PL 17.6 Item 11)
11	-	Tray Support (P/O PL 17.6 Item 11)
12	-	Guard (P/O PL 17.6 Item 11)
13	-	Cover Assembly (P/O PL 17.6 Item 11)
14	-	Gear (P/O PL 17.6 Item 11)

PL 17.7

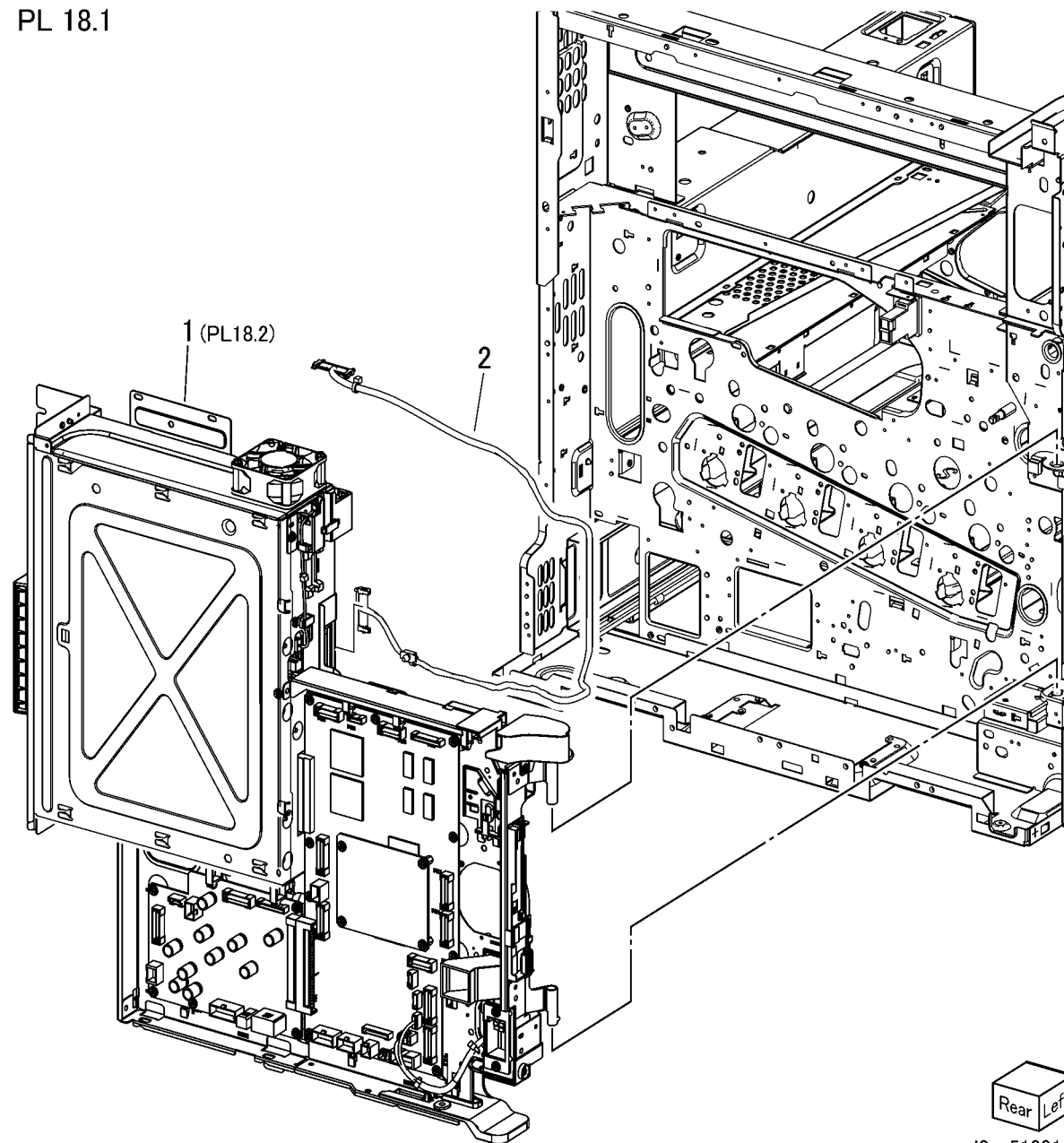


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PL 18.1 PWB Chassis Unit (1 of 2)

Item	Part	Description
1	–	PWB Chassis Unit (PL 18.2) (Not Spared) (REP 1.14)
2	117K48002	IIT Control Cable

PL 18.1

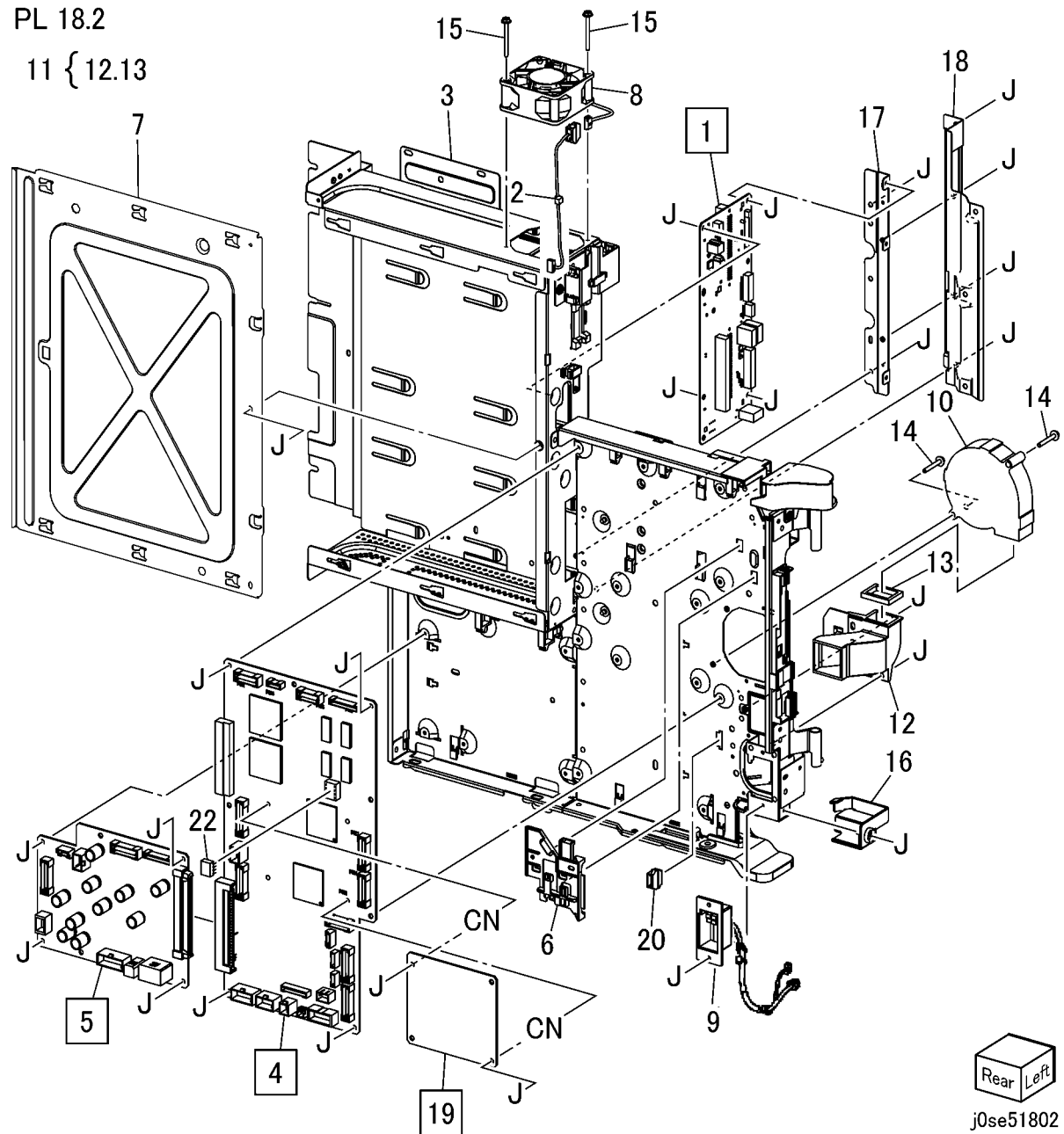


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PL 18.2 PWB Chassis Unit

Item	Part	Description
1	960K82460	BP PWB (REP 1.3)
2	-	Fan Wire Harness
3	-	Chassis Assembly
4	960K89450	MDM PWB (C8030/35) (REP 1.6)
-	960K89440	MDM PWB (C8045/55) (REP 1.6)
-	960K89430	MDM PWB (C8070) (REP 1.6)
5	960K69745	MDS PWB (C8030/35) (REP 1.4)
-	960K69732	MDS PWB (C8045/55) (REP 1.4)
-	960K69722	MDS PWB (C8070) (REP 1.4)
6	-	Cable Holder
7	-	SBC Cover
8	127K66150	SBC Fan
9	962K96720	Harness Kit
10	127K64490	Suction Fan (C8045/55, C8070)
11	-	Duct Assembly (PL 18.2 Item 12)
12	-	Duct (P/O PL 18.2 Item 11)
13	-	Duct (P/O PL 18.2 Item 11)
14	-	Screw
15	-	Screw
16	-	Harness Guide
17	-	Bracket
18	-	Bracket
19	960K90020	MCU-PF PWB (C8030/35) (REP 1.5)
-	960K90010	MCU-PF PWB (C8045/55) (REP 1.5)
-	960K90000	MCU-PF PWB (C8070) (REP 1.5)
20	913W13170	Connector Amp Ct Series
22	-	EEPROM

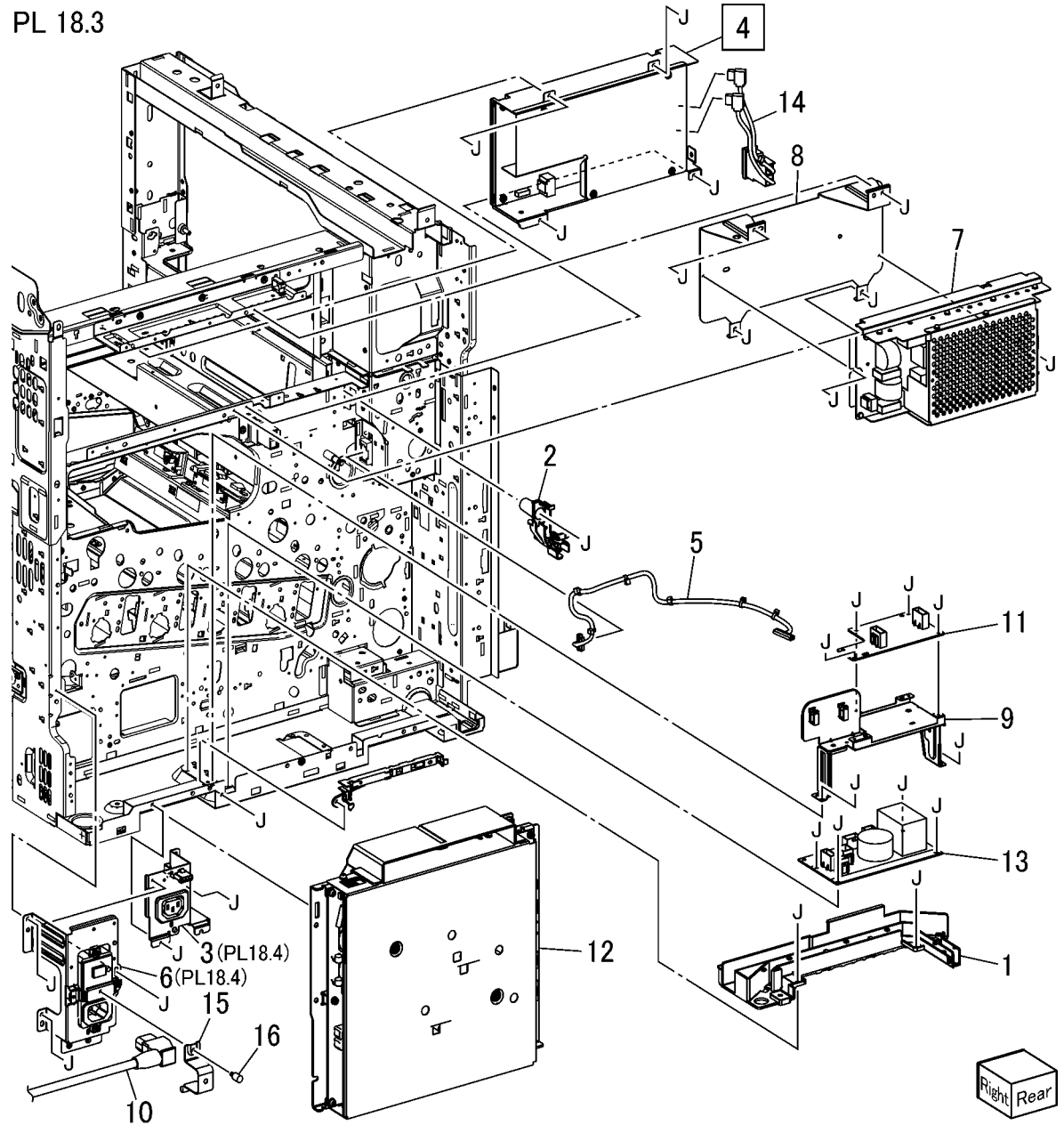
NOTE: Do not trash or damage Item 22 (EEPROM). Due to lose or damage, MC can't be recovered.



PL 18.3 IOT Rear

Item	Part	Description
1	–	Harness Guide (Not Spared)
2	032E42350	Harness Guide
3	101K67470	GFI Chassis Assembly (C8030/35, C8045/55)
–	101K67480	GFI Chassis Assembly (C8070)
4	105E21342	110V IH Driver PWB (C8030/35, C8045/55)
–	105E21372	110V IH Driver PWB (C8070) (REP 1.8)
–	105E21363	220V IH Driver PWB (C8030/35, C8045/55)
–	105E21382	220V IH Driver PWB (C8070)
5	952K11530	Fusing Unit Drawer Harness
6	101K68010	CHASSIS Assy-Breaker GFI (PL 18.4)
7	105E20940	Sub LVPS (C8070 Only)
8	–	Bracket
9	–	Bracket
10	917W03005	Power Cord (C8030/35, C8045/55) 110V
–	117E24670	Power Cord (C8070) 110V
–	917W03102	Power Cord, 220V
11	105K32510	Noise Filter (C8070 Only) (REP 1.18)
12	112K91110	Main LVPS (C8030/35) (REP 1.17)
–	112K91121	Main LVPS (C8045/55, C8070) (REP 1.17)
13	105K32480	110V AC Power Supply (C8030/35, C8045/55)
–	105K32500	110V AC Power Supply (C8070)
–	105K32490	220V AC Power Supply
14	952K14040	220V IH Drive Out Harness
–	952K11520	110V IH Drive Out Harness
15	–	Bracket
16	–	Screw

PL 18.3

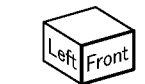
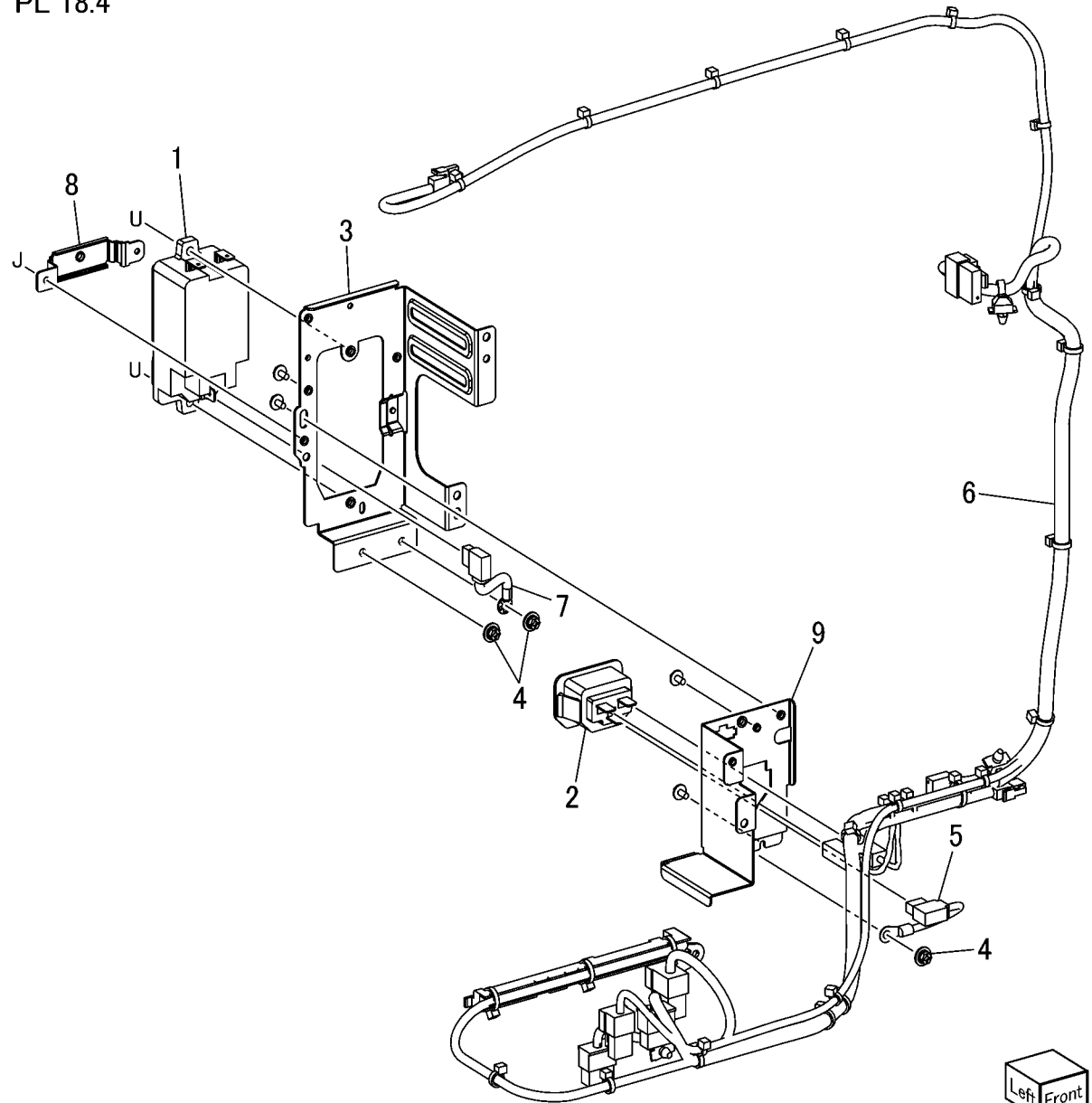


j0se51803A

PL 18.4 GFI Chassis

Item	Part	Description
1	—	GFI (P/O PL 18.3 Item 6)
2	—	Finisher/PSW Outlet
3	—	GFI Chassis (P/O PL 18.3 Item 6)
4	—	Screw (P/O PL 18.3 Item 6)
5	—	220V Wire Harness (Blue)
6	—	Wire Harness (Not Spared)
7	—	Wire Harness (P/O PL 18.3 Item 6)
8	—	Wire Harness (P/O PL 18.3 Item 6)
9	—	Inlet

PL 18.4



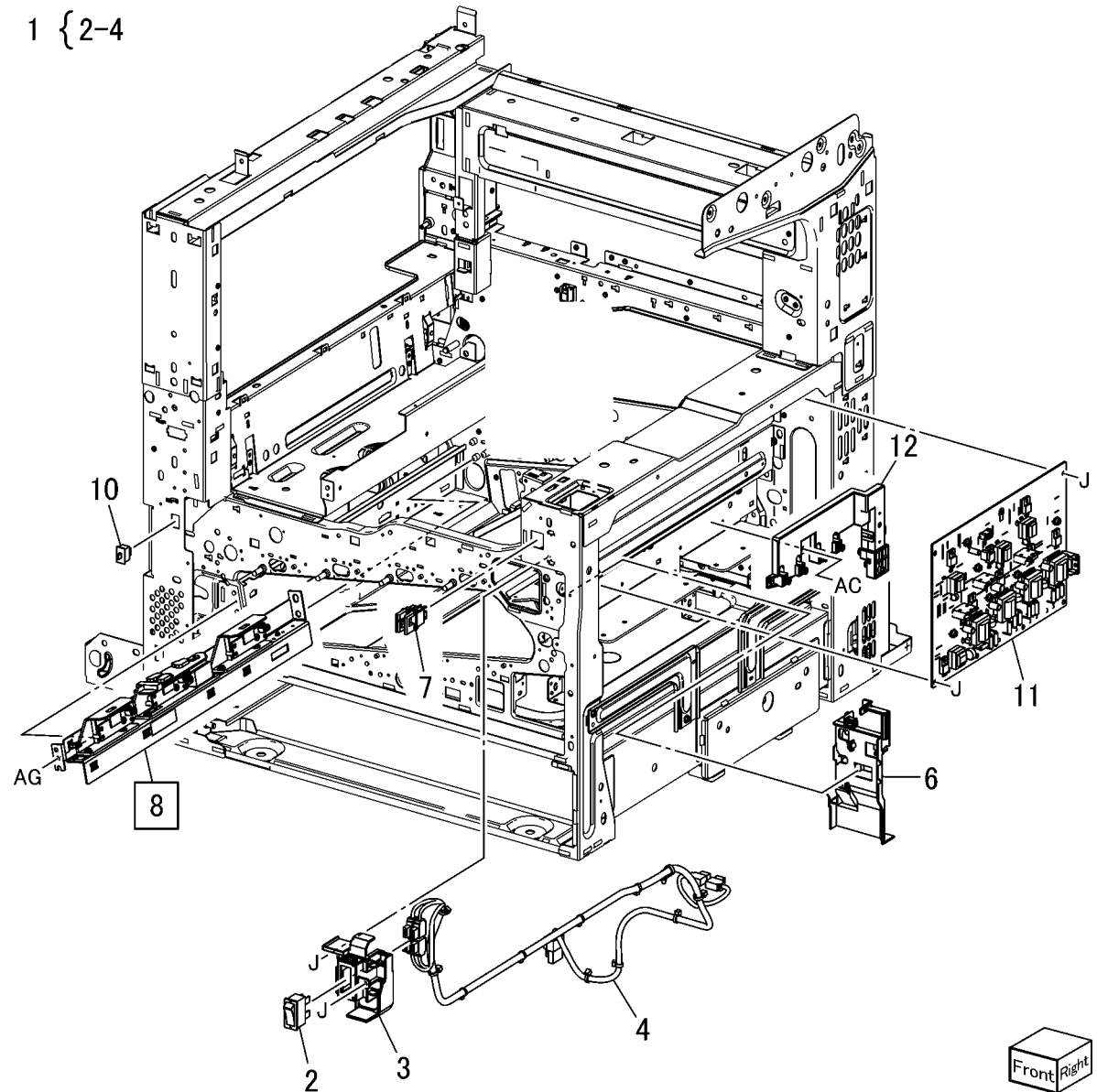
j0se51804A

PL 18.5 Electrical-Front/Right

Item	Part	Description
1	101K68000	110V Main Power Switch And Harness
-	101K67290	220V Main Power Switch And Harness
2	910W00704	Main Power Switch (P/O PL 18.5 Item 1)
3	-	Bracket (P/O PL 18.5 Item 1)
4	-	Wire Harness (P/O PL 18.5 Item 1)
6	-	Harness Guide (Not Spared)
7	110E15090	Front Cover Interlock Switch
8	930K03160	MOB ADC Sensor Assembly (REP 9.16)
10	110E12981	IBT Front Cover Switch
11	105E21470	Developer HVPS (REP 1.2)
12	-	Developer HVPS Housing

PL 18.5

1 { 2-4



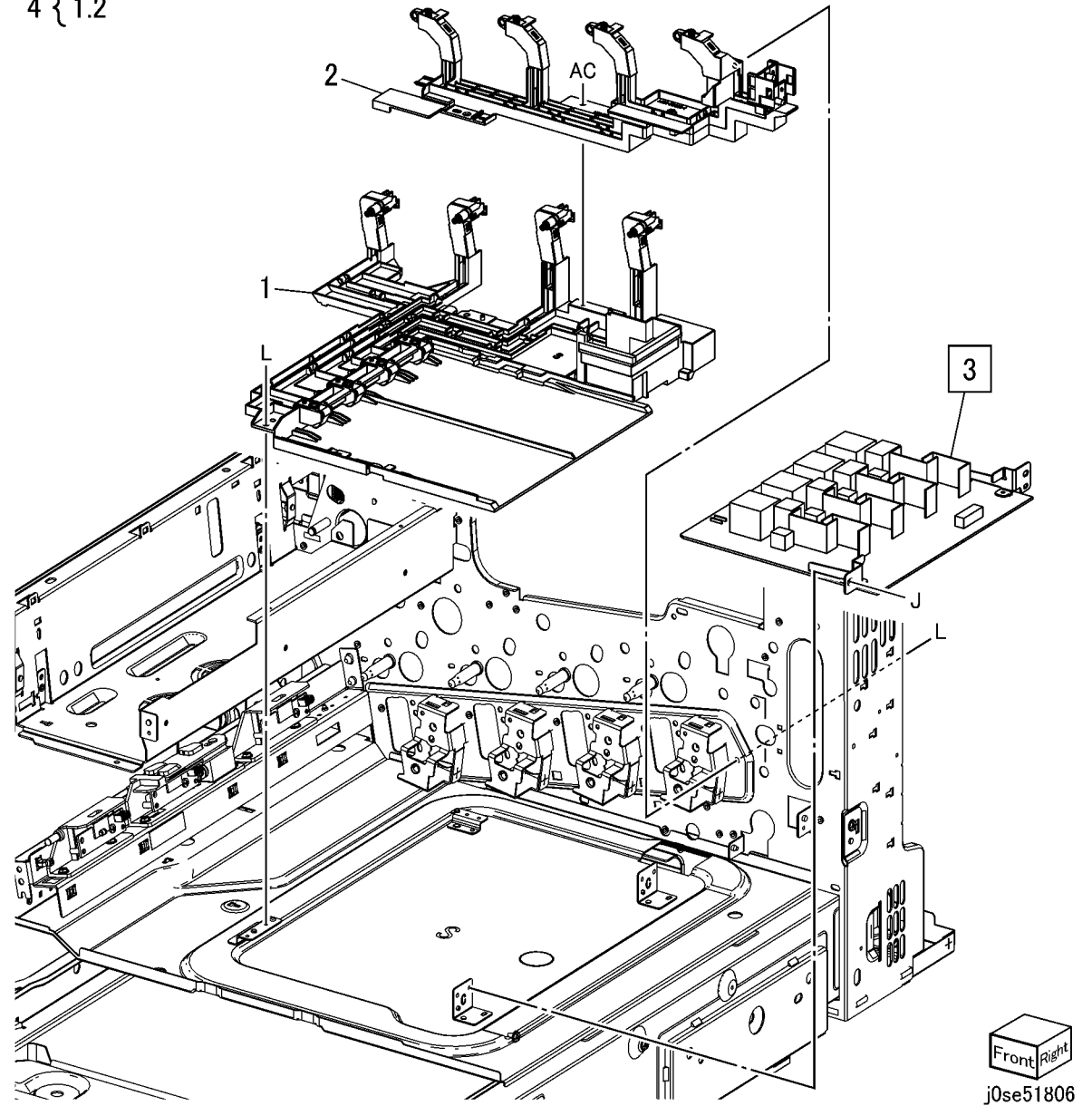
j0se51805

PL 18.6 Bottom

Item	Part	Description
1	–	HVPS Housing (P/O PL 18.6 Item 4)
2	–	HVPS Housing (P/O PL 18.6 Item 4)
3	105E21441	HVPS (BCR) (C8030/35) (REP 1.9)
–	105E21451	HVPS (BCR) (C8045/55) (REP 1.9)
–	105E21461	HVPS (BCR) (C8070) (REP 1.9)
4	848K84910	HVPS Housing

PL 18.6

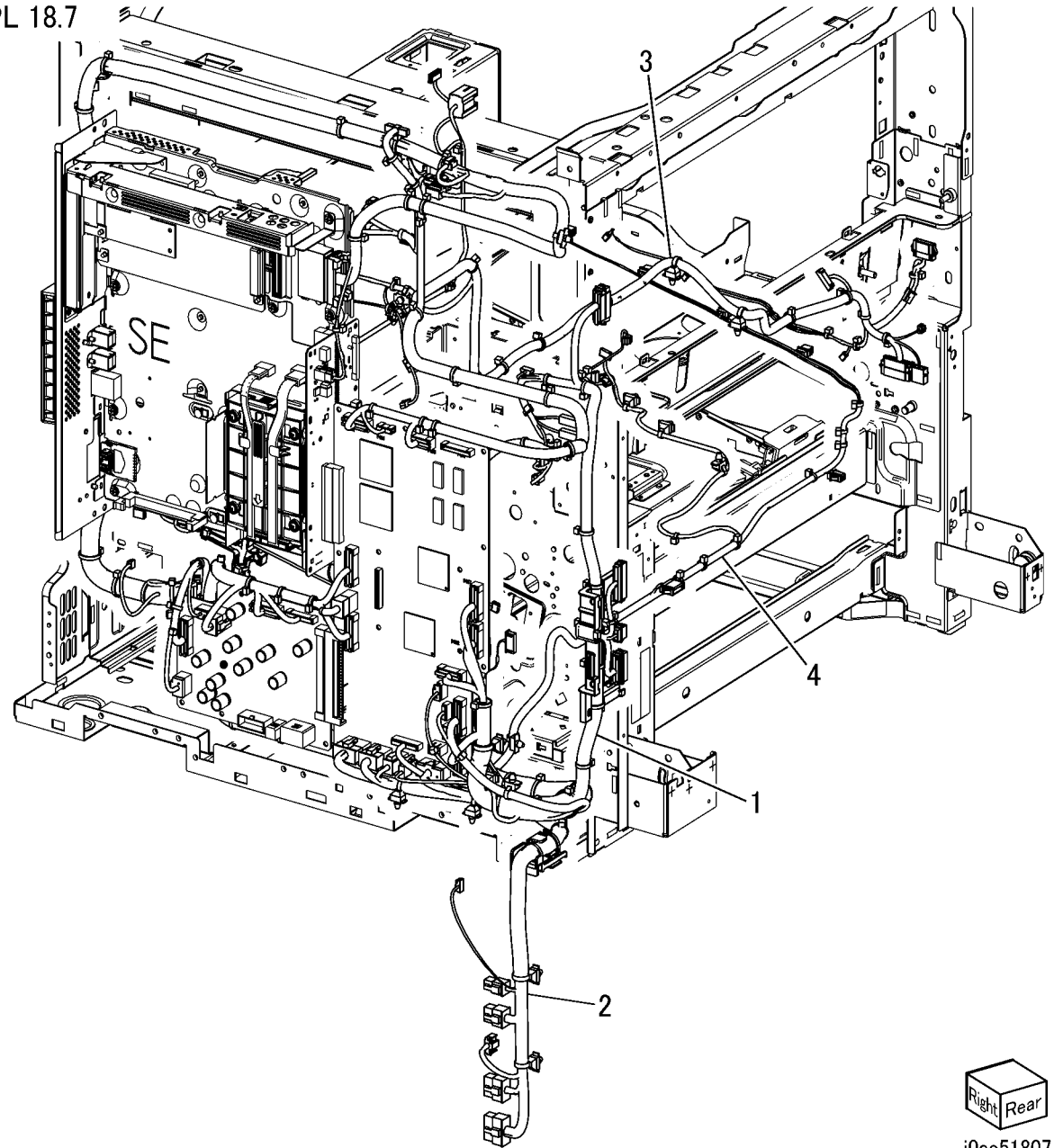
4 { 1.2



PL 18.7 Wire Harness

Item	Part	Description
1	-	Wire Harness (Left)
2	-	Wire Harness (Right)
3	-	Wire Harness (Top)
4	-	Wire Harness (Front)

PL 18.7



j0se51807

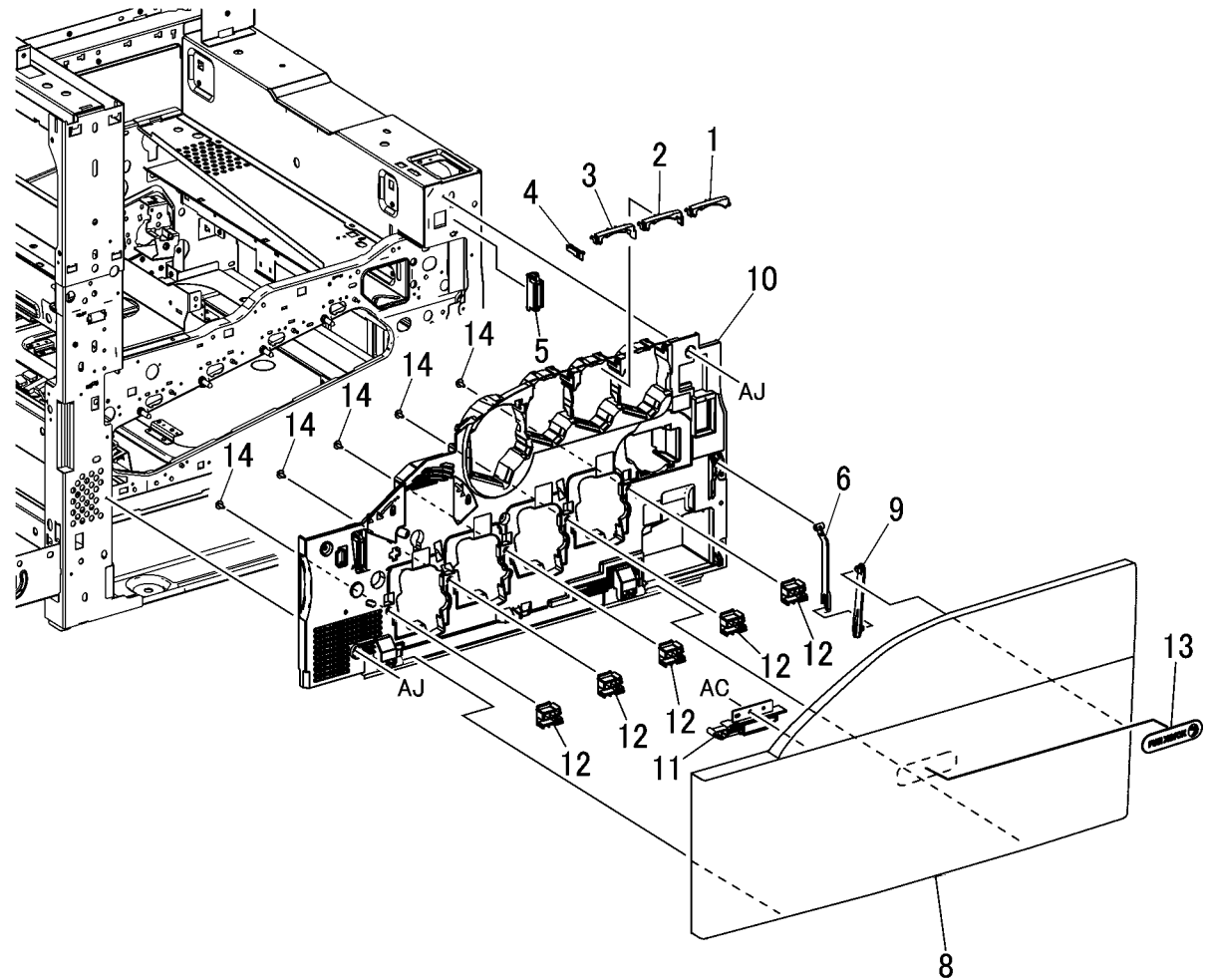
PL 19.1 Covers (1 of 3)

Item	Part	Description
1	815E58601	Plate (Y)
2	815E58610	Plate (M)
3	815E58621	Plate (C)
4	815E43300	Plate (K)
5	121E21331	Magnet Catch
6	848E14020	Strip (A)
7	–	Front Cover Assembly (Not Spared)
8	–	Front Cover (P/O PL 19.1 Item 7)
9	822E03000	Strip (B)
10	848K91590	Inner Cover
11	032K05331	Guide
12	014E63022	Block
13	–	Logo Badge
14	–	Tapping Screw
15	948K17110	Front Cover and Logo Plate and Badge (PL 19.1 Item 8)

PL 19.1

7 { 8,9

15 { 8,9,13

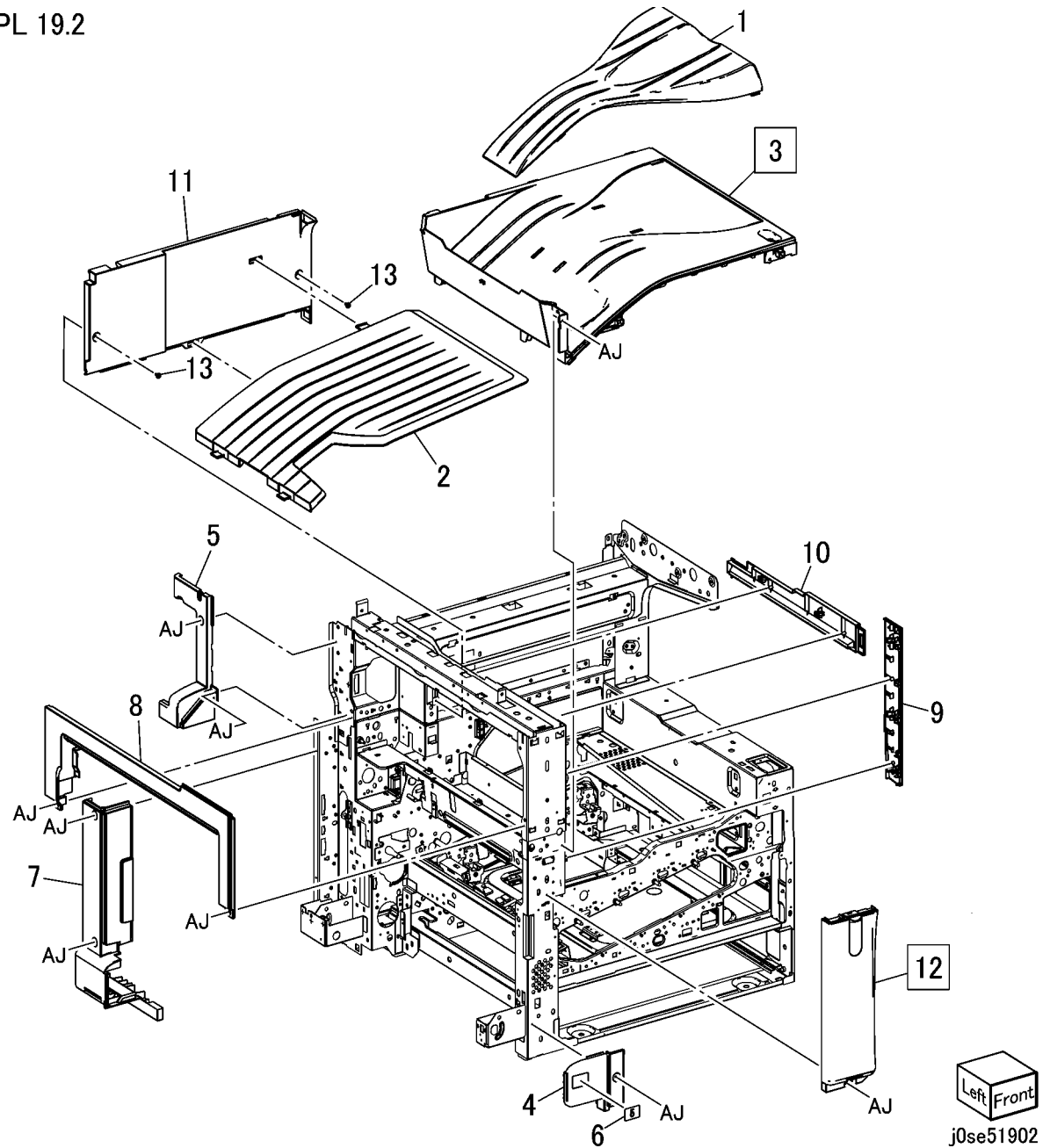


j0se51901

PL 19.2 Covers (2 of 3)

Item	Part	Description
1	050E32850	Add Tray (C8030/35)
-	050E33330	Add Tray (C8045/55, C8070)
2	050E33340	Exit 2 Tray
3	-	Top Cover (Not Spared) (REP 14.2)
4	-	MSI Front Cover
5	-	Left Rear Upper Cover (Not Spared)
6	-	Number Label (5) (Not Spared)
7	-	Left Rear Lower Cover
8	-	Left Upper Cover (Not Spared)
9	-	Exit Front Cover (Not Spared)
10	-	Exit Upper Cover (Not Spared)
11	-	Top Rear Cover (Not Spared)
12	822E46150	Front Left Cover (REP 1.14)
13	-	Screw (Black)

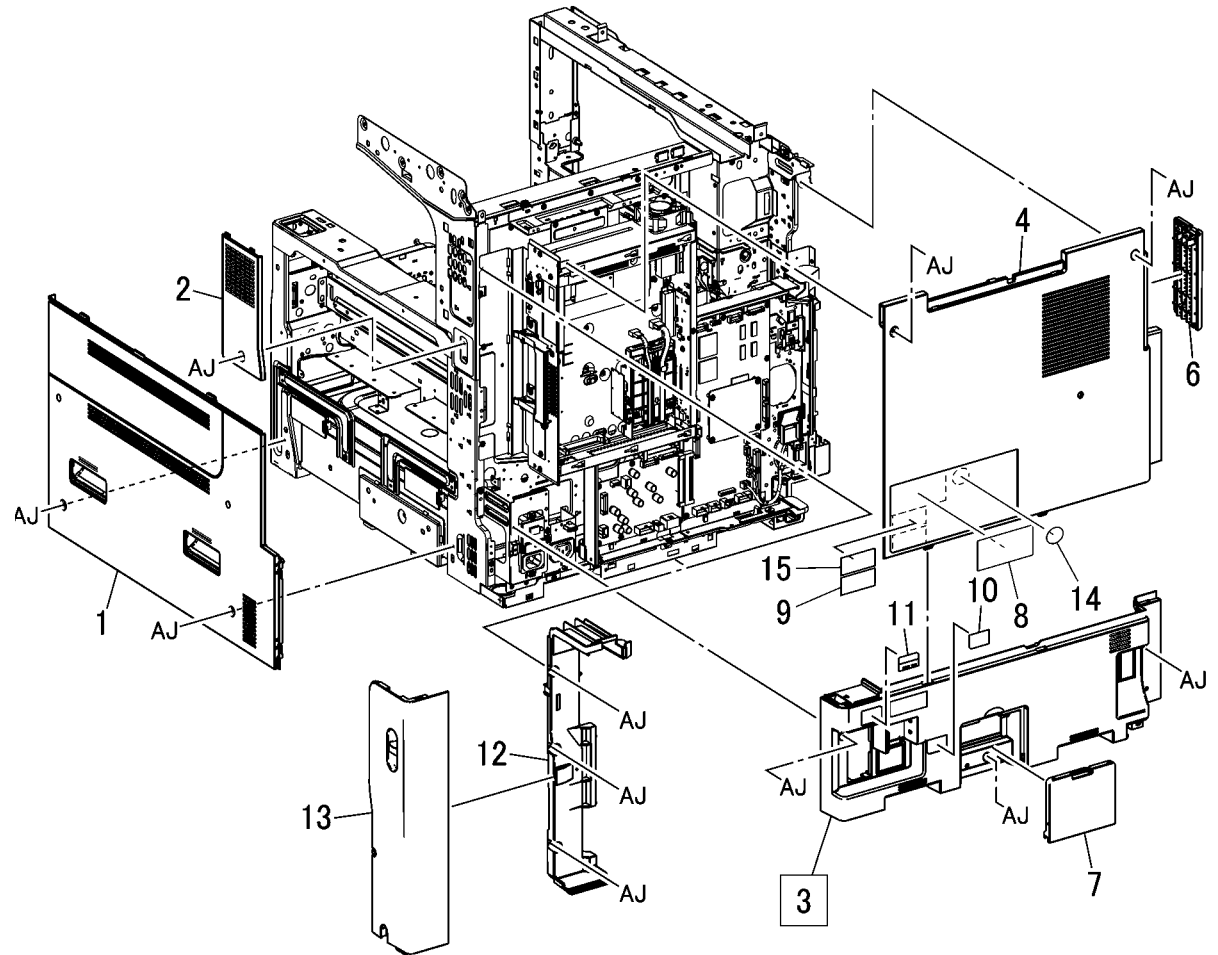
PL 19.2



PL 19.3 Covers (3 of 3)

Item	Part	Description
1	–	Right Cover (Not Spared)
2	–	Right Rear Cover (Not Spared)
3	–	Rear Lower Cover (Not Spared)
		(REP 14.3)
4	–	Rear Upper Cover (Not Spared)
6	–	Filter Cover (Not Spared)
7	–	MCU Cover (Not Spared)
8	–	Data Plate (Not Spared)
9	–	Ground Label
10	–	Label (Outlet) (Not Spared)
11	–	GFI Label (Not Spared)
12	–	Rear Control Unit Cover (Not Spared)
13	–	Control Unit Connector Cover (Not Spared)
14	–	CCC Label (SC) (Not Spared)
15	–	Fax Label

PL 19.3

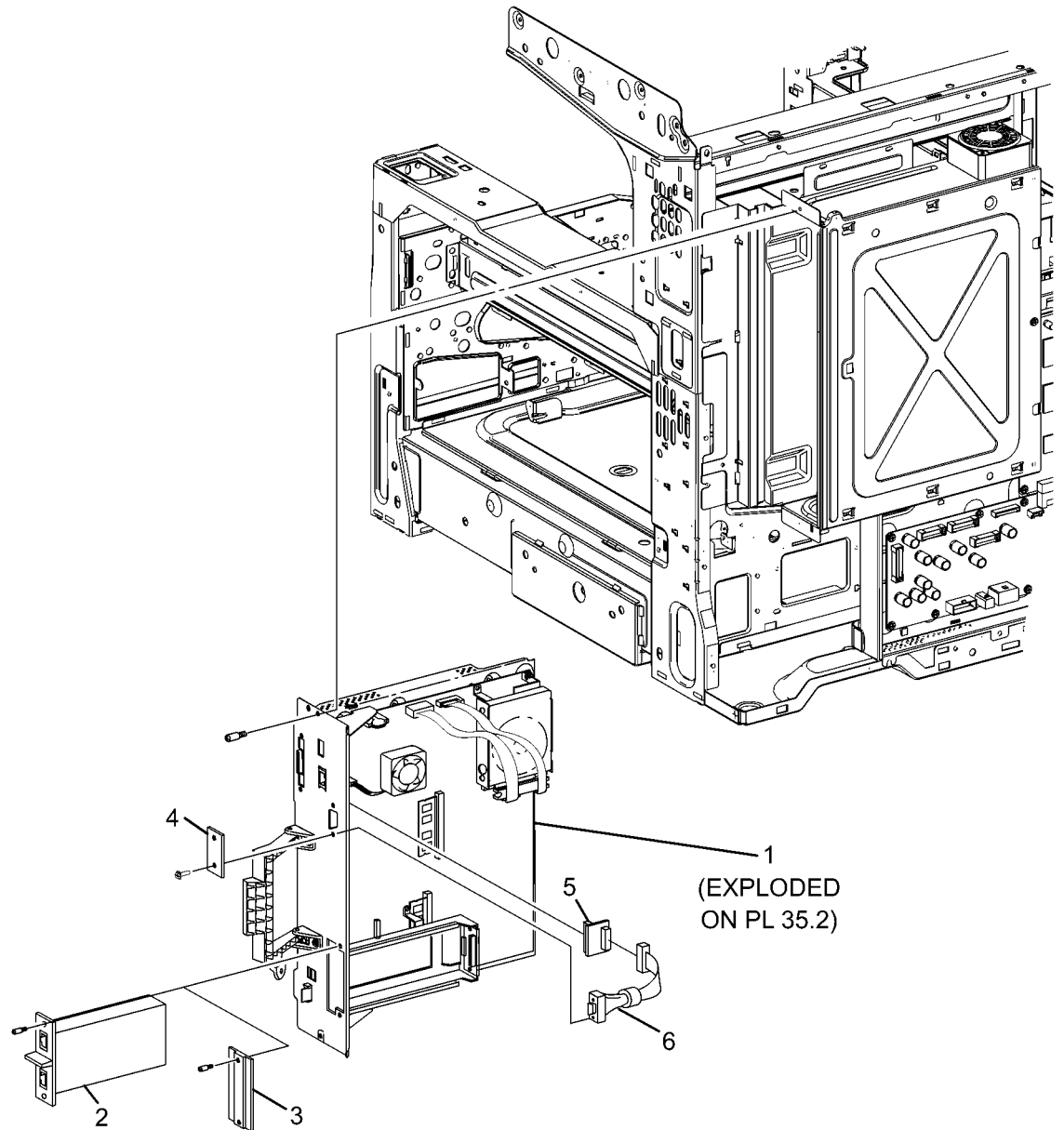


j0se51903

PL 35.1 Single Board Controller (1 of 2)

Item	Part	Description
1	—	SBC Unit (REF: PL 35.2) (REP 1.10)
2	960K65970	Two Line Fax Assembly
—	960K65960	One Line Fax Assembly
3	848E74310	Fax Filler Panel
4	—	FDI Filler Panel
5	960K27451	FDI Interface Board
6	962K41361	FDI Internal Cable

NOTE: Item 5 FDI Interface Board Part # is 960K27451.
Order for replacement only, not to install option.

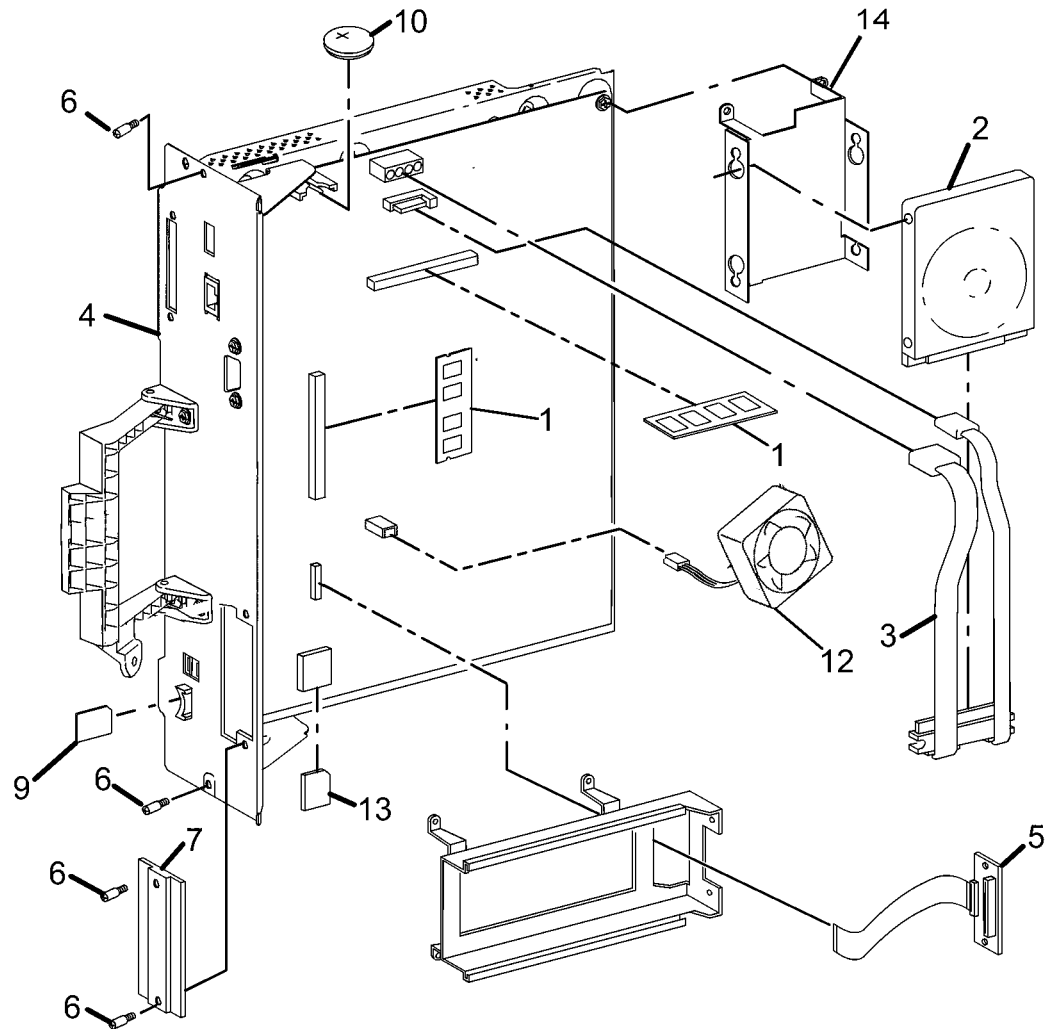


PL 35.2 Single Board Controller (2 of 2)

15 { 2, 3, 14

Item	Part	Description
1	833W39053	System Memory (4GB) DDR3
2	121E28131	Hard Drive (See Notes) (REP 1.13)
3	962K40460	SATA/Power Cable Assembly
4	607K17631	SBC PWB (C8030/35, C8045/55) (REP 1.12)
-	607K17621	SBC PWB (C8070)
5	112K01140	Fax Riser PWBA
6	826E39370	Thumb Screw (M4)
7	-	Fax Filler Panel (P/O PL 35.1 Item 3)
9	-	SIM Card (REP 1.15)
10	207E22240	Battery/RTC
12	107E44330	Heat Sink Fan (REP 1.19)
13	237E28150	SD Card (C8030/35) (See Notes) (REP 1.11)
-	237E28140	SD Card (C8045/55) (REP 1.11)
-	237E28130	SD Card (C8070) (REP 1.11)
14	-	HDD Chassis
15	-	HDD Chassis Assembly (REP 1.13)

NOTE: Note: Please follow REP, AltBoot procedures may be required.

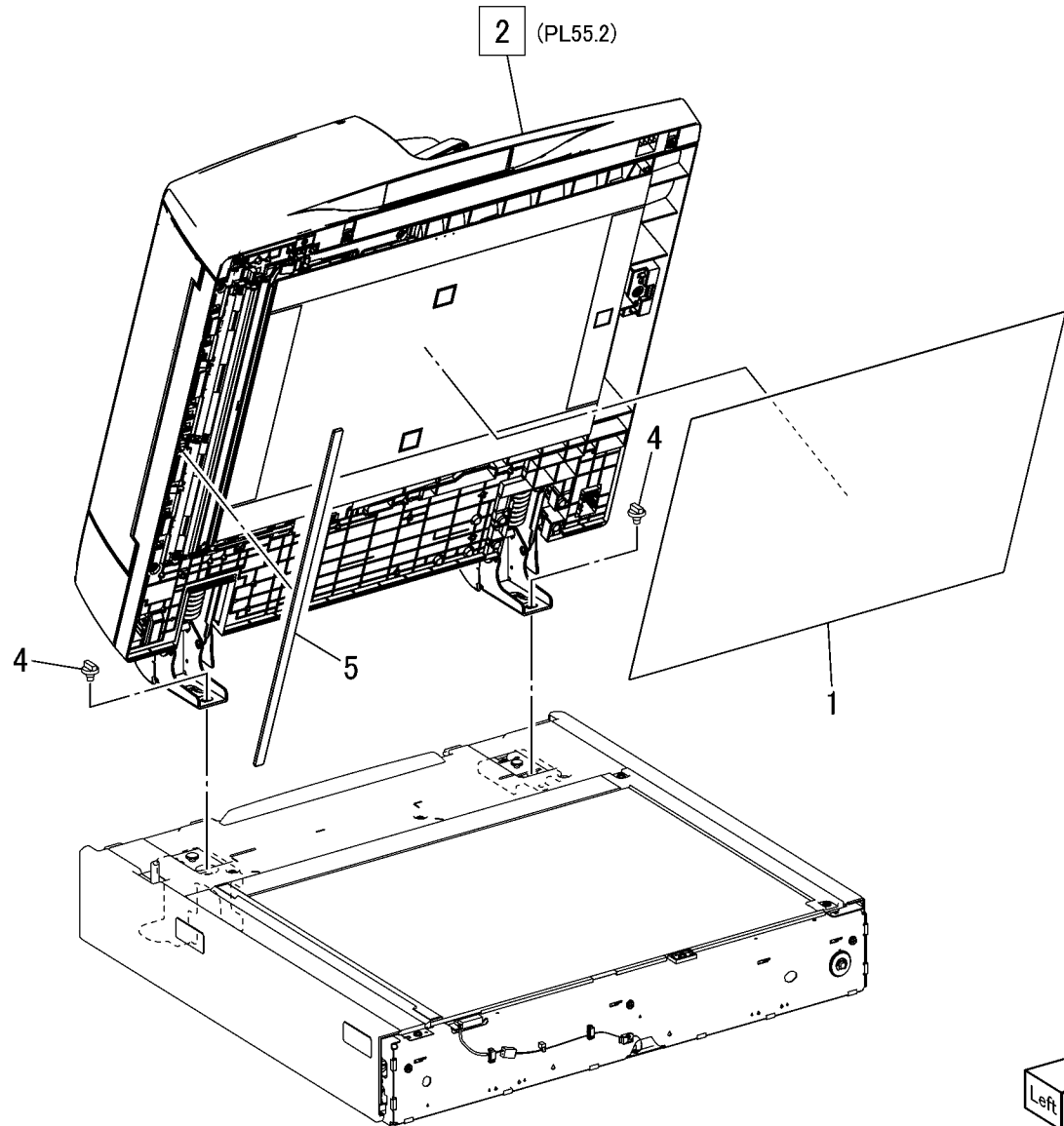


0535002

PL 55.1 DADF Accessory

Item	Part	Description
1	004K03242	DADF Platen Cushion (REP 55.2)
2	059K87930	DADF (PL 55.2) (REP 55.1)
4	—	Sckrew
5	—	Cushion

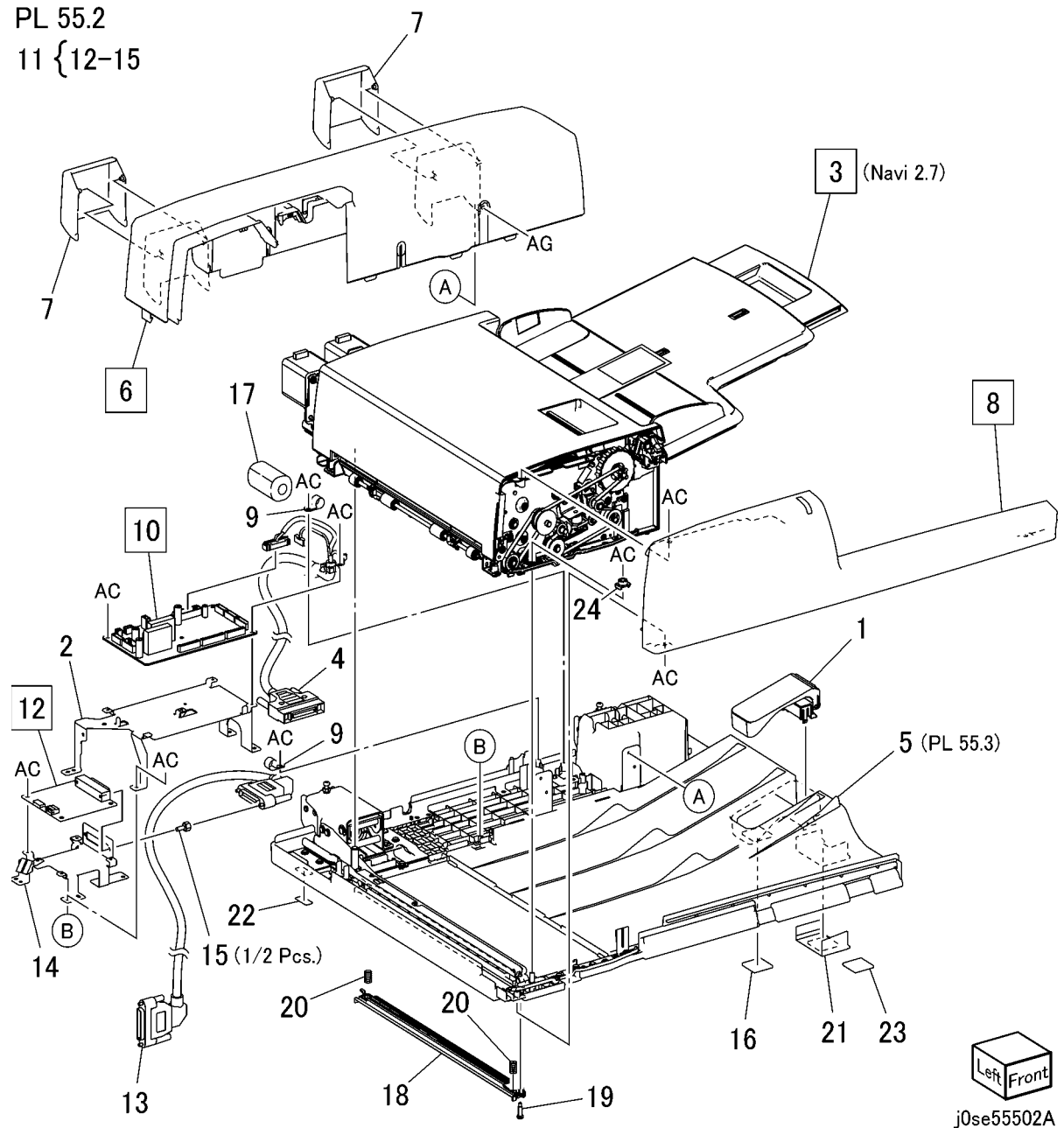
PL 55.1



j0se55501A

PL 55.2 DADF Cover, PWB

Item	Part	Description
1	003K88740	Stopper
2	-	PWB Bracket (Not Spared)
3	-	DADF Feeder Assembly (Not Spared) (REP 55.5)
4	117E34090	DADF-IIT Cable
5	-	DADF Base Frame (PL 55.3) (Not Spared)
6	-	DADF Rear Cover (Not Spared) (REP 55.4)
7	848E80010	Counter Balance Cover
8	-	DADF Front Cover (Not Spared) (REP 55.3)
9	-	Clamp (Not Spared)
10	960K79130	DADF PWB (REP 55.6)
11	-	DC DC PWB And Cable (Not Spared)
12	960K57973	DC DC PWB (REP 55.7)
13	117E33271	DADF-SBC Cable
14	-	PWB Bracket (P/O PL 55.2 Item 11)
15	237W00178	Special Nut
16	-	Fastener Tape (Not Spared)
17	-	Core (Not Spared)
18	054E49050	CVT Chute
19	-	Stud Screw (Not Spared)
20	-	CVT Spring (Not Spared)
21	-	Cloth Holder (Not Spared)
22	-	Angle Pad (Not Spared)
23	-	Cleaner Cloth (Not Spared)
24	-	Collar

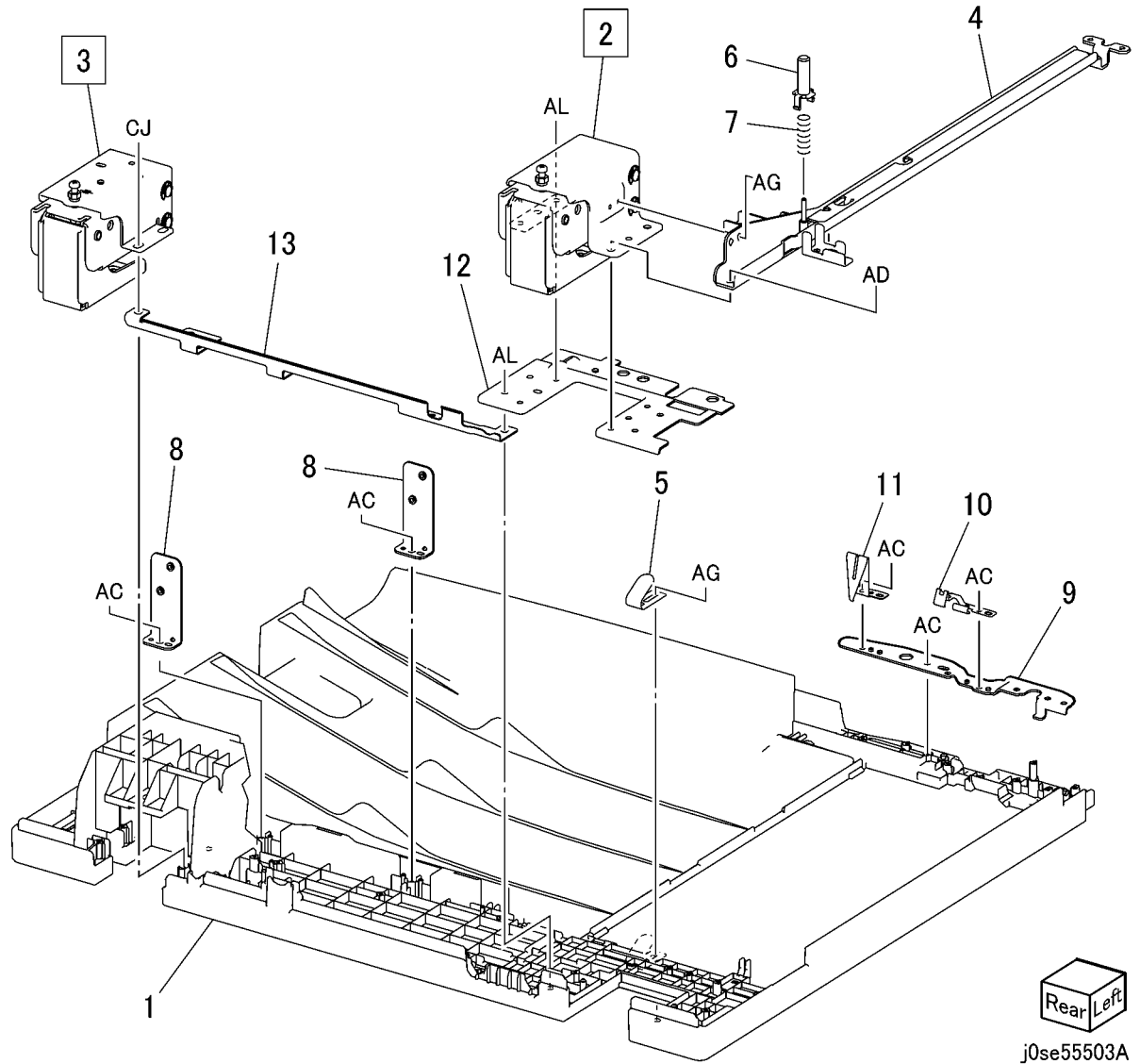


j0se55502A

PL 55.3 DADF Base Frame

Item	Part	Description
1	-	DADF Base Frame (Not Spared)
2	036K92080	Left Counter Balance (REP 55.8)
3	036K92090	Right Counter Balance (REP 55.9)
4	-	Tie Plate (Not Spared)
5	-	Ground Plate (Not Spared)
6	-	Floating Holder (Not Spared)
7	-	Floating Spring (Not Spared)
8	-	Bracket (Not Spared)
9	-	Bracket (Not Spared)
10	-	Ground Plate (Not Spared)
11	-	Ground Plate (Not Spared)
12	-	Bracket
13	-	Ground Plate (Not Spared)

PL 55.3



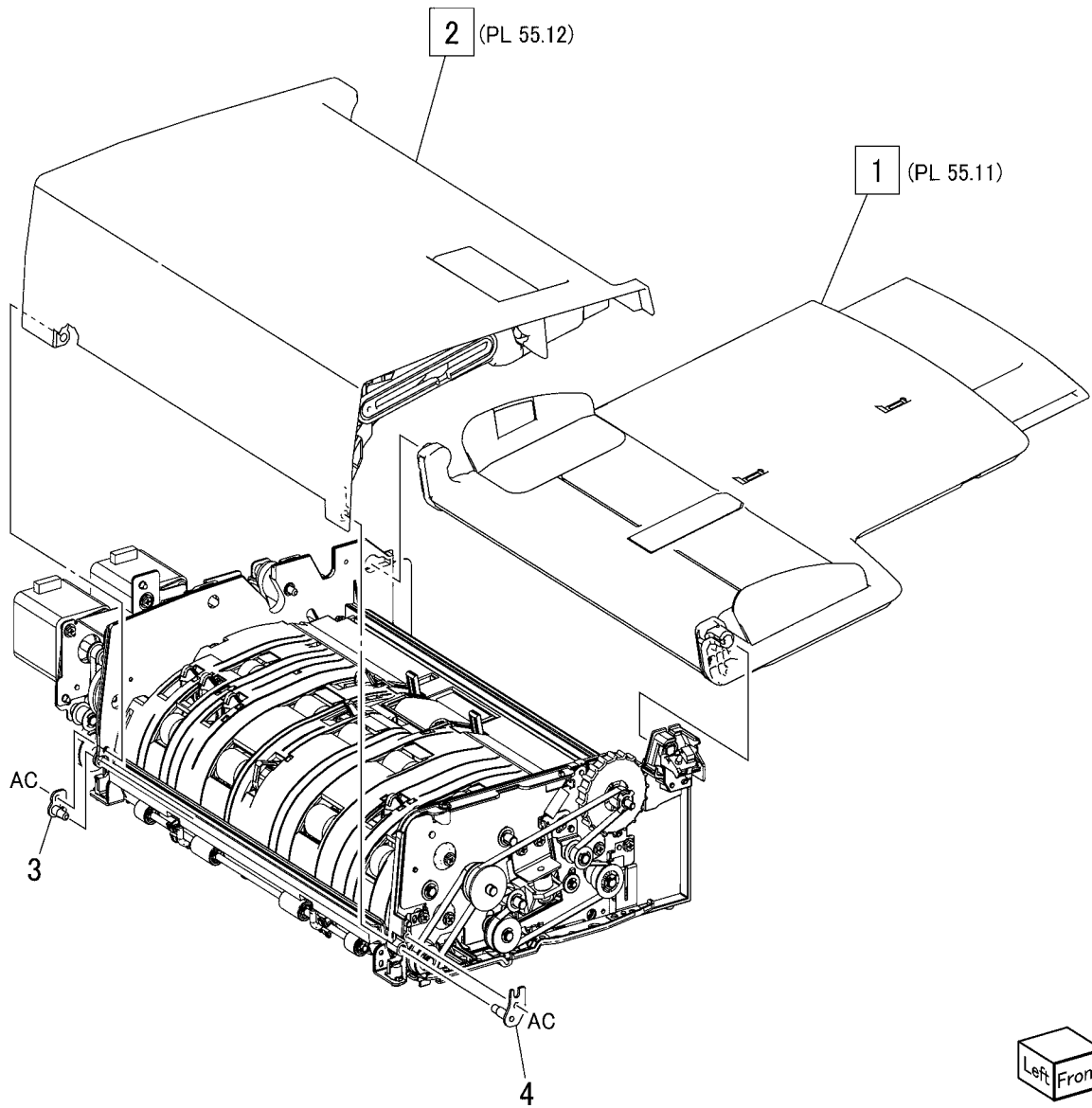
Rear Left

j0se55503A

PL 55.4 DADF Document Tray, Top Cover

PL 55.4

Item	Part	Description
1	050K71680	DADF Document Tray (REP 55.10)
2	059K87900	Top Cover (REP 55.11)
3	—	Rear Stud Bracket (Not Spared)
4	—	Front Stud Bracket (Not Spared)

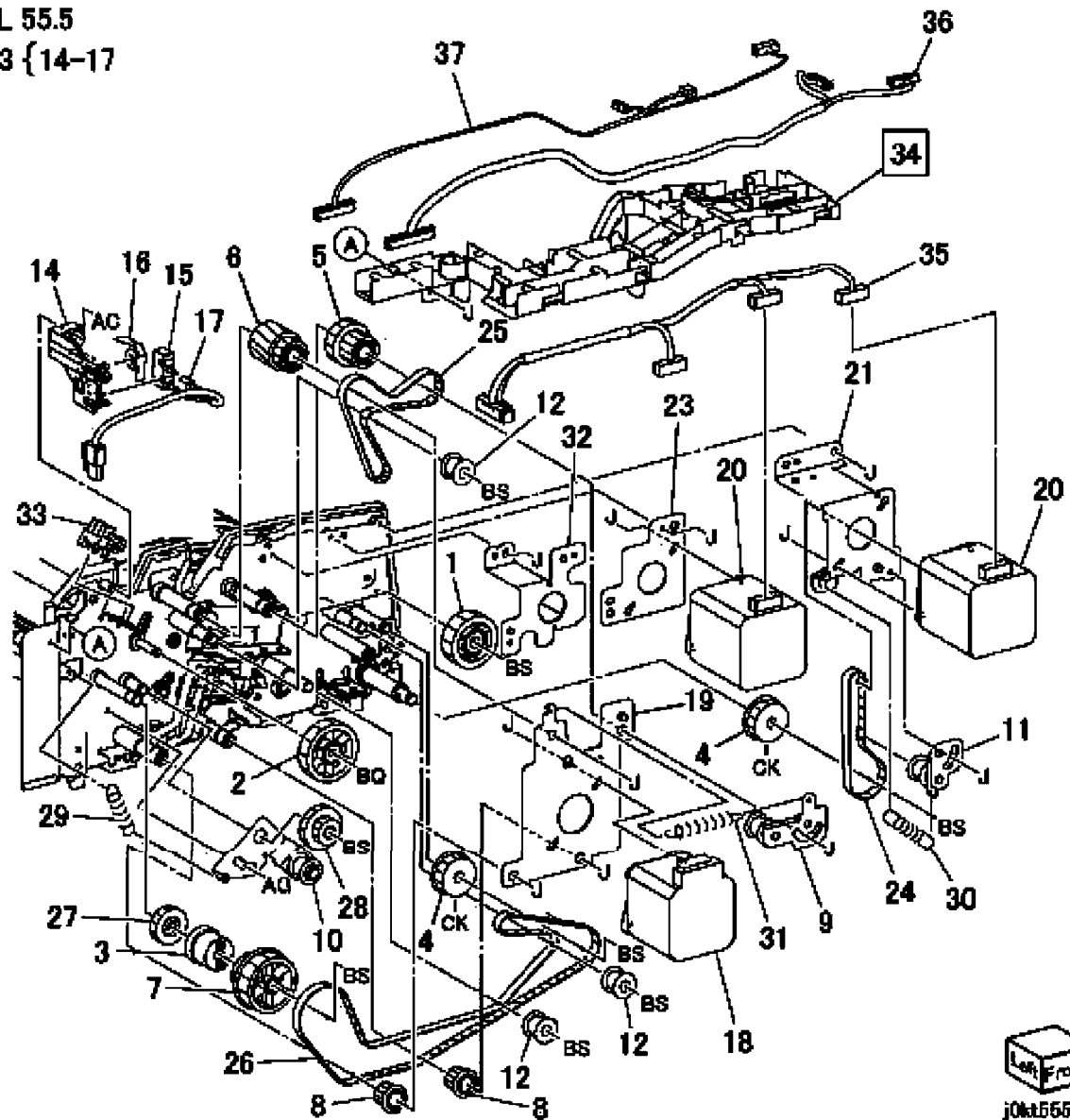


Left Front
j0se55504A

PL 55.5 DADF Motor, Wire Harness

Item	Part	Description
1	007K18200	Gear (35T)
2	007K18210	Gear (39T)
3	019K12410	Brake
4	020E46551	Pulley
5	020E49060	Gear Pulley
6	020E49070	Gear Pulley
7	020E49110	Pulley (50T)
8	020E49370	Pulley (20T)
9	-	Tension Pully Bracket (Not Spared)
10	-	Tension Pully Bracket (Not Spared)
11	-	Tension Pully Bracket (Not Spared)
12	-	Roller (Not Spared)
13	110K17111	DADF Interlock Switch and Harness
14	-	Bracket (P/O PL 55.5 Item 13)
15	110K16320	DADF Interlock Switch
16	-	Spring (P/O PL 55.5 Item 13)
17	-	Switch Wire Harness (P/O PL 55.5 Item 13)
18	127K66070	Feed Motor (REP 55.14)
19	-	Motor Bracket (Not Spared)
20	127K60562	Registration Motor, Pre Registration Motor (REP 55.15)
21	-	Motor Bracket (Not Spared)
23	-	Motor Bracket (Not Spared)
24	423W28654	Belt (Alternate)
-	423W28655	Belt (Alternate)
25	423W32255	Belt (Alternate)
-	423W32254	Belt (Alternate)
26	423W86454	Belt (Alternate)
-	423W87655	Belt (Alternate)
27	807E37950	Gear (18T)
28	807E37960	Gear (16T/32T)
29	809E98250	Spring
30	809E98260	Spring
31	809E98271	Spring
32	-	Motor Bracket (Not Spared)
33	930W00121	DADF Feed Out Sensor
34	-	Harness Guide (Not Spared)
35	-	Wire Harness (Motor) (Not Spared)
36	-	Wire Harness (Regi) (Not Spared)
37	-	Wire Harness (Feed) (Not Spared)

PL 55.5
13 {14-17}

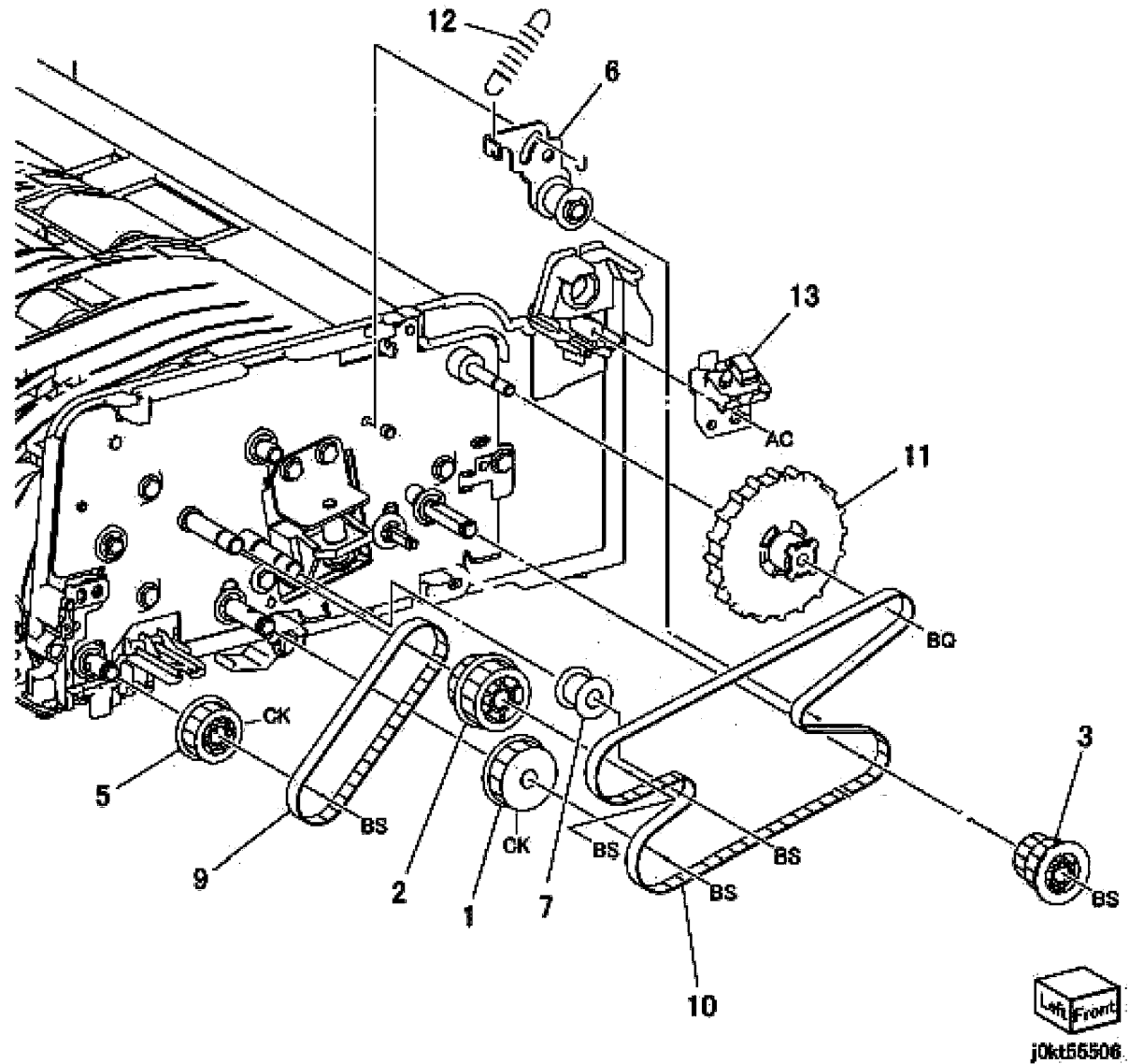


Left Front
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PL 55.6 DADF Front Belt

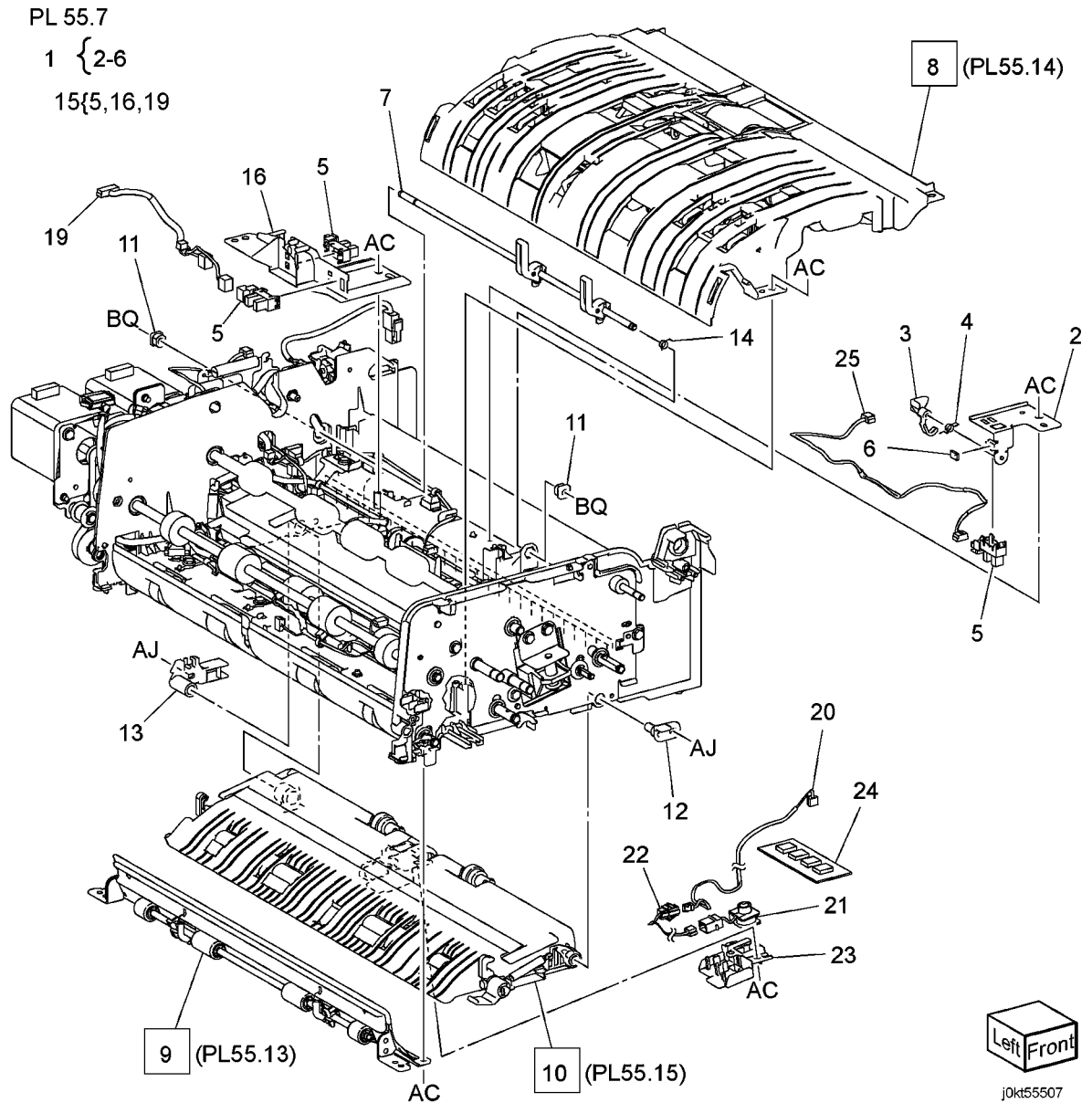
Item	Part	Description
1	020E46551	Pulley (Out Roll)
2	020E49050	Pulley
3	020E49080	Pulley (Exit Roll)
5	020E49380	Pulley (Registration Roll)
6	-	Tension Roll Bracket
7	-	Roller (Not Spared)
9	423W28654	Belt (Alternate)
10	423W85254	Belt (Alternate)
11	803E19650	Knob Handle
12	809E98250	Spring
13	960K48841	DADF Document Set LED

PL 55.6



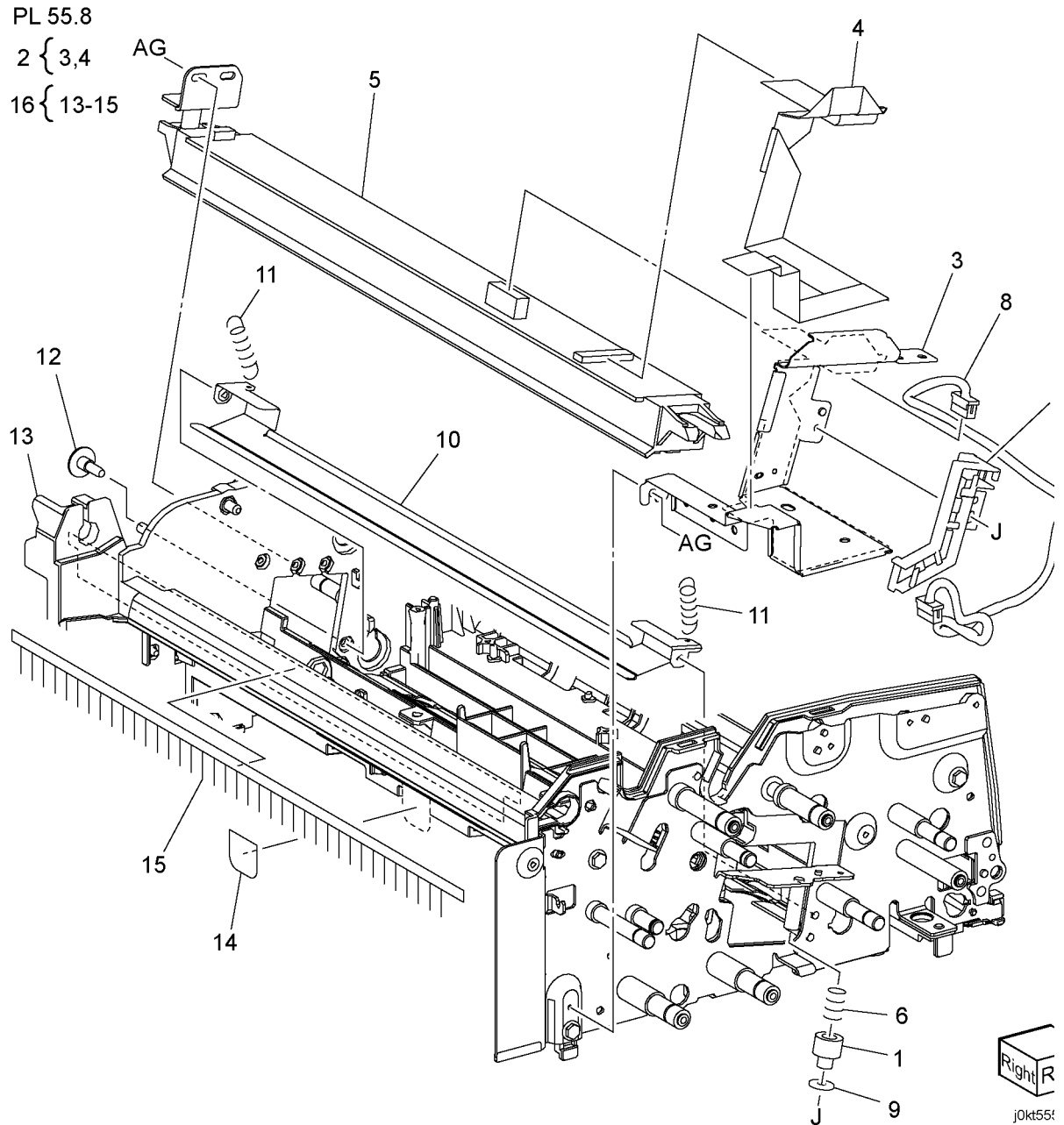
PL 55.7 DADF Regi/Retard/Out Chute

Item	Part	Description
1	049K10081	Exit Sensor and Bracket
2	-	Bracket (P/O PL 55.7 Item 1)
3	-	Actuator (P/O PL 55.7 Item 1)
4	-	Spring (P/O PL 55.7 Item 1)
5	930W00121	Exit Sensor, Feed In Sensor, Feed In Sensor
6	-	Pad (P/O PL 55.7 Item 1)
7	050K68831	Set Gate
8	054K47692	Retard Chute (PL 55.14) (REP 55.17)
9	054K47891	Registration Chute (PL 55.13) (REP 55.16)
10	-	Out Chute (PL 55.15) (REP 55.18)
11	-	Bearing (Not Spared)
12	-	Front Hinge (Not Spared)
13	-	Rear Hinge (Not Spared)
14	809E98140	Spring
15	848K58071	Sensor Housing Assembly
16	-	Housing (P/O PL 55.7 Item 15)
19	-	Senor Wire Harness (P/O PL 55.7 Item 15)
20	-	Stamp Wire Harness (Not Spared)
21	-	Stamp Solenoid (Option) (Not Spared)
22	-	Stamp Wire Harness (Option) (Not Spared)
23	-	Stamp Bracket (Option) (Not Spared)
24	-	Stamp Plunger (Not Spared)
25	-	Harness Wire (Not Spared)



PL 55.8 DADF CIS

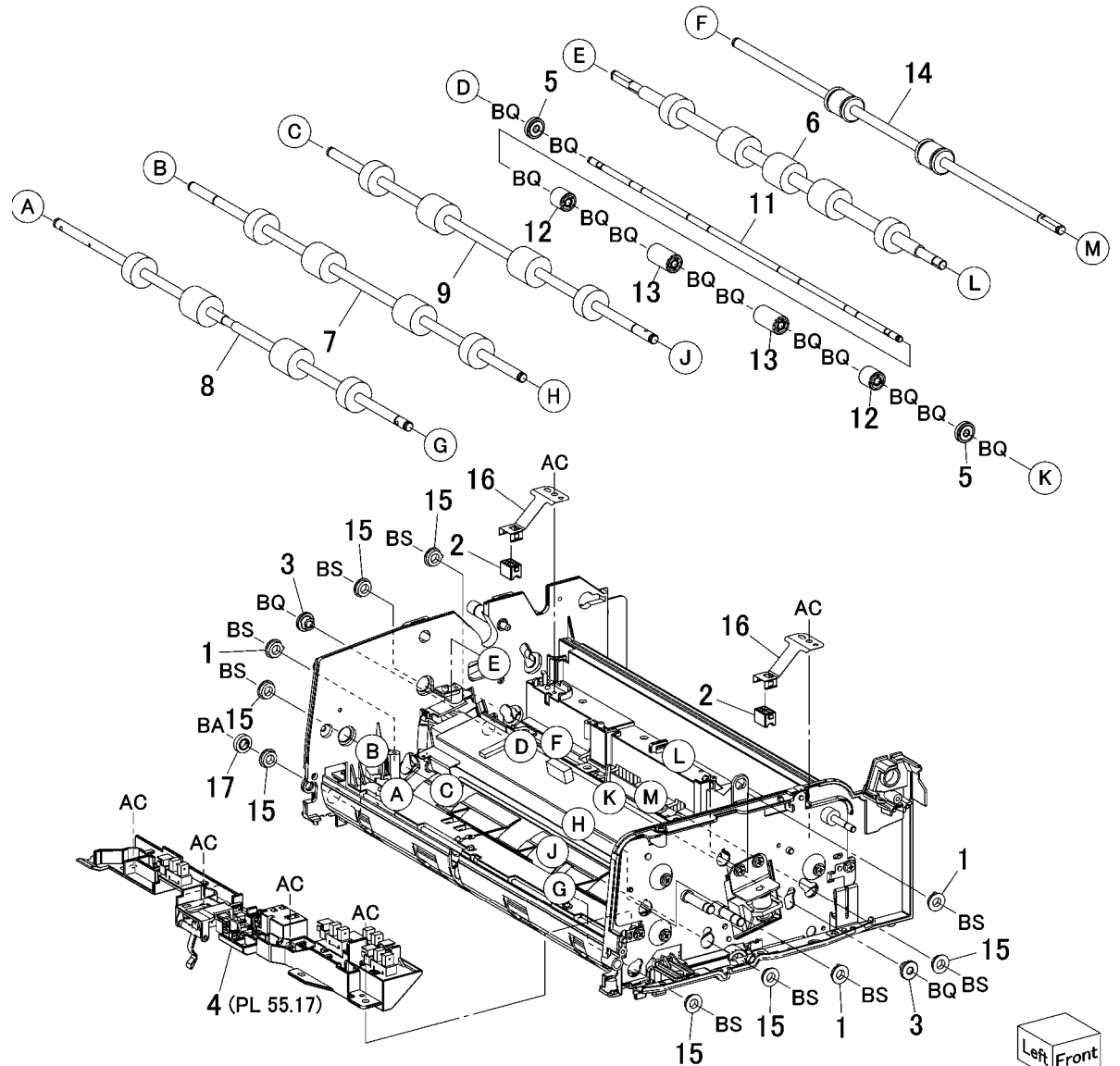
Item	Part	Description
1	-	CIS Bushing (Not Spared)
2	049K17400	CIS Cable and Bracket (PL 55.8 Item 3)
3	-	Bracket (P/O PL 55.8 Item 2)
4	-	CIS Cable
5	130K78710	CIS (REP 55.19)
6	-	Spring (Not Spared)
7	-	Harness Guide (Not Spared)
8	-	Wire Harness (Not Spared)
9	-	Washer (Not Spared)
10	-	CIS Plate
11	-	Spring
12	-	Shoulder Screw
13	-	Frame (P/O PL 55.8 Item 16)
14	-	Seal
15	-	Eliminator
16	-	Frame Assembly



PL 55.9 DADF Roll, Sensor Bracket

Item	Part	Description
1	013E26250	Bearing
2	-	Bearing Block
3	013E40690	Bearing (REP 55.20)
4	-	Bracket Ass
5	-	Roller T
6	059K73240	Roll Assy Ta
7	059K73250	Roll Assy Pre
8	059K73261	Roll Assy Regi
9	059K73270	Roll Assy Out
10	059K83090	Roll Assy CIS
11	-	Shaft CIS
12	-	Roll Regi Pinch W
13	-	Roll Regi Pinch S
14	059K73291	Roll Assy Exit
15	413W93450	Bearing Ball
16	-	Plate Spring
17	-	Holder Regi

PL 55.9
10 { 11-13

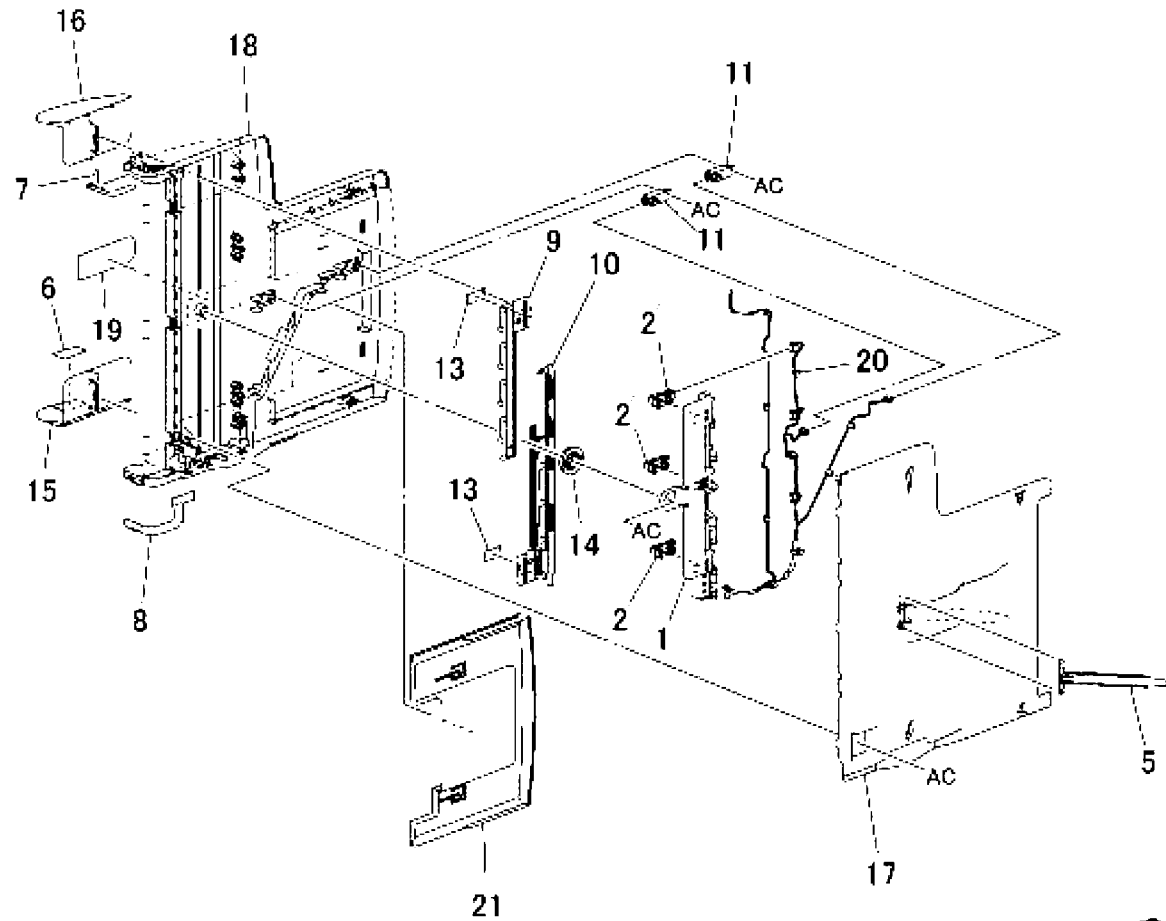


Left Front

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PL 55.10 DADF Document Tray

Item	Part	Description
1	–	Sensor Bracket
2	930W00121	DADF Tray Set Guide Sensor 1, DADF Tray Set Guide Sensor 2, DADF Tray Set Guide Sensor 3
5	–	Guide
6	–	Label (Max)
7	–	Harness Cover
8	–	Harness Cover
9	–	Rack Rear (Front)
10	–	Rack Rear (Rear)
11	930W00241	Document Tray Size Sensor 1, Document Tray Size Sensor 2
13	–	Rack Spring
14	–	Pinion
15	–	Side Guide
16	–	Side Guide
17	–	Tray Cover
18	–	Upper Tray
19	890E01210	Label (Instruction)
20	–	Tray Wire Harness
21	–	End Tray

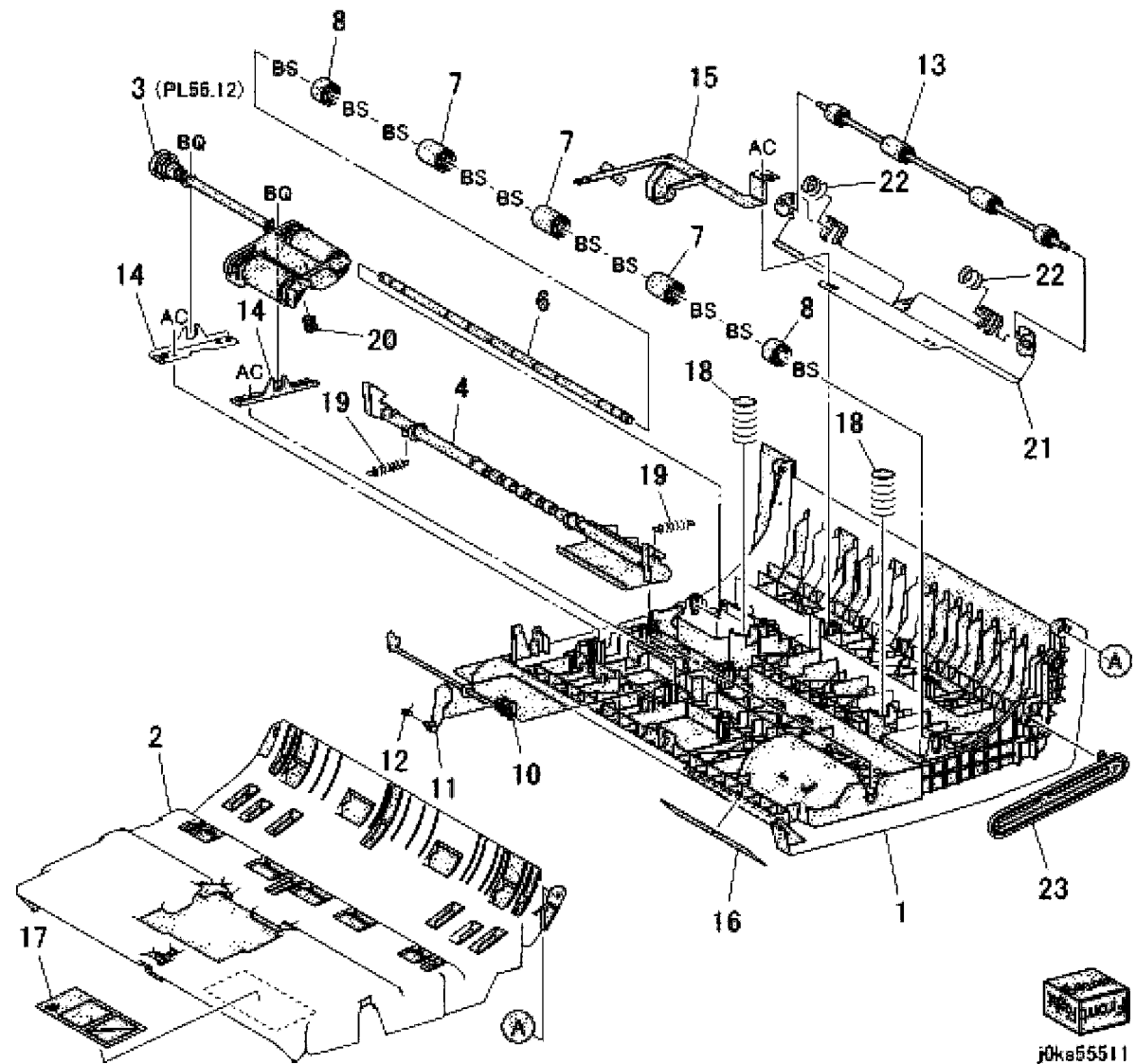


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PL 55.11 DADF Top Cover

Item	Part	Description
1	-	Top Cover
2	-	Feed Upper Chute
3	059K73511	Upper Feeder (PL 55.12)
4	011K04040	Latch Lever
5	059K74420	Take Away Pinch Roll
6	-	Shaft (P/O PL 55.11 Item 5)
7	-	Pinch Roll
8	-	Pinch Roll (Side)
9	120K92810	Actuator
10	-	Actuator (Base)
11	-	Actuator (Arm)
12	-	Spring (P/O PL 55.11 Item 9)
13	-	Pre Registration Pinch Roll
14	-	Bracket
15	-	Ground Plate
16	-	Label (Size)
17	898E43430	Label (Jam)
18	-	Spring
19	-	Spring (Lever)
20	-	Spring (Nudger)
21	-	Bracket
22	-	Spring
23	-	Link

5 { 6 - 8
9 { 10 - 12

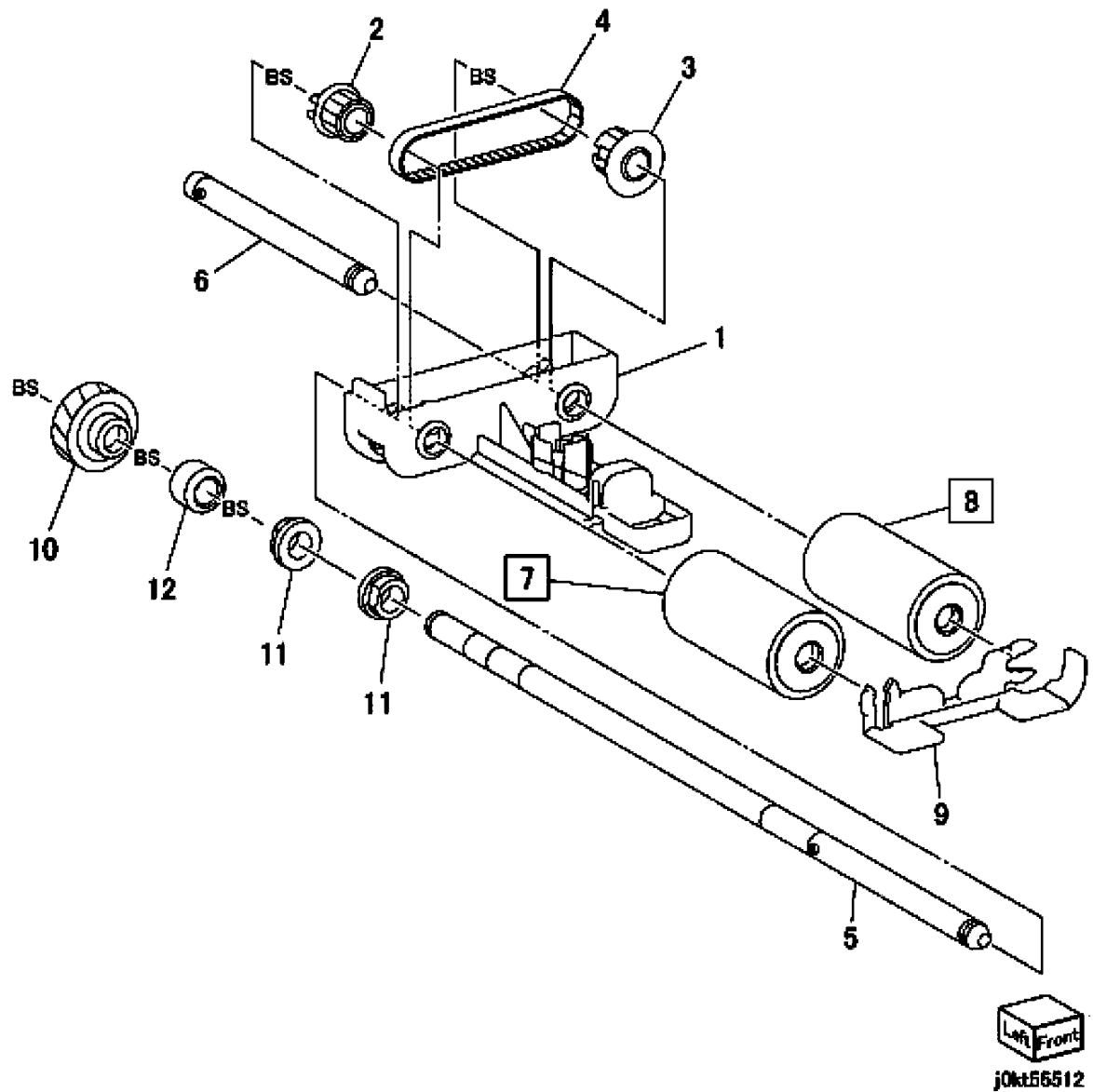


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PL 55.12 DADF Upper Feeder

Item	Part	Description
1	-	Nudger Housing
2	-	Pulley (Feeder)
3	-	Pulley (Nudger)
4	-	Belt (Alternate)
5	-	Feed Shaft
6	-	Nudger Shaft
7	-	Feed Roll (REP 55.21)
8	-	Nudger Roll (REP 55.21)
9	-	Housing
10	-	Gear
11	-	Bearing
12	-	Collar
13	604K77810	Feed Roll Kit

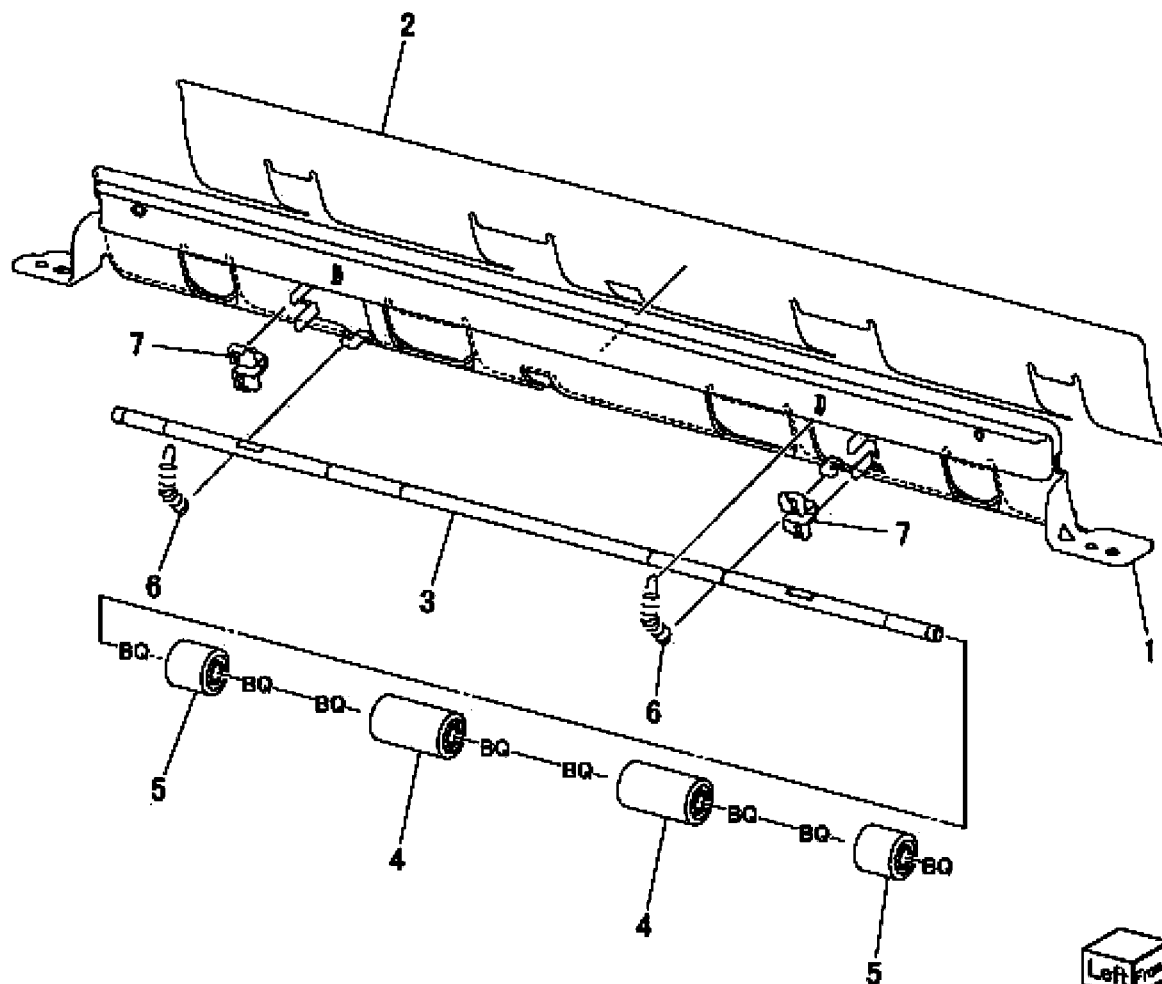
13 { 7, 8, PL 55.14 Item 4



PL 55.13 DADF Regi Chute

Item	Part	Description
1	-	Registration chute
2	-	Seal Regi
3	-	Pinch Shaft
4	-	Registration Pinch Roll (W)
5	-	Registration Pinch Roll (S)
6	-	Spring
7	-	Bearing

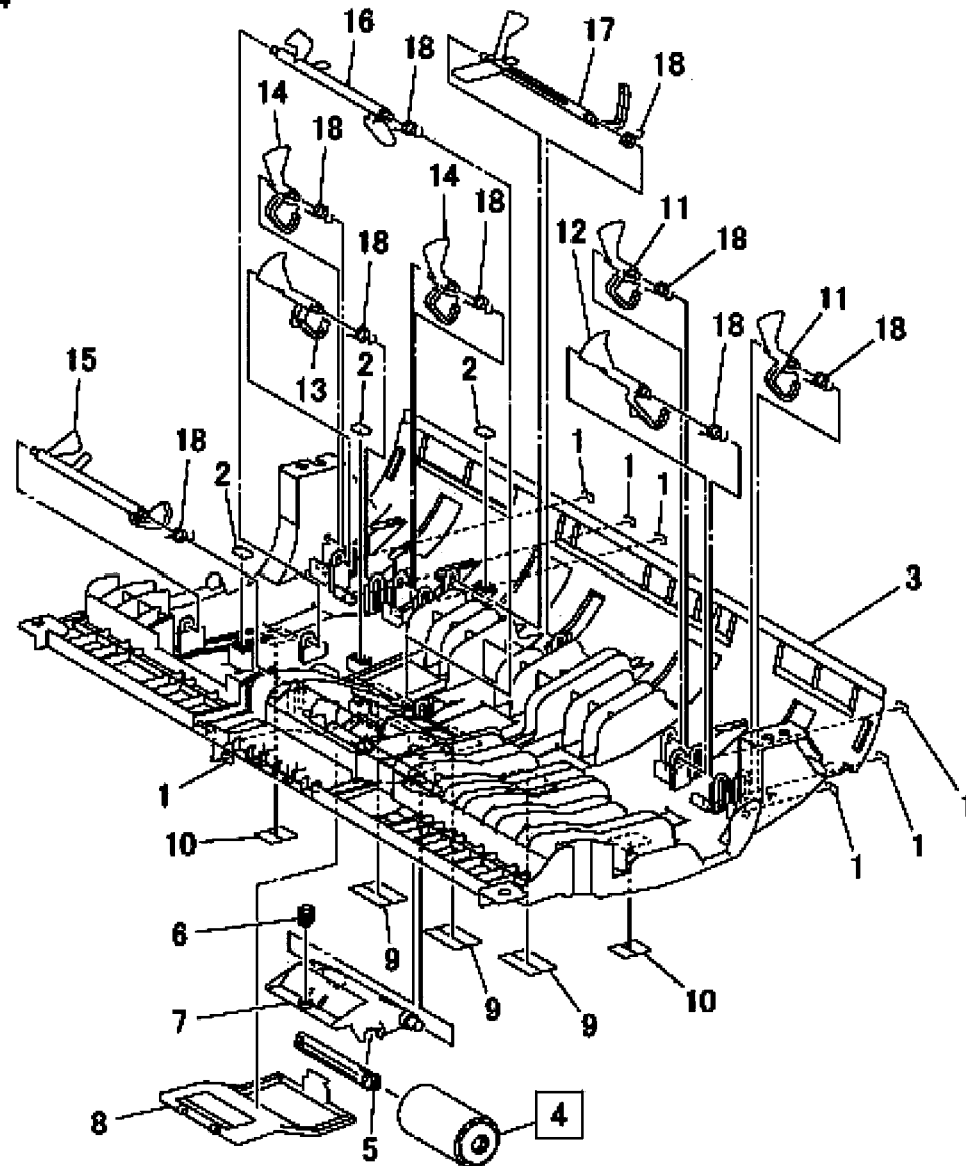
PL 55.13



PL 55.14 DADF Retard Chute

Item	Part	Description
1	-	Pad
2	-	Pad (Gate)
3	-	Retard Chute
4	-	Retard Roll (P/O 55.12 Item 13) (REP 55.22)
5	-	Retard Shaft
6	-	Spring Retard
7	-	Retard Housing
8	848K43601	Retard Roll Cover
9	-	Seal (W)
10	-	Seal (S)
11	-	Actuator (APS1)
12	-	Actuator (APS2)
13	-	Actuator (APS dummy 1)
14	-	Actuator (APS Dummy 2)
15	-	Actuator (Feed In)
16	-	Actuator (Feed Out)
17	-	Actuator (Registration)
18	-	Torsion Spring

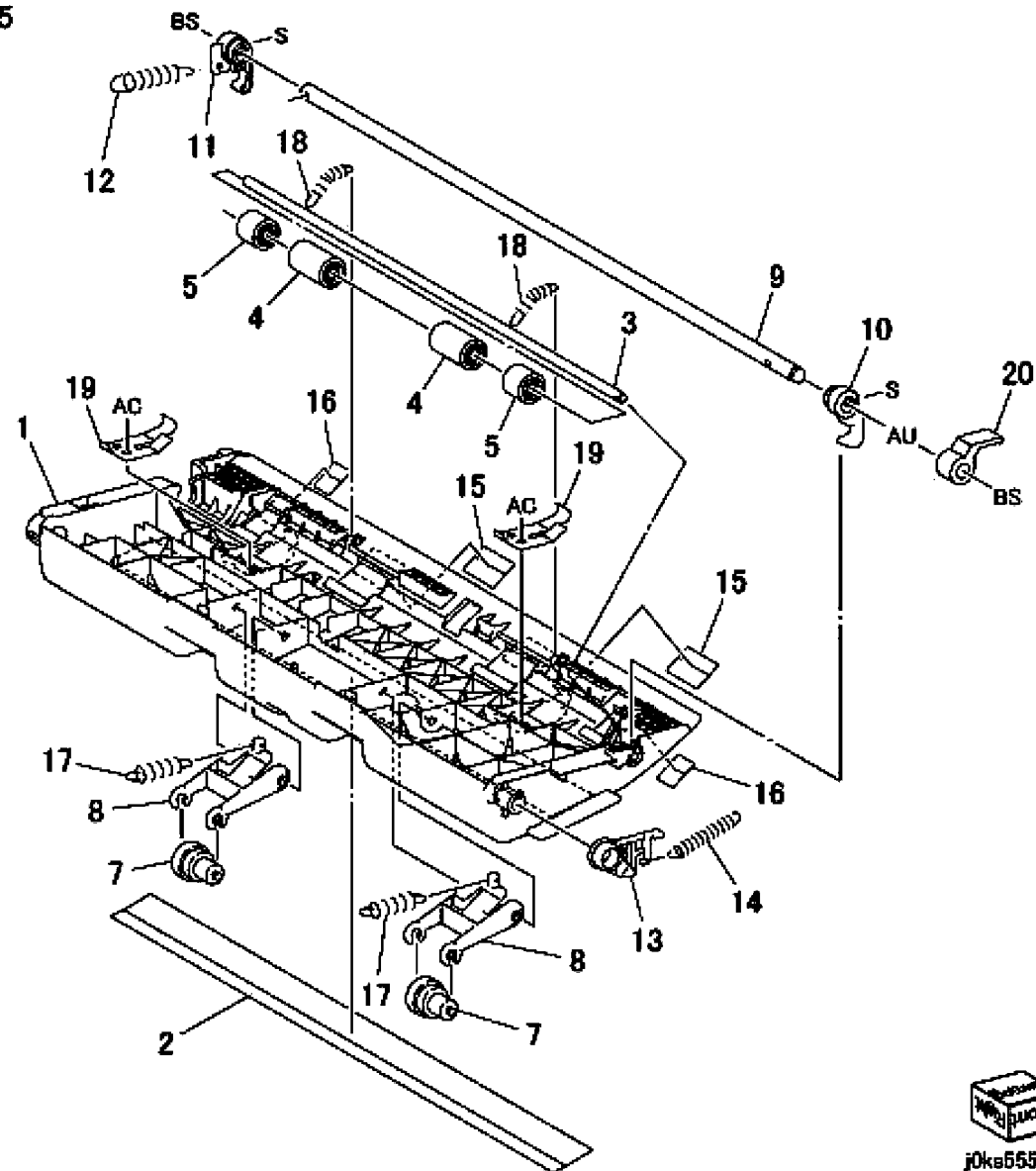
PL 55.14



PL 55.15 DADF Out Chute

Item	Part	Description
1	-	Out Chute
2	-	Seal
3	-	Pinch Shaft
4	-	Registration Pinch Roll (W)
5	-	Registration Pinch Roll (S)
6	-	Exit Pinch Roll (PL 55.15 Item 7)
7	-	Pinch Roll
8	-	Exit Holder
9	-	Latch Shaft
10	-	Latch (Front)
11	-	Latch (Rear)
12	-	Spring
13	-	Link
14	-	Spring
15	-	Seal (W)
16	-	Seal (S)
17	-	Spring
18	-	Spring
19	-	Ground Plate
20	-	Handle

PL 55.15
6 {7,8}

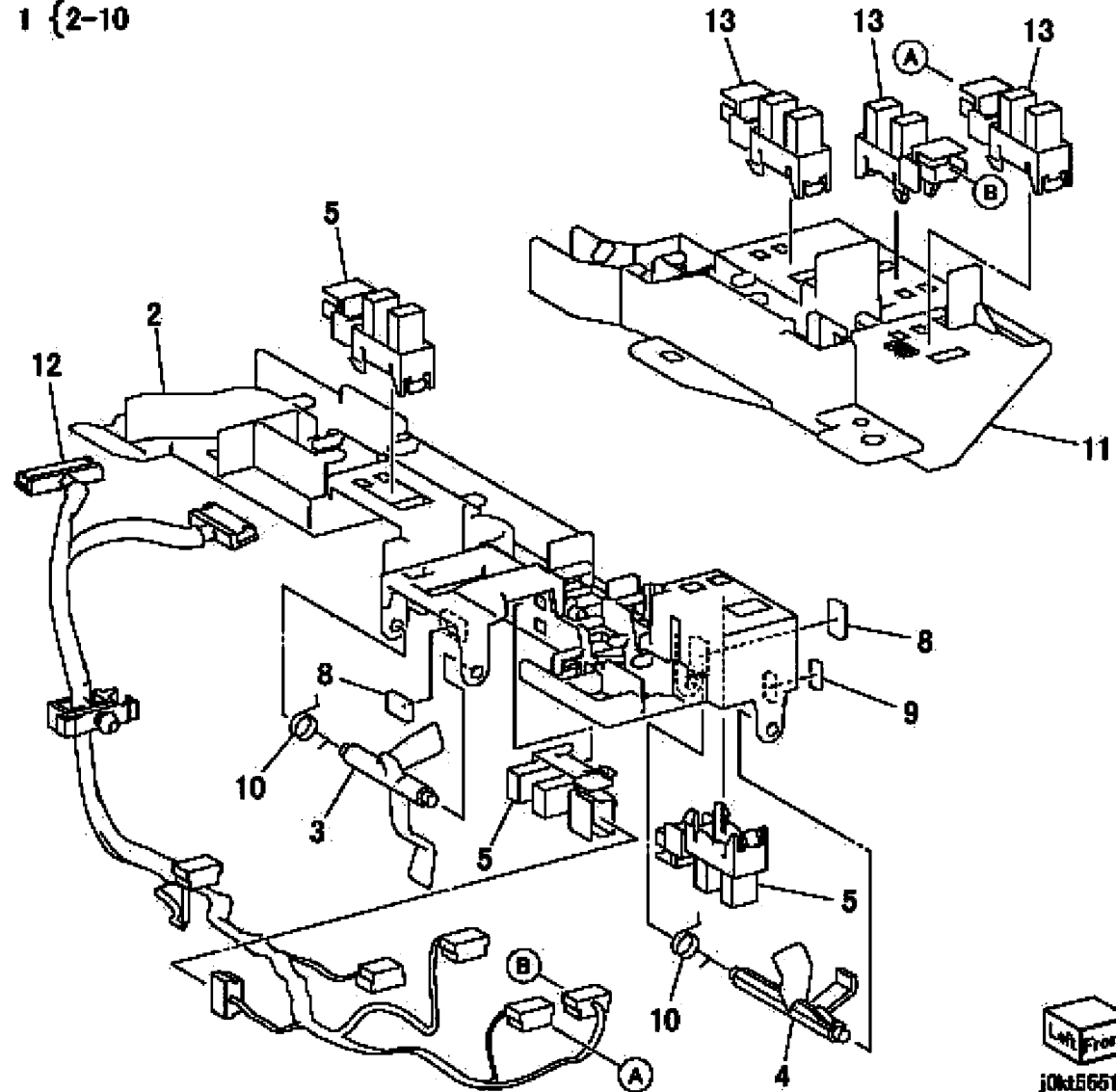


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PL 55.16 DADF Sensor Bracket

Item	Part	Description
1	-	DADF Sensor Bracket (REP 55.20)
2	-	Sensor Guide (P/O PL 55.16 Item 1)
3	120E31741	Actuator (Regi.)
4	120E33740	Actuator (Out)
5	930W00121	DADF Registration Sensor, DADF Pre Registration Sensor, DADF Out Sensor
8	-	Pad (Gate) (P/O PL 55.16 Item 1)
9	-	Pad (P/O PL 55.16 Item 1)
10	-	Torsion Spring (P/O PL 55.16 Item 1)
11	-	Sensor Guide
12	-	Wire Harness
13	-	DADF APS Sensor 1, DADF APS Sensor 2. Same as Item 5

PL 55.16
1 {2-10}



Common Hardware

Item	Part	Description			
A	112W27677	SEMS SCREW (M3x6)	BB	271W16250	DOWEL PIN (2x12)
B	112W27678	SEMS SCREW (M3x6)	BC	271W28250	DOWEL PIN (3x12)
C	112W27898	SEMS SCREW (M3x8)	BD	271W28450	DOWEL PIN (3x14)
D	112W28098	SEMS SCREW (M3x10)	BE	271W28650	DOWEL PIN (3x16)
E	113W15588	PAN HEAD SCREW (M2x5)	BF	271W36650	DOWEL PIN (4x16)
F	113W16088	PAN HEAD SCREW (M2x10)	BG	285W16251	SPRING PIN (2x12)
G	113W20478	SCREW (M3x4)	BH	285W28051	SPRING PIN (3x10)
H	113W20677	SCREW (M3x6)	BJ	285W28651	SPRING PIN (3x16)
J	113W20678	SCREW (M3x6)	BK	351W29250	C-CLIP (8)
K	113W20688	PAN HEAD SCREW (M2.5x6)	BL	354W13278	E-CLIP (1.5)
L	113W20878	SCREW (M3x8)	BM	354W15278	E-CLIP (2)
M	113W21078	SCREW (M3x10)	BN	354W19278	E-CLIP (2.5)
N	113W21278	SCREW (M3x12)	BP	354W21254	RING KL (4)
P	113W21478	SCREW (M3x14)	BQ	354W21278	E-CLIP (3)
Q	113W27488	PAN HEAD SCREW (M3x4)	BR	354W24254	KL-CLIP (6)
R	113W27588	PAN HEAD SCREW (M3x5)	BS	354W24278	E-CLIP (4)
S	113W27688	PAN HEAD SCREW (M3x6)	BT	354W26278	E-CLIP (5)
T	113W27888	PAN HEAD SCREW (M3x8)	BU	354W27254	KL-CLIP (8)
U	113W35878	SCREW (M4x8)	BV	354W27278	E-CLIP (6)
V	113W35888	PAN HEAD SCREW (M4x8)	BW	354W29278	E-CLIP (8)
W	114W27678	BIND HEAD SCREW (M3x6)	BX	180W16878	WING SCREW
X	141W27451	SETSCREW (M3x4)	BY	113W35678	SCREW (M4x6)
Y	141W35651	SETSCREW (M4x6)	BZ	153W27678	SCREW (M6x6)
Z	153W15888	TAPPING SCREW (M4x8)	CA	271W16050	DOWEL PIN (2x10)
AA	153W16288	TAPPING SCREW (M4x12)	CB	112W27659	SEMS SCREW (M3x6)
AB	153W17688	TAPPING SCREW (M3x6)	CC	158W27663	SCREW (M3x6)
AC	153W17888	TAPPING SCREW (M3x8)	CD	113W27551	SCREW (M3x5)
AD	153W18088	TAPPING SCREW (M3x10)	CE	113W16051	SCREW (M2x10)
AE	153W27878	TAPPING SCREW (M3x8)	CF	114W27878	BIND HEAD SCREW (M3x8)
AF	153W28078	TAPPING SCREW (M3x10)	CG	113W21778	SCREW (M3x18)
AG	158W27678	SCREW (M3x6)	CH	113W20698	ROUND SCREW (M3x6)
AH	158W27688	ROUND SCREW (M3x7)	CJ	153W16088	TAPPING SCREW (M4x10)
AJ	158W27878	SCREW (M3x8)	CK	271W21050	DOWEL PIN (2.5x10)
AK	158W28078	SCREW (M3x10)	CL	158W27888	ROUND SCREW (M3x9)
AL	158W35878	SCREW (M4x8)	CM	252W29450	NYLON WASHER (8) (t1)
AM	220W21278	FLANGE NUT (3)	CN	185W30178	SPACER SCREW (M3)
AN	251W19278	WASHER (2.5) (t0.5)			
AP	251W21278	WASHER (3) (t0.5)			
AQ	251W24278	WASHER (4) (t0.8)			
AR	251W26278	WASHER (5) (t1)			
AS	252W24350	NYLON WASHER (4)			
AT	252W26450	NYLON WASHER (5)			
AU	252W27350	NYLON WASHER (6) (t0.5)			
AV	252W27450	NYLON WASHER (6) (t1)			
AW	252W29350	NYLON WASHER (8) (t0.5)			
AX	252W31250	NYLON WASHER (10) (t0.25)			
AY	252W31350	NYLON WASHER (10) (t0.5)			
AZ	256W15278	SPRING WASHER (2) (t0.5)			
BA	271W10850	DOWEL PIN (1.6x8)			

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Tag Example Processor (IOT) Tags

UI Diagnostic Mode

Procedure

1. Press and hold the **Home** button on the UI for about 7 seconds, then release it.
The Login screen displays.
2. On the Login screen, enter the Passcode **6789**, then select **OK**.
The UI Diagnostic menu displays.

UI Diagnostics

The following menu selections appear on the left side of the UI Diagnostic menu screen: **General Information**, **Service Information**, **Diagnostics**, **Adjustments**, and **Maintenance**. Touch a button to see the routines available within that group. Touch a dC routine to launch it.

- **General Information**

This is the default selection for UI Diagnostics. It contains general information such as Product Code, Serial Number, Total Images, Images Since Last Call, System Software Version, IPV4 Address, Device Name, and IPV6 Address.

- **Service Information**

The button contains:

dC104, dC108, dC120, dC122, and dC135.

- **Diagnostics**

This button contains:

dC140, dC304, dC305, dC312, dC330, and dC612.

- **Adjustments**

This button contains:

dC129, dC131, dC301, dC361, dC603, dC608, dC609, dC671, dC673, dC675, dC740, dC909, dC919, dC924, dC937, dC945, dC949, dC950, and dC991.

- **Maintenance**

This button contains:

dC120, dC122, dC132, dC135, and dC710.

Call Closeout

The Call Closeout button is located on the upper right side of the screen. Call Closeout selections are:

- **Exit Only**

This selection enables a fast return to customer mode.

- **Exit & Reboot**

This selection reboots the machine after exiting UI Diagnostics. Some changes to NVM or other settings may require a reboot to store values in the proper places in NVM.

- **Reset Counters**

Select this check box when exiting UI Diagnostics to clear fault history.

- **Cancel**

Select Cancel to return to the UI Diagnostic menu screen.

Service Copy (Tools) Mode

The CSE Service Copy (Tools) mode provides access to the machine that is greater than that of a user but less than that of the System Administrator. This mode allows you to perform a number of checks and run copies without compromising the customer's security settings. This mode can be used if the Administrator user name and passcode are not at the default, and the Administrator is not available to enter the admin passcode. (GP 2)

Entering CSE Service Copy mode

1. Press and hold the **Home** button on the UI for about 7 seconds, then release it.
The Login screen displays.
2. On the Login screen, enter the Passcode **2732**, then select **OK**.
The Service Copy mode opens. A **CSE** button appears in the upper left corner of the display.

NOTE: CSE Service Copy mode remains active until the **CSE** button is pressed or the session times out. When finished with Tools, always log out of CSE Service Copy mode by pressing the **CSE** button and confirming logout.

dC104 System Usage Counters

Purpose

Displays a history of system usage.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Service Information**.
3. Select **dC104 Usage Counters...**
4. Touch the **Diagnostic Counters** button to filter the results:
 - **Diagnostic Counters** - lists sheet counters for service operations and tray totals.
 - **Impression Counters** - lists all impressions, categorized by B/W, Color, Large, Small, Print, Copy.
 - **Sheet Counters** - Color, B/W, Large, Small.
 - **Images Sent Counters** - Fax and Scan.
 - **Fax Impressions Counters** - If Fax is enabled, lists the number of received Faxes that were printed.
 - **All Usage Counters** - all the above.

Press the **Update** button for the most current count.

dC108 Software Versions

Purpose

Displays the installed software versions for the various modules installed in the system.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Service Information**.
3. Select **dC108 Software Version...** Depending on installed options, software version information appears for these modules:
 - Software Upgrade
 - Copy Controller
 - Copy Controller OS
 - UI Panel Firmware
 - Fax
 - Imaging Output Terminal
 - Network Controller
 - Image Input Terminal
 - Document Feeder
 - User Interface
 - XUI Language Version
 - Finisher

dC120 Fault Counter

Purpose

Displays the number of occurrences of each IOT fault since the last Service Exit with the **Clear Counters** option selected.

NOTE:

1. *Faults detected while in Service Mode are not counted.*
2. *An Interlock open while the machine is stopped is not counted.*

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Service Information**.
3. Select **dC120 Fault Counters....**
4. Select the **Sort on Count** check box to list the most frequent faults first. (A check mark will appear in the box.)
5. Selecting the **Include Zero** check box lists all faults in the database. (A check mark will appear in the box.) Deselecting this box lists only those faults with a recorded occurrence.
6. The screen displays all fault codes in the machine database by **Chain-Link**, **Description**, and **Count** since the last time the **Reset Counters** option was selected during Call Close-out.
7. To jump to the start of the fault list for a particular chain, touch the small **Chain** window on the left side of the screen (there will be a cursor flashing in the window), enter the chain number using the keypad, and touch the **Search** button to the right of the **Chain** window.

dC122 Fault History

Purpose

Displays the Last 40 faults.

NOTE:

1. *Faults detected while in Service Mode are not counted.*
2. *An Interlock open while the machine is stopped is not counted.*
3. *If multiple faults occurred in the machine, the primary fault is recorded.*

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Service Information**.
3. Select **dC122 Fault History....**
4. A five-column table will appear, listing the **Fault Name**, **Code**, **Date/Time**, **Copy Count**, and **Size** of the last 40 machine faults.
5. To clear the fault history, select **Reset Counters** on the **Call Closeout** screen.

dC128 Fold Position Adjustment

Purpose

This procedure allows access to the NVM locations affecting the Finisher folding and staple position setup. There are several different adjustments, depending on the Finisher. Refer to the Finisher Service Documentation for more information.

dC129 Paper Registration

Purpose

This procedure is used to align the Lead Edge and Side Edge of the developed image with media fed from the various paper trays. Refer to [ADJ 9.1](#) for instructions

dC131 NVM Read/Write

NOTE: NVM values are listed in the procedures where they are called out.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dc131 NVM Read/Write...**
4. Enter the NVM Chain and Link (as listed in the procedure that called **dC131**) in the **Chain** and **Link** windows.

NOTE: Use the keypad or the scroll buttons to enter the **Chain** and the **Link**. Enter only the numeric value of the **Link**, from 1 to 999. Leading zeros cannot be entered in the **Link** window

NOTE: It is not necessary to re-enter NVM locations that have already been entered. You can select previously entered locations by touching the row in the table where that location is listed. If more than four NVM locations are entered, a scroll bar will appear on the right side of the table.

5. Select the **Read** button.

NOTE: When an NVM is displayed in the table, it will remain displayed until **Clear** is selected. The **Clear** button only clears the table display, not an NVM value.

6. Touch the **Value of:** window and use the keypad to enter the new NVM Value. Use the +/- button to enter negative numbers.
7. Select **Write** to load the new value.

dC132 Serial Number Synchronize

Purpose

This procedure synchronizes the serial number information on the components where it is stored.

Serial number information is stored at these locations:

- **MDM PWB** - EEPROM (U80) - The replacement MDM PWB is spared without an EEPROM. The EEPROM on the old MDM PWB must be removed and transferred to the new MDM PWB.
- **IIT PWB** - EEPROM (U4) - The EEPROM on the old IIT PWB contains IIT setup and calibration data; it should be removed and transferred to the new IIT PWB, if possible.
- **System Disk Drive** - A System Disk Drive from Xerox Distribution must be used, otherwise, the machine will be unable to boot.
- **SBC PWB** - SD Card (J10) - An SD Card from Xerox Distribution must be used, otherwise, the machine will be unable to boot.

NOTE: In order to replace any one of the components listed above, you must power down the system, replace the individual component, then power up the system. When the system powers up, the replaced component's serial number data will synchronize automatically with the data on the other components. **In such instances, dC132 need not be performed.**

Initial Action

Check dC122 for Communications faults (Chain 303). These faults can prevent serial number synchronization. Resolve these faults before continuing.

Procedure

Part 1 - Notify service support.

NOTE: It may take up to 24 hours to receive a password from ACAST.

1. Enter **UI Diagnostic Mode**.
2. Select **Maintenance**.
3. Select **dC132 Machine Serial Number...**

CAUTION

After the Unique Machine Identifier is generated, DO NOT touch the Generate New Identifier Code button again, as this will invalidate the Password that will be provided.

4. Select **Generate New Identifier Code**. Record the Unique Machine Identifier.

NOTE: Follow all instructions included in the form. You must complete the form, print it, obtain required signatures and data, then scan it.

5. Contact service support to obtain the form and instruction on how to complete the form.
6. Follow form instructions and warnings carefully.
7. Note that there is a cost for this service.
8. Fill in all the information. Print the completed form. Have your budget center manager sign the form. If **any** information is missing, we cannot perform the service.

9. Have the National Technical Specialist (NTS, RSE or FE) forward a copy of service log and proof of the location of the machine to acast01@xerox.com. This information must indicate machine location, customer name and address.

The proof must be a screen capture of the NTS/FE/RSE customer support database (account management database), FWSS, ICSS, DFM BT, VQMS, VALE, STPR, etc. The information on the proof must match the information on the form.

10. Scan the completed form and e-mail to acast01@xerox.com.

Part 2 - Re-serialize machine

1. Enter **UI Diagnostic Mode**.
2. Select **Maintenance**.
3. Select **dC132 Machine Serial Number...**

CAUTION

DO NOT touch the Generate New Identifier Code button, as this will invalidate the Passcode that will be provided.

4. Select **Enter Passcode...**
5. Enter the Passcode received from ACAST in the box named **Enter Passcode**.
6. Select **Enter**.
7. Exit Diagnostic mode.
8. Switch the machine power off, then on.
9. Print a configuration report and verify that the serial number is corrected.

The serial numbers are now synchronized.

dC135 HFSI Counters

Purpose

This routine displays the percentage of service life remaining for periodic replacement parts.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Service Information** or **Maintenance**.
3. Select **dC135 CRU/HFSI...**
4. The CRU/HFSI screen lists the serviceable items and displays **Estimated Pages Remaining**.
5. Refer to **Detailed Maintenance Activities (CRU/HFSI)** in Section 1. Perform the listed Service Action for all HFSI counters that are at or near end of life.
6. To reset the count after replacing the parts, select the appropriate HFSI item, then select **Reset Counter**.

dC140 Analog Monitor

Purpose

This routine monitors the status of sensors listed in [Table 1](#). Temporary change of output values is possible.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Diagnostics**.
3. Select **dC140 Analog Monitor...**
The system displays the **Analog Monitor** screen.
 - The system displays the **Component Name** with the **ID**, **Status**, **Range**, and **Value**.
 - The status of all components shows **Inactive**. The **Value** columns are blank.
4. To run a component check:
 - a. Select the component to check.
 - b. Select **Start** on the popup which displays.
 - c. The component status changes to **Active**.
 - d. The bit count displays in the **Value** column.
 - e. You can switch on an input component to monitor an output component.

NOTE: If the component has a runtime restriction, the component is switched on for that period and automatically switched off.

NOTE: Some components cannot be energized at the same time as another component. If you activate such a combination of components, the first component switched on will be automatically switched off.

NOTE: If the component cannot be automatically turned off, the following message appears: **Cannot check the component. Stop another output component.**

Checking multiple components

1. To check multiple components simultaneously, repeat Steps 4a through 4e.
2. To stop the check, touch the row for the component you wish to stop and select **Stop**. Select **Stop All** to switch off multiple selected components.

Table 1 dC140 Analog Monitor Codes List

ID	Component	Description
10.200	Heat Belt STS Center	Heat Belt Center STS temperature AD value
10.201	Heat Belt STS Rear	Heat Belt Rear STS temperature AD value
42.200	NOHAD Sensor	Environmental Sensor value
71.200	Tray 1 Size Sensor	Displays AD value for Tray 1 paper size
72.200	Tray 2 Size Sensor	Displays AD value for Tray 2 paper size
73.200	Tray 3 Size Sensor	Displays AD value for Tray 3 paper size
74.200	Tray 4 Size Sensor	Displays AD value for Tray 4 paper size
75.200	MSI Size Sensor	Displays AD value for MSI paper size
91.200	BDR DC current Y	Y-color BDR DC Current Monitor
91.201	BDR DC current M	M-color BDR DC Current Monitor

Table 1 dC140 Analog Monitor Codes List

ID	Component	Description
91.202	BDR DC current C	C-color BDR DC Current Monitor
91.203	BDR DC current K	K-color BDR DC Current Monitor
92.200	ADC Sensor	ADC Sensor input value
92.201	Env Temperature Sensor	Temp Sensor input value
92.202	Env Humidity Sensor	Humidity Sensor input value
92.203	ATC Sensor Y	Detection of TC in Y-color Developer Housing
92.204	ATC Sensor M	Detection of TC in M-color Developer Housing
92.205	ATC Sensor C	Detection of TC in C-color Developer Housing
92.206	ATC Sensor K	Detection of TC in K-color Developer Housing

dC301 NVM Initialization

Purpose

This procedure may be needed when the machine cannot recover for some unknown reason, including problems such as producing blank copies/prints, continuously declaring system faults, etc. It is also required as part of the software upgrade process.

Initial Actions

- Disconnect any Foreign Interface devices.
- Obtain all of the following information:
 - Saved Machine Settings, if possible.
 - NVM value factory setting report (typically it is located in the Tray 1 pocket)
 - Any customer setting Auditron account from the system administrator
 - Any setting changes (specifically NVM settings) shown on the machine's service log.
 - Any customer settings in the Tools mode.
- If possible, perform **dC361**NVM Save and Restore.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select the **dC301 NVM Initialization...**

NOTE: The Sub Domain check boxes toggle between selected and unselected states when touched.

4. Select the appropriate **Domain**, **Sub Domain**, and **NVM Data** using the features on the UI screen.
5. Select **Initialize** to run the routine. Select the **[X]** button to exit the routine without running it.
6. When prompted by the message **Are you sure you want to initialize NVM?**, select **Initialize**.

NOTE: If the screen displays the message **The device is in a non-customer mode** after completing this step, perform **GP 29** to restore the machine to customer mode.

7. After the initialization is complete, use the data accumulated in **Initial Actions** to restore the machine to its previous configuration.
8. If it is not possible to restore NVM using **dC361**, perform the following in order:
 - a. **ADJ 9.10** Color Registration Control Setup Cycle (dC675)
 - b. **ADJ 9.1** IOT Lead Edge/Side Edge Registration (dC129)
 - c. **ADJ 6.7** Document Glass Registration Automatic Adjustment (dC609)
 - d. **ADJ 5.5** DADF Registration Automatic Adjustment (dC608)

dC304 LPH EEPROM Self test

Purpose

To check the integrity of data in the control logic of the LED Print Heads.

Procedure

1. Enter [UI Diagnostic Mode](#).
2. Select **Diagnostics**.
3. Select **dC304 LPH EEPROM Self Test...**
4. Press **Start**.
5. If the data are correct and communication is possible, **OK** will appear for each of the Print Heads (**Yellow**, **Magenta**, **Cyan**, and **Black**).
6. If any color reports **NG**, check the display and fault history for any Chain 061 faults.

dC305 Panel Diagnostics Test

This utility tests UI operation. The utility consists of six (6) tests which are detailed in [ADJ 4.1](#).

dC312 Network Echo Tests

Purpose

Tests the machine's ability to communicate on the network.

Procedure

1. Enter [UI Diagnostic Mode](#).
2. Select **Diagnostics**.
3. Select **dC312 Network Echo Test...**

NOTE: *Protocols that are not enabled will not be selectable (they will be grayed out).*

4. Select the **Protocol** to be tested.
5. Select the **Start Network Echo Test** button. The test will run. A message will be displayed on the UI indicating whether the test was successful.

dC330 Component Control

Purpose

The purpose of dC330 Component Control is to actuate or monitor the operation of individual or multiple related components.

Procedure

1. Enter [UI Diagnostic Mode](#).
2. Select **Diagnostics**.
3. Select **dC330 Component Control...**
4. The **dC330 Component Control** screen displays. There are two tables. The upper table lists all component control codes, selectable by Chain. The lower table contains codes to be activated.

The display indicates the following:

- **Chain and Link**
- **I/O** (whether the component is Input (I) or Output (O))
- **Description**
- **State**

Finding a code

NOTE: *Codes related to a specific accessory (for example, an HCF) will not be listed on the UI unless that accessory is installed in the machine. For Finisher codes, refer to the Service Documentation for the BR Finisher.*

Codes are listed in menus on the UI and in the following tables:

1. DADF Chain 005 Component Control Codes - [Table 1](#)
Fuser Chain 10 Component Control Codes - [Table 2](#)
FAX Chain 20 Component Control Codes - [Table 3](#)
Drives/Fans Chain 42 Component Control Codes - [Table 4](#)
LED Print Head Chain 61 Component Control Codes - [Table 5](#)
Scanner Chain 62 Component Control Codes - [Table 6](#)
Scanner Chain 66 Component Control Codes - [Table 7](#)
Tray 1 Chain 71 Component Control Codes - [Table 8](#)
Tray 2 Chain 72 Component Control Codes - [Table 9](#)
Tray 3 Chain 73 Component Control Codes - [Table 10](#)
Tray 4 Chain 74 Component Control Codes - [Table 11](#)
Tray 5 Bypass Chain 75 Component Control Codes - [Table 12](#)
IOT Media Path Chain 77 Component Control Codes - [Table 13](#)
HCF Chain 78 Component Control Codes - [Table 14](#)
MOB Chain 89 Component Control Codes - [Table 15](#)
IOT Xerographics Chain 91 Component Control Codes - [Table 16](#)
IOT ADC Chain 92 Component Control Codes - [Table 17](#)
IOT Developer Drive Chain 93 Component Control Codes - [Table 18](#)
IOT Transfer Belt Component Control Codes - [Table 19](#)
2. Component control codes in the UI menus are arranged by Chain. Touch the **Chain** button and select a chain. The codes within that chain are listed.

- Select the desired code by pressing it. A popup menu gives you a choice: **Add** the code to the lower table or **Close Menu** without taking any action.

Activating a code

CAUTION

Some components have special machine safety requirements, such as removing the IBT assembly before running the IBT Drive, etc. Read the code description in tables 1 - 19 in order to avoid machine damage.

- To add a code directly to the lower table, press the desired code on the list and select **Add** on the popup menu. You can also add the code with the keypad. Press the **Chain** box in the lower right corner of the screen, and type in the 6-digit code. The **Link** box will automatically highlight as you type the last three digits of the code. Press the **Add** button to place the code in the lower table.
- A component is activated by touching its name in the lower table, then selecting **Start** on the popup menu that appears. The component's **Status** changes to **On**, **Off**, **Low**, or **Hi**, as applicable.

NOTE: *If the component has a runtime restriction, the component is switched on for that period and automatically switched off.*

- To deactivate a component, touch its name in the lower table, and press the **Stop** or **Stop All** button on the popup menu. The component is still listed in the lower table, but its **Status** changes to **Off** or **-**.

NOTE: *You can also deactivate a component by pressing the **Remove** button on the popup menu. The component will not only stop, but also be removed from the lower table.*

- To remove a component from the lower table, touch its name and then select **Remove** on the popup menu.
- To close the popup menu, press **Close Menu**.

NOTE: *Pressing **Close Menu** does not change a component's **Status** in the lower table.*

Stacking component codes (running more than one component at the same time)

NOTE: *Some components cannot be energized at the same time as another component. If you activate such a combination of components, the first component switched on will be automatically switched off. If the component cannot be automatically turned off, the following message will appear: **Cannot check the component. Stop another output component.***

- To stack several codes, select the first code and press **Start**; then select the next code and press **Start**. Up to 11 codes may be stacked.
- The **Status** of each component changes, as applicable.
- To stop an individual component, highlight it and press **Stop**.
- To switch off all components, select any one and press **Stop All**.

Exiting Component Control

CAUTION

Ensure that all components that were activated are stopped before closing Component Control.

To exit dC330 Component Control, press the **Close** button in the upper right corner of the screen.

Table 1 DADF Chain 005 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
005.001	CVT-DADF feed motor _ speed 1	IIT	DADF	Output	005.002 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 1
005.002	CVT- DADF feed motor _ speed 2	IIT	DADF	Output	005.001, 005.003 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 2
005.003	CVT-DADF feed motor _ speed 3	IIT	DADF	Output	005.001 thru 005.002, 005.004 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 3
005.004	CVT-DADF feed motor _ speed 4	IIT	DADF	Output	005.001 thru 005.003, 005.005 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 4
005.005	CVT-DADF feed motor _ speed 5	IIT	DADF	Output	005.001 thru 005.005, 005.007 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 5
005.007	CVT-DADF feed motor _ speed 7	IIT	DADF	Output	005.001 thru 005.005, 005.008 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 5
005.008	CVT-DADF feed motor _ speed 8	IIT	DADF	Output	005.001 thru 005.007, 005.010 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 8
005.010	CVT-DADF feed motor _ speed 10	IIT	DADF	Output	005.001 thru 005.008, 005.014, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor at speed 10

Table 1 DADF Chain 005 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
005.014	CVT-DADF feed motor _ Reverse	IIT	DADF	Output	005.001 thru 005.010, 005.015 thru 005.024, 005.048 thru 005.061	50 sec	On	Run Feed Motor in reverse
005.015	CVT-DADF pre reg motor _ speed 1	IIT	DADF	Output	005.016 thru 005.025, 005.076, 005.077, 005.089	50 sec	On	Run Pre Reg Motor at speed 1
005.017	CVT-DADF pre reg motor _ speed 3	IIT	DADF	Output	005.015, 005.016, 005.018 thru 005.025, 005.076, 005.077, 005.089	50 sec	On	Run Pre Reg Motor at speed 3
005.019	CVT-DADF pre reg motor _ speed 5	IIT	DADF	Output	005.015 thru 005.018, 005.020 thru 005.025, 005.076, 005.077, 005.089	50 sec	On	Run Pre Reg Motor at speed 5
005.020	CVT-DADF pre reg motor _ speed 6	IIT	DADF	Output	005.015 thru 005.019, 005.021 thru 005.025, 005.076, 005.077, 005.089	50 sec	On	Run Pre Reg Motor at speed 6
005.021	CVT-DADF pre reg motor _ speed 7	IIT	DADF	Output	005.015 thru 020, 005.022 thru 005.025, 005.076, 005.077, 005.089	50 sec	On	Run Pre Reg Motor at speed 7
005.022	CVT-DADF pre reg motor _ speed 8	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.021, 005.024, 005.048 thru 005.061	50 sec	On	Run Pre Reg Motor at speed 8
005.024	CVT-DADF pre reg motor _ speed 10	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.022, 005.048 thru 005.061	50 sec	On	Run Pre Reg Motor at speed 10
005.026	CVT-DADF reg motor _ speed 1	IIT	DADF	Output	005.027 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 1
005.027	CVT-DADF reg motor _ speed 2	IIT	DADF	Output	005.026, 005.028 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 2
005.028	CVT-DADF reg motor _ speed 3	IIT	DADF	Output	005.026 thru 005.027, 005.029 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 3
005.029	CVT-DADF reg motor _ speed 4	IIT	DADF	Output	005.026 thru 005.028, 005.030 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 4
005.030	CVT-DADF reg motor _ speed 5	IIT	DADF	Output	005.026 thru 005.029, 005.032 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 5
005.032	CVT-DADF reg motor _ speed 7	IIT	DADF	Output	005.026 thru 005.030, 005.033 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 7
005.033	CVT-DADF reg motor _ speed 8	IIT	DADF	Output	005.026 thru 005.032, 005.035, 005.037 thru 005.047	50 sec	On	Run Registration Motor at speed 8
005.035	CVT-DADF reg motor _ speed 10	IIT	DADF	Output	005.026 thru 005.033, 005.037 thru 005.047	50 sec	On	Run Registration Motor speed 10
005.037	CVT-DADF platen motor _ speed 1	IIT	DADF	Output	005.026 thru 005.035, 005.038 thru 005.047	50 sec	On	Run Platen Motor at speed 1
005.038	CVT-DADF platen motor _ speed 2	IIT	DADF	Output	005.026 thru 005.035, 005.037, 005.041 thru 005.047	50 sec	On	Run Platen Motor at speed 2
005.041	CVT-DADF platen motor _ speed 4	IIT	DADF	Output	005.026 thru 005.035, 005.037 thru 005.038, 005.043 thru 005.047	50 sec	On	Run Platen Motor at speed 4
005.043	CVT-DADF platen motor _ speed 6	IIT	DADF	Output	005.026 thru 005.035, 005.037 thru 005.041, 005.044 thru 005.047	50 sec	On	Run Platen Motor at speed 6
005.044	CVT-DADF platen motor _ speed 7	IIT	DADF	Output	005.026 thru 005.035, 005.037 thru 005.043, 005.046 thru 005.047	50 sec	On	Run Platen Motor at speed 7
005.046	CVT-DADF platen motor _ speed 9	IIT	DADF	Output	005.026 thru 005.035, 005.037 thru 005.044, 005.047	50 sec	On	Run Platen Motor at speed 9
005.047	CVT-DADF platen motor _ speed 10	IIT	DADF	Output	005.026 thru 005.035, 005.037 thru 005.047	50 sec	On	Run Platen Motor at speed 10
005.048	CVT-DADF exit motor_speed 1	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.049 thru 005.061	50 sec	On	Run Exit Motor at speed 1

Table 1 DADF Chain 005 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
005.049	CVT-DADF exit motor_speed 2	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.048, 005.057 thru 005.061	50 sec	On	Run Exit Motor at speed 2
005.057	CVT-DADF exit motor_speed 8	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.049, 005.058 thru 005.061	50 sec	On	Run Exit Motor at speed 8
005.058	CVT-DADF exit motor_speed 9	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.057, 005.059 thru 005.061	50 sec	On	Run Exit Motor at speed 9
005.059	CVT-DADF exit motor_speed 10	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.058, 005.060 thru 005.061	50 sec	On	Run Exit Motor at speed 10
005.060	CVT-DADF exit motor_speed 11	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.059, 005.061	50 sec	On	Run Exit Motor at speed 11
005.061	CVT-DADF exit motor_speed 12	IIT	DADF	Output	005.001 thru 005.014, 005.015 thru 005.024, 005.048 thru 005.060	50 sec	On	Run Exit Motor at speed 12
005.064	CVT-DADF platen motor pre registration motor_speed 1	IIT	DADF	Output	005.065 thru 005.079, 005.093	50 sec	On	Run Pre-Reg Platen Motor at speed 1
005.065	CVT-DADF baffle solenoid platen motor pre registration motor	IIT	DADF	Output	005.064, 005.067 thru 005.079, 005.093	50 sec	On	
005.067	CVT-DADF simplex/duplex gate solenoid platen motor	IIT	DADF	Output	005.064, 005.065, 005.069 thru 005.079, 005.093	50 msec	On	Move gate to duplex
005.069	CVT-DADF exit gate solenoid pre registration motor	IIT	DADF	Output	005.064 thru 005.067, 005.070 thru 005.079, 005.093	50 msec	On	Actuate gate solenoid
005.070	CVT-DADF nip release solenoid nip pre registration motor	IIT	DADF	Output	005.064 thru 005.069, 005.076 thru 005.079, 005.093	50 msec	On	Actuate nip release solenoid 1
005.073	CVT stamp solenoid	IIT	DADF	Output		10 msec	On	Actuate CVT stamp solenoid
005.076	CVT-DADF pre reg motor pre registration motor	IIT	DADF	Output	005.064 thru 005.070, 005.078 thru 005.079, 005.093	50 sec	On	Run Pre-Reg Motor
005.078	CVT-DADF reg motor pre registration motor_speed 1	IIT	DADF	Output	005.064 thru 005.076, 005.079, 005.093	50 sec	On	Run Pre-Reg Motor at speed 1
005.079	CVT-DADF reg motor pre registration motor_speed 2	IIT	DADF	Output	005.064 thru 005.078, 005.093	50 sec	On	Run Pre-Reg Motor at speed 2
005.083	Doc ready	IIT	DADF	Output		None	On/Off	Turn doc ready signal on
005.084	Doc set LED	IIT	DADF	Output		5 sec	On/Off	Turn Set LED on.
005.088	Image area	IIT	DADF	Output		5 sec	On	Not in BSD but listed elsewhere
005.089	CVT Pre-Reg.Motor (CCW650.0mm/sec)	IIT	DADF	Output		5 sec	On/Off	(PF2.02/PF2.03) CIS Sync 5 seconds ON/OFF automatic
005.093	Nudger motor CW	IIT	DADF	Output	005.064 thru 005.079	5 sec	On	Not in BSD but listed elsewhere
005.094	CVT - DADF Nudger Motor CCW	IIT	DADF	Output		50 sec	On/Off	(PF1.5/PF2.02/PF2.03) 50 seconds ON/OFF automatic
005.096	CVT - DADF Platen Motor (CCW350.0mm/sec)	IIT	DADF	Output		50 sec	On/Off	50 seconds ON/OFF automatic
005.102	DADF document set sensor	IIT	DADF	Input		None	High/Low	Paper at Document Set Sensor
005.110	DADF registration sensor	IIT	DADF	Input		None	High/Low	Paper at Registration Sensor
005.204	CVT-DADF Feed Sensor	IIT	DADF	Input		None	High/Low	Paper at Feed Sensor
005.205	CVT-DADF feed out sensor	IIT	DADF	Input		None	High/Low	Paper at Feed Out Sensor

Table 1 DADF Chain 005 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
005.206	CVT-DADF pre-reg sensor	IIT	DADF	Input		None	High/Low	Paper at Pre-Reg Sensor
005.208	CVT-DADF Out Sensor	IIT	DADF	Input		None	High/Low	Paper at Out Sensor
005.209	CVT-DADF #1 Exit Sensor	IIT	DADF	Input		None	High/Low	Paper at #1 Exit Sensor
005.212	CVT-DADF feeder cover interlock switch	IIT	DADF	Input		None	High/Low	DADF Top cover interlock open
005.213	CVT-DADF platen interlock switch	IIT	DADF	Input		None	High/Low	DADF Platen interlock open
005.215	CVT-DADF #1 tray APS sensor	IIT	DADF	Input		None	High/Low	Paper at DADF Feeder Tray Automatic Paper Selection (APS) sensor #1.
005.216	CVT-DADF #2 tray APS sensor	IIT	DADF	Input		None	High/Low	Paper at DADF Feeder Tray Automatic Paper Selection (APS) sensor #2.
005.217	CVT-DADF #3 tray APS sensor	IIT	DADF	Input		None	High/Low	Paper at DADF Feeder Tray Automatic Paper Selection (APS) sensor #3.
005.218	CVT-DADF #1 APS sensor	IIT	DADF	Input		None	High/Low	Paper at DADF Upper chute Automatic Paper Selection (APS) sensor #1
005.219	CVT-DADF #2 APS sensor	IIT	DADF	Input		None	High/Low	Paper at DADF Upper chute Automatic Paper Selection (APS) sensor #2
005.220	CVT-DADF #3 APS sensor	IIT	DADF	Input		None	High/Low	Paper at DADF Upper chute Automatic Paper Selection (APS) sensor #3
005.221	CVT-DADF tray size sensor #1	IIT	DADF	Input		None	High/Low	DADF Tray size sensor #1
005.222	CVT-DADF tray size sensor #2	IIT	DADF	Input		None	High/Low	DADF Tray size sensor #2
005.224	Scan start	IIT	DADF	Input		None	On/Off	Scan Start
005.226	CVT-DADF #2 invert sensor	IIT	DADF	Input		None	High/Low	DADF invert sensor #2. Not in BSD but listed elsewhere

Table 2 Fuser Chain 10 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
010.001	Fuser Motor 255mm/s	IOT	Fuser	Output	010.002 thru 010.004, 010.009, 010.010	None	On/Off	Run the Fuser Motor at speed.
010.002	Fuser Motor 225mm/s	IOT	Fuser	Output	010.001, 010.003 thru 010.004, 010.009, 010.010	None	On/Off	Run the Fuser Motor at speed
010.003	Fuser Motor 200mm/s	IOT	Fuser	Output	010.001 thru 010.002, 010.004, 010.009, 010.010	None	On/Off	Run the Fuser Motor at speed
010.004	Fuser Motor 175mm/s High Speed	IOT	Fuser	Output	010.001 thru 010.008, 010.013, 094.012, 094.013	None	On/Off	Run the Fuser Motor at speed
010.005	Fuser Motor 121mm/s Mid Speed	IOT	Fuser	Output	010.001 thru 010.004, 010.006 thru 010.008, 010.013, 094.012, 094.013	None	On/Off	Run the Fuser Motor at speed
010.006	Fuser Motor 175mm/s Low Speed	IOT	Fuser	Output	010.001 thru 010.004, 010.006 thru 010.008, 010.013, 094.012, 094.013	None	On/Off	Run the Fuser Motor at speed
010.007	Fuser Motor 121mm/s Low Speed	IOT	Fuser	Output	010.001 thru 010.004, 010.006 thru 010.008, 010.013, 094.012, 094.013	None	On/Off	Run the Fuser Motor at speed

Table 2 Fuser Chain 10 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
010.008	Fuser Motor 79mm/s Speed	IOT	Fuser	Output	010.001 thru 010.004, 010.006 thru 010.008, 010.013, 094.012, 094.013	None	On/Off	Run the Fuser Motor at speed
010.009	P/Roll Latch On	IOT	Fuser	Output		None	On/Off	Pressure roller latch On
010.010	P/Roll Latch Off	IOT	Fuser	Output		None	On/Off	Pressure roller latch Off
010.011	P/Roll Half Latch	IOT	Fuser	Output		None	On/Off	Pressure roller latch On
010.012	P/Roll Latch ON(Envelope)	IOT	Fuser	Output	010.009, 010.010, 010.011	None	On/Off	Pressure roller latch On (Envelope)
010.013	Fuser Motor(308mm Speed	IOT	Fuser	Output	010.001, 010.002, 010.003, 010.004, 010.005, 010.007, 010.008, 010.012, 010.013	None	On/Off	Run the Fuser Motor at speed
010.201	Fuser Thermostat Status	IOT	Fuser	Input		None	High/Low	Fuser Thermostat operational status
010.202	R/Roll Latch Sensor	IOT	Fuser	Input		None	High/Low	Pressure roller latch Sensor status
010.203	Belt Speed Sensor	IOT	Fuser	Input		None	High/Low	Fuser belt sensor status

Table 3 IOT FAX Chain 20 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
020.010	Single Tone 0Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 0Hz on line 1
020.011	Single Tone 400Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 400Hz on line 1
020.012	Single Tone 1100Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 1100Hz on line 1
020.013	Single Tone 1300Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 1300Hz on line 1
020.014	Single Tone 1650Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 1650Hz on line 1
020.015	Single Tone 1850Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 1850Hz on line 1
020.016	Single Tone 2100Hz Ln1	FAX	FAX	Output			On/Off	Emits single tone 2100Hz on line 1
020.017	ANSAM Ln1	FAX	FAX	Output			On/Off	No information exists to indicate what this code does.
020.018	CI Ln1	FAX	FAX	Output			On/Off	No information exists to indicate what this code does.
020.020	DTMF # Line1	FAX	FAX	Output			On/Off	Emits DTMF # on line 1
020.021	DTMF * Line1	FAX	FAX	Output			On/Off	Emits DTMF * on line 1
020.022	DTMF 0 Line1	FAX	FAX	Output			On/Off	Emits DTMF 0 on line 1
020.023	DTMF 1 Line1	FAX	FAX	Output			On/Off	Emits DTMF 1 on line 1
020.024	DTMF 2 Line1	FAX	FAX	Output			On/Off	Emits DTMF 2 on line 1
020.025	DTMF 3 Line1	FAX	FAX	Output			On/Off	Emits DTMF 3 on line 1
020.026	DTMF 4 Line1	FAX	FAX	Output			On/Off	Emits DTMF 4 on line 1
020.027	DTMF 5 Line1	FAX	FAX	Output			On/Off	Emits DTMF 5 on line 1
020.028	DTMF 6 Line1	FAX	FAX	Output			On/Off	Emits DTMF 6 on line 1
020.029	DTMF 7 Line1	FAX	FAX	Output			On/Off	Emits DTMF 7 on line 1
020.030	DTMF 8 Line1	FAX	FAX	Output			On/Off	Emits DTMF 8 on line 1
020.031	DTMF 9 Line1	FAX	FAX	Output			On/Off	Emits DTMF 9 on line 1
020.032	DTMF A Line1	FAX	FAX	Output			On/Off	Emits DTMF A on line 1
020.033	DTMF B Line1	FAX	FAX	Output			On/Off	Emits DTMF B on line 1

Table 3 IOT FAX Chain 20 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
020.034	DTMF C Line1	FAX	FAX	Output			On/Off	Emits DTMF C on line 1
020.035	DTMF D Line1	FAX	FAX	Output			On/Off	Emits DTMF D on line 1
020.040	V.21 300 bps Line1	FAX	FAX	Output			On/Off	Emits V.21 300 bps Line1
020.041	V.27ter 2400 bps Line1	FAX	FAX	Output			On/Off	Emits V.27ter 2400 bps Line1
020.042	V.27ter 4800 bps Line1	FAX	FAX	Output			On/Off	Emits V.27ter 4800 bps Line1
020.043	V.29 7200 bps Line1	FAX	FAX	Output			On/Off	Emits V.29 7200 bps Line1
020.044	V.29 9600 bps Line1	FAX	FAX	Output			On/Off	Emits V.29 9600 bps Line1
020.045	V.17 7200 bps Line1	FAX	FAX	Output			On/Off	Emits V.17 7200 bps Line1
020.046	V.17 9600 bps Line1	FAX	FAX	Output			On/Off	Emits V.17 9600 bps Line1
020.047	V.17 12000 bps Line1	FAX	FAX	Output			On/Off	Emits V.17 12000 bps Line1
020.048	V.17 14400 bps Line1	FAX	FAX	Output			On/Off	Emits V.17 14400 bps Line1
020.049	V.34 2400 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 2400 bps Line1
020.050	V.34 4800 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 4800 bps Line1
020.051	V.34 7200 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 7200 bps Line1
020.052	V.34 9600 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 9600 bps Line1
020.053	V.34 12000 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 12000 bps Line1
020.054	V.34 14400 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 14400 bps Line1
020.055	V.34 16800 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 16800 bps Line1
020.056	V.34 19200 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 19200 bps Line1
020.057	V.34 21600 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 21600 bps Line1
020.058	V.34 24000 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 24000 bps Line1
020.059	V.34 26400 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 26400 bps Line1
020.060	V.34 28800 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 28800 bps Line1
020.061	V.34 31200 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 31200 bps Line1
020.062	V.34 33600 bps Line1	FAX	FAX	Output			On/Off	Emits V.34 33600 bps Line1
020.080	Single Tone 0Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 0Hz on line 2
020.081	Single Tone 400Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 400Hz on line 2
020.082	Single Tone 1100Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 1100Hz on line 2
020.083	Single Tone 1300Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 1300Hz on line 2
020.084	Single Tone 1650Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 1650Hz on line 2
020.085	Single Tone 1850Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 1850Hz on line 2
020.086	Single Tone 2100Hz Ln2	FAX	FAX	Output			On/Off	Emits single tone 2100Hz on line 2
020.087	ANSAM Ln2	FAX	FAX	Output			On/Off	No information exists to indicate what this code does.
020.088	CI Ln2	FAX	FAX	Output			On/Off	No information exists to indicate what this code does.
020.090	DTMF # Line2	FAX	FAX	Output			On/Off	Emits DTMF # on line 2
020.091	DTMF * Line2	FAX	FAX	Output			On/Off	Emits DTMF * on line 2
020.092	DTMF 0 Line2	FAX	FAX	Output			On/Off	Emits DTMF 0 on line 2
020.093	DTMF 1 Line2	FAX	FAX	Output			On/Off	Emits DTMF 1 on line 2

Table 3 IOT FAX Chain 20 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
020.094	DTMF 2 Line2	FAX	FAX	Output			On/Off	Emits DTMF 2 on line 2
020.095	DTMF 3 Line2	FAX	FAX	Output			On/Off	Emits DTMF 3 on line 2
020.096	DTMF 4 Line2	FAX	FAX	Output			On/Off	Emits DTMF 4 on line 2
020.097	DTMF 5 Line2	FAX	FAX	Output			On/Off	Emits DTMF 5 on line 2
020.098	DTMF 6 Line2	FAX	FAX	Output			On/Off	Emits DTMF 6 on line 2
020.099	DTMF 7 Line2	FAX	FAX	Output			On/Off	Emits DTMF 7 on line 2
020-100	DTMF 8 Line2	FAX	FAX	Output			On/Off	Emits DTMF 8 on line 2
020-101	DTMF 9 Line2	FAX	FAX	Output			On/Off	Emits DTMF 9 on line 2
020-102	DTMF A Line2	FAX	FAX	Output			On/Off	Emits DTMF A on line 2
020-103	DTMF B Line2	FAX	FAX	Output			On/Off	Emits DTMF B on line 2
020-104	DTMF C Line2	FAX	FAX	Output			On/Off	Emits DTMF C on line 2
020-105	DTMF D Line2	FAX	FAX	Output			On/Off	Emits DTMF D on line 2
020-110	V.21 300 bps Line2	FAX	FAX	Output			On/Off	Emits V.21 300 bps Line2
020-111	V.27ter 2400 bps Line2	FAX	FAX	Output			On/Off	Emits V.27ter 2400 bps Line2
020-112	V.27ter 4800 bps Line2	FAX	FAX	Output			On/Off	Emits V.27ter 4800 bps Line2
020-113	V.29 7200 bps Line2	FAX	FAX	Output			On/Off	Emits V.29 7200 bps Line2
020-114	V.29 9600 bps Line2	FAX	FAX	Output			On/Off	Emits V.29 9600 bps Line2
020-115	V.17 7200 bps Line2	FAX	FAX	Output			On/Off	Emits V.17 7200 bps Line2
020-116	V.17 9600 bps Line2	FAX	FAX	Output			On/Off	Emits V.17 9600 bps Line2
020-117	V.17 12000 bps Line2	FAX	FAX	Output			On/Off	Emits V.17 12000 bps Line2
020-118	V.17 14400 bps Line2	FAX	FAX	Output			On/Off	Emits V.17 14400 bps Line2
020-119	V.34 2400 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 2400 bps Line2
020-120	V.34 4800 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 4800 bps Line2
020-121	V.34 7200 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 7200 bps Line2
020-122	V.34 9600 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 9600 bps Line2
020-123	V.34 12000 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 12000 bps Line2
020-124	V.34 14400 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 14400 bps Line2
020-125	V.34 16800 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 16800 bps Line2
020-126	V.34 19200 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 19200 bps Line2
020-127	V.34 21600 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 21600 bps Line2
020-128	V.34 24000 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 24000 bps Line2
020-129	V.34 26400 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 26400 bps Line2
020-130	V.34 28800 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 28800 bps Line2
020-131	V.34 31200 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 31200 bps Line2
020-132	V.34 33600 bps Line2	FAX	FAX	Output			On/Off	Emits V.34 33600 bps Line2

Table 4 IOT Drives/Fans Chain 42 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
042.001	Main motor 79mm/s	IOT	Drives	Output	042.002 thru 042.006		On/Off	Low Speed machine only

Table 4 IOT Drives/Fans Chain 42 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
042.002	Main motor 121mm/s	IOT	Drives	Output	042.001,042.003 thru 042.006		On/Off	Both High and Low speed machines.
042.003	Main motor 175mm/s	IOT	Drives	Output	042.001, 042.002, 042.004 thru 042.006		On/Off	
042.004	Main motor 200mm/s	IOT	Drives	Output	042.001 thru 042.003, 042.005, 042.006		On/Off	
042.005	Main motor 228mm/s	IOT	Drives	Output	042.001 thru 042.004, 042.006		On/Off	
042.006	Main motor 255mm/s	IOT	Drives	Output	042.001 thru 042.005		On/Off	
042.011	Fuser Fan	IOT	NOHAD	Output			On/Off	
042.012	MHVPS Fan	IOT	NOHAD	Output			On/Off	
042.013	Process 2 Fan	IOT	NOHAD	Output			On/Off	
042.015	Rear Bottom Fan	IOT	NOHAD	Output			On/Off	
042.016	IH Intake Fan	IOT	NOHAD	Output			On/Off	
042.017	IH Exhaust Fan	IOT	NOHAD	Output			On/Off	
042.018	LVPS Fan	IOT	NOHAD	Output			On/Off	
042.020	Suction Drive Fan	IOT	NOHAD	Output			On/Off	
042.021	Cartridge Fan	IOT	NOHAD	Output			On/Off	
042.022	Process 1 Fan	IOT	NOHAD	Output			On/Off	
042.024	C Exhaust Fan	IOT	NOHAD	Output			On/Off	
042.025	NOHAD Fan Failure Detection	IOT	NOHAD	Output			On/Off	
042.026	LH Fan	IOT	NOHAD	Output			On/Off	
042.027	RH Fan	IOT	NOHAD	Output	042.011, 042.012, 042.013, 042.015, 042.016, 042.017, 042.018, 042.020, 042.021, 042.022, 042.024, 042.025, 042.026		On/Off	RH Fan Speed Change operation: Rotates when START is request and stops when STOP is requested.
042.202	Fuser Fan Fail	IOT	NOHAD	Input			High/Low	Fuser Fan rotation state detection
042.204	Rear Bottom Fan Fail	IOT	NOHAD	Input			High/Low	Rear Bottom Fan rotation state detection
042.206	MHVPS Fan Fail	IOT	NOHAD	Input			High/Low	HV Fan rotation state detection
042.207	Process 2 Fan Fail	IOT	NOHAD	Input			High/Low	Process 2 Fan rotation state detection
042.209	Cartridge Fan Fail	IOT	NOHAD	Input			High/Low	
042.210	Process 1 Fan Fail	IOT	NOHAD	Input			High/Low	
042.211	Suction Fan Fail	IOT	NOHAD	Input			High/Low	
042.213	C Exhaust Fan Fail	IOT	NOHAD	Input			High/Low	
042.214	IH Intake Fan Fail	IOT	NOHAD	Input			High/Low	
042.215	IH Exhaust Fan Fail	IOT	NOHAD	Input			High/Low	
042.216	LH Fan Fail	IOT	NOHAD	Input			High/Low	
042.217	RH Fan Fail	IOT	NOHAD	Input			On/Off	
042.218	LVPS Fan Fail	IOT	NOHAD	Input			On/Off	

Table 5 IOT LED Print Head Chain 61 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
061.001	LPH Forced On Cin 100%	IOT	IOT	Output	061.002, 061.003, 061.004	None	On/Off	LED Print head is turned on (image pattern of Cin set to 100%)
061.002	LPH Forced On Light Cin 50%	IOT	IOT	Output	061.001, 061.003, 061.004	None	On/Off	LED Print head is turned on (image pattern of Cin 50%)
061.003	LPH Forced Light Line Evaluation	IOT	IOT	Output	061.001, 061.002, 061.004	None	On/Off	LED Print head is turned on (image pattern for streaks evaluation)
061.004	LPH Forced Light Thyristor only	IOT	IOT	Output	061.001, 061.002, 061.003	None	On/Off	Thyristor transfer only performed.

Table 6 IIT Scanner Chain 62 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
062.002	Exposure lamp	IIT	Scanner	Output		None	On/Off	
062.018	Carriage home sensor	IIT	Scanner	Input		None	High/Low	High = Carriage Home
062.019	Platen down sensor	IIT	Scanner	Input		None	High/Low	Detects DADH is closed
062.020	24 volts	IIT	Scanner	Input		None	High/Low	Detects 24V
062.022	DH hotline detect	IIT	Scanner	Input	Can stack with DADH Active Hotline	None	High/Low	DADH Active Hotline detection sensor
062.023	Carriage move home position	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves carriage to the home position
062.024	Carriage move doc size position	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves Carriage to Document Size sensing position
062.025	Carriage move CVT position	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves Carriage to CVT position
062.026	Carriage move test position A	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves Carriage to scan audit position A
062.027	Carriage move test position B	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves Carriage to scan audit position B
062.028	Carriage move test position C	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves Carriage to scan audit position C
062.030	Carriage move cal strip position	IIT	Scanner	Output	Can only be run independently of other Carriage Move components	None	On/Off	Moves Carriage to cal strip position
062.240	DADF exist	IIT	Scanner	Input		None	High/Low	Automatic Paper Selection (APS) sensor 1 located under the platen glass.
062.251	Document size sensor 1	IIT	Scanner	Input		None	High/Low	Automatic Paper Selection (APS) sensor 1 located under the platen glass.
062.253	Document size sensor 2	IIT	Scanner	Input		None	High/Low	Automatic Paper Selection (APS) sensor 2 located under the platen glass.
062.301	Angle sensor	IIT	Scanner	Input		None	High/Low	Angle sensor

Table 7 IIT Scanner Chain 66 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
066.002	DADF exposure lamp	IIT	Scanner	Output		None	On/Off	Side 2 exposure lamp

Table 8 Tray 1 Chain 71 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
071.001	#1 Feed Motor (CW2) feed direction	IOT	Media	Output	071.002, 071.003	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
071.002	#1 Feed Motor (CCW2) lift up direction	IOT	Media	Output	071.001, 071.003, 071.004	None	On/Off	Motor rotates with 2-phase excitation in lift-up direction at lift-up speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed. Constraints. Motor does not rotate if Level Sensor is already on at the time of rotation start. When Level Sensor On is detected, motor steps down up to 0pps and stops.
071.003	# 1 Feed Motor 1-2 phase (CW1-2) Feed direction	IOT	Media	Output	071.001, 071.002	None	On/Off	
071.101	#1 No Paper Sensor	IOT	Media	Input		None	High/Low	
071.102	#1 Level Sensor	IOT	Media	Input		None	High/Low	
071.104	#1 Tray Paper Size Switch	IOT	Media	Input		None	High/Low	T Size digit
071.105	#1 Pre Feed Sensor	IOT	Media	Input		None	High/Low	

Table 9 Tray 2 Chain 72 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
072.001	#2 Feed Motor (CW2) feed direction	IOT	Media	Output	072.002, 072.003, 072.004	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
072.002	#2 Feed Motor (CCW2) lift up direction	IOT	Media	Output	072.001, 072.003, 072.004	None	On/Off	Motor rotates with 2-phase excitation in lift-up direction at lift-up speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed. Constraints. Motor does not rotate if Level Sensor is already on at the time of rotation start. When Level Sensor On is detected, motor steps down up to 0pps and stops.
072.003	#2 Feed Motor (CW1-2) feed direction	IOT	Media	Output	072.001, 072.002, 072.004	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
072.101	#2 No Paper Sensor	IOT	Media	Input	072.102 thru 072.104, 073.101 thru 073.104, 074.101 thru 074.104, 077.036	None	High/Low	
072.102	#2 Level Sensor	IOT	Media	Input	072.101, 072.103 thru 072.104, 073.101 thru 073.104, 074.101 thru 074.104, 077.036	None	High/Low	
072.103	#2 Feed Out Sensor	IOT	Media	Input	072.101, 072.102, 072.104, 073.101 thru 073.104, 074.101 thru 074.104, 077.036	None	High/Low	
072.104	#2 Tray Paper Size Switch	IOT	Media	Input	072.101 thru 072.103, 073.101 thru 073.104, 074.101 thru 074.104, 077.036	None	High/Low	T size digit

Table 9 Tray 2 Chain 72 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
072.105	#2 Pre Feed Sensor	IOT	Media	Input		None	High/Low	To detect #2 Pre Feed Sensor On/Off. [I/O] #2 Pre Feed Sensor. *Valid for High only. Operation disabled for Mid & Low.

Table 10 Tray 3 Chain 73 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
073.001	#3 Feed Motor (CW2) feed direction	IOT	Media	Output	073.002 thru 073.004	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
073.002	#3 Feed Motor (CCW2) lift up direction	IOT	Media	Output	073.001, 073.003, 073.004	None	On/Off	Motor rotates with 2-phase excitation in lift-up direction at lift-up speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed. Constraints: Motor does not rotate if Level Sensor is already on at the time of rotation start. When Level Sensor On is detected, motor steps down up to 0 pps and stops.
073.003	#3 Feed Motor (CW1-2) feed direction	IOT	Media	Output	073.001, 073.002, 073.004	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
073.004	#3 Feed Motor (CCW1-2) lift up direction	IOT	Media	Output	073.001, 073.002, 073.003	None	On/Off	Motor rotates with 1-2 phase excitation in lift-up direction at liftup speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed. Constraints: Motor does not rotate if Level Sensor is already on at the time of rotation start. When Level Sensor On is detected, motor steps down up to 0pps and stops.
073.101	#3 No Paper Sensor	IOT	Media	Input	072.101 thru 072.104, 073.102 thru 073.104, 074.101 thru 073.104, 077.036	None	High/Low	
073.102	#3 Level Sensor	IOT	Media	Input	072.101 thru 072.104, 073.101, 073.103 thru 073.104, 074.101 thru 073.104, 077.036	None	High/Low	
073.103	#3 Feed Out Sensor	IOT	Media	Input	072.101 thru 072.104, 073.101, 073.102, 073.104, 074.101 thru 073.104, 077.036	None	High/Low	
073.104	#3 Tray Paper Size Switch	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.101 thru 073.104, 077.036	None	High/Low	
073.105	#3 Pre Feed Sensor (TTM Only)	IOT	Media	Input		None	High/Low	In SM but in BSD

Table 11 Tray 4 Chain 74 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
074.001	#4 Feed Motor (CW2) feed direction	IOT	Media	Output	074.002 thru 074.004	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
074.002	#4 Feed Motor (CCW2) lift up direction	IOT	Media	Output	074.001, 074.003, 074.004	None	On/Off	Motor rotates with 2-phase excitation in lift-up direction at lift-up speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed. Constraints. Motor does not rotate if Level Sensor is already on at the time of rotation start. When Level Sensor On is detected, motor steps down up to 0pps and stops.
074.003	#4 Feed Motor (CW1-2) feed direction	IOT	Media	Output	074.001, 074.002, 074.004	None	On/Off	Motor rotates with 2-phase excitation in feed direction at feed speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed.
074.101	#4 No Paper Sensor	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.102 thru 073.104, 077.036	None	High/Low	
074.102	#4 Level Sensor	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.101, 074.103, 073.104, 077.036	None	High/Low	
074.103	#4 Feed Out Sensor	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.101, 074.102, 073.104, 077.036	None	High/Low	
074.104	#4 Tray Paper Size Switch	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.101, 074.102, 073.103, 077.036	None	High/Low	
074.105	#4 Pre Feed Sensor (TTM Only)	IOT	Media	Input		None	High/Low	In SM but in BSD

Table 12 Tray 5 Bypass Chain 75 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
075.001	MSI Feed Motor 2 phase CW2 Feed	IOT	Media	Input		None	High/Low	
075.003	MSI Feed Motor 1-2 phase (CW1-2) Feed direction	IOT	Media	Output	075.001	None	On/Off	
075.004	MSI Feed Motor CCW1-2	IOT	Media	Output	075.001 thru 075.003	None	On/Off	Motor rotates with 2-phase excitation in lift-up direction at lift-up speed. If, however, rotation speed is specified by NVM, motor rotates at the specified speed. Constraints. Motor does not rotate if Level Sensor is already on at the time of rotation start. When Level Sensor On is detected, motor steps down up to 0pps and stops.
075.101	MSI No Paper Sensor	IOT	Media	Input		None	High/Low	
075.102	MSI Nudger Position Sensor	IOT	Media	Input		None	High/Low	

Table 13 IOT Media Path Chain 77 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
077.001	Take away Clutch	IOT	Media	Output		None	On/Off	
077.002	Registration Clutch	IOT	Media	Output		None	On/Off	
077.003	Exit Gate Solenoid	IOT	Media	Output		None	On/Off	Exit Gate Switching Heavy current for 110mm/sec after paper pulling start, then change to low current Off: output to Exit 1 On: output to Exit 2 I/O Exit Gate Solenoid
077.004	Face Up Gate Solenoid	IOT	Media	Output		None	On/Off	Exit Up Gate Switching Heavy current for 110mm/sec after paper pulling start, then change to low current Off: output to Exit On: output to Face Up Tray I/O Face Up Gate Solenoid.
077.032	TM Feed Ready Signal	IOT	Media	Output		None	On/Off	
077.033	IOT Registration Stop Signal	IOT	Media	Output		None	On/Off	
077.034	IOT Feed On Signal	IOT	Media	Output		None	On/Off	
077.035	TM T/A Motor1 Full Speed	IOT	Media	Output		None	On/Off	High Speed Only
077.036	TM T/A Motor1 Half Speed	IOT	Media	Output		None	On/Off	
077.037	TM T/A Motor2 Full Speed High TTM only	IOT	Media	Output		None	On/Off	High Speed Only
077.038	TM T/A Motor2 Half Speed High TTM only	IOT	Media	Output		None	On/Off	
077.040	#2 OCT Motor CW1-2 Mode	IOT	Media	Output	077.041	1000ms	On/Off	
077.041	#2 OCT Motor CCW1-2 Mode	IOT	Media	Output	077.040	1000ms	On/Off	
077.042	#1 OCT Motor CW1-2 Mode	IOT	Media	Output	077.043	1000ms	On/Off	
077.043	#1 OCT Motor CCW1-2 Mode	IOT	Media	Output	077.042	1000ms	On/Off	
077.045	#2 OCT Motor CW 1-2 phase excitation	IOT	Media	Output		1000ms	On/Off	
077.046	#2 OCT Motor CCW 1-2 phase excitation	IOT	Media	Output		1000ms	On/Off	
077.047	#2 OCT Motor CW 2 phase excitation	IOT	Media	Output		1000ms	On/Off	In SM but not BSDs
077.048	#2 OCT Motor CCW 2 phase excitation	IOT	Media	Output		1000ms	On/Off	
077.050	Take away motor 1-2 phase (CW2 / forward)	IOT	Media	Output		None	On/Off	
077.055	Registration Motor 1-2-phase (CW1-2 / forward)	IOT	Media	Output			On/Off	To drive Registration Motor with 1-2-phase excitation/Normal rotation/Max.speed?i640 speed). (Output direction) If the speed is designated by NVM, Motor to be driven at the speed of target cycle designated by that NVM. Weak current (1.0[A]) to be set for current value. [I/O] Registration Motor * Valid for High only. Operation disabled for Mid & Low.
077.060	Exit2 Drive Motor 1-2 phase CW2 normal	IOT	Media	Output		None	On/Off	
077.061	Exit2 Drive Motor 1-2 phase CW2 reverse	IOT	Media	Output		None	On/Off	
077.062	Exit2 Drive Motor 2 phase CW2 normal	IOT	Media	Output		None	On/Off	
077.063	Exit2 Drive Motor 2 phase CW2 reverse	IOT	Media	Output		None	On/Off	
077.071	Duplex Drive Motor 1-2 phase CW2 reverse	IOT	Media	Output		None	On/Off	

Table 13 IOT Media Path Chain 77 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
077.073	Duplex Drive Motor 2 phase CW2 reverse.	IOT	Media	Output		None	On/Off	
077.100	#2 Exit Sensor	IOT	Media	Input		None	High/Low	
077.101	#1 Exit Sensor	IOT	Media	Input		None	High/Low	
077.102	POB Sensor	IOT	Media	Input		None	High/Low	
077.103	Registration sensor	IOT	Media	Input		None	High/Low	
077.104	MSI Feed Out Sensor	IOT	Media	Input		None	High/Low	
077.105	P/H (Other) #2 Feed Out Sensor	IOT	Media	Input		None	High/Low	
077.106	P/H (Other) #3 Feed Out Sensor	IOT	Media	Input		None	High/Low	
077.107	P/H (Other) #4 Feed Out Sensor	IOT	Media	Input		None	High/Low	
077.108	Duplex Path sensor	IOT	Media	Input		None	High/Low	
077.109	#1 OCT Home Position Sensor	IOT	Media	Input		None	High/Low	
077.110	#2 OCT Home Position Sensor	IOT	Media	Input		None	High/Low	
077.120	IOT Feed Ready Signal	IOT	Media	Input		None	High/Low	Feed Ready Signal OFF/On Detection
077.121	TM Registration Stop Signal	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.101 thru 074.104	None	High/Low	Registration Stop Signal OFF/On Detection
077.123	TM Feed On Signal	IOT	Media	Input	072.101 thru 072.104, 073.101 thru 073.104, 074.101 thru 074.104, 077.036	None	High/Low	Feed On Signal OFF/On Detection
077.124	Full Stack Sensor 1	IOT	Media	Input		None	High/Low	In SM but not BSDs
077.201	Face Up Tray Detect Switch	IOT	Media	Input		None	High/Low	
077.300	Left Hand Cover Interlock switch	IOT	Media	Input		None	High/Low	
077.302	Left Hand High Cover Switch	IOT	Media	Input		None	High/Low	
077.303	Front Interlock Switch	IOT	Media	Input		None	High/Low	
077.305	Duplex Cover Switch	IOT	Media	Input		None	High/Low	
077.306	TM Left Hand Interlock switch	IOT	Media	Input		None	High/Low	
077.307	IBT Cover Switch	IOT	Media	Input		None	High/Low	

Table 14 HCF Chain 78 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
078.003	HCF1 Feed Motor - Feed direction	IOT	HCF1	Output		None	On/Off	Rotate motor at frequency of 2320PPS(307.5mm/s) in feed direction. I/O HCF1 Feed Motor I/O HCF1 Feed Motor Direction I/O HCF1 Feed Motor Low I/O HCF1 Feed Motor Clock

Table 14 HCF Chain 78 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
078.004	HCF1 Feed Motor - Lift Up	IOT	HCF1	Output		None	On/Off	Rotates motor at 450mm/s in lift direction. Rotates only when HCF1 Tray Level Sensor is OFF. Does not rotate when HCF1 Tray Level Sensor is ON or when HCF1 Tray In Sensor is OFF. I/O HCF1 Feed Motor I/O HCF1 Feed Motor Direction I/O HCF1 Feed Motor Low I/O HCF1 Feed Motor Clock I/O HCF1 Level Sensor I/O HCF1 Tray In Sensor.
078.007	HCF1 T/A Motor On 400mm/sec	IOT	HCF1	Output			On/Off	Drive HCF1 T/A Roll at 640mm/s. [I /O] HCF1 T/A Motor [I /O] HCF1 T/A Motor Low [I /O] HCF1 T/A Motor Clock
078.094	HCF1 T/A Motor On 400mm/sec	IOT	HCF1	Output		None	On/Off	Drive HCF1 T/A Roll at 400mm/s I/O HCF1 T/A Motor I/O HCF1 T/A Motor Low I/O HCF1 T/A Motor Clock
078.100	HCF1 Pre Feed Sensor	IOT	HCF1	Input		None	High/Low	
078.101	HCF1 Feed Out Sensor	IOT	HCF1	Input		None	High/Low	
078.200	HCF1 No Paper Sensor	IOT	HCF1	Input		None	High/Low	
078.201	HCF1 Level Sensor	IOT	HCF1	Input		None	High/Low	
078.202	HCF1 Size Sensor A	IOT	HCF1	Input		None	High/Low	
078.203	HCF1 Size Sensor B	IOT	HCF1	Input		None	High/Low	
078.204	HCF1 Tray in Sensor	IOT	HCF1	Input		None	High/Low	
078.300	HCF1 Transport Interlock	IOT	HCF1	Input		None	High/Low	
078.301	HCF1 Side Out Switch	IOT	HCF1	Input		None	High/Low	

Table 15 MOB Chain 89 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
089.001	MOB LED: Low power	IOT	Xerographic	Output	089.002	None	On/Off	MOB LED On Low Power. Control all LED's used as diffuse light for MOB In/Out
089.002	MOB LED: High power	IOT	Xerographic	Output	089.001	None	On/Off	MOB LED On High Power. Control all LED's used as diffuse light for MOB In/Out

Table 16 IOT Xerographics Chain 91 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
091.001	BCR DC Y	IOT	Xerographic	Output	091.009, 091.010, 091.044, 091.045	None	On/Off	Output value set at top speed: NVM BCR_DC_OUT Y 752-xxx
091.002	BCR DC M	IOT	Xerographic	Output	091.009, 091.011, 091.047, 091.048	None	On/Off	Output value set at top speed: NVM 752-xxx
091.003	BCR DC C	IOT	Xerographic	Output	091.009, 091.012, 091.047, 091.048	None	On/Off	Output value set at top speed. NVM 752-xxx

Table 16 IOT Xerographics Chain 91 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
091.004	BCR DC K	IOT	Xerographic	Output	091.009, 091.013, 091.047, 091.048	None	On/Off	Output value set at top speed NVM 752-xxx
091.005	BCR AC Y	IOT	Xerographic	Output	091.009, 091.010, 091.047, 091.048	None	On/Off	Output value set at top speed: NVM #Y_BCR AC 121 Out 751-xxx Frequency: NVM PWM 121/79 Clock Ratio 751-xxx At the same time, BCR AC Clock is output at the following frequency. Frequency: NVM BCR AC 121/79 Clock Ratio 751-xxx
091.006	BCR AC M	IOT	Xerographic	Output	091.009, 091.011, 091.047, 091.048	None	On/Off	Output value set at top speed: NVM #M_BCR AC 121/175 Out 751-xxx Frequency: NVM PWM 121/175 Clock Ratio 751-xxx At the same time, BCR AC Clock is output at the following frequency. Frequency: NVM BCR AC 121/175 Clock Ratio 751-xxx
091.007	BCR AC C	IOT	Xerographic	Output	091.009, 091.012, 091.047, 091.048	None	On/Off	Output value set at top speed: NVM #C_BCR AC 121/175 Out 751-xxx Frequency: NVM PWM 121/175 Clock Ratio 751-xxx At the same time, BCR AC Clock is output at the following frequency. Frequency: [NVM]BCR AC 121/175 Clock Ratio 751-xxx
091.008	BCR AC K	IOT	Xerographic	Output	091.009, 091.013, 091.047, 091.048	None	On/Off	Output value set at top speed: NVM #K_BCR AC 121/175 Out 751-xxx Frequency: NVM PWM 121/175 Clock Ratio 751-xxx At the same time, BCR AC Clock is output at the following frequency. Frequency: NVM BCR AC 121/175 Clock Ratio 751-xxx
091.009	BCR DC/AC YMCK	IOT	Xerographic	Output	091.001 thru 091.013, 091.047	None	On/Off	Output value set at top speed Perform the following complex component. Component BCR DC Y/M/C/K 091.001 to 004 Component BCR AC Y/M/C/K 091.005 to 008
091.010	BCR DC/AC Y	IOT	Xerographic	Output	091.001, 091.005, 091.009, 091.047, 091.048	None	On/Off	Perform following complex component. Component BCR DC Y 091.001 Component BCR AC Y 091.005
091.011	BCR DC/AC M	IOT	Xerographic	Output	091.002, 091.006, 091.009, 091.047, 091.048	None	On/Off	Perform following complex component. Component BCR DC M 091.002 Component BCR AC M 091.006.
091.012	BCR DC/AC C	IOT	Xerographic	Output	091.003, 091.007, 091.009, 091.047, 091.048	None	On/Off	Perform following complex component. Component BCR DC C 091.003 Component BCR AC C 091.007
091.013	BCR DC/AC K	IOT	Xerographic	Output	091.004, 091.008, 091.009, 091.047, 091.048	None	On/Off	Perform following complex component. Component BCR DC K 091.004 Component BCR AC K 091.008

Table 16 IOT Xerographics Chain 91 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
091.014	Drum YMC Drum K IBT Motor 79 speed	IOT	Xerographic	Output	091.015 thru 091.049	None	On/Off	DRUM YMC MOT / DRUM K MOT / IBT output of MOT (79 speed) ProcessSpeed79 Drum YMC / K Motor rotation operation at the time of speed. Set 121 speed by a combination of I / O (Clock is NVM 741-001: IBT Motor speed fine 79-speed NVM 741-014: Drum YMC Motor speed fine 79-speed 1 NVM 741-014: Drum K Motor speed fine 79-speed 1)
091.015	Drum YMC Drum K IBT Motor 121 speed	IOT	Xerographic	Output	091.014, 091.016 thru 091.048	None	On/Off	Set to 121mm/sec according to combination of I/O Clock: NVM 741-002:IBT Motor speed fine-tuning for 121mm/sec NVM 741-007:Drum YMC Motor speed fine-tuning for 121mm/sec NVM 741-014:Drum K Motor speed fine tuning for 121mm/sec
091.016	Drum YMC Drum K IBT Motor 175 speed	IOT	Xerographic	Output	091.014, 091.015, 091.017 thru 091.048	None	On/Off	Set to 79mm/sec according to combination of I/O Clock: NVM 741-003:IBT Motor speed fine-tuning for 79mm/sec NVM 741-009:Drum YMC Motor speed fine-tuning for 79mm/sec NVM 741-016:Drum K Motor speed fine-tuning for 79mm/sec
091.017	Drum YMC K IBT Motor 200 speed	IOT	Xerographic	Output	091.014 thru 091.016, 091.018 thru 091.048	None	On/Off	
091.018	Drum YMC Drum K IBT Motor 225 speed	IOT	Xerographic	Output	091.014 thru 091.017, 091.019 thru 091.048	None	On/Off	Set to 175mm/sec according to combination of I/O Clock: NVM 741-001: IBT Motor speed fine-tuning for 175mm/sec NVM 741-012: Drum K Motor speed fine-tuning for 175mm/sec
091.019	Drum Motor IBT Motor YMC 121 Reverse speed	IOT	Xerographic	Output	091.014 thru 091.018, 091.020 thru 091.048	None	On/Off	Set to 121mm/sec according to combination of I/O Clock: NVM 741-002: IBT Motor speed fine-tuning for 121mm/sec NVM 741-014: Drum K Motor speed fine-tuning for 121mm/sec
091.021	Drum Motor IBT K 121 speed	IOT	Xerographic	Output	091.014 thru 091.020, 091.029 thru 091.048	None	On/Off	
091.022	Drum YMC Motor K 175 speed	IOT	Xerographic	Output	091.014 thru 091.017, 091.023 thru 091.028, 091.042 thru 091.048	None	On/Off	Set to 175_1 according to combination of I/O Clock NVM 741-005: Drum YMC Motor speed fine tuning for 175_2
091.023	Drum YMC Motor K 200 speed	IOT	Xerographic	Output	091.014 thru 091.017, 091.022, 091.024 thru 091.028, 091.042 thru 091.048	None	On/Off	Set to 175_2 according to combination of I/O Clock NVM 741-006: Drum YMC Motor speed fine tuning for 175_2
091.024	Drum Motor IBT K 225 speed	IOT	Xerographic	Output	091.014 thru 091.017, 091.022, 091.023, 091.025 thru 091.028, 091.042 thru 091.048	None	On/Off	Set to 121_1 according to combination of I/O Clock NVM 741-007: Drum YMC Motor speed fine tuning for 121_1
091.025	Drum Motor IBT K 121 speed reverse	IOT	Xerographic	Output	091.014 thru 091.017, 091.022 thru 091.024, 091.026 thru 091.028, 091.042 thru 091.048	None	On/Off	Set to 121_2 according to combination of I/O Clock NVM 741-008: Drum YMC Motor speed fine tuning for 121_2

Table 16 IOT Xerographics Chain 91 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
091.026	Drum YMC Motor ON (79_1 mm/s) speed	IOT	Xerographic	Output	091.014 thru 091.019, 091.027 thru 091.031, 091.044 thru 091.048	None	On/Off	Set to 79_1 according to combination of I/O Clock NVM 741-014: Drum YMC Motor speed fine tuning 79 reflects the speed 1
091.027	Drum YMC Motor 121_1 speed	IOT	Xerographic	Output	091.014 thru 091.017, 091.022 thru 091.026, 091.028, 091.042 thru 091.048	None	On/Off	Low Speed Only. Set to 79_2 according to combination of I/O Clock NVM 741-010:Drum YMC Motor speed fine tuning for 79_2
091.028	Drum YMC Mot 175_1 speed	IOT	Xerographic	Output		None	On/Off	Low Speed Only
091.029	Drum YMC Motor 200_1 speed	IOT	Xerographic	Output		None	On/Off	
091.030	Drum YMC motor 225_1 speed	IOT	Xerographic	Output	091.014 thru 091.021, 091.029, 091.031 thru 091.035, 091.042 thru 091.048	None	On/Off	Set to 175_2 according to combination of I/O Clock NVM 741-013: Drum K Motor speed fine tuning for 175_2
091.031	Drum YMC motor reverse on	IOT	Xerographic	Output	091.014 thru 091.021, 091.029 thru 091.030, 091.032 thru 091.035, 091.042 thru 091.048	None	On/Off	Set to 121_1 according to combination of I/O Clock NVM 741-014: Drum K Motor speed fine tuning for 121_1
091.032	K Drum motor 79_1 speed	IOT	Xerographic	Output	091.014 thru 091.025, 091.033 thru 091.037, 091.044 thru 091.047, 091.049	None	On/Off	Set to 121_2 according to combination of I/O Clock NVM 741-015: Drum K Motor speed fine tuning for 121_2 Low Speed only.
091.033	K Drum motor 121_1 speed	IOT	Xerographic	Output	091.014 thru 091.021, 091.029 thru 091.032, 091.034 thru 091.035, 091.042 thru 091.048	None	On/Off	Set to 79_1 according to combination of I/O Clock NVM 741-016: Drum K Motor speed fine tuning for 79_1
091.034	K Drum motor 175_1 speed	IOT	Xerographic	Output	091.014 thru 091.021, 091.029 thru 091.033, 091.035, 091.042 thru 091.048	None	On/Off	Set to 79_2 according to combination of I/O Clock NVM 741-017: Drum K Motor speed fine tuning for 79_2
091.035	Drum K motor 200_1 speed	IOT	Xerographic	Output		None	On/Off	
091.036	Drum K motor 255_1 speed	IOT	Xerographic	Output		None	On/Off	
091.037	K Drum motor reverse on	IOT	Xerographic	Output	091.040, 091.042 thru 091.048	None	On/Off	
091.038	Erase Lamp Y	IOT	Xerographic	Output	091.040, 091.042 thru 091.048	None	On/Off	
091.039	Erase Lamp M	IOT	Xerographic	Output	091.040, 091.042 thru 091.048	None	On/Off	
091.040	Erase Lamp C	IOT	Xerographic	Output	091.036 thru 091.039, 091.042 thru 091.048	None	On/Off	Perform following complex component. Component ERASE LAMP Y 091-xxx Component ERASE LAMP M 091-xxx Component ERASE LAMP C 091-xxx Component ERASE LAMP K 091-xxx
091.041	Erase Lamp K	IOT	Xerographic	Output	091.047, 091.048	None	On/Off	
091.042	Erase Lamp YMCK	IOT	Xerographic	Output	091.014 thru 091.040, 091.043 thru 091.048	None	On/Off	YMCK drum motor/YMCK developer motor operates at process speed set by NVM 741-008: Drum YMC Motor speed fine tuning for 121_3,and by NVM 741-015: Drum K Motor speed fine tuning for 121_3, and IBT motor operates at process speed of 121mm/sec. Turn on YMC drum motor/YMC developer motor/IBT motor/erase lamp at the same time, and turn them off at the same time in NVM sec (drum refresh time)

Table 16 IOT Xerographics Chain 91 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
091.043	Agitator Motor	IOT	Xerographic	Output	091.014 thru 091.040, 091.042, 091.044 thru 091.048	None	On/Off	YMCK drum motor/YMCK developer motor operates at process speed set by NVM 741-008: Drum YMC Motor speed fine tuning for 121_3, and by NVM 741-015: Drum K Motor speed fine tuning for 121_3, and IBT motor operates at process speed of 79mm/sec. Turn on YMC drum motor/YMC developer motor/IBT motor/ erase lamp at the same time, and turn them off at the same time in NVM sec (drum refresh time)
091.044	CF Leak Recovery	IOT	Xerographic	Output	091.014 thru 091.040, 091.042, 091.043, 091.045 thru 091.048	None	On/Off	YMCK drum motor/YMCK developer motor operates at process speed set by NVM 741-010: Drum YMC Motor speed fine tuning for 79_3, and by NVM 741-017: Drum K Motor speed fine tuning for 79_3, and IBT motor operates at process speed of 121mm/sec. Turn on YMC drum motor/YMC developer motor/IBT motor/ erase lamp at the same time, and turn them off at the same time in NVM sec (drum refresh time)
091.045	CRU CHG Agitator	IOT	Xerographic	Output	091.014 thru 091.040, 091.042 thru 091.044, 091.046 thru 091.048	None	On/Off	YMCK drum motor/YMCK developer motor operates at process speed set by NVM 741-010: Drum YMC Motor speed fine tuning for 79_3, and by NVM 741-017: Drum K Motor speed fine tuning for 79_3, and IBT motor operates at process speed of 79mm/sec. Turn on YMC drum motor/YMC developer motor/IBT motor/ erase lamp at the same time, and then turn off at the same time in NVM sec (drum refresh time)
091.046	DRUM YMC/DRUM K/IBT MOT(308 Speed)	IOT	Xerographic		091.014, 091.015, 091.016, 091.017, 091.018, 091.019, 091.020, 091.021, 091.022, 091.023, 091.024, 091.025, 091.026, 091.027, 091.028, 091.029, 091.030, 091.031, 091.032, 091.033, 091.034, 091.035, 091.036, 091.037, 091.044, 091.045, 091.047, 091.048, 091.049		On/Off	Drum YMC/K Motor rotation operation at DRUM YMC MOT/ DRUM K MOT/IBT MOT (308 speed) output Process Speed. 308 speed setting based on I/O combination. (Clock: NVM(741-188:IBT Motor speed fine adj308 speed NVM(741-190:Drum YMC Motor speed fine adj308 speed1 NVM(741-190:Drum K Motor speed fine adj308 speed1 reflected) *DrumYMCMotor,DrumKMotor common
091.047	DRUM MOT/IBT MOT K(308 Speed)	IOT	Xerographic		091.014, 091.015, 091.016, 091.017, 091.018, 091.019, 091.020, 091.021, 091.022, 091.023, 091.024, 091.025, 091.032, 091.033, 091.034, 091.035, 091.036, 091.037, 091.044, 091.045, 091.046, 091.049		On/Off	Drum K Motor rotation operation at DRUM MOT/IBT MOT (308 speed) output ProcessSpeed308 speed. 308 speed setting based on I/O combination. (Clock: NVM(741-188:IBT Motor speed fine adj308 speed NVM(741-190:Drum K Motor speed fine adj308 speed21 reflected)

Table 16 IOT Xerographics Chain 91 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
091.048	DRUM YMC MOT ON(308_1mm/s)	IOT	Xerographic		091.014, 091.015, 091.016, 091.017, 091.018, 091.019, 091.026, 091.028, 091.029, 091.030, 091.031, 091.044, 091.045, 091.046		On/Off	Drum YMC Motor rotation operation at ProcessSpeed308_1 speed. [I/O]DRUM_MOT_YMC [I/O]DRUM_MOT_GAIN_YMC [I/O]DRUM_MOT_DIR_YMC [I/O]DRUM_MOT_CLK_YMC 308_1 speed setting based on I/O combination. (Clock: NVM(741-190:Drum YMC Motor speed fine adj308 speed1 reflected)
091.049	DRUM K MOT ON(308_1mm/s)	IOT	Xerographic		091.014, 091.015, 091.016, 091.017, 091.018, 091.019, 091.020, 091.021, 091.022, 091.023, 091.024, 091.025, 091.032, 091.033, 091.034, 091.035, 091.036, 091.037, 091.044, 091.045, 091.046, 091.047		On/Off	Drum K Motor rotation operation at ProcessSpeed308_1 speed. [I/O]DRUM_MOT_K [I/O]DRUM_MOT_GAIN_K [I/O]DRUM_MOT_DIR_K [I/O]DRUM_MOT_CLK_K 308_1 speed setting based on I/O combination. (Clock: NVM(741-190:Drum K Motor speed fine adj308 speed21 reflected)
091.200	Bottle Position SNR	IOT	Xerographic	Input		None	High/Low	
091.201	Bottle Full SNR	IOT	Xerographic	Input		None	High/Low	

Table 17 IOT ADC Chain 92 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
092.001	ADC specular	IOT	Develop	Output		None	On/Off	Turn On the ADC Mirror LED.
092.002	ADC Diffuse	IOT	Develop	Output		None	On/Off	Turn On the ADC Diffusion LED.
092.003	ADC shutter open	IOT	Xerographic	Output		250 msec	On/Off	CAUTION <i>After executing this test, close the ADC Shutter with 092.004. Otherwise, the ADC Sensor may be contaminated.</i> ADC shutter is automatically closed when printing.
092.004	ADC shutter close	IOT	Xerographic	Output		250 msec	On/Off	Use this code to close the ADC Shutter.

Table 18 IOT Developer Drive Chain 93 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
093.001	Dispense motor Y at 79mm/sec	IOT	Develop	Output	093.002 thru 093.005,093.033,093.034	10 sec	On/Off	Motor runs at 79mm/sec toner dispense.
093.002	Toner cartridge motor _ Y at 121mm/sec	IOT	Develop	Output	093.001, 93.003	10 sec	On/Off	Motor runs at 121mm/sec toner dispense.
093.003	Toner cartridge motor _ Y at 175mm/sec	IOT	Develop	Output	093.001, 93.002	10 sec	On/Off	Motor runs at 175mm/sec toner dispense.
093.004	Toner cartridge motor _ Y at 200mm/sec	IOT	Develop	Output	093.005, 93.006	10 sec	On/Off	Motor runs at 79mm/sec toner dispense.

Table 18 IOT Developer Drive Chain 93 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
093.005	Toner cartridge motor _ Y at 225mm/sec	IOT	Develop	Output	093.004, 93.006	10 sec	On/Off	Motor runs at 121mm/sec toner dispense.
093.006	Dispense motor M at 79mm/sec	IOT	Develop	Output	093.007 thru 093.010,093.035, 093.036	10 sec	On/Off	
093.007	Toner cartridge motor _ M at 121mm/sec	IOT	Develop	Output	093.008, 93.009	10 sec	On/Off	Motor runs at 79mm/sec toner dispense.
093.008	Toner cartridge motor _ M at 175mm/sec	IOT	Develop	Output	093.007, 93.009	10 sec	On/Off	Motor runs at 121mm/sec toner dispense.
093.009	Toner cartridge motor _ M at 200mm/sec	IOT	Develop	Output	093.007, 93.008	10 sec	On/Off	Motor runs at 175mm/sec toner dispense.
093.010	Toner cartridge motor _ M at 225mm/sec	IOT	Develop	Output	093.011, 93.012	10 sec	On/Off	Motor runs at 79mm/sec toner dispense.
093.011	Dispense motor C at 79mm/sec	IOT	Develop	Output	093.012 thru 093.015,093.037,093.038	10 sec	On/Off	
093.012	Toner cartridge motor _ C at 121mm/sec	IOT	Develop	Output	093.010, 93.011	10 sec	On/Off	Motor runs at 175mm/sec toner dispense
093.013	Toner cartridge motor _ C at 175mm/sec	IOT	Develop	Output			On/Off	Output value NVM BIAS DC OUT Y 752-XXX
093.014	Toner cartridge motor _ C at 200mm/sec	IOT	Develop	Output			On/Off	Output value NVM BIAS DC OUT M 752-XXX
093.015	Toner cartridge motor _ C at 225mm/sec	IOT	Develop	Output			On/Off	Output value NVM BIAS DC OUT C 752-XXX
093.016	Dispense motor K at 79mm/sec	IOT	Develop	Output	093.017 thru 093.021,093.039		On/Off	Output value NVM BIAS DC OUT K 752-XXX
093.017	Toner cartridge motor _ K at 121mm/sec	IOT	Develop	Output			On/Off	Output value NVM YMC DEVE AC 121 Duty 752-XXX
093.018	Toner cartridge motor _ K at 175mm/sec	IOT	Develop	Output			On/Off	Output value NVM K DEVE AC 121 Duty 752-XXX
093.019	Toner cartridge motor _ K at 200mm/sec	IOT	Develop	Output			On/Off	
093.020	Toner cartridge motor _ K at 225mm/sec	IOT	Develop	Output			On/Off	
093.021	Toner cartridge motor _ K at 255mm/sec	IOT	Develop	Output			On/Off	
093.022	Developer YMC Motor 121mm/s	IOT	Develop	Output			On/Off	
093.023	Developer YMC Motor 175mm/s	IOT	Develop	Output			On/Off	
093.024	Developer YMC Motor 200mm/s	IOT	Develop	Output			On/Off	
093.025	Developer YMC Motor 225mm/s	IOT	Develop	Output			On/Off	
093.026	Developer YMC Motor 255mm/s	IOT	Develop	Output			On/Off	
093.027	Developer Bias DC Minus Y	IOT	Develop	Output			On/Off	
093.028	Developer Bias DC Minus M	IOT	Develop	Output			On/Off	
093.029	Developer Bias DC Minus C	IOT	Develop	Output			On/Off	
093.030	Developer Bias DC Minus K	IOT	Develop	Output			On/Off	
093.031	Developer Bias AC-YMC	IOT	Develop	Output			On/Off	
093.032	Developer Bias AC-K	IOT	Develop	Output			On/Off	
093.033	DISPENSE MOTOR-Y (255mm/s)	IOT	Develop	Output	093.001, 093.002, 093.003, 093.004, 093.005, 093.034		On/Off	255 speed Dispense Motor-Y output
093.034	DISPENSE MOTOR-Y (308mm/s)	IOT	Develop	Output	093.001, 093.002, 093.003, 093.004, 093.005, 093.033		On/Off	308 speed Dispense Motor-Y output
093.035	DISPENSE MOTOR-M (255mm/s)	IOT	Develop	Output	093.006, 093.007, 093.008, 093.009, 093.010, 093.036		On/Off	255 speed Dispense Motor-M output
093.036	DISPENSE MOTOR-M(308mm/s)	IOT	Develop	Output	093.006, 093.007, 093.008, 093.009, 093.010, 093.035		On/Off	308 speed Dispense Motor-M output
093.037	DISPENSE MOTOR-C (255mm/s)	IOT	Develop	Output	093.011, 093.012, 093.013, 093.014, 093.015, 093.038		On/Off	255 speed Dispense Motor-C output

Table 18 IOT Developer Drive Chain 93 Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
093.038	DISPENSE MOTOR-C (308mm/s)	IOT	Develop	Output	093.011, 093.012, 093.013, 093.014, 093.015, 093.037		On/Off	308 speed Dispense Motor-C output
093.039	DISPENSE MOTOR-K (308mm/s)	IOT	Develop	Output	093.016, 093.017, 093.018, 093.019, 093.020, 093.021		On/Off	308 speed Dispense Motor-K output
093.040	Developer YMC Motor(308mm/s)	IOT	Develop	Output	093.022, 093.023, 093.024, 093.025, 093.026		On/Off	Developer YMC Motor single rotation operation: Rotation starts at the speed of 308mm/s when START is requested. Rotation stops when STOP is requested.

Table 19 IOT Transfer Belt Component Control Codes

Chain Link	Component	Device	Module	Type	Conflicts	Time-out	Display	Description
094.001	2nd BTR (-)	IOT	Develop	Output	094.002	None	On/Off	2nd BTR negative Bias Output.
094.002	2nd BTR (+)	IOT	Develop	Output	094.001	None	On/Off	2nd BTR positive Bias Output.
094.005	IBT Motor On 79mm/s	IOT	Develop	Output	094.006thru, 094.011, 094.014	None	On/Off	IBT motor rotation at process speed of 79mm/s
094.006	IBT Motor On 121mm/s	IOT	Develop	Output	094.005, 094.007, 094.008	None	On/Off	IBT motor rotation at process speed of 121mm/s
094.007	IBT Motor On 175mm/s	IOT	Develop	Output	094.005, 094.006, 094.008	None	On/Off	IBT motor rotation at process speed of 175mm/s
094.008	IBT Motor On 200mm/s	IOT	Develop	Output	094.005 thru 094.007	None	On/Off	IBT motor rotation at process speed of 200mm/s
094.009	IBT Motor On 225mm/s	IOT	Develop	Output	094.010, 010.001 thru 010.004	None	On/Off	Turn on fuser motor at 60.5 mm/s and retract 1st BTR. 1st BTR stops at contact position detected by 1st BTR retract sensor, and fuser motor stops.
094.010	IBT Motor On 255mm/s	IOT	Develop	Output	094.009, 010.001 thru 010.004	None	On/Off	Turn on fuser motor at 60.5 mm/s and contact 1st BTR.
094.011	IBT Motor Reverse On	IOT	Develop	Output		None	On/Off	
094.012	1st BTR Contact	IOT	Develop	Output		None	On/Off	
094.013	1st BTR Retract	IOT	Develop	Output		None	On/Off	
094.014	IBT MOT ON (308mm/s)	IOT	Develop	Output	094.005, 094.006, 094.007, 094.008, 094.009, 094.010, 094.011	None		IBT Motor rotation operation with Process Speed 308 speed [I/O]IBT_MOT [I/O]IBT_MOT_GAIN [I/O]IBT_MOT_DIR [I/O]IBT_MOT_CLK 308 speed setting based on I/O combination. (Clock: NVM(741-188:IBT Motor speed fine adj 308 speed reflected)
094.200	1st BTR retract sensor	IOT	Develop	Input		None	High/Low	
094.201	2nd BTR retract sensor	IOT	Develop	input		None	High/Low	
094.202	POB Jam Sensor	IOT	Develop	Input		None	High/Low	

dC361 NVM Save and Restore

Purpose

Provides a method to capture the state of NVM to a file and write the NVM file back to the NVM device when desired.

Procedure

CAUTION

In this procedure it is important to follow the steps in order, read and understand all notes, and perform all actions correctly for each step. Failure to do so may result in saving an old and/or incorrect NVM file, then inadvertently reloading it when NVM is restored.

NOTE: The NVM Save and Restore process does not write or read directly from a USB drive to the NVM in the machine. Instead:

- For **NVM Save**, the NVM data files first are saved to the Hard Disk Drive, then, if necessary, they are transferred to the USB drive.
- For **NVM Restore**, when an AltBoot or Forced AltBoot has been performed, the files are first copied to the Hard Disk Drive from the USB drive, then written to the various NVM locations in the machine.

NOTE: Always save NVM data to a USB drive if you are going to perform an AltBoot or Forced AltBoot. Performing AltBoot or Forced AltBoot will delete all data from the Hard Disk Drive.

To Save NVM

1. Enter **UI Diagnostic Mode**.
2. If you are saving to a USB drive, connect the USB drive to one of the USB ports on the machine.
3. Select **Adjustments**.
4. Select **dc361 NVM Save and Restore....** The **dc361 NVM Save and Restore** screen displays (Figure 1).

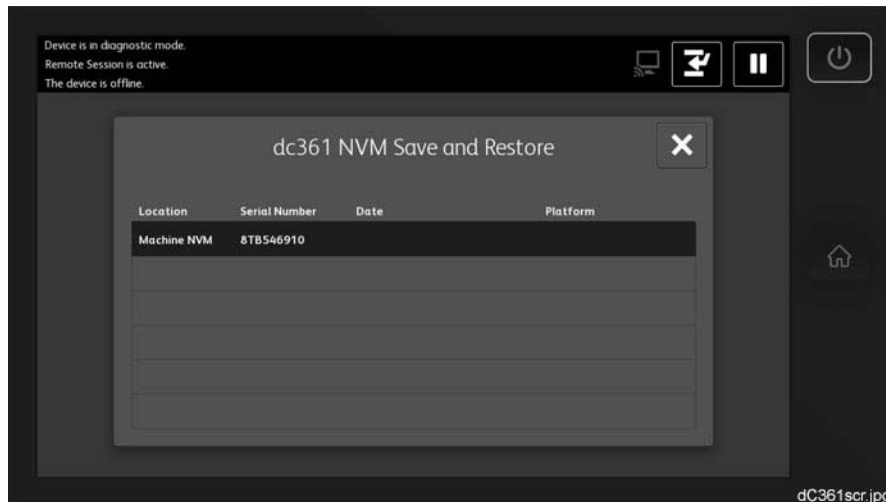


Figure 1 dc361 NVM Save and Restore entry screen

NOTE: The top line represents the NVM data stored in the various locations in the machine. Subsequent lines represent the data stored on the Hard Disk Drive and USB drive. Each time NVM is saved to the Hard Disk Drive a new file is created on the Hard Disk Drive. Each file shows up as a separate line in the window and each has a unique date and time. Unless the Hard Disk Drive is replaced, or an AltBoot or Forced AltBoot is performed, these files will remain and be listed each time dc361 is accessed. The USB Device lines are always listed at the bottom.

5. Touch the **Machine NVM** line. A popup menu will open. (Figure 2)

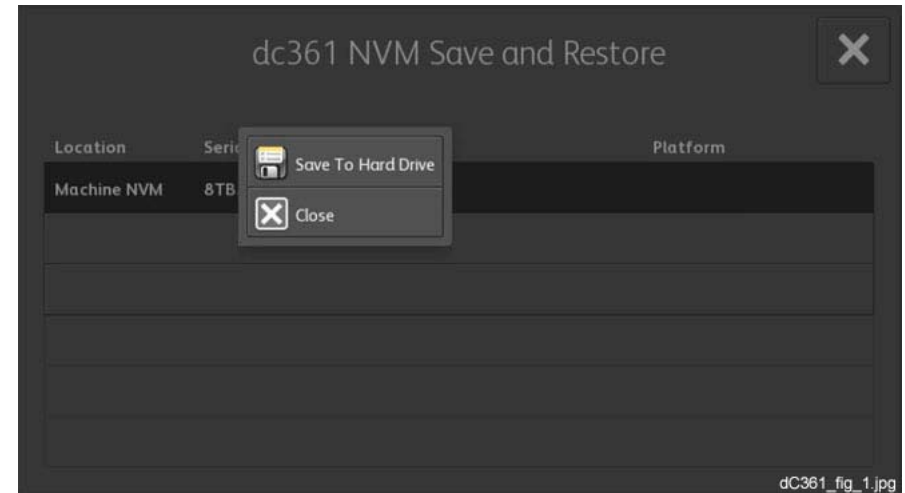


Figure 2 Popup menu

6. Select **Save To Hard Drive** from the popup menu. (Figure 2)
A screen with a progress bar will display (Figure 3) and the NVM data will be saved to the Hard Drive immediately. No confirmation popup will display.

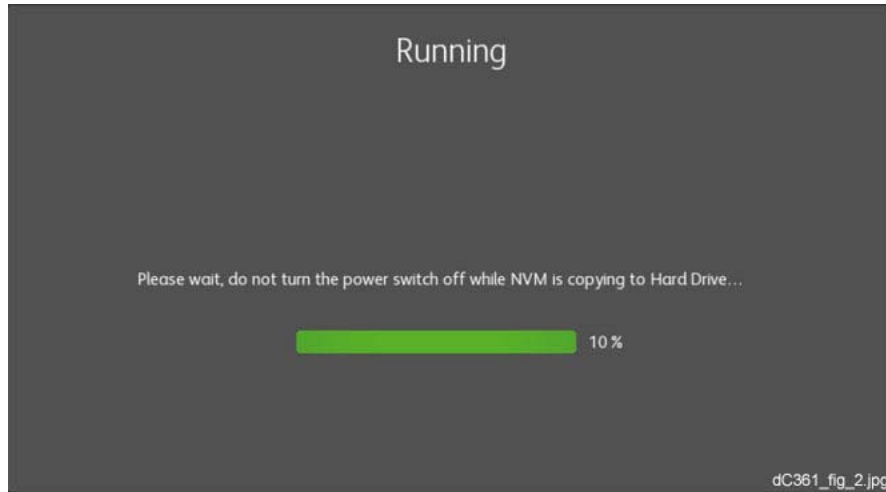


Figure 3 Progress bar displays during saves

7. New line(s) will be added to the screen in date and time order.
8. If it is necessary to copy the NVM files to a USB drive, touch the **Hard Drive** line from the save you just made. A popup menu will open.
9. Select **Copy To USB Device** from the popup menu. (Figure 4)
A screen with a progress bar will display (like Figure 3) and the NVM data will be saved to the USB device immediately. No confirmation popup will display.

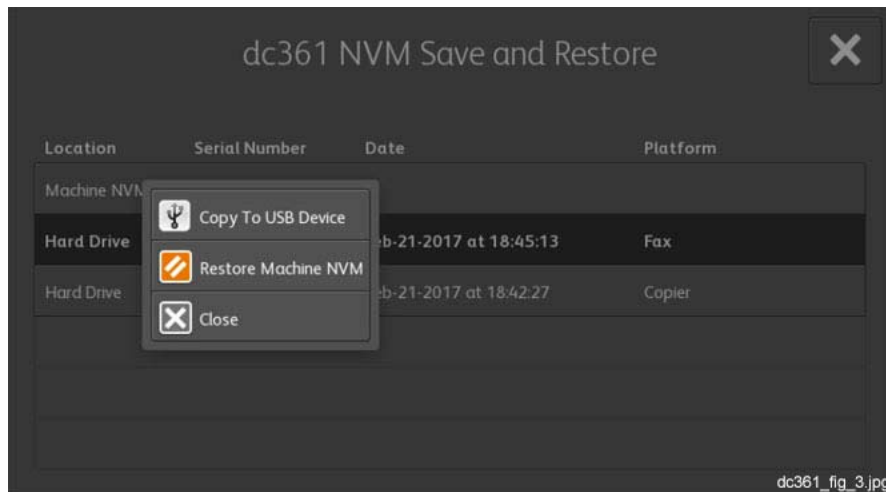


Figure 4 Copy to USB Device popup

To Restore NVM

1. Enter **UI Diagnostic Mode**.
2. If you are restoring from a USB drive, connect your USB Drive to a USB port on the machine.
3. Select **Adjustments**.
4. Select **dc361 NVM Save and Restore....** The **dc361 NVM Save and Restore** screen displays (Figure 1).

NOTE: The top line represents the NVM data stored in the various locations in the machine. Subsequent lines represent the data stored on the Hard Disk Drive and USB drive. Each time NVM is saved to the Hard Disk Drive a new file is created on the Hard Disk Drive. Each file shows up as a separate line in the window and each has a unique date and time. Unless the Hard Disk Drive is replaced, or an AltBoot or Forced AltBoot is performed, these files will remain and be listed each time dc361 is accessed. The USB Device lines are always listed at the bottom.

5. If you are restoring from the Hard Disk Drive only, skip to step 9.
6. Touch the **USB Device** line. A popup menu will open. (Figure 5)

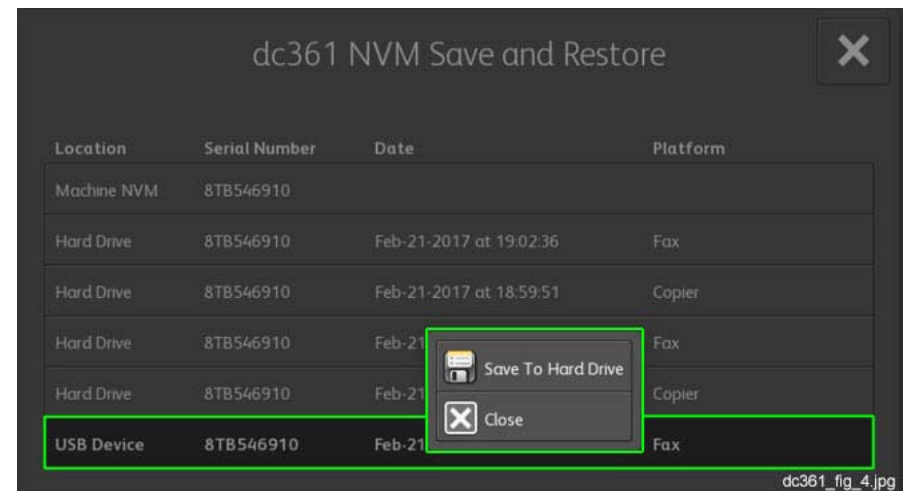


Figure 5 USB Device line selected

7. Select **Save To Hard Drive** from the popup menu.
8. New line(s) may be added to the screen in date and time order.
9. Touch the **Hard Drive** line corresponding to either the save made previously or to the copy just made from the USB drive. A popup menu will open.
10. Select **Restore Machine NVM** from the popup menu.

NOTE: You must switch power off and on before the restored data will be available to the machine.

dC603 Image Size Adjustment

Purpose

The purpose of the dc603 Image Size Adjustment is to compensate for minor variations in machine speed which result in process direction elongation or compression of the image placed on the media. Compensation of image size offset in the process direction is approximately +/- 1.0mm over a 200mm length on the test pattern image.

For instructions, refer to [ADJ 9.18](#).

dC608 Document Feeder Registration Automatic Adjustment

Purpose

This feature checks the registration of the document feeder and corrects misalignments. The process runs automatically. The only user intervention that is required is inserting six blank sheets in the document feeder.

For instructions, refer to [ADJ 5.5](#).

dC609 Document Glass Registration Automatic Adjustment

Purpose

This feature checks the registration of the document glass and corrects any misalignments. The process runs automatically and does not require any user intervention other than keeping the document feeder open during the operation.

For instructions, refer to [ADJ 6.7](#).

dC612 Print Test Pattern

Purpose

Prints the built-in test patterns to help identify Image Quality problems.

Procedure

1. Enter [UI Diagnostic Mode](#).
2. Select **Diagnostics**.
3. Select **dC612 Print Test Pattern...**
4. Select a pattern from the **Test Patterns** menu.

NOTE: Not all of the following parameters are applicable to all test patterns, and some test patterns require a specific set of parameters. Refer to [Table 1](#).

5. Press the **Color Mode** button and select the color mode.
6. Press the Tray button and select the paper tray to be used.

NOTE: If you open a paper tray to check/change the paper size, a **Paper Settings - Tray X** screen should appear. Select **Confirm** to continue. If this screen does not appear, you must exit and then reenter diagnostics in order to continue with the procedure.

NOTE: On the **Plex Mode** menu, only Simplex is available. Duplex is not an available option and is “grayed out”.

7. Select the number of **Copies** (prints) to be made.
8. Select **Start**.

CAUTION

Test Pattern 8 (16 Tone PG) will cause print deletions if run in 4 color mode. Test Pattern 9 (Full Halftone) will cause print jams if run in 3 or 4 color mode. These patterns should be run in a single color only.

Table 1 Test Patterns

#	Description	Paper Size	Color Mode
1	90 degree Grid	11x17/A3	4C, K
2	Diagonal Grid	11x17/A3	4C, 3C, Y, M, C, K, G, R, B
3	A1 Patch Pattern	11x17/A3	4C
4	B Patch Pattern	11x17/A3	4C
5	C Patch Pattern	LTR/A4 SEF	4C
6	C-TRACS Check PG	LTR/A4 SEF	4C
7	ProCon PG	LTR/A4 LEF	4C
8	16 Tone PG	LTR/A4 LEF	3C, Y, M, C, K, G, R, B
9	Full Halftone	LTR/A4 LEF	K, C, M, Y
10	Single K Full Halftone	11x17/A3	K
11	Drum Pitch Halftone	11x17/A3	4C
12	LPH Streak adj chart (IOT mounted)	11x17/A3	4C
13	LPH Streak adj chart (LPH mounted)	11x17/A3	4C
14	X talk Test Chart (Failure Analysis)	LTR/A4 SEF	4C
15	Grid (Fold Position Adjustment)	LTR/A4 SEF	4C

Table 1 Test Patterns

#	Description	Paper Size	Color Mode
16	Ladder	LTR/A4 SEF	4C
17	Controller Test Pattern	Not selectable	4C

dC671 Measurement Cycle

Purpose

This procedure checks and adjusts color registration.

- Performs measurement to determine the condition of the registration control.
- Checks that the Belt Control, etc., operate normally.
- Measures/displays the amount of color shift relative to Black in the Fast Scan/Slow Scan direction.
- Displays the results as either **ok** or **ng**.

For instructions, refer to [ADJ 9.9](#).

dC673 Registration Control Sensor Check

Purpose

This is a self-diagnostic cycle for checking that the registration detection system is operating normally. Color shift is detected using a Cyan patch. Any misregistration detected in the MOB sensor is displayed on the UI screen. This result is compared with the target value to determine the **ok** or **ng** status. Correction is not performed.

For instructions, refer to [ADJ 9.11](#).

dC675 Registration Control Setup

Purpose

This is a setup procedure to be used after replacement of key marking module components such as the IBT Assembly, LPHs, Drum Cartridges, etc. It can also be used as part of a troubleshooting process.

For instructions, refer to [ADJ 9.10](#).

dC710 No Paper Run

Purpose

This routine operates all of the media feed and transport functions without actually feeding media to enable examination of the subsystem operation.

NOTE: *Even though no paper is fed, Tray 1 must be loaded with 8.5 x 11 or A4 paper in order to run this routine.*

*If you open a paper tray to check/change the paper size, a **Paper Settings - Tray X** screen should appear. Select **Confirm** to continue. If this screen does not appear, you must exit and then re-enter diagnostics in order to continue with the procedure.*

Procedure

1. Enter the [UI Diagnostic Mode](#).
2. Select **Maintenance**.
3. Select **dC710 No Paper Run....**
4. Select **Color Mode (Color or Fast Black)**.
5. Enter the number (1 - 99) of simulated print cycles you wish to run. Select **Start** to activate the routine.
6. Select **Stop** to halt the routine.

dC740 MSI Side Guide Adjustment

Purpose

This procedure calibrates the paper size detection circuits for the MSI (Tray 5).

Refer to [ADJ 7.1](#) for instructions

dC909 Calibrate for Paper

Purpose

Adjusts the 2nd Image Transfer Power output (ATVC) to compensate for thick or specialty media. **dC909** is used to correct the following types of defects on simplex and duplex prints:

- Low density
- Foggy background
- Voids
- White spots

For instructions, refer to [ADJ 9.17](#).

dC919 Color Balance Adjustment

Purpose

This procedure enables fine adjustment of the center value of the low density/medium density/high density output balance for each color for copy images.

NOTE: *This procedure has no effect on printing output.*

CAUTION

Do not run this procedure unless strongly requested to by the customer.

Ensure that the customer understands that when this procedure is completed, color balance for the Copy function will be permanently altered and can only be reset back to defaults or to previous settings by a CSE.

Refer to [ADJ 9.12](#) for instructions.

dC924 TRC Manual Adjustment

Purpose

This procedure allows you to perform a manual density adjustment. It sets an offset amount of the ADC-LUT created by the ADC patch to finely adjust the gradation.

NOTE: *This procedure affects both copy and print output.*

CAUTION

Do not run this procedure unless strongly requested to by the customer.

Ensure that the customer understands that when this procedure is completed, color balance for both the Copy and the Print functions will be permanently altered and can only be reset back to defaults or to previous settings by a CSE.

Refer to [ADJ 9.13](#) for instructions.

dC937 ProCon On/Off Print

Purpose

This procedure prints out the Process Control Test Pattern in two different modes. The comparison between the two prints can help isolate process control-related image quality problems.

Refer to [ADJ 9.3](#) for instructions.

dC945 IIT Calibration

Purpose

This procedure sets the following:

- White Reference Correction Coefficient.
- IIT sensitivity dispersion (CCD Calibration).
- Platen-to-Lens-to-CCD alignment (Optical Axis)

Refer to [ADJ 6.5](#) for instructions.

dC949 ATC Developer Setup

Purpose

Immediately after the replacement of a Developer Housing with known toner density, this sets the ATC Target Value by having the ATC Sensor measure the toner density of the developer. This can also work as the check function of the ATC Sensor.

Refer to [ADJ 9.8](#) for instructions.

dC950 ATC Sensor

Purpose

To set the calibration values [ATC Correction Coefficient], [ATC Correction Offset] in NVM to calibrate the new ATC Sensor

Refer to [ADJ 9.7](#) for instructions.

dC991 Tone Up/Tone Down

Purpose

This procedure compares measured toner concentration (TC) against a target, and allows manual adjustment of TC.

Refer to [ADJ 9.14](#) for instructions.

GP 1 FAX PWB Internal Selftest

NOTE: The Fax PWB must be installed.

Procedure

1. Insert a document in the DADF or place one on the glass.
2. Select **Fax > Add Recipient > Manual Entry**.
3. Enter 0000 as the phone number on the Enter Recipient screen, then select **Add**.
4. Select **Send**. The machine will scan the document.
5. The scanned image(s) is received by the Fax PWB from the SBC PWB. The Fax PWB sends it back to the SBC PWB, which then sends it to the IOT to print the scanned image.

This is a closed loop test. It does not check the phone line. It does prove that the image path in the machine is working correctly. You should end up with a copy of the scanned document with a fax header on the page. It also will print a Transmission (Confirmation) Report if this feature is enabled in Tools (refer to the Faxing chapter in the **System Administrator Guide**).

For additional Fax testing, refer to [GP 14](#).

GP 2 Accessing Tools

The Tools menu has three levels of access: User (walk-up), Administrator, and CSE. User mode offers copy and print color calibration adjustments; Administrator mode offers a more comprehensive suite of options; and CSE mode offers a limited set of Administrator options. CSE mode is available if the Administrator user name and passcode are not at the default, and the Administrator is not available to enter the code.

Accessing Tools as Administrator

1. Press the **Log In** button on the UI.
2. Enter the Administrator User Name (default is **admin**) and select **Next**.
3. Enter the Administrator passcode (default is **1111**) and select **Done**. **Admin** appears in the upper left corner of the screen.

NOTE: Administrator mode remains active until the **Admin** button is pressed or the session times out. When finished, always log out of Administrator mode by pressing the **Admin** button and confirming log out.

4. Select the **Device** icon on the UI.
5. Select **Tools**. The Tools menu appears.
On the left side of the screen are several buttons for the categories of features (such as **Device Settings**, **App Settings**, etc.).
Within each category are groups of features (such as **General...**, **Paper Management...**, etc.). Each group contains one or more features (such as **Energy Saver...**, **Date and Time...**, etc.).
6. Select the category, then the group, then the feature.

Accessing Tools as CSE

If administrator credentials are unknown, log in as a CSE.

1. Press and hold the **Home** button on the UI for about 7 seconds, then release it.
The Login screen displays.
2. On the Login screen, enter the Passcode **2732**, then select **OK**.
The Service Copy mode opens. A **CSE** (log out) button appears in the upper left corner of the display.

NOTE: CSE Service Copy mode remains active until the **CSE** button is pressed or the session times out. When finished with Tools, always log out of CSE Service Copy mode by pressing the **CSE** button and confirming logout.

1. Select the **Device** icon on the UI.
2. Select **Tools**. The Tools menu appears.
On the left side of the screen are several buttons for the categories of features (such as **Device Settings**, **App Settings**, etc.).
Within each category are groups of features (such as **General...**, **Paper Management...**, etc.). Each group contains one or more features (such as **Energy Saver...**, **Date and Time...**, etc.).
3. Select the category, then the group, then the feature.

NOTE: The Tools available in CSE mode are a subset of those available in Administrator mode.

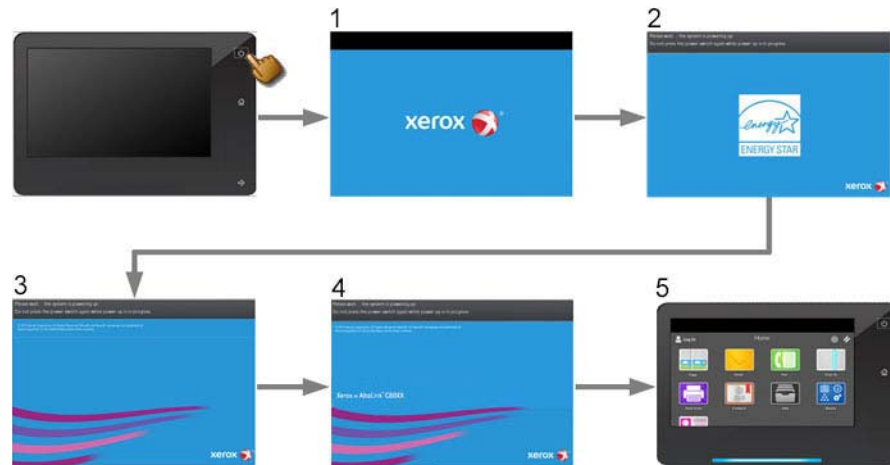
GP 3 Controller Boot Sequence

Sequence

From the instant the Power button is pressed, the on-screen indications of a normal bootup are: (Figure 1)

1. The Xerox splash screen displays before five seconds elapse.
2. The Energy Star logo screen displays at about 35 seconds.
3. The Trademark screen, with a static ribbon, displays at about 50 seconds.
4. The ribbon animates at about one minute. The Product and Software Version display about 20 seconds later.
5. The Product and Software Version display at about 1 minute 20 seconds.
6. The Home screen displays after about one and one-half minutes.

A Configuration Report, if enabled prints at about two minutes.



gp3_fig_1.jpg

Figure 1 Bootup screens

NOTE: Refer to the Power On Self Test RAP for information about the POST. (OF 3.3)

GP 4 Power the System Off/On

Power the System Off

1. Press the UI Power Button.
2. Select **[Power Off]** on the menu that displays.
3. Select **[Power Off]** on the confirmation screen that asks, "Are you sure you want to power off the device?"

CAUTION

Be sure to observe the precautions which display on the UI while the machine powers off.

4. Wait for the pulsing Power Button LED to turn off, then switch off the Main Power Switch.

Power the System On

1. Move the Main Power Switch to the ON position.
2. Press the Power Button on the UI.
3. Observe the message area at the top left of the UI screen as the machine boots up. The message "Ready to start a new session." will display at the completion of the power up and boot processes.

GP 5 Image Quality Calibration

This procedure details the method by which customers can either restore print and copy image calibration to factory settings, or recalibrate Image Quality in either Print or Copy mode.

Procedure

NOTE: *It is not necessary to enter SA mode (log in) in order to perform this procedure.*

1. Select the **Device** icon on the UI.
2. Select **Tools**.
3. Select **Troubleshooting > Calibration**.
4. Select **Reset Copy Calibration**, **Reset Print Calibration**, or **Reset Color Matching** to restore factory default settings. Select **Copy Calibration**, **Print Calibration**, or **Color Matching** to start the calibration routine.
5. The steps to perform the calibration procedure are displayed on the UI; follow the instructions exactly.

GP 6 Printing Configuration Reports

Purpose

This procedure describes the procedure for accessing Configuration Reports.

Procedure

A Configuration Report can be produced in three ways:

1. Switching power off then on (if configured).
2. Through use of Embedded Web Server.
3. From the local UI:

NOTE: *It is not necessary to enter SA mode (log in) in order to perform this procedure.*

- Select the **Device** icon on the UI.
- Select **Information Pages**.
- Select **Information Pages...** on the right side of the screen.
- Select **Configuration Report** and press **Print**.

GP 7 Network Printing Simulation

Purpose

This procedure details a method of troubleshooting network printing problems using a PWS directly connected to the printer with a network crossover Ethernet cable.

Prerequisites

- Crossover Ethernet cable and a PWS equipped with a network interface card.
- Clear Internet Explorer proxy settings.
- User software CD or printer driver files downloaded and extracted to a folder on the PWS.

Clear Internet Explorer Proxy Settings

The following steps will ensure that the Proxy Server settings are correct.

1. Open **Internet Explorer**.
2. Select **Tools - Internet Options...**
3. Select the **Connections** Tab.
4. Select the **LAN Settings...** box.

***NOTE:** Make a note of the current settings on this screen. At the end of the Network Printing Simulation, you will restore these settings on your PWS.*
5. Ensure that the **Automatically detect settings** radio button is **checked** and the **Use automatic configuration script** radio button is **un-checked**.
6. Ensure that the **Use a proxy server for your LAN** box is **un-checked**.
7. Select **OK** to close the **Local Area Network (LAN) Settings** window.
8. Select **OK** to close the **Internet Options** window.
9. Close **Internet Explorer**.

Windows 7 Connection Procedure

***NOTE:** Clear Internet Explorer proxy settings.*

1. Print a Configuration Report. Refer to [GP 6](#).
2. Configure the PWS IP Address:
 - a. Click on the Windows **Start** button.
 - b. Select **Control Panel**.
 - c. Select **Network and Sharing Center**.
 - d. On the left Windows pane, Select **Change Adapter Settings**.
 - e. Right click on **Local Area Connection** and select **Properties**.
 - f. Select the **Networking** tab and scroll down to **Internet Protocol Version 4 (TCP/IPv4)**. Highlight **Internet Protocol Version 4 (TCP/IPv4)** and select **Properties**.

***NOTE:** Make a note of the current settings on this screen. At the end of the Network Printing Simulation, you will restore these settings on your PWS.*
 - g. Select the **Use the following IP address** radio button.
 - h. Enter an IP address one digit different than the machine IP address listed on the Configuration Report (ex., if the machine IP address is 12.138.147.44, enter 12.138.147.45 or 12.138.147.43).

- i. Enter **255.255.255.0** for Subnet mask.
 - j. Select **OK**.
 - k. Select **Close** on the **Local Area Connection Properties** window.
 - l. Close the **Network Connections** window.
3. Connect the PWS directly to the printer with a crossover Ethernet Cable.
 4. Click the Windows **Start** button.
 5. Select **Control Panel**, then **Devices and Printers**.
 6. Select **Add a printer**.
 7. On the **Add Printer** screen, select **Add a local printer**.
 8. When the **Add Printer** screen asks you to select a printer port, select **Create a new port:**. In the **Type of port:** menu, select **Standard TCP/IP Port**, then click **Next**.
 9. At the **Type a printer hostname or IP address** screen, enter the printer's IP address (on the Configuration Report). Click **Next**.
 10. If the printer driver was previously loaded on the PWS, you will be asked which version of the driver you want to use. Select **Use the driver that is currently installed (recommended)** and click **Next**. Otherwise, click **Have Disk**. Print Drivers can be found on the customer's User Software CD or downloaded from the UI via Web Tools or Xerox Website. Navigate to the CD or downloaded driver for your PWS' operating system. Click **OK**.
 11. On the **Type a printer name** screen, the printer name will appear in the text box. Click **Next**.
 12. On the **Printer Sharing** screen, select **Do not share...**, then select **Next**.
 13. Click the **Print a test page** button. A message will appear saying that a test page has been sent to the printer. Printing of the test page indicates a functioning network connection.
 14. Upon successful completion of the test print, press **Close**, then **Finish**.
 15. Restore the original IE Proxy settings and Local Area Connection Properties settings.

GP 9 Installing System Software

Preparation

CAUTION

The AltBoot procedure may delete all stored data on the System Disk Drive, including e-mail addresses, Xerox Standard Accounting data, and network configuration information. If possible, clone the machine (GP 13) and back up customer settings (GP 12) before performing Alt-Boot. If the machine failure is such that cloning and backing up settings cannot be performed, notify the customer that data will be lost.

Perform the following, if possible:

1. Save NVM to a USB drive. (dC361)
2. Print a Configuration Report. (GP 6)
3. Clone the network configuration. (GP 13)
4. Create a backup file of customer settings. (GP 12)

Purpose

This procedure provides installation instructions for upgrading, downgrading, or restoring system software. The procedure describes four software installation methods:

- USB upgrade using a USB Flash drive
- Embedded Web Server (EWS) upgrade using the network
- AltBoot or Forced AltBoot using a USB Flash drive
- PWS AltBoot using PWS AltBoot tools

Additional software installation options are available using EWS when software updates are enabled. Customers can upload system software using EWS or they can configure EWS to monitor an FTP site and automatically upgrade when a newer version is detected. Table 1 lists the available software installation procedures and their effects on each module.

NOTE: *If a newly installed component has a later version of software than the software set that is on the SBC PWB, the software on the new component may be downgraded at system startup.*

NOTE: *Some hardware modules can only be upgraded by installing a newer version of the relevant PWB on the affected hardware module.*

Table 1 Software Loading Options

		Phase 1			Phase 2												
Software Platform (Upgrade Screen) Bar	Procedure Overview	BIOS/Flash Update			Network Controller	Copy Controller					UI	Scanner		Feeder	Marking Engine	Finisher	
Platform Components		OS kernel & FPGAs	SW Upgrade	BIOS	Network Controller	Fax	Copy Controller	UI	OS	SW Upgrade	OS kernel & FPGAs	UI Panel Firmware	IIT Apps	DADH	HCF	IOT	Finisher
POST Code		u		5	C	F	d	A	u		u		b			E	
Physical HW Location		SBC SD Card		SBC PWB	SBC HDD						UI Panel	SBC PWB	DADH PWB	HCF PWB	MCU PWB	Finisher PWB	
Normal USB Upgrade; recommended CSE method; customer data should always be preserved.	Place the DLM file anywhere on a USB drive, then insert the USB drive after the machine boots fully. Select Install File on the popup on the UI, then browse to and select the DLM file. Prerequisites: - Machine is online. - USB ports are enabled. - SW upgrade is enabled.	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade					Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	---	Version Check: Upgrade	Version Check: Upgrade	Version Check: Upgrade	
Customer Manual Upgrade via EWS	DLM file is loaded through EWS: Properties > General Setup > Machine Software > Manual Upgrade Prerequisites: - Machine is online. - SW upgrade is enabled.	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade					Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	---	Version Check: Upgrade	Version Check: Upgrade	Version Check: Upgrade	
Customer Automatic FTP Upgrade	The DLM file is placed on an FTP server. EWS is configured to periodically check the FTP site for updated SW: Properties > General Setup > Machine Software > Auto Upgrade Prerequisite: - SW upgrade is enabled.	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade					Version Check: Upgrade Downgrade	Version Check: Upgrade Downgrade	---	Version Check: Upgrade	Version Check: Upgrade	Version Check: Upgrade	

Table 1 Software Loading Options

		Phase 1			Phase 2								
Automatic Power On Software Upgrade (POSU)	At power on, the system checks and compares the current version of components with the copy retained on the controller. Supported platforms will be upgraded/downgraded if a mismatch exists. (Can occur after certain parts replacement or Normal Altboot.) Notes: - Machine must be Online. - Auto power on upgrade will not occur if Install Phase NVM (616-14) is set to Manufacturing (0) or Customer Install (2).	none	none	none	none	none		Upgrade Down-grade	Upgrade Down-grade	---	Upgrade	Upgrade	Upgrade
Regular Alt-Boot (PWS or USB)	DLM file placed in "Altboot" folder on a USB drive and inserted prior to powering on the machine. Notes: - Customer data/configuration should be retained. As a precaution, create, or have customer create, a Backup file through EWS (GP 12). - "Revert to Previous Settings" file is automatically created, but it is NOT automatically restored. Restore customer settings via Tools (Device > Login as admin -> Tools -> General > Revert To Previous Settings) - Add file called "DISABLE_DATA_BACKUP" (case sensitive with no file extension) to altboot folder to prevent any data saving (Fax NVM, Revert Previous Settings, Network controller configurations)	Upgrade Down-grade Reload	Upgrade Down-grade Reload	Upgrade Down-grade Reload	Upgrade Down-grade Reload	Upgrade Downgrade Reload		After Alt-Boot, POSU may occur	After Alt-Boot, POSU may occur	---	After Alt-Boot, POSU may occur	After Alt-Boot, POSU may occur	After Alt-Boot, POSU may occur

Table 1 Software Loading Options

		Phase 1			Phase 2								
Forced Altboot (PWS or USB) **Method used for failed SW Upgrade recovery	DLM file placed in "Altboot" folder on a USB drive, along with a file called "FORCED_UPGRADE" (case sensitive with no file extension) and inserted prior to powering on the machine. Notes: - Customer data/configuration should be retained. As a precaution, create, or have customer create, a Backup file through EWS (GP 12). - "Revert to Previous Settings" file is automatically created, but it is NOT automatically restored. Restore customer settings via Tools (Device > Login as admin > Tools > General > Revert To Previous Settings) - Add file called "DISABLE_DATA_BACKUP" (case sensitive with no file extension) to altboot folder to prevent any data saving (Fax NVM, Revert Previous Settings, Network controller configurations)	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload	Upgrade Downgrade Reload

Description

System software sets are compilations of software modules and a software compatibility database (SCD). The SCD lists software versions suitable for the system and its installed options. System software is supplied as a .dlm file. Names for .dlm files follow this format:

Product Type_Product Number_system-sw#version number#optional text.dlm

Example: AltaLink_C8030_35_system-sw#10000103703830#ENG_MOD.DLM

- Product Type is AltaLink
- Product Number is C8030_35
- Version number is a numeric series to identify product, version, and release date
- Optional Text may or may not appear in the file name.

CAUTION

Do not attempt to open this file. Attempting to open the file may corrupt it, making it unusable.

CAUTION

The software will not load if no pound (#) signs appear in the file name.

NOTE: Software version information appears in **Service Information > dC108** in service mode.

NOTE: If the screen displays the message **The device is in a non-customer mode** after completing Power On, the POSU (Power On Software Upgrade) will not be performed. In this case it will be necessary to perform **GP 29** to restore the machine to customer mode so that POSU can complete successfully.

At Power On, the system checks the version information for each installed module and compares it to locally stored SCDs. If a mismatch is detected, an automatic upgrade (POSU) or downgrade of the affected module is initiated to correct the mismatch.

Software Installation Procedures

NOTE: Depending on the procedure used, the software installation could require up to 60 minutes. If the installation fails, go to the **Machine Not Ready RAP**.

Installing the system software requires:

- That the system be fully operational, if possible. Correct any active faults or jams.
- Obtain a Xerox-approved USB Flash drive with a minimum capacity of 1GB.
- Check the software level on the machine.
- Download the latest .dlm file from GSN or xerox.com

Software Upgrade Installation

Two software upgrade procedures are described:

- [Software Loading Using a USB Flash drive](#)
- [Loading Software using a Network Connection](#)

NOTE: Use AltBoot for downgrading and reloading. If the upgrade procedure fails, go to the **Machine Not Ready RAP**.

Software Loading Using a USB Flash drive

1. Either allow all pending print jobs to finish or delete them. If the print jobs cannot be deleted, inform the customer that all pending jobs will be lost.
2. Check the Release Notes and the currently loaded software. Ensure that the upgrades can be applied.

NOTE: Before inserting the USB drive, ensure the machine is in a Ready state.

3. Connect the USB Flash drive containing the .dlm file to any one of the USB ports.

NOTE: It is not necessary to switch off the system to perform a software upgrade.

NOTE: If the USB Flash drive is not compatible with the system, replace it with a Xerox approved model, then restart the process.

4. Select **Install File** on the USB Drive Detected popup, then browse for and select the .dlm file. The upgrade will start.
5. Remove the USB drive when the message **USB drive is safe to be removed** displays on the UI.
6. The system upgrade process may take up to 60 minutes to complete.
7. If the process fails, use a Forced AltBoot procedure to recover.
8. The system reboots several times before returning to a ready state.
9. After the software has upgraded, a software upgrade report prints. ([Figure 1](#))

Xerox® AltaLink™ CXXXX MFP
Software Upgrade Report



Report Date: Feb 28, 2017 at 09:48 PM
Report Time: 09:48 PM

Device Name: XR9C934E6813D2
Device Serial Number: 8TB546910

Software Upgrade Date: 02/28/17
Software Upgrade Time: 09:39 PM
Software Before Upgrade: 100.002.036.31201
Software Upgrade Requested: 100.002.037.03830
Software Upgrade Type: AltBoot

Software Upgrade Result: Success

Module	Fault Code	Debug Code	Status	Dependent Module	Version	Min
--------	------------	------------	--------	------------------	---------	-----

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Figure 1 Software Upgrade Report

Loading Software using a Network Connection

1. Connect to the system web page from either a PC connected to the network or a PWS and crossover cable connected to the machine.
2. Open a web browser, enter the system IP address in the Address field, then press [Enter]. The system EWS will open.
3. Log in as Administrator.
4. Select **Properties > General Setup > Software Upgrade**.
5. Select [Allow Upgrade].
6. Select **Manual**, then **Browse....** Select the .dlm file from the Upgrade directory.
7. Select [Install Software].

NOTE: All network connectivity is lost. Progress can be monitored from the UI.

8. The system reboots before returning to a ready state.

AltBoot Software Loading

CAUTION

The AltBoot Software Loading procedure may erase some unique customer configuration settings. NVM data must be saved and restored during this procedure. Do not remove the Flash drive or switch off power until the system reboots.

CAUTION

It may take several minutes for the upgrade to start. There is **no** indication until the UI displays the **Software Upgrade** screen.

NOTE: To restore the XSA data, use the customers XSA data backup (clone) file on the customer's PC. Refer to the Customer Administrators Guide CD.

AltBoot reloads system software. It is used to upgrade, downgrade, or reload software on systems that will not come to a ready state. It also can be used to upgrade or downgrade the software on system options.

AltBoot should only be used under these circumstances:

- To attempt to recover a corrupt:
 - Hard disk drive
 - SBC PWB
- After installing a new hard disk drive
- To upgrade system software without running multiple software upgrades.
- To downgrade machine software.

A Forced Altboot uses the available .dlm file to upgrade or downgrade every component in the system, regardless of installed software. A Forced Altboot is required to recover from corrupt application code on devices such as Fax, IOT, IIT. Use Forced AltBoot to downgrade the IOT/IIT software.

NOTE: If the customer purchased Adobe PS or McAfee Integrity Control features, perform the following:

- Access Tools as Admin. Refer to GP 2.
- Only if you performed a Forced AltBoot, select the **Device** icon, then **Tools > General > Revert to previous settings**.

NOTE: A Forced AltBoot enables the **Revert to previous settings** feature to display. This feature restores machine-specific information.

- If the features still are not installed, refer to GP 17 How to Re-Enter Optional Feature Installation Keys.

AltBoot Procedure

CAUTION

If the system appears to hang during the AltBoot process (stays on one screen without apparent progress), it may still be loading software in the background. Wait 10 minutes before switching the system off. Switching the system off while software is loading will corrupt the software load on Hard Disk Drive. Restart AltBoot.

CAUTION

Use Forced AltBoot with extreme caution because it replaces boot and application code. Power failure during a Forced Altboot may result in certain PWBs becoming unrecoverable.

Perform the following:

1. Create a top level folder on the USB Flash drive named **AltBoot** (not case sensitive).
Forced AltBoot only: Create a file named **FORCED_UPGRADE** inside the altboot folder. This is an empty file and must not have an extension; the AltBoot routine only checks to see that a file with this name is present. To create the empty file:
 - Open the **AltBoot** folder
 - In a blank area of the screen, right click and select "New".
 - Select "Text Document".
 - The name "New Text Document.txt" will be highlighted.
 - Type "FORCED_UPGRADE" (the file name is case sensitive) and press "Enter".
 - A pop-up with the message "If you change a file name extension, the file might become unusable. Are you sure you want to change it?" will appear.
 - Click on **Yes**.To eliminate corrupt customer settings, also create a file called **DISABLE_DATA_BACKUP** (case sensitive with no file extension). This prevents the NC from keeping data normally retained through an AltBoot.
2. Copy the unzipped .dlm file into the AltBoot folder on the USB Flash drive. Make sure that there is only one .dlm file in the Altboot folder.

NOTE: Ensure the Microsoft Windows Safely remove hardware procedure is followed before the USB Flash drive is removed.
3. Insert the USB Flash drive into the system.
4. Save the NVM settings (dC361). Verify that the NVM data were saved to the USB Flash drive.

NOTE: The same USB Flash drive that has the .dlm file can be used to store NVM data.
5. Perform the Network Clone Procedure. (GP 13)
6. Back up customer settings, if possible. (GP 12)
7. Complete or delete all pending print jobs. If the jobs cannot be deleted, inform the customer that all pending jobs will be lost.
8. Power OFF the system (GP 4).
9. Power ON the system (GP 4). The Altboot process starts automatically. No button presses are required to initiate the Altboot.
10. The upgrade start screen displays.

NOTE: If the USB Flash drive is incompatible with the system, the upgrade start screen will display continuously. If the screen has not changed after 10 minutes, replace the USB flash drive with a Xerox approved model, then restart the process.

11. The upgrade begins and the progress screen opens in about 2 minutes.

NOTE: If the upgrade process screen is not displayed after 4 minutes, restart the process.
12. The AltBoot process may take up to 60 minutes to complete. When the AltBoot complete screen opens, follow the on screen instructions.
13. If the AltBoot process fails, the AltBoot failed screen opens. Follow the on screen instructions. Restart the procedure and troubleshoot as necessary.

NOTE: Do not switch the system Off unless directed to on the UI. During the next 2 reboots, the Hard Disk Drive is encrypted. Switching the system off can result in partial encryption of the Hard Disk Drive. The AltBoot process may need to be re-run if power is removed at this step.
14. The system reboots several times before returning to a ready state. In some instances, a second upgrade progress screen may appear, or the Data Encryption/Decryption in progress screen.
15. Check that the software set has installed. Refer to the printed software upgrade report or press the **Status** button.
16. Use dC361 to restore saved NVM settings.
17. Perform a Network Clone Restore, refer to GP 13.

NOTE: If the screen displays the message **The device is in a non-customer mode** after completing this step, perform GP 29 to restore the machine to customer mode.
18. Restore the customer settings. (GP 12)

PWS AltBoot Procedure

PWS AltBoot is a tool used to load system software in accounts that do not permit the use of USB Flash drives. The PWS AltBoot tool, installation instructions, and the driver for the Data Cable 600T02332 are available on GSN Library 15716 C8070 Family.

CAUTION

*Read the instructions provided in the GSN Library **BEFORE** attempting to connect the cable to the SBC or configuring the PWS to use the AltBoot tool. The cable is **NOT** keyed and can be connected in two orientations. Connecting the cable incorrectly may cause damage to the machine or to the PWS.*

Also, the cable may be in any of several possible internal configurations and the AltBoot tool must be configured for the particular cable being used.

NOTE: Before loading system software, the system should be fully operational. If possible, clear any active faults or jams before starting this procedure.

1. Perform an NVM Save. (dC361)
2. Perform the Network Clone procedure. (GP 13)
3. Back up customer settings. (GP 12)
4. Print a Configuration Report. (GP 6)
5. If possible, complete or delete all pending print jobs. If jobs cannot be deleted, warn the customer that all pending jobs will be lost.
6. If the machine is equipped with a Wireless Network Interface, enter Tools mode using CSE Tools (GP 2), disable wireless, and switch the system off and on.
7. Switch Off the system.
8. Install the PWS AltBoot tool on the PWS using the installation instructions from GSN. Make sure to copy over the system software (.DLM) files, ulmage and uboot files.
9. Use these steps to configure a PWS LAN connection so the PWS can communicate with the system Network Controller. Once established, settings remain in effect until changed.

NOTE: Record the original data for every place you make a change. You may or may not need to reset the IP address, depending on PWS usage and local network practice.

- a. Right click on the **My Network Places** icon.
 - b. Select **Properties** to bring up the Network and Dial-up Connections window.
 - c. Right click on **Local Area Connection** and select **Properties**.
 - d. Select the **General** tab and scroll down to Internet Protocol (TCP/IP). Highlight **TCP/IP** and select **Properties**.
 - e. Select the **Use the following IP address** radio button.
 - f. Enter an IP address one digit different than the system IP address listed on the Configuration Report. For example, if the system IP address is 12.138.147.44, enter 12.138.147.45 or 12.138.147.43.
 - g. Enter 255.255.255.0 for Subnet mask.
 - h. Select **OK** to close the **TCP/IP Properties** window
 - i. Select **OK** to close the **Local Area Connection Properties** window.
 - j. You may need to reboot the PWS to load the settings.
10. Connect the PWS to the system with the USB Data Cable 600T02332. Connect the 5-pin flat connector to the data port on the SBC PWB. Connect the other end to one of the USB ports on your PWS.

NOTE: The SBC PWB data port may have a cover over it. Remove the cover if necessary. The port is located just above the RJ-45 Ethernet connector on the SBC PWB Panel.

11. Disconnect the customer's network connection. Connect a crossover Ethernet cable between the network ports on the system and PWS.
12. Start the PWS AltBoot tool on the PWS.
13. Select the Settings menu on the Altboot tool and click COM Port Select to change the COM port to the port used by the data cable on the PWS. The instructions for installing the data cable on GSN Library 15716 explain how to determine the correct COM Port.
14. A Browse for Folder window will open. Browse to and highlight the folder that contains the upgrade files. Select **OK**.
15. Switch on the machine. After approximately 10 seconds, the transfer of the ulmage and uboot files begins.
16. After file transfer, the settings menu appears in the terminal window. Check that the 'Received packet' line is displayed and that the IP address is set one digit away from the packet was received from address.
Press **y** at the prompt and continue. If the valid netmask is not set, press **n** and change it to 255.255.255.0
17. From the next menu, select **5> Install SBC software**.
18. At the **Proceed?** prompt, select **Y**.
19. At the second **Proceed?** prompt, select **Y**.
20. From the next menu, select **4> Continue**.
21. A list will display the ".dlm" file(s) in the directory identified in step 2. Select the correct DLM file to download to the machine. A transfer progress window will then open.
22. After the DLM file has been downloaded to the machine, the Software Upgrade start screen will display on the UI.
23. After approximately 1 minute the upgrade will begin and the Software Upgrade in progress screen will open. If the upgrade process screen is not displayed after 2 minutes, restart the process.
24. The AltBoot process should complete after approximately 5 minutes, and the Upgrade Complete screen will open. Ignore the instruction to remove the USB flash drive, only press **0** to continue.
25. The machine will reboot several times before returning to a ready state. During the reboot, the Hard Disk Drive is encrypted. Switching off the machine can cause only partial encryption of the Hard Disk's partitions. The AltBoot process may need to be re-run if power is removed at this step. The UI displays the Data Encryption/Decryption in Progress screen.
26. After the reboots have finished the machine will boot up and come online. In the SBC-AlternateBoot window on the PWS should display SBC System is 'OPERATIONAL'.
27. Disconnect the cable from the PWS serial port and the machine. Disconnect the crossover Ethernet cable from the PWS network and the machine.
28. Connect the customer's network cable to the machine. If the machine is equipped with a Wireless Network Interface, enter Tools mode using CSE Tools (GP 2), enable Wireless and switch the machine off and on.
29. Check that the software set has been installed. Refer to the printed software upgrade report or by pressing the machine status button.
30. Perform an NVM Restore. (dC361)

31. Perform a Network Clone Restore. (GP 13)

NOTE: If the screen displays the message **The device is in a non-customer mode** after completing this step, perform GP 29 to restore the machine to customer mode.

32. Restore the customer settings. (GP 12)

Troubleshooting

Listed below are possible problems that may stop AltBoot software loading:

Possible causes and solutions are:

- Incompatible USB Flash drive. Use a Xerox approved model of USB Flash drive.
- Corrupt.dlm file. Replace the .dlm file.
- Incorrect spelling of the AltBoot directory on USB flash drive.
- AltBoot and upgrade folders on the USB Flash drive.
- Bad data connection to the Hard Disk Drive. Reseat the Hard Disk Drive harnesses.
- Hard Disk Drive corruption or failure.
- USB port or cable damage. Use a different USB port or cable.
- UI failure.
- SBC PWB failure.
- Check the +5V supply to the USB ports on the SBC PWB.
- Failure to disable Wireless Networking when using a PWS.
- Pound (#) signs missing from the .dlm file name.

GP 10 PWS Communication with the SBC

Purpose

This procedure provides instruction on how to connect the PWS directly to the CCS communication port on the SBC using the SBC Data Cable 600T02332.

NOTE: This procedure should only be used for advanced troubleshooting when directed by a RSE (Remote Support Engineer) or support person.

Connection Procedure

To configure your PWS for a USB connection, download and install the USB device driver from GSN Library 15716. The library has the driver, the Putty tool, and detailed instructions.

GP 11 Resetting the System Administrator Password

When a customer requires a new administrator password, the customer must call the Welcome Center and request an administrator password reset.

1. The Welcome Center will request the machine serial number and current copy count.
2. The Welcome Center generates a 12 digit Feature Key number.
3. Press the **Device** icon, then select **Tools**.
4. Select **General > Feature Installation**.
5. Enter the Feature Key on the Feature Installation Key screen to reset the Administrator credentials to the default values (**admin** and **1111**).
6. If Password reset has been disabled in EWS by the customer (Figure 1), the password can only be reset by a CSE arriving on site and performing a **Regular AltBoot (GP 9)**.

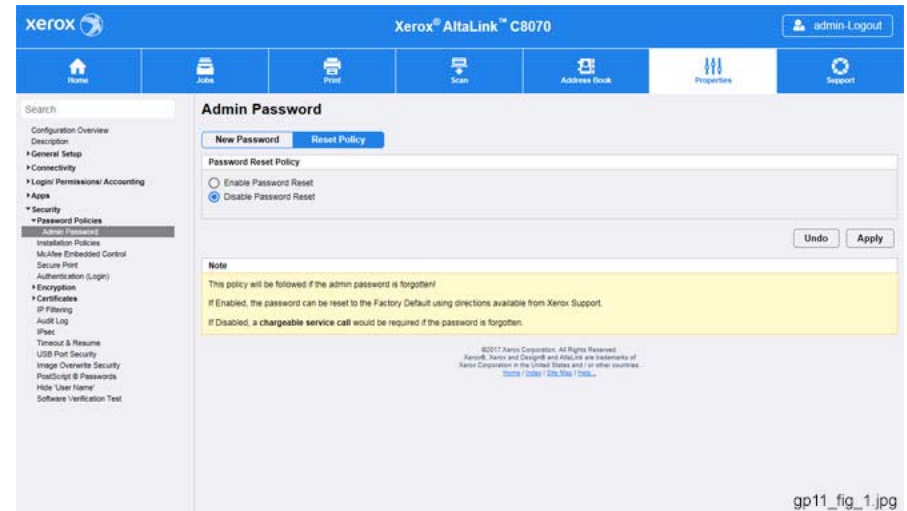


Figure 1 Disable Password Reset EWS screen

GP 12 Back Up and Restore Settings

Purpose

This procedure provides a System Administrator with the ability to back up and restore customer settings via the Embedded Web Server (EWS).

Procedure

1. Inform the System Administrator when a service procedure may result in the loss of saved customer settings.
2. Before you perform the service, arrange to have the System Administrator log in to the EWS, create a manual backup file, and export the file to the customer PC.
3. On completion of the service, have the System Administrator restore the settings.

NOTE: The encrypted backup file for a particular device is compatible only with that device.

NOTE: The information below is reproduced from the *System Administrator Guide*.

Backup and Restore Settings

The Backup and Restore feature allows you to save device settings and to restore them. The device automatically saves a backup of its configuration settings periodically. You can create a backup file of your device settings manually, at any time. These backup files contain the specific settings for your device.

You can store a manual backup file on the device or in an external folder. Xerox recommends that you create a backup of your device settings when the device is operating as expected. This practice is useful for restoring the device settings at any time, such as when the settings have changed in error.

You can restore the device settings from an automatic backup file or from a manually created backup file that is stored locally or externally.

NOTE: Only backup files created on this device can be restored to this device.

Before you begin, set the installation policy to allow backup file restoration.

Setting the Security Installation Policy for Backup and Restore

To set the security installation policy to allow backup file installation:

1. In the Embedded Web Server, select **Properties > General Setup > Backup & Restore Settings**.
2. Click **Allow Installation**.
3. Click **OK**.

To set the security installation policy to prevent backup file installation:

1. In the Embedded Web Server, select **Properties > General Setup > Backup & Restore Settings**.
2. Click **Restrict Installation**.
3. Click **OK**.

NOTE: To view all installation policies, click **Security Installation Policy**.

Restoring Settings

You can restore settings from a backup file stored on the device or from a previously exported backup file. When restoring from a file stored on the device, you can choose a manual backup file or an automatic backup file. Automatic backup files are created daily. These backup files contain the state of the settings at the time the automatic backup starts.

To restore settings from a file stored on the device:

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.
2. To locate the backup file that you want to restore, for Locally Stored Backup Files, use the information in the Date/Time column and Type column.
3. In the Actions column, for the backup file, click **Restore**.

To restore settings from a previously exported backup file:

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.
2. Click **Browse** or **Choose File**.
3. Navigate to the location of the file that you want to import, then click **Open**.
4. Click **Import and Restore**.

Creating a Manual Backup File that is Stored on the Device

CAUTION

If a manual backup file exists in the list, the new file overwrites it. The previous manual backup file cannot be recovered.

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.
2. For Create Backup, click **Create Local**. The new backup file appears in the list.

Creating and Downloading a Backup File

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.
2. Click **Create and Export**.
3. To download the new backup file, click the file name link.

Deleting a Backup File

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.
2. For Locally Stored Backup Files, locate the file that you wish to remove, then click **Delete**.

NOTE: Only backup files that were created manually can be deleted. The device overwrites the automatic backup files during the daily automatic backup.

GP 13 Cloning Network Configurations

Purpose

Use this procedure to connect to the printer and capture Network Configuration settings. The clone file is used to duplicate settings to other machines or restore settings following AltBoot. If Internet Explorer is being used, clear browser proxy settings.

Clear IE Proxy Settings

Perform these steps to clear Internet Explorer proxy settings before connecting to the printer.

1. Open **Internet Explorer**.
2. Select **Tools > Internet Options**.
3. Select the **Connections** Tab.
4. Select the **LAN Settings** box.
5. Ensure that the “Use a proxy server for your LAN” box is **unchecked**.
6. Select **OK** to close the **Local Area Network Settings** window.
7. Select **OK** to close the **Internet Options** window.
8. Close **Windows Internet Explorer**.

Windows 7 Connection Procedure

NOTE: Clear all Internet Explorer proxy settings.

1. Print a Configuration Report (GP 6).
2. Configure the PWS IP Address:
 - a. Click on the Windows **Start** button.
 - b. Select **Control Panel**.
 - c. Select **Network and Sharing Center**.
 - d. On the left Windows pane, Select **Change Adaptor Settings**.
 - e. Right click on **Local Area Connection** and select **Properties**.
 - f. Select the **Networking** tab and scroll down to Internet Protocol Version 4 (TCP/IPv4). Highlight TCP/ IP and select **Properties**.
 - g. Select the **Use the following IP address** radio button.
 - h. Enter an IP address one digit different than the machine IP address listed on the Configuration Report (ex., if the machine IP address is 12.138.147.44, enter 12.138.147.45 or 12.138.147.43).
 - i. Enter **255.255.255.0** for Subnet mask.
3. Connect a crossover Ethernet cable between ethernet ports on the PWS and SBC.

Create the Clone File

1. Open Internet Explorer
2. Enter the machine’s IP address in the **Address** line and select **Go**.

NOTE: If the customer has enabled Administrator Password, you will be asked for a user name and password. Defaults are **admin** as the user name, and **1111** for the password.

3. When Embedded Web Server opens, select the **Properties** tab. Click on the **General Setup** link, then **Cloning** (Figure 1).



Figure 1 Cloning Screen

4. Scroll down the page to see critical information about the cloning process (Figure 2). Click the **(Details..)** links to see lists of data that are backed up and/or restored using the Cloning Feature.



Figure 2 Features and feature details

5. Select or deselect the various features, as required.
6. Select the **Clone** button below the features listing (Figure 2).

CAUTION

It will take several minutes to create the cloning.dlm file. Do not make any changes or attempt to do anything with the machine such as power off until the process is complete.

CAUTION

After the clone file has been created, do not attempt to open the clone file as it may corrupt it.

7. Right click on **Cloning.dlm** to save the clone file. (Figure 3)

NOTE: When the file is saved, a “.txt” extension may automatically be placed at the end of the file name. Before loading this clone file, navigate to the saved file, right-click on the file and select **Rename**. The correct format for the file name is xxxxxxxx.dlm.

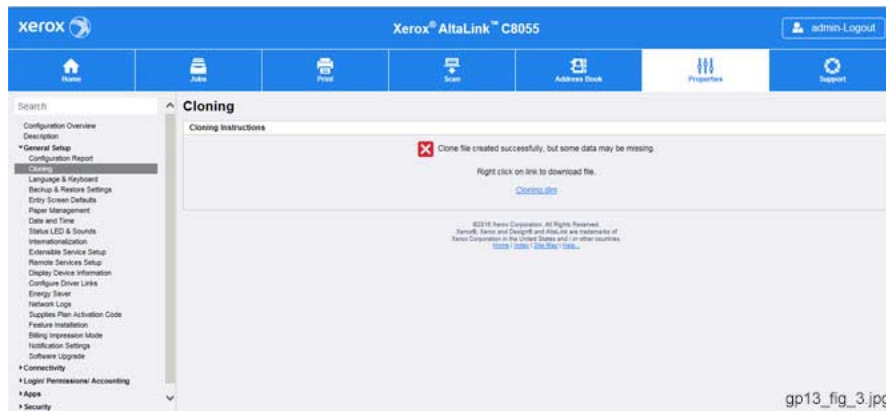


Figure 3 Saving the Clone File

Uploading a Clone file

NOTE: This procedure can be done from ANY PC connected to the network or the PWS connected to the machine using a crossover Ethernet cable. The only requirement is an Internet Browser.

1. Open Internet Explorer
2. Enter the machine's IP address in the **Address** line and select **Go**.

NOTE: If the customer has enabled Administrator Password, you will be asked for a user name and password. Defaults are **admin** as the user name, and **1111** for the password.

3. When the Embedded Web Server window opens, select the **Properties** Tab. Click on the **General Setup** link, then **Cloning** (Figure 1).
4. Use the **Browse** button (Figure 1) to navigate to the clone file, or type the full path to the file.

Click the **Install** button. If the machine does not reboot after five minutes, power the machine off/on.

5. Print a Configuration Report (GP 6) and verify the cloned settings.

GP 14 External Fax Line Test

When the customer reports a fax issue sometimes it is very difficult to determine if the problem is with the customers phone line or the Xerox machine.

The preferred method of verifying the phone line functionality is to use the Modem saver device part number 600T2133 to ensure the fax line is wired correctly and to use the Analog hand set part number 600T1937 or customer's analog phone to place calls on the line. Be sure that both local and long distance calls can be placed and the line quality is clear, no static.

Use Handset:

- Can it dial externally on the line?
- Can it receive a call on the line?
- Evaluate Line quality. Check Line for unwanted beeps, or noise.

Use Breakout Box to measure voltages (Use the machine chassis as ground). Refer to Fax 101 training for Breakout Box usage instruction:

- Check ground continuity.
- Line Voltage -20 to -50 VDC?
- Loop Current 15 to 95 mA DC?
- Ring Signal 50 to 90 VAC?
- Check Ring-Ground and Tip-Ground <1VAC

If a line quality issue or incorrect voltage is found then the customer will need to resolve these problems.

GP 16 Toner CRUM Conversion

Purpose

This procedure explains how to set the Geographic Differentiation Code and Toner Cartridge Type to the correct values.

Introduction

The C8070f machines are shipped with "Worldwide Neutral" Toner Cartridges. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration. When the first toner cartridge (any color) is replaced, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the toner configuration can only be changed with a CRUM conversion.

There are three types of toner: Metered Service, which is a single part number world wide, Sold toner that is specific to the DMO/XING market, and Sold toner that is specific to US/XCL/XE market. See [CRUs and Consumables](#) for part numbers. If an incorrect type of toner cartridge is installed, it will generate a fault code and/or a message on the UI indicating toner incompatibility.

To check which state the machine is in, enter Diagnostics, select **dC131**, and enter the NVM listed in [Table 1](#) for CRU Service Plan and Regional Differentiator.

NOTE: Do not attempt to change the NVM settings in [Table 1](#); they are for reference only.

Table 1 CRU Service Plan

State	CRU Service Plan (NVM 606-269)	Regional Differentiator (NVM 616-235)	Toner Allowed
Neutral	100=Neutral	63=Factory	NA/XE Sold, DMO Sold, Metered, Neutral
NA/XE Sold	0 = Sold	15 = NA_XE_Enterprise	NA/XE Sold, Neutral
DMO Sold	0 = Sold	6 = DMO_Enterpris	DMO Sold, Neutral
Metered	3 = Metered	13 = WW_Enterprise	NA/XE Sold, DMO Sold, Metered, Neutral
PagePack	4 = PagePack	13 = WW_Enterprise	NA/XE Sold, DMO Sold, Metered, Neutral

If the problem occurs after several toner replacements, the customer may have received the wrong toner in a consumables order; either because the wrong part number was ordered, or the shipment did not match the order. Resolution in this case is simple; the customer should exchange the toner for the correct part.

If the wrong toner was installed at the first toner replacement after install, or if the configuration NVM have changed due to software or NVM corruption, perform the following procedure:

Procedure (Non-PagePack)

1. Press the **Device** icon on the UI and select **About**.
2. Record the Serial Number.

3. Select Billing/Usage and record the number of Total Impressions
4. Call Field Engineering or your NTS and provide the machine Serial Number and the number of Total Impressions.
5. You will be given a 6-character passcode.

NOTE: The passcode must be entered within 500 Total Impressions counts of when it was issued, or it will not be valid.

6. Log in to Admin mode ([GP 2](#)).
7. Press the **Device** icon on the UI and select **Tools**.
8. Select the **Device Settings** category from the column of buttons on the left side of the control panel.
9. Scroll down and select the **Supplies** group, then select **Enter Plan Conversion**.
10. Enter the passcode string provided in step 5. Use the shift key to access special characters as required.
11. The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

Procedure (PagePack)

PagePack cannot be set via Plan Conversion. Instruct the System Administrator to contact the Xerox® equipment supplier with the device serial number.

GP 17 How to Re-Enter Optional Feature Installation Keys

Purpose

To explain how to re-enter optional feature installation keys after installation of a new hard disk drive.

NOTE: McAfee Integrity Control And XPS are the optional features available on the C8070f.

Procedure

Perform the following:

1. Obtain the valid Feature Installation key(s) by either:
 - a. Asking the customer.
 - b. Logging into the SWAP portal, www.xeroxlicensing.xerox.com/fik. From the Welcome screen, select **Find** and existing key. Enter the machine serial number in the window, then select **Next**.
 - c. Contacting the Licensing Admin Centre (USSG/XCL) or the Xerox sales representative (XE/DMO).
2. Enter the Feature Installation keys(s). Perform the following:
 - a. Select the **Device** icon on the UI.
 - b. Select **Tools**.
 - c. Select **Device Settings > General**.
 - d. Select **Feature Installation**. Enter the Feature Installation key, then select **OK**. If necessary, enter the second Feature Installation key.

GP 18 Restoring the Public Address Book

The Public Address Book is not included in the clone file. To restore the Public Address Book use one of these procedures.

Restore from a USB Flash Drive

Use this procedure to restore the address book using a Flash drive. Refer to [Figure 1](#).

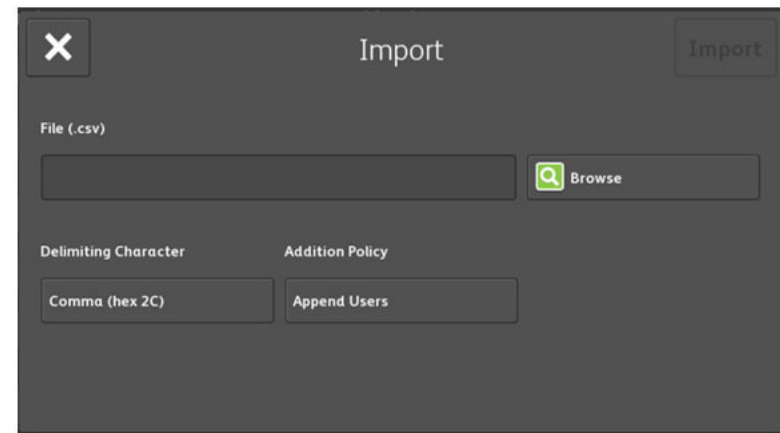
1. Press **Log In** on the UI.
2. Log in as administrator (admin/1111 is the default).
3. Select the **Device** icon > **Tools**.
4. Select **App Settings > Device Address Book**.
5. Select the **Management** button.
6. From the menu that displays, select **Import**.
7. Insert the USB flash drive.

The Browse for File screen will display.

NOTE: If the Browse for File screen fails to display automatically, select the **Browse** button.

Browse to the address book .csv file on the USB flash drive.

8. Select the correct **Delimiting Character** and **Addition Policy**.
9. Select the **Import** button to transfer the .csv file.



gp18_fig_1.jpg

Figure 1 UI Address book import screen

Restore Using EWS

To import address books (.csv format), enable HTTPS (SSL) using Embedded Web Server . With HTTPS enabled, use this procedure to restore the Public Address Book. Refer to [Figure 2](#):

1. On the menu bar select **Address Book > Management > Import From File**.
2. Select the **Browse...** button and locate the .csv file to import.
3. Select **Comma (hex 2C)** for the record delimiter for .csv files.
4. Check the **Remove Bracket** checkbox, if desired.
5. Select the radio button to specify whether to:
 - a. Add new contacts to the existing Device Address Book, or to...
 - b. Replace existing Device Address Book with the new contacts
6. Click on the **Upload File** button to transfer the .csv file.

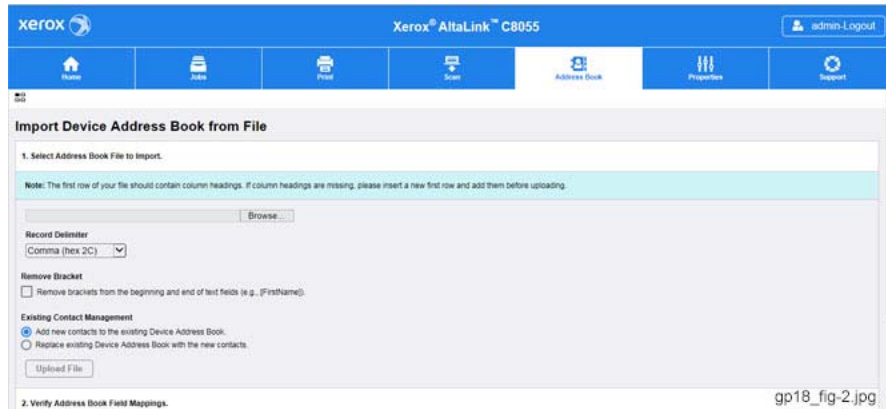


Figure 2 Address book file import screen

GP 20 Reporting Billing Meter Resets

Procedure

The CSE is required to call in billing meter reads to one of these Customer Business Centers when a machine's meters have been reset:

- Chicago CBC: 1-888-771-5225 (7am - 7pm Central Time). Choose Option 4 - (All other administrative Inquiries).
- St. Petersburg CBC: 1-888-435-6333 (8am - 8pm Eastern Standard Time). Choose Option 4 - (If you have questions regarding your Invoice or account.)
- Dallas CBC: 1-888-339-7887 (7am - 6pm Central Time). Choose Option 4 - (If you have questions regarding your Invoice or account.)

The Customer Business Centers will need the following information:

- CSE/Analyst/Service Agent Name and Employee Number
- 9 Digit Equipment Serial Number
- Old Meter Read and Date
- New Meter Read and Date

GP 22 Foreign Device Interface Setup

Purpose

This procedure explains the process for troubleshooting, installing, and configuring the Foreign Device Interface (FDI).

Procedure

1. The FDI Kit has been installed, but the Configuration sheet indicates that the Foreign Interface Board is not present. Go to [Configuring the Foreign Device Interface](#).
2. The External Device does not enable the machine or does not count. Use the Foreign Interface and External Device Test Tool to resolve the problem.
3. Directions for the Foreign Device Test Tool are not packaged with the tool.

Installation

Prerequisites: FDI Interface Kit.

NOTE: This is a purchased item and must be ordered through Sales.

NOTE: Observe all Electrostatic Discharge (ESD) precautions when performing this procedure.

1. Switch off the printer power. Disconnect the power cord.
2. Remove the Control Unit.
3. Remove the FDI harness connector cutout cover from the Control Unit. (Figure 1)
4. Remove the standoffs (2) from the FDI connector, then using the standoffs, secure the FDI connector to the Control Unit. Figure 2.
5. Plug the harness into the FDI PWB, then mount the FDI PWB on J12 of the SBC PWB.

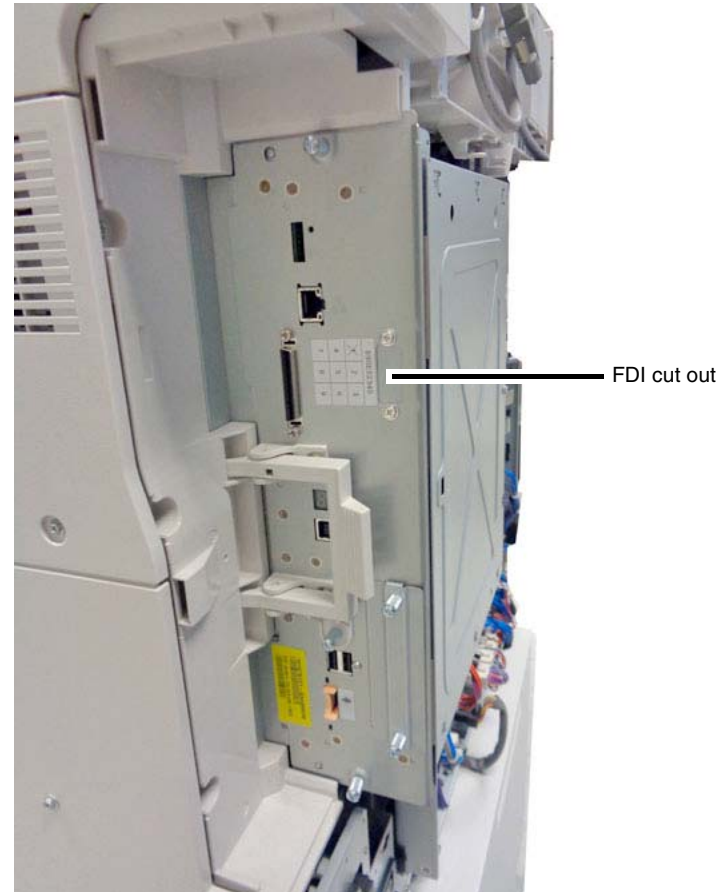
NOTE: It is possible to connect the Foreign Interface Cable in reverse on the FDI PWB. Orient the cable correctly.

6. Replace the Control Unit and power on the machine.

Configuring the Foreign Device Interface

1. Press **Log In** on the UI.
2. Log in as **admin**, with default password **1111**.
3. Touch the **Device** icon > **Tools** > **Accounting Settings**.
4. Select **Accounting Mode**.
5. Press **Auxiliary Access** and select **Auxiliary Device Type**.
6. Select the appropriate device, then select **OK**.
7. From the Auxiliary Device Configuration menu, Select **Service Access & Accounting** and select those services that will be restricted by the auxiliary device. A check mark in the box will indicate those services which will be restricted, Select **Save**.

NOTE: If no selections are made, the Foreign Interface board will indicate **not present** on the configuration report.



j0kt43501-1a.jpg

Figure 1 FDI cut out cover

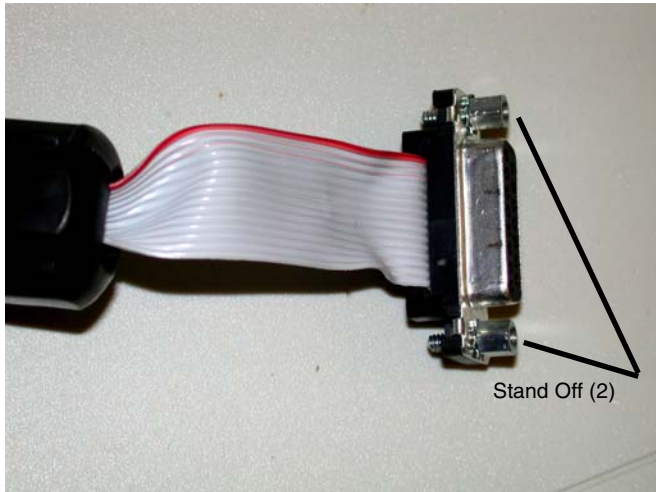


Figure 2 Connector Standoff

GP 23 Intermittent or Noise Problem RAP

Purpose

The purpose of this RAP is to provide guidance for resolving an intermittent or noise problem. This is not an exact procedure, but a set of recommended actions that use the resources of the service manual to help locate the cause of an intermittent or noise problem.

Procedure

1. Check the service log. Recent service actions may provide information about the problem. For example, a component that was recently replaced to correct another problem may be the cause of the new intermittent problem.
2. Noise problems may be due to improper installation. Check for packing materials that have not been removed. Check for loose or missing hardware.
3. Run the machine in a mode that vigorously exercises the function that is suspected. The machine may fail more frequently or may fail completely under these conditions. Look for signs of failure or abnormal operation.

An intermittent problem can usually be associated with a RAP, since when it does fail, it results in a fault code, a jam code, or some other observable symptom.

4. Using the RAP that is associated with the symptom of the intermittent problem, examine all of the components that are referenced in the RAP. Look for:
 - contamination, such as a feed roller that has a build up of dirt or toner
 - wear, such as gear teeth that are rounded or have excessive backlash
 - HFSI, even if they are not near or have not exceeded the SPEC LIFE or COPY COUNT value
 - wires chafing against components of the machine, especially against moving components
 - misaligned, misadjusted, or incorrectly installed components
 - slow or slipping clutches; slow or binding solenoids
 - damaged components
 - excessive heat, or symptoms of excessive heat, such as the discoloration of a component
 - loose cables or wires
5. Using the RAP that is associated with the symptom of the intermittent problem, perform all of the adjustments for the components or functions that are referred to in the RAP. Check to ensure that the adjustment can be made and that there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may be an indication of the cause of the problem.
6. Operate all of the components in the appropriate RAP that is associated with the symptom of the intermittent problem with Component Control. Observe the components for any symptoms of abnormal operation, such as a hesitation or an unusual sound.
7. Check that the AC and DC power are within specification.
8. Get technical advice or assistance when it is appropriate. This will depend upon the situation and the established local procedures.
9. Examine the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSDs. Look for:

- contamination, such as a feed roller that has a build up of dirt or toner
 - wear, such as gear teeth that are rounded or have excessive backlash
 - HFSI, even if they are not near or have not exceeded the SPEC LIFE or COPY COUNT value
 - wires chafing against components of the machine, especially against moving components
 - misaligned, mis-adjusted, or incorrectly installed components
 - slow or slipping clutches; slow or binding solenoids
 - damaged components
 - excessive heat, or symptoms of excessive heat, such as the discoloration of a component
 - loose cables or wires
10. Perform the adjustments for the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSDs. Check to ensure that the adjustment CAN BE MADE and that there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may be an indication of the cause of the problem
 11. Operate all of the components that are not in the RAP, but are associated with the function that is failing with Component Control. Refer to the BSDs. Observe the components for any symptoms of abnormal operation, such as a hesitation, or an unusual sound.
 12. Replace any components or consumables that are known to be a frequent cause of the problem. When doing this, consider the cost and time required. If the suspected item is inexpensive, can be installed quickly, and has a high probability of resolving the problem, then it is reasonable to replace it.
 13. Leave an accurate and detailed record of your actions in the service log. Describe what you have observed, what actions you took, and the recommended next steps.

GP 24 How to turn off the Power Saver Functions

The following procedure is to be used to disable the power saver and/or Low Power Mode per customer request or for testing purposes.

Procedure

NOTE: Only the engine power saver modes can be disabled. The Network Controller cannot be disabled due to requirements for meeting Energy Star and similar specifications.

1. Enter dC131 NVM Read/Write in the UI diagnostics and change the following locations from 1 (enabled) to 0 (disabled):
 - 616-002 power saver enabled
 - 616-009 power off timeout enabled
2. Exit diagnostics and power off, then power on.

GP 25 Remote Control Panel

The Remote Control Panel feature provides users with the ability to:

- Remotely view the local UI display graphics
- Operate both hard and soft buttons on the UI

The Remote Control Panel on the remote user PC mimics the device control panel enabling the remote user to operate the device as though they were standing at the machine.

Operation

Feature enablement - The feature is defaulted off when delivered to the customer. The System Administrator is required to enable the feature to allow usage.

1. In the Embedded Web Server window, login as admin.
2. Select **Support** > Remote Control Panel.
3. Under Configuration, select **Edit**.
4. Select **Enable**.

Feature access permissions - The SA is required to set the permissions of the feature for it to be usable. When Enable is selected, the permission levels display.

- For Admin Only - This setting will prevent any user including Service Engineer personal from using the feature.
- For Admin and Diagnostics Users Only - This setting allows only the SA or Service Engineer to use the feature by authenticating their respective user credentials.
- For All Users - This opens the feature to all users without the need to authenticate.

Remote Session - The Remote Control Panel session is initiated under Access. This feature allows only the Admin and Diagnostics User to interact with the machine's local Control Panel. Before starting the session, the remote user should determine if the session collaborative or non-collaborative (blocked).

- **Non-Collaborative (Local UI blocking)** - Check the box beside **Block device control panel (local user can only observe)** to block access to the local panel during the remote session. This protects the machine during remote service procedures. When activated, the local user is notified by a message that the local panel hard and soft keys are not functional at this time.
- **Collaborative** - Do not check the box beside **Block device control panel (local user can only observe)**. This mode means that both the Remote Control Panel and the Local UI are active. This mode can be used by System administrator, help desk support, IT support, or training when the person at the machine and the remote user need to see how the other is operating the machine.

Only one remote connection at a time is allowed. If a user attempts to initiate a session while another one is active, they will get a message indicating the system is busy and to try again later. This allows a service engineer to view the device remotely without concern that another non-Service Engineer session can also connect.

NOTE: If a general user has a remote session active and an SA initiates a session, the SA has a button that will disconnect the general user. This way the SA can take control when desired.

A secure connection is required to create a remote session. If SSL is not set on the machine, a message will appear stating that it must be set. The window for enabling SSL will be displayed and can be set so that the machine is configured to allow the remote session. After the machine reboots, the remote session can start.

Remote session indication - When the remote session is initiated, a temporary popup message is displayed on the Local UI alerting any local users that there is a remote user online. A status message is then indicated in the status region and soft login button. The soft login button region is meant to describe the user roles. Authenticated users, including CSEs, are displayed. These remain persistent until the session is closed. A local Service Engineer will know whether the device is being used.

Remote Session Operation - When the Remote Control Panel is opened, the remote user will see a mimic of the local UI.

- The soft and hard buttons from the machine control panel display on the Remote Control Panel. The hard buttons function the same as on the local control panel.
- Operation of all the machine features is the same on the Remote Control Panel as at the local control panel and UI.

NOTE: If the browser magnification is set to 75%, then the viewing window will be smaller than the control panel and the touch screen will be truncated. Conversely, if the browser magnification is set to 125%, the viewing window is larger than the remote control panel. The entire control panel is visible but there will be large grey areas around the panel.

Service Access

NOTE: The System Administrator has access to the machine within the customer firewall. The service engineer must be invited inside the firewall.

- The procedure for the customer to invite the service engineer to remotely access the machine is OPCO dependent. Contact your OPCO for instructions on how to engage the customer.
- After the customer has given the service engineer a portal through their firewall, the service engineer can connect to the machine.

Only the service engineer should have the diagnostic User ID and Password. Only the Service Engineer can launch a diagnostics session from the remote UI.

NOTE: If the device is in service mode when a remote session is initiated, the session will only connect if logged in as **diag** in Embedded Web Server. This prevents non-service engineers from connecting into the device while it is being serviced.

1. Connect to the printer via Embedded Web Server IS.
2. Log in to Centerware
 - User ID - **diag**
 - Password - **3424**

3. Initiate the remote session. (Figure 1)
 - a. Select **Support**.
 - b. Select **Remote Control Panel**.
 - c. If required, check **Block Local Control Panel (user can only observe)**.
 - d. Select **Start Remote Session**.

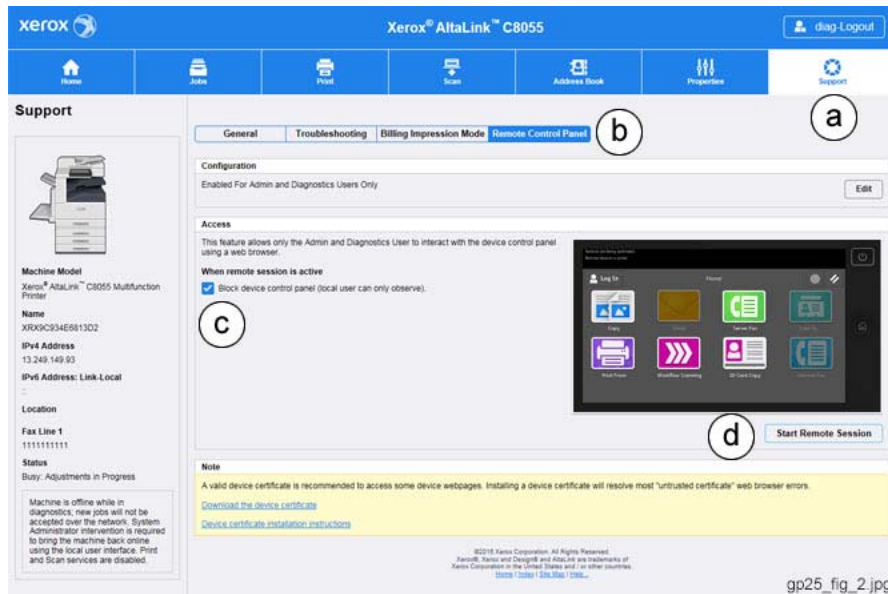


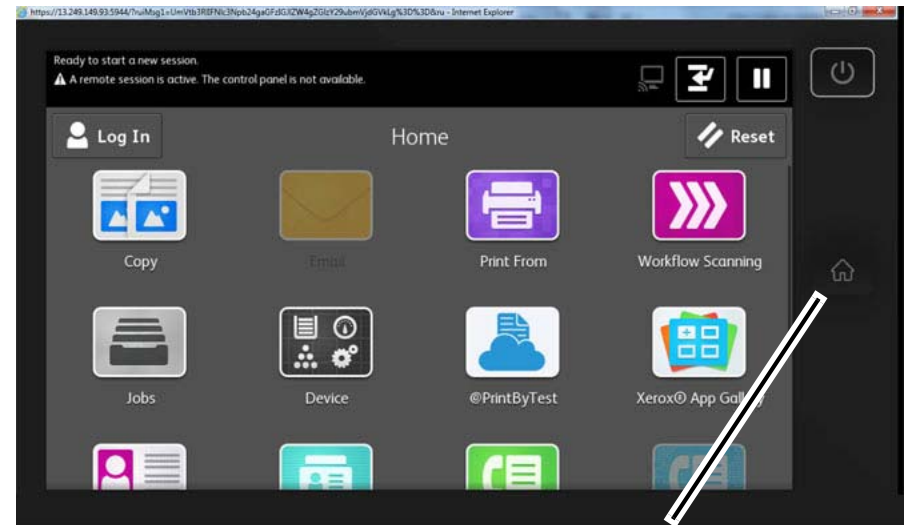
Figure 1 Initiate the remote session

NOTE: Only one Remote Control session at a time is allowed. If a remote session is in progress, a message (Remote Control Panel session is already active.) will appear. If approved by the SA, select Disconnect Current Session to enable access. If the message returns, the machine may need to be rebooted.

4. If the window “The web site’s certificate cannot be verified. Do you want to continue.” appears, select [Yes.]

If the window “There is a problem with this website’s security certificate.” appears, select [Continue to this website (not recommended.)]

5. To start diagnostic mode on the machine, place the cursor over the **Home** button (Figure 2), depress and hold the left mouse button about seven seconds, and then log in on the mimic (6789).



Home button

gp25_fig_1.jpg

Figure 2 Diagnostic access

Ending the session - A session can be terminated in several different ways. If in a diagnostic session, remember to perform Call Closeout on the machine before ending the session.

NOTE: If the session is terminated before performing Call Closeout, it may not be possible to reestablish the Remote Control Panel session. If, when you attempt to reconnect to the machine an error message comes up that indicates a problem with initiating the session for some reason, either Call Closeout will have to be done at the machine, or the power will have to be switched off and on before the session can be reestablished and/or the machine returned to Customer operating mode.

- Remote user closes the Remote Control Panel window.
- Machine reboots.
- Unplug the internet cable at the machine.
- Customer host that invited the service access closes their browser.
- System Timers - The session will be terminated if the system timers time out.

GP 26 Obtaining a Replacement SIM Card

Use this procedure when a customer requires a replacement SIM Card due to loss or damage of the original SIM Card.

Refer to directions for your OPCO listed below to obtain the replacement SIM Card.

- **US-LEO & NAAO:** The SIM card is part of the Product coded Initialization Kit and must be ordered using the DOA or IDR tools.
 - If a replacement is needed at the time of install and the equipment has not been recorded as installed yet, use the DOA tool to order the Initialization Kit accessory only. The DOA should be requested to be shipped via air to ensure timely delivery.
 - If the SIM card is needed after the machine has been recorded as installed, use the IDR process to obtain a new SIM. The IDR should be requested to be shipped via air to ensure timely delivery.
- **NARS:**
 - **NARS Sold, ASP Serviced:** Replacement SIMs for ASP should be ordered as product coded Initialization Kit via XOG Web Tool (feeds to IDR Team for replacement). IDR should be requested to be shipped via air.
 - **NARS Sold, Direct Serviced:**
 - * If a replacement is needed at the time of install and the equipment has not been recorded as installed yet, use the DOA tool to order the Initialization Kit accessory only. The DOA should be requested to be shipped via air to ensure timely delivery.
 - * If the SIM card is needed after the machine has been recorded as installed, then use the IDR process to obtain a new SIM. The IDR should be requested to be shipped via air to ensure timely delivery.
- **GIS:** Replacement SIMs for GIS Field Service should be ordered as product coded Initialization Kit via the standard Returned Goods Equipment Spares Consumables GIS Process Guide (Version 2011.05.16).
- **DMOW:** Log a complaint in the system PNP. ISC STW (Integrated Supply Chain Service Team West) will handle the complaint and arrange shipment.
- **DMOE:** Log a complaint in the system PNP. ISC STE (Integrated Supply Chain Service Team East) will handle the complaint and arrange shipment.
- **XCL:** For the SIM card replacement process, please contact Canadian Technical Hotline or search on “Canadian SIM replacement” in the WC7855f Eureka Database.
- **XE:** Log a complaint in the system CMT (Complaints Management Trading) or QMS (Query Management System). ISC STE (Integrated Supply Chain Service Team ELC) will handle the complaint and arrange shipment.

Identifying SIM Cards

Figure 1 shows the SIM Card configurations for the C8070f machines. If the SIM Card you have does not match one of the cards shown in Figure 1, it will not function in a C8070f machine.

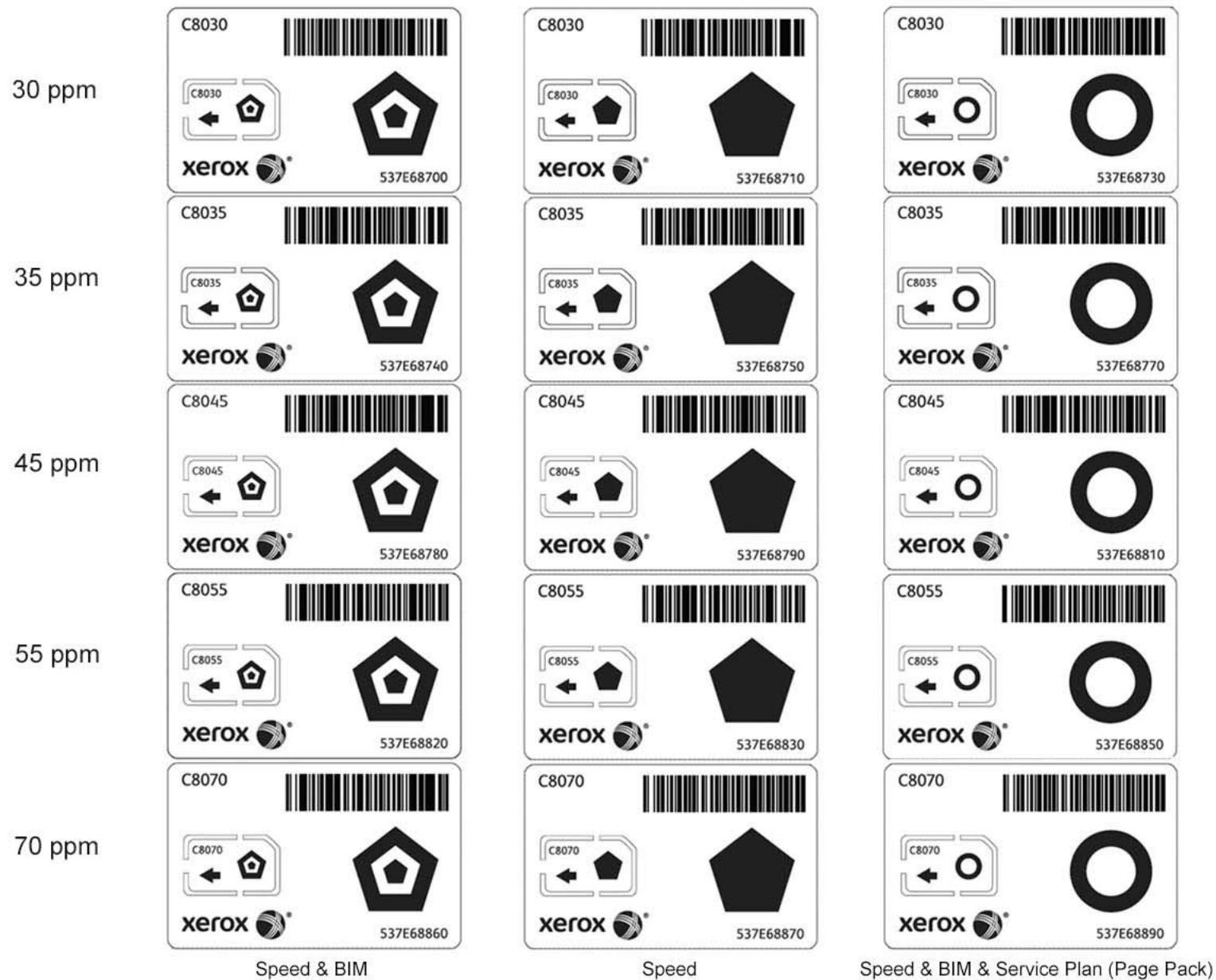


Figure 1 C8070f series SIM Cards

GP 27 Billing Impression Mode Change

Purpose

This procedure provides a way to change the Billing Impression Mode.

NOTE: Before using this procedure, perform [GP 28](#) to confirm that the current Billing Impression Mode is incorrect.

Procedure

NOTE: It is not necessary to enter SA mode (log in) to perform this procedure.

NOTE: See *Eureka Tip1267143* for more information about this procedure.

1. Select the **Device** icon on the UI.
2. Select **Tools**.
3. Select **Device Settings**.
4. Select **General**.
5. Select **Billing Impression Mode**.
6. Record the mode shown on the **Impression Mode** button (A3 or A4) and the **Sequence #** ([Figure 1](#)).
7. Select the **Impression Mode** button.

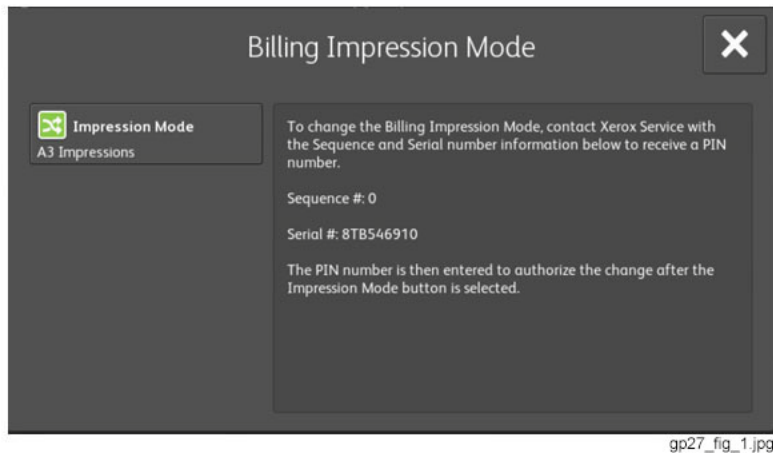


Figure 1 Billing Impression Mode screen - A3 Impressions

8. Enter in the displayed keyboard the PIN obtained using [GP 28](#).
9. Select **OK**.
10. Verify that the **Impression Mode** displays the correct mode. ([Figure 2](#))
 - If A4 was shown before, it now will show A3; all impressions, regardless of size, will increment the Usage Counters by one count.
 - If A3 was shown before, it now will show A4. All impressions larger than 145 square inches will increment the Usage Counters two counts. All impressions less than or equal to 145 square inches will increment the Usage Counters one count.

11. Verify that the Sequence # incremented by 1. If it was 0, it now should be 1, if it was 1, it should be 2, etc.

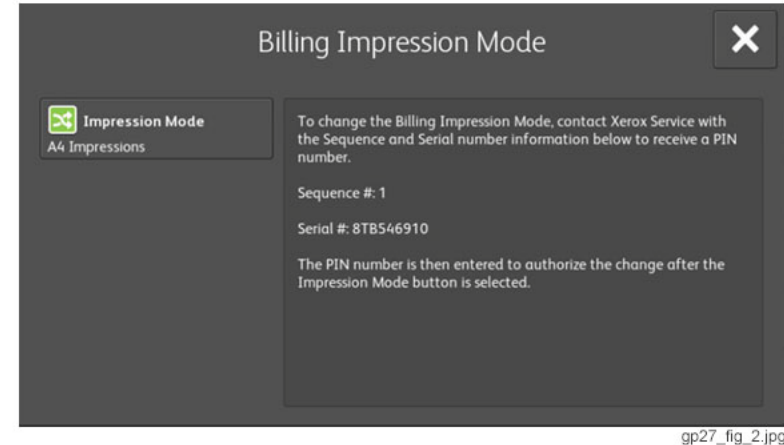


Figure 2 Billing Impression Mode screen - A4 Impressions

GP 28 Billing Impression Mode Verification

Purpose

This procedure provides a way to determine which Billing Impression Mode (BIM) the machine is in. In addition, you can obtain a code so that the BIM can be corrected, if necessary.

Overview

The machine can be ordered with the option to bill the customer one count of the Usage Counters for paper sizes less than or equal to 145 square inches and two counts for paper sizes greater than 145 square inches (known as Billing Impression Mode **ON**), or one count for any size paper (known as Billing Impression Mode **OFF**). Sales will order the equipment using a market code to determine if Billing Impression Mode is **OFF** or **ON**.

For example:

- 8.5 x 14 paper is 119 square inches, so it is always billed one count.
- Paper over 145 square inches, such as 11 x 17 (which is 187 square inches), will increment the Usage Counters one count if BIM is **OFF**, two counts if BIM is **ON**.

Example of a job with BIM ON and BIM OFF

You can determine if BIM is **ON** or **OFF** by checking the Usage Counters. Perform the following to check the Usage Counters:

NOTE: It is not necessary to enter SA mode (log in) in order to perform this procedure.

1. Select the **Device** icon on the UI.
2. Select **Billing/Usage**.

NOTE: In the following example, all Usage Counters were at zero at the beginning of the job.

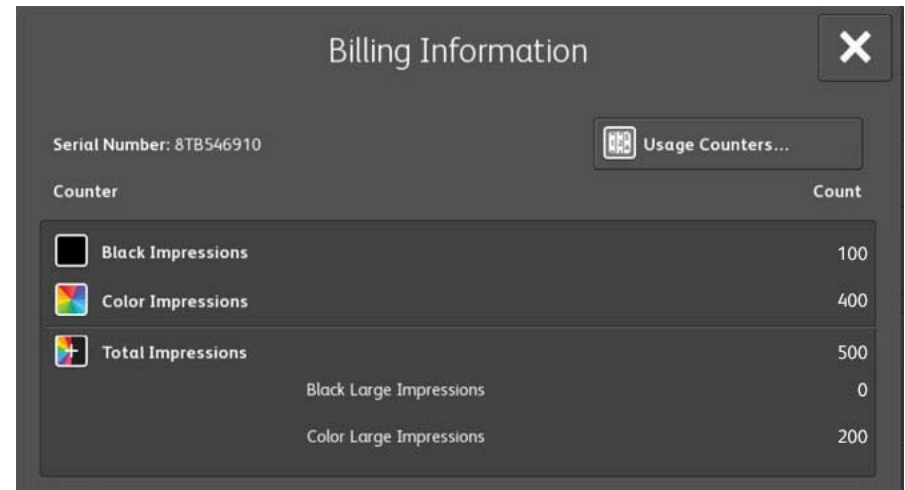
Figure 1 shows a customer job run with **BIM OFF**. The job consists of the following:

- 100 black only impressions on 8 1/2 x 11 paper
- 200 color impressions on 11 x 17 paper
- 200 color impressions on 8 1/2 x 11 paper.

In this example, the **Color Impressions** counter was incremented one count for each color impression for a total of 500 impressions.

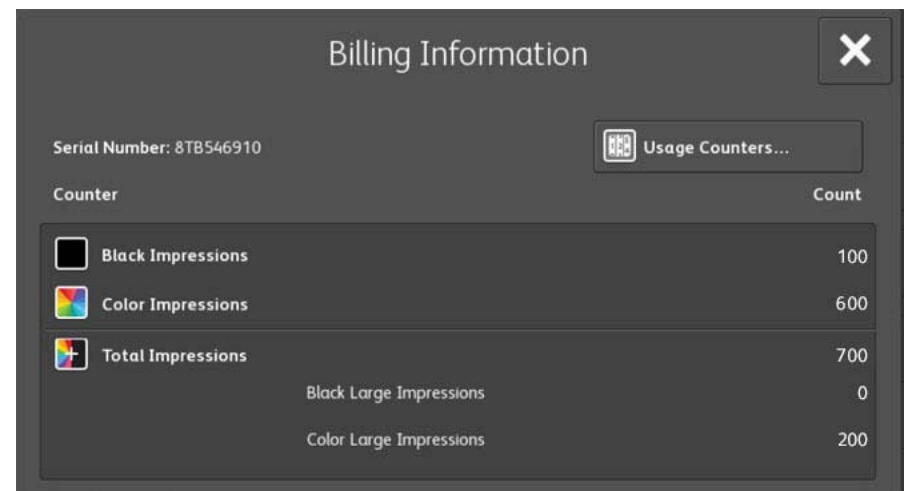
Figure 2 shows the same job run in a machine with **BIM ON**.

In this example, the **Color Impressions** counter was incremented one count for color impressions under 145 square inches, and two counts for color impressions over 145 square inches for a total of 700 impressions.



gp28_fig_1.jpg

Figure 1 BIM OFF



gp28_fig_2.jpg

Figure 2 BIM ON

Procedure

NOTE: It is not necessary to enter SA mode (log in) in order to perform this procedure.

1. Press the **Device** icon on the UI.
2. Select **Tools**.
3. Select **Device Settings**.
4. Select **General**.
5. Select **Billing Impression Mode**.
6. Determine the mode that the machine is in by performing the following (Figure 3):

NOTE: Billing Impression Mode is shown in the **Impression Mode** button on the upper left corner of the screen.

If A3 Impressions is shown as the mode all impressions will increment the Usage Counters by one.

If A4 Impressions is shown as the mode impressions greater than 145 square inches will increment the Usage Counters by two, while all impressions smaller or equal to 145 square inches will increment the Usage Counters by one.”

- a. Record the Billing Impressions Mode, Sequence #, and Machine Serial # (Figure 3).

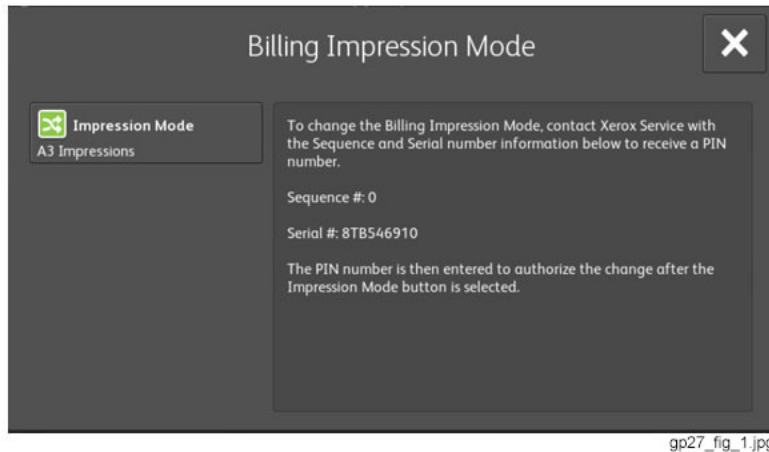


Figure 3 Billing Impression Mode screen (BIM Off)

- b. Contact your support organization to verify that the machine is in the correct configuration. Table 1 lists the contact information.

Table 1 Support Organization

Organization	Contact Information
USSG/XCL/NAAO/NARS	XDSS Licensing Hotline at 1-800-890-3260
GIS	Contact your Service Manager.
XE/DMO	Contact your Sales Representative

NOTE: If the machine is in the correct configuration, do not attempt to change the Billing Impression Mode. Refer the request to the customer's Xerox Sales Representative.

- c. If the machine is **NOT** in the correct configuration you will be given a 6 digit PIN code to change the Billing Impression Mode. Go to GP 27 to change the Billing Impression Mode.

GP 29 Restoring Customer Mode

Purpose

This procedure provides a method to restore normal customer mode in the event that a procedure such as a software load, NVM initialization, or SD Card replacement has reset NVM 616-014 system install phase to the default value of 0 (non-customer mode).

Overview

During some service procedures, NVM 616-014 may be set to the default value of 0. When this occurs, the screen will display the message **The device is in a non-customer mode.** (Figure 1)

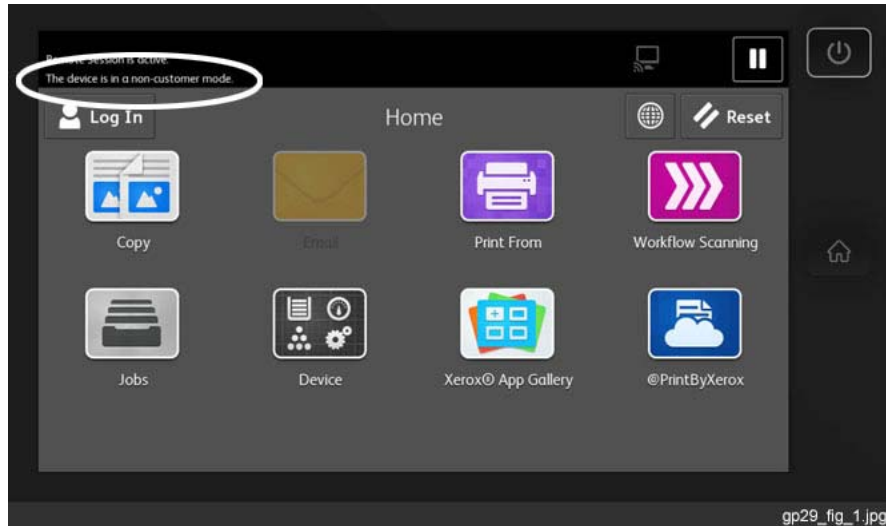


Figure 1 UI displaying The device is in a non-customer mode

When the NVM value is reset to 2, using the procedure listed below, it will cause the machine to restart in Install Wizard mode. Re-running the Install Wizard will restore other customer data that also may have been lost.

After the Install Wizard completes, the value of NVM 616-014 is automatically set to 4.

CAUTION

POSU will NOT run if the machine is in non-customer mode, even though it may appear that SW load has completed successfully. For some SW upgrades, it is necessary for POSU to run to finish installing upgrades in all platforms.

Procedure

1. Enter **UI Diagnostic Mode**.
2. Select **Adjustments**.
3. Select **dC131 NVM Read/Write...**
4. Enter 616-014 and select **Read**.
5. Set the NVM value to 2. (Figure 2)

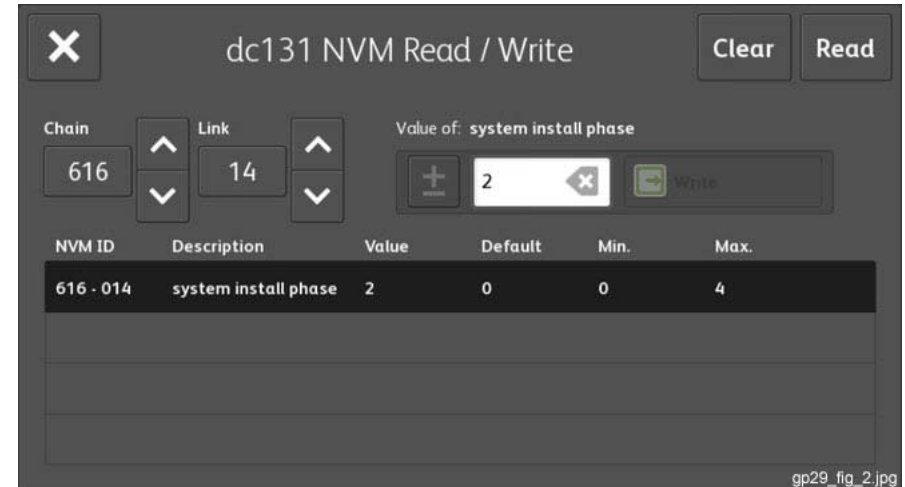


Figure 2 NVM 616-014 set to 2 to enable Customer Mode

6. Close **dC131** and select the **Call Closeout** button.
7. Select **Exit & Reboot**.
8. When the machine completes rebooting, it will be in Install Wizard mode. Follow the instructions on the screen and enter appropriate values as required. When the Install Wizard process has been completed, the machine will reboot and the value of NVM 616-014 will automatically be set to 4 (customer mode). During this reboot, if POSU is required, it will be performed.

NOTE: *There is no indication on the screen when the machine is in customer mode. The only time any indication appears on the UI screen is when the machine is in non-customer mode.*

GP 30 Reloading NVM from the Tray 1 List

Purpose

This procedure provides a method to restore NVM values in the event that either NVM was corrupt, or for some other reason it is not possible to restore NVM using dC361 NVM Save and Restore. The process uses the **NVM Setting Value List** that is stored in Tray 1.

Overview

During some service procedures it may be necessary to restore NVM to the original factory settings. This can be done using the values entered on the NVM Setting Value List stored in the compartment located in the front right corner of Tray 1.

After entering the values on the NVM Setting Value List it will be necessary to run several adjustments to set the machine up for changes that may have occurred over time and due to usage. Thus the values from the NVM Setting Value List are only a starting point toward restoring full functionality.



Figure 1 Tray 1 Storage Compartment

Procedure

1. Open Tray 1 and remove the NVM Setting Value List from the storage compartment (Figure 1).
2. Enter **UI Diagnostic Mode**.
3. Select **Adjustments**.
4. Select **dC131**.
5. Enter the NVM chain and link values, one-by-one, from the NVM Setting Value List.
6. For each Chain/Link NVM location, check that the NVM value stored in that location is the same as the NVM value listed in the NVM Setting Value List.
If the value stored in the location does not match the value listed on the NVM Setting Value List; use **dC131** to write the NVM value from the NVM Setting Value List to the NVM location.
7. After all of the NVM values have been checked and, if necessary, written to the NVM locations, perform the following adjustments in order.
 - a. **ADJ 9.1** IOT Lead Edge/Side Edge Registration (dC129)
 - b. **ADJ 6.7** IIT Registration Automatic Adjustment (dC609)
 - c. **ADJ 5.5** DADF Registration Automatic Adjustment (dC608)
 - d. **ADJ 9.7** ATC Sensor Setup (dC950)
 - e. **ADJ 6.5** IIT Calibration (dC945)
8. Close **dC131** and select **Call Closeout**.
9. Select **Exit & Reboot**.

Product Codes

Table 1 Product Codes

Item	Code
C8070 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 120 VAC	6TB
C8070 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 120 VAC GSA	6TBN
C8070 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 220 VAC	7TB
C8030/35 Base IOT w/ 3 Tray Module, Single Pass DADF - 120 VAC	2TX
C8030/35 Base IOT w/ 3 Tray Module, Single Pass DADF - 120 VAC GSA	2TXN
C8030/35 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 120 VAC	3TX
C8030/35 Base IOT w/ 3 Tray Module, Single Pass DADF - 220 VAC	4TX
C8030/35 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 220 VAC	5TX
C8045/55 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 120 VAC	8TB
C8045/55 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 120 VAC GSA	8TBN
C8045/55 Base IOT w/ High Capacity Tandem Tray Module, Single Pass DADF - 220 VAC	9TB
CZ Folder	C8B
Integrated Office Finisher (A)	9NX
Office Finisher LX (SB) Finisher	6TX
Business Ready (BR) Finisher	D3A for WH D5A for EH
Business Ready (BR) Finisher w/Booklet Maker	D4A for WH D6A for EH
High Capacity Feeder	B2W

Common Tools

Table 1 Common Tools

Description	Part Number
Screw Driver (-) 3 x 50	600T40205
Screw Driver (+) 6 x 100	600T1989
Screw Driver (+) NO.1	499T356
Stubby Driver (+) (-)	600T40210
Screw Driver (=) 100MM	499T355
Spanner and Wrench 5.5 x 5.5	600T40501
Spanner and Wrench 7x 7	600T40502
Hex Key Set	600T02002
Box Driver 5.5MM	600T1988
Side Cutting Nipper	600T40903
Round Nose Pliers	600T40901
Digital Multi-meter Set	600T2020
Interlock Cheater	600T91616
Silver Scale 150MM	600T41503
CE Tool Case	600T1901
Magnetic Screw Pick-up Tool	600T41911
Scribe Tool	600T41913
Magnetic pickup	600T41911
Eye Loop	600T42008
Flash Light	600T1824
Brush	600T41901
Tester Lead Wire (red)	600T 9583
Tester Lead Wire (black)	600T2030

Product Tools and Test Patterns

Table 1 Tools and Test Patterns

Description	Part Number
Color Test Pattern	82E13120
Geometric Test Pattern	82E8220
DADF Test Pattern	82E2000
DADF Test Pattern (A3)	82P521
Copy Paper Carrying Case	600T1999
Copy Paper Zip Lock Bag	600T2000
Xerox Color Xpressions Plus 24# 11x17 in,	3R5465
Colortech Plus - 90 gsm - A3	3R94642
Service and Machine NVM Log	700P97436
USB Cable	600T02231
PWS power cord adapter	600T2018
Micro Probe Kit	600T02177
Machine Service Log	Adobe PDF file on CD
USB Flash Drive	701P30980
Communication Data Cable	600T02304
Crossover Ethernet Cable	600T02252

Cleaning Materials

Table 1 Cleaning Materials

Description	USSG Part Number	XE Part Number
Cleaning fluid (8oz., Formula A)	43P48	8R90034
Film remover (8 oz.)	43P45	8R90176
Lens/mirror cleaner	43P81	8R90178
Lint-free (white) cleaning cloth	19P3025	19P3025
Lint-free Optics cleaning cloth	499T90417	499T90417
Cleaning towels	35P3191	600S4372
Drop cloth	35P1737	35P1737
Cotton Swab	35P2162	35P2162

CRUs and Consumables

Table 1 CRUs and Consumables

Name	Part Number	Comments
Black Toner Cartridge	006R01509	metered (worldwide)
	006R01697	NASG/XE sold
	006R01701	DMO sold
Cyan Toner Cartridge	006R01512	metered (worldwide)
	006R01698	NASG/XE sold
	006R01702	DMO sold
Magenta Toner Cartridge	006R01511	metered (worldwide)
	006R01699	NASG/XE sold
	006R01703	DMO sold
Yellow Toner Cartridge	006R01510	metered (worldwide)
	006R01700	NASG/XE sold
	006R01704	DMO sold
SMart Kit Drum Cartridge	013R00662	
SMart Kit Waste Toner Container	008R13061	
Transfer Belt Cleaner	001R00613	
2nd BTR	008R13064	
Staple Refills - Finishers, BR Booklet Maker, and Convenience Stapler	008R12941	3 refills/carton
Staple Cartridge - Convenience Staple and BR Finisher	008R12964	1 cartridge
Staple Cartridge - BR Finisher Booklet Maker	008R13177	1 cartridge/carton

Glossary of Terms

Table 1 Glossary

Term	Description
A3	Paper size 297 millimeters (11.69 inches) x 420 millimeters (16.54 inches).
A4	Paper size 210 millimeters (8.27 inches) x 297 millimeters (11.69 inches).
AC	Alternating Current is type of current available at power source for machine.
ACT	Advanced Customer Training: teaches customers to perform some of service that is normally performed by Xerox Service Representative.
A/D	Analog to Digital refers to conversion of signal
ADC	Automatic Density Control
ADJ	Adjustment Procedure
AGC	Automatic Gain Control
A/P	Advanced/Professional (Finishers)
ATC	Automatic Toner Concentration
Bit	Binary digit, either 1 or 0, representing an electrical state.
BSD	Block Schematic Diagnostic
BTR	Bias Transfer Roll
BUR	Back up Roll
CCD	Charge Coupled Device (Photoelectric Converter)
CCM	Color Control Module
CD	1:Circuit Diagnostic; 2: Compact Disc
Chip	Integrated Circuit (IC)
CRU	Customer Replaceable Unit
CRUM	Customer Replaceable Unit Memory
CYMK	Toner colors for machine; Y=yellow, C=cyan, M=magenta, and K=black
DADF	Duplexing Automatic Document Feeder
DC	Direct Current is type of power for machine components. Machine converts AC power from power source to DC power.
DMM	Digital Multimeter is generic name for meter that measures voltage, current, or electrical resistance.
Duplex	2-sided printing or copying
EA	Emulsion Aggregation (toner)
EME	Electromagnetic Emissions are emitted from machine during normal operation and power of these emissions are reduced by machine design features.
ESD	Electrostatic Discharge. A transfer of charge between bodies at different electrostatic potential.
ESG	European Solutions Group - also referred to as XE (Xerox Europe)
FE	Field Engineer
FS	Fast Scan (direction) - Inboard-to Outboard
GND	Ground
HCF	High Capacity Feeder
HDD	Hard Disk Drive

Table 1 Glossary

Term	Description
HFSI	High Frequency Service Item
HGEA	High Grade Emulsion Aggregation (toner)
HVPS	High Voltage Power Supply
Hz	Hertz (Cycles per second)
IBT	Intermediate Belt Transfer
I/F	Interface
IIO	Intermediate Image Overwrite
IIT	Image Input Terminal - the Scanner/CCD portion of the machine
IOT	Image Output Terminal - the LPH/Xero/paper handling/ fusing portion of the machine
IPS	Image Processing Subsystem
IQ	Image Quality
JBA	Job-based Accounting
KC	1000 copies
LCD	Liquid Crystal Display
LE	Lead Edge of copy or print paper, with reference to definition of term TE
LED	Light Emitting Diode
LEF	Long Edge Feed
LPH	SLED Print Head
LTR	Letter size paper (8.5 x 11 inches)
LUT	Look Up Table - array of NVM locations that store process control data
LVPS	Low Voltage Power Supply
MCU	Machine Control Unit
MF	Multi-Function
MN	Multinational
MOB	Marks On Belt
MRD	Machine Resident Disk
MSI	Multi Sheet Insert
NIC	Network Interface Card
NVM	Non Volatile Memory
OCT	Offset Catch Tray
OEM	Original equipment manufacturer
OGM	On-going Maintenance
PC	Personal Computer
PL	Parts List
P/O	Part of (Assembly Name)
PWB	Printed Wiring Board
PWS	Portable Workstation for Service
PJ	Plug Jack (electrical connections)
RAM	Random Access Memory
RAP	Repair Analysis Procedure for diagnosis of machine status codes and abnormal conditions

Table 1 Glossary

Term	Description
R/E	Reduction/Enlargement refers to features selection or components that enable reduction or enlargement
Regi-Con	Registration Control
REP	Repair Procedure for disassembly and reassembly of component on machine
RIS	Raster Input Scanner
ROM	Read Only Memory
SAD	Solid Area Density
SBC	Single Board Controller
SCP	Service Call Procedure
SEF	Short Edge Feed
Self-test	An automatic process that is used to check Control Logic circuitry. Any fault that is detected during self-test is displayed by fault code or by LEDs on PWB.
SIMM	Single Inline Memory Module used to increase printing capacity
Simplex	Single sided copies
SLED	Light-Emitting Diode print head
SOK	System Operation Key, Software Option Key
FS	Fast Scan (direction) - LE - to - TE
TE	Trail Edge of copy or print paper, with reference to definition of term LE
TRC	Tone Reproduction Curve
UM	Unscheduled Maintenance
UI	User Interface
USB	Universal Serial Bus
W/	With - indicates machine condition where specified condition is present
W/O	Without - indicates machine condition where specified condition is not present
XBRA	Xerox Brazil
XE	Xerox Europe - also referred to as ESG (European Solutions Group)
XLA	Xerox Latin America
YCMK	Toner colors for machine; Y=yellow, C=cyan, M=magenta, and K=black
XMEX	Xerox Mexico

Change Tags

Change Tag Introduction

Important modifications to the copier are identified by a tag number which is recorded on a tag matrix:

- The tag matrix for the IOT is molded into the inside of the Front Door.
- The tag matrix for the Finisher is a label affixed to the inside of the Finisher Front Door

This section describes all of the tags associated with the machine, as well as multinational applicability, classification codes, and permanent or temporary modification information.

Classification Codes

A tag number may be required to identify differences between parts that cannot be interchanged, or differences in diagnostic, repair, installation, or adjustment procedures.

A tag number may also be required to identify the presence of optional hardware, special non-volatile memory programming, or whether mandatory modifications have been installed. Each tag number is given a classification code to identify the type of change that the tag has made. The classification codes and their descriptions are listed in [Table 1](#).

Table 1 Classification Codes

Classification Code	Description
M	Mandatory tag.
N	Tag not installed in the field.
O	Optional tag.
R	Repair tag.

TAG: Tag Example

CLASS: R

NAME:

PURPOSE:

KIT NUMBER:

PARTS LIST ON:

7 Wiring Data

7.1 Plug/Jack Location List

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7.2 Wire Networks

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+3.3 VDC-1 Wirenet	7-33
+ 3.3 VDC-2 Wirenet	7-34
3.3 VDC RTN-1 Wirenet	7-35
3.3 VDC RTN-2 Wirenet	7-36
+5VDC-1 Wirenet	7-37
+5VDC-2 Wirenet	7-38
+5VDC-3 Wirenet	7-39
+5VDC-4 Wirenet	7-40
+5VDC-5 Wirenet	7-41
+5VDC-6 Wirenet	7-42
5VDC RTN-1 Wirenet	7-43
5VDC RTN-2 Wirenet	7-44
5VDC RTN-3 Wirenet	7-45
5VDC RTN-4 Wirenet	7-46
5VDC RTN-5 Wirenet	7-47
5VDC RTN-6 Wirenet	7-48
+24VDC-1 Wirenet	7-49
+24VDC-2 Wirenet	7-50
+24VDC-3 Wirenet	7-51
+24VDC-4 Wirenet	7-52
24VDC RTN-1 Wirenet	7-53
24VDC RTN-2 Wirenet	7-54
24VDC RTN-3 Wirenet	7-55
IIT +3.3/+24VDC/ANA Wirenet	7-56
IIT_3.3/24/ANA VRTN Wirenet	7-57
IIT +5 VDC Wirenet	7-58
IIT +5 VDC RTN Wirenet	7-59
DADF +5VDC Wirenet	7-60

7.3 Block Schematic Diagrams (BSDs)

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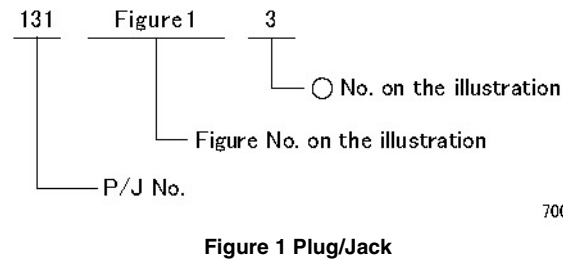
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Plug/Jack Location

How to Use the Plug/Jack Location List

- To find which position to install specific connectors to, refer to the table [IOT Plug/Jack Location List](#) for Figure No. and Item No.
- P/J No. on [IOT Plug/Jack Location List](#) is expressed in the four ways below:
 - J250 represents Jack 250.
 - P250 represents Plug 250.
 - CN1 represents Connector 1.
 - FS1 represents Faston Terminal 1.

Example :



7001

IOT Plug/Jack Location List

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J1	26	1	Main Low Voltage Power Supply
P/J1	23	4	LED Lamp PWB
P/J1	29	18	CIS
P1	10	30	MDM PWB
J1	14	3	MCU-PF PWB
J1	36	2	Fax Option
P/J2	29	17	CIS
J1	25	1	UI Interface PWB
J2	11	1	SBC PWB (connects to J300 on wire harness)
J2	36	3	Fax Option
J2	25	2	UI Interface PWB
P/J3	18	10	AC Power Supply
J4	11	5	SBC PWB
P/J4	18	9	AC Power Supply
J4	11	8	AC Power Supply
P5	14	2	MCU-PF PWB
P/J5	18	11	AC Power Supply
J14	11	16	SBC PWB
J5	11	8	SBC PWB
P/J6	18	12	AC Power Supply
P7	14	1	MCU-PF PWB
P/J7	18	8	AC Power Supply
J7	11	9	SBC PWB
J8	11	7	SBC PWB
P/J8	22	4	Sub Low Voltage Power Supply
P/J8	18	6	Noise Filter
J8	36	1	Fax Option
P/J9	18	5	Noise Filter
J10	11	6	SBC PWB
J10	19	7	GFI (Blk)
J11	19	8	GFI (Wht)
J18	11	19	SBC PWB
P/J12	2	6	Main Power Switch (Blk)
J12	11	12	SBC PWB (FDI Option)
P/J13	2	3	Main Power Switch (Blk)
J14	11	13	SBC PWB
P/J14	2	5	Main Power Switch (Wht)
P/J15	2	4	Main Power Switch (Wht)

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
J15	11	15	SBC PWB
J18	11	16	SBC PWB
J20	11	11	SBC PWB - Connects to J740 SBC-DADF Cable
P/J30	22	7	IH Driver PWB
J32	11	14	SBC PWB
J60	11	10	SBC PWB
J60	22	6	IH Driver PWB
J61	11	2	SBC PWB
J61	22	5	IH Driver PWB
P/J71	17	3	In Line Connector
P85	19	6	Finisher Outlet (Blk)
P86	19	5	Finisher Outlet (Wht)
P87	19	10	Finisher Outlet
P90	19	9	GFI
J90	19	12	Connector
J91	19	13	Connector
J93	19	14	Connector
P/J100	16	6	L/H Cover Interlock Switch
P/J101	30	7	3T Module-Tray 2 Paper Size Sensor
P/J101	2	1	Front Cover Interlock Switch
P/J101	35	1	TT Module-Tray 2 Paper Size Sensor
P/J102	16	7	L/H Cover Interlock Switch
P/J102	30	6	3T Module-Tray 3 Paper Size Sensor
P/J102	35	3	TT Module-Tray 3 Paper Size Sensor
P/J103	30	5	3T Module-Tray 4 Paper Size Sensor
P/J103	35	2	TT Module-Tray 4 Paper Size Sensor
P/J104	30	8	3T Module - TM L/H Cover Interlock Switch
P/J104	33	3	TT Module - TM L/H Cover Interlock Switch
P/J105	30	20	3T Module - Tray 2 Pre Feed Sensor (C8070)
P/J105	34	4	TT Module - Tray2 No Paper Sensor
P/J106	30	3	3T Module - Tray2 No Paper Sensor
P/J106	34	3	TT Module - Tray2 No Paper Sensor
P/J107	30	2	3T Module - Tray 2 Nudger Level Sensor
P/J107	34	2	TT Module - Tray 2 Nudger Level Sensor
P/J108	30	4	3T Module - Feed Out Sensor 2
P/J108	33	2	TT Module - Feed Out Sensor 2
P/J109	30	20	3T Module - Tray 3 Pre Feed Sensor (C8070)
P/J109	34	4	TT Module - Tray 3 Pre Feed Sensor
P/J110	21	4	Waste Toner Bottle Full Sensor
P/J110	30	3	3T Module-Tray 3 No Paper Sensor

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J110	34	3	TT Module-Tray 3 No Paper Sensor
P/J111	30	2	3T Module -Tray 3 Nudger Level Sensor
P/J111	21	3	Waste Toner Bottle Position Sensor
P/J111	34	2	TT Module -Tray 3 Nudger Level Sensor
P/J112	1	10	Drum CRUM Coupler Assembly (Y)
P/J112	30	10	3T Module-Tray 3 Feed Out Sensor
P/J112	33	1	TT Module-Tray 3 Feed Out Sensor
P/J113	30	20	3T Module - Tray 4 Pre Feed Sensor (C8070)
P/J113	1	8	Drum CRUM Coupler Assembly (M)
P/J113	34	8	TT Module - Tray 4 Pre Feed Sensor
P/J114	1	6	Drum CRUM Coupler Assembly (C)
P/J114	30	3	3T Module -Tray 4 No Paper Sensor
P/J114	34	7	TT Module -Tray 4 No Paper Sensor
P/J115	30	2	3T Module -Tray 4 Nudger Level Sensor
P/J115	1	4	Drum CRUM Coupler Assembly (K)
P/J115	34	6	TT Module -Tray 4 Nudger Level Sensor
P/J116	30	9	3T Module - Tray 4 Feed Out Sensor
P/J116	34	14	TT Module - Tray 4 Feed Out Sensor
P/J120	3	4	Toner Cartridge CRUM PWB (Y)
P/J121	3	3	Toner Cartridge CRUM PWB (M)
P/J122	3	2	Toner Cartridge CRUM PWB (C)
P/J123	3	1	Toner Cartridge CRUM PWB (K)
P/J124	1	11	ATC PWB - ATC Sensor (Y)
P/J125	1	14	ATC PWB - ATC Sensor (M)
P/J126	1	15	ATC PWB - ATC Sensor (C)
P/J127	1	16	ATC PWB - ATC Sensor (K)
J130	21	11	NOHAD STS
P/J144	16	3	1st BTR Contact/Retract Sensor
P/J150	4	2	TMA Sensor IN
P/J151	4	6	TMA Sensor OUT
P/J153	4	5	TMA Sensor
P/J154	4	4	Temp and Humidity Sensor
P/J160	8	3	Registration Sensor
P/J162	6	9	Exit 1 OCT Home Position Sensor
P/J163	6	12	Exit 1 Full Stack Sensor (option)
P/J164	6	4	Exit 2 Sensor
P/J165	6	3	Exit 2 OCT Home Position Sensor
P/J168	6	5	L/H Upper Cover Interlock Switch
P/J169	6	6	Face Up Tray Detect Switch
P/J170	7	1	DC Heater

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J171	8	6	Tray 1 Pre Feed Sensor
P/J172	9	5	MSI No Paper Sensor
P/J173	9	3	MSI Paper size Sensor
P/J174	20	8	Tray 1 Paper Size Sensor
P/J175	7	3	Duplex Path Sensor
P/J176	7	8	Duplex Cover Switch
P/J177	8	9	Tray 1 Nudger Level Sensor
P/J178	8	8	Tray1 No Paper Sensor
P/J179	9	4	MSI Feed Out Sensor
P/J180	7	2	POB Sensor
P/J183	9	6	MSI Nudger Position Sensor
P/J192	5	8	Fuser Exit Sensor
P/J193	5	5	P/R Latch Sensor
P/J194	5	3	Fuser Belt Rotation Sensor
P/J195	5	6	Center STS / Rear STS (4 pin)
J195	21	11	NOHAD STS
P/J197	5	7	Thermostat
P/J210	1	9	Erase Lamp (Y)
P/J211	1	7	Erase Lamp (M)
P/J212	1	5	Erase Lamp (C)
P/J213	1	3	Erase Lamp (K)
P/J215	21	5	Agitator Motor
P/J217	7	12	L/H Fan 2 (option)
P/J218	7	13	L/H Fan 3 (option)
P/J220	19	1	Toner Dispense Motor (Y)
P/J221	19	4	Toner Dispense Motor (M)
P/J221	30	1	3T Module -Tray 2 Feed/Lift Up Motor
P/J221	34	1	TT Module -Tray 2 Feed/Lift Up Motor
P/J222	30	1	3T Module -Tray 3 Feed/Lift Up Motor
P/J222	19	2	Toner Dispense Motor (C)
P/J222	34	1	TT Module -Tray 3 Feed/Lift Up Motor
P/J223	19	3	Toner Dispense Motor (K)
P/J223	34	13	TT Module -Tray 4 Feed/Lift Up Motor
P/J223	30	1	3T Module -Tray 4 Feed/Lift Up Motor
P/J224	31	10	3T Module - TM Take Away Motor 1
P/J224	32	10	TT Module - TM Take Away Motor 1
P/J225	22	11	IH Exhaust Fan
P/J226	22	9	IH Intake Fan
P/J226	31	11	3T Module - TM Take Away Motor 2
P/J226	32	11	TT Module - TM Take Away Motor 2

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P227	22	10	C Exhaust Fan
P/J227	22	10	C Exhaust Fan
P/J228	1	12	Process 1 Fan
P/J230	16	5	Fuser Fan
J231	15	1	Connector
P/J231	16	11	Suction Fan
P/J233	17	1	SBC Fan
P234	19	11	Rear Bottom Fan
P/J234	19	11	Rear Bottom Fan
P/J235	21	6	Marking Fan, HV Fan
P/J238	1	17	Process 2 Fan (4 pin) (Option)
P/J240	16	14	Drum Drive Motor (2 pin) (K)
P/J241	16	15	Drum Drive Motor (8 pin) (K)
P/J242	16	10	Fuser Drive Motor (2 pin)
P/J243	16	9	Fuser Drive Motor (8 pin)
P/J244	15	5	Main Drive Motor (2 pin) C8045/55
P/J244	15	2	Main Drive Motor (2 pin) C8030/35
P/J245	15	6	Main Drive Motor (8 pin) C8045/55
P/J245	15	3	Main Drive Motor (8 pin) C8030/35
P/J246	16	21	Drum/Developer Drive Motor (Y,M,C) (2 pin)
P/J247	16	18	Drum/Developer Drive Motor (Y,M,C) (8 pin)
P/J248	16	20	IBT Drive Motor (2 pin)
P/J249	16	19	IBT Drive Motor (8 pin)
P/J250	16	2	1st BTR Contact/Retract Clutch
P/J251	16	17	Developer Drive Motor (2 pin)
P/J252	16	16	Developer Drive Motor (8 pin)
P/J253	15	7	Take Away Motor C8045/55
P/J253	16	13	Take Away Motor C8070
P/J255	16	12	Registration Motor
P/J254	16	8	P/R Latch Motor
P/J260	8	2	Registration Clutch
J261	15	4	Takeaway Clutch (C8030/35)
P/J262	6	2	Exit gate solenoid
P/J263	6	8	Face Up Gate Solenoid
P/J265	6	7	Exit 2 Drive Motor
P/J266	6	1	Exit 2 OCT Motor
P/J268	8	4	Tray 1 Feed/Lift UP Motor
P/J269	9	2	MSI Feed/Nudger Motor
P/J271	6	11	Exit 1 OCT Motor
P/J272	1	1	IBT Front Cover Switch

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J275	7	5	Duplex Motor
P/J277	26	2	Main Low Voltage Power Supply
P/J278	21	2	Developer HVPS Fan
J300	17	5	Connector (connects to J2 on SBC PWB)
P/J301	29	19	CIS
P/J302	29	20	CIS
J309	11	3	SBC PWB
J309	12	2	Backplane (rear)
P/J313	17	4	Backplane (rear)
J335	11	4	SBC PWB
P335	12	9	Backplane (rear)
P336	12	1	Backplane (rear)
P/J390	12	3	Backplane (rear)
P/J411	10	1	MDM PWB
P/J412	10	13	MDM PWB
P/J414	10	11	MDM PWB
P/J415	10	3	MDM PWB
P/J416	10	2	MDM PWB
P/J417	10	10	MDM PWB
P/J431	10	4	MDM PWB
P/J450	7	9	LH Fan PWB (option)
P451	10	31	MDM PWB
J451	12	8	Backplane (rear)
P452	10	25	Motor Drive Main PWB
J452	13	3	Motor Drive Sub PWB
P/J453	7	11	LH Fan PWB (LH Fan 1) (option)
P/J454	7	10	LH Fan PWB (option)
P/J461	16	1	HVPS (1st/2nd/BTR)
P/J501	26	7	Main Low Voltage Power Supply
P/J502	26	3	Main Low Voltage Power Supply
P/J503	26	5	Main Low Voltage Power Supply
P/J504	22	3	Sub LVPS
P/J505	22	1	Sub LVPS
P/J506	22	2	Sub LVPS
P/J509	26	6	Main Low Voltage Power Supply
P/J510	26	4	Main Low Voltage Power Supply
P/J511	18	7	AC Power Supply
P/J513	21	8	HVPS (BCR)
P/J514	21	1	HVPS (DEVE)
P/J519	13	10	Motor Driver Sub PWB

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J520	10	24	MDM PWB
P/J521	10	22	MDM PWB
P/J522	13	1	Motor Driver Sub PWB
P/J523	10	27	MDM PWB
P/J524	13	2	Motor Driver Sub PWB
P/J525	10	29	MDM PWB
P/J526	10	19	MDM PWB
P/J527	10	17	MDM PWB
P/J528	10	14	MDM PWB
P/J529	13	8	Motor Driver Sub PWB
P/J530	22	8	IH Driver PWB
P/J532	10	20	MDM PWB
P/J534	10	21	MDM PWB
P/J535	10	12	MDM PWB
P/J536	10	23	MDM PWB
P/J537	10	15	MDM PWB
P/J538	13	7	Motor Driver Sub PWB
P/J539	13	9	Motor Driver Sub PWB
P/J540	10	28	MDM PWB
P/J541	31	2	3T Module - Tray Module PWB
P/J541	32	2	TT Module - Tray Module PWB
P/J542	31	1	3T Module - Tray Module PWB
P/J542	32	1	TT Module - Tray Module PWB
P/J545	31	6	3T Module - Tray Module PWB
P/J545	32	6	TT Module - Tray Module PWB
P/J548	31	9	3T Module - Tray Module PWB
P/J548	32	9	TT Module - Tray Module PWB
P/J549	31	8	3T Module - Tray Module PWB
P/J549	32	8	TT Module - Tray Module PWB
P/J550	20	7	LPH Rear PWB (K)
P/J550	31	3	3T Module - Tray Module PWB
P/J550	32	3	TT Module - Tray Module PWB
P/J551	20	7	LPH Rear PWB (C)
P/J551	31	4	3T Module - Tray Module PWB
P/J551	32	4	TT Module - Tray Module PWB
P/J552	20	7	LPH Rear PWB (M)
P/J552	31	5	3T Module - Tray Module PWB
P/J552	32	5	TT Module - Tray Module PWB
P/J553	20	7	LPH Rear PWB (Y)
P553	31	7	3T Module - Tray Module PWB

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J553	32	7	TT Module -Tray Module PWB
P/J554	10	5	MDM PWB
P/J555	10	6	MDM PWB
P/J556	10	7	MDM PWB
P/J557	10	8	MDM PWB
P/J558	20	6	LPH Rear PWB (K)
P/J559	20	6	LPH Rear PWB (C)
P/J560	20	6	LPH Rear PWB (M)
P/J561	20	6	LPH Rear PWB (Y)
P/J562	20	5	LPH H PWB (K)
J563	20	5	LPH H PWB (C)
P/J564	20	5	LPH H PWB (M)
P/J565	20	5	LPH H PWB (Y)
P/J566	20	4	LPH H PWB (K)
P/J567	20	4	LPH H PWB (C)
P/J567	5	4	Fuser Resistance Detector
P/J568	20	4	LPH H PWB (M)
P/J569	20	4	LPH H PWB (Y)
P/J570	20	3	LPH (K)
P/J571	20	3	LPH (C)
P/J572	20	3	LPH (M)
P/J573	20	3	LPH (Y)
P/J574	20	2	LPH (K)
P/J575	20	2	LPH (C)
P/J576	20	2	LPH (M)
P/J577	20	2	LPH (Y)
P/J578	20	1	LPH Rear PWB / LPH H PWB (K)
P/J579	20	1	LPH Rear PWB / LPH H PWB (C)
P/J580	20	1	LPH Rear PWB / LPH H PWB (M)
P/J581	20	1	LPH Rear PWB / LPH H PWB (Y)
P590	13	6	Motor Driver Sub PWB
P591	13	5	Motor Driver Sub PWB
P592	13	4	Motor Driver Sub PWB
J592	31	17	3TM Connector
J592	32	19	Connector (TTM)
P/J593	10	18	MDM PWB (option)
P/J594	10	16	MDM PWB (option)
P/J595	2	2	Power Switch
DP600	5	1	Fuser
DJ600	5	2	Connector

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J610	1	2	Connector (30 pin)
P/J610	4	1	Connector
P/J611	8	5	Connector
P/J612	7	6	Connector (24 pin)
P/J616	9	1	Link Connector (18 pin) (MSI Unit)
P/J617	9	7	Connector
P/J618	8	7	Connector
P/J619	3	5	Cartridge Fan
P/J624	7	4	Connector
P/J631	16	4	Connector (30 pin)
P/J632	8	1	Connector (8 pin)
P/J633	1	13	ATC PWB
P/J634	22	12	Connector (2 pin) IH Driver to IH Coil Unit
P/J635	7	7	Connector (5 Pin)
P/J640	6	10	Connector
P/J661	31	19	3T Module - Connector (4 pin)
P/J661	33	8	TT Module - Connector (4 pin)
P/J662	31	16	3T Module - Connector (4 pin)
P/J662	33	6	TT Module - Connector (4 pin)
P/J663	30	13	3T Module - Connector (4 pin)
P/J663	34	15	TT Module - Connector (4 pin)
P/J668	30	11	3T Module Connector (2 pin)
P/J668	33	4	TT Module - Connector (2 pin)
P/J669	31	18	3T Module - Connector (9 pin)
P/J669	33	9	TT Module - Connector (9 pin)
P/J671	31	15	3T Module - Connector (9 pin)
P/J671	33	5	TT Module - Connector (9 pin)
P/J672	31	17	3T Module - Connector (3 pin)
P/J672	33	7	TT Module - Connector (3 pin)
P/J673	30	12	3T Module - Connector (9 pin)
P/J673	34	12	TT Module - Connector (9 pin)
P/J674	31	14	3T Module - Connector (3 pin)
P/J675	32	17	TT Module - Connector (4 pin)
P/J676	32	18	TT Module - Connector (12 pin)
P/J700	23	6	CCD
P/J700	17	5	In Line Connector
P/J710	24	5	IIT PWB
P/J720	24	6	IIT PWB
P/J722	24	7	IIT PWB
P/J723	24	4	IIT PWB

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
J740	28	25	SBC-DADF Cable connects to J20 on SBC PWB
P/J745	29	4	DCDC PWB
P/J746	29	6	DCDC PWB
J750	24	3	IIT PWB
P750	28	24	Connector
P/J751	29	15	Connector
P/J752	29	14	Connector
P/J753	29	13	Connector
P/J754	29	11	Connector
P/J755	29	12	Connector
P/J756	29	10	Connector
P/J757	29	9	Connector
P/J758	29	8	Connector
P759	29	7	Connector
P760	29	16	Connector
P/J762	28	2	Doc. Tray Size Sensor 1
P/J763	28	1	Doc. Tray Size Sensor 2
P/J764	28	3	Doc. Tray Set Guide Sensor 3
P/J765	28	4	Doc. Tray Set Guide Sensor 2
P/J766	28	23	Doc. Tray Set Guide Sensor 1
P/J767	28	14	DADF PWB
P/J768	28	6	DADF APS Sensor 3
P/J769	28	5	DADF APS Sensor 2
P/J770	28	7	DADF APS Sensor 1
P/J771	23	8	APS Sensor 1
P/J771	28	13	Connector (9 pin)
P/J772	23	7	APS Sensor 2
P/J772	27	6	DADF Feed Out Sensor
P/J772	28	10	DADF Reg. Sensor
P/J773	23	2	IIT Reg.Sensor
P/J773	28	8	DADF Out Sensor
P/J774	23	1	Platen Angle Sensor
P/J774	28	12	DADF Pre Reg. Sensor
P/J775	23	9	Platen Interlock Switch
P/J775	28	17	DADF Document Set Sensor
P/J776	23	5	Carriage Motor
P/J777	28	16	Connector (3 pin)
P/J778	28	22	DADF Exit Sensor
P/J779	28	15	Connector (6 pin)
P/J780	28	9	DADF Feed Out Sensor

Table 1 IOT Plug/Jack List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J781	28	11	DADF Feed In Sensor
P/J782	29	2	DADF Reg. Motor
P/J783	29	3	DADF Feed Motor
P/J784	29	1	DADF Pre Reg. MOTOR
P/J786	28	19	Connector
P/J790	28	21	Stamp Solenoid (option)
P/J791	28	26	DADF Document Set LED
P/J783	29	3	DADF Feed Motor
P/J767	28	27	DADF Pre-Registration Clutch
DP800	17	2	Connector (option)
P904	31	15	3T Module - Connector
P904	32	15	TT Module - Connector
P/J1301	12	4	BP PWB
P/J1311	12	6	BP PWB
P/J1312	12	7	BP PWB
P/J1313	12	5	BP PWB
P/J1341	12	11	BP PWB
P/J1343	17	3	Backplane (rear)
P1395	12	10	BP PWB
P/J7191	24	2	IIT PWB
P/J7192	24	1	IIT PWB
P/J7461	29	5	DCDC PWB
F1	28	20	DADF Interlock Switch
F2	28	18	DADF Interlock Switch

IOT Plug/Jack Illustrations

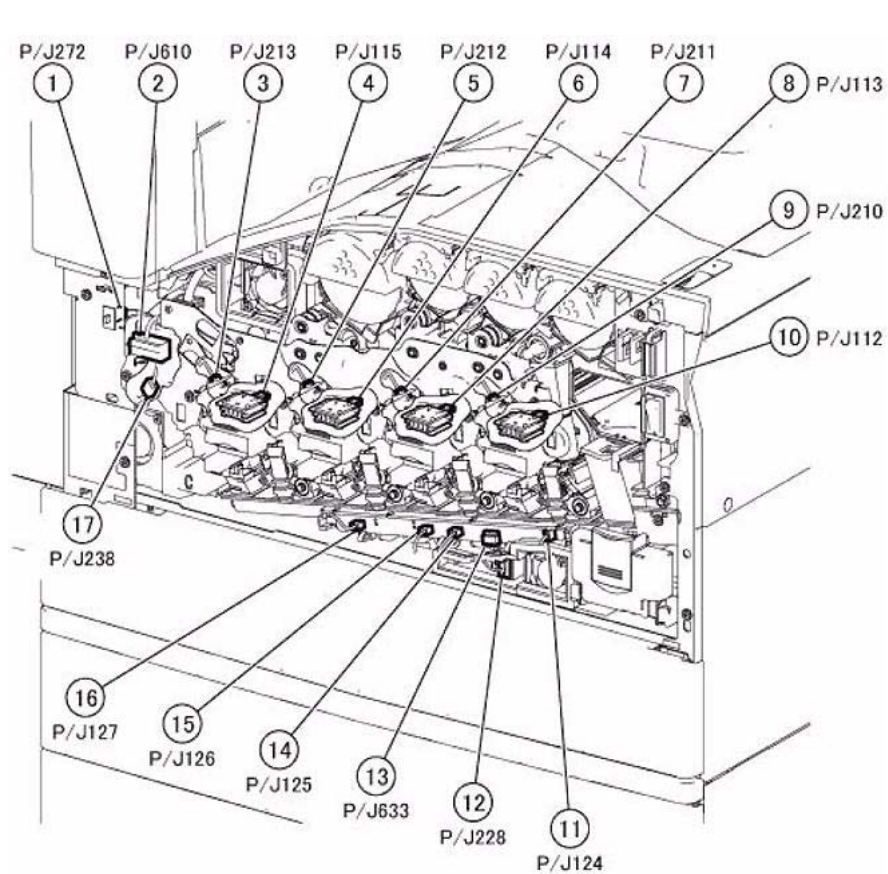


Figure 1 Front Xerographics

j0kt71001

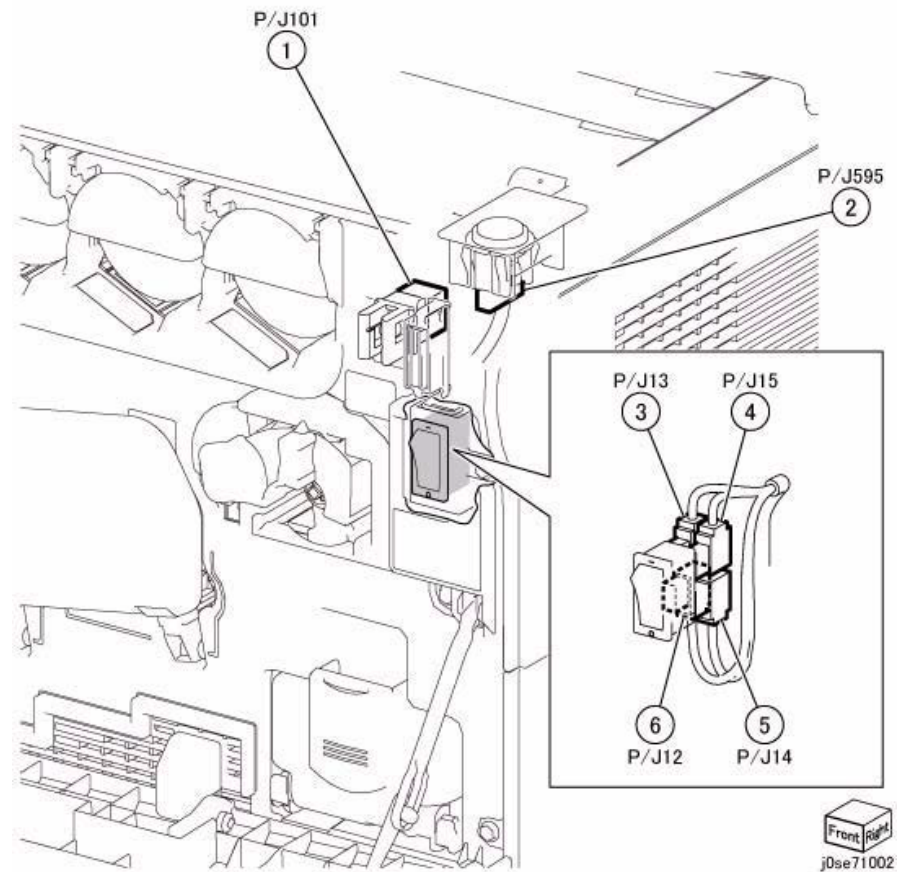


Figure 2 Main Power/Front Cover Interlock Switch

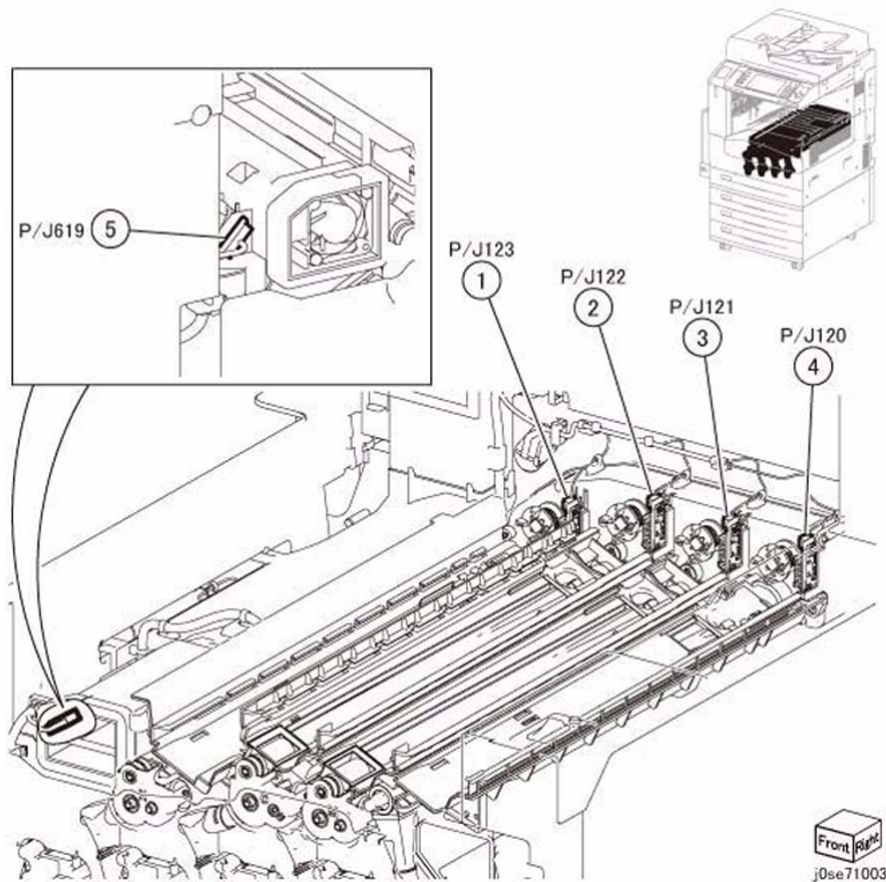


Figure 3 Toner CRUM Coupler, IBT Fan 1/2

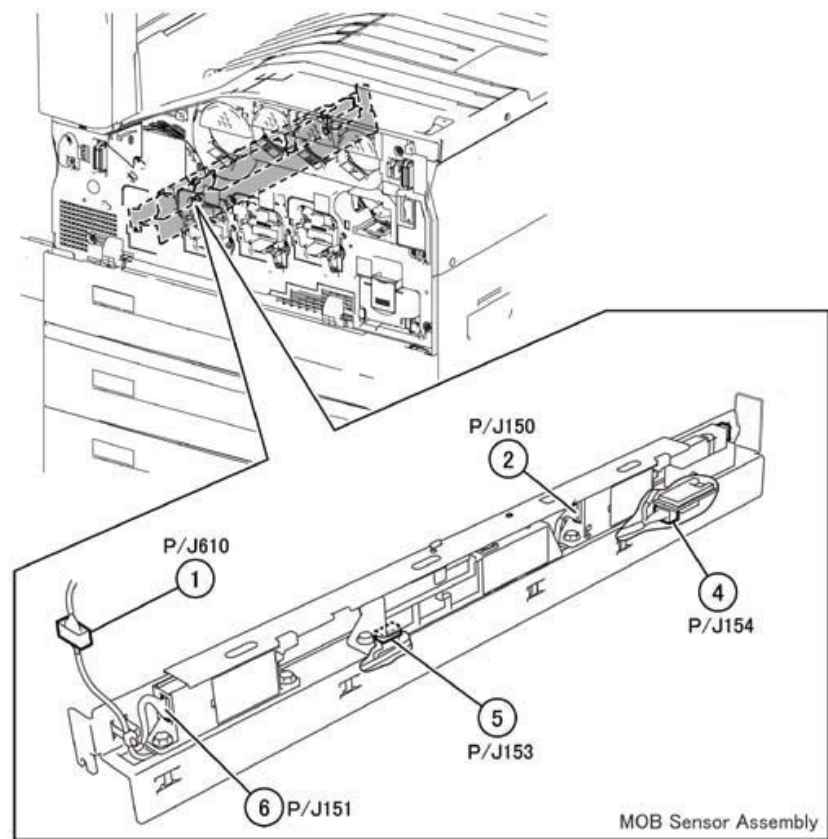


Figure 4 MOB ADC Assembly

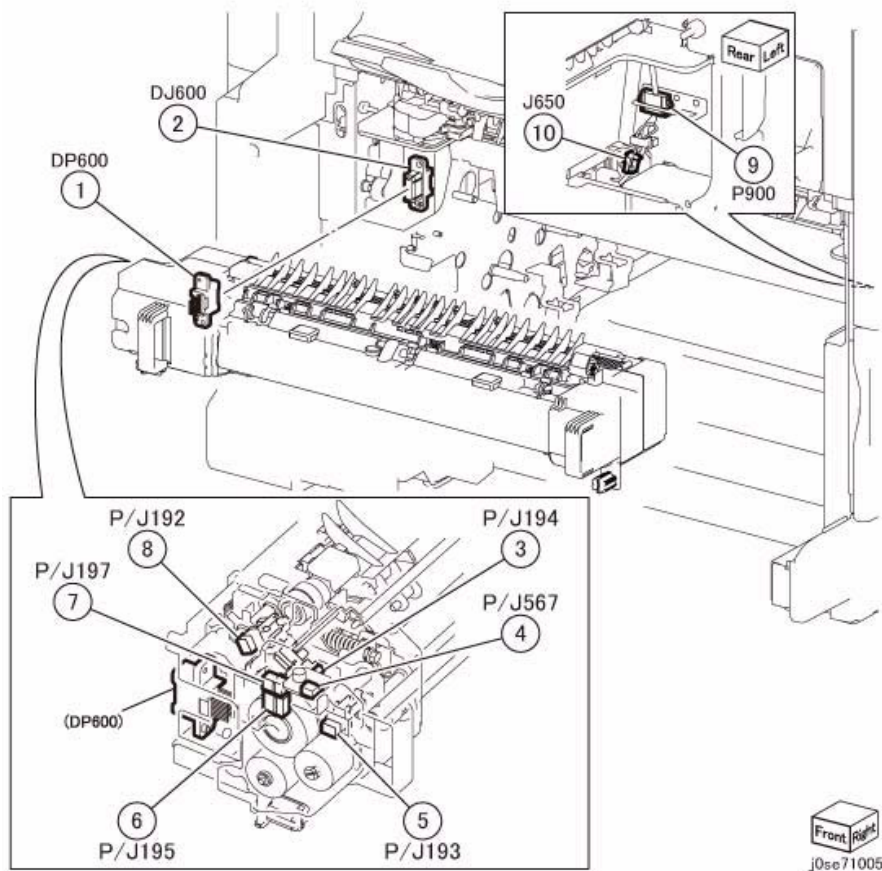


Figure 5 Fuser

j0se71005

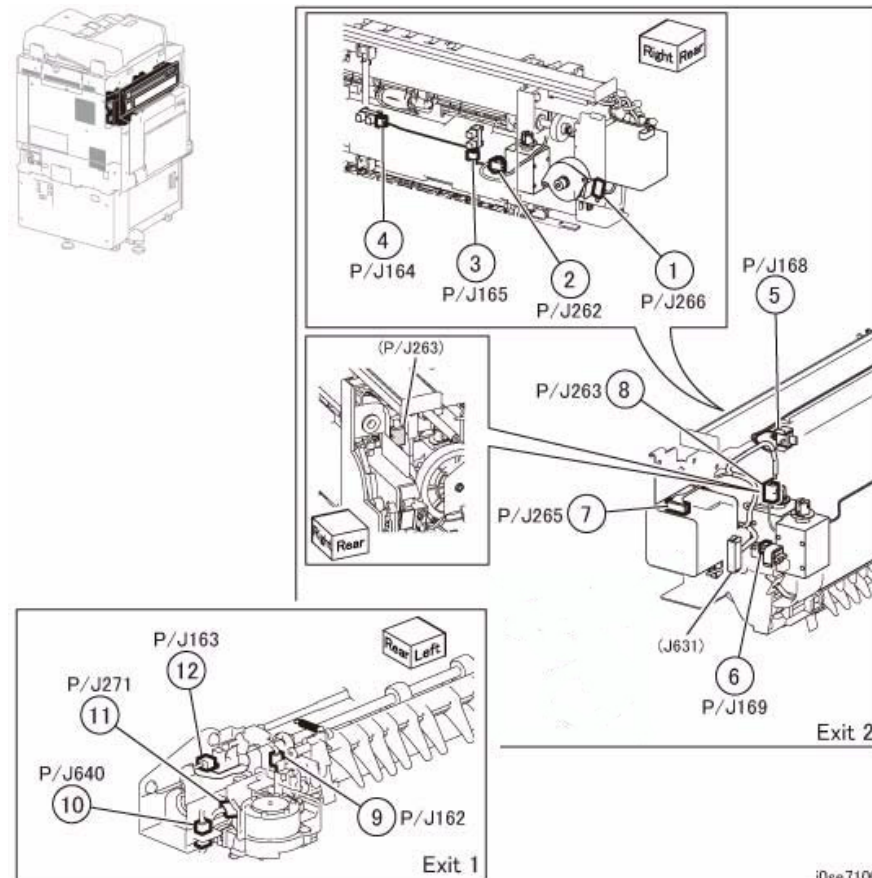


Figure 6 Exit

j0se71006

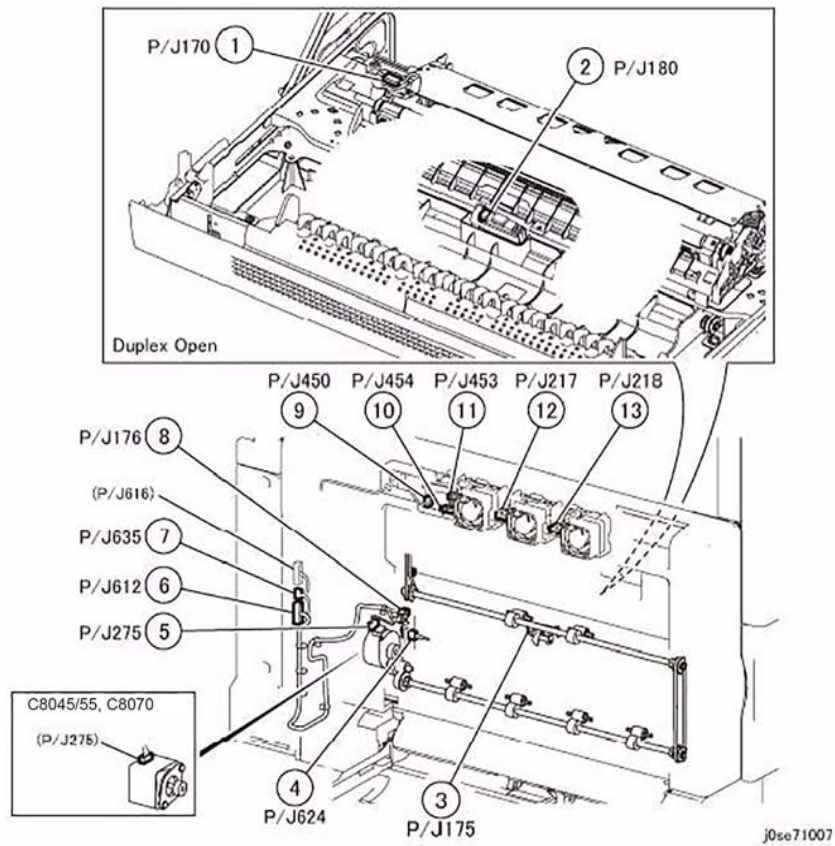


Figure 7 L/H Cover

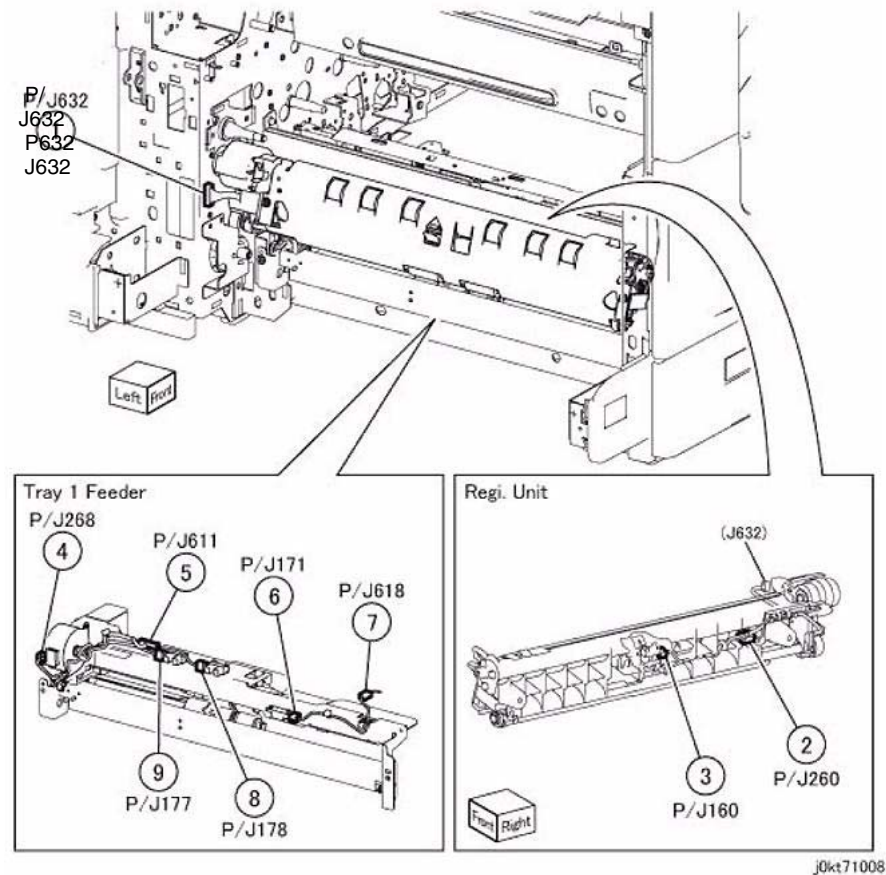
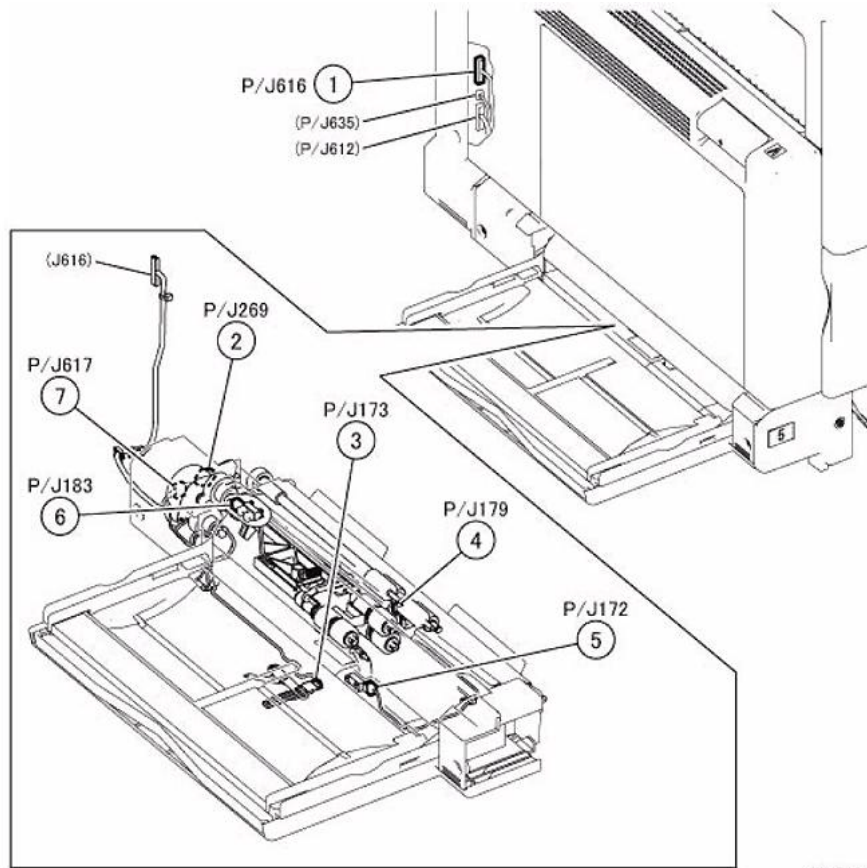
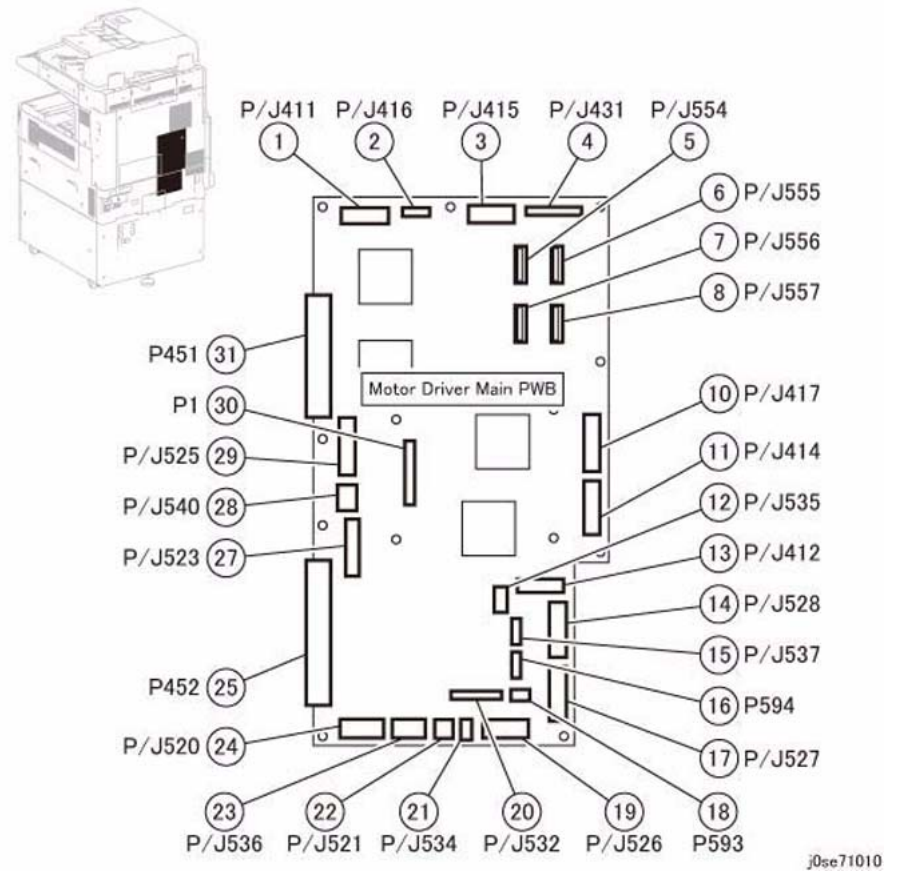


Figure 8 IOT Paper Feed / Transport



j0kt71009

Figure 9 Bypass Tray (MSI)



j0se71010

Figure 10 Motor Driver Main (MDM) PWB

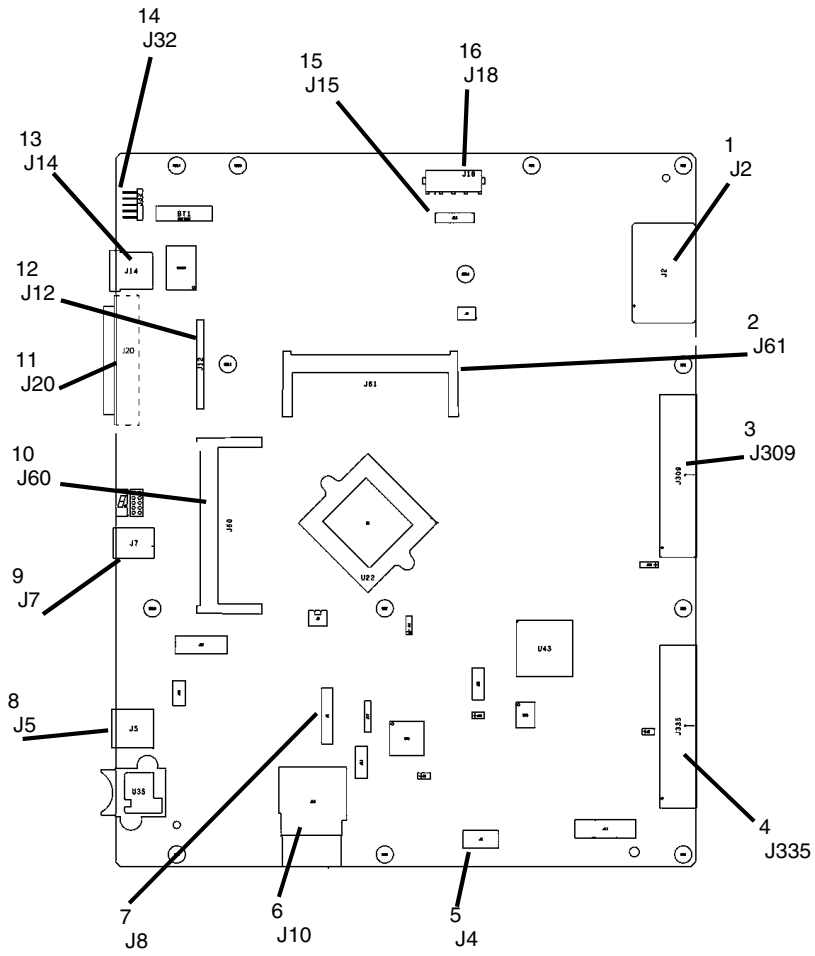


Figure 11 SBC PWB

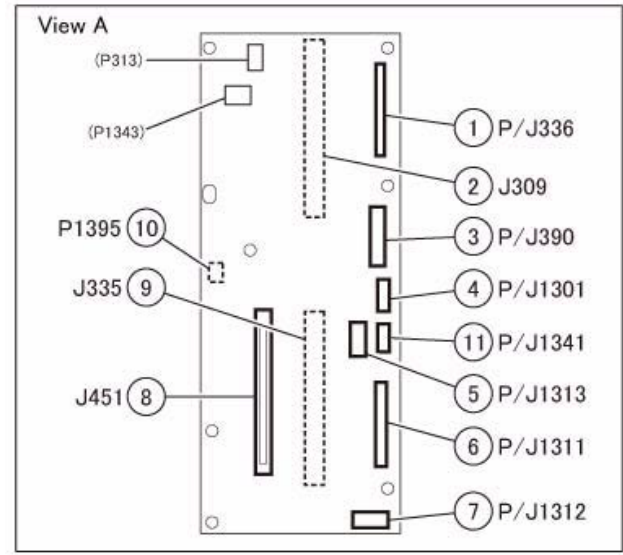
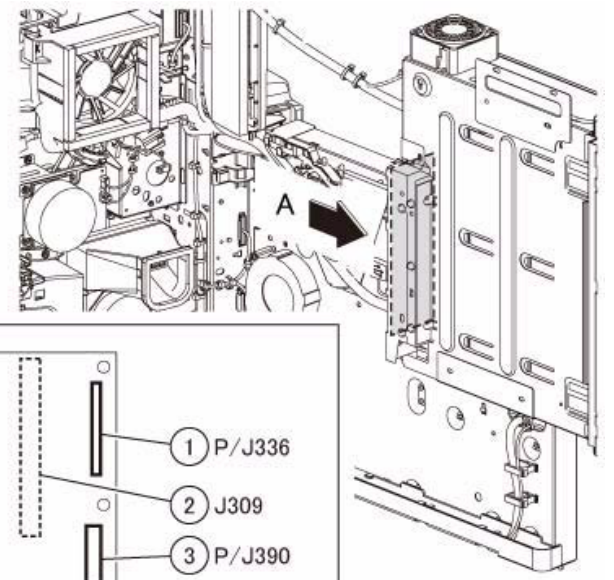


Figure 12 Backplane (BP) PWB

J0se71029

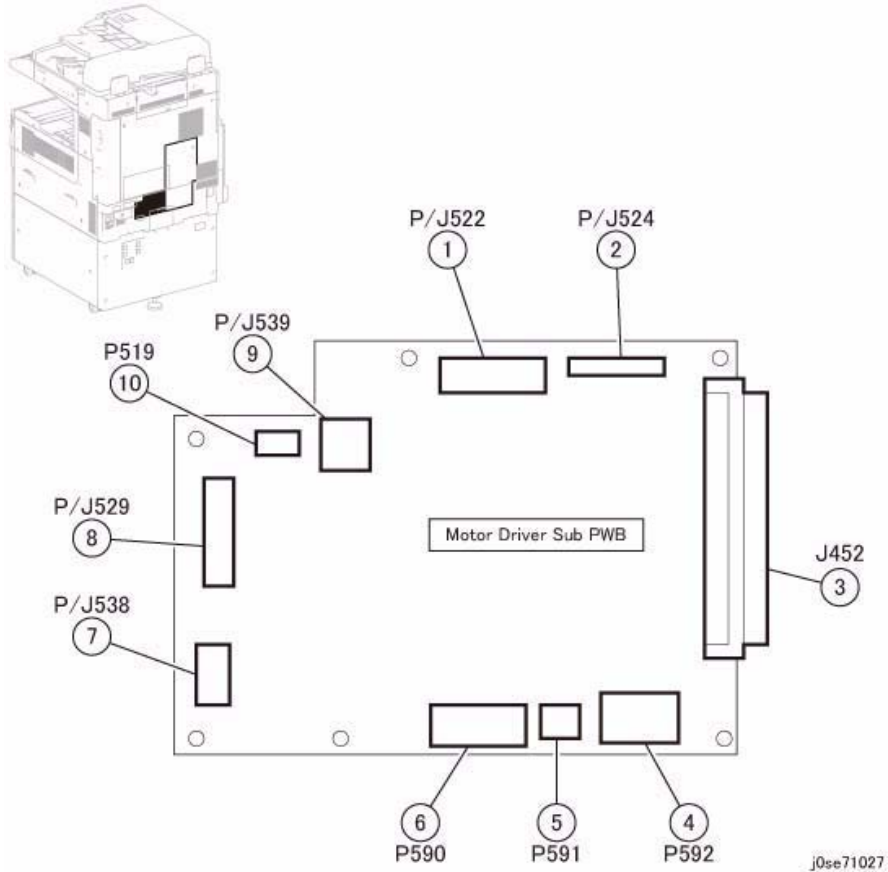


Figure 13 Motor Driver Sub (MDS) PWB

j0se71027

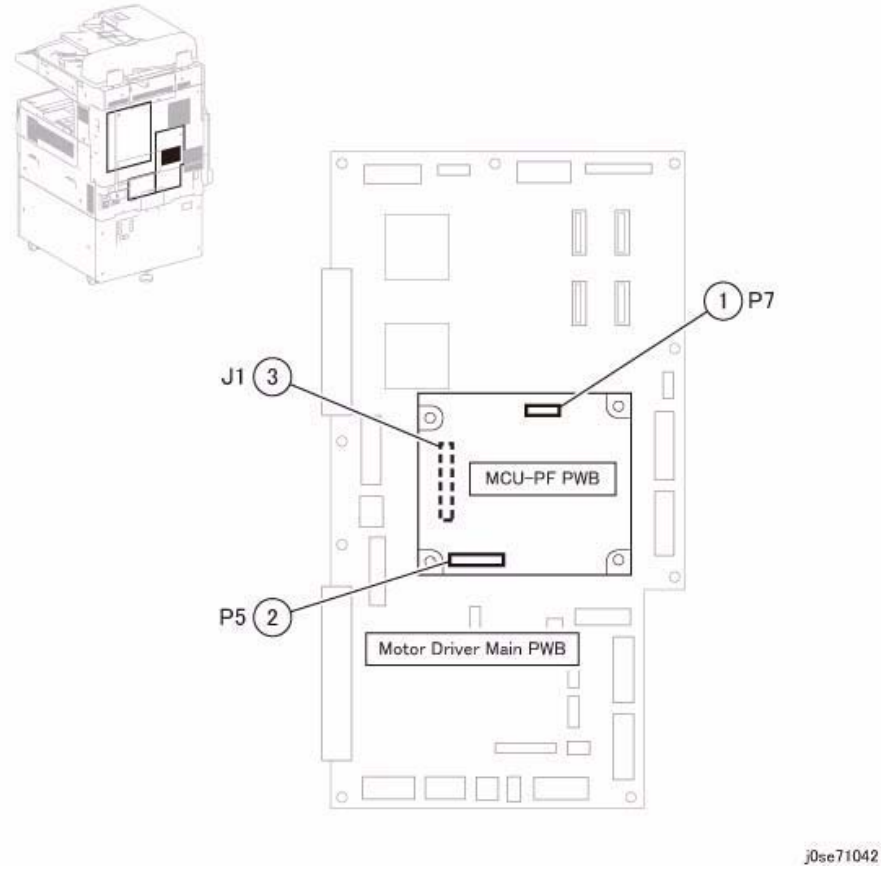


Figure 14 MCU-PF PWB

j0se71042

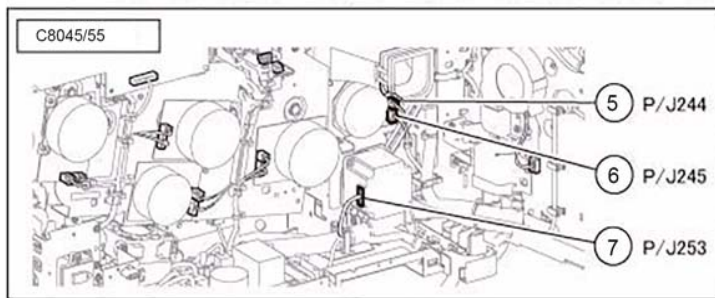
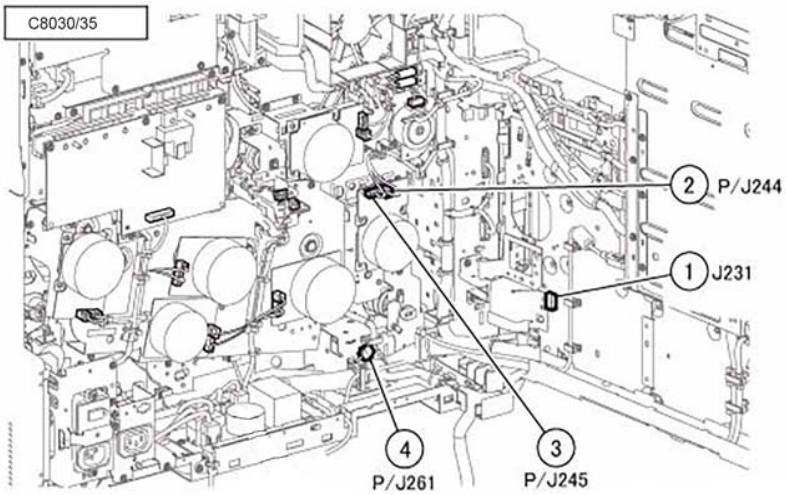


Figure 15 IOT Rear Location (Open) 1 of 3

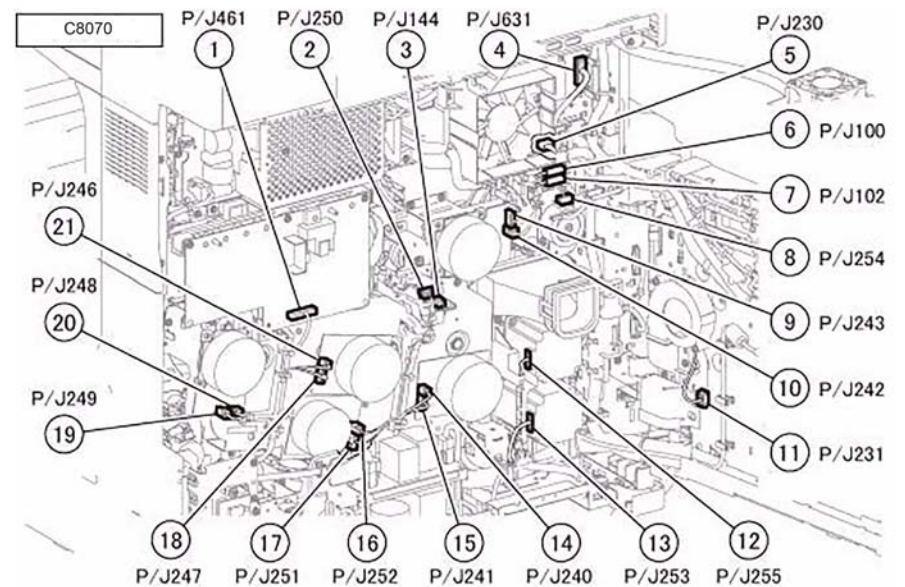


Figure 16 IOT Rear Location (Open) 2 of 3

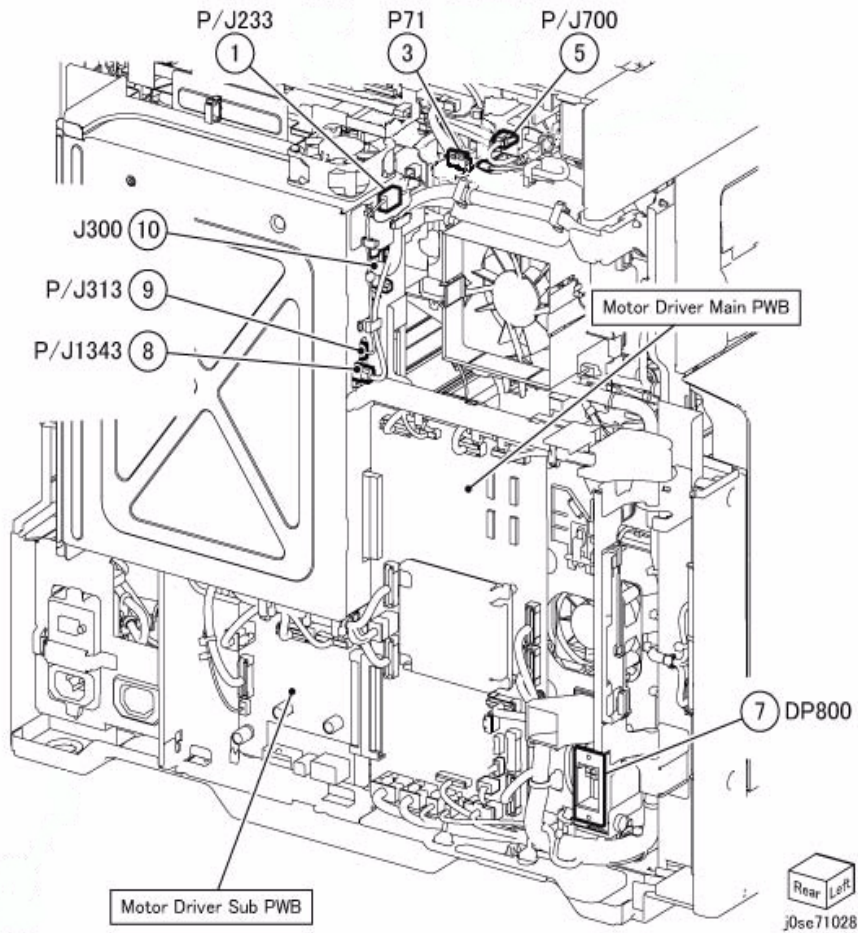


Figure 17 IOT Rear (Close)

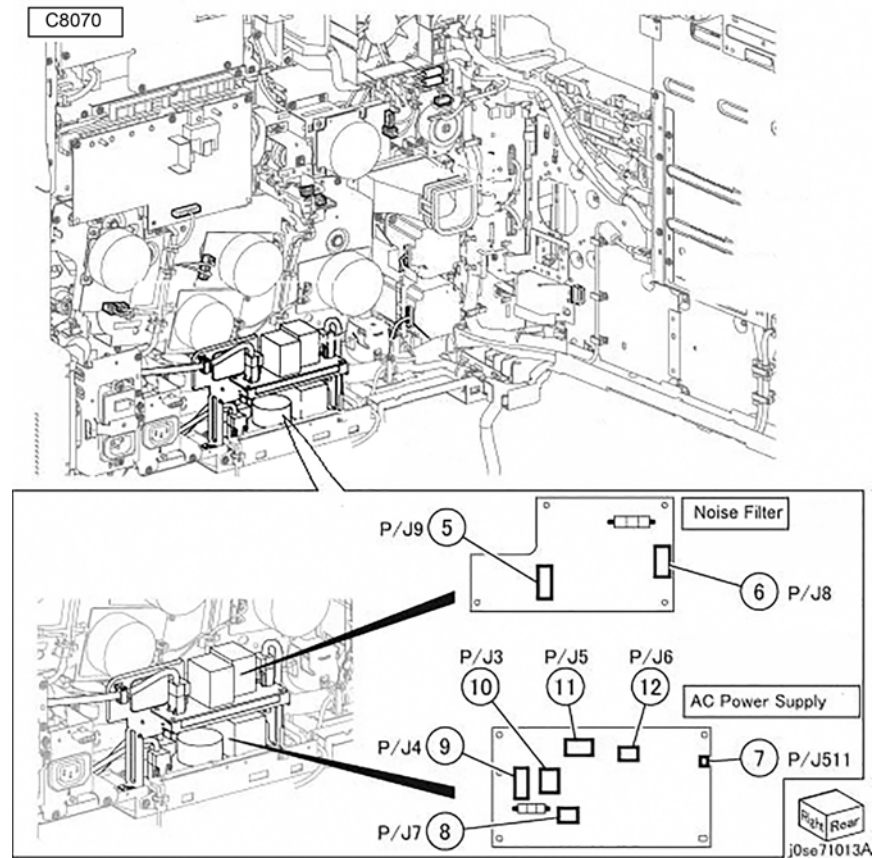


Figure 18 Rear Location - Open 3 of 3

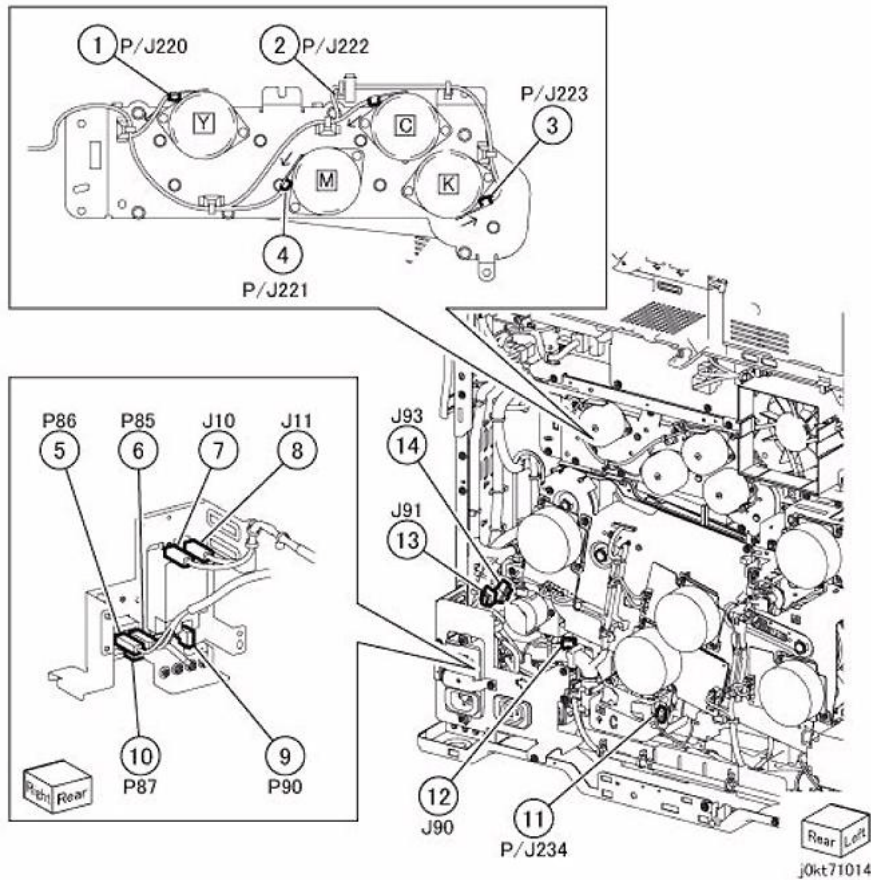


Figure 19 Toner Dispense Motor (Y,M,C,K), GFI Chassis, Bottom Fan

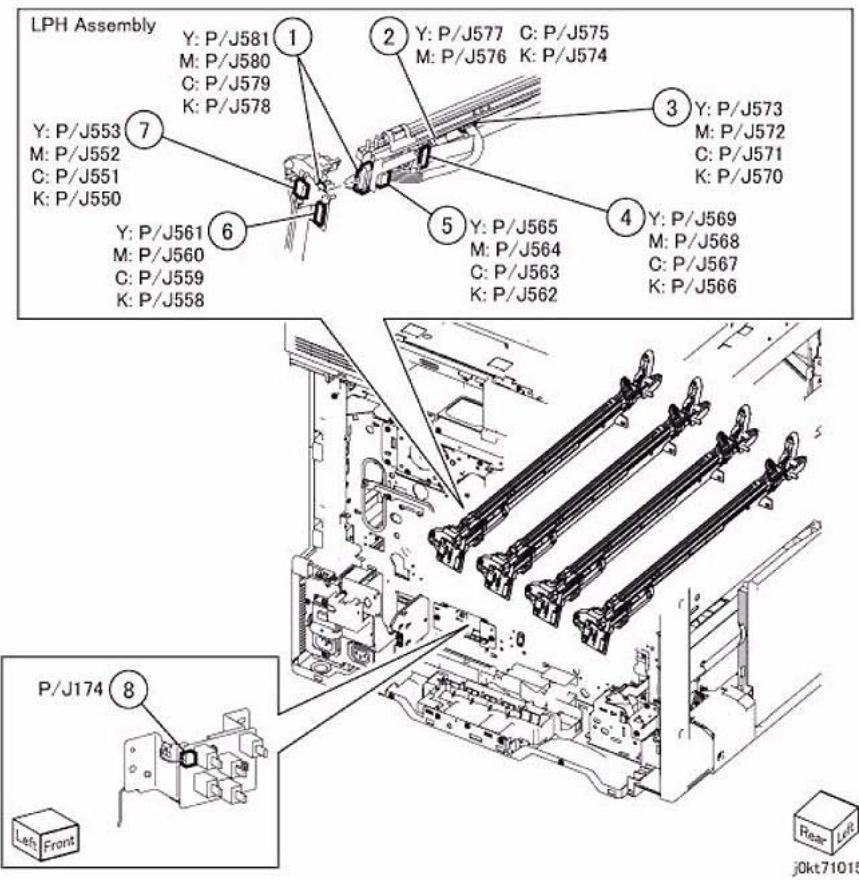


Figure 20 LPH Unit, Tray1 Paper Size Sensor, IOT Heater

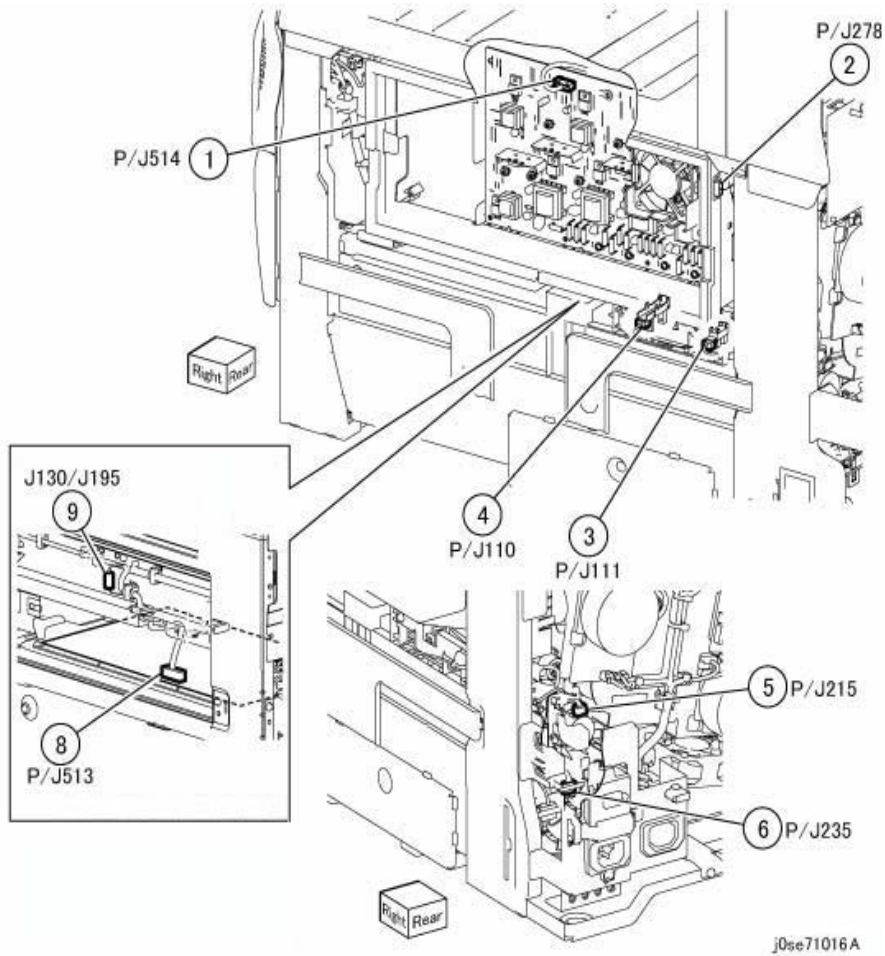


Figure 21 Developer HVPS, Agitator Motor

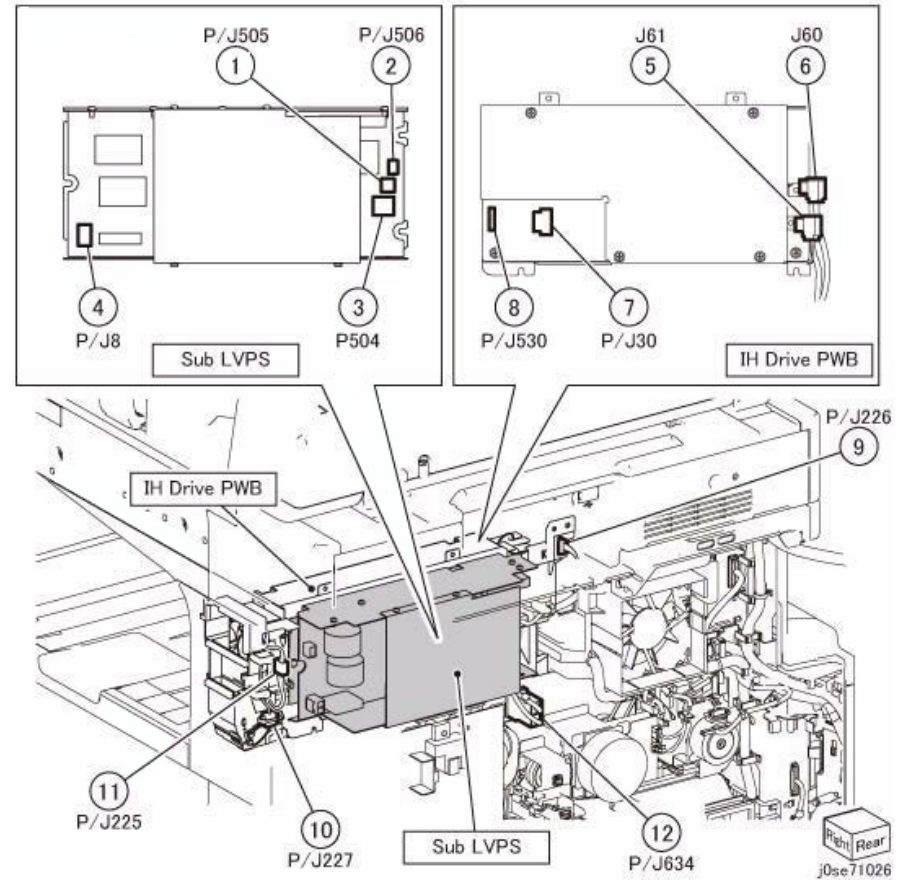


Figure 22 IH PWB, Sub LVPS

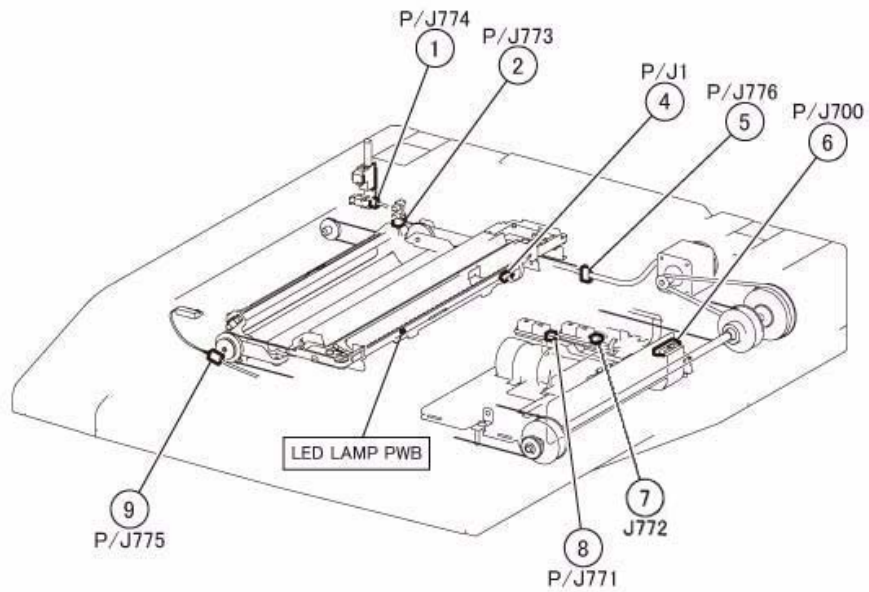
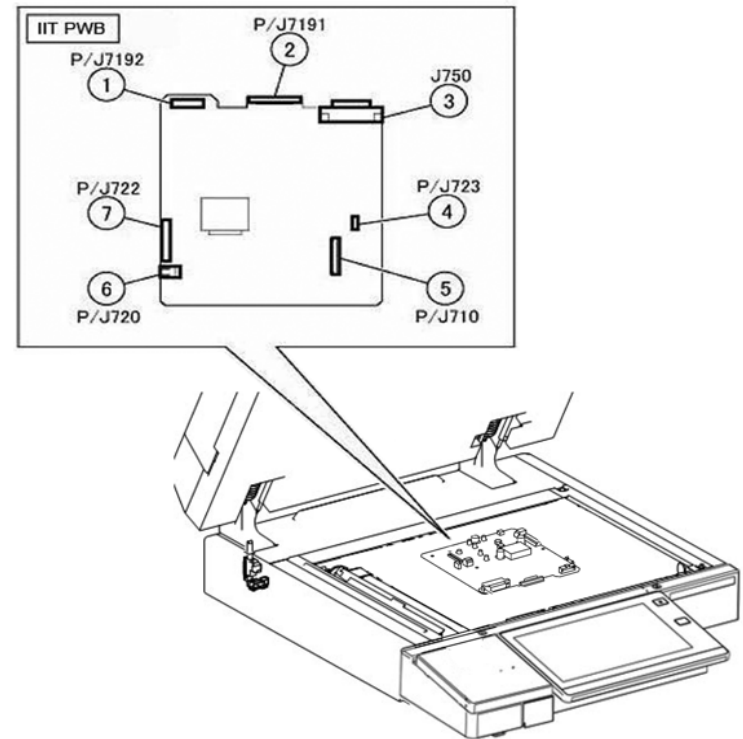


Figure 23 IIT (1 of 2)



j0se71061

Figure 24 IIT (2 of 2)

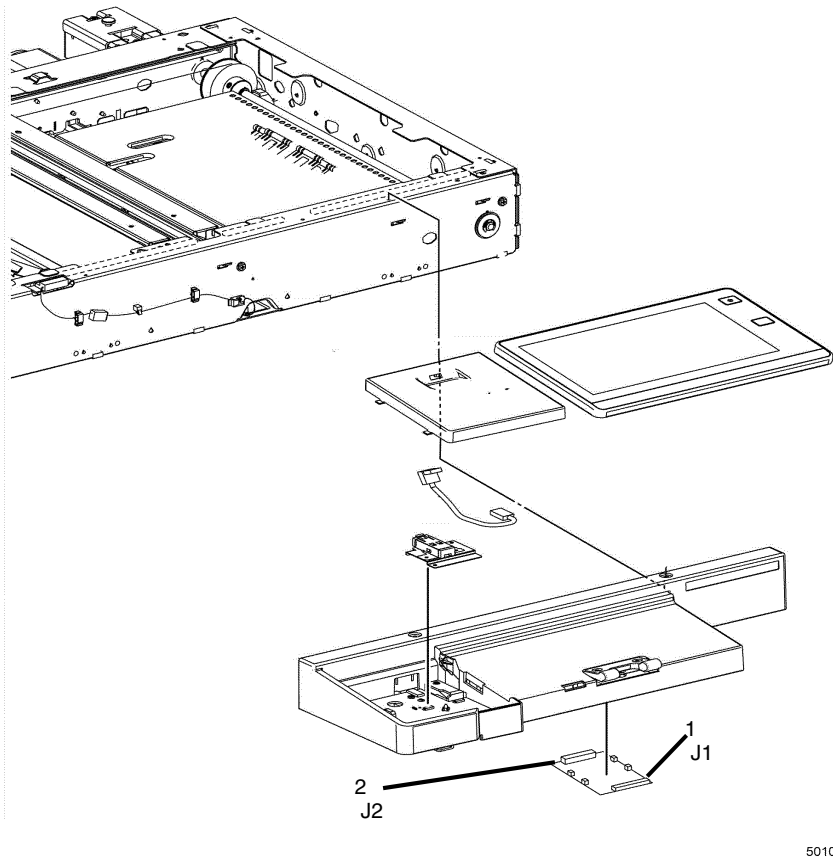


Figure 25 User Interface (UI)

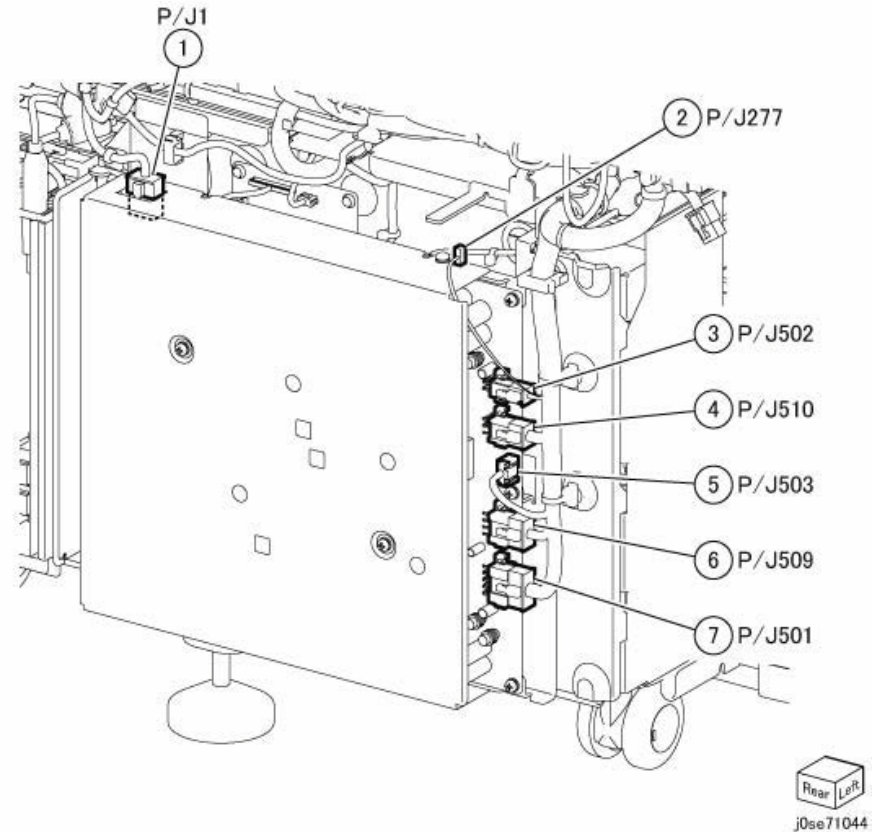


Figure 26 Main Low Voltage Power Supply

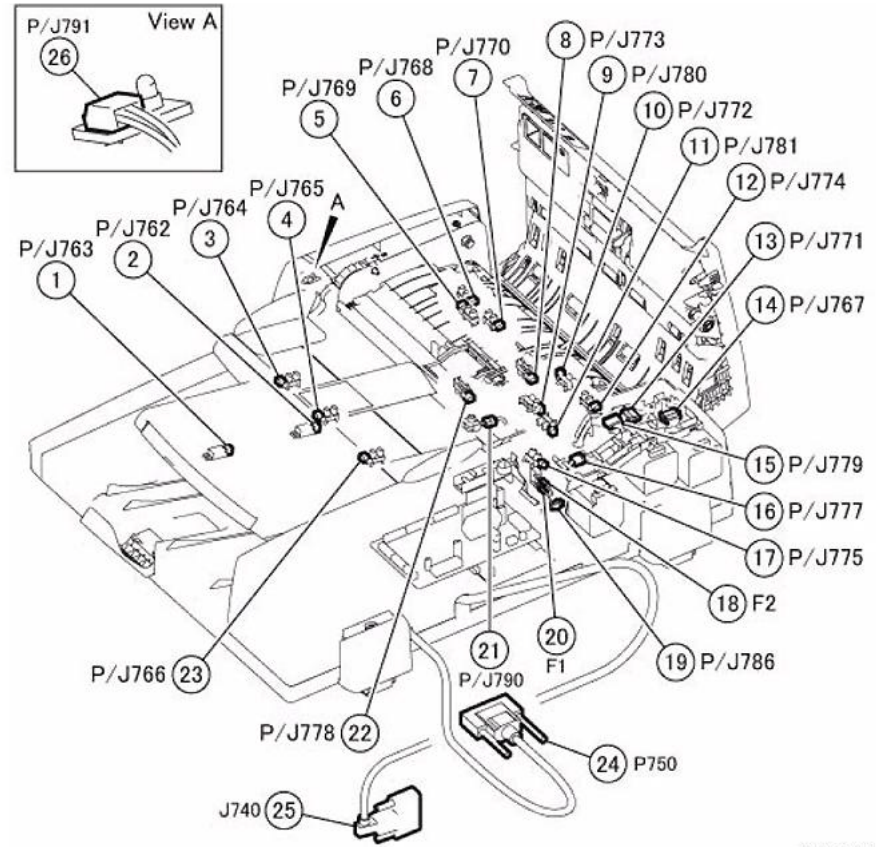


Figure 27 Page Intentionally Blank

Figure 28 DADF Rear Location

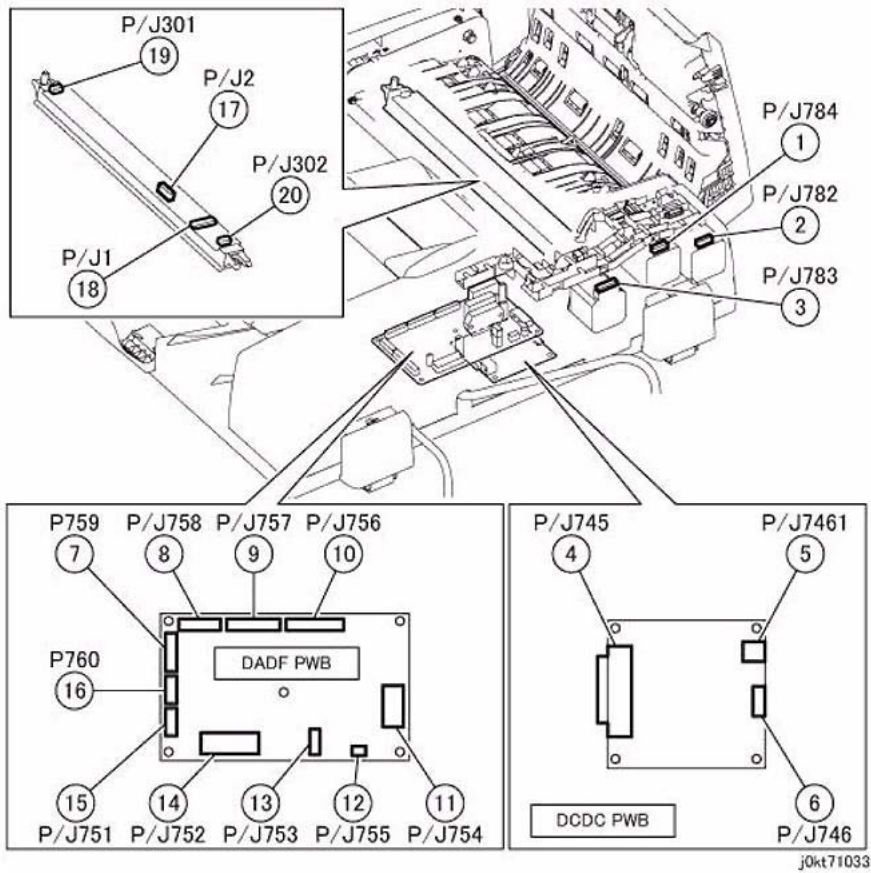


Figure 29 DADF PWB

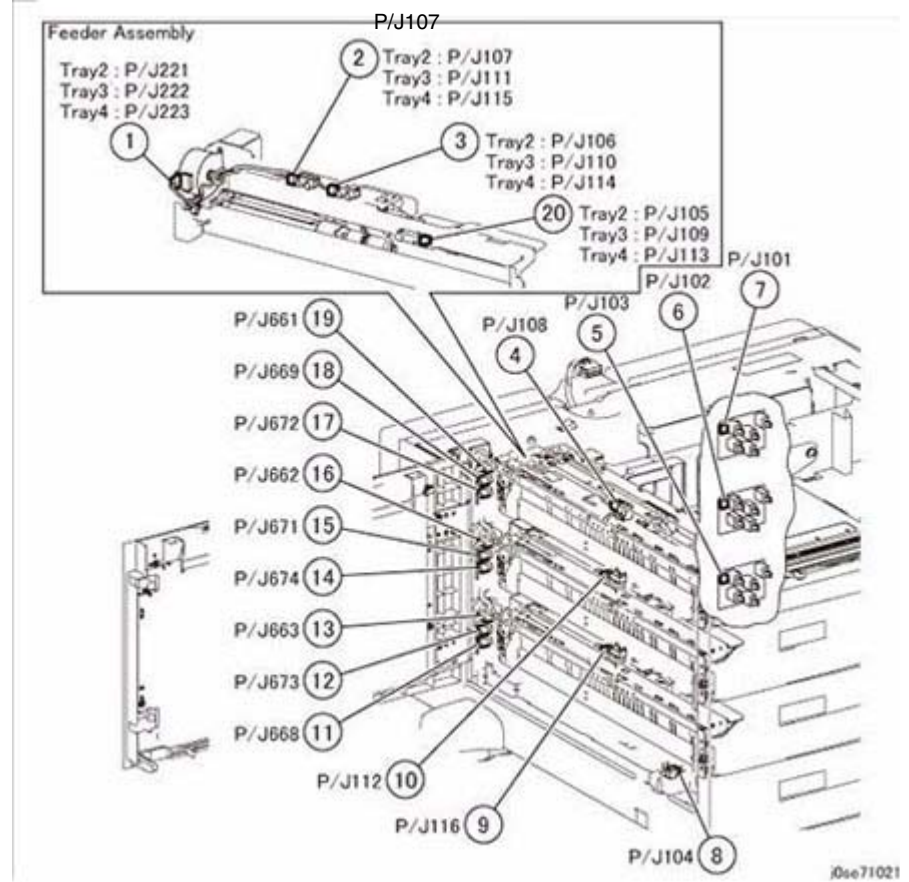


Figure 30 Tray Module (3TM) 1 of 2

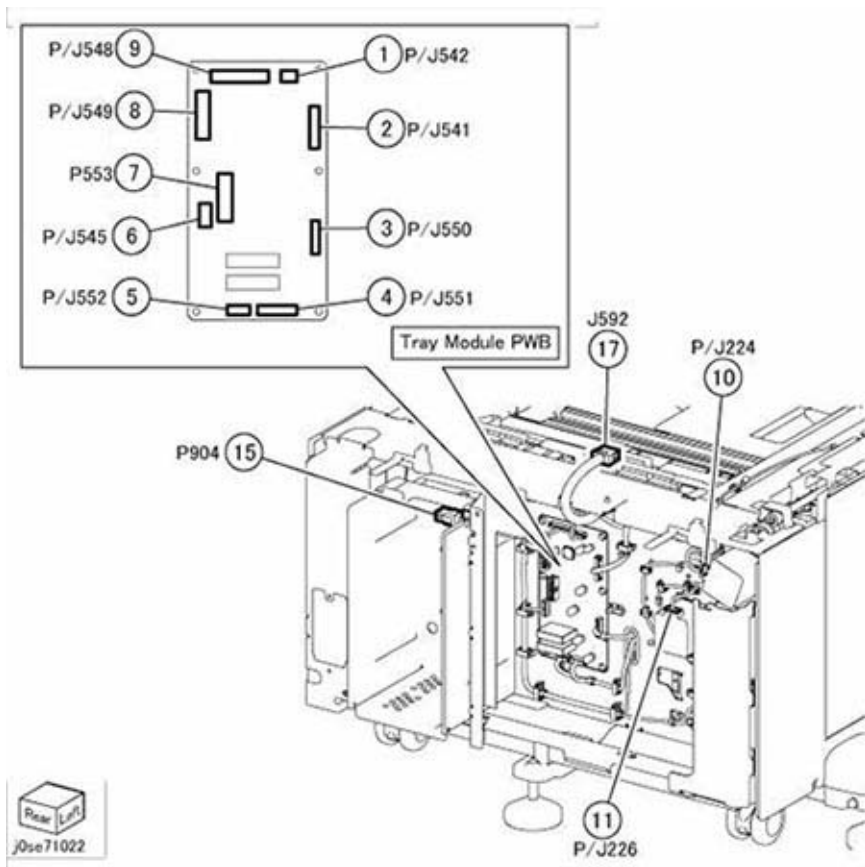


Figure 31 Tray Module (3TM) 2 of 2

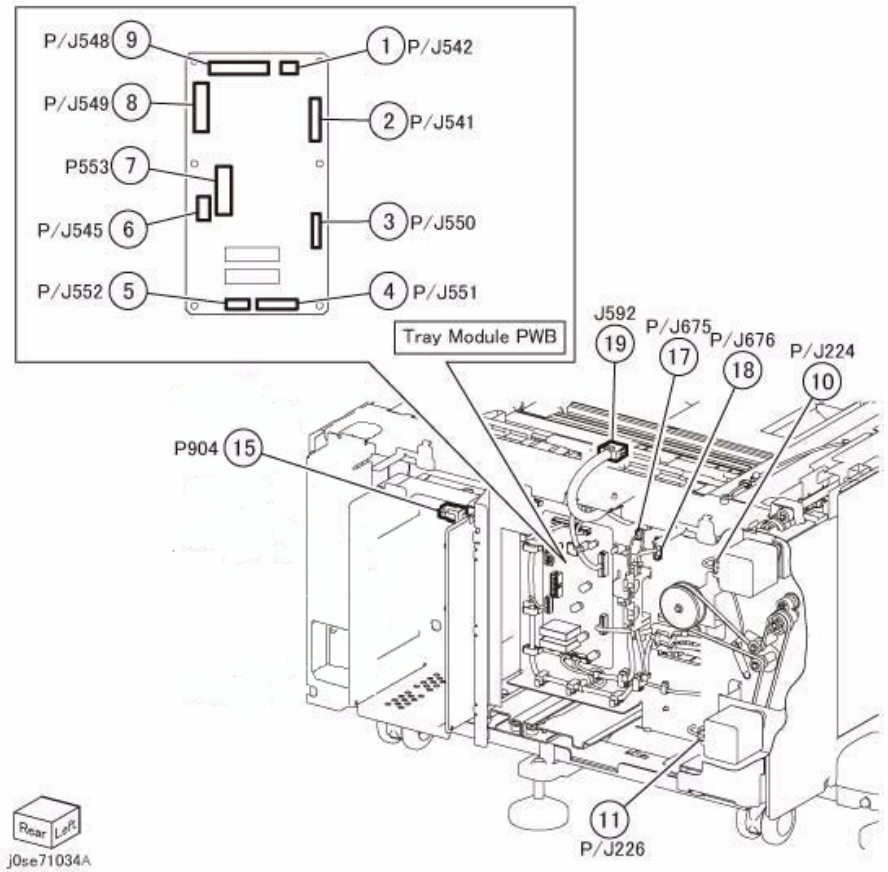


Figure 32 Tray Module (TTM) - Rear Location

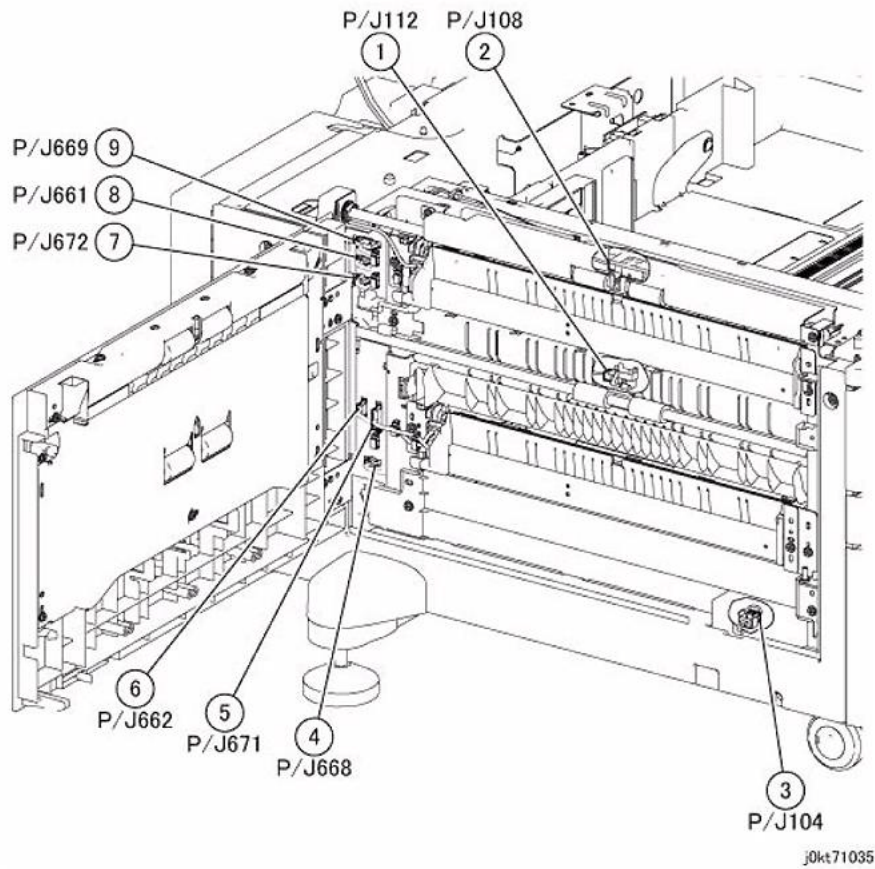


Figure 33 Tray Module (TTM) - Left Location

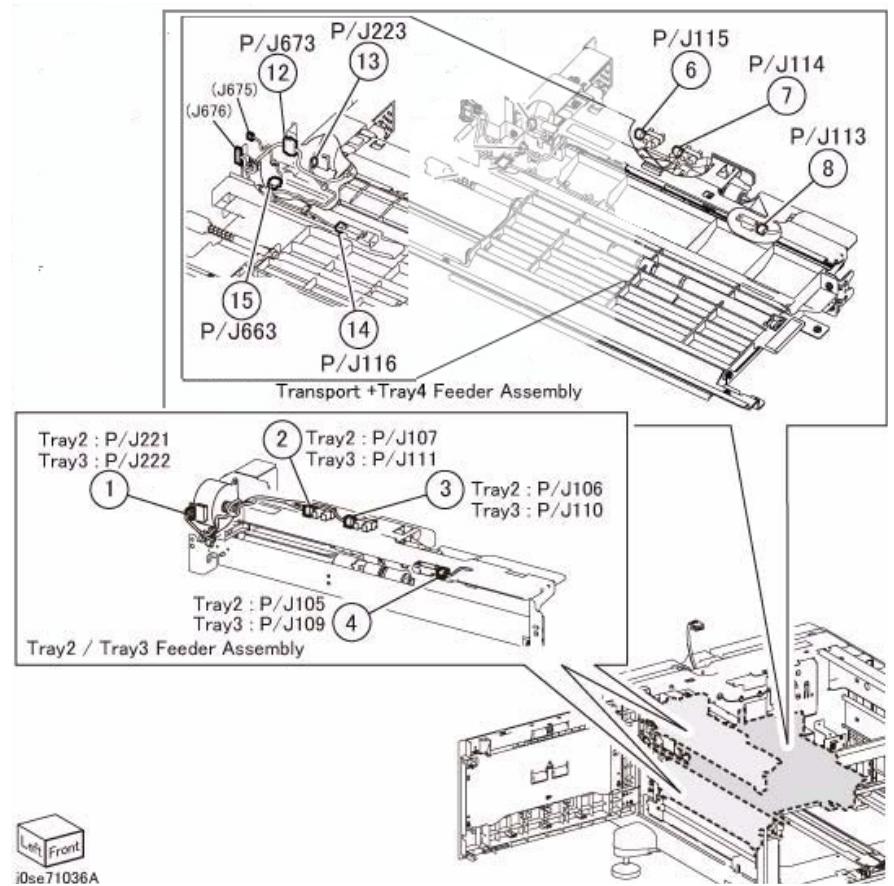


Figure 34 Tray Module (TTM) - Tray 2/3/4 Feeder

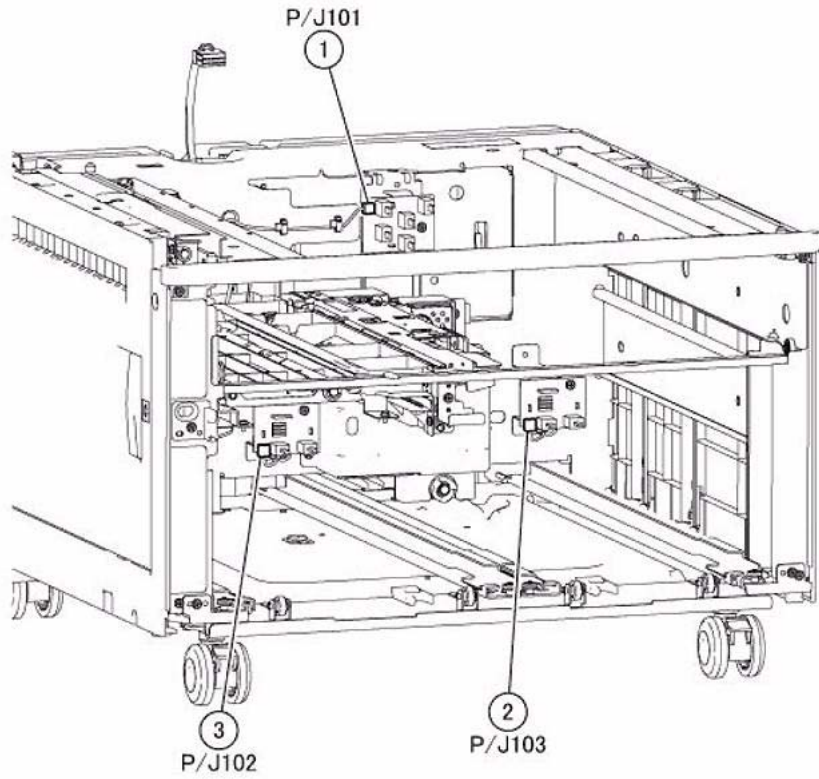


Figure 35 Tray Module (TTM) - Tray 2/3/4 Paper Size Sensor

j0kt71037

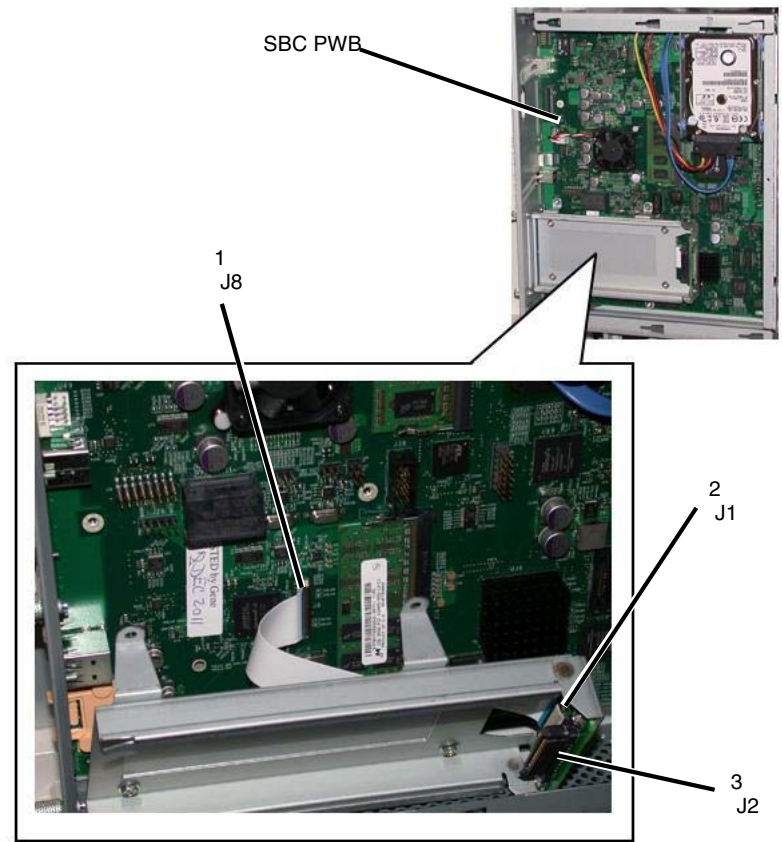
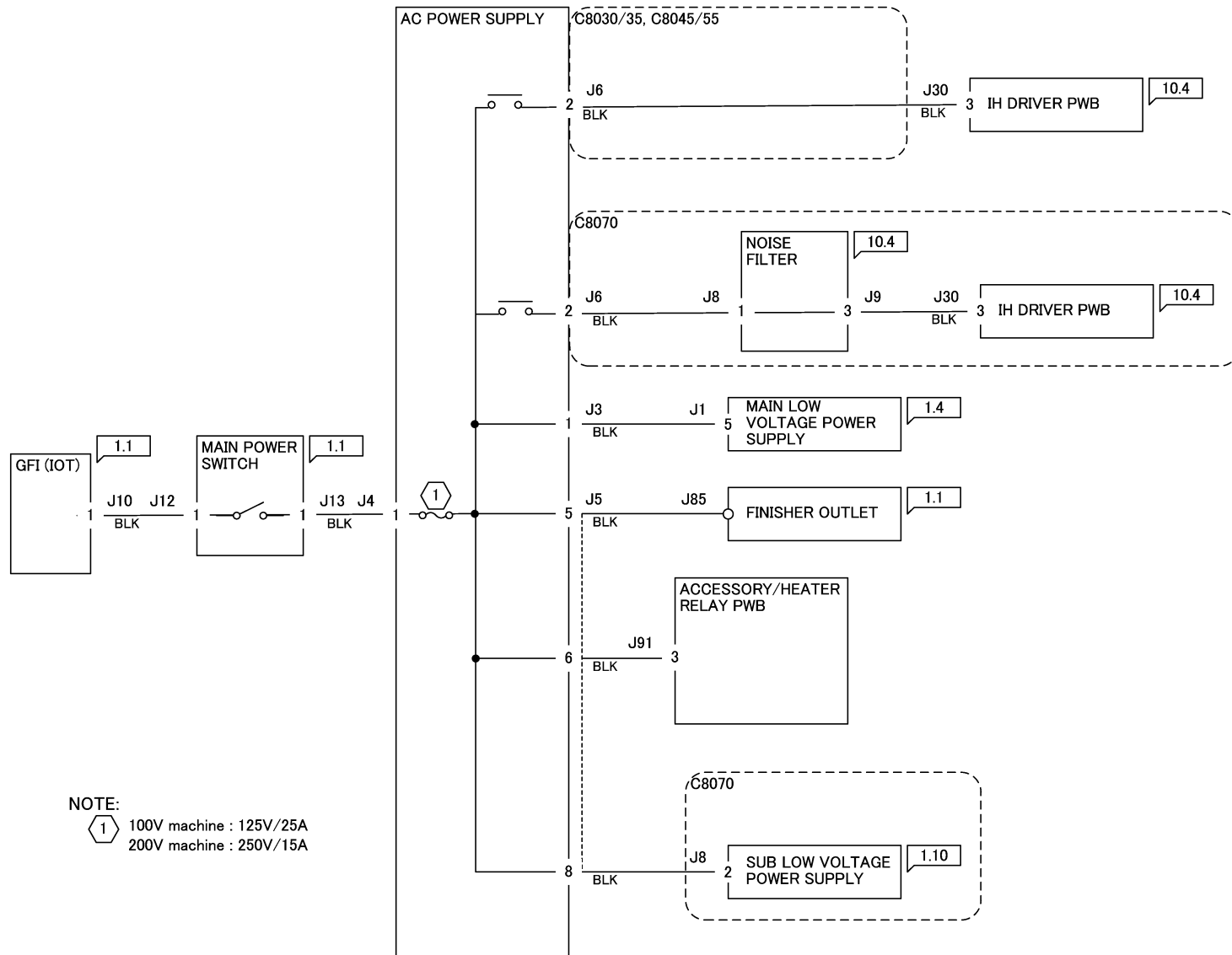


Figure 36 FAX Option

ACH Wirenets

ACH

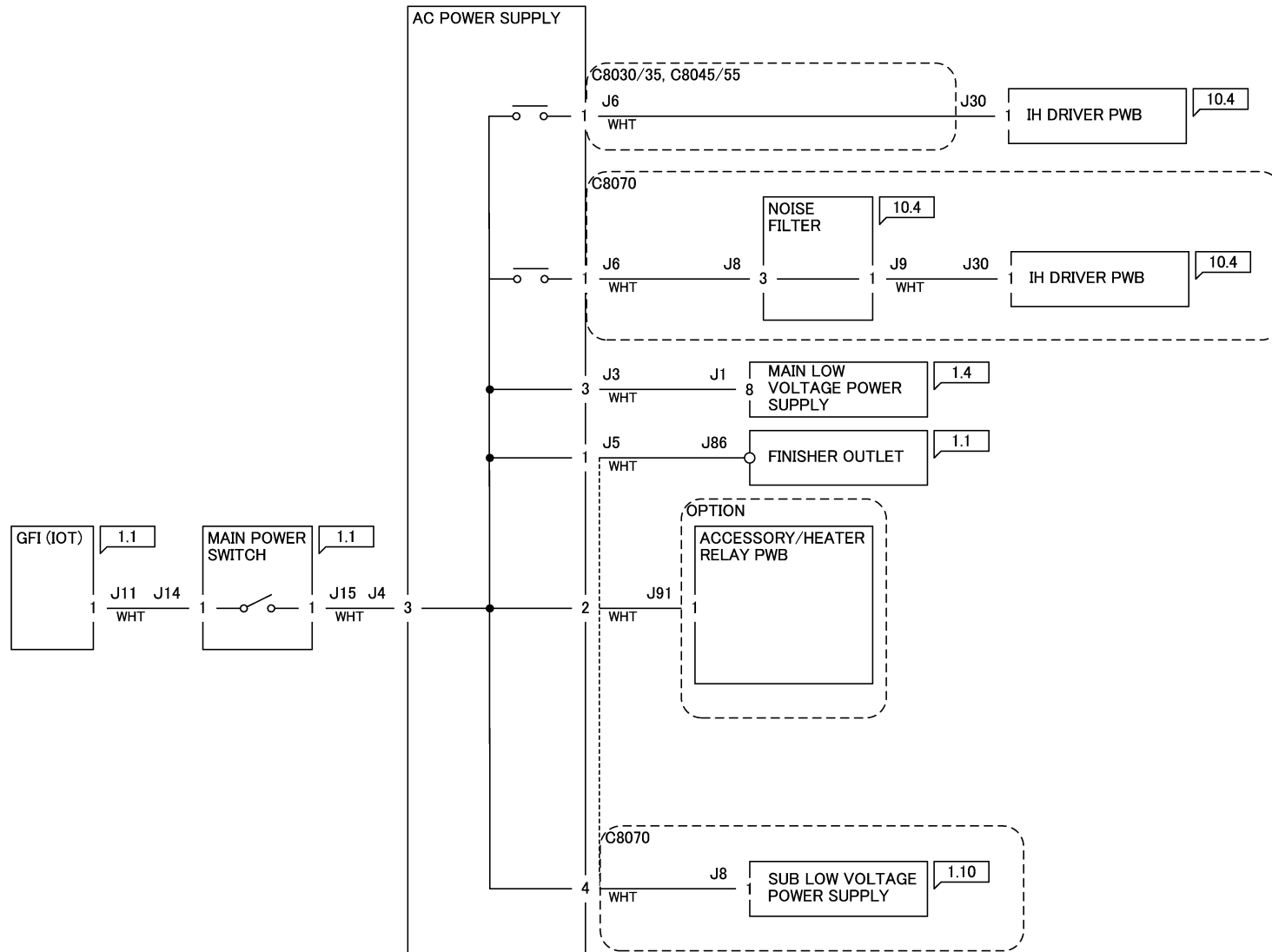


12/19/16 72001_SKY.VSD

Figure 1 ACH

ACN Wirenets

ACN

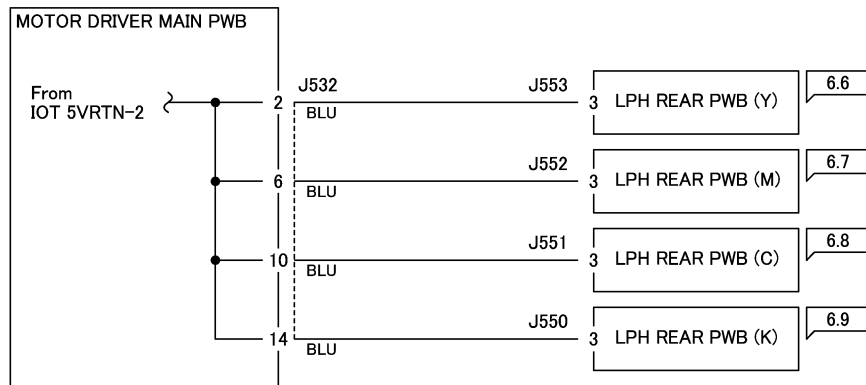


12/19/16 72002_SKY.VSD

Figure 1 ACN Wirenet

1.8 VDC Wirenets

IOT +1.8VDC



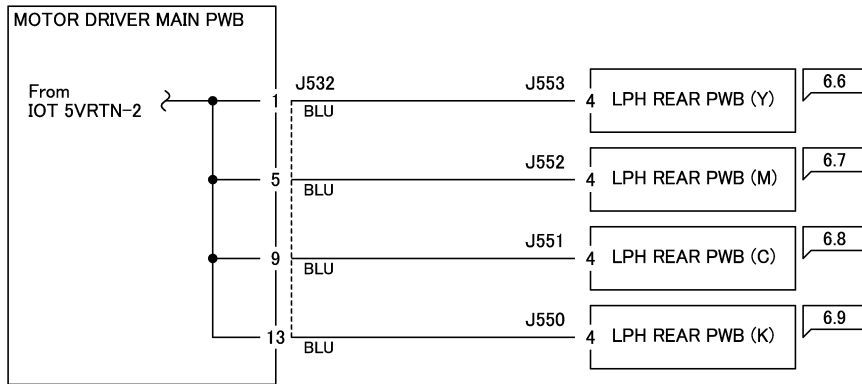
12/19/16

72003_SKY.VSD

Figure 1 +1.8VDC Wirenet

1.8 VRTN Wirenet

IOT 1.8V RTN

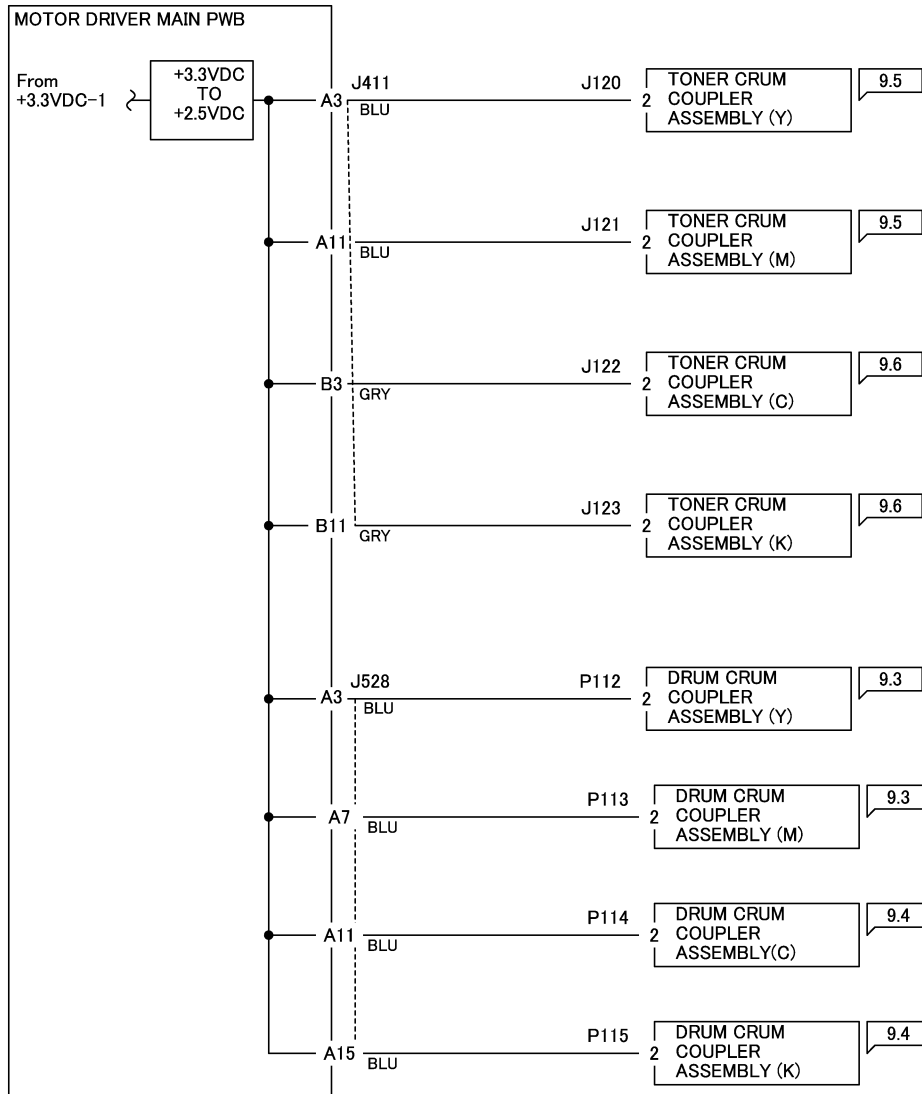


12/19/16 72004_SKY.VSD

Figure 1 1.8VDC RTN Wirenet

+2.5 VDC Wirenet

IOT +2.5VDC

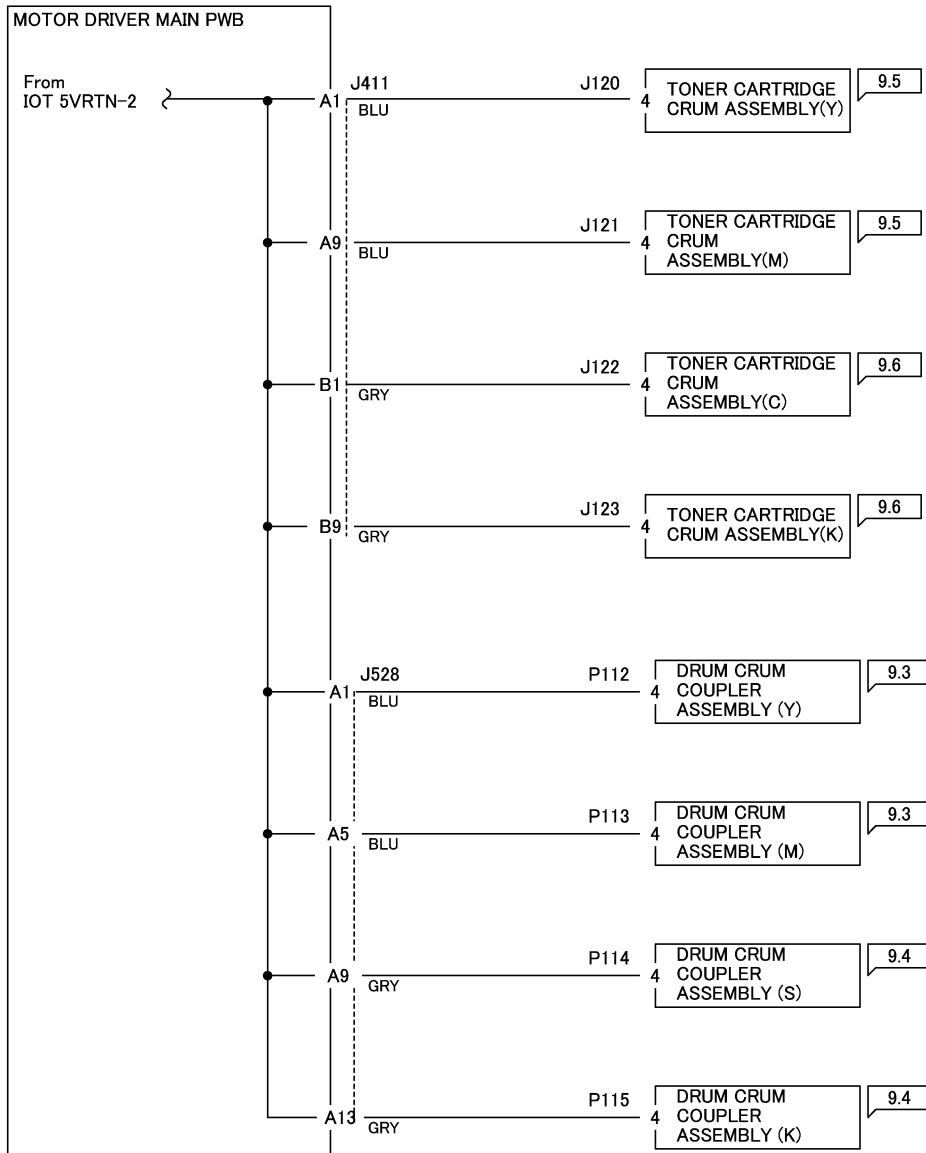


12/19/16 72005_SKY.VSD

Figure 1 +2.5VDC Wirenet

2.5VDC RTN

IOT 2.5V RTN

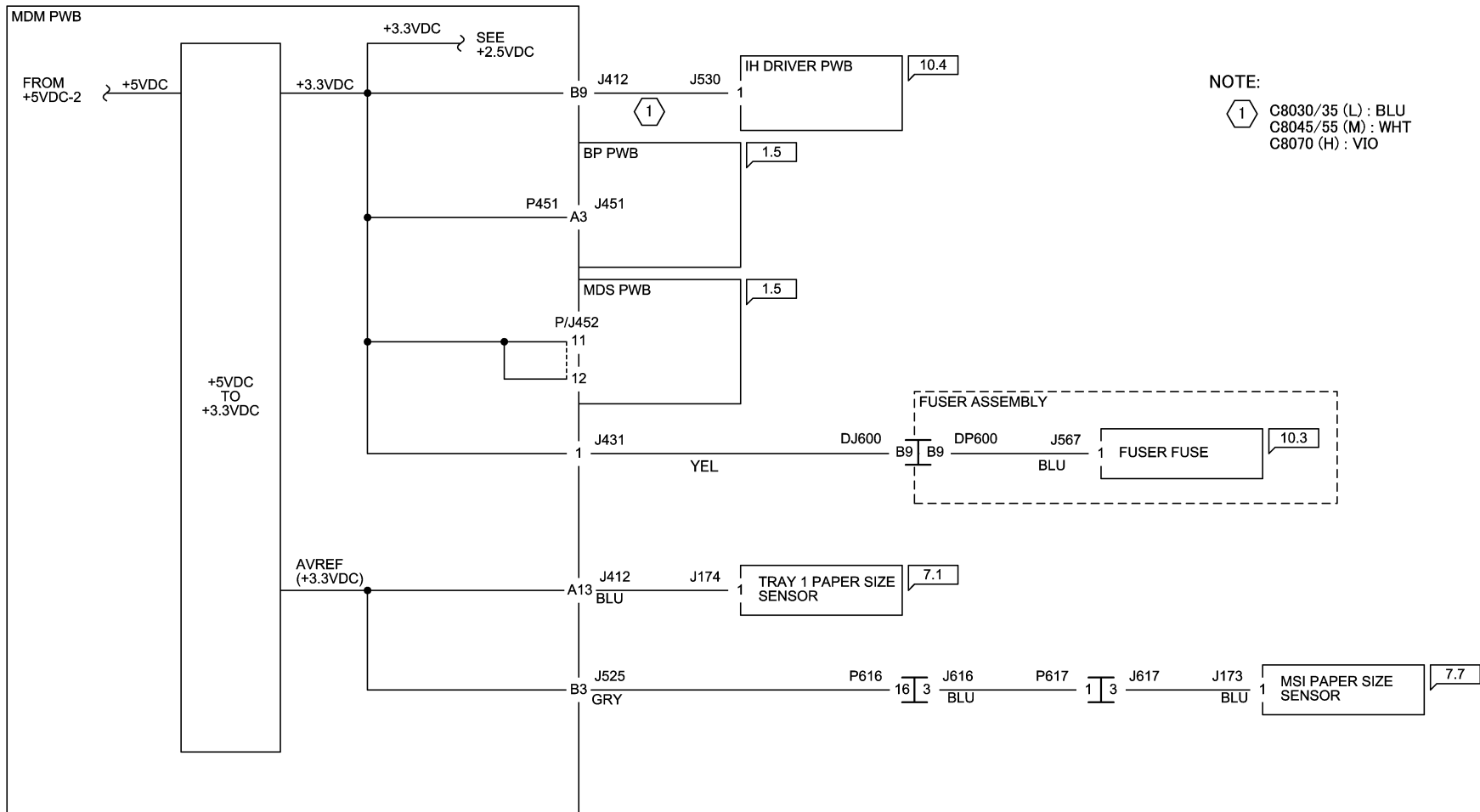


12/19/16 72006_SKY.VSD

Figure 1 2.5VDC RTN Wirenet

+3.3 VDC-1 Wirenet

IOT +3.3VDC-1 / AVREF

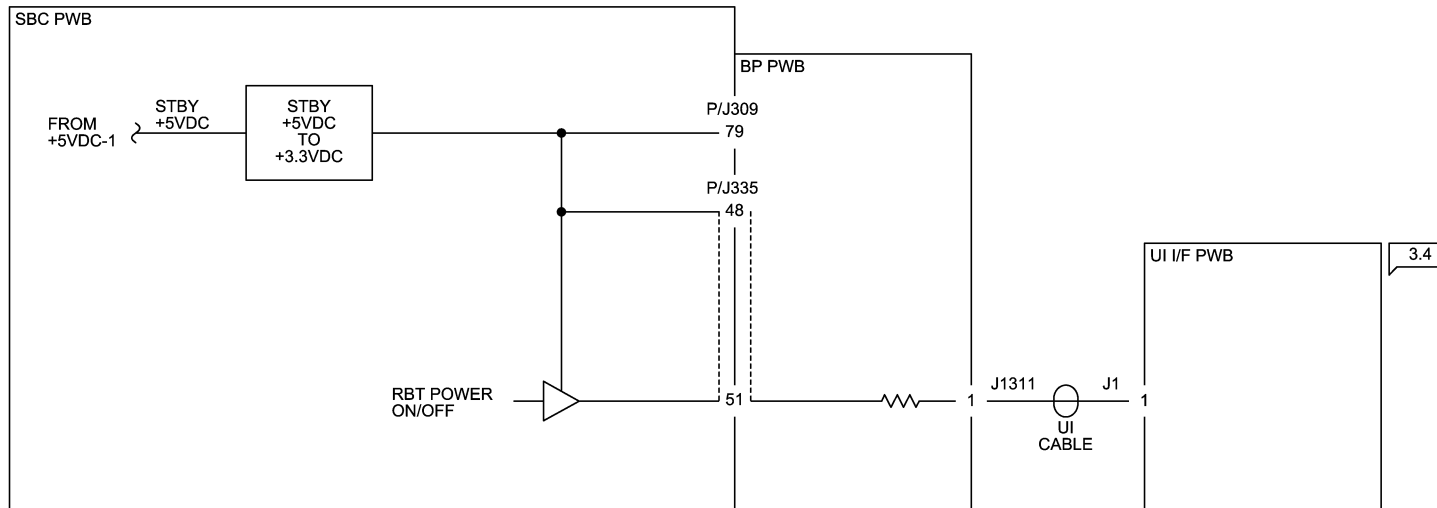


12/19/16 72007_SKY.VSD

Figure 1 +3.3VDC-1 Wirenet

+ 3.3 VDC-2 Wirenet

IOT +3.3VDC-2

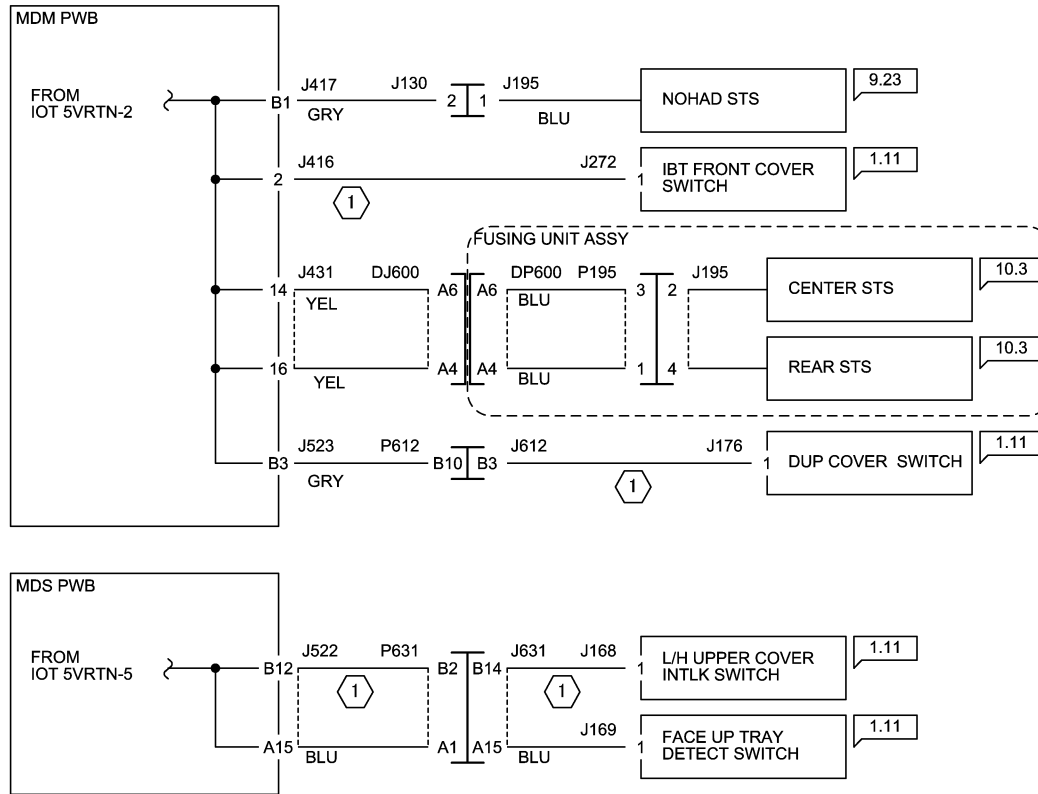


12/19/16 72008_SKY.VSD

Figure 1 +3.3VDC-2 Wirenet

3.3 VDC RTN-1 Wirenet

IOT 3.3VRTN-1



NOTE:

① C8030/35 (L) : BLU
 C8045/55 (M) : WHT
 C8070 (H) : VIO

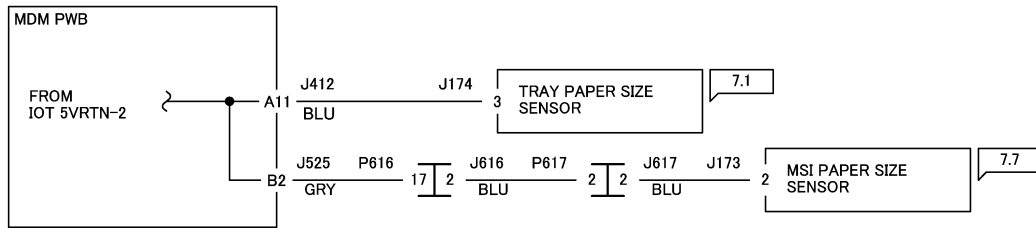
12/19/16

72009_SKY.VSD

Figure 1 3.3VDC-1 RTN Wirenet

3.3 VDC RTN-2 Wirenet

IOT 3.3VRTN-2

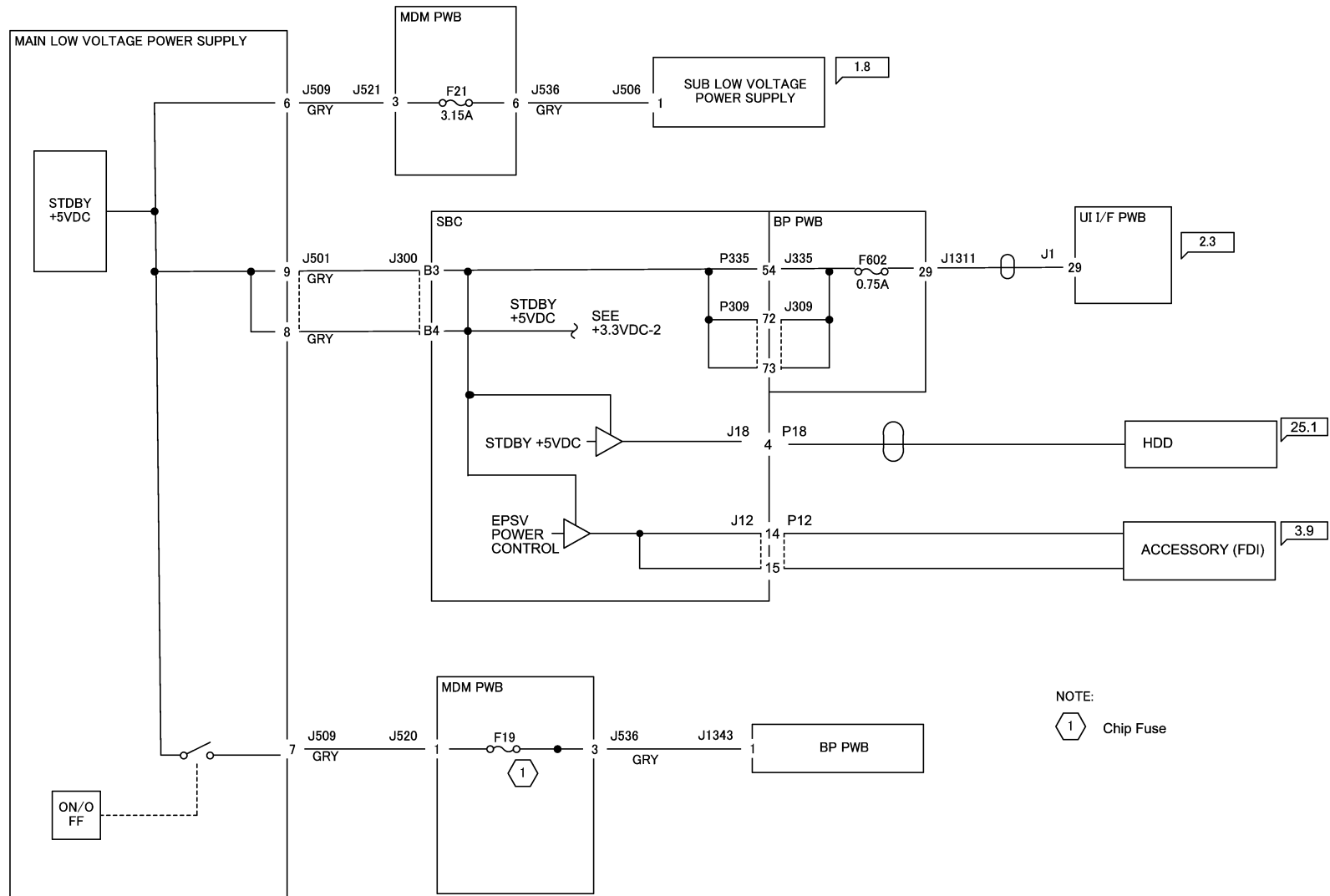


12/19/16 72010_SKY.VSD

Figure 1 3.3 VDC RTN-2 Wirenet

+5VDC-1 Wirenet

IOT +5VDC-1

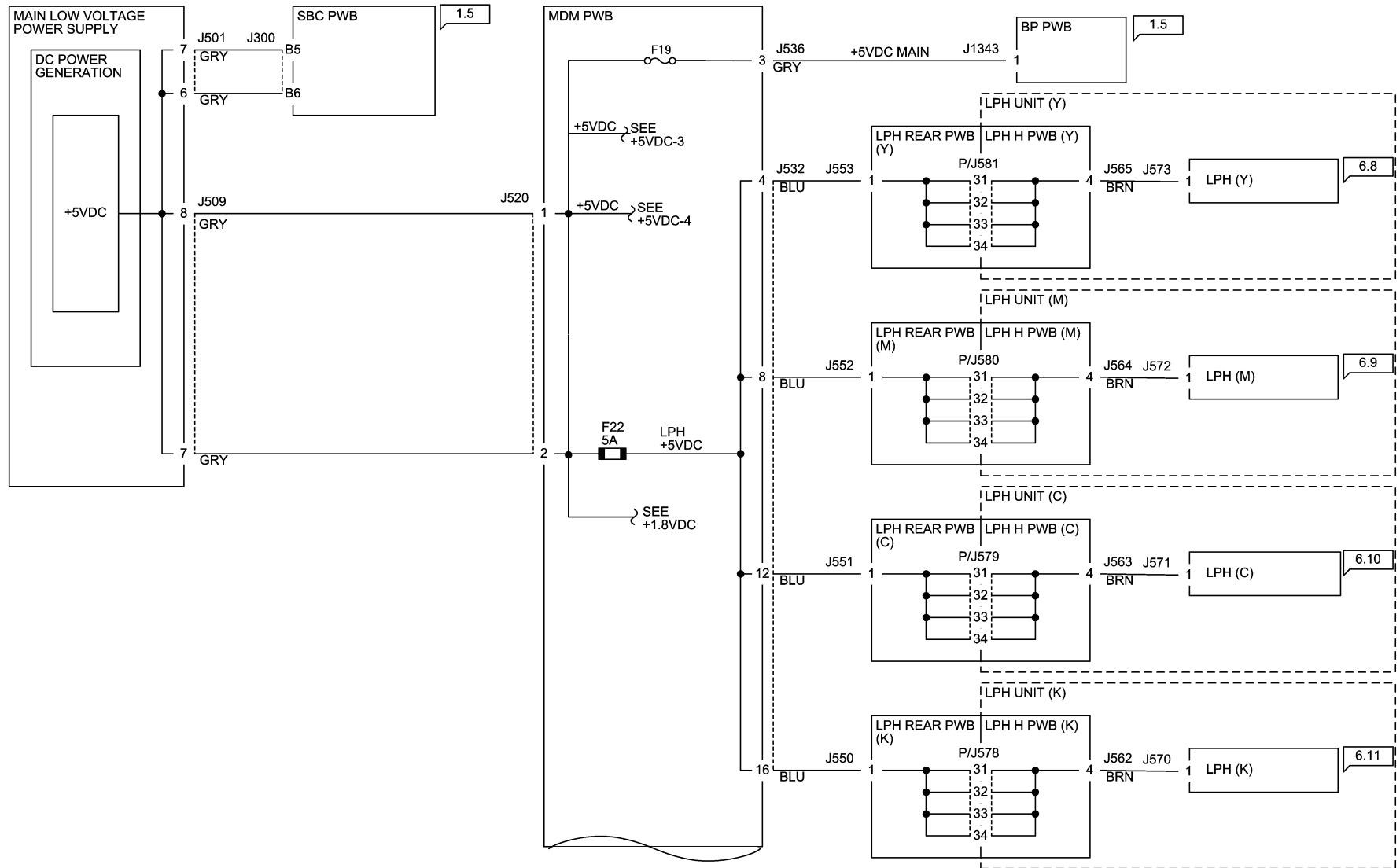


12/19/16 72011_SKY.VSD

Figure 1 +5VDC-1 Wirenet

+5VDC-2 Wirenet

IOT +5VDC-2

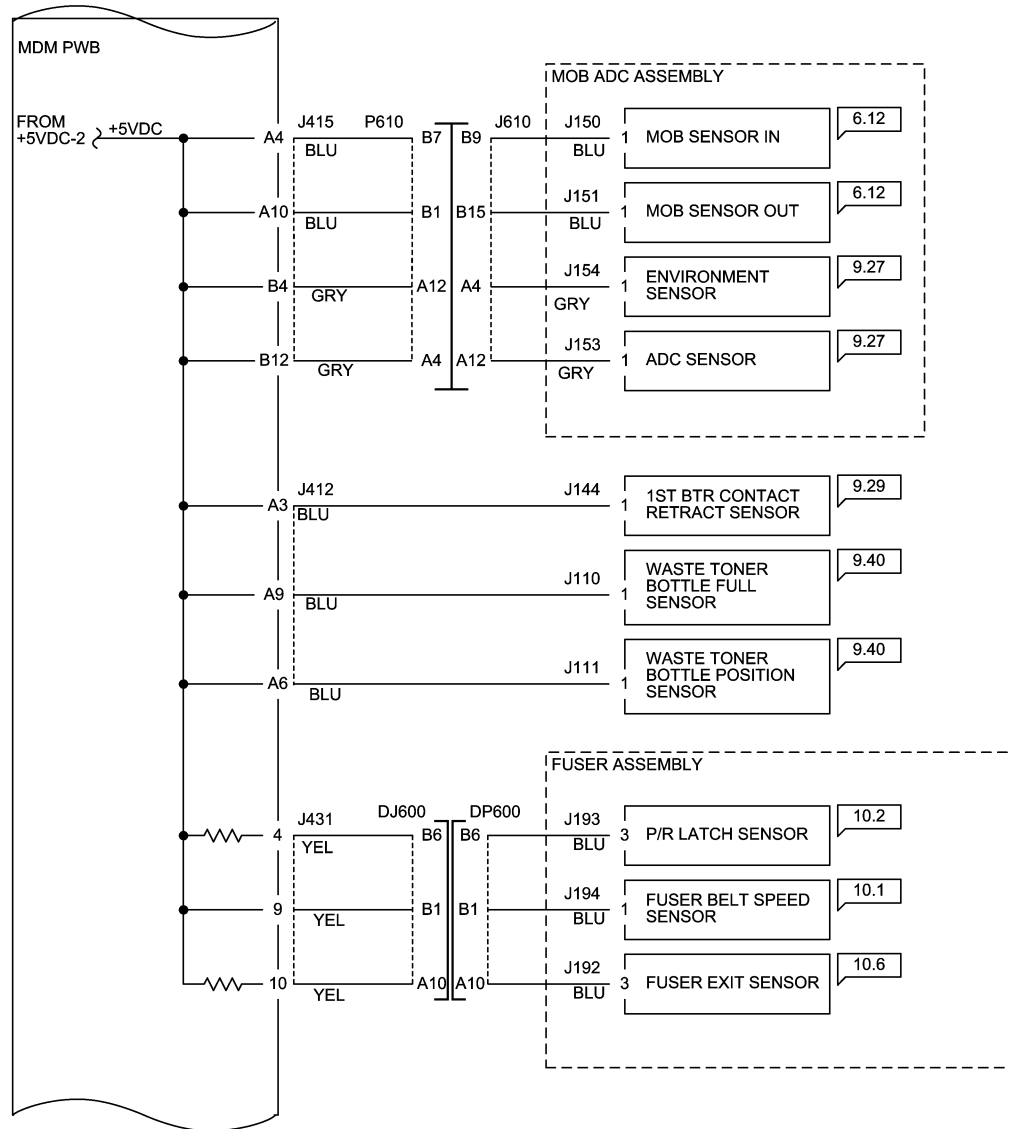


12/19/16 72012_SKY.VSD

Figure 1 +5VDC-2 Wirenet

+5VDC-3 Wirenet

IOT +5VDC-3

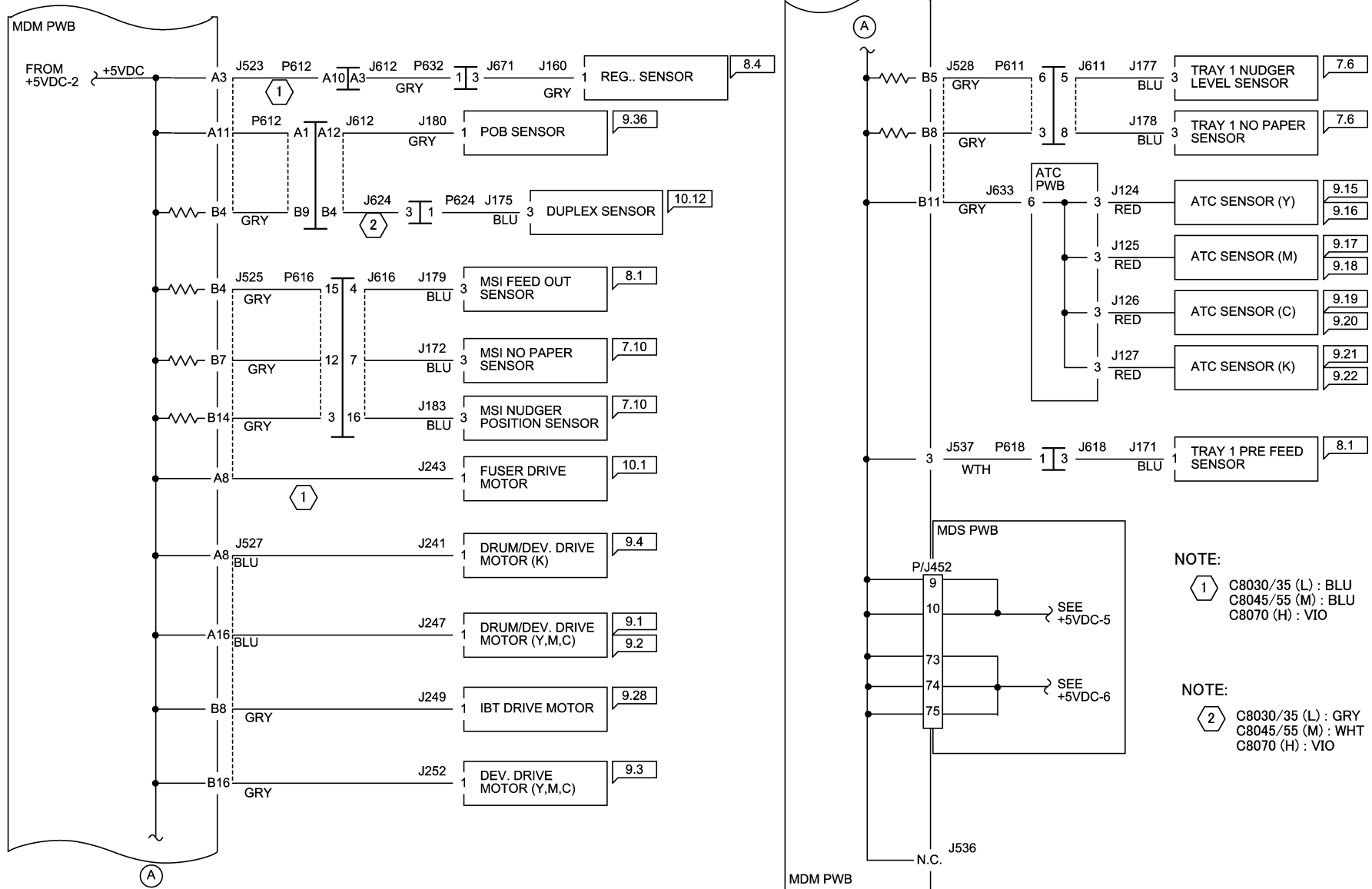


12/19/16 72013_SKY.VSD

Figure 1 +5VDC-3 Wirenet

+5VDC-4 Wirenet

IOT +5VDC-4

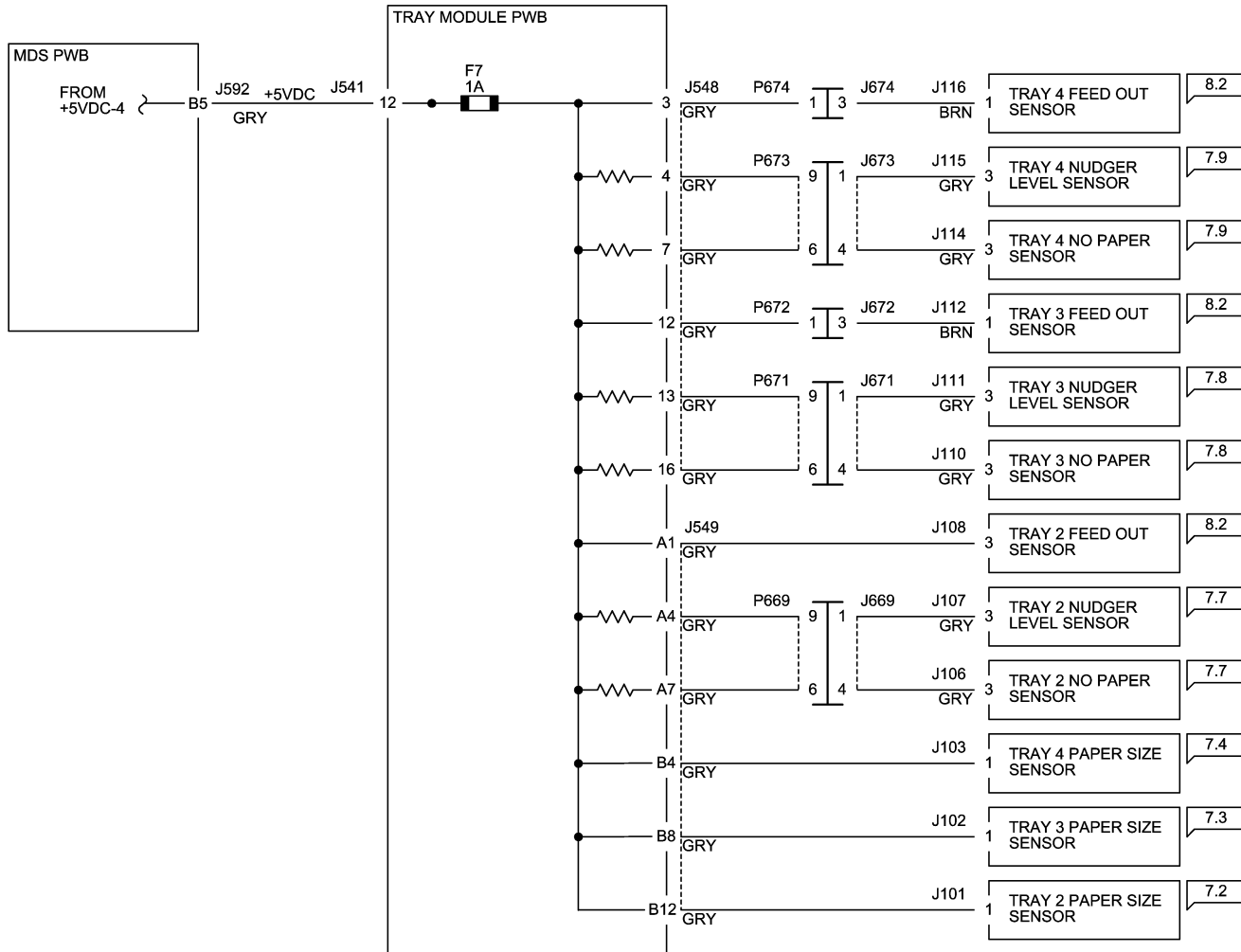


12/19/16 72014_SKY.VSD

Figure 1 +5VDC-4 Wirenet

+5VDC-5 Wirenet

IOT +5VDC-5

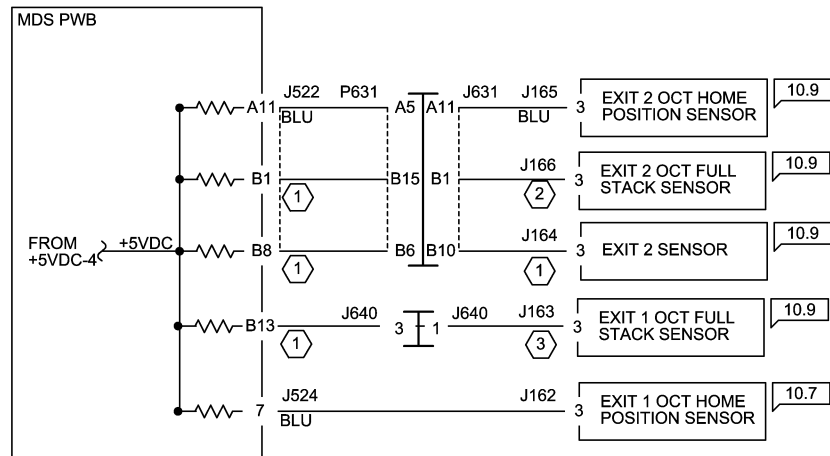


12/19/16 72015_SKY.VSD

Figure 1 +5VDC-5 Wirenet

+5VDC-6 Wirenet

IOT +5VDC-6



NOTE:

① C8030/35 (L) : GRY
 C8045/55 (M) : WHT
 C8070 (H) : VIO

③ C8030/35 (L) : GRY
 C8045/55 (M) : BLU
 C8070 (H) : BLU

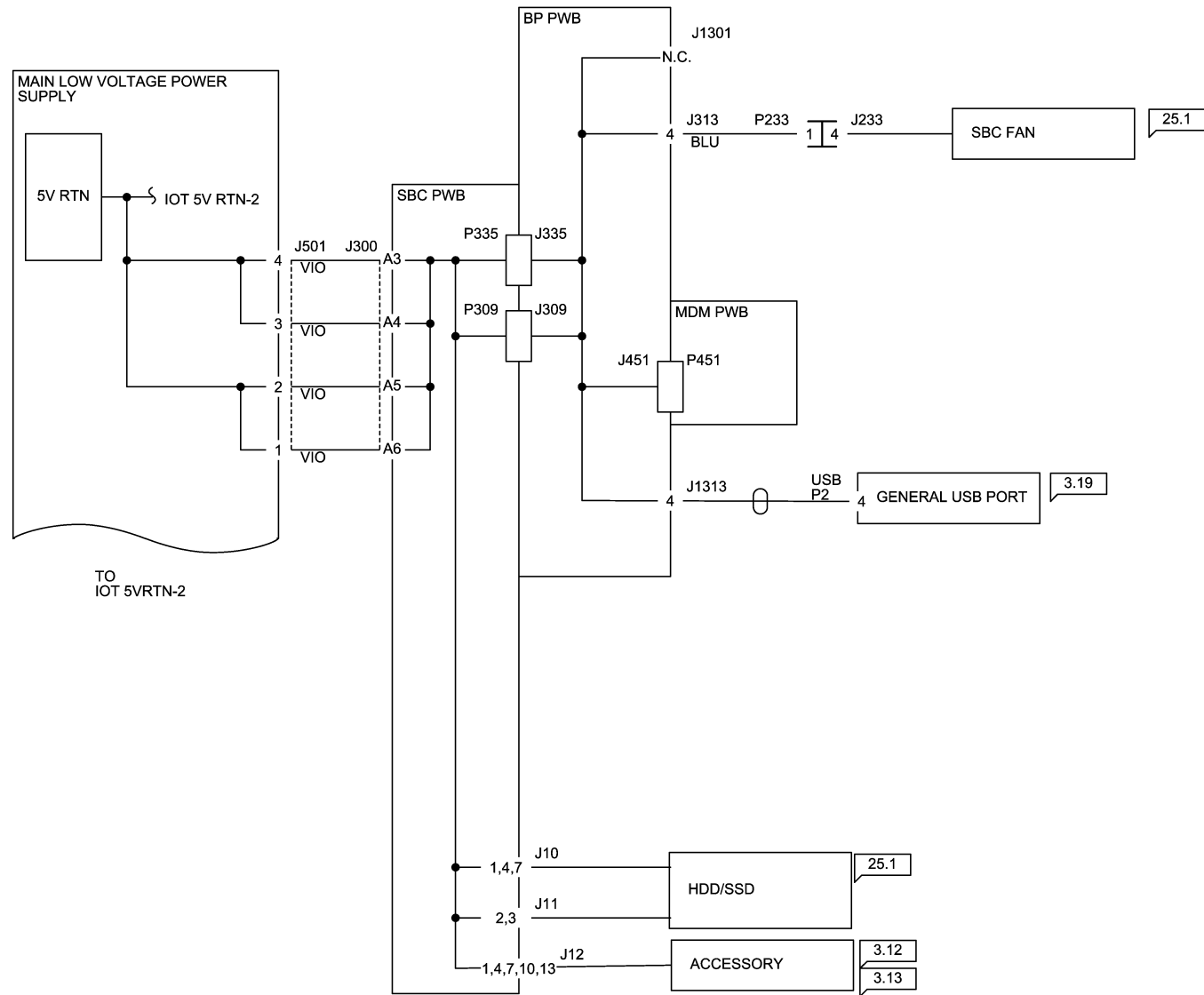
② C8030/35 (L) : GRY
 C8045/55 (M) : WHT
 C8070 (H) : WHT

12/19/16 72016_SKY.VSD

Figure 1 +5VDC-6 Wirenet

5VDC RTN-1 Wirenet

IOT 5VRTN-1



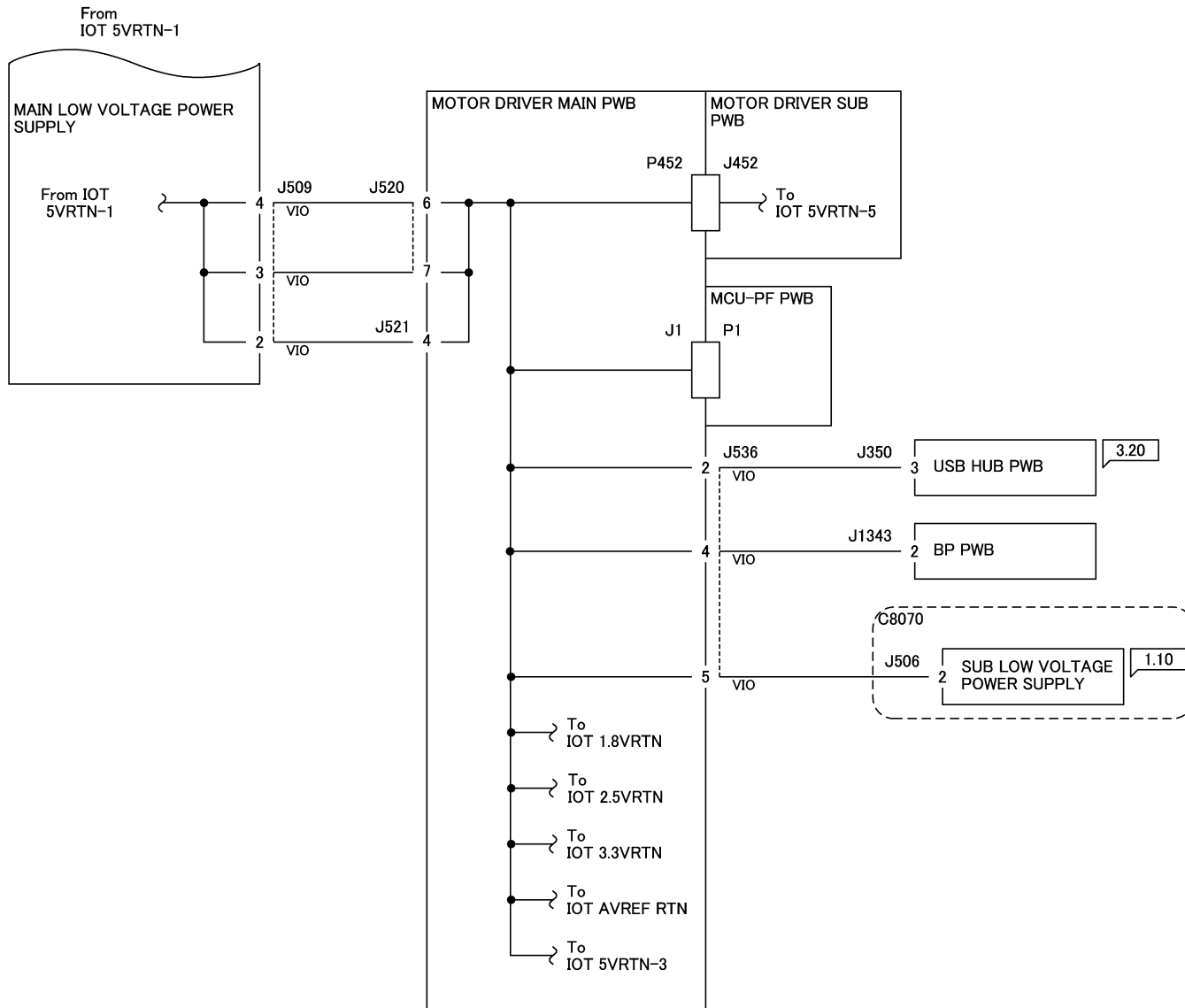
12/19/16

72017_SKY.VSD

Figure 1 5VDC RTN-1 Wirenet

5VDC RTN-2 Wirenet

IOT 5VRTN-2



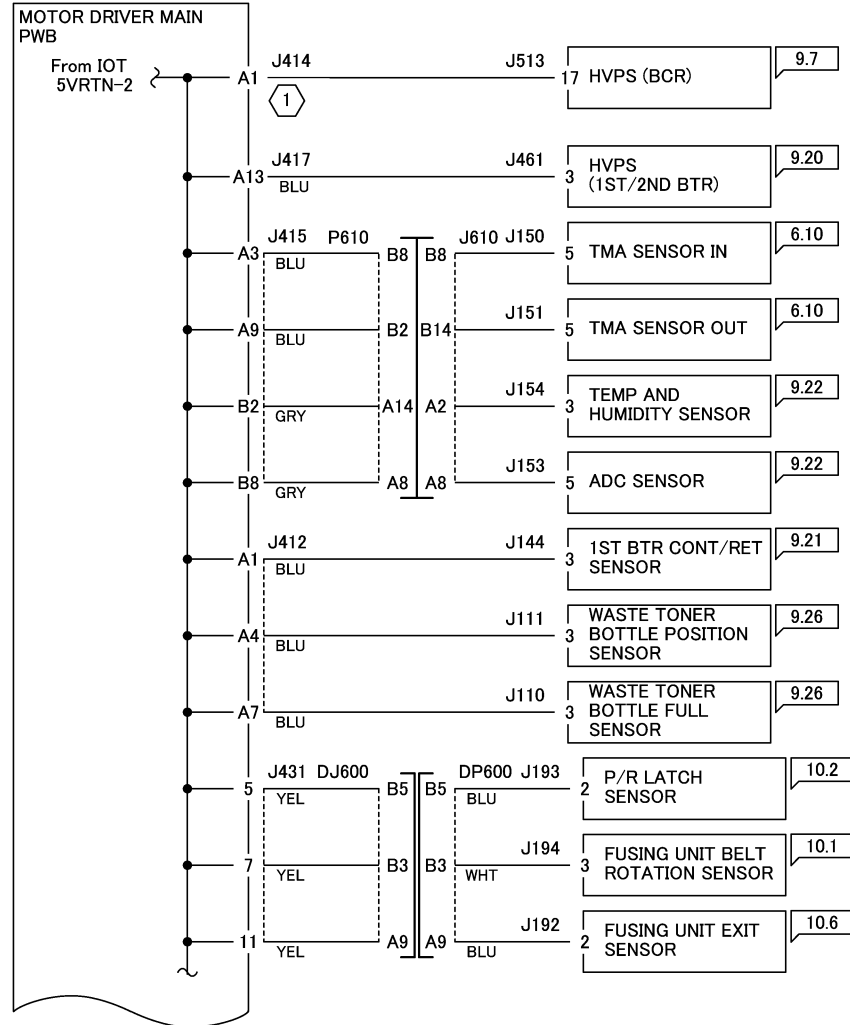
12/19/16

72018_SKY.VSD

Figure 1 5VDC RTN-2 Wirenet

5VDC RTN-3 Wirenet

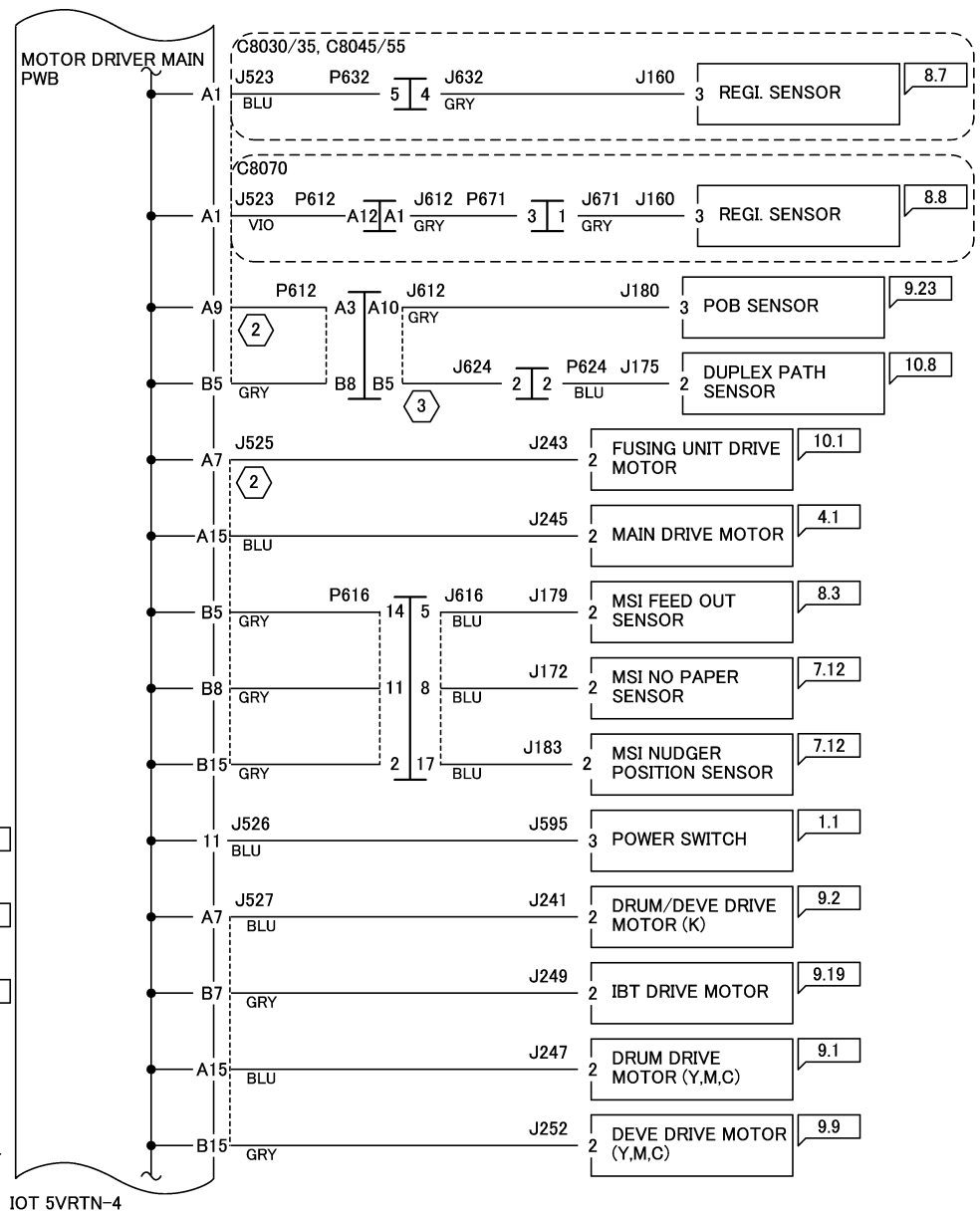
IOT 5VRTN-3



NOTE: ① C8030/35 : BLU
C8045/55 : WHT
C8070 : VIO

② C8030/35 : BLU
C8045/55 : BLU
C8070 : VIO

③ C8030/35 : GRY
C8045/55 : WHT
C8070 : VIO



IOT 5VRTN-4

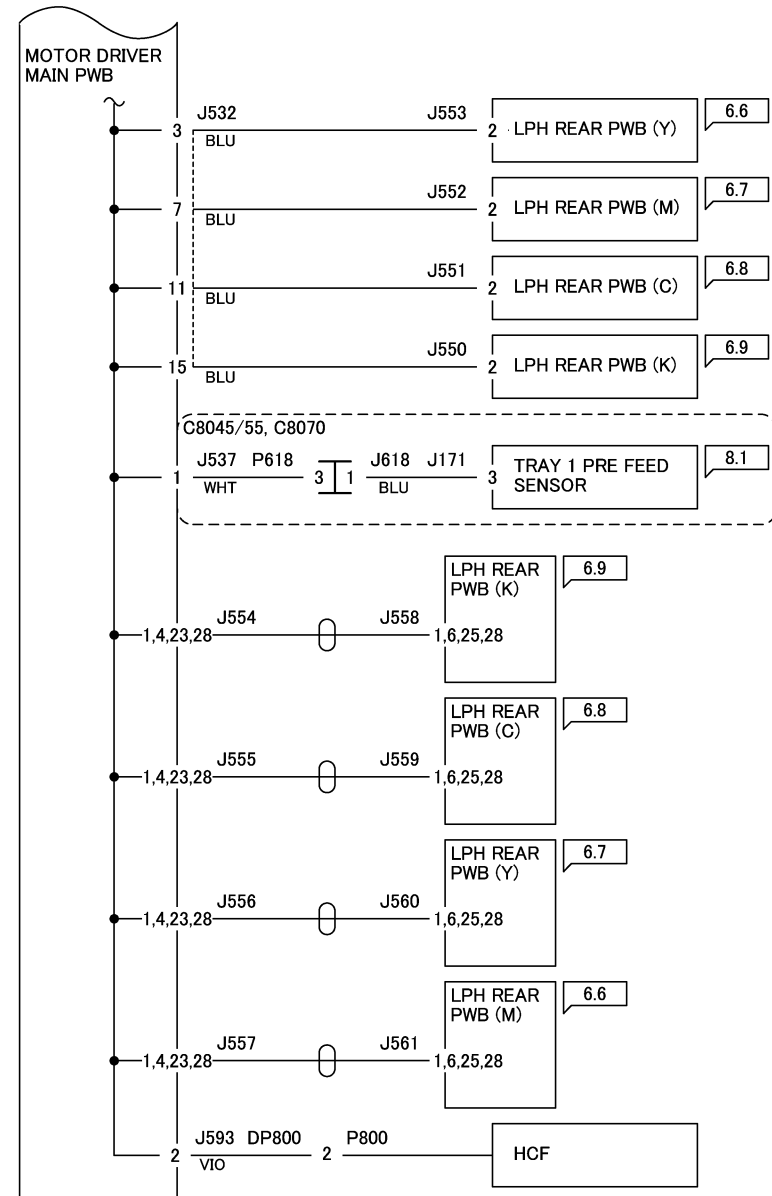
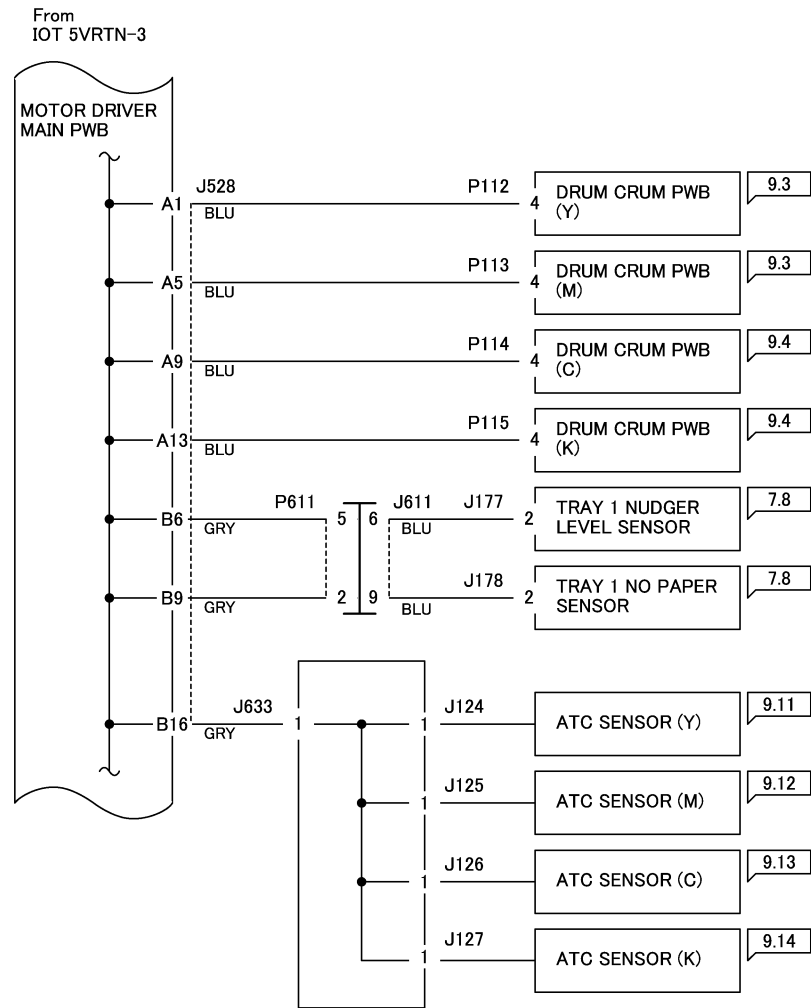
12/19/16

72019_SKY.VSD

Figure 1 5VDC RTN-3 Wirenet

5VDC RTN-4 Wirenet

IOT 5VRTN-4



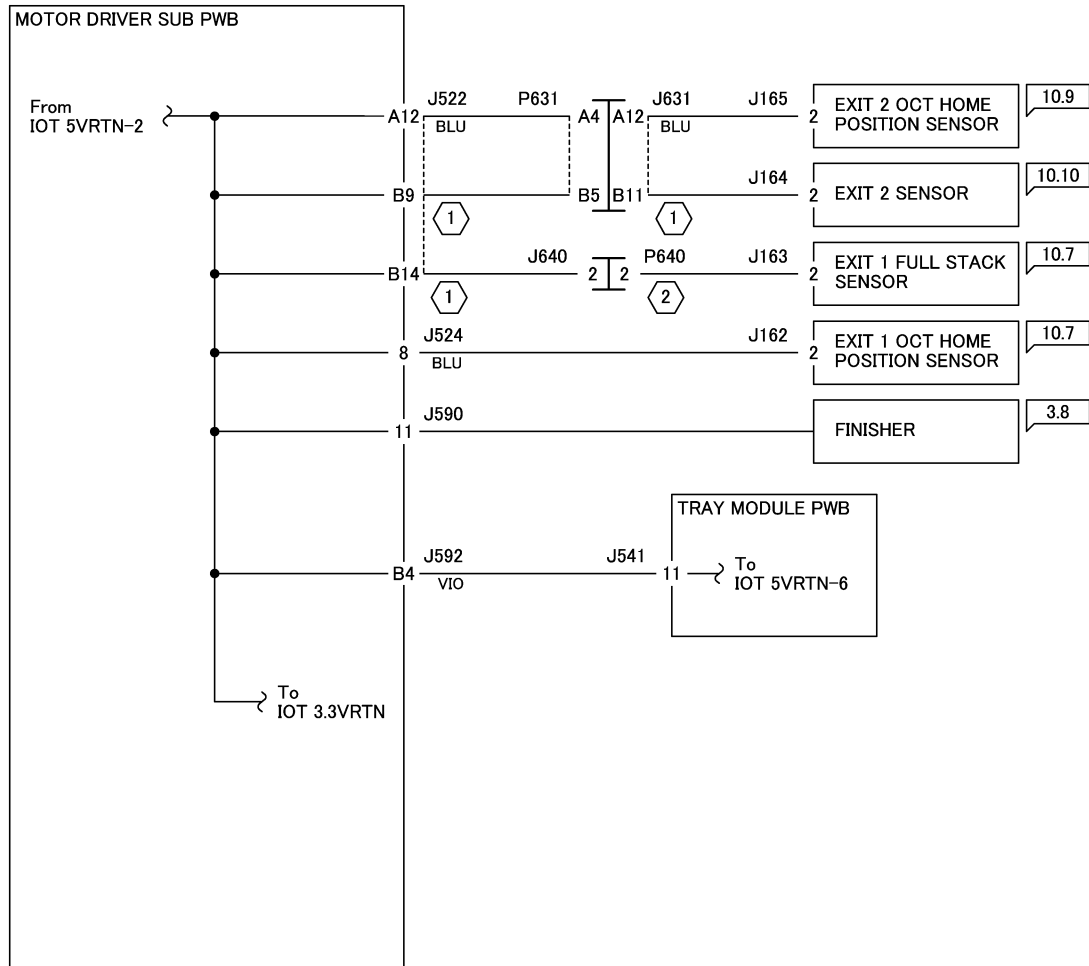
12/19/16

72020_SKY.VSD

Figure 1 5VDC RTN-4 Wirenet

5VDC RTN-5 Wirenet

IOT 5VRTN-5



NOTE:

- ① C8030/35 : GRY
C8045/55 : WHT
C8070 : VIO
- ② C8030/35 : GRY
C8045/55 : BLU
C8070 : BLU

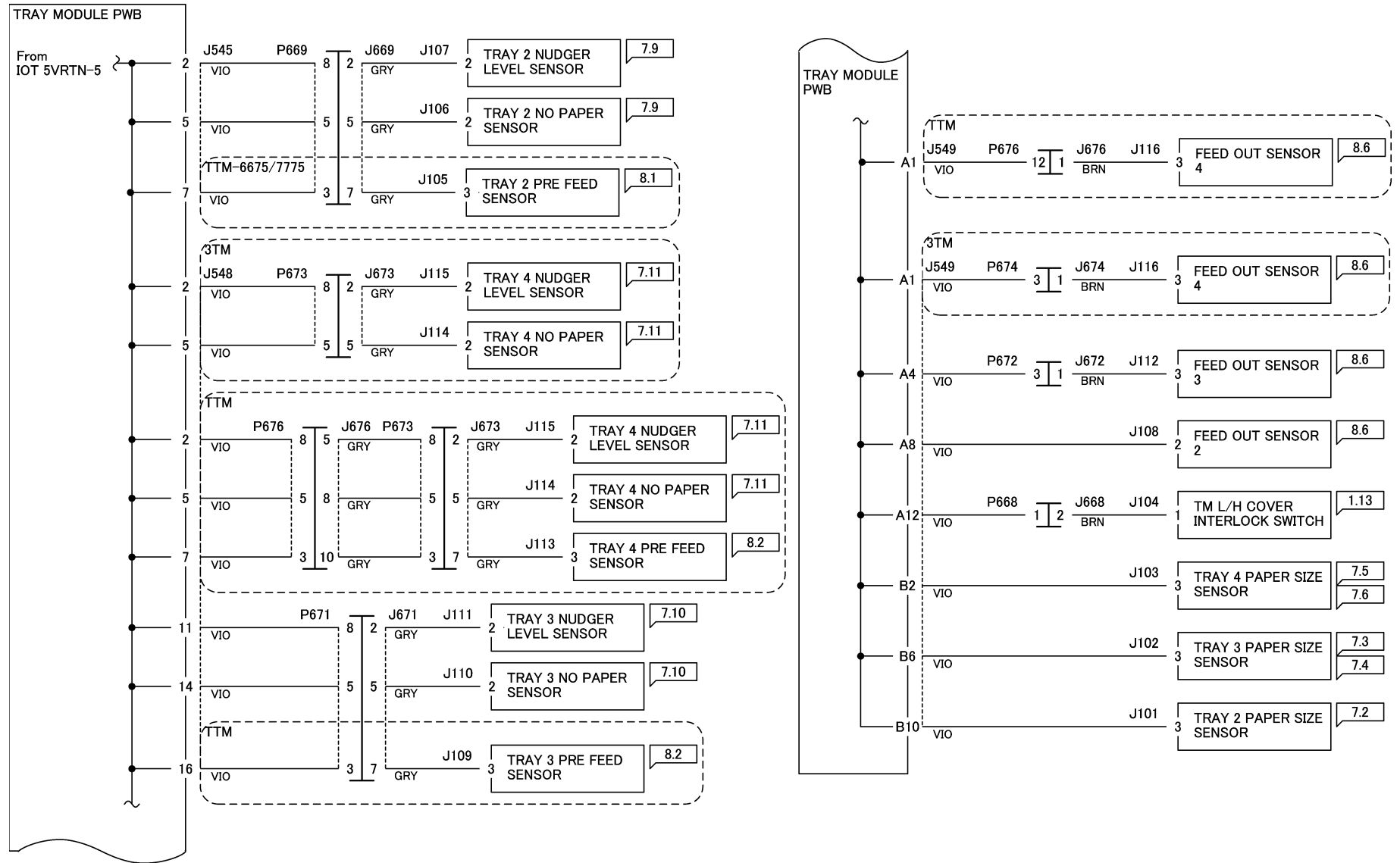
12/19/16

72021_SKY.VSD

Figure 1 5VDC RTN-5 Wirenet

5VDC RTN-6 Wirenet

IOT 5VRTN-6



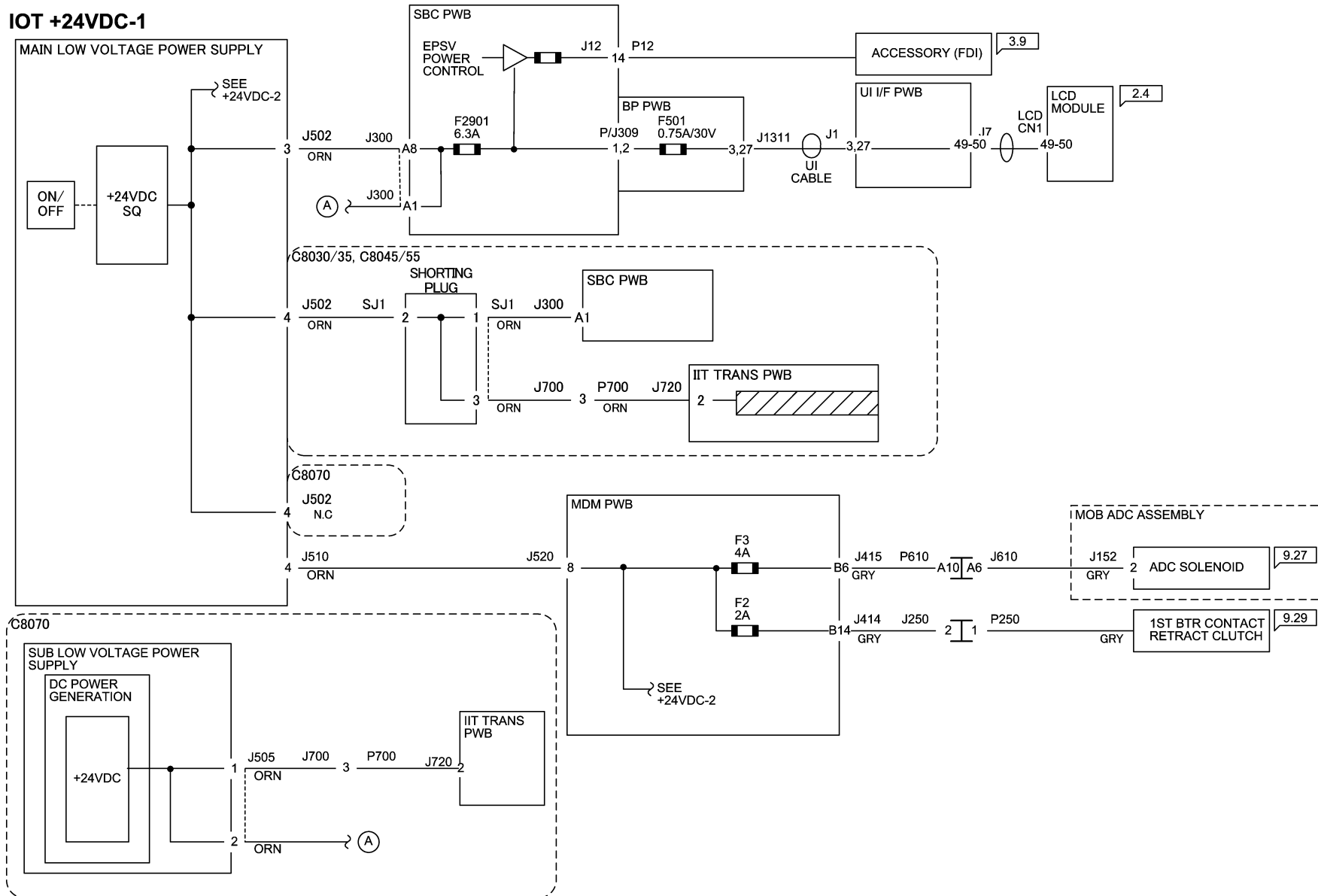
12/19/16

72022.SKY.VSD

Figure 1 5VDC RTN-6 Wirenet

+24VDC-1 Wirenet

IOT +24VDC-1



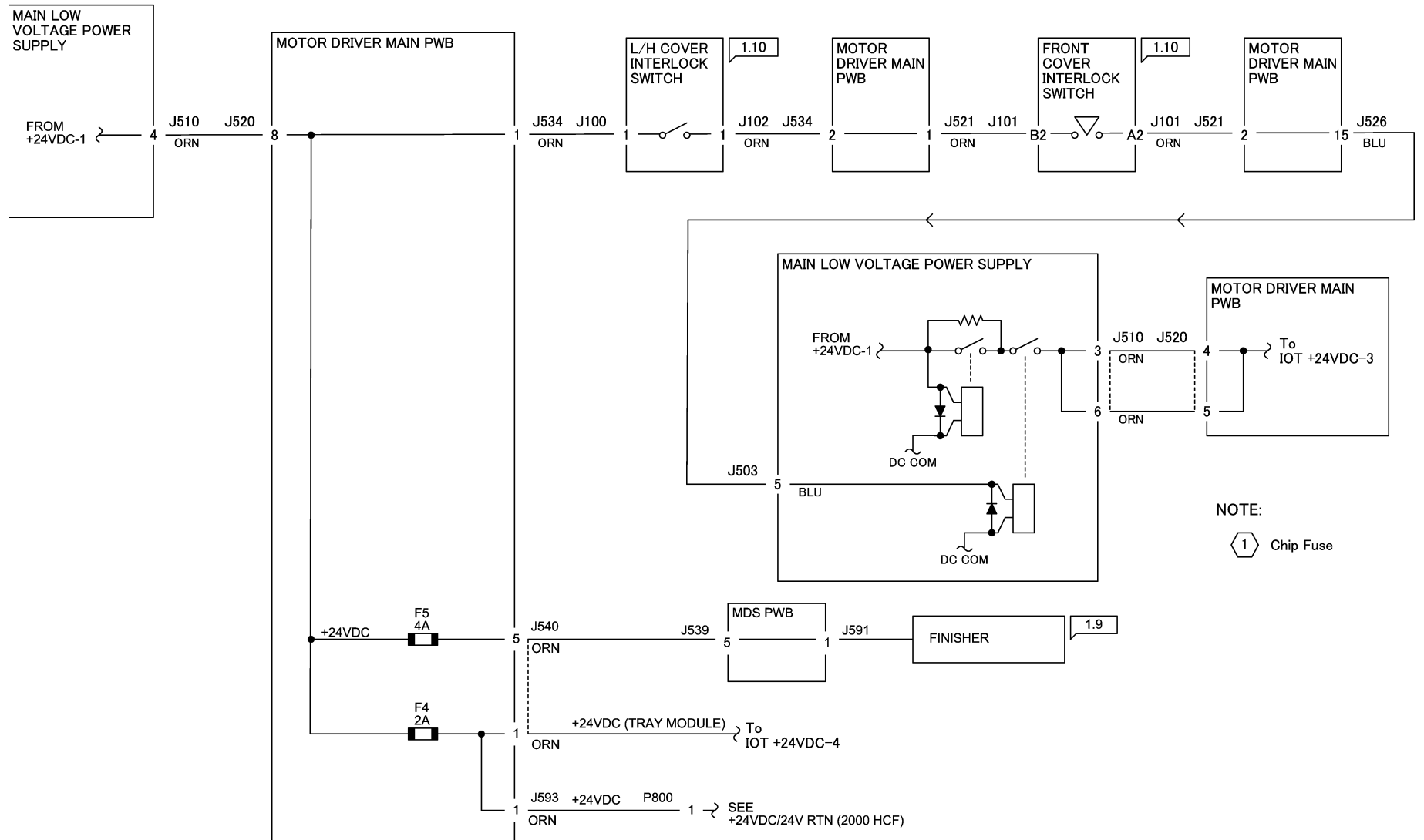
12/19/16

72023_SKY.VSD

Figure 1 +24VDC-1 Wirenet

+24VDC-2 Wirenet

IOT +24VDC-2



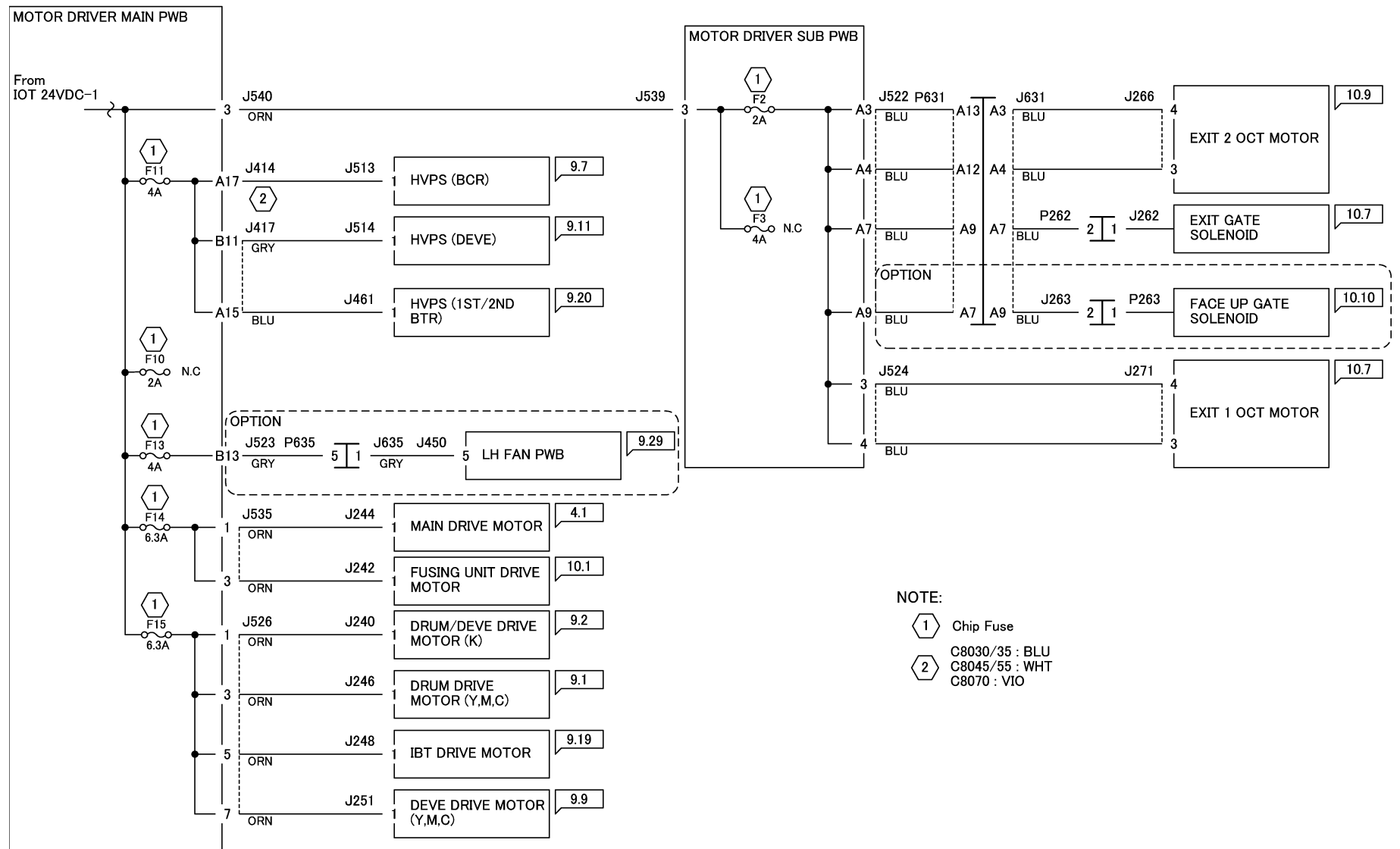
12/19/16

72024_SKY.VSD

Figure 1 +24VDC-2 Wirenet

+24VDC-3 Wirenet

IOT +24VDC-3

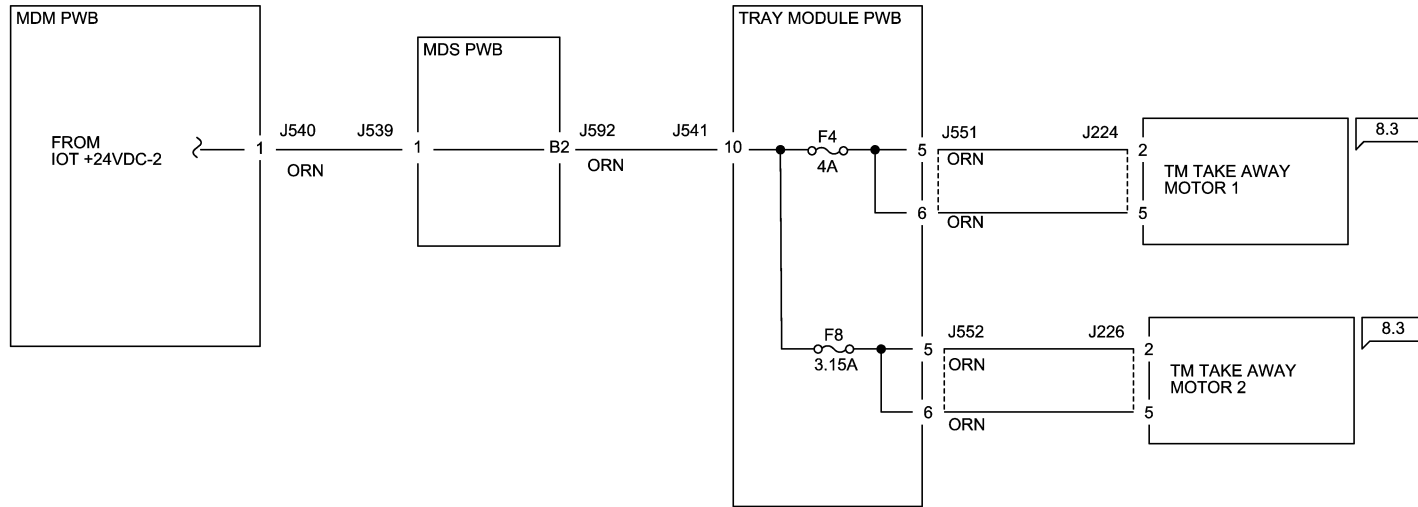


12/19/16 72025_SKY.VSD

Figure 1 +24VDC-3 Wirenet

+24VDC-4 Wirenet

IOT +24VDC-4



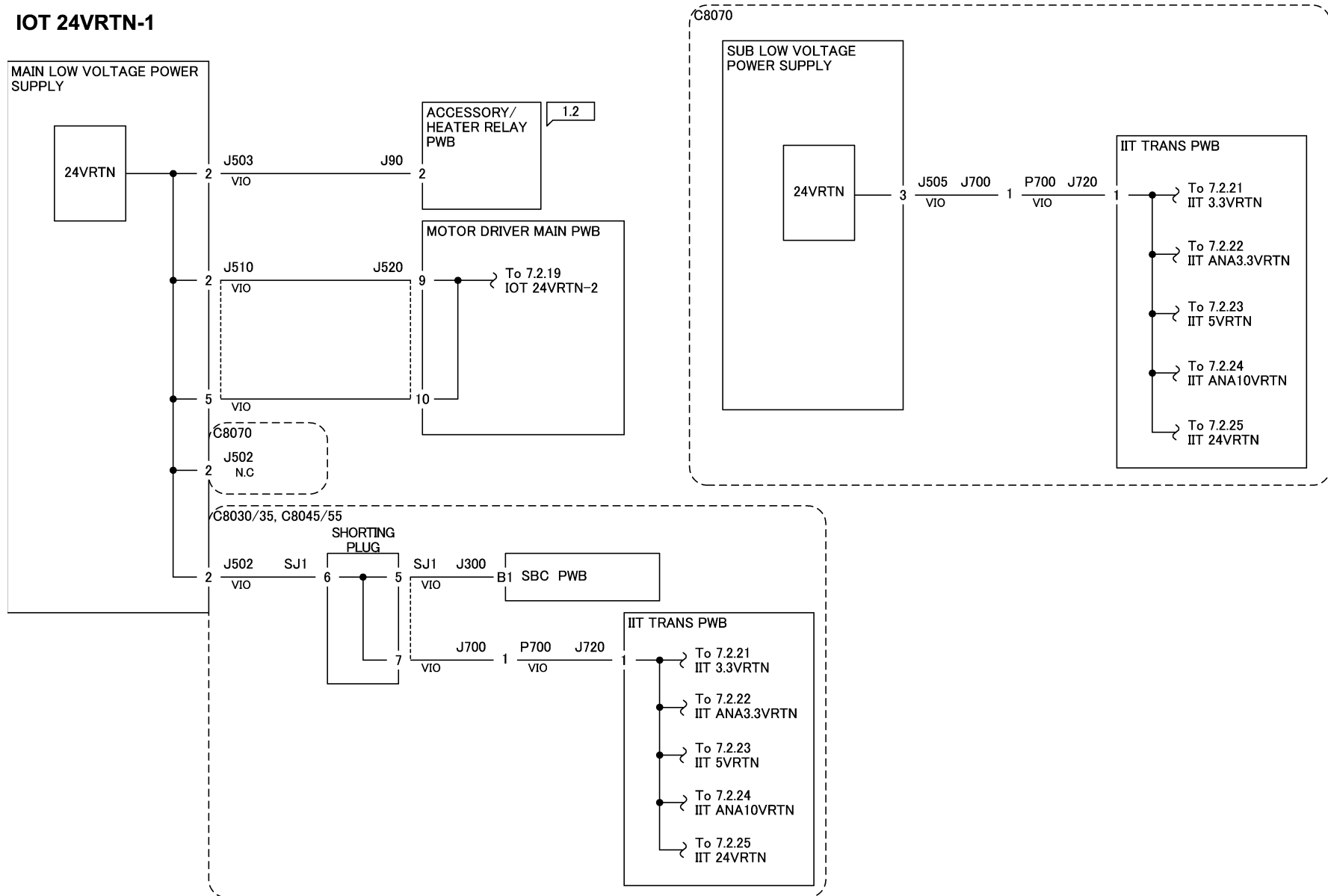
12/19/16

72026_SKY.VSD

Figure 1 +24VDC-4 Wirenet

24VDC RTN-1 Wirenet

IOT 24VRTN-1



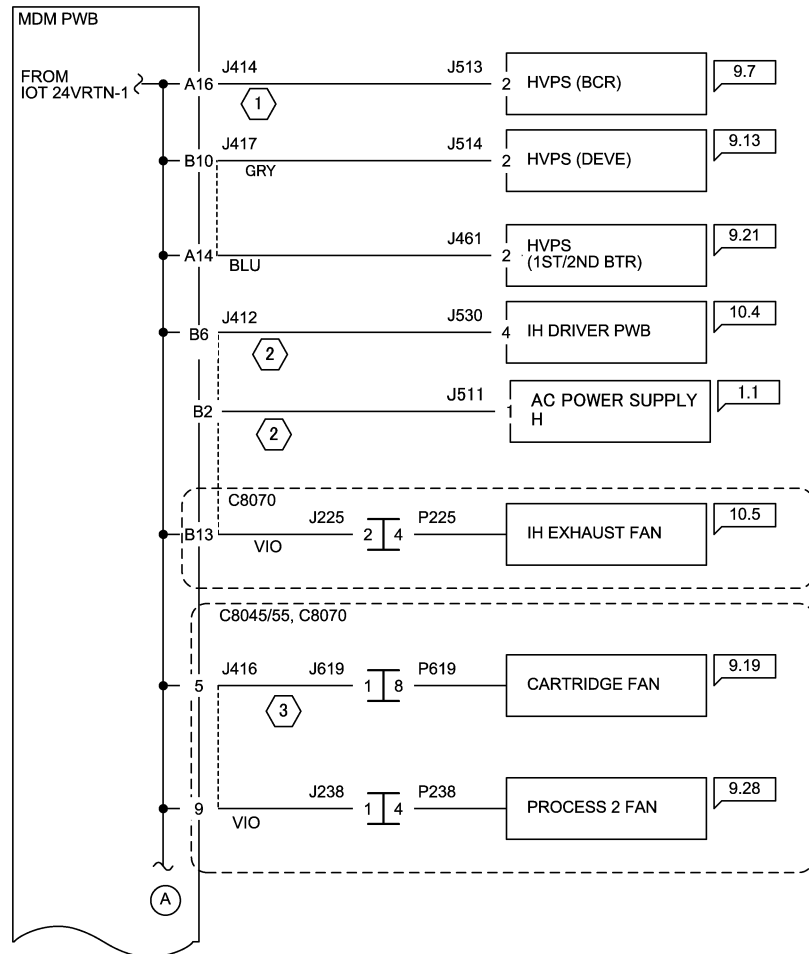
12/19/16

72027_SKY.VSD

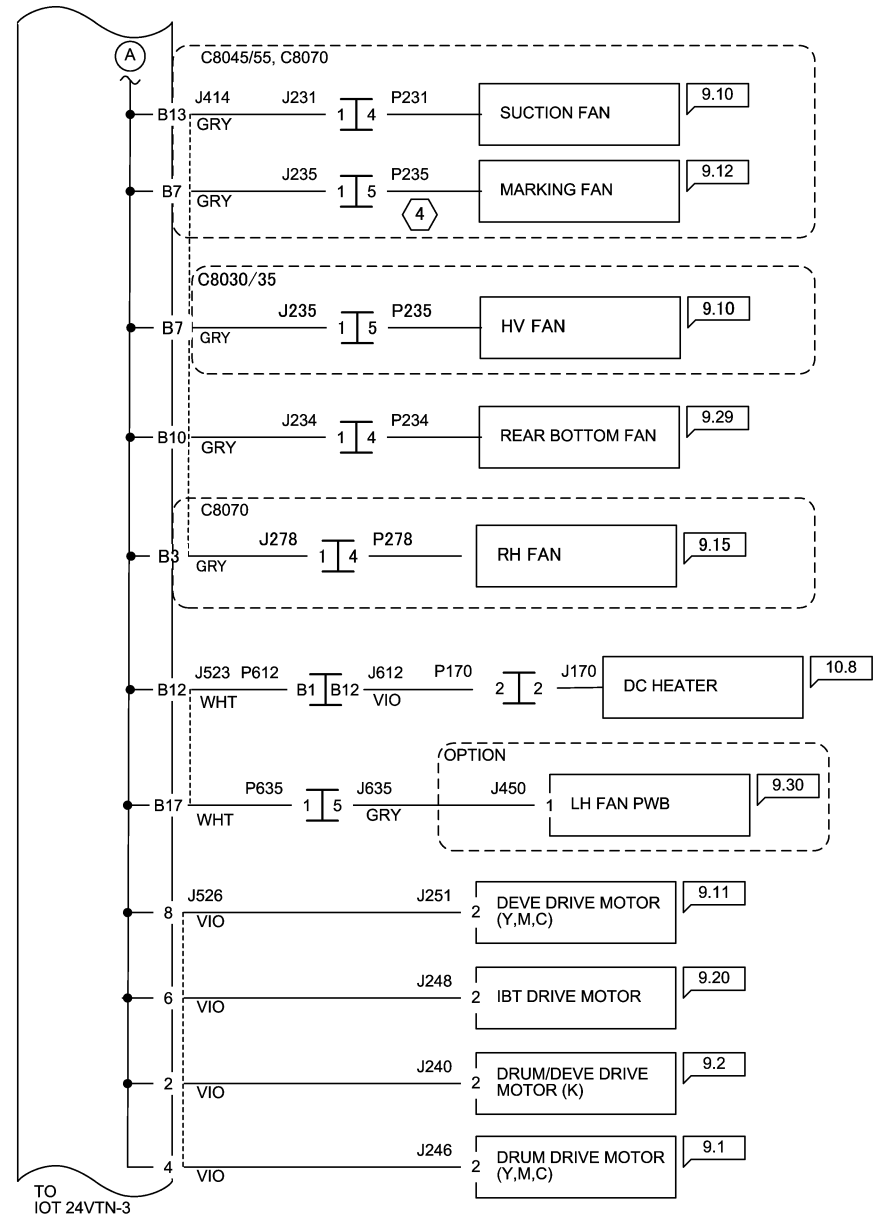
Figure 1 24VDC RTN-1 Wirenet

24VDC RTN-2 Wirenet

IOT 24VRTN-2



- NOT
- 1 C8030/35 : BLU
C8045/55 : WHT
C8070 : VIO
 - 2 C8030/35 : GRY
C8045/55 : GRY
C8070 : VIO
 - 3 C8045/55 : WHT
C8070 : VIO
 - 4 C8070 : Pin 2/4



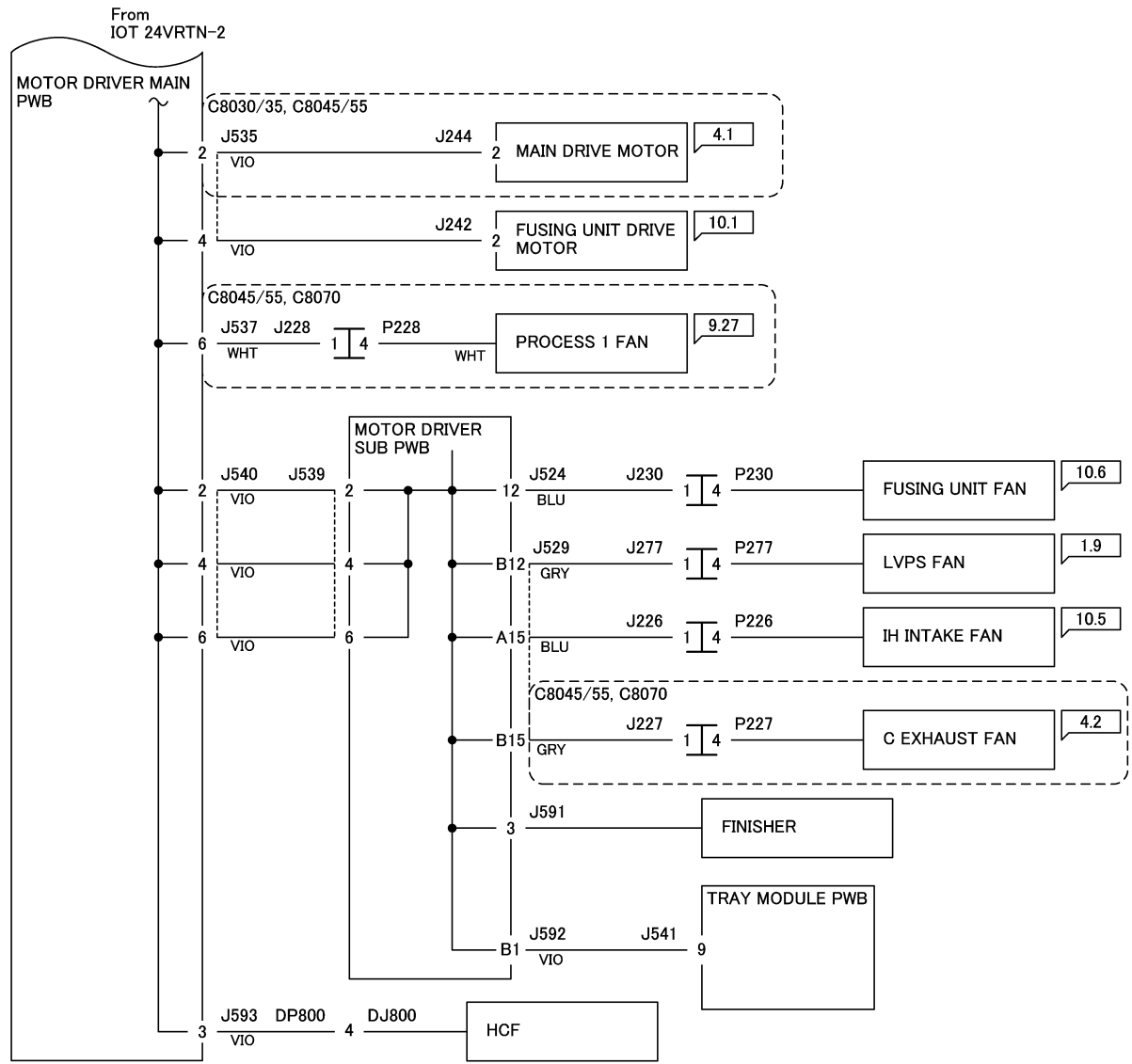
12/19/16

72028_SKY.VSD

Figure 1 24VDC RTN-2 Wirenet

24VDC RTN-3 Wirenet

7.2.20 IOT 24VRTN-3

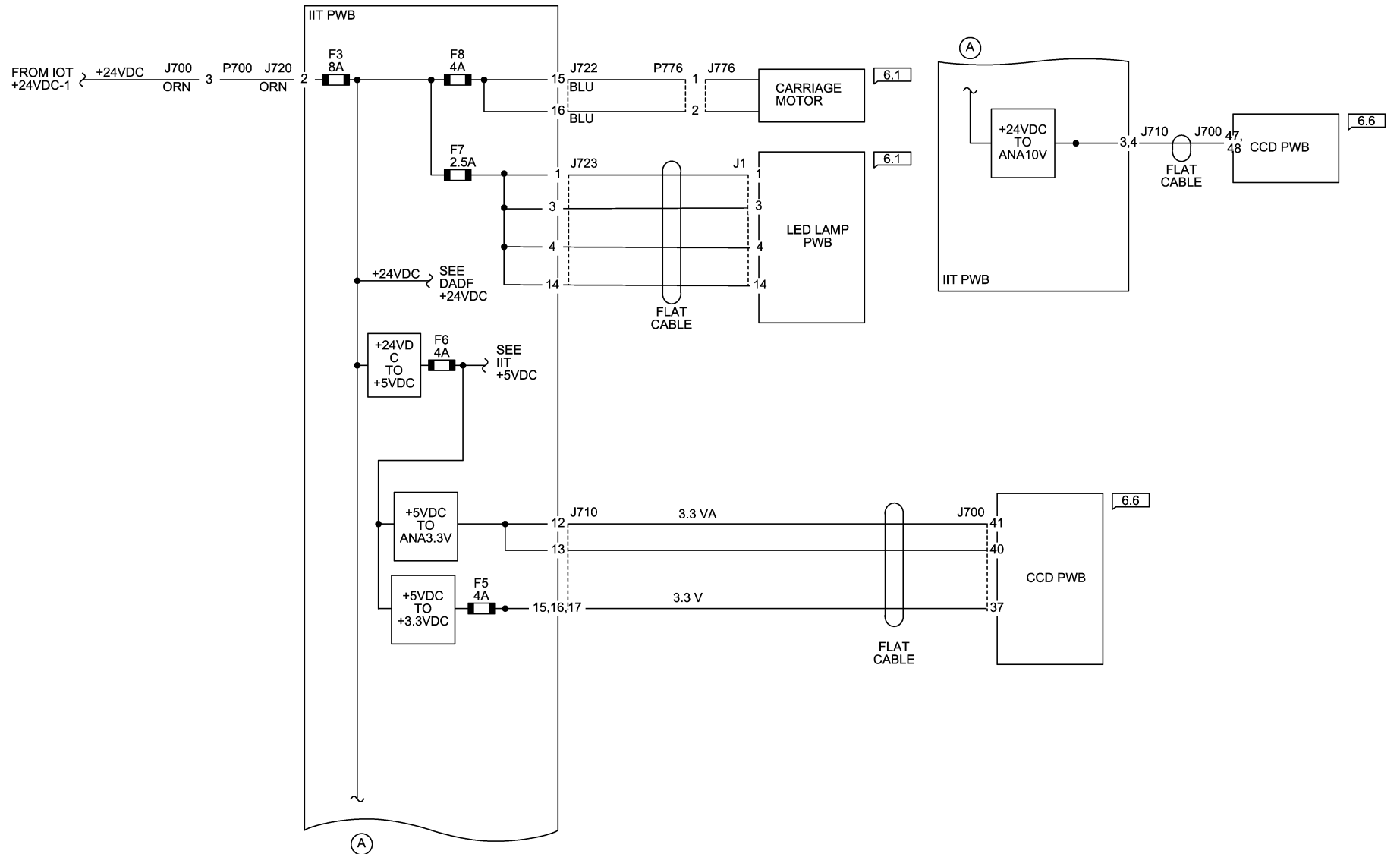


12/19/16 72029_SKY.VSD

Figure 1 24VDC RTN-3 Wirenet

IIT +3.3/+24VDC/ANA Wirenet

IIT +3.3/+24/ANA

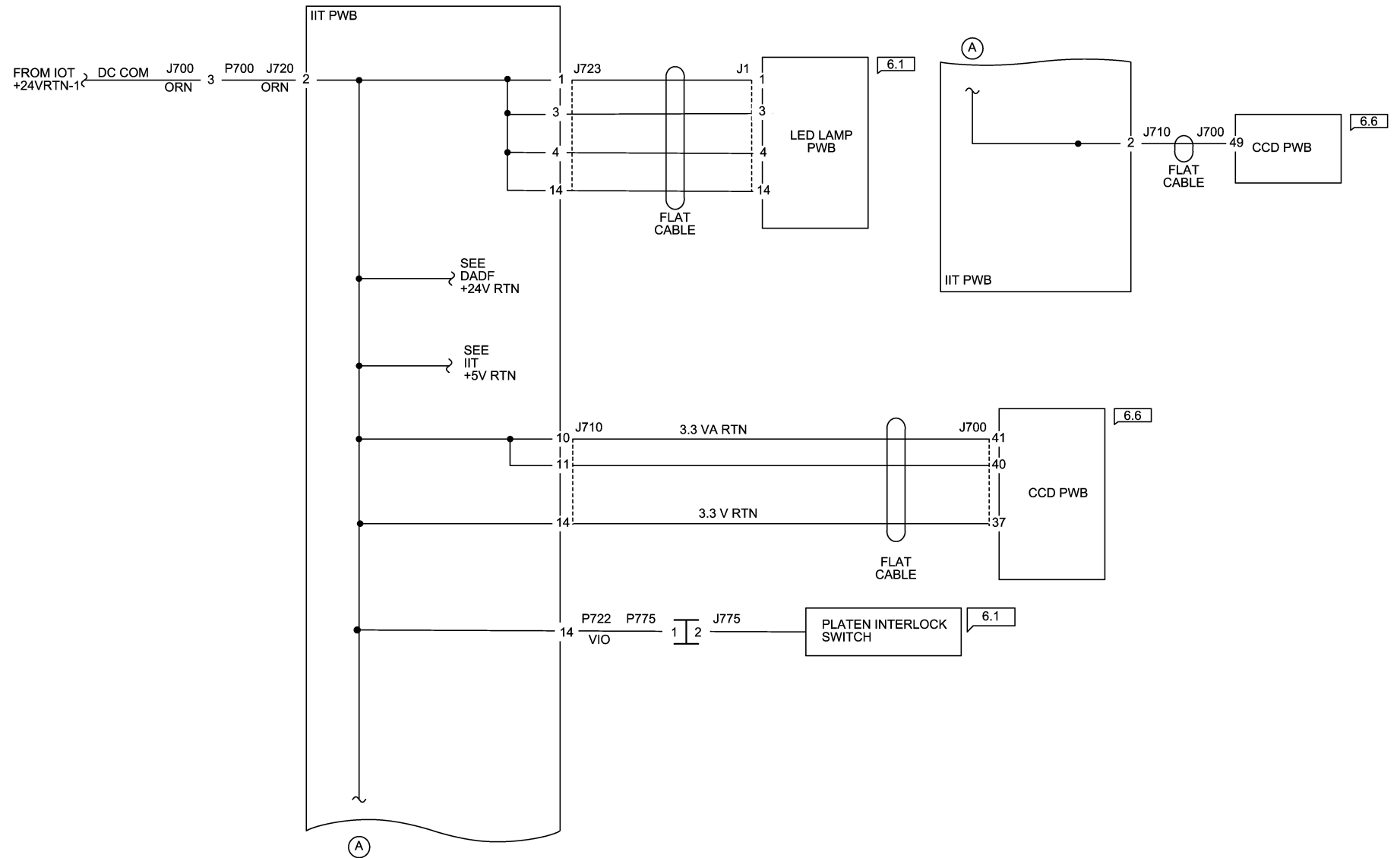


12/19/16 72030_SKY.VSD

Figure 1 IIT +3.3/+24VDC/ANA Wirenet

IIT_3.3/24/ANA VRTN Wirenet

IIT +3.3/+24/ANA VRTN



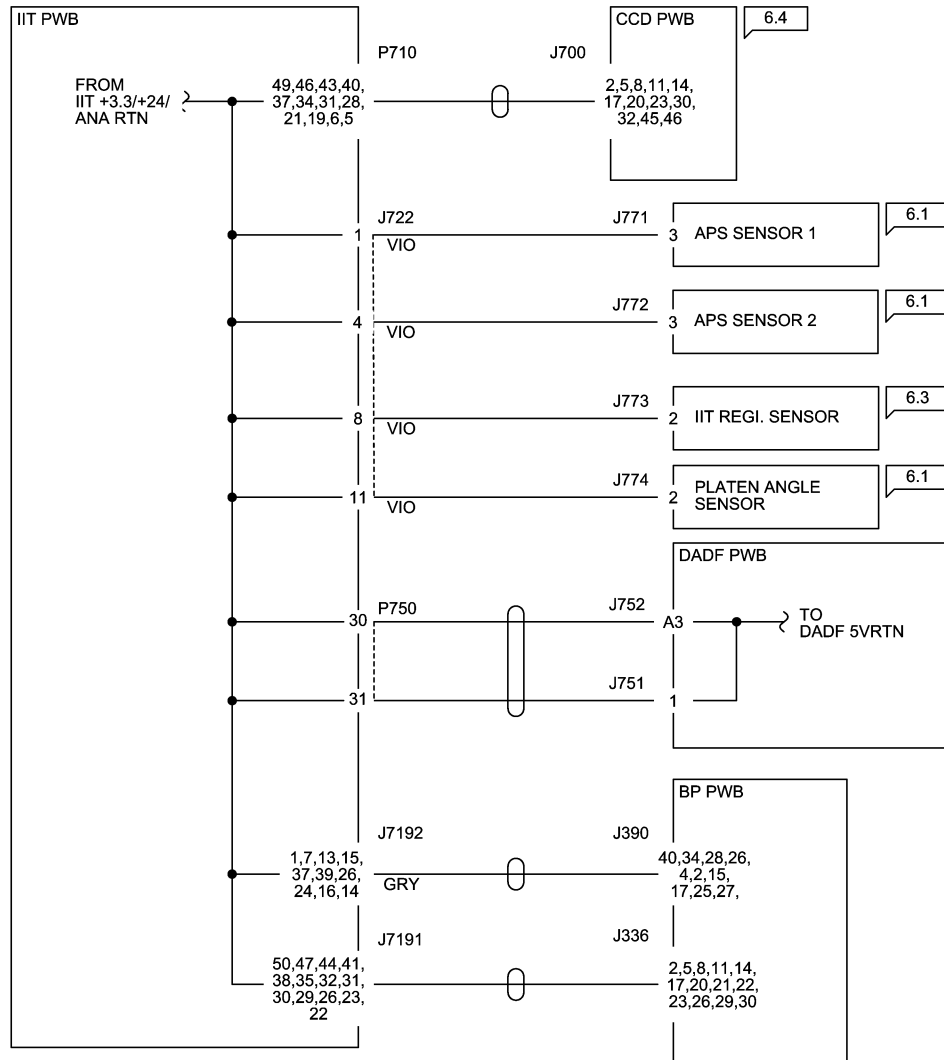
12/19/16

72031_SKY.VSD

Figure 1 IIT_3.3/24/ANA VRTN Wirenet

IIT +5 VDC Wirenet

IIT +5VDC



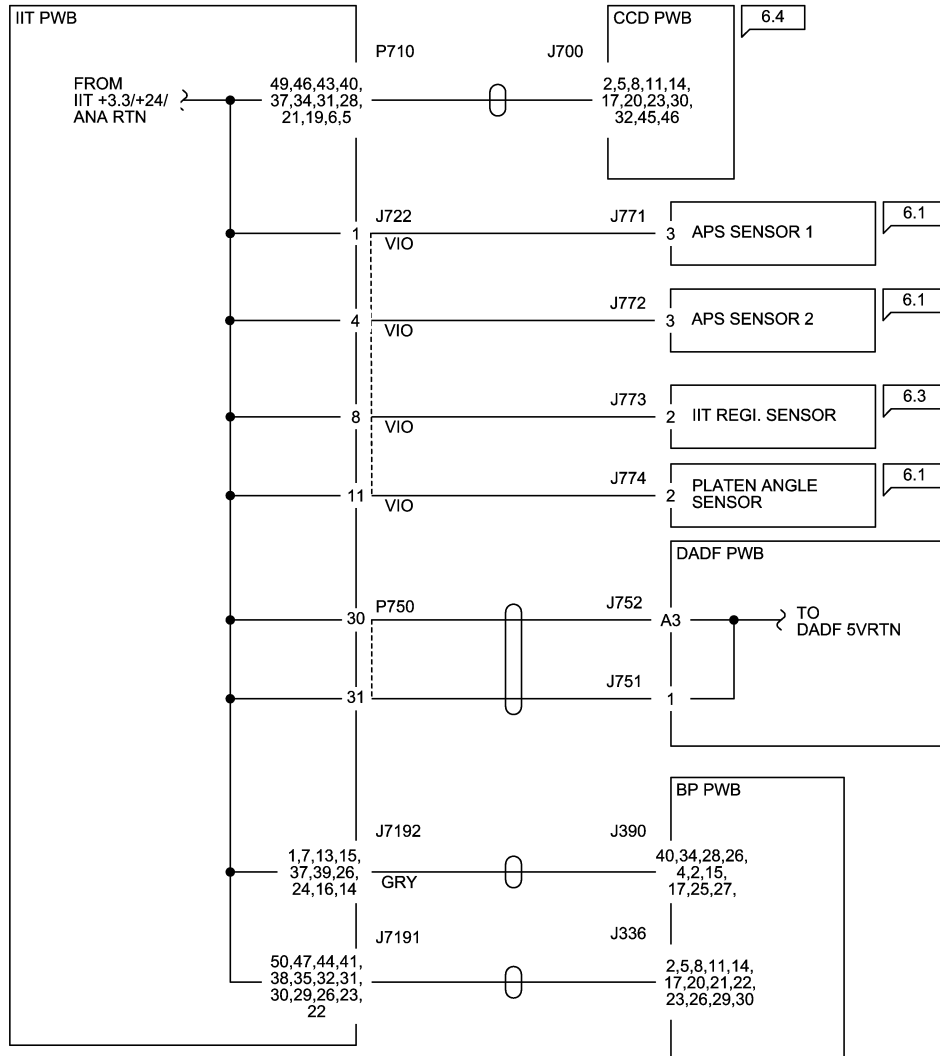
12/19/16

72032_SKY.VSD

Figure 1 IIT +5 VDC Wirenet

IIT +5 VDC RTN Wirenet

IIT 5VRTN



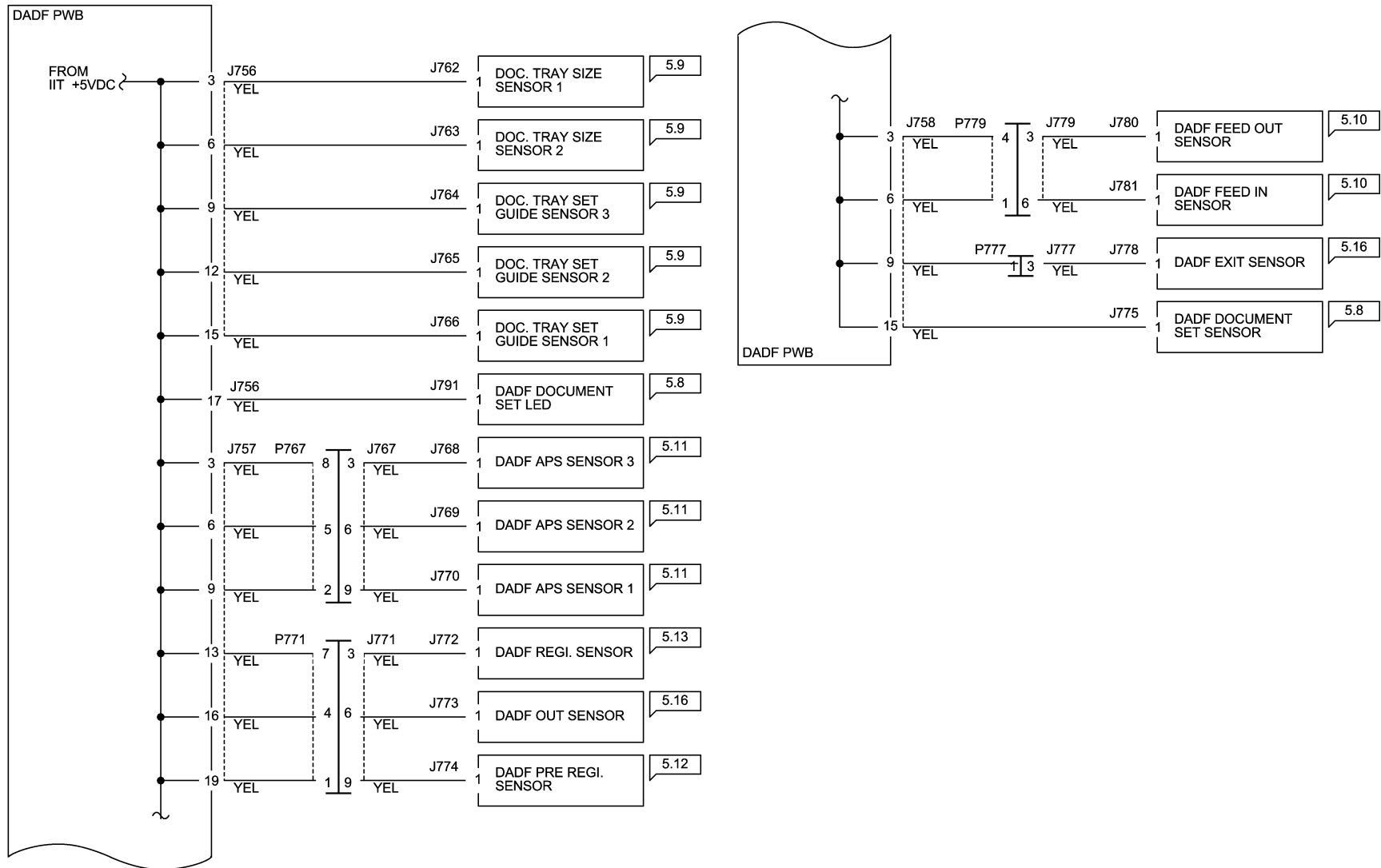
12/19/16

72033_SKY.VSD

Figure 1 IIT +5 VDC RTN Wirenet

DADF +5VDC Wirenet

DADF +5VDC



12/19/16

72036_SKY.VSD

Figure 1 DADF_+5VDC Wirenet

AltaLink C8070f BSDs

Table 1 C8070f BSDs

BSD 1.1 Main Power On
BSD 1.2 Machine Power Control
BSD 1.3 DC Power Generation (1 of 6)
BSD 1.4 DC Power Generation (2 of 6)
BSD 1.5A DC Power Generation (3 of 6)
BSD 1.5B DC Power Generation (4 of 6)
BSD 1.6 DC Power Generation (5 of 6)
BSD 1.7 DC Power Generation (6 of 6) (C8070)
BSD 1.8 IIT DC Power Distribution
BSD 1.9 DC Power Distribution - Options
BSD 1.10 DC Power Distribution - HCF Option
BSD 1.11 LVPS Cooling
BSD 1.12 Interlocked Power
BSD 1.13 Interlocked Cover Switches
BSD 1.14 PWB Fuse Status
BSD 1.15 PWB Location
BSD 2.1 UI/SBC Interface
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BSD 3.3 PWB Communication (3 of 9)
BSD 3.4 PWB Communication (4 of 9)
BSD 3.5 PWB Communication (5 of 9)
BSD 3.6 PWB Communication (6 of 9)
BSD 3.7 PWB Communication (7 of 9)
BSD 3.8 PWB Communication (8 of 9)
BSD 3.9 PWB Communication (9 of 9)
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BSD 3.11 PWB Detection
BSD 4.1 Registration Drive Control (C8030/35/C8045/55)
BSD 4.2 Drive Unit Cooling
BSD 5.8 DADF Interlock & Document Setting
BSD 5.9 DADF Document Size Sensing
BSD 5.10 DADF Document Feeding (1 of 2)
BSD 5.11 DADF Document Feeding (2 of 2)
BSD 5.12 DADF Pre Registration
BSD 5.13 DADF Registration
BSD 5.14 DADF Document Scan
BSD 5.15 DADF Document Exit
BSD 5.16 Document Path and Drive Transmission
BSD 6.1 Platen Document Sensing
BSD 6.2 Document Illumination

Table 1 C8070f BSDs

BSD 6.3 Carriage Control
BSD 6.4 Image Input (1 of 2) (SBC to CCD)
BSD 6.5 Image Input (2 of 2) (CCD to SBC)
BSD 6.6 LPH Control (Y)
BSD 6.7 LPH Control (M)
BSD 6.8 LPH Control (C)
BSD 6.9 LPH Control (K)
BSD 6.10 Image Registration Control
BSD 7.1 Tray 1 Paper Size Sensing
BSD 7.2 Tray 2 Paper Size Sensing
BSD 7.3 Tray 3 Paper Size Sensing (TTM)
BSD 7.4 Tray 3 Paper Size Sensing (3TM) (C8030/35)
BSD 7.5 Tray 4 Paper Size Sensing (TTM)
BSD 7.6 Tray 4 Paper Size Sensing (3TM) (C8030/35)
BSD 7.7 MSI (Tray 5) Paper Size Sensing
BSD 7.8 Tray 1 Paper Stacking
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BSD 7.10 Tray 3 Paper Stacking
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BSD 7.12 MSI (Tray 5) Paper Stacking
BSD 8.1 Tray 1/2 Paper Pre-Feeding
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BSD 8.3 Tray 1 and MSI Paper Transportation (1 of 2)
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BSD 8.7 Registration (C8030/35/C8045/55)
BSD 8.8 Registration (C8070)
BSD 8.9 Paper Path (C8030/35-3TM) (1 of 4)
BSD 8.10 Paper Path (C8030/35-TTM) (2 of 4)
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BSD 9.1 Drum/Developer Drive Control (Y,M,C)
BSD 9.2 Drum/Developer Drive Control (K)
BSD 9.3 Drum Life Control (Y,M)
BSD 9.4 Drum Life Control (C,K)
BSD 9.5 Toner Cartridge Life Control (Y,M)
BSD 9.6 Toner Cartridge Life Control (C,K)
BSD 9.7 Charging and Exposure (1 of 2)
BSD 9.8 Charging and Exposure (2 of 2)
BSD 9.9 HVPS (Developer) Cooling
BSD 9.11 Developer Drive Control (Y,M,C)

Table 1 C8070f BSDs

BSD 9.12 Toner Suction and Marking Module
BSD 9.13 Development (Y)
BSD 9.14 Development (M)
BSD 9.15 Development (C)
BSD 9.16 Development (K)
BSD 9.17 Toner Dispense Control (Y,M)
BSD 9.18 Toner Dispense Control (C,K)
BSD 9.19 Toner Cartridge Cooling
BSD 9.20 IBT Belt Drive Control
BSD 9.21 First Transfer
BSD 9.22 First BTR Contact/Retract Control
BSD 9.23 ADC Patch and Environment Sensing
BSD 9.24 Second Transfer
BSD 9.25 Drum Cleaning
BSD 9.26 Second BTR Cleaning
BSD 9.27 Waste Toner Disposal (1 of 2)
BSD 9.28 Waste Toner Disposal (2 of 2)
BSD 9.29 Rear Bottom Fan Control
BSD 9.30 LH Fan Control (Option)
BSD 10.1 Fuser Drive Control (1 of 2)
BSD 10.2 Fuser Drive Control (2 of 2)
BSD 10.3 Fusing Heat Control (1 of 3)
BSD 10.4 Fusing Heat Control (2 of 3)
BSD 10.5 Fusing Heat Control (3 of 3)
BSD 10.6 Fusing
BSD 10.7 Fused Paper Exit 1
BSD 10.8 Duplex Transport
BSD 10.9 Fused Paper Exit 2 (1 of 2)
BSD 10.10 Fused Paper Exit 2 (2 of 2)
BSD 34.1 FAX

Chain 1 BSDs

BSD 1.1 Main Power On

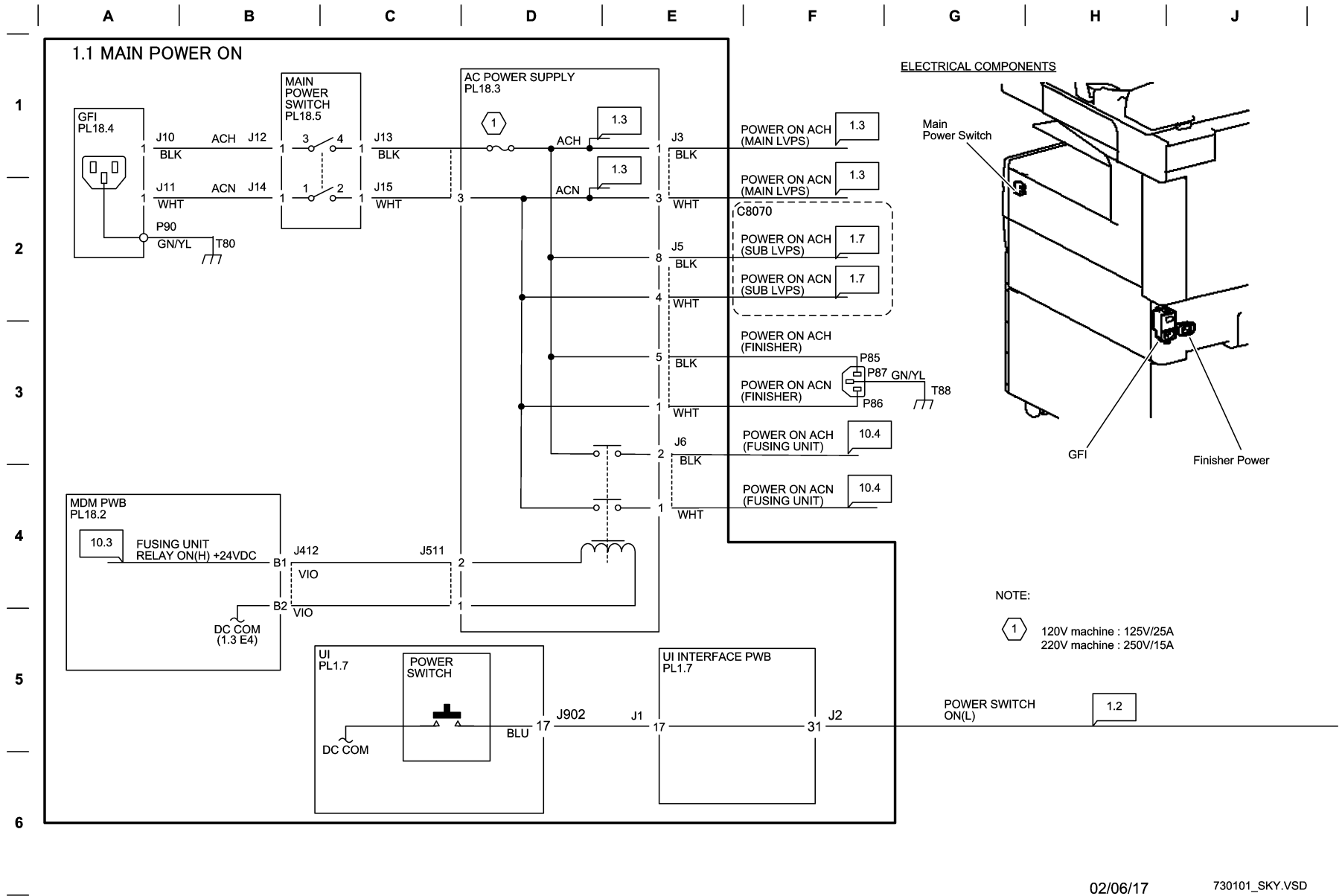


Figure 1 BSD 1.1 Main Power On

BSD 1.2 Machine Power Control

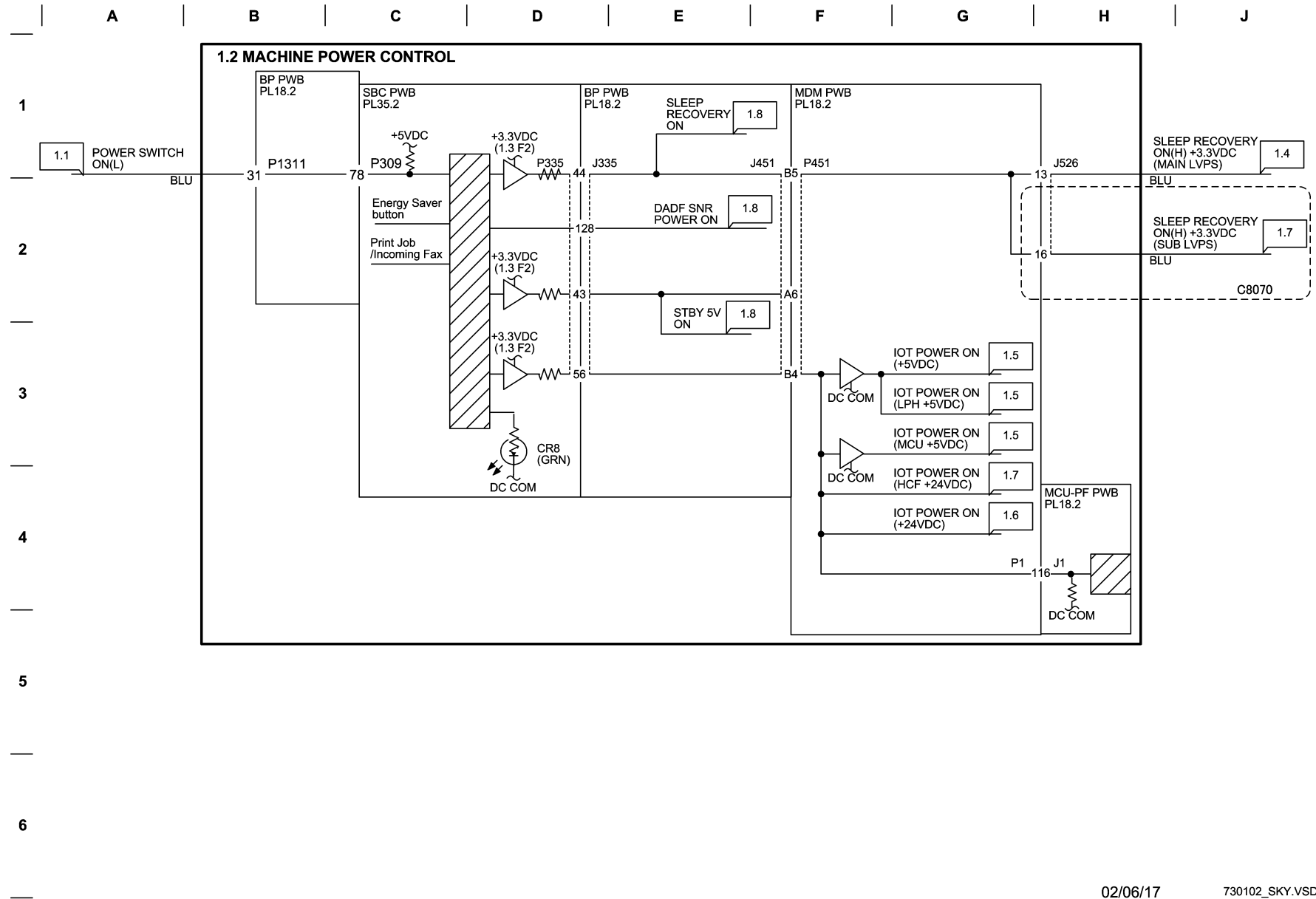
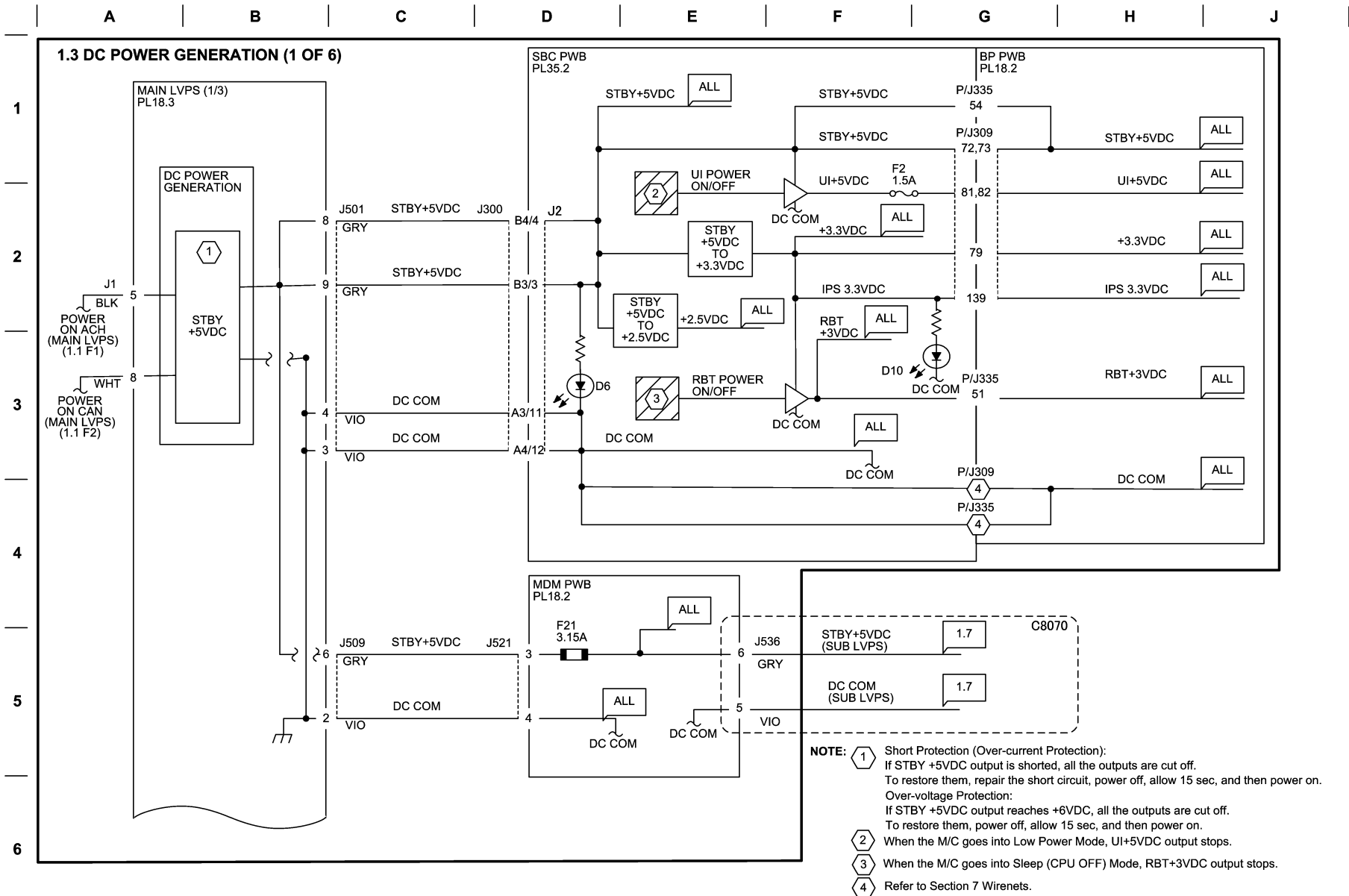


Figure 2 BSD 1.2 Machine Power Control

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730102_SKY.VSD

BSD 1.3 DC Power Generation (1 of 6)



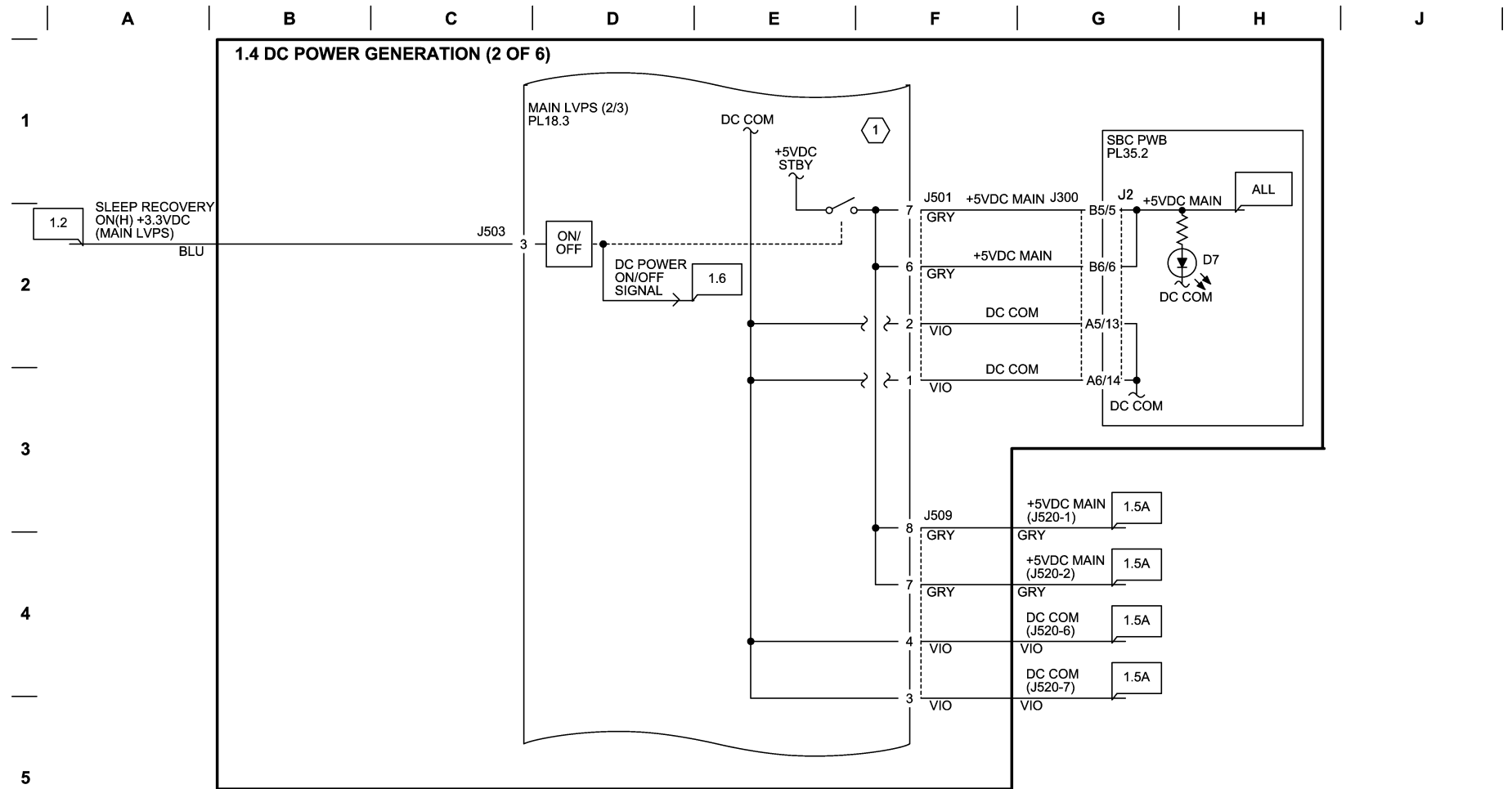
DC COM

03/06/17

730103_SKY.VSD

Figure 3 BSD 1.3 DC Power Generation (1 of 6)

BSD 1.4 DC Power Generation (2 of 6)



NOTE:



•Short Protection (Over-current Protection)•

Voltage	Output Status at Shorting	Recovery Requirements
+5VDC STBY	All outputs are cut off.	To restore them, repair the short circuit, power off, allow 15 sec, and then power on.
+5VDC MAIN		
+24VDC SQ		
+24VDC INTLK	•+5VDC STBY is normal. •+5VDC MAIN, +24VDC SQ, and +24VDC INTLK are cut off.	

•Over-voltage Protection: If one of the outputs reaches its over-voltage listed below, all outputs are cut off. •

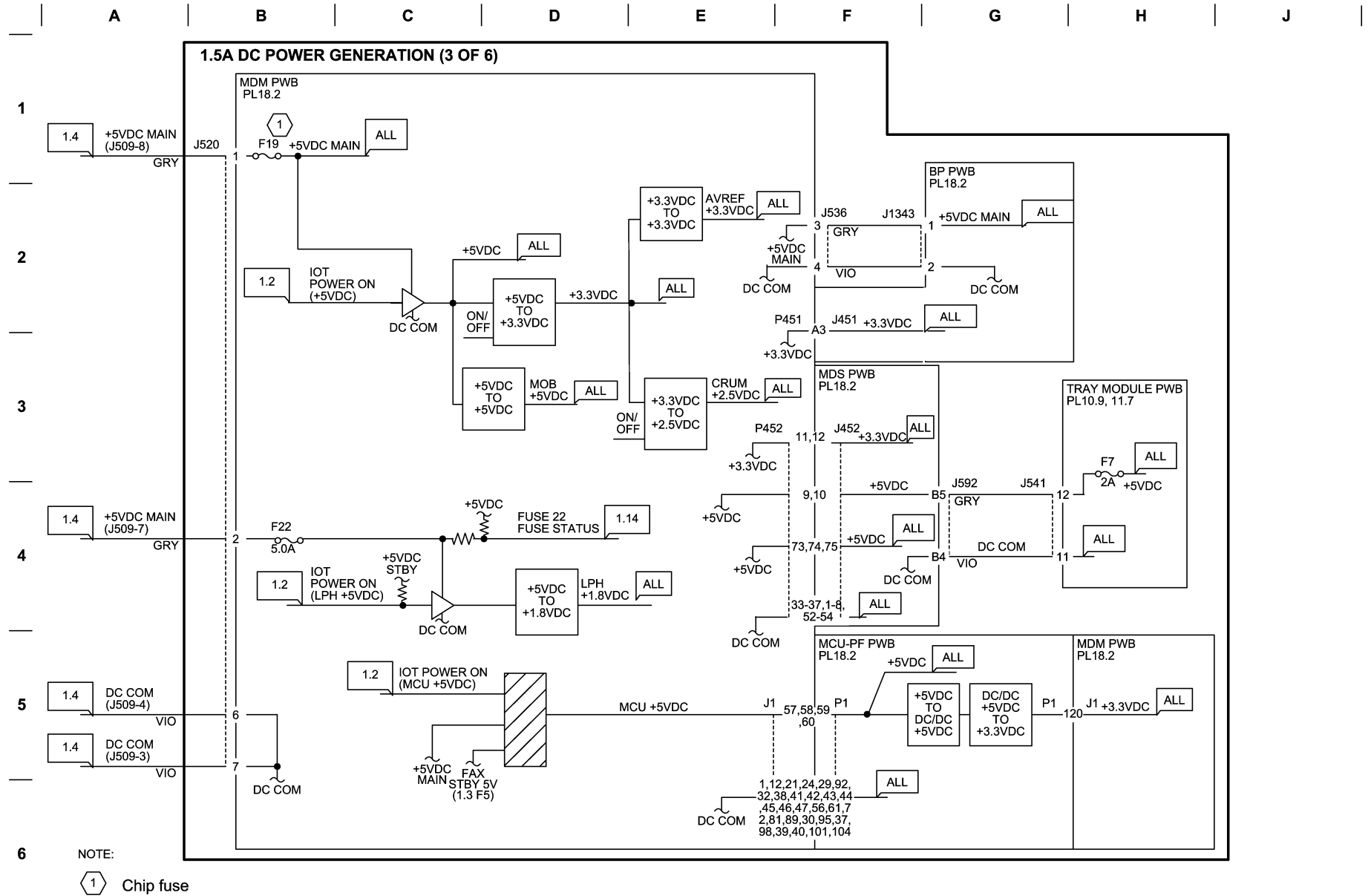
Voltage	Over Voltage Value Detected	Recovery Requirements
+5VDC STBY	6~8V	Confirm that no damage has been incurred, power off, allow 15 sec, and then power on.
+5VDC MAIN		
+24VDC SQ		
+24VDC INTLK	26.7~32V	

03/06/17

730104_SKY.VSD

Figure 4 BSD 1.4 DC Power Generation (2 of 6)

BSD 1.5A DC Power Generation (3 of 6)

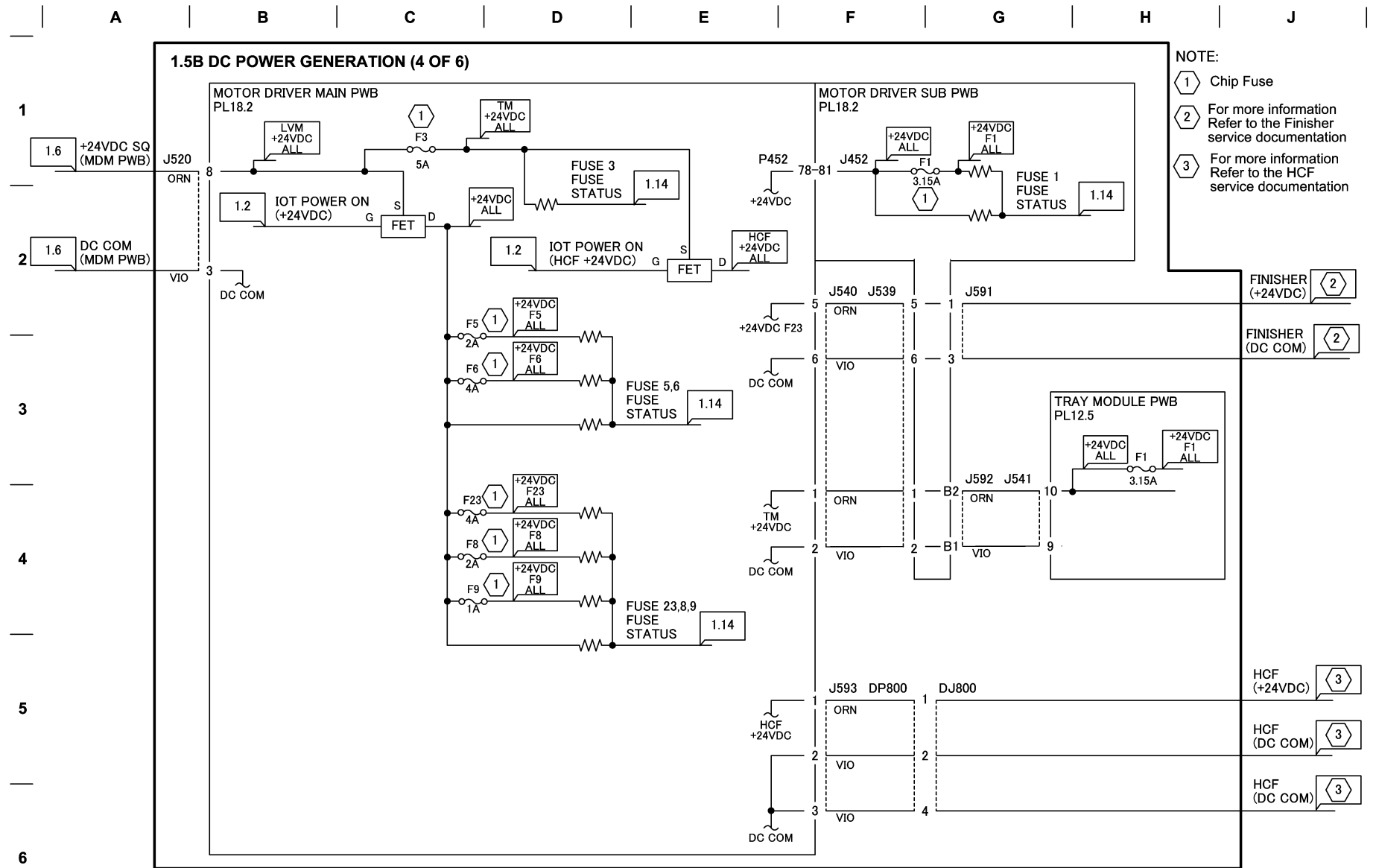


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730105A_SKY.VSD

Figure 5 BSD 1.5A DC Power Generation (3 of 6)

BSD 1.5B DC Power Generation (4 of 6)



03/06/17

730105B_SKY.VSD

Figure 6 BSD 1.5B DC Power Generation (4 of 6)

BSD 1.6 DC Power Generation (5 of 6)

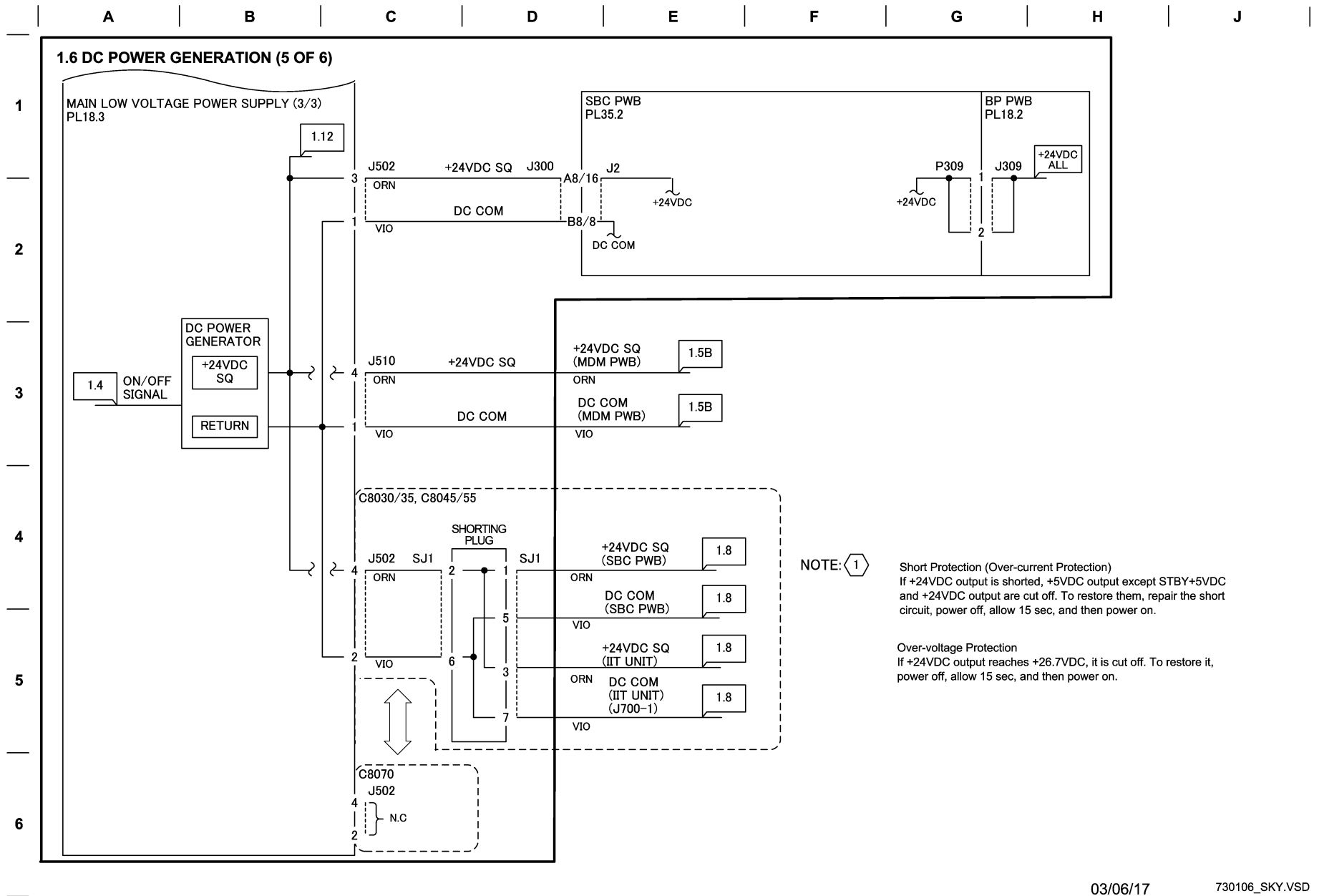
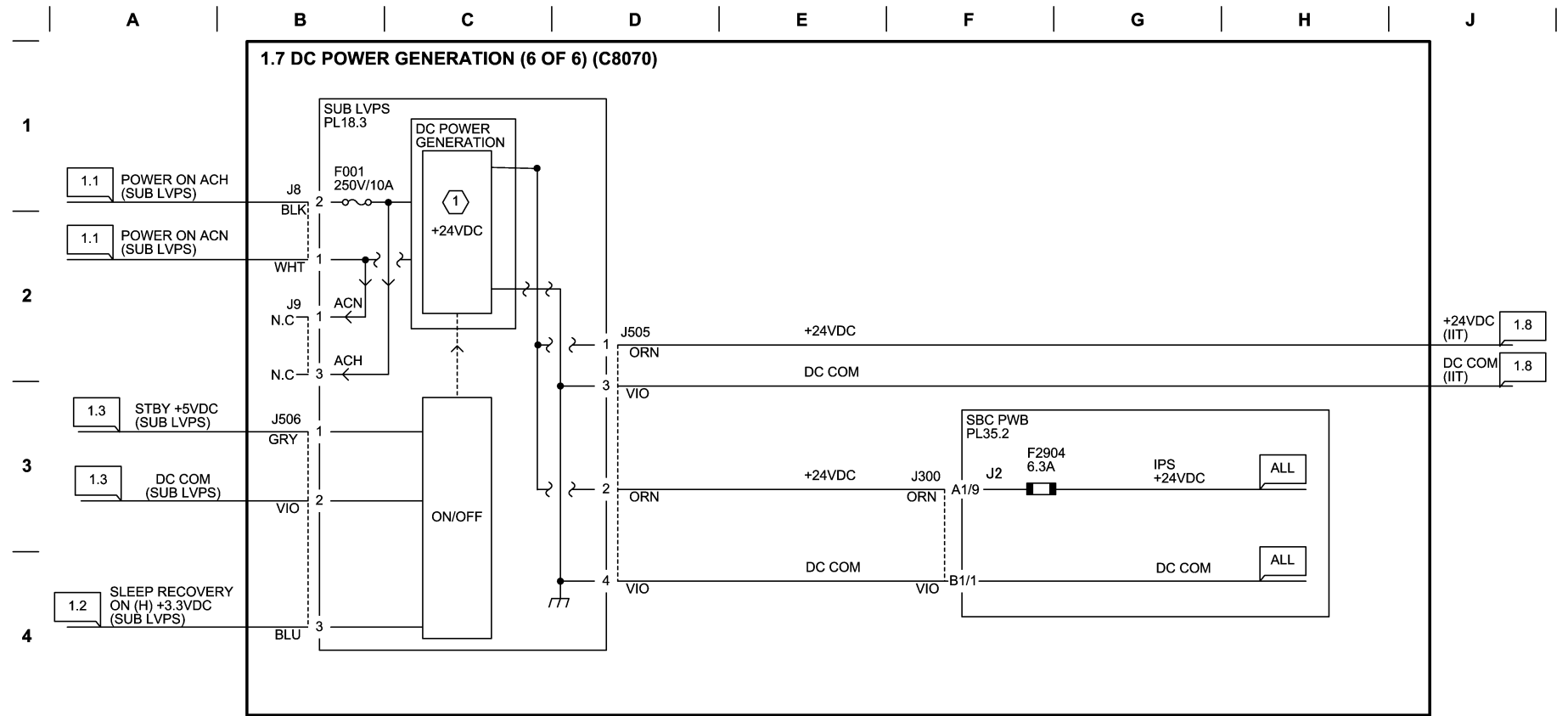


Figure 7 BSD 1.6 DC Power Generation (5 of 6)

BSD 1.7 DC Power Generation (6 of 6) (C8070)



NOTE:

1 Short Protection (Over-current Protection):
 If +24VDC output is shorted, it is cut off.
 To restore it, repair the short circuit, power off,
 allow 15 sec, and then power on.
 Over-voltage Protection:
 If +24VDC output reaches +26.7~32VDC,
 it is cut off.
 To restore it, power off,
 allow 15 sec, and then power on.

Fault Codes

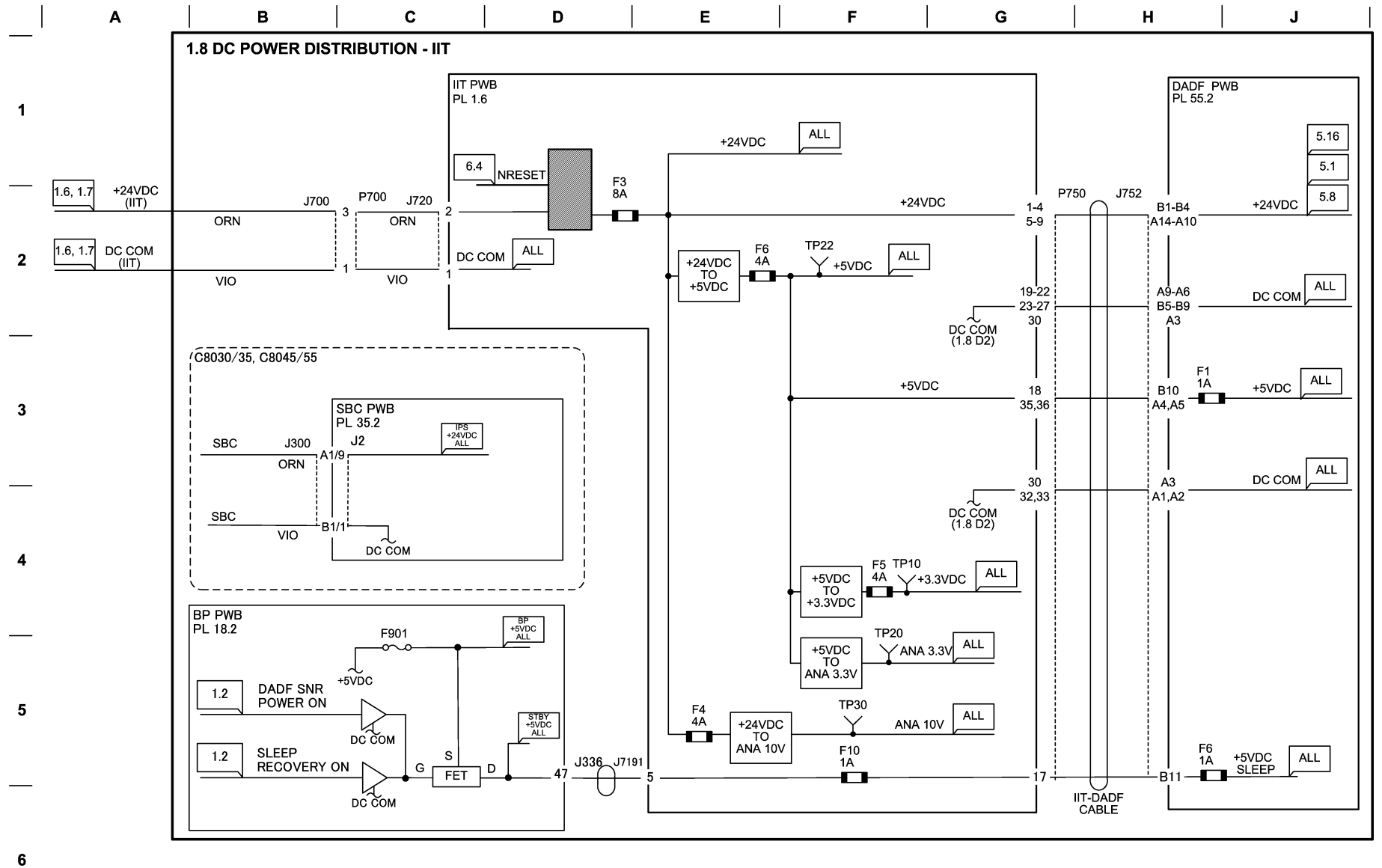
362-902
 IIT PWB Power Cable
 Connection Fault
362-903
 IIT PWB Power Cable
 Connection Fault

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730107_SKY.VSD

Figure 8 BSD 1.7 DC Power Generation (6 of 6) (C8070)

BSD 1.8 IIT DC Power Distribution

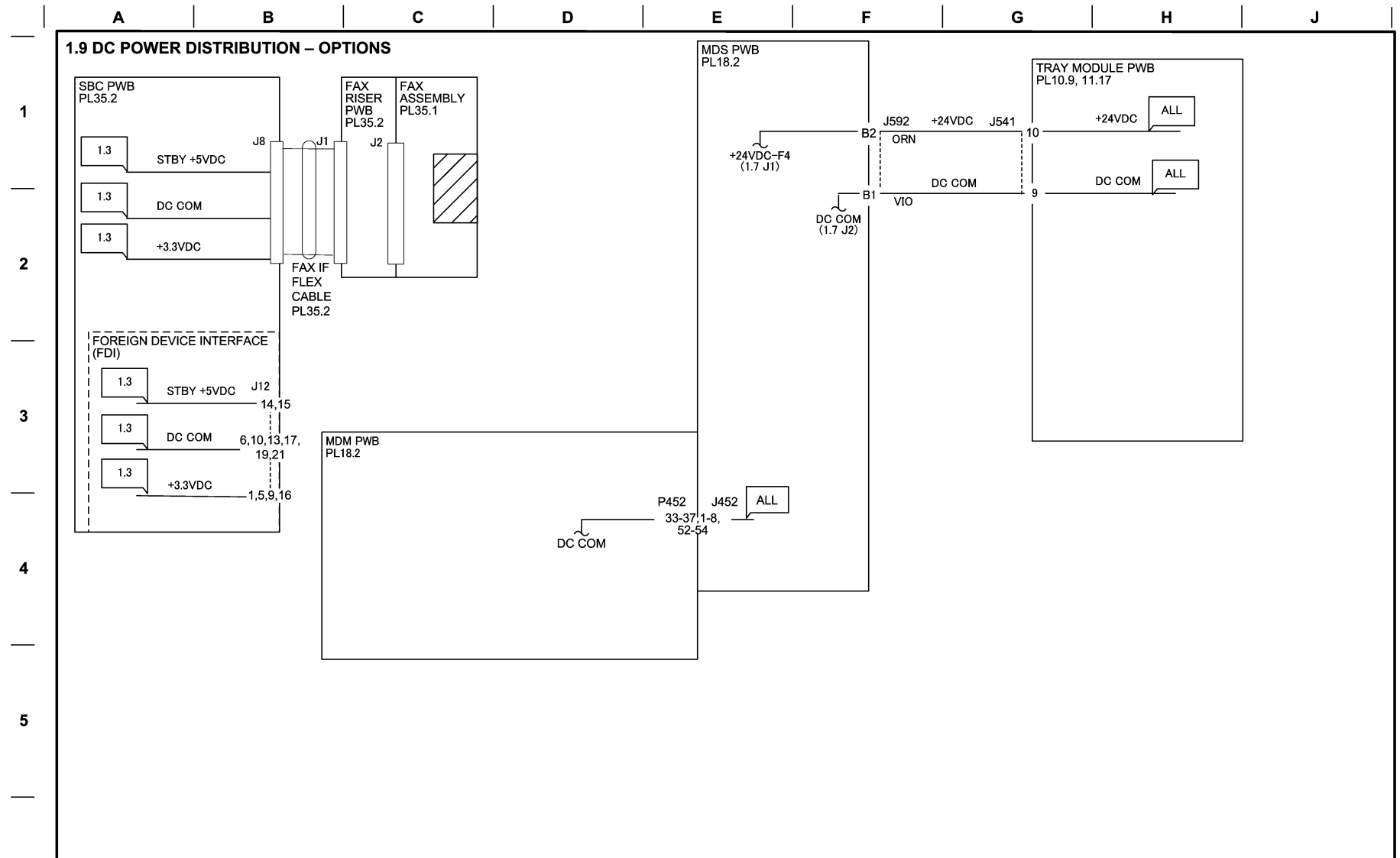


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730108_SKY.VSD

Figure 9 BSD 1.8 IIT DC Power Distribution

BSD 1.9 DC Power Distribution - Options



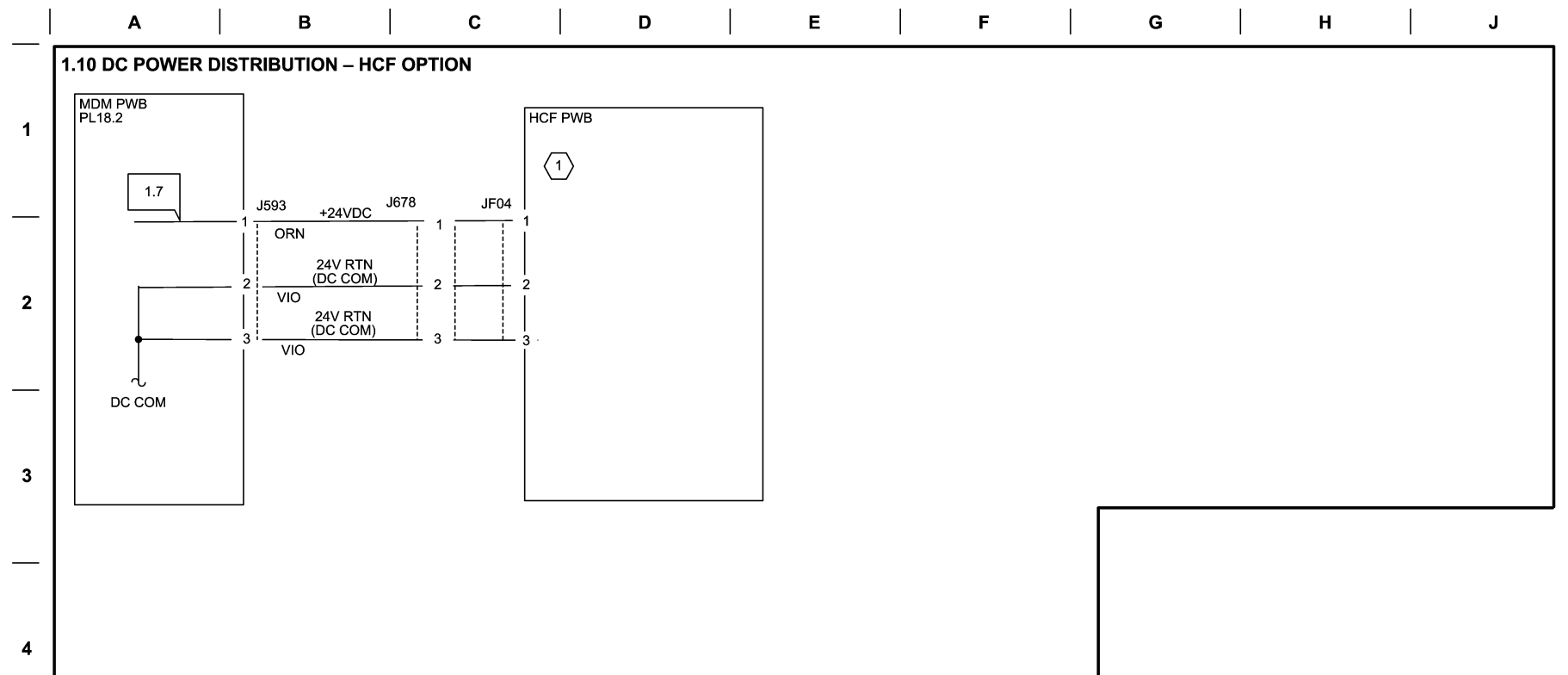
NOTE: ① Power for Optional HCF – Go to BSD 1.10

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730109_SKY.VSD

Figure 10 BSD 1.9 DC Power Distribution - Options

BSD 1.10 DC Power Distribution - HCF Option



NOTE:

 Refer to the HCF Service Documentation for more information.

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730110_SKY.VSD

Figure 11 BSD 1.10 DC Power Distribution - HCF Option

BSD 1.11 LVPS Cooling

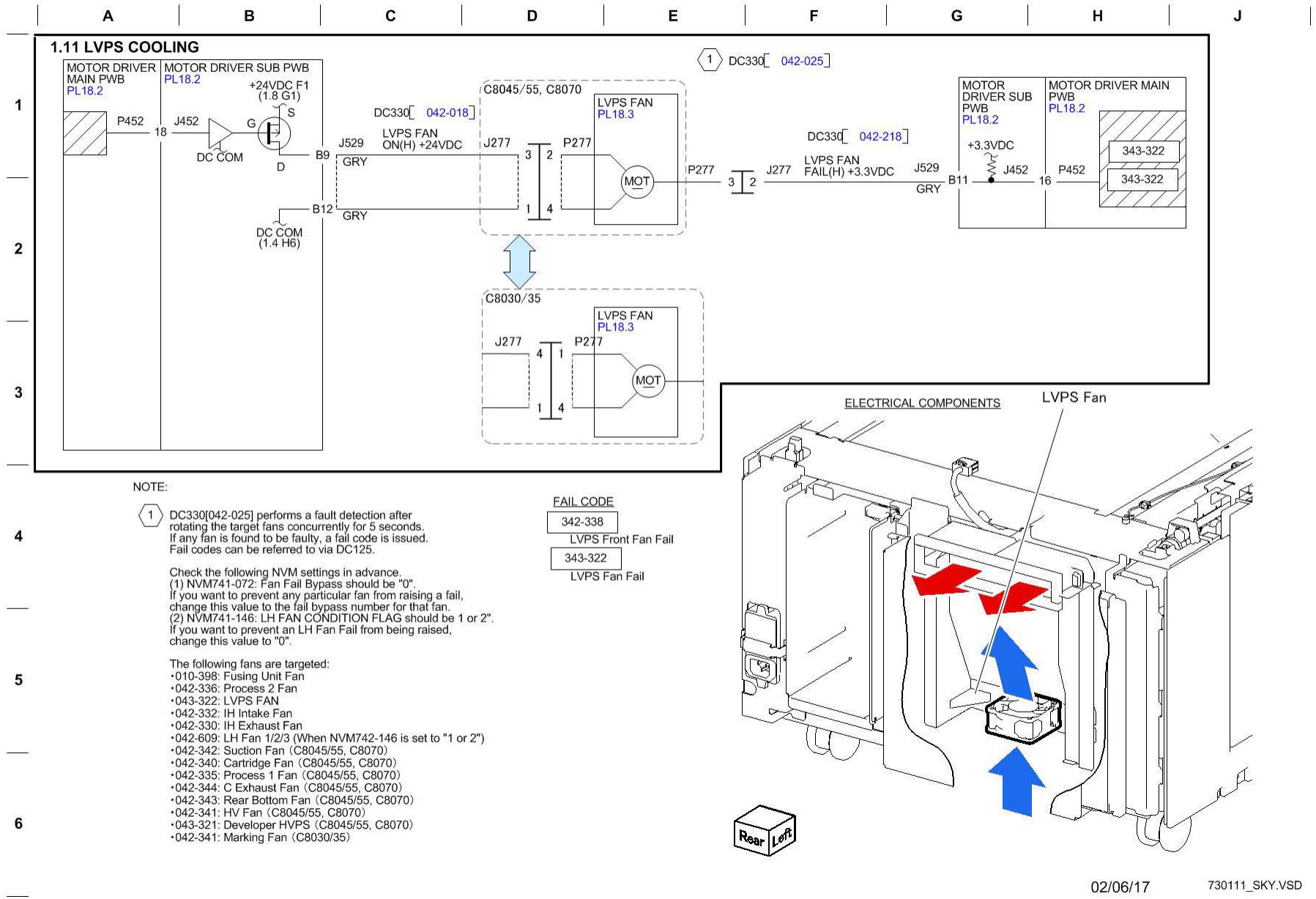


Figure 12 BSD 1.11 LVPS Cooling

BSD 1.12 Interlocked Power

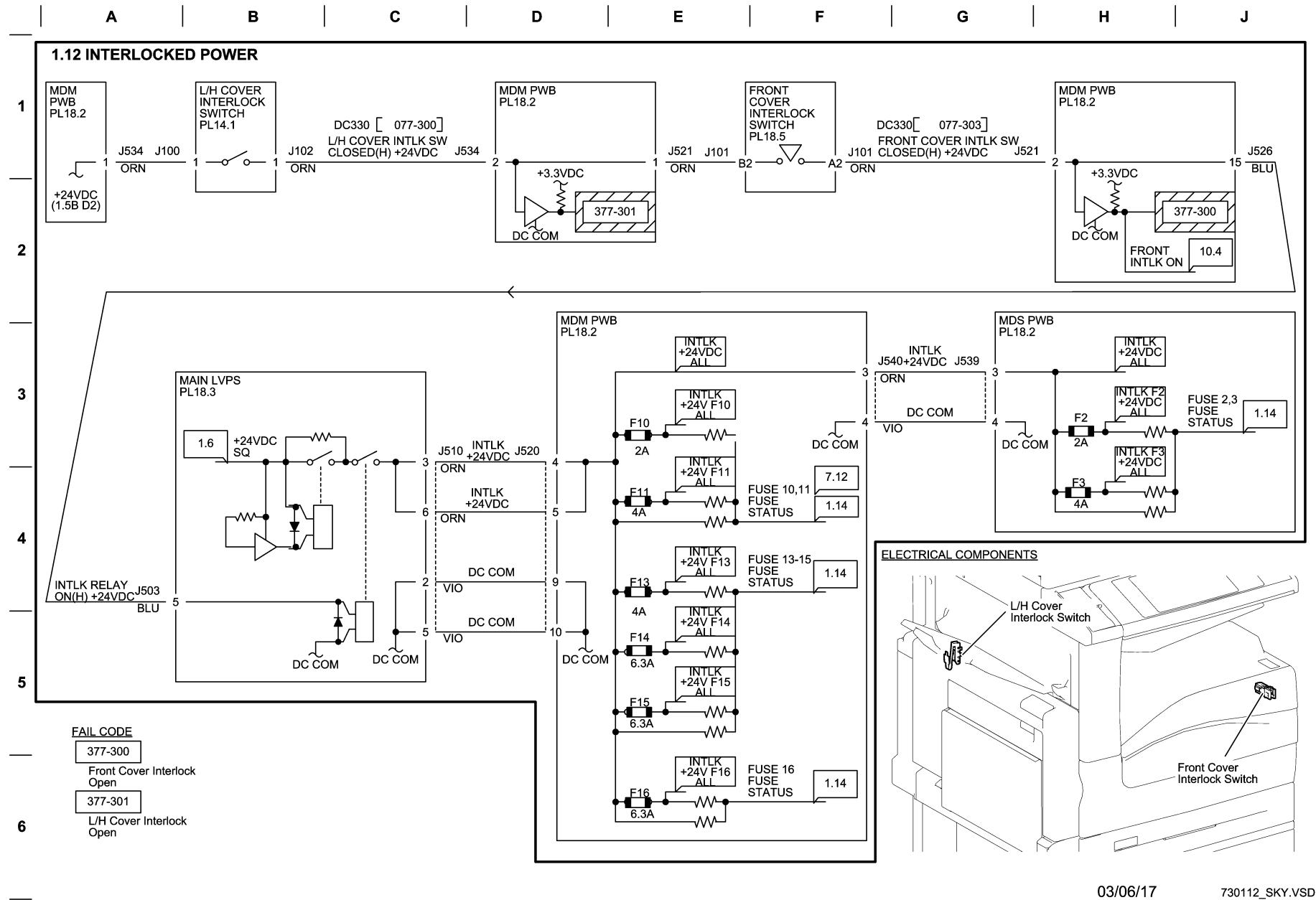
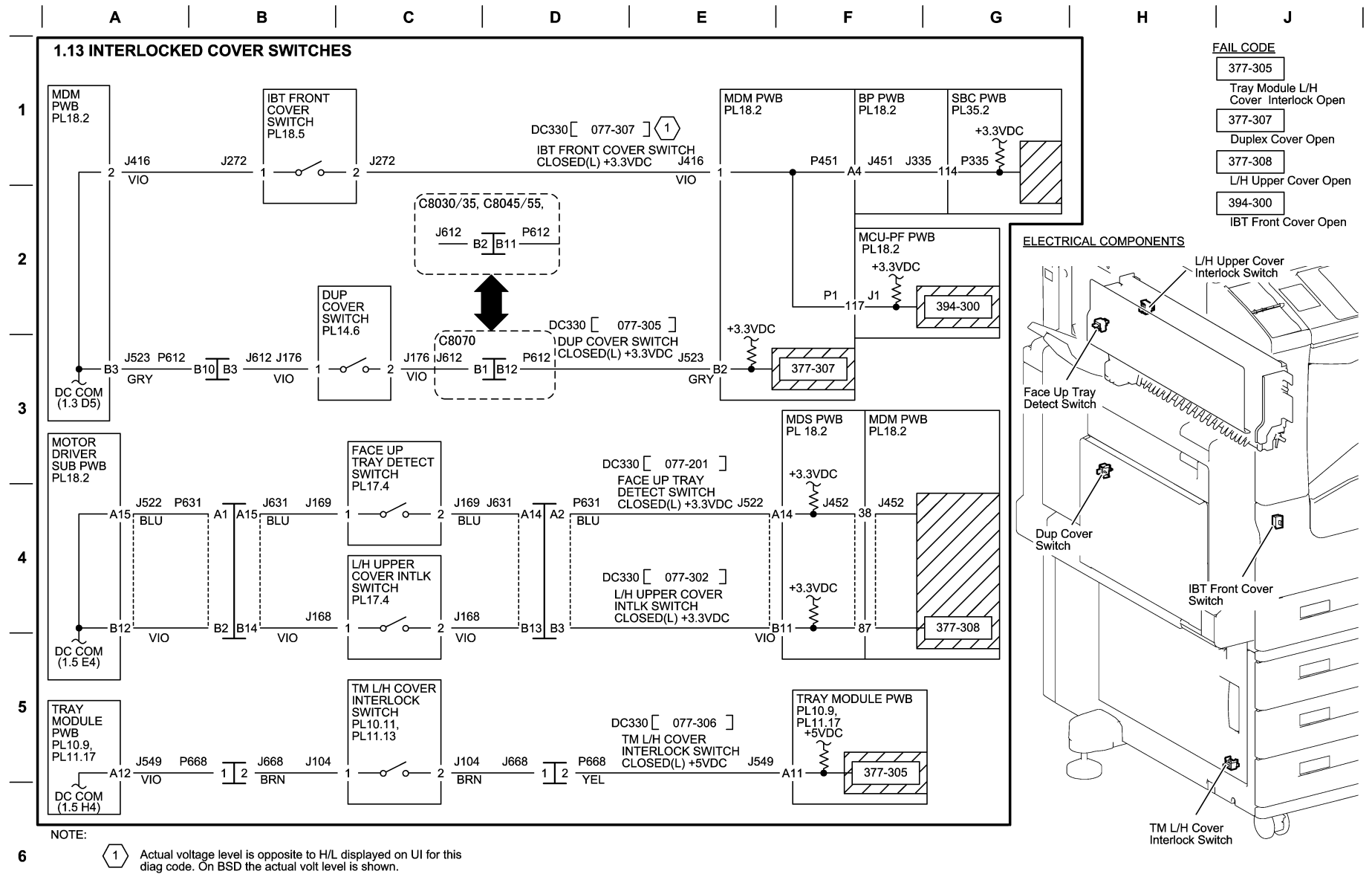


Figure 13 BSD 1.12 Interlocked Power

BSD 1.13 Interlocked Cover Switches



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73113_SKY.VSD

Figure 14 BSD 1.13 Interlocked Cover Switches

BSD 1.14 PWB Fuse Status

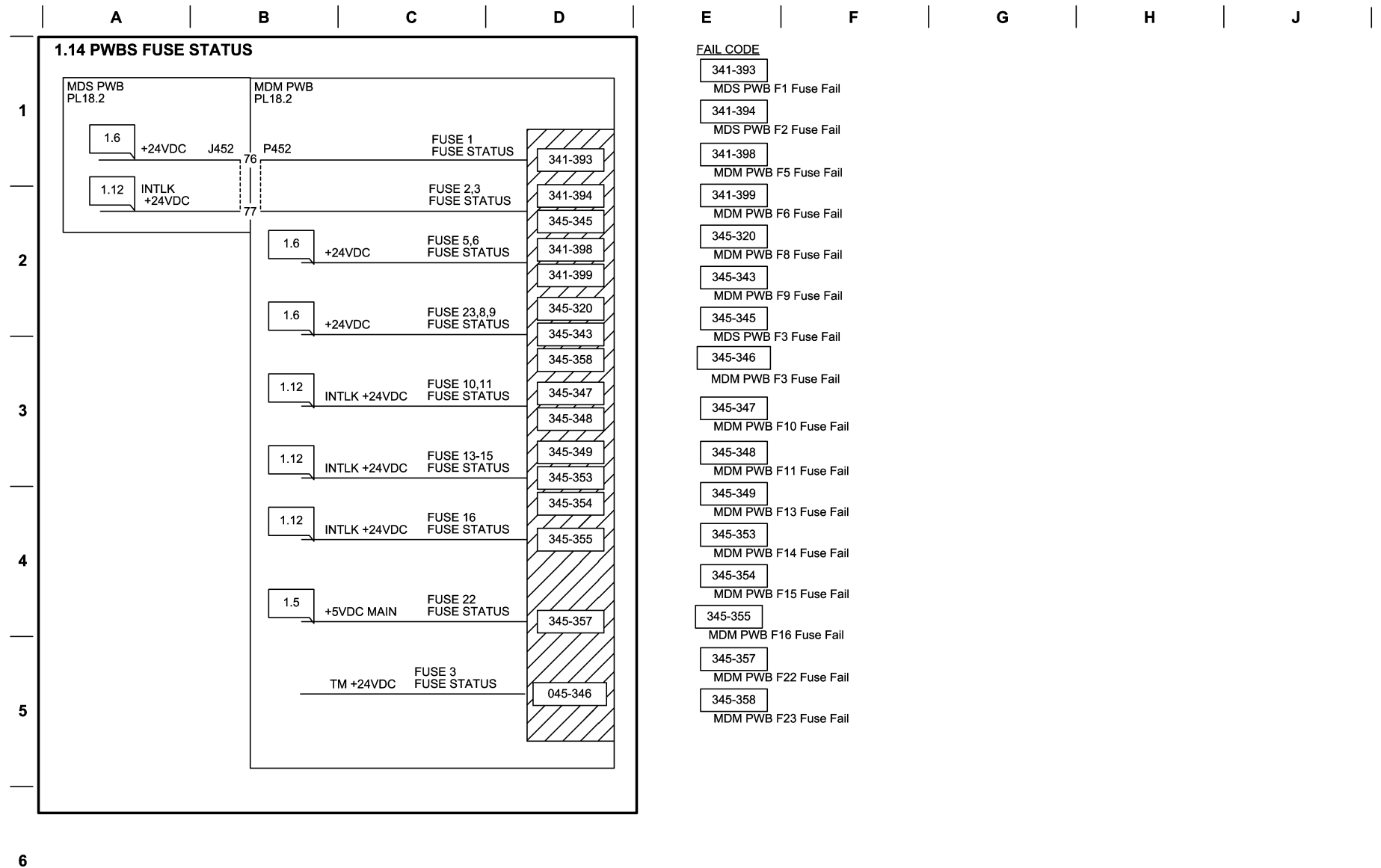
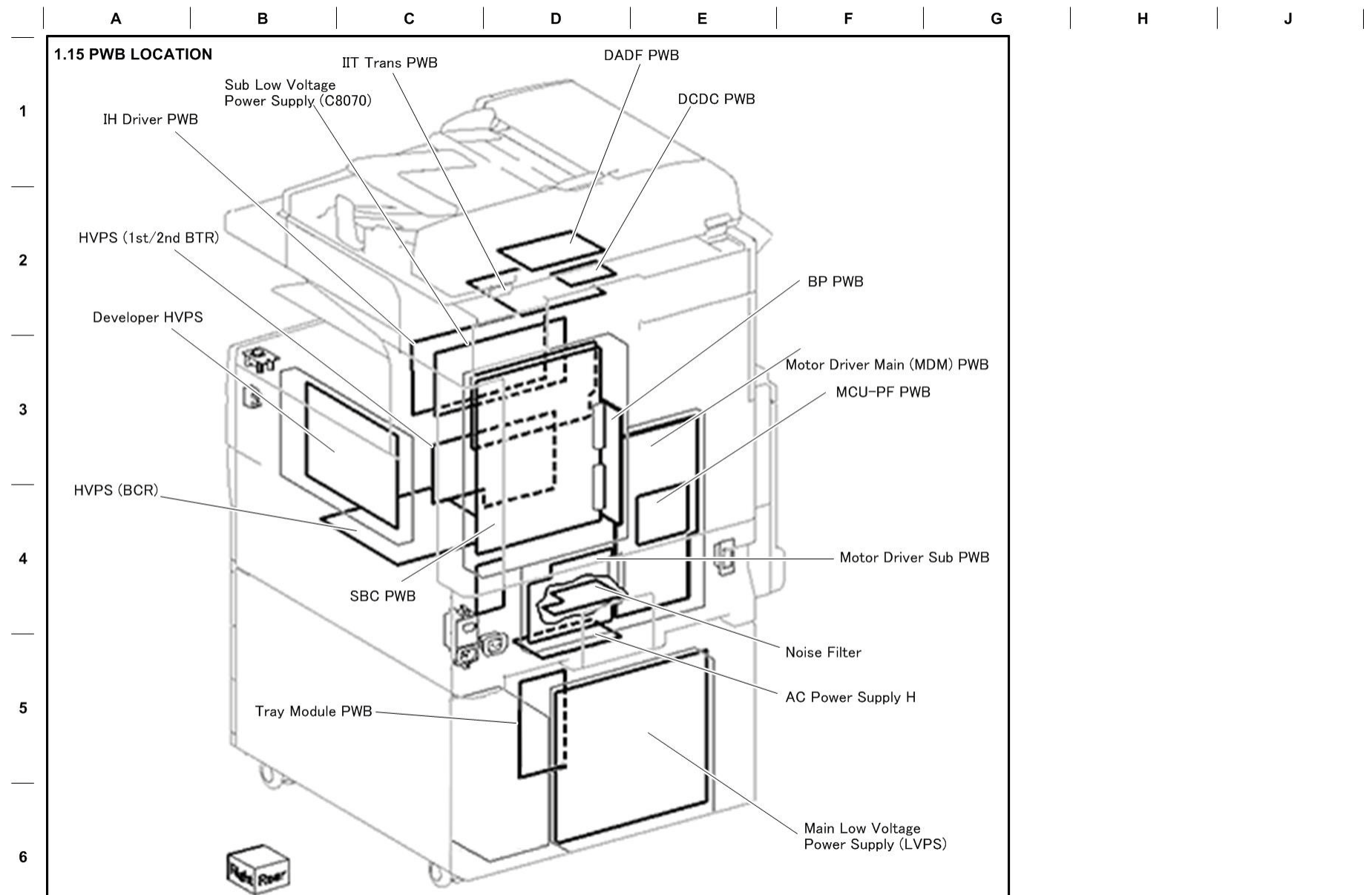


Figure 15 BSD 1.14 PWB Fuse Status

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73114_SKY.VSD

BSD 1.15 PWB Location



02/06/17

73115_SKY.VSD

Figure 16 BSD 1.15 PWB Location

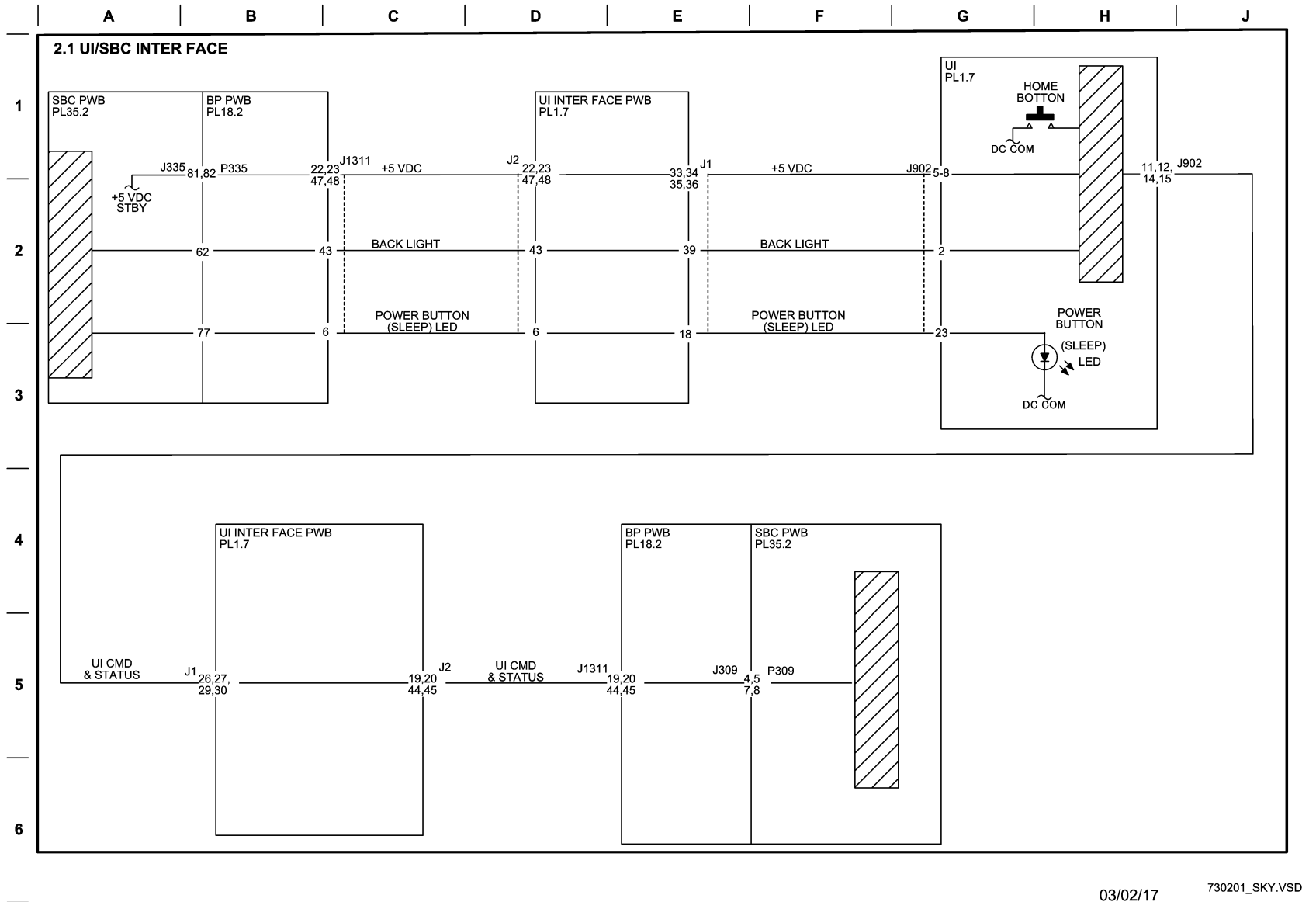


Figure 1 BSD 2.1 UI/SBC Interface

03/02/17

730201_SKY.VSD

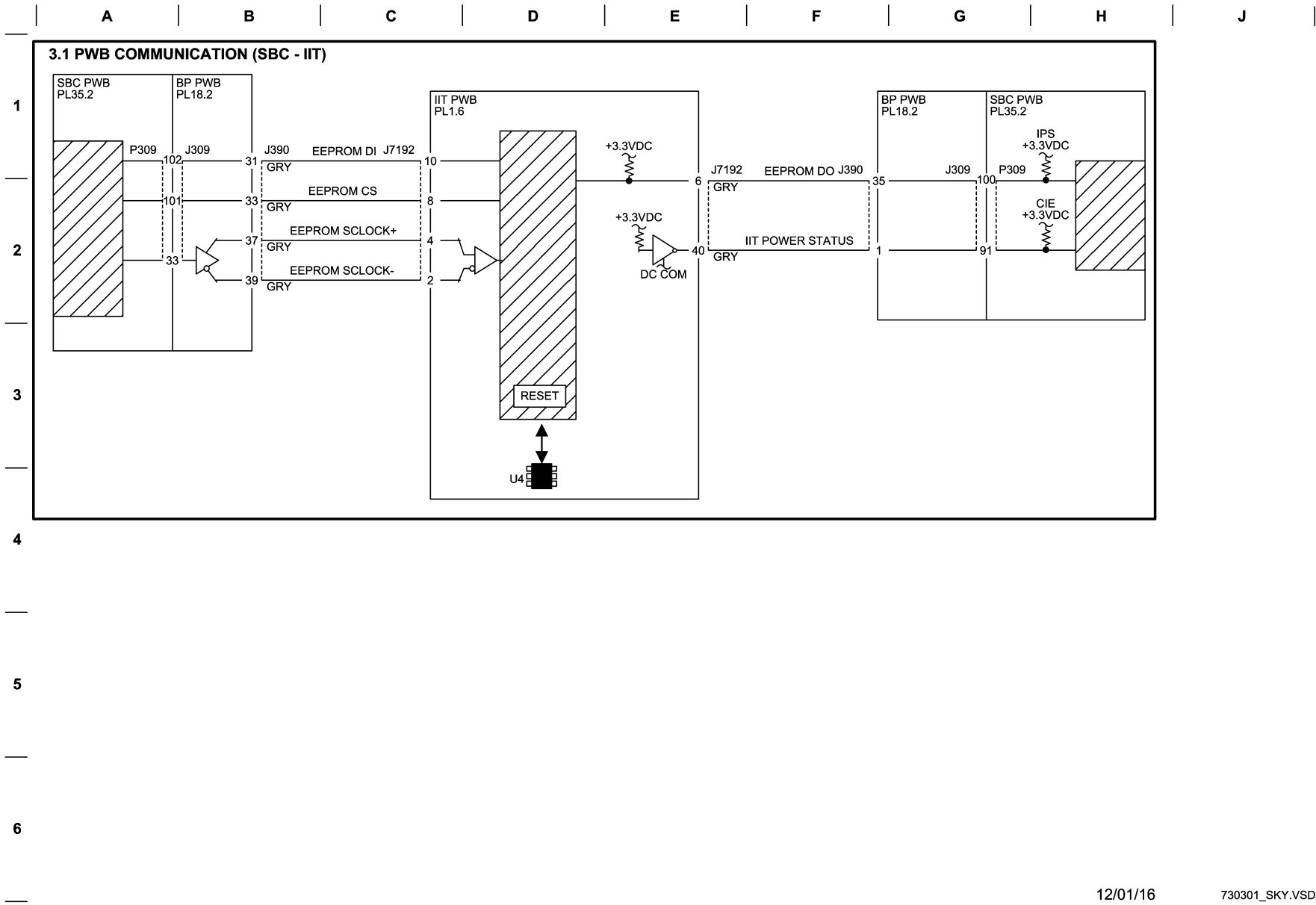
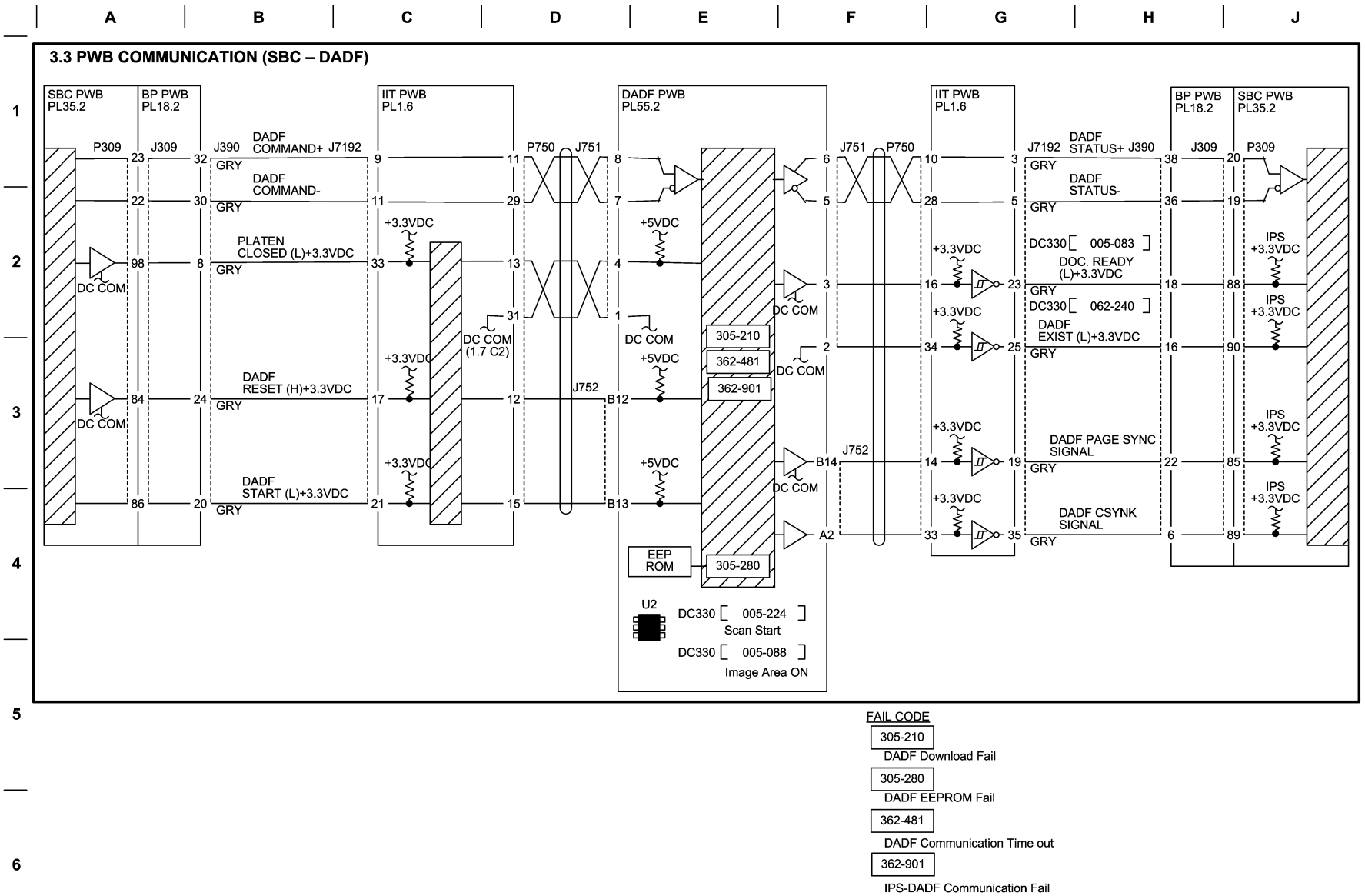


Figure 1 BSD 3.1 PWB Communication (1 of 9)

BSD 3.3 PWB Communication (3 of 9)

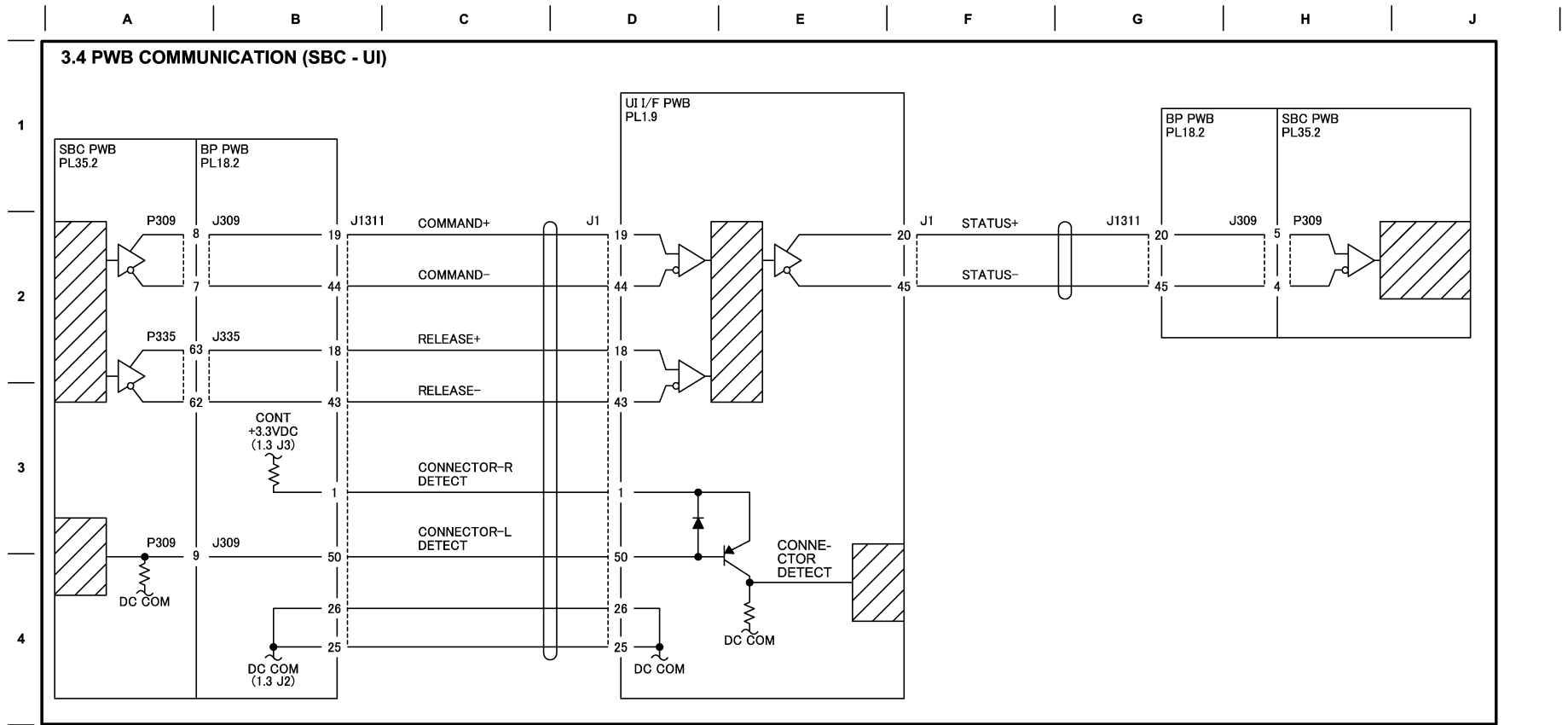


12/01/16

730303_SKY.VSD

Figure 2 BSD 3.3 PWB Communication (3 of 9)

BSD 3.4 PWB Communication (4 of 9)



FAIL CODE
 303-347
 UI Communication Fault

Figure 3 BSD 3.4 PWB Communication (4 of 9)

BSD 3.5 PWB Communication (5 of 9)

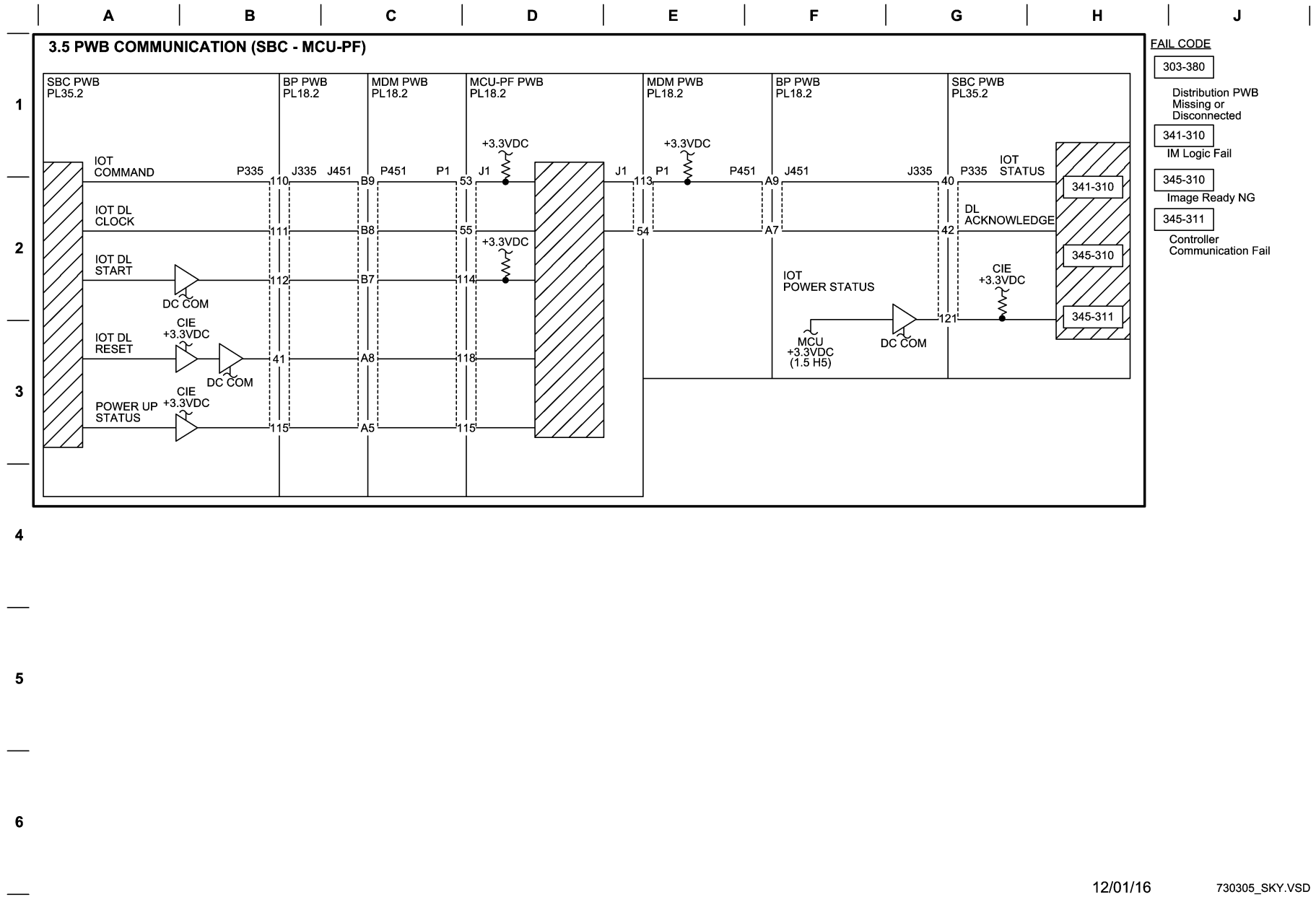


Figure 4 BSD 3.5 PWB Communication (5 of 9)

BSD 3.6 PWB Communication (6 of 9)

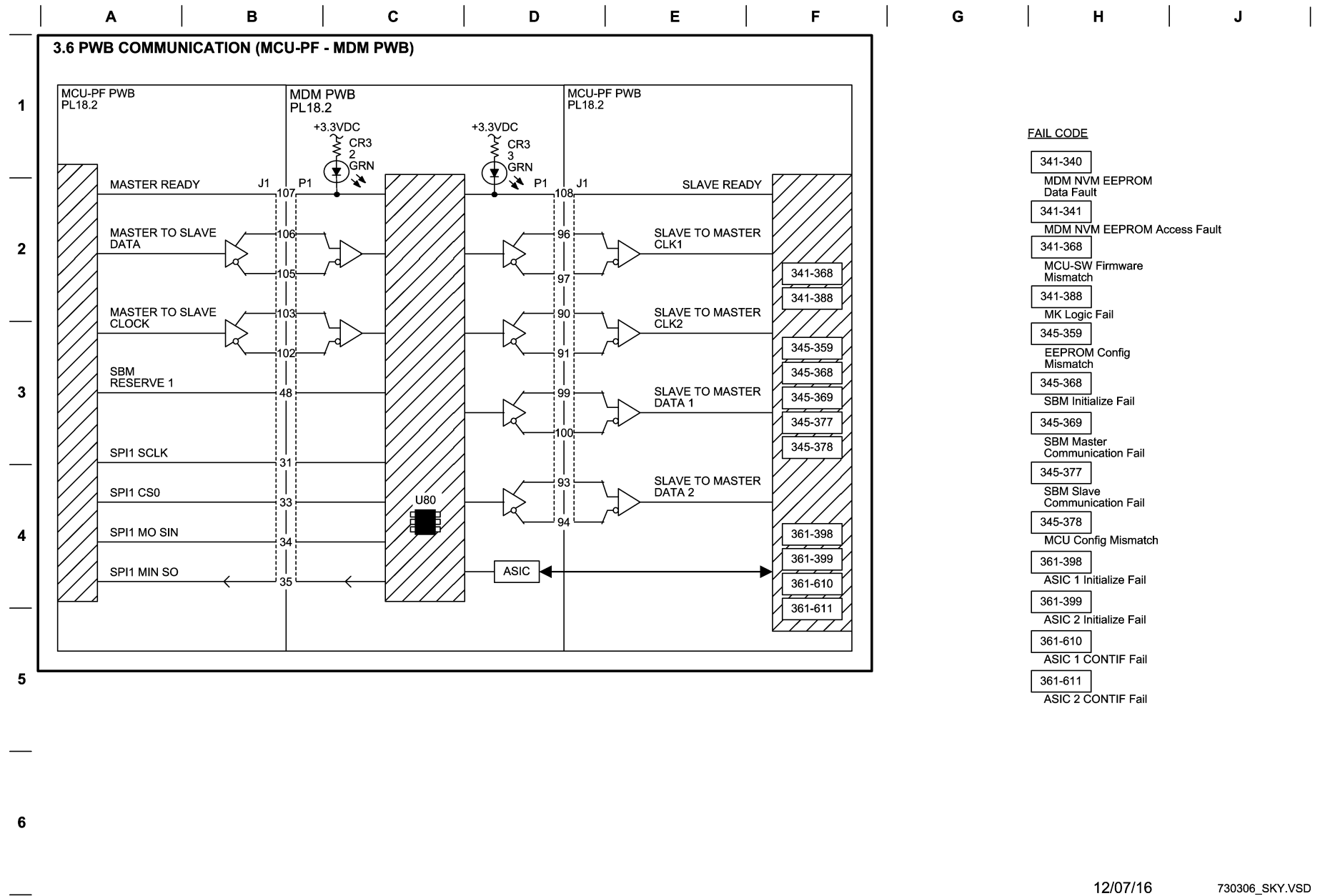
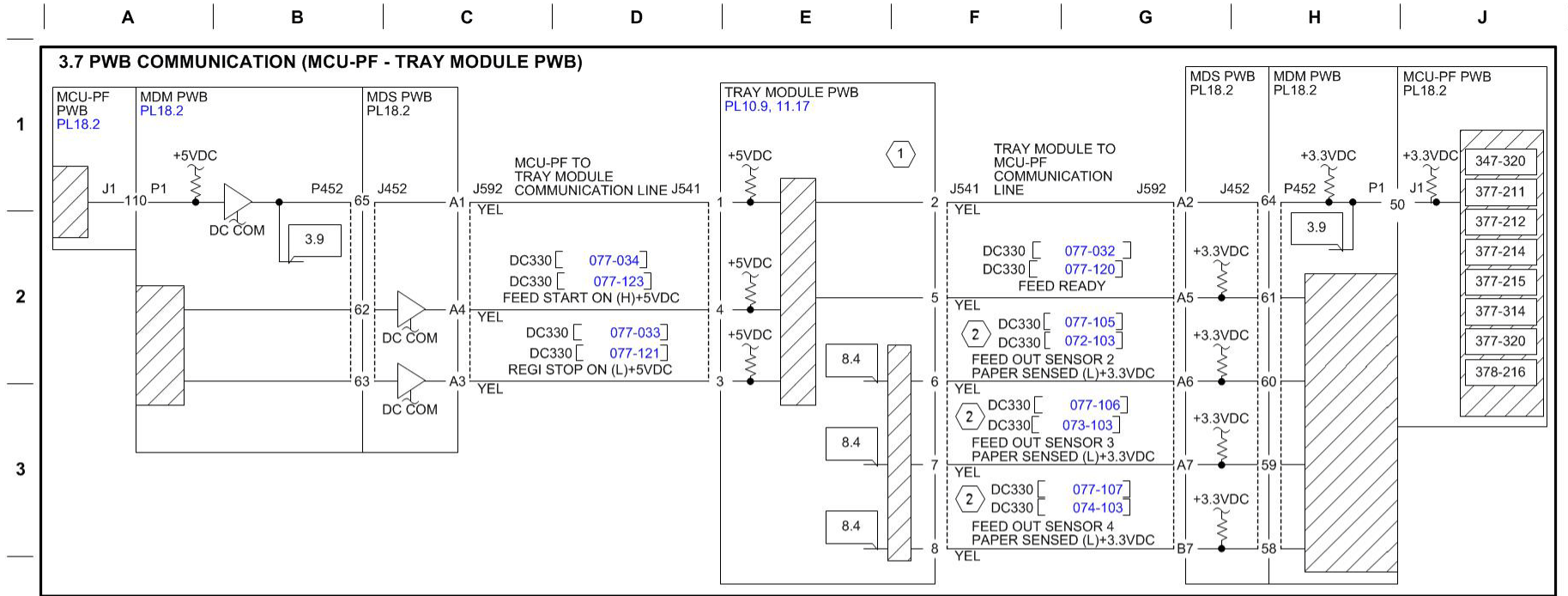


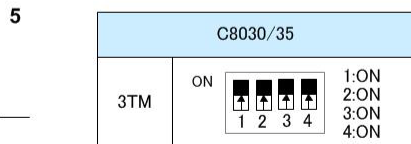
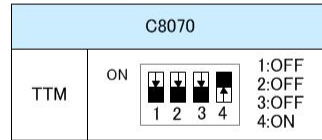
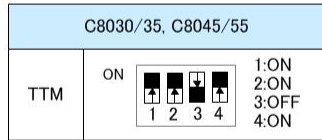
Figure 5 BSD 3.6 PWB Communication (6 of 9)

BSD 3.7 PWB Communication (7 of 9)



NOTE:

1 The DIP switch settings of the Tray Module PWB are as follows:



2 Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual voltage level is shown.

FAIL CODE

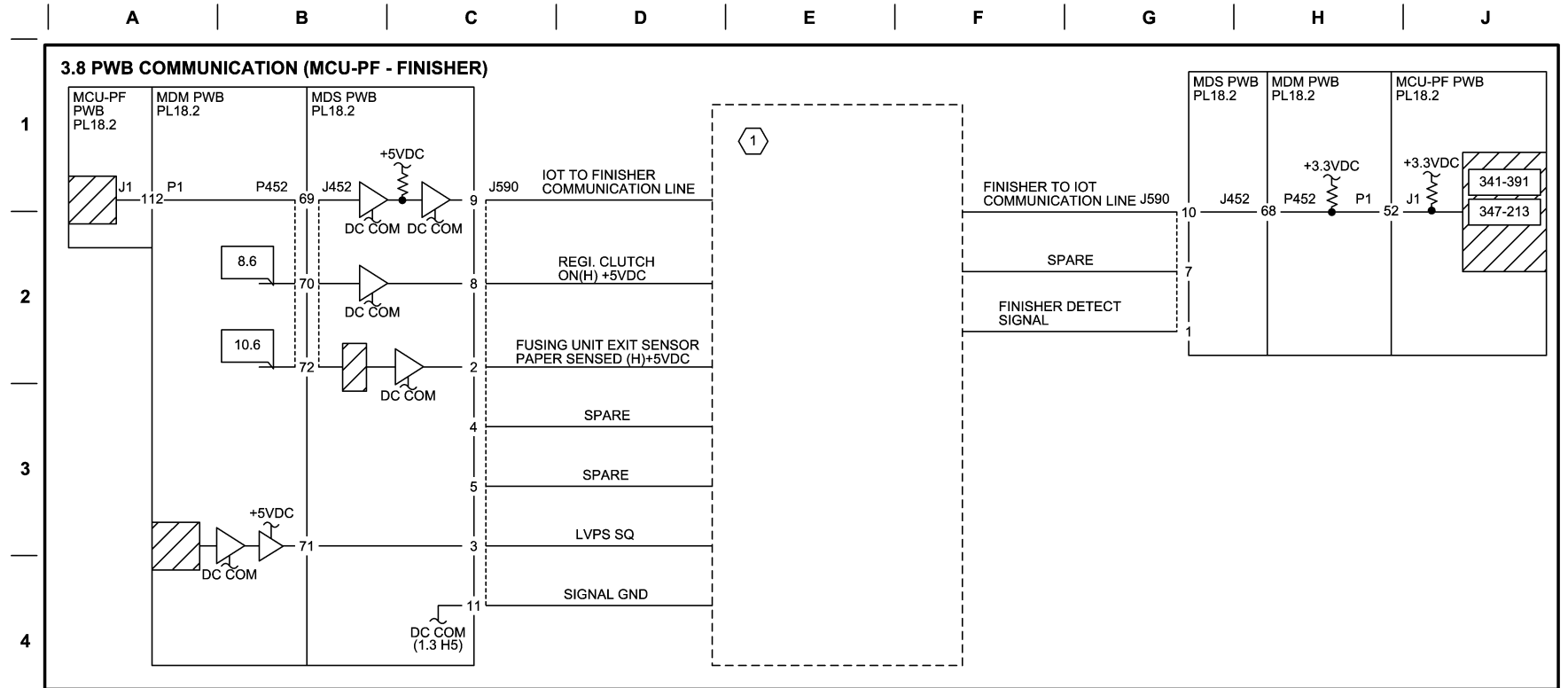
347-320 ALL Destination Tray Broken	377-215 Tray Module Communication Fail
377-211 Tray Module Kind Mismatch	377-314 P/H Module Logic Fail
377-212 Tray Module Reset Fail	377-320 All Feed Tray Broken Fail
377-214 Tray Module Logic Fail	378-216 Logic Failure

Figure 6 BSD 3.7 PWB Communication (7 of 9)

03/06/17

730307_SKY.VSD

BSD 3.8 PWB Communication (8 of 9)



NOTE:

1 Refer to Finisher Service Documentation for more information

FAIL CODE

341-391

Finisher Module Logic Fail

347-213

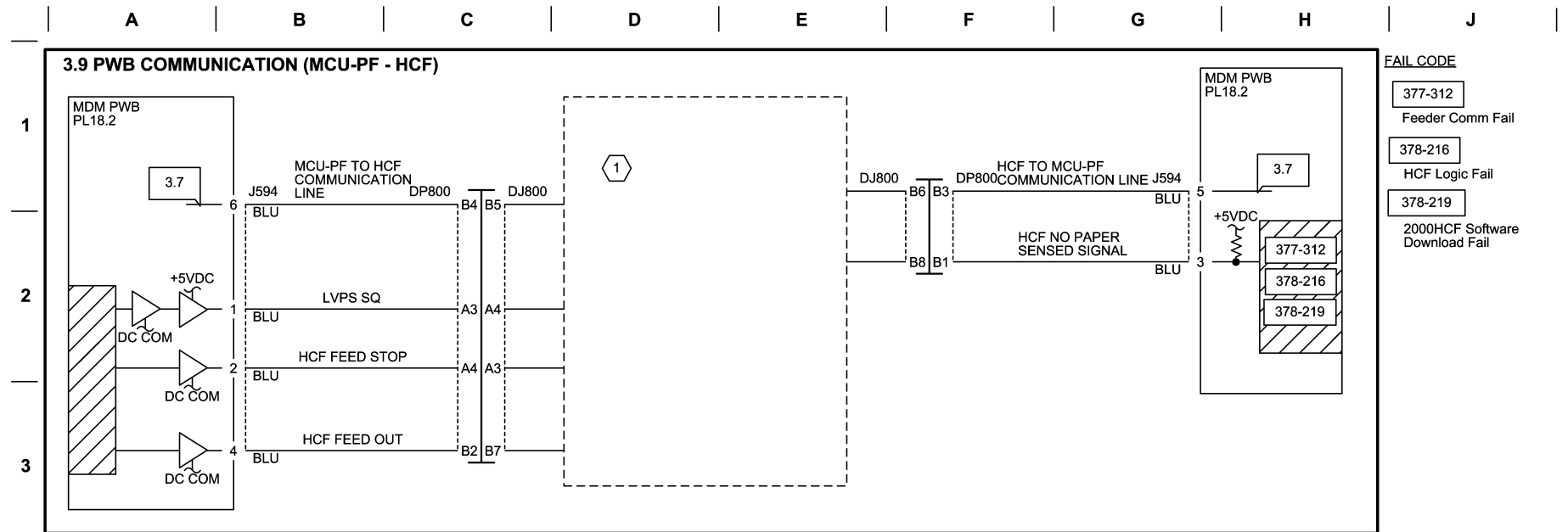
Finisher Kind Mismatch

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Figure 7 BSD 3.8 PWB Communication (8 of 9)

BSD 3.9 PWB Communication (9 of 9)



NOTE:

1 Refer to the HCF Finisher Service Documentation for more information

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Figure 8 BSD 3.9 PWB Communication (9 of 9)

BSD 3.10 Poor Cable Connection

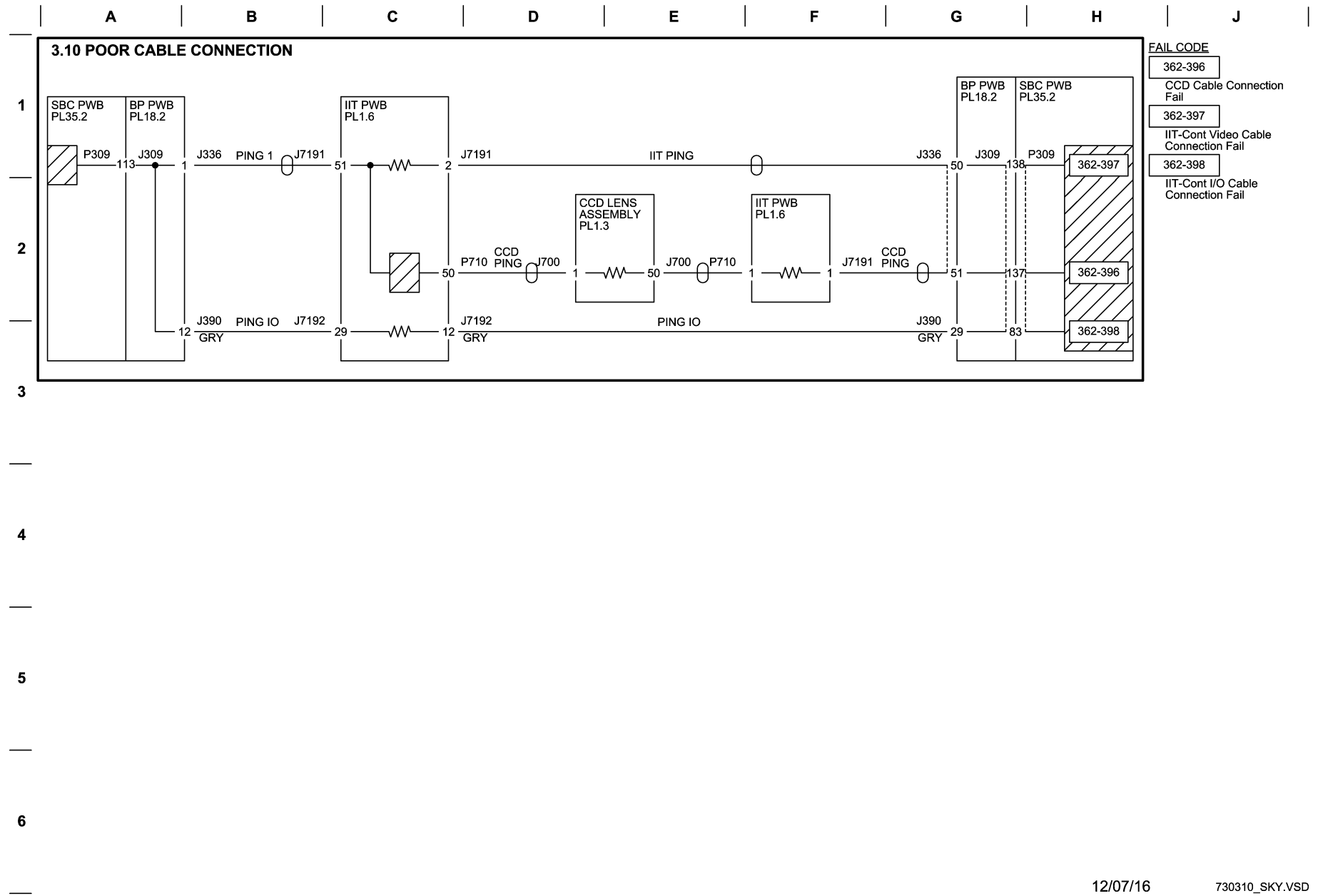


Figure 9 BSD 3.10 Poor Cable Connection

BSD 3.11 PWB Detection

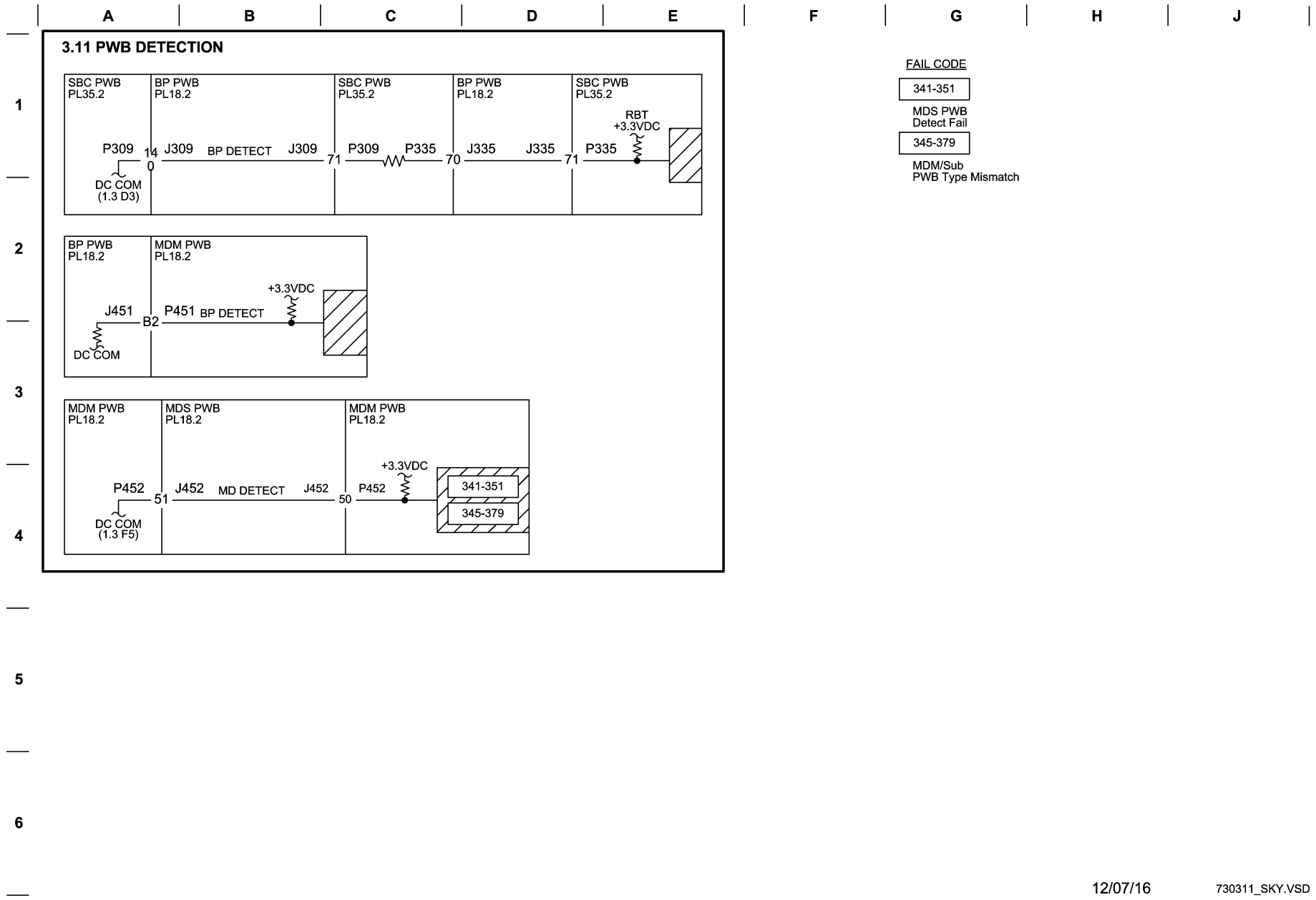


Figure 10 BSD 3.11 PWB Detection

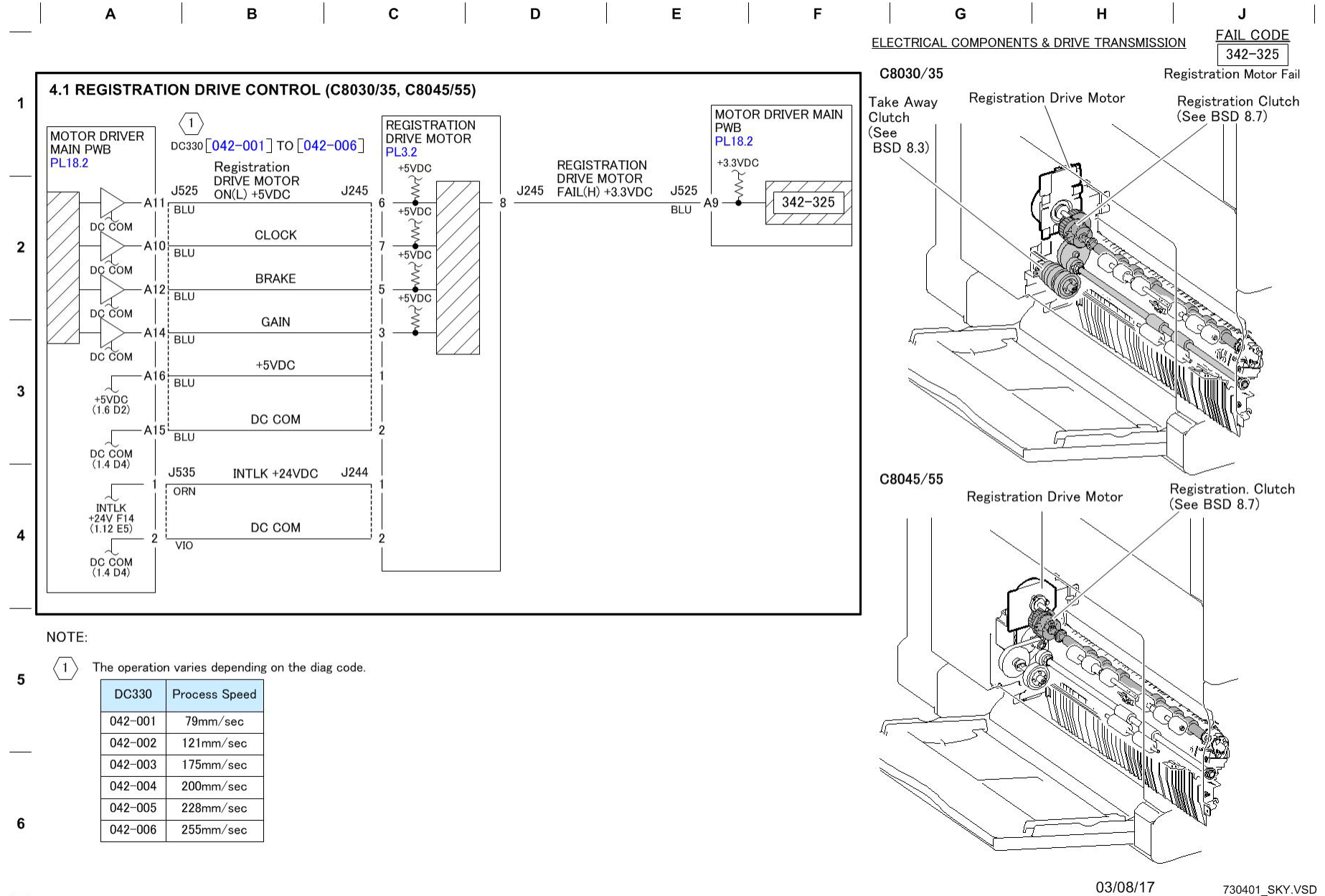
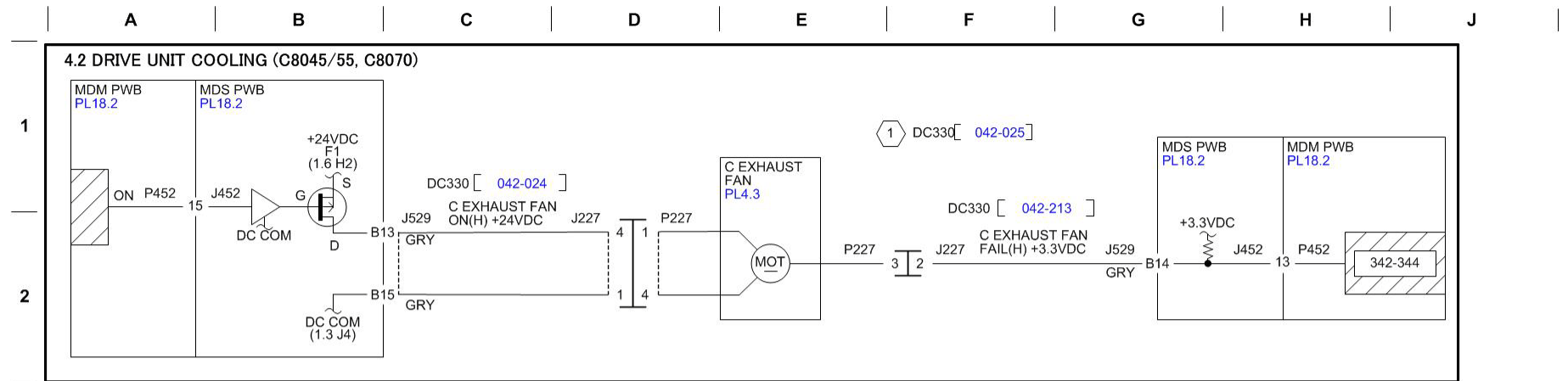


Figure 1 BSD 4.1 Registration Drive Control (C8030/35, C8045/55)

BSD 4.2 Drive Unit Cooling



ELECTRICAL COMPONENTS

3 DC330[042-025] performs a fault detection after
 NOTE: rotating the target fans concurrently for 5 seconds.
 If any fan is found to be faulty, a fail code is issued.
 Fail codes can be referred to via DC125.



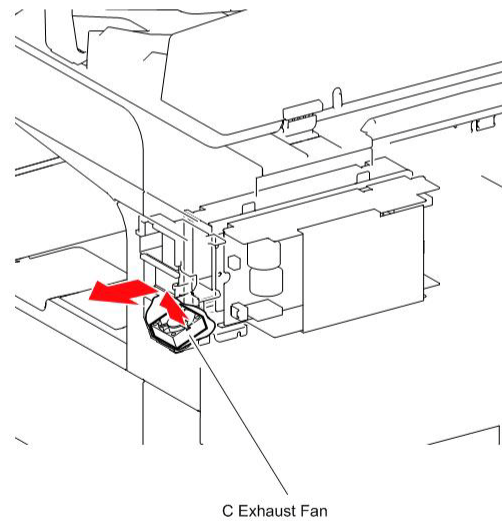
Check the following NVM settings in advance.
 (1) NVM741-072: Fan Fail Bypass should be "0".
 If you want to prevent any particular fan from raising a fail,
 change this value to the fail bypass number for that fan.
 (2) NVM741-146: LH FAN CONDITION FLAG should be 1 or 2".
 If you want to prevent an LH Fan Fail from being raised,
 change this value to "0".

- 4 The following fans are targeted:
- 010-398: Fusing Unit Fan
 - 042-336: Process 2 Fan
 - 043-322: LVPS FAN
 - 042-332: IH Intake Fan
 - 042-330: IH Exhaust Fan (C8070)
 - 042-609: LH Fan 1/2/3 (When NVM742-146 is set to "1 or 2")
 - 042-342: Suction Fan (C8045/55, C8070)
 - 042-340: Cartridge Fan (C8045/55, C8070)
 - 042-335: Process 1 Fan (C8045/55, C8070)
 - 042-344: C Exhaust Fan (C8045/55, C8070)
 - 042-343: Rear Bottom Fan (C8045/55, C8070)
 - 042-341: HV Fan (C8030/35)
 - 043-321: RH Fan (C8045/55, C8070)
 - 042-341: Marking Fan (C8045/55, C8070)

FAIL CODE

342-344

C Exhaust Fan Fail

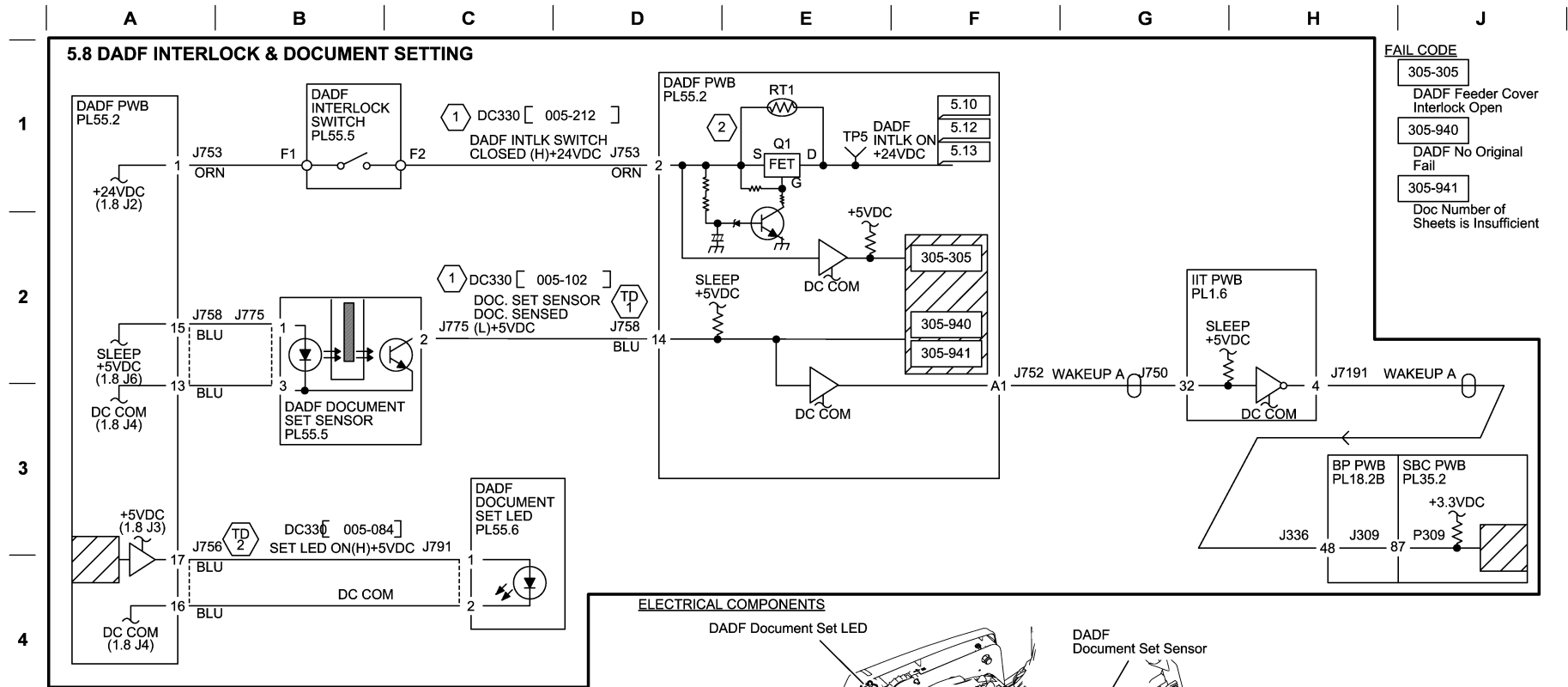


C Exhaust Fan

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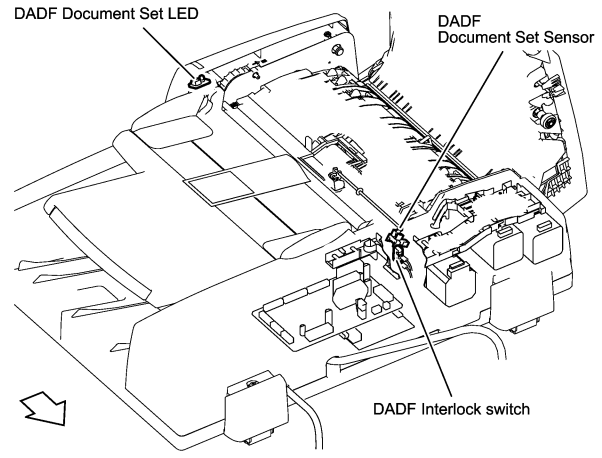
Figure 2 BSD 4.2 Drive Unit Cooling



FAIL CODE

305-305	DADF Feeder Cover Interlock Open
305-940	DADF No Original Fail
305-941	Doc Number of Sheets is Insufficient

ELECTRICAL COMPONENTS



NOTE:

- 1 Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual volt level is shown.
- 2 Inrush Current Protection Element (RT1) is installed to prevent a problem from occurring in a surrounding circuit due to a great inrush current that generates at the opening/closing of Interlock Switch. When Interlock Switch is closed, causing an inrush current to flow in RT1, the internal resistance of RT1 protects the circuit. When 50ms has passed since Interlock was closed, FET (Q1) turns ON, leading to a stable power supply to the motors.
- TD1 Test Point: DADF PWB J758-14 (+) to GND (-)
Diag ON: approx. +2.63VDC
- TD2 Test Point: DADF PWB J756-17 (+) to GND (-)
Diag ON: approx. +1.99VDC

Figure 1 BSD 5.8 DADF Interlock & Document Setting

BSD 5.9 DADF Document Size Sensing

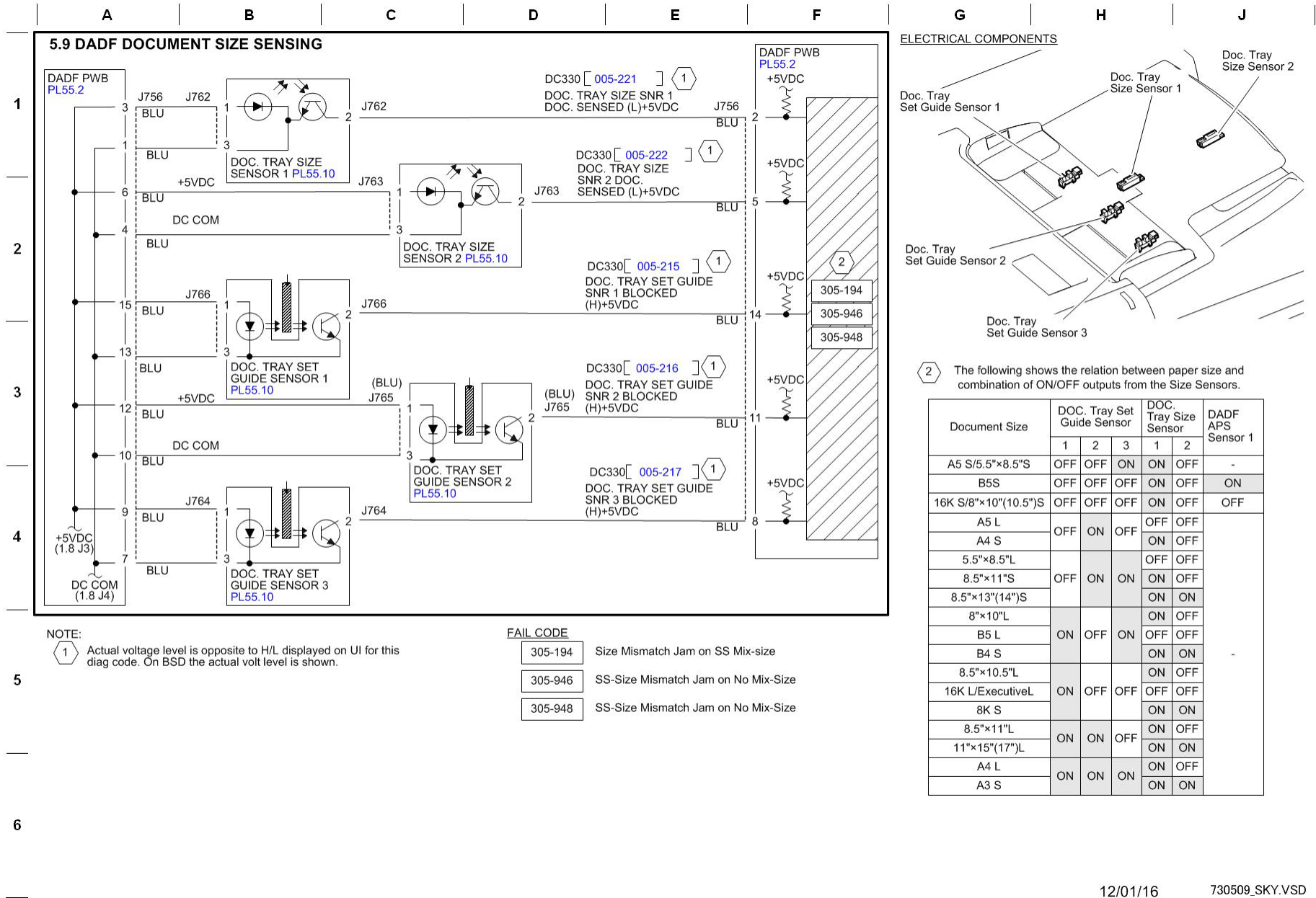


Figure 2 BSD 5.9 DADF Document Size Sensing

BSD 5.10 DADF Document Feeding (1 of 2)

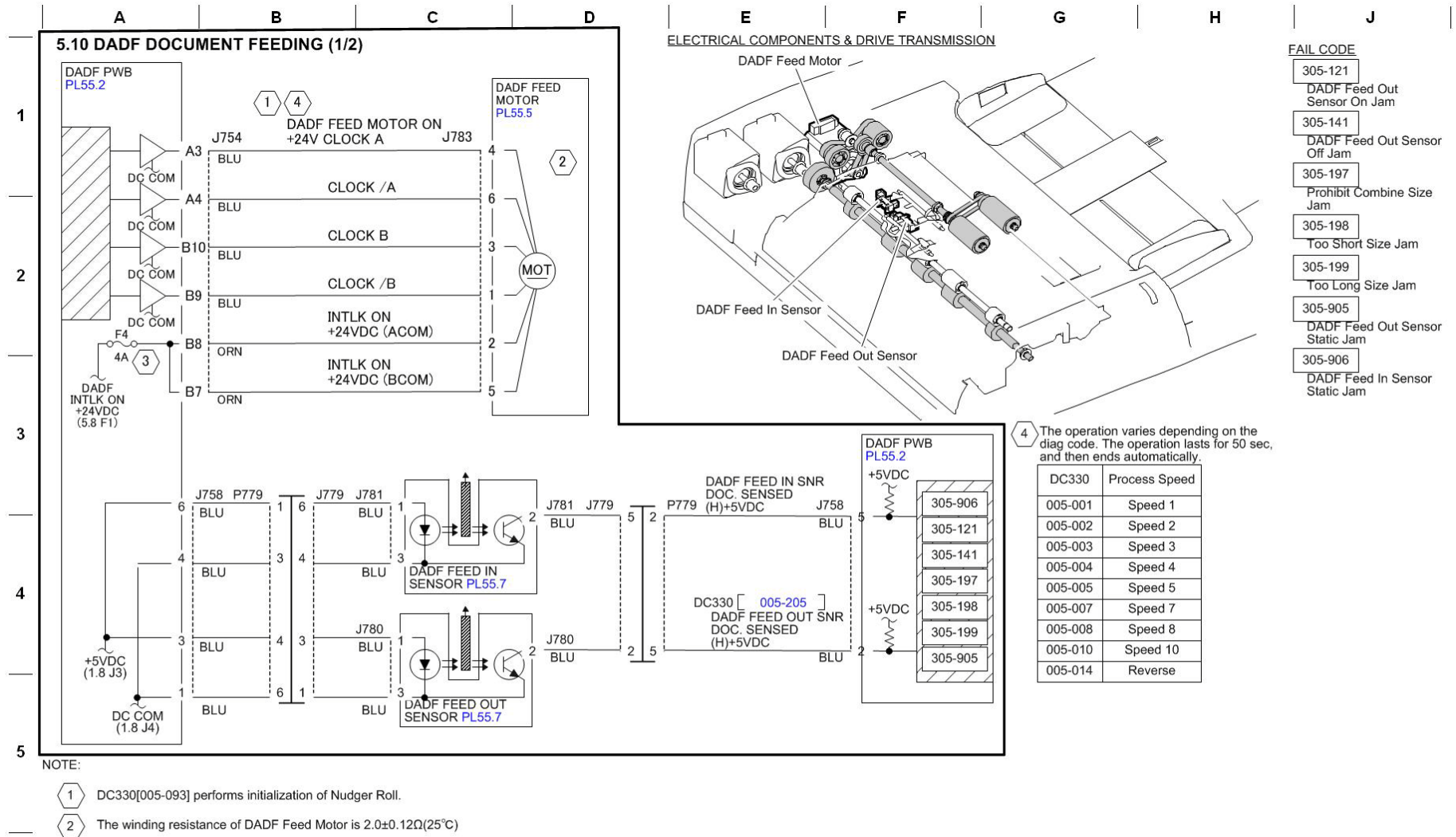
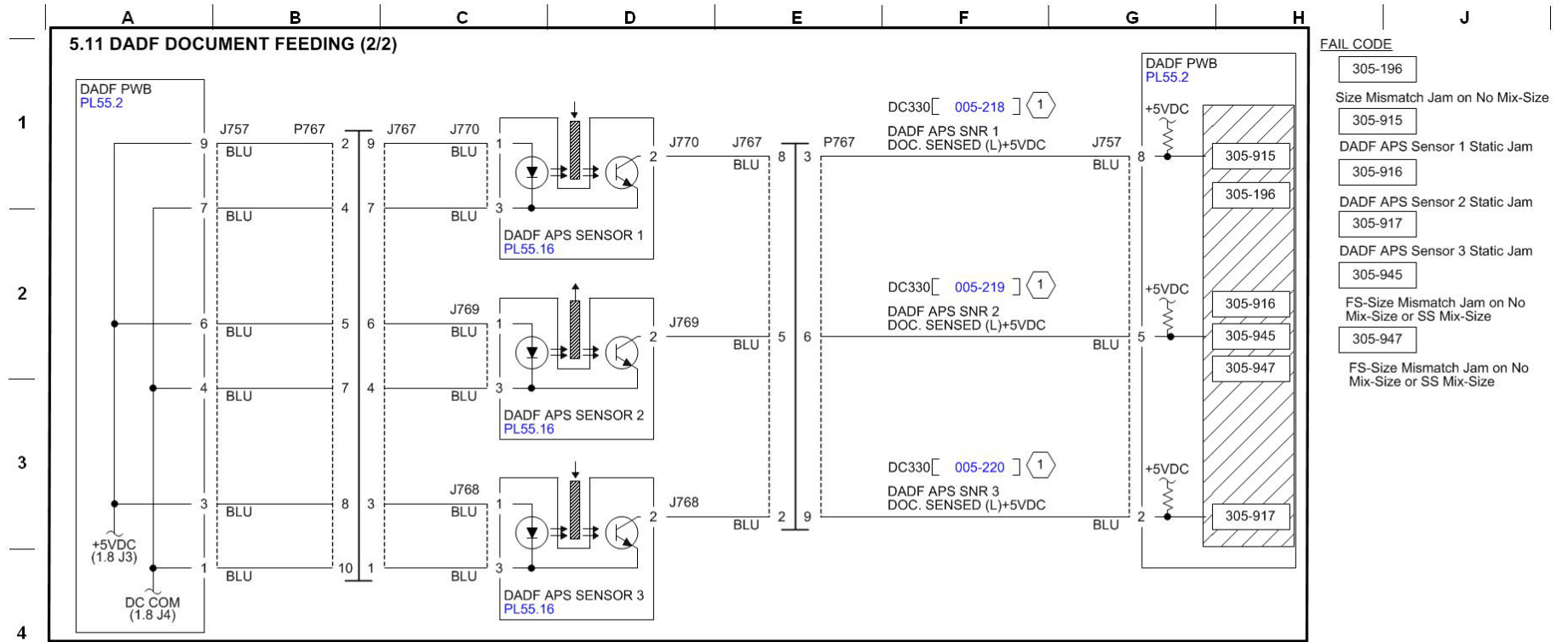


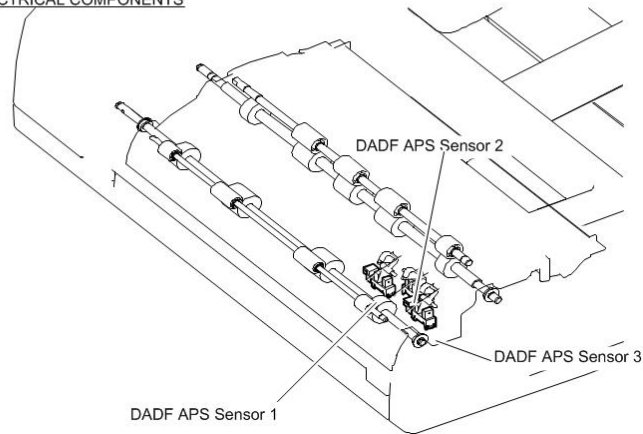
Figure 3 BSD 5.10 DADF Document Feeding (1 of 2)

BSD 5.11 DADF Document Feeding (2 of 2)



NOTE:
 ① Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual volt level is shown.

ELECTRICAL COMPONENTS



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Figure 4 BSD 5.11 DADF Document Feeding (2 of 2)

BSD 5.12 DADF Pre Registration

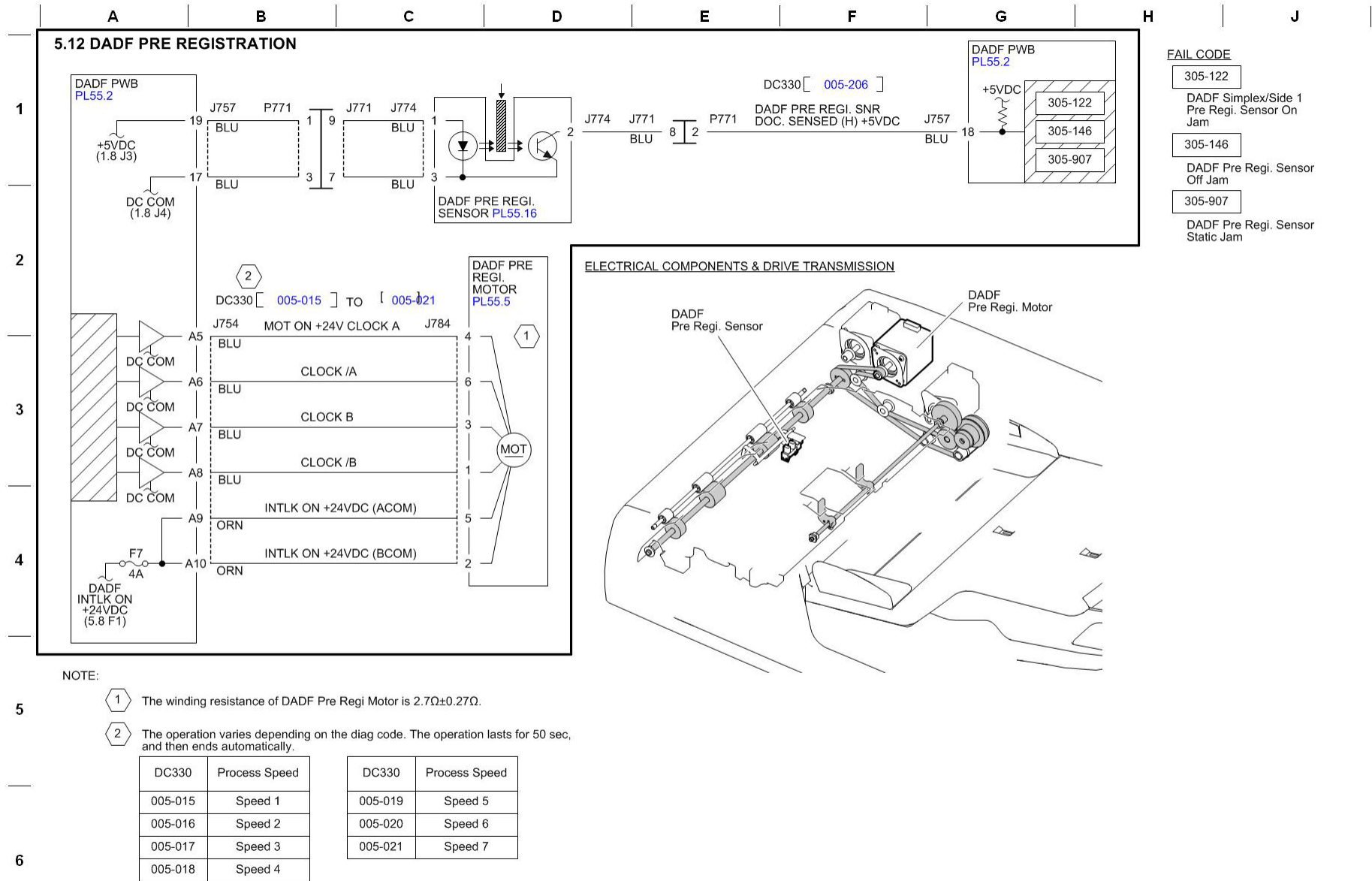
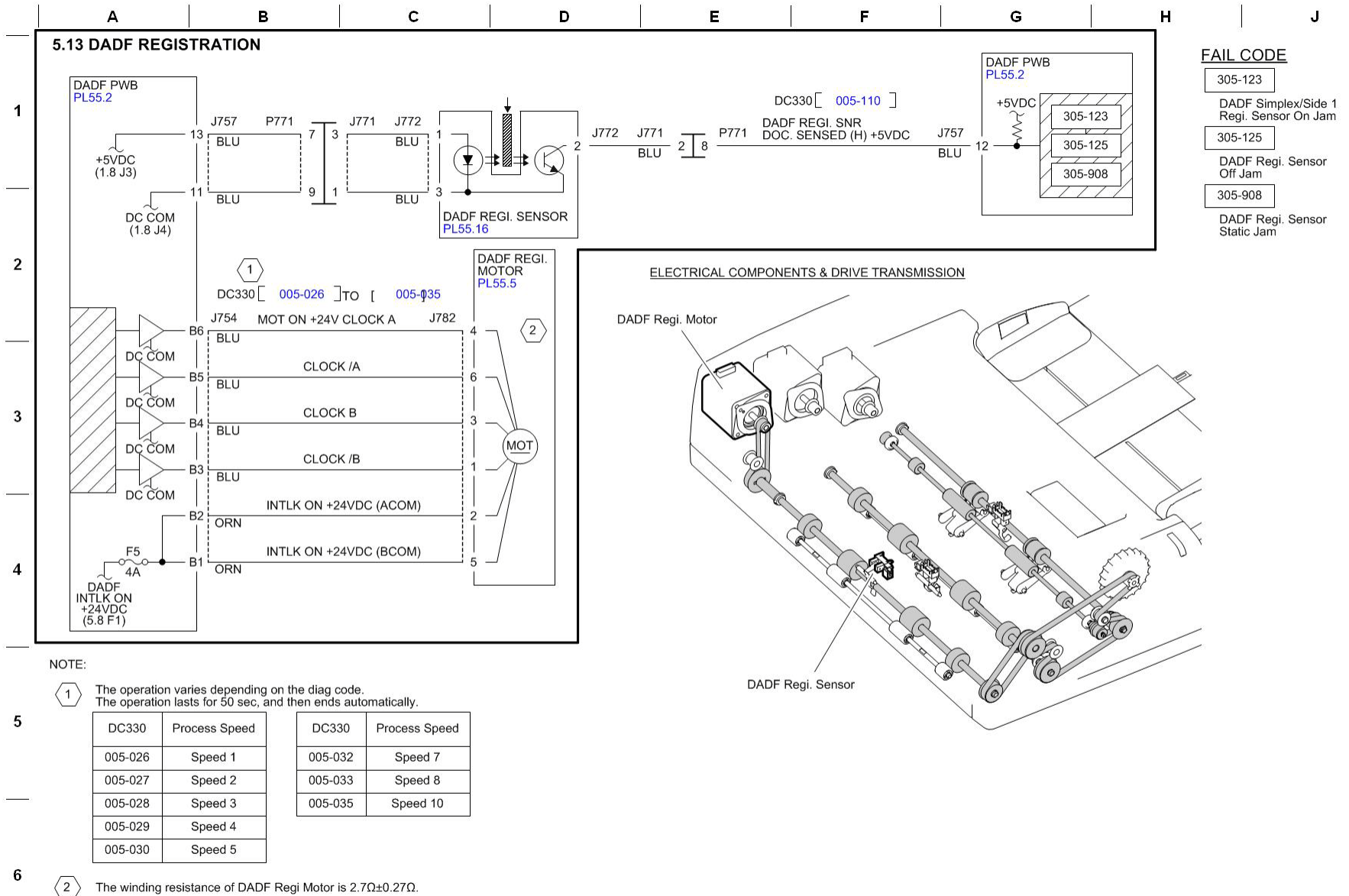


Figure 5 BSD 5.12 DADF Pre Registration

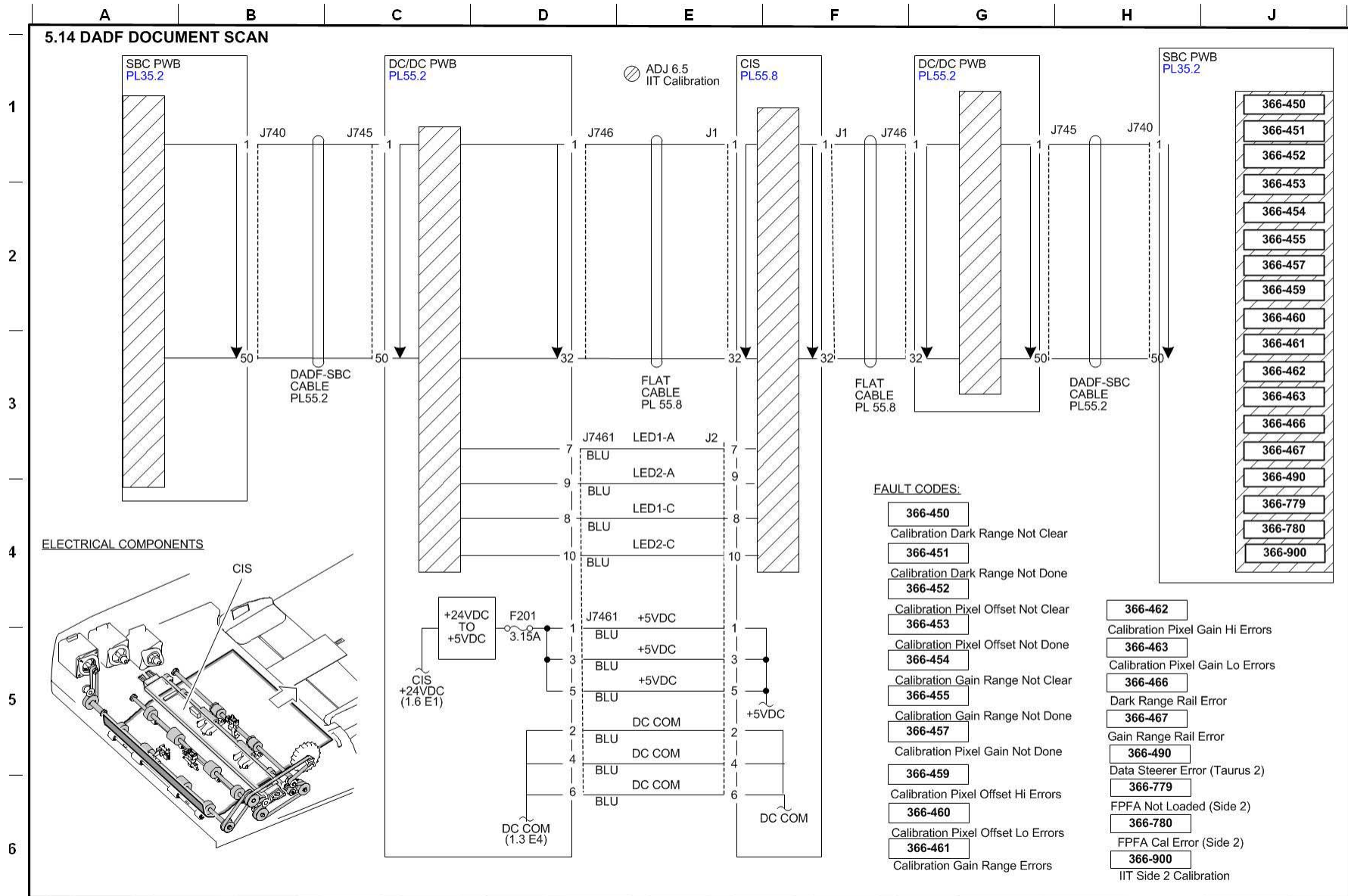
BSD 5.13 DADF Registration



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Figure 6 BSD 5.13 DADF Registration



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730514.SKY.VSD

Figure 7 BSD 5.14 DADF Document Scan

BSD 5.15 DADF Document Exit

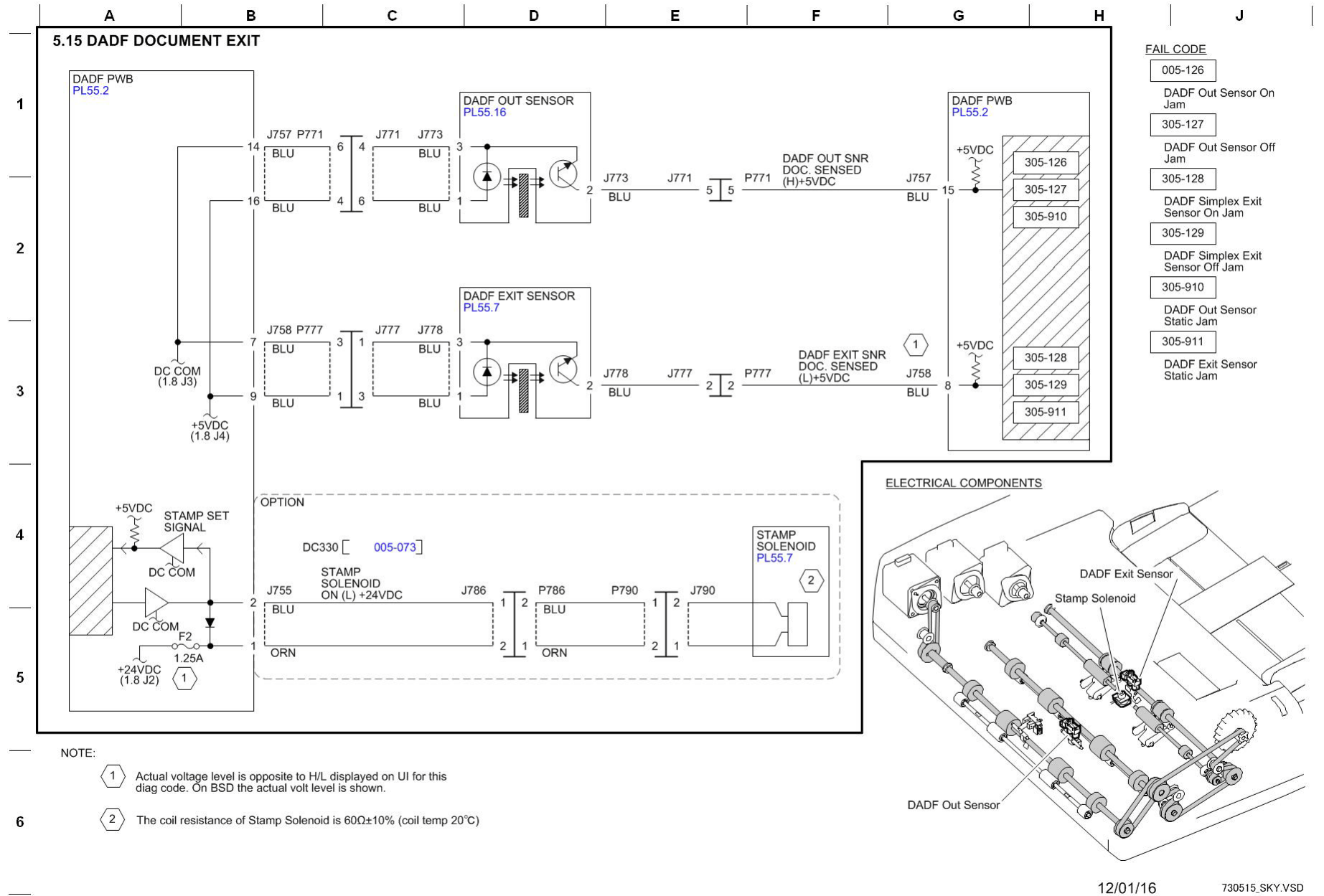
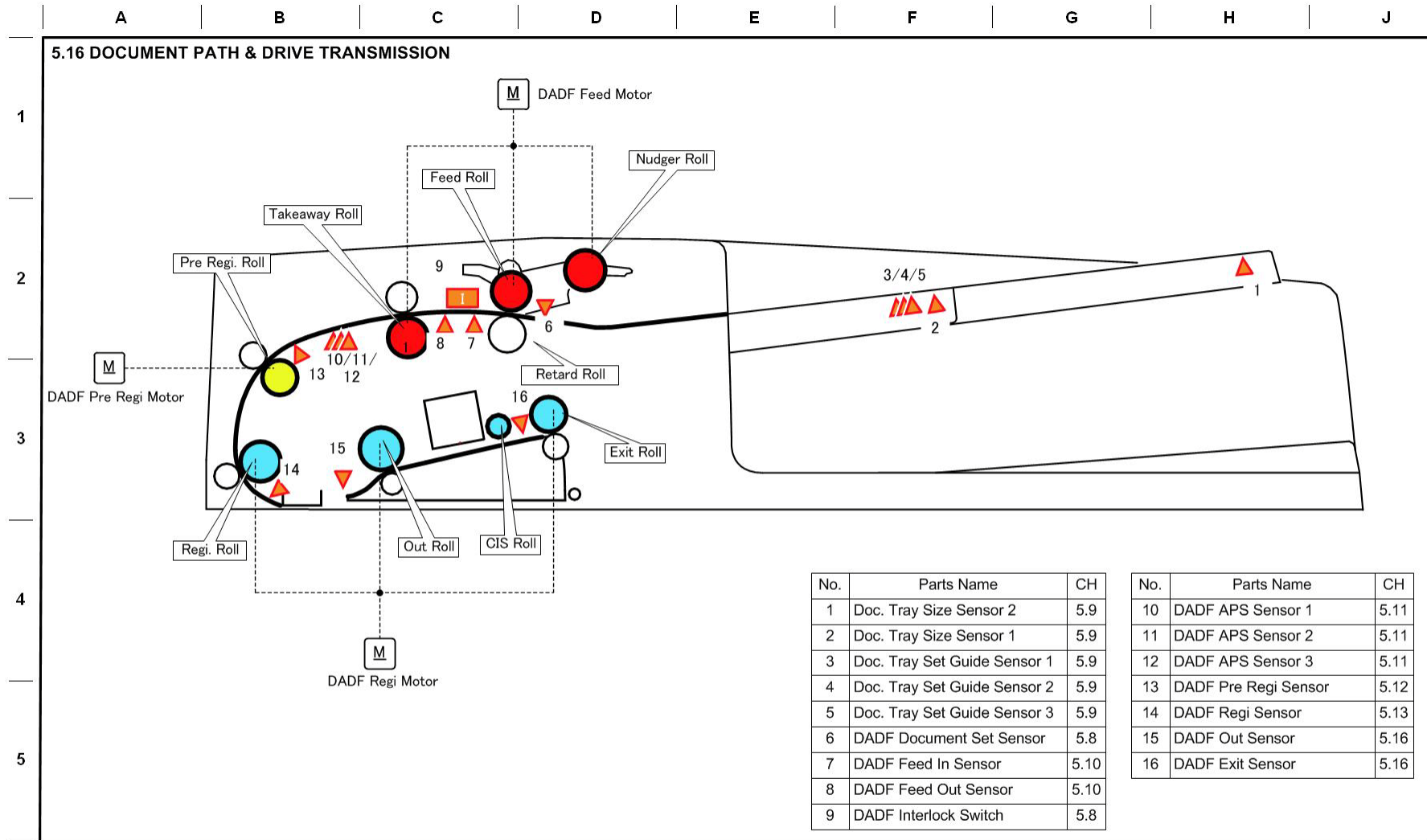


Figure 8 BSD 5.15 DADF Document Exit

BSD 5.16 Document Path & Drive Transmission



No.	Parts Name	CH
1	Doc. Tray Size Sensor 2	5.9
2	Doc. Tray Size Sensor 1	5.9
3	Doc. Tray Set Guide Sensor 1	5.9
4	Doc. Tray Set Guide Sensor 2	5.9
5	Doc. Tray Set Guide Sensor 3	5.9
6	DADF Document Set Sensor	5.8
7	DADF Feed In Sensor	5.10
8	DADF Feed Out Sensor	5.10
9	DADF Interlock Switch	5.8

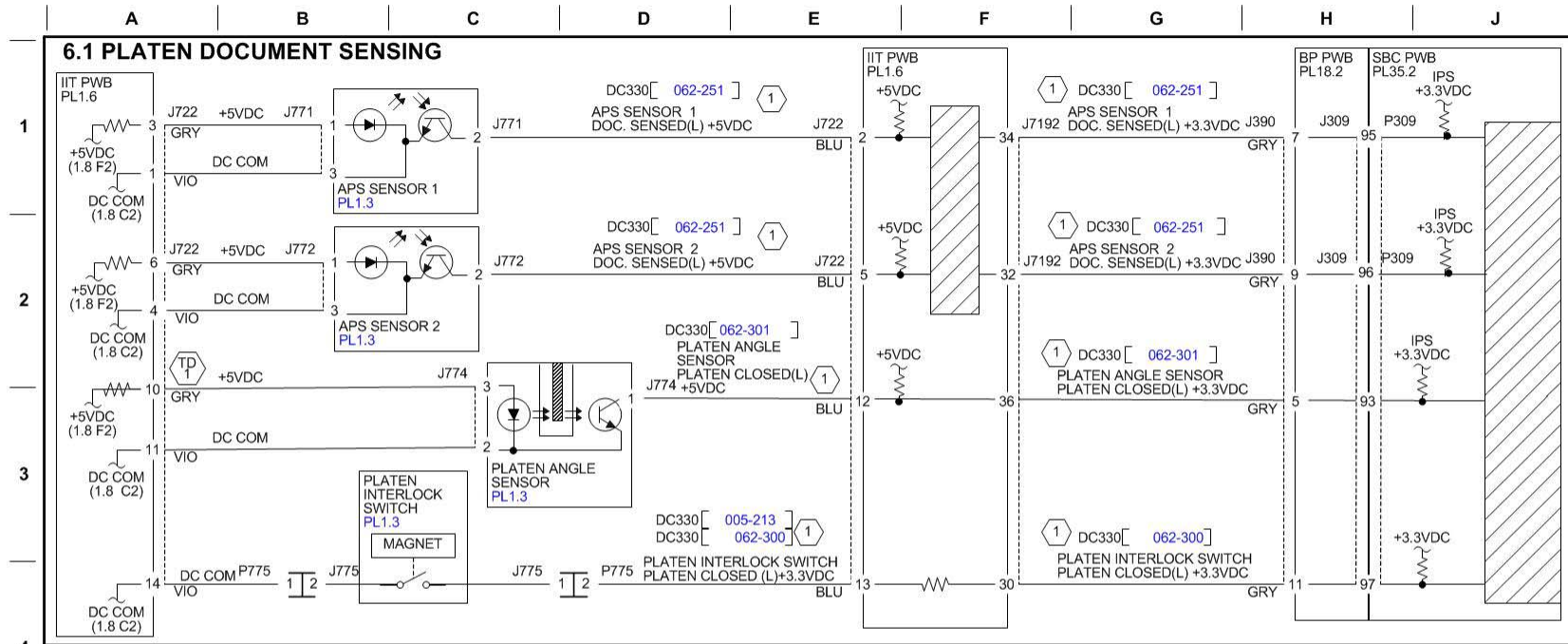
No.	Parts Name	CH
10	DADF APS Sensor 1	5.11
11	DADF APS Sensor 2	5.11
12	DADF APS Sensor 3	5.11
13	DADF Pre Regi Sensor	5.12
14	DADF Regi Sensor	5.13
15	DADF Out Sensor	5.16
16	DADF Exit Sensor	5.16

The meaning of symbols: M Stepping Motor ▲ Sensor

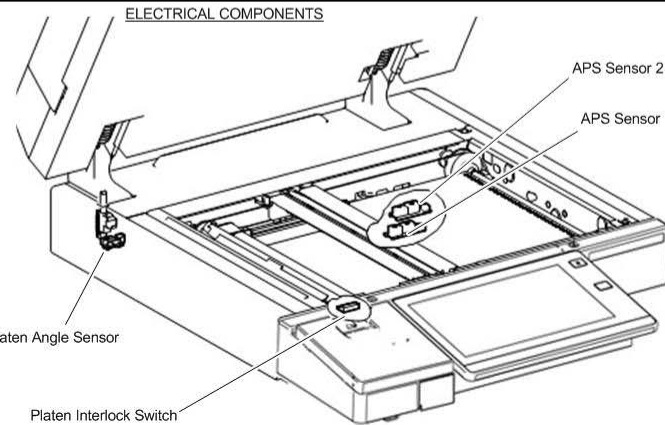
NOTE: The positions of motors and sensors on the figure is different from the actual positions. Some items are moved slightly for clarity

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Figure 9 BSD 5.16 Document Path and Drive Transmission



NOTE:
 ① Actual voltage level is opposite to H/L displayed on UI for this diag code.
 On BSD the actual volt level is shown.
 TP1 Test Point: IIT PWB J722-10 (+) to GND (-)
 With sensor connected, approx. +1.2VDC



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Figure 1 BSD 6.1 Platen Document Sensing

BSD 6.2 Document Illumination

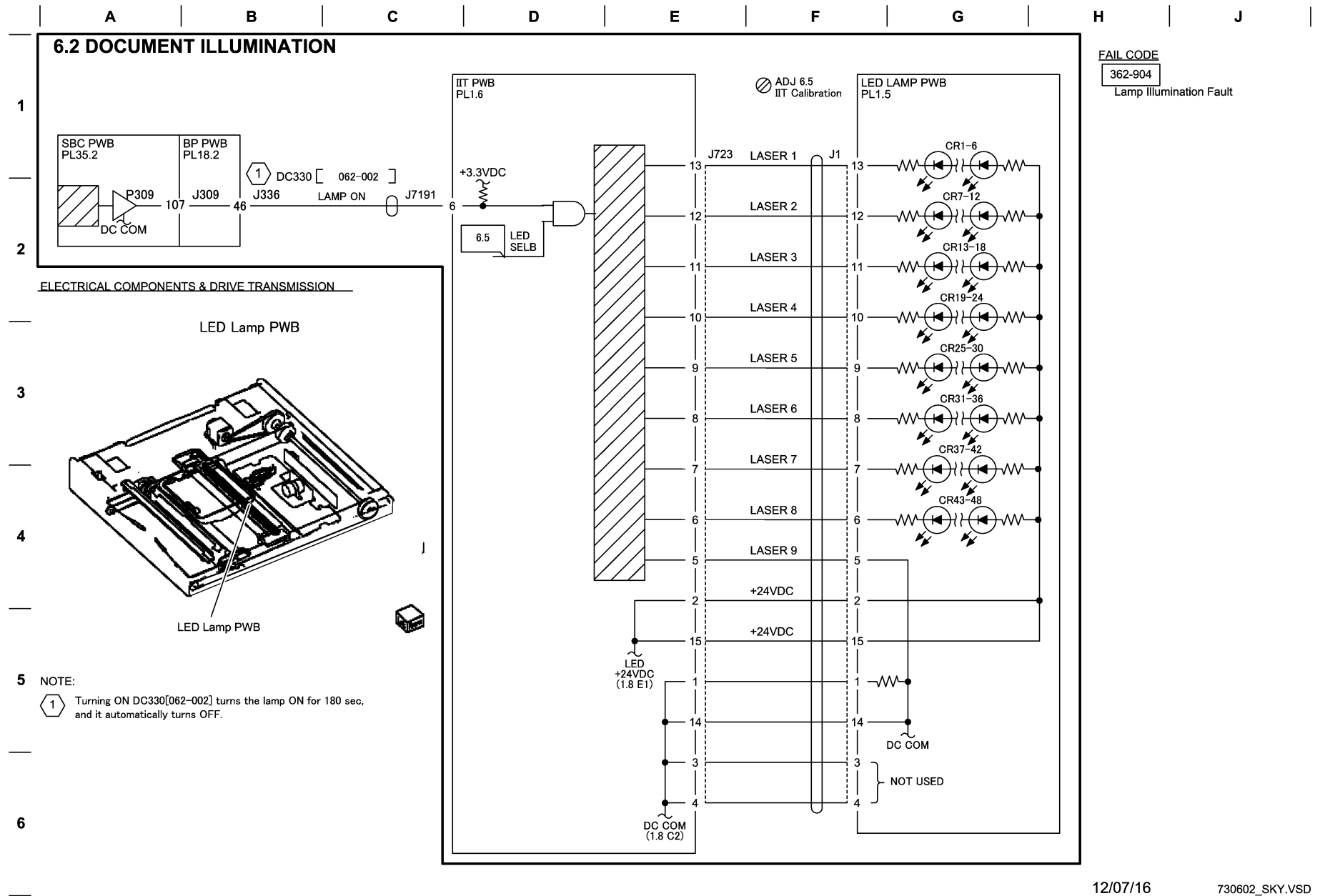
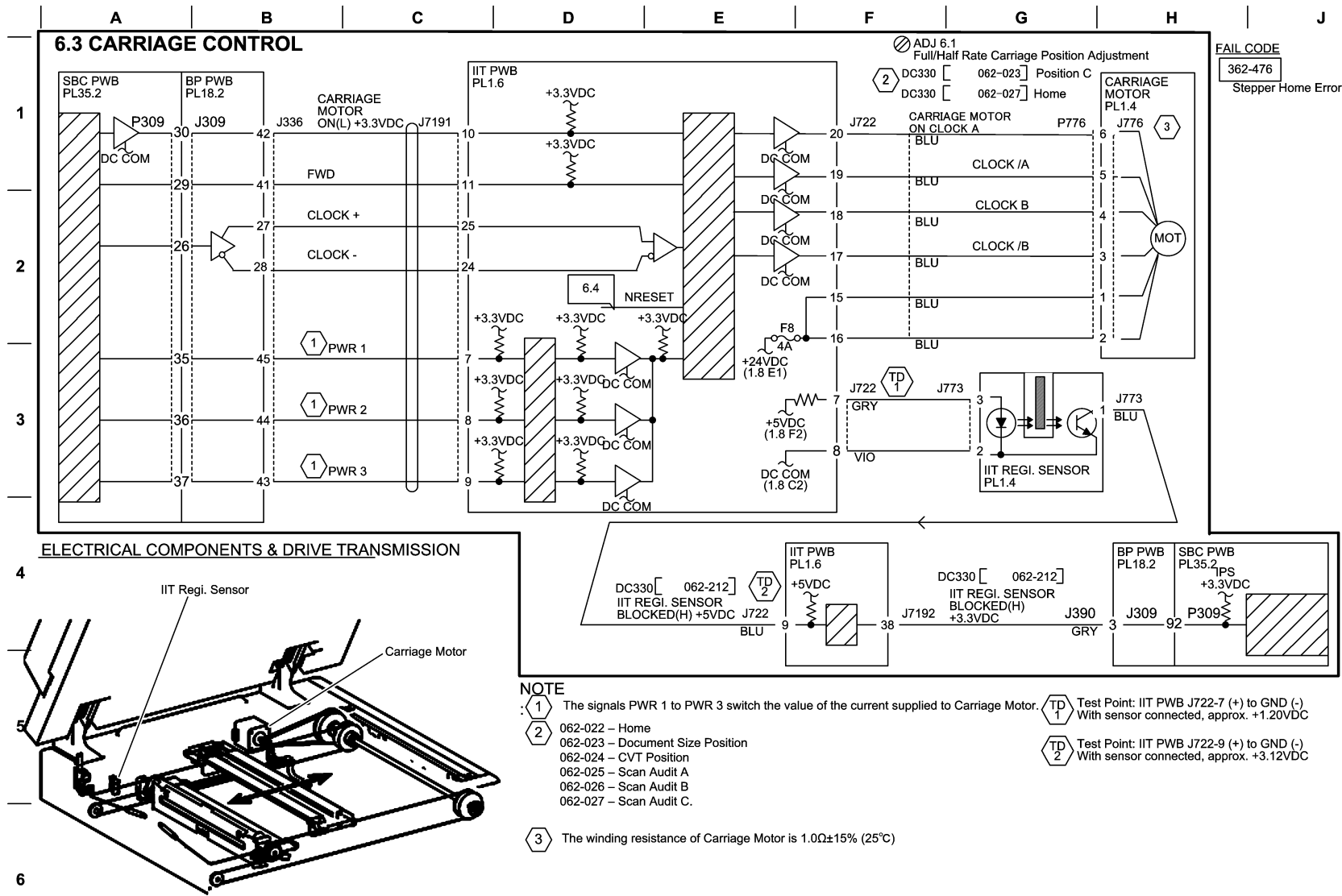


Figure 2 BSD 6.2 Document Illumination

BSD 6.3 Carriage Control

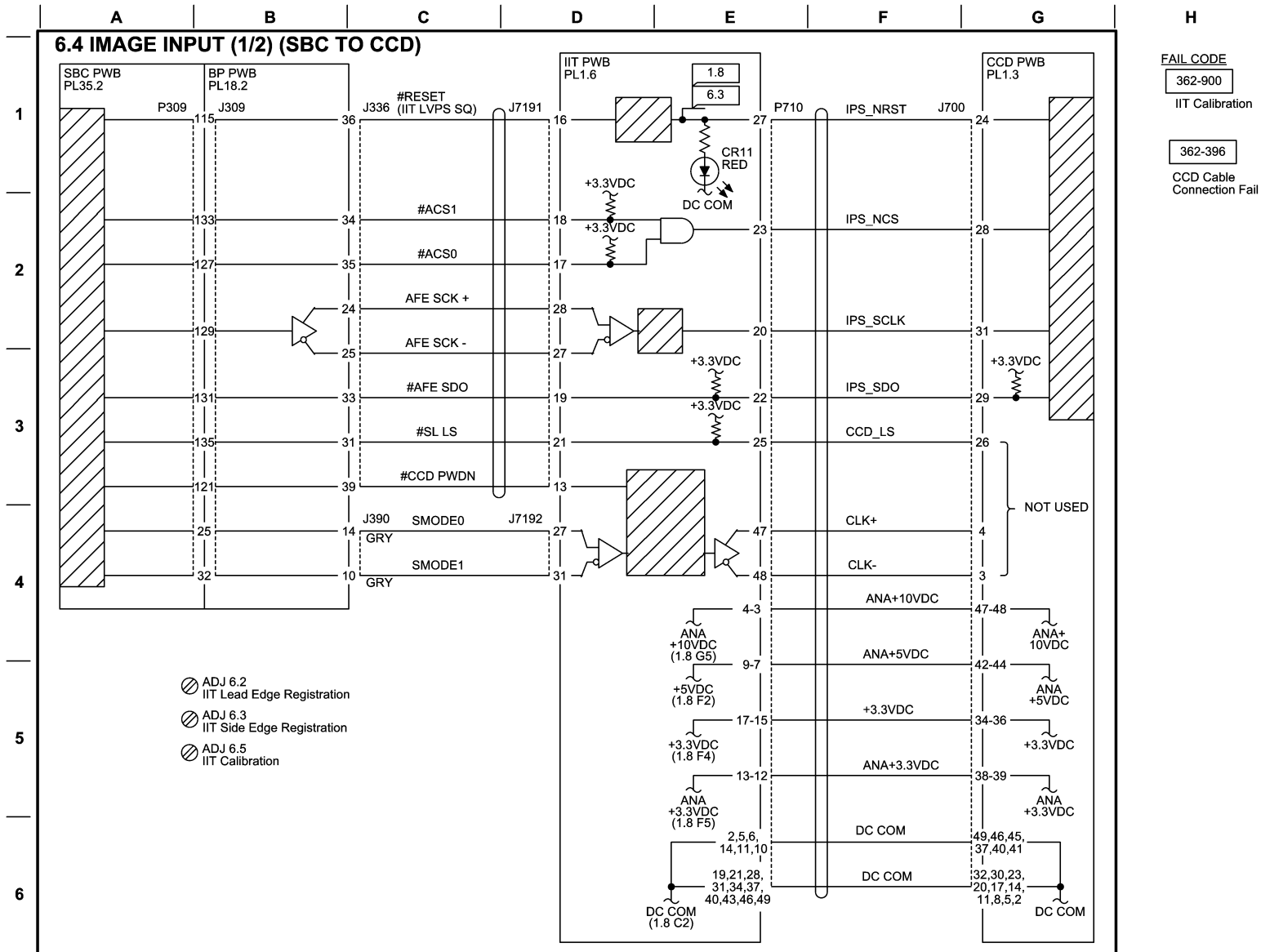


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Figure 3 BSD 6.3 Carriage Control

BSD 6.4 Image Input (1 of 2) (SBC to CCD)

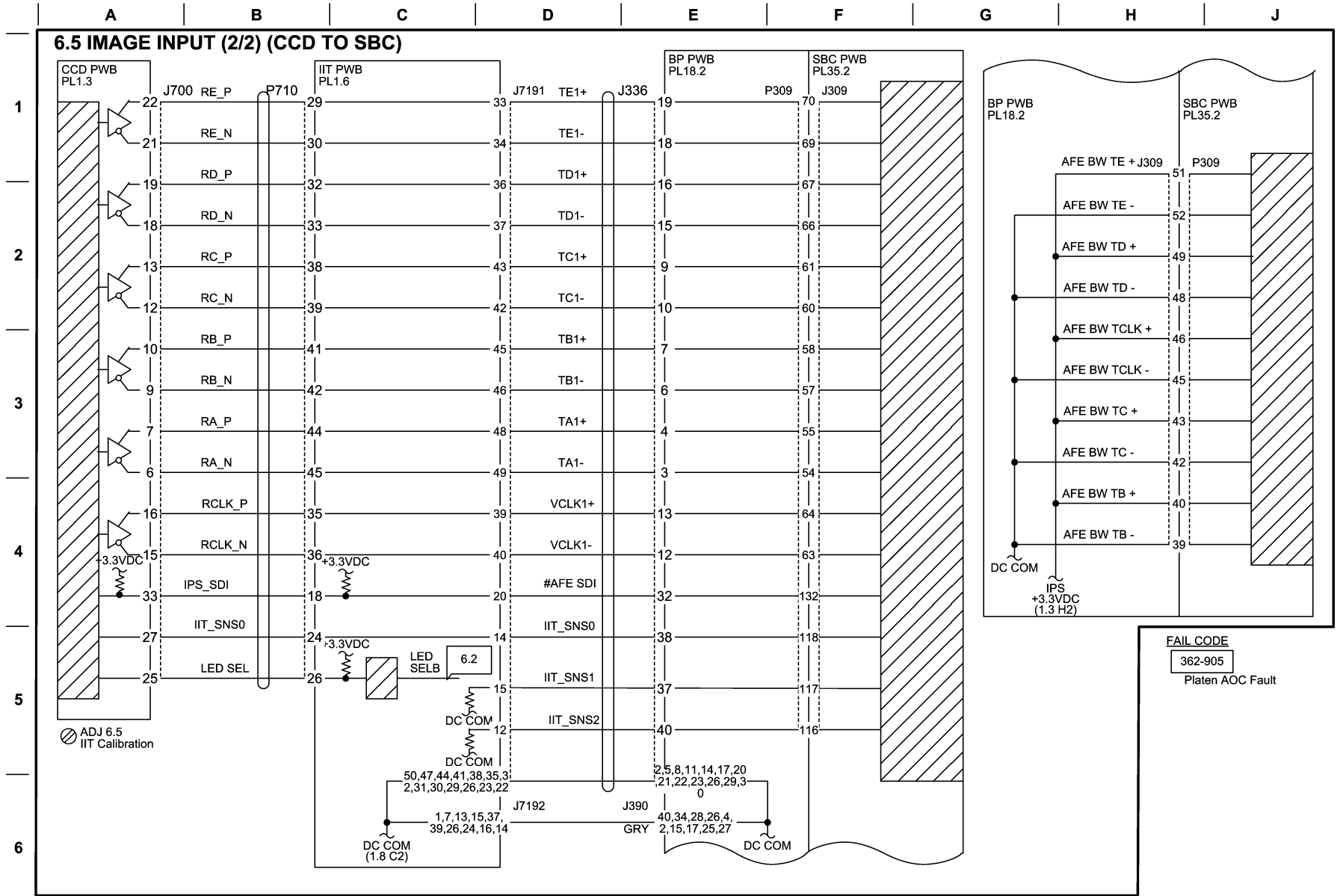


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Figure 4 BSD 6.4 Image Input (1 of 2) (SBC to CCD)

BSD 6.5 Image Input (2 of 2) (CCD to SBC)

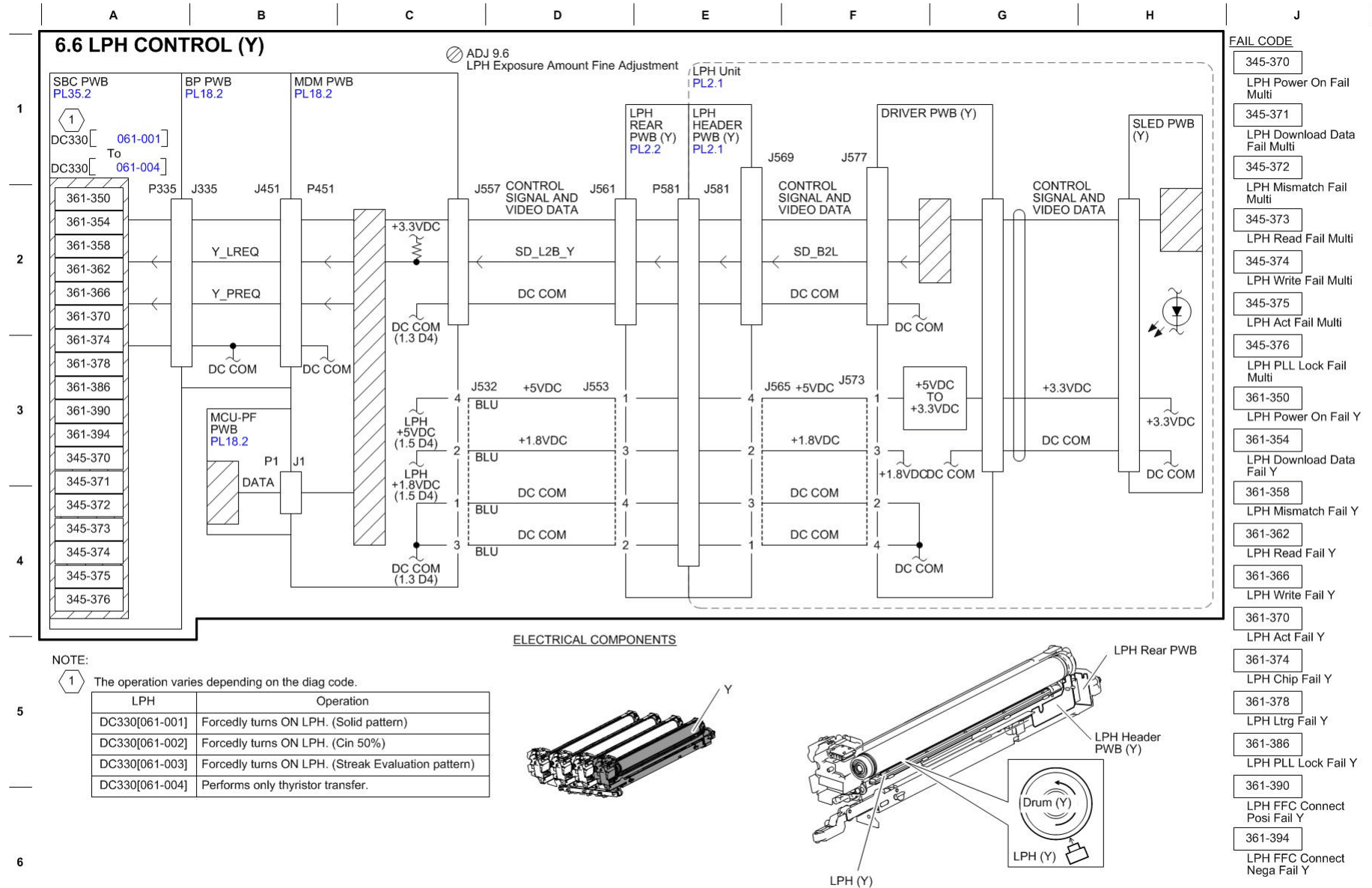


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Figure 5 BSD 6.5 Image Input (2 of 2) (CCD to SBC)

BSD 6.6 LPH Control (Y)



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Figure 6 BSD 6.6 LPH Control (Y)

BSD 6.7 LPH Control (M)

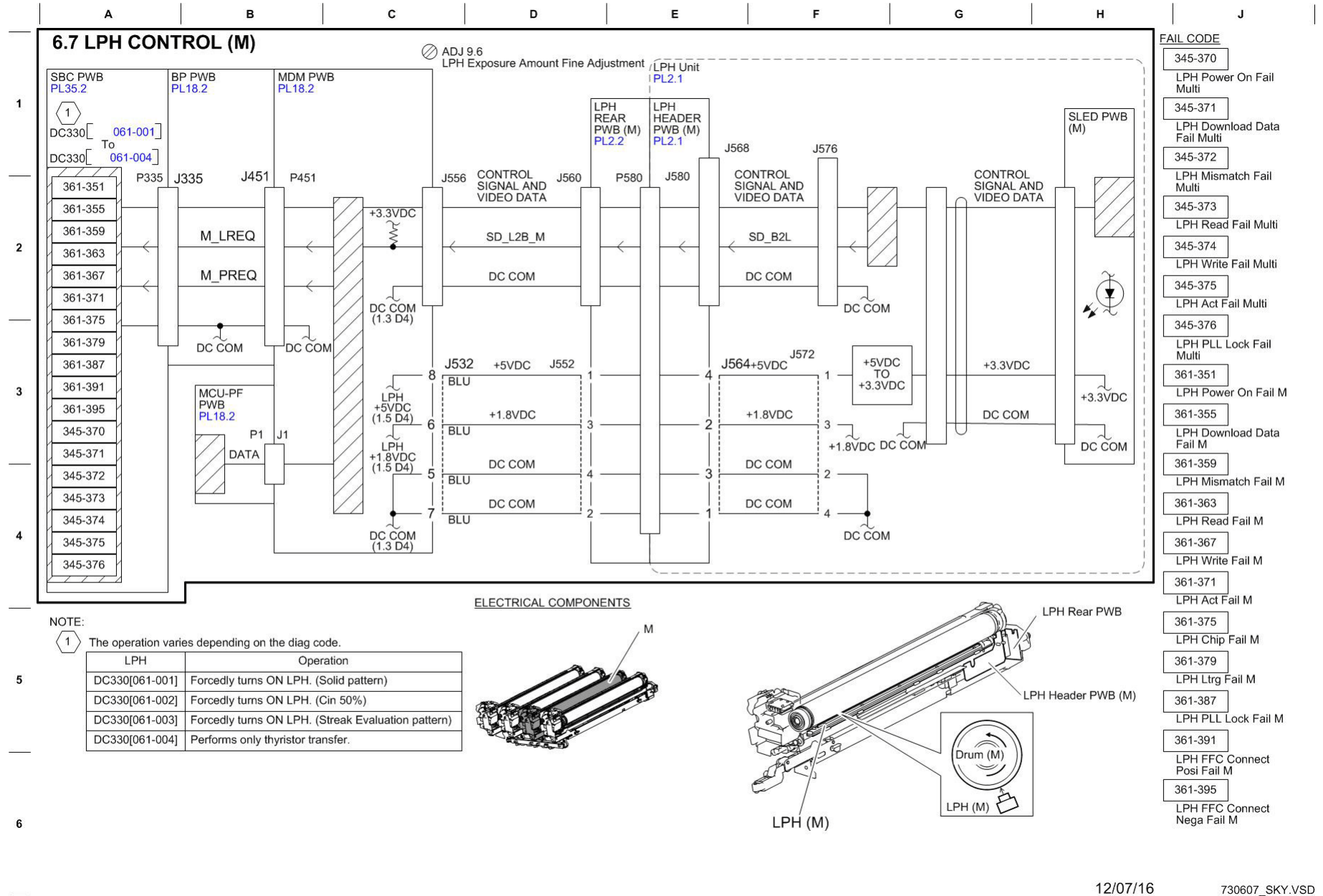
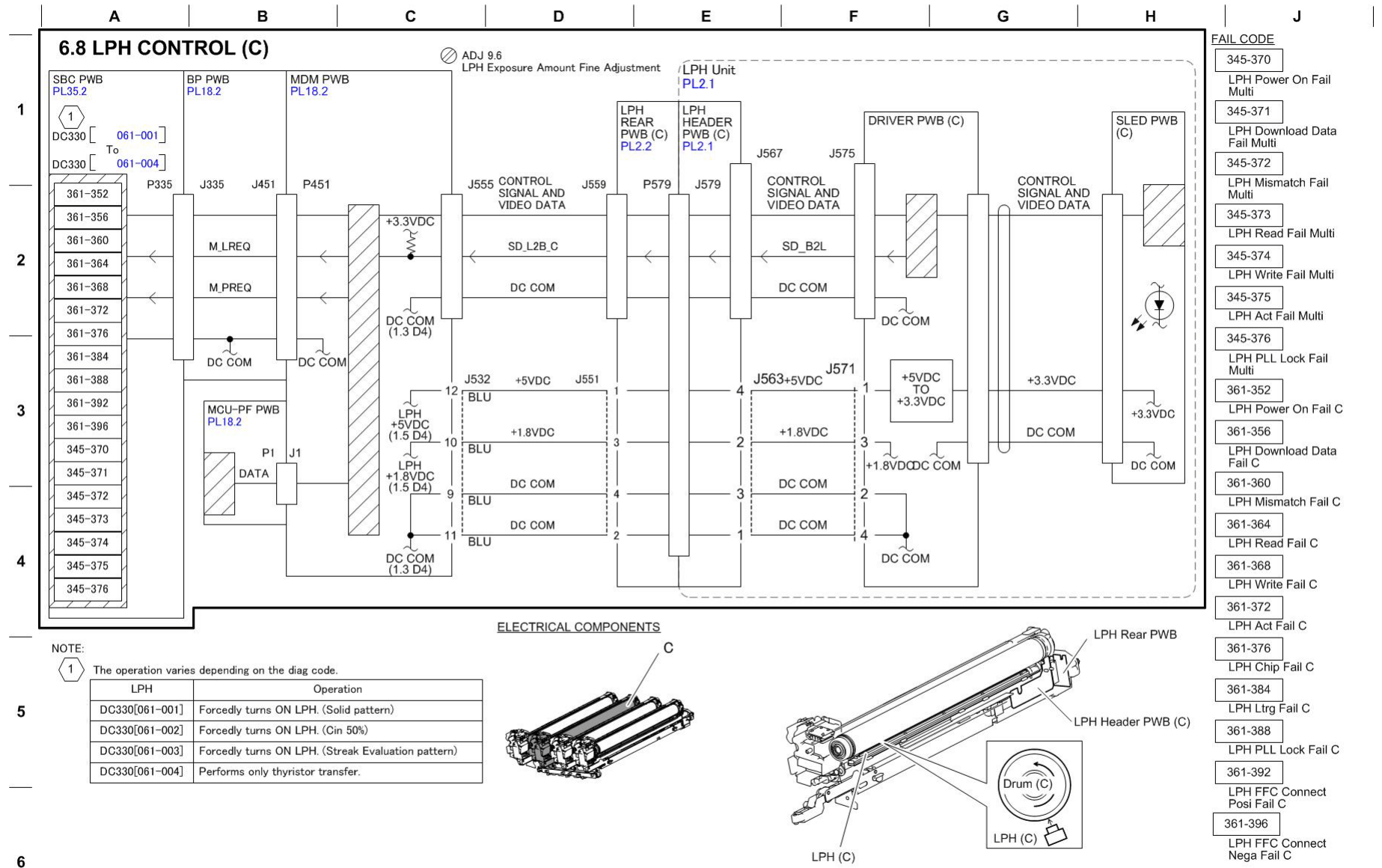


Figure 7 BSD 6.7 LPH Control (M)

BSD 6.8 LPH Control (C)

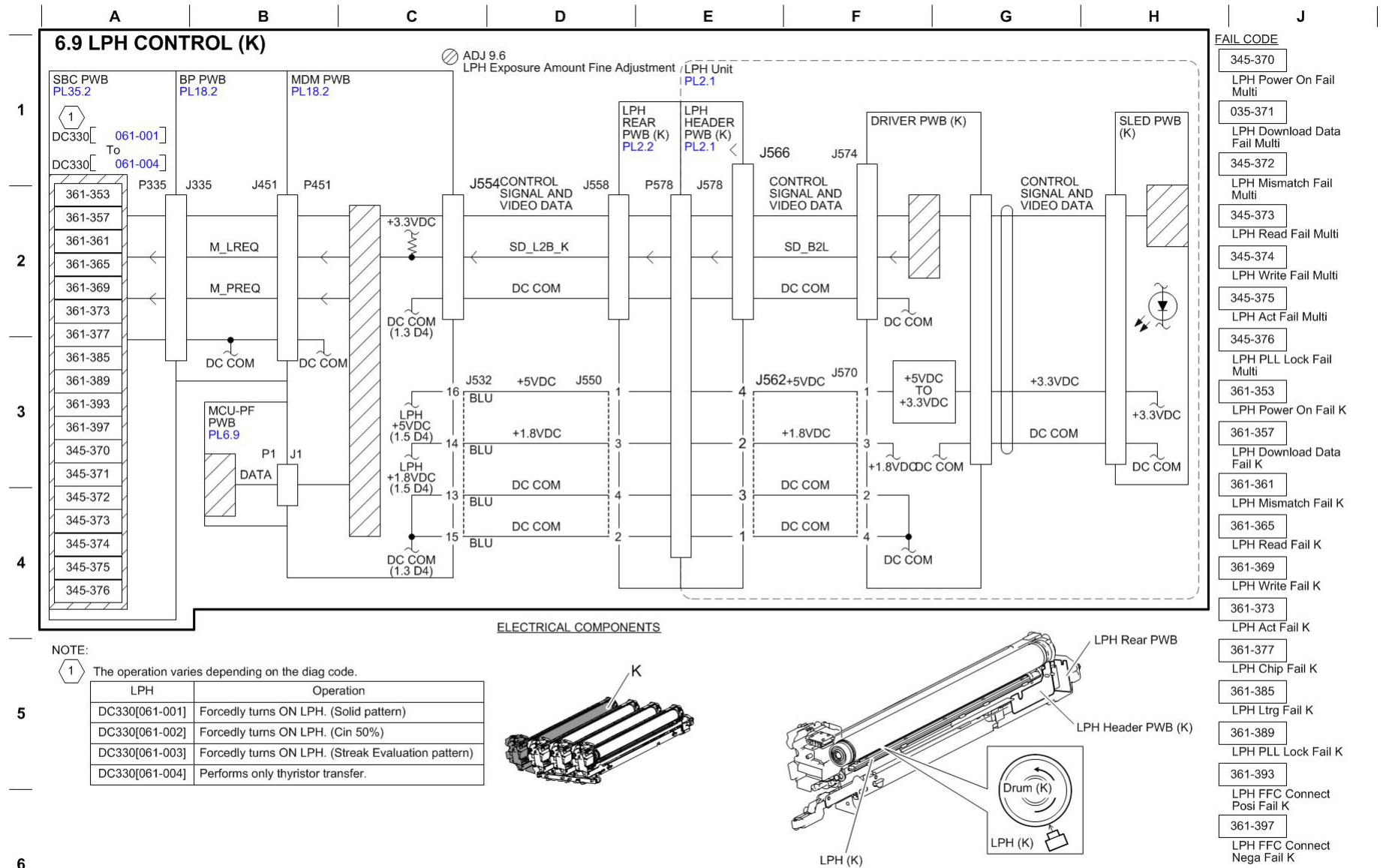


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Figure 8 BSD 6.8 LPH Control (C)

BSD 6.9 LPH Control (K)

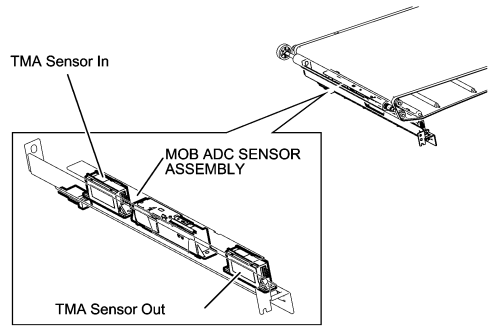
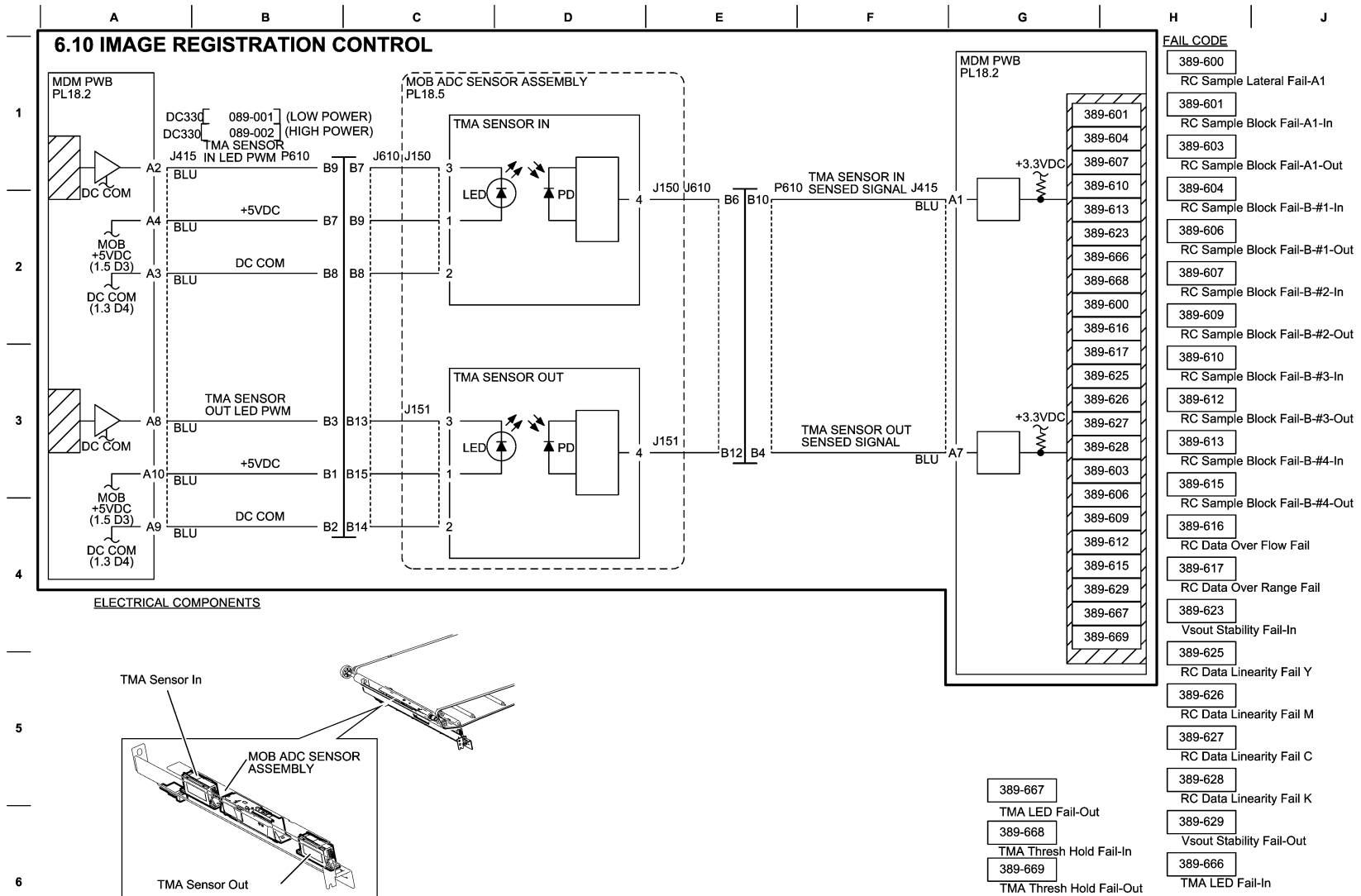


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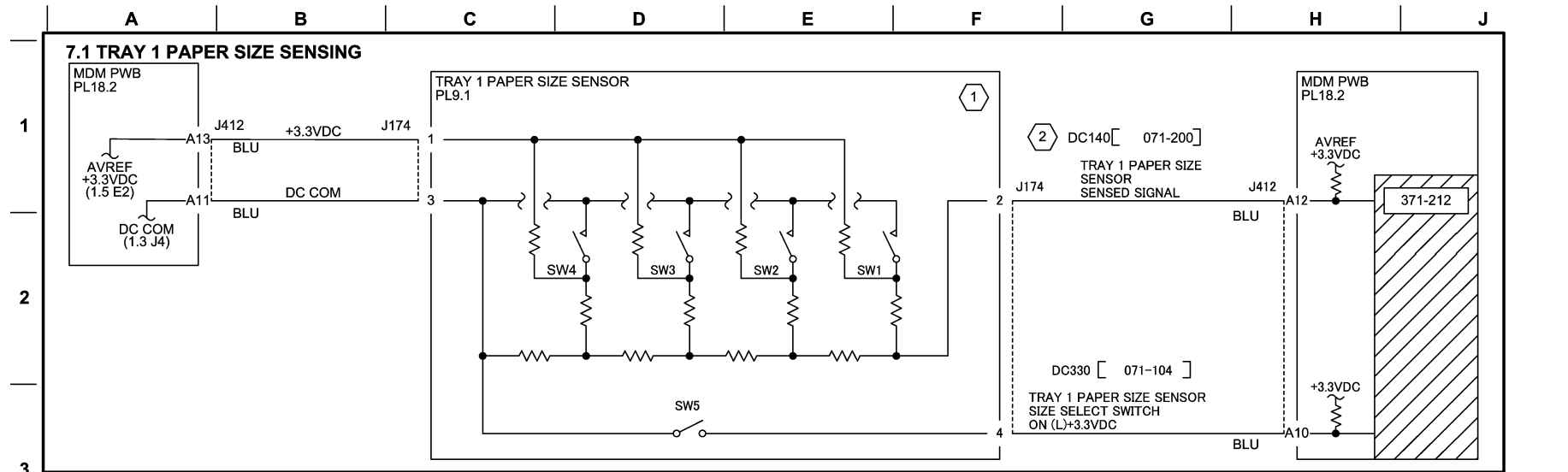
Figure 9 BSD 6.9 LPH Control (K)

BSD 6.10 Image Registration Control



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Figure 10 BSD 6.10 Image Registration Control



NOTE:
 1 Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off.
 The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

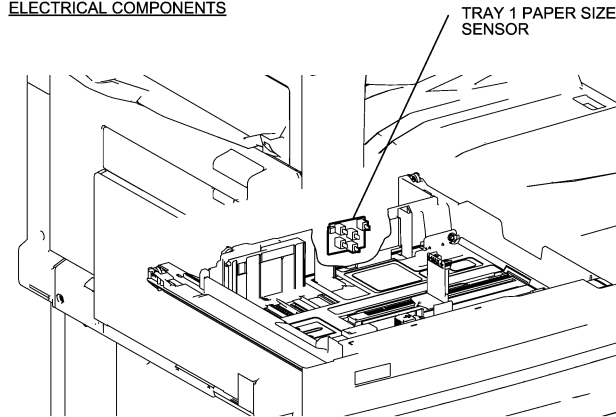
2 DC140[071-200] displays AD Value from Tray 1 Paper Size Sensor. Normally, the value is in the following output range:
 • Normal output range : 0-989
 • Abnormal range : Other than the above.

FAIL CODE
 371-212
 Tray 1 Paper Size Sensor Broken

Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage Value (V) (J412-A12)	AD Value DC140[071-200]
No Tray	OFF	OFF	OFF	OFF	OFF	3.085±0.066	922-989
A5S/5.5"X8.5"S (*1)	OFF	OFF	ON	OFF	OFF	2.671±0.066	797-857
B5S	OFF	OFF	ON	ON	ON	2.468±0.066	735-796
8.5"X13"S	OFF	ON	OFF	ON	OFF	2.064±0.066	610-671
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	1.864±0.066	548-609
8.5"X11"S	OFF	ON	ON	OFF	ON		
SRA3 S/12"X18"S(*1)	ON	OFF	OFF	ON	ON	1.278±0.066	366-427
A4L	ON	OFF	ON	OFF	OFF	1.079±0.066	304-365
A3S	ON	OFF	ON	ON	OFF	0.881±0.066	244-303
B5L/7.25"X10.5"L(*1)	ON	ON	OFF	OFF	ON	0.691±0.066	184-243
8KS(*2)	ON	ON	OFF	ON	OFF	0.493±0.066	124-183
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF	0.300±0.066	64-123
16KL(*2)/7.25"X10.5"L(*1)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.106±0.066	0-63

*1: Paper size is changed in diag.
 *2: System Setting enables switching between GCO and TFX sizes.

ELECTRICAL COMPONENTS

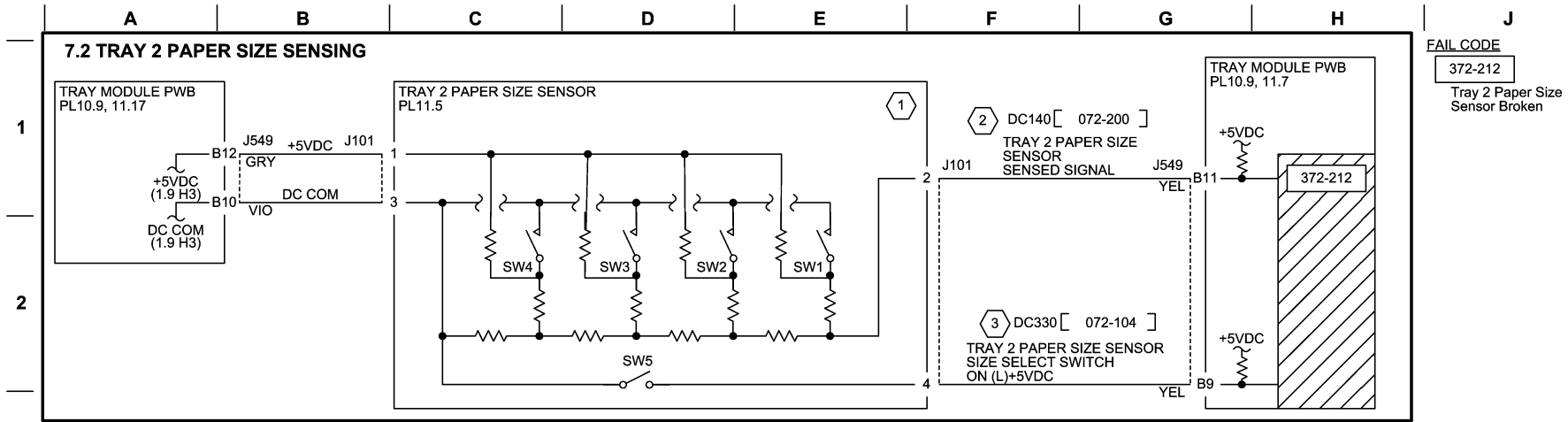


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Figure 1 BSD 7.1 Tray 1 Paper Size Sensing

BSD 7.2 Tray 2 Paper Size Sensing



NOTE: ¹ Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off.
 The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value.
 (Any combination other than the ones below results in an undetermined size.)

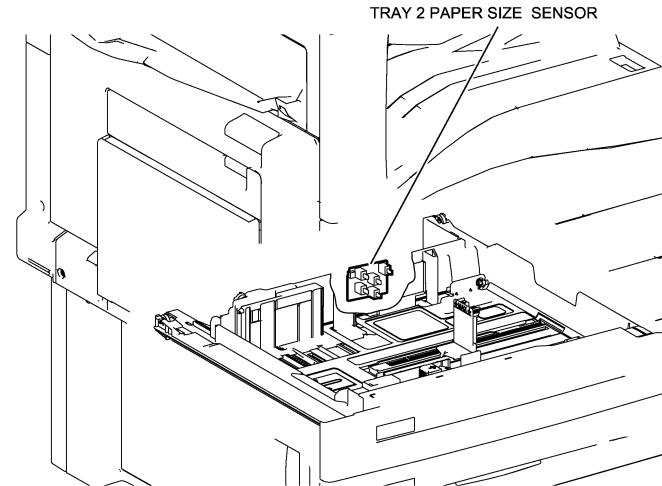
Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage Value (V) (J549-B11)	AD Value DC140[072-200]
No Tray	OFF	OFF	OFF	OFF	OFF	4.66±0.05	231-247
A5S/5.5"X8.5"S (*1)	OFF	OFF	ON	OFF	OFF	4.01±0.05	199-214
B5S	OFF	OFF	ON	ON	ON	3.69±0.05	184-198
8.5"X13"S	OFF	ON	OFF	ON	OFF	3.07±0.05	153-167
8.5"X14"S	OFF	ON	OFF	ON	ON	2.75±0.05	137-152
A4S	OFF	ON	ON	OFF	OFF	2.44±0.05	122-136
8.5"X11"S	OFF	ON	ON	ON	ON	1.83±0.05	92-106
SRA3 S/12"X18"S(*1)	ON	OFF	OFF	ON	ON	1.52±0.05	77-91
A4L	ON	OFF	ON	OFF	OFF	1.21±0.05	61-76
A3S	ON	OFF	ON	ON	OFF	0.91±0.05	46-60
B5L/7.25"X10.5"L(*1)	ON	ON	OFF	OFF	ON	0.60±0.05	31-45
8KS(*2)	ON	ON	OFF	ON	OFF	0.30±0.05	16-30
B4S	ON	ON	OFF	ON	ON	0.00±0.05	0-15
8.5"X11"L	ON	ON	ON	OFF	OFF		
16KL(*2)/7.25"X10.5"L(*1)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON		

*1: Paper size is changed in diag.
 *2: System Setting enables switching between GCO and TFX sizes.

² DC140[072-200] displays AD Value from Tray 2 Paper Size Sensor.
 Normally, the value is in the following output range:
 • Normal output range : 0-247
 • Abnormal range : Other than the above.

³ Actual voltage level is opposite to H/L displayed on UI for this diag code.
 On BSD the actual volt level is shown.

ELECTRICAL COMPONENTS

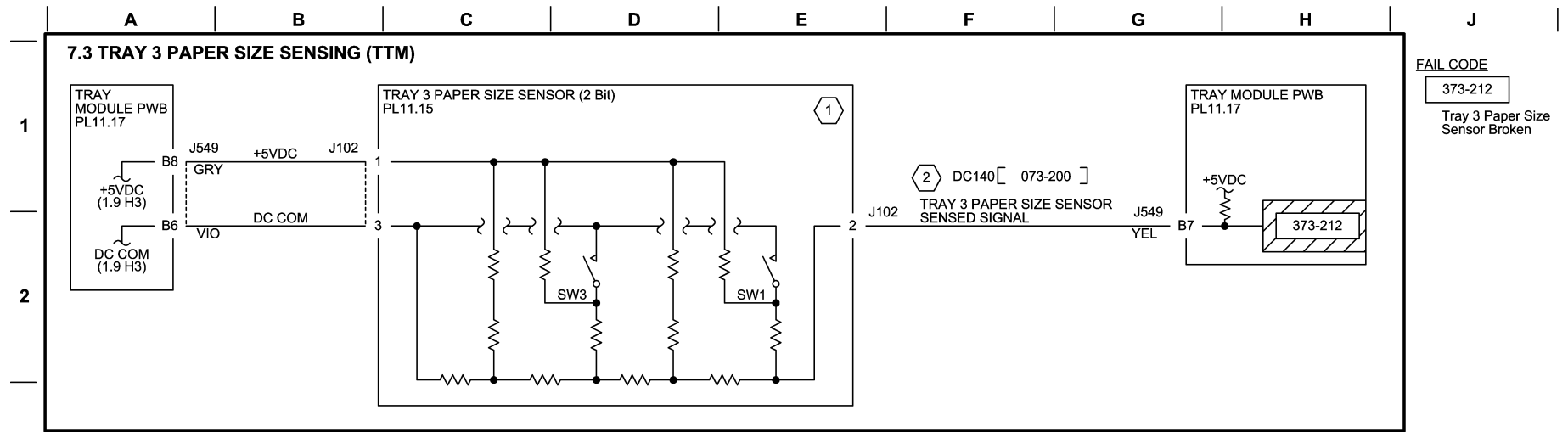


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Figure 2 BSD 7.2 Tray 2 Paper Size Sensing

BSD 7.3 Tray 3 Paper Size Sensing (TTM)



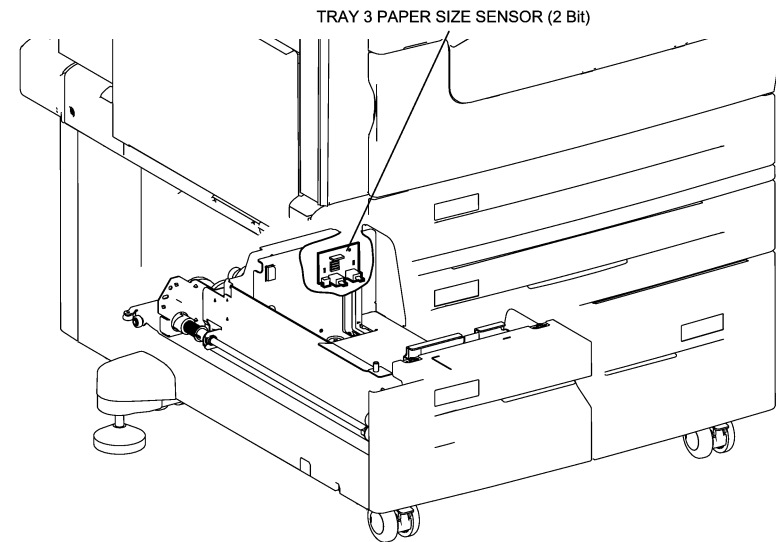
NOTE: ¹ Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

Paper Size	SW1	SW2	Voltage (V) (J549-B7)	AD Value DC140[073-200]
No Tray	OFF	OFF	4.66±0.05	231-247
B5L/7.25"X10.5"L(*1)	OFF	ON	4.01±0.05	168-230
8.5"X11"L	ON	OFF	2.15±0.05	92-167
A4L	ON	ON	1.52±0.05	0-91

*1 : Paper size is changed in diag.

² DC140[073-200] displays AD Value from Tray 3 Paper Size Sensor. Normally, the value is in the following output range:
 ·Normal output range : 0-247
 ·Abnormal range : Other than the above.

ELECTRICAL COMPONENTS

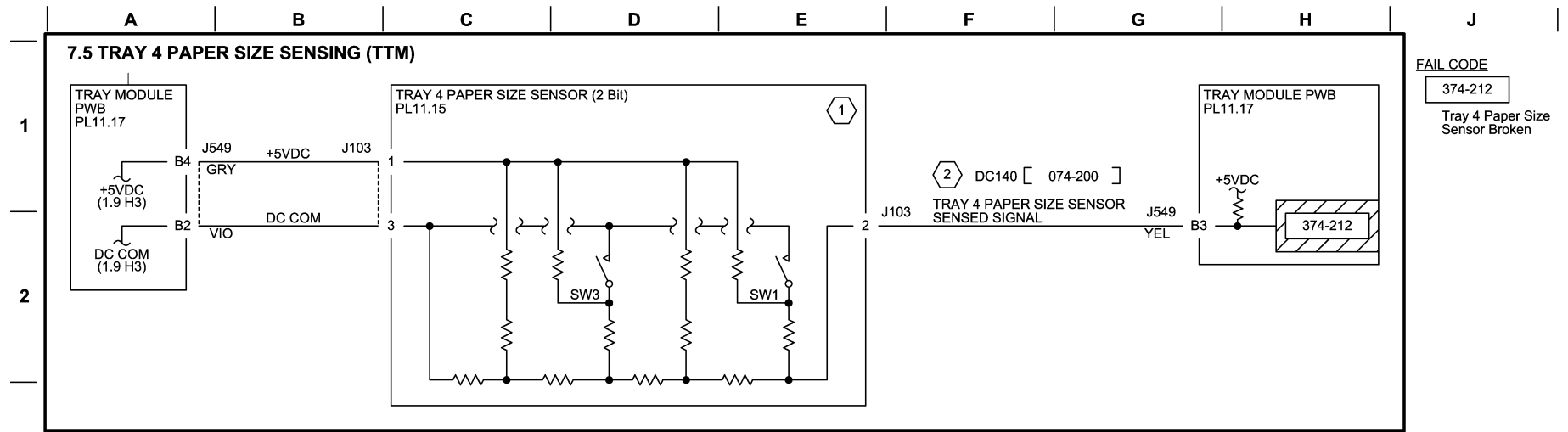


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Figure 3 BSD 7.3 Paper Size Sensing (TTM)

BSD 7.5 Tray 4 Paper Size Sensing (TTM)



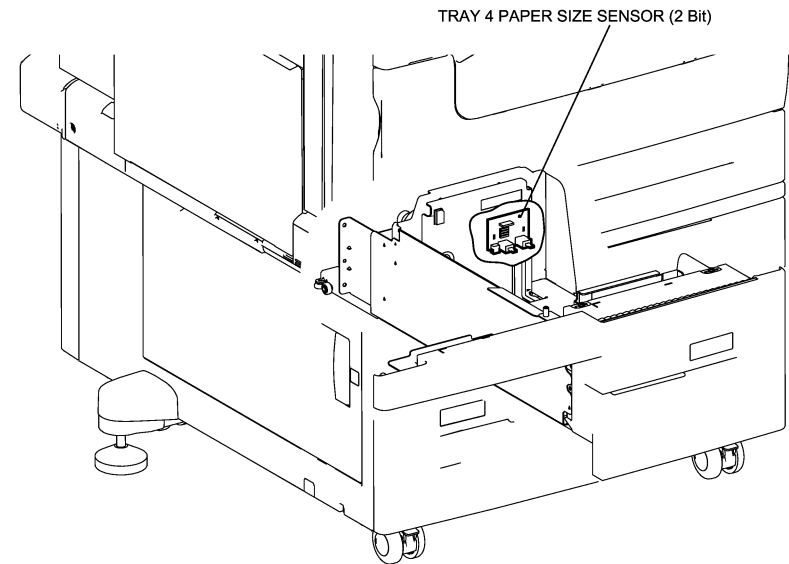
NOTE: 1 Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

Paper Size	SW1	SW2	Voltage (V) (J549-B7)	AD Value DC140[073-200]
No Tray	OFF	OFF	4.66±0.05	231-247
B5L/7.25"X10.5"L(*1)	OFF	ON	4.01±0.05	168-230
8.5"X11"L	ON	OFF	2.15±0.05	92-167
A4L	ON	ON	1.52±0.05	0-91

*1 : Paper size is changed in diag.

2 DC140[074-200] displays AD Value from Tray 4 Paper Size Sensor. Normally, the value is in the following output range:
 -Normal output range : 0-247
 -Abnormal range : Other than the above.

ELECTRICAL COMPONENTS



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Figure 5 BSD 7.5 Tray 4 Paper Size Sensing (TTM)

BSD 7.6 Tray 4 Paper Size Sensing (3TM) (C8030/35)

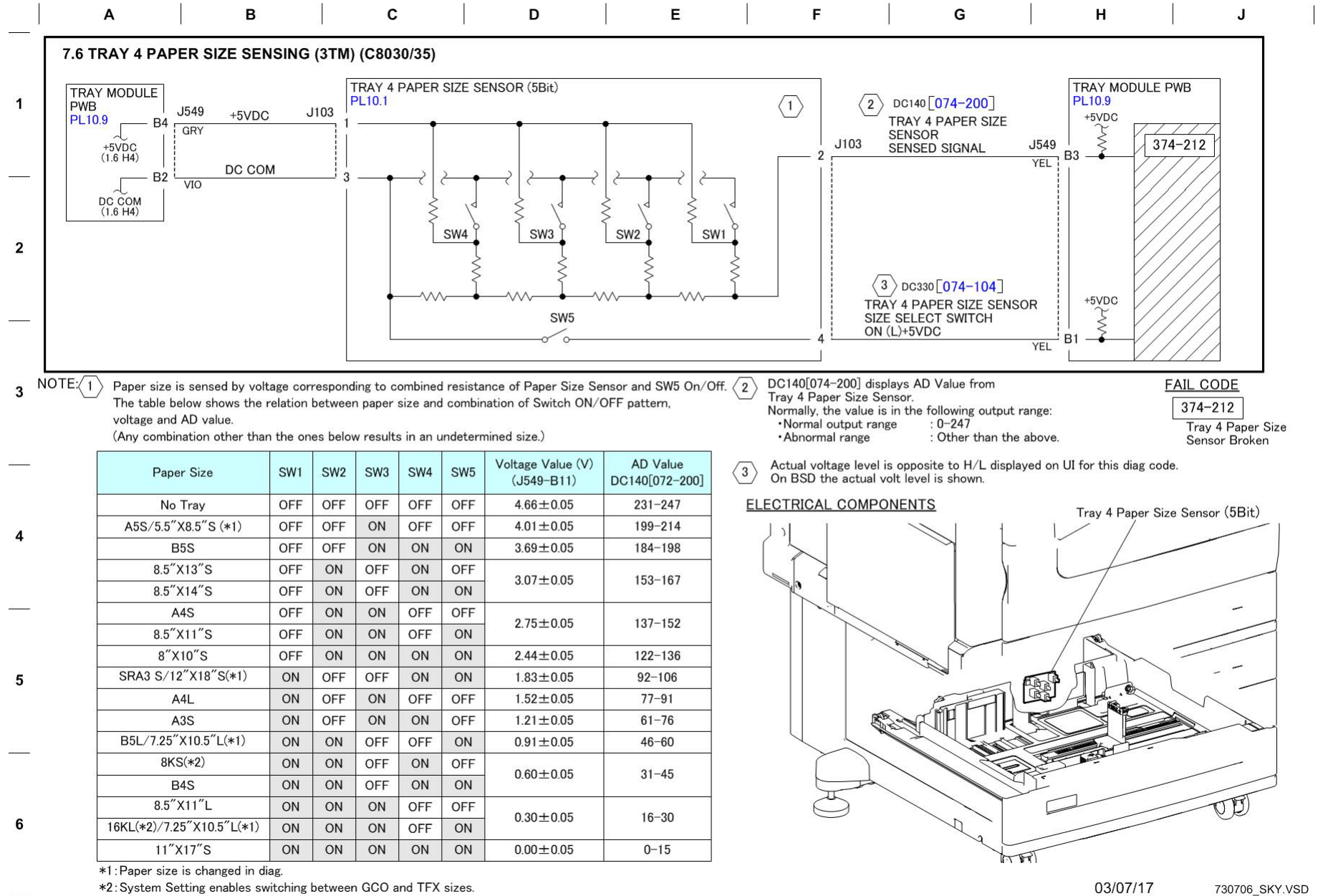
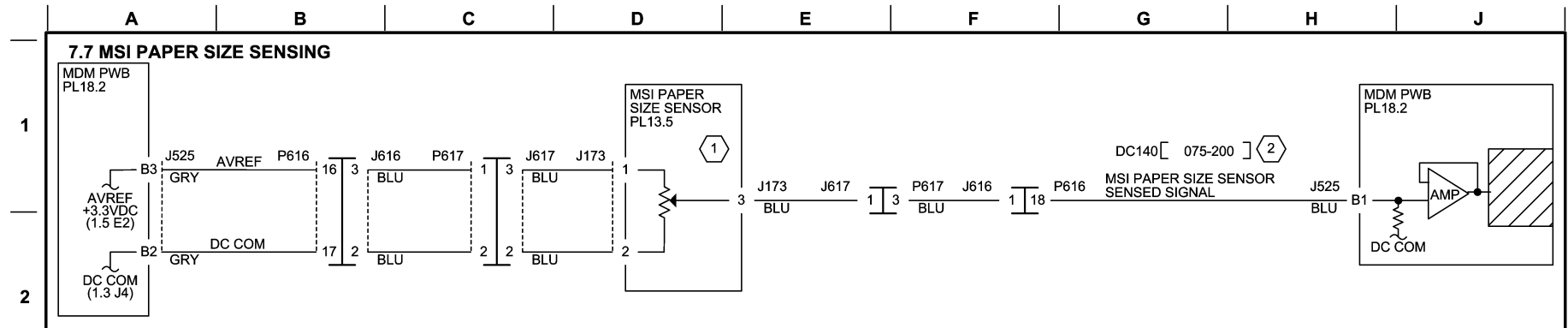


Figure 6 BSD 7.6 Tray 4 Paper Size Sensing (3TM) (C8030/35)

BSD 7.7 MSI (Tray 5) Paper Size Sensing



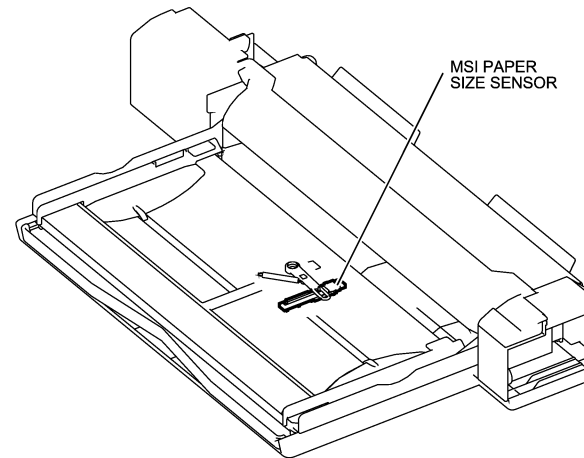
NOTE: 1 Paper width (size in fast scan direction) is sensed by voltage corresponding to MSI Paper Size Sensor resistance. As to MSI, AD values corresponding to paper sizes (widths) vary depending on the machine because when MSI is installed on IOT before shipment, MSI Size Sensing is adjusted in the diag. The values below are for reference.

2 DC140[075-200] displays AD Value from MSI Paper Size Sensor. Normally, the value is in the following output range:
 •Normal output range : 86-966 (Nominal)
 : 51-1023 (NVM range)
 •Abnormal range : Constant and within the NVN range above.

Paper Size	Voltage Value (V) (J525-B1)	AD Value DC140[075-200]
Post Card S	2.676-2.732	824.958-851.600
5.5"X8.5"S	2.246-2.302	691.590-718.233
A5S	2.156-2.212	663.708-690.350
B5S	1.788-1.843	549.488-576.131
8"X10"S	1.636-1.692	502.457-529.099
8.5"X11"S(Letter)&X13"&X14"	1.503-1.559	461.304-487.947
A4S	1.484-1.540	455.425-482.068
7.25"X10.5"L	0.972-1.028	296.694-323.337
B5L	0.975-1.031	297.534-324.176
B4S		
16KL(Taiwan)	0.867-0.922	263.940-290.583
8KS(Taiwan)		
16KL(Mainland China)	0.834-0.890	253.862-280.504
8KS(Mainland China)		
11"X17"S	0.732-0.788	222.284-248.926
8.5"X11"L(Letter)		
A4L	0.541-0.597	163.159-189.801
A3S		
12.6"X19.2"S	0.415-0.470	123.854-150.496
13"X19"(X18")	0.308-0.364	90.932-117.574
SRA3	0.292-0.348	85.893-112.535

Ref. Paper length (size in slow scan direction) is sensed by timing how long paper takes to pass Regi. Sensor.

ELECTRICAL COMPONENTS

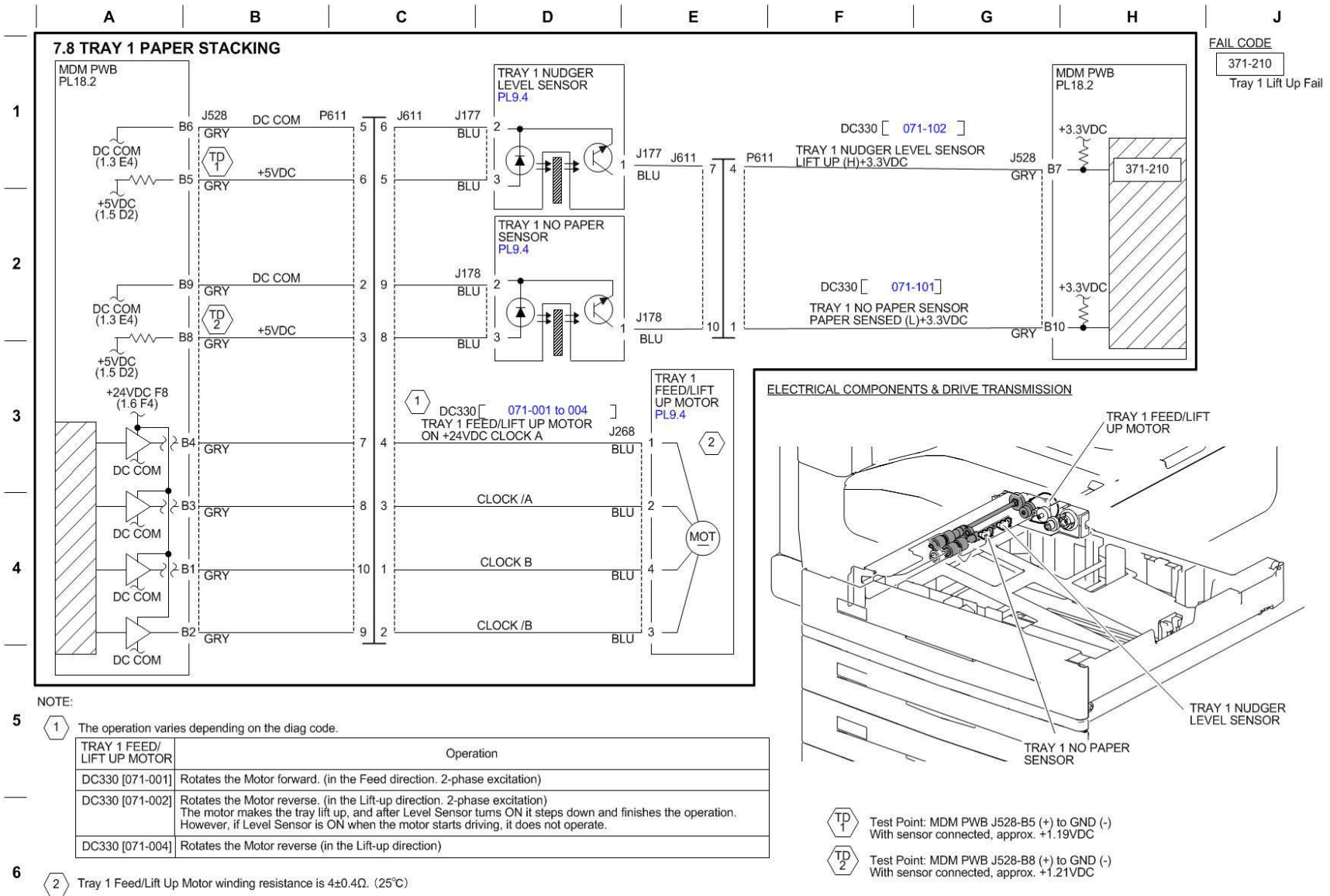


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Figure 7 BSD 7.7 MSI (Tray 5) Paper Size Sensing

BSD 7.8 Tray 1 Paper Stacking



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Figure 8 BSD 7.8 Tray 1 Paper Stacking

BSD 7.9 Tray 2 Paper Stacking

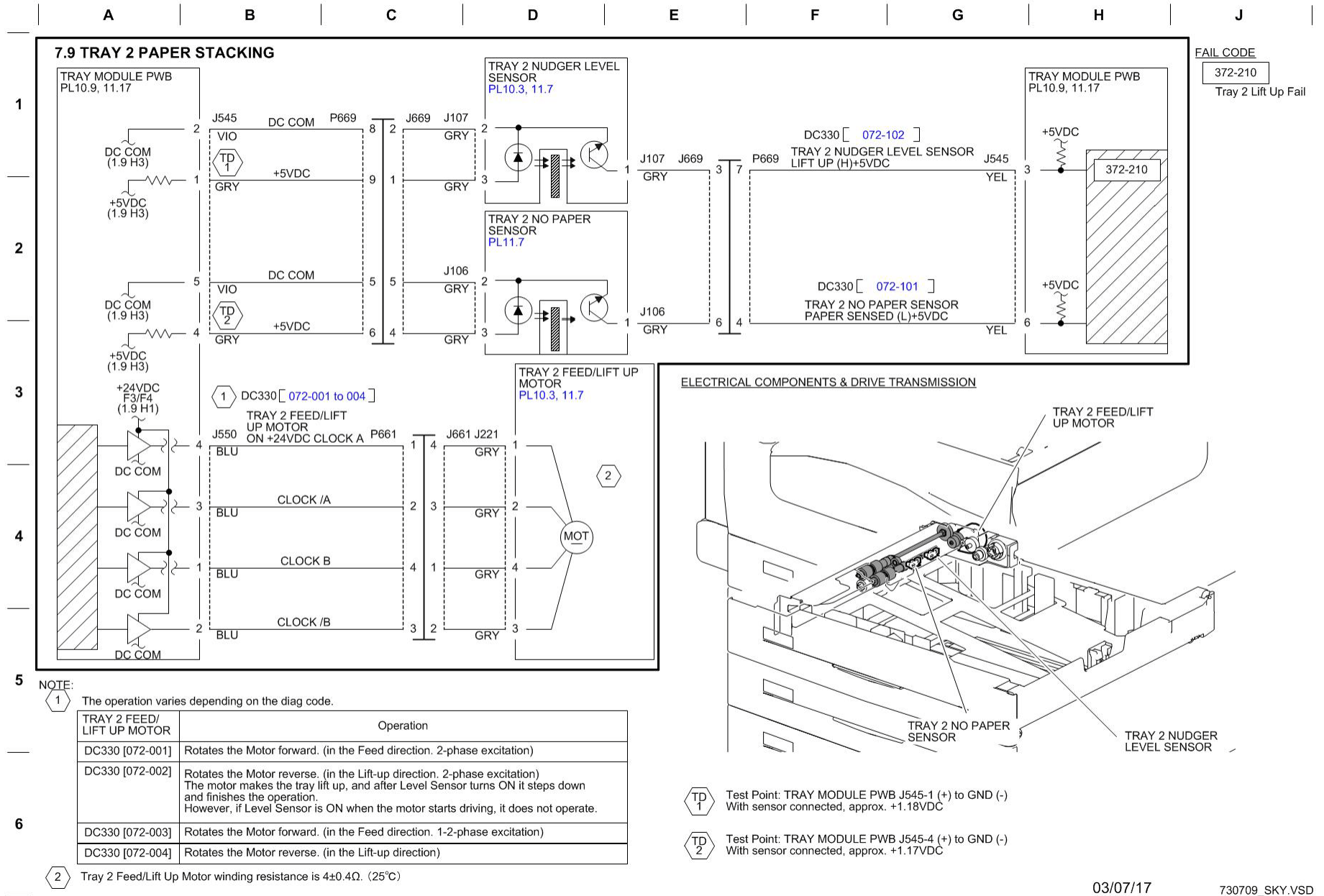
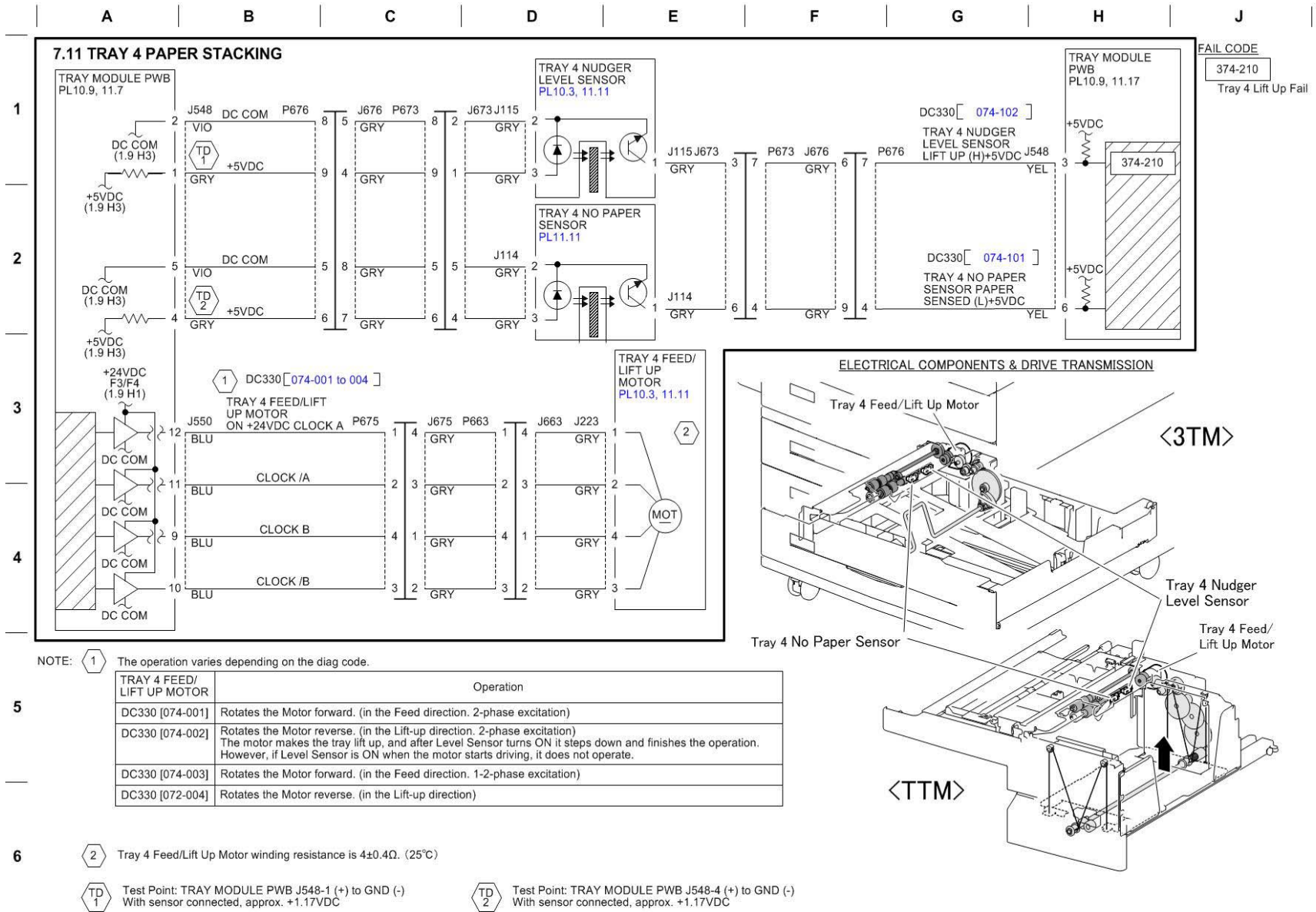


Figure 9 BSD 7.9 Tray 2 Paper Stacking

BSD 7.11 Tray 4 Paper Stacking



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Figure 11 BSD 7.11 Tray 4 Paper Stacking

BSD 7.12 MSI (Tray 5) Paper Stacking

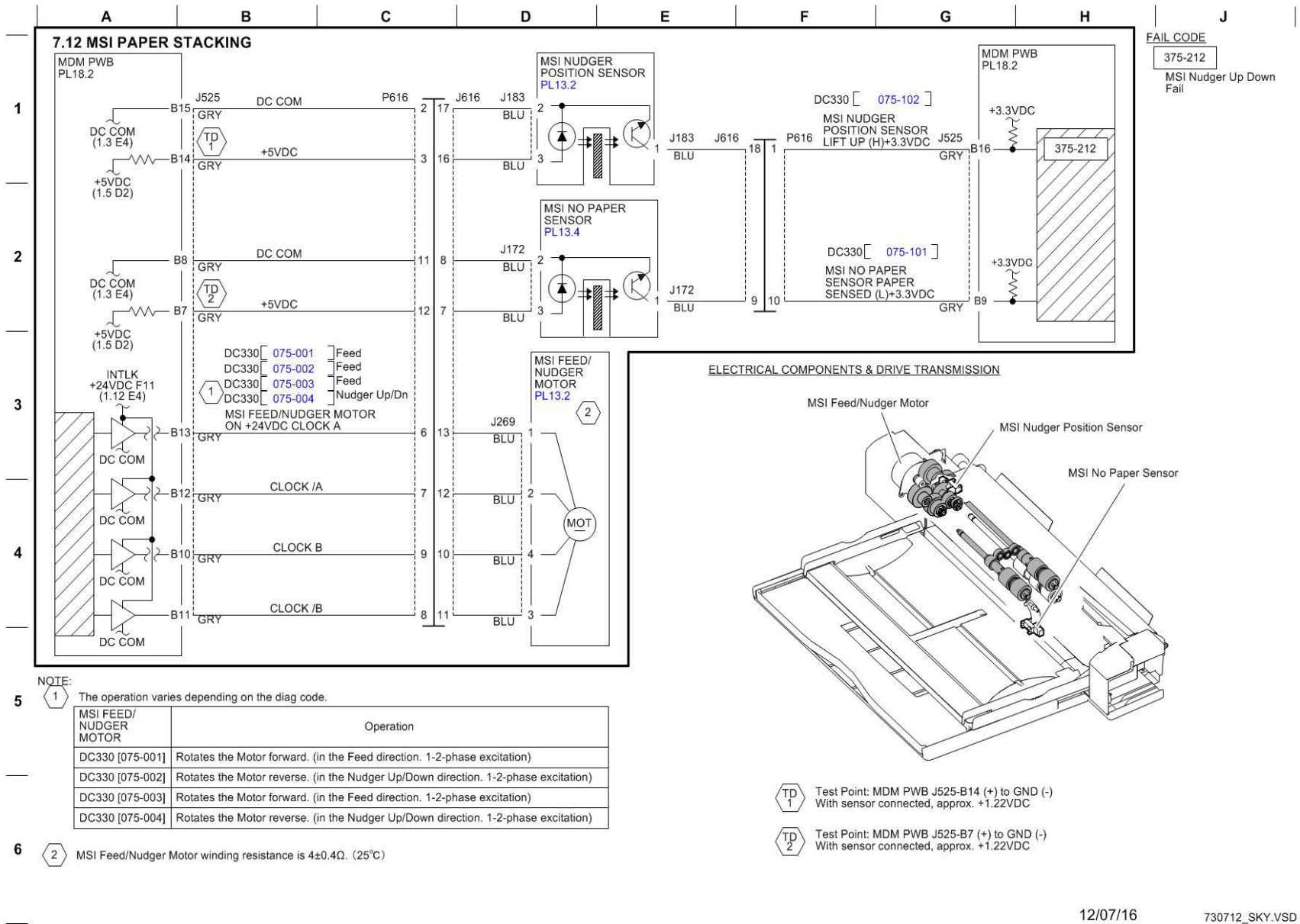
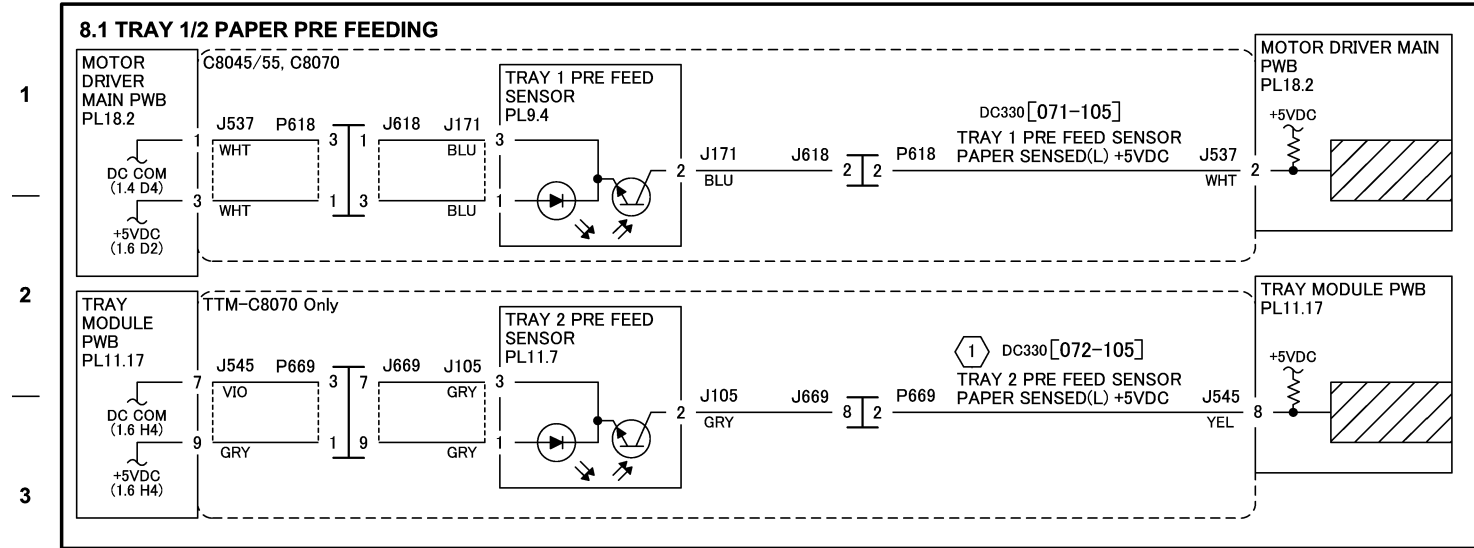
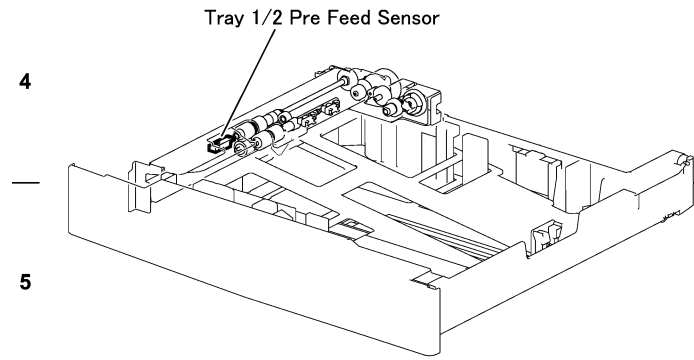


Figure 12 BSD 7.12 MSI (Tray 5) Paper Stacking



ELECTRICAL COMPONENTS

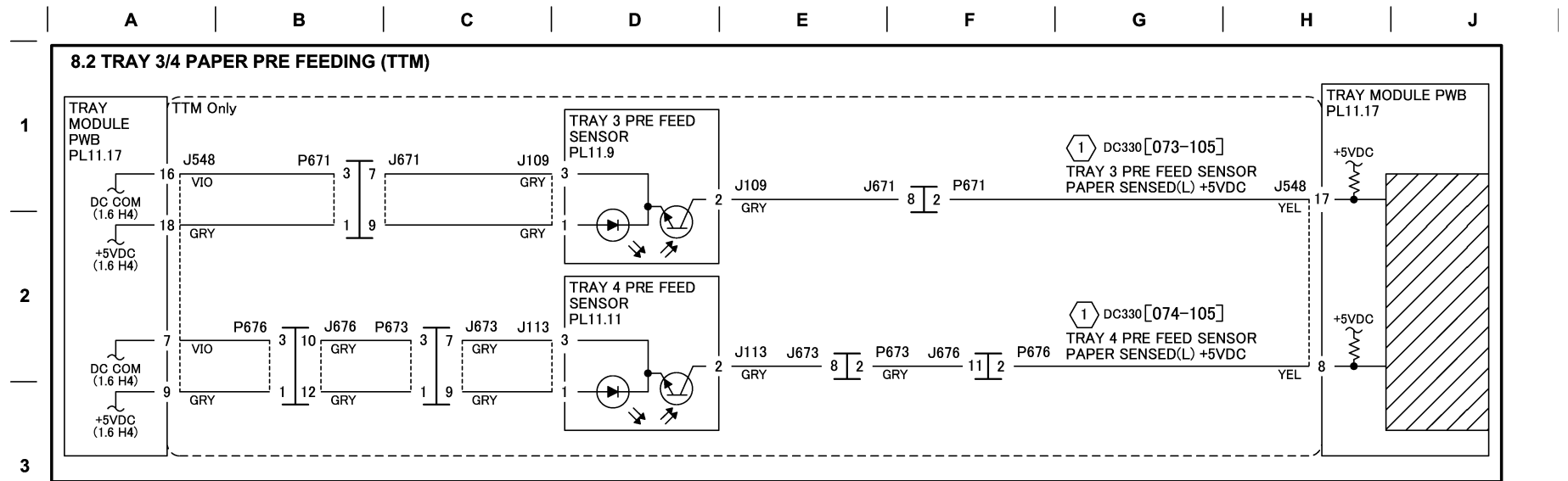


NOTE:

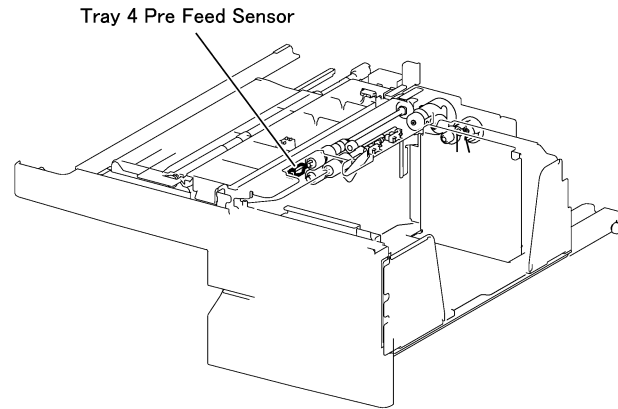
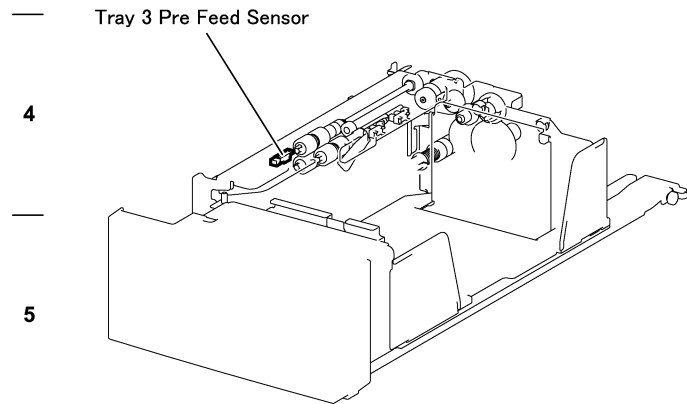
① Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual volt level is shown.

Figure 1 BSD 8.1 Tray 1/2 Paper Pre-Feeding

BSD 8.2 Tray 3/4 Paper Pre-Feeding



ELECTRICAL COMPONENTS



NOTE:

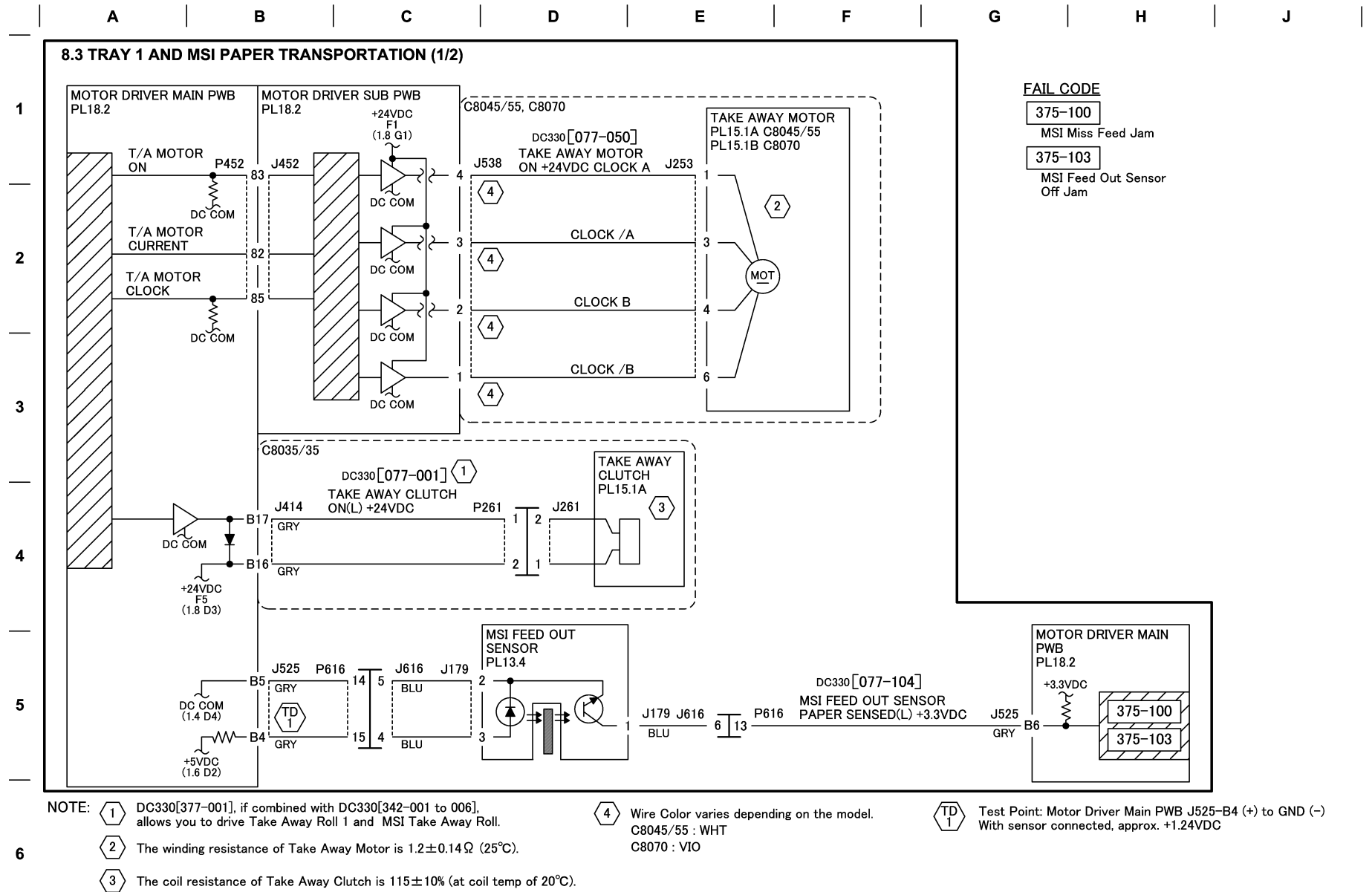
1 Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual volt level is shown.

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Figure 2 BSD 8.2 Tray 3/4 Paper Pre-Feeding

BSD 8.3 Tray 1 and MSI Paper Transportation (1 of 2)



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Figure 3 BSD 8.3 Tray 1 and MSI Paper Transportation (1 of 2)

BSD 8.4 Tray 1 and MSI Paper Transportation (2 of 2)

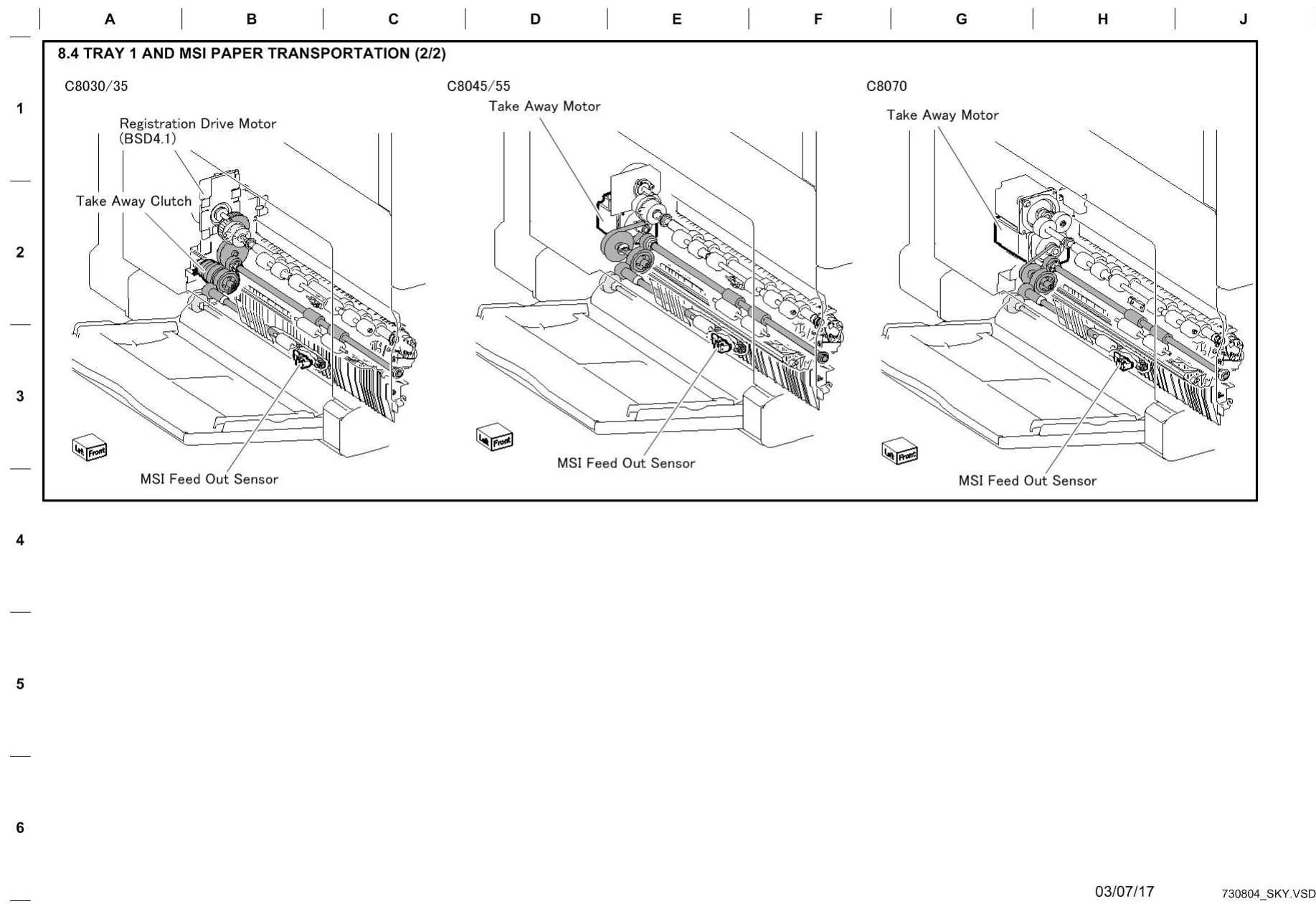


Figure 4 BSD 8.4 Tray 1 and MSI Paper Transportation (2 of 2)

BSD 8.5 Tray Module Paper Transportation (1 of 2)

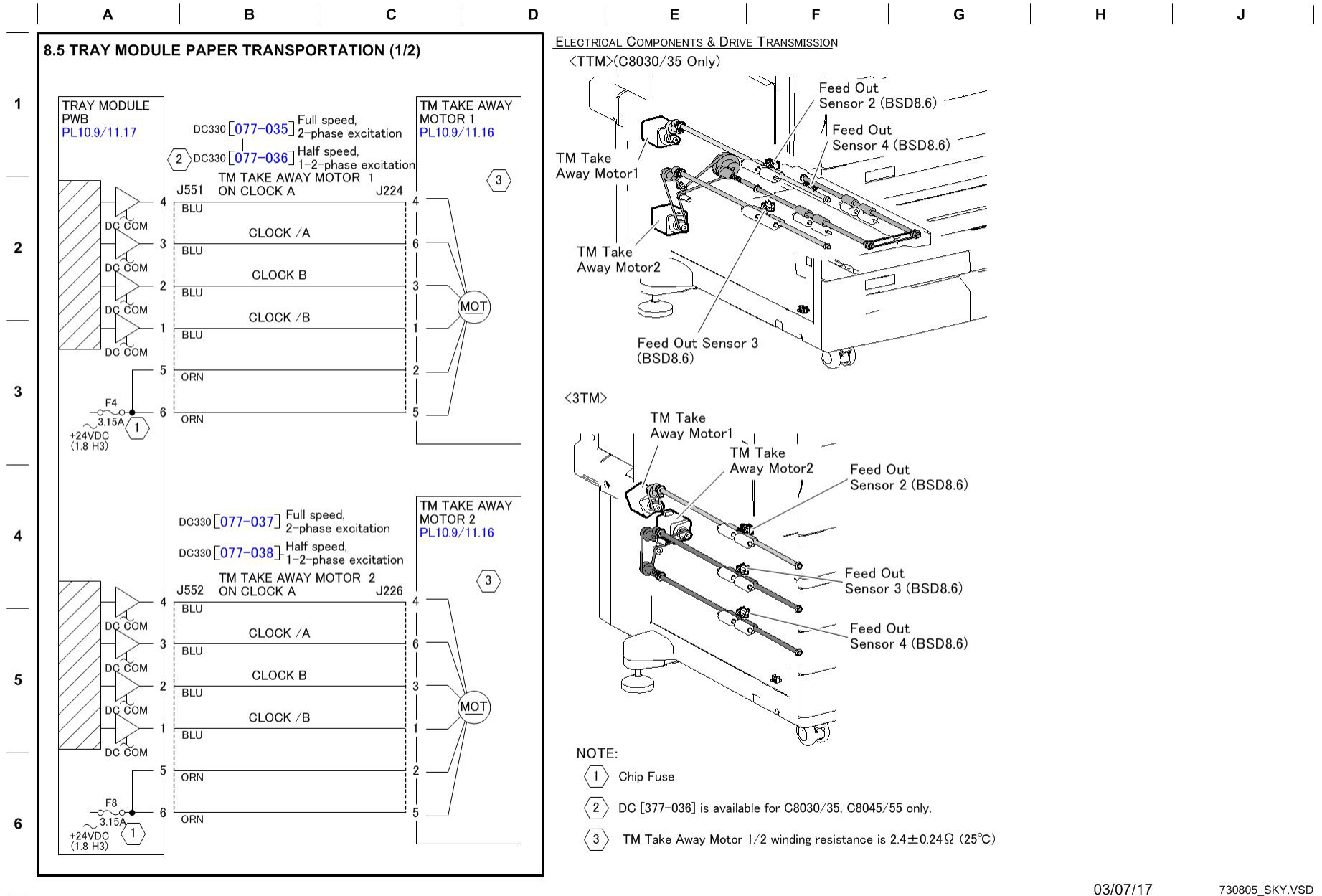
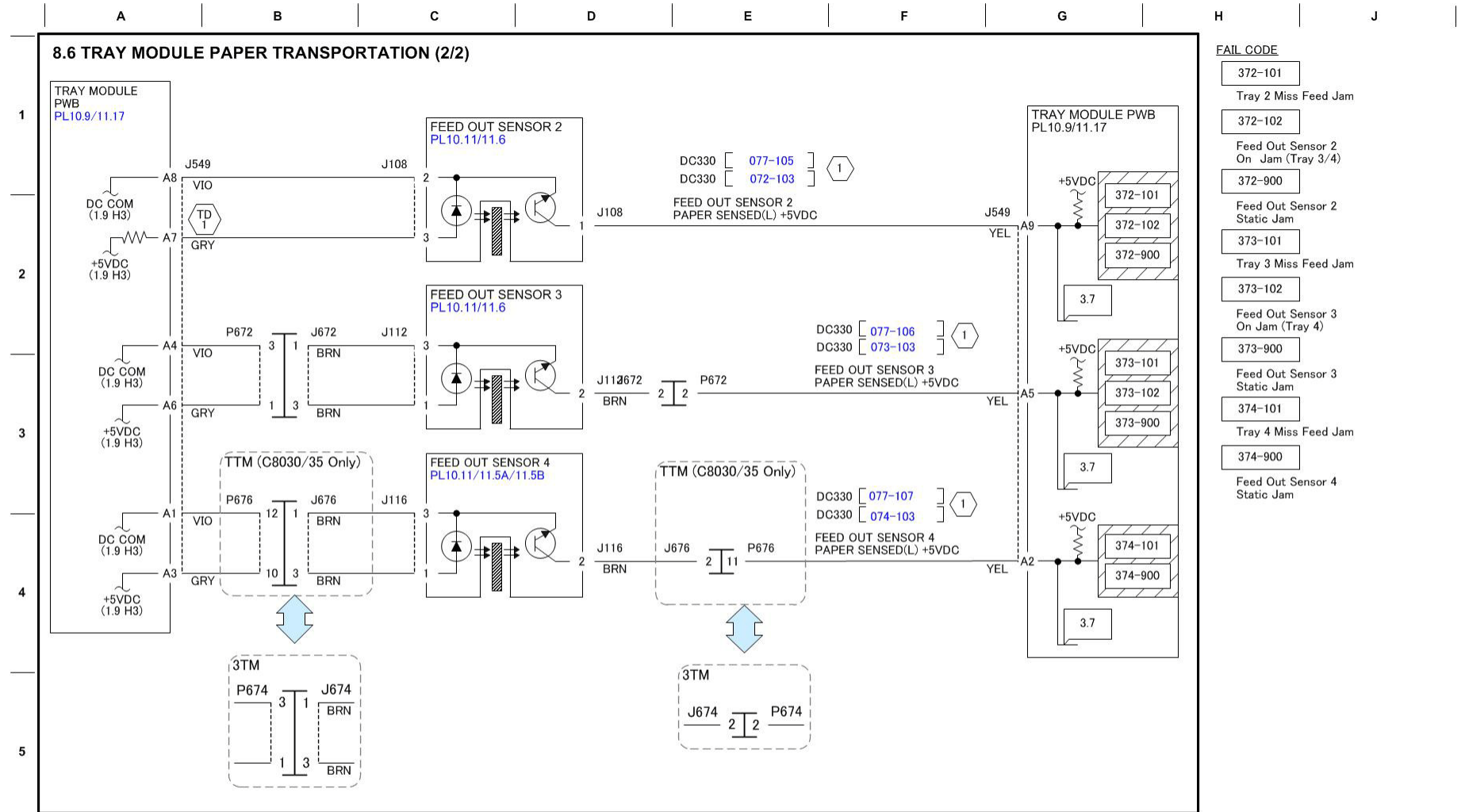


Figure 5 BSD 8.5 Tray Module Paper Transportation (1/2)

BSD 8.6 Tray Module Paper Transportation (2 of 2)



FAIL CODE

372-101	Tray 2 Miss Feed Jam
372-102	Feed Out Sensor 2 On Jam (Tray 3/4)
372-900	Feed Out Sensor 2 Static Jam
373-101	Tray 3 Miss Feed Jam
373-102	Feed Out Sensor 3 On Jam (Tray 4)
373-900	Feed Out Sensor 3 Static Jam
374-101	Tray 4 Miss Feed Jam
374-900	Feed Out Sensor 4 Static Jam

NOTE:



Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual volt level is shown.



Test Point: TRAY MODULE PWB J549-A7 (+) to GND (-) With sensor connected, approx. +1.18VDC

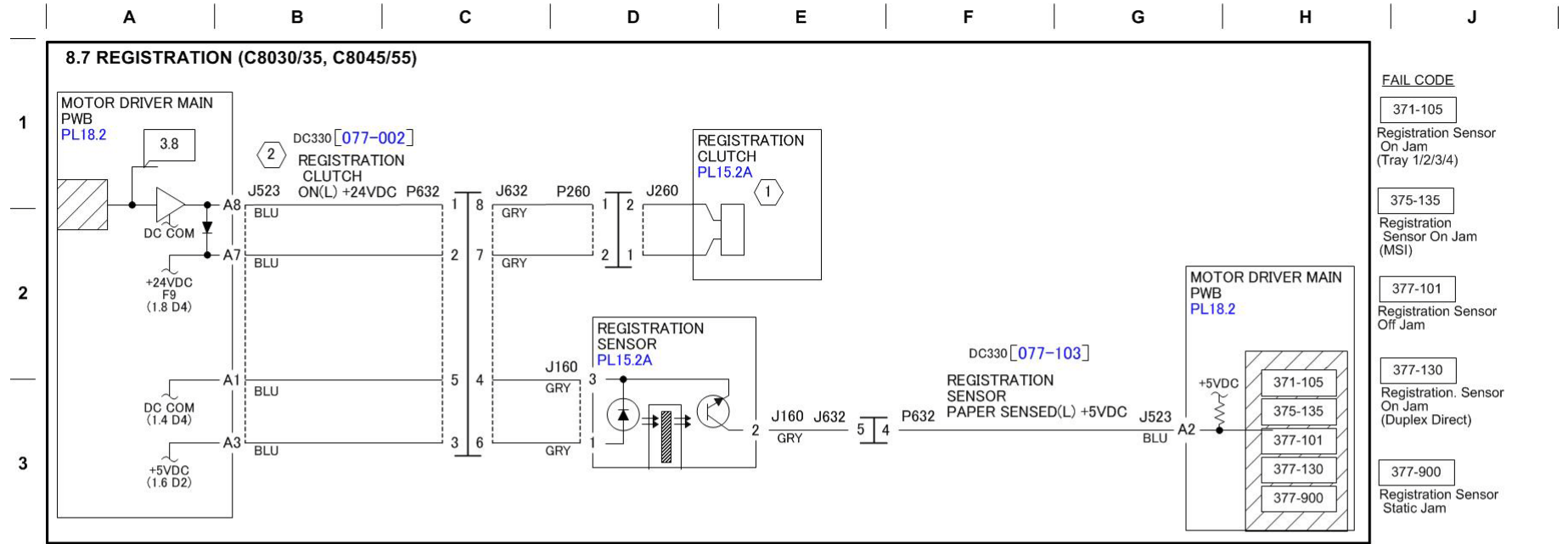
6

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Figure 6 BSD 8.6 Tray Module Paper Transportation (2/2)

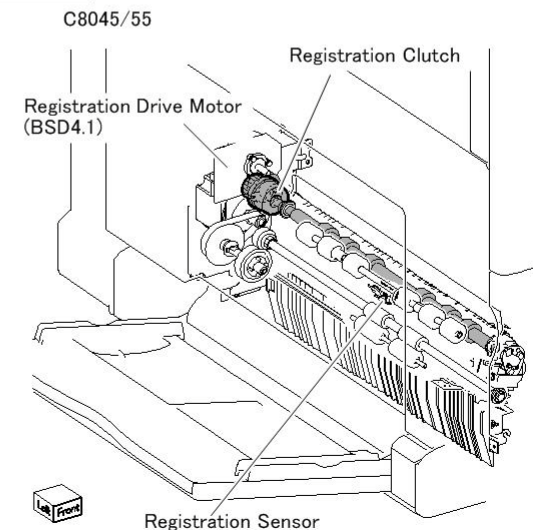
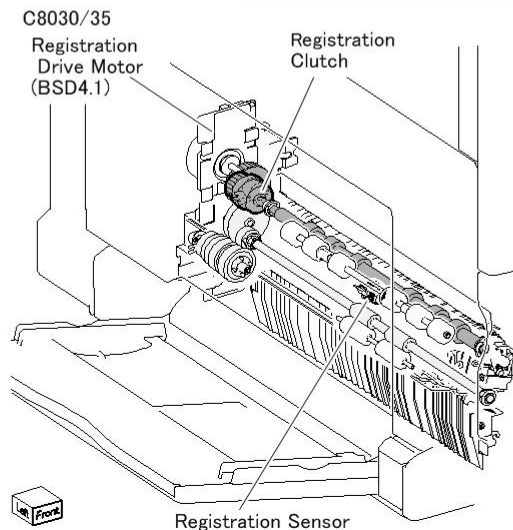
BSD 8.7 Registration (C8030/35, C8045/55)



ELECTRICAL COMPONENTS & DRIVE TRANSMISSION

NOTE:

- ① The coil resistance of Registration Clutch is $165\ \Omega \pm 10\%$ (at coil temp of 20°C).
- ② DC330[077-002], if combined with DC330[042-001 to 006], allows you to drive Registration Roll.



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Figure 7 BSD 8.7 Registration (C8030/35, C8045/55)

BSD 8.8 Registration (C8070)

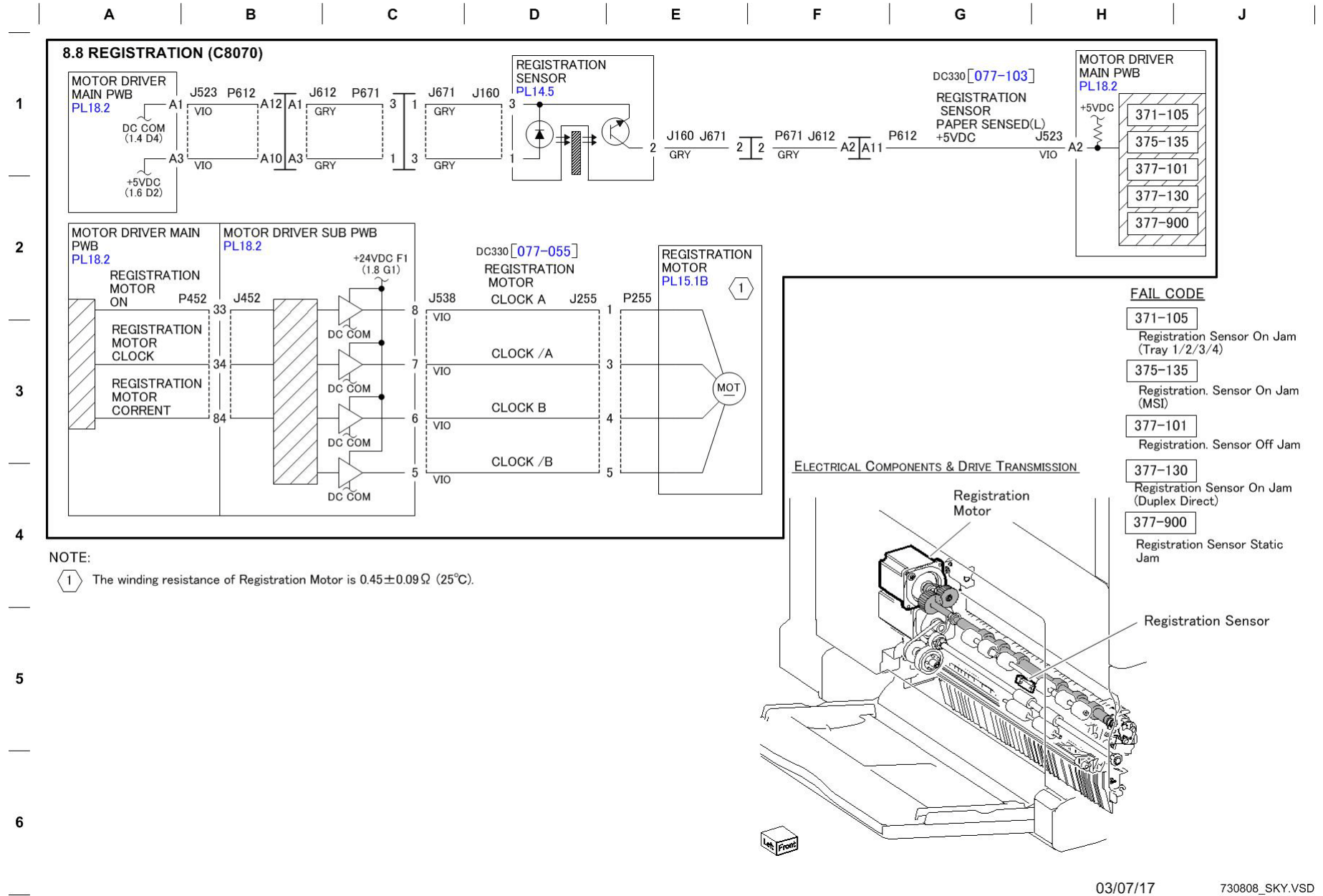


Figure 8 BSD 8.8 Registration (C8070)

BSD 8.9 Paper Path (C8030/35-3TM) (1 of 4)

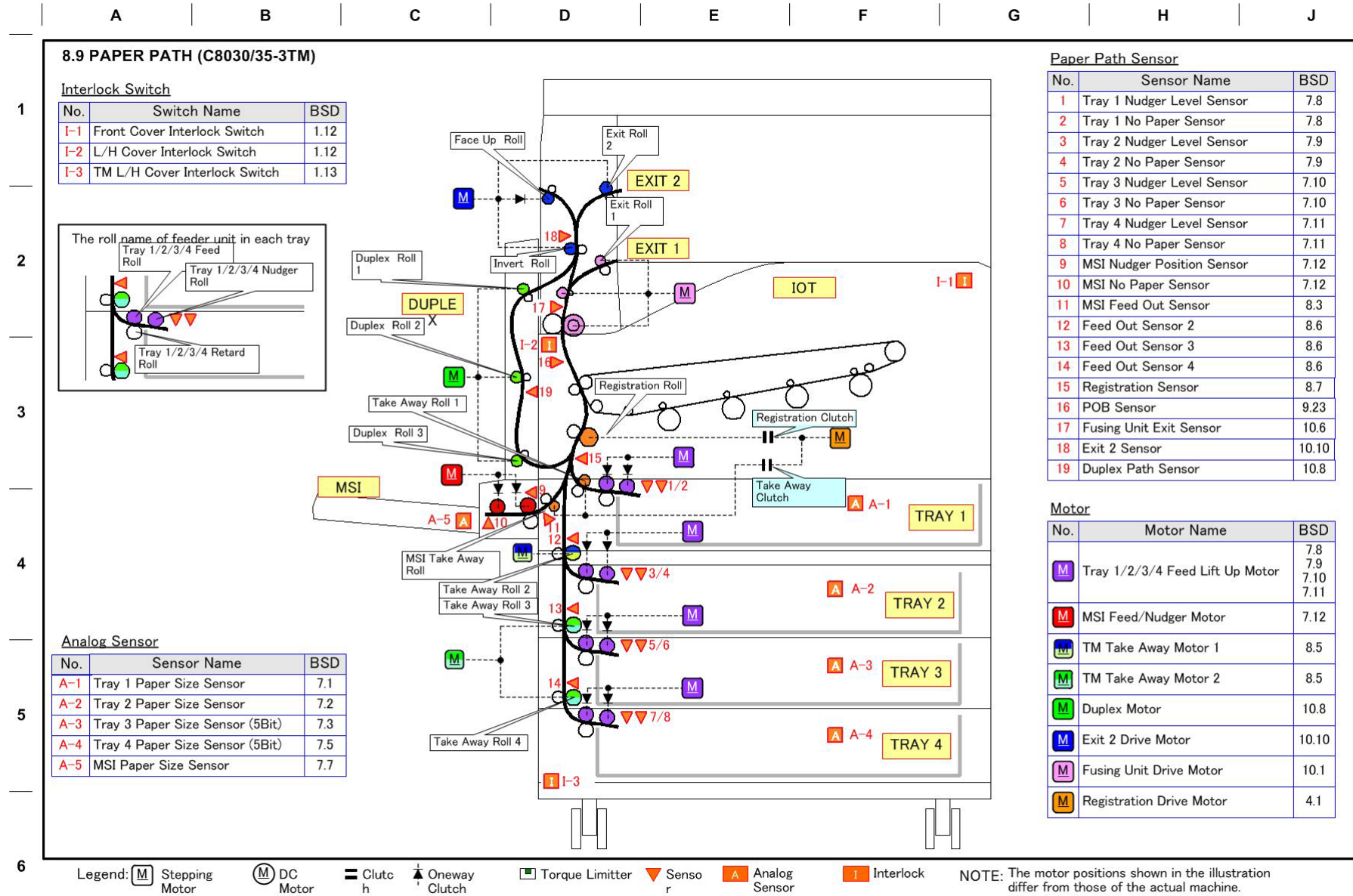


Figure 9 BSD 8.9 Paper Path (C8030/35-3TM) (1 of 4)

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BSD 8.10 Paper Path (C8030/35-TTM) (2 of 4)

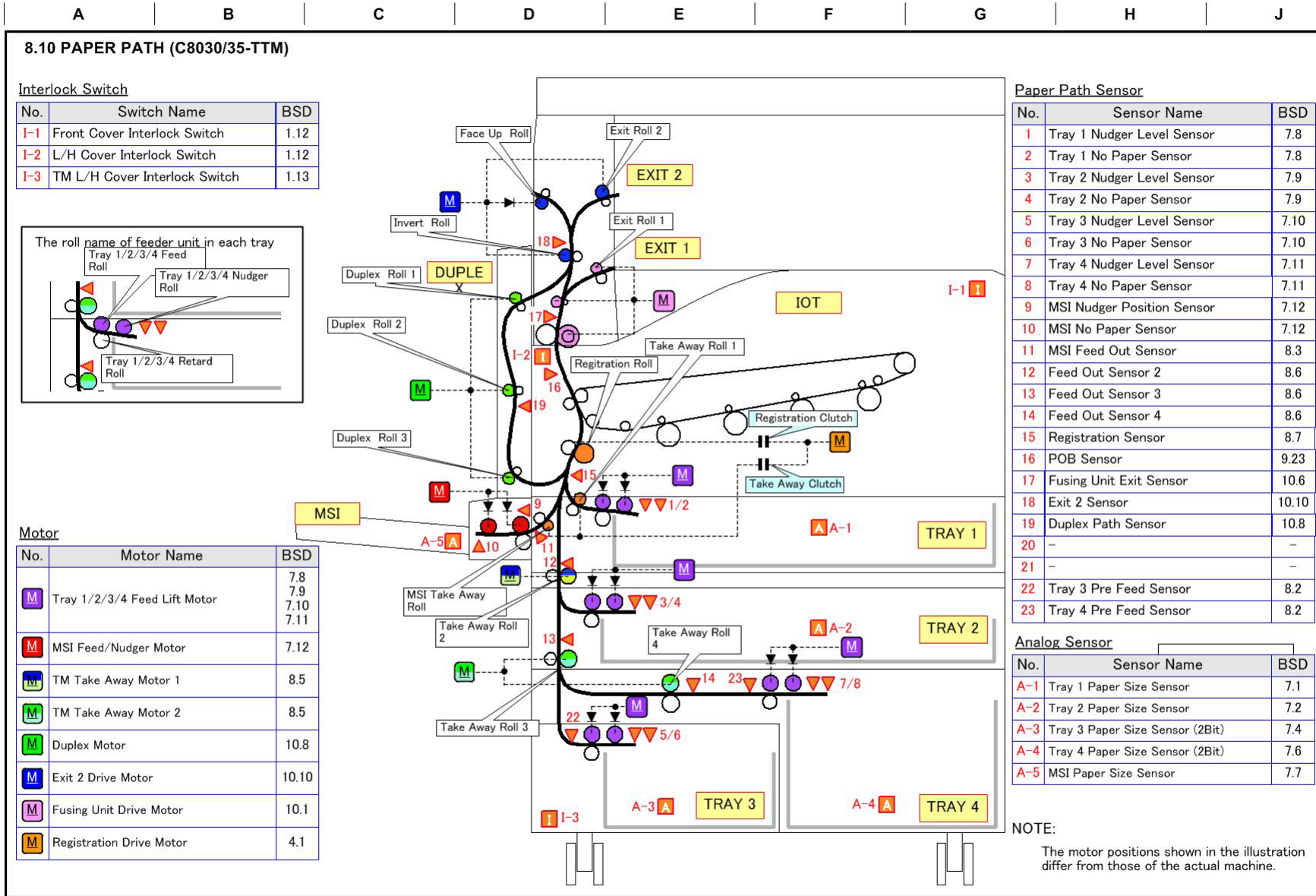
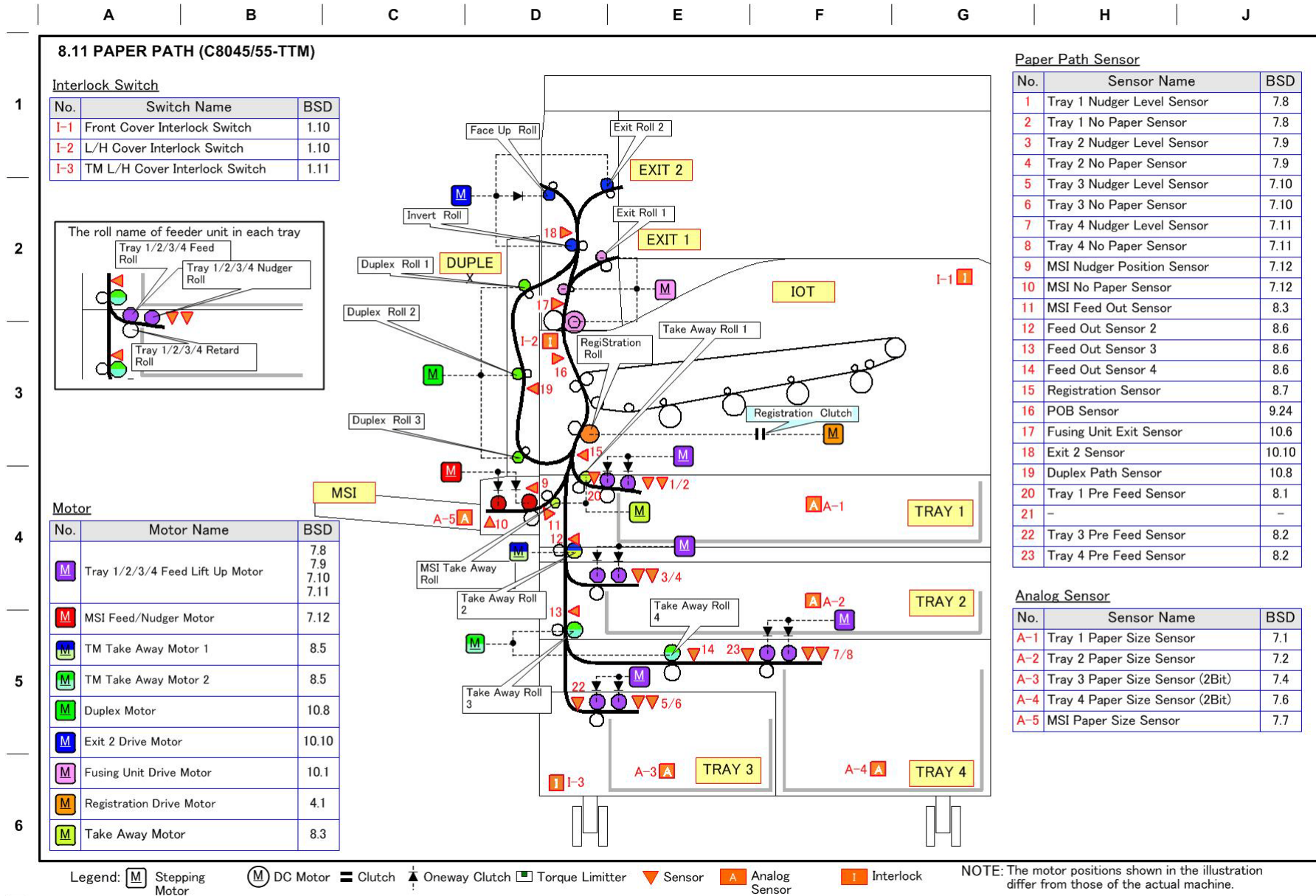


Figure 10 BSD 8.10 Paper Path (C8030/35-TTM) (2 of 4)

BSD 8.11 Paper Path (C8045/55) (3 of 4)



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Figure 11 BSD 8.11 Paper Path (C8045/55) (3 of 4)

BSD 8.12 Paper Path (C8070) (4 of 4)

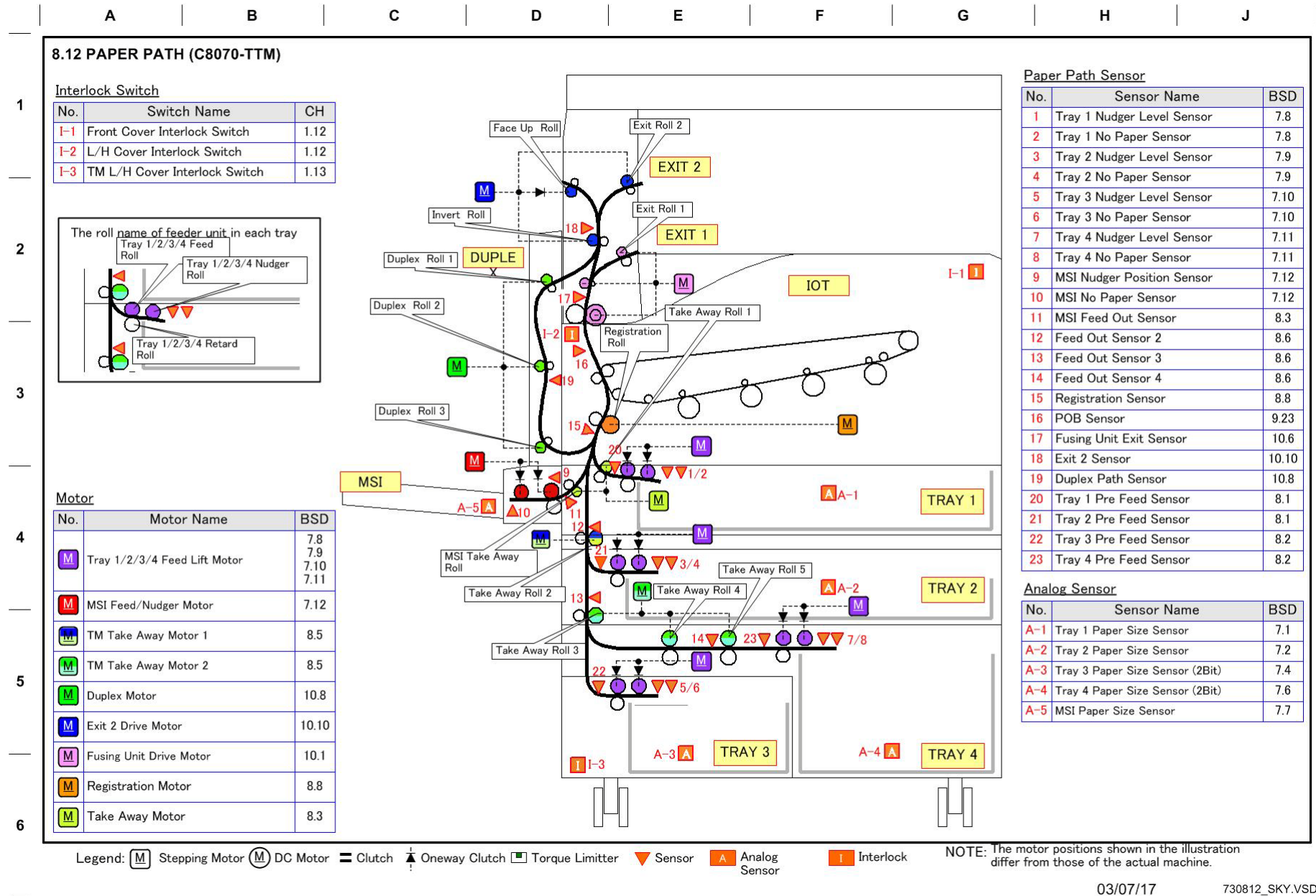


Figure 12 BSD 8.12 Paper Path (C8070) (4 of 4)

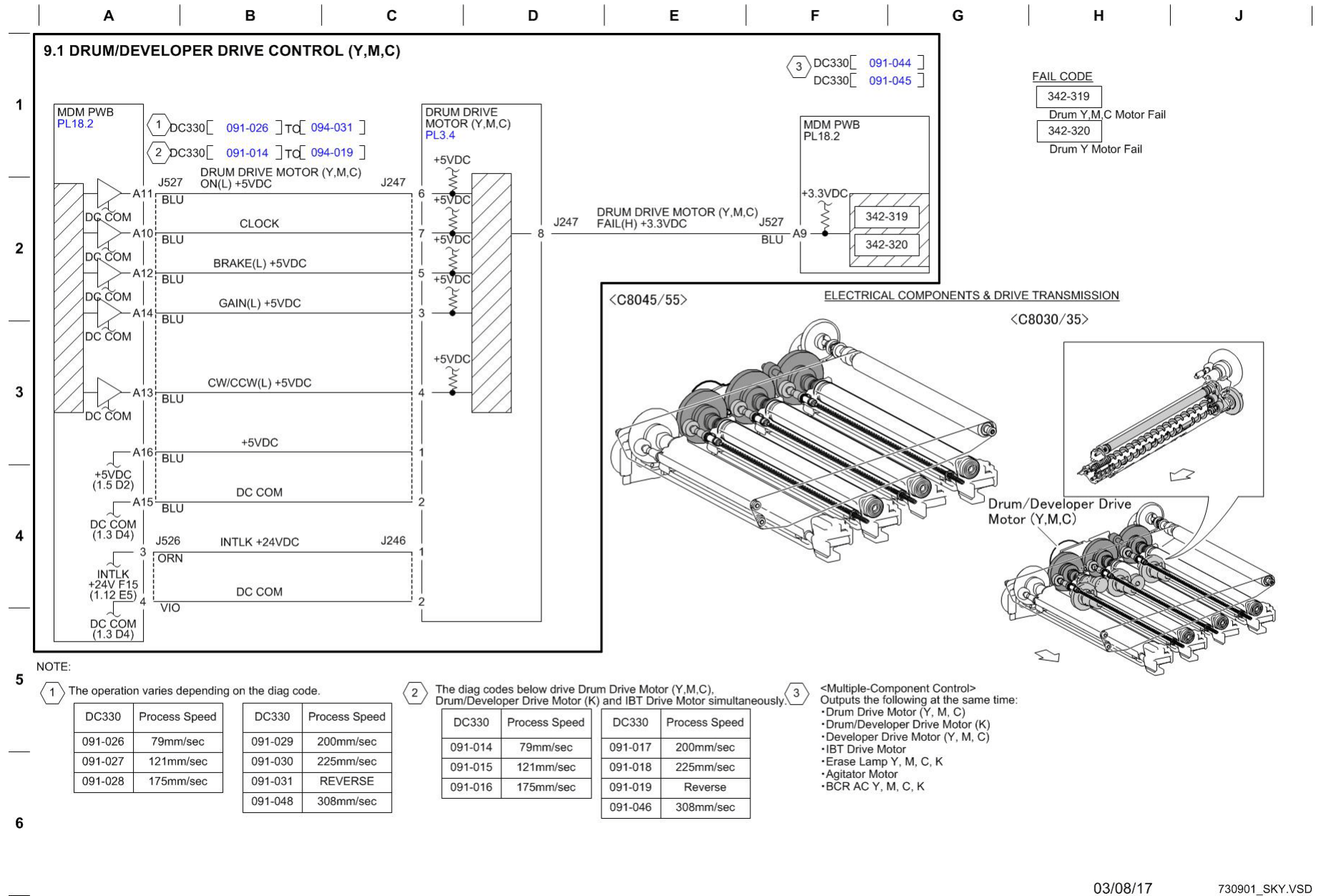


Figure 1 BSD 9.1 Drum/Developer Drive Control (Y,M,C)

BSD 9.2 Drum/Developer Drive Control (K)

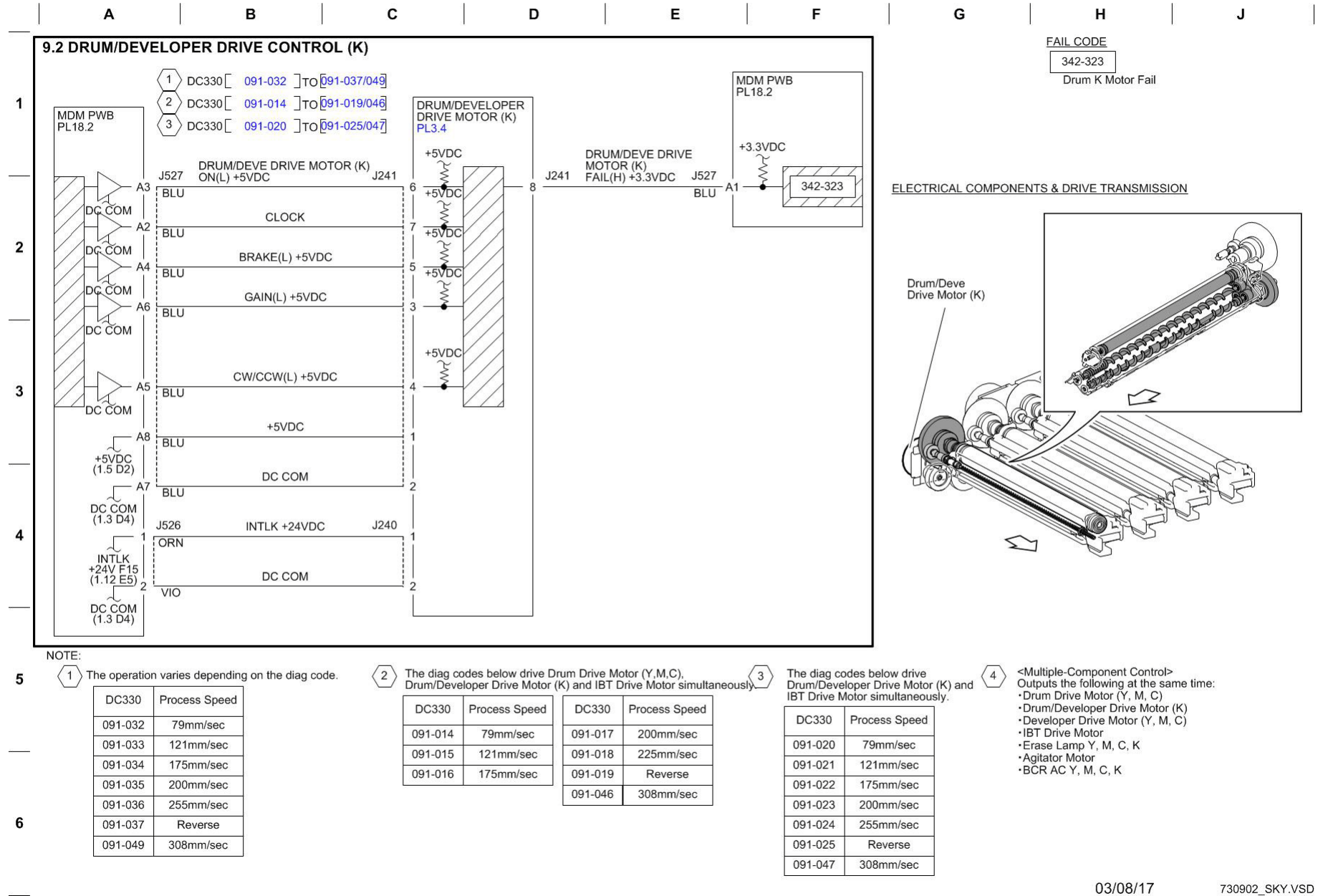


Figure 2 BSD 9.2 Drum/Developer Drive Control (K)

BSD 9.3 Drum Life Control (Y,M)

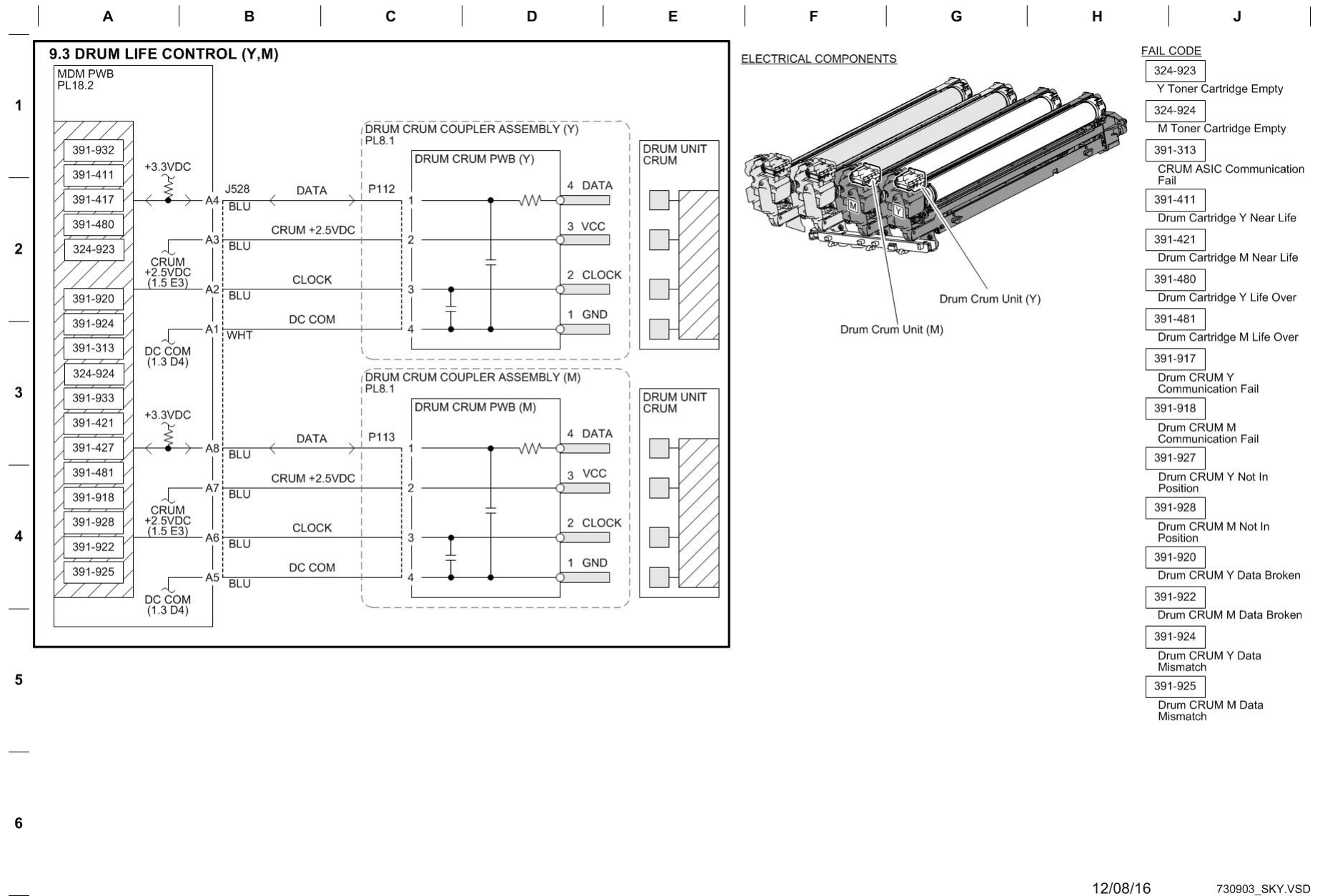


Figure 3 BSD 9.3 Drum Life Control (Y,M)

BSD 9.4 Drum Life Control (C,K)

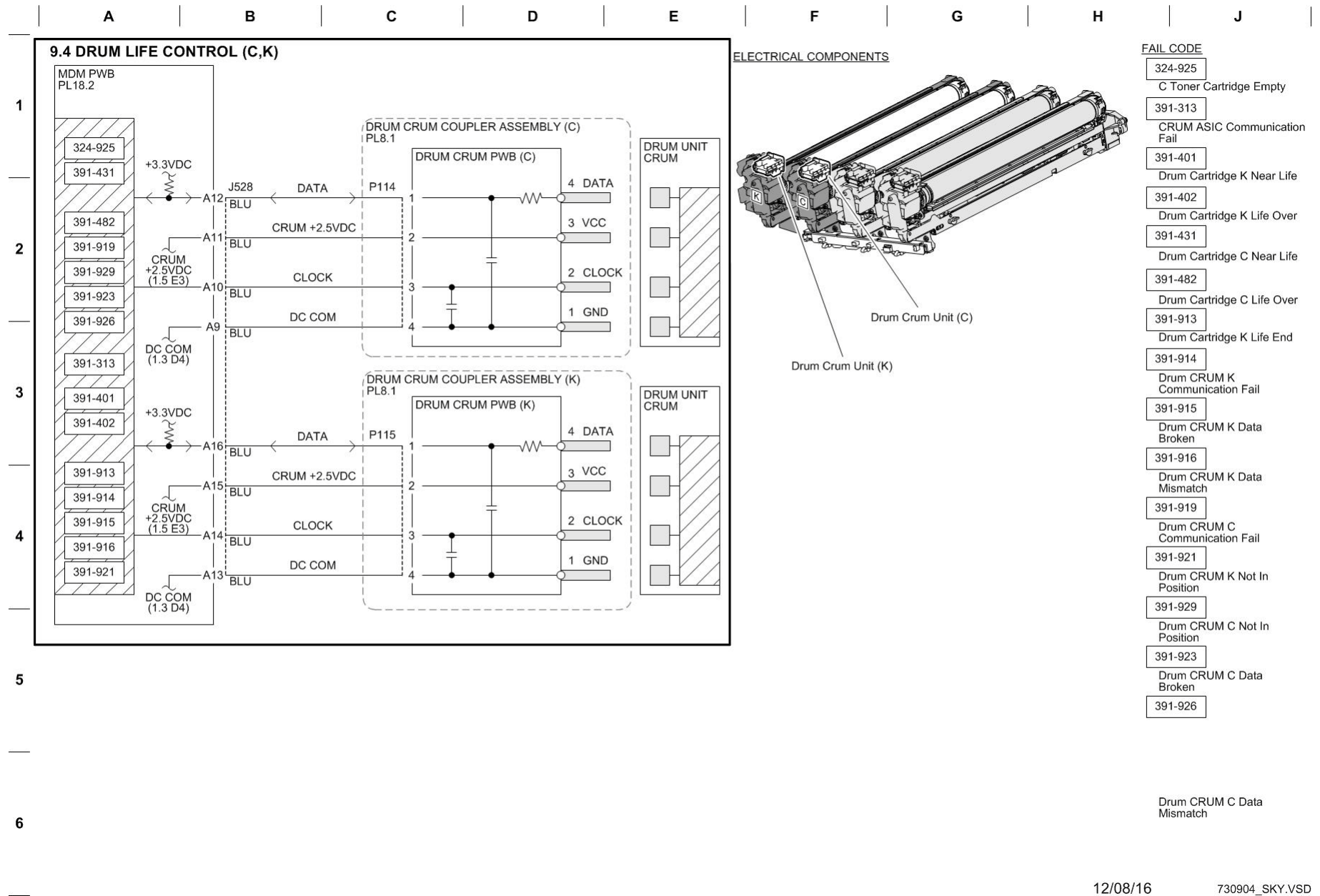


Figure 4 BSD 9.4 Drum Life Control (C,K)

BSD 9.5 Toner Cartridge Life Control (Y,M)

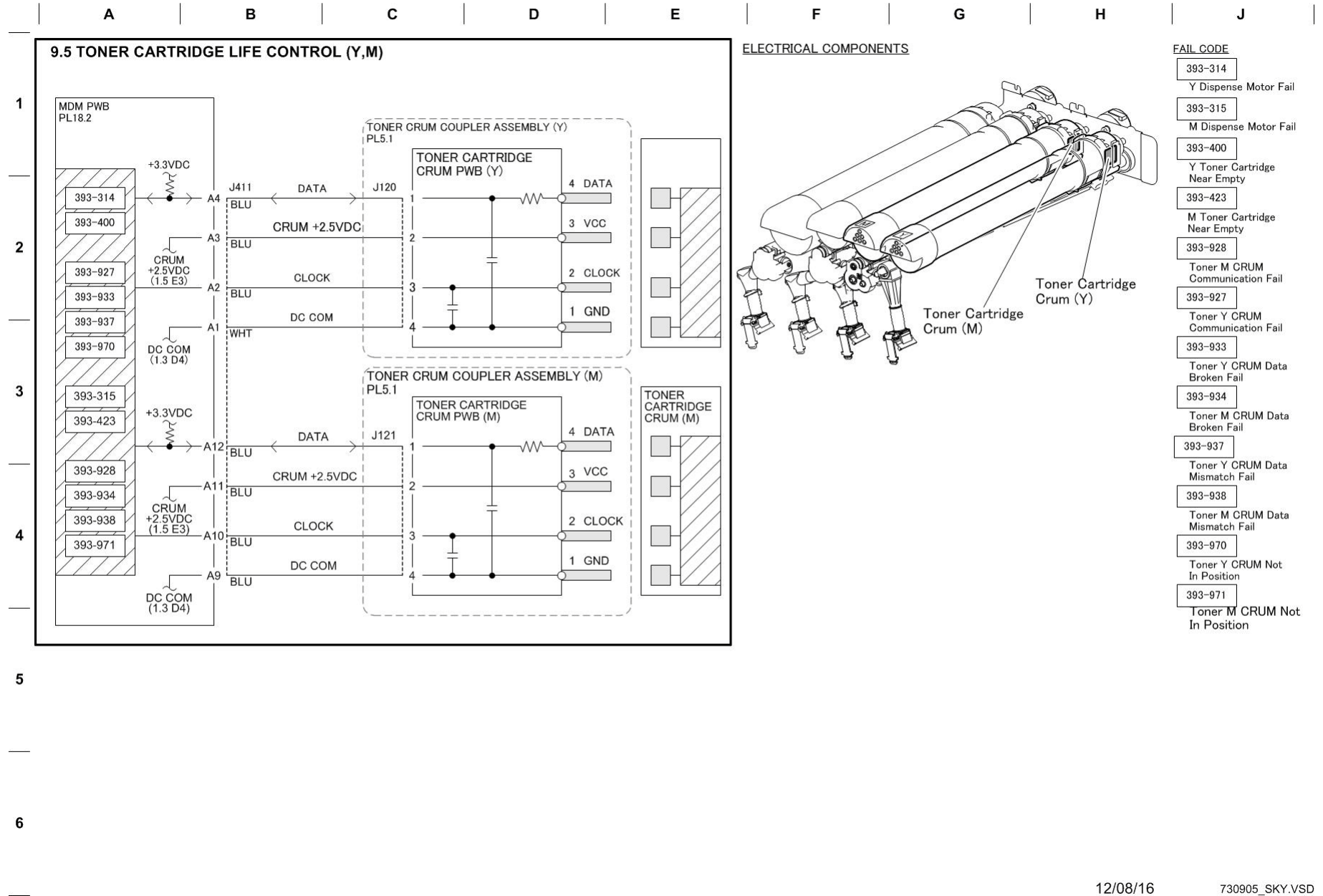


Figure 5 BSD 9.5 Toner Cartridge Life Control (Y,M)

BSD 9.6 Toner Cartridge Life Control (C,K)

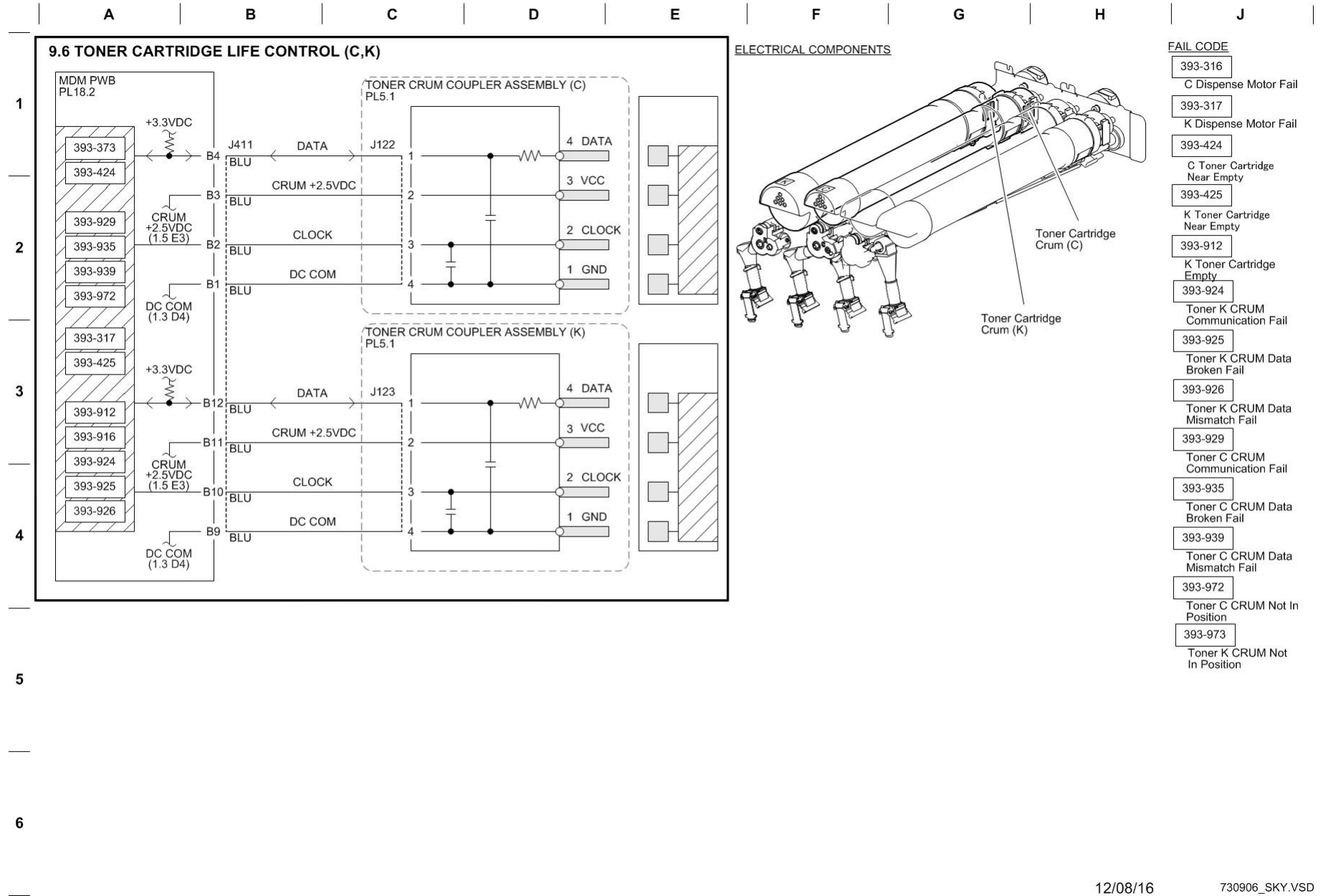


Figure 6 BSD 9.6 Toner Cartridge Life Control (C,K)

BSD 9.7 Charging and Exposure (1 of 2)

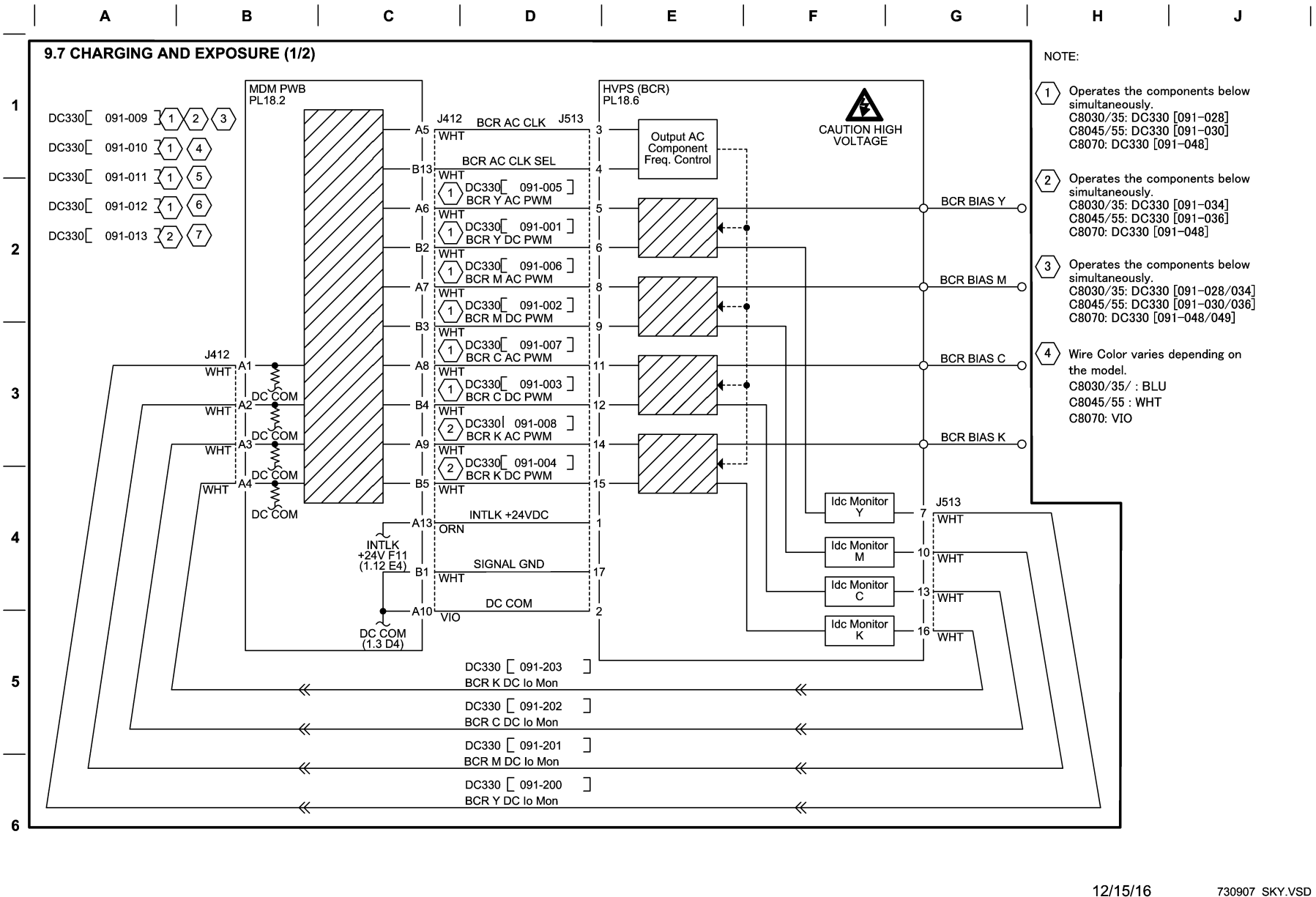
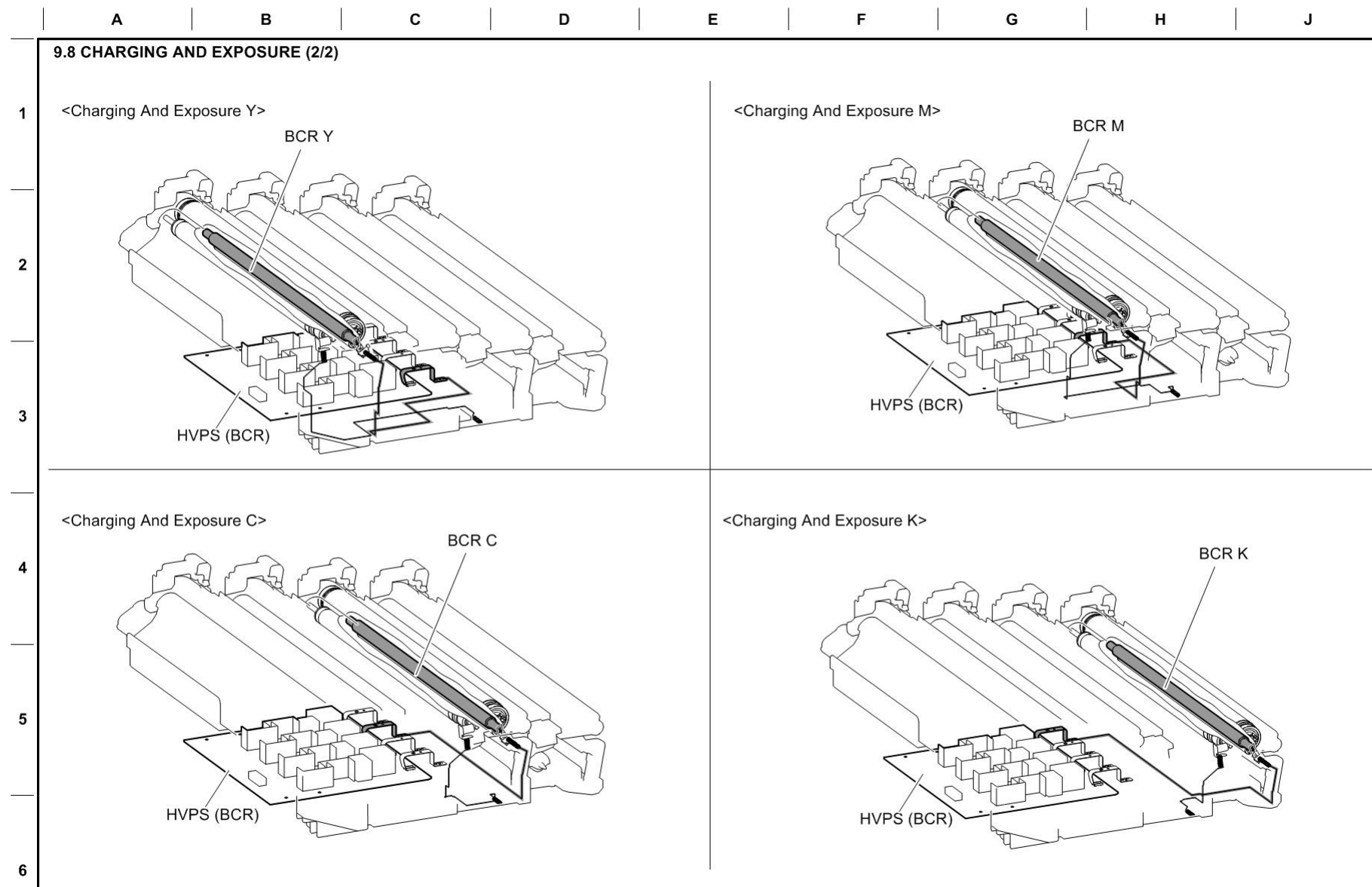


Figure 7 BSD 9.7 Charging and Exposure (1 of 2)

BSD 9.8 Charging and Exposure (2 of 2)

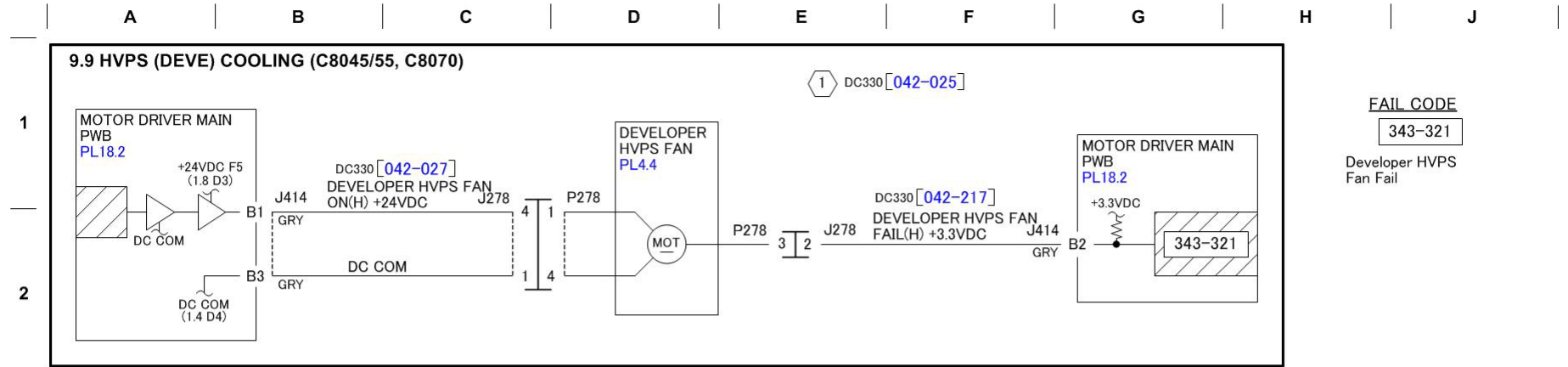


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Figure 8 BSD 9.8 Charging and Exposure (2 of 2)

BSD 9.9 HVPS (Developer) Cooling (C8045/55, C8070)



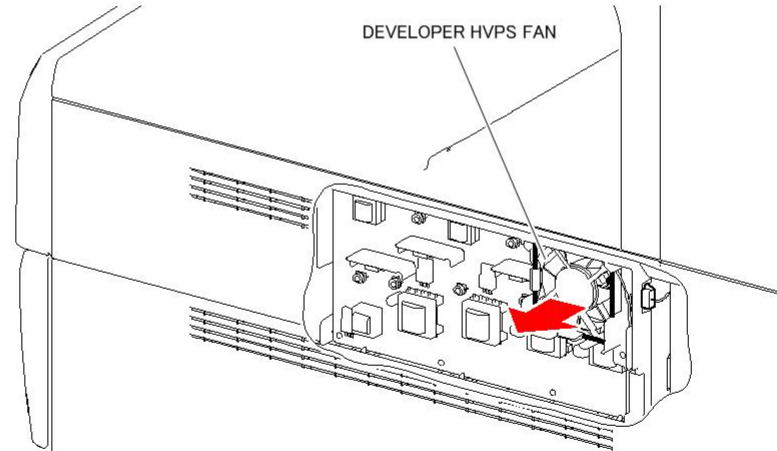
NOTE:

1 DC330[042-025] performs a fault detection after rotating the target fans concurrently for 5 seconds. If any fan is found to be faulty, a fail code is issued. Fail codes can be referred to via DC125.

Check the following NVM settings in advance.
 (1) NVM741-072: Fan Fail Bypass should be "0".
 If you want to prevent any particular fan from raising a fail, change this value to the fail bypass number for that fan.
 (2) NVM741-146: LH FAN CONDITION FLAG should be 1 or 2".
 If you want to prevent an LH Fan Fail from being raised, change this value to "0".

- The following fans are targeted:
- 010-398: Fusing Unit Fan
 - 042-336: Process 2 Fan
 - 043-322: LVPS FAN
 - 042-332: IH Intake Fan
 - 042-330: IH Exhaust Fan
 - 042-609: LH Fan 1/2/3 (When NVM742-146 is set to "1 or 2")
 - 042-342: Suction Fan (C8045/55, C8070)
 - 042-340: Cartridge Fan
 - 042-335: Process 1 Fan (C8045/55, C8070)
 - 042-344: C Exhaust Fan (C8045/55, C8070)
 - 042-343: Rear Bottom Fan (C8045/55, C8070)
 - 042-341: HV Fan (C8030/35)
 - 043-321: Developer HVPS Fan (C8045/55, C8070)
 - 042-341: Marking Fan (C8045/55, C8070)

ELECTRICAL COMPONENTS



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Figure 9 BSD 9.9 HVPS (Developer) Cooling (C8045/55, C8070)

BSD 9.11 Developer Drive Control (Y,M,C)

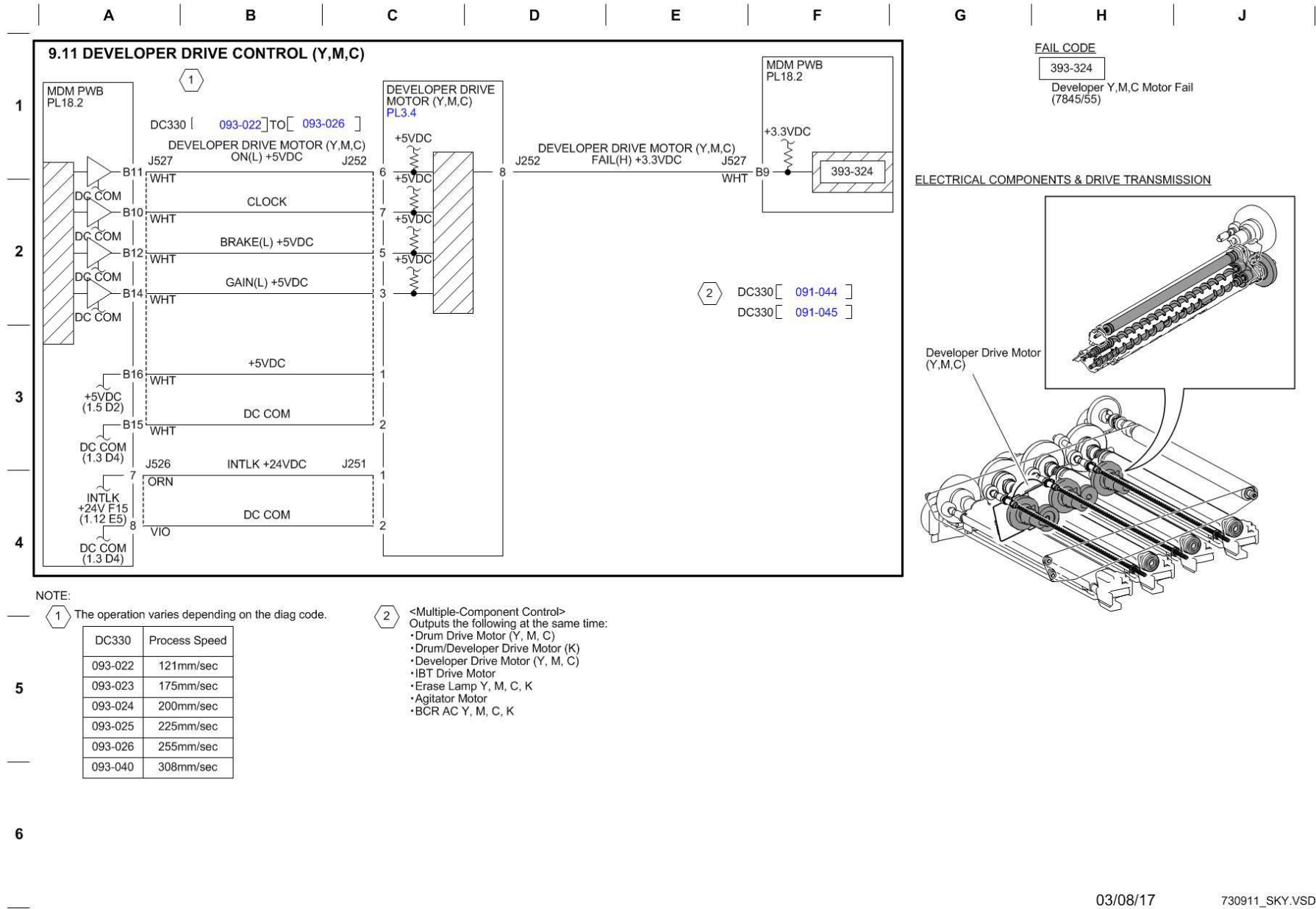


Figure 10 BSD 9.11 Developer Drive Control (Y,M,C)

BSD 9.12 Toner Suction Control and Marking Module Cooling

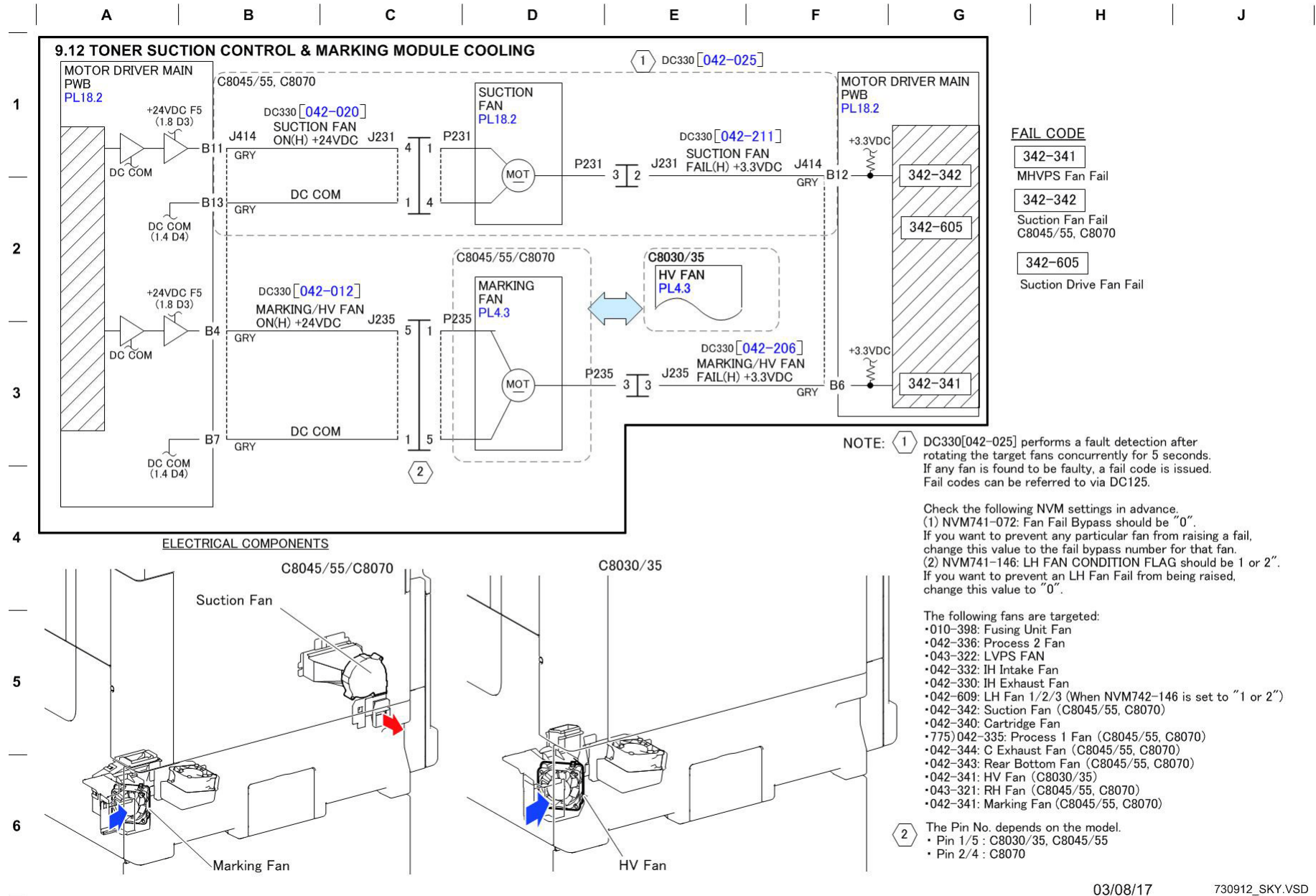


Figure 11 BSD 9.12 Toner Suction Control and Marking Module Cooling

BSD 9.13 Development (Y)

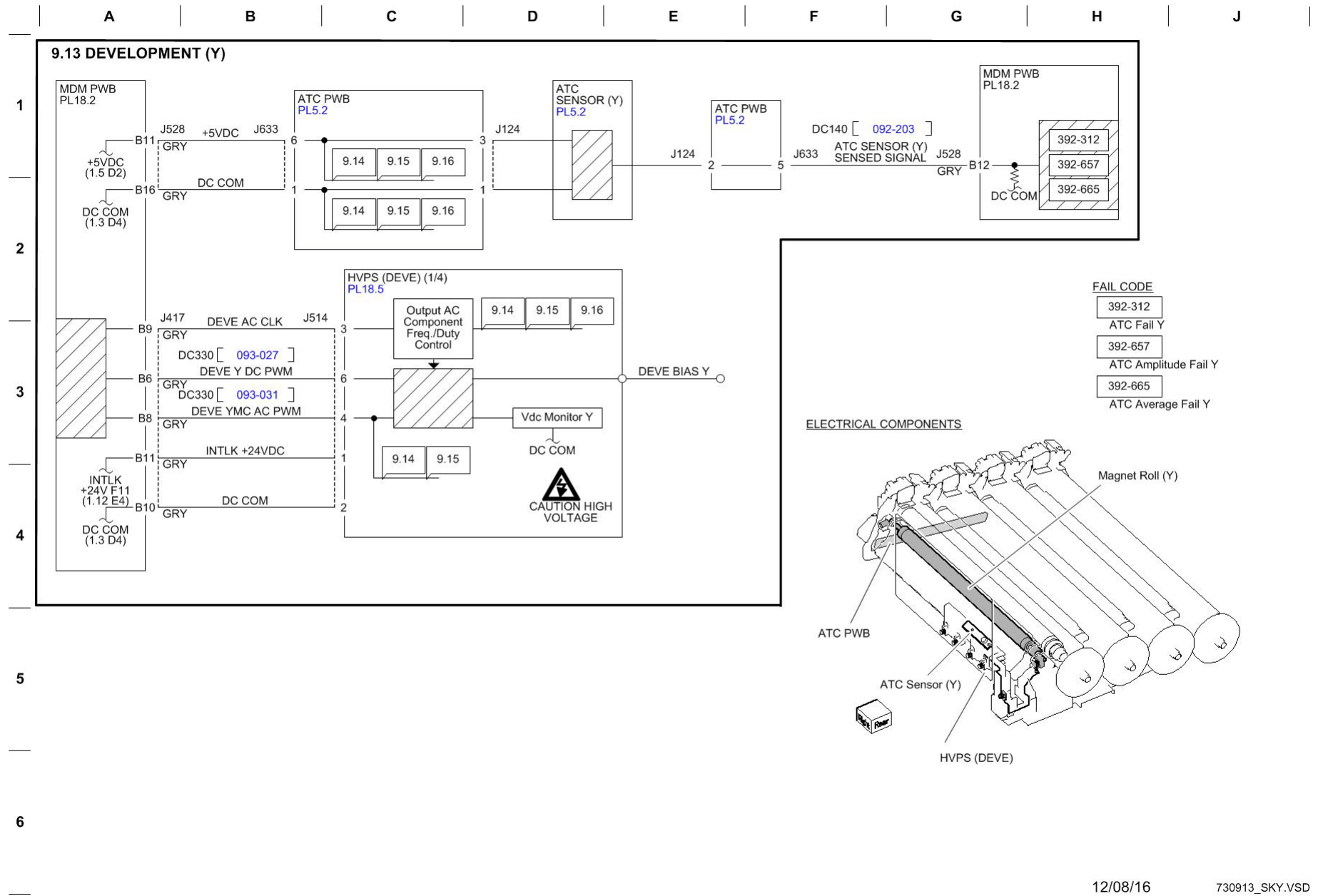


Figure 12 BSD 9.13 Development (Y)

BSD 9.14 Development (M)

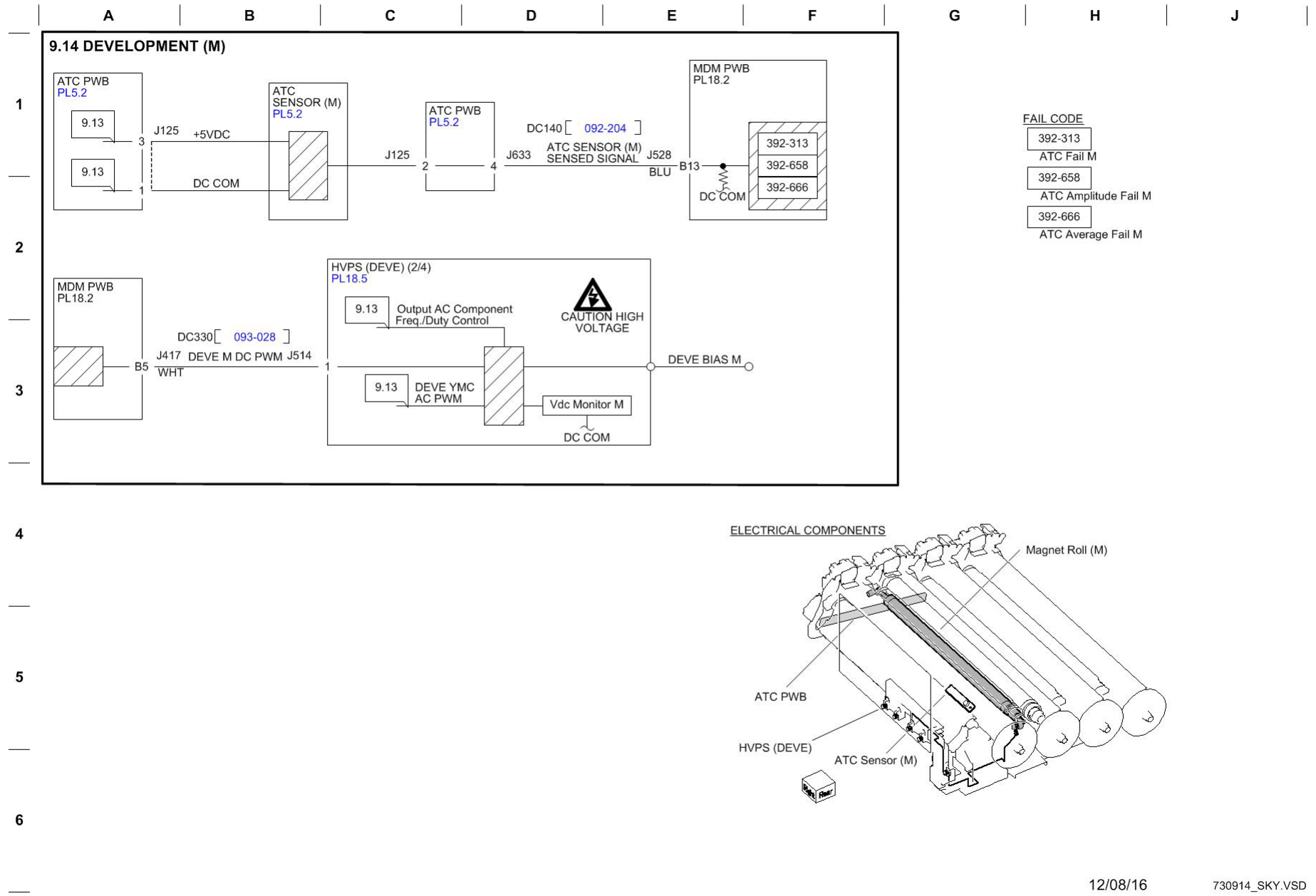


Figure 13 BSD 9.14 Development (M)

BSD 9.15 Development (C)

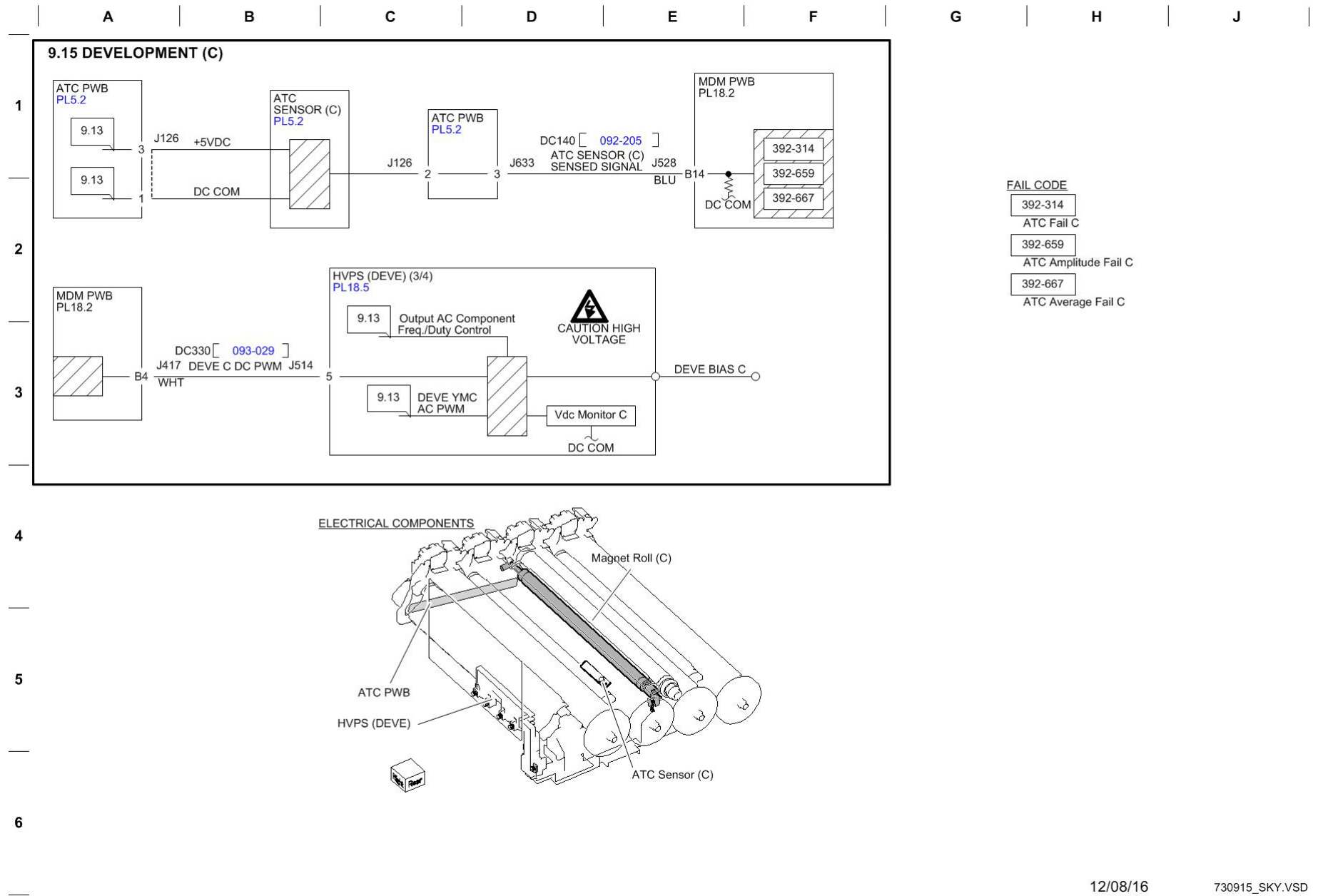


Figure 14 BSD 9.15 Development (C)

BSD 9.16 Development (K)

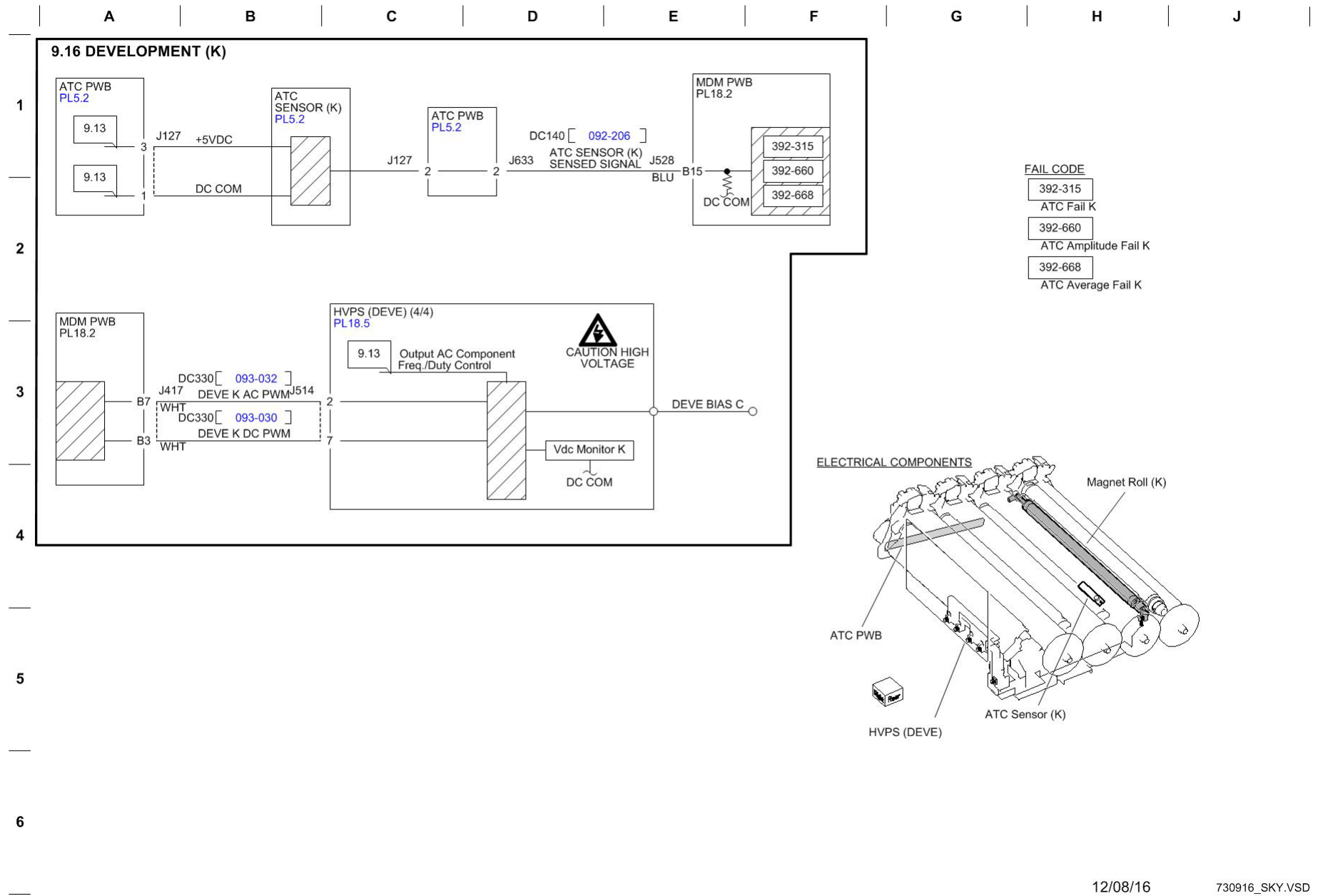
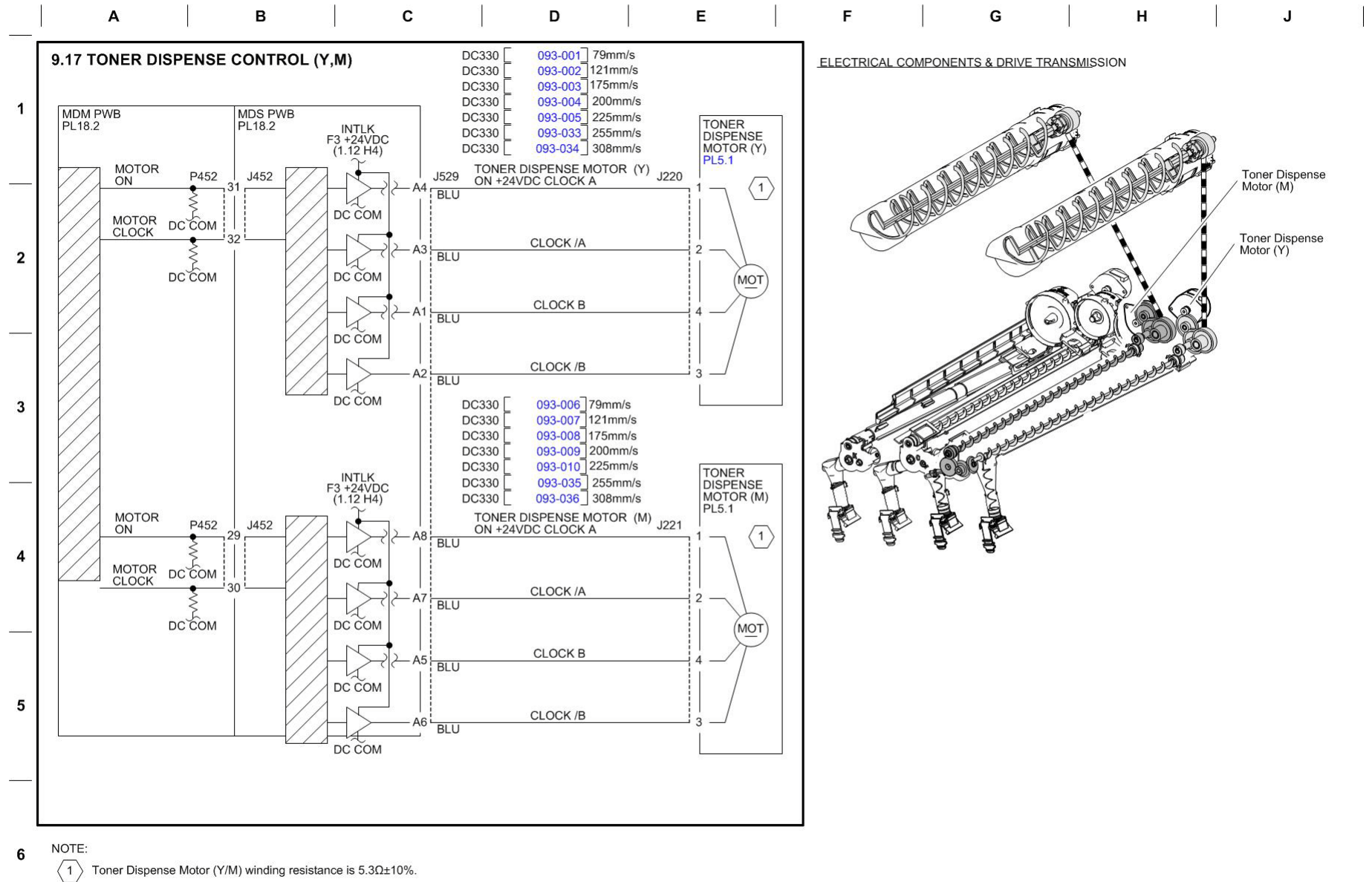
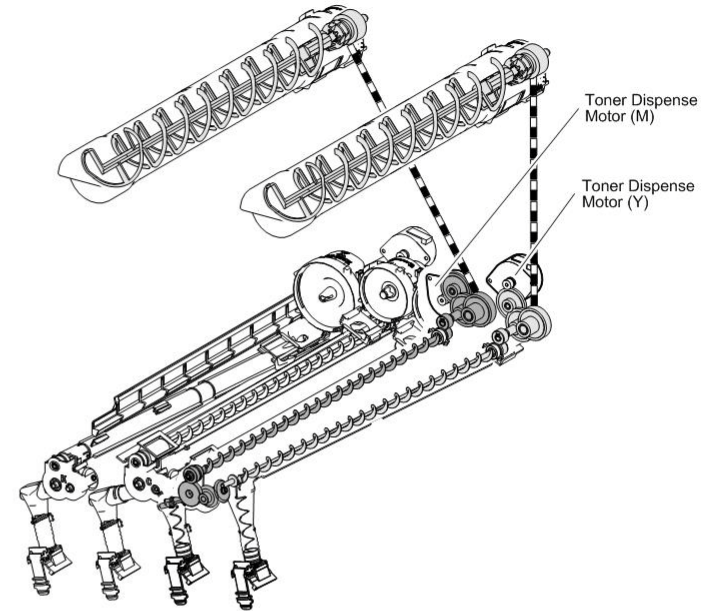


Figure 15 BSD 9.16 Development (K)

BSD 9.17 Toner Dispense Control (Y,M)



ELECTRICAL COMPONENTS & DRIVE TRANSMISSION

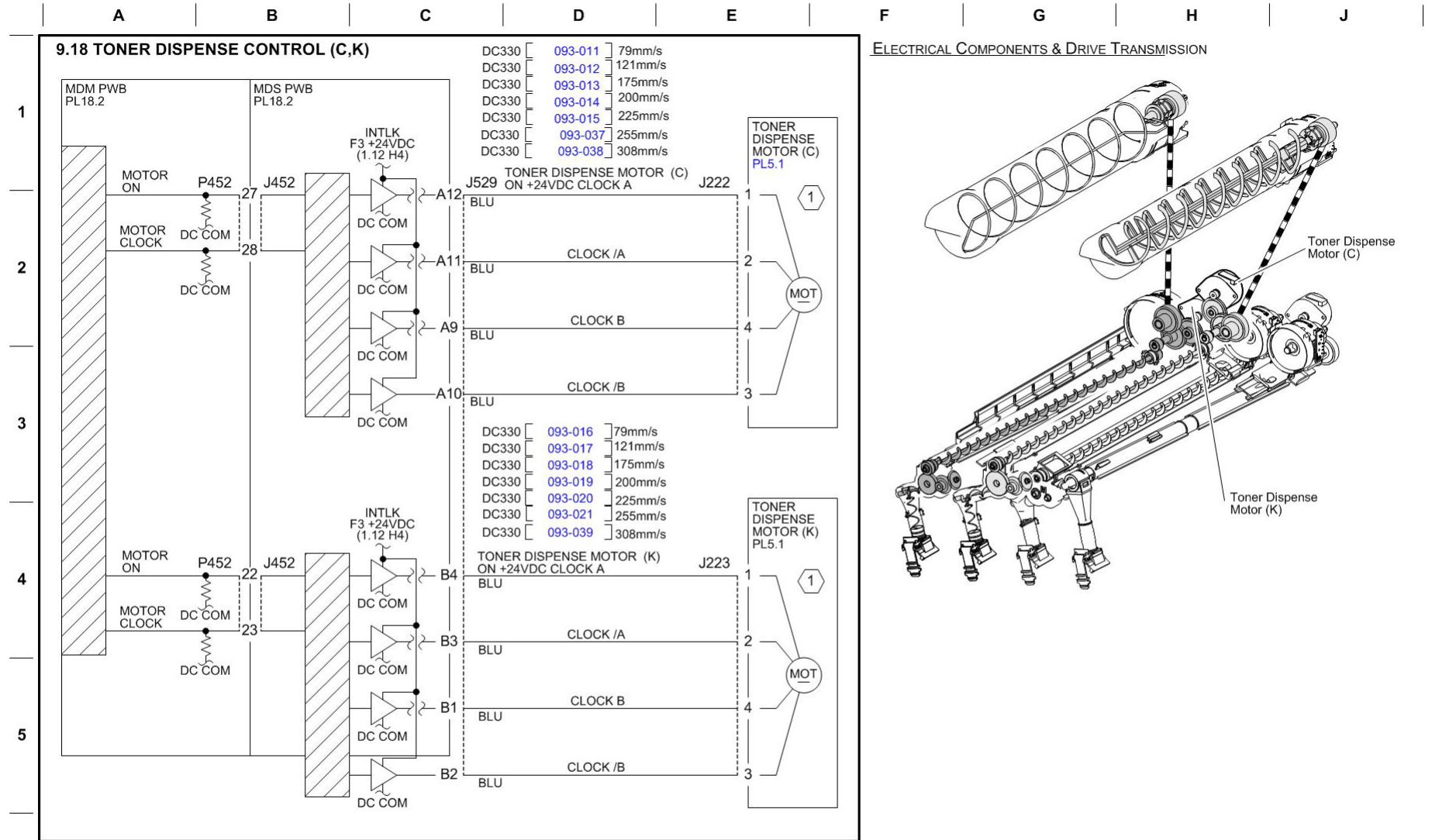


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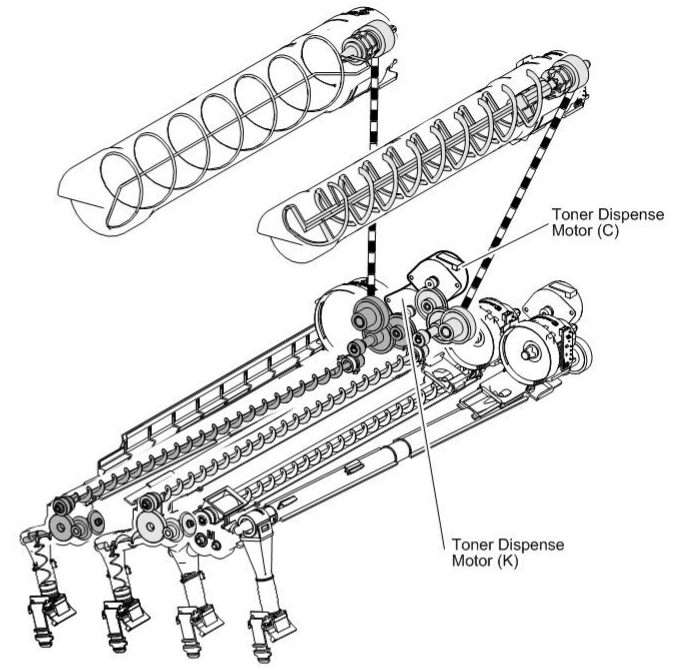
730917_SKY.VSD

Figure 16 BSD 9.17 Toner Dispense Control (Y,M)

BSD 9.18 Toner Dispense Control (C,K)



ELECTRICAL COMPONENTS & DRIVE TRANSMISSION



NOTE

6 : ① Toner Dispense Motor (C/K) winding resistance is 5.3Ω±10%.

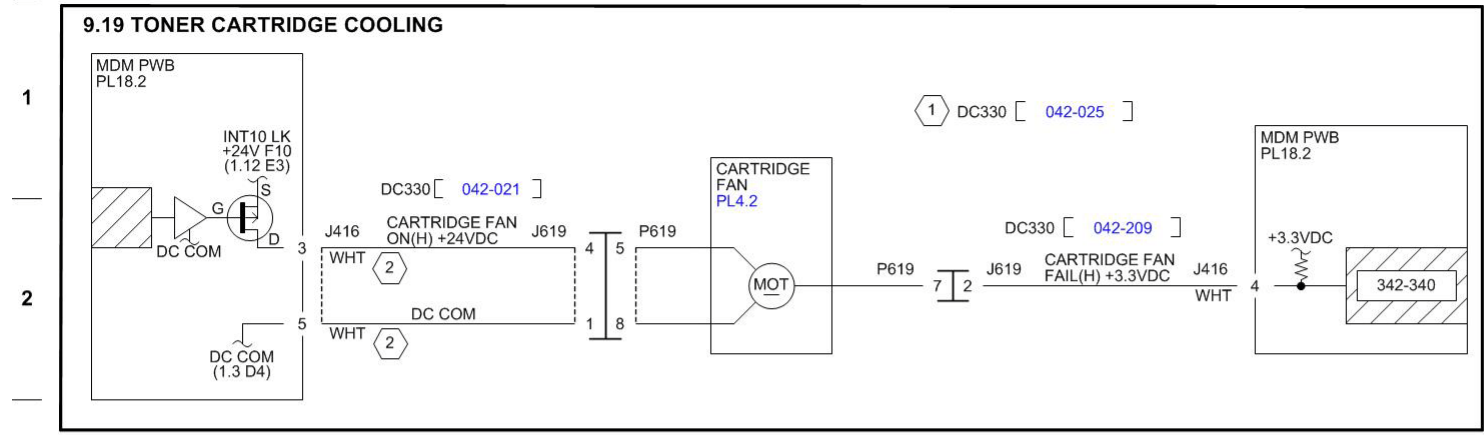
12/08/16

730918_SKY.VSD

Figure 17 BSD 9.18 Toner Dispense Control (C,K)

BSD 9.19 Toner Cartridge Cooling

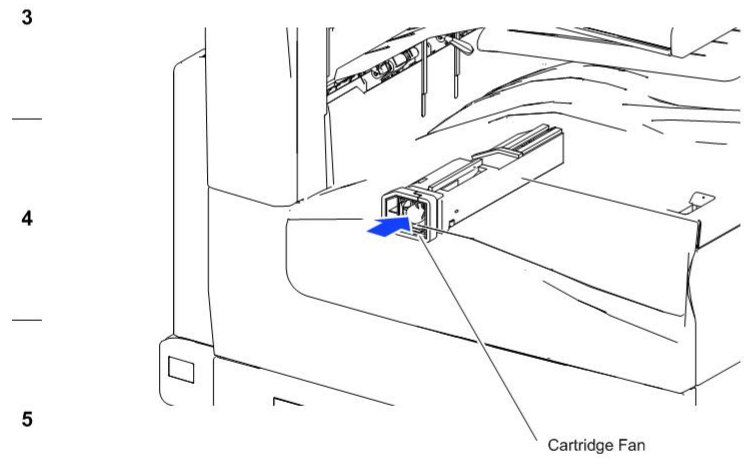
A | B | C | D | E | F | G | H | J



FAIL CODE

342-340
Cartridge Fan Fail

ELECTRICAL COMPONENTS



NOTE DC330[042-025] performs a fault detection after rotating the target fans concurrently for 5 seconds. If any fan is found to be faulty, a fail code is issued. Fail codes can be referred to via DC125.

Check the following NVM settings in advance.
 (1) NVM741-072: Fan Fail Bypass should be "0".
 If you want to prevent any particular fan from raising a fail, change this value to the fail bypass number for that fan.
 (2) NVM741-146: LH FAN CONDITION FLAG should be 1 or 2".
 If you want to prevent an LH Fan Fail from being raised, change this value to "0".

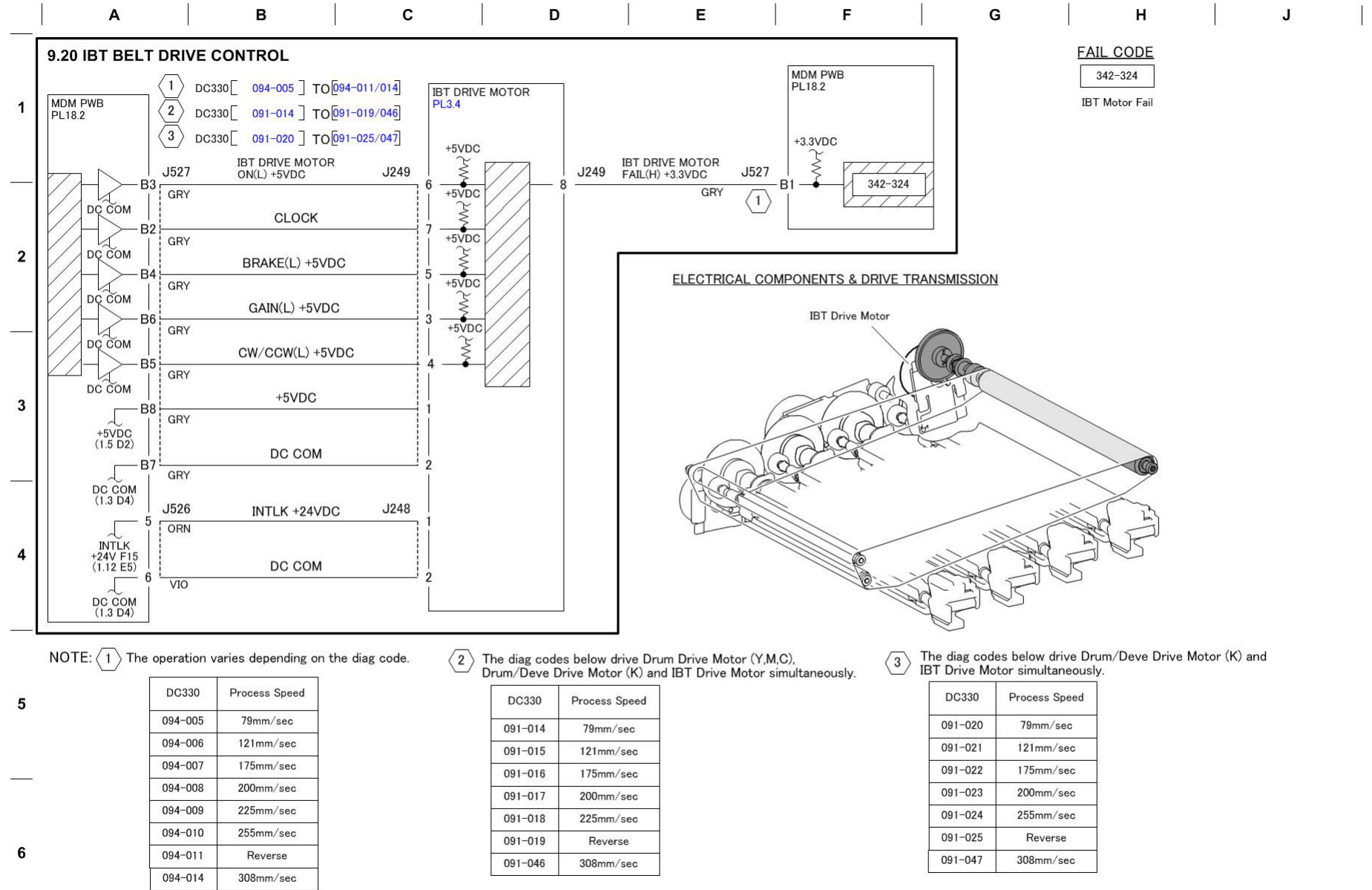
The following fans are targeted:

- 010-398: Fusing Unit Fan
- 042-336: Process 2 Fan
- 043-322: LVPS FAN
- 042-332: IH Intake Fan
- 042-330: IH Exhaust Fan
- 042-609: LH Fan 1/2/3 (When NVM742-146 is set to "1 or 2")
- 042-342: Suction Fan (C8045/55/C8070)
- 042-340: Cartridge Fan
- 042-335: Process 1 Fan (C8045/55/C8070)
- 042-344: C Exhaust Fan (C8045/55/C8070)
- 042-343: Rear Bottom Fan (C8045/55/C8070)
- 042-341: HV Fan (C8030/35)
- 043-321: RH Fan (C8045/55/C8070)
- 042-341: Marking Fan (C8045/55/C8070)

(2) Wire Color varies by model
 C8070: VIO
 C8045/55: WHT

Figure 18 BSD 9.19 Toner Cartridge Cooling

BSD 9.20 IBT Belt Drive Control



NOTE: ① The operation varies depending on the diag code.

② The diag codes below drive Drum Drive Motor (Y,M,C), Drum/Deve Drive Motor (K) and IBT Drive Motor simultaneously.

③ The diag codes below drive Drum/Deve Drive Motor (K) and IBT Drive Motor simultaneously.

Figure 19 BSD 9.20 IBT Belt Drive Control

BSD 9.21 First Transfer

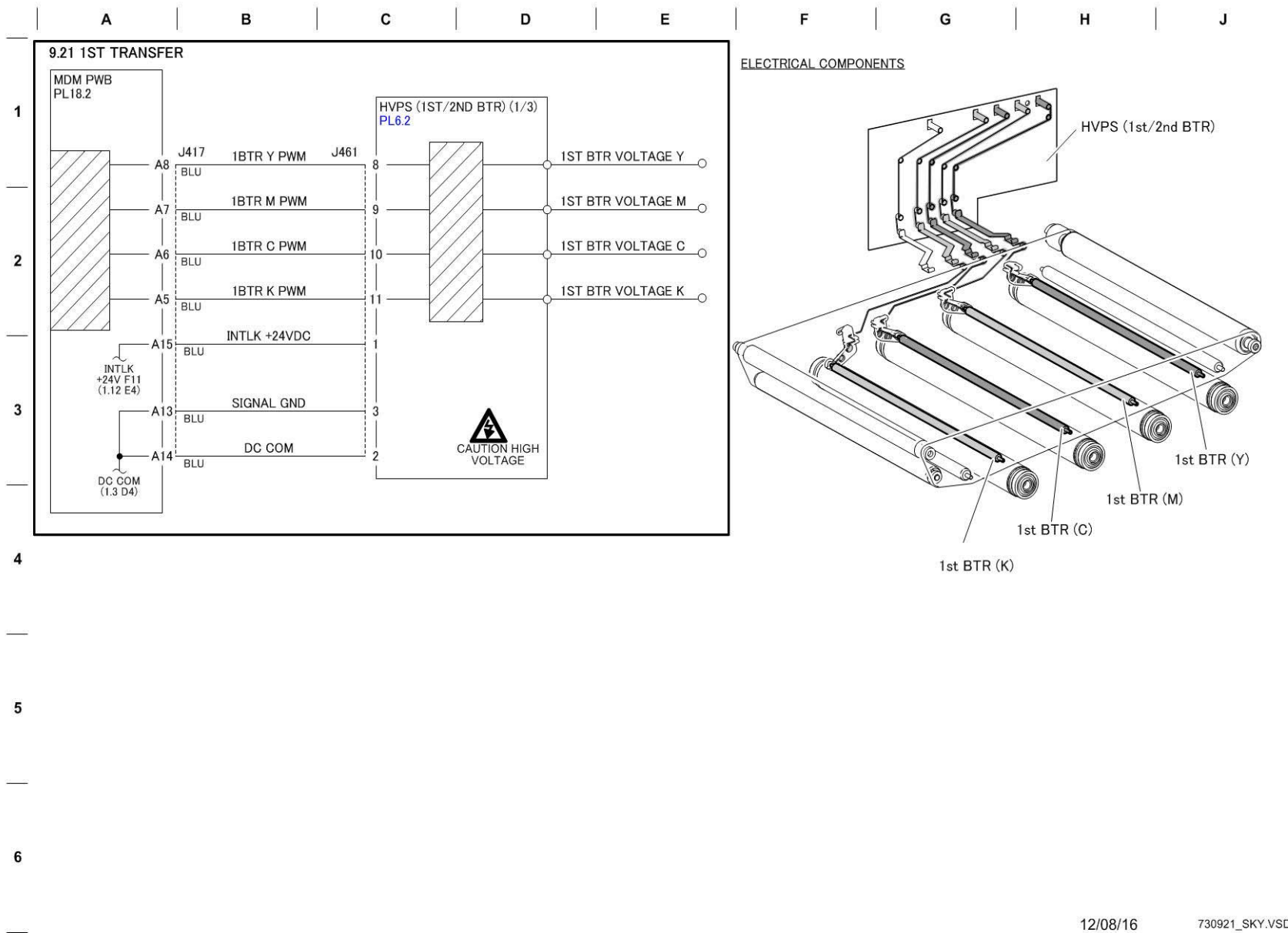
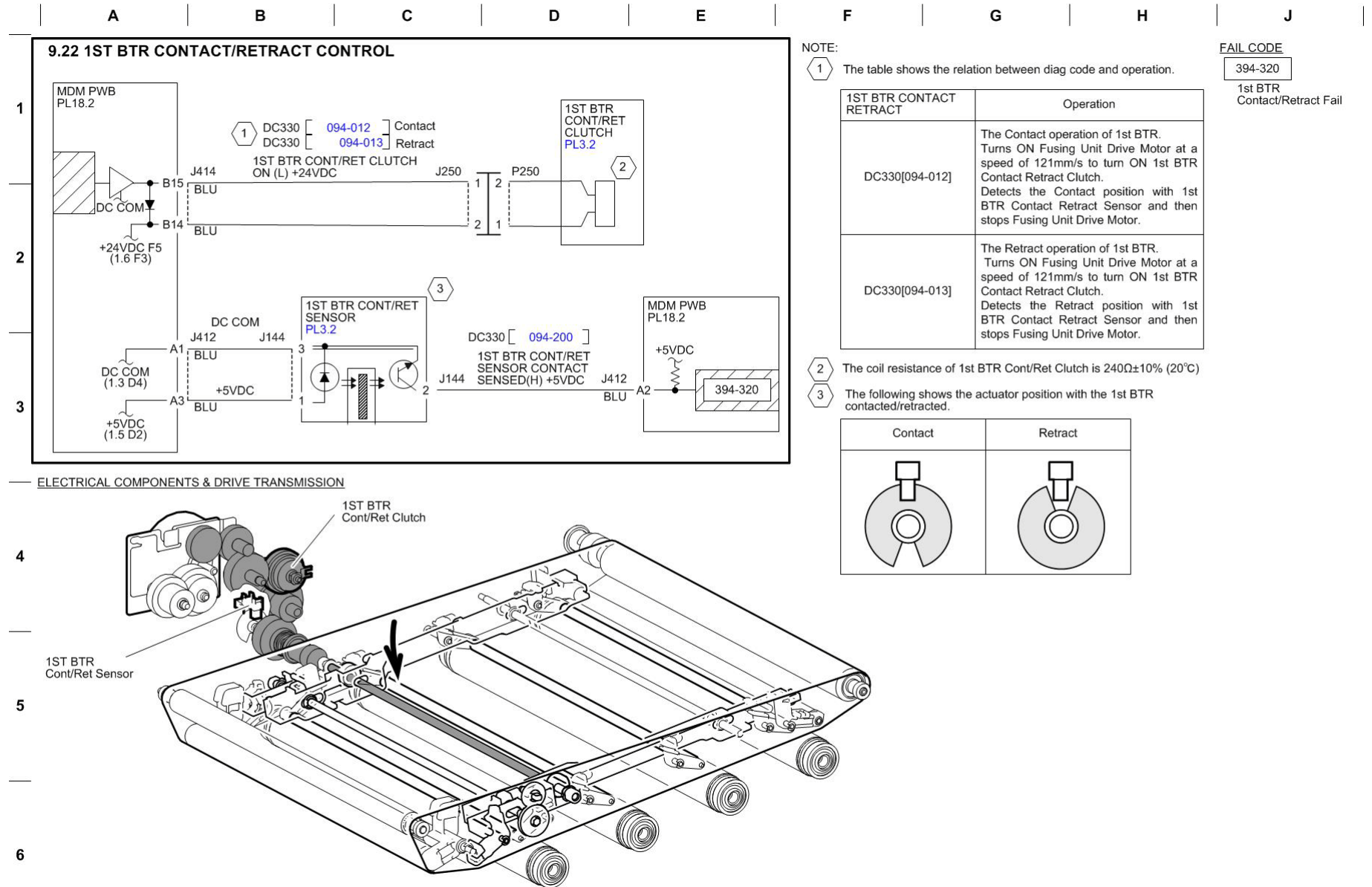


Figure 20 BSD 9.21 First Transfer

BSD 9.22 First BTR Contact/Retract Control

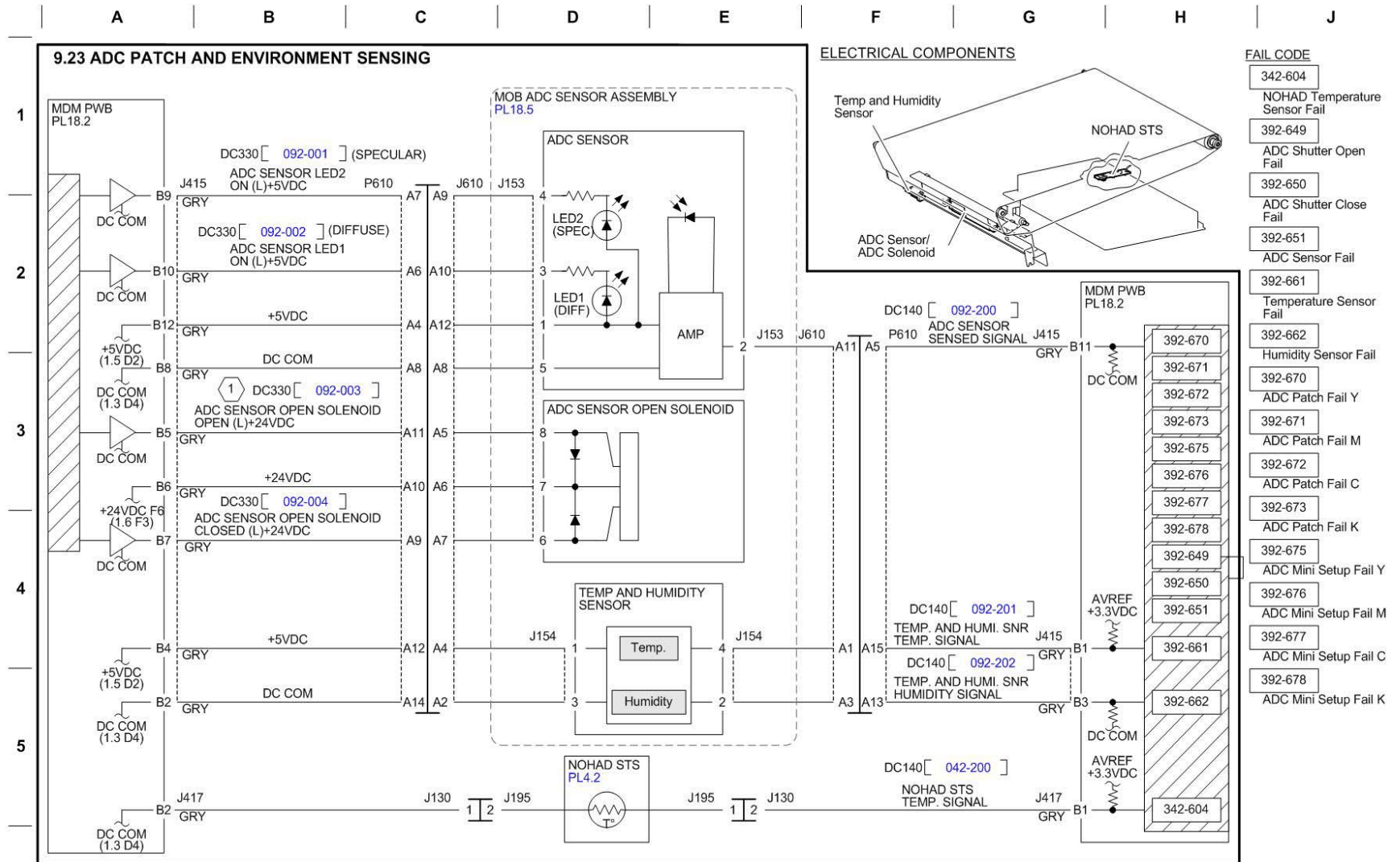


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730922_SKY.VSD

Figure 21 BSD 9.22 First BTR Contact/Retract Control

BSD 9.23 ADC Patch and Environment Sensing



NOTE:
 1 After performing this diag, make sure to perform DC330[092-004] to close the shutter. Unless the shutter is closed, the sensor within it may become contaminated. (Note that the shutter automatically closes when you perform printing.)

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Figure 22 BSD 9.23 ADC Patch and Environment Sensing

BSD 9.24 Second Transfer

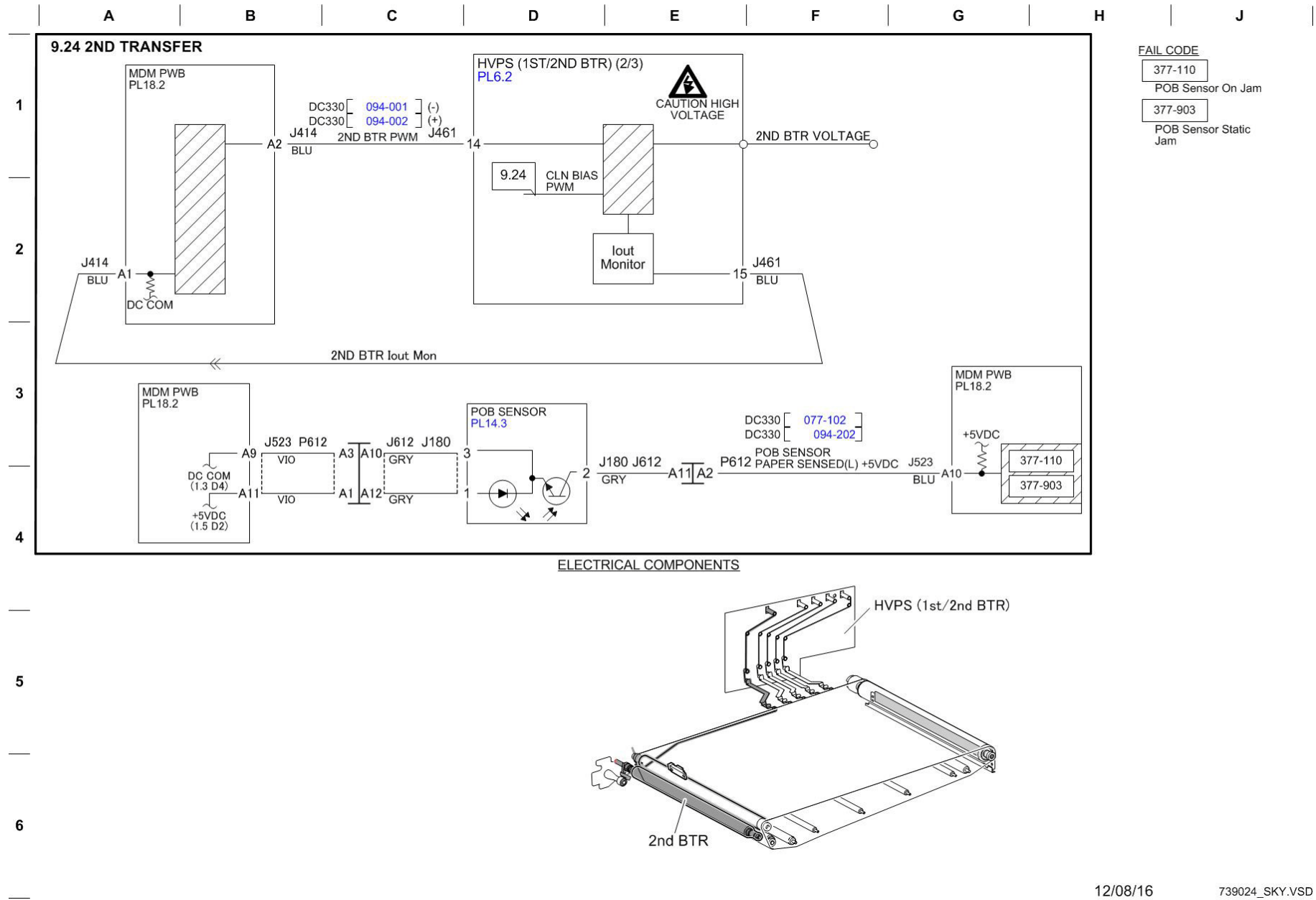
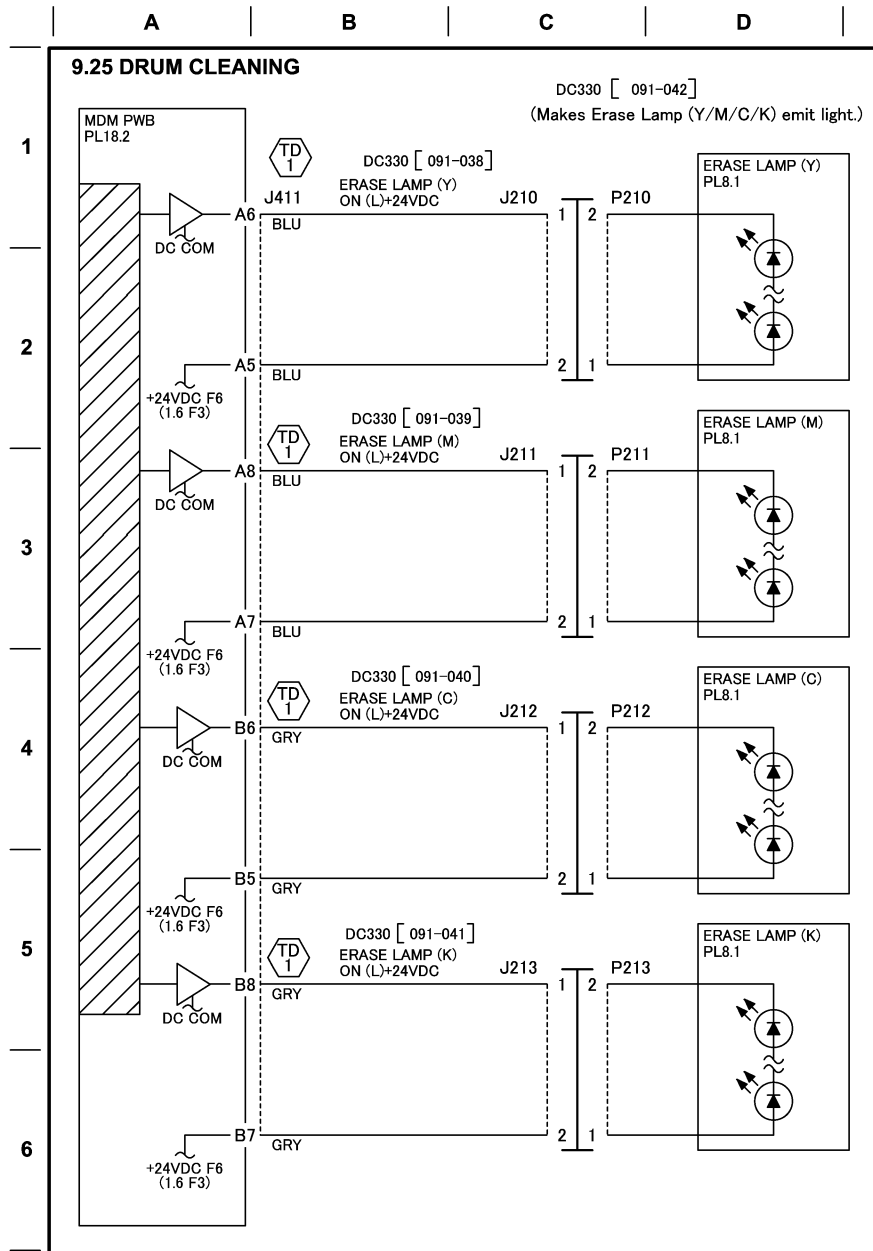
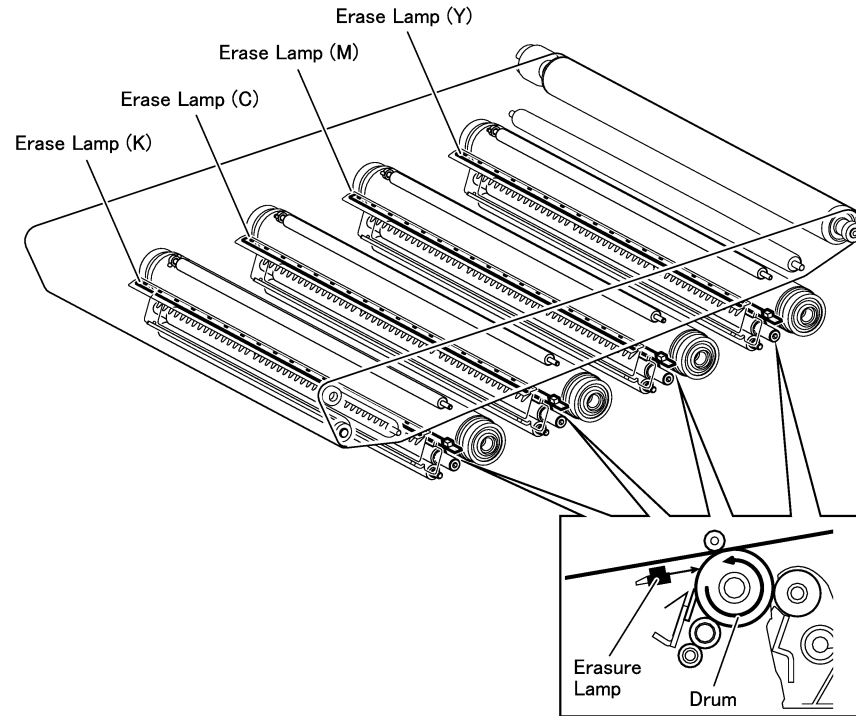


Figure 23 BSD 9.24 Second Transfer

BSD 9.25 Drum Cleaning



ELECTRICAL COMPONENTS



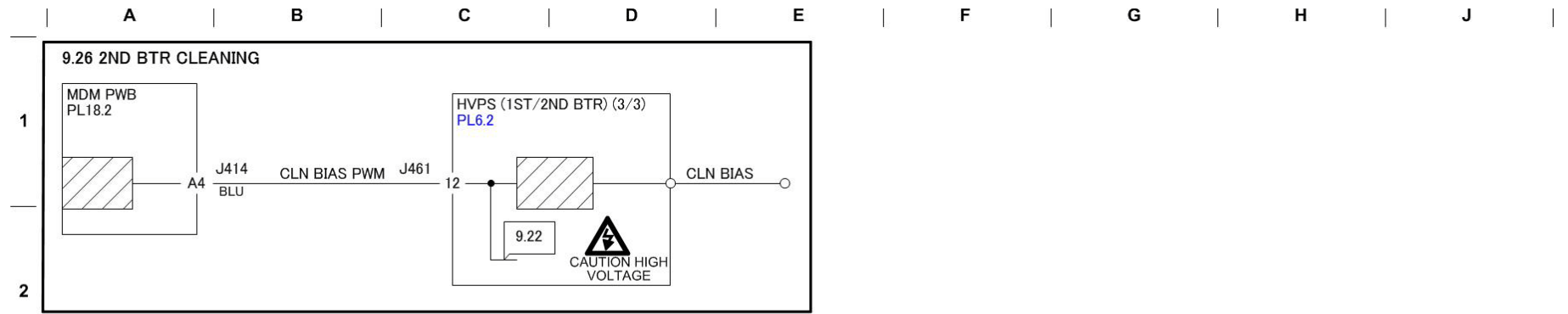
TD 1 When diag is turned ON, +12VDC changes to 0VDC.

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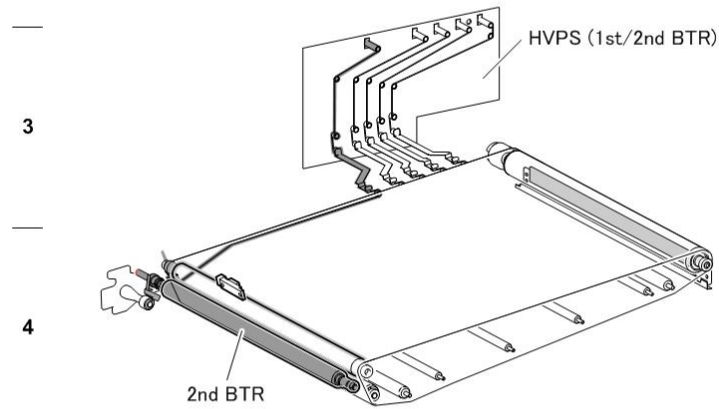
730925_SKY.VSD

Figure 24 BSD 9.25 Drum Cleaning

BSD 9.26 Second BTR Cleaning



ELECTRICAL COMPONENTS



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730926_SKY.VSD

Figure 25 BSD 9.26 Second BTR Cleaning

BSD 9.27 Waste Toner Disposal (1 of 2)

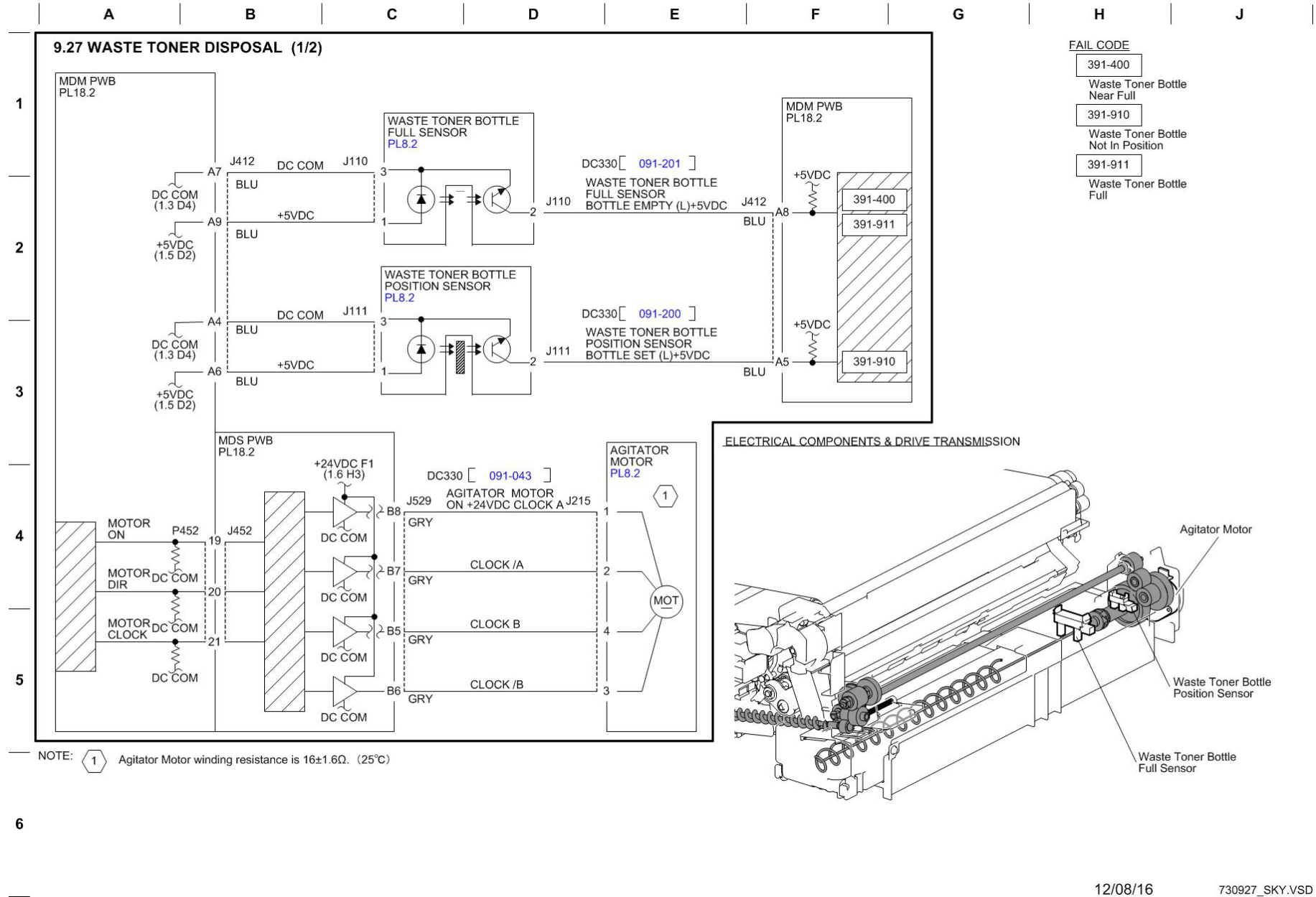
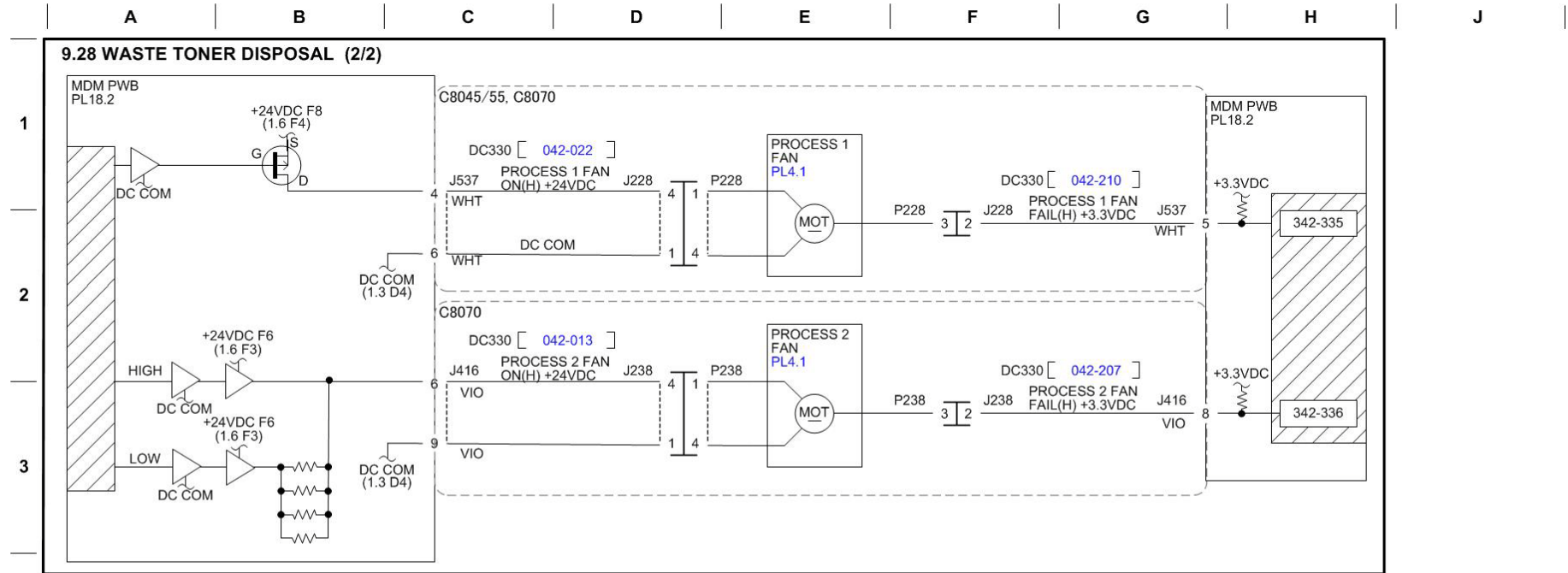
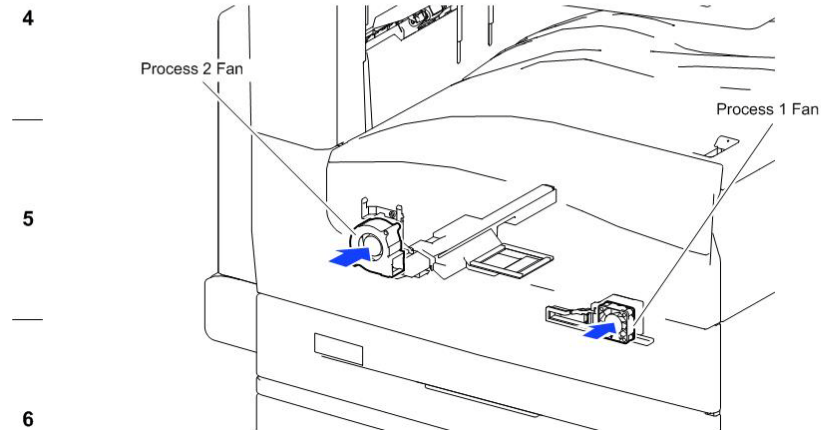


Figure 26 BSD 9.27 Waste Toner Disposal (1 of 2)

BSD 9.28 Waste Toner Disposal (2 of 2)



ELECTRICAL COMPONENTS



NOTE: DC330[042-025] performs a fault detection after rotating the target fans concurrently for 5 seconds. If any fan is found to be faulty, a fail code is issued. Fail codes can be referred to via DC125.



Check the following NVM settings in advance.
 (1) NVM741-072: Fan Fail Bypass should be "0".
 If you want to prevent any particular fan from raising a fail, change this value to the fail bypass number for that fan.
 (2) NVM741-146: LH FAN CONDITION FLAG should be 1 or 2".
 If you want to prevent an LH Fan Fail from being raised, change this value to "0".

The following fans are targeted:

- 010-398: Fusing Unit Fan
- 042-336: Process 2 Fan
- 043-322: LVPS FAN
- 042-332: IH Intake Fan
- 042-330: IH Exhaust Fan
- 042-609: LH Fan 1/2/3 (When NVM742-146 is set to "1 or 2")
- 042-342: Suction Fan (C8045/55, C8070)
- 042-340: Cartridge Fan
- 042-335: Process 1 Fan (C8045/55, C8070)
- 042-344: C Exhaust Fan (C8045/55, C8070)
- 042-341: HV Fan (C8030/35)
- 042-343: Rear Bottom Fan (C8045/55, C8070)
- 043-321: RH Fan(C8045/55, C8070)
- 042-341: Marking Fan(C8045/55, C8070)

FAIL CODE

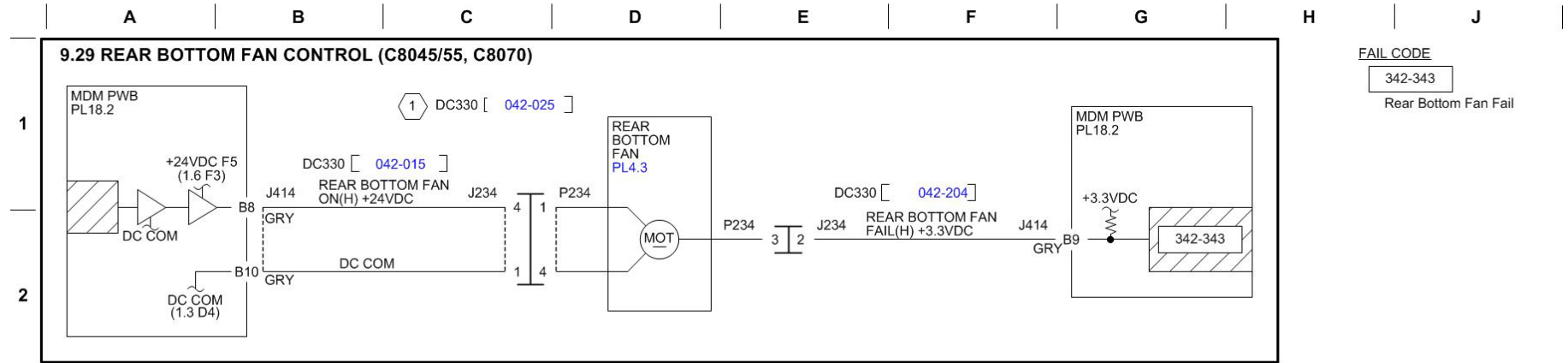
- 342-335
Process 1 Fan Fail
- 342-336
Process 2 Fan Fail

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Figure 27 BSD 9.28 Waste Toner Disposal (2 of 2)

BSD 9.29 Rear Bottom Fan Control (C8045/55, C8070)



FAIL CODE
342-343
Rear Bottom Fan Fail

NOTE: DC330[042-025] performs a fault detection after rotating the target fans concurrently for 5 seconds. If any fan is found to be faulty, a fail code is issued. Fail codes can be referred to via DC125.

1

Check the following NVM settings in advance.
(1) NVM741-072: Fan Fail Bypass should be "0". If you want to prevent any particular fan from raising a fail, change this value to the fail bypass number for that fan.
(2) NVM741-146: LH FAN CONDITION FLAG should be 1 or 2". If you want to prevent an LH Fan Fail from being raised, change this value to "0".

The following fans are targeted:

- 010-398: Fusing Unit Fan
- 042-336: Process 2 Fan
- 043-322: LVPS FAN
- 042-332: IH Intake Fan
- 042-330: IH Exhaust Fan
- 042-609: LH Fan 1/2/3 (When NVM742-146 is set to "1 or 2")
- 042-342: Suction Fan (C8045/55, C8070)
- 042-340: Cartridge Fan
- 042-335: Process 1 Fan (C8045/55, C8070)
- 042-344: C Exhaust Fan (C8045/55, C8070)
- 042-343: Rear Bottom Fan (C8045/55, C8070)
- 042-341: HV Fan (C8030/35)
- 043-321: RH Fan (C8045/55, C8070)
- 042-341: Marking Fan (C8045/55, C8070)

ELECTRICAL COMPONENTS

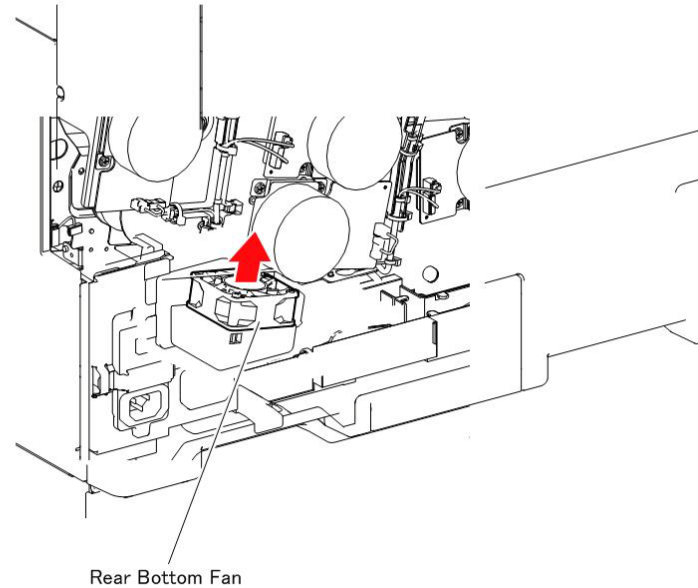
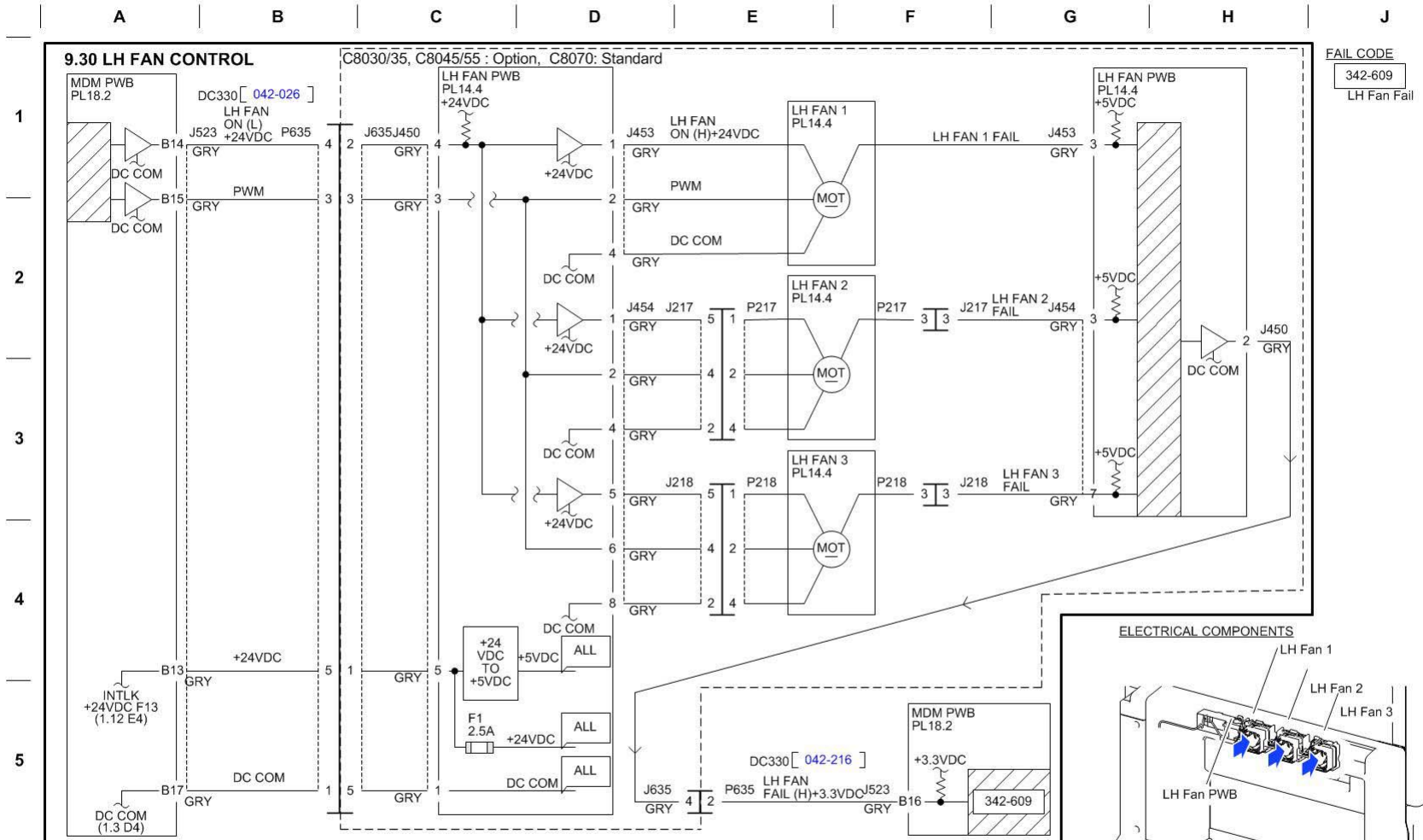


Figure 28 BSD 9.29 Rear Bottom Fan Control (C8045/55, C8070)

BSD 9.30 LH Fan Control (Option)



NOTE: DC330[042-025] performs a fault detection after rotating the target fans concurrently for 5 seconds. If any fan is found to be faulty, a fail code is issued. Fail codes can be referred to via DC125. Check the following NVM settings in advance.
 (1) NVM741-072: Fan Fail Bypass should be "0". If you want to prevent any particular fan from raising a fail, change this value to the fail bypass number for that fan.
 (2) NVM741-146: LH FAN CONDITION FLAG should be 1 or 2". If you want to prevent an LH Fan Fail from being raised, change this value to "0".

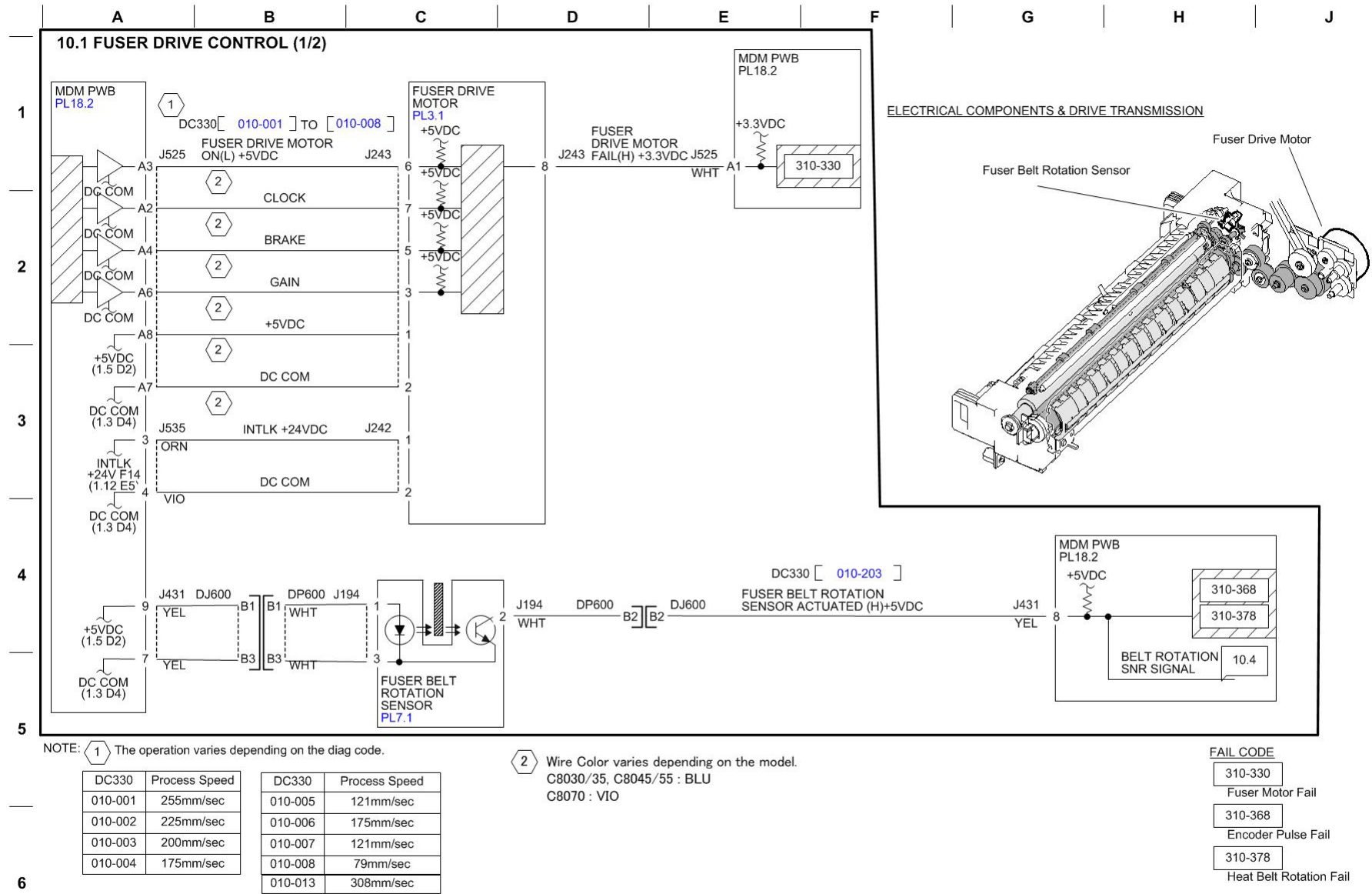
The following fans are targeted:

- 010-398: Fusing Unit Fan, 042-336: Process 2 Fan, 043-322: LVPS FAN, 042-332: IH Intake Fan, 042-330: IH Exhaust Fan, 042-609: LH Fan 1/2/3 (When NVM742-146 is set to "1 or 2")
- 042-342: Suction Fan (C8045/55,C8070), 042-340: Cartridge Fan , 042-335: Process 1 Fan (C8045/55,C8070), 042-344: C Exhaust Fan(C8045/55,C8070)
- 042-343: Rear Bottom Fan (C8045/55,C8070), 042-341: HV Fan (C8030/35), 043-321: RH Fan (C8045/55,C8070), 042-341: Marking Fan (C8045/55,C8070)

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Figure 29 BSD 9.30 LH Fan Control (Option)



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Figure 1 BSD 10.1 Fuser Drive Control (1 of 2)

BSD 10.2 Fuser Drive Control (2 of 2)

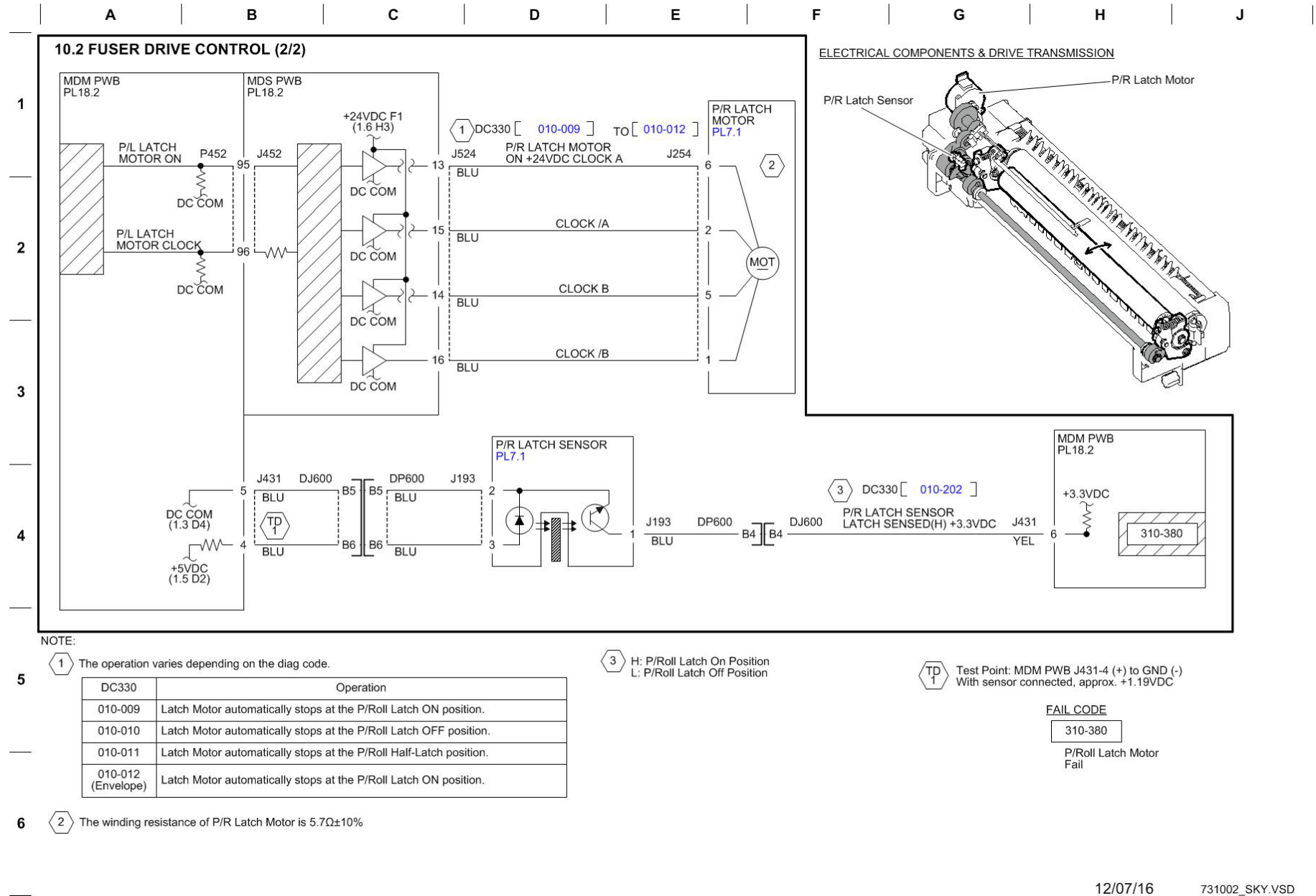
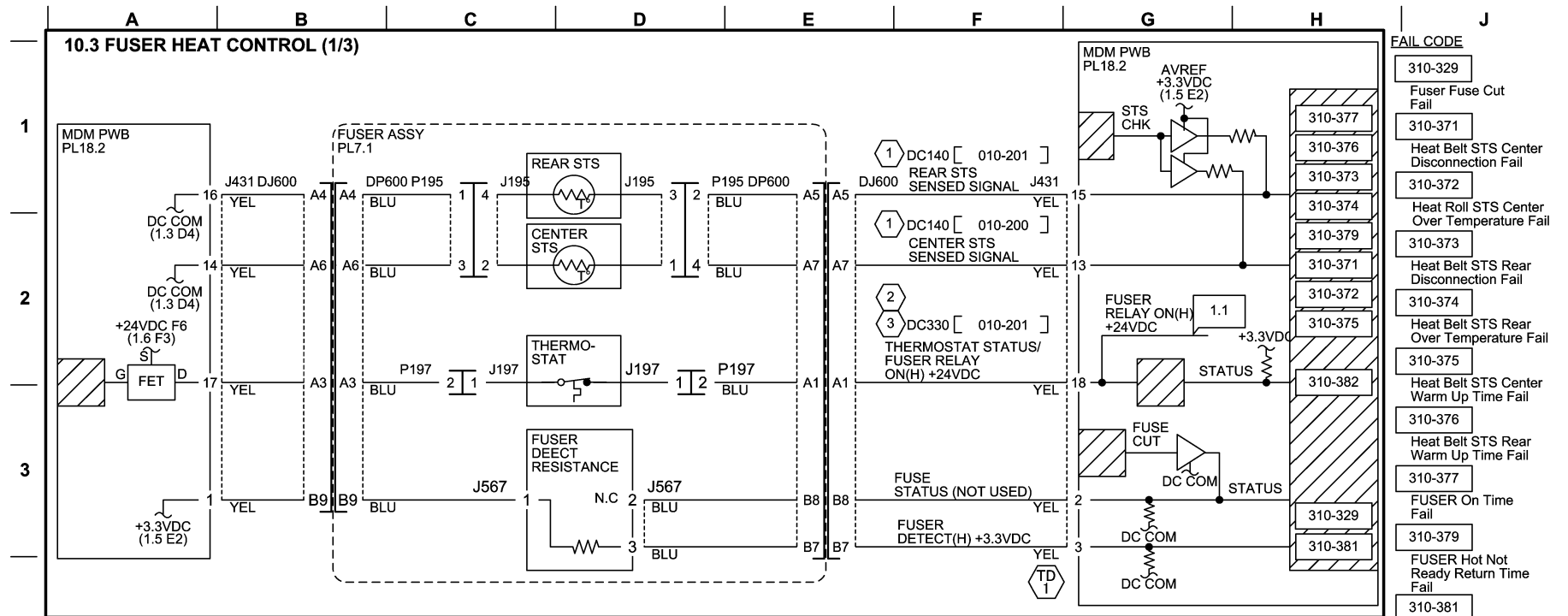


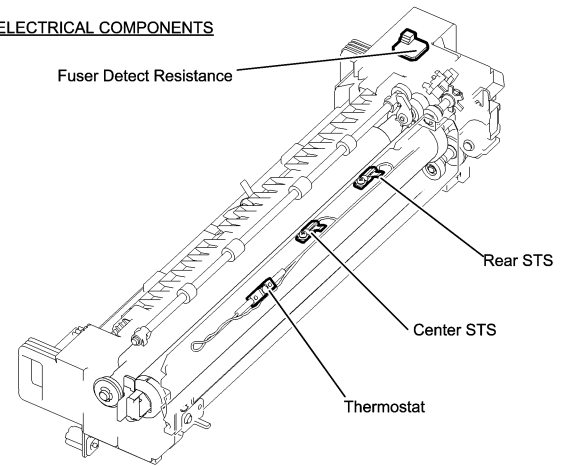
Figure 2 BSD 10.2 Fuser Drive Control (2 of 2)

BSD 10.3 Fusing Heat Control (1 of 3)



- 4 NOTE:
- ① DC140[010-200,201] displays AD Value from H/R STS. Normally, the value is in the following output range:
 ·Normal output range : 1018(low temperature end) -120(high temperature end)
 - ② Displays the current status of Thermostat.
 H: Thermostat OFF
 L: Thermostat ON
 - ③ Actual voltage level is opposite to H/L displayed on UI for this diag code. On BSD the actual volt level is shown.
- 5
- TD 1 Test Point: MDM PWB J431-3 (+) to GND (-)
 With sensor connected, approx. +1.65VDC

ELECTRICAL COMPONENTS



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Figure 3 BSD 10.3 Fusing Heat Control (1 of 3)

BSD 10.4 Fusing Heat Control (2 of 3)

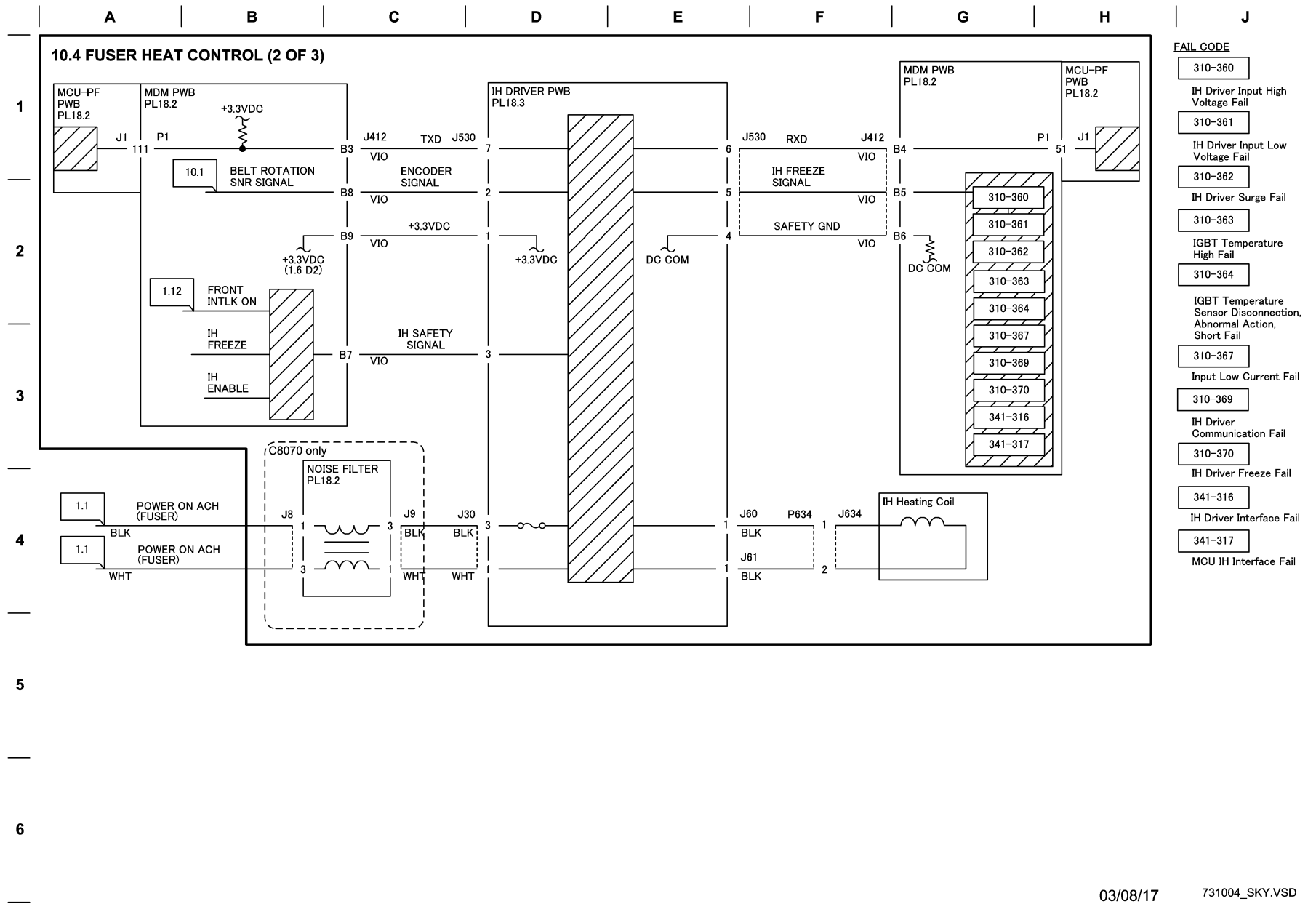


Figure 4 BSD 10.4 Fusing Heat Control (2 of 3)

BSD 10.5 Fusing Heat Control (3 of 3)

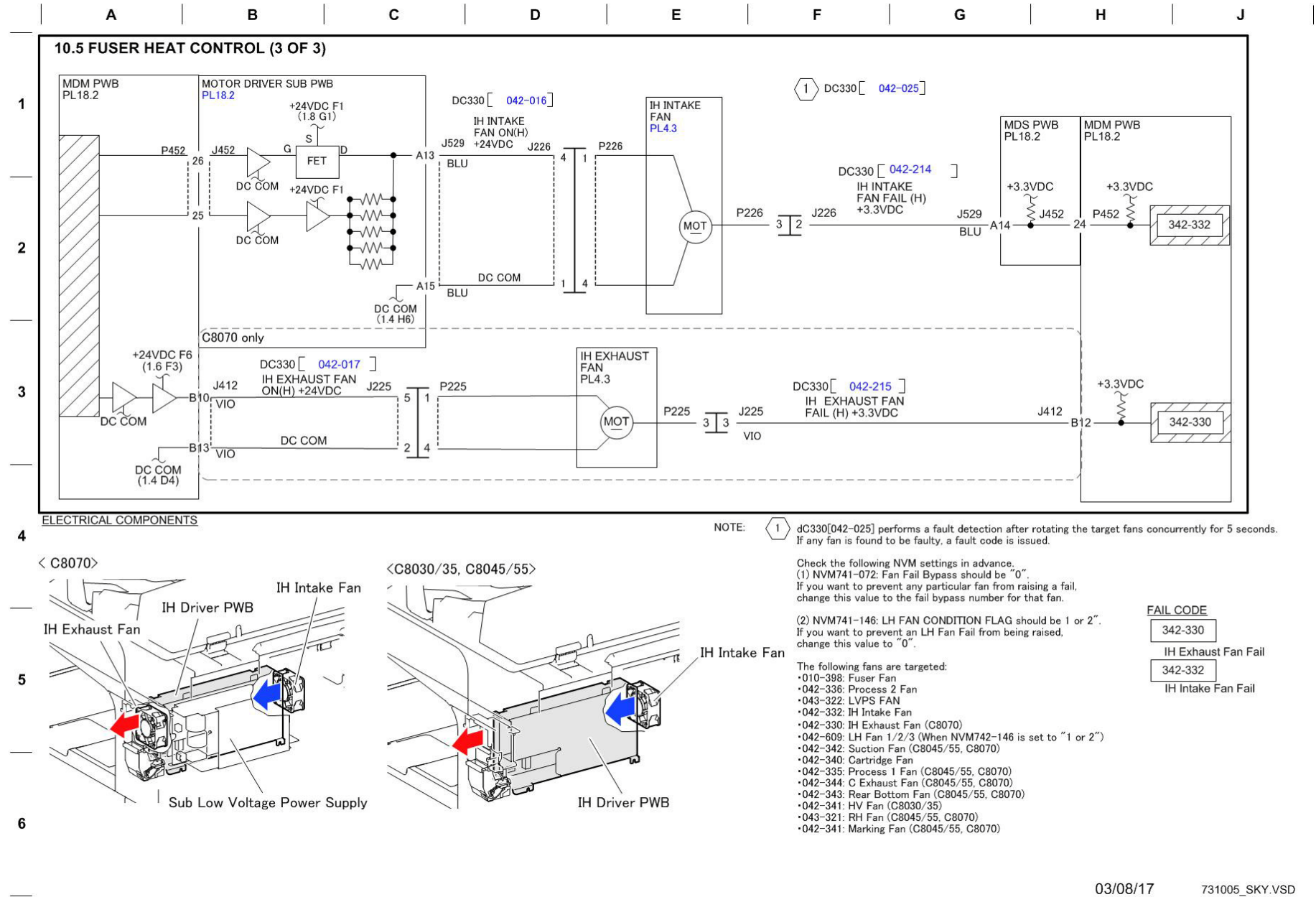


Figure 5 BSD 10.5 Fusing heat Control (3 of 3)

BSD 10.6 Fusing

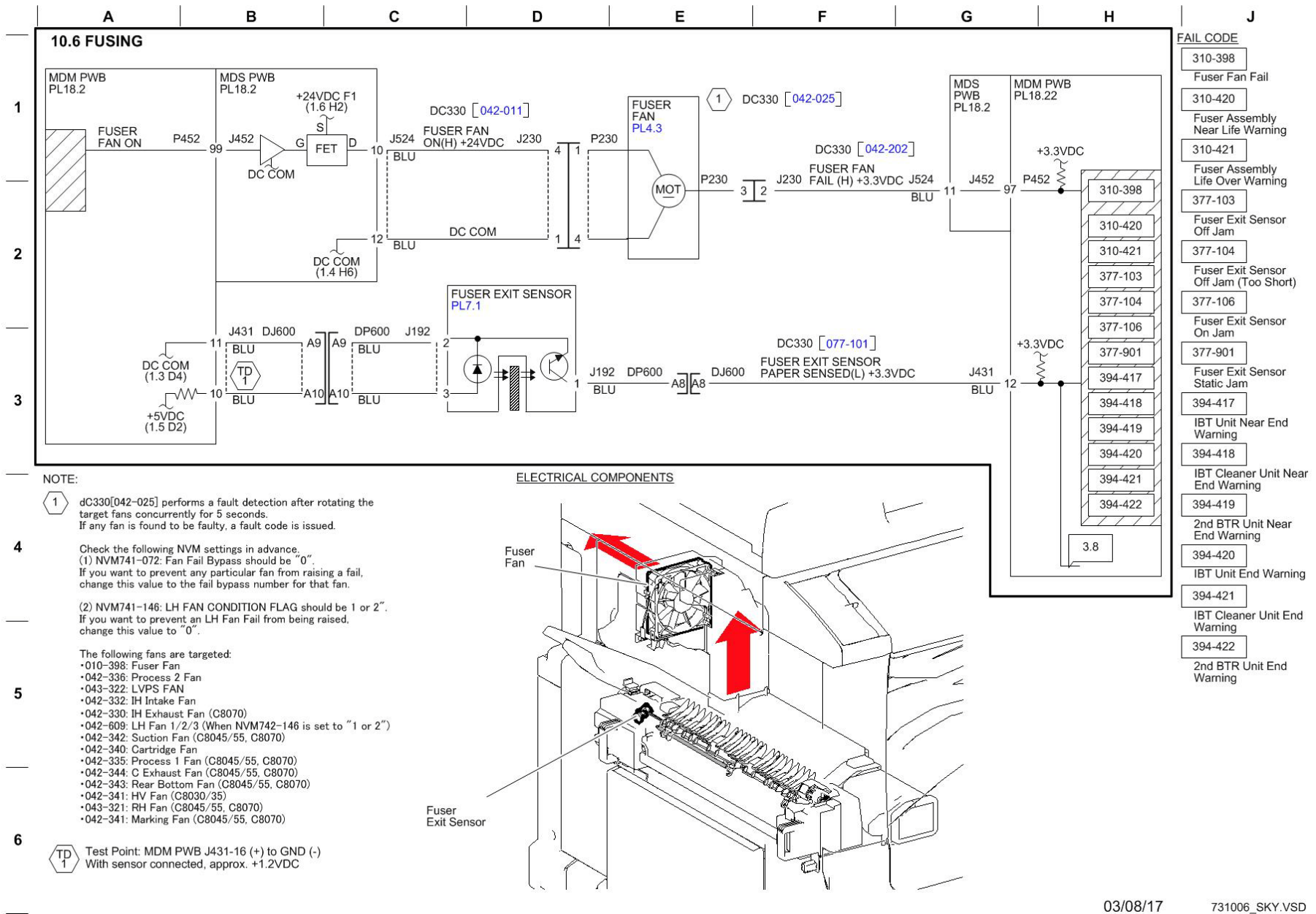
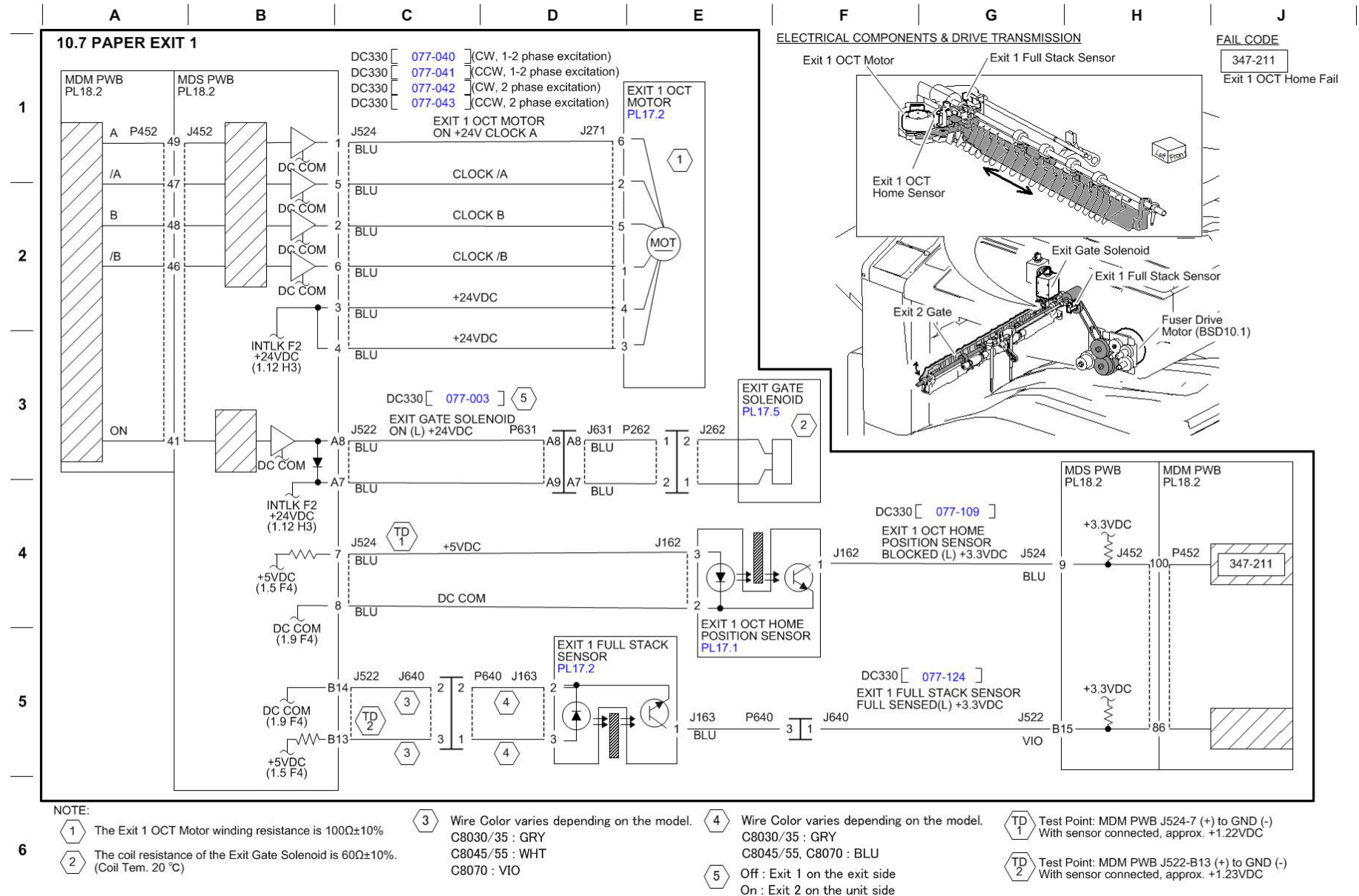


Figure 6 BSD 10.6 Fusing

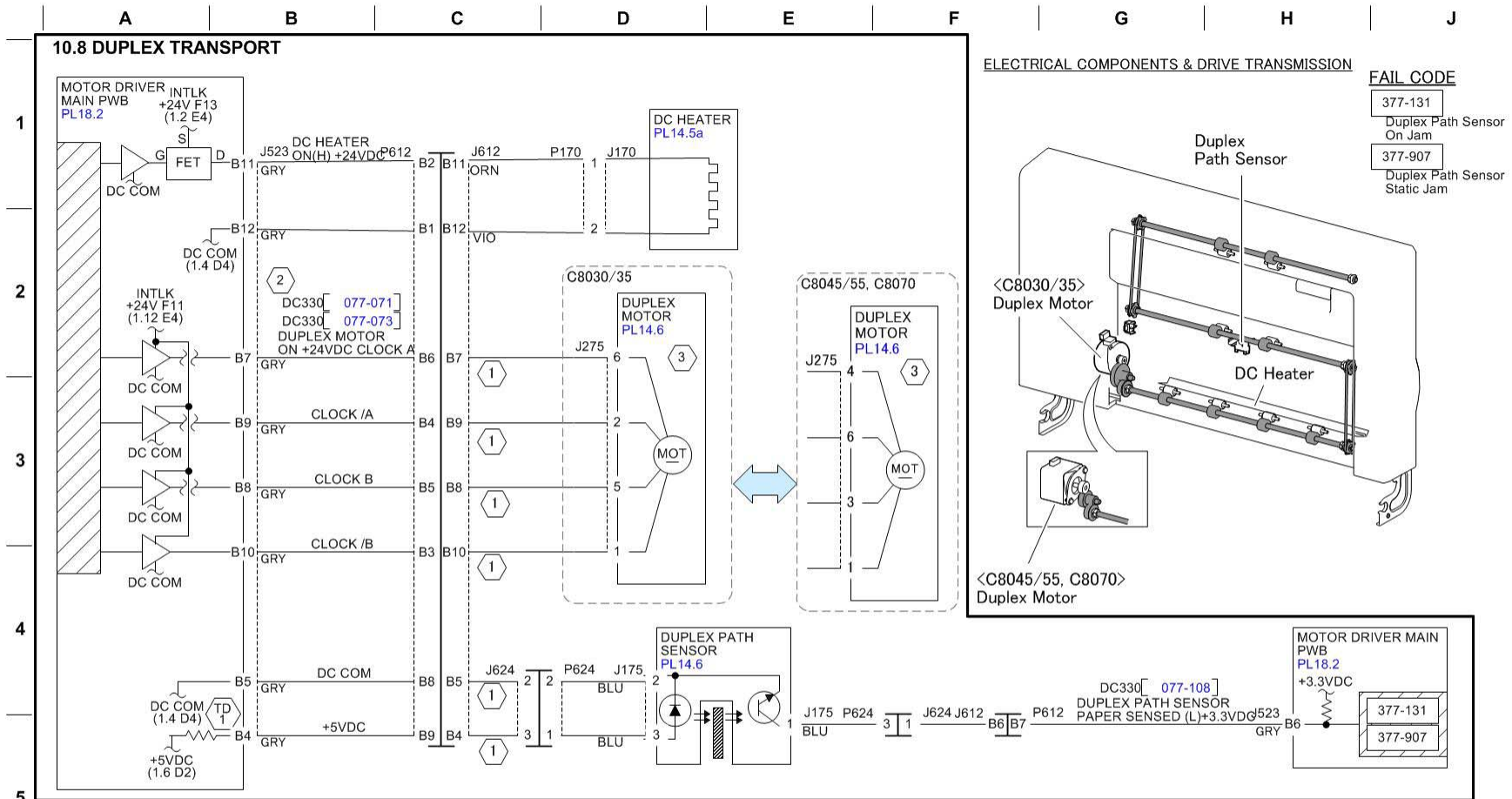
BSD 10.7 Fused Paper Exit 1



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Figure 7 BSD 10.7 Fused Paper Exit 1

BSD 10.8 Duplex Transport



NOTE:

① Wire Color varies depending on the model.
 C8030/35 : GRY
 C8045/55 : WHT
 C8070 : VIO

② The operation varies depending on the diag code.

DUPLEX MOTOR	Operation
DC330[077-071]	Rotates the Motor reverse, (in the Pull-in Duplex direction, 1-2-phase excitation)
DC330[077-073]	Rotates the Motor reverse, (in the Pull-in Duplex direction, 2-phase excitation)

③ C8030/35: The Duplex Motor winding resistance is $5.7 \Omega \pm 10\%$
 C8045/55, C8070: The Duplex Motor winding resistance is $1.5 \pm 15\% \Omega (25^\circ\text{C})$

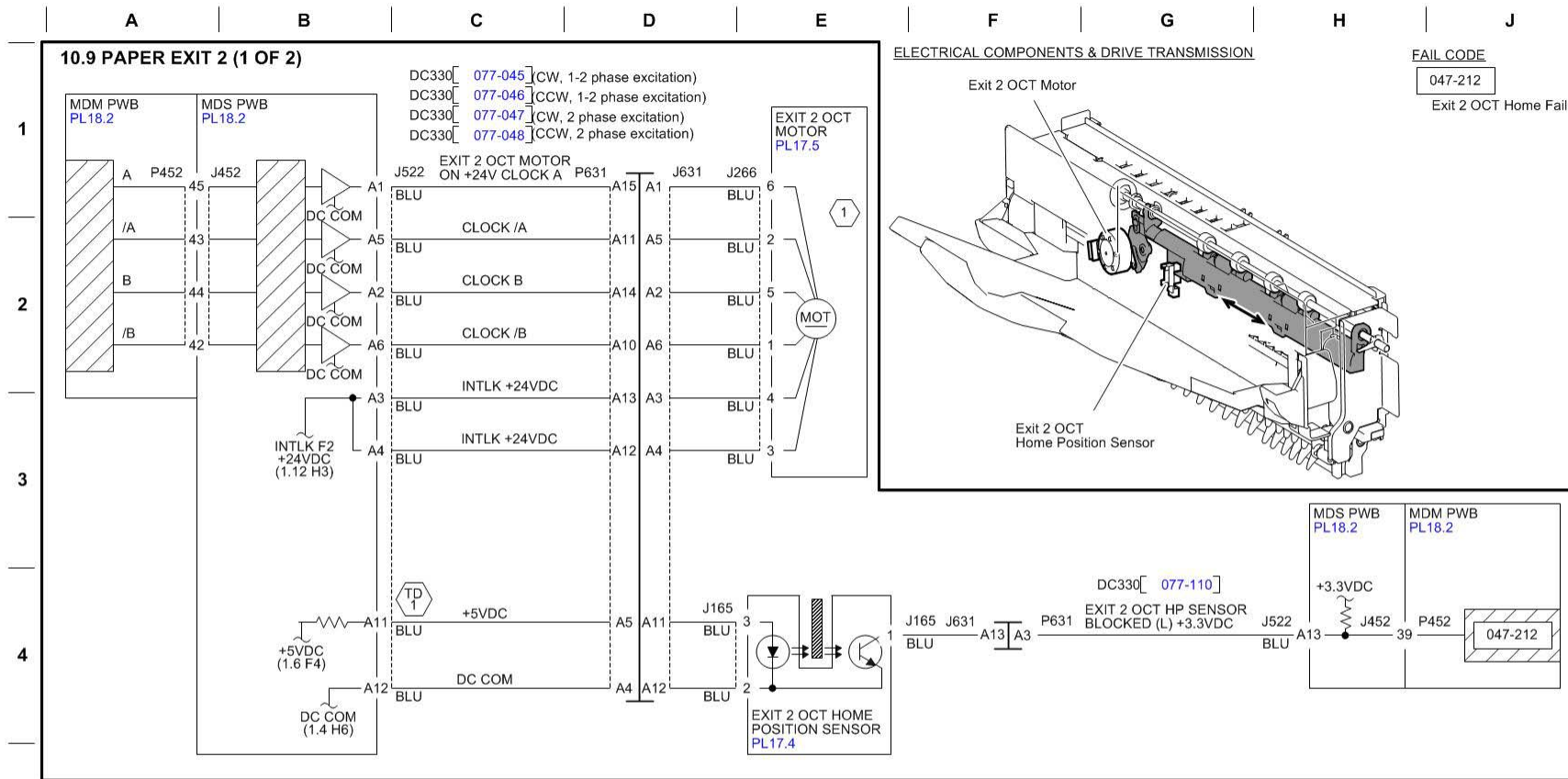
④ Test Point: Motor Driver Main PWB J523-B5 (+) to GND (-)
 With sensor connected, approx. +1.21VDC

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Figure 8 BSD 10.8 Duplex Transport

BSD 10.9 Fused Paper Exit 2 (1 of 2)



NOTE:

- 5 1 The Exit 2 OCT Motor winding resistance is 100Ω±10%
- TD 1 Test Point: Motor Driver Main PWB J522-A11 (+) to GND (-)
With sensor connected, approx. +1.23VDC

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Figure 9 BSD 10.9 Fused Paper Exit 2 (1 of 2)

BSD 10.10 Fused Paper Exit 2 (2 of 2)

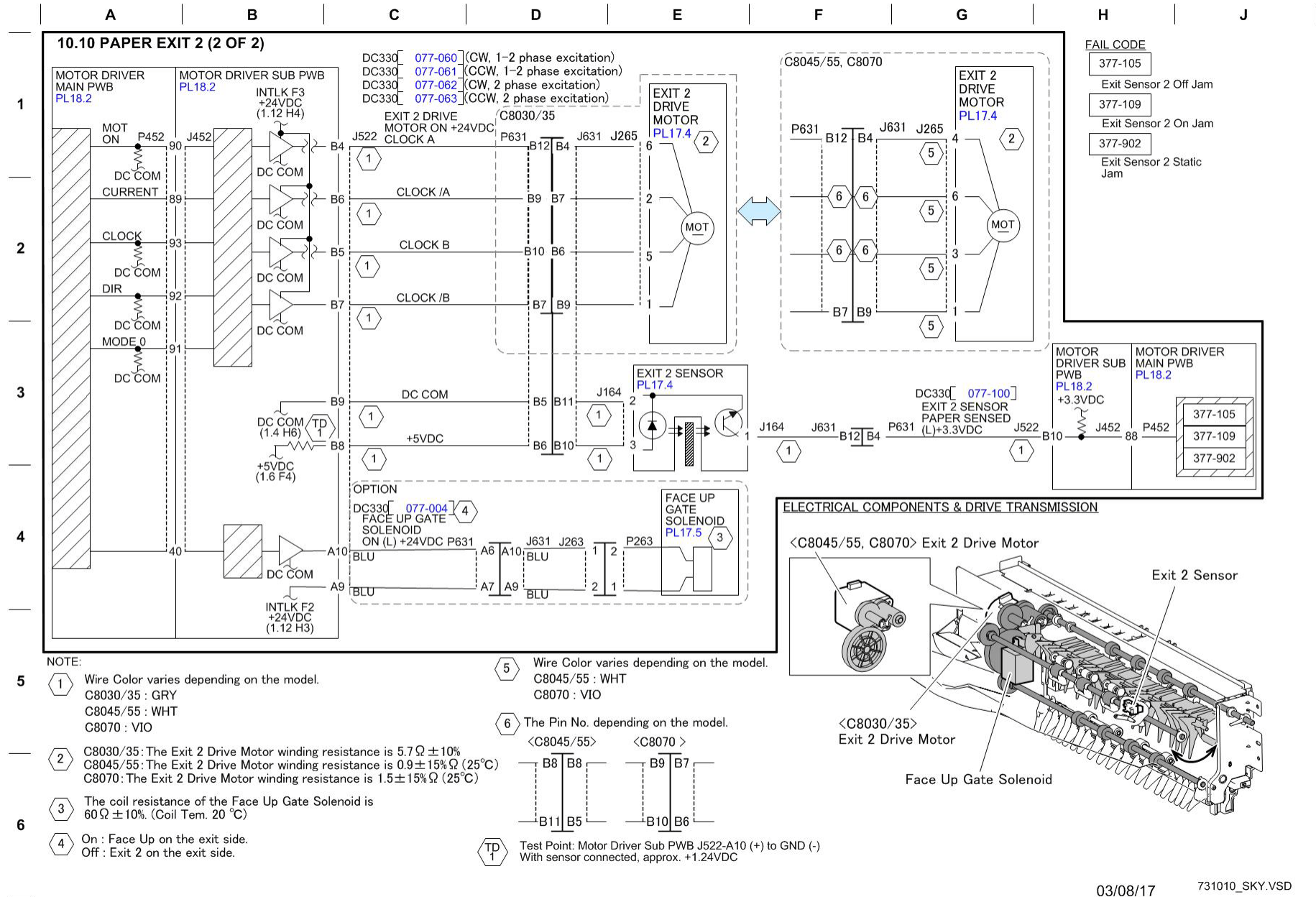
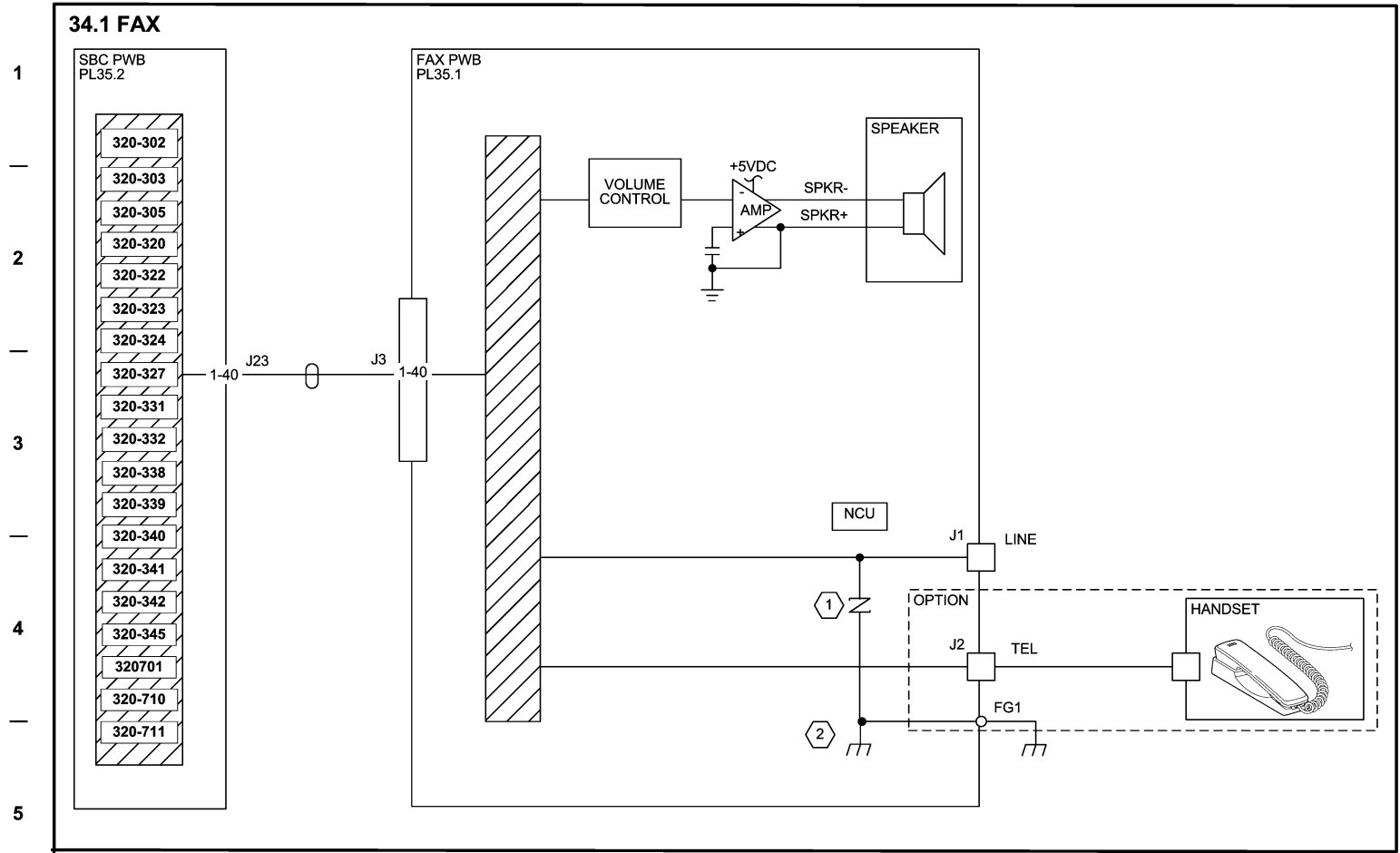


Figure 10 BSD 10.10 Fused Paper Exit 2 (2 of 2)

A | B | C | D | E | F | G | H | J |



- FAULT CODES:**
- 320-302** Fax Card Hardware or Software Error
 - 320-303** Fax Card Hardware or Software Error
 - 320-305** Fax Card Hardware or Software Error
 - 320-320** 5 Instances of Unrecoverable FAX Fault
 - 320-322** NV Device not fitted to Basic Fax Card
 - 320-323** Fax System Memory is Low
 - 320-324** Not Enough Memory to Use Fax Service
 - 320-327** Registers Cannot Be Accessed on Extended Card
 - 320-331** No Comms via PSTN1 Port
 - 320-332** No Comms via PSTN2 Port
 - 320-338** Fax Comm Error at Power Up or Reboot
 - 320-339** Internal Fax Card Fault
 - 320-340** Fax Port 2 Modem Failure
 - 320-341** Misc Basic Card Problems
 - 320-342** Error Accessing File on an NV Device
 - 320-345** Fax Port 1 Modem Failure
 - 320-701** Fax Phonebook Download fault
 - 320-710** Fax Immediate Image Overwrite (IIO) Error
 - 320-711** Fax on Demand Image Overwrite (ODIO) Error

NOTE: (1) SURGE ABSORBER (2) THIS GND IS ON A REAR CORNER OF PWB.

Figure 1 BSD 34.1 FAX