

WorkCentre 5335 Family Service Documentation

Service Documentation

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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/printers. 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 **NASG (XC) and ESG (XE)** copiers.

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. Block Schematic Diagrams are found in pdf format in the SGS.

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 SGS. 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

Do not perform repair activities with the power on or electrical power supplied to the machine. The machine could activate and cause serious personal injury when the power is on or electrical power is supplied.

DANGER: Ne pas effectuer de dépannage avec le contact principal activé ou avec l'alimentation électrique appliquée à la machine: celle-ci pourrait démarrer et causer de graves blessures.

AVVERTENZA: Non effettuare alcuna riparazione con la macchina accesa o con l'alimentazione elettrica inserita. La macchina potrebbe avviarsi all'improvviso e causare gravi ferite.

VORSICHT: Es dürfen keine Reparaturarbeiten durchgeführt werden, solange das Gerät eingeschaltet oder mit der Stromquelle verbunden ist. Das Gerät kann u.U in den Aktiv-Zustand übergehen und somit erhebliche körperliche Schäden verursachen.

AVISO: No realice reparaciones con la máquina encendida o conectada a la corriente. La máquina podría activarse y ocasionar daños personales graves.

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:

WARNING

Use extreme care when replacing the Raster Output Scanner (ROS) or touching the high voltage lead. Discharge the laser assembly by touching the high voltage lead to the machine frame. The ROS utilizes a laser assembly that stores a high voltage charge after the power has been removed and represents a shock hazard that could cause serious personal injury if not discharged.

DANGER: Faire très attention lors du changement du générateur de balayage (ROS) ou lors de la manipulation du câble de haute tension. Décharger le système laser en touchant le câble HT au bâti machine: le ROS utilise un système laser qui retient une haute tension après la coupure de l'alimentation, représentant un risque de choc et de graves blessures.

AVVERTENZA: Fare estrema attenzione nel sostituire il Raster Output Scanner (ROS) o nel toccare il cavo di alta tensione. Scaricare il complessivo laser collegando il cavo di alta tensione col telaio della macchina. Il ROS utilizza un complessivo laser che ritiene una carica di alta tensione dopo il taglio dell'alimentazione con conseguente grave pericolo di scossa elettrica e serie ferite.

VORSICHT: Beim Ersetzen der Lasereinheit (ROS) und beim Umgang mit Hochspannungsleitern ist äußerste Vorsicht geboten. Die Lasereinheit muss durch Berühren des Hochspannungsleiters mit dem Gehäuse des Geräts entladen werden. Nach Betrieb der Lasereinheit (ROS) bleibt immer eine Hochspannungsladung zurück, welche ein hohes Elektroschockrisiko darstellt. Äußerste Vorsicht ist geboten.

AVISO: Use extrema precaución para sustituir el Escáner de salida ráster (ROS) o tocar el cable de alto voltaje. Descargue el sistema láser tocando el cable de alto voltaje del bastidor de la máquina. El ROS utiliza un sistema láser que retiene carga de alto voltaje después de interrumpir la alimentación de energía y representa un grave peligro que puede ocasionar daños personales graves si no se descarga.

WARNING

Do not defeat or electrically bypass the ROS Safety Interlock Switch for any reason. The ROS emits an undetectable laser beam that could cause serious permanent damage to the eyes if directly viewed or viewed from a surface that may have reflected the laser beam.

DANGER: Ne pas shunter le contact de sécurité du ROS, quelle que soit la raison. Le ROS émet un rayon laser indétectable qui peut causer de graves blessures permanentes aux yeux s'il est regardé directement ou par le biais d'une surface qui le réfléchit.

AVVERTENZA: Non ostacolare o bypassare elettronicamente l'interruttore blocco di sicurezza ROS per nessun motivo. Il ROS emette un raggio laser invisibile che può causare gravi ferite permanenti agli occhi se viene guardato direttamente o attraverso una superficie riflettente.

VORSICHT: Den ROS (Rasterausgabescanner)-Sicherheitssperrschalter auf keinen Fall vernichten oder elektronisch umgehen. Der ROS sendet einen nicht feststellbaren Laserstrahl ab, der irreparable Augenschäden verursachen kann, wenn direkt oder über eine Spiegelfläche hineingesehen wird.

AVISO: No intente modificar o desviar electrónicamente el interruptor de seguridad por ningún motivo. El ROS emite un rayo láser que no se puede detectar, que podría puede causar grave daño permanente a los ojos si se lo mira directamente o desde una superficie que refleja el rayo láser.



Figure 1 Laser Hazard Symbol

Laser Hazard Statement

DANGER INVISIBLE LASER RADIATION WHEN OPEN. AVOID DIRECT EXPOSURE TO BEAM.

CAUTION

The use of controls or adjustments other than those specified in the Laser Safety Training Program may result in an exposure to dangerous laser radiation.

For additional information, review the Laser Safety Training program.

An arrow points to the location to install, to gain access to, or to release an object.



Figure 2 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 3 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 4 Shock Hazard Label

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



Figure 5 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 6 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:

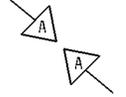
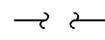
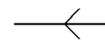
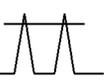
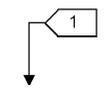
<p>TEST DATA</p>	<p>This symbol appears on the BSD whenever a test data reference is necessary in order to verify the presence of a signal.</p>	<p>TEST POINTS</p>		<p>This symbol is used to identify a test point/test hole available for measuring a signal.</p>	<p>[X-XXX]</p>	<p>This symbol placed above a signal name on a BSD indicates the input or output component control code for that signal.</p>
<p>NOTES</p>	<p>This symbol is used to refer to notes. The notes normally appear on the same page.</p>	<p>BSD GRAPHICS</p>		<p>This symbol indicates the continuation of a signal line in a vertical direction.</p>	<p>[X-XXX] [X-XXX]</p>	<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>
<p>ADJUSTMENTS</p>	<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>[X-XXX/X-XXX]</p>	<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>	
<p>PARTS LISTS</p>	<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 the direction of signal flow.</p>	<p>[X-XXX]</p>	<p>Fault Codes Indicator shown on BSD.</p>	
<p>PARTS LISTS</p>	<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>[X-XXX]</p>	<p>Fault Codes Indicator shown on BSD.</p>	
<p>PARTS LISTS</p>	<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 is used to show a twisted pair of wires.</p>		<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 6 Illustration Symbols

Signal Nomenclature

Refer to [Figure 7](#) for an example of Signal Nomenclature used in Circuit Diagrams and BSDs.

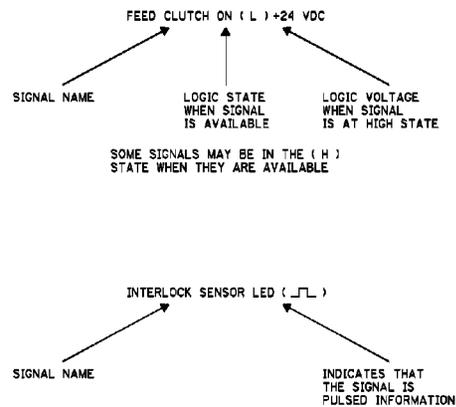


Figure 7 Signal Nomenclature

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

Translated Warnings are located at point of need in the Service Documentation.

1 Service Call Procedures

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Service Call Procedures

Service Strategy

The service strategy for the WorkCentre 5335 Family 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

Detailed Maintenance Activities section provides the information needed to perform the 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

1. Gather the information about the service call and the condition of the copier/printer.
 - a. Question the operator(s). 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. Inspect any rejected copies. Inquire as to, or otherwise determine, the paper quality and weight, the specified paper for optimum Image Quality, 24# Xerox Color Expressions (NASG) or ColorTech+90gsm (ESG). Look for any damage to the copies, oil marks, image quality defects, or other indications of a problem.
 - e. Record the billing meter readings.
 - f. Access Diagnostic Routines (**Accessing UI Diagnostics**).

NOTE: If a fault code is displayed while performing a diagnostics procedure, go to that fault code RAP and repair the fault. Return to Diagnostics and continue with the dC procedure that you were performing.

- g. Print the HFSI Report and determine what HFSI action is required based on the customer output volume. Refer to the **Detailed Maintenance Activities** section for the detailed HFSI information. Record any items that require action.
 - h. Display and record the information in the Jam Counter, Fault Counter, and Shutdown History. Classify this information into categories:
 - 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.
 - i. 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 the Detailed Maintenance Activities section.
 3. Exit diagnostics. Try to duplicate the problem by running the same jobs that the customer was running.
 4. Check the Image Quality in the Basic Copier Mode. Select the tray that is loaded with 11 x 17 or A3 paper, if unable to complete tray selection, go to **Call Flow**.
Set the copier/printer to the following setup:
 - Output Color - Auto
 - Original Type - Photo and Text Halftone
 - R/E - Auto
 - Lighter/Darker - Auto Contrast

- Sharpness - Normal
- Preset Color Balance - Normal
- Color Shift - Normal
- Color Saturation - Normal
- Copy Position - No Shift
- Variable Color Balance - Normal

Run four copies of the Color Test Pattern.

Check the Image Quality. If the customer has identified any Image Quality Defects or problems, go to [IQ1 IOT Image Quality Entry RAP](#).

5. 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

Ask the operator about the problem.

- If the problem is identified by a fault code (including Paper/Document Jams), refer to Section 2 for the procedure and then proceed with servicing.
- If the problem is noise or smell, select a mode (1 Sided/2Sided, Finisher etc.), find the cause of the problem and proceed with servicing.

The operator operated the machine correctly.

Y N

Explain to the operator how to operate the machine correctly.

The UI display is normal.

Y N

Go to [Machine Not Ready RAP](#). Refer to BSDs (CH2.1-CH2.4).

The problem occurs only in Print mode.

Y N

The problem occurs only in Copy mode.

Y N

The problem occurs only in Fax mode.

Y N

There is an error message displayed.

Y N

Refer to [Table 1 Other Faults](#) and identify the problem and follow the corrective action.

Refer to [Table 2 Error Messages](#) and identify the message and follow the corrective action.

The problem occurs only in certain modes such as Broadcast transmission.

Y N

Perform a transmission test with the call center or station. **The problem reoccurs.**

Y N

Ask the customer for permission to establish communications with the remote machine that is causing the problem. Perform a Send transmission test with the remote machine. Transmission was normal.

Y N

Print the protocol trace to identify whether it is the remote machine or the machine that is causing the problem.

- If the problem lies in the machine:

A B C D E

A B C D E

Analyze the protocol trace, refer to Section 2 and then proceed with servicing.

- If the problem appears to lie in the remote machine:
Ask the customer to check the status of the remote machine.

There is a problem with Receive transmission test. Perform Receive transmission tests with other stations within the company. Check that there is no problem with the machine and then ask the customer to check the status of the remote machine.

Analyze the protocol trace, refer to Section 2 and then proceed with servicing.

Check the machine settings and if necessary, ask the customer for permission to test the machine in the mode in which the problem occurs.

Analyze the protocol trace when the problem reoccurs, for FAX problems go to **GP 13 FAX Diagnostics**, or go to Section 2 to proceed with servicing.

There is an image quality problem.

Y N

If there is an alignment problem, obtain separate Platen/DADF output samples, refer to Section 4 Adjustments and then proceed with servicing.

Refer to Section 3 **IQ1 IOT Image Quality Entry RAP** and then proceed with servicing.

There is a problem with the network.

Y N

There is a problem with the USB connection.

Y N

There is an image quality problem.

Y N

The problem lies in a certain Client PC.

Y N

There is a problem with a certain application or programming language A. Obtain the latest information on restrictions and technical information. Proceed accordingly.

Check the settings of that particular Client PC and if necessary ask the user to reinstall the printer driver.

Refer to **IQ1 IOT Image Quality Entry RAP** and then proceed with servicing.

If the problem persists, ask the user to reinstall the printer driver.

Check the machine settings and if necessary ask the user to reinstall the printer driver.

F

If the problem continues, replace the network cable. If the problem persists, replace the USB cable. Check the machine settings and discuss the problem with the customer's network administrator.

Table 1 Other Faults

Problem	Corrective Action
Copies jam in the Finisher when the output tray is near maximum capacity.	Verify condition of paper.
Can not make copies when Auditron is enabled.	Enter Diagnostics (Accessing UI Diagnostics).. Select Copy on screen. Machine will operate without auditron restriction.
Loud snapping noise is heard.	Enter Component Control [042-003] and press the Start button. If noise is present there is binding in toner drive system. Repair as required
HCF (Tray 6) Paper Size Sensing Problems	Go to BSD 7.11 - HCF (Tray 6) Paper Size Sensing and check the Tray 6 Size Sensors for open or short circuits.
HCF (Tray 6) Paper Loading Problems	Go to BSD 7.11 - HCF (Tray 6) Paper Size Sensing and check the Tray 6 In Sensor for open or short circuit.

Table 2 Error Messages

Message	Corrective Action
Tray 1 is out of Paper	Reload paper into Tray 1. If problem still exists, go to 024-950 RAP
Tray 2 is out of Paper	Reload paper into Tray 2. If problem still exists, go to 024-951 RAP
Tray 3 is out of paper	Reload paper into Tray 3. If problem still exists, go to 024-952 RAP
Tray 4 is out of paper	Reload paper into Tray 4. If problem still exists, go to 024-953 RAP
Tray 5 is out of paper	Reload paper into Tray 5. If problem still exists, go to 024-954 RAP

F

Detailed Maintenance Activities (HFSI)

Procedure

1. Access Diagnostic Routines ([Accessing UI Diagnostics](#)).
2. Select **NVM Read/Write**.
3. Refer to [Table 1](#) and enter a counter number for any High Frequency Service Item (HFSI) counters to be checked. Use the customer's output volume numbers to help determine which HFSI components should be serviced. Consider components near threshold as candidates for service.
4. Refer to [Cleaning Procedures](#) for detailed cleaning instructions.

Table 1 High Frequency Service Items

Counter	Name	Thres-hold	Service Action to be performed
954-800	Tray 1 Feed counter	300K	Replace the Feed Roll, Retard Roll, Nudger Roll (PL 9.7).
954-801	Tray 2 Feed counter	300K	Replace the Feed Roll, Retard Roll, Nudger Roll (PL 9.7).
954-802	Tray 3 Feed counter	300K	Replace the Feed Roll, Retard Roll, Nudger Roll (PL 11.10).
954-803	Tray 4 Feed counter	300K	Replace the Feed Roll, Retard Roll, Nudger Roll (PL 11.10).
954-804	MSI Feed counter	50K	Replace the Feed Roll, Retard Pad (PL 13.2).
954-805	HCF Feed/Retard/ Nudger	300K	Replace the Feed Roll, Retard Pad and Nudger Roll (PL 10.5 , PL 10.6).
954-820	BTR	300K	Replace the BTR Housing Assembly (PL 6.1)
954-850	Fuser Counter	17.5M	Replace the Fuser (PL 7.1).

Cleaning Procedures

Purpose

To provide cleaning procedures to be performed at every service 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)**
Follow the General Cleaning procedure above.
2. **Toner Dispense Units**
Vacuum the Toner Dispense units.
3. **Jam Sensors**
Clean the sensors with a dry cotton swab.
4. **Scanner**
 - 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.
5. **DADF**
Check the paper path for debris or damage. Clean the rolls with a clean cloth and Film Remover as required.
6. **Document Glass and Constant Velocity Transport Glass**
Follow the General Cleaning procedure above.
7. **Finisher**
Check the paper path for debris or damage. Clean the Finisher with a dry lint free cloth.

Final Actions

Purpose

To provide a guide for procedures to be done 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. Complete the Service Log.
4. Perform the following steps to make a copy of the Demonstration Original for the customer:
 - a. Load Tray 1 with 8.5 x 11 inch (A4) or 11 x 17 inch 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 the Inner Cover.
 - d. Ask the customer to verify the Print and Scan functions.
 - e. Present the copies to the customer.
5. Reconnect the machine to the customer network. Verify the function.
6. Issue copy credits as needed.
7. 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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002-500 UI error

UI detection error during the startup of a CUI scan job:

1. The IIT is occupied
2. Fault has occurred
3. Service is not CUI
4. Upper limit number of sheets for the XSA

Procedure

After the Fault has been cleared, perform the same operation again. Or, check for any restrictions due to XSA.

003-311 IIT CDI Interface Mismatch RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Error detected when information sent to controller from IIT via IIT CDI I/F during initialization of controller is insufficient. (e.g. bad combination of controller SW and IIT SW)

Procedure

- Reload correct Controller and IIT Software ([GP 16](#)).
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- Replace the ESS PWB ([PL 35.2](#))

003-318 IIT Software RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The IIT software is corrupt.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-319 IIT Video Driver Detection RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

One of the following errors is detected:

- Compression Threshold overflow
- DMA Transfer error
- Other system compression errors

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-320 IISS-ESS Communication 1 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

An abnormal parameter is set as the argument for the send function. After avoiding detection condition of 116-389 at power on, extended memory capacity in document scanning area below 256MB is detected with IITsc-detected Fault Code, while Fax Card is mounted.

Procedure

- Disconnect and reconnect the IIT Harness ([PL 1.6](#)).
- Reload Software ([GP 16](#)).
- If the problem persists, replace the IIT PWB (Switch the EEPROM) ([PL 1.6](#)).

003-321 IISS-ESS Communication 2 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (The Sequencing No. of the sent Message Packet is incorrect.) Error detected when information sent to controller from IIT via IIT CDI I/F during initialization of controller is insufficient. (e.g. bad combination of controller SW and IIT SW).

Procedure

- Disconnect and reconnect the IIT Harness ([PL 1.6](#)).
- Reload Software ([GP 16](#)).
- If the problem persists, replace the IIT PWB (Switch the EEPROM) ([PL 1.6](#)).
- Replace the ESS PWB ([PL 35.2](#))

003-322 IISS-ESS Communication 3 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (The Packet No. of the sent Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-323 IISS-ESS Communication 4 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (The Message Length of the sent Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-324 IISS-ESS Communication 5 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (The Message Length of the sent Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-325 IISS-ESS Communication 6 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (A parity error was detected by hardware in the IIT PWB.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-326 IISS-ESS Communication 7 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (Framing error was detected by hardware in the IIT PWB.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-327 IISS-ESS Communication 8 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (An overrun error was detected by hardware in the IIT PWB.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-328 IISS-ESS Communication 9 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ACK (acknowledgement code) could not be received after 2 resend attempts. (After header recognition, receive interruption was detected by the IIT PWB.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-329 IISS-ESS Communication 10 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (The Sequencing No. of the received Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-330 IISS-ESS Communication 11 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (The Packet No. of the received Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-331 IISS-ESS Communication 12 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (The Message Length of the received Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-332 IISS-ESS Communication 13 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (The Check Code of the received Message Packet is incorrect.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-333 IISS-ESS Communication 14 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (A parity error was detected by hardware of the UART.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-334 IISS-ESS Communication 15 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (A framing error was detected by hardware of the UART.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-335 IISS-ESS Communication 16 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (An overrun error was detected by hardware of the UART.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-336 IISS-ESS Communication 17 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The NAK (Negative Acknowledgement) that notifies of the occurrence of a transmission failure is received. (After the header was recognized, it was detected that receiving was aborted.)

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-337 IISS-ESS Communication 18 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

After restoring from Power Saver mode, there was no response to the Power On command sent to the IIT PWB within the specified time.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-338 IISS-ESS Communication 19 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The Driver detects Illegal Send Parameter Argument from Application.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-339 IISS-ESS Communication 20 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The establishment of parameter transmission failed.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-340 IISS-ESS Communication 21 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

A parameter synchronization error during sending occurred.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-341 IISS-ESS Communication 22 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

A parameter transmission error during sending occurred.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-342 IISS-ESS Communication 23 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The driver detected an incorrect receive parameter argument from the application.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-343 IISS-ESS Communication 24 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

A parameter synchronization error during receiving occurred.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-344 IISS_ ESS X Hotline Power On RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

There is a communication failure at power on between the controller and the IIT.

Initial Actions

Power On/Off

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-345 PIO Unlatched 1 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

When Job Fail signal was received from the IIT PWB, a hot line PIO (Programmed Input Output) error was detected from IISS.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-346 PIO Unlatched 2 RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

When IIT image was received from the IIT PWB, a PIO (Programmed Input/Output) error was detected from IISS.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- If the problem persists, replace the ESS PWB ([PL 35.2](#)). (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

003-702 Different Magnification for Side 1 and Side 2 RAP

BSD-ON: [BSD 3.3 - ESS-IT Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

In copying the two sides of the document simultaneously, the machine detected such settings as apply different magnification ratios to the face (side 1) and the back (side 2) of the document.

Procedure

- Change the settings so that the same magnification ratio can be applied to the face (side 1) and the back (side 2) of the document.
- Check the sw version of the controller sw - reload Software ([GP 16](#))
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)

003-750 Book Duplex Documents RAP

Book duplex is not set up with the correct sheet is stored with the current setting conditions.

Procedure

- Ask customer to check the Book Duplex setup menu.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-751 Panther Capacity RAP

The Panther (continuous data protection protocol or utility) - Image data too small for IOT Hardware to handle found in document range designation and scan area range (Width mm X Length mm).

Procedure

- Increase resolution. To increase Scan size range (Width mm X Length mm).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-752 600dpi Cannot be Scanned RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

This status code is displayed - Unscannable 600dpi resolution detected after DADF Mix Duplex Mode Job is accepted.

Procedure

Perform scanning below 400 dpi resolution or perform scanning in other than mixed mode.

If powering OFF then ON does not resolve the problem, perform the following:

1. Check the connection between IIT PWB and ESS PWB.
2. Check the sw version of the controller sw - reload Software (GP 16)
3. Replace IIT PWB (Switch the EEPROM) (PL 1.6)
4. Replace ESS PWB (PL 35.2).

003-753 300dpi Cannot be Scanned RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

This status code is displayed if - Unscannable 300dpi or higher resolution detected after DADF Mix Duplex Mode Job is accepted.

Procedure

- Perform scanning below 200 dpi resolution.
Or perform scanning in other than mixed mode.
- If powering OFF then ON does not resolve the problem, perform the following:
 1. Check the connection between IIT PWB and ESS PWB.
 2. Check the sw version of the controller sw - reload Software ([GP 16](#))
 3. Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
 4. Replace ESS PWB ([PL 35.2](#)).

003-754 Scan Recoverable Error RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

Recoverable high-compression Scan error

Procedure

- Retry the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-755 S2X Command Error RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

High-compression Scan command error.

Procedure

- Retry the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-756 All Original Sheets are Blank RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

All scanned original sheets judged as Blank by Blank Paper Detection.

Procedure

- Ensure that the originals are not blank and oriented correctly. Retry the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-757 400dpi Cannot be Scanned RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

This status code is displayed if over 400dpi cannot be scanned (DADF). 400/600dpi disabled for DADF Mix Duplex Mode Scan.

Procedure

- Perform scan with 300dpi or lower resolution or change the job to that scannable with NON-MIX mode.
- If powering OFF then ON does not resolve the problem, perform the following:
 1. Check the cable between IIT PWB and ESS PWB ([PL 35.2](#)), MCU all PWBs connected to them (RAM, Firmware module, EEPROM).
 2. Check the sw version of the controller sw - reload Software ([GP 16](#))
 3. Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))
 4. Replace ESS PWB ([PL 35.2](#)).

003-760 Scan Settings RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

The job properties are incorrect.

Procedure

- Abort the job. Change Job Startup parameters such as Tray No., Paper size etc. and retry.
- Disconnect then reconnect the IIT, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))

003-761 Incorrect Paper Tray Size RAP

The paper size in the tray selected by auto tray switching APS differs from the paper size in the tray selected at the tray selection. When Cover Text Tray or Interleaf +Nset Tray is selected by APS, the paper size for that tray is different from that for Cover Tray or OHP Tray.

Procedure

- Ask customer to either change the paper size for the tray, or change the paper type priority setting. Change Job Startup parameters such as Tray No., Paper size etc. and retry.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Ensure that the Paper Tray Settings are set properly.

003-763 Adjustment Chart RAP

When Automatic Gradation Correction is performed the patch for position detection on the document is not available.

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Properly set the Automatic Gradation Correction Chart for automatic tone correction.
- Perform White Reference and CCD Calibration ADJ 6.6.

003-764 Image Overlay RAP

When only one page can be stored in Image Overlay (with 1 sheet-original). This fault occurs with BW M/C, not with color M/C.

Initial Actions

Automatically abort job. Power Off/On.

Procedure

- Ask customer to verify the job setup and rerun the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-780 Fax Scan Compression Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

The compressed data size is larger than 8 times the size of the uncompressed data.

Procedure

- Ask customer to abort the job. Change Scan resolution parameter and retry.
- Disconnect then reconnect the IIT Harness ([PL 1.6](#)), ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))
- Replace IIT PWB (Switch the EEPROM) ([PL 1.6](#))

003-795 AMS Limit RAP

AMS (Auto R/E) limit error. (The R/E ratio became out of range after the document auto detection when AMS is specified.)

Initial Actions

Ask customer to abort the job. Enter the correct R/E ratio or change the paper size.

Procedure

- Disconnect then reconnect the IIT, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace IIT PWB (Switch the EEPROM) (PL 1.6)

003-930 300 DPI Scan RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

300dpi/400dpi/600dpi disabled with DADF Mix Duplex Mode Scan. Due to insufficient Page Memory space, A3 original cannot be scanned with specified resolution. A4/B4 original can be scanned. There is a problem scanning 300 DPI.

Procedure

- Increase Page Memory (PL 35.2). Verify scan settings are correctly set and menu selections are correctly set. Scan with 300dpi or less.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-931 400 DPI Scan RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

For scanning in the DADF mix duplex mode, 400dpi and 600dpi are not available. Because Page Memory is not enough, a selected resolution is not available for scanning a A3 document. It is available for scanning a A4/B4 document.

Procedure

- Verify scan settings are correctly set (at below 400dpi) and menu selections are correctly set. Increase Page Memory ([PL 35.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-932 600 DPI Scan RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

For scanning in the DADF mix duplex mode, 600dpi is not available.

Procedure

- Verify scan settings (scanning at below 600dpi) are correctly set and menu selections are correctly set. Increase Page Memory ([PL 35.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-933 300 DPI Scan RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

Scanning in the DADF mix duplex mode, 300dpi, 400dpi and 600dpi are not available (when the next document exists). Because Page Memory is insufficient, a selected resolution is not available for scanning an A3 document. It is available for scanning an A4/B4 document.

Procedure

- Verify scan settings (Operate for scanning at below 300dpi) are correctly set and menu selections are correctly set. Increase Page Memory ([PL 35.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-934 400 DPI Scan RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

When scanning in the DADF mix duplex mode, 400dpi and 600dpi are not available (when the next document exists). Because Page Memory is insufficient, a selected resolution is not available for scanning an A3 document. It is available for scanning an A4/B4 document.

Procedure

- Verify scan settings (at below 400dpi) are correctly set and menu selections are correctly set. Increase Page Memory ([PL 35.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-935 600 DPI Scan RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

When scanning in the DADF mix duplex mode, 600dpi is not available (when the next document exists). Because Page Memory is insufficient, a selected resolution is not available for scanning an A3 document. It is available for scanning an A4/B4 document.

Procedure

- Verify scan settings (at below 600dpi) are correctly set and menu selections are correctly set. Increase Page Memory ([PL 35.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-940 Memory RAP

Insufficient Page Memory detected.

When IITsc is activated for the jobs that meet the following AND conditions:

- Page Memory < 384MB ([PL 35.2](#))
- Side 2 cover image is selected
- Color mode is not set to Black/White
- High Quality mode

Procedure

- Power Off/On.
- Cancel the job. Clear the B/W setting for Color mode or the Side 2 cover image setting, and execute the job again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))
- If the problem persists replace the IIT PWB (Switch the EEPROM) ([PL 1.6](#)).

003-941 Page Memory Insufficient RAP

A shortage of page memory. There is not enough page memory to store the image.

Procedure

- Change the parameter(s) and operate again.
- If the problem persists, check that the Page Memory (PL 35.2) is installed and turn OFF then ON the power.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Reseat/Replace Page Memory (PL 35.2).

003-942 Document Size Auto Detect RAP

BSD-ON: [BSD 5.2 - Document Size Sensing \(1 of 2\)](#)

The document size cannot be automatically detected.

Initial Actions

- If the document in question is a non-standard size, ask customer to manually set the document size. If the fault occurs with standard size documents, continue with the procedure.
- Check fault history for occurrences of 005-194, 005-196, or 005-197 faults. Troubleshoot any of these faults first.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

Procedure

Execute [Component Control](#) [005-221]. Block and unblock the DADF Tray Size 1 Sensor. **The display changes.**

Y N

Check the wires between P/J756 and P/J761 for an open or shorted circuit or a damaged or loose connector. **The wires are OK.**

Y N

Repair as required.

There is approx. +5VDC between P/J756 pin 3 on the DADF PWB and GND.

Y N

Replace the DADF PWB (PL 51.2).

Measure the voltage between P/J756 pin 2 on the DADF PWB and GND (-). Block and unblock the DADF Tray Size 1 Sensor. **The voltage changes.**

Y N

Replace the DADF Tray Size 1 Sensor (PL 51.10).

Replace the DADF PWB (PL 51.2).

Execute [Component Control](#) [005-222]. Block and unblock the DADF Tray Size 2 Sensor. **The display changes.**

Y N

Check the wires between P/J756 and P/J764 for an open or shorted circuit or a damaged or loose connector. **The wires are OK.**

Y N

Repair as required.

Measure the voltage between the DADF PWB P/J756-6 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N

Replace the DADF PWB (PL 51.2).

Measure the voltage between the DADF PWB P/J756-5 (+) and GND (-). Actuate the DADF Tray Size 2 Sensor with paper. **The voltage changes.**

A

Y

N

Replace the DADF Tray Size 2 Sensor (PL 51.10).

Replace the DADF PWB (PL 51.2).

Replace the DADF PWB (PL 51.2).

003-944 Image Repeat Count RAP

Incorrect image repeat count. Even one image cannot be pasted when "Set Repeated Count-Auto" is specified for image repeat.

Procedure

- Ask customer to check the job setups (Change the image repeat count parameter and repeat the operation.)
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-946 Image Rotation (Copy APS) RAP

Image rotation is different in every direction of Copy (APS). Part of the image will be lost if the image is not rotated. However, a paper size that does not support rotation was selected.

Initial Actions

Select a tray with paper manually that supports rotation and repeat the operation.

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace the IIT PWB (Switch the EEPROM) (PL 1.6).

003-947 Return Documents Count RAP

If a user has returned an insufficient number of documents using Return Document, the message indicating that additional N number of documents are required is displayed and job cancellation is prompted.

Procedure

- Reload the correct number of document and repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-948 Return Documents Mismatch RAP

Returned document size mismatch (Different size settings before/after return).

A different document was returned by a user using Return Document

- This error occurs only when the page information for the returned document has been already sent to the post-process software module.
- However, because distributed page information will be discarded when the machine recovers from an interruption, the above fault is not considered an error.
- The check items to determine different documents are document size/orientation and Color mode in ACS only.

Procedure

- Check the document setup and repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-952 Document Color Mismatch RAP

Returned document color mismatch (Different color detected before/after return).

A different color of document was returned by a user using Return Document.

- This error occurs only when the page information for the returned document has been already sent to the post-process.
- However, the error always occurs when recovered from interruption since the sent page information has been discarded.
- The check items to determine different documents are document size/orientation and Color mode in ACS only.

Procedure

- Ask customer to cancel the job, check job settings (with the correct color again) and rerun the job.
- Disconnect then reconnect the IIT, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- If the problem persists, replace the IIT PWB (Switch the EEPROM) (PL 1.6).

003-955 Documents Size Exchange RAP

Document size change error (MixMode). When loading a document with Mixed Size Originals prohibited, a document of different size/orientation from the initial document was detected. Only Image Overlay has the function that inhibits different sizes during document added.

Initial Actions

Check the document size/orientation and repeat the operation.

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace the DADF PWB (PL 51.2).
- If the problem persists, replace the IIT PWB (Switch the EEPROM) (PL 1.6).mm

003-956 Document Size Unknown Error RAP

Document size undefined error (Only APS is selected for the function requiring document size setting). Undefined document size was detected when Platen is selected and only APS requires document size selection.

Procedure

1. Enter a document size from the Panel or select a tray.
2. If powering OFF then ON does not resolve the problem, perform the following:
3. Check the connection between the IIT PWB and ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
4. Check the sw version of the controller sw - reload Software (GP 16)
5. DADF APS Sensors 1-3: [Component Control \[005-218/219/220\]](#) (PL 51.17)
6. Replace IIT PWB (Switch the EEPROM) (PL 1.6).
7. Replace ESS PWB (PL 35.2).

003-963 APS Object Tray RAP

No APS compatible tray to set the relevant size. There was no APS compatible tray that could supply paper for printing without image loss.

- Image larger than A3/17 Inches
- Non-TTM tray does not support APS and the image is larger than A4/Letter.
- All the APS supporting trays have failure.
- APS supporting trays are all set to unavailable.
- Non-standard size setting for all trays.
- Black/White Copy for color attributes of all trays.
- Color Copy for B/W attributes of all trays

Initial Actions

Check Admin mode. Ensure that the affected tray has not been excluded from Auto Tray Switching (Tools/Paper tray Priority settings).

Procedure

- Select a tray that supplies the required size paper and repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-965 ATS/APS Paper Detect RAP

APS/ATS NG (No Paper) (IIT). There was no paper in the tray that can be selected for APS.

Procedure

- Select a tray that supplies the required size paper and repeat the operation. Turn the power OFF then ON. If the problem persists, replace the tray module.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-966 ATS/APS Destination (IIT) RAP

ATS/APS No Destination Error. ATS/APS NG (Other than No Paper) (IIT). The correct size is not loaded for APS operation.

Procedure

- Select a tray that supplies the required size paper and repeat the operation. Turn the power OFF then ON. If the problem persists, replace the tray module.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-967 DADF APS No Destination RAP

- Document size with DADF 8.5x11SEF Document size input not included.
- Mix Size is not selected.
- Magnification is variable.
- APS Copy job with the above is designated but the tray to be selected is not available. Although A4SEF original is set, it is detected as 8.5x11SEF

Procedure

1. Load tray with the paper of the size displayed on the Panel or select the tray in which the paper requested is loaded.
2. If A4SEF document is detected as Letter document, cancel the job and then readjust DADF document guide securely until they touches the edges of the documents. Re-run the job.
3. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
4. Check the sw version of the controller sw - reload Software (GP 16)

003-968 Punch Position Error RAP

Punch Position Error. It is not possible to punch at the selected location.

Procedure

- Specify an appropriate punch position, clear Punching or cancel Punch, and execute the job again.
- If powering OFF then ON does not resolve the problem, perform the following:
- Check the connection between the IIT PWB and ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace IIT PWB (Switch the EEPROM) (PL 1.6).
- Replace ESS PWB (PL 35.2).

003-969 Punch Size Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of slow-scan lines has exceeded the upper limit due to Fax parallel composition, long- document enlargement, etc.

Procedure

- Press the Continue button to store as much data as the memory capacity and continue scanning the next document. Or, press the Cancel button to abort the job.
- Turn the power OFF then ON. If the problem persists, check the installation of the Page Memory (PL 35.2).
- If powering OFF then ON does not resolve the problem, perform the following:
- Disconnect then reconnect the harness between the IIT PWB and ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace IIT PWB (Switch the EEPROM) (PL 1.6).
- Replace ESS PWB (PL 35.2).

003-971 Copy Prevention Code Detected RAP

When job scan was executed by a user who has the permission to temporarily clear the copy restriction code detection, copy restriction codes were detected in the document.

Procedure

Because this document cannot be copied, press the "Cancel" or "Continue" button on the panel.

003-972 Maximum Stored Page RAP

The number of pages stored exceeded the maximum number set in the system data. When scanning a document, the no. of pages that has accumulated in the machine has exceeded the value of "Maximum Stored Number of Copy Sheets" set in system data.

Procedure

- Set the number of pages of the document to be within the maximum number of pages that can be stored.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-973 Image Rotation RAP

The document and the image are different in orientation (except when Poster is specified). When rotation is not available even though the orientation of the document and the image are different and part of the image will be lost if it is not rotated.

Procedure

- Ask customer to verify the image loss and use a larger paper size if available. Or use reduction to make a smaller document and repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-974 Next Original Specification RAP

Next document specified. Scanning is complete for all loaded documents.

Procedure

- Ask customer to verify that scanning is complete or other documents should be loaded.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-976 FAX Line Memory Overflow RAP

BSD-ON: [BSD 34.1 - FAX](#)

No. of lines in the Slow Scan direction exceeded during Fax N-up. The number of lines in the Slow Scan Direction exceeds the upper limit during processes such as Fax parallel synthesis or enlargement of long-sized documents. Page Memory ([PL 35.2](#)) is full.

Initial Actions

Power Off/On. Press the Cancel button to stop the job. Decrease a resolution or magnification ratio and rerun the job. check the installation of the Page Memory ([PL 35.2](#))

Procedure

- Disconnect then reconnect the harness between the FAX, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))
- If the problem persists replace the FAX PWB ([PL 18.5](#)).

003-977 Document Mismatch (Multiple Scan) RAP

Document size mismatch (Document exchange during Multi Scan). During multiple scan a document was switched during Bound Originals/Booklet Creation/Poster scanning. When any operation that requires Return Document occurs in the job with Multi Scan (Bound Originals/Booklet/Poster) on Platen, a user returned a document of a different size from the original.

Procedure

- Ask customer to process a job recovery or to cancel the job and rerun the job. Reload a correct size document and resume operation
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software ([GP 16](#))

003-978 Color Document Mismatch RAP

Color Document Mismatch (Multi Scan).

1. Document replacement was detected during Bound Originals/Booklet/Poster scanning
2. When any operation that requires Return Document occurs in the job with Multi Scan (Bound Originals/Booklet/Poster) on Platen, a user returned a document of a different color at ACS.

Procedure

- Reload a correct size paper and resume operation.
- If powering OFF then ON does not resolve the problem, perform the following:
 1. Disconnect then reconnect the harness between the IIT PWB and ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 2. Check the sw version of the controller sw - reload Software (GP 16)
 3. Replace IIT PWB (Switch the EEPROM) (PL 1.6).
 4. Replace ESS PWB (PL 35.2).

003-980 Staple Position RAP

Stapling could not be done at the specified position.

Procedure

- Specify a Staple position again or cancel Staple, and execute the same job again.
- Disconnect then reconnect the harness between the IIT PWB and ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-981 Staple Size RAP

Staple size error (Copy APS). Stapling could not be done for the selected paper size.

Procedure

- Specify a Staple position again or cancel Staple, and execute the same job again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - reload Software (GP 16)

003-982 IITsc HDD Access Error RAP

HD-FULL was detected with no pages stored. An error where the FULL is not cleared even after some time has passed.

Procedure

- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Perform GP 14 - only the first three parts - make sure to follow sequence and heed cautions
- If the problem persists, expand the HDD partition size of the Copy service.
- If the problem persists, go to [Hard Disk Failure Prediction Test](#).
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.

005-121 DADF Feed Out Sensor On Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove the DADF Rear Cover and open the Top Cover. Enter the Diag Mode, turn ON **Component Control** [005-205]. Activate the Actuator of the DADF Feed Out Sensor manually.

Does the display change between High/Low?

Y N
Disconnect the DADF Feed Out Sensor connector [P/J772](#). **Is High displayed?**

Y N
Check the wire between the DADF Feed Out Sensor [P/J772-2](#) and the DADF PWB [P/J757-5](#) for a short circuit. If no problems are found, replace the DADF PWB (PL [51.2](#)).

Is the voltage between the DADF Feed Out Sensor [P/J772-1 \(+\)](#) and [P/J772-3 \(-\)](#) +5VDC?

Y N
Check the wires between the DADF PWB [P/J757-6](#) and the DADF Feed Out Sensor [P/J772-1](#), as well as between the DADF PWB [P/J757-4](#) and the DADF Feed Out Sensor [P/J772-3](#) for open circuits and poor contacts.

Replace the DADF Feed Out Sensor (PL [51.6](#)).

Press the **Stop** button. Turn ON **Component Control** [005-010] (DADF Feed Motor). **Does the DADF Feed Motor operate?**

Y N
Is the voltage between the DADF Feed Motor [P/J776-5/2 \(+\)](#) and the GND (-) +24VDC?

Y N
Is the voltage between the DADF PWB [P/J754-B1/B2 \(+\)](#) and the GND (-) +24VDC?

Y N
Is the voltage between the DADF PWB [P/J753-2 \(+\)](#) and the GND (-) +24VDC?

Y N
Refer to [BSD 5.1 - Document Setting](#) and check the +24VDC circuit to the DADF PWB [P/J753-2](#).

Replace the DADF PWB (PL [51.2](#)).

Check the wires between the DADF PWB [P/J754-B1](#) and the DADF Feed Motor [P/J776-5](#), as well as between the DADF PWB [P/J754-B2](#) and the DADF Feed Motor [P/J776-2](#) for an open circuit and poor contact.

Turn OFF the power and disconnect [P/J754](#) from the DADF PWB.

- A
- Measure the wire wound resistance of the Motor.
- Between [P/J754](#) pin-B1 and [P/J754](#) pin-B5/B6
 - Between [P/J754](#) pin-B2 and [P/J754](#) pin-B3/B4

Is the resistance approximately 10hm for each?

Y N
Replace the DADF Feed Motor (PL [51.5](#)).

Replace the DADF PWB (PL [51.2](#)).

Check the following:

- The document path for foreign substances.
- The DADF Feed/Nudger Roll for contamination, wear or revolution failure.
- The DADF Feed Out Sensor Actuator for disengagement, drag and damage.

005-122 DADF Simplex/Side 1 Pre Registration Sensor On Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Open the Top Cover and remove the Invert Chute. Enter the Diag Mode, turn ON [Component Control](#) [005-206]. Block the DADF Pre Registration Sensor using a sheet of paper, etc. **Does the display change to High?**

Y N

Disconnect the DADF Pre Registration Sensor connector [P/J774](#). **Does the display change to High?**

Y N

Check the wire between the DADF Pre Registration Sensor [P/J774-2](#) and the DADF PWB [P/J757-11](#) for a short circuit. If no problems are found, replace the DADF PWB ([PL 51.2](#)).

Is the voltage between [P/J774-1 \(+\)](#) and [P/J774-3 \(-\)](#) +5VDC?

Y N

Check the wires between the DADF PWB [P/J757-12](#) and the DADF Pre Registration Sensor [P/J774-1](#), as well as between the DADF PWB [P/J757-10](#) and the DADF Pre Registration Sensor [P/J774-3](#) for open circuits and poor contacts.

Replace the DADF Pre Registration Sensor ([PL 51.17](#)).

Press the **Stop** button. Turn ON [Component Control](#) [005-010] (DADF Feed Motor). **Does the DADF Feed Motor operate?**

Y N

Is the voltage between the DADF Feed Motor [P/J776-5/2 \(+\)](#) and the GND (-) +24VDC?

Y N

Is the voltage between the DADF PWB [P/J754-B1/B2 \(+\)](#) and the GND (-) +24VDC?

Y N

Is the voltage between the DADF PWB [P/J753-2 \(+\)](#) and the GND (-) +24VDC?

Y N

Refer to [BSD 5.1 - Document Setting](#) and check the +24VDC circuit to the DADF PWB [P/J753-2](#).

Replace the DADF PWB ([PL 51.2](#)).

A

B

C

Check the wires between the DADF PWB [P/J754-B1](#) and the DADF Feed Motor [P/J776-5](#), as well as between the DADF PWB [P/J754-B2](#) and the DADF Feed Motor [P/J776-2](#) for an open circuit and poor contact.

Turn OFF the power and disconnect [P/J754](#) from the DADF PWB.

Measure the wire wound resistance of the Motor.

- Between [P/J754](#) pin-B1 and [P/J754](#) pin-B5/B6
- Between [P/J754](#) pin-B2 and [P/J754](#) pin-B3/B4

Is the resistance approximately. 10ohm for each?

Y N

Replace the DADF Feed Motor ([PL 51.5](#)).

Replace the DADF PWB ([PL 51.2](#)).

Check the following:

- The document path for foreign substances.
- Overly strong Retard pressure.
- The DADF Pre Registration Sensor Actuator for disengagement, drag and damage.

A B C

Status Indicator RAPs

005-122

07/2011

2-64

Initial Issue

WorkCentre 5335 Family Service Documentation

BUS Updated 12/2011

005-123 DADF Simplex/Side 1 Registration Sensor On Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Open the Top Cover and remove the Invert Chute. Enter the Diag Mode, turn ON **Component Control** [005-110]. Turn ON the DADF Registration Sensor using a sheet of paper, etc. **Does the display change to "H" (opposite to the voltage level)?**

- Y N
Remove the DADF Rear Cover. **Is the voltage between the DADF PWB [P/J757-14 \(+\)](#) and the GND (-) +5VDC?**
- Y N
Replace the DADF PWB (PL 51.2).
- The voltage between the DADF Registration Sensor [P/J775-2 \(+\)](#) and the GND (-) +5VDC?**
- Y N
Check the connection between the DADF Registration Sensor [P/J775-2](#) and the DADF PWB [P/J757-14](#) for an open circuit and poor contact.
- The voltage between the DADF Registration Sensor [P/J775-1 \(+\)](#) and [P/J775-3 \(-\)](#) +5VDC?**
- Y N
Check the wires between the DADF PWB [P/J757-15](#) and the DADF Registration Sensor [P/J775-1](#), as well as between the DADF PWB [P/J757-13](#) and the DADF Registration Sensor [P/J775-3](#) for open circuits and poor contacts.
- Replace the DADF Registration Sensor (PL 51.17).

Press the **Stop** button. Turn ON **Component Control** [005-008] (DADF Feed Motor). **Does the DADF Feed Motor operate?**

- Y N
The voltage between the DADF Feed Motor [P/J776-5/2 \(+\)](#) and the GND (-) +24VDC?
- Y N
The voltage between the DADF PWB [P/J754-B1/B2 \(+\)](#) and the GND (-) +24VDC?
- Y N
The voltage between the DADF PWB [P/J753-2 \(+\)](#) and the GND (-) +24VDC?
- Y N
Refer to [BSD 5.1 - Document Setting](#) and check the +24VDC circuit to the DADF PWB [P/J753-2](#).

- A B C D
Replace the DADF PWB (PL 51.2).
- Check the wires between the DADF PWB [P/J754-B1](#) and the DADF Feed Motor [P/J776-5](#), as well as between the DADF PWB [P/J754-B2](#) and the DADF Feed Motor [P/J776-2](#) for an open circuit and poor contact.
- Turn OFF the power and disconnect [P/J754](#) from the DADF PWB. Measure the wire wound resistance of the Motor.
- Between [P/J754](#) pin-B1 and [P/J754](#) pin-B5/B6
 - Between [P/J754](#) pin-B2 and [P/J754](#) pin-B3/B4
- The resistance approximately 10hm for each?**
- Y N
Replace the DADF Feed Motor (PL 51.5).
- Replace the DADF PWB (PL 51.2).

- Check the following:
- The document path for foreign substances.
 - The Transportation Roll for contamination, wear or revolution failure.

005-125 DADF Registration Sensor Off Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Feed Motor: [Component Control \[005-008\] \(PL 51.5\)](#)
- DADF Registration Motor: [Component Control \[005-033\] \(PL 51.5\)](#)
- Check the circuit between the DADF Registration Sensor and the DADF PWB
- Check the circuit between the DADF Pre Registration Sensor and the DADF PWB
- DADF Registration Sensor: [Component Control \[005-110\] \(PL 51.17\)](#)
- DADF Pre Registration Sensor: [Component Control \[005-206\] \(PL 51.17\)](#)
- DADF PWB failure. ([PL 51.2](#))

005-131 DADF Invert Sensor On Jam (During Invert) RAP

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the DADF Registration Sensor turned ON at Invert, the DADF Invert Sensor did not turn ON within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control \[005-033\] \(PL 51.5\)](#)
- Check the circuit between the DADF Registration Sensor and the DADF PWB
- Check the circuit between the DADF Inverter Sensor and the DADF PWB
- DADF Registration Sensor: [Component Control \[005-110\] \(PL 51.17\)](#)
- DADF Invert Sensor: [Component Control \[005-211\] \(PL 51.9\)](#)
- DADF PWB failure. ([PL 51.2](#))

005-132 DADF Invert Sensor On Jam RAP

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the Read Speed Control operation started (DADF Registration Motor On (CCW)), the DADF Invert Sensor did not turn ON within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control](#) [005-033] ([PL 51.5](#))
- Check the circuit between the DADF Inverter Sensor and the DADF PWB
- DADF Invert Sensor: [Component Control](#) [005-211] ([PL 51.9](#))
- DADF PWB failure. ([PL 51.2](#))

005-134 DADF Inverter Sensor Off Jam (During Invert) RAP

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

- After the DADF Registration Sensor turned OFF at Invert of the last document, the DADF Inverter Sensor did not turn OFF within the specified time.
- During the Invert where there is a next document, after the Read Speed Control operation started (DADF Registration Motor On (CCW)), the DADF Inverter Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control](#) [005-033] ([PL 51.5](#))
- Check the circuit between the DADF Registration Sensor and the DADF PWB
- Check the circuit between the DADF Inverter Sensor and the DADF PWB
- DADF Registration Sensor: [Component Control](#) [005-110] ([PL 51.17](#))
- DADF Invert Sensor: [Component Control](#) [005-211] ([PL 51.9](#))
- DADF PWB failure. ([PL 51.2](#))

005-135 DADF Side 2 Pre Registration Sensor On Jam RAP

BSD-ON: [BSD 5.1 - Document Setting](#)

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the Invert operation started (DADF Registration Motor On (CW)) at Invert, the DADF Pre Registration Sensor did not turn ON within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control \[005-033\] \(PL 51.5\)](#)
- Check the circuit between the DADF Pre Registration Sensor and the DADF PWB
- DADF Pre Registration Sensor: [Component Control \[005-206\] \(PL 51.17\)](#)
- DADF PWB failure. ([PL 51.2](#))
- The Gate Solenoid [Component Control \[005-090\]](#) for operation failure
- Check if the Exit Roll is nipping properly. (Including the operations of Exit Nip Release Solenoid ([Component Control \[005-072\]](#))) ([PL 51.6](#)).

005-136 DADF Side 2 Registration Sensor On Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the DADF Pre Registration Sensor turned ON at Invert, the DADF Registration Sensor did not turn ON within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- Check if the Exit Roll is nipping properly. (Including the operations of Exit Nip Release Solenoid ([Component Control \[005-072\]](#))) ([PL 51.6](#))
- Check the circuit between the DADF Pre Registration Sensor and the DADF PWB
- DADF Pre Registration Sensor: [Component Control \[005-206\] \(PL 51.17\)](#)
- Check the circuit between the DADF Registration Sensor and the DADF PWB
- DADF Registration Sensor: [Component Control \[005-110\] \(PL 51.17\)](#)
- DADF Feed Motor: [Component Control \[005-008\] \(PL 51.5\)](#)
- DADF PWB failure. ([PL 51.2](#))

005-139 DADF Invert Sensor Off Jam RAP

BSD-ON: [BSD 5.1 - Document Setting](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

- After the DADF Registration Sensor turned OFF in the Scan operation, the DADF Invert Sensor did not turn OFF within the specified time.
- During the 1 Sided mode scan operation where there is a next document, after the Next Document Scan Read Speed Control started (DADF Registration Motor On (CCW)), the DADF Inverter Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- The Gate Solenoid [Component Control](#) [005-090] for operation failure
- DADF Registration Motor: [Component Control](#) [005-033] (PL 51.5)
- Check if the Exit Roll is nipping properly. (Including the operations of Exit Nip Release Solenoid ([Component Control](#) [005-072])) (PL 51.6)
- Check the circuit between the DADF Registration Sensor and the DADF PWB
- DADF Registration Sensor: [Component Control](#) [005-110] (PL 51.17)
- Check the circuit between the DADF Inverter Sensor and the DADF PWB
- DADF Invert Sensor: [Component Control](#) [005-211] (PL 51.9)
- DADF PWB failure. (PL 51.2)

005-145 DADF Registration Sensor Off Jam (Invert) RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the DADF Pre Registration Sensor turned OFF at Invert, the DADF Registration Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control](#) [005-033] (PL 51.5)
- DADF Feed Motor: [Component Control](#) [005-008] (PL 51.5)
- Check the circuit between the DADF Registration Sensor and the DADF PWB
- DADF Registration Sensor: [Component Control](#) [005-110] (PL 51.17)
- Check the circuit between the DADF Pre Registration Sensor and the DADF PWB
- DADF Pre Registration Sensor: [Component Control](#) [005-206] (PL 51.17)
- DADF PWB failure. (PL 51.2)

005-146 DADF Pre Registration Sensor Off Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the DADF Feed Out Sensor turned OFF in 1 Sided mode, the DADF Pre Registration Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control \[005-033\] \(PL 51.5\)](#)
- DADF Feed Motor: [Component Control \[005-010\] \(PL 51.5\)](#)
- Check if the Exit Roll is nipping properly. (Including the operations of Exit Nip Release Solenoid ([Component Control \[005-072\]](#))) ([PL 51.6](#))
- Check the circuit between the DADF Pre Registration Sensor and the DADF PWB
- DADF Pre Registration Sensor: [Component Control \[005-206\] \(PL 51.17\)](#)
- DADF PWB failure. ([PL 51.2](#))

005-147 DADF Pre Registration Sensor Off Jam (Invert) RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

After the DADF Registration Motor turned ON at Invert, the DADF Pre Registration Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Transportation failure due to foreign substance in the document path
- The surface of the roll for foreign substance
- The surface of the roll for wear
- Check the sw version of the controller sw - update if required.
- DADF Registration Motor: [Component Control \[005-033\] \(PL 51.5\)](#)
- DADF Feed Motor: [Component Control \[005-010\] \(PL 51.5\)](#)
- Check the circuit between the DADF Pre Registration Sensor and the DADF PWB
- DADF Pre Registration Sensor: [Component Control \[005-206\] \(PL 51.17\)](#)
- DADF PWB failure. ([PL 51.2](#))

005-194 Size Mismatch Jam On SS Mix-Size RAP

BSD-ON: [BSD 5.3 Document Size Sensing \(2 of 2\)](#)

In Slow Scan (SS) Mixed mode, it was detected that the size in the Fast Scan Direction was different from the width of the document guide.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check that the DADF Tray Set Guide operates normally.
- Check the circuit between the DADF Tray Set Guide Sensors 1-3 and the DADF PWB
- DADF Tray Set Guide Sensors 1-3: [Component Control \[005-215/216/217\] \(PL 51.10\)](#)

005-196 Size Mismatch Jam On No Mix-Size RAP

BSD-ON: [BSD 5.2 - Document Size Sensing \(1 of 2\)](#)

BSD-ON: [BSD 5.3 Document Size Sensing \(2 of 2\)](#)

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- DADF Tray Set Guide Sensors 1-3: [Component Control \[005-215/216/217\] \(PL 51.10\)](#)
- DADF APS Sensor 1: [Component Control \[005-218\] \(PL 51.17\)](#)
- Document Tray Size Sensor 1/2: [Component Control \[005-221/222\] \(PL 51.10\)](#)
- Check the sw version of the controller sw - update if required ([GP 16](#)).
- If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-197 Prohibit Combine Size Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

A prohibited size combination was detected.

Procedure

Explain to the customer that the following combinations are prohibited.

- 5.5 x 8.5 SEF and all the other document sizes.
- 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.

005-198 Too Short Size Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

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: *When turning the power OFF, turn OFF the power switch first and then the main power switch.*

Procedure

Check the document size a user has scanned. If its length is within the available range for DADF feeding, check the circuit between the DADF Pre Registration Sensor, the DADF Feed Out Sensor, and the DADF PWB.

Check the sw version of the controller sw - update if required ([GP 16](#)). If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-199 Too Long Size Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

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: *When turning the power OFF, turn OFF the power switch first and then the main power switch.*

Procedure

Check the document size a user has scanned. If its length is within the available range for DADF feeding, check the circuit between the DADF Pre Registration Sensor, the DADF Feed Out Sensor, and the DADF PWB.

Check the sw version of the controller sw - update if required ([GP 16](#)). If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-210 DADF Download Fail RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

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

Procedure

Complete the DADF software download.

005-275 DADF RAM Test Fail RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

The DADF PWB RAM failed during the Read/Write operation. (At Power ON)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

If the problem persists switch the power OFF then ON.

Check the sw version of the controller sw - update if required ([GP 16](#)). If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-280 DADF EEPROM. Fail RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

The DADF EEPROM. Read/Write operation failed.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

If the problem persists after turning the power OFF then ON. Check the sw version of the controller sw - update if required. Replace the DADF PWB ([PL 51.2](#)).

005-305 DADF Feeder Cover Interlock Open (when running) RAP

BSD-ON: [BSD 5.1 - Document Setting](#)

The Feeder Cover Interlock was opened during DADF operation.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The DADF Feeder Cover for misalignment or damage.
- DADF Interlock Switch: [Component Control \[005-212\]](#) (PL 51.5)
- Check the sw version of the controller sw - update if required
- If the problem persists, check the circuit between the DADF Interlock Switch and the DADF PWB. If no problems are found, replace the DADF PWB (PL 51.2).

005-500 DADF Write Error During Download RAP

Job Fail. An error has occurred during the process of writing data to the DADF-ROM (During Download. Not able to carry out normal operation because ROM content is missing.

Procedure

Retry job. If retry failed, replace the DADF PWB ([PL 51.2](#)) and perform download again.

005-906 DADF Feed Out Sensor Static Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the DADF Feed Out Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
- DADF Feed Out Sensor: [Component Control \[005-205\] \(PL 51.6\)](#)
- Check the sw version of the controller sw - update if required
- If the problem persists, check the circuit between the DADF Feed Out Sensor and the DADF PWB. If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-907 DADF Pre Registration Sensor Static Jam RAP

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

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

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the DADF Pre Registration Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
- DADF Pre Registration Sensor: [Component Control \[005-206\] \(PL 51.17\)](#)
- Check the sw version of the controller sw - update if required
- If the problem persists, check the circuit between the DADF Pre Registration Sensor and the DADF PWB. If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-913 DADF Inverter Sensor Static Jam RAP

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

The DADF Invert Sensor turns On at the timings below.

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

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the DADF Inverter Sensor for remaining paper, the Actuator for return failure, foreign substances, contamination on sensors, and etc.
- DADF Invert Sensor: [Component Control](#) [005-211] ([PL 51.9](#))
- Check the sw version of the controller sw - update if required
- If the problem persists, check the circuit between the DADF Invert Sensor and the DADF PWB. If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-915 DADF APS Sensor 1 Static Jam RAP

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

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: [Component Control](#) [005-218] ([PL 51.17](#))
- Check the sw version of the controller sw - update if required
- 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 51.2](#)).

005-916 DADF APS Sensor 2 Static Jam RAP

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

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: [Component Control \[005-219\] \(PL 51.17\)](#)
- Check the sw version of the controller sw - update if required
- 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 51.2](#)).

005-917 DADF APS Sensor 3 Static Jam RAP

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the sw version of the controller sw - update if required
- 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: [Component Control \[005-220\] \(PL 51.17\)](#)
- 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 51.2](#)).
- Check the sw version of the controller sw - update if required

005-940 DADF No Original RAP

Operation Fail. Final document correction notification due to DADF document being pulled out.

Procedure

- Reload the document.
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at System Fail (make sure to reset to 1 when complete)
- Check the sw version of the controller sw - update if required

005-941 Doc Number of Sheets is Insufficient RAP

Operation Fail. Though all documents/N documents reloaded, the machine detected one or more documents were missing. Whether all documents or N documents are reloaded, the machine detects one or more documents are missing while skipping scanned documents (i.e. feeding them without scanning them). If a failure occurs before the machine finishes scanning documents and outputs them, the machine skips scanned documents even if it instructs the user to reload N documents.

Procedure

- As the number of documents is insufficient, reload a proper number of documents.
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at System Fail (make sure to reset to 1 when complete)
- Check the sw version of the controller sw - update if required

005-942 Doc Fault Loading on DADF RAP

Operation Fail. DADF-loaded documents Fail (DADF-250). When the Nudger Solenoid is turned ON to return at the start of a job, it is detected that the Level Sensor does not turn OFF.

Procedure

1. Reduce documents in number and reload a smaller number of them.

005-945 FS-Size Mismatch Jam On No Mix-Size or SS Mix-Size (Cont) RAP

BSD-ON: [BSD 5.3 Document Size Sensing \(2 of 2\)](#)

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

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, 005-945 is displayed. If paper was fed, 005-947 is displayed.)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the sw version of the controller sw - update if required
- Check that the DADF Tray Set Guide operates normally.
- DADF Tray Set Guide Sensors 1-3: [Component Control](#) [005-215/216/217] ([PL 51.10](#))
- Check the circuit between the DADF Tray Set Guide Sensors 1-3 and the DADF PWB
- DADF APS Sensors 1-3: [Component Control](#) [005-218/219/220] ([PL 51.17](#))
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at System Fail (make sure to reset to 1 when complete)
- If no problems are found, replace the DADF PWB ([PL 51.2](#)).

005-946 SS-Size Mismatch Jam On No Mix-Size (Cont) RAP

BSD-ON: [BSD 5.2 - Document Size Sensing \(1 of 2\)](#)

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

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, 005-948 is displayed.)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the sw version of the controller sw - update if required
- Document Tray Size Sensor 1/2: [Component Control \[005-221/222\] \(PL 51.10\)](#)
- Check the circuit between the Document Tray Size Sensor 1/2 and the DADF PWB.
- DADF Feed Out Sensor: [Component Control \[005-205\] \(PL 51.16\)](#)
- DADF Registration Sensor: [Component Control \[005-110\] \(PL 51.17\)](#)
- DADF APS Sensors 1-3: [Component Control \[005-218/219/220\] \(PL 51.17\)](#)
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.
- If no problems are found, replace the DADF PWB ([PL 51.2](#)).
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at System Fail (make sure to reset to 1 when complete)

005-947 FS-Size Mismatch Jam On No Mix-Size or SS Mix-Size RAP

BSD-ON: [BSD 5.3 Document Size Sensing \(2 of 2\)](#)

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

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, 005-945 is displayed. If paper was fed, 005-947 is displayed.)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the sw version of the controller sw - update if required
- Check that the DADF Tray Set Guide operates normally.
- DADF Tray Set Guide Sensors 1-3: [Component Control \[005-215/216/217\] \(PL 51.10\)](#)
- Check the circuit between the DADF Tray Set Guide Sensors 1-3 and the DADF PWB
- DADF APS Sensors 1-3: [Component Control \[005-218/219/220\] \(PL 51.17\)](#)
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.
- If no problems are found, replace the DADF PWB ([PL 51.2](#)).
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at System Fail (make sure to reset to 1 when complete)

005-948 SS-Size Mismatch Jam On No Mix-Size RAP

BSD-ON: [BSD 5.2 - Document Size Sensing \(1 of 2\)](#)

BSD-ON: [BSD 5.4 - Document Feed \(1 of 2\)](#)

BSD-ON: [BSD 5.5 - Document Feed \(2 of 2\)](#)

BSD-ON: [BSD 5.6 - Document Scan and Invert](#)

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, 005-948 is displayed.)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- Check the sw version of the controller sw - update if required
- Document Tray Size Sensor 1/2: [Component Control \[005-221/222\] \(PL 51.10\)](#)
- Check the circuit between the Document Tray Size Sensor 1/2 and the DADF PWB.
- DADF Feed Out Sensor: [Component Control \[005-205\] \(PL 51.16\)](#)
- DADF Registration Sensor: [Component Control \[005-110\] \(PL 51.17\)](#)
- DADF APS Sensors 1-3: [Component Control \[005-218/219/220\] \(PL 51.17\)](#)
- Check the circuit between the DADF APS Sensors 1-3 and the DADF PWB.
- If no problems are found, replace the DADF PWB ([PL 51.2](#)).
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at System Fail (make sure to reset to 1 when complete)

010-338 Fuser On Time Failure RAP

BSD-ON: [BSD 10.1 - Fusing Heat Control](#)

- After the Main Lamp turned On during warm up, the Control Thermistor did not detect READY temperature within the specified time.
- After the Main Lamp turned On during standby, the Control Thermistor did not detect a specific temperature within the specified time.
- After the Sub Lamp turned On during standby, the Control Thermistor did not detect a specific temperature within the specified time.
- After the empty rotation started, the Control Thermistor did not detect the empty rotation finishing temperature within the specified time.
- After the Main Lamp turned On during printing, the Control Thermistor did not detect a specific temperature within the specified time.
- After the Sub Lamp turned On during printing, the Control Thermistor did not detect a specific temperature within the specified time.

Initial Actions

- Voltage Supply
- Indoor Temperature

Procedure

NOTE: When this fault occurs, NVM location **744-005** is set to **1, 2, or 3**, depending on the fault. You must reset this location to **0** in order to clear the fault.

Check for paper on the Fuser. **The Fuser has no paper wrapped round it.**

Y N
|
Remove the paper.

Check the installation of the Fuser Unit. **The Fuser Unit is securely installed.**

Y N
|
Install the Fuser Unit securely.

Remove the Fuser Unit. Check the conductivity of the contact points of the Thermostat. **The contact points are connected.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the resistance of the Main Lamp between [J621-6](#) and [J621-7](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The resistance of the Main Lamp is 100 ohms or lower.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the resistance of the Sub Lamp between [J621-2](#) and [J621-7](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The resistance of the Sub Lamp is 100 ohms or lower.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the resistance of the Control (Center) Thermistor between [J621-5](#) and [J621-1](#) ([BSD 10.1](#)). **There is no open circuit in the Center STS and the resistance is 3k ohms or higher.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

A
|
Check the resistance of the Rear Thermistor between [J621-7](#) and [J621-3](#) ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the wire between [P/J411-B7](#) and [J621-7](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between [P/J411](#) and [J621](#) is conducting without an open circuit or a short circuit.**

Y N
|
Repair the open circuit or short circuit.

Check the wire between [P/J414](#) and [P530](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between [P/J414](#) and [P530](#) conducts and is free of a short circuit.**

Y N
|
Repair the open circuit or short circuit.

Replace the Fuser Unit ([PL 7.1](#)). If the problem persists, replace the AC Drive PWB ([PL 18.2](#))
If the problem persists, replace the MCU PWB ([PL 18.2](#)).

010-379 Fuser Hot Not Ready Return Time Failure RAP

BSD-ON: [BSD 10.1 - Fusing Heat Control](#)

Recovery time from High-temp Not Ready state becomes larger than the setting value (NVM).

Initial Actions

- Power OFF/ON

Procedure

Check for paper on the Fuser. **The Fuser has no paper wrapped round it.**

Y N

Remove the paper.

Check the installation of the Fuser Unit. **The Fuser Unit is securely installed.**

Y N

Install the Fuser Unit securely.

Check the resistance of the Rear Thermistor between J621-7 and J621-3 ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N

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

Check the resistance of the Center Thermistor between J621-5 and J621-1 ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N

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

Check the wire between [P/J411](#) and [J621](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between [P/J411](#) and [J621](#) is conducting without an open circuit or a short circuit.**

Y N

Repair the open circuit or short circuit.

Replace the Fuser Unit ([PL 7.1](#)). If the problem persists, replace the MCU PWB ([PL 18.2](#)).

010-420 Fuser Near End Of Life

Replace the Fuser Assembly in 100K copies.

Procedure

The Fuser Assembly was replaced.

Y N

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

Run the HFSI Counter Report [954-850]. **Check the volume on the fuser and compare to Fuser HFSI value in [Detailed Maintenance Activities](#).**

Y N

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

If the problem continues, replace the MCU PWB ([PL 18.2](#)).

010-421 Fuser End Of Life

Fuser at end of life.

Procedure

Replace the Fuser Assembly (PL 7.1) and reset the HFSI Value (HFSI Counter) [954-850].

010-398 Fuser Fan Fault RAP

BSD-ON: [BSD 10.2 - Fusing](#)

Fan (for air exhaust around the Fuser) rotation failure.

Procedure

Execute [Component Control](#) for the Fuser Fan [042-006]. **The Fuser Fan rotates.**

Y N

Check the wires between [P/J210](#) on the Fuser Fan and [P/J411](#) on the MCU PWB for an open or shorted circuit, or a loose or damaged connector. **The wires are OK.**

Y N

Repair as required.

Replace the Fuser Fan (PL 4.1) before replacing the MCU PWB (PL 18.2)

Check the wire between [P/J210-3](#) on the Fuser Fan and [P/J411-B12](#) on the MCU PWB for an open circuit. If OK, replace the MCU PWB (PL 18.2).

012-132 (Integrated Finisher) Entrance Sensor ON Jam RAP

BSD-ON: [BSD 12.3 Integrated Finisher Transportation](#)

Finisher Entrance Sensor does not turn On within a specified time after receiving the Sheet Exit command (the sheet to be ejected has turned ON the IOT Exit Sensor 1).

Initial Actions

- Check that the Finisher Entrance Sensor is properly installed and free from foreign objects and that the actuator is not broken.
- Power Off/On.

Procedure

Check the specifications of paper. **Paper is in spec.**

Y N
Replace the paper with new paper that is in spec.

Check the condition of the paper. **The paper is in normal condition without any problem that causes the paper to be bent or caught.**

Y N
Resolve any problem that causes the paper to be bent or caught.

Check the transport path for a foreign object, deformed part, and paper dust. **The transport path is in normal condition.**

Y N
Repair the deformed part(s) and remove the foreign object(s) and paper dust.

Check that the Finisher is installed properly. **The Finisher is properly installed and properly connected to the IOT.**

Y N
Reinstall the Finisher properly.

Enter [Component Control](#) [012-140]. Actuate the Finisher Entrance Sensor. **The display changes.**

Y N
Check the connections of [P/J8709](#) and [P/J8729](#). **[P/J8709](#) and [P/J8729](#) are securely connected.**

Y N
Connect [P/J8709](#) and [P/J8729](#) securely.

Check for an open or short circuit between [P/J8709](#) and [P/J8729](#). **The wires between [P/J8709](#) and [P/J8729](#) are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8709-6](#) (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

A B
Measure the voltage between Finisher PWB [P/J8709-5](#) (+) and GND (-). Actuate the Finisher Entrance Sensor. **The voltage changes.**

Y N
Replace the Finisher Entrance Sensor ([PL 22.5](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-151 (Integrated Finisher) Compiler Exit Sensor OFF Jam RAP

BSD-ON: [BSD 12.3 Integrated Finisher Transportation](#)

The Compiler Exit Sensor does not turn Off within a specified time after it has turned On.

Initial Actions

- Check the Compiler Exit Sensor is properly installed and free from foreign objects and that the actuator is not binding.
- Power Off/On.

Procedure

Check the specifications of paper. **Paper is in spec.**

Y N
Replace the paper with new paper that is in spec.

Check the condition of the paper. **The paper is in normal condition without any problem that causes the paper to be bent or caught.**

Y N
Resolve any problem that causes the paper to be bent or caught.

Check the transport path for a foreign object, deformed part, and paper dust. **The transport path is in normal condition with no foreign object, deformed part and paper dust.**

Y N
Repair the deformed part(s) and remove the foreign object(s) and paper dust.

Check the Transport Roll for wear, deterioration and paper dust. **The Transport Roll is in normal condition, not worn and deteriorated and with no paper dust.**

Y N
Remove the paper dust and replace the worn or deteriorated Transport Roll.

Check the drive mechanism to the Transport Roll for a deformed, broken part, and/or belt damage. **The drive mechanism is free of defects.**

Y N
Repair defects or damage to the drive mechanism.

Enter [Component Control](#) [012-150]. Actuate the Compiler Exit Sensor. **The display changes.**

Y N
Check the connections of [P/J8709](#) and [P/J8728](#). **P/J8709 and P/J8728 are securely connected.**

Y N
Connect [P/J8709](#) and [P/J8728](#) securely.

Check for an open or short circuit between [P/J8709](#) and [P/J8728](#). **The wire P/J8709 and P/J8728 are OK.**

Y N
Repair the open or short circuit.

A B
Measure the voltage between Finisher PWB [P/J8709-3 \(+\)](#) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8709-2 \(+\)](#) and GND (-). Actuate the Compiler Exit Sensor. **The voltage changes.**

Y N
Replace the Compiler Exit Sensor ([PL 22.5](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-095]. **The Finisher Transport Motor rotates.**

Y N
Check the connections of [P/J8706](#) and [P/J8739](#). **P/J8706 and P/J8739 are securely connected.**

Y N
Connect [P/J8706](#) and [P/J8739](#) securely.

Check for an open or short circuit between [P/J8706](#) and [P/J8739](#). **The wire between P/J8706 and P/J8739 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8706-5 \(+\)](#) and GND (-), and [P/J8706-7 \(+\)](#) and GND (-). **Each voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit.

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher Transport Motor ([PL 22.4](#)). If the problem persists, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-013]. **When the Sub Paddle Solenoid is turned On/Off, the Sub Paddle Shaft Assembly goes down/up.**

Y N
Check the Sub Paddle mechanism for a deformed or broken part and not-seated gears. **The Sub Paddle mechanism is free from defects and gears are seating properly.**

Y N
Repair defects to the Sub Paddle mechanism.

Check the connections of [P/J8705](#) and [P/J8734](#). **P/J8705 and P/J8734 are securely connected.**

Y N
Connect [P/J8705](#) and [P/J8734](#) securely.

Check for an open or short circuit between [P/J8705](#) and [P/J8734](#). **The wires between P/J8705 and P/J8734 are OK.**

Y N
Repair the open or short circuit.

C D
 Measure the voltage between Finisher PWB P/J8705-1 (+) and GND (-). **The voltage is approx. +24VDC.**
 Y N
 Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the circuit is OK, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-013], measure the voltage between Finisher PWB P/J8705-2 (+) and GND (-). **The voltage changes.**
 Y N
 Replace the Finisher PWB ([PL 22.7](#)).

Replace the Sub Paddle Solenoid ([PL 22.3](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-152 (Integrated Finisher) Compiler Exit Sensor ON Jam RAP

BSD-ON: [BSD 12.3 Integrated Finisher Transportation](#)

The Compiler Exit Sensor does not turn On within a specified time after receiving the Sheet Exit command (the paper to be ejected has turned On the IOT Exit Sensor 1).

Initial Actions

- Check the Compiler Exit Sensor is properly installed and free from foreign objects and that the actuator is not broken.
- Power Off/On.

Procedure

Check the specifications of paper. **Paper is in spec.**

Y N
 Replace the paper with new paper that is in spec.

Check the condition of the paper. **The paper is in normal condition without any problem that causes the paper to be bent or caught.**

Y N
 Resolve any problem that causes the paper to be bent or caught.

Check the transport path for a foreign object, deformed part, and paper dust. **The transport path is in normal condition with no foreign object, deformed part and paper dust.**

Y N
 Repair the deformed part(s) and remove the foreign object(s) and paper dust.

Check the Transport Roll for wear, deterioration and paper dust. **The Transport Roll is in normal condition.**

Y N
 Remove the paper dust and replace the worn or deteriorated Transport Roll.

Check the drive mechanism to the Transport Roll for a deformed parts, broken parts, and/or belt damage. **The drive mechanism free from defects.**

Y N
 Repair defects or damage to the drive mechanism.

Check that the Finisher is installed properly. **The Finisher is properly installed and properly connected to the IOT.**

Y N
 Reinstall the Finisher properly.

Enter [Component Control](#) [012-150]. Actuate the Compiler Exit Sensor. **The display changes.**

Y N
 Check the connections of [P/J8709](#) and [P/J8728](#). **[P/J8709](#) and [P/J8728](#) are securely connected.**

Y N
 Connect [P/J8709](#) and [P/J8728](#) securely.

A B
Check for an open or short circuit between P/J8709 and P/J8728. **The wires between J 8709 and P/J8728 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8709-3 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB P/J8709-2 (+) and GND (-). Actuate the Compiler Exit Sensor. **The voltage normally changes.**

Y N
Replace the Compiler Exit Sensor (PL 22.5).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-095]. **The Finisher Transport Motor rotates.**

Y N
Check the connections of P/J8706 and P/J8739. **P/J8706 and P/J8739 are securely connected.**

Y N
Connect P/J8706 and P/J8739 securely.

Check for an open or short circuit between P/J8706 and P/J8739. **The wire between P/J8706 and P/J8739 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8706-5 (+) and GND (-), and P/J8706-7 (+) and GND (-). **Each voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit.

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher Transport Motor (PL 22.4). If the problem persists, replace the Finisher PWB (PL 22.7).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

012-161 (Integrated Finisher) Set Eject Jam RAP

BSD-ON: [BSD 12.6 - Integrated Finisher Set Eject \(1 of 2\)](#)

In the Eject Motor's ejecting operation, Eject Home Sensor ON was detected within a specified time after the start of the reverse operation of the Eject Motor.

(The Eject Motor should have ejected paper, but returned Home earlier than specified.)

Initial Actions

- Check the Eject Home Sensor is properly installed, not broken, and has no foreign object.
- Power Off/On.

Procedure

Check the specifications of paper. **Paper is in spec.**

Y N
Replace the paper with new paper that is in spec.

Check the condition of the paper. **The paper is in normal condition without any problem that causes the paper to be bent or caught.**

Y N
Resolve any problem that causes the paper to be bent or caught.

Check the Eject mechanism for deformed parts, broken parts, and/or belt damage. **The Eject mechanism free from defects.**

Y N
Repair the Eject mechanism.

Enter [Component Control](#) [012-252]. Block and unblock the Eject Home Sensor with a piece of paper. **The display changes.**

Y N
Check the connections of P/J8700 and P/J8725. **P/J8700 and P/J8725 are securely connected.**

Y N
Connect P/J8700 and P/J8725 securely.

Check for an open or short circuit between P/J8700 and P/J8725. **The wires between P/J8700 and P/J8725 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8700-9 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB P/J8700-2 (+) and GND (-). Block and unblock the Eject Home Sensor with a piece of paper. **The voltage changes.**

Y N
Replace the Eject Home Sensor (PL 22.10).

A B
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-054] and [012-056] alternately. **The Eject Motor rotates.**

Y N
Check the connections of P/J8706 and P/J8741. **P/J8706 and P/J8741 are securely connected.**

Y N
Connect P/J8706 and P/J8741 securely.

Check for an open or short circuit between P/J8706 and P/J8741. **The wires between P/J8706 and P/J8741 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8706-13 (+) and GND (-), and between P/J8706-15 (+) and GND (-). **The voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit.

Check the Eject Motor drive mechanism for deformed parts, broken parts, and/or belt damage **The drive mechanism free from defects.**

Y N
Repair defects or damage to the drive mechanism.

Replace the Eject Motor (PL 22.9). If the problem continues, replace the Finisher PWB (PL 22.7).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

012-211 (Integrated Finisher) Stacker Tray Fail RAP

BSD-ON: [BSD 12.8 - Integrated Finisher Stacker Tray Control](#)

- Within a specified time after the Stacker Tray started lifting up, the Stack Height Sensor did not detect the lifting up of the Stacker Tray.
- Within a specified time after the Stacker Tray started going down at initialization and during a job, the lower position of the tray (Full) could not be detected based on the changes in the Stacker Stack Sensor 1 and the Stacker Stack Sensor 2.

Initial Actions

- Check the Stack Height Sensor is properly installed, not broken, and has no foreign object.
- Check the Stacker Stack Sensors 1 and 2 are properly installed and have no foreign objects and that their actuators are not broken.
- Power Off/On.

Procedure

Check the drive mechanism to the Stacker Tray for a deformed or broken part and not-seated gears. **The mechanism is free from defects and the gears seat properly.**

Y N
Repair the mechanism.

Enter [Component Control](#) [012-267]. Block and unblock the Stack Height Sensor with a piece of paper. **The display changes.**

Y N
Check the connections of P/J8708 and P/J8727. **P/J8708 and P/J8727 are securely connected.**

Y N
Connect P/J8708 and P/J8727 securely.

Check for an open or short circuit between P/J8708 and P/J8727. **The wire between P/J8708 and P/J8727 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8708-3 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB P/J8708-2 (+) and GND (-). Block and unblock the Stack Height Sensor with a piece of paper. **The voltage changes.**

Y N
Replace the Stack Height Sensor (PL 22.10).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-278]. Block and unblock the Stacker Stack Sensor 1 by rotating the actuator. **The display changes.**

Y N
 Check the connections of P/J8707 and P/J8722. **P/J8707 and P/J8722 are securely connected.**

Y N
 Connect P/J8707 and P/J8722 securely.

Check for an open or short circuit between P/J8707 and P/J8722. **The wires between P/J8707 and P/J8722 are OK.**

Y N
 Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8707-6 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
 Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB P/J8707-5 (+) and (-). Block and unblock the Stacker Stack Sensor 1 by rotating the actuator. **The voltage changes.**

Y N
 Replace the Stacker Stack Sensor 1 (PL 22.8).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-279]. Block and unblock the Stacker Stack Sensor 2 by rotating the actuator. **The display changes.**

Y N
 Check the connections of P/J8707 and P/J8721. **P/J8707 and P/J8721 are securely connected.**

Y N
 Connect P/J8707 and P/J8721 securely.

Check for an open or short circuit between P/J8707 and P/J8721. **The wires between P/J8707 and P/J8721 are OK.**

Y N
 Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8707-3 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
 Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB P/J8707-2 (+) and GND (-). Block and unblock the Stacker Stack Sensor 2 by rotating the actuator. **The voltage changes.**

Y N
 Replace the Stacker Stack Sensor 2 (PL 22.8).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-060] and [012-061] alternately. **The Stacker Motor rotates.**

Y N
 Check the connections of P/J8711 and P/J8736. **P/J8711 and P/J8736 are securely connected.**

Y N
 Connect P/J8711 and P/J8736 securely.

Check for an open or short circuit between P/J8711 and P8736. **The wires between P/J8711 and P8736 are OK.**

Y N
 Repair the open or short circuit.

Enter [012-060], measure the voltage between Finisher PWB P/J8711-1 (+) and GND (-). **The voltage changes.**

Y N
 Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-061], measure the voltage between Finisher PWB P/J8711-2 (+) and GND (-). **The voltage changes.**

Y N
 Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Check the wires and connectors for an intermittent open and short circuit. If the problem continues, replace the Stacker Motor (PL 22.8).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

012-221 (Integrated Finisher) Front Tamper Home Sensor ON Fail RAP

BSD-ON: [BSD 12.4 - Integrated Finisher Tamping and Offset](#)

During the moving of the Front Tamper, when the Front Tamper Home Sensor was Off, to the home position, the Front Tamper Home Sensor did not detected turning On within a specified time after the Front Tamper started moving.

Initial Actions

- Check the Front Tamper Home Sensor is properly installed and has no foreign object and that the actuator is not broken.
- Power Off/ON.

Procedure

Check the Front Tamper for any foreign object, deformation and binding that prevents it from moving. **The Front Tamper is defects and binding.**

Y N
Repair the deformation and remove the foreign object(s) and the binding.

Check the drive mechanism to the Front Tamper for a deformed or broken part and not-seated gears. **The drive mechanism is free from defects and the gears seat properly.**

Y N
Repair the Front Tamper mechanism.

Enter [Component Control](#) [012-220]. Move the Front Tamper by hand to block and unblock the Front Tamper Home Sensor. **The display changes.**

Y N
Check the connections of [P/J8700](#) and [P/J8724](#). **P/J8700 and P/J8724 are securely connected.**

Y N
Connect [P/J8700](#) and [P/J8724](#) securely.

Check for an open or short circuit between [P/J8700](#) and [P/J8724](#). **The wires between P/J8700 and P/J8724 are OK.**

Y N
Repair the open wire or short circuit.

Measure the voltage between Finisher PWB [P/J8700-6 \(+\)](#) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8700-5 \(+\)](#) and GND (-). Move the Front Tamper by hand to block and unblock the Front Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Front Tamper Home Sensor ([PL 22.10](#)).

A B
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-020] and [012-023] alternately. **The Front Tamper Motor rotates.**

Y N
Check the connections of [P/J8710](#), [J8738A](#) and [P/J8738B](#). **P/J8710, J8738A and J8738B are securely connected.**

Y N
Connect [P/J8710](#), [J8738A](#) and [P/J8738B](#) securely.

Check for an open or short circuit between [P/J8710](#), [J8738A](#) and [J8738B](#). **The wires between are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8710-5 \(+\)](#) and GND (-), and between [P/J8710-7 \(+\)](#) and GND (-). **The voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Replace the Front Tamper Motor ([PL 22.10](#)). If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-223 (Integrated Finisher) Front Tamper Home Sensor OFF Fail RAP

BSD-ON: [BSD 12.4 - Integrated Finisher Tamping and Offset](#)

- At the end of the operation to turn Off the Front Tamper Home Sensor that was On, the Front Tamper Home Sensor was not detected being Off.
- The Front Tamper Home Sensor should have turned Off and then the Front Tamper Motor stopped, but the Front Tamper Home Sensor was On.

Initial Actions

- Check the Front Tamper Home Sensor is properly installed and has no foreign object and that the actuator is not broken.
- Power Off/ON.

Procedure

Check the Front Tamper for any foreign object, deformation and binding that prevents it from moving. **The Front Tamper free from defects and binding.**

Y N
Repair the deformation and remove the foreign object(s) and the binding.

Check the drive mechanism to the Front Tamper for a deformed or broken part and not-seated gears. **The drive mechanism is free from defects and the gears seat properly.**

Y N
Repair the Front Tamper drive mechanism.

Enter [Component Control](#) [012-220]. Move the Front Tamper by hand to block and unblock the Front Tamper Home Sensor. **The display changes.**

Y N
Check the connections of [P/J8700](#) and [P/J8724](#). **P/J8700 and P/J8724 are securely connected.**

Y N
Connect [P/J8700](#) and [P/J8724](#) securely.

Check for an open or short circuit between [P/J8700](#) and [P/J8724](#). **The wires between P/J8700 and P/J8724 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8700-6 \(+\)](#) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8700-5 \(+\)](#) and GND (-). Move the Front Tamper by hand to block and unblock the Front Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Front Tamper Home Sensor ([PL 22.10](#)).

A B
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-020] and [012-023] alternately. **The Front Tamper Motor rotates.**

Y N
Check the connections of [P/J8710](#), [J8738A](#) and [P/J8738B](#). **P/J8710, J8738A and J8738B are securely connected.**

Y N
Connect [P/J8710](#), [J8738A](#) and [P/J8738B](#) securely.

Check for an open wire or short circuit between [P/J8710](#), [J8738A](#) and [J8738B](#). **The wire between P/J8710, J8738A and J8738B are OK.**

Y N
Repair the open wire or short circuit.

Measure the voltage between Finisher PWB [P/J8710-5 \(+\)](#) and GND (-), and between [P/J8710-7 \(+\)](#) and GND (-). **Each voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Replace the Front Tamper Motor ([PL 22.10](#)). If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-224 (Integrated Finisher) Rear Tamper Home Sensor OFF Fail RAP

BSD-ON: [BSD 12.4 - Integrated Finisher Tamping and Offset](#)

- At the end of the operation of trying to turn Off the Rear Tamper Home Sensor that was On, the Rear Tamper Home Sensor was not detected being Off.
- The Rear Tamper Home Sensor should have turned Off and then the Rear Tamper Motor stopped, but the Rear Tamper Home Sensor was On.

Initial Actions

- Check the Rear Tamper Home Sensor is properly installed and has no foreign object and that the actuator is not broken.
- Power Off/ON.

Procedure

Check the Rear Tamper for any foreign object, deformation and binding that prevents it from moving. **The Rear Tamper is free from defects and binding.**

Y N
Repair the deformation and remove the foreign object(s) and the binding.

Check the drive mechanism to the Rear Tamper for a deformed or broken part and not-seated gears. **The drive mechanism is in normal condition, not deformed or broken and with no not-seated gears.**

Y N
Repair the Rear Tamper drive mechanism.

Enter [Component Control](#) [012-221]. Move the Rear Tamper by hand to block and unblock the Rear Tamper Home Sensor. **The display of changes.**

Y N
Check the connections of [P/J8700](#) and [P/J8726](#). **P/J8700 and P/J8726 are securely connected.**

Y N
Connect [P/J8700](#) and [P/J8726](#) securely.

Check for an open or short circuit between [P/J8700](#) and [P/J8726](#). **The wires between P/J8700 and P/J8726 are OK.**

Y N
Repair the open wire or short circuit.

Measure the voltage between Finisher PWB [P/J8700-12](#) (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8700-11](#) (+) and GND (-). Move the Rear Tamper by hand to block and unblock the Rear Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Rear Tamper Home Sensor ([PL 22.9](#)).

A B
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-026] and [012-029] alternately. **The Rear Tamper Motor rotates.**

Y N
Check the connections of [P/J8710](#), [J8737A](#) and [P/J8738B](#). **P/J8710, J8737A and P/J8738B are securely connected.**

Y N
Connect [P/J8710](#), [J8737A](#) and [P/J8738B](#) securely.

Check for an open wire or short circuit between [P/J8710](#), [J8737A](#) and [J8737B](#). **The wire between P/J8710, J8737A and J8737B are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8710-1](#) (+) and GND (-), and between [P/J8710-3](#) (+) and GND (-). **The voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Repair the Rear Tamper Motor ([PL 22.10](#)). If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-259 (Integrated Finisher) Eject Home Sensor ON Fail RAP

BSD-ON: [BSD 12.6 - Integrated Finisher Set Eject \(1 of 2\)](#)

In the Eject Motor's initializing operation and ejecting operation, one of the following is met.

- With the Eject Home Sensor Off, the Eject Motor started rotating in reverse direction. Within a specified time after that, the Eject Home Sensor was not detected turning On.
- With the Eject Home Sensor Off, the Eject Motor started rotating in reverse direction. The Eject Home Sensor should have been detected turning On and then the Eject Motor stopped, but then the Eject Home Sensor was not On.

Initial Actions

- Check the Eject Home Sensor is properly installed, not broken and has no foreign object.
- Power Off/ON.

Procedure

Check the Eject mechanism for a deformed or broken part and not-seated belts. **The mechanism is free from defects and belt damage.**

Y N
Repair the mechanism.

Enter [Component Control](#) [012-252]. Block and unblock the Eject Home Sensor. **The display changes.**

Y N
Check the connections of [P/J8700](#) and [P/J8725](#). **P/J8700 and P/J8725 are securely connected.**

Y N
Connect [P/J8700](#) and [P/J8725](#) securely.

Check for an open wire or short circuit between [P/J8700](#) and [P/J8725](#). **The wire between P/J8700 and P/J8725 is normally conductive with no open wire or short circuit.**

Y N
Repair the open wire or short circuit.

Measure the voltage between Finisher PWB [P/J8700-9](#) (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8700-2](#) (+) and GND (-). Block and unblock the Eject Home Sensor. **The voltage changes**

Y N
Replace the Eject Home Sensor ([PL 22.10](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-054] and [012-056] alternately. **The Eject Motor rotates.**

Y N
Check the connections of [P/J8706](#) and [P/J8741](#). **P/J8706 and P/J8741 are securely connected.**

Y N
Connect [P/J8706](#) and [P/J8741](#) securely.

Check for an open or short circuit between [P/J8706](#) and [P/J8741](#). **The wires between P/J8706 and P/J8741 are OK.**

Y N
Repair the open wire or short circuit.

Measure the voltage between Finisher PWB [P/J8706-13](#) (+) and GND (-), and between [P/J8706-15](#) (+) and GND (-). **Each voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Replace the Eject Motor ([PL 22.9](#)). If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-263 (Integrated Finisher) Rear Tamper Home Sensor ON Fail RAP

BSD-ON: [BSD 12.4 - Integrated Finisher Tamping and Offset](#)

During the moving of the Rear Tamper from when the Rear Tamper Home Sensor was Off to the home position, the Rear Tamper Home Sensor was not detected turning On within a specified time after the Rear Tamper started moving.

Initial Actions

- Check the Rear Tamper Home Sensor is properly installed and has no foreign object and that the actuator is not broken.
- Power Off/ON.

Procedure

Check the Rear Tamper for any foreign object, deformation and binding that prevents it from moving. **The Rear Tamper is free from defects and binding.**

Y N
Repair the deformation and remove the foreign object(s) and the binding.

Check the drive mechanism to the Rear Tamper for a deformed or broken part and not-seated gears. **The drive mechanism is free from defects and gears seat properly.**

Y N
Repair the Rear Tamper drive mechanism.

Enter [Component Control](#) [012-221]. Move the Rear Tamper by hand to block and unblock the Rear Tamper Home Sensor. **The display changes.**

Y N
Check the connections of [P/J8700](#) and [P/J8726](#). **P/J8700 and P/J8726 are securely connected.**

Y N
Connect [P/J8700](#) and [P/J8726](#) securely.

Check for an open wire or short circuit between [P/J8700](#) and [P/J8726](#). **The wire between P/J8700 and P/J8726 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8700-12 \(+\)](#) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8700-11 \(+\)](#) and GND (-). Move the Rear Tamper by hand to block and unblock the Rear Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Rear Tamper Home Sensor ([PL 22.9](#)).

A B
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Enter [012-026] and [012-029] alternately. **The Rear Tamper Motor rotates.**

Y N
Check the connections of [P/J8710](#), [J8737A](#) and [P/J8738B](#). **P/J8710, J8737A and P/J8738B are securely connected.**

Y N
Connect [P/J8710](#), [J8737A](#) and [P/J8738B](#) securely.

Check for an open or short circuit between [P/J8710](#), [J8737A](#) and [J8737B](#). **The wires between P/J8710, J8737A and J8737B are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8710-1 \(+\)](#) and GND (-), and between [P/J8710-3 \(+\)](#) and GND (-). **Each voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Replace the Rear Tamper Motor ([PL 22.10](#)). If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-280 (Integrated Finisher) Eject Home Sensor OFF Fail RAP

BSD-ON: BSD 12.6 - Integrated Finisher Set Eject (1 of 2)

In the Eject Motor's initializing operation and ejecting operation, the Eject Motor had rotated forward for a time corresponding to a specified number of pulses since the Eject Home Sensor was On, and then the motor stopped, but then the Eject Home Sensor was not detected turning Off.

Initial Actions

- Check the Eject Home Sensor is properly installed, not broken and has no foreign object.
- Power Off/ON.

Procedure

Check the Eject mechanism for a deformed or broken part and not-seated belts. **The mechanism is free from defects and belt damage.**

Y N
Repair the mechanism.

Enter **Component Control** [012-252]. Block and unblock the Eject Home Sensor with a piece of paper. **The display changes.**

Y N
Check the connections of P/J8700 and P/J8725. **P/J8700 and P/J8725 are securely connected.**

Y N
Connect P/J8700 and P/J8725 securely.

Check for an open or short circuit between P/J8700 and P/J8725. **The wires between P/J8700 and P/J8725 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8700-9 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +5VDC circuit.

Measure the voltage between Finisher PWB P/J8700-2 (+) and GND (-). Block and unblock the Eject Home Sensor with a piece of paper. **The voltage changes.**

Y N
Replace the Eject Home Sensor (PL 22.10).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Enter [012-054] and [012-056] alternately. **The Eject Motor rotates.**

Y N
Check the connections of P/J8706 and P/J8741. **P/J8706 and P/J8741 are securely connected.**

Y N
Connect P/J8706 and P/J8741 securely.

Check for an open or short circuit between P/J8706 and P/J8741. **The wires between P/J8706 and P/J8741 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB P/J8706-13 (+) and GND (-), and between P/J8706-15 (+) and GND (-). **Each voltage is approx. +24VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +24VDC circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

Replace the Eject Motor (PL 22.9). If the problem continues, replace the Finisher PWB (PL 22.7).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (PL 22.7).

012-283 (Integrated Finisher) Set Clamp Home Sensor ON Fail RAP

BSD-ON: BSD 12.7 - Integrated Finisher Set Eject (2 of 2)

In the initialize operations each at Power On, when Interlock closed and at the start of a job, and in the Set Clamp Motor's ejecting operation, the Set Clamp Home Sensor was not detected turning On within a specified time after the start of the Set Clamp Motor operation.

Initial Actions

- Check the Set Clamp Home Sensor is properly installed and has no foreign object and that the actuator is not broken.
- Power Off/ON.

Procedure

Check the Set Clamp mechanism for a deformed or broken part and not-seated belts. **The mechanism is free from defects and belt damage.**

Y N
Repair the Set Clamp mechanism.

Enter **Component Control** [012-251]. Rotate the Set Clamp Shaft by hand to block and unblock the Set Clamp Home Sensor. **The display changes.**

Y N
Check the connections of **P/J8707, P/J8742B, P/J8742A and P/J8723. P/J8707, P/J8742B, P/J8742A and P/J8723 are securely connected.**

Y N
Connect **P/J8707, P/J8742B, P/J8742A and P/J8723** securely.

Check for an open or short circuit between **P/J8707 and J8742B**, and between **J8742A and P/J8723. The wires between P/J8707 and J8742B and between J8742A and P/J8723 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB **P/J8707-9 (+) and GND (-). The voltage is approx. +5VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +5VDC circuit.

Measure the voltage between Finisher PWB **P/J8707-8 (+) and GND (-)**. Rotate the Set Clamp Shaft by hand to block and unblock the Set Clamp Home Sensor. **The voltage changes.**

Y N
Replace the Set Clamp Home Sensor (**PL 22.4**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

Enter [012-017]. **The Set Clamp Motor rotates.**

Y N
Check the connections of **P/J8708 and P/J8740. P/J8708 and P/J8740 are securely connected.**

Y N
Connect **P/J8708 and P/J8740** securely.

Check for an open or short circuit between **P/J8708 and P/J8740. The wires between P/J8708 and P/J8740 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB **P/J8708-9 (+) and GND (-)**, and between **P/J8708-11 (+) and GND (-). Each voltage is approx. +24VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +24VDC circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

Replace the Set Clamp Motor (**PL 22.9**). If the problem continues, replace the Finisher PWB (**PL 22.7**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

012-284 (Integrated Finisher) Set Clamp Home Sensor OFF Fail RAP

BSD-ON: BSD 12.7 - Integrated Finisher Set Eject (2 of 2)

In the initialize operations each at Power On, when Interlock closed and at the start of a job, and in the Set Clamp Motor's ejecting operation, the Set Clamp Home Sensor was not detected turning Off within a specified time after the start of the Set Clamp Motor operation.

Initial Actions

- Check the Set Clamp Home Sensor is properly installed and has no foreign object and that the actuator is not broken.
- Power Off/ON.

Procedure

Check the Set Clamp mechanism for a deformed or broken part and not-seated belts. **The mechanism is free from defects and belt damage.**

Y N
Repair the Set CLamp mechanism.

Enter **Component Control** [012-251]. Rotate the Set Clamp Shaft by hand to block and unblock the Set Clamp Home Sensor. **The display changes.**

Y N
Check the connections of **P/J8707, P/J8742B, P/J8742A and P/J8723. P/J8707, P/J8742B, P/J8742A and P/J8723 are securely connected.**

Y N
Connect **P/J8707, P/J8742B, P/J8742A and P/J8723** securely.

Check for an open or short circuit between **P/J8707 and J8742B**, and between **J8742A and P/J8723. The wires between P/J8707 and J8742B and between J8742A and P/J8723 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB **P/J8707-9 (+) and GND (-). The voltage is approx. +5VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +5VDC circuit.

Measure the voltage between Finisher PWB **P/J8707-8 (+) and GND (-)**. Rotate the Set Clamp Shaft by hand to block and unblock the acceptance surface of the Set Clamp Home Sensor. **The voltage changes normally.**

Y N
Replace the Set Clamp Home Sensor (**PL 22.4**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

Enter [012-017]. **The Set Clamp Motor rotates.**

Y N
Check the connections of **P/J8708 and P/J8740. P/J8708 and P/J8740 are securely connected.**

Y N
Connect **P/J8708 and P/J8740** securely.

Check for an open or short circuit between **P/J8708 and P/J8740. The wires between P/J8708 and P/J8740 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB **P/J8708-9 (+) and GND (-)**, and between **P/J8708-11 (+) and GND (-). Each voltage is approx. +24VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +24VDC circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

Replace the Set Clamp Motor (**PL 22.9**). If the problem continues, replace the Finisher PWB (**PL 22.7**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

012-291 (Integrated Finisher) Stapler Fail RAP

BSD-ON: [BSD 12.5 - Integrated Finisher Staple Control](#)

Within a specified time after the Staple Motor started rotating in reverse direction, the Staple Head Home Sensor was never detected turning On.

Initial Actions

- Check that the Staple Assembly and the Cartridge are properly installed, not broken and include no foreign objects.
- Power Off/ON.

Procedure

Enter [Component Control](#) [012-046] and [012-047] alternately. **The Staple Motor rotates.**

Y N
Check the connections of [P/J8705](#) and [P/J8735](#). **P/J8705 and P/J8735 are securely connected.**

Y N
Connect [P/J8705](#) and [P/J8735](#) securely.

Check for an open or short circuit between [P/J8705](#) and [P/J8735](#). **The wires between P/J8705 and P/J8735 are OK.**

Y N
Repair the open wire or short circuit.

Enter [012-046] and [012-047] alternately. Measure the voltages between Finisher PWB [P/J8705](#)-3, 4, 5, 6 (+) and GND (-). **Each voltage changes.**

Y N
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#))

Replace the Staple Assembly ([PL 22.4](#)).

Enter [012-046] and [012-047] alternately. **The display changes.**

Y N
Check the connections of [P/J8701](#) and [P/J8731](#). **P/J8701 and P/J8731 are securely connected.**

Y N
Connect [P/J8701](#) and [P/J8731](#) securely.

Check for an open or short circuit between [P/J8701](#) and [P/J8731](#). **The wires between P/J8701 and P/J8731 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8701](#)-9 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

A B
Measure the voltage between Finisher PWB [P/J8731](#)-5 (+) and GND (-). Enter [012-046] and [012-047] alternately. **The voltage changes.**

Y N
Replace the Staple Assembly ([PL 22.4](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-301 (Integrated Finisher) Top Cover Interlock OPEN RAP

BSD-ON: [BSD 12.1 - Integrated Finisher DC Power and Interlock Switching](#)

The Top Cover Interlock Open was detected.

Initial Actions

- Check that the Top Cover can be opened and closed.
- Check the Finisher Top Cover Interlock Sensor and the Finisher Top Cover Interlock +24V Switch are properly installed, not broken, and have no foreign objects
- Power Off/ON.

Procedure

Check the following;

- Top Cover installation
- Finisher Top Cover Interlock Sensor for damage
- Finisher Top Cover Interlock +24V Switch actuator for any damage

These parts are in normal condition.

Y N
Repair or replace any of the parts that has a defect.

Enter [Component Control](#) [012-300]. Open and close the Top Cover to block and unblock the Finisher Top Cover Interlock Sensor. **The display changes.**

Y N
Check the connections of [P/J8701](#) and [P/J8730](#). **[P/J8701](#) and [P/J8730](#) are securely connected.**

Y N
Connect [P/J8701](#) and [P/J8730](#) securely.

Check for an open or short circuit between [P/J8701](#) and [P/J8730](#). **The wires between [P/J8701](#) and [P/J8730](#) are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8701-3](#) (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +5VDC circuit.

Measure the voltage between Finisher PWB [P/J8701-2](#) (+) and GND (-). Open and close the Top Cover to block and unblock the Finisher Top Cover Interlock Sensor. **The voltage changes.**

Y N
Replace the Finisher Top Cover Interlock Sensor ([PL 22.3](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

A
Measure the voltage between Finisher PWB [P/J8702-1](#) (+) and GND (-). **The voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-302 (Integrated Finisher) Front Cover Interlock OPEN RAP

BSD-ON: [BSD 12.1 - Integrated Finisher DC Power and Interlock Switching](#)

The Front Cover Interlock Open was detected.

Initial Actions

- Check that the Top Cover can be opened and closed.
- Check that the Finisher Front Interlock Switch is properly installed, not broken, and has no foreign object.
- Power Off/ON.

Procedure

Check the following;

- Front Cover installation
- hinges for any damage
- Finisher Top Cover Interlock Sensor for any damage

These above parts are OK.

Y N
Repair or replace any of the parts that are defected.

Enter [Component Control](#) [012-302]. Open and close the Front Cover to turn On and Off the Finisher Front Interlock Switch. **The display changes.**

Y N
Connect the connections of [P/J8702](#) and [P/J8733](#). **P/J8702 and P/J8733 are securely connected.**

Y N
Connect [P/J8702](#) and [P/J8733](#) securely.

Check for an open or short circuit between [P/J8702](#) and [P/J8733](#). **The wires between P/J8702 and P/J8733 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB [P/J8702-4 \(+\)](#) and GND (-). Open and close the Front Cover to turn On and Off the Finisher Front Interlock Switch. **The voltage changes.**

Y N
Replace the Finisher Front Interlock Switch ([PL 22.7](#)).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

Measure the voltage between Finisher PWB [P/J8702-1 \(+\)](#) and (-). **The voltage is approx. +24VDC.**

Y N
Go to [Integrated Finisher Wirenets](#) and check the +24VDC circuit.

A
Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 22.7](#)).

012-903 (Integrated Finisher) Paper Remains at Compiler Exit Sensor RAP

BSD-ON: [BSD 12.3 - Integrated Finisher Transportation](#)

- At Power On, the Compiler Exit Sensor detected paper.
- While the Main Motor was operating at initialization at Power On, the Compiler Exit Sensor detected paper.
- When the Cycle down operation at the end of a job was complete, the Compiler Exit Sensor was On.

Initial Actions

- Check the power supply voltage at the customer site for a drop.
- Check the Compiler Exit Sensor is properly installed and free from foreign objects and that the actuator is not binding.
- Power Off/ON.

Procedure

Check for paper remaining on the Compiler Exit Sensor and how it is installed. **The sensor is properly installed with no paper left there.**

Y N
Remove the remaining paper and reinstall the sensor properly.

Enter **Component Control** [012-150]. Actuate the Compiler Exit Sensor. **The display changes.**

Y N
Check the connections of **P/J8709** and **P/J8728**. **P/J8709** and **P/J8728** are securely connected.

Y N
Connect **P/J8709** and **P/J8728**.

Check for an open or short circuit between **P/J8709** and **P/J8728**. **The wires between P/J8709 and P/J8728 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between Finisher PWB **P/J8709-3 (+)** and GND (-). **The voltage is approx.+5VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +5VDC circuit.

Measure the voltage between Finisher PWB **P/J8709-2 (+)** and GND (-). Actuate the Compiler Exit Sensor. **The voltage changes.**

Y N
Replace the Compiler Exit Sensor (**PL 22.5**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

012-935 (Integrated Finisher) Paper Remains at Entrance Sensor RAP

BSD-ON: [BSD 12.3 Integrated Finisher Transportation](#)

- At Power On the Finisher Entrance Sensor detected paper.
- While the Main Motor was operating at initialization at Power On, the Finisher Entrance Sensor detected paper.
- When the Cycle down operation at the end of a job was complete, the Finisher Entrance Sensor was On.

Initial Actions

- Check the power supply voltage at the customer site for a drop.
- Check the Finisher Entrance Sensor is properly installed and free from foreign objects and that the actuator is not binding.
- Power Off/ON.

Procedure

Check for paper remaining on the Finisher Entrance Sensor and how it is installed. **The sensor is properly installed and free from paper.**

Y N
Remove the remaining paper and reinstall the sensor properly.

Enter **Component Control** [012-140]. Move the Finisher Entrance Sensor actuator by hand or with a piece of paper. **The display changes.**

Y N
Check the connections of **P/J8709** and **P/J8729**. **P/J8709** and **P/J8729** are securely connected.

Y N
Connect **P/J8709** and **P/J8729** securely.

Check for an open or short circuit between **P/J8709** and **P/J8729**. **The wire between P/J8709 and P/J8729 are OK.**

Y N
Repair the open or short circuit.

Measure the voltage between **P/J8709-6 (+)** on the Finisher PWB and GND (-). **The voltage is approx. +5VDC.**

Y N
Go to **Integrated Finisher Wirenets** and check the +5VDC circuit.

Measure the voltage between **P/J8709-5 (+)** on the Finisher PWB and GND (-). Actuate the Finisher Entrance Sensor. **The voltage changes.**

Y N
Replace the Finisher Entrance Sensor (**PL 22.5**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB (**PL 22.7**).

012-111 H-Transport Entrance Sensor Off Jam A RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

The H-Transport Entrance Sensor did not turn off within the specified time after it turned on.

Procedure

Check the H-Transport Drive Rolls ([PL 23.4](#)) and Pinch Rolls ([PL 23.3](#)) for wear or contamination. Check for obstructions or damage in the paper path. **The Paper Path is OK.**

Y N
Clean or replace as required.

Execute [Component Control](#) [012-190], H-Transport Entrance Sensor. Actuate the H-Transport Entrance Sensor ([PL 23.4](#)). **The display changes.**

Y N
Check the wire between [J8861](#) pin 2 and [J8897](#) pin 6 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [J8897](#), pins 4 and 5 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [J8897](#), pin 6 on the Finisher PWB and GND. Actuate the H-Transport Entrance Sensor. **The voltage changes.**

Y N
Replace the H-Transport Entrance Sensor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Power OFF. Open the H-Transport Top Cover. Cheat the H-Transport Interlock Sensor. Power ON. **The H-Transport Belt rotates.**

Y N
Check the wires between [P/J8862](#) on the H-Transport Motor and [J8897](#) on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair/reconnect as required.

Measure the resistance of the H-Transport Motor between each pin [P/J8862-1/2/5/6](#). **The resistance is approx. 20 Ohm.**

Y N
Replace the H-Transport Motor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)). If the problem persists, replace the H-Transport Motor ([PL 23.4](#)).

Check the H-Transport Entrance Sensor and H-Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-112 H-Transport Entrance Sensor On Jam A RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

After the Fuser Exit Sensor turned on, the H-Transport Entrance Sensor did not turn on within the specified time.

Procedure

Check the H-Transport Drive Rolls ([PL 23.4](#)) and Pinch Rolls ([PL 23.3](#)) for wear or contamination. Check for obstructions or damage in the paper path. **The Paper Path is OK.**

Y N
Clean or replace as required.

Execute [Component Control](#) [012-190], H-Transport Entrance Sensor. Actuate the H-Transport Entrance Sensor ([PL 23.4](#)). **The display changes.**

Y N
Check the wire between [J8861](#) pin 2 and [J8897](#) pin 6 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [J8897](#), pins 4 and 5 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [J8897](#), pin 6 on the Finisher PWB and GND. Actuate the H-Transport Entrance Sensor. **The voltage changes.**

Y N
Replace the H-Transport Entrance Sensor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Power OFF. Open the H-Transport Top Cover. Cheat the H-Transport Interlock Sensor. Power ON. **The H-Transport Belt rotates.**

Y N
Check the wires between [P/J8862](#) on the H-Transport Motor and [J8897](#) on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair/reconnect as required.

Measure the resistance of the H-Transport Motor between each pin [P/J8862-1/2/5/6](#). **The resistance is approx. 20 Ohm.**

Y N
Replace the H-Transport Motor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)). If the problem persists, replace the H-Transport Motor ([PL 23.4](#)).

Check the H-Transport Entrance Sensor and H-Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-126 H-Transport Entrance Sensor Off Jam B RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

After the H-Transport Entrance Sensor turned On, the H-Transport Entrance Sensor did not turn Off within the specified time.

Procedure

Check the H-Transport Drive Rolls ([PL 23.4](#)) and Pinch Rolls ([PL 23.3](#)) for wear or contamination. Check for obstructions or damage in the paper path. **The Rolls and Paper Path are OK.**

Y N
Clean or replace as required.

Execute [Component Control](#) [012-190], H-Transport Entrance Sensor. Actuate the H-Transport Entrance Sensor ([PL 23.4](#)). **The display changes.**

Y N
Check the wire between [J8861](#) pin 2 and [J8897](#) pin 6 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [J8897](#), pins 4 and 5 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [J8897](#), pin 6 on the Finisher PWB and GND. Actuate the H-Transport Entrance Sensor. **The voltage changes.**

Y N
Replace the H-Transport Entrance Sensor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Power OFF. Open the H-Transport Top Cover. Cheat the H-Transport Interlock Sensor. Power ON. **The H-Transport Belt rotates.**

Y N
Check the wires between [P/J8862](#) on the H-Transport Motor and [J8897](#) on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair/reconnect as required.

Measure the resistance of the H-Transport Motor between each pin [P/J8862-1/2/5/6](#). **The resistance is approx. 20 Ohm.**

Y N
Replace the H-Transport Motor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)). If the problem persists, replace the H-Transport Motor ([PL 23.4](#)).

Check the H-Transport Entrance Sensor and H-Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-131 H-Transport Entrance Sensor On Jam B RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

After the Fuser Exit Sensor turned On, the H-Transport Entrance Sensor did not turn On within the specified time.

Procedure

Check the H-Transport Drive Rolls ([PL 23.4](#)) and Pinch Rolls ([PL 23.3](#)) for wear or contamination. Check for obstructions or damage in the paper path. **The Rolls and Paper Path are OK.**

Y N
Clean or replace as required.

Execute [Component Control](#) [012-190], H-Transport Entrance Sensor. Actuate the H-Transport Entrance Sensor ([PL 23.4](#)). **The display changes.**

Y N
Check the wire between [J8861](#) pin 2 and [J8897](#) pin 6 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [J8897](#), pins 4 and 5 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [J8897](#), pin 6 on the Finisher PWB and GND. Actuate the H-Transport Entrance Sensor. **The voltage changes.**

Y N
Replace the H-Transport Entrance Sensor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Power OFF. Open the H-Transport Top Cover. Cheat the H-Transport Interlock Sensor. Power ON. **The H-Transport Belt rotates.**

Y N
Check the wires between [P/J8862](#) on the H-Transport Motor and [J8897](#) on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair/reconnect as required.

Measure the resistance of the H-Transport Motor between each pin [P/J8862-1/2/5/6](#). **The resistance is approx. 20 Ohm.**

Y N
Replace the H-Transport Motor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)). If the problem persists, replace the H-Transport Motor ([PL 23.4](#)).

Check the H-Transport Entrance Sensor and H-Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-132 Finisher Entrance Sensor On Jam RAP (LX)

BSD-ON: [BSD 12.16 - Office Finisher LX Transportation](#)

After the Fuser Exit Sensor turned On, the Finisher Entrance Sensor did not turn On within the specified time.

Procedure

Execute **Component Control** [012-100], Finisher Entrance Sensor. Actuate the Finisher Entrance Sensor (PL 23.14). **The display changes.**

- Y N
| Check the wire between J8868 pin 2 and P/J8988 pin 2 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
- Y N
| Repair/reconnect as required.
- Measure the voltage between P/J8988, pins 3 and 1 on the Finisher PWB. **The voltage is approx. P/J8988 +5VDC.**
- Y N
| Replace the Finisher PWB (PL 23.16).
- Measure the voltage between P/J8988, pin 2 on the Finisher PWB and GND. Actuate the Finisher Entrance Sensor. **The voltage changes.**
- Y N
| Replace the Finisher Entrance Sensor (PL 23.14).
- Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-038], Transport Motor. **The Transport Motor rotates.**

- Y N
| Check the wires between P/J8879 on the Transport Motor and P/J8983 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**
- Y N
| Repair/reconnect as required.
- Measure the resistance of the Transport Motor between each pin P/J8879-1/2/5/6. **The resistance is approx. 20 Ohm.**
- Y N
| Replace the Transport Motor (PL 23.13).
- Replace the Finisher PWB (PL 23.16). If the problem persists, replace the Transport Motor (PL 23.13).

Check the Entrance Roller, Paddle Shaft and Eject Belt for wear, damage or contamination (PL 23.13).

Check the Finisher Entrance Sensor and Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB (PL 23.16).

012-151 Compiler Exit Sensor Off Jam RAP (LX)

BSD-ON: [BSD 12.16 - Office Finisher LX Transportation](#)

After the Compiler Exit Sensor turned On, the Compiler Exit Sensor did not turn Off within the specified time.

Procedure

Execute **Component Control** [012-150], Compiler Exit Sensor. Actuate the Compiler Exit Sensor (PL 23.14). **The display changes.**

- Y N
| Check the wire between J8869 pin 2 and P/J8988 pin 5 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
- Y N
| Repair/reconnect as required.
- Measure the voltage between P/J8988, pins 6 and 4 on the Finisher PWB. **The voltage is approx. +5VDC.**
- Y N
| Replace the Finisher PWB (PL 23.16).
- Measure the voltage between P/J8988, pin 5 on the Finisher PWB and GND. Actuate the Compiler Exit Sensor. **The voltage changes.**
- Y N
| Replace the Compiler Exit Sensor (PL 23.4).
- Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-038], Transport Motor. **The Transport Motor rotates.**

- Y N
| Check the wires between P/J8879 on the Transport Motor and P/J8983 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**
- Y N
| Repair/reconnect as required.
- Measure the resistance of the Transport Motor between each pin P/J8879-1/2/5/6. **The resistance is approx. 20 Ohm.**
- Y N
| Replace the Transport Motor (PL 23.13).
- Replace the Finisher PWB (PL 23.16). If the problem persists, replace the Transport Motor (PL 23.13).

Check the Exit Roller, Paddle Shaft and Eject Belt for wear, damage or contamination (PL 23.13).

Check the Compiler Exit Sensor and Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB (PL 23.16).

012-152 Compiler Exit Sensor On Jam RAP (LX)

BSD-ON: [BSD 12.16 - Office Finisher LX Transportation](#)

After the H-Transport Exit Sensor turned On, the Compiler Exit Sensor did not turn On within the specified time.

Initial Actions

- Ensure that Chute Assembly (PL 23.14 Item 16) is present and properly installed.
- Power OFF/ON

Procedure

Execute **Component Control** [012-150], Compiler Exit Sensor. Actuate the Compiler Exit Sensor (PL 23.14). **The display changes.**

Y N
Check the wire between J8869 pin 2 and P/J8988 pin 5 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
Y N
Repair/reconnect as required.
Measure the voltage between P/J8988, pins 6 and 4 on the Finisher PWB. **The voltage is approx. +5VDC.**
Y N
Replace the Finisher PWB (PL 23.16).
Measure the voltage between P/J8988, pin 5 on the Finisher PWB and GND. Actuate the Compiler Exit Sensor. **The voltage changes.**
Y N
Replace the Compiler Exit Sensor (PL 23.14).
Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-038], Transport Motor. **The Transport Motor rotates.**

Y N
Check the wires between P/J8879 on the Transport Motor and P/J8983 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wires are OK.**
Y N
Repair/reconnect as required.
Measure the resistance of the Transport Motor between each pin P/J8879-1/2/5/6. **The resistance is approx. 20 Ohm.**
Y N
Replace the Transport Motor (PL 23.13).
Replace the Finisher PWB (PL 23.16). If the problem persists, replace the Transport Motor (PL 23.13).

Check the Exit Roller, Entrance Roller, Paddle Shaft and Eject Belt for wear, damage or contamination (PL 23.13).

Check the Compiler Exit Sensor and Transport Motor circuits for an intermittent condition. If the problem continues, replace the Finisher PWB (PL 23.16).

012-161 Finisher Set Eject Jam RAP (LX)

BSD-ON: [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)

BSD-ON: [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#)

After the Eject Motor turned On, the Compiler Tray No Paper Sensor did not turn Off within the specified time.

Procedure

Enter **Component Control** [012-151], Compiler Tray No Paper Sensor. Select **Start**. Actuate the Compiler Tray No Paper Sensor. **The display changes.**

Y N
Check the wire between J8880 pin 2 and P/J8994 pin 2 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
Y N
Repair/reconnect as required.
Measure the voltage between P/J8994 pins 3 and 1 on the Finisher PWB. **The voltage is approx. +5VDC.**
Y N
Replace the Finisher PWB (PL 23.16).
Measure the voltage between P/J8994 pin 2 on the Finisher PWB and GND ([BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)) Actuate the Compiler Tray No Paper Sensor. **The voltage changes.**
Y N
Replace the Compiler Tray No Paper Sensor (PL 23.12).
Replace the Finisher PWB (PL 23.16).

Alternately execute **Component Control** [012-054 Eject Motor FORWARD LO] and **Component Control** [012-055 Eject Motor FORWARD HI]. **The Eject Motor starts up.**

Y N
Check the wires between P/J8878 on the Eject Motor and P/J8983 on the Finisher PWB ([BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#)) for an open or short circuit, or a loose or damaged connector. **The wires are OK.**
Y N
Repair/reconnect as required.
Measure the resistance of the Eject Motor between each point of P/J8878-1/3/4/6. **The resistance is approx. 20 Ohm.**
Y N
Replace the Eject Motor (PL 23.11).
Replace the Eject Motor (PL 23.11). If the problem persists, replace the Finisher PWB (PL 23.16).

Check the Exit Roller, Entrance Roller, Paddle Shaft and Eject Belt for wear, damage or contamination (PL 23.13).

Check the Compiler Tray No Paper Sensor and Eject Motor circuits for an intermittent condition.

If the problem continues, replace the Finisher PWB (PL 23.16).

012-211 Stacker Tray Failure RAP (LX)

BSD-ON: [BSD 12.24 - Office Finisher LX Stacker Tray Control](#)

Stack Height Sensor 1 is not ON within the specified time after stacker tray starts elevating. While Stacker Tray is elevating or lowering, the state of the Encoder Sensor does not change within the specified time.

Initial Actions

- Check for obstructions under the tray.
- Check the operation of the Stacker Height Sensor 1 actuator.
- Check the tray raise/lower mechanism for damage or contamination.

Procedure

Execute [Component Control](#) [012-264], Stacker Height Sensor 1. Actuate the Stacker Height Sensor 1. **The display changes.**

Y N

Check the wire between [J8873](#) pin 2 and [P/J8988](#) pin 17 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N

Repair/reconnect as required.

Measure the voltage between [P/J8988](#), pins 16 and 18 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N

Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8988](#), pin 17 on the Finisher PWB and GND. Actuate the Stacker Height Sensor 1. **The voltage changes.**

Y N

Replace the Stacker Height Sensor 1 ([PL 23.11](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Execute [Component Control](#) [012-263], Stacker Encoder Sensor. Manually rotate the Encoder ([PL 23.7](#)) to block and unblock the sensor. **The display changes.**

Y N

Check the wire between [J8875](#) pin 2 and [P/J8988](#) pin 23 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N

Repair/reconnect as required.

Measure the voltage between [P/J8988](#), pins 22 and 24 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N

Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8988](#), pin 23 on the Finisher PWB and GND. Manually rotate the Encoder ([PL 23.7](#)) to block and unblock the Stacker Encoder Sensor. **The voltage changes.**

A

Y N
Replace the Stacker Encoder Sensor (PL 23.7).

Replace the Finisher PWB (PL 23.16).

Alternately execute **Component Control** [012-060], Stacker Motor Up, and [012-061], Stacker Motor Down. **The Stacker Motor (PL 23.7) Moves.**

Y N
There is +24 VDC from P/J8986 pin 12 to GND (BSD 12.24 - Office Finisher LX Stacker Tray Control)

Y N
Go to **BSD 12.24 - Office Finisher LX Stacker Tray Control** and check the circuit of the Option Switch (PL 23.9). Repair/reconnect as required.

Check the wires between P/J8986 pins 11 and 12, and the Stacker Motor for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair/reconnect as required.

Replace the Stacker Elevator Motor (PL 23.7). If the problem persists, replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-212 Stacker Tray Upper Limit Failure RAP (LX)

BSD-ON: BSD 12.24 - Office Finisher LX Stacker Tray Control

The stacker has continued to elevate after the defined period of time has passed since Stacker No Paper Sensor is ON during stacker elevation.

Initial Actions

- Check for obstructions under the tray.
- Check the operation of the Stacker Height Sensor actuators.
- Check the tray raise/lower mechanism for damage or contamination.

Procedure

Execute **Component Control** [012-264], Stacker Height Sensor 1. Actuate the Stacker Height Sensor 1. **The display changes.**

Y N
Check the wire between J8873 pin 2 and P/J8988 pin 17 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 16 and 18 on the Finisher PWB (**BSD 12.24 - Office Finisher LX Stacker Tray Control**). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 17 on the Finisher PWB and GND **BSD 12.24 - Office Finisher LX Stacker Tray Control**. Actuate the Stacker Height Sensor 1. **The voltage changes.**

Y N
Replace the Stacker Height Sensor 1 (PL 23.11).

Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-265], Stacker Height Sensor 2. Block and unblock the Stacker Height Sensor 2. **The display changes.**

Y N
Check the wire between J8874 pin 2 and P/J8988 pin 20 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 19 and 21 on the Finisher PWB (**BSD 12.24 - Office Finisher LX Stacker Tray Control**). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 20 on the Finisher PWB and GND (**BSD 12.24 - Office Finisher LX Stacker Tray Control**). Actuate the Stacker Height Sensor 1. **The voltage changes.**

A

A

Y N
Replace the Stacker Height Sensor 2 (PL 23.11).

Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-263], Stacker Encoder Sensor. Manually rotate the Encoder (PL 23.7) to block and unblock the sensor. **The display changes.**

Y N
Check the wire between J8875 pin 2 and P/J8988 pin 23 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 22 and 24 on the Finisher PWB (BSD 12.24 - Office Finisher LX Stacker Tray Control). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 23 on the Finisher PWB and GND BSD 12.24 - Office Finisher LX Stacker Tray Control. Manually rotate the Encoder (PL 23.7) to block and unblock the Stacker Encoder Sensor. **The voltage changes.**

Y N
Replace the Stacker Encoder Sensor (PL 23.7).

Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-262], Stacker No Paper Sensor. Block and unblock the Sensor (PL 23.7). **The display changes.**

Y N
Check the wire between J8872 pin 2 and P/J8988 pin 14 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 13 and 15 on the Finisher PWB BSD 12.24 - Office Finisher LX Stacker Tray Control. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 14 on the Finisher PWB and GND BSD 12.24 - Office Finisher LX Stacker Tray Control. Actuate the Stacker No Paper Sensor. **The voltage changes.**

Y N
Replace the Stacker No Paper Sensor (PL 23.7).

Replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-213 Stacker Tray Lower Limit Failure RAP (LX)

BSD-ON: BSD 12.24 - Office Finisher LX Stacker Tray Control

Stacker descended lower than normal levels, below low limit height.

Initial Actions

- Check for obstructions under the tray.
- Check the operation of the Stacker Height Sensor actuators.
- Check the tray raise/lower mechanism for damage or contamination.

Procedure

Execute **Component Control** [012-264], Stacker Height Sensor 1. Actuate the Stacker Height Sensor 1. **The display changes.**

Y N
Check the wire between J8873 pin 2 and P/J8988 pin 17 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 16 and 18 on the Finisher PWB (BSD 12.24 - Office Finisher LX Stacker Tray Control). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 17 on the Finisher PWB and GND (BSD 12.24 - Office Finisher LX Stacker Tray Control). Actuate the Stacker Height Sensor 1. **The voltage changes.**

Y N
Replace the Stacker Height Sensor 1 (PL 23.11).

Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-265], Stacker Height Sensor 2. Block and unblock the Stacker Height Sensor 2. **The display changes.**

Y N
Check the wire between J8874 pin 2 and P/J8988 pin 20 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 19 and 21 on the Finisher BSD 12.24 - Office Finisher LX Stacker Tray Control **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 20 on the Finisher PWB and GND BSD 12.24 - Office Finisher LX Stacker Tray Control. Actuate the Stacker Height Sensor 1. **The voltage changes.**

Y N
Replace the Stacker Height Sensor 2 (PL 23.11).

A

B

Initial Issue

WorkCentre 5335 Family Service Documentation

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2-111

Status Indicator RAPs
012-212, 012-213

BUS Updated 12/2011

A B
Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-263], Stacker Encoder Sensor. Manually rotate the Encoder (PL 23.7) to block and unblock the sensor. **The display changes.**

Y N
Check the wire between J8875 pin 2 and P/J8988 pin 23 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 22 and 24 on the Finisher PWB (BSD 12.24 - Office Finisher LX Stacker Tray Control). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 23 on the Finisher PWB and GND (BSD 12.24 - Office Finisher LX Stacker Tray Control). Manually rotate the Encoder (PL 23.7) to block and unblock the Stacker Encoder Sensor. **The voltage changes.**

Y N
Replace the Stacker Encoder Sensor (PL 23.7).

Replace the Finisher PWB (PL 23.16).

Execute **Component Control** [012-262], Stacker No Paper Sensor. Block and unblock the Sensor (PL 23.7). **The display changes.**

Y N
Check the wire between J8872 pin 2 and P/J8988 pin 14 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8988, pins 13 and 15 on the Finisher PWB (BSD 12.24 - Office Finisher LX Stacker Tray Control). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8988, pin 14 on the Finisher PWB and GND (BSD 12.24 - Office Finisher LX Stacker Tray Control). Actuate the Stacker No Paper Sensor. **The voltage changes.**

Y N
Replace the Stacker No Paper Sensor (PL 23.7).

Replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-221 Front Tamper Home Sensor On Failure RAP (LX)

BSD-ON: [BSD 12.18 - Office Finisher LX Tamping & Offset \(1 of 2\)](#)

BSD-ON: [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)

BSD-ON: [BSD 12.12 - Office Finisher LX Interlock Switching](#)

After the Front Tamper started moving to the home position, the Front Tamper Home Sensor did not turn On within 800ms.

Procedure

Manually operate the Tamper mechanism. **The Tamper mechanism moves smoothly.**

Y N
Replace the parts that are interfering with operation.

Execute **Component Control** [012-220], Front Tamper Home Sensor. Manually operate the Tamper mechanism to block and unblock the sensor. **The display changes.**

Y N
Check the wire between J8881 pin 2 and P/J8994 pin 5 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8994, pins 6 and 4 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between P/J8994, pin 5 on the Finisher PWB and GND. Manually operate the Tamper mechanism to block and unblock the Front Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Front Tamper Home Sensor (PL 23.12).

Replace the Finisher PWB (PL 23.16).

Alternately execute **Component Control** [012-020], Front Tamper Motor Front and [012-023], Front Tamper Motor Rear. **The Front Tamper Motor moves.**

Y N
There is +24 VDC from P/J8994 pin 19 on the Finisher PWB to GND

Y N
There is +24 VDC from J8982 pin 4 on the Finisher PWB to GND.

Y N
Go to [BSD 12.12 - Office Finisher LX Interlock Switching](#) and check the +24V circuit feeding pin 4. Repair/reconnect as required.

Replace the Finisher PWB (PL 23.16).

Check the wires between P/J8994, pins 18 ~ 22 on the Finisher PWB, and the Front Tamper Motor P/J8884 for an open or short circuit, or a loose or damaged connector.

The wires are OK.

A

Y N

Repair/reconnect as required.

Replace the front Tamper Motor (PL 23.12). If the problem persists, replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-223 Front Tamper Home Sensor Off Failure RAP (LX)

BSD-ON: [BSD 12.18 - Office Finisher LX Tamping & Offset \(1 of 2\)](#)

BSD-ON: [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)

BSD-ON: [BSD 12.12 - Office Finisher LX Interlock Switching](#)

After the Front Tamper started moving away from the home position, the Front Tamper Home Sensor did not turn Off within the specified time.

Procedure

Manually operate the Tamper mechanism. **The Tamper mechanism moves smoothly.**

Y N

Replace the parts that are interfering with operation.

Execute [Component Control](#) [012-220], Front Tamper Home Sensor. Manually operate the Tamper mechanism to block and unblock the sensor. **The display changes.**

Y N

Check the wire between [J8881](#) pin 2 and [P/J8994](#) pin 5 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N

Repair/reconnect as required.

Measure the voltage between [P/J8994](#), pins 6 and 4 on the Finisher PWB [BSD 12.18 - Office Finisher LX Tamping & Offset \(1 of 2\)](#). **The voltage is approx. +5VDC.**

Y N

Replace the Finisher PWB (PL 23.16).

Measure the voltage between [P/J8994](#), pin 5 on the Finisher PWB and GND ([BSD 12.18 - Office Finisher LX Tamping & Offset \(1 of 2\)](#)). Manually operate the Tamper mechanism to block and unblock the Front Tamper Home Sensor. **The voltage changes.**

Y N

Replace the Front Tamper Home Sensor (PL 23.12).

Replace the Finisher PWB (PL 23.16).

Alternately execute [Component Control](#) [012-020], Front Tamper Motor Front and [012-023], Front Tamper Motor Rear. **The Front Tamper Motor moves.**

Y N

There is +24 VDC from [P/J8994](#) pin 19 on the Finisher PWB to GND

Y N

There is +24 VDC from [J8982](#) pin 4 on the Finisher PWB to GND

Y N

Go to [BSD 12.12 - Office Finisher LX Interlock Switching](#): [J8982](#) and check the +24V circuit feeding pin 4. Repair/reconnect as required.

Replace the Finisher PWB (PL 23.16).

Check the wires between [P/J8994](#), pins 18 ~ 22 on the Finisher PWB, and the Front Tamper Motor [P/J8884](#) for an open or short circuit, or a loose or damaged connector.

The wires are OK.

A

A

Y N
Repair/reconnect as required.

Replace the Front Tamper Motor (PL 23.12). If the problem persists, replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-224 Rear Tamper Home Sensor Off Failure RAP (LX)

BSD-ON: [BSD 12.18 - Office Finisher LX Tamping & Offset \(1 of 2\)](#)

BSD-ON: [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)

BSD-ON: [BSD 12.12 - Office Finisher LX Interlock Switching](#)

After the Rear Tamper started moving away from the home position, the Rear Tamper Home Sensor did not turn Off within the specified time.

Procedure

Manually operate the Tamper mechanism. **The Tamper mechanism moves smoothly.**

Y N
Replace the parts that are interfering with operation.

Execute [Component Control](#) [012-221], Rear Tamper Home Sensor. Manually operate the Tamper mechanism to block and unblock the sensor. **The display changes.**

Y N
Check the wire between [J8882](#) pin 2 and [P/J8994](#) pin 8 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [P/J8994](#), pins 9 and 7 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (PL 23.16).

Measure the voltage between [P/J8994](#), pin 8 on the Finisher PWB and GND. Manually operate the Tamper mechanism to block and unblock the Rear Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Rear Tamper Home Sensor (PL 23.12).

Replace the Finisher PWB (PL 23.16).

Alternately execute [Component Control](#) [012-026], Rear Tamper Motor Front and [012-029], Rear Tamper Motor Rear. **The Rear Tamper Motor moves.**

Y N
There is +24 VDC from [P/J8994](#) pin 19 on the Finisher PWB to GND

Y N
There is +24 VDC from [J8982](#) pin 4 on the Finisher PWB to GND

Y N
Go to [BSD 12.12 - Office Finisher LX Interlock Switching](#) and check the +24V circuit feeding pin 4. Repair/reconnect as required.

Replace the Finisher PWB (PL 23.16).

Check the wires between [P/J8994](#), pins 13 ~ 17 on the Finisher PWB, and the Rear Tamper Motor [P/J8883](#) for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

A

A

Y N

Repair/reconnect as required.

Replace the Rear Tamper Motor (PL 23.12). If the problem persists, replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-231 Punch Home Sensor On Fail RAP (LX)

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

The Punch Home Sensor did not turn ON within the specified time after the Punch Motor started running.

Initial Actions

Check the following:

- Punch Home Actuator for deformation
- Punch Home Sensor for proper installation
- Punch Home Sensor connectors
- Punch Motor for proper operation
- Punch Motor connectors

Procedure

Enter [Component Control](#) [12-074] and [12-078], Punch Motor (PL 23.5), alternately. **Select Start. The Punch Motor runs.**

Y N

Select **Stop**. Check circuit of the Punch Motor. Refer to [BSD 12.15 - Office Finisher LX Punch](#) to troubleshoot the Circuit.

Select **Stop**. Select [12-271], Punch Home Sensor (PL 23.5). Select **Start**. Actuate the sensor with a piece of paper. **The display changes.**

Y N

Go to [BSD 12.15 - Office Finisher LX Punch](#). Check circuit of the Punch Home Sensor.

Select **Stop**. If the problem continues, replace the Finisher PWB (PL 23.16).

012-243 Booklet Folder Home Sensor On Fail RAP (LX)

BSD-ON: [BSD 12.17 - Office Finisher LX Folding](#)

Folder Home Sensor is not turned on after the lapse of 500ms from Motor ON while Folder Knife is returning to Home.

Initial Actions

- The Folder Home Sensor for improper installation
- The Folder Home Sensor connectors for connection failure
- The Folder Knife Motor connectors for connection failure
- The Knife drive mechanism for a foreign substance

Procedure

Enter **Component Control** [013-022], Folder Knife Motor FWD and [013-023], Folder Knife Motor REV alternately. Select **Start**. **The Fold Knife Motor energizes.**

Y N
Select **Stop**. Refer to ([BSD 12.17 - Office Finisher LX Folding](#)). Check continuity between the Booklet Folder Knife Motor (P/J8905) and the Finisher PWB (P8985), and between the Booklet PWB (P/J8994) and the Finisher PWB (P8985). **The continuity check is OK.**

Y N
Repair the open circuit or short circuit.

Replace the Booklet Folder Knife Motor ([PL 23.15](#)). If the problem continues, replace the Booklet PWB ([PL 23.21](#)).

Select **Stop**. Enter [13-101], Folder Home Sensor. Select **Start**. Block/unblock the Folder Home Sensor. **The display changed.**

Y N
Check the wire between J8904 pin 2 and P/J8990 pin 2 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between P/J8990, pins 3 and 1 on the Finisher PWB ([BSD 12.17 - Office Finisher LX Folding](#)). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between P/J8990, pin 2 on the Finisher PWB and GND [BSD 12.17 - Office Finisher LX Folding](#). Block/unblock the Folder Home Sensor. **The voltage changes.**

Y N
Replace the Folder Home Sensor ([PL 23.15](#)).

Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-249 Booklet Front Stapler Fail RAP (LX)

BSD-ON: [BSD 12.26 - Office Finisher Booklet Staple Control \(1 of 2 - Front\)](#)

BSD-ON: [BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#)

The Booklet Front Staple Home Switch is not ON (does not return to home position) within the specified time after the Booklet Front Staple Motor starts to reverse.

Initial Actions

Check the Booklet Front Stapler for jammed staples or an incorrectly installed staple cartridge.

Procedure

Enter **Component Control** [12-024], Staple Motor FWD. and then [12-025], Staple Motor REV. **The Front Booklet Stapler cycles normally.**

Y N
There is +24 VDC from P/J8993 pin 5 on the Booklet PWB to GND.

Y N
Check the circuit from the Booklet PWB to the Booklet Stapler Cover Switch ([BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#)). Repair/replace as required ([PL 23.21](#)).

Switch off the power. Check the wires between P/J8994 on the Booklet PWB and J8894 on the Front Booklet Stapler for a loose or damaged connector, or an open or short circuit. If the wires are OK, replace the Front Booklet Stapler Assembly ([PL 23.19](#)). If the problem remains, replace the Booklet PWB ([PL 23.21](#)).

Switch off the power. Check the wire between P/J8995, pin 5 on the Booklet PWB and J8894 pin 3 on the Front Booklet Stapler for a loose or damaged connector, or an open or short circuit. If the wires are OK, replace the Front Booklet Stapler Assembly ([PL 23.19](#)). If the problem remains, replace the Booklet PWB ([PL 23.21](#)).

012-260 Eject Clamp Home Sensor On Failure RAP (LX)

BSD-ON: [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#)

After the Eject Clamp started ascending, the Eject Clamp Home Sensor did not turn On within 500ms.

Initial Actions

- Manually operate the Eject mechanism. Check for binding, a dirty sensor, or damage.
- Check the actuator for the Eject Clamp Home Sensor b for damage

Procedure

Execute [Component Control](#) [012-250], Eject Clamp Home Sensor. Block and unblock the Eject Clamp Home Sensor **The display changes.**

Y N
Check the wire between [J8870](#) pin 2 on the Eject Clamp Home Sensor and [P/J8988](#) pin 8 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. **The wire is OK.**

Y N
Repair/replace as required.

Measure the voltage between [P/J8988](#), pins 9 and 7 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8988](#) pin 8 on the Finisher PWB and GND. Actuate the Eject Clamp Home Sensor. **The voltage changes.**

Y N
Replace the Eject Clamp Home Sensor ([PL 23.11](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [012-052], Eject Clamp Up and [012-053], Eject Clamp Down. **The Eject Motor ([PL 22.9](#)) starts up.**

Y N
Check the wires between [P/J8878](#) pins 1~6 on the Eject Motor and [P/J8983](#) pins 5~8 on the Finisher PWB for an open or short circuit, or loose or damaged connectors [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#). **The wires are OK.**

Y N
Repair/replace as required.

Measure the resistance of the Eject Motor between each pin of [P/J8878-1/3/4/6](#). **The resistance is approx. 20hm.**

Y N
Replace the Eject Motor ([PL 23.11](#)).

Replace the Finisher PWB ([PL 23.16](#)). If the problem remains, replace the Eject Motor ([PL 23.11](#))

A

Go to [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#). Check for an intermittent circuit or intermittent mechanical problem. If the check is OK, replace the Finisher PWB ([PL 23.16](#)).

012-263 Rear Tamper Failure RAP (LX)

BSD-ON: [BSD 12.18 - Office Finisher LX Tamping & Offset \(1 of 2\)](#)

BSD-ON: [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)

BSD-ON: [BSD 12.12 - Office Finisher LX Interlock Switching](#)

After the Rear Tamper started moving to the home position, the Rear Tamper Home Sensor did not turn On within 800ms.

Procedure

Manually operate the Tamper mechanism. **The Tamper mechanism moves smoothly.**

Y N
Replace the parts that are interfering with operation.

Execute [Component Control](#) [012-221], Rear Tamper Home Sensor. Manually operate the Tamper mechanism to block and unblock the sensor. **The display changes.**

Y N
Check the wire between [J8882](#) pin 2 and [P/J8994](#) pin 8 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [P/J8994](#), pins 9 and 7 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8994](#), pin 8 on the Finisher PWB and GND [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#). Manually operate the Tamper mechanism to block and unblock the Rear Tamper Home Sensor. **The voltage changes.**

Y N
Replace the Rear Tamper Home Sensor ([PL 23.12](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [012-026], Rear Tamper Motor Front and [012-029], Rear Tamper Motor Rear. **The Rear Tamper Motor moves.**

Y N
There is +24 VDC from [P/J8994](#) pin 14 on the Finisher PWB to GND

Y N
There is +24 VDC from [J8982](#) pin 4 on the Finisher PWB to GND

Y N
Go to [BSD 12.12 - Office Finisher LX Interlock Switching](#) and check the +24V circuit feeding pin 4. Repair/reconnect as required.

Replace the Finisher PWB ([PL 23.16](#)).

Check the wires between [P/J8994](#), pins 13 ~ 17 on the Finisher PWB, and the Rear Tamper Motor [P/J8883](#) for an open or short circuit, or a loose or damaged connector.

The wires are OK.

A

Y N
Repair/reconnect as required.

Replace the Rear Tamper Motor ([PL 23.12](#)). If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

Replace the Finisher PWB ([PL 23.16](#)).

012-265 Booklet Folder Home Sensor OFF Fail RAP (LX)

BSD-ON: [BSD 12.17 - Office Finisher LX Folding](#)

When the Booklet Home moves from Home position, the Folder Home Sensor did not turn OFF within the specified time.

Initial Actions

- The Folder Home Sensor for improper installation
- The Folder Home Sensor connectors for connection failure
- The Booklet Fold Knife Motor connectors for connection failure
- The Knife drive mechanism for a foreign substance

Procedure

Enter **Component Control** [013-022], Folder Knife Motor FWD and [013-023], Folder Knife Motor REV alternately. Select **Start**. **The Fold Knife Motor energizes.**

Y N
Select **Stop**. Refer to [BSD 12.17 - Office Finisher LX Folding](#) Check continuity between the Folder Knife Motor ([P/J8905](#)) and the Finisher PWB ([P8985](#)), and between the Booklet PWB ([P/J8994](#)) and the Finisher PWB ([P8985](#)). **The continuity check is OK.**

Y N
Repair the open circuit or short circuit.

Replace the Folder Knife Motor ([PL 23.15](#)). If the problem continues, replace the Booklet PWB ([PL 23.21](#)).

Select **Stop**. Enter [13-101], Folder Home Sensor. Select **Start**. Block/unblock the Folder Home Sensor. **The display changed.**

Y N
Check the wire between [J8904](#) pin 2 and [P/J8990](#) pin 2 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [P/J8990](#), pins 3 and 1 on the Finisher PWB [BSD 12.17 - Office Finisher LX Folding](#) **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8990](#), pin 2 on the Finisher PWB and GND ([BSD 12.17 - Office Finisher LX Folding](#)). Block/unblock the Folder Home Sensor. **The voltage changes.**

Y N
Replace the Folder Home Sensor ([PL 23.15](#)).

Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-268 Booklet Rear Stapler Fail RAP (LX)

BSD-ON: [BSD 12.27 - Office Finisher Booklet Staple Control \(2 of 2 - Rear\)](#)

BSD-ON: [BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#)

The Booklet Rear Staple Home Switch is not ON (does not return to home position) within the specified time after the Booklet Rear Staple Motor starts to reverse.

Initial Actions

Check the Booklet Rear Stapler for jammed staples or an incorrectly installed staple cartridge.

Procedure

Enter **Component Control** [12-026], Staple Motor FWD. and then [12-027], Staple Motor REV. **The Front Booklet Stapler cycles normally.**

Y N
There is +24 VDC from [P/J8993](#) pin 5 on the Booklet PWB to GND.

Y N
Check the circuit from the Booklet PWB to the Booklet Stapler Cover Switch ([BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#)). Repair/replace as required ([PL 23.21](#)).

Switch off the power. Check the wires between [P/J8995](#) on the Booklet PWB and [P/J8995](#) on the Rear Booklet Stapler [BSD 12.27 - Office Finisher Booklet Staple Control \(2 of 2 - Rear\)](#) for a loose or damaged connector, or an open or short circuit. If the wires are OK, replace the Rear Booklet Stapler Assembly ([PL 23.20](#)). If the problem remains, replace the Booklet PWB ([PL 23.21](#)).

Switch off the power. Check the wire between [P/J8995](#), pin 12 on the Booklet PWB and [P/J8995](#) pin 3 on the Rear Booklet Stapler [BSD 12.27 - Office Finisher Booklet Staple Control \(2 of 2 - Rear\)](#) for a loose or damaged connector, or an open or short circuit. If the wires are OK, replace the Rear Booklet Stapler Assembly ([PL 23.20](#)). If the problem remains, replace the Booklet PWB ([PL 23.21](#)).

012-269 Booklet Sub-CPU Communications Fail RAP (LX)

BSD-ON:

Communications between the Finisher PWB and the Booklet PWB Failed

Initial Actions

- Check the connectors at the Finisher PWB and the Booklet PWB are connected or seated properly
- Check the wiring between the Finisher PWB and the Booklet PWB for damage

Procedure

Power off and power on the printer. Execute [Component Control](#) [013-161], Booklet Maker Detected. **The problem is resolved.**

Y N
| Reload the software. **The problem is resolved.**
Y N
| Replace the Finisher PWB ([PL 23.16](#)). If the problem continues, replace the Booklet PWB ([PL 23.21](#)).
|
| Rerun the job.
Rerun the job.

012-282 Eject Clamp Home Sensor Off Failure RAP (LX)

BSD-ON: [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#)

After the Eject Clamp started descending, the Eject Clamp Home Sensor did not turn Off within 200ms.

Initial Actions

- Manually operate the Eject mechanism. Check for binding, a dirty sensor, or damage.
- Check the actuator for the Eject Clamp Home Sensor for damage

Procedure

Execute [Component Control](#) [012-250], Eject Clamp Home Sensor. Block and unblock the Eject Clamp Home Sensor **The display changes.**

Y N
| Check the wire between [J8870](#) pin 2 on the Eject Clamp Home Sensor and [P/J8988](#) pin 8 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. **The wire is OK.**
Y N
| Repair/replace as required.
Measure the voltage between [P/J8988](#), pins 9 and 7 on the Finisher PWB. **The voltage is approx. +5VDC.**
Y N
| Replace the Finisher PWB ([PL 23.16](#)).
Measure the voltage between [P/J8988](#) pin 8 on the Finisher PWB and GND. Actuate the Eject Clamp Home Sensor. **The voltage changes.**
Y N
| Replace the Eject Clamp Home Sensor ([PL 23.11](#)).
Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [012-052], Eject Clamp Up and [012-053], Eject Clamp Down. **The Eject Motor starts.**

Y N
| Check the wires between [P/J8878](#) pins 1-6 on the Eject Motor and [P/J8983](#) pins 5-8 on the Finisher PWB for an open or short circuit, or loose or damaged connectors [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#). **The wires are OK.**
Y N
| Repair/replace as required.
Measure the resistance of the Eject Motor between each pin of [P/J8878-1/3/4/6](#). **The resistance is approx. 20hm.**
Y N
| Replace the Eject Motor ([PL 23.11](#)).
Replace the Finisher PWB ([PL 23.16](#)). If the problem remains, replace the Eject Motor ([PL 23.11](#))

A

Go to [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#). Check for an intermittent circuit or intermittent mechanical problem. If the check is OK, replace the Finisher PWB ([PL 23.16](#)).

012-283 Set Clamp Home Sensor On Failure RAP (LX)

BSD-ON: [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#)

BSD-ON: [BSD 12.23 - Office Finisher LX Eject Control \(2 of 2\)](#)

After the Set Clamp started, the Set Clamp Home Sensor did not turn On within 200ms.

Initial Actions

- Manually operate the Eject mechanism. Check for binding, a dirty sensor, or damage.
- Check the actuator for the Set Clamp Home Sensor for damage

Procedure

Execute [Component Control](#) [012-251], Set Clamp Home Sensor. Actuate the Set Clamp Home Sensor. **The display changes.**

Y N

Check the wire between [J8871](#) pin 2 on the Set Clamp Home Sensor and [P/J8988](#) pin 11 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. **The wire is OK.**

Y N

Repair/replace as required.

Measure the voltage between [P/J8988](#), pins 12 and 10 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N

Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between the [P/J8988](#) pin 11 on the Finisher PWB and GND). Actuate the Eject Clamp Home Sensor. **The voltage changes.**

Y N

Replace the Eject Clamp Home Sensor ([PL 23.11](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [012-052], Eject Clamp Up and [012-053], Eject Clamp Down. **The Eject Motor starts.**

Y N

Check the wires between [P/J8878](#) pins 1-6 on the Eject Motor and [P/J8983](#) pins 5-8 on the Finisher PWB for an open or short circuit, or loose or damaged connectors [BSD 12.22 - Office Finisher LX Eject Control \(1 of 2\)](#). **The wires are OK.**

Y N

Repair/replace as required.

Measure the resistance of the Eject Motor between each pin of [P/J8878](#)-1/3/4/6. **The resistance is approx. 2 Ohm.**

Y N

Replace the Eject Motor ([PL 23.11](#)).

Replace the Finisher PWB ([PL 23.16](#)). If the problem remains, replace the Eject Motor ([PL 23.11](#))

A
Execute **Component Control** [012-050 Set Clamp Clutch ON]. The **Set Clamp Clutch** energizes.

Y N
Select Stop. Check the wires between **P/J8877** pins 1 and 2 on the Set Clamp Clutch and **P/J8983** pins 3 and 4 on the Finisher PWB for an open or short circuit, or loose or damaged connectors (**BSD 12.23 - Office Finisher LX Eject Control (2 of 2)**). The wires are **OK**.

Y N
Repair/replace as required.

Measure the voltage between the Finisher PWB P8983-4 (+) and GND (-). The **voltage is approx. +24VDC**.

Y N
Replace the Set Clamp Clutch (**PL 23.11**). If the problem persists, replace the Finisher PWB (**PL 23.16**).

Replace the Finisher PWB (**PL 23.16**).

Replace the Finisher PWB (**PL 23.16**).

012-284 Set Clamp Home Sensor Off Failure RAP (LX)

BSD-ON: **BSD 12.22 - Office Finisher LX Eject Control (1 of 2)**

BSD-ON: **BSD 12.23 - Office Finisher LX Eject Control (2 of 2)**

After the Set Clamp completed operation, the Set Clamp Home Sensor did not turn Off within the specified time.

Initial Actions

- Manually operate the Eject mechanism. Check for binding, a dirty sensor, or damage.
- Check the actuator for the Set Clamp Home Sensor for damage

Procedure

Execute **Component Control** [012-251], Set Clamp Home Sensor. Actuate the Set Clamp Home Sensor. **The display changes.**

Y N
Check the wire between **J8871** pin 2 on the Set Clamp Home Sensor and **P/J8988** pin 11 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. **The wire is OK.**

Y N
Repair/replace as required.

Measure the voltage between **P/J8988**, pins 12 and 10 on the Finisher PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB (**PL 23.16**).

Measure the voltage between the **P/J8988** pin 11 on the Finisher PWB and GND). Actuate the Eject Clamp Home Sensor. **The voltage changes.**

Y N
Replace the Eject Clamp Home Sensor (**PL 23.11**).

Replace the Finisher PWB (**PL 23.16**).

Alternately execute **Component Control** [012-052], Eject Clamp Up and [012-053], Eject Clamp Down. **The Eject Motor starts.**

Y N
Check the wires between **P/J8878** pins 1-6 on the Eject Motor and **P/J8983** pins 5-8 on the Finisher PWB for an open or short circuit, or loose or damaged connectors (**BSD 12.22 - Office Finisher LX Eject Control (1 of 2)**). The wires are **OK**.

Y N
Repair/replace as required.

Measure the resistance of the Eject Motor between each pin of **P/J8878-1/3/4/6**. **The resistance is approx. 20hm.**

Y N
Replace the Eject Motor (**PL 23.11**).

Replace the Finisher PWB (**PL 23.16**). If the problem remains, replace the Eject Motor (**PL 23.11**).

A

Execute **Component Control** [012-050 Set Clamp Clutch ON]. The **Set Clamp Clutch** energizes.

Y N

Select Stop. Check the wires between **P/J8877** pins 1 and 2 on the Set Clamp Clutch and **P/J8983** pins 3 and 4 on the Finisher PWB for an open or short circuit, or loose or damaged connectors **BSD 12.23 - Office Finisher LX Eject Control (2 of 2)**. The wires are OK.

Y N

Repair/replace as required.

Measure the voltage between the Finisher PWB P8983-4 (+) and GND (-). The voltage is approx. +24VDC.

Y N

Replace the Set Clamp Clutch (PL 23.11). If the problem persists, replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

Replace the Finisher PWB (PL 23.16).

012-291 Stapler Failure RAP (LX)

BSD-ON: **BSD 12.21 - Office Finisher LX Staple Control**

- After the Stapler Motor turned On (Forward rotation), the Staple Head Home Sensor did not switch from Off to On within the specified time.
- After the Stapler Motor turned On (Reverse rotation), the Staple Head Home Sensor did not turn On within the specified time.

Initial Actions

Check the Stapler for jammed staples or an incorrectly installed staple cartridge.

Procedure

Execute **Component Control** [012-046], Staple Motor FWD, and [012-047], Staple Motor REV. The Stapler cycles.

Y N

Check the wires between **J8887**, pins 1-4 on the Stapler Assembly and **P/J8981** pins 9-12 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. If the wires are OK, the Stapler Assembly (PL 23.8). If the problem continues, replace the Finisher PWB (PL 23.16).

Select **Stop**. Execute [012-244], Staple Home Sensor. The display is "Low."

Y N

There is +5 VDC from pin 5 to pin 1 of **J8886** on the Stapler Assembly.

Y N

Check the wires from **P/J8981**, pins 4 and 8, to **J8886** pins 5 and 1 for an open circuit. If the wires are OK, replace the Finisher PWB (PL 23.16).

Check the wire from **J8886** pin 4 to **P/J8981** pin 5 for an open circuit. If the wire is OK, replace the Stapler Assembly (PL 23.8).

Go to **BSD 12.21 - Office Finisher LX Staple Control** Check for an intermittent connection. If the check is good, replace the Stapler Assembly (PL 23.8). If the problem continues, replace the Finisher PWB (PL 23.16).

012-295 Stapler Move Position Sensor On Failure RAP (LX)

BSD-ON: [BSD 12.20 - Office Finisher LX Staple Positioning](#)

- After the Stapler started moving to the staple position, the Stapler Move Position Sensor did not turn On within 2sec.
- After the Stapler completed moving to the Staple Position, the Stapler Move Position Sensor did not turn On.

Initial Actions

Check the Stapler, Base Frame, and Rail ([PL 23.8](#)) for freedom of movement.

Procedure

Execute [Component Control](#) [012-241], Stapler Move Position Sensor. Move the Stapler by hand from the Home position to the staple position and back. **The display changes.**

Y N
Check the wire between [J8885](#) pin 2 on the Stapler Move Position Sensor and [P/J8981](#) pin 2 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. **The wire is OK.**

Y N
Repair/replace as required.

Measure the voltage between [P/J8981](#), pins 3 and 1 on the Finisher PWB [BSD 12.20 - Office Finisher LX Staple Positioning](#). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8981](#) pin 2 on the Finisher PWB and GND [BSD 12.20 - Office Finisher LX Staple Positioning](#) Move the Stapler by hand from the Home position to the staple position and back. **The voltage changes.**

Y N
Replace the Stapler Move Position Sensor ([PL 23.8](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [012-045], Staple Move Motor Rear and [012-042], Staple Move Motor Front. **The Stapler Move Motor moves.**

Y N
Check the wires between [P/J8981](#) pins 13~16 on the Finisher PWB and [P/J8888](#) on the Stapler Move Motor [BSD 12.20 - Office Finisher LX Staple Positioning](#) for an open or short circuit, or loose or damaged connectors. **The wires are OK.**

Y N
Repair/replace as required.

Replace the Staple Move Motor ([PL 23.8](#)). If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

Go to [BSD 12.20 - Office Finisher LX Staple Positioning](#) Check for an intermittent connection. If the check is good, replace the Stapler Assembly ([PL 23.8](#)). If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-296 Staple Move Sensor Off Failure RAP (LX)

BSD-ON: [BSD 12.20 - Office Finisher LX Staple Positioning](#)

- After the Stapler started moving to the Staple Position and the Staple Move Sensor turned Off, the Staple Move Sensor did not turn Off within 500ms.
- After the Staple Position had been fixed, the Staple Move Sensor turned Off.
- After the Staple Move Sensor turned On when paper passed through the Dual Staple 1 Position while moving to the Rear Staple Position, the Staple Move Sensor did not turn Off within 500ms.

Initial Actions

Check the Stapler, Base Frame, and Rail ([PL 23.8](#)) for freedom of movement.

Procedure

Execute [Component Control](#) [012-241], Stapler Move Position Sensor. Move the Stapler by hand from the Home position to the staple position and back. **The display changes.**

Y N
Check the wire between [J8885](#) pin 2 on the Stapler Move Position Sensor and [P/J8981](#) pin 2 on the Finisher PWB for an open or short circuit, or loose or damaged connectors. **The wire is OK.**

Y N
Repair/replace as required.

Measure the voltage between [P/J8981](#), pins 3 and 1 on the Finisher PWB [BSD 12.20 - Office Finisher LX Staple Positioning](#). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8981](#) pin 2 on the Finisher PWB and GND [BSD 12.20 - Office Finisher LX Staple Positioning](#)). Move the Stapler by hand from the Home position to the staple position and back. **The voltage changes.**

Y N
Replace the Stapler Move Position Sensor ([PL 23.8](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [012-045], Staple Move Motor Rear and [012-042], Staple Move Motor Front. **The Stapler Move Motor moves.**

Y N
Check the wires between [P/J8981](#) pins 13~16 on the Finisher PWB and [P/J8888](#) on the Stapler Move Motor [BSD 12.20 - Office Finisher LX Staple Positioning](#) for an open or short circuit, or loose or damaged connectors. **The wires are OK.**

Y N
Repair/replace as required.

Replace the Staple Move Motor ([PL 23.8](#)). If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

A

Go to [BSD 12.20 - Office Finisher LX Staple Positioning](#) Check for an intermittent connection. If the check is good, replace the Stapler Assembly ([PL 23.8](#)). If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-300 Eject Cover Open RAP (LX)

BSD-ON: [BSD 12.12 - Office Finisher LX Interlock Switching](#)

Eject Cover Switch open was detected.

Initial Actions

- Ensure that the Eject Cover is down
- Check Eject Cover Switch for improper installation
- Check Eject Cover Switch connectors for connection failure
- Check Actuator part for deformation

Procedure

Enter [Component Control](#) [012-300], Eject Cover Switch ([PL 23.11](#)). Select **Start**. Actuate the Eject Cover Switch. **The display changes**

Y N

Select **Stop**. Check continuity of the Eject Cover Switch ([J8889](#), pin 1 to pin 2). **The continuity check is OK.**

Y N

Replace the Eject Cover Switch ([PL 23.11](#)).

Check continuity between the Eject Cover Switch and the Finisher PWB ([J8982](#) pin 1 to [J8889](#) pin 1, and [J8889](#) pin2 to [J8889](#) pin 7. If the check is OK, replace the Finisher PWB ([PL 23.16](#)).

Select **Stop**. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-302 Finisher Front Cover Open RAP (LX)

BSD-ON: [BSD 12.12 - Office Finisher LX Interlock Switching](#)

The Finisher Front Cover is open.

Initial Actions

- Check the installation of the H-Transport Open Sensor
- Opening/closing of the Finisher H-Transport Cover.

Procedure

Execute **Component Control** [012-302], Front Door Interlock Switch. Open/close the Finisher Front Cover. **The display changes.**

Y N
Open the Front Door and cheat the Front Door Interlock Switch **The display changes.**

Y N
Check the wires between **J8982** pin 3 and **J8891** pin 2B, and from **J8891** pin 2A to **J8982** pin 2 for an open or short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair/reconnect as required.

Remove the cheater. Measure the voltage between **J8891** pin 2A on the Front Door Interlock Switch and GND ([BSD 12.12 - Office Finisher LX Interlock Switching](#)). **The voltage is approx. +5VDC.**

Y N
Check the wire from **J8891** pin 2A to **J8982** pin 3 for an open or short circuit, or a loose or damaged connector. If the wires are OK, replace the Finisher PWB ([PL 23.16](#)).

Cheat the Interlock Switch. **The voltage drops to 0 VDC.**

Y N
Replace the Front Door Interlock Switch ([PL 23.16](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Check the actuator for damage or misalignment

Check the Interlock circuit for an intermittent condition [BSD 12.12 - Office Finisher LX Interlock Switching](#) If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-303 Finisher H-Transport Cover Open RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

The Finisher H-Transport Cover is open.

Initial Actions

- Check the installation of the H-Transport Open Sensor
- Opening/closing of the Finisher H-Transport Cover.

Procedure

Execute **Component Control** [012-303], H-Transport Open Sensor. Actuate the H-Transport Open Sensor ([PL 23.4](#)). **The display changes.**

Y N
Check the wire between **J8860** pin 2 and **J8897** pin 2 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between **J8897**, pins 3 and 1 on the Finisher PWB ([BSD 12.14 - Office Finisher LX Horizontal Transportation](#)). **The voltage is approx. +5VDC.**

Y N
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between **J8897**, pin 2 on the Finisher PWB and GND ([BSD 12.14 - Office Finisher LX Horizontal Transportation](#)). Actuate the H-Transport Open Sensor. **The voltage changes.**

Y N
Replace the H-Transport Open Sensor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-334 Download Mode Failure RAP (LX)

Failure in previous download (abnormal termination during download); can only start in Download Mode upon turning power on.

Procedure

Download defective; check the following:

- Cable connection between Finisher and IOT is not connected or defective
- Finisher power cable is plugged in properly

012-500 Download Failure RAP (LX)

Detected error while writing to Finisher ROM. Proper operation not available since ROM may have been erased.

Procedure

Retry download. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-700 Punch Box Nearly Full RAP (LX)

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

Punch Box nearly full.

Procedure

Empty the Punch Box and re-insert. If the fault remains, check the circuit of the Punch Box Set Sensor.

012-901 H-Transport Entrance Sensor Static Jam RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

Paper remains on the H-Transport Entrance Sensor.

Initial Actions

Check the paper path. If no paper is found continue with this RAP.

Clean the sensor.

Procedure

Execute [Component Control](#) [012-190], H-Transport Entrance Sensor. Actuate the H-Transport Entrance Sensor ([PL 23.4](#)). **The display changes.**

Y N

Check the wire between [J8861](#) pin 2 and [J8897](#) pin 6 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N

Repair/reconnect as required.

Measure the voltage between [J8897](#), pins 4 and 5 on the Finisher PWB ([BSD 12.14 - Office Finisher LX Horizontal Transportation](#)). **The voltage is approx. +5VDC.**

Y N

Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [J8897](#), pin 6 on the Finisher PWB and GND [BSD 12.14 - Office Finisher LX Horizontal Transportation](#). Actuate the H-Transport Entrance Sensor. **The voltage changes.**

Y N

Replace the H-Transport Entrance Sensor ([PL 23.4](#)).

Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-903 Paper Remains at Compiler Exit Sensor RAP (LX)

BSD-ON: [BSD 12.16 - Office Finisher LX Transportation](#)

Paper remains on the Compiler Exit Sensor.

Initial Actions

Check the paper path. If no paper is found continue with this RAP.

Clean the sensor.

Procedure

Execute [Component Control](#) [012-150], Compiler Exit Sensor. Actuate the Compiler Exit Sensor ([PL 23.14](#)). **The display changes.**

Y N
|
Check the wire between [J8869](#) pin 2 and [P/J8988](#) pin 5 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
Y N
|
Repair/reconnect as required.

Measure the voltage between [P/J8988](#), pins 6 and 4 on the Finisher PWB ([BSD 12.16 - Office Finisher LX Transportation](#)). **The voltage is approx. +5VDC.**
Y N
|
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8988](#), pin 5 on the Finisher PWB and GND ([BSD 12.16 - Office Finisher LX Transportation](#)). Actuate the Compiler Exit Sensor. **The voltage changes.**
Y N
|
Replace the Compiler Exit Sensor ([PL 23.14](#)).

Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-905 Compiler Tray No Paper Sensor Static JAM RAP (LX)

BSD-ON: [BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)

Paper remains on the Compiler Tray No Paper Sensor.

Initial Actions

Check the paper path. If no paper is found continue with this RAP.

Clean the sensor.

Procedure

Enter [Component Control](#) [012-151], Compiler Tray No Paper Sensor. Select **Start**. Actuate the Compiler Tray No Paper Sensor. **The display changes.**

Y N
|
Check the wire between [J8880](#) pin 2 and [P/J8994](#) pin 2 on the Finisher PWB for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
Y N
|
Repair/reconnect as required.

Measure the voltage between [P/J8994](#) pins 3 and 1 on the Finisher PWB ([BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)). **The voltage is approx. +5VDC.**
Y N
|
Replace the Finisher PWB ([PL 23.16](#)).

Measure the voltage between [P/J8994](#) pin 2 on the Finisher PWB and GND ([BSD 12.19 - Office Finisher LX Tamping & Offset \(2 of 2\)](#)). Actuate the Compiler Tray No Paper Sensor. **The voltage changes.**
Y N
|
Replace the Compiler Tray No Paper Sensor ([PL 23.12](#)).

Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-911 Stacker Lower Safety Warning RAP

The Height Alignment was not successful within 250msec when the Height Adjustment was performed for output paper to the Stacker Tray (Tray lowering down) in the middle of a job.

Procedure

Remove all paper from the Stacker. If the problem continues, go to the [012-213](#) RAP.

012-914 Stacker Tray Stapled Set Over Count RAP

The Staple Set Count of the Stacker Tray has exceeded 50 sets during the Staple Set Eject operation.

Procedure

Remove all paper from the Stacker. If the problem continues, go to the [012-161](#) RAP.

012-923 H-Transport Entrance Sensor Static Jam RAP (LX)

BSD-ON: [BSD 12.14 - Office Finisher LX Horizontal Transportation](#)

During standby, paper was detected by the H-Transport Entrance Sensor.

Initial Actions

Check the paper path. If no paper is found continue with this RAP.

Clean the sensor.

Procedure

Execute [Component Control](#) [012-190], H-Transport Entrance Sensor. Actuate the H-Transport Entrance Sensor ([PL 23.4](#)). **The display changes.**

Y N
|
Check the wire between [J8861](#) pin 2 and [J8897](#) pin 6 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
Y N
|
Repair/reconnect as required.
Measure the voltage between [J8897](#), pins 4 and 5 on the Finisher PWB ([BSD 12.14 - Office Finisher LX Horizontal Transportation](#)). **The voltage is approx. +5VDC.**
Y N
|
Replace the Finisher PWB ([PL 23.16](#)).
Measure the voltage between [J8897](#), pin 6 on the Finisher PWB and GND ([BSD 12.14 - Office Finisher LX Horizontal Transportation](#)). Actuate the H-Transport Entrance Sensor. **The voltage changes.**
Y N
|
Replace the H-Transport Entrance Sensor ([PL 23.4](#)).
Replace the Finisher PWB ([PL 23.16](#)).

If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-935 Paper at Finisher Entrance Sensor RAP (LX)

BSD-ON: [BSD 12.16 - Office Finisher LX Transportation](#)

Control logic reports paper at the Finisher Entrance Sensor.

Initial Actions

- Check for obstructions in the paper path
- Check that the Finisher is docked correctly to ensure proper Transport Gate operation

Procedure

Enter [Component Control](#) [012-100], Finisher Entrance Sensor. Select **Start**. Actuate the Finisher Entrance Sensor. **The display changes.**

Y N
|
Check the wire between [J8868](#) pin 2 and [P/J8988](#) pin 2 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**
Y N
|
Repair/reconnect as required.
Measure the voltage between [P/J8988](#) pins 3 and 1 on the Finisher PWB ([BSD 12.16 - Office Finisher LX Transportation](#)). **The voltage is approx. +5VDC.**
Y N
|
Replace the Finisher PWB ([PL 23.16](#)).
Measure the voltage between [P/J8988](#) pin 2 on the Finisher PWB and GND ([BSD 12.16 - Office Finisher LX Transportation](#)). Actuate the Finisher Entrance Sensor. **The voltage changes.**
Y N
|
Replace the Finisher Entrance Sensor ([PL 23.14](#)).
Replace the Finisher PWB ([PL 23.16](#)).
Replace the Finisher PWB ([PL 23.16](#)).

012-949 Punch Box Missing RAP (LX)

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

Punch Box Set Sensor detected Punch Box to be missing.

Initial Actions

- Ensure that the Punch Box is present and installed properly

Procedure

Enter [Component Control](#) [012-275], Punch Box Set Sensor ([PL 23.5](#)). Select **Start**. Remove and insert the Punch Box manually. **The display changes**

Y N

Select **Stop**. Check continuity between the Punch Box Set Sensor ([J8866](#)); [P8863](#); and the Finisher PWB ([J8897](#)). **The continuity check is OK.**

Y N

Repair the open circuit or short circuit.

Replace the Punch Box Set Sensor ([PL 23.5](#)). If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

Check the Punch Box Set Sensor Actuator and Punch Box Guide for deformation. **The Punch Box can be removed and inserted properly.**

Y N

Repair or replace the Punch Box ([PL 23.2](#)).

Select **Stop**. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

012-965 Stapler Near Empty RAP

- Low Staple Sensor ON is detected during power ON and Interlock Close
- Low Staple Sensor ON is detected right before the Staple Head Close operation

Procedure

Check the Staple Cartridge. If the Staples are NOT low, go to the [012-291](#) RAP.

012-966 Scratch Sheet Compile RAP

Paper was detected that was either out of spec, in poor condition (wrinkled, curled) and was ejected to the compiler.

NOTE: This Code is an operation message. If this fail code is frequently declared, perform the procedure below.

Initial Actions

- Check that the Top Cover can be opened and closed.
- Power Off/On.

Procedure

Check the specifications of paper. **The paper is in spec.**

Y N
| Replace the paper with new paper that is in spec.

Check the condition of the paper. **The paper is in normal condition without any problem that causes the paper to be bent (dog eared) or jam.**

Y N
| Resolve any problem that causes the paper to be bent or caught.

Check for a Fault Code. **Another Fault Code is displayed.**

Y N
| If the problem continues, replace the Finisher PWB (PL 23.16).

Go to the appropriate Fault Code.

012-969 IOT Center Tray Full RAP

The H-Transport Entrance Sensor is detected to be ON for 10 successive seconds.

Procedure

Go to the [012-126](#) RAP.

013-210 Booklet Staple Move Home Sensor ON RAP (LX)

BSD-ON: [BSD 12.25 - Office Finisher Booklet Staple Positioning](#)

A

Go to [BSD 12.25 - Office Finisher Booklet Staple Positioning](#)5 and check for an intermittent circuit.

Booklet Staple Move Home Sensor does not turn on within designated time period

Initial Actions

- Ensure the Staple Head is free from obstructions
- Check for 013-306 or 013-307 Faults.

Procedure

Execute [Component Control](#) [013-143], Booklet Staple Move Home Sensor. Move the Booklet Staplers to block and unblock the sensor ([PL 23.18](#)). **The display changes.**

Y N
Check the wire between [J8897](#) pin 2 and [P/J8991](#) pin 2 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [P/J8991](#), pins 3 and 1 on the Booklet PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Booklet PWB ([PL 23.21](#)).

Measure the voltage between [P/J8991](#) pin 2 on the Booklet PWB and GND. Actuate the Booklet Staple Move Home Sensor. **The voltage changes.**

Y N
Replace the Booklet Staple Move Home Sensor ([PL 23.18](#)).

Replace the Booklet PWB ([PL 23.21](#)).

Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **The Stapler Move Motor moves.**

Y N
Check the wires between [P/J8992](#) pins 1-6 on the Booklet PWB and [P/J8906](#) on the Booklet Stapler Move Motor for an open or short circuit, or loose or damaged connectors. **The wires are OK.**

Y N
Repair/replace as required.

Monitor the voltage at [J8984](#), pin 3. Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **An AC clock pulse is detected.**

Y N
Check the wire between [J8984](#), pin 3 and [J8985](#) pin 4. If the wire is OK, replace the Finisher PWB ([PL 23.16](#)).

Replace the Booklet Stapler Move Motor ([PL 23.18](#)). If the problem persists, replace the Booklet PWB ([PL 23.21](#)).

013-211 Booklet Staple Move Home Sensor OFF RAP (LX)

BSD-ON: [BSD 12.25 - Office Finisher Booklet Staple Positioning](#)

A

Go to [BSD 12.25 - Office Finisher Booklet Staple Positioning](#) and check for an intermittent circuit.

Booklet Staple Move Home Sensor does not turn off within designated time period

Initial Actions

- Ensure the Staple Head is free from obstructions
- Check for 013-306 or 013-307 Faults.

Procedure

Execute [Component Control](#) [013-143], Booklet Staple Move Home Sensor. Move the Booklet Staplers to block and unblock the sensor ([PL 23.18](#)). **The display changes.**

Y N
Check the wire between [J8897](#) pin 2 and [P/J8991](#) pin 2 for an open or short circuit, or a loose or damaged connector. **The wire is OK.**

Y N
Repair/reconnect as required.

Measure the voltage between [P/J8991](#), pins 3 and 1 on the Booklet PWB. **The voltage is approx. +5VDC.**

Y N
Replace the Booklet PWB ([PL 23.21](#)).

Measure the voltage between [P/J8991](#) pin 2 on the Booklet PWB and GND. Actuate the Booklet Staple Move Home Sensor. **The voltage changes.**

Y N
Replace the Booklet Staple Move Home Sensor ([PL 23.18](#)).

Replace the Booklet PWB ([PL 23.21](#)).

Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **The Stapler Move Motor moves.**

Y N
Check the wires between [P/J8992](#) pins 1~6 on the Booklet PWB and [P/J8906](#) on the Booklet Stapler Move Motor for an open or short circuit, or loose or damaged connectors. **The wires are OK.**

Y N
Repair/replace as required.

Monitor the voltage at [J8984](#), pin 3. Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **An AC clock pulse is detected.**

Y N
Check the wire between [J8984](#), pin 3 and [J8985](#) pin 4. If the wire is OK, replace the Finisher PWB ([PL 23.16](#)).

Replace the Booklet Stapler Move Motor ([PL 23.18](#)). If the problem persists, replace the Booklet PWB ([PL 23.21](#)).

013-212 Booklet Staple Move Position Sensor On Fail RAP (LX)

BSD-ON: [BSD 12.25 - Office Finisher Booklet Staple Positioning](#)

Booklet Staple Move Position Sensor does not turn on within designated time period

Initial Actions

- Ensure the Staple Head is free from obstructions
- Check for 013-306 or 013-307 Faults.

Procedure

Execute [Component Control](#) [013-144], Booklet Staple Move Position Sensor. Move the Booklet Stapler to block and unblock the sensor ([PL 23.18](#)). **The display changes.**

Y N

Check the wire between [J8898](#) pin 2 and [P/J8991](#) pin 5; and the wire between [J8984](#), pin 5 and [J8985](#) pin 5 for an open or short circuit, or a loose or damaged connector.

The wires are OK.

Y N

Repair/reconnect as required.

Measure the voltage between [P/J8991](#), pins 6 and 4 on the Booklet PWB. **The voltage is approx. +5VDC.**

Y N

Replace the Booklet PWB ([PL 23.21](#)).

Measure the voltage between [P/J8991](#) pin 5 on the Booklet PWB and GND. Actuate the Booklet Staple Move Position Sensor. **The voltage changes.**

Y N

Replace the Booklet Staple Move Position Sensor ([PL 23.18](#)).

Measure the voltage between [J8895](#) pin 5 on the Finisher PWB and GND. Actuate the Booklet Staple Move Position Sensor. **The voltage changes.**

Y N

Replace the Booklet PWB ([PL 23.21](#)). If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **The Stapler Move Motor moves.**

Y N

Check the wires between [P/J8992](#) pins 1~6 on the Booklet PWB and [P/J8906](#) on the Booklet Stapler Move Motor for an open or short circuit, or loose or damaged connectors.

The wires are OK.

Y N

Repair/replace as required.

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Monitor the voltage at [J8984](#), pin 3. Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **An AC clock pulse is detected.**

Y N

Check the wire between [J8984](#), pin 3 and [J8985](#) pin 4. If the wire is OK, replace the Finisher PWB ([PL 23.16](#)).

Replace the Booklet Stapler Move Motor ([PL 23.18](#)). If the problem persists, replace the Booklet PWB ([PL 23.21](#)).

Go to [BSD 12.25 - Office Finisher Booklet Staple Positioning](#) and check for an intermittent circuit.

A B

Initial Issue

WorkCentre 5335 Family Service Documentation

07/2011
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Status Indicator RAPs

013-212

BUS Updated 12/2011

013-213 Booklet Staple Move Position Sensor Off Fail RAP (LX)

BSD-ON: [BSD 12.25 - Office Finisher Booklet Staple Positioning](#)

Booklet Staple Move Position Sensor does not turn off within designated time period

Initial Actions

- Ensure the Staple Head is free from obstructions
- Check for 013-306 or 013-307 Faults.

Procedure

Execute [Component Control](#) [013-144], Booklet Staple Move Position Sensor. Move the Booklet Stapler to block and unblock the sensor ([PL 23.18](#)). **The display changes.**

Y N

Check the wire between [J8898](#) pin 2 and [P/J8991](#) pin 5; and the wire between [J8984](#), pin 5 and [J8895](#) pin 5 for an open or short circuit, or a loose or damaged connector.

The wires are OK.

Y N

Repair/reconnect as required.

Measure the voltage between [P/J8991](#), pins 6 and 4 on the Booklet PWB. **The voltage is approx. +5VDC.**

Y N

Replace the Booklet PWB ([PL 23.21](#)).

Measure the voltage between [P/J8991](#) pin 5 on the Booklet PWB and GND. Actuate the Booklet Staple Move Position Sensor. **The voltage changes.**

Y N

Replace the Booklet Staple Move Position Sensor ([PL 23.18](#)).

Measure the voltage between [J8895](#) pin 5 on the Finisher PWB and GND. Actuate the Booklet Staple Move Position Sensor. **The voltage changes.**

Y N

Replace the Booklet PWB ([PL 23.21](#)). If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

Replace the Finisher PWB ([PL 23.16](#)).

Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **The Stapler Move Motor moves.**

Y N

Check the wires between [P/J8992](#) pins 1~6 on the Booklet PWB and [P/J8906](#) on the Booklet Stapler Move Motor for an open or short circuit, or loose or damaged connectors.

The wires are OK.

Y N

Repair/replace as required.

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Monitor the voltage at [J8984](#), pin 3. Alternately execute [Component Control](#) [013-028], Stapler Move Motor In and [013-029], Stapler Move Motor Out. **An AC clock pulse is detected.**

Y N

Check the wire between [J8984](#), pin 3 and [J8895](#) pin 4. If the wire is OK, replace the Finisher PWB ([PL 23.16](#)).

Replace the Booklet Stapler Move Motor ([PL 23.18](#)). If the problem persists, replace the Booklet PWB ([PL 23.21](#)).

Go to [BSD 12.25 - Office Finisher Booklet Staple Positioning](#) and check for an intermittent circuit.

A B

Status Indicator RAPs

013-213

07/2011
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Initial Issue

WorkCentre 5335 Family Service Documentation

BUS Updated 12/2011

013-220 Folder Detect Fail RAP (LX)

BSD-ON: [BSD 12.17 - Office Finisher LX Folding](#)

Control logic cannot detect the Folder Assembly.

Procedure

Execute **Component Control** [013-160], Folder Detected. The display is 'Low.'

Y N
|
| **There is less than 1 VDC at P/J8990 pin 4.**
| Y N
| | Check the wires between P/J8990 pins 4 and 5. Make sure that P/J8903 is securely fastened.
| |
| | Replace the Finisher PWB (PL 23.16).

Go to [BSD 12.17 - Office Finisher LX Folding](#) and check for an intermittent circuit.

013-306 Booklet Safety Switches Open RAP (LX)

BSD-ON: [BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#)

Control logic senses that one or more Booklet Safety Switch is open.

Initial Actions

Check for [013-307](#) Faults.

Procedure

There is +24 VDC between P/J8993 pin 3 on the Booklet PWB and GND.

Y N
|
| **There is +24 VDC between P/J8993 pin 6 on the Booklet PWB and GND.**
| Y N
| | Go to the [013-307](#) RAP

GO to [BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#) and check the circuit through the Booklet Safety Switches (PL 23.21).

Replace the Booklet PWB (PL 23.21).

013-307 Booklet Cover Open RAP (LX)

BSD-ON: [BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#)

Control logic senses that the Booklet Cover is open.

Initial Actions

Ensure the Cover is closed

Procedure

There is +24 VDC between [P/J8993](#) pin 5 on the Booklet PWB and GND.

Y N

GO to [BSD 12.13 - Office Finisher LX Booklet Interlock Switching](#) and check the circuit from [P/J8993](#) to and from [J8899](#) on the Booklet Stapler Cover Switch ([PL 23.21](#)).

Replace the Booklet PWB ([PL 23.21](#)).

016-210 Software Option (HDD Not Exist) RAP

BSD-ON: [BSD 16.1 - ESS](#)

One of the Software option functions cannot be executed due to a HDD error or the HDD is not installed.

Initial Actions

Power Off/On

Procedure

- Check HDD electrical connections. Check for 5VDC between [P/J302-4](#) (red) and [P/J302-3](#) (blk) on the HDD
- If the problem persists perform [Initialize Hard Disk](#).
- If the problem persists, replace the HDD ([PL 35.2](#)).

016-211 Software Option (System Memory Low) RAP

BSD-ON: [BSD 16.1 - ESS](#)

One of the Software option functions cannot be executed due to insufficient System Memory capacity.

Initial Actions

Power Off/On. Add more memory to Option Memory on the ESS PWB ([PL 35.2](#)).

Procedure

Refer customer to following User Guide headings to check memory usage:

- [Allocate Memory](#)
- [Memory Settings](#)
- [Covers](#)
- [Mailbox Screen](#)
- [Properties](#)
- [Properties Features](#)
- [Data Encryption](#)
- [Memory Full Procedure](#)
- [Maximum Stored Pages](#)

016-212 Software Option (Page Memory Low) RAP

BSD-ON: [BSD 16.1 - ESS](#)

One of the Software option functions cannot be executed due to insufficient Page Memory capacity.

Initial Actions

Power Off/On. Expand the Memory (Page) of the ESS PWB ([PL 35.2](#)).

Procedure

Refer customer to following User Guide headings to check memory usage:

- Allocate Memory
- Memory Settings
- Properties
- Properties Features
- Maximum Stored Pages
- Mailbox Screen
- Data Encryption
- Memory Full Procedure
- Covers

016-213 Software Option (Printer PWB) RAP

One of the Software option functions cannot be executed due to a PRT_CARD error or PRT_CARD not installed.

Initial Actions

If this fault occurs during installation or network setup, the machine SW may not have been loaded correctly; go to [GP 3](#).

Procedure

NOTE: *the Printer PWB is an option that the customer must purchase and is ordered by the Sales rep.*

- Check installation of the Printer PWB (USB or Parallel).
- Remove and reseal the Printer PWB if one is present.
- If the problem persists, replace the Printer PWB

016-214 Software Option Fail (Fax CARD Not Exist) RAP

BSD-ON: [BSD 34.1 - FAX](#)

One of the FAX address book functions cannot be executed due to a FAX PWB error not installed.

Initial Actions

Power Off/On

Procedure

Check the installation of the FAX PWB ([PL 18.5](#)).

016-215 Software Option Fail (JPEG Board Not Exist) RAP

An JPEG Board error or JPEG Board not installed was detected. The scanner functions cannot be executed due to a JPEG Board error or JPEG Board not installed.

Initial Actions

Power Off/On

Procedure

Check installation and electrical connections of the Installation of the JPEG Board.

016-216 Software Option Fail (ExtMemory Not Exist) RAP

The system detected that the Extension Memory was not installed. Color Scanner or SACAN_ACS functions cannot be executed because the Extension Memory is not installed.

Initial Actions

Power Off/On

Procedure

Pull out and then insert the IISS Extension Memory (memory on the extension PWB at the side of the IIT PWB).

016-217 Software Option Fail (Controller ROM does not Support Printer Kit) RAP

Functions such as local printing cannot be executed due to a Printer Kit option PWB error or the ESS PWB ROM is incompatible with the Printer Kit.

Initial Actions

Power Off/On. Upgrade the firmware in the Controller ROM that supports Printer Kit

Procedure

- Remove and reseal Printer PWB (USB or Parallel), ESS PWB (PL 35.2).
- If the problem persists, replace the Parallel Printing PWB or the ESS PWB (PL 35.2).
- If the problem persists, reload the machine software (GP 16).

016-218 PostScript (PS) Kit not Installed RAP

BSD-ON: [BSD 16.1 - ESS](#)

Because PostScript (PS) Kit is not installed, XDOD functions cannot be fulfilled.

NOTE: *the Postscript kit is a standard feature in XC machines, but it is optional elsewhere*

Procedure

- Switch the power OFF then ON.
- **XC:** Reload the machine software ([GP 16](#)). If the problem continues, replace the ESS PWB ([PL 35.2](#))

XE: Check whether or not the Postscript kit is installed by pressing the Machine Status button, then selecting the Software Versions button. If the Postscript kit is installed, Item 2 will read "Controller + PS ROM". If Item 2 reads "Controller ROM", then the Postscript kit is not installed. **The Postscript feature is installed**

Y N

- the customer must order the Postscript kit from the Sales rep
- If the problem continues, replace the Postscript ROM ([PL 35.2](#)). If the problem continues, replace the ESS PWB ([PL 35.2](#)). Reload the machine software ([GP 16](#)).

016-219 Software Option RAP

BSD-ON: [BSD 16.1 - ESS](#)

Functions such as local printing cannot be executed due to the Printing Kit SW Option not being enabled. The ROM was replaced without license (Printer Kit SW Key not set).

Initial Actions

If this fault occurs during installation or network setup, the machine SW may not have been loaded correctly; go to [GP 3](#).

Procedure

Install the Printer Kit SW Option Key [Software Options](#) and set to enable.

016-229 SW Option Failure RAP

BSD-ON: [BSD 16.1 - ESS](#)

SW Option Fail (FCW-UI Not Exist) The extension MEM PWB is not installed.

NOTE: *Even though this refers to the UIs that are not installed on the machine the actual UI is the MCW UI this fault can be generated if the ESS does not detect the UI is installed. Therefore check the connections from the UI to the ESS PWB.*

Procedure

Disconnect and reconnect the UI Cable at the ESS PWB.

016-230 SW Option Failed - PS Image Log Kit (License Required) RAP

The PS-ROM was installed in a machine where SW key: "Image Log Kit Enabled" and SW key: "Image Log Kit for PS Disabled" are specified. When the "PS-ROM" is installed in the machine, the image log function cannot operate unless the "Image Log Kit for PS" has been installed.

Procedure

- Switch the Machine Power Off then On.
- If the problem is still present, In UI Diagnostics ([Accessing UI Diagnostics](#)) ensure that the SW Key for the PS Image Log Kit is entered and enabled. Contact the System Administrator to get the SW Key if required.

016-231 SW Option Failed - (Image Ext PWB Not Exist) RAP

This fault is generated when the Thumbnail Preview PWB is not detected due to failed PWB or the Image Compression Kit has not been installed while the "Thumbnail Preview" Software Key has been enabled.

Initial Actions

- Switch the machine power Off and On.
- This fault could be declared if the Thumbnail Preview option had been installed and then the Thumbnail Preview PWB was removed. The Option may still be enabled.
- When the SW Option function is set to "Enabled", the ESS PWB (PL 35.2) either detected that the Image Ext PWB is not installed, or the Image Ext PWB has failed.
 - Thumbnail SW Option
 - Preview SW Option
 - Image Lock SW Option

Procedure

CAUTION

*If the option was removed from the machine but the fault cannot be cleared, **Do Not** enter the Software Option Key command "ClearAllFlags" in an attempt to correct this condition; the machine will not boot up afterward.*

Instead, contact Field Engineering for assistance with this condition.

- The Image Extension Kit (Ama + toto board) has a failure or is not installed. Replace or install it.
- Check the sw version of the controller sw - reload Software (GP 16)
- Uninstall and reinstall the Image Ext PWB and retry the job.
- If the problem is still present replace the Image Ext PWB.

016-232 MRC HW Initialize RAP

MRC HW Initialize Error. Error occurs while high-compression board is being initialized.

Procedure

- Switch the power Off then On.
- Check the sw version of the controller sw - reload Software (GP 16)
- Replace high compression board. When the cause cannot be identified, to take the following action to check if the status can be improved:
 - Replace Memory Module on Main PWB
 - Replace Main PWB

016-233 SW Option Fail (USB Host Failed or Not Installed) RAP

BSD-ON: [BSD 16.1 - ESS](#)

SW optional function not achieved. Any one of the SW optional functions cannot be used because the USB Host has a failure/is not installed. When the SW optional function is being enabled, the USB port (and USB Host Card) for the ESS PWB ([PL 35.2](#)) was detected to be not installed or having errors.

Procedure

- Turn the power OFF then ON.
- Check the sw version of the controller sw - reload Software ([GP 16](#))
- If the problem persists, install the USB Host Card on the ESS PWB, replace the ESS PWB ([PL 35.2](#)).

016-234 XCP Out of Memory Error RAP

XCP stops when JVM is unable to function due to insufficient memory space.

Initial Actions

Power Off/On. The software module that runs Java within the Controller has ran out of memory and became unable to continue operating.

Procedure

If the problem persists perform [Initialize Hard Disk](#).

016-235 XCP Internal Error RAP

JVM stopped due to an internal error.

Initial Actions

Power Off/On

Procedure

If the problem persists perform [Initialize Hard Disk](#).

016-310 SSMM Job Log Full RAP

Job log file is not obtained from external application (AWAYS) and the files over specified limit (280 files) are stored.

Initial Actions

Power Off/On after receiving job log file (GetJobLog) from external application (AWAYS) via SSM.

Procedure

Obtain job log file (GetJobLog) from external application (AWAYS) via SSMI. After that, Power OFF/ON.

If problem persists call support center.

016-311 Scanner Install RAP

BSD-ON: [BSD 16.1 - ESS](#)

The system detected that the scanner is not installed.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IF Cable [PL 10.7](#), IIT, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

016-312 SW Option Fail (Hybrid Water Mark Not Exist) RAP

Hybrid Water Mark detection hardware unloaded is detected with SW option function being set to Valid. Detected prior to 016-313 detection.

Procedure

Check the following:

1. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
2. In UI Diagnostics, ([Accessing UI Diagnostics](#)) ensure that the password for the Secure Watermark Kit, Software Option is installed.
3. Ensure that the Hybrid WaterMark PWB is installed and connected correctly. Plugs into IIT PWB under the IPS cover ([PL 1.6](#)).
4. Ensure that the Hard Disk Drive HDD ([PL 35.2](#)) is installed and operational.
5. Confirm System Memory [PL 35.2](#) is sufficient for this option (768MB).

NOTE: *If the Hybrid (Secure) WaterMark was installed and is no longer installed (PWB not plugged into the top of the IIT PWB) but the SW Key had been installed the only way to clear fault is to enter [NVM Read/Write](#) and reset NVM 785-021 to "0". This will clear the fault.*

6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Check the sw version of the controller sw - update if required
8. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
9. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-313 Hybrid Water Mark Setting Mismatch RAP

This is a configuration error type of fault related to the Secure Watermark Kit.

Procedure

Check the following:

1. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
2. In UI Diagnostics, ([Accessing UI Diagnostics](#)) ensure that the password for the Secure Watermark Kit, Software Option is installed.
3. Ensure that the HDD ([PL 35.2](#)) is installed and operational.
4. Confirm System Memory is sufficient for this option (768MB).
5. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
6. Check the sw version of the controller sw - update if required
7. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
8. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-314 Hybrid Water Mark Not Exist RAP

BSD-ON: [BSD 16.1 - ESS](#)

SW Option Fail (HybridWaterMark Not Exist). While SW option function is enabled, simultaneous duplex scanning with 2 HWM boards (for Side1 and Side2) is conducted using the combination of DADF:PF1.5/IIT:PF1-BW. When reproduction limitation code is detected, the function is reflected only on page for which the code is detected.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Power OFF/ON.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-315 IIT Interface RAP

BSD-ON: [BSD 16.1 - ESS](#)

An error was detected in the IF between the IIT and the IOT.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IF between Scanner and IOT, IIT, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)
- Replace the IIT PWB ([PL 1.6](#)). If the problem persists, replace the MCU PWB ([PL 18.2](#)).

016-316 Page Memory Not Detected RAP

BSD-ON: [BSD 16.1 - ESS](#)

The system detected that the Page Memory (Standard) of the scanner was not installed.

Initial Actions

Power Off/On

Procedure

- Ensure connectors on the ESS PWB ([PL 35.2](#)) and the IIT PWB ([PL 1.6](#)) are securely connected.
- Check the installation of the Printer PWB if present.

016-317 Page Memory Error- Standard RAP

BSD-ON: [BSD 16.1 - ESS](#)

The system detected an error in the Page Memory (Standard) of the scanner.

Initial Actions

Power Off/On. Remove/install PageMemory(Standard).

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check the installation of the Printer PWB if present.
- Disconnect then reconnect the IIT, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-318 Page Memory Error- Option RAP

BSD-ON: [BSD 16.1 - ESS](#)

The system detected an error in the Page Memory (Option) of the scanner.

Initial Actions

Power Off/On

Procedure

Check the installation of the Printer PWB if present.

Refer customer to following User Guide headings to check memory usage:

- Allocate Memory
- Memory Settings
- Properties
- Properties Features
- Maximum Stored Pages
- Mailbox Screen
- Data Encryption
- Memory Full Procedure
- Covers

016-320 Doc Conversion SW Error RAP

BSD-ON: [BSD 16.1 - ESS](#)

A fatal error with doc conversion software was detected.

Procedure

If powering OFF then ON does not resolve the problem, perform the following:

1. Check ESS PWB and IIT PWB connections
2. If the above actions do not resolve the problem, replace ESS PWB ([PL 35.2](#)).
3. Reinstall the software.

016-321 Fax Module RAP

BSD-ON: [BSD 34.1 - FAX](#)

With SysCheckFax(), ERROR is returned. If PFNOTEXIST is returned, M/C configuration is regarded as that without FAX.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Perform FAX Diagnostic [GP 13](#)
- Disconnect then reconnect the PWBs in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Replace the Fax PWB ([PL 18.5](#))

016-322 JBA Account Full RAP

BSD-ON: [BSD 16.1 - ESS](#)

The accumulated accounting data in Job Based Accounting reached the specified value.

Procedure

- Switch the power off then on 2 minutes after the job is attempted (after an external Accounting Server has read the accounting data).
- If the problem persists, have the customer perform a manual retrieval of machine data from their Accounting server.
- If the problem persists, perform [Initialize Hard Disk](#) and then have the customer push the User Accounts to the machine from their Accounting server.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-323 B Formatting RAP

BSD-ON: [BSD 34.1 - FAX](#)

An internal formatting error occurred. Unrecoverable error is detected within Fax Send image conversion area B-Formatter task from extended mailbox in "Multi-Send using Job Flow Indication" or "UI Multi-Send".

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-325 Using Personal Certificate RAP

IC certificate card with personal info is used.

Procedure

Set **NVM Read/Write** location [790-389] to 0.

016-326 Cont-UI Cable Connection Fail RAP

The controller has detected a failure at its cable connection with the UI.

Procedure

Turn the power OFF and ON

If the problem persists, perform the following:

1. Check the connection of the cable between the controller and UI.
2. Replace the cable.

016-328 Cont-MCU Cable Connection Fail RAP

The controller has detected a failure at its cable connection with the MCU.

Procedure

Turn the power OFF and ON.

If the problem persists, perform the following:

1. Check the connection of the cable between the controller and MCU.
2. Replace the cable.

016-330 Memory Diag Fail-1 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont SystemMemory Diag Fail-1. Capacity of Slot1 loaded memory is out of spec.

Procedure

- Power Off/On.
- Check the sw version of the controller sw - update if required
- Remove/insert ESS RAM DIMM.
- Replace ESS RAM DIMM ([PL 35.2](#)).
- Replace ESS PWB ([PL 35.2](#)).

016-331 Memory Diag Fail-2 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont SystemMemory Diag Fail-2. Capacity of Slot2 loaded memory is out of spec.

Procedure

- Power Off/On.
- Check the sw version of the controller sw - update if required
- Remove/insert ESS RAM DIMM.
- Replace ESS RAM DIMM ([PL 35.2](#)).
- Replace ESS PWB ([PL 35.2](#)).

016-332 Memory Diag Fail-3 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont SystemMemory Diag Fail-3. Capacity of Slot3 loaded memory is out of spec.

Procedure

- Power Off/On.
- Check the sw version of the controller sw - update if required
- Remove/insert ESS RAM DIMM.
- Replace ESS RAM DIMM ([PL 35.2](#)).
- Replace ESS PWB ([PL 35.2](#)).

016-335 ROM Diag Fail-1 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont Program ROM Diag Fail-1. Program ROM2 CheckSum is not correct.

Procedure

- Power Off/On.
- Check the sw version of the controller sw - update if required
- Replace ESS ROM DIMM ([PL 35.2](#)).
- Replace the ESS PWB ([PL 35.2](#)).

016-336 ESS Program ROM Fail-2 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Program ROM1 Write Command failure.

Initial Actions

Power Off/On

Procedure

Perform the following:

- Remove/insert ESS ROM.
- Replace ESS ROM ([PL 35.2](#)).
- Remove/insert Print Kit.
- Check the sw version of the controller sw - update if required
- Replace Printer Kit.
- Replace ESS PWB ([PL 35.2](#)).

016-337 ESS ProgramROM Fail-3 RAP

Program ROM2 Write Command failure.

Initial Actions

Power Off/On

Procedure

Remove/insert ESS ROM DIMM. If the problem continues, replace ESS ROM DIMM (PL 35.2).
If the problem persists, replace ESS PWB (PL 35.2).

016-338 ESS FontROM Fail-1 RAP

OnBoard loaded Font ROM ID is out of spec.

Initial Actions

Power Off/On

Procedure

Replace Print Kit. If the problem continues, replace ESS PWB (PL 35.2).

016-339 ESS FontROM Fail-2 RAP

Slot1 loaded Font ROM ID is out of spec.

Initial Actions

Power Off/On

Procedure

Perform the following:

- Remove/insert ESS FontROM DIMM.
- Replace ESS FontROM DIMM (PL 35.2).
- Remove/insert Print Kit.
- Replace Printer Kit (PL xxx).
- Replace ESS PWB (PL 35.2).

016-340 ESS FontROM Fail-3 RAP

Slot2 loaded Font ROM ID is out of spec.

Initial Actions

Power Off/On

Procedure

Remove/insert ESS FontROM DIMM. If the problem continues, replace ESS FontROM DIMM #2 (PL 35.2). If the problem persists, replace ESS PWB (PL 35.2).

016-341 ESS FontROM Fail-4 RAP

Slot2 loaded Font ROM CheckSum is out of spec.

Initial Actions

Power Off/On

Procedure

Remove/insert ESS FontROM DIMM. If the problem continues, replace ESS FontROM DIMM (PL 35.2). If the problem persists, replace ESS PWB (PL 35.2).

016-342 ESS RTC Failure RAP

RTC time range is out of the specified range. (Ex. 13 month 36 day) Time does not go on.

Initial Actions

Power Off/On

Procedure

If the problem persists, replace ESS PWB (PL 35.2).

016-345 ESS NV-Memory Failure RAP

Initial address data is 0x00.

Initial Actions

Power Off/On

Procedure

Remove/insert System Memory. If problem continues, replace ESS PWB (PL 35.2).

016-347 ESS PageMemory Failure RAP

Slot2 loaded memory capacity is out of spec.

Initial Actions

Power Off/On

Procedure

Remove/insert System Memory. If the problem continues, replace ESS PWB (PL 35.2).

016-348 ESS PageMemory Failure-2 RAP

W/R/V test error for Page Memory.

Initial Actions

Power Off/On

Procedure

Remove/insert System Memory. If the problem continues, replace ESS PWB (PL 35.2).

016-350 ESS EEPROM DIAG Failure 1 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Product ID cannot be obtained.

Initial Actions

Power Off/On.

Procedure

1. Check connections between the following components:
 - ESS EEPROM and ESS PWB (check for bent pins etc.) (PL 35.2).
2. Check the sw version of the controller sw - update if required
3. If problem persists replace ESS PWB. PL 35.2.

016-351 ESS EEPROM DIAG Failure 2 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Read/Write/Verify error for the ESS EEPROM.

Initial Actions

Power Off/On.

Procedure

1. Check connections between the following components:
 - ESS EEPROM and ESS PWB (check for bent pins etc.) ([PL 35.2](#)).
2. Check the sw version of the controller sw - update if required
3. If problem persists replace ESS PWB. [PL 35.3](#).

016-360 Cont UI Fail-1 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont UI Diagnostic Fail-1. An error occurred during W/R/V test of PCI Config interval.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following:

1. Remove and re-install the UI I/F PWB ([PL 1.7](#)).
2. Check the sw version of the controller sw - update if required
3. If problem persists replace ESS PWB. [PL 35.3](#).
4. Replace the UI I/F PWB ([PL 1.7](#)).
5. Replace the ESS PWB ([PL 35.2](#)).

016-362 Cont UI Fail-2 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont UI Diagnostic Fail-2. UI Communication error has occurred. An error occurred during W/R/V test of VRAM. The Command/Status line is normal if entering the Long Boot Mode.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following:

1. Disconnect and connect the UI cable ([PL 18.2](#)).
2. Remove and re-install the UI I/F PWB ([PL 1.7](#)).
3. Check the sw version of the controller sw - update if required
4. Replace the UI cable ([PL 18.2](#)).
5. Replace the UI I/F PWB ([PL 1.7](#)).
6. Replace the Control Panel Assembly ([PL 18.3](#)).
7. Replace the ESS PWB ([PL 35.2](#)).

016-364 Cont USB2.0 Host Fail RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont USB2.0 Host Diagnostic Fail. An error occurred during W/R/V test of PCI Config interval or W/R/V test of internal register.

Procedure

Turn the power OFF then ON. If the problem persists, replace the ESS PWB ([PL 35.2](#)). Check the sw version of the controller sw - update if required.

016-365 Cont USB2.0 Device Fail RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont USB2.0 Device Diagnostic Fail. An error occurred during W/R/V test of PCI Config interval or W/R/V test of internal register.

Procedure

Turn the power OFF then ON. If the problem persists, replace the ESS PWB ([PL 35.2](#)). Check the sw version of the controller sw - update if required.

016-366 Cont HDD Fail-1 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont HDD Diagnostic Fail-1. An error has occurred during IDE Controller check (ideDrv equivalent)

Procedure

Turn the power OFF then ON. If the problem persists, perform the following:

- Disconnect and re-connect the HDD Wire Harness ([PL 35.2](#)).
- Check for 5VDC between [P/J302-1](#) (red) and [P/J302-3](#) (blk) on the HDD.
- Check the sw version of the controller sw - update if required
- Replace the HDD and the HDD Wire Harness ([PL 35.2](#)).
- Replace the ESS PWB ([PL 35.2](#)).

016-367 Cont HDD Fail-2 RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont HDD Diagnostic Fail-2. An error occurred during W/R/V test of HDD.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following:

- Disconnect and re-connect the HDD Wire Harness ([PL 35.2](#)).
- Check for 5VDC between [P/J302-1](#) (red) and [P/J302-3](#) (blk) on the HDD.
- Check the sw version of the controller sw - update if required
- Replace the HDD and the HDD Wire Harness ([PL 35.2](#)).
- Replace the ESS PWB ([PL 35.2](#)).

016-368 Cont Thumbnail Fail RAP

BSD-ON: [BSD 16.1 - ESS](#)

Cont Diagnostic Fail. An error occurred during W/R/V test of PCI Config interval or W/R/V test of internal register.

Procedure

NOTE:

Turn the power OFF then ON. If the problem persists, perform the following

- Replace the ESS PWB ([PL 35.2](#)). Check the sw version of the controller sw - update if required.

016-370 ESS Failure RAP

BSD-ON: [BSD 16.1 - ESS](#)

Error is detected in rendering engine diagnosis.

Initial Actions

Power Off/On

Procedure

Replace ESS PWB ([PL 35.2](#)). Check the sw version of the controller sw - update if required.

016-371 ESS USB1.1 Host Failure RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

Error is detected in USB1.1Host diagnosis (Communication with Fax PWB cannot be established).

Initial Actions

Power Off/On

Procedure

Perform the following in order:

- Check the FAX PWB connection
- Remove/insert FAX Cable
- Check the sw version of the controller sw - update if required
- Replace the FAX PWB ([PL 18.5](#)).
- Replace ESS PWB ([PL 35.2](#)).

016-372 Cont HDD FileSystem Fail-A RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition A).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-373 Cont HDD FileSystem Fail-B RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition B).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-374 Cont HDD FileSystem Fail-C RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition C).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-375 Cont HDD FileSystem Fail-D RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition D).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-376 Cont HDD FileSystem Fail-E RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition E).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-377 Cont HDD FileSystem Fail-F RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition F).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-378 Cont HDD FileSystem Fail-G RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition G).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-379 Cont HDD FileSystem Fail-H RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition H).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-380 Cont HDD FileSystem Fail-I RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition I).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-381 Cont HDD FileSystem Fail-J RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition J).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-382 Cont HDD FileSystem Fail-P RAP

BSD-ON: [BSD 16.1 - ESS](#)

Boot Diag detected a logic error with HDD (Partition P).

Procedure

Perform the following:

1. Power OFF then ON.
2. Initialize the HDD [Initialize Hard Disk](#).

016-400 802.1x Authentication Failure RAP

802.1x Authentication Error (incorrect user name or password). The user name or password that has been set in the machine is incorrect. The settings are different from those in the Authentication Device switch that is physically connected to the machine via the network.

Procedure

1. Enter the correct user name or password for 802.1x authentication from the machine panel.
2. Check the settings in the Authentication Device switch that is physically connected to the machine via the network.

016-401 802.1x EAP Type Not Supported RAP

802.1x Authentication Method Mismatch (the authentication server does not support the authentication method of the machine). A Fail signal, which indicates that the authentication method set in the machine cannot be processed, was received from the Authentication Device switch that is physically connected to the machine via the network.

Procedure

- Set the authentication method of the machine to be the same as the one set in the authentication server.
- Check the 802.1x authentication method from the UI.

016-402 802.1x Authentication Failure by Timing Out RAP

802.1x Authentication Time-out (there was no response signal from the Authentication Device). The authentication was timed-out because there was no response signal from the Authentication Device switch that is physically connected to the machine via the network.

Procedure

- Check the switch settings and network connections of the Authentication Device switch that is physically connected to the machine via the network and connect it properly.
- If the problem persists, check the settings of the switch that the device is connected to and the network connection.

016-403 802.1x Certificate Failure RAP

802.1x Authentication Certificate Mismatch. The root server certificate for the authentication server is not stored in the machine or it is mismatched.

Procedure

- Store the root server certificate for the authentication server in the machine.
- If the root certificate of the server certificate cannot be obtained, disable the 802.1x setting item "Verify Server Certificate" in the device.

016-404 802.1x Inside Failure RAP

Other 802.1x Authentication Errors

An internal error has occurred in the 802.1x supplicant function of the machine.

An incorrect protocol signal was received from the authentication server.

Procedure

Repeat the operation.

016-405 Certificate DB File Error RAP

Certificate data base file is wrong. When certificate database file is loaded while system is on, header error and size error are detected.

Procedure

Errors with certificate database file were detected. Enter Diagnostic mode ([Accessing UI Diagnostics](#)). Perform **Delete All Certificates / Initialize Settings**.

016-406 802.1x Client Certificate Failure RAP

An error in setting up Client Certificate for 802.1x authentication. Although "EAP-TLS" is selected as the authentication method for 802.1x authentication, SSL Client Certificate is not set up or deleted.

Procedure

1. Store SSL Client Certificate in this machine and set it up as SSL Client Certificate.
2. If SSLClient Certificate cannot be set up, select an authentication method other than "EAP-TLS".

016-407 XCP Plug-in Security Exception RAP

Package Manager detected a security exception error.

Procedure

Modify the plug-in and re-install.

016-408 XCP Invalid Plug-in RAP

Package Manager detected an invalid plug-in.

Procedure

Modify the plug-in and re-install.

016-409 XCP Plug-in Version Incompatible RAP

Package Manager detected an incompatible plug-in version.

Procedure

Modify the plug-in and re-install.

016-410 XCP Plug-in Property Invalid RAP

Package Manager detected an invalid plug-in property.

Procedure

Modify the plug-in and re-install.

016-411 XCP Unsupported Class Version RAP

Package Manager detected an unsupported class version.

Procedure

Modify the plug-in and re-install.

016-412 XCP Plug-in Misc Error RAP

Package Manager detected a miscellaneous plug-in error.

Procedure

Modify the plug-in and re-install.

016-450 SMB Host Name Duplicated RAP

A PC of the same host name exists on the network.

Initial Actions

Power Off/On

Procedure

Refer the customer to the Network Management > TCP/IP Protocol Configuration section of the System Administrator Guide for the steps on changing the TCP/IP and SMB Host Names set in the machine so they no longer conflict with another device on the network.

If the System Administrator Guide is not available, the Host Name can be changed by performing the following from within the machine's CentreWare Internet Services web page:

1. Click the **Properties** tab.
2. Enter the System Administrator User Name and Password (default admin, 1111) if prompted.
3. Click the **Connectivity** folder, then the **Protocols** folder.
4. Click **TCP/IP** and enter a new Host Name (obtained from the customer) into the **Host Name** field.
5. Click **Apply** and reboot the machine when prompted.

016-453 Dynamic DNS - IPv6 Address Dynamic Update Error RAP

Updating the IPv6 address / host name in DNS server failed

Procedure

Have the customer confirm that the DNS server address is correctly set in the machine by printing a configuration report and checking the DNS setting.

Confirm with the customer's system administrator whether their DNS server allows Dynamic DNS registration using IPv6 address.

If the customer does not want the Dynamic DNS Registration setting enabled in the machine, perform the following steps to disable the setting from within the machine's CentreWare Internet Services web page:

- Click the **Properties** tab.
- Enter the System Administrator User Name and Password (default admin, 1111) if prompted.
- Click the **Connectivity** folder, then the **Protocols** folder.
- Click **TCP/IP** and enter a new Host Name (obtained from the customer) into the **Host Name** field.
- Click **Apply** and reboot the machine when prompted.

016-454 DNS Dynamic Update RAP

DNS Dynamic Update failed.

Initial Actions

Power Off/On

Procedure

Print a Configuration Report and have the customer confirm that the DNS settings listed under the main header "Communication Settings" are correctly set in the machine.

Confirm with the customer's system administrator whether their DNS server allows Dynamic DNS registration using IPv6 address.

If the customer does not want the Dynamic DNS Registration setting enabled in the machine, perform the following steps to disable the setting from within the machine's CentreWare Internet Services web page:

- Click the **Properties** tab.
- Enter the System Administrator User Name and Password (default admin, 1111) if prompted.
- Click the **Connectivity** folder, then the **Protocols** folder.
- Click **TCP/IP** and enter a new Host Name (obtained from the customer) into the **Host Name** field.
- Click **Apply** and reboot the machine when prompted.

016-455 SMTP Server Time-out RAP

There is no response from the SMTP server within the specified time (60sec).

Initial Actions

Power Off/On

Procedure

Verify that the customer can print to the machine. **The customer can print**

Y N

The customer can open the machine's CentreWare Internet Services web page from their PC

Y N

Verify that the green link LED is lit next to the Ethernet port on the side of the machine when the customer's network cable is connected.

Print a machine Configuration Report and have the customer verify that the TCP/IP settings are correct.

Refer to [GP 1](#) and try printing from your PWS to verify that the machine will print. If you can print from your PWS, contact your next level of support.

Have the customer contact the Xerox Customer Support Center to obtain help for their printing problem.

Disconnect the customer's network cable from the machine and try to send an email from the machine. Press the **Job Status** button on the UI, then select the **Completed Jobs** tab and select the Email job that was just attempted to see the fault code **Fault 016-781 is declared by the machine.**

Y N

Reload the machine software ([GP 16](#))

If the problem persists, contact your next level of support

Print a Configuration Report and have the customer verify that the SMTP Server settings are correct. If they are, then have the customer contact the Customer Support Center.

016-456 SMTP Time Asynchronous RAP

A standard time synchronized source message and an asynchronous message was received from the SMTP server.

Initial Actions

Power Off/On

Procedure

If the time on the machine is incorrect, User Guide heading Changing the Default Time Settings procedure resets the time. Or follow procedure below.

1. Press the **Log In/Out** button on the control panel.
2. Enter the Key Operator ID using the numeric keypad on the control panel. Select **Confirm**

NOTE: The default Key Operator ID is "1111". If the Authentication feature is enabled, you may be required to enter a password. The default password is "admin".

3. Select System Settings on the System Administrator Menu screen.
4. Select System Settings on the System Settings screen.
5. Select Common Settings on the System Settings screen.
6. Select Machine Clock/Timers on the Common Settings screen.
7. Select the required option.
8. Select Change Settings.
9. Change the value using the scroll buttons or select required options.
10. Select Save.
11. Return to main menu.

016-461 Under Non-Transmitted Image Log Stagnation RAP

Limitation of creation of new job due to Image Log transfer suspension is in process.

Procedure

Check Image Log management server condition and network condition and identify/fix the factors that interfere with Image Log transfer to Image Log server.

Check transfer setting and transfer the log to be transferred.

Or change the transfer guarantee level to "Low". If it is set to "Low", Image Log may not transferred the Log, but delete the log in order.

016-500 Downloader Fail RAP

BSD-ON: [BSD 16.1 - ESS](#)

Error detected while in data write to Cont-ROM. (DLD (Download Direct) system)

Procedure

- Refer to [GP 16](#) and try installing the software using one of the other methods listed (PWS with the Software Download Tool, USB Thumb Drive or CentreWare Internet Services Web Page).
- If the problem persists, replace the ESS PWB ([PL 35.2](#))
- If the problem continues, obtain another software CD or download another copy of the software file from Xerox.com and try reloading that software.

016-502 ROM Write RAP

BSD-ON: [BSD 16.1 - ESS](#)

There is a ROM writing failure in the Controller.

Initial Actions

Power Off/On

Procedure

- Remove and reinstall the memory PWBs on the ESS ([PL 35.2](#)).
- If the problem persists, disconnect and reconnect the electrical connections on the HDD ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists, replace the ESS PWB ([PL 35.2](#)).

016-503 SMTP Redirector RAP

The Redirector cannot resolve the SMTP (Simple Mail Transfer Protocol) Server address.

Initial Actions

Power Off/On

Procedure

Print a Configuration Report and have the customer confirm that the DNS settings listed under the main header "Communication Settings" are correctly set in the machine.

Have the customer confirm that the SMTP Server settings listed under the sub-header "Email Service Settings" are correctly set in the machine.

If the customer has entered the Host Name of their SMTP Server into the machine's SMTP Server settings of the machine, then have them enter the IP Address of their SMTP server.

If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-504 Redirector POP Server RAP

The Redirector cannot resolve the POP (Post Office Protocol) Server address.

Initial Actions

Power Off/On

Procedure

Print a Configuration Report and have the customer confirm that the DNS settings listed under the main header "Communication Settings" are correctly set in the machine.

Have the customer confirm that the POP3 Server settings listed under the sub-header "Email Service Settings" are correctly set in the machine.

If the customer has entered the Host Name of their POP3 Server into the machine's POP3 Server settings, then have them enter the IP Address of their POP3 server into the machine.

If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-505 Redirector POP Authentication RAP

The Redirector cannot pass POP (Post Office Protocol) authentication.

Initial Actions

Power Off/On

Procedure

Print a Configuration Report and have the customer confirm that the POP3 Server settings, including the POP3 Server Login Name listed under the sub-header "Email Service Settings" are correctly set in the machine.

NOTE: The POP3 Password is not listed on the Configuration Report for security reasons.

If the problem persists, have the customer perform the following thru the CentreWare Internet Services Web Page of the machine:

- Re-enter the POP3 Server Password in Properties>Connectivity>Protocols>POPS Setup to ensure that it is entered correctly.
- Enter the customer's Domain name ahead of the Login Name in the POP3 Server Login Name field (i.e.: xerox\emailuser).

If the problem persists, have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-506 Image Log RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log in the HDD is full. Because the log image storage area on the disk is full, a job cannot be continued. When the system data "Level of Ensuring Log image Creation" is set to "High" the log image storage area on the disk becomes full (during processing any job other than copy/scan jobs).

Initial Actions

Power Off/On

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HD. Switch on the power.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists, replace the HDD ([PL 35.2](#)).

016-507 Image Log Send RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log send command 1 in the HDD failed. A log image transfer fails, making it impossible to continue a target job which will consist of created images. With the system data "Auto Transfer Setting" set to "Transfer by the job" a log image transfer fails, making it impossible to continue a target job.

Initial Actions

Power Off/On

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HD. Switch on the power.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists, replace the HDD ([PL 35.2](#)).

016-508 Image Log RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log send command 2 in the HDD failed. A log image transfer fails, making it impossible to continue an image transfer job.

Initial Actions

Power Off/On. Check the state of the destination image log control server and that of the network, and clear any factor preventing image logs from being transferred to the image log control server.

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HD. Switch on the power.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists, replace the HDD ([PL 35.2](#)).

016-509 Image Log RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log block send command 1 in the HDD failed. With the system data "Auto Transfer Setting" set to "Transfer by the job," transfer rules are not registered, causing a job to be discontinued.

Initial Actions

Power Off/On

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HD. Switch on the power. Register rules for transfer from the destination image log control server to the device.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists perform [GP 16](#) Special Boot Modes HDD Initialization.

If the problem persists, replace the HDD ([PL 35.2](#)).

016-510 Image Log RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log block send command 2 in the HDD failed.

Initial Actions

Power Off/On. Rules for log image transfer are not registered. Because transfer rules are not registered, a transfer fails. Register rules for transfer from the destination image log control server to the device.

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HD. Switch on the power.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists, replace the HDD ([PL 35.2](#)).

016-511 Image Log RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log invalid send rule 1 executed in the HD.

Initial Actions

Power Off/On. With the system data "Auto Transfer Setting" set to "Transfer by the job," illegal transfer rules cause a job to be discontinued. Overwrite rules for transfer from the destination image log control server to the device.

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HD. Switch on the power.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists, replace the HDD ([PL 35.2](#)).

016-512 Image Log RAP

BSD-ON: [BSD 16.1 - ESS](#)

The Image Log invalid send rule 2 executed in the HD.

Initial Actions

Power Off/On. Rules for log image transfer are illegal. Illegal transfer rules cause a transfer failure. Overwrite rules for transfer from the destination image log control server to the device.

Procedure

Switch off the power and disconnect and reconnect the electrical connectors in the ESS and HDD. Switch on the power.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists, replace the HDD ([PL 35.2](#)).

016-513 SMTP Server Reception Error RAP

A timeout error occurred when the machine was receiving a response from SMTP Server (after the machine connected to the server)

Procedure

The usual cause for this fault is that the server or the network is busy. Wait for a while and then rerun the job. If the situation does not improve, contact the network administrator.

016-514 XPS Error RAP

Invalid Schema, parameter error, XPS (XML Paper Specification) file breakage and XPS (XML Paper Specification) decomposer internal error occurs while in XPS Bridge is processing.

Procedure

Print using printer driver (ART-EX,PCL etc.) from XPS Viewer. If the problem persists, go to the following to resolve it.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-515 XPS Short of Memory RAP

Memory shortage is detected in XPS (XML Paper Specification) Bridge processing.

Procedure

- Change print mode to “Standard” if it is set to “High image quality” or “High speed”
- When the problem continues, extend memory capacity
- When the problem persists even with memory extended to the max. capacity, print using driver (ART-EX, PCL etc.) from XPS Viewer
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-516 XPS Print Ticket Description Error RAP

Print Ticket included in XPS (XML Paper Specification) Document is “Grammar this machine does not support” or “Print request content this machine does not support”.

Procedure

- Check if there is any problem in usage of the application for submitting print job and print request content.
- When no problem is found, to contact supplier of the relevant application for submitting print job
- When the problem cannot be solved, to obtain printer setting list, job history report and print data with Print Ticket which has been submitted
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-517 PS Booklet Illegal Color Mode Change RAP

PSDecomp detects change of Process Color Model or resolution/bi-tone/con-tone parameter while in interpretation of job with Booklet designation.

Procedure

- Have customer resubmit the job with corrected parameters. Rewrite the PostScript file in the way that does not allow the page device, Process Color Model, to be changed in the process
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-518 PS Booklet Conflict WM RAP

PS Booklet and Watermarks were specified at the same time.

Procedure

- PS Booklet and Watermark/UUID cannot be specified at the same time. Cancel either one.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-519 Device DV - Reached Limit RAP

Device Document Volume - Reached Limit.

Procedure

Change the maximum number of documents that can be printed.

016-522 LDAP RAP

There is a SSL (Secure Socket Layer) error in the LDAP (Lightweight Directory Access Protocol) protocol.

Initial Actions

Power Off/On

Procedure

Have the customer refer to the product System Administrator Guide to disable SSL in the machine and then have them try using the LDAP protocol. This process will half split the problem to determine if the problem is with SSL or LDAP.

If the problem persists, have the customer contact the Xerox Customer Support Center and ask for help with LDAP.

If the LDAP problem is eliminated, have the customer contact the Xerox Customer Support Center and ask for help with SSL.

016-523 LDAP RAP

There is a SSL (Secure Socket Layer) error in the LDAP (Lightweight Directory Access Protocol) protocol.

Initial Actions

Power Off/On

Procedure

Have the customer refer to the product System Administrator Guide to disable SSL in the machine and then have them try using the LDAP protocol. This process will half split the problem to determine if the problem is with SSL or LDAP.

If the problem persists, have the customer contact the Xerox Customer Support Center and ask for help with LDAP.

If the LDAP problem is eliminated, have the customer contact the Xerox Customer Support Center and ask for help with SSL.

016-524 LDAP RAP

There is a SSL (Secure Socket Layer) error in the LDAP (Lightweight Directory Access Protocol) protocol.

Initial Actions

Power Off/On

Procedure

Have the customer refer to the product System Administrator Guide to disable SSL in the machine and then have them try using the LDAP protocol. This process will half split the problem to determine if the problem is with SSL or LDAP.

If the problem persists, have the customer contact the Xerox Customer Support Center and ask for help with LDAP.

If the LDAP problem is eliminated, have the customer contact the Xerox Customer Support Center and ask for help with SSL.

016-525 LDAP RAP

There is a SSL (Secure Socket Layer) error in the LDAP (Lightweight Directory Access Protocol) protocol.

Initial Actions

Power Off/On

Procedure

Have the customer refer to the product System Administrator Guide to disable SSL in the machine and then have them try using the LDAP protocol. This process will half split the problem to determine if the problem is with SSL or LDAP.

If the problem persists, have the customer contact the Xerox Customer Support Center and ask for help with LDAP.

If the LDAP problem is eliminated, have the customer contact the Xerox Customer Support Center and ask for help with SSL.

016-526 LDAP RAP

There is a SSL (Secure Socket Layer) error in the LDAP (Lightweight Directory Access Protocol) protocol.

Initial Actions

Power Off/On

Procedure

Have the customer refer to the product System Administrator Guide to disable SSL in the machine and then have them try using the LDAP protocol. This process will half split the problem to determine if the problem is with SSL or LDAP.

If the problem persists, have the customer contact the Xerox Customer Support Center and ask for help with LDAP.

If the LDAP problem is eliminated, have the customer contact the Xerox Customer Support Center and ask for help with SSL.

016-527 LDAP RAP

There is a SSL (Secure Socket Layer) error in the LDAP (Lightweight Directory Access Protocol) protocol.

Initial Actions

Power Off/On

Procedure

Have the customer refer to the product System Administrator Guide to disable SSL in the machine and then have them try using the LDAP protocol. This process will half split the problem to determine if the problem is with SSL or LDAP.

If the problem persists, have the customer contact the Xerox Customer Support Center and ask for help with LDAP.

If the LDAP problem is eliminated, have the customer contact the Xerox Customer Support Center and ask for help with SSL.

016-529 Remote Download Server Time-out RAP

There was no response within the specified time (60 sec.) when connecting to the Remote Download server.

Procedure

Check the network connection. Check that the Remote Download server is properly configured and operating on the network.

016-533 Kerberos Authentication Protocol Error 37 RAP

The time setting for the machine and the Kerberos (a computer network authentication protocol, which allows nodes communicating over a non-secure network to prove their identity to one another in a secure manner) Server are set at different times or the Daylight Saving Time settings are different and should be the same.

Procedure

Do the following:

1. Enter CE Mode, refer to [Entering and Exiting Service Rep. Mode](#) and access the UI Diagnostics, refer to [Accessing UI Diagnostics](#). Select the [Date / Time](#) from the Maintenance/Diagnostics screen.
2. Check and record the Time and Daylight Saving Time settings.
3. Have the System Administrator check the Time and Daylight Saving Time settings for the Kerberos Server.
4. Adjust the Time and/or the Daylight Time setting that does not agree with the Kerberos Server in [Date / Time](#).
5. Exit UI Diagnostics. The machine should reboot with the time change.

If the problem persists, perform the following steps at the machine UI:

1. Enter CE Mode
2. Press the **Machine Status** button and then select the **Tools** tab.
3. Select **System Settings**, then **Common Settings** and then **Machine / Clock Timers**
4. Enable the setting **NTP Time Synchronization**
5. Select the setting **Time Server Address** and enter the Kerberos Server Name or IP Address that can be found on the Configuration Report.
6. Save the settings and reboot the machine.

If the problem persists, have the customer contact the Xerox Customer Support Center

016-534 LDAP RAP

There was a Kerberos server authentication protocol error. The realm assigned to the machine does not exist on the Kerberos server or the machine is not connecting to the Kerberos server address.

Initial Actions

Power Off/On

Procedure

Check that the realm name and Kerberos server address settings on the machine are correct. If connected with Windows 2000 or Windows 2003 Server, make sure the realm name is in upper case characters.

016-535 Remote Download File Access Error RAP

The specified FW update file (Download image file) is not found in the Remote Download server.

Procedure

Check the Remote Download server for the FW update file.

016-536 Host Name Resolution Error in Remote Download RAP

Failed to resolve the hostname (server name) during the DNS access before connecting to the Remote Download server. DNS library call error.

Procedure

- Check the connection to the DNS.
- Check whether the Remote Download server name has been registered in the DNS.

016-537 Remote Download Server Connection Error RAP

The port of the connection destination Remote Download server is not open.

Procedure

Check the network connection setting (port) of the Remote Download server.

016-538 Remote Download File Write Error RAP

The FW update file that was obtained from the Remote Download server cannot be saved properly into the HDD.

Procedure

Check the HDD for free space and delete unnecessary files. Or, replace the HDD.

016-539 LDAP RAP

There was a Kerberos server authentication protocol error.

Initial Actions

Power Off/On

Procedure

This error was generated by the software.

016-543 Attestation Agent Error 543 (REALM_UNKNOWN) RAP

The specified realm/domain has disappeared from the ApeosWare Authentication Agent. (The domain was manually deleted at the ApeosWare Authentication Agent after obtaining the realm name list from the device.)

Procedure

Either update the realm list using the Realm Update button of the device or add the domain into the ApeosWare Authentication Agent. To update the device realm information, perform the following: Press the [Authentication Agent] button on the Authentication window of the device. The Authentication Agent window appears. Press the [Update] button on the window.

016-545 Attestation Agent Error 545 (CLOCKSKEW_ERR) RAP

A Clock skew error has occurred in attestation.

The time of ApeosWare Authentication Agent and Active Directory is out of sync with the upper limit of the Kerberos ClockSkew set in the Active Directory.

Procedure

Match the time of the PC where the ApeosWare Authentication agent is installed in with the time of the PC where the Active Directory is.

Furthermore, if the Windows Time Service in the PC where the ApeosWare Authentication Agent is installed is stopped, start it up.

Refer to the ApeosWare Authentication agent User Guide for solutions.

016-546 Attestation Agent Error 546 RAP

A general user tried to obtain the information of another user.

Procedure

Po/Po. Contact our Customer Support Center.

016-548 Attestation Agent Error 548 (UNREGISTERED_DEVICE) RAP

The information of the machine that is performing the authentication operation is not in the database (GetUserInformation method only).

The device is not registered in the ApeosWare Authentication Agent.

Procedure

Register the device in the ApeosWare Authentication Agent. Refer to the **ApeosWare Authentication Agent User Guide** for solutions. Match the time of the PC where the ApeosWare Authentication agent is installed in with the time of the PC where the **Active Directory** is.

016-553 Attestation Agent Error 553 (VERSION_MISMATCH) RAP

The version information written in the SOAP Header cannot be understood. The ApeosWare Authentication Agent does not support the version of the device interface.

Procedure

The version of the ApeosWare Authentication Agent needs to be upgraded.

Check that the machine is a product that is supported by the upgraded version of the ApeosWare Authentication Agent.

016-554 Attestation Agent Error 554 (CONFIGURATION_ERROR) RAP

The existence check for the specified user in the event of an authentication error has failed.

The domain user reference login name or the reference password of the ApeosWare Authentication Agent domain is incorrect.

Procedure

Set the domain user reference login name or the reference password of the ApeosWare Authentication Agent domain to the correct items.

016-555 Attestation Agent Error 555 (SERVICE_ISNOT_WORKING) RAP

Timed out when connecting to the authentication server.

The ApeosWare Authentication Agent cannot connect to the database or the Active Directory.

Procedure

Check that the ApeosWare Authentication Agent can connect to the database or the Active Directory.

Refer to the ApeosWare Authentication Agent User Guide for solutions.

016-556 Attestation Agent Error 556 (SERVICE_IS_PROCESSING) RAP

Time-out during database processing.

Error has occurred in the database that the ApeosWare Authentication Agent is connected to due to overloading.

Procedure

Wait for a while before authenticating again as the service is overloaded.

If that did not solve the problem, check the ApeosWare Authentication Agent.

Refer to the ApeosWare Authentication Agent User Guide for solutions.

016-557 Attestation Agent Error 557 (INTERNAL_ERROR) RAP

Another error has occurred in attestation.

An internal error has occurred in the ApeosWare Authentication Agent.

Procedure

Check the ApeosWare Authentication Agent.

Refer to the ApeosWare Authentication Agent User Guide for solutions.

016-558 Attestation Agent Error 558 (MISC_ERR) RAP

The machine has received an unknown error from the ApeosWare Authentication Agent.

Procedure

Turn the power OFF then ON.

016-559 Remote Download Parameter Error RAP

When performing the Remote Download, an invalid value is set in the required system data.

Procedure

Check that all system data that must be set to perform the Remote Download have been properly set. Example: Check the server settings corresponding to the IP mode, etc.

016-560 Attestation Agent Error 560 RAP

A communication error has occurred between the ApeosWare Authentication Agent and the machine

Procedure

Check that the network cable is connected and check the settings of the Authentication Agent function.

If DNS address of the Server is set as the Server name/IP address of the ApeosWare Authentication Agent in the printer function settings list, check that DNS is enabled

016-562 Attestation Agent Error 562 RAP

Attestation Agent Error

*ICCG External Attestation agent detected a duplicated ID

Procedure

Correct a temporary user entered into Active Directory or Attestation Agent so that it does not have the same IC card info as any other user.

016-563 ImageLog Memory Full (Exp. Kit) RAP

When the system data "Log/Image Creation Guarantee Level" is set to "High," the Thumbnail Preview Kit has insufficient memory.

Procedure

Set the image quality to "Normal."

016-564 Remote Download Server Authentication Failed RAP

When accessing the Remote Download server, an authentication error notification was issued from the server.

Procedure

Check that the correct user name and password was specified when accessing the Remote Download server.

016-565 Backup Restore Error RAP

- When performing backup, there is no backup storage destination.
- When performing restore or deletion of backup files, there are no backup files.

Procedure

- For USB backup, check that the USB Memory is properly installed. If the problem persists, use a PC to check the USB memory for a "backup" directory. If it is not there, create it.
- When performing restore or deletion of backup files from the USB backup file, check that the USB Memory is properly installed.

016-566 NVM Backup Restore Condition Error RAP

- During backup, the FW download file that has the same version as the machine cannot be found.
- During restore, the machine configuration during backup and restore does not match. Therefore, the restore cannot be performed.

Procedure

- During backup, save the FW download file into the "dwld" directory in the USB memory, plug it into the machine, and then perform the backup.
- During restore, use the same IOT and IIT ROM versions as those during backup. When performing restore using a USB backup file, also use the same HDD configuration.
- If there is no HDD, use the same ESS ROM versions as well. If the same configuration cannot be attained, delete the backup file from the panel.

016-567 NVM Backup Capacity Full RAP

The backup destination has insufficient capacity.

Procedure

- Before performing the HDD backup, delete existing backup files through the panel to increase the capacity.
- Before performing USB backup, delete the backup files in the USB memory through the panel, or use a PC to delete unnecessary files in the USB memory to increase the capacity.

016-568 NVM Backup Restore Failed RAP

BSD-ON: [BSD 16.1 - ESS](#)

One of the following problems has occurred:

- NVM data could not be backed up or restored for some reason
- An HDD access error has occurred.
- A USB Memory access error has occurred.
- The backup file was corrupted during restore.

Procedure

- Format the HDD before performing HDD backup.
- Before performing restore using the HDD backup file, delete backup files through the panel. If the problem persists, format the HDD.
- For USB backup, check that the USB Memory is properly installed. If the problem persists, use a PC to format the USB Memory.
- When performing restore using USB backup files, check that the USB Memory is properly installed. If the problem persists, use the panel or a PC to delete the backup files.
- If the problem still persists, use a PC to format the USB Memory.

016-569 Attestation Agent Error 569 RAP

Errors related to the functions of the Authentication Agent other than listed previously Attestation Agent Error

Procedure

Turn the power OFF then ON

016-570 Job Ticket Out of Memory RAP

XPIF Parser detects 'out of memory' while interpreting job ticket.

Procedure

Increase memory size for job ticket on UI Panel (see SA Guide), restart MC, and then re-run the job.

016-571 Job Ticket Parameter Mismatch RAP

Decomposer detects job ticket has instruction that is inconsistent with device spec.

Procedure

Check for a mismatch between parameters specified by job ticket, correct the parameters and then resend the job.

016-572 Job Ticket Media Error RAP

Decomposer detects paper whose properties are specified by job ticket cannot be recognized as paper (size/type/color) supported by device.

Procedure

Check that the device that receives data can print it onto paper whose properties (size/type/weight/color/punched) are specified by job ticket.

016-573 Job Ticket Parse Error RAP

XPIF Parser has received and processed job ticket that has syntax impossible to interpret.

Procedure

Ensure the following: software is properly installed on client that generates job ticket; operational requirements are met; and software version matches device version.

016-574 Host Name Error RAP

A failure in resolving a problem with a host name in FTP scan

Procedure

Check the connection to DNS.

Or check that the destination server name is entered on DNS.

016-575 DNS Server Error in FTP RAP

In FTP scan, the server was not found on DNS.

Procedure

Print a Configuration Report and have the customer confirm that the DNS settings listed under the main header "Communication Settings" are correctly set in the machine.

Have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine.

If the customer has entered the Host Name of their FTP Server into the File Destination settings, then have them enter the IP Address of their FTP server into the machine.

If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-576 Server Connection Error in FTP RAP

In FTP scan, there is a problem with the connection to the server.

Procedure

Verify that the customer can print to the machine. **The customer can print**

Y N

The customer can open the machine's CentreWare Internet Services web page from their PC

Y N

Verify that the green link LED is lit next to the Ethernet port on the side of the machine when the customer's network cable is connected.

Print a machine Configuration Report and have the customer verify that the TCP/IP settings are correct.

Refer to [GP 1](#) and try printing from your PWS to verify that the machine will print. If you can print from your PWS, contact your next level of support.

Have the customer contact the Xerox Customer Support Center to obtain help for their printing problem.

Disconnect the customer's network cable from the machine and try to send an email from the machine. Press the **Job Status** button on the UI, then select the **Completed Jobs** tab and select the Email job that was just attempted to see the fault code **Fault 016-781 is declared by the machine.**

Y N

Reload the machine software ([GP 16](#))

If the problem persists, contact your next level of support

Print a Configuration Report and have the customer verify that the SMTP Server settings are correct. If they are, then have the customer contact the Customer Support Center.

016-577 FTP Service RAP

FTP Service has a problem.

Procedure

Check the following:

- FTP Service is activated
- Check that the FTP port number of the Server matches the FTP port number that is set on the machine.

016-578 Login/Password Error RAP

A login name or password error in FTP scan.

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Ask the customer to reset or change the Password for the machine's User account on their FTP server as the Password may have expired. If they change the Password at their server, then the new Password must be entered into the File Destination settings in the machine. Refer to the System Administrator Guide.

Have the customer attempt to log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine. This will verify that the Name and Password are correct.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-579 Scanning Picture Error RAP

There is a problem with the place to save images scanned in FTP scan.

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.
3. Have them verify that there is sufficient file space in the destination on the FTP server to allow the machine to transfer files.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-580 File Name Acquisition Failure RAP

A failure in acquiring a file name/folder on the FTP scan server.

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.
3. Have them verify that there is sufficient file space in the destination on the FTP server to allow the machine to transfer files.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-581 File Name Suffix Limit Error RAP

The suffix of a FTP scan file name/folder name exceeds the limit.

Procedure

Change the file name/destination folder, or move or delete the file in the destination folder.

016-582 File Creation Failure RAP

A failure in creating a FTP scan file.

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.
3. Have them verify that there is sufficient file space in the destination on the FTP server to allow the machine to transfer files.
4. Have the customer check for an abundance of files and folders and delete some of them if possible.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-583 Lock Folder Creation Failure RAP

A failure in creating a FTP scan lock folder

Procedure

Check the following:

- If the existing lock directory (*.LCK) is left on the destination, manually delete it and retry the job.
- That the specified name is a folder name that can be created in the storage place.
- That there is no folder with the same name as the specified one.
- That the storage place has some space available.

016-584 Folder Creation Failure RAP

A failure in creating a FTP scan folder

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.
3. Have them verify that there is sufficient file space in the destination on the FTP server to allow the machine to transfer files.
4. Have the customer check for an abundance of files and folders and delete some of them if possible.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-585 File Delete Failure RAP

A failure in deleting a FTP scan file. Check the right to access the server.

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-586 Lock Folder Delete Failure RAP

A failure in deleting a FTP scan lock folder

Procedure

Check the following:

- The right to access the server.
- If the existing lock directory (*.LCK) is left on the destination, manually delete it and retry the job.

016-587 Folder Delete Failure RAP

A failure in deleting a FTP scan folder

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-588 Data Write-in Failure RAP

A failure in writing data onto the FTP scan server

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder. Then delete the file and folder. This will verify that the machine's User account has proper permissions on the FTP server.
3. Have them verify that there is sufficient file space in the destination on the FTP server to allow the machine to transfer files.
4. Have the customer check for an abundance of files and folders and delete some of them if possible.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-589 Data Read Failure RAP

A failure in reading data from the FTP scan server

Procedure

Print a Configuration Report and have the customer confirm that the Default File Destination or Alternate File Destination settings listed on the last page of the report are correctly set in the machine, especially the Login Name.

Have the customer perform the following:

1. Log in to their FTP server from a PC on their network and using the Login Name and Password specified in the machine.
2. Create a Folder on the FTP server in the location that the machine should be transferring files into and copy a file into the Folder.
3. Have the customer try to open the copied file on the FTP server. This will verify that the machine's User account has proper permissions on the FTP server.

If the machine problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-590 Data Reading Failure from FTP Server RAP

"Prohibit Overwrite" is selected for FTP scan "File Name Conflict". Unable to save a file after connecting to the FTP server during scanner (Save to PC) FTP transfer because "File Name Conflict" is set to "Cancel Job".

Procedure

Set "File Name Conflict" to other than "Cancel Job".

016-591 FTP Scan Filing Policy Injustice RAP

Incorrect FTP scan filing policy (when additional items are selected). Incorrect filing policy (when additional items are selected) was detected after connecting with the FTP server.

Procedure

1. When "Add" is selected for "File Name Conflict", check that the file format is not set to Multi-page.

016-592 NEXTNAME.DAT File Access Error in FTP RAP

NEXTNAME.DAT file access error during FTP scan. An error has occurred when accessing the NEXTNAME.DAT file after connecting to the FTP server during scanner (Save to PC) FTP transfer.

Procedure

1. When "Add" is selected for "File Name Conflict", check that the NEXTNAME.DAT file is correct.

016-593 Internal Scan Error RAP

An internal error occurred in FTP scan. A Redirector internal error has occurred after connecting to the FTP server.

Procedure

If the same operation causes this to reoccur, contact our Custom Support Center.

016-594 TYPE Command Failure RAP

In FTP scan, a TYPE command failed. (network error)

Procedure

If the same operation causes this to reoccur, contact our Custom Support Center.

016-595 Port Command Failure RAP

In FTP scan, a Port command failed. (network error)

Procedure

If the same operation causes this to reoccur, contact our Custom Support Center.

016-596 CDUP command failure in FTP RAP

The CDUP command has failed during FTP scan (Network error). The CDUP command has failed after connecting to the FTP server.

Procedure

Repeat the operation.

016-597 Same Name File Exists in FTP Server RAP

The process was cancelled since a file (folder) with the same name exists during FTP scan (CreditMutuel specifications).

Procedure

Perform the same operation again without multiple machines accessing the same folder in the same server.

016-598 E-mail Message Oversize RAP

In paginating, mail data size per page exceeds system data "max message size."

Procedure

Perform the following:

1. Reduce resolution (image-to-send quality) and resend the job.
2. Reduce magnification and resend the job
3. Perform the following steps at the machine UI to increase the size of the Email jobs that the machine will transfer:
 - a. Enter CE Mode (refer to [Entering and Exiting Service Rep. Mode](#)).
 - b. Press the **Machine Status** button and then select the **Tools** tab.
 - c. Select **System Settings**, then **Email / Service Settings** and then **Email Controls**
 - d. Increase the settings **Maximum Data Size Per Email** and **Maximum Total Data Size** to 20MB and 100MB respectively.
 - e. Save the settings and reboot the machine.
4. If the problem persists, have the customer check the maximum allowable size for emails and attachments on their SMTP (Email) server as this could be causing the fault in the machine.

016-599 E-mail Message Oversize RAP

In paginating, mail data size per page exceeds system data "max message size."

Procedure

Perform the following:

1. Reduce resolution (image-to-send quality) and resend the job.
2. Reduce magnification and resend the job
3. Perform the following steps at the machine UI to increase the size of the Email jobs that the machine will transfer:
 - a. Enter CE Mode (refer to [Entering and Exiting Service Rep. Mode](#)).
 - b. Press the **Machine Status** button and then select the **Tools** tab.
 - c. Select **System Settings**, then **Email / Service Settings** and then **Email Controls**
 - d. Increase the settings **Maximum Data Size Per Email** and **Maximum Total Data Size** to 20MB and 100MB respectively.
 - e. Save the settings and reboot the machine.
4. If the problem persists, have the customer check the maximum allowable size for emails and attachments on their SMTP (Email) server as this could be causing the fault in the machine.

016-600 Key Operator Authentication Locked RAP

The number of incorrect Key Operator log in attempts reached the limit.

Procedure

NOTE: *Default is 5 events. NVM Read/Write [700-563] can be set between 1 to 10 events. With this feature enabled, the machine denies access when an incorrect System Administrator ID is entered the selected number of times.*

If required, refer to [GP 2](#) to reset password to 1111 (default) if the System Administrator ID is unavailable.

016-601 Illegal Access Detection RAP

The number of incorrect authentication login attempts reached the limit.

Procedure

NOTE: Default is 10 users. NVM location [700-564] can be set 1 to 600 users.

If required, refer to [GP 2](#) to reset password to 1111 (default) if the System Administrator ID is unavailable.

016-603 HDD not found Fail RAP

BSD-ON: [BSD 16.1 - ESS](#)

The HDD went undetected

Procedure

- Switch the power off, then on
- Go to [BSD 16.1 - ESS](#) and check the cables between the ESS PWB and the HDD.
- If problem still exists, replace the ESS PWB ([PL 35.2](#)).

016-604 Debug Log by System RAP

Automatic creation of Debug Log by System

Procedure

- Switch the power off, then on
- If problem still exists, replace the ESS PWB (PL 35.2).

016-605 Debug Log by ExtCont RAP

Automatic creation of Debug Log by ExtCont

Procedure

- Switch the power off, then on
- If problem still exists, replace the ESS PWB (PL 35.2).

016-700 Password is Under Minimum RAP

Job with password of which number of digit is below the minimum value for a password is received.

Make the minimum number of password digit for Security Print and Authentication Print settable. Do not store job with password of which number of digit is below the minimum value.

Procedure

Increase the number of digit of the password of desired print job to a value larger than the minimum.

016-701 ART EX Memory Expended RAP

Insufficient memory was detected while using the ART EX.

Initial Actions

Power Off/On

Procedure

- Increase the allocated memory of the ART EX. (In some cases, actual memory must be increased)
- Change the print mode. (Example: High Quality mode → Normal mode)
- Lower the resolution.
- Set [Page Print mode] to [Enabled].
- Execute [Image Compression] in the [Graphics] tab of the printer driver.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-702 Out of Page Buffer RAP

Insufficient Print Page Buffer is detected.

Initial Actions

Power Off/On

Procedure

- Set [Print Mode] to [High Speed] and reduce the print resolution before retrying the operation.
- Increase the memory to increase the page buffer.
- Retry the operation in [Print Page Mode]. (PLW Decomposer (=ART-EX) only)
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-703 E-mail To Invalid Box RAP

BSD-ON: [BSD 34.1 - FAX](#)

The system detected an unopened or invalid mailbox and aborted a job when receiving an E-mail.

Initial Actions

Power Off/On

Even if there are no options such as Internet FAX and Scan To E-Mail, this fault occurs in normal Fax receiving and sending. Here is detailed description.

- In Fax/Internet FAX sending, a mailbox is to be used in the machine for Fax communications, but the mailbox could not be set up.
- In receiving Email/Fax/Internet FAX no mailbox or an invalid mailbox is detected, and a job is over.

Procedure

Perform the following:

- Check whether a selected mailbox is set up. If not, set it up.
- Ask the sender to send E-Mail/Fax/Internet FAX to a valid mailbox. If this does not resolve the problem, perform the following.
- Replace the FMO (the IF Board for Fax).
- If this does not resolve the problem, it then indicates that the HDD can be defect. Perform the following in order.
 - Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required
 - Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 - Replace HDD ([PL 35.2](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-704 Mailbox Full RAP

When accessing the HD, the control logic detected that the mailbox was full (it exceeded the maximum number of documents per box) and aborted the job.

Initial Actions

Power Off/On

Procedure

Delete unnecessary documents and then repeat the operation.

Refer customer to Mailbox section in User Guide.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-705 Secure Print RAP

Registration for Secure Print failed because Security Storage cannot be done without a HD.

Initial Actions

Power Off/On

1. Although the machine was set to store scanned documents into a Mailbox, the Scanner Kit or E-mail Kit option was not installed.
2. The Printer Driver for this machine was not used. # Not for HDD standard machines but for machines with options #
3. A Secure Print, Mailbox Print, Auditron Print, or Private Print job was received without the Functional Expansion Kit installed.

Procedure

1. For 1., press the <All Services> button and check whether [Scanner (Scan to Mailbox)] is displayed. If it is displayed, check whether scanned documents can be stored into a Mailbox. If documents cannot be stored into the Mailbox, install the Scanner Kit or E-mail Kit option.
2. For 2., use the Printer Driver for this machine. # Not for HDD standard machines but for machines with options #
3. For 3., check whether the Functional Expansion Kit is installed in this machine. When the Functional Expansion Kit is not installed.
 - If the function is not used, set [Hard Disk] in the [Options] tab to [Not Available] at the Printer Driver
 - To use the function, install the Functional Expansion Kit.
 - When the Functional Expansion Kit is installed
 - Set [Hard Disk] in the [Options] tab to [Available] at the Printer Driver
 - Check whether the options required for mailbox storage are installed. Required options: up to DMP5 - Scanner Kit; DMP6 or later - Scanner Kit or E-mail Kit
 - If the problem persists, perform the following procedure to repair it.
 - Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw. Reload software
 - Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 - a. [Job Log Clear Mode](#)
 - b. [HDD Initialize Mode](#)
 - Replace HDD ([PL 35.2](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-706 Maximum Users Exceeded RAP

The system detected that a job exceeded the maximum no. of users for Secure and Sample Prints and aborted the job. FULL status was detected at HD access and a job was aborted

Initial Actions

Power Off/On

Procedure

- Delete unnecessary documents/users and print again.
- Refer customer to User Guide headings Maximum Stored Pages,
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-707 Sample Print RAP

Proof Print Registration failed because it cannot be stored without a HD.

Initial Actions

Power Off/On

Procedure

If the problem occurred at installation, check whether the operations for Proof Print are correct.

- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-708 HDD Full Annotation/Watermark RAP

BSD-ON: [BSD 16.1 - ESS](#)

When an Annotation/Watermark image was to be stored in the HDD, the Full status was detected and the job was aborted.

Initial Actions

Power Off/On

Procedure

1. Check HDD electrical connections ([PL 35.2](#)).
2. If the problem persists perform [Initialize Hard Disk](#).
3. If the problem persists, replace the HDD ([PL 35.2](#)).
4. Cancel Annotation/Watermark and repeat the operation
5. Reduce the no. of document pages. In Mixed Size mode, only a single size is available
6. For printing Stored Document, delete unnecessary documents from the HDD and repeat the operation
7. Expand the capacity of the HDD partition of the relevant service.
8. If the problem persists, perform the following procedures in sequence to repair it.
 - Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required
 - Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 - a. [Job Log Clear Mode](#)
 - b. [HDD Initialize Mode](#)
 - Replace HDD ([PL 35.2](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-709 ART EX Command RAP

An ART EX command error occurred during PLW processing.

- Syntax error, undefined command
- Parameter error
- Decomposer internal error, etc

Initial Actions

Power Off/On

Procedure

This error occurs when some parts of the created print file are missing or abnormal. In parallel connection, check it according to the procedures given below.

1. Set [Parallel Bi-Directional Communication] to [OFF] in the printer driver
2. Set a longer time for [Auto Output Time] by selecting [Port Settings]>[Parallel] in CWIS
3. Replace the parallel cable
4. If a long parallel cable is used, use a short cable (genuine) and try printing again
5. Change the BIOS settings in the PC. (Change the current parallel port settings to others.)
6. Change the power supply outlet (socket)
7. In network connection, connect the PC with the printer
8. If the problem persists, perform the following procedure to repair it
 - Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required

016-710 Delayed Print RAP

BSD-ON: [BSD 16.1 - ESS](#)

- A Delay Print Job was received from the machine that has no HDD installed.
- The number of jobs that can be simultaneously received (100 jobs) was exceeded.

Initial Actions

Power Off/On

Procedure

Check whether the HDD is installed

1. (If HDD is installed or HDD is full, free up the HDD capacity.)
2. If Secure Print/Proof Print or Knowledge Storage Print is specified, disable them
3. Reduce the Delay Print jobs waiting to 100 jobs or less.
4. If the problem has occurred at installation, check whether the operations are correct
5. If the problem persists, perform the following procedures in sequence to repair it
 - Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required
 - Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 - a. [Job Log Clear Mode](#)
 - b. [HDD Initialize Mode](#)
 - If the problem persists perform [Initialize Hard Disk](#).
 - If the problem persists, replace the HDD ([PL 35.2](#)).
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-711 E-mail Transmission Size Limit RAP

The send module (redirector) attempted to send data exceeding the system data size limit for Scan to E-mail.

Initial Actions

Power Off/On

Procedure

1. Decrease the send parameter for resolution (send image quality) and resend.
2. Reduce the image using the send parameter and resend (e.g. 11 x 17 to 8.5 x 11 or A3 to A4).
3. Reduce resolution (image-to-send quality) and resend the job.
4. Reduce magnification and resend the job
5. Perform the following steps at the machine UI to increase the size of the Email jobs that the machine will transfer:
 - a. Enter CE Mode (refer to [Entering and Exiting Service Rep. Mode](#)).
 - b. Press the **Machine Status** button and then select the **Tools** tab.
 - c. Select **System Settings**, then **Email / Service Settings** and then **Email Controls**
 - d. Increase the settings **Maximum Data Size Per Email** and **Maximum Total Data Size** to 20MB and 100MB respectively.
 - e. Save the settings and reboot the machine.
6. If the problem persists, have the customer check the maximum allowable size for emails and attachments on their SMTP (Email) server as this could be causing the fault in the machine.

016-712 Panther Capacity (I-Formatted) RAP

Capability of Panther in Scan service was deteriorated (I-Formatter).

Initial Actions

Power Off/On

Procedure

- Increase the resolution or enlarge the scan area
- Ask customer to cancel and rerun the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-713 Security Box Password RAP

Password check error was detected during data storage in a Mailbox. Though the Mailbox specified for the job exists, the password set in the specified Mailbox and the password specified for the job do not match.

Initial Actions

Power Off/On

Procedure

- Set a correct password and try again. If the problem persists, perform the following procedure to repair it.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-714 Security Box Enable RAP

Box not opened error was detected during data storage in a Mailbox. The mailbox specified for the job does not exist.

Initial Actions

Power Off/On

Procedure

- Open the appropriate mailbox and try again. If the problem persists, perform the following procedure to repair it.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-715 ESCP Form Invalid Password RAP

Incorrect password was input when attempting to use ESCP form. Job is aborted.

Procedure

- Input the correct password to use ESCP Form.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-716 TIFF Data Overflow RAP

There is a spooling problem with TIFF (Tagged Image File Format) data. The system detected that the files to be spooled in TIFF exceeded the disk capacity

Initial Actions

Power Off/On

Procedure

- Install the HDD or increase the capacity of the HDD
- If the problem persists, perform the following procedures in sequence to repair it
 - Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required
 - Remove and replace the DIMM (PL 35.2).
 - Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
 - Perform Initialize Hard Disk.
 - Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-717 Fax/affix Send RAP

BSD-ON: BSD 34.1 - FAX

The Fax/Internet FAX Send Result Information is not saved in the Cont

Failed attempt to create "Unsent Report" or "Monitor Report" because the "Send Result Data" that is required to create the report is not stored in the memory/HDD of the device.

- HDD Full due to an Internet FAX document send with size exceeding the partition C size (2GB or 4GB), resulting in the "Internet FAX Send Result Data" being unable to be stored.
- Over 200 jobs were executed since the last selected Output Report job, resulting in the "Internet FAX Send Result Data" being overwritten.

Procedure

- Split any Internet FAX documents that would exceed 2GB in document storage size into several jobs and control the usage amount of memory, HDD, etc.
- If there is a large amount of Scanner/Internet FAX documents being processed, please wait until the other scanner/Internet FAX jobs are completed before performing your Scanner/Internet FAX job.
- Do not perform over 200 jobs in between the end of the job that you want to output the report for until the actual report output operation.

If the problem persists, perform the following procedure to repair it.

 - Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required
 - Remove and replace the DIMM (PL 35.2).
 - Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
 - Perform Initialize Hard Disk.
 - Replace HDD (PL 35.2)
 - Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)

016-718 PCL6 Memory RAP

Insufficient PCL6 Decomposer Memory

Procedure

- As the PLW memory is fixed, decreasing the resolution may reduce the PLW memory. (Only when PLW is enabled)
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-719 Out of PCL Memory RAP

Insufficient memory is detected while using PCL.

Initial Actions

Power Off/On

Procedure

- Increase the PCL memory size. Increasing the memory for the whole system will increase the memory to be allocated to the Decomposer in some measure.
- UI settings or other ways cannot explicitly increase the PCL memory.
- Therefore, if a job is aborted due to insufficient memory when the memory has been increased to the maximum capacity, change the printer driver settings to see if printing becomes available.
- If the problem persists, perform the following procedure to repair it.
 - Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required

016-720 PCL Command RAP

A PCL command error occurred during PCL processing.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-721 Other Errors RAP

An unexpected error occurred during printing at the PLW decomposer.

An unexpected error occurred during printing.

- Paper types cannot be determined because all the settings for [Custom Paper Priority] are set to [Disabled] in CWIS, etc.
- This is an error that is not related to ART system commands/forms.
- ESCP command error.
- Incorrect control code from the input stream, etc.

Procedure

- Make settings for [Custom Paper Priority] in CWIS, etc.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-722 Staple Position RAP

The job was cancelled when the Staple Position could not be determined.

Initial Actions

Ensure the staple position selection matches the available staple position in the finisher.

Procedure

- Set the Staple reference point, paper size, etc. of the Print Data that is sent to the printing section to be the ones that can be processed by the machine.
- Check the system at the client side.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-723 Punch Position Error RAP

The job is canceled due to impossible Punch position, paper size, etc. Punch position that is not supported by this machine or the paper size that is not supported by the Finisher was specified.

Procedure

- Set the Punch reference point, paper size, etc. of the Print Data that is sent to the printing section to be the ones that can be processed by the machine.
- Check the system at the client side.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-724 Staple Position RAP

The staple selection and hole punch selection is not compatible.

Initial Actions

Ensure the staple position selection and hole punch position selection is compatible (no holes will be punched on staples or staples located in holes)

Procedure

- Change settings so that the same blinding position (same side of output paper) is specified.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-725 B-Formatter Image RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error has occurred in the B-Formatter during the image conversion of scanned document to Fax sending document. An error has occurred where the Mailbox document cannot be converted to Facsimile Data when Job Flow function of the machine is used to send the scanned documents stored in the Mailbox to the Facsimile Device

Initial Actions

Power Off/On

Procedure

- Do not use the Job Flow function.
- On the Facsimile selection screen of the machine, specify to directly scan the document and send it to the Facsimile recipient.
- Check the sw version of the controller sw - update if required
- If the problem persists, replace the ESS PWB ([PL 35.2](#)).

016-726 PDL Auto Switch RAP

Print language auto judgement has failed.

Initial Actions

Power Off/On

Procedure

In parallel connection, check it according to the procedures given below.

1. Set a longer time for [Auto Output Time] by selecting [Port Settings]>[Parallel] in CWIS.
2. Replace the parallel cable.
3. If a long parallel cable is used, use a short cable (genuine) and try printing again.
4. Change the print language from [Auto] to [ARTEX] or [PS] fixed by selecting [Emulation Settings]>[Print Mode] in CWIS.
5. If not in parallel connection, check Step 4 above.
6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Check the sw version of the controller sw - update if required

016-727 Printer Request RAP

The result of a print request is a zero-page document that cannot be stored in a mailbox, and the job is canceled. The P-Formatter attempted to store a 0 page document into the Mailbox, but the job is canceled because 0 page documents cannot be stored

Initial Actions

Power Off/On

Procedure

- Do not allow the Print Result that is to be stored in the Mailbox to be 0 page.
- If Paper Saving is "ON", turn it "OFF" and print again. Check that the printed document is not a blank paper, and input some text if it is blank.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-728 TIFF Data Unsupported RAP

BSD-ON: [BSD 34.1 - FAX](#)

The TIFF (Tagged Image File Format) data contains a tag that is not set in the Image File Expansion Library.

Initial Actions

Power Off/On

Procedure

Refer customer to following User Guide headings:

- TIFF-S, TIFF-S, and TIFF-J in Internet iFax Profile
- Job Templates - Network Scanning
- File Format
- Properties

016-729 TIFF Data Size RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified TIFF (Tagged Image File Format) settings exceed the upper limit of the valid number of colors and pixels.

Initial Actions

Power Off/On

Procedure

Refer customer to following User Guide headings:

- TIFF-S, TIFF-S, and TIFF-J in Internet Fax Profile
- Job Templates - Network Scanning
- File Format
- Properties
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-730 ART Command Unsupported RAP

A command not supported by the ART was detected.

Initial Actions

Power Off/On

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-731 TIFF Data Invalid RAP

BSD-ON: [BSD 34.1 - FAX](#)

The TIFF (Tagged Image File Format) data is corrupt.

Initial Actions

Power Off/On

Procedure

Ask customer to cancel and rerun the job.

If the problem persists, refer customer to following User Guide headings:

- TIFF-S, TIFF-S, and TIFF-J in Internet iFax Profile
- Job Templates - Network Scanning
- File Format
- Properties
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-732 Form Not Registered RAP

The decomposer detected that the form specified in emulation is not registered.

Initial Actions

Power Off/On

Procedure

- Rerun the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-733 Destination Address RAP

There is an error in the destination address. A failure to resolve a P2P address problem (before connection to the server).

1. When E-mails are sent using Peer-to-peer communication, an IP address could not be obtained from the text on the right side of @ in the destination E-mail address.
2. When E-mails are sent using Peer-to-peer communication, DNS cannot be resolved with the text on the right side of @ in the destination E-mail address as FQDN.

Initial Actions

Power Off/On

Procedure

1. Check if the destination address has been entered properly.
2. Set a correct DNS server address.
If the problem persists, perform the following procedures in sequence to repair it.
 - Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required

016-734 Destination Report Output Error RAP

Destination Result report output has failed.

Procedure

1. Set [Receive via SMTP] for E-mail receive setting on the sending device.
2. Remove the restriction on receiving E-mails from a self-domain in the receivable domain list if any.

If the problem persists, perform the following procedures in sequence to repair it.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-735 Updating Job Template RAP

The system attempted to output the Job Template List while the Job Template was being updated.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-736 Remote Directory Lock Error RAP

Creation of Lock directories has failed

Procedure

1. Delete any existing lock directories (*.LCK) in the transfer destination manually and then execute the job again.
2. Make correct settings for the permissions to the transfer destination directories.
3. Secure a disk capacity if the HDD for the transfer destination directory is full.

If the problem persists, perform the following procedure to repair it.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-737 Remote Lock Directory Remove Error RAP

Failed to delete the Lock directory. Power was turned OFF in the middle of FTP transfer because the CDI cable was disconnected or the Reset SW of DFE was actuated.

Procedure

- Delete any existing lock directories (*.LCK) in the transfer destination manually and then execute the job again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-738 PS Booklet Output Size Illegal RAP

PS Booklet Print Output Paper Size is illegal.

Procedure

Specify the paper size that allows booklet printing.

016-739 Mismatch Between PS Booklet and Output RAP

Mismatch between PS Booklet Doc and Output Paper

Procedure

- Specify the combination of the document/paper sizes that allows booklet printing.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-740 PS Booklet Output Tray Incorrect RAP

PS Booklet Output Tray is incorrect.

Procedure

- Specify the tray that allows booklet printing.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-741 Cannot Shift to Download Mode Failure RAP

Not able to change into Download Mode.

- Unable to transit to Download Mode because download prohibition was detected due to SysData:700-420 = 1, or because a job exists.
- The machine did not transit to Download Mode because it detected "User Operation in Progress". (The machine remains in the "User Operation in Progress" state for 1 minute after panel operation was completed)

Procedure

- After completing a panel operation, wait for 1 minute or longer before starting the download operation.
- Cancel the Download Prohibited mode (set SysData:700-420 to 0) before retrying the operation.

016-742 Download Data Product ID Error RAP

Download data Product ID mismatch. The Product ID sent by the Download Data does not match the Product ID (SysData: 700-421 ~ 700-428) stored in the SEEP-ROM.

Procedure

Download data is illegal. Obtain the download data again and retry.

016-743 Download Data Model Mismatch RAP

BSD-ON: [BSD 34.1 - FAX](#)

Machine model/Panel type error.

- The ModelName obtained from the installed IISS/DADF/IOT/FaxCard/Finisher do not match the ModelName found in the firmware, CDI header inclusive, in the Download File. "ModelName obtained from the currently installed ROM header" and "ModelName stored in Download File" are compared in the Controller.
- The panel type (HBorFCW) connected to the device during Download is different from the panel type (HBorFCW) stored in the Controller firmware, CDI header inclusive, in the Download File.

Procedure

- The Download File is illegal. Find a Download File that has the same model with the device VerUP and retry job.
- Or, find a Download File that supports the Panel (FCW-UI or HB-UI type) connected to the device and retry job.

016-744 Download Data CheckSum Error RAP

Download data CheckSum is not correct.

Procedure

Properly connect the cable to the device and restart the operation.

016-745 XPJL Soft Failure RAP

XPJL fatal error in downloading. (Error occurs after XPJL recognizes received data to be download data).

Procedure

Power OFF/ON.

016-746 Unsupported PDF File RAP

There was transparency or JBIG2 in a PDF version 1.3 file.

Procedure

- Ask customer to print using the driver from Acrobat Reader.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-747 Insufficient Memory RAP

An error occurred while processing the annotation image data due to insufficient memory.

Procedure

Take one of the following actions:

- Increase the annotation image memory size
- Reduce the number of the images in [Repeat Image]
- If the problem persists, Power Off/On the machine
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-748 HDD Full RAP

BSD-ON: [BSD 16.1 - ESS](#)

HDD Full status was detected and the job was aborted when accessing a mailbox.

Initial Actions

Power Off/On

Procedure

1. Refer customer to check Mailbox section in User Guide to make available more HDD space.
2. Split the job into pages in order to prevent FULL state. Reduce the resolution if possible.
3. Delete documents that are no longer needed, such as: Mailbox documents, FAX Send Wait documents, Secure Print documents and Delayed Print documents. Make sure that there is space in the HDD before re-scanning and re-printing.
4. Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
5. Check the sw version of the controller sw - update if required
6. Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 - a. [Job Log Clear Mode](#)
 - b. [HDD Initialize Mode](#)
7. Perform [Initialize Hard Disk](#)
8. Replace HDD ([PL 35.2](#))
9. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-749 JCL Syntax Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The PJJ/XPJJ detected a print language that cannot be printed.

1. The print language received from the printer driver is a print language that cannot be printed by the machine.
2. ContentsBridge was used to attempt to print a PDF file through a machine that cannot process PDF.
3. When this happens with a received Internet FAX document, the Internet FAX document that was sent by the other machine is in a print language that cannot be printed by this machine.

Initial Actions

Power Off/On

Procedure

1. In the case of 1, use the printer driver of the machine to print. Explanation: Depending on PostScript, etc. options are necessary to print the desired print language. For more details, please contact our sales representatives.
2. In the case of 2, do not use ContentsBridge to print a PDF file.
3. In case of 3, please request the other party to resend the Internet FAX document using a print language that can be printed by this machine.
4. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
5. Check the sw version of the controller sw - update if required

016-750 Print Job RAP

The control logic detected an error in the print job ticket.

Initial Actions

Power Off/On

Procedure

- Refer customer to User Guide section Change Print Settings or Print Mode Settings.
- When the customer uses applications such as "ContentsBridge2005", etc. to send PDF directly, the machine received the print job ticket that was sent together with the PDF. However, the print job ticket data is either "Text that is not supported in this machine" or "Print instruction that is not supported in this machine".
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-751 PDF Error RAP

One of the following errors occurred while performing PDF Bridge processing:

- Syntax error
- Use of undefined commands
- Parameter error
- Broken PDF file
- Internal error

Initial Actions

Power Off/On

Procedure

- Ask customer to print using the driver from Acrobat Reader.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-752 PDF Memory Limit RAP

Insufficient memory was detected during PDF Bridge processing.

Initial Actions

Power Off/On

Procedure

- When the Print mode is set to [High Quality], change the setting to [Normal]. When the Print mode is set to [Standard], change the setting to [High Speed]. (Only for the machine with High Quality mode.)
- Expand the memory capacity.
- If the problem persists after expanding to the maximum capacity, print using a driver from Acrobat Reader.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-753 PDF PassWord Mismatch RAP

PDF Password Mismatched. The password specified on the UI panel and the password specified in XJPL (specified by the contents bridge) did not agree when processing a PDF file that was password protected.

Procedure

- Specify the correct password on UI Panel or through Contents Bridge.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-754 PDF LZW Not Installed RAP

PDF LZW Not Installed. A PDF file that used LZW compression technology was processed by the PDF bridge when the 'Contents Bridge Expansion Kit' was not installed.

Procedure

- Install 'Contents Bridge Expansion Kit,' or print from Acrobat Reader by using the driver.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-755 PDF Print Prohibited RAP

PDF Print Prohibited. A PDF file for which it had been specified that printing was prohibited was processed.

Procedure

- Clear the prohibition of printing a PDF file and then print it by using Acrobat.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-756 Deuteron-Prohibit Service RAP

Auditron-Prohibit Service. The use of this service is prohibited.

Procedure

- Ask the account administrator to permit the use of services.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-757 Auditron-Invalid User RAP

Auditron-Invalid User. A user account is invalid.

Procedure

- Set the correct account and retry.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

016-758 Auditron-Disabled Function RAP

Auditron-Disabled Function. A function cannot be used due to lack of rights or permission.

Procedure

1. Reset to another function available for the account and retry.
2. Ask the account administrator to add the rights.
3. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
4. Check the sw version of the controller sw - update if required (GP 16)

016-759 Auditron-Reached Limit RAP

Auditron-Reached Limit. The upper bound to the number of pages that can be copied was reached.

Procedure

- Ask the account administrator to set a new paper qty.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-760 PS Decompose Failure RAP

PS Decompose Failure. An error occurred during postscript (option) processing.

Procedure

- Set a print mode to 'Speed Preferred.'
- Resend the job. (If the problem persists, check the execution environment and data.)
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-761 FIFO Empty RAP

FIFO Empty. Image expansion error (FIFO empty error).

Procedure

Print in the Speed Preferred mode. If this does not resolve the problem, use the Print Guarantee mode for print. (Only for the machine with this mode.)
Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
Check the sw version of the controller sw - update if required (GP 16)

016-762 Print LANG Not Installed RAP

Print LANG Not Installed. A function that is not installed (such as a print language or print utility) was specified.

Procedure

- In 'Printer Mode' specify a print language.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

016-763 POP Server Not Found RAP

The machine cannot find the POP server (when trying to connect to it).

Procedure

- Print a Configuration Report and have the customer confirm that the DNS settings listed under the main header "Communication Settings" are correctly set in the machine.
- Have the customer confirm that the POP3 Server settings listed under the sub-header "Email Service Settings" are correctly set in the machine.
- If the customer has entered the Host Name of their POP3 Server into the machine's POP3 Server settings, then have them enter the IP Address of their POP3 server into the machine.
- If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-764 SMTP Server Connect Error RAP

SMTP Server Connect Error. It was not possible to connect to the SMTP server.

Procedure

Print a Configuration Report and have the customer confirm that the DNS settings listed under the main header "Communication Settings" are correctly set in the machine.

Have the customer confirm that the SMTP Server settings listed under the sub-header "Email Service Settings" are correctly set in the machine.

If the customer has entered the Host Name of their SMTP Server into the machine's SMTP Server settings of the machine, then have them enter the IP Address of their SMTP server.

If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-765 SMTP Server HD Full RAP

SMTP Server HD Full. It was not possible to send mail because the HDD capacity of the SMTP server was full.

Procedure

Inform the customer that the machine is receiving communication from their SMTP (Email) server that the server disk drive or Mailboxes are full. They must delete jobs on their server before the machine will be allowed to email again.

If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center. Retrieve E-mails in the SMTP Server HD. Check the server capacity.

016-766 SMTP Server File System Error RAP

SMTP Server File System Error. An error occurred in the SMTP server.

Procedure

Inform the customer that the machine is receiving communication from their SMTP (Email) server that the server disk drive or Mailboxes are full. They must delete jobs on their server before the machine will be allowed to email again.

If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-767 Invalid E-mail Address RAP

Invalid E-mail Address. It was not possible to send because the mail address was wrong.

Procedure

Inform the customer that the machine is receiving communication from their SMTP (Email) server that the recipient email address they are attempting to send to is invalid. Have them try to email to an address that is within their building (same domain name). **They can email to an address within their Domain**

Y N

Disconnect the network cable from the machine and attempt to send another email job

The 016-781 fault is declared

Y N

Reload the machine software using the PWS / Software Download Tool and download each individual software file rather than the "All-In-One" file.

If the problem persists, contact your next level of support

Have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

If they are not able to email outside of their Domain then their SMTP (Email) server must be configured for email relaying. They should contact the Xerox Customer Support Center for assistance.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-768 Invalid Sender Address RAP

Invalid Sender Address. It was not possible to connect to the SMTP server because the mail address of this equipment was not correct.

Procedure

Print a Configuration Report and have the customer confirm the following settings on the report:

- The Machine's E-mail Address setting listed under the sub-header "Email Service Settings" is entered correctly in the machine.
- The Host Name setting listed under the sub-header "SMB" does not contain a space in the name.
- If the problem persists, then have the customer refer to the product's System Administrator Guide to be sure that the machine is properly configured or have them contact the Xerox Customer Support Center.

016-769 SMTP Server Unsupported DSN RAP

SMTP Server Unsupported DSN. The SMTP server does not support path verification (DNS).

Procedure

Enable the ESMTP function of the nearest SMTP server, or set DNS to OFF and send.

016-770 FAX Function Cancelled RAP

BSD-ON: [BSD 34.1 - FAX](#)

The direct fax function is disabled.

Procedure

To release the direct FAX job prohibition, set the target system to "0". Check with the System Administrator whether the function is enabled.

016-771 Scan Data Repository Error (DNS Address) RAP

The Scanned Data Repository Address cannot be solved (Response to DNS Address). An error occurred while recalling the DNS Resolution Library.

Procedure]

Check the connection to the DNS. Or, check whether the Scan Data Repository domain name has been registered in the DNS.

If the problem persists, perform the following procedures in sequence to repair it.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

016-772 Scan Data Repository ERR (DNS Library) RAP

In trying to run a job using SMTP, the device found that the device had not been registered on the DNS server. (before connection to the server). An error occurred while recalling the DNS Resolution Library.

Initial Actions

Power Off/On

Procedure

- Set the DNS address. Or, set the Scan Data Repository address using IP address.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-773 Invalid IP Address RAP

Local machine IP address failure (DHCP lease expired). When connection fails, the valid flag of the resource IP address is "False".

Procedure

- Check the DHCP environment. Or, set a fixed IP address in the machine.
If the problem persists, perform the following procedures in sequence to repair it.
 - Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
 - Check the sw version of the controller sw - update if required (GP 16)

016-774 HD Full - Compression Convert RAP

HDD Full at Compression type conversion. HDD Full occurred when the S-Formatter did the compression type conversion of the JBIG compressed images into the MH system (partition #1). Disk Full was detected when opening/writing file for Compression type conversion

Initial Actions

Power Off/On

Procedure

- Free up some HDD space and repeat the operation.
If the problem persists, perform the following procedure to repair it.
 - Disconnect/reconnect HDD
 - Check the sw version of the controller sw - update if required (GP 16)
 - Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
 - Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-775 HD Full - Image Convert RAP

Insufficient HDD capacity was detected during image conversion process by S-Formatter. Disk Full was detected when opening/writing file for image processing operation.

Initial Actions

Power Off/On

Procedure

- Free up some HDD space and repeat the operation.
- Retrieve each page from the EWS.
- If the problem persists, perform the following procedure to repair it.
 - Disconnect/reconnect HDD
 - Check the sw version of the controller sw - update if required (GP 16)
 - Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
 - Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-776 Image Convert Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error that is not due to HDD access has occurred during image conversion process at the S-Formatter.

Initial Actions

Power Off/On

Procedure

1. If the failure occurred during Salutation/Fax to Email, obtain the pages one by one from the Mailbox through a Web Browser and try again.
2. If the problem occurred when encrypting or specifying a signature using the "Default Certificate",
 - Check the validity of the certificate.
 - Set the correct date and time on the machine.

016-777 HD Access ERR-Image Convert RAP

The HDD Access Error has occurred during image conversion process by S-Formatter. An error other than Disk Full was detected when opening/reading/writing file for compression conversion/image processing operation

Initial Actions

Power Off/On

Procedure

- Disconnect/reconnect HDD
- Check the sw version of the controller sw - update if required ([GP 16](#))
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace the HDD ([PL 35.2](#)) and perform the operation again.
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-778 HD Full - Scan Image Convert RAP

Insufficient HDD capacity was detected during scanned image conversion process in I-Formatter. HDD Full was detected when opening/writing file for operation

Initial Actions

Power Off/On

Procedure

- Free up some HDD space and scan again.
- Disconnect/reconnect HDD
- Check the sw version of the controller sw - update if required (GP 16)
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-779 Scan Image Conversion Error RAP

Scan Image Conversion Error. An error occurred during scan image conversion processing.

Procedure

- Repeat the operation.
- If an error occurs when scanning a relatively large-size document such as A3 with [Scan Resolution 600dpi] specified, reduce the scan resolution to 400dpi or less and operate again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-780 HD Access ERR-Image Convert RAP

A HDD access error was detected during scanned image conversion processing in I-Formatter. An error other than HDD Full was detected when opening/writing file for operation.

Procedure

- Disconnect/reconnect HDD
- Check the sw version of the controller sw - update if required (GP 16)
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)
- Replace HDD (PL 35.2) and try scanning again.

016-781 Scan Server Connect Error RAP

Scan Server Connect Error. The Centreware scan service could not connect to the server to send a file.

Failed to connect to the SMTP mail server.

1. The machine and server cannot communicate with each other.
2. After establishing connection between this machine and the server, it was detected that the hostname set in the machine is not of ASCII characters.

Procedure

1. Check the network cable for connection.
2. If the host name set up on this machine has non-ASCII letters, set a new host name using ASCII letters.
Log In/Out =>System Settings =>Network Settings =>Machine Mail Address/Host Name =>Host Name
3. Check that the server IP address is correct.

016-782 Scan Server Login Error RAP

A failure in logging in to the server to transfer a file to it.

<FTP>

Failed to log into FTP server

<SMB>

Failed to log into SMB server.

Also occurs in SMB when the network cable is disconnected

Procedure

Perform the following procedures:

1. For SMB, first check the connection of the network cable. If that does not solve it, proceed as follows.
2. As EUC Code (Japanese) cannot be used in the hostname of the current specification, change it to English.
3. Register the job flow from EasyAdmin.
Now even if the hostname is in EUC Code (Japanese), transfer is possible.
4. Check the "Server Name/IP Address" at the address display.
WinNT4.0: Because SMB transfer to WinNT4.0 is not possible with IP Address, change the "Server Name/IP Address" to Hostname.
WinXP: Can SMB transfer normally even with IP Address.
5. In the default settings of WinXP, empty password cannot be used for access though the network.
Change the WinXP settings to "Allow Empty Password Access" and operate again.
6. Set a login name and a password at the Destination Server.
7. Make correct settings for the attributes of the Job Template file.
8. At the CW, set the same account as above as a resource in the client PC.

016-783 Invalid Server Path RAP

When transferring a file to the server, a selected path is not found.

<FTP>

"CWD" command failure of output directory specified in DocumentPath attributes. Either the specified path does not exist, or no access right

<SMB>

Either the specified path does not exist, or no access right

Procedure

1. Make correct settings for the attributes of the Job Template file.
2. Check the server path name set in the Job Template and set up again.

016-784 Server Write Error RAP

A failure in writing to the server to transfer a file to it.

<FTP>

FTP command "STOR" or write failure, outside of HDD Full

<SMB>

Write error in the forwarding server, outside of HDD Full

Procedure

Perform the following procedures:

1. Check that there is "Write Authorization" in the server directory.
2. Free some space on the server disk.

016-785 Server HD Full RAP

When transferring a file to the server, the server file system becomes full.

<FTP>

FTP command "STOR" or write failure, when HDD Full was detected

<SMB>

Write error in the forwarding server, when HDD Full was detected

Procedure

Perform the following procedures:

1. Check that there is "Write Authorization" in the server directory.
2. Free some space on the server disk.

016-786 HD Full-Scan Write Error RAP

HD Full-Scan Write Error. It was not possible to write a file while using the scan function because the HDD capacity was insufficient.

Procedure

1. Turn the machine OFF then ON.
2. If no paper remains in the tray of this machine, replenish the paper.
3. If this occurs when sending e-mail, take any one of the following actions:
 - Reduce the resolution and re-send it.
 - Reduce the size and re-send it.
 - Reduce the number of pages and separate the job into several batches when sending.
 - Set [Output Color] to [Black] and re-send it.
4. A print job may make HDD full for a while, so wait for a while and retry.
5. Perform **GP 14** - only the first two parts - make sure to follow sequence and heed cautions
 - a. **Job Log Clear Mode**
 - b. **HDD Initialize Mode**
6. **Initialize Hard Disk.**
7. Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
8. Check the sw version of the controller sw. Reload software.
9. Replace ESS PWB (**PL 35.2**) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-787 Invalid Server IP ADD RAP

[JT Syntax Error during Scanning]

This is a syntax error in the Job Template during Scan to FTP operation and limited to the following cases (because of Redirector detection):

Incorrect Server IP Address (IP Syntax Error)

A text with incorrect format has been entered as the IP address for Job Template settings.

Procedure

Specify the correct Job Template.

1. Check the settings of Job Template.

016-787 Invalid Server IP Address RAP

This is a syntax error in the Job Template during Scan to FTP operation and limited to the following cases (because of Redirector detection): Incorrect Server IP Address (IP Syntax Error). A text with incorrect format has been entered as the IP address for Job Template settings

Procedure

Specify the correct Job Template.

1. Check the settings of Job Template.

016-788 Retrieve to Browser Failure RAP

Retrieve to Browser Failed. The retrieval of a file from a web browser failed.

Procedure

1. Reload the browser page and perform retrieval operation again.
2. Activate the browser again and perform retrieval operation again.
3. Turn the device OFF then ON and perform retrieval operation again.
Note that no actions are required if the job was canceled by a user.
4. Improve the connection status to a network.
5. Check whether there are problems such as duplicated IP addresses.

016-789 HD Full - Job Memory RAP

Redirector Task Operational HDD Limit Overflow.

Procedure

- [For E-mail Send]
- Use a lower resolution or reduce the size before sending.
- Reduce the no. of pages to split the job into a few.
- Send with B/W Binary etc.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. Reload software
- Perform **GP 14** - only the first two parts - make sure to follow sequence and heed cautions
 1. **Job Log Clear Mode**
 2. **HDD Initialize Mode**
- Replace HDD (**PL 35.2**)
- Replace ESS PWB (**PL 35.2**) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-790 E-mail Fragment Over RAP

In paginating and partial fragmenting of message, the qty of mail fragments per address exceeds system data "max fragment qty."

Procedure

Perform the following:

1. Reduce resolution (image-to-send quality) and resend the job.
2. Reduce magnification and resend the job.
3. Change ""max fragment qty"" to a larger value.

016-791 File Retrieve Fail RAP

This error occurred during Scan to FTP/SMB, CWSS. Access to the transfer destination and job template storage destination has failed

Procedure

Check the Server directory structure and files (for their existence, etc.) and the access rights for both. Also, check whether access to the specified transfer destination server is available.

016-792 Specified Job Not Found RAP

Specified Job Not Found. The job log for a job specified in the panel could not be obtained when outputting an aggregate report by job.

Procedure

- Repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-793 MF I/O HD Full RAP

MF I/O HD Full. The HDD capacity was insufficient.

Procedure

- Delete the files in the HDD. Or, initialize the HD ([Initialize Hard Disk](#)).
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-794 Media Reader Not Installed RAP

Media Reader: Media No Insert.

Procedure

- Check that the Media is installed.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

016-795 Media Reader Format Error RAP

Media Reader: Format Error.

Procedure

1. Check the contents in the Media from the PC. Check the file format/directory in the media and the selected mode (Digital Camera Print/Document Print), then make settings again.
2. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
3. Check the sw version of the controller sw - update if required (GP 16)

016-796 Document Insert Operation Error RAP

Document insert operation error.

Procedure

1. Check the contents in the Media from the PC. Check whether the print file attribute data is displayed in the PC and make settings again.
2. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
3. Check the sw version of the controller sw - update if required (GP 16)

016-797 Media Reader Image File Read Error RAP

Media Reader: Image File Read Error.

Procedure

1. Check the contents in the Media from the PC. Check whether the print file images are displayed in the PC and make settings again.
2. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
3. Check the sw version of the controller sw - update if required (GP 16)

016-798 No Trust Marking Option RAP

No Trust Marking Option. When the decomposer called the S-image library the error of no HDD was returned.

Procedure

- Install the necessary options (HDD).
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-799 Print Instruction Failure RAP

Print Instruction Fail. A print parameter was incorrect.

Procedure

- Perform the job again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-910 Required Resource Not Ready (IOTsc detect) RAP

Requested paper or staple is not ready to perform a job.

Procedure

- Perform the job again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-911 Multi-Paper Required On A Single Tray RAP

The paper and staples requested by the print specification are not loaded, or, Different sizes and/or types of paper switching are requested from the same Tray.

Procedure

- Force this Job to run and follow the panel display to replenish the paper, switch the paper, and replenish the staples. Or, cancel this Job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-940 Duplex Output Side 1 and 2 Size Difference RAP

After the start of a job with Duplex Output selected, a difference was detected in size between side 1 and side 2.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-941 Booklet Mixed-in-Size Image Detected RAP

After the start of a job with Booklet selected, mixed-in-size/orientation pages with images were detected.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-942 Duplex Size Difference Between Side 1 and 2 RAP

As a result of deletion of a page for which Duplex was selected, a difference was detected in size between side 1 and side 2.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-943 Insert doc Duplex Mix Size NG RAP

Different size settings for side 1 and side 2 were detected after the document and separators had been inserted for the pages with 2-Sided Print specified.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-944 Documents Merged NG RAP

The document collate setting for the pages including the cover with images or the document with separators with Document Attachment specified was detected.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-945 Insert Doc Duplex Print NG RAP

The documents that do not support 2-Sided Print has been inserted for the pages for 2-Sided Print.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-946 Insert Doc NG RAP

It was found that a doc or a divider was inserted after the cover or divider page.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-947 APS No Destination Error RAP

The system detected that no tray is loaded with paper for Auto Paper Selection after the job for which the paper for APS (Auto Paper Selection) was selected or APS was set has started.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-948 Small Book Action NG RAP

The covers with images, separators, or blank pages were detected after the job had started with Booklet specified.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-949 Insert Mix Doc NG RAP

The document with a different size/orientation from the operated page was tried to be inserted for the job with Attachment specified.

Procedure

- Specify the job to avoid the detection conditions.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

016-981 HDD Access Failure RAP

BSD-ON: [BSD 34.1 - FAX](#)

A failure in access to HDD

HDD Full was detected because Mailbox Scan, Fax Scan, Secure Print, Delay Print, Sample Print, or Scheduled Print was specified when the HDD partition/ide0c capacity is small.

- Print Job only prints the jobs stored in the HD, so this Fault does not occur for "Job Fail 16-748".

Procedure

1. Split the job into pages in order to prevent FULL state. Reduce the resolution if possible.
2. Delete documents that are no longer needed, such as: Mailbox documents, FAX Send Wait documents, Secure Print documents and Delayed Print documents. Make sure that there is space in the HDD before re-scanning and re-printing.

016-982 HDD Access Error 2 RAP

HDD Access Error 2. It was determined that the HDD was full during a collation job, destination storage job, or divided job.

Procedure

- Process or delete the jobs (documents) stored in the same HDD partition, and repeat the operation.
- If the above procedures do not resolve the problem, expand the HDD partition size of the relevant service.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

016-983 Image Log HDD Full RAP

This is prepared for the user to interfere and cancel a copy/scan job when the log image storage area on the disk becomes full with the level of ensuring creation set to [High].

Procedure

- Press the Cancel Job button to cancel the job.
- Rerun the job
- If the situation is the same despite some re-attempts, delete unnecessary documents saved in the device or change the level of ensuring creation (to Low). However, if the level is set to Low, log image creation cannot be ensured.

016-985 Data Size Over Flow (Scan to E-mail) RAP

Data Size Over Flow (Scan to E-mail). It was not possible to send during a scan to e-mail because the data size exceeded the upper bound.

Procedure

1. Reduce resolution (image quality for transmission), which is a send parameter, and resend.
2. Reduce reduce/enlarge ratio, which is a send parameter, and resend. (E.g. Reduce A3 to A4.)
3. Change 'Upper limit of data size' in the System Setting screen on UI Panel. (Default 2MB recommended)
4. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
5. Check the sw version of the controller sw - update if required (GP 16)

017-713 Start TLS Unsupported Fault

The SMTP Server did not respond to STARTTLS.

(Reference: SMTPERR_STARTTLS_NONSUPPORT)

Procedure

Change the SSL Operation Mode setting to other than STARTTLS Mode (TLS Mode),

017-714 SMTP Over SSL Fault

SSL communication Faulture with SMTP Server.

(Reference: SMTPERR_SSL_FaultED)

Procedure

If this fault occurred in the TLS Mode, it may be due to a wrong Port Number. Check the Port Number settings of the SMTP Server.

Other than that, it may be due to an internal error that has occurred in the program; reload ESS SW.

017-715 SSL Cert Untrusted Fault

An SSL Server Authentication Error has occurred because there is something wrong in the Server Certificate Data.

(Reference: SMTPERR_SSL_AUTH_CERT)

Procedure

The Multifunction Device is unable to trust the SSL Certificate of the SMTP Server. Register the Root Certificate of the SMTP Server SSL Certificate in the Multifunction Device.

017-716 SSL Cert Date Invalid Fault

The validity period of the Server Certificate has not started yet.

(Reference: SMTPERR_SSL_AUTH_CERT_BEFORE_EXPIRATION)

Procedure

NOTE: Although you can also avoid this problem by turning OFF the Multifunction Device [SSL Server Verification] setting, take note that this will render it unable to guarantee the authenticity of the SMTP Server to which it is connecting.

Check that the clock of the SMTP Server and the Multifunction Device are correct. If the clocks are correct, change the SMTP Server SSL Certificate to one that is valid.

017-717 SSL Server Cert Expired Fault

The validity period of the Server Certificate has expired.

(Reference: SMTPERR_SSL_AUTH_CERT_EXPIRED)

Procedure

NOTE: Although you can also avoid this problem by turning OFF the Multifunction Device [SSL Server Verification] setting, take note that this will render it unable to guarantee the authenticity of the SMTP Server to which it is connecting.

Check the validity period of the SMTP Server Certificate. Also check whether the clock of the Multifunction Device is correct.

017-718 SSL Server Cert Invalid Fault

The Server Name does not match the Server Address of the Server Certificate.

(Reference: SMTPERR_SSL_AUTH_MISREPRESENTATION)

Procedure

NOTE: Although you can also avoid this problem by turning OFF the Multifunction Device [SSL Server Verification] setting, take note that this will render it unable to guarantee the authenticity of the SMTP Server to which it is connecting.

Check that the Server Name that are registered in the SMTP Server Certificate and the Server Address are correct.

017-719 SMTP Over SSL Internal Fault

Software internal error has occurred during SMTP Over SSL process.

(Reference: SMTPERR_SSL_AUTH_FaultED)

Procedure

Repeat the operation.

017-720 Contract Type Fault

The Contract Type value specified by P.J.L. Command is wrong.

Procedure

Correct the Contract Type value specified by P.J.L. Command and try again.

017-721 Geographic Region Fault

The Geographic Region value specified by PJJ Command is wrong.

Procedure

Correct the Geographic Region value specified by PJJ Command and try again.

017-722 Total Impressions Over Fault

A change request for Geographic Region or Contract Type was received when the Total Impressions of Billing Meter is 9999900 or more.

Procedure

Perform the operation when the value of Total Impressions is between 0 and 9,999,900.

018-400 IPSEC Error (Configuration Mismatch) RAP

While IPSEC is set to Enable, password is not set in authentication mode = [Pre-shared key] or IPSEC certificate is not set in authentication mode = [Digital signature].

Procedure

Make IPSEC setting consistent with Authentication mode and enable IPSEC again. Inconsistency in IPSEC setting: Password is not set with Authentication mode = [Pre-shared Key] or Authentication mode = IPSEC certificate is not set with [Digital signature].

018-401 Inconsistent SIP Configuration RAP

One of the following has been detected: the "IP Operation Mode setting" and the "Method of Obtaining SIP Server Address setting" on the device are inconsistent with each other, or the "IP Operation Mode setting" and the "SIP Server Address setting" are inconsistent.

Procedure

- When "IP Operation Mode" is set to IPv4 and "IP Address Obtainment Mode" is manually set, set "Method of Obtaining SIP Server Address" to "manual".
- In any case except when "IP Operation Mode" is set to IPv4 and "IP Address Obtainment Mode" is manually set, set "Method of Obtaining SIP Server Address" to "manual" or DHCP.
- When "IP Operation Mode" is set to IPv6, set "Method of Obtaining SIP Server Address" to "manual" or DHCPv6.
- If "Method of Obtaining SIP Server Address" is set to "manual" and the address is set using FQDN strings, set up the DNS Server in the way that enables DNS to properly solve an address problem.
- When "IP Operation Mode" is set to IPv4 and "IP Address Obtainment Mode" is manually set, set up SIP Server Address using an IPv4 address or FQDN strings.
- When "IP Operation Mode" is set to IPv6, set up SIP Server Address using an IPv6 address or FQDN strings.
- It is mandatory to set up Primary SIP Registrar Server Address and Primary SIP Proxy Server Address.

018-402 SIP Server Communication Fail RAP

Failed to register system info to the SIP registrar server due to any of the following reasons.

- 1) Failed to acquire SIP server address via DHCP or DHCP v6.
- 2) Could not communicate with SIP registrar server (server address set by manual)
- 3) Could not communicate with SIP registrar server (server address acquired by DHCP or DHCPv6.
- 4) Could not communicate with SIP registrar server.

Procedure

- 1) If "SIP server address acquisition method" is DHCP or DHCPv6, check if the system is communicating with DHCP server or DHCPv6 server properly. Also check for cables, switches, network hubs.
- 2) If "SIP server address acquisition method" is DHCP or DHCPv6, check if DHCP server or DHCPv6 server is on.
- 3) If "SIP server address acquisition method" is set to Manual, check if the address is set correctly. If address is set by using FQDN name, check if DNS setting is correct or not.
- 4) If "SIP server address is DHCP or DHCPv6, check if SIP server address distributed by DHCP server or DHCPv6 server is correct.
- 5) Check for cables/switches/network hubs between system and SIP registrar server. Also check if SIP registrar server is on.

018-403 SIP Registration Fail (Authentication) RAP

Failed to register system info to the SIP registrar server due to authentication error.

Procedure

When the SIP Registrar Server is set up in the way that requires it to authenticate a machine, set the correct user name and password for authentication of this machine when registering it with the SIP Registrar Server.

018-404 SIP Registration Fail (Other) RAP

Failed to register system info to the SIP registrar server due to any reason other than authentication error.

Procedure

Check if SIP registrar server is ready to receive system info and retry job.

018-500 CA Message Receiver Boot Error (S_cert lost) RAP

Job cannot be executed with designated combination of parameters (storage file size, paper size, paper tray, Duplex designation, output tray).

Procedure

Re-set paper size, paper tray, Duplex designation and output tray etc. and retry job.

018-501 CA Server Connection Error RAP

When server certificate and secret key are not available at device start, SSL server necessary to CA cannot be started.

Procedure

No server certificate for the device. Set server certificate or disable CA function.

018-502 Login Failure in SMB RAP

Limitation of the workstation to log in the server in SMB Scan is detected at SMB server login.

Procedure

Verify designated user property information to check if workstation can login to the server is limited or not.

018-503 CA Message Receiver Timeout RAP

At SMB server login, limitation of workstation that can be logged in with SMB scan is detected.

Procedure

Verify designated user property information to check if workstation can login to the server is limited or not.

018-504 CA Session ID Mismatch RAP

When message is received from CA server, no reaction of JRM/UI is made, resulting in time-out.

Procedure

Timeout occurs while waiting for a response to CA server due to inside load of the device. Retry authentication operation.

018-505 SMB-DOS Protocol Error RAP

Unable to authenticate due to an incorrect SMB user name or password.

In SMB Authentication:

- The user could not be identified because of his/her wrong user name or password.
- The time SMB Server tells differs from the time the machine tells. (This occurs under Windows Server 2003)

In Scanner to SMB:

- When trying to send a scanned image, the user could not log in to the SMB server because of his/her wrong user name or password.
- The time SMB Server tells differs from the time the machine tells. (This occurs under Windows Server 2003)

[The following applies to DMP6-2 and later products only.]

- The specified user name is not registered as a user that can use Share Windows. (MacOS X v10.4)

Procedure

Take either of the following actions to resolve the problem.

- Contact the network administrator for the correct user name or password.
- In the case of Windows Server 2003, synchronize the time SMB Server tells with the time this machine tells.

NOTE:

There is no way to confirm Password. If the user forgets his/her password, he/she needs to set up a new password.

This is how to reset Password:

1. On the domain controller for the active directory that has user info, select [Start] menu>[All Programs]>[Management Tool]>[Active Directory Users and Computers].
2. From the left frame of the [Active Directory Users and Computers] window, select [Active Directory Users and Computers [Server]]>[Domain]>[Users], and list user information.
3. Right-click the target user on the right frame of the [Active Directory Users and Computers] window and select [Reset Password].

[The following applies to DMP6-2 and later products only.]

- Confirm users that are allowed to use Share Windows. (MacOS X v10.4)

This is how to confirm users.

1. From [Dock], start the [System Environment Settings] icon.
2. On the [System Environment Settings] window, click the [Share] icon.
3. From the Select Service window, select "Share Windows" and click the [Account] button.

018-506 CA Field ID Mismatch RAP

When the fault occurs in SMB authentication:

- Unable to authenticate due to wrong user name or password
- Time of SMB server and that of M/C are not the same. The fault occurs with Windows Server 2003
- When the fault occurs while scanner transfers scanned data to PC storage to SMB:
 - Unable to log in to SMB server while in scanned data transfer due to wrong user name or password
 - Time of SMB server and that of M/C are not the same. The fault occurs with Windows Server 2003.

NOTE: For only [SC12041: Product of DMP6-2 or later]:

Designated user name is not registered as user allowed to use shared Windows MacOS X v10.4.

Procedure

Take any of the following actions:

-Check user name or password with network administrator.

-For Windows Server 2003, to make time of SMB server and that of this M/C identical.

-Password cannot be verified. When you forget password, password needs to be reset according to the following procedure:

- 1) Select [Start] menu> [All programs] >[Management tool] >[Active Directory user and computer] on domain controller of active directory where user information is set.
- 2) Select [Active Directory user and computer [Server]] >[Domain] >[Users] and list user information from the left frame of [Active Directory user and computer] window.
- 3) Right-click target user from the right frame of [Active Directory user and computer] window and select [Reset password].

Verify user who can use Windows Share MacOS X v10.4 according to the following procedure:

- 1) Activate [System setting] icon from [Dock].
- 2) Click [Share] icon in [System setting] window.
- 3) Select [Windows Share] on Service selection screen and click [Account] button.
- 4) Check account you want to make valid and click [Complete] button.

018-507 CA Credential Error RAP

While in communication with CA server for authentication, Field ID of CA server and Field ID of device are not the same (Communication error, or device internal error, or wrong code).

Procedure

Error occurs in authentication operation between CA server and the device. Retry authentication operation.

018-508 CA Server Fatal Error RAP

When CA authentication server requests user information entry, the entered information is judged to be inconsistent by the server.

Procedure

User authentication fails. Input user name or password is not correct. Verify and input correct user name and password.

018-509 Template Parameter Conflict RAP

1. In CUI scanning, start of a job designated with template name that does not exist is requested.

2. Job template attribute conflict.

3. Address of server for image storage is not set in job template.

Procedure

- Check if the content designated with job template is correct or not, for example:
 - Setting that is not usable in the device is described
 - Transfer destination repository is not correctly set.
 - Template name that does not exist is designated.

018-510 Host Name Solution Error in BMLinkS RAP

Host name solution error in BMLinkS.

Procedure

Check if DNS is available; check the following:

- Search and obtain the latest information
- Ensure the connection with DNS server is intact
- Ensure the server name/host name of transfer destination BMLinkS storage service server is registered to DNS
- Ensure DNS server address is set

018-511 DNS Server Un-sets Up in BMLinkS RAP

DNS server un-sets up in BMLinkS.

Procedure

Set DNS server address. Alternatively, specify transfer destination BMLinkS storage service server using IP address.

018-512 Service Connect Error in BMLinkS RAP

Service Connect error in BMLinkS.

Procedure

Check if the network communication is enabled between transfer destination BMLinks service server and device, check the following:

- search and obtain latest information
- network cable is connected
- BMLinkS service of transfer destination is active

018-513 BMLinkS Service Not Found RAP

BMLinkS Service Not Found.

Procedure

Check the following:

- Search and obtain latest information
- If the storage service for relevant user is active in transfer destination BMLinkS storage service

018-514 BMLinkS Access-Right-Violation RAP

BMLinkS access-right-violation.

Procedure

Check if the login name (username) and password are correct.

018-515 BMLinkS Storage-Access-Error RAP

BMLinkS storage-access-error.

Procedure

Check the following:

- If specified filename is allowed in storage location
- If specified filename is used by any other user

018-516 BMLinkS Unsupported-attribute RAP

BMLinkS unsupported-attribute.

Procedure

Check the following:

- Whether any characters prohibited in BMLinkS storage service are used in filename; if any exist, change filename accordingly
- whether any files/folders with the same name as specified filename exist
- configure settings so that upon detection of duplicate filenames, files are overwritten
- make names of storage destination folders / files shorter

018-517 BMLinkS Storage-Full RAP

BMLinkS unsupported-attribute.

Procedure

Check if there is space left in the storage location.

018-518 BMLinkS Operation-Not-Available RAP

BMLinkS operation-not-available.

Procedure

Wait before repeating the same operations.

018-519 BMLinkS Unknown-error RAP

BMLinkS unknown-error.

Procedure

Check the following:

- Search and obtain latest information
- if the file can be written to BMLinkS server

If situation does not improve, contact our telephone center or dealer.

018-520 Internal Error in BMLinkS Scan RAP

Internal error in BMLinkS Scan.

Procedure

Repeat the same operations. If situation does not improve, contact our telephone center or dealer.

018-521 Request Send Failure in BMLinkS RAP

Internal error in BMLinkS Scan.

Procedure

Repeat the same operations. If situation does not improve, contact our telephone center or dealer.

018-522 Response Receive Failure in BMLinkS RAP

Response receive failure in BMLinkS.

Procedure

Repeat the same operations. If situation does not improve, contact our telephone center or dealer.

018-523 Image Send Failure in BMLinkS RAP

Image send failure in BMLinkS.

Procedure

Repeat the same operations. If situation does not improve, contact our telephone center or dealer.

018-524 Invalid Device Network Setting RAP

1. While device DNS is not set, server name is described in job template with FQDN.
2. Transfer protocol port described in job template is not activated on device (SMB, FTP etc.).

Procedure

Check if network-related setting and port necessary to scan job execution are properly done on the device side.

-Ensure that the DNS server setting correct.

-Ensure that the port of the designated protocol is activated.

018-525 HDD Full or HDD Access Error RAP

1. While in CUI scan start processing, internal HDD Full occurs (job template partition).
2. While in CUI scan start processing, internal HDD failure is detected.

Procedure

Check for HDD Full, or replace the HDD where the error had occurred. Retry the operation after a short interval.

018-526 Rejected to be Refresh RAP

CUI scan start request is received while in job template polling.

Procedure

Retry the operation after a short interval.

018-527 JT Monitor Internal Error RAP

Job Template Monitor internal error.

Procedure

Retry the operation.

018-528 Soap Request Error RAP

Incorrect argument request is received from Soap client of Custom Service.

Procedure

Check if the custom service setting is correct.

018-529 Duplicate Scan Request RAP

While in CUI scan start processing requested from Soap client of Custom Service, another CUI scan start request is received.

Procedure

Retry the operation after a short interval.

018-530 Authentication Error RAP

1. Limitation of total DV sheet, limitation of DV color mode, limitation of DV service use.
2. Use of unregistered card.
3. While in authentication information retrieval, job error occurs due to external device connection.

Procedure

Conduct correct authentication operation or verify limitation by M/C administrator (color mode, total sheet volume, service).

018-531 Failed to Create a New Job RAP

Error of JRM detection while in CUI scan job start

Procedure

Retry the operation.

018-532 Too Many Jobs to Create a New Job RAP

Error of JRM detection while in CUI scan job start

Procedure

Retry the operation.

018-543 Shared Name Error in SMB Server RAP

A shared name on the SMB scan server is wrong.

Procedure

- Check the shared name specified and set the correct name. [DMP6-2 and later products only]
- Check that the user has the right to access the shared name specified. (MacOS X v10.2)
Perform the following:
 1. Log in as the specified user.
 2. From [Dock], start the [Finder] icon.
 3. On the [Finder] window click the [Home] icon.
 4. From the [File] menu, select [View info].
 5. Select [Proprietary Right and Access Right] and check that "Read/Write" is selected in the [Access] box for the owner.

018-547 Number Restriction Over of SMB Scan Users RAP

The limited number of SMB scan users is exceeded.

Procedure

1. Check what the limited number of users that can connect to a shared folder is.
2. Check that the number of users that use the server simultaneously is not over max.

018-556 HTTP Server Script Error RAP

Due to some reason, the abnormal detection code "XRXERROR" was received from the HTTP server.

Procedure

Perform the following.

1. Check that the drive and directory that are specified in the HTTP server that sends scanned documents are accessible.
2. Repeat the operation.

018-557 HTTP Invalid Char in Filename RAP

A file name that contains invalid characters was specified.

Procedure

Make sure that the file name that is specified in the scanned document destination does not contain any invalid characters.

018-558 HTTP File Not Found RAP

The HTTP directory/file name does not exist.

Procedure

Perform the following.

1. Check that the directory that is specified in the scanned document destination HTTP server exists.
2. Check that the file name that is specified in the scanned document destination HTTP server exists.

018-559 HTTP File Duplication Fail RAP

"Prohibit Overwrite" is selected for scan "File Name Conflict"

Procedure

When performing scan Jobs, set "File Name Conflict" to other than "Cancel Job".

018-560 HTTP Server Login Fail RAP

HTTP User Authentication Error. Status 401 was received.

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check the login user name.
3. Check the login password.
4. Check the name of scanned document destination HTTP server.
5. Check the server path name of scanned document destination HTTP server.

018-561 HTTP Server Not Found RAP

HTTP Status 404 was received. Either:

- The host name is incorrect, or
- The script storage is incorrect.

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check the name of scanned document destination HTTP server.
3. Check the server path name of scanned document destination HTTP server.

018-562 HTTP Client Error RAP

HTTP Status 4xx (other than 401 or 404) was received.

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check the server settings.

018-563 HTTP Server Error RAP

HTTP Status 5xx was received.

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check the server settings.

018-564 Host Name Solution Error in HTTP RAP

DNS resolution of the specified host name has failed.

Procedure

Perform the following.

- Check whether the scanned document destination HTTP server has been registered in the DNS.
- Check whether it is connected to the DNS server.
- Check whether the DNS server address is set.

018-565 Proxy Name Solution Error in HTTP RAP

DNS resolution of the proxy server name that is set in the device has failed.

Procedure

Perform the following.

- Check whether the proxy server name that is set in the device has been registered in the DNS.
- Check whether it is connected to the DNS server.
- Check whether the DNS server address is set.

018-566 Server Connect Error in HTTP RAP

Failed to connect to the HTTP server.

Procedure

Perform the following.

1. Check the network cable of the device.
2. Check whether the scanned document destination HTTP server is accessible from the PC.

018-567 HTTP Server Access Fail RAP

One of the following has occurred:

- The communication was cut when reading.
- The communication was cut when writing.
- The file close process has failed.

Procedure

Check whether the scanned document destination HTTP server is accessible from the PC.

018-568 HTTP Server SSL Access Fail RAP

An error has occurred during SSL/TLS connection

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL setting of the scanned document destination HTTP server is valid.
3. Check the name of scanned document destination HTTP server.
4. Check the server path name of scanned document destination HTTP server.

018-569 HTTP Server Certificate Fail RAP

There is a problem with SSL certificate of the server.

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL server certificate of the scanned document destination HTTP server is registered in the device.
3. Check whether the SSL server certificate of the scanned document destination HTTP server is valid.

For example, check the following:

- The certificate has not expired yet.
 - The time that is set in the device is correct.
 - It is not in the discard list.
 - The certificate path of the SSL server certificate and import any necessary CA certificate.
4. If the certificate is not registered in the scanned document destination HTTP server, disable the device certificate validation.

018-570 HTTP Certificate Fail RAP

A client certificate authentication error has occurred in the HTML server.

Procedure

Perform the following.

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL client certificate is set correctly in the device.
3. Check whether a valid device certificate is registered in the scanned document destination HTTP server.

018-571 Internal Error in Scan RAP

Scan Network Sending Software Internal Error

Procedure

Repeat the operation.

018-572 Invalid Char in Context RAP

A context name that contains invalid characters was specified.

Procedure

Check whether the specified context name is correct.

018-573 Invalid Char in Server RAP

A connection name that contains invalid characters was specified.

Procedure

Check whether the specified connection name is correct.

018-574 Invalid Char in Volume RAP

A volume name that contains invalid characters was specified.

Procedure

Check whether the specified volume name is correct.

018-575 Invalid Char in Login RAP

Invalid Netware Login. A user name or password that contains invalid characters was specified.

Procedure

Check whether the specified user name/password is correct.

018-576 Invalid Char in Path RAP

A path name that contains invalid characters was specified

Procedure

Check whether the specified path name is correct.

018-577 Invalid Char in File RAP

Invalid Netware File Name Characters

Procedure

Check whether the specified file name is correct.

018-578 NW Server Not Found RAP

Netware Error.

A nonexistent server/tree was specified.

Procedure

Perform the following.

1. Check the network cable of the device.
2. Check whether the NetWare server is accessible from the PC.
3. Check the server name/tree name.
4. Execute DSREPAIR from the Server Console of the NetWare server.

018-579 NW Server Disk Full RAP

Netware Error - Hard Disk Full

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Check the capacity of the data storage server.
3. Execute DSREPAIR from the Server Console of the NetWare server.

018-580 Netware Invalid Volume RAP

Netware Error - A nonexistent volume name was specified.

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Check the volume name.
3. Execute DSREPAIR from the Server Console of the NetWare server.

018-581 Netware Invalid Path RAP

Netware Error - Path Does Not Exist.

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Check the directory path name.
3. Execute DSREPAIR from the Server Console of the NetWare server.

018-582 Access Right Fail RAP

Netware Resources Access Rights Verification. One of the following conditions exist:

- The User who is logged in does not have the right to open the file.
- The User who is logged in does not have the right to create the file.
- The User who is logged in does not have the right to access the directory.
- The User who is logged in does not have the right to read the file.
- The User who is logged in does not have the right to write to the file.
- The User who is logged in does not have the right to delete the directory/file.
- Although all the specified directories/files are read-only, a deletion request was issued.
- Although some of the specified directories/files are read-only, a deletion request was issued.

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Check the rights of the User - Example:
Check if the user has the right to open the file.
Check if the user has the right to create the file.
Check if the user has the right to access the directory.
Check if the user has the right to read the file.
Check if the user has the right to write to the file.
Check if the user has the right to delete the file/directory.
3. Execute DSREPAIR from the Server Console of the NetWare server.

018-583 NW Server Disk Error RAP

Netware Error - Disk Access Error

Procedure

Perform the following.

1. Check the HDD of the Netware server.
2. Check whether the NetWare server is accessible from the PC.
3. Execute DSREPAIR from the Server Console of the NetWare server.

018-584 NW Server Access Fail RAP

Netware Error

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Execute DSREPAIR from the Server Console of the NetWare server.

018-585 Netware Error in Use RAP

Netware files currently in use by other users

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Check the current usage status of other users.
3. Execute DSREPAIR from the Server Console of the NetWare server.

018-586 Netware Login Fail RAP

The Netware server has refused the login.

Procedure

Perform the following.

1. Check whether the NetWare server is accessible from the PC.
2. Check the login user name.
3. Check the login password.
4. Check the volume name.
5. Check the server name/tree name.
6. Check the context name.
7. Execute DSREPAIR from the Server Console of the NetWare server.

018-587 File Duplication Fail RAP

File Name Conflict Stop. "Prohibit Overwrite" is selected for scan "File Name Conflict"

Procedure

Set "File Name Conflict" to other than "Cancel Job".

018-588 Scan Filing Policy Invalid RAP

Invalid filing policy (when additional items are selected) was detected after connecting with the server.

Procedure

When "Add" is selected for "File Name Conflict", check that the file format is not set to Multi-page.

018-589 NEXTNAME.DAT Error RAP

Failed to access the NEXTNAME.DAT file.

Procedure

When "Add" is selected for "File Name Conflict", check that the NEXTNAME.DAT file is correct.

018-590 Same Name Exists RAP

Process stopped because a file with the same name already exists

Procedure

Perform the same operation again without multiple machines accessing the same folder in the same server.

018-591 File Name Suffix Limit Over RAP

When determining the file/folder name in the server after connecting to the server, the suffix of the file name/folder name has exceeded the limit.

Procedure

Change the file name/destination folder on the scan server. Else, move or delete the files in the destination folder.

018-592 Lock Folder Create Fail RAP

Scan Lock Folder Creation Failed

Procedure

Check the following:

1. If a lock directory (*.LCK) remained in the transfer destination, delete it manually and retry the job.
2. Check whether there is a folder that has the same name as the specified name.

018-593 Lock Folder Delete Fail RAP

Scan Lock Folder Deletion Failed

Procedure

If a lock directory (*.LCK) remained in the transfer destination, delete it manually and retry the job.

018-595 LDAP Protocol Error 595 RAP

Attestation Server detected a duplicated user. LDAP (Lightweight Directory Access Protocol)

Duplicate ID is detected in ICCG external authentication (LDAP protocol).

Procedure

Correct the user entered in database on the LDAP server so that it does not have the same IC card info as any other user.

018-596 LDAP Protocol Error 596 RAP

(1) Error other than 018-595 that occurs with authentication LDAP (Lightweight Directory Access Protocol) protocol (ProtocolCategory=7)

(2) Protocol type delivered to Coml_Fault_GetNETCeCode(?) is unexpected.

FTP/HTTP is designated or protocol type larger than LDAP_NETAUTH(=7) is designated.(DMP6-2)

Procedure

Retry the operation.

018-701 LDAP Protocol Error 01 RAP

LDAP (Lightweight Directory Access Protocol) protocol error in Address Book operation 01(Operation error).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-702 LDAP Protocol Error 02 RAP

There is a LDAP (Lightweight Directory Access Protocol) error. LDAP protocol error in Address Book operation 02 (Protocol Error).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-703 LDAP Protocol Error 03 RAP

LDAP (Lightweight Directory Access Protocol) protocol error in Address Book operation 03 (Search timeout).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-704 LDAP Protocol Error 04 RAP

LDAP (Lightweight Directory Access Protocol) protocol error in Address Book operation 04 (Search target data volume is too large).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-705 LDAP Protocol Error 05 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Comparison request result is false).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-706 LDAP Protocol Error 06 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Comparison request result is true).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

The message means that the result has come out as designated and is not error message.

018-707 LDAP Protocol Error 07 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Designated authentication method is not supported).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-708 LDAP Protocol Error 08 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Stronger authentication is required).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to change authentication method. Check with network administrator to reexamine authentication setting. If the check is OK, there may be a problem with the remote LDAP server.

018-710 LDAP Protocol Error 09 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (No registration in search range).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-711 LDAP Protocol Error 11 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Administration limit exceeded).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-712 LDAP Protocol Error 12 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Extended function is not usable).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-713 LDAP Protocol Error 13 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Confidentiality is required).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-714 LDAP Protocol Error 14 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (SASL bind processing in progress).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-716 LDAP Protocol Error 16 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Requested attribute does not exist).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-717 LDAP Protocol Error 17 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Designated attribute is undefined).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-718 LDAP Protocol Error 18 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Inappropriate combination).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-719 LDAP Protocol Error 19 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Constraint violation).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-720 LDAP Protocol Error 20 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Designated attribute exists already).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-721 LDAP Protocol Error 21 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Designated attribute value syntax error).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are present. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-725 Kerberos Authentication Protocol Error (22) RAP

User's Kerberos password expired.

Procedure

Ask server's administrator to extend the password expiration date.

018-726 Kerberos Authentication Protocol Error (70) RAP

Upper CA authentication of user's Smart Card is not registered on the device.

Procedure

Check if upper CA authentication of user's Smart Card is registered on the device. If not, register it on the device.

018-727 Kerberos Authentication Protocol Error (71) RAP

Authentication in user's Smart Card is invalid (rejected by Kerberos server).

Procedure

Check if authentication of user's Smart Card is valid. If not valid, renew Smart card. If Kerberos server is set to not allow use user's Smart Card, ask the server administrator to give permission to such user.

018-728 Kerberos Authentication Protocol Error (72) RAP

KDC authentication of Kerberos server is invalid (rote CA authentication is not registered on the device, or KDC authentication is expired, or KDC authentication address is incorrect).

Procedure

- 1) Check if route CA authentication is registered on the device. If not, register it on the device.
- 2) Check if KDC authentication is expired. If expired, get renewed.
- 3) Check if the Kerberos server address set on the device matches the address written in the Kerberos server KDC authentication. If they are different, change the Kerberos Server address set on the device, or check the Kerberos Server KDC certificate. In this case, there is a possibility of a wrong setting or Kerberos Server impersonation.

018-732 LDAP Protocol Error 32 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (No corresponding object).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-733 LDAP Protocol Error 33 RAP

There is a LDAP (Lightweight Directory Access Protocol) error.

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-734 LDAP Protocol Error 34 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Wrong alias).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-735 LDAP Protocol Error 35 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Object at the end).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-736 LDAP Protocol Error 36 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Alias cannot be referred).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-748 LDAP Protocol Error 48 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Authentication rejected).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. Check with network administrator to verify authentication setting of server side, If the check is OK, there may be a problem with the remote LDAP server.

018-749 LDAP Protocol Error 49 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Designated authentication certificate is invalid/Login name is invalid).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to re-verify user name and password to be used for authentication to cancel incorrect search login name. Check with network administrator to verify authentication setting of server side when the status is not improved. Verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-750 LDAP Protocol Error 50 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (No user access right).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups.

Check with network administrator to verify access rights for server side

If the check is OK, there may be a problem with the remote LDAP server.

018-751 LDAP Protocol Error 51 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Busy).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-752 LDAP Protocol Error 52 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Cannot Process).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-753 LDAP Protocol Error 53 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Execution rejected).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-754 LDAP Protocol Error 54 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Loop detected).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-764 LDAP Protocol Error 64 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (illegal naming). Update-related problem.

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-765 LDAP Protocol Error RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Wrong object class designation). Update-related problem

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-766 LDAP Protocol Error 66 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Not executable with entry other than at the end). Update-related problem

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-767 LDAP Protocol Error 67 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Not executable with RDN). Update-related problem.

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-768 LDAP Protocol Error 68 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Designated entry already exists). Update-related problem

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-769 LDAP Protocol Error 69 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Object class not changeable). Update-related problem.

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-770 LDAP Protocol Error 70 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (search target too large).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

Ask the customer to retry search with narrower search target by changing search condition/search start position in Address Book internal data. If the check is OK, there may be a problem with the remote LDAP server.

018-771 LDAP Protocol Error 71 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Influence on multiple DSA).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-780 LDAP Protocol Error 80 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Unknown error occurs).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-781 LDAP Protocol Error 81 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Cannot connect with server).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups.

1. Check if network cable is connected or not.
2. Verify activation status of requested server when the cable is connected.
3. Check if server name is correct or not, and correct it if incorrect, using "Specification setting" - "Network setting" - "External authentication server/Directory service setting" - "LDAP server/Directory service setting".

If the check is OK, there may be a problem with the remote LDAP server.

018-782 LDAP Protocol Error 82 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Program error or SASL authentication error).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-783 LDAP Protocol Error 83 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Sent message encoding error).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-784 LDAP Protocol Error 84 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Received message decoding error).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-785 LDAP Protocol Error 85 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Search timeout).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

Ask the customer to retry search with narrower search target by changing search condition/search start position in Address Book internal data. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-786 LDAP Protocol Error 86 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Unknown authentication method is designated).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-787 LDAP Protocol Error 87 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Error in search filter description).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-788 LDAP Protocol Error 88 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Operation command canceled).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-789 LDAP Protocol Error 89 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (illegal parameter delivered).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-790 LDAP Protocol Error 90 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Memory shortage).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-791 LDAP Protocol Error 91 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (cannot connect with server).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-792 LDAP Protocol Error 92 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Function not supported).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-793 LDAP Protocol Error 93 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Result not sent back).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-794 LDAP Protocol Error 94 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (No more result).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-795 LDAP Protocol Error 95 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Still more result).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-796 LDAP Protocol Error 96 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Client loop detected).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-797 LDAP Protocol Error 97 RAP

There is a LDAP (Lightweight Directory Access Protocol) error (Max. number of reference hop exceeded).

Procedure

Verify that print jobs are printing or print a Configuration Report and verify that network setup settings are indicated. **The printer is operational or the Config Report indicates valid network settings.**

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

021-215 Invalid Accessory Type RAP

The setting for accessory type, NVM location 850-007, does not match the type of accessory installed must be set to 0.

Procedure

NOTE: IF FDI is removed from the IOT, NVM 850-007 must be set to 0.

Change the value in NVM location 850-007 to the appropriate one for the connected accessory, then power OFF then ON. Or replace the connected accessory with the appropriate one for the setting, then power OFF then ON.

021-360 Accessory Fail RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

An error occurred in the connection to the foreign accessory. The accessory that should be installed is not found.

Procedure

Turn the power OFF then ON.

1. Check the connection to the accessory, pull out and insert the FDI and replace the cable.
2. If the problem persists, replace the FDI.
3. If the trouble persists, replace the ESS PWB ([PL 35.2](#)).
4. Check that the Controller software is the latest version.

021-515 Wrong M/C Type Code RAP

Illegal product code is detected on server side. SOAP Fault indicating that product code included in the message from the device is illegal is reported. Code=Client, Subcode=Invalid-Operation, Subcode3=InvalidProductCode.

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-516 Wrong Serial Number RAP

Illegal serial number is detected on server side. SOAP Fault indicating that serial number included in the message from the device is illegal is reported. Code=Client, Subcode=Invalid-Operation, Subcode3=InvalidSerialNumber.

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-523 Internal Error RAP

Software failure where operation can be continued is detected. Or, memory access error where operation can be continued is detected. Or, "CURLE_SEND_ERROR" is sent back from libcurl. Or, "CURLE_RECV_ERROR" is sent back from libcurl.

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-524 Inconsistency of Installation Status RAP

Installation is requested but installed status is detected internally. When starting installation processing, System Data "Installation status" indicates "already installed".

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-525 Inconsistency of Withdrawal Status RAP

Withdrawal is requested but withdrawn status is detected internally. When starting withdrawal processing, System Data "Installation status" indicates "Not installed".

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-528 Communication Setting Error RAP

At the start of communication, communication-disabling setting is detected. At the start of communication, System Data "Installation status" indicates "Not installed".

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-733 Accessory Error RAP

Job Fail. Color is inhibited or card limit value is reached while Accessory is mounted.

Procedure

Power OFF/ON. If the problem persists, perform the procedures:

- Operate color limitation KeySW to enable color, or to replace the card by a card of which upper limit value for color is not reached.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

021-941 Scan Service Paused By Disable RAP

With a Foreign Device accessory installed, the card was missing, insufficient fee paid or a shortage of card value.

Procedure

Insert a Xerox card, copy card or cash into the accessory, and ensure that there are sufficient fees or card value.

021-942 Scan Service Paused By Color Mode RAP

With a Foreign Device accessory installed, there was Color Mode Restriction or the upper limit was reached.

Procedure

Operate the Color Restriction Key SW to allow Color. Or, replace the card with another card that does not reach its upper limit in Color mode.

021-943 Print Service Paused By Disable RAP

With a Foreign Device accessory installed, the card was missing, insufficient fee paid or a shortage of card value.

Procedure

Insert a Xerox card, copy card or cash into the accessory, and ensure that there are sufficient fees or card value.

021-944 Print Service Paused By Color Mode RAP

One of the following has occurred:

1. "Color Print Prohibited" is set in the machine.
When color is prohibited, this error will appear when "Black" is not specified for printing from the PC even if the printed document contains only B/W pages.
2. The number of color print sheets of the Accessory (= DocuLyzer) that is installed to the machine has reached the upper limit.

Procedure

1. Operate the color limit keys in the machine to allow color print.
Or, use the Printer Driver in the PC to instruct printing in "Black" mode (instructing "Auto" or "Color" will not improve the situation.)
In DocuLyzer, reset the "Color Current Count Value for Each Output Color" of the target card.
Or, insert a card with count that has not reached the upper limit of the color count.

021-945 Service Paused By Disable RAP

With a Foreign Device accessory installed, the card was missing, insufficient fee paid or a shortage of card value.

Procedure

Insert a Xerox card, copy card or cash into the accessory, and ensure that there are sufficient fees or card value.

021-946 Service Paused By Color Mode RAP

With a Foreign Device accessory installed, there was Color Mode Restriction or the upper limit was reached.

Procedure

Operate the Color Restriction Key SW to allow Color. Or, replace the card with another card that does not reach its upper limit in Color mode.

023-600 Held Down Key Error (UI-Panel)

NOTE: *This is a hidden Fault.*

A hard key on the panel has been found to be held down for one or more consecutive minutes.

Procedure

This is a Fault to convey a message. No action is required.

023-601 Held Down Softkey Error (UI-Panel)

NOTE: *This is a hidden Fault.*

The Touch Panel has been found to be held down for one or more consecutive minutes.

Procedure

This is a Fault to convey a message. No action is required.

024-340 IOT-ESS Communication 1 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB ([PL 18.2](#))

024-341 IOT-ESS Communication 2 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB ([PL 18.2](#))

024-342 IOT-ESS Communication 3 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-343 IOT-ESS Communication 4 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-345 IOT-ESS Communication 5 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-346 IOT-ESS Communication 6 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-347 IOT-ESS Communication 7 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ESS PWB detected a communication error between the IOT and the ESS.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-348 IOT-ESS Communication 8 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The ESS PWB detected a communication error between the IOT and the ESS.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-349 IOT-ESS Communication 9 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-350 IOT-ESS Communication 10 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-351 IOT-ESS Communication 11 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-352 IOT-ESS Communication 12 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

IOT-ESS Communication Failure 12. ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-353 IOT-ESS Communication 13 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

IOT-ESS Communication Failure 13. ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-354 IOT-ESS Communication 14 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-355 IOT-ESS Communication 15 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

IOT-ESS Communication Failure 15. ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-356 IOT-ESS Communication 16 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-357 IOT-ESS Communication 17 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

IOT-ESS Communication Failure 17. ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-358 IOT-ESS Communication 18 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

IOT-ESS Communication Failure 18. ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-359 IOT-ESS Communication 19 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

IOT-ESS Communication Failure 19. ESS PWB detected a communication failure between IOT and ESS.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-360 IOT-ESS Initialization RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

The IOT and ESS failed to initialize

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-361 Invalid IOT Paper Size RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Invalid IOT Paper Size Group Information.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-362 Page Sync Start RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

During IOT output, before the output data was written to FIFO Full (first in first out), Page Sync activated.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-363 Page Sync Stop RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

During IOT output, before output in the specified size, Page Sync was disabled.

Initial Actions

Move away machines that are noisy.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check that connectors on the MCU PWB MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw. If the problem continues, reload Software ([GP 16](#)).
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)
- If the problem persists, replace the MCU PWB MCU PWB ([PL 18.2](#))

024-364 DMA Transfer RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Reduction/enlargement failed to access the data in Direct Memory Access.

Procedure

NOTE: *There is a high probability that the cause is faulty firmware or data corruption (RAM or HDD).*

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Uninstall and reinstall the Page Memory ([PL 35.2](#)).
- If the problem persists, replace the Page Memory ([PL 35.2](#)).
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS)
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)

024-365 Overflow Loop Back Write RAP

Overflow on the Loop Back Write.

Procedure

Switch the power Off then On.

024-366 JBIG Library Other Failure RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

JBIG Library Other Failure.

Procedure

Switch the power Off then On. If the problem persists, replace the ESS PWB ([PL 35.2](#)). Check the sw version of the controller sw - update if required--

024-367 Decompression Synchronization RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Incorrect line synchronization was detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Uninstall and reinstall the Page Memory ([PL 35.2](#))
- If the problem persists, replace the Page Memory ([PL 35.2](#)).
- Check that connectors on the HDD, MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

024-368 PCI RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

PCI access error occurred due to a faulty PCI bus.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Uninstall and reinstall the Page Memory ([PL 35.2](#))
- If the problem persists, replace the Page Memory ([PL 35.2](#)).
- Check that connectors on the HDD, MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

024-370 Marker Code Detection RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

During Enlarge, when the file was enlarged only by the specified size, the end code (FF02) cannot be found in the compressed data.

Procedure

The problem occurs only for specific documents.

Y N

Perform following as required:

1. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
2. Check that connectors on the MCU PWB ([PL 18.2](#)) and on the ESS PWB ([PL 35.2](#)) are securely connected.
3. Check the sw version of the controller sw - update if required
4. Uninstall and reinstall the Page Memory and System Memory ([PL 35.2](#)).
5. If the problem persists, replace the Page Memory and System Memory ([PL 35.2](#)).
6. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
7. If the problem persists, replace the HDD ([PL 35.2](#)).
8. Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 - a. [Job Log Clear Mode](#)
 - b. [HDD Initialize Mode](#)
9. If the problem persists, replace the ESS PWB ([PL 35.2](#)).
10. Replace MCU PWB ([PL 18.2](#))

Perform following as required:

1. Reload Software ([GP 16](#)).
2. Change the Print mode (Normal/High Quality/High Resolution).
3. Change the port settings or the Receive Buffer size.)

024-371 IOT-ESS Communication Fail 21 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Sub System Fail. The communication between the ESS and IOT has not been established, which is detected by the Controller. When the Controller and IOT are turned ON (including recovery from Power Saver mode), a response from the IOT to a request to establish communications from the Controller was not detected within the specified time.

Procedure

- Turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-372 IOT-ESS Communication Fail 22 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Sub System Fail. Sending error detected by Controller (Incorrect parameter instruction). An illegal instruction for IOT Port No., Timeout Time, Pointer, or Transfer Size was detected.

Procedure

- Turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-373 IOT-ESS Communication Fail 23 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Sub System Fail. DLL communication failure recovery error detected by Controller. When a message packet is sent from the Controller, the ACK packet from the IOT cannot be received within the specified time after the specified number of retries.

Procedure

- Turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-374 Registration Con PLL Parameter Fail RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Sub System Fail. RegiCon adjustment value setting error detected by Controller (Incorrect parameter instruction). Incorrect color registration adjustment value is sent from the IOT.

Procedure

- Turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-375 IOT-ESS Communication Fail 24 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Sub System Fail. DLL receiving error detected by Controller (Incorrect parameter instruction). An illegal instruction for IOT Port No., Timeout Time, or Pointer was detected.

Procedure

- Turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-376 IOT-ESS Communication Fail 25 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Sub System Fail. (IOT): MCU image signal truncation detected by the Controller. Occurs when a break in connection is detected at the loopback terminal of the image signal line.

Procedure

- Turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-600 Billing Master Counter RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

There is a billing master counter error.

Procedure

Perform [GP 10](#).

024-601 Billing Backup Counter 1 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

There is a billing backup counter error.

Procedure

Perform [GP 10](#).

024-602 Billing Backup Counter 2 RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

There is a billing backup counter error.

Procedure

Perform [GP 10](#).

024-603 Software Key Master Counter RAP

There is a software key master counter error.

Procedure

Auto-recovers.

024-604 Software Key Backup Counter 1 RAP

There is a software key backup counter 1 error.

Procedure

Auto-recovers.

024-605 Software Key Backup Counter 2 RAP

There is a software key backup counter 2 error.

Procedure

Auto-recovers.

024-606 Billing Meter Type Master Counter RAP

Record. Billing Meter Type is automatically repaired. (ESS SEEP repaired).

[This is a hidden Fail.]

Billing Meter Type (kept in ESS SEEP) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-607 Billing Meter Type Backup Counter 1 RAP

Record. Billing Meter Type is automatically repaired. (ESS NVM repaired)

[This is a hidden Fail.]

Billing Meter Type (kept in ESS NVM) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-608 Billing Meter Type Backup Counter 2 RAP

Record. Billing Meter Type is automatically repaired. (IOT NVM repaired).

[This is a hidden Fail.]

Billing Meter Type (kept in IOT NVM) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-609 Billing Count Type Master Counter RAP

Record. Billing Count Type is automatically repaired. (ESS SEEP repaired).

[This is a hidden Fail.]

Billing Count Type (kept in ESS SEEP) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-610 Billing Count Type Backup Counter 1 RAP

Record. Billing Count Type is automatically repaired. (ESS NVM repaired).

[This is a hidden Fail.]

Billing Count Type (kept in ESS NVM) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-611 Billing Count Type Backup Counter 2 RAP

Record. Billing Count Type is automatically repaired. (IOT NVM repaired).

[This is a hidden Fail.]

Billing Count Type (kept in IOT NVM) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-612 Modal Break Point Master Counter RAP

Record. Modal Break Point is automatically repaired. (ESS SEEP repaired)

[This is a hidden Fail.]

Modal Break Point (kept in ESS SEEP) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-613 Modal Break Point Backup Counter 1 RAP

Record. Modal Break Point is automatically repaired. (ESS NVM repaired)

[This is a hidden Fail.]

Modal Break Point (kept in ESS NVM) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-614 Modal Break Point Backup Counter 2 RAP

Record. Modal Break Point is automatically repaired. (IOT NVM repaired).

[This is a hidden Fail.]

Modal Break Point (kept in IOT NVM) has been automatically repaired.

NOTE: A Shutdown History report is logged.

Procedure

This is a Fail to convey a message. No action is required.

024-700 Memory Shortage or HDD Not Mounted RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Job is unprintable due to [System memory capacity shortage] or [HDD unmounted] signal is received.

Procedure

1. Mount the HDD ([PL 35.2](#)).
2. Uninstall and Reinstall Page Memory ([PL 35.2](#)).
3. Replace Page Memory ([PL 35.2](#)).
4. Power OFF/ON.
5. If [016-210](#) or [016-211](#) faults are present repair as necessary.

024-701 Invalid Instruction of Face Inversion RAP

Job. Job cancellation due to the invalid Invert instruction.

IOTsc has detected that the device has been instructed to print paper that is not invertible.

(E.g.)

- Coil punch x Tab paper x Invert instruction
- Paper size/type not invertible x Invert instruction

Procedure

Instruct the device in the way that enables it to invert paper for reoutput.

024-702 Paper Jam RAP

Job cancellation due to paper jam. When paper jam occurs as printing is in progress for a Print Service Job (when Jam Recovery is set to "OFF").

Procedure]

Resolve the paper jam and print again.

024-742 Print Booklet Sheets Counts Over RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Job Fail. A printer job whose paper quantity exceeds Booklet Paper Quantity is canceled.

The number of sheets per set exceeds a specific allowable number for Booklet.

* This fault is detected at the start of print.

- If the number of sheets is larger by one, automatically only saddle stitching is deselected and the sheets become folded in half for output.
- If folding is only selected, an allowable number of sheets per set are automatically folded for output.

Procedure

- Choose creation of every Booklet using a maximum number of sheets, or deselect Booklet.
- When every Booklet is created using a maximum number of sheets, a specific signature is laid out on top of each booklet consisting of the max number of sheets.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-746 Print Request Failure-Paper RAP

Job Fail. There are parameters that are incompatible with the specified paper type. The paper type specified by the job is incompatible with options such as Paper Tray, Output Tray, Automatic 2 Sided Print/Staple (E.g. Auto 2-Sided Print is specified for Transparencies).

Procedure

Do not specify parameters that are incompatible with the specified paper type.

024-747 Print Instruction Fail RAP

Job Fail. Operation cannot be continued due to combination of unprintable parameters (stored file size, paper size, paper tray, duplex command, output tray). The specified combination of parameters (stored file size, paper size, paper tray, duplex command, output tray) cannot be executed or continued. When a job cannot continue due to component failure when **[Start]** button is pressed after a temporary interruption due to a component failure during a print operation, this error is also displayed.

Procedure

Change the print parameter and print again.

024-748 Bates Numbering Digit Over RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Job Fail. The number of Bates Numbering digits is exceeded. In the process of printing Bates Numbering, a maximum number of 9 or the user-specified number of digits is exceeded.

Procedure

- Reduce the number of documents to less than the user-specified number or reduce the number of numbering digits in order to copy them again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-775 Print Booklet Sheets Counts Over (Not Field Attachment) RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Job Fail. A printer job whose paper quantity exceeds Booklet Paper Quantity is canceled. (This occurs with a job without simplex/duplex setting.)

This fault is detected at the start of print.

The number of sheets per set for printer print exceeds a specific allowable number for Booklet.

- If the number of sheets is larger by one, automatically only saddle stitching is deselected and the sheets become folded in three for output.
- If folding is only selected, an allowable number of sheets per set are automatically folded for output.

Because the Print Service operation of setting simplex/duplex is done by Driver, only the operation without simplex/duplex setting is done by the machine.

As a detection of this Fail causes a job to be canceled, a message is only displayed indicating the job is canceled.

Procedure

- Choose creation of every Booklet using a maximum number of sheets, or deselect Booklet.
- When every Booklet is created using a maximum number of sheets, a specific signature is laid out on top of each booklet consisting of the max number of sheets.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-900 Upper Tray Out Of Place

A tray above the paper tray selected was "out of place" so it was decided that paper feed was impossible. This fault occurs depending on the configuration of the paper transport in the engine.(This occurs only with Front C Path Engine.)

Procedure

Ensure that the customer is programming a job within the parameters of the machine utilizing the UI. Load the correct paper in the tray. Ensure that all Trays are closed.

024-910 Tray 1 Size Mismatch RAP

BSD-ON: [BSD 7.1 - Tray 1 Paper Size Sensing](#)

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Operation Error. Size Mismatch Tray 1: Measured Length Mismatch. When the paper slow scan direction length is measured on the paper path, the length is different from the slow scan length for the size detected by the tray.

Procedure

- Load the correct paper in the tray.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- The Tray 1 Paper Size Switch for failure: [Analog Monitor \[071-200\]](#); [Component Control \[071-104\]](#) ([PL 9.1](#))
- The connection between the Tray 1 Paper Size Sensor [P/J122](#) and the MCU PWB [P/J414](#) for open circuit, short circuit, and poor contact
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload the machine software ([GP 16](#)).
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-911 Tray 2 Size Mismatch RAP

BSD-ON: [BSD 7.2 - Tray 2 Paper Size Sensing](#)

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Operation Error. Size Mismatch Tray 2: Measured Length Mismatch. When the paper slow scan direction length is measured on the paper path, the length is different from the slow scan length for the size detected by the tray.

Procedure

- Load the correct paper in the tray.
If the problem persists, check the sensor using the Generic Sensor Failure RAP.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- The Tray 2 Paper Size Switch for failure: [Analog Monitor \[072-200\]](#); [Component Control \[072-104\]](#) ([PL 9.1](#))
- The connection between the Tray 2 Paper Size Sensor [P/J123](#) and the MCU PWB [P/J414](#) for open circuit, short circuit, and poor contact
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-912 Tray 3 Size Mismatch RAP

BSD-ON: [BSD 7.3 - Tray 3 Paper Size Sensing \(TTM\)](#)

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Operation Error. Size Mismatch Tray 3: Measured Length Mismatch. When the paper slow scan direction length is measured on the paper path, the length is different from the slow scan length for the size detected by the tray.

Procedure

- Load the correct paper in the tray.
If the problem persists, check the sensor using the Generic Sensor Failure RAP.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- The Tray 3 Paper Size Switch for failure: [Analog Monitor \[073-200\]](#); [Component Control \[073-104\]](#) ([PL 11.12](#))
- The connection between the Tray 3 Paper Size Sensor [P/J102](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-913 Tray 4 Size Mismatch RAP

BSD-ON: [BSD 7.4 - Tray 4 Paper Size Sensing \(TTM\)](#)

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 16.1 - ESS](#)

Operation Error. Size Mismatch Tray 4: Measured Length Mismatch. When the paper slow scan direction length is measured on the paper path, the length is different from the slow scan length for the size detected by the tray.

Procedure

- Load the correct paper in the tray.
If the problem persists, check the sensor using the Generic Sensor Failure RAP.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- The Tray 4 Paper Size Switch for failure: [Analog Monitor \[074-200\];Component Control \[074-104\] \(PL 11.12\)](#)
- The connection between the Tray 4 Paper Size Sensor [P/J103](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-916 Mix Full Stack RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 12.8 - Integrated Finisher Stacker Tray Control](#)

BSD-ON: [BSD 12.24 - Office Finisher LX Stacker Tray Control](#)

BSD-ON: [BSD 16.1 - ESS](#)

Any of the following conditions could cause this fault:

- The output paper stacked on the Finisher Stacker Tray reaches capacity (for the same paper size only).
- The paper size in either the process or cross-process direction of the current job is larger than the top sheet size of the previous job
- The top sheet size (width) of previous job is less than 279.4mm and Staple Mode is changed
- The top sheet size of the previous job is "unknown"

Initial Actions

Power Off/On

Procedure

- Go to the [012-212 Stacker Tray Upper Limit Failure RAP \(LX\) \(Office Finisher LX\)](#), [012-211 \(Integrated Finisher\) Stacker Tray Fail](#).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, Control Panel, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS & MCU)

024-917 Stacker Tray Staple Set Over Count RAP

BSD-ON: [BSD 3.1 - ESS - MCU Communication](#)

BSD-ON: [BSD 12.8 - Integrated Finisher Stacker Tray Control](#)

BSD-ON: [BSD 12.24 - Office Finisher LX Stacker Tray Control](#)

BSD-ON: [BSD 16.1 - ESS](#)

The number of stapled copies exceeded the capacity of the Stacker Tray.

Initial Actions

- Power Off/On
- Empty the tray

Procedure

Check the connection of each Finisher PWB connector. **The connectors are securely connected.**

Y N
| Connect the connectors.

Turn on the power again. **[024-917] reoccurs.**

Y N
| Return to Service Call Procedures.

Check the Stacker Tray No Paper Sensor operation and circuit ([BSD 12.24 - Office Finisher LX Stacker Tray Control](#)). If the sensor fails, replace it, [PL 23.7](#) Finisher LX)

024-926 Puncher Waste Bin Not Set RAP

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

The Puncher Waste Bin is not installed correctly or there is a failure in the Punch Box Set Sensor or related circuitry.

Initial Actions

- Remove and reinstall the Puncher Waste Bin to its correct location.
- Check for any debris or obstructions in the path of the Punch Waste Bin or the Punch Box Set Sensor.

Procedure

Enter [Component Control](#) [012-275]. and remove and reinstall the Punch Waste Bin. **The display changes.**

Y N
| Check the circuit of the Punch Box Set Sensor on [BSD 12.15 - Office Finisher LX Punch](#). Check the wires and connectors for an intermittent open or short circuit. If the problem continues, replace the Finisher PWB ([PL 23.16](#)).

Check the sw version of the controller sw - update if required ([GP 16](#)) If OK, Replace the Finisher PWB ([PL 23.16](#)).

024-928 (Integrated Office Finisher) Scratch Sheet Compile RAP

Paper was detected that was either out of spec, in poor condition (wrinkled, curled) and was ejected to the compiler.

NOTE: This code is an operation message. If this code is frequently declared, perform the procedure below.

Initial Actions

- Check that the Top Cover can be opened and closed.
- Power Off/On.

Procedure

Check the specifications of paper. **The paper is in spec.**

Y N
| Replace the paper with new paper that is in spec.

Check the condition of the paper. **The paper is in normal condition without any problem that causes the paper to be bent (dog eared) or jam.**

Y N
| Resolve any problem that causes the paper to be bent or caught.

Check for a Fault Code. **Another Fault Code is displayed.**

Y N
| If the problem continues, replace the Finisher PWB (PL 22.7).

Go to the appropriate Fault Code.

024-928 (Finisher LX) Scratch Sheet Compile RAP

A sheet, which is identified as an abnormal sheet (scratch sheet) by Sheet Exit command from IOT, is ejected to the Compiler Tray.

Initial Actions

Ensure that the Eject cover is closed.

Procedure

Check all connectors on the Finisher PWB. **The connectors are connected correctly.**

Y N
| Connect the connectors.

Switch the power Off then On. Open and close the Eject Cover. If the fault is still present, replace the Finisher PWB (PL 22.7).

024-934 Paper Type Mismatch RAP

Operation Error. Paper Type Mismatch. This error occurs when the paper fed is different from that specified in the Controller (Plain paper and Heavyweight cannot be recognized).

Procedure

- Load the specified media.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

024-936 Tray 2 Paper Mismatch RAP

BSD-ON: [BSD 7.2 - Tray 2 Paper Size Sensing](#)

Operation Error. Tray 2 Paper Type Mismatch.

1. Transparencies are loaded in Tray 2, when Tray 5 should have been used.
2. Other paper is loaded when a Transparencies job is performed
3. Transparencies with borders was detected.
Jam occurs when borders were detected by checking transparencies for borders (by the OHP Sensor) after feeding started.

Procedure

- Check UI Settings and ensure that Tray 5 is selected with the correct media.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 16)

024-937 Tray 3 Paper Mismatch RAP

BSD-ON: [BSD 7.3 - Tray 3 Paper Size Sensing \(TTM\)](#)

Operation Error. Tray 3 Paper Type Mismatch.

1. Transparencies are loaded in Tray 3, when Tray 5 should have been used.
2. Other paper is loaded when a Transparencies job is performed
3. Transparencies with borders was detected.
Jam occurs when borders were detected by checking transparencies for borders (by the OHP Sensor) after feeding started.

Procedure

- Check UI Settings and ensure that Tray 5 is selected with the correct media.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-938 OHP Kind Mismatch at Tray 4 (Not white frame OHP) RAP

BSD-ON: [BSD 7.5 - Tray 1 Paper Stacking](#)

Operation Error. BUTTON: Paper Type Mismatch. Transparencies With Borders Detected Tray 4.

1. Transparencies are loaded in Tray 4, when Tray 5 should have been used.
2. Other paper is loaded when a Transparencies job is performed
3. Transparencies with borders was detected.
Jam occurs when borders were detected by checking transparencies for borders (by the OHP Sensor) after feeding started.

Procedure

- Check UI Settings and ensure that Tray 5 is selected with the correct media.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-939 OHP Kind Mismatch (Not white frame OHP) RAP

BSD-ON: [BSD 7.5 - Tray 1 Paper Stacking](#)

Operation Error. Paper Type Mismatch. The system is shut down (stop) if Transparencies with borders are detected regardless of the paper type setting in the Controller.

Transparencies are loaded when a non-transparencies job is performed.

Other paper is loaded when a Transparencies job is performed

Transparencies with borders was detected.

Jam occurs when borders were detected by checking transparencies for borders (by the OHP Sensor) after feeding started.

Procedure

- Check UI Settings and ensure that Tray 5 is selected with the correct media.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-942 Booklet Sheet Over Count RAP

Booklet Sheets Over Count. The number of sheets in a booklet is over the limit.

Initial Actions

Check the maximum number of sheets for Booklet.

Procedure

Program job in compliance with the maximum number of sheets for Booklet. Switch the power OFF then ON. Cancel Booklet. **The same error recurs.**

Y N

| Bind sheets by the maximum number of sheets for Booklet.

Replace the Booklet PWB ([PL 23.21](#)) followed by the Finisher PWB ([PL 22.7](#)) or ([PL 23.16](#))

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-943 Booklet Low Staple RAP

BSD-ON: [BSD 12.26 - Office Finisher Booklet Staple Control \(1 of 2 - Front\)](#)

BSD-ON: [BSD 12.27 - Office Finisher Booklet Staple Control \(2 of 2 - Rear\)](#)

Booklet Low Staple. There are few remaining staples for booklets. (This fault can also occur if the cartridge is removed.)

Procedure

- Replace the Staple Cartridge. If the problem persists, go to the [012-249 LX](#) or [012-268 LX](#) RAPs.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-946 Tray 1 Position RAP

BSD-ON: [BSD 7.1 - Tray 1 Paper Size Sensing](#)

The Tray 1 Paper Size Switch detected no tray.

Initial Actions

- Switch the power off, then on.
- Pull out and re-insert Tray 1.

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 Switch for failure: [Analog Monitor \[071-200\];Component Control \[071-104\] \(PL 9.1\)](#)
- The connection between the Tray 1 Paper Size Sensor [P/J122](#) and the MCU PWB [P/J414](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

024-947 Tray 2 Position RAP

BSD-ON: [BSD 7.2 - Tray 2 Paper Size Sensing](#)

The Tray 2 Paper Size Switch detected no tray.

Initial Actions

- Switch the power off, then on.
- Pull out and re-insert Tray 2.

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 Switch for failure: [Analog Monitor \[072-200\];Component Control \[072-104\] \(PL 9.1\)](#)
- The connection between the Tray 2 Paper Size Sensor [P/J123](#) and the MCU PWB [P/J414](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

024-948 Tray 3 Position RAP

BSD-ON: [BSD 7.3 - Tray 3 Paper Size Sensing \(TTM\)](#)

The Tray 3 Paper Size Switch detected no tray.

Initial Actions

- Switch the power off, then on.
- Pull out and re-insert Tray3.

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 Switch for failure: [Analog Monitor \[073-200\];Component Control \[073-104\] \(PL 11.12\)](#)
- The connection between the Tray 3 Paper Size Sensor [P/J102](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the Tray Module PWB ([PL 11.13](#)).

024-949 Tray 4 Position RAP

BSD-ON: [BSD 7.4 - Tray 4 Paper Size Sensing \(TTM\)](#)

The Tray 4 Paper Size Switch detected no tray.

Initial Actions

- Switch the power off, then on.
- Pull out and re-insert Tray4.

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 4 Paper Size Switch for failure: [Analog Monitor \[074-200\];Component Control \[074-104\] \(PL 11.12\)](#)
- The connection between the Tray 4 Paper Size Sensor [P/J103](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the Tray Module PWB ([PL 11.13](#)).

024-950 Tray 1 No Paper RAP

BSD-ON: [BSD 7.5 - Tray 1 Paper Stacking](#)

Tray 1 is out of paper.

Initial Actions

- Power Off/On

Procedure

Check the installation of the Tray 1 No Paper Sensor ([PL 9.4](#)) and the operation of the actuator. **The Sensor is installed correctly and the actuator works.**

Y N

Reinstall the Sensor.

Execute [Component Control \[071-101 Tray 1 No Paper Sensor\]](#). Manually activate the Tray 1 No Paper Sensor ([PL 9.5](#)). **The display changes.**

Y N

Go to [BSD 7.5 - Tray 1 Paper Stacking](#), Troubleshoot the circuit of the Tray 1 No Paper Sensor. Refer to the [OF 99-2, Transmissive Sensor RAP](#).

Go to the [071-210 RAP](#) to check the Tray 1 Feed Lift Motor.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-951 Tray 2 No Paper RAP

BSD-ON: [BSD 7.6 - Tray 2 Paper Stacking](#)

Tray 2 is out of paper.

Initial Actions

- Power Off/On

Procedure

Check the installation of the Tray 2 No Paper Sensor ([PL 9.4](#)) and the operation of the actuator. **The Sensor is installed correctly and the actuator works.**

Y N
Reinstall the Sensor.

Execute [Component Control](#) [072-101], Tray 2 No Paper Sensor. Manually activate the Tray 2 No Paper Sensor. **The display changes.**

Y N
Go to [BSD 7.6 - Tray 2 Paper Stacking](#). Troubleshoot the circuit of the Tray 2 No Paper Sensor ([PL 9.5](#)). Refer to the [OF 99-2](#), Transmissive Sensor RAP.

Go to the [072-210](#) RAP to check the Tray 2 Feed Lift Motor.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-952 Tray 3 No Paper RAP

BSD-ON: [BSD 7.7 - Tray 3 Paper Stacking \(TTM\)](#)

Tray 3 is out of paper.

Initial Actions

- Power Off/On

Procedure

Check the installation of the Tray 3 No Paper Sensor ([PL 10.4](#)) and the operation of the actuator. **The Sensor is installed correctly and the actuator works.**

Y N
Reinstall the Sensor.

Execute [Component Control](#) [073-101], Tray 3 No Paper Sensor. Manually activate the Tray 3 No Paper Sensor ([PL 11.8](#)). **The display changes.**

Y N
Go to [BSD 7.7 - Tray 3 Paper Stacking \(TTM\)](#) Troubleshoot the circuit of the Tray 3 Tray Empty Sensor. Refer to the [OF 99-2](#), Transmissive Sensor RAP.

Go to the [073-210](#) RAP to check the Tray 3 Feed Lift Motor.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-953 Tray 4 No Paper RAP

BSD-ON: [BSD 7.8 - Tray 4 Paper Stacking \(TTM\)](#)

There is no paper in Tray 4.

Initial Actions

- Check the tray for paper.
- Switch the power OFF then ON.
- Check the operation of the actuator.

Procedure

Execute [Component Control](#) [074-101 Tray 4 No Paper Sensor]. Activate the actuator of the Tray 4 No Paper Sensor ([PL 10.4](#)). **The display changes.**

Y N

Go to [BSD 7.8 - Tray 4 Paper Stacking \(TTM\)](#) and troubleshoot the Tray 4 No Paper Sensor circuit.

Go to the [074-210](#) RAP to check the Tray 4 Feed Lift Motor.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-954 Tray 5 No Paper RAP

BSD-ON: [BSD 7.9 - Tray 5 \(MSI\) Paper Stacking](#)

Tray 5 is out of paper.

Initial Actions

- Power Off/On

Procedure

Execute [Component Control](#) [075-100 Tray 5 No Paper Sensor]. Activate the actuator of the Tray 5 No Paper Sensor ([PL 13.2](#)). **The display changes.**

Y N

Go to [BSD 7.9 - Tray 5 \(MSI\) Paper Stacking](#) and troubleshoot the Tray 5 No Paper Sensor circuit.

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

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-959 Tray 1 Size Mismatch RAP

BSD-ON: [BSD 7.1 - Tray 1 Paper Size Sensing](#)

The paper size in Tray 1 and the paper size specified for printing are different.

Initial Actions

Load the correct size paper in Tray 1.

Procedure

- If problem persists go to the [071-212](#) RAP.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-960 Tray 2 Size Mismatch RAP

BSD-ON: [BSD 7.2 - Tray 2 Paper Size Sensing](#)

The paper size in Tray 2 and the paper size specified for printing are different.

Initial Actions

Load the correct size paper in Tray 2.

Procedure

- If problem persists go to the [072-212](#) RAP.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-961 Tray 3 Size Mismatch RAP

BSD-ON: [BSD 7.3 - Tray 3 Paper Size Sensing \(TTM\)](#)

The paper size in Tray 3 and the paper size specified for printing are different.

Initial Actions

Load the correct size paper in Tray 3.

Procedure

- Go to the [073-212](#) RAP.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-962 Tray 4 Paper Size Mismatch RAP

BSD-ON: [BSD 7.4 - Tray 4 Paper Size Sensing \(TTM\)](#)

Procedure

- .Go to the [074-212](#) Tray 4 Paper Size Sensor RAP.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-963 Finisher Punch DustBox Full RAP

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

Operation Error. Finisher Punch DustBox FULL. The number of chads has become equal to or over the number that makes the Punch Dust Box full.

Procedure

- Remove the chads.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-965 ATS/APS Paper (IOT Detect) RAP

No paper loaded of the designated paper for the job.

Initial Actions

- Power Off/On
- Reload the relevant tray.

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-966 ATS/APS Destination RAP

APS/ATS is unable to detect the paper size.

Initial Actions

Change the Paper that is selected or change the tray.

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-967 Mixed Width Paper (Stapler Job) RAP

Paper Width Mix was detected during stapling.

Initial Actions

- Power Off/On

Procedure

- Cancel stapling for that job.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-968 Stapler/Punch Concurrence RAP

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

Staple position and Punch position are the same.

Initial Actions

- Check if there is the specified paper in the tray.
- Switch the power OFF then ON.

Procedure

Cancel Staple mode and Punch mode. **The same problem recurs.**

Y N
|
Correct the settings.

Check the connection of each connector of the Finisher PWB. **The connectors are properly connected.**

Y N
|
Connect the connectors properly.

Check the connection of the cable between the machine and the Finisher. **The cable is properly connected.**

Y N
|
Connect the cable properly.

Replace the Finisher PWB ([PL 23.16](#)).

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-969 Different Width Mix Punch RAP

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

Different Width Mix Punch. Paper of different widths was detected while printing in punch mode.

Initial Actions

- Check if there is the specified paper in the tray.
- Switch the power OFF then ON.

Procedure

Copy: Cancel Punch mode (user intervention) **Printer:** Cancel Punch mode (auto cancellation) **The same problem recurs.**

Y N
|
Correct the settings.

Check the connection of each connector of the Finisher PWB. **The connectors are properly connected.**

Y N
|
Connect the connectors properly.

Check the connection of the cable between the machine and the Finisher. **The cable is properly connected.**

Y N
|
Connect the cable properly.

- Replace the Finisher PWB ([PL 23.16](#)), if the problem continues, replace the MCU PWB ([PL 18.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

024-976 Staple Status Failed RAP

BSD-ON: [BSD 12.21 - Office Finisher LX Staple Control](#)

- After the Stapler Motor turned On (Forward rotation), the system did not detect that the Staple Head Home Sensor switched from Off to On within the specified time.
- After the Stapler Motor turned On (Reverse rotation), the Staple Head Home Sensor did not turn On within the specified time.

Initial Actions

- Power Off/On

Procedure

- Go to the [012-291](#) Stapler Failure RAP
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-977 Stapler Feed Ready RAP

BSD-ON: [BSD 12.21 - Office Finisher LX Staple Control](#)

Procedure

- Go to [012-291](#) (Office Finisher LX).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-979 Low Staples RAP (Integrated Finisher)

BSD-ON: [BSD 12.5 - Integrated Finisher Staple Control](#)

Staples Near Empty or Staple-feed failure.

Initial Actions

Power Off/On

Procedure

Execute [Component Control](#) [012-242 Low Staple Sensor]. Install and remove the Staple Cartridge. **The display changes.**

Y N
|
Check the Staple Cartridge for failure or foreign substances. **There are no foreign substances and nothing has failed.**

Y N
|
Repair the failure and remove the foreign substances.

Check the wires between [P/J8731](#) and [P/J8701](#) for a loose connection, or an open or a short circuit. **The wires are OK.**

Y N
|
Repair as required.

Measure the voltage between the Finisher PWB [P/J8701](#) -5 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
|
Replace the Finisher PWB ([PL 22.7](#)).

Measure the voltage between the Finisher PWB [P/J8701](#)-7 (+) and GND (-). Install and remove the Staple Cartridge. **The voltage changes.**

Y N
|
Replace the Finisher PWB ([PL 22.7](#)).

Replace the Staple Assembly ([PL 22.4](#)) If the problem persists, replace the Finisher PWB ([PL 22.7](#)).

Check the sw version of the controller sw - update if required. Replace the Finisher PWB ([PL 22.7](#)) If the problem persists, replace the MCU PWB ([PL 18.2](#)).

024-979 Low Staples RAP (Finisher LX)

BSD-ON: [BSD 12.21 - Office Finisher LX Staple Control](#)

Staples Near Empty or Staple-feed failure.

Initial Actions

Power Off/On

Procedure

Execute [Component Control](#) [012-242 Low Staple Sensor]. Install and remove the Staple Cartridge. **The display changes.**

Y N
|
Check the Staple Cartridge for failure or foreign substances. **There are no foreign substances and nothing has failed.**

Y N
|
Repair the failure and remove the foreign substances.

Check the wires between [J8886](#) and [P/J8981](#) for a loose connection, or an open or a short circuit. **The wires are OK.**

Y N
|
Repair as required.

Measure the voltage between the Finisher PWB [J8886](#)-5 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N
|
Replace the Finisher PWB ([PL 22.7](#)).

Measure the voltage between the Finisher PWB [J8886](#)-7 (+) and GND (-). Install and remove the Staple Cartridge. **The voltage changes.**

Y N
|
Replace the Finisher PWB ([PL 23.16](#)).

Replace the Staple Assembly ([PL 23.4](#)) If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

Check the sw version of the controller sw - update if required. Replace the Finisher PWB ([PL 23.16](#)).

024-980 Stacker Tray Full RAP

BSD-ON: [BSD 12.24 - Office Finisher LX Stacker Tray Control](#)

The output paper stacked on the Finisher Stacker Tray reaches capacity (for mixed paper size). There are a number of different conditions that can cause this fault and those conditions differ for the different finishers.

Initial Actions

- Remove the paper from the Stacker Tray
- Power Off/On

Procedure

- Go to the [012-211 \(Integrated Finisher\)](#) RAP.
- Remove the paper from the Stacker Tray
- Check the Stack Height Sensor 1 [Component Control](#) [012-264] and block and unblock the sensor, and Stack Height Sensor 2 [Component Control](#) [012-265].
- Check the wiring for an open or short circuit repair as required.
- Check the sw version of the controller sw - update if required
- Replace the defective Sensor ([PL 23.11](#)).
- If the fault is still occurring replace the Finisher PWB ([PL 23.16](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)

024-982 Finisher Stacker Tray Lower Safety RAP

BSD-ON: [BSD 12.24 - Office Finisher LX Stacker Tray Control](#)

Stacker tray moved down past the lower limit position.

Initial Actions

Power Off/On

Procedure

- Go to [012-213](#) Stacker Tray Lower Limit Failure RAP (LX), [012-211 \(Integrated Finisher\)](#) Stack Tray Fail.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-984 Booklet Low Staple Front RAP

BSD-ON: [BSD 12.21 - Office Finisher LX Staple Control](#)

The Booklet Low Staple Software detects low staple condition just before Booklet Staple Front starts operating.

Procedure

- Go to [012-291](#) (Office Finisher LX).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-989 Booklet Low Staple R RAP

BSD-ON: [BSD 12.27 - Office Finisher Booklet Staple Control \(2 of 2 - Rear\)](#)

1. Booklet Stapler Low Staple R signal ON was detected just before Stapling operation.
2. Booklet Stapler Low Staple R signal was detected at Power ON, at initialization, or when the interlock was closed.

Procedure

- Check for Staple needles and reload them correctly.
If the problem persists, refer to the [BSD 12.27 - Office Finisher Booklet Staple Control \(2 of 2 - Rear\)](#) and check the Rear Low Staple Switch circuit for an open or short.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 16](#))

024-990 Punch Dust Full RAP

BSD-ON: [BSD 12.15 - Office Finisher LX Punch](#)

Operation Error. Punch Dust Box Full is detected.

Procedure

- Clear the Punch Dust scrap.
If the problem persists, check the [024-926](#).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

025-596 Diagnostic HDD Maintenance RAP

A error is declared when the HDD Fail Forecast occurred.

Initial Actions

Power Off/On

Procedure

Check the HDD electrical connections.

If the problem persists perform [Initialize Hard Disk](#).

If the problem persists replace the HDD ([PL 35.2](#)).

025-597 Diagnostic HDD Initialize RAP

An error is declared when the HDD Initialization Diagnostic was executed.

Initial Actions

Power Off/On

Procedure

Check the HDD electrical connections.

If the problem persists perform [Initialize Hard Disk](#) UI Diagnostics.

If the problem persists replace the HDD ([PL 35.2](#)).

026-400 Exceed the Number of Connection of USB Host Fail RAP

Info. Failure because the USB Host Port maximum connection has been exceeded. The number of machines that are connected to the USB Host Port of this machine has exceeded the maximum permissible number of connections.

Procedure

Disconnect some of the machines that are connected to this USB Host Port and ensure that the number of connected machines are below the maximum permissible number of connections.

If the USB Host connected machine is still not operating correctly after the above error has been resolved, turn the power OFF then ON.

026-700 LDAP Protocol MAX Error RAP

Unspecified LDAP protocol is detected in Address Book operation. LDAP Server is using protocol unsupported with this machine. his fault is usually caused by server setting or customer's mis-operation.

Procedure

The server uses an undefined LDAP protocol that is not supported by the machine.

Perform the following in sequence.

1. Get the procedures for reproducing an error according to the operation that was performed when the error occurred.
2. Check whether the Controller ROM is the latest version. If not, upgrade it to the latest.

This is caused by mistakes in server settings or client operation. Contact the Support Department and do not replace the ESS-PWB.

026-701 Address Book Request Overflow RAP

A large number of Address Book inquiries are made at a time for the machine's internal software from the control panel and multiple input devices of Web-UI. JRM directory service processing ability is exceeded.

Initial Actions

Check if Controller ROM is the latest version. (GP 6)

Procedure

1. If check reveals that the latest software version is not installed. Reload software (GP 16) with the latest available version.
2. Power Off/On, retry request.

026-702 Address Book Directory Service Overflow RAP

JRM directory service that is the machine's internal software receives multiple requests of the same work.

Procedure

Reload software (GP 16) and run the same job again.

026-703 Abort with Logout RAP

Job. At installation of additional document, authentication is already cancelled.

When in Fax or Scan services, authentication is cancelled at additional document loading, the job will be aborted.

"At additional document loading" mentioned here means:

1. When a request to add documents is made (at the end of scanning: Platen: every sheet; DADF: every time a document or documents are installed)
2. When the job is continued with the next document existing.

Procedure

Make it impossible for authentication to be cancelled at additional document loading.

026-704 DocuWorks Error RAP

Syntax error, use of undefined command, parameter error, DocuWorks file damage, or DocuWorks decomposer internal error occurred during DocuWorks decomposing.

Procedure

Use printer driver (ART-EX, PCL, etc.) of DocuWorks Viewer to print a job.

026-705 DocuWorks Short of Memory RAP

Shortage of memory was detected during DocuWorks decomposing.

Procedure

If "High Image Quality" is selected for printing, change it to "Standard" or "High Speed". If the problem persists though the memory has added up to the maximum, print from DocuWorks Viewer by use of Printer Driver (ART-EX, PCL, etc.). If problem persists, additional memory is required.

026-706 DocuWorks Print Prohibited RAP

DocuWorks is processing a DocuWorks document which is prohibited to print.

Procedure

Because the document is prohibited to print, enter "Full Access Password" from the DocuWorks Viewer to cancel the restriction, and print the document using printer driver (ART-EX, PCL, etc.).

026-707 DocuWorks Unlock Failed RAP

This error occurs when a password entered from the UI does not match the password set in the Content Bridge Utility while printing a "security protected" DocuWorks file.

Procedure

- 1) Check if the password is correct.
- 2) Enter "Full Access Password" from the DocuWorks Viewer to cancel the restriction, and print the document using printer driver (ART-EX, PCL, etc.).

026-708 URL Data Size Over RAP

Scan to URL stored data size too large.

In Scan to URL, scan data size of 1 job exceeded the upper limit.

Procedure

- 1) Lower the scan resolution.
- 2) Change the scan size (e.g. from A3 to A4).
- 3) If the max scan data size is set to a smaller number, change the number to a larger number.

026-709 URL HDD Full RAP

Scan to URL hard disk is full.

In Scan to URL, the HDD partition becomes full, and job failed.

Procedure

Try a job again when there is enough space in HDD.

026-710 S/MIME Unsupported Cipher Fail RAP

E-mail was received using an unsupported encryption method.

Procedure

- 1) Ask the E-mail sender to use 3DES encryption method.
- 2) Turn off FIPS140 authentication mode.

026-711 Multi-Page File Size Over Limit RAP

The size of a multi-page file generated by scan service exceeded the upper limit.

Initial Actions

The upper limit for each format is defined as follows.

TIFF: 2GB-1byte

XPS: 2GB-1byte

PDF: 2GB-1byte

XDW: 1GB

(1GB= 1024x1024x1024 = 2³⁰ byte)

Procedure

- 1) Lower the scan resolution.
- 2) Reduce the number of pages for scan.

026-712 HTTP Out Job Overlap Error RAP

Failed to retrieve a file in the box because retrieval of file overlaps with another CWIS job.+

While high compression or OCR processing requested by a print job through network is still in progress, high compression or OCR processing was also requested by a job retrieval via HTTP.

Procedure

Try job retrieval again after high compression or OCR processing requested by a print job through network is completed.

026-713 Could Not Detect Proxy Server Automatically RAP

Job. Auto detection of the proxy has failed.

The proxy server could not be detected automatically.

When the proxy server is not manually set up, an automatic attempt is made to obtain the proxy server setting from the DHCP server. However, the attempt has failed.

For the details, see below:

- The contents of the obtained PAC file have a problem. (An error occurred during the running of JavaScript.)
- The PAC file could not be obtained. (Timeout/Connection error)
- The PAC file could not be obtained. (No PAC file/Too large file)
- PAC File URL info could not be obtained. (Timeout)
- PAC File URL info could not be obtained. (No URL is included in the response to the inquiry.)

Procedure

Check the following:

- the default Gateway setting
- the subnet mask setting
- the DNS Server address setting

If despite the confirmation of the above settings, the situation has not improved, contact the network administrator for advice because there is a possibility of a network failure, DHCP Server failure, or an improper DHCP Server setting. (For example, if the DHCP Server is not set up in the way that allows it to give back the proxy server address, an error of this code will occur.)

The Network Environment check items are as follows:

- The HTTP server that provides the PAC file (CFILE) is operating normally, or the server can be reached on the network.
- The contents of the PAC file have no mistakes in syntax or selected server address, or the file size is 64KB or less.
- The DHCP server that has an entry of CURL info is operating normally, or the server can be reached on the network.

When after the implementation of the corrective actions, the machine has established normal communication with the Xerox Communication Server, the fault will be cleared.

If the network is normal but the situation has not improved, collect the pfshowinfo9 log and network log immediately after the occurrence of the problem and contact the support division for directions.

026-714 Could Not Connect to Xerox Server or Proxy RAP

Job. Network error. The machine could not connect to the Xerox Communication Server or the proxy server. (A network path problem, an open wire, etc.)

Procedure

Check the following:

- the connection of the LAN Cable
- the IP Address setting
- the default Gateway setting
- the subnet mask setting
- the DNS Server address setting
- the proxy server address setting

If despite the confirmation of the above settings, the situation has not improved, contact the network administrator for advice because there is a possibility of a network failure.

When after the implementation of the corrective actions, the machine has established normal communication with the Xerox Communication Server, the fault will be cleared.

If the network is normal but the situation has not improved, collect the pfshowinfo9 log and network log immediately after the occurrence of the problem and contact the support division for directions.

026-715 Connection to Xerox Server has Timed Out RAP

Job. There is no response from the Xerox Communication Server for a certain period of time, resulting in a timeout.

Procedure

Turn the power OFF then ON.

When after the implementation of the corrective action, the machine has established normal communication with the Xerox Communication Server, the fault will be cleared.

If the situation has not improved, collect the pfshowinfo9 log and network log immediately after the occurrence of the problem and contact the support division for directions.

026-716 An Invalid State Message Received from Server RAP

Job. A server error is detected. The Xerox Communication Server has responded with a message indicating an abnormal condition.

Procedure

Turn the power OFF then ON.

When after the implementation of the corrective action, the machine has established normal communication with the Xerox Communication Server, the fault will be cleared.

If the situation has not improved, collect the pfshowinfo9 log and network log immediately after the occurrence of the problem and contact the support division for directions.

026-717 Invalid Network Settings Were Found RAP

Job. Setting error. An invalid or improper network setting has prevented the machine from communicating.

[Procedure

Check the following:

- the IP Address setting
- the default Gateway setting
- the subnet mask setting
- the DNS Server address setting
- the proxy server address setting
- the Xerox Communication Server URL setting
- Set “Verify the remote server certificate” to “OFF”.

If despite the confirmation of the above settings, the situation has not improved, contact the customer network administrator because there is a possibility of a network failure.

When after the implementation of the corrective actions, the machine has established normal communication with the Xerox Communication Server, the fault will be cleared.

If the network is normal but the situation has not improved, collect the pfshowinfo9 log and network log immediately after the occurrence of the problem and contact the support division for directions.

026-718 PS Print Instruction Fail RAP

Error caused because PostScript job was requested in combination with a feature which is not available for PS.

Job cannot be executed because of invalid combination of print parameters (finishing job, paper size, paper tray, duplex/simplex, output destination).

Procedure

- Set parameters (finishing job, paper size, paper tray, duplex/simplex, output destination, etc.) correctly and print the job again.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required

026-719 Internal Error in Scan RAP

Job. An error internal to software (during job).

Procedure

Retry the same operation.

026-720 Media Full RAP

Job. Media Space Full error (during job). The media does not have enough space available.

Procedure

Check the media where scanned documents will be sent for available space.

026-721 Media Access Fail RAP

Job. Media Access Error (during job). An attempt to access media has failed for some reason.

Procedure

Perform the following in order:

1. Check that the media exists where scanned documents will be sent.
2. Check that the PC can access the media where scanned documents will be sent.
3. Check that a file can be created in a specified storage.

026-722 Media Format Fail RAP

Job. Media Not Formatted error. The Media is not formatted.

NOTE: *Unsupported Formats are included (during job).*

Procedure

Check that the media where scanned documents will be sent is formatted.

026-723 Media Access Fail RAP

Job. Media Access Error. (Occurs when no job is in progress.) An attempt to access media has failed for some reason.

NOTE: On DMP2009-2 or later, this is used as an error during media browsing.

Procedure

Perform the following in order:

1. Check that the media is neither removed nor reinserted while being referred to or that during that time, another media is not inserted.
2. Check that the PC can access any file in the media.

026-726 Options Inconsistent RAP

Job. XPJL detects a mismatch in device configuration information. The device configuration info included in XPJL does not match the actual configuration.

Procedure

Set up the device configuration info on the printer driver screen so that it can match the actual configuration.

026-727 Media Filepath Fail RAP

Job. Media filepath fail. The storage path with the specified character string length (including the filename) cannot be created in the media.

Procedure

Shorten the specified storage location or the filename.

If the problem persists, perform the following procedure to repair the problem.

If the problem still persists, obtain the pfshowinfo9 log immediately after the problem has occurred and contact the support department for instructions.

026-728 WSD Scan Network Access Fail RAP

Job. WSD Scan Network Access Fail. An error occurred during communication with WSD Scan Client. WSD Scan Client cancelled its job.

Procedure

Check the following:

1. Check if the destination WSD Scan Client is ready to communicate with this machine via network. For example, check the following:
 - Network Cable connectionIf the problem persists, collect PfShowInfo 8 log at its occurrence and contact the support department for directions

026-729 WSD Scan Data Transfer Fail RAP

Job. WSD Scan Data Transfer Fail. An error occurred during communication with WSD Scan Client. WSD Scan Client cancelled its job.

Procedure

Check the following:

1. Check if the destination WSD Scan Client is ready to communicate with this machine via network. For example, check the following:
 - The WSD Scan Client has sufficient space available.
 - Network Cable connection

If the problem persists, collect PfShowInfo 8 log at its occurrence and contact the support department for directions.

2.5.1 Description of Log Collection & Extraction Tool Function

026-730 Can't Detect Paper Size Of Specified Tray RAP

Info. The paper size of the paper tray selected is unknown.

Procedure

Before running the print job, check the position of the guides to the paper tray selected.

027-400 Net Off Line RAP

Net Off Line.

Procedure

If any other messages are displayed, clear the relevant error.

If panel operations are being carried out, finish these operations.

If remote access is being carried out, wait until the relevant access is finished. If the problem persists, turn the power OFF then ON.

027-442 Duplicate IP Address RAP

Device with the same IP address as IPv6 "Stateless Auto Setting Address1" of M/C exists on the network. When 027-442 to 027-447 occur at one time, the faults are displayed in ascending order of Link number.

Procedure

1. Check for no print output.
2. Check for network related failures.
3. Change the IP address of the machine IPv6 "Stateless Auto Set Address1. or the IP address of the device on the network.

027-443 DNS Renewal Failure of Dynamic RAP

IPv6 - Stateless automatic setting IP address2 duplicated. When 027-442 to 027-447 occur at one time, the faults are displayed in ascending order of Link number.

Procedure

1. Check for no print output.
2. Check for network related failures.
3. Change the IP address of the machine IPv6 "Stateless Auto Set Address1. or the IP address of the device on the network.

027-444 Duplicate IP Address RAP

IPv6 - 'Stateless automatic setting IP address3' duplicated on the network in another device. When 027-442 to 027-447 occur at one time, the faults are displayed in ascending order of Link number.

Procedure

1. Check for no print output.
2. Check for network related failures.
3. Change the IP address of the machine IPv6 "Stateless Auto Set Address1. or the IP address of the device on the network.

027-445 Illegal IP Address RAP

IPv6 "Manual setting address" set to M/C is not correct. When 027-442 to 027-447 occur at one time, the faults are displayed in ascending order of Link number.

Procedure

- Check if incorrect address is used for IPv6 address automatically is set as the manual address or not.

027-446 Duplicate IP Address RAP

Device with the same IP address as IPv6 "Manual setting address" of M/C exists on the network. When 027-442 to 027-447 occur at one time, the faults are displayed in ascending order of Link number.

Procedure

1. Check for no print output.
2. Check for network related failures.
3. Change the IP address of the machine IPv6 "Stateless Auto Set Address1. or the IP address of the device on the network.

027-447 Duplicate IP Address RAP

Device with the same IP address as IPv6 "Link local address" of M/C exists on the network. When 027-442 to 027-447 occur at one time, the faults are displayed in ascending order of Link number.

Procedure

1. Check for no print output.
2. Check for network related failures.
3. Change the IP address of the machine IPv6 "Stateless Auto Set Address1. or the IP address of the device on the network.

027-452 Duplicate IP Address RAP

A device with the same IP address exists on the network.

Procedure

Change one of the IP addresses.

027-500 SMTP Server Mail I/O RAP

The Mail I/O cannot resolve the SMTP (Simple Mail Transfer Protocol) Server address.

Procedure

1. Specify the correct SMTP Server name or specify the IP address.
2. Check with a customer System Administrator that the Mail Server has been launched and the environment is already used for other purposes (such as for PC).
3. Check that a correct SMTP server address is reflected in the device setting list.
 - 2-1. When the SMTP Server address is specified using IP address, set a correct IP address.
 - 2-2. When the SMTP Server address is specified using FQDN (name: aaa.co.jp), check that the FQDN name is correct. Also check that a correct DNS server address is set for the device, and set a correct IP address.

027-501 POP Server RAP

The Mail I/O cannot resolve the POP (Post Office Protocol) Server address.

Initial Actions

Power Off/On

Procedure

1. Specify the correct POP (Post Office Protocol) Server name or specify the IP address.
2. Check with a customer System Administrator that the Mail Server has been launched and the environment is already used for other purposes (such as for PC).
3. Check that a correct POP server address is reflected in the device setting list.
 - 2-1. When the POP Server address is specified using IP address, set a correct IP address.
 - 2-2. When the POP Server address is specified using FQDN (name: aaa.co.jp), check that FQDN name is correct. Also check that a correct DNS server address is set for the device, and set a correct IP address.

027-502 POP Authentication RAP

The Mail I/O cannot pass POP (Post Office Protocol) authentication.

Initial Actions

Power Off/On

Procedure

Check that the login name and password for the POP (Post Office Protocol) Server are correct.

027-503 POP Server Communication Timeout RAP

POP server communication timeout.

Initial Actions

Power Off/On

Procedure

Wait a while before repeating the operations. If the situation does not improve, consult network administrator.

027-504 Invalid Response Reception from SMTP Server RAP

An internal error. Or an unexpected response was received from the server.

Initial Actions

Power Off/On

Procedure

Repeat the same operations.

027-513 SMB Scan Client RAP

A SMB scan client does not have the right to access. (Win9x series)

Initial Actions

Power Off/On

Procedure

Check if the specified user is allowed to read/write a file in storage place on the SMB server. If not, make the setting that allows the user to access.

027-514 Host Name Resolution with SMB Scan Fails RAP

Resolution of SMB server host name or server name fails at DNS access in SMB transfer of scanner (Storage in PC).

Initial Actions

Power Off/On

Procedure

Perform the job again.

027-515 DNS Server is Not Set with SMB Scan RAP

DNS server is not set at DNS access in SMB transfer of scanner (Storage in PC).

Initial Actions

Power Off/On

Procedure

Perform the job again.

027-516 Server Connection Error in SMB RAP

In SBM scan, there is a problem with the connection to the server.

Procedure

Check that the destination SMB server and this machine are set up so that they can communicate with each other on the network. For example, check the following:

- Network Cable for connection
- TCP/IP Setup
- Communication through Port 137 (UDP), Port 138 (UDP) and Port 139 (TCP)
- If any communication is conducted beyond subnet, check WINS Server settings and check that any problem with server name address can be resolved properly
- Check the following network settings to see if the computer operates as an SMB server.
 - Check that the file sharing service for Microsoft network is enabled.
 - Check that NetBIOS over TCP/IP is enabled in the TCP/IP settings.
 - Check the file sharing service (communications through port 137 (UDP), port 138 (UDP), and port 139 (TCP)) is allowed in the firewall settings.
- For communication that goes beyond the subnet, check the WINS server settings and check whether the server name address can be resolved correctly.
- Check whether the NetBIOS interface device at the transfer destination SMB server has started (happens in Windows NT4.0 Server/Workstation).
 1. Select the **[Start]** menu -> [Settings] to open [Control Panel].
 2. Open [Services] and select the [Messenger] service.
 3. Select the **[Start Up]**, [Auto], [OK], and then [Close].
 4. Open [Devices] in [Control Panel] and select the [NetBIOS Interface] device.
 5. Select the **[Start Up]**, [Auto] or [Manual], [OK], and then [Close].
 6. Reboot the computer.

027-518 Login/Password Error RAP

A login name or password error in SMB scan.

- The user could not be identified because the user name or password was wrong. (MacOSX v10.2)
- The user name specified has not been registered as a user that is allowed to use Share Windows. (MacOS X v10.2)

Procedure

Check the login name (user name) and password are correct.

- Check the password set for the shared folder.
- Contact the network administrator for the user name or password. (MacOS X v10.2)
- Check for users that are allowed to use Share Windows. (MacOS X v10.2)

This is how to check for users:

1. From [Dock], start the [System Environment Settings] icon.
2. On the [System Environment Settings] window, click the [Account] icon.
3. Click the [To change, click the key] icon and log in.
4. Select the user and click the [Edit users] button.
5. Enter the password. After that, put a checkmark on [Permit the user to log in from Windows] and then click the [OK] button.

027-519 Scanning Picture Preservation Place Error in SMB RAP

Job Fail. Scan image storage destination or file name specification error during scanner (Save to PC) SMB transfer.

There is a problem with the storage destination or file name of the specified scan image during scanner (Save to PC) SMB transfer.

- The specified storage destination does not exist on the server.
- A prohibited character was detected in the specified storage destination or file name.
- The specified storage destination is linked to a different shared folder due to the distributed file system (DFS).

Procedure

Take any one of the following actions:

- Check if the storage destination is correct.
- Check that the specified file name can be created on the SMB server.
- Check for the settings of the distributed file system (DFS) with the system administrator.

The checking procedure is as follows:

1. On the SMB server, select the [Start] menu > [All Programs] > [Administrative Tools] > [Distributed File System].
2. Select the specified storage destination from the left pane of the [Distributed File System] and check the [Target] information displayed in the right pane of the window.
3. Based on the information, specify the SMB server, shared name, and storage destination directly.

027-520 File Name Acquisition Failure RAP

A failure in acquiring a file name/folder on the SMB scan server.

Procedure

Check the access rights to the SMB scan server. Turn the power OFF then ON.

027-521 File Name Suffix Limit Over in SMB RAP

The file name/folder name suffix that can be specified for SMB Scan has exceeded the limit value.

Procedure

1. Change the file name/destination folder on the SMB scan server. Else, move or delete the files in the destination folder.

027-522 File Creation Failure RAP

A failure in creating a SMB scan file.

Procedure

Check the following:

- That the specified name is a file name that can be created in the storage place.
- That the specified file name is not used by another user.
- That there is no file or folder with the same name as the specified file name.

027-523 SMB Scan Lock Folder Creation Failure RAP

Lock folder creation in SMB server fails in SMB transfer of scanner (Storage in PC). Designated lock folder already exists.

Initial Actions

Check if lock folder with the same name as designated one exists or not.

Procedure

If check is true, Manually delete the duplicate lock folder and retry job when existing lock directory (*.LCK) remains in transfer destination.

027-524 Folder Creation Failure RAP

A failure in creating a SMB scan folder

Procedure

Check the following:

- That the specified name is a folder name that can be created in the storage place.
- That there is no folder with the same name as the specified one.
- That the storage place has some space available.

027-525 File Delete Failure RAP

Failed to delete an SMB scan file on the SMB scan server:

1. SMBCL_NG_BAD_FILE
The file does not exist.
2. SMBCL_NG_DOS_BAD_SHARE
The file is open.
3. SMBCL_NG_FILE_IS_DIR (New)
The specified file name already exists as a directory.

Procedure

Check whether the file in the specified storage destination is being used by another user.

027-526 Lock Folder Delete Failure in SMB RAP

Job Fail. Failed to delete an SMB scan lock folder.

Failed to delete a lock folder on the SMB scan server.

1. SMBCL_NG_BAD_FILE
The file does not exist.
2. SMBCL_NG_DIR_NOT_EMPTY (New)
The directory is not empty.
3. SMBCL_NG_NOT_A_DIR (New)
The specified directory name is not a directory.

Procedure

1. When a lock directory (*.LCK) remained in the transfer destination, delete it manually and retry the job.

027-527 Folder Delete Failure RAP

Failed to delete a folder on the SMB scan server.

1. SMBCL_NG_BAD_FILE
The file does not exist.
2. SMBCL_NG_DIR_NOT_EMPTY (New)
The directory is not empty.
3. SMBCL_NG_NOT_A_DIR (New)
The specified directory name is not a directory.

Procedure

Check that another user does not handle the file in the specified storage place.

027-528 Data Write-in Failure RAP

No space available in the specified storage place on the SMB scan data server.

Procedure

Check that the storage place has some space available.

027-529 Data Read Failure RAP

An error internal to SMB Library occurred.

Procedure

Log in to the SMB server from another PC using the same user name and check whether you can write a file into the same storage destination on that SMB server.

027-530 File Name Conflict RAP

Unable to save a file during scanner (Save to PC) SMB transfer because "File Name Conflict" is set to "Cancel Job"

Initial Actions

Set "File Name Conflict" to other than "Cancel Job"

Procedure

Perform the job again.

027-531 Incorrect SMB Scan Filing RAP

Incorrect SMB scan filing policy (when additional items are selected)

Initial Actions

When "Add" is selected for "File Name Conflict", check that the file format is not set to Multi-page

Procedure

Perform the job again.

027-532 NEXTNAME.DAT File Access Error in SMB RAP

An error has occurred when accessing the NEXTNAME.DAT file during scanner (Save to PC) SMB transfer.

Initial Actions

When "Add" is selected for "File Name Conflict", check that the NEXTNAME.DAT file is correct

Procedure

Perform the job again.

027-533 Internal Error in SMB Scan RAP

An internal error has occurred during SMB scan

Initial Actions

Power Off/On

Procedure

Perform the job again.

027-543 Server Name Specification Error RAP

The SMB server (NetBIOS) name specification is incorrect.

Procedure

Check that the SMB server name is correct.

027-547 SMB Protocol Error 4-007 RAP

SMB protocol error. An invalid character was detected in the specified domain name.

Procedure

1. On the Active Directory domain controller, select the **[Start]** menu → [All Programs] → [Administrative Tools] → [Active Directory Domains and Trusts].
2. In the left pane of the "Active Directory Domains and Trusts" window, select [Active Directory Domains and Trusts] → [Domain], then right-click and select [Properties].
3. After selecting the [General] tab in the [Domain Properties] window, check the domain name for [Domain Name (Windows 2000 or earlier)].

< When this error occurred during SMB Scanner >

1. The system administrator is to check the domain name and set it correctly.

027-548 SMB Protocol Error 4-008 RAP

SMB protocol error. An invalid character was detected in the specified domain name.

Procedure

Check with the network administrator for the domain name.

How to check the user name:

1. Common Operation 1. On the Active Directory domain controller in which the User Information was set, select the **[Start]** menu → [All Programs] → [Administrative Tools] → [Active Directory Users and Computers].
2. Common Operation 2. In the left pane of the Active Directory Users and Computers window, select [Active Directory Users and Computers [Server]] → [Domain] → [Users] to list the user information.
3. Common Operation 3. In the right pane of the Active Directory Users and Computers window, right-click target user and select [Properties].
4. After selecting the [Account] tab in the [User Properties] window, check the user name for [User Logon Name (Windows 2000 or earlier)].

< When this error occurred during SMB Scanner >

1. The system administrator is to set the user name correctly.

027-549 SMB Protocol Error 4-009 RAP

SMB protocol error. The specification of Password is incorrect.

Procedure

Switch the power off, then on. Perform the same operation again.

027-564 SMB Protocol Error 4-024 RAP

Job Fail. SMB protocol error (4-024). The host is missing.

Procedure

1. Check that the authentication server and the device can communicate through the network. (Check the network group, TCP/IP Settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP))
2. Check that the SMB (TCP/IP) at the device side has started up.
 - a. Specify the network address of the device through a Web browser, and display the remote UI screen of the CenterWare Internet Services.
 - b. Select the "Properties" tab and select "**Start** Port" from the left frame of the properties list.
 - c. Put a check on the "**Start**" of "SMB", and check that "TCP/IP" is already checked for "Transport Protocol".
3. If the authentication server and the device are connected to different subnets, check that the device has settings that can resolve the address of the authentication server.
 - a. In the Admin Mode screen of the device, check the "System Settings" → "System Settings" → "Network Settings" → "External Authentication Server/Directory Service Settings" → "SMB Server Settings" → "SMB Server Specification Method".
In case the "Domain Name and Server Name Specification" is already set and the server is already specified by NetBIOS Name
Check if the authentication server and the device can resolve the addresses from the WINS server.
In case the "Domain Name and Server Name Specification" is already set and the server is already specified by FQDN Name
Check if the authentication server and the device can resolve the addresses from the DNS server.
4. Check if the "NetBIOS over TCP/IP" has become enabled at the authentication server settings.
 - a. Right click the "My Network" icon and select "Properties".
 - b. Right click the "Local Area Connection" icon and select "Properties".
 - c. Select the "General" tab in the "Local Area Connection Properties" window, select "Internet Protocol (TCP/IP)" and press the [Properties] button.
 - d. Click the [Advanced] button in the "Internet Protocol (TCP/IP) Properties" window.
 - e. Select the "WINS" tab in the "Advanced TCP/IP Settings" window to check the "NetBIOS Settings".
5. Check at the Internet connection firewall if the communication through Ports 137, 138 and 139 are not blocked. (If the authentication server is WinXP)
 - a. Right click the "My Network" icon and select "Properties".
 - b. Right click the "Local Area Connection" icon and select "Properties".
 - c. Select the "Advanced" tab in the "Local Area Connection Properties" window and click the [Settings...] button.
 - d. Select the "Service" tab in the "Advanced" window to check that communication through 137 (UDP), 138 (UDP) and 139 (TCP) are permitted.

027-565 SMB Protocol Error 4-025 RAP

SMB protocol error. Cannot connect.

Procedure

Check that the authentication server and the device can communicate through the network. (Check the network group, TCP/IP Settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP))

Switch the power off, then on. Perform the same operation again.

027-566 SMB Protocol Error 4-026 RAP

SMB protocol error. SMB (TCP/IP) is not active. The library cannot be initialized.

Procedure

Check on CentreWare Internet Services that SMB (TCP/IP) is active on the **[Port Status]** screen of the **[Properties]** tab.

027-569 SMB (TCP/IP) is not Started RAP

SMB (TCP/IP) has not been started.

Procedure

Check on CentreWare Internet Services that SMB (TCP/IP) is active on the **[Port Status]** screen of the **[Properties]** tab.

027-572 SMB Protocol Error 4-032 RAP

SMB protocol error. Incorrect parameter.

Procedure

Switch the power off, then on. Perform the same operation again.

027-573 SMB Protocol Error 4-033 RAP

SMB protocol error. Incorrect character code.

Procedure

Switch the power off, then on. Perform the same operation again.

027-574 SMB Protocol Error 4-034 RAP

SMB protocol error. Incorrect data size.

Procedure

Switch the power off, then on. Perform the same operation again.

027-576 SMB Protocol Error 4-036 RAP

SMB protocol error. Incorrect domain data size.

Procedure

Switch the power off, then on. Perform the same operation again.

027-578 SMB Protocol Error 4-038 RAP

SMB protocol error. Communication timeout has occurred.

Procedure

Switch the power off, then on. Check that the authentication server and the device can communicate through the network. (Check the network group, TCP/IP Settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP)).

027-584 SMB Protocol Error 4-044 RAP

SMB protocol error. The SMB server is in shared security mode.

Procedure

The SMB server may be on Windows 95, Windows 98, or Windows Me OS. Set the SMB server on an OS other than Windows 95, Windows 98, or Windows Me OS.

027-585 SMB Protocol Error 4-045 RAP

SMB protocol error. Login disabled period.

Procedure

Check with the system administrator for the login-permitted period.

027-586 SMB Protocol Error 4-046 RAP

SMB protocol error. The password has expired.

Procedure

Obtain a valid password from the system administrator.

027-587 SMB Protocol Error 4-047 RAP

SMB protocol error. The password must be changed.

Procedure

Log in to Windows, and change the password. Ask the system administrator to change the setting so that you do not need to change the login password next time. After selecting the [Account] tab in the [User Properties] window, uncheck [User must change password at next logon] under [Account Options].

027-588 SMB Protocol Error 4-048 RAP

SMB protocol error. The user is invalid.

Procedure

Ask the system administrator to validate the user.

Perform the following.

After selecting the [Account] tab in the [User Properties] window, uncheck [Account Disabled] under [Account Options].

027-589 SMB Protocol Error 4-049 RAP

SMB protocol error. The user was locked out.

Procedure

Ask the system administrator to cancel the lockout status.

Perform the following.

After selecting the [Account] tab in the [User Properties] window, uncheck [Account locked out].

027-590 SMB Protocol Error 4-050 RAP

SMB protocol error. The user was locked out.

Procedure

Obtain a valid user account from the system administrator. Or, ask the system administrator to extend the account expiration date.

Perform the following.

After selecting the [Account] tab in the [User Properties] window, select [End of:] from [Account expires] and extend the validity.

Request the system administrator to disable the account expiry.

Perform the following.

After selecting the [Account] tab in the [User Properties] window, select [Never] from [Account expires].

027-591 SMB Protocol Error 4-051 RAP

SMB protocol error. Users are restricted. A blank password is invalid.

Procedure

Set the password for the user.

027-599 SMB Protocol Error 4-Other RAP

Job Fail. SMB/LDAP Protocol Error (code for others).

1. An error internal to SMB Library excluding 027-547 through 027-578 occurred.
2. The protocol category with which to fill in Coml_Fault_GetNETCeCode() was an unexpected one.
* FTP/HTTP/an undefined category was specified. (DMP6-1)

Procedure

Operate again.

027-600 ExtPrint Check Mode Error RAP

In H/W Check Mode, the controller detected an error with the external CDI.

Procedure

If the problem persists, perform the following:

- Check the command between DFE and M/C, and disconnect then connect the Video Cable between DFE and M/C.
- Power Off/On

027-700 Mail Address Domain Error RAP

Job Fail. Sending to the domain of the destination mail address is prohibited. (before connecting to the server). The domain of the destination mail address is designated as a prohibited domain.

Procedure

Check that the domain of the destination mail address is not designated as a prohibited domain.

027-701 Network Cable Disconnected RAP

A network cable disconnection was detected.

Procedure

Connect the Network Cable.

027-702 Certificate for Addresses was not Found RAP

Job Fail. No certificate for the destination exists. (before connection to the server) when sending SMIME mail (SMLNG_KEY_NOTHING)

Procedure

1. Store a certificate for the destination in this machine.

027-703 Certificate for Addresses was Expired RAP

Job Fail. The certificate for the destination expired. (before connection to the server) when sending SMIME mail (VKCMERR_CERT_EXPIRED).

Procedure

1. Store the correct certificate for the destination in this machine. Check the following:
 - the term for which the certificate is valid
 - The time the device tells is correct.

027-704 Certificate for Recipients Untrusted RAP

When sending SMIME mail (SMLNG_KEY_UNTRUST), Certificate for addresses was untrusted.

Procedure

Check certificate path of certificate for recipient, and import the required CA certificate.

027-705 Certificate for Recipients was Revoked RAP

The certificate for the destination is on a list of revoked certificates.

Procedure

Store certificate for recipient that is not included in the CRL to the device.

027-706 Device Certificate not Found RAP

Job Fail. No device certificate exists. (before connection to the server). When SMIME mail was sent, No Certificate was detected.

Procedure

1. Store the device certificate in this machine.

027-707 Device Certificate Expired RAP

Job Fail. The device certificate expired. (before connection to the server). When SMIME mail was sent, an invalid (expired) certificate was detected.

Procedure

Store the correct device certificate in this machine. Check the following:

- the term for which the certificate is valid
- The time the device tells is correct.

027-708 Certificate Valid RAP

The authentication certificate is not credible.

Procedure

1. Check that the mail address written on the device certificate is the same as that set up on the device.
2. Check for the certification path for the device certificate and import the necessary CA certificate.

027-709 Certificate Revoked RAP

The authentication certificate is revoked.

Procedure

Store in this machine a destination certificate that is not on the list of revoked certificates.

027-710 Invalid S/MIME Mail RAP

The Mail I/O received S/MIME (Secure/Multipurpose Internet Mail Extensions) mail even though S/MIME was set to "Off".

Procedure

- Enable S/MIME as required.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 6](#), [GP 16](#))

027-711 S/MIME Mail Certificate RAP

The Mail I/O received the S/MIME (Secure/Multipurpose Internet Mail Extensions) signature mail but could not obtain the sender certificate.

Procedure

- Request for the mail to be resent. Check the setting of the S/MIME device as required.
- To validate the signature, a valid sender certificate is required. Register the sender certificate in M/C or change your mailer options so that the S/MIME signature mails from the sender will be sent with the certificate.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 6](#), [GP 16](#))

027-712 S/MIME Mail Certificate RAP

The Mail I/O received the S/MIME (Secure/Multipurpose Internet Mail Extensions) signature mail with valid sender certificate but a signature verification error is detected.

Procedure

- Request that mail to be resent with a valid sender certificate.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-713 S/MIME Mail Altered RAP

The Mail I/O received the S/MIME (Secure/Multipurpose Internet Mail Extensions) signature mail but corrupted mail is detected.

Procedure

- Check the sender as required.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-714 S/MIME Mail Invalid RAP

The Mail I/O received the S/MIME (Secure/Multipurpose Internet Mail Extensions) signature mail with different sender mail address and signature mail address.

Procedure

- Check the sender as required.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-715 S/MIME Mail Certificate Registration RAP

The certificate supported by S/MIME (Secure/Multipurpose Internet Mail Extensions) encrypted mail is not registered in the device.

Procedure

- Check that the certificate of the destination is registered in the certificate store of the device.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-716 E-mail Signature RAP

The system detected that prohibited E-mails without a signature were received.

Procedure

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-720 Extension Server Host RAP

Either the specified Server for the application interface cannot be found or the DNS could not be resolved.

Procedure

- Check the connection to the destination Server for the application interface. Set the destination Server address for the application interface using IP address as required.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-721 Extension Server RAP

The system attempted to connect to the application interface but the host replied that the application cannot be found.

Procedure

- Either the specified server for the application interface cannot be found or the DNS could not be resolved during Web service interface.
- An error occurred during DNS resolution for FQDN (HTTP/HTTPS) because no DNS Server is set up, and so on.
- Check that the DNS server address is set properly. Check that the PC running the application interface (CWFS) is registered in DNS.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 6](#), [GP 16](#))

027-722 Extension Server Time-out RAP

The system attempted to connect to the application interface but failed due to a time-out.

Procedure

1. If a number of documents is specified for scanning, scan one document and store it.
2. When scanning and storing are successful, change the application interface timeout value. If scanning and storing are not successful, perform step (3).
3. Check that the scan document can be uploaded from the PC browser. When uploading is successful, change the application interface timeout value.

027-723 Extension Server Authentication RAP

The system attempted to connect to the application interface but authentication failed.

Procedure

- Check the User Name and password to be entered for creating a job flow. (Currently, this failure does not occur because CWFS does not support authentication.)
- If the problem persists, obtain instructions from DocuShare and then perform the following procedure to repair it.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-724 Extension Server Access RAP

The application interface failed (for all causes other than service could not be found, time-out or authentication failure).

Procedure

- Check the host and then repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-725 Extension Server Operation RAP

Job operation of the application interface failed.

Procedure

- Check the destination host of the application interface and then repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-726 Extension Server State RAP

The status of the destination of the application interface is unknown.

Procedure

- Check the destination host of the application interface and then repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-727 Extension Server Parameters RAP

The parameter used for the application interface is incorrect.

Procedure

- Check the destination host of the application interface and then repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-728 Extension Server File RAP

The number of files requested to be sent exceeded the maximum number of files that can be sent during Web service interface (this occurs when a single-page document is being stored).

Procedure

- Set the job so that the maximum number of files that can be sent will not be exceeded and then repeat the operation.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-730 SMTP Mail Division Error RAP

SMTP mail division error.

Procedure

1. The number of original pages scanned exceeds the preset pagination value.
Increase the preset pagination value, or reduce the number of original pages scanned.

027-731 Server Limit Error RAP

Job Template Server Connection Limit Count Error. The CWSS NetWare Job and NetWare polling were started up simultaneously.

Procedure

Finish the currently active NetWare Job, and then retry the operation.

027-732 Server Access Error RAP

Job Template Server Access Error. Either the Job Template server has insufficient capacity or a failure has occurred in the server disk.

Procedure

Check that the server disk is normal and has free space, and then retry the operation.

027-733 Server SSL Error RAP

The SSL setting for the Job Template server not enabled.

Procedure

Check that the SSL setting for the Job Template server is enabled.

027-734 Server Certificate Error RAP

The Job Template Server certificate is invalid.

Procedure

Perform the following.

1. Using the HTTPS protocol, check whether the Job Template server is accessible from the PC.
2. Check whether the SSL server certificate of the Job Template server is registered in the device.
3. Check whether the SSL server certificate of the Job Template server is valid.

For example, check the following:

- The certificate has not expired yet.
 - The time that is set in the device is correct.
 - It is not in the discard list.
 - The certificate path of the SSL server certificate and import any necessary CA certificate.
4. If the certificate is not registered in the Job Template server, disable the device certificate validation.

027-735 Device SSL Config Error RAP

Device SSL Error

Procedure

Perform the following.

1. Enable the SSL settings of the M/C.
2. Or, specify HTTP as the transfer protocol.

027-736 Device Certificate Error RAP

Device SSL Certificate validation Error

Procedure

Perform the following.

1. Enable the server certificate validation settings of the M/C.
2. Or, disable the server certificate validation setting during transfer.

027-737 Template Server Read RAP

An error was received from the server for one of the following FTP commands: "TYPE A", "LIST" and "RETR" when reading from the Job Template Pool Server.

Procedure

- Check that "Read Authorization" is established for the storage destination server directory set as a resource.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-739 Invalid Template Server Path RAP

An error was received from the Server for the FTP command "CWD" and the specified path of the Job Template Pool Server cannot be found.

Procedure

- Set the resource of the storage destination path from the client PC using CentreWare.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-740 Template Server Login RAP

Login to the FTP Server failed.

Procedure

- Set the login name and password in the Job Template file storage destination.
- From another PC connected to the network, check that login to the above account is possible.
- From a client PC, set a login name and password as a resource using Centreware.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-741 Template Server Connect RAP

The system failed in obtaining data connection or list data while connecting to the Job Template Pool Server using the FTP command "LIST".

Procedure

- Connect the network cable from the machine correctly.
- From the destination server, use "ping" to check that the machine can be "seen".
- Perform the "ping" test on the destination server from the PSW.
- From a client PC, check that FTP connection to the destination server is possible.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-742 HDD File System RAP

The HDD is full when writing to a local HDD Job Template or when writing temporary work files.

Initial Actions

Power Off/On

Procedure

- Delete the files in the HDD. Or, initialize the HD.
- Scanned images may cause the HDD to be full. Wait for a while and try again.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. Job Log Clear Mode
 2. HDD Initialize Mode
- Replace HDD (PL 35.3)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

027-743 Template Server Install RAP

The address format of the Job Template Pool Server is incorrect.

Procedure

- Set the parameters related to the Job Template Pool Server.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 6](#), [GP 16](#))

027-744 Template Address RAP

An error occurred while recalling the DNS Resolution Library.

Procedure

- Check the connection to the DNS (Domain Name System). Check that the Job Template Pool Server domain name is registered in the DNS.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required ([GP 6](#), [GP 16](#))

027-745 Template Address Server RAP

The DNS Server address is not set during address resolution.

Initial Actions

Power Off/On

Procedure

- Set the DNS address. Check the Job Template Pool Server address using IP address.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-746 Job Template Pool Server RAP

The port of the protocol specified in Job Template Pool Server settings is not running.

Procedure

- Start up the port of the protocol (FTP client or SMB) specified in Job Template Pool Server settings.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-750 Fax Document Inhibited RAP

iFAX Document E-mail and iFAX Transfer instructions were received when iFAX Document E-mail and iFAX Transfer is prohibited.

Procedure

- Change the transfer setting to receive iFAX.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-751 Job Template Analysis RAP

An error is detected when analyzing the given instruction.

Procedure

- Verify the job set up selections.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-752 Required User Entry Not Entered RAP

The instruction to start the job is issued but the required user entry not entered.

Procedure

- Do not link the entry box to instructions that require user entry.
- Set preset values for the items in the instruction requiring user entry.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-753 Job Flow Service Disabled RAP

The system attempted to create a job to recall an external service while the Job Flow Service is invalid.

Procedure

- Ask customer to enable the Job Flow Service.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-754 Job Flow Service File Signature Mismatch RAP

Job flow service File signature setting mismatch.

Procedure

- Check the system data setting of the XDW/PDF signature and the signature setting that is specified in the instruction. If the system data setting is different from the setting in the instruction, either change the instruction or change the system data
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-760 XJT Command Fail RAP

Job Fail. XJT Command Error (Parameter setting out of specifications). Incorrect Command from XDOD Client.

Procedure

- Check the following:
 - Check 1: Check if the parameter setting specified in XDOD client is out of system specifications.
 - Check 2: Check the XDOD client and Controller versions, and then save the XDOD job ticket and contact Support G for checking.
(It would be the best if PRN file can be obtained, but it is not possible from the XDOD client.)
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-761 Web Print Time Out RAP

Job Fail. Although a Web Print job was received, the machine did not start printing within the [On-Demand Print Duration] time ([On-Demand Print Duration] is a KO system data). Although On-demand Print due to print request from this machine restarted and instructed the machine to print, the time "since the print was requested until the printing actually started" has exceeded the system data [= On-Demand Print Duration]. One of the causes for this error is that on-demand print was instructed for multiple documents.

Procedure

Take any one of the following actions:

1. If on-demand print for multiple documents was instructed using the external access function, reduce the number of documents before retrying it.
2. If the problem persists, enter the System Administrator mode and select [System Settings] > [System Settings] > [Machine Clock/Timers] > [On-Demand Print Duration] > to either extend the time or set it to 0.

[# Supplement #] When using the external access function to instruct printing of multiple documents by on-demand print, the machine does not take the print processing time into consideration until the last document is received. Therefore, for cases of large volume documents or complicated documents that require long data processing time, the machine may issue timeout even before receiving the last document. Set the validity time according to the document format to be printed.

027-762 Illegal Web Print Job Ticket RAP

Job Fail. Although a Web Print job was received, the attached job execution ticket is incorrect.

Although on-demand job was instructed to this machine using the external access function, the specified job ticket has the following inaccuracies:

- The job ticket is abnormally overwritten due to a software error in this machine.
- The job ticket is abnormally overwritten due to a bug in the external server from which the job was sent.
- The job ticket is abnormally overwritten due to network problems.
- The job ticket was intentionally tampered with.

Procedure

Instruct to print again.

027-763 Auditron - Unable to Verify User RAP

Auditron - Unable to verify user account because it is unable to communicate with external account server.

Initial Actions

Check if external account server is working properly.

Procedure

Connect the network cable from the machine correctly.

From the destination server, use "ping" to check that the machine can be "seen".

Perform the "ping" test on the destination server from the PSW.

From a client PC, check that network connection to the destination server is possible.

027-770 PDL Error RAP

Job Fail. Cont Detection DFE PDL Error. The DFE detected a failure in PDL during job processing.

Procedure

Change the job conditions and try again.

027-772 SMTP Server Error (HELO) RAP

SMTP server error (HELO Command refusal).

Procedure

If the device hostname is described in non-ASCII characters, set the device hostname using ASCII characters.

If situation does not improve, consult network administrator and check the SMTP server supports HELO command.

027-773 SMTP Server Communication Timeout RAP

SMTP server communication timeout.

Procedure

Timeout in communication with SMTP server

Wait a while before repeating the operations.

If the situation does not improve, consult network administrator.

027-774 Address Inaccurate Character RAP

SMTP address inaccurate character.

Procedure

Use only ASCII characters for the destination email address.

027-775 Too Many SMTP Address RAP

Too many SMTP address.

Procedure

Reduce the number of destination email addresses.

If the situation does not improve, consult network administrator.

027-776 SMTP Server Error (EHLO) RAP

SMTP server error (EHLO Command refusal).

Procedure

If the device hostname is described in non-ASCII characters, set the device hostname using ASCII characters.

If situation does not improve, consult network administrator and check the SMTP server supports EHLO command.

027-777 SMTP Server Un-Supports SMTP-AUTH RAP

SMTP server un-supports SMTP-AUTH.

Procedure

Send email without SMTP-AUTH.

If the SMTP-AUTH feature is required, consult system administrator

027-778 No Mode Specified by SMTP-AUTH RAP

There is no mode specified by SMTP-AUTH.

Procedure

Consult the network administrator; check the server SMTP authentication method.

The Device supports the following methods: plain authentication, login (base 64) authentication, and CRAM-MD5 (challenge-response).

027-779 Authentication Failure by SMTP-AUTH RAP

SMTP authentication failure.

Procedure

Check if the authentication information (username/password) has been set properly

027-796 E-mail Not Printed RAP

E-mails without attachments were received when the settings were set to [Do not print header and content].

Procedure

- Ask customer to change the settings and repeat the operation.
- Ask customer to check the remote machine.
- If the problem persists, replace the ESS PWB (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

027-797 Invalid Output Destination RAP

BSD-ON: [BSD 34.1 - FAX](#)

E-mail was received with E-mail to Box and E-mail to Fax not selected.

Procedure

- Change the settings and repeat the operation.
- If the problem persists, replace the ESS PWB (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required (GP 6, GP 16)

033-310 Fax Charge Function Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

Sub-System. The Fax send billing function was turned ON although multiple lines are installed.

Procedure

Turn OFF the FAX send billing function or change to a single-line installation.

033-311 Invalid Address Book Data RAP

Data in Address Book is invalid.

Procedure

Initialize NVM (Sys-USER). Perform [Initialize NVM](#).

033-312 Fax PWB Time Out RAP

BSD-ON: [BSD 34.1 - FAX](#)

Host is unable to enter Sleep mode within a specified period of time after receiving "enter Sleep mode" request.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-313 Fax USB Fault RAP

BSD-ON: [BSD 34.1 - FAX](#)

Controller cannot communicate with Fax PWB after Fax is initialized

Procedure

- Switch the power off, then on.
- Check that the Fax USB cable and FAX Module are connected
- Check the sw version of the fax & controller sw - update if required
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-314 Fax/ESS Software Mismatch RAP

BSD-ON: [BSD 34.1 - FAX](#)

Controller SW version does support Fax PWB SW version

Procedure

Switch the power off, then on.

Reload software

033-315 USB Fatal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fatal error was declared from USB Fax Class Driver (problem with USB driver, USB hardware, etc.).

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-316 FAX Device Cont Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fatal error occurred in FaxDevCont or PrintFormat.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-317 FAX Device Cont Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fatal error occurred in FaxDevCont or PrintFormat.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-318 Image Processing Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fatal error occurred in Fax Imaging Processing

Procedure

- Repeat the operation.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-319 Fax Cont2 SW Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failure occurred during Fax Cont2 software processing, and cannot continue processing.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Perform FAX Diagnostic [GP 13](#)
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Replace the Fax PWB ([PL 18.5](#))

033-320 Controller No Response on Booting RAP

BSD-ON: [BSD 34.1 - FAX](#)

Controller does not respond to Fax within a specified time at booting

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-321 Fax PWB No Response on Booting RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax does not respond to Controller within a specified time at booting

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-322 FAX I/F Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax2 in Fax Cont did not respond to an incoming message within a specified period of time.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-323 Fax PWB I/F Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failure detected in Faxc2 (timeout of response from Fax PWB interface)

Procedure

- Switch the power off, then on.
- If the problem persists, check the Fax line connection (telephone line).
- If the problem persists, check the electrical connections on the FAX PWB.
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, perform [GP 13](#) Fax Checkout.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Replace the FAX PWB ([PL 18.5](#))

033-324 USB State Change Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

USB entered into an unexpected state.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-325 Fax PWB Fatal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Bit error found during debugging of Fax PWB

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-326 Fax Manager Fatal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fatal error detected in Fax PWB.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- If the problem persists, check the Fax line connection (telephone line).
- If the problem persists, check the electrical connections on the FAX PWB.
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, perform [GP 13 Fax Checkout](#).
- Replace the FAX PWB ([PL 18.5](#))

033-327 FCM No Response to Stop Request RAP

BSD-ON: [BSD 34.1 - FAX](#)

When the Fax PWB did not respond during fax communication, the controller sent communication disconnection request to Fax PWB, but Fax PWB did not respond.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- If the problem persists, check the Fax line connection (telephone line).
- If the problem persists, check the electrical connections on the FAX PWB.
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, perform [GP 13 Fax Checkout](#).
- Replace the FAX PWB ([PL 18.5](#))

033-328 Failed to Initialize Fax Log RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failed to initialize communication log.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- If the problem persists, [Initialize Hard Disk](#).
- If the problem continues, [Initialize NVM](#).
- Perform FAX Diagnostic [GP 13](#)
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Replace the Fax PWB ([PL 18.5](#))

033-329 Fax Process Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failure detected in Fax Cont.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, [Initialize Hard Disk](#).
- If the problem continues, [Initialize NVM](#).
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

033-330 FoIP Unrecoverable Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fatal software error found in FoIP (FAX Over Internet Protocol) (including T38, SIP)

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-331 FoIP Controller Init Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failed to initialize FoIP (FAX Over Internet Protocol) Controller

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-332 FoIP Controller Boot Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

FoIP (FAX Over Internet Protocol) Cont did not respond within a specified period of time at booting.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-333 FoIP Controller Wake-up Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

FoIP (FAX Over Internet Protocol) did not respond within a specified period of time when the system is in Sleep mode.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-334 FoIP Controller Message Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

Message Send function of FoIP (FAX Over Internet Protocol) returned NG.

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-335 Illegal Fault Code Notice RAP

BSD-ON: [BSD 34.1 - FAX](#)

A notice of Fault with an invalid Fault Code has been received from FaxCardMini or FoIP (FAX Over Internet Protocol)

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-336 Access to a Non-Mounted Channel RAP

BSD-ON: [BSD 34.1 - FAX](#)

A message to a channel that is not installed is received from FoIP (FAX Over Internet Protocol).

Procedure

- Switch the power off, then on.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-337 FaxCard Mismatch RAP

BSD-ON: [BSD 34.1 - FAX](#)

At start-up, it has been detected that FaxBox for another model is connected

Procedure

The correct FaxBox is not connected.

033-338 Illegal Type of FaxBox RAP

BSD-ON: [BSD 34.1 - FAX](#)

"Fax Kit" has been connected to the model to which "Fax Kit 2" should be connected

Procedure

Remove the "Fax Kit" and connect the "Fax Kit 2 (Faxmini)".

033-363 Fax Control RAP

BSD-ON: [BSD 34.1 - FAX](#)

There was an ESS reset when the FAX PWB did not respond.

Initial Actions

Power Off/On

Procedure

- Check the electrical connections on the FAX PWB.
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, replace the FAX PWB ([PL 18.5](#)).

033-500 No CS after RS Req RAP

BSD-ON: [BSD 34.1 - FAX](#)

CS of the modem did not turn on in response to RS request.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-501 No PIX Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

Image length of received fax document was "0"

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-502 Post Message Resend Exceeded RAP

BSD-ON: [BSD 34.1 - FAX](#)

Sent post message command three times, but no response.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-503 T1 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

A T1 timeout has occurred.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-504 T2 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

T2 Timeout has occurred.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-505 T5 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

T5 Timeout has occurred.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-506 DCN Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received DCN (disconnect message)

Procedure

- User on machine sending the fax cancelled fax sending job, or a problem exists with the machine sending the fax.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-507 Destination Has No Receiving Ability RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax receiving machine unable to receive fax

Procedure

- Check if fax receiving machine memory is full or not ready to receive fax.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-508 Destination Polling Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax message is not ready to be sent in response to polling request

Procedure

- Fax message should be ready to be sent on the fax machine.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-509 DCS/NSS Re-transmission Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

DCS/NSS resend trials reached the maximum number

Procedure

- Try again. If the problem is not resolved, check the status of fax receiving machine on the other end.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-510 Fallback Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received FTT at 2400 bps

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Replace the FAX PWB ([PL 18.5](#))
- Perform FAX Diagnostic [GP 13](#)

033-511 DTC/NSC Resend Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

No response after third DTC/NSC send.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-512 Remote Has No Relay RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax machine on the other end does not support relay broadcasting

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-513 Remote Has No Mailbox RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax machine on the other end does not Mailbox capability

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-514 Carrier Down Detected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Phone line carrier down

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-516 EOR Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received EOR-Q

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-517 ECM Phase C Flag Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

ECM Phase C Flag Timeout

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-518 Remote Cannot Receive SUB RAP

BSD-ON: [BSD 34.1 - FAX](#)

Receiving machine does not support SUB

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-519 PTS Has No SEP Capability RAP

BSD-ON: [BSD 34.1 - FAX](#)

Receiving machine does not support SEP

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-520 Remote Cannot Receive Password RAP

BSD-ON: [BSD 34.1 - FAX](#)

Receiving machine does not support PWB/SID

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-521 Transmission Canceled via DTMF RAP

BSD-ON: [BSD 34.1 - FAX](#)

The device has sent an order refusal signal and stopped the communication

Procedure

- The receiving Fax machine has a condition, such as out of paper, not ready, etc.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-522 DTMF I/F Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Correct operation is not conducted within a specified time.

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-523 Line 1 Not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-524 Line 2 Not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-525 Line 3 Not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-526 ECM Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 2 is not connected

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-527 EOR-Q Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-528 RTN Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-529 RTN Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-530 DTMF Illegal Procedure Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Communication cancelled due to DTMF illegal procedure error

Procedure

- Switch the power off, then on.
- Ensure that correct DTMF procedure is followed
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-531 DTMF Procedure Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Communication cancelled due to DTMF Procedure Error

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-532 Illegal Command Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-533 T.30 Protocol Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Switch the power off, then on.
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-534 Unsupported Function at Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

Machine on the other end does not support Remote Sorting.

Procedure

- Switch the power off, then on.
- Check the remote terminal
- Check the status of the machine sending the fax, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-535 DCN Receive at Phase B Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received DCN (disconnect message) in response to Phase B command (DCS/NSS/NSC/DTC)

Procedure

- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-536 Ring Stop before Fax Device Release RAP

BSD-ON: [BSD 34.1 - FAX](#)

A collision of incoming call and outgoing call.

Procedure

- Switch the power off, then on.
- Retry fax job.
- Check phone line connection, grounding, electrical noise
- Check destination is correct, check mailbox info, and retry fax job.
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-537 In/Out Conflict RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax send was canceled due to incoming call/outgoing call conflict

Procedure

- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-538 Fax Sending Image Process Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Retry fax job.
- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-539 Fax Receive Image Process Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Retry fax job.
- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-540 Fax Printing Image Process Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Retry fax job.
- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-541 No Destination Specified RAP

BSD-ON: [BSD 34.1 - FAX](#)

Unable to initiate call because no auto dial specified

Procedure

- Reprogram auto dial info, and retry fax job.
- Retry fax job.
- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-542 Illegal Channel Request RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax service was requested for a channel which is not present on Fax PWB.

Procedure

- Check which line is specified and resend. Retry fax job.
- Switch the power off, then on.
- Check destination is correct, check mailbox info, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Check the status of the machine sending the fax, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-543 Illegal Dial Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

Auto dial contains invalid data

Procedure

- Reprogram auto dial info, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-544 Busy Tone Detected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Phone line on the other machine is busy. Try again later.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-545 T0 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Initial Actions

(3-Line Fax option only) If this fault occurs only when attempting a broadcast fax and when attempting a broadcast fax the first fax job will complete but the next number is never dialed, check if there is a phone line connected to all three ports. If not then configure the empty ports to **receive only**.

Procedure

- Machine on the other end may not be a fax machine. Check number.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-546 No Dial Tone RAP

BSD-ON: [BSD 34.1 - FAX](#)

Procedure

- Check the status of the machine on the other end, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-547 Abort During Transmission RAP

The fax job was intentionally aborted

Procedure

No Action

033-548 Cannot Perform Manual Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

No line available for manual fax send

Procedure

- Establish communication over phone line and resend,
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-549 Fax Service Disabled RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax service was disabled because of shortage of memory, too many jobs in queue, or system fail

Procedure

- Retry fax job later.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-550 Cannot Disable Fax Service RAP

BSD-ON: [BSD 34.1 - FAX](#)

The machine attempted to enter Diagnostic mode but could not because fax transmission is in process

Procedure

- Wait until Fax job is finished.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-551 Fax I/F Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Some operation interrupted the fax job before the fax transmission was completed

Procedure

- Retry fax job later.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-552 G3 Receive Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

While G3 fax is receiving image data, the number of detected Phase-C errors exceeded the specified number.

Procedure

- Check the status of fax machine on the other end.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-553 No Mailbox/Relay RAP

BSD-ON: [BSD 34.1 - FAX](#)

F code sent from the machine on the other end requests a function which this fax machine does not have.

Procedure

- Ask sender to check if wrong F code was entered.
- Retry fax job later.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-554 Wrong Password/Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received Fax message without password or password not matched. Communication disconnected because of Direct Mail prevention function.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-555 Incorrect Machine Password RAP

BSD-ON: [BSD 34.1 - FAX](#)

The password entered from this machine did not match password received from other machine.

Procedure

- Check if password was entered correctly.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-556 Wrong Password/Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

The machine on the other end did not send remote ID, or mismatch of fax send password and remote ID

Procedure

- Check if password was entered correctly.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-557 Destinations or Services Overflow RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of requested services or the number of requested destinations exceeded the upper limit.

Procedure

- Try the job later when the queue is shorter.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-558 Remote ID Rejection RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Remote ID received from fax sending machine is on reception rejection list
- The fax machine is set to not accept fax message if fax sending machine does not send remote ID and no ID was sent.

Procedure

- Change the fax machine setting to be able to receive fax message even if destination does not send remote ID.
- Ask sender to set remote ID on their fax machine.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-563 Wrong Paper Size RAP

BSD-ON: [BSD 34.1 - FAX](#)

The available paper does not match the size of the faxed document

Procedure

- Load the correct paper and retry fax job.
- Check that the paper tray is properly installed.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-564 Fax Power Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

Power discontinuity error occurred during communication. The machine is powered off, or system is reset.

Procedure

- Check the status of the machine on the other end, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-565 Destination Overflow RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of requested destinations exceeded the upper limit.

Procedure

- Try the job later when the queue is shorter.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-566 Unable to Initiate Call RAP

BSD-ON: [BSD 34.1 - FAX](#)

Unable to call because no auto dial programmed

Procedure

- Specify the proper address by using Speed Dial where correct Fax address numbers are registered.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-567 Illegal Dial Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

Auto Dial data contains invalid data

Procedure

- Program auto dial correctly and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-568 FCM Watchdog Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

No response from FCM within a specified time during Fax transmission

Procedure

- Send a command to the remote terminal to resend it. Retry fax job.

033-569 Image Direction Conflict RAP

BSD-ON: [BSD 34.1 - FAX](#)

Orientation of image data does not match orientation of paper from paper source.

Procedure

- Feed paper as directed on the panel. If the problem persists, remove the Finisher, and then load an APS-selected tray with the paper whose direction is the same as the direction of the image, in order to change the state of the paper feed trays. After that, turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-570 Retry Overflow RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of retries exceeded the specified number

Procedure

- Switch the power off, then on, and retry fax job.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-571 Manual Send Job Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

When the machine is about to execute a fax job, the machine detected Fax Report Log Full state.

Procedure

- Check the status of the machine on the other end, and retry fax job.
- Check phone line connection, grounding, electrical noise
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-572 Fax Report Print Job Delayed RAP

BSD-ON: [BSD 34.1 - FAX](#)

When the machine is about to initiate a job, the machine detected "job full" state. The machine generated Fax report, but did not print.

Procedure

- No Action. The report will print when the queue is empty
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-573 Domain Regulation Check Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Unauthorized domain was selected when selecting destination.

Procedure

- Check destination is correct. Check setting of domain restriction.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-574 Access to a Non-Mounted Channel RAP

BSD-ON: [BSD 34.1 - FAX](#)

A message to a channel that is not installed is received. (invalid DI)

Procedure

- Check for an installed channel.

033-575 Modem Polarity Inversion Detected RAP

Polarity Inversion has been detected.

Procedure

Retry the same operation.

033-576 Inaccurate Dial Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

Dial data is invalid.

Procedure

Check the dial data.

033-577 Modem Image Under Run RAP

An underrun has occurred in a modem.

Procedure

Retry the same operation.

033-578 Modem Frame Size Over RAP

BSD-ON: [BSD 34.1 - FAX](#)

The frame size of the received command has exceeded a specified value.

Procedure

- Retry the same operation.
Check the remote machine and retry the same operation.
Check the line status.
Check the Fax Card.
- Check the sw version of the fax & controller sw - update if required

033-580 Missing VoIP Gateway RAP

BSD-ON: [BSD 34.1 - FAX](#)

VoIP gateway, which corresponds to the entered phone number, does not exist.

Procedure

- Set correctly the address of VoIP gateway.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-581 Access Authentication Failure RAP

BSD-ON: [BSD 34.1 - FAX](#)

SIP call connection was rejected because it failed to get authentication.

Procedure

- Check authenticated user name, password on proxy server. Check settings on SIP server.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-582 Mismatched Ability RAP

BSD-ON: [BSD 34.1 - FAX](#)

SIP connection was rejected due to inconsistency in capability information.

Procedure

- Check setting on SIP server acting between two machines.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-583 Temporarily Unavailable RAP

BSD-ON: [BSD 34.1 - FAX](#)

Destination of SIP communication is temporarily short of resources and rejected connection.

Procedure

- Retry fax job later.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-584 SIP Request Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

SIP communication ended by timeout.

Procedure

- Check that the address or telephone number for entry is correct.
Check that the network is connected.
Check that the SIP server is active.
Check that the network cables between this machine and the SIP server and between this machine and the remote terminal are properly connected.
Check that the SIP server and the remote terminal are ready to communicate.
 - Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
 - Disconnect then reconnect the PWB's in the FAX Module
 - Check the sw version of the fax & controller sw - update if required
 - Perform FAX Diagnostic [GP 13](#)
 - Replace the FAX PWB ([PL 18.5](#))

033-585 SIP Request Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Other error occurred during SIP communication.

Procedure

- Switch the power Off, then On.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-586 T38 Protocol Not Ready RAP

BSD-ON: [BSD 34.1 - FAX](#)

- IP address is not determined,
- or, the machine failed to get an IP address through DHCP,
- or when using SIP server, registration on the registrar server is not completed,

Procedure

- Wait for a while, and try again.
- Get an IP address.
- Register with registrar server
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-587 T38 Session Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Unable to establish T38 session (including RTP session).

Procedure

- Check network cable is connected firmly. Check if the machine on the other end is active.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-588 T38 Packet Lost RAP

BSD-ON: [BSD 34.1 - FAX](#)

Detected a unrecoverable loss of T38 packet data.

Procedure

- If there is any other job in process, wait until the job is completed, and then try again.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-589 T38 Malformed Packet Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received T38 data contains invalid content (ASN.1 decode error, etc.).

Procedure

- Check if the machine on the other end has any problem.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-590 T38 Send Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Error occurred when sending packet data (TCP, UDP, RTP) at T38 protocol.

Procedure

- Check network cable is connected firmly. Check if the machine on the other end is active.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-591 FoIP Max Sessions Overflow RAP

BSD-ON: [BSD 34.1 - FAX](#)

There was a request to initiate a session FOIP (FAX Over Internet Protocol) when the max number of sessions are simultaneously in process.

Procedure

- Wait until the ongoing IP Fax receiving or sending operation is complete. Try the job later when the queue is shorter.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-592 FoIP Internal Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Timeout caused by a factor which does not require to send Timeout Notification. Either receiving image data ended as timeout; or FoIP (FAX Over Internet Protocol) internal processing ended as timeout.

Procedure

- Check that the network cable is connected firmly. Check if the machine on the other end is active.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-593 Canceled by Remote Peer RAP

BSD-ON: [BSD 34.1 - FAX](#)

Received a request from the machine on the other end to cancel SIP session.

Procedure

- Ask the sender to resend the fax message.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-710 No Document RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified document does not exist.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-711 Page Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Specified page does not exist; or specified page has data error.

Procedure

Switch the power Off then On. Re-try the Fax job.

033-712 Fax Control RAP

BSD-ON: [BSD 34.1 - FAX](#)

Memory is at maximum limit.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-713 Fax Control RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Chain-Link does not exist.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-716 No Specified Mailbox RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified mailbox does not exist.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-717 Incorrect Password RAP

BSD-ON: [BSD 34.1 - FAX](#)

Verification of the specified password failed.

Procedure

1. Verify machine is connected to dedicated analog line (not ISDN).
2. Verify that no password is set:
 - a. Enter Admin mode ([GP 9](#)).
 - b. Select **System Settings**.
 - c. Select **System Settings** again.
 - d. Select **FAX Mode Settings**.
 - e. Select **Local Terminal Settings**.
 - f. Check that **Machine Password** is **(not set)**.
If it is (not set), select close/exit as required. If a password is set, continue.
 - g. Select **Machine Password** and select **Change Settings**.
 - h. Select **Backspace** as required to delete the password.
 - i. Select **Save**.
 - j. Select **Close/Exit** as required.
 - k. Select **Close** again.
 - l. Select **Close** again.
 - m. Power machine off and on to verify setting change.
 - Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
 - Disconnect then reconnect the PWB's in the FAX Module
 - Check the sw version of the fax & controller sw - update if required
 - Perform FAX Diagnostic [GP 13](#)
 - Replace the FAX PWB ([PL 18.5](#))

033-718 No Document in Mailbox RAP

BSD-ON: [BSD 34.1 - FAX](#)

The document does not exist in the Polling Send box or the specified mailbox.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-719 Fax Job Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

The document does not exist in the Polling Send box or the specified mailbox.

Procedure

- Ask customer to cancel the job and resend.
- If the problem persists, check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-721 Fax Page Creation Failed RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified page cannot be created.

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-724 Fax Receive Memory Overflow RAP

BSD-ON: [BSD 34.1 - FAX](#)

The total data amount of received image data exceeded the upper limit of the image data amount that can be received for one system data communication.

Procedure

- Install the HDD or install additional RAM.
- If the problem persists refer customer to User Guide to find information on lowering memory usage.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-725 Insufficient HDD Space RAP

BSD-ON: [BSD 34.1 - FAX](#)

The HDD was full during Fax Receive, Format or report creation. 2-Sided Printing Not Available When Receiving Fax.

Initial Actions

Power Off/On

Procedure

- Ask customer to delete un-necessary data in HDD.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-726 Fax Duplex Print Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

'Duplex printing of received fax document is disabled (Mix size)

Procedure

- Pages of multiple sizes are included in a received document and duplex printing is disabled. The received document is, therefore, printed in simplex. No action required.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-727 Cannot Rotate Image RAP

BSD-ON: [BSD 34.1 - FAX](#)

Rotation is not available when receiving Fax (insufficient memory).

Initial Actions

Power off/on

Procedure

- Printing with automatic image rotation of received page is disabled due to received data volume. Therefore, job is canceled and printing is re-conducted without image rotation. No action required.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-728 Auto Print Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

Formatting for Fax Auto Printing was aborted because a command for Fax Manual Printing was given during the operation.

Procedure

- After manual printing job completion, M/C will automatically recover printing job. No action required.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-731 Inconsistent Instructions RAP

BSD-ON: [BSD 34.1 - FAX](#)

When the system was waiting to receive a Fax job, a simultaneous request from the user to stop the job was received.

Procedure

No action necessary. Ask customer to request a re-resend.

033-732 Print Job Canceled RAP

Stored jobs are deleted in Forced Polling. As there was a print job during Forced Polling, the job was canceled.

Procedure

This is an error during maintenance system operation. No action is required.

033-733 Fax Document Number RAP

BSD-ON: [BSD 34.1 - FAX](#)

The job document number related to the job could not be obtained.

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-734 Fax Print Suspension RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax Print and Fax Auto Report were started at the same time.

Procedure

- When report job is requested during fax receive printing preparation, fax receive printing is temporarily suspended but M/C automatically conducts recovery. No action required.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-735 Fax Memory Allocate Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error occurred in reserving fax receive memory.

Procedure

- Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-736 Internet FAX Off Ramp Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax was not transferred as the data capacity exceeded the threshold value while the Fax Transfer Prohibition Function was activated, based on the data capacity of the Internet Fax Off Ramp.

Procedure

Ask customer to cancel the job and resend. No action is required because this is limitation specification violation by user setting.

033-737 Fax Card Job Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax Controller detected a failure and could not continue processing the job.

Initial Actions

Power off/on

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-738 JBIG Information Fail RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax Controller detected an error in JBIG data during coding/decoding of the JBIG data.

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-740 Fax Immediate Receive Print Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

The user canceled immediate printing upon receiving.

Procedure

- Job cancel by user request. No action required. Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-741 Fax Page Read Open Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When transferring image data to the FAX PWB, the conditions for sending the response to the FAX PWB did not match.

Procedure

- Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-742 Fax Page Read Close Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When transferring image data to the Fax Card, the conditions for sending the response to the Fax Card did not match.

This often occurs when the HD free area is equal to or less than the HD capacity immediate threshold (820-053) during immediate send operation.

Procedure

- When the remaining memory is low at approximately 10%, delete the images stored in the HD to secure the HD capacity and perform the same operation again.
Set the HD capacity immediate threshold (820-053) to a larger value if this occurred during immediate send operation.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-743 Fax Page Write Open Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When transferring image data to the FAX PWB, the conditions for sending the response to the FAX PWB did not match.

Procedure

- Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-744 Fax Page Write Close Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When transferring image data to the FAX PWB, the conditions for sending the response to the FAX PWB did not match.

Procedure

- Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-745 Fax Data Write Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When transferring image data to the FAX PWB, the conditions for sending the response to the FAX PWB did not match.

Procedure

- Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-746 Fax Data Read Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When transferring image data to the FAX PWB, the conditions for sending the response to the FAX PWB did not match.

Procedure

- Ask customer to request a re-resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-747 Fax Service Start RAP

BSD-ON: [BSD 34.1 - FAX](#)

When requesting to start the service from the FAX PWB, the job could not be created due to causes such as job number overflow.

Procedure

Ask customer to request a re-resend.

033-749 Fax Card Memory Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

During Fax formatting, the extended image data is larger than the memory reserved.

Initial Actions

Power off/on

Procedure

No action necessary since the job failed due to insufficient extended memory and it can be recovered using the encoding method that can be stored in the extended memory. Ask customer to cancel the job and resend.

033-750 Fax Format Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

During formatting, when image data was retrieved from the Fax Card, even though the image data was determined to be free from error, extension failed.

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#))

033-751 Activity Report Suspended RAP

When a communication management report occurred at a print prohibited time period, the machine just goes into sleep mode and the report output is postponed.

Procedure

No action is necessary as it will automatically restart after exiting the print prohibited time period.

033-755 Fax Printing is Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax document printing is canceled as fax service is inoperative.

Initial Actions

Power Off/On

Procedure

(1) Check Fax cable connection

(2) Verify Fax item error code (133-xxx, 134-xxx) occurred with the machine Control Panel display and Fault History report, and follow recovery procedure for the relevant Fault Code.

033-790 Fax Control RAP

BSD-ON: [BSD 34.1 - FAX](#)

The FAX PWB Re-dial Wait Status was set without calculating the number of re-dial attempts.

Procedure

Ask customer to cancel the job and resend.

033-791 Fax Control RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of re-dial attempts was calculated and FAX PWB Re-dial Wait Status was set.

Procedure

Ask customer to cancel the job and resend.

033-792 Fax Control RAP

BSD-ON: [BSD 34.1 - FAX](#)

The RCC Service was immediately terminated.

Procedure

Ask customer to cancel the job and resend.

034-211 Slot1 Board Failure RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failure was detected on the Fax Option Slot 1 PWB.

Procedure

- Check the installation of the PWB in Slot 1 on the FAX PWB.
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, perform [GP 13](#) Fax Checkout.
- If the problem persists, replace the FAX PWB ([PL 18.5](#)).

034-212 Slot2 Board Failure RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failure was detected on the Fax Option Slot 2 PWB.

Procedure

- Check the installation of the PWB in Slot 2 on the FAX PWB.
- Check the sw version of the fax & controller sw - update if required
- If the problem persists, perform [GP 13](#) Fax Checkout.
- If the problem persists, replace the FAX PWB ([PL 18.5](#)).

034-500 Dial Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is incorrect information in the dial data (Recipient telephone number).

Procedure

- Ask customer to verify the Fax number and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-501 Selected Channel Dial Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified channel is not installed.

Procedure

- Ask customer to verify that the specified channel is installed.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-505 Fax Work Memory Exceeded RAP

BSD-ON: [BSD 34.1 - FAX](#)

Transmission exceeded memory capacity.

Procedure

- Ask customer to cancel the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-506 Unsupported Function at Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

A send error is detected in the Recipients Print Sets function when the receiving Fax does not support remote collating and copying.

Procedure

- Ask customer to reconfigure the job and resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-507 Password Check Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

- The password is incorrect.
- An error in the mailbox number is detected.
- No documents for polling are found.

Procedure

- Ask customer to check if the password, mailbox number or document for valid polling.
- Ask customer to cancel the job and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-508 Transmission Canceled via DTMF RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller sent a reject command signal and stopped the transmission.

Procedure

- Check the Fax line connection (telephone line).
- Ask customer to allow a 5 minute recovery time and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-509 DTMF Illegal Procedure RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller stopped the transmission after receiving the invalid procedure signal from the receiving Fax.

Procedure

- Check the Fax line connection (telephone line).
- Ask customer to cancel the job and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-510 DTMF Procedure Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller stopped the transmission after receiving the reject command signal from the receiving Fax.

Procedure

- Check the Fax line connection (telephone line).
- Ask customer to allow a 5 minute recovery time and then resend.
- Ask customer to cancel the job and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-511 Unable to Send File at Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

The remote machine does not support the file transfer function.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-512 Detect Endless Loop RAP

BSD-ON: [BSD 34.1 - FAX](#)

An infinite loop was detected at the receiving Fax relay broadcast.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-513 Receive Command Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received an illegal command from the receiving Fax during remote maintenance.

Procedure

Check the Fax line connection (telephone line).

Ask customer to cancel the job and then resend.

034-514 Requested Function Unsupported RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received a remote maintenance request from the receiving Fax but the Fax controller does not support this function.

Procedure

Check Fax setup.

Ask customer to cancel the job and then resend.

034-515 Illegal Command Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received a DIS signal from the receiving Fax.

A DCS signal is received when this function is not supported.

An illegal command was received.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-519 No. of Destinations Exceeded RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of recipients exceeded the limit.

Procedure

- Ask customer to reduce the number of recipients and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-520 No. of Services Exceeded RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of services exceeded the limit.

Procedure

- Ask customer to reduce the number of selections and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-521 Internal I/F Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Service designated with SI does not exist (This error may not be sent back due to cross sequence fix).

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-522 No Manual Send Line RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is no phone line available for manual transmission when manual transmission is disabled.

Procedure

- Ask customer to allow a 5 minute recovery time and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-523 Fax Service Disabled RAP

BSD-ON: [BSD 34.1 - FAX](#)

The system cannot accept the service because Fax operation was prohibited due to EP-TRESS or Diag Services.

Procedure

- Ask customer to allow a 5 minute recovery time and then resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-527 Dial Control Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Dial Control Error

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-528 Cannot Perform Manual Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

A manual transmission was requested during dialing.

Procedure

- Ask customer to resend.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-529 Document Paper Size RAP

BSD-ON: [BSD 34.1 - FAX](#)

When confirming and receiving print jobs, the jobs cannot be printed when the document size does not match the paper size.

Procedure

- Ask customer to check if the paper tray guides are set correctly.
- Ask customer to check the size of the paper loaded in the tray.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-530 DTMF I/F Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

DTMF I/F Time-out is detected when an operation did not occur within the specified time.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-550 Write to Fax Card-ROM Error Detection RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error has occurred during the process of writing data to the Fax Card-ROM. During Download.

Procedure

Retry job. If retry failed, replace the Fax Card-ROM and perform download again.download

034-700 GCPLock-G3DicepBusy-CodecHang RAP

BSD-ON: [BSD 34.1 - FAX](#)

-GCP lock Date task noRTC ACK). Hardware failure, software I/F error.

-G3 Dicep not changed to idle status, causing timeout.

-CODEC hang-up.

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-701 Software Reset RAP

BSD-ON: [BSD 34.1 - FAX](#)

Software Reset.

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-702 No Destination Specified RAP

BSD-ON: [BSD 34.1 - FAX](#)

Unable the to initiate the call without the address specified, no destination specified.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-703 D Channel Link RAP

BSD-ON: [BSD 34.1 - FAX](#)

The D Channel was deleted from the network.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-704 ISDN D Channel Data Link Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a ISDN D Channel error.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-705 ISDN Layer 1 Stopped-Power On RAP

BSD-ON: [BSD 34.1 - FAX](#)

Layer 1 is deactivated with the power on.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-706 ISDN Layer 1 Stopped-Power Off RAP

BSD-ON: [BSD 34.1 - FAX](#)

Layer 1 is deactivated with the power off.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-707 FRMR Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-708 Illegal Frame Received N(R) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-709 Illegal Frame Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-710 DL Link Establishment Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-711 Waiting for Link Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax controller is waiting for a data link time-out.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-712 Internal Error (Interrupt) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal processing error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-713 Timeout-Transmission Canceled RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a transmission time-out.

Procedure

- Check the self-terminal status and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-714 Line Disconnected-Timeout T305 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a wait release time-out.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-715 Line Disconnected-Timeout 3082 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a wait release complete time-out.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-716 Connection Timeout (T313) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a connection time-out.

Procedure

- Check the self-terminal status and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-717 Resume Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-718 Normal Disconnection RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-719 No Available Lines RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-720 Timeout (60s,T330,309,301,310) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- 60sec Card Timer Timeout
- T.330 Timeout (Response Message Timeout)
- T.309 Timeout (Link Resetting Error)
- T.301 Timeout (Response Message Timeout)
- T.310 Timeout (Call, Response Message Timeout)

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-721 Format, Contents Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Upper layer primitive format error, Content error.

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-722 Suspension Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-723 No Timer Assigned RAP

BSD-ON: [BSD 34.1 - FAX](#)

No assigned time.

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-724 Illegal Sequence RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the self-terminal status and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-725 L3 Task Internal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal fax communication error during preparation to transmit the fax.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-726 HD81501 I/F Buffer Busy RAP

BSD-ON: [BSD 34.1 - FAX](#)

The I/F buffer is busy.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-727 No Reply for 3 sec. for 1300Hz RAP

BSD-ON: [BSD 34.1 - FAX](#)

No response over 3 sec. at 1300Hz incoming call.

Initial Actions

Power OFF/ON

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-728 Invalid Destination RAP

BSD-ON: [BSD 34.1 - FAX](#)

Calling is disabled due to wrong dial data.

Initial Actions

Power OFF/ON

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-729 Line Disconnect, In-Channel PB Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

The line was disconnected when sending In-Channel PB.

Procedure

- Ask customer to reconnect line and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-730 In and Out Call Conflict RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a conflict between incoming and outgoing calls

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-731 Fax Network Disconnected RAP

BSD-ON: [BSD 34.1 - FAX](#)

The network disconnected the Fax setup.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-732 Fax Network Timeout Disconnect RAP

BSD-ON: [BSD 34.1 - FAX](#)

The network disconnected the Fax setup after a time-out.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-733 Call Status Mismatch RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a sequence error or message incompatibility.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-734 HI Task Internal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

HI Task internal error.

Initial Actions

Power OFF/ON

Procedure

- Verify software version, if required, upgrade to the latest version.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-735 ISDN D Channel RAP

BSD-ON: [BSD 34.1 - FAX](#)

The connection is limited to D channel.

Procedure

- Connect only to D Channel and receive.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-736 Wrong Notice from FAX Network RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax network sent the wrong notice.

Procedure

- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-737 Incoming Call Response Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The control failed during call response.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-738 Layer 1 Start Up Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a Layer 1 start up or activation error.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-739 Layer 1 Not Synchronized RAP

BSD-ON: [BSD 34.1 - FAX](#)

Layer 1 synchronization is lost.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-740 Transmission of Frame Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a frame transmission error.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-741 Unable to Send Frame RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a frame send error.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-742 Frame Send Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

A frame send error is detected.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-743 Abnormal Frame-Sending DMA RAP

BSD-ON: [BSD 34.1 - FAX](#)

When sending frames, the DMA (Dynamic Memory Access) was abnormally terminated.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-744 Unacceptable Channel RAP

BSD-ON: [BSD 34.1 - FAX](#)

An incorrect channel was terminated.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-745 Outgoing Call to Channel Set RAP

BSD-ON: [BSD 34.1 - FAX](#)

A call is initiated to the configured channel.

Procedure

- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-746 No Usable Lines RAP

BSD-ON: [BSD 34.1 - FAX](#)

There are no usable lines.

Procedure

- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-747 Switching Equipment Congestion RAP

BSD-ON: [BSD 34.1 - FAX](#)

The network switching equipment is busy.

Procedure

- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-748 Specified Line Cannot be Used RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified line can not be used.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-749 Network Congestion Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a network busy error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-750 Network Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an error on the network.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-751 Temporary Network Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a temporary error on the network.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-752 Destination Terminal Busy RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax is busy.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-753 Destination Not Responding RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax is not responding.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-754 No Response from Destination RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax is not responding.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-755 Destination Rejecting Call RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax refused the call.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-756 Destination Faulty RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fault at the receiving Fax.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-757 Others (Normal, Semi-normal) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fault at the receiving Fax.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-758 Incorrect Destination Fax Dial No. RAP

BSD-ON: [BSD 34.1 - FAX](#)

The destination Fax number is invalid or incorrect.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-759 No Relay Network Route RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a network error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-760 No Line To Destination RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is no line or route to the destination.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-761 Incorrect Format Destination Fax No. RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax number format is invalid.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-762 Facility Rejected RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a problem with the destination.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-763 Communication Capability Disallowed RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax communication with the receiving Fax is not authorized.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-764 Communication Capability Not Configured RAP

BSD-ON: [BSD 34.1 - FAX](#)

Communication capability is not configured.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-765 Feature Limit Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a feature limit error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-766 Selected Communication Not Implemented RAP

BSD-ON: [BSD 34.1 - FAX](#)

The selected communication is not implemented.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-767 Selected Mode Not Implemented RAP

BSD-ON: [BSD 34.1 - FAX](#)

The selected mode is not implemented.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-768 Restricted Digital Information Only RAP

BSD-ON: [BSD 34.1 - FAX](#)

Restricted digital information is insufficient for Fax operation.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-769 Error by Service, Feature RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a feature error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-770 Reply to Status Query RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a reply and response to status query.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-771 Access Information Discarded RAP

BSD-ON: [BSD 34.1 - FAX](#)

Access information was discarded.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-772 Fax Connection Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an internal connection error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-773 Invalid Dial Number Specified RAP

BSD-ON: [BSD 34.1 - FAX](#)

An invalid Fax number was dialed.

Procedure

- Ask customer to verify the Fax number and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-774 Invalid Line Specified RAP

BSD-ON: [BSD 34.1 - FAX](#)

An invalid line or channel was specified.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-775 Others (Invalid Message Class) RAP

BSD-ON: [BSD 34.1 - FAX](#)

An unspecified invalid message was received.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-776 Insufficient Required Information RAP

BSD-ON: [BSD 34.1 - FAX](#)

A required information element is missing.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-777 Undefined Message Type RAP

BSD-ON: [BSD 34.1 - FAX](#)

An undefined type of message was received.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-778 Incorrect Message or Type RAP

BSD-ON: [BSD 34.1 - FAX](#)

An incorrect message was received.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-779 No information or Not Defined RAP

BSD-ON: [BSD 34.1 - FAX](#)

No information was received, or the information is not defined.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-780 Invalid Information RAP

BSD-ON: [BSD 34.1 - FAX](#)

Invalid information was received.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-781 Call Status, Message Mismatch RAP

BSD-ON: [BSD 34.1 - FAX](#)

A received message is not compatible with the call status.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-782 Error Cleared due to Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error cleared due to time-out.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-783 Other Errors (Operation, etc.) RAP

BSD-ON: [BSD 34.1 - FAX](#)

An unspecified protocol error occurred.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-784 Destination Number Changed RAP

BSD-ON: [BSD 34.1 - FAX](#)

The destination Fax number changed.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-785 Incompatible Destination RAP

BSD-ON: [BSD 34.1 - FAX](#)

An incompatible destination error was received.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-786 Call Identity not in Use RAP

BSD-ON: [BSD 34.1 - FAX](#)

The call identity is not in use.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-787 Call Identity in Use RAP

BSD-ON: [BSD 34.1 - FAX](#)

The call identity is in use.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-788 Show Other Causes RAP

BSD-ON: [BSD 34.1 - FAX](#)

The cause for a Fax failure is not identified.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-789 G4 Presentation Illegal Event RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a presentation of an illegal event.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-790 Line 0 (Ext) not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 0 outside line is not connected.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-791 Line 1 not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 1 outside line is not connected.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-792 Line 2 not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 2 outside line is not connected.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-793 Line 3 not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 3 outside line is not connected.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-794 Line 4 not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 4 outside line is not connected.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-795 Line 5 not Connected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Channel 5 outside line is not connected.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-796 Dial Error (Incorrect Fax No. 2) RAP

BSD-ON: [BSD 34.1 - FAX](#)

Incorrect information in the dial data (Recipient Telephone Number).

Procedure

- Ask customer to verify the Fax number and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-797 Communication Parameter Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Job error communication option parameter has error.

Initial Actions

Power OFF/ON

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-798 Data Parameter Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Job error communication data parameter has error.

Initial Actions

Power OFF/ON

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

034-799 Auto Dial Without Dial Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

Auto Dial is activated but no dial data is found.

Initial Actions

Power OFF/ON

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-550 Write to Fax G3-ROM error detection RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error has occurred during the process of writing data to the FaxG3-ROM. (During download).

Procedure

Retry job.

035-700 Modem Faulty RAP

BSD-ON: [BSD 34.1 - FAX](#)

- CS is not turned OFF at modem control.
- HDLC frame sending error.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-701 T1 Transmission Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Sending T1 T.O.
- T1 timed out in sending operation. (FX)
- At sending, DIS was not sent after the conversation request from the remote machine has failed.

Procedure

- Check the remote machine settings and line status, then perform the operation again.
- Ask customer to cancel the job and resend.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-702 Destination Receive Rejected RAP

BSD-ON: [BSD 34.1 - FAX](#)

For the NSS/DTC (Non-Standard Setup/Digital Transmit Command) signal sent from the Fax controller, the DCN (Disconnect) signal was received from the receiving Fax, or transmission was rejected by the Select Receive function on the receiving Fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-703 DCN Receive at Phase B Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

DCN (Distributed Computer Network) signal was received from the receiving Fax when sending in Phase-B (pre-message processing).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-704 Destination Polling Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Polling could not be done because the receiving Fax does not support Polling Send function, or the stored document/original was not set.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-705 DCS/NSS Resend Exceeded RAP

BSD-ON: [BSD 34.1 - FAX](#)

The NSS (Non-Standard Facilities Set-up) signal was sent out three times but there was no response from the receiving Fax, or the DCN (Disconnect) signal was received.

Resending of DCS/NSS (Digital Command Signal/Non-Standard Facilities Set-up) signal exceeded the limit.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-706 Fallback Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

When sending the NSS (Non-Standard Facilities Set-up) signal, fall back could not be done or a fall back error occurred (In User/Auto Resend Standby).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-707 Wrong Password/Receive Banned RAP

BSD-ON: [BSD 34.1 - FAX](#)

The password does not exist or it was inconsistent.

Transmission was received from another party other than the selected party for transmission.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-708 Post-message Resend Exceeded RAP

BSD-ON: [BSD 34.1 - FAX](#)

The post command was sent out three times but there was no response from the receiving Fax, or a DCN (Disconnect) signal was received.

- No response after post command is sent out three times, or DCN received as a response of the post command.
Poor line quality.
Receiving terminal failure.
- Post message resending exceeded the limit.
- DCN received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-709 RTN Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received a RTN (Retrain Negative) signal from the receiving Fax.

- RTN received. Poor line quality. Receiving terminal failure.
- RTN was received at G3 sending.

Procedure

- If the problem persists reduce the send speed and then repeat the operation.
- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-710 PIN Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received a PIN (Procedure Interrupt Negative) signal from the receiving Fax.

PIN received. Poor line quality.
Operator was called from the recipient machine.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-711 DCN Receive at Phase D RAP

BSD-ON: [BSD 34.1 - FAX](#)

DCN (Disconnect) signal or an invalid command was received from the receiving Fax when sending in Phase-D.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-712 No Response after 3 NSC RAP

BSD-ON: [BSD 34.1 - FAX](#)

- The password was incorrect.
- Stored documents/originals for polling was not set on the receiving Fax.
- Document jam on the receiving Fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-713 T2 Timeout after Sending FTT RAP

BSD-ON: [BSD 34.1 - FAX](#)

No response signal was returned from the receiving Fax after the FTT (Failure To Train) signal was sent.

Procedure

- Fax phone line may also carry a DSL (Digital Subscriber Line) internet signal, but this is not supported by the hardware.
- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-714 DCN Received after NSC/DTC RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Incorrect password
- No originals for polling
- Paper jam on the receiving Fax

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-715 Wrong Password-Polling Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

A password mismatch interrupted polling.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-716 No Post Message-T2 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

- No post messages. Sending machine failure. Poor line quality.
- T2 timed out. Command timer timeout on the terminal receiving T.30.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-717 RTN Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

- RTN sent. Poor line quality.
- RTN was sent when G3 was received.

Procedure

- If the problem persists reduce the send speed and then repeat the operation.
- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-718 Receive T1 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

When no data was sent from the receiving Fax, or after receiving more than 1 page manually, the receiving Fax changed the resolution or the document size and the Fax controller returned to Phase-B (pre-message processing), but no data was sent from the receiving Fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-719 Busy Tone Detected at Phase-B RAP

BSD-ON: [BSD 34.1 - FAX](#)

A busy tone was detected in receive Phase-B (pre-message processing).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-720 Unable to Receive by Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

- A compatibility problem
- Can not receive the DIS/NSF/NSC/DTC (Digital Identification/Non-Standard Facilities/Non-Standard Facilities Command/Digital Transmit Command) signals
- Memory is full

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-721 DCN Received at Phase B RAP

BSD-ON: [BSD 34.1 - FAX](#)

DCN (Disconnect) signal was received from the receiving Fax when receiving in Phase-B (pre-message processing).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-722 Wrong Frame Length of 300bps RAP

BSD-ON: [BSD 34.1 - FAX](#)

The frame length exceeded 3.45 sec. in 300bps command/response.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-723 No CD after Receiving Flag RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller could not receive the CD (Collision Detection) signal within 3mins after receiving the signal from the receiving Fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-724 DCN Receive after Sending FTT RAP

BSD-ON: [BSD 34.1 - FAX](#)

- DCN was received after FTT had been sent. Sending machine failure. Poor line quality.
- DCN was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-725 Remote has no Mailbox/Relay RAP

BSD-ON: [BSD 34.1 - FAX](#)

- For the Secure or Relay communication, the remote machine did not support the function. Remote machine failure (no sending capability).
- The remote machine did not support Relay Broadcast.
- No mailbox function in the remote machine. (Mailbox type by FX)

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-726 PhaseC Cannot Receive-10 secs RAP

BSD-ON: [BSD 34.1 - FAX](#)

At PHASE-C, training cannot be received within 10sec. Poor line quality.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-727 50% Error During G3 Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

- PHASE-C error exceeded the limit. Poor line quality.
- While receiving G3 image information, 50% or more decode error occurred when 148mm was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-728 C EOL Cannot Receive in 10 sec RAP

BSD-ON: [BSD 34.1 - FAX](#)

- The Fax controller did not detect a normal line within 1 minute after it had begun to receive G3 image information.
- The Fax controller did not detect the EOL (End of Line) signal within 13sec (default) when receiving.
- The Fax controller could not receive the EOL (End of Line) signal within 10sec in Phase-C (message transmission).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-729 Carrier Down Detected RAP

BSD-ON: [BSD 34.1 - FAX](#)

Carrier broken. While receiving the image information, T2 timeout occurred after the carrier was broken. Dropout occurred.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-730 No CS with Phase-C High Speed RAP

BSD-ON: [BSD 34.1 - FAX](#)

- At PHASE-C, CS has not come from a high-speed modem.
- The CS of the modem did not turn ON as a response to the RS request at command sending operation.
- The CS of the modem did not turn ON as a response to the RS request during training at high speed.
- HDLC frame sending error

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-731 Fax V.8 Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error was detected during V.8 internal Fax attributes selections.

- V.8 Parameter N.G
- V.8 error.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-732 Fax V.34 PCH CD Off RAP

BSD-ON: [BSD 34.1 - FAX](#)

The V.34 CD (Collision Detection) is off.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-733 Fax V.34 C/PCH CS None RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an error in V.34 mode (33.6 KBPS rate).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-734 Polling Error at Remote Step V8 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There was no document for polling at the remote machine at Step V.8. Polling send operation error in the remote machine.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-735 No Document in Polling Box Step V8 RAP

BSD-ON: [BSD 34.1 - FAX](#)

Polling was requested when there was no document for polling in V.8 procedure. Remote machine operation error, self terminal polling send setting error.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-736 No Reply DCN after Sending CTC RAP

BSD-ON: [BSD 34.1 - FAX](#)

- No response to the CTC sent, or DCS was received. Poor line quality.
- DCN was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-737 No Reply DCN after Sending EOR RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received the DCN (Disconnect) signal, or no response was returned from the receiving Fax to the EOR (End Of Retransmission) signal sent by the Fax controller.

Resending of CTC/EOR (Continue To Correct/End Of Retransmission) signal exceeded the limit.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-738 No Reply DCN after Sending RR RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax controller received the DCN (Disconnect) signal from the receiving Fax, or no response was returned from the receiving Fax to the RR (Receive Ready) signal sent by the Fax controller.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-739 Fax T5 Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a time-out after initial 2 way transmissions are established. Remote machine failure.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-740 Sending Stopped after EOR Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Sending was aborted after EOR was sent. Poor line quality. SC (modem) Board. NCU Board failure.
- EOR-Q was sent at ECM sending.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-741 ECM Phase C Flag Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a time-out during Phase-C (message transmission).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-742 EOR Send or Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

After the EOR (End of Re-transmission) signal was sent, the ERR (Response For End Of Transmission) signal was returned, or the EOR-Q (End Of Re-transmission-Quit) signal was received by the Fax controller.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-743 Remote Cannot Receive SUB Function RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax can not receive a SUB (Sub-Address).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-744 Remote Cannot Receive Password RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax can not receive a password.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-745 PTX has No SEP Capability RAP

BSD-ON: [BSD 34.1 - FAX](#)

The receiving Fax does not support the SEP (Separator) function.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-746 Busy-Cannot Detect Dial Tone RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Busy
- The system could not detect dial tone before dialing. DT1 was not detected.
- Busy tone was detected before dialing. BT1 was detected.
- Busy tone was detected before dialing. BT2 was detected.
- Congestion tone was detected before dialing. Switch Board was busy. CT1 was detected.
- Congestion tone was detected before dialing. CT2 was detected.
- The system could not detect dial tone during dialing (=). DT1 was not detected.
This could happen when an external line was used with 0 signal sent from the PBX.
- Busy tone was detected during dialing (=). BT1 was detected.
- Busy tone was detected during dialing (=). BT2 was detected.
- Congestion tone was detected during dialing (=). CT1 was detected.
- Congestion tone was detected during dialing (=). CT2 was detected.
- The system could not detect 2nd dial tone during dialing (==). DT2 was not detected.
- Busy tone was detected during dialing (==). BT1 was detected.
- Busy tone was detected during dialing (==). BT2 was detected.
- Congestion tone was detected during dialing (==). CT1 was detected.
- Congestion tone was detected during dialing (==). CT2 was detected.
- The system could not detect 3rd dial tone during dialing (===). DT3 was not detected.
- Busy tone was detected during dialing (===). BT1 was detected.
- Busy tone was detected during dialing (===). BT2 was detected.
- Congestion tone was detected during dialing (===). CT1 was detected.
- Congestion tone was detected during dialing (===). CT2 was detected.
- Busy tone was detected after dialing. BT1 was detected.
- Busy tone was detected after dialing. BT2 was detected.
- Congestion tone was detected after dialing. CT1 was detected.
- Congestion tone was detected after dialing. CT2 was detected.
- The system could not detect dial tone before dialing. (PBX) DT was not detected.
- Busy tone was detected before dialing. (PBX) BT was not detected.
- Congestion tone was detected before dialing. (PBX) CT was detected.
- Busy tone was detected after dialing. (PBX) BT was not detected.
- Congestion tone was detected after dialing. (PBX) CT was detected.

Procedure

- If the connections are good then there is a problem with the customers PBX (Private Branch Exchange) line or the receiving fax.
- Check the Switch Board.
- Check the circuit condition.
- Check the call conditions of the external line ("0" call).
- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-747 Abort While Dialing RAP

BSD-ON: [BSD 34.1 - FAX](#)

The operation was stopped during dialing by using the **Stop** button.

Procedure

The customer terminated the transmission. Ask customer to resend the job.

035-748 Abort During Transmission RAP

BSD-ON: [BSD 34.1 - FAX](#)

The operation was stopped during transmission by using the **Stop** button.

Procedure

The customer terminated the transmission. Ask customer to resend the job.

035-749 No Reply from Remote Station RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Busy with no response (Redial exceeded limit)
- The remote machine did not respond after dialing. CED and DIS were not detected.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-750 Power Off during Transmission RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error due to Power OFF during transmission. The power has turned OFF. System reset has occurred.

Procedure

- Check the self-terminal status and line status, then perform the operation again.
- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-751 Document Send Operation Canceled RAP

The operation was stopped during document sending by using the **Stop** button.

Procedure

Ask customer to cancel the job and resend.

035-752 Number of Job Restriction Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

The number of jobs exceeded the limit.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-753 Fax Memory Full RAP

BSD-ON: [BSD 34.1 - FAX](#)

This fault occurs in Fax receive of 999 sheets or more. Image information memory full, (File full, append record error)

Procedure

- Turn the power OFF then ON.
- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-754 File Management Memory Full RAP

BSD-ON: [BSD 34.1 - FAX](#)

File management area full

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-755 File Add Page Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

File append record error.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-756 Cannot Add Page RAP

BSD-ON: [BSD 34.1 - FAX](#)

No additional data of file.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-757 No Receive Page RAP

BSD-ON: [BSD 34.1 - FAX](#)

No received page.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-758 No Specified File or Page RAP

BSD-ON: [BSD 34.1 - FAX](#)

No designated file or page.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-759 No Specified Job RAP

BSD-ON: [BSD 34.1 - FAX](#)

No relevant job at communication, reservation cancel.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-760 File Common Processing Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Invalid File
- File error - Timeout occurred during COMM file access.
Or, the File Handler did not send an error code when an error has occurred.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-761 File Processing Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Timeout occurs in file error COMM file access or file handler does not send back error code at error occurrence.

Initial Actions

Power OFF/ON

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

035-762 Line Disconnected during ISDN RAP

BSD-ON: [BSD 34.1 - FAX](#)

There was a break in the ISDN (Integrated Services Digital Network) transmission.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-500 Illegal PDRP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-501 Illegal RDPBP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-502 Illegal RDPBN Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-503 Illegal RDCLP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-504 Illegal RDGR Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-505 Undefined Response RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-506 Negotiation Not Allowed RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-507 RDPBP Receive at Full Capacity RAP

BSD-ON: [BSD 34.1 - FAX](#)

RDPBP Receive (receive at full capacity), remote terminal runs out of paper etc.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-508 RDPBN Receive Terminal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-509 RDPBN Receive Other RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-510 RDGR Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-511 Illegal Procedure 1551 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-512 Illegal CDS Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-513 Illegal CDC Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-514 Illegal CDE Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-515 Illegal CDD Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-516 Illegal CDR Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-517 Illegal CDPB Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-518 Illegal CDCL Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-519 Undefined Command RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-520 Not Negotiable CDS Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-521 Not Negotiable CDC Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-522 CDD Receive Terminal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-523 Other Than Above CDD Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-524 CDR Receive Terminal Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-525 Other Than Above CDR Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-526 Illegal CDUI (Normal Document) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-527 Illegal CDUI (Operator Document) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-528 Illegal CDUI (Control Document) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-529 Illegal CDUI (Monitor Document) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-530 CDS Receive-Illegal Document RAP

BSD-ON: [BSD 34.1 - FAX](#)

CDS (control document) Receive occurred when the receiver and sender of an abnormal document do not match.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-531 DMA Channel 1 Terminated RAP

BSD-ON: [BSD 34.1 - FAX](#)

- DMA Channel 1 was abnormally terminated.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-532 DMA Channel 2 Terminated RAP

BSD-ON: [BSD 34.1 - FAX](#)

- DMA Channel 2 was abnormally terminated.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-533 Cannot Convert Resources RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Resources for converting data cannot be obtained.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-534 Decode Error in Data Convert RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Decoding error occurred in data conversion.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-535 White Line Transfer Error (Compress) RAP

BSD-ON: [BSD 34.1 - FAX](#)

- White line transfer to encoded DICEP error occurred in data conversion.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-536 White Line Transfer Error (Decomp) RAP

BSD-ON: [BSD 34.1 - FAX](#)

- White line transfer to decoded DICEP error occurred in data conversion.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-537 No RTC during Data Convert RAP

BSD-ON: [BSD 34.1 - FAX](#)

- RTC was not detected in data conversion.
- (G4) Presentation received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-538 Document Descriptor Analysis Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-539 Page Descriptor Analysis Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-540 Text Unit Analysis Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-541 Page Boundary Without TU RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-542 Relay Broadcast Error in G4 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-550 Write to FaxG4-ROM Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error was detected when writing data to the FaxG4-ROM

Not able to carry out normal operation because ROM content is missing.

Procedure

Retry job. If retry failed, replace the FaxG4-ROM and perform the download again. Perform [GP 13](#) Fax Checkout.

036-700 G4 Communication Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-701 Receive Variable N(R) Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-702 Info Frame Size Exceeded (NI) RAP

BSD-ON: [BSD 34.1 - FAX](#)

Information frame size exceeded the limit (NI over).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-703 Monitor/Unnumbered Frame Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-704 Undefined Command/Response 1104 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-705 N2 Timeout of Receive Timer RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-706 SABM Wait Timeout in G4 RAP

BSD-ON: [BSD 34.1 - FAX](#)

- SABM Wait Timeout
- (G4) Data link cannot be connected.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-707 UA Wait Timeout in G4 RAP

BSD-ON: [BSD 34.1 - FAX](#)

- UA Wait Timeout
- (G4) Data link cannot be connected.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-708 Cannot Establish Link in G4 RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Cannot Establish Link
- (G4) Data link cannot be established.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-709 DISC Receive Before Link Close RAP

BSD-ON: [BSD 34.1 - FAX](#)

Link was force-closed (when DISC was received before the session).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-710 FRMR Receive (Z=1) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-711 FRMR Receive (Y=1) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-712 FRMR Received (Z=1) W=1 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-713 FRMR Receive (W=1) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-714 Global Address Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-715 Line Open Timeout in G4 RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Line Open Timeout (Including No HDLC Flag)
- (G4) Flag cannot be received for 4sec or more.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-716 Wrong LSI Send (Busy Timeout) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-717 Abnormal LSI Operation RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-718 Disconnection Notice Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

Disconnection Notice Timeout (10sec).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-719 C Line On - Line 1 Off RAP

BSD-ON: [BSD 34.1 - FAX](#)

Though Line C was turned ON, Line 1 was not turned ON.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-720 C Line Off - Line 1 On RAP

BSD-ON: [BSD 34.1 - FAX](#)

Though Line C was turned OFF, Line I was not turned OFF.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-721 Line 1 Off During Transmission RAP

BSD-ON: [BSD 34.1 - FAX](#)

Line I was turned OFF during transmission.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-722 Call Disconnected During Flag Detect RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-723 Call Disconnected While Awaiting UA RAP

BSD-ON: [BSD 34.1 - FAX](#)

After SABM was sent, call was disconnected when waiting for UA.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-724 Call Disconnected While Awaiting SABM RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-725 Disc Received Before Session RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-726 Illegal Header Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

- Illegal Header Receive (Line Switching), Illegal Procedure (Packet Switching)
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-727 Illegal Parameter of CC Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CC Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-728 Illegal Parameter of CN Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CN Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-729 Illegal Parameter of DT Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- DT Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-730 Illegal Parameter of RI Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- RI Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-731 Illegal Parameter of IT Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- IT Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-732 Illegal Parameter of CI Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CI Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-733 Illegal Parameter of CF Packet RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CF Packet Parameter Error
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-734 Undefined Packet Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- Undefined Packet Receive
- (G4) Other network errors.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-735 CC Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-736 CF Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-737 CI Received Before G4 Session RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- CI Receive (Before the session ended)
- (G4) A cut off request packet was received from the remote machine.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-738 DT Packet P(S), P(R) Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. DT Packet P (S) and P (R) errors occurred.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-739 RR, RNR Packet P(S) Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. RR and RNR packet P (S) errors occurred.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-740 Busy Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-741 SI Received in Transmission RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- SI Receive (In transmission)
- (G4) An unexpected restart packet was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-742 SF Received in Transmission RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- SF Receive (In transmission)
- (G4) An unexpected restart packet was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-743 DT Packet D Bit Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-744 G4 Wait for Reply Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- Reply Timeout
- (G4) Network timer timed out.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-745 G4 CN Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CN Wait Timeout
- (G4) Network timer timed out.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-746 G4 Data Link Disconnect Notice Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- Disconnection Notice Timeout (10sec)
- (G4) Data Link Failure

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-747 Fast Select Response Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Fast Select that limits responses received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-748 Receive Remote Charge Request RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-749 Abnormal LCGN RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-750 Illegal Procedure 1301 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-751 Illegal TCA Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Parameter error occurred in TCA.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-752 Illegal TCR Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-753 Illegal TCC Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-754 Illegal TBR Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-755 Illegal TDT Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-756 Undefined Ttransport Block Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-757 TCA Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-758 TCR Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-759 TCC Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-760 TBR Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-761 TDT Block Size Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-762 G4 NetWork Disconnect Notice Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- Disconnection Notice Timeout (10sec)
- (G4) Network Failure

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-763 Illegal Procedure 1401 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-764 Illegal CSS Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-765 Illegal CSE Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-766 Illegal CSA Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-767 Illegal CSUI Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-768 Illegal CSCC Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-769 Illegal RSSP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-770 Illegal RSSN Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-771 Illegal RSEP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-772 Illegal RSAP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-773 Illegal RSUI Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-774 Illegal RSCCP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-775 Undefined Command/Response 1413 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-776 RSSN Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- RSSN Receive
- (G4) Connection error was received from the session. (RSSN)

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-777 G4 Line Disconnect Notice Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Disconnection Notice Timeout (10sec).

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-778 CSA Received (Wrong Terminal) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CSA Receive (Error at terminal)
- (G4) Session abortion was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-779 CSA Receive (Others) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- CSA Receive (Others)
- (G4) Session abortion was received.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-780 CSS Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Poor line quality.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-781 RSSP Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Poor line quality.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-782 RSAP Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Poor line quality.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-783 RSEP Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Poor line quality.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-784 RSCCP Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-785 CSUI/RSUI Wait Timeout RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-786 Incorrect Password (RSSN) RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. "Incorrect Password" (RSSN) was returned from the remote machine.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-787 Wrong Password-Polling Error for Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. "Incorrect Polling Password" (RSSP) was returned from the remote machine.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-788 Poll Send Error at Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. "No Poll Send Original" (RSSP) was returned from the remote machine.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-789 No Password for RSSP Receive RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. No password for RSSP was received for the CSS PA password entered.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-790 Polling Rejected by Remote RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. RSSP without send rights was received in Poll Receive.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-791 Set Password-RSSP Received RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. RSSN was sent when setting password.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-792 CSE Received after RSSP Send RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-793 Select Communication Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-794 Line Disconnected During ISDN Mode RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

- Calling cut off during ISDN communication
- The ISDN session received an illegal event.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-795 Canceled by Remote Station RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Disconnected because the remote machine does not support multi-copying.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-796 Sent Without Multiple Sets RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax. Normal sending was performed because the remote machine does not support multi-copying.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-797 Illegal Procedure 1501 RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-798 Illegal RDEP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

036-799 Illegal RDDP Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a fax error with either the Fax controller or the receiving fax.

Procedure

- There is a problem with the receiving Fax. Ask customer to cancel the job and resend.
- Check the remote machine settings and line status, then perform the operation again.
- Check the Fax line connection (telephone line).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the FAX PWB ([PL 18.5](#)).

041-310 IM Logic Fail RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

The IM (Image Management) software control error was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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 ([Initialize NVM](#)). If the problem persists, replace the MCU PWB ([PL 18.2](#)).

041-324 MCU PWB F1 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 6.9 - ROS Laser Control \(2 of 2\)](#)

Fuse 1 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.

When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Go to +3.3Volt [IOT wirenets](#) for +3.3 VDC and [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#) for INTLK +24 VDC. Check the ROS Assembly ([PL 2.1](#)) circuit for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Turn the power OFF and replace the MCU PWB ([PL 18.2](#)).

041-325 MCU PWB F2 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 9.1 - CRU Life Control](#)

BSD-ON: [BSD 9.3 - Development and Toner Dispense Control](#)

Fuse 2 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.
When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Dispense Motor for revolution failure: [Component Control \[093-002\] \(PL 8.2\)](#)
2. Check the Toner Dispense Motor +24 Volt IOT wirenets circuits for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
3. Check the CRU Fan +24 Volt IOT wirenets circuits for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
4. Turn the power OFF and replace the MCU PWB ([PL 18.2](#)).

041-326 MCU PWB F3 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 9.2 - Charging and Exposure](#)

BSD-ON: [BSD 8.5 - Registration](#)

Fuse 3 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.
When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Check the HVPS ([PL 18.1](#)) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Check the Registration Clutch ([PL 15.1](#)) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
3. Turn the power OFF and replace the MCU PWB ([PL 18.2](#)).

041-327 MCU PWB F4 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 10.2 - Fusing](#)

BSD-ON: [BSD 10.4 - Exit 2 Drive](#)

Fuse 4 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.
When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Check the Fuser Fan (PL 4.1) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Check the Exit Gate Solenoid (PL 17.4) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
3. Turn the power OFF and replace the MCU PWB (PL 18.2).

041-328 MCU PWB F5 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 8.1 - Trays 1~5 Paper Feeding](#)

BSD-ON: [BSD 10.6 Exit 1 Drive/OCT Control](#)

Fuse 5 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.
When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Check the MSI Feed Solenoid (PL 13.2) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Check the Offset Motor (PL 17.1) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
3. Turn the power OFF and replace the MCU PWB (PL 18.2).

041-329 MCU PWB F6 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#)

Fuse 6 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.

When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Check the Tray Module PWB (PL 11.13) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Turn the power OFF and replace the MCU PWB (PL 18.2).

041-330 MCU PWB F7 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#),

BSD-ON: [BSD 12.1 - Integrated Finisher DC Power and Interlock Switching](#),

Fuse 7 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.

When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Check the Finisher PWB (INT) (PL 22.7) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Turn the power OFF and replace the MCU PWB (PL 18.2).

041-331 MCU PWB F8 Open RAP

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#),

Fuse 8 on the MCU PWB has blown.

NOTE: Remove the cause of Fuse meltdown before replacing the MCU PWB.

When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Check the HCF PWB ([PL 10.8](#)) circuit +24 Volt IOT wirenets for overcurrent and overvoltage, and then replace the faulty parts or repair the circuits.
2. Turn the power OFF and replace the MCU PWB ([PL 18.2](#)).

041-340 MCU NVM (EEPROM) Data Fail RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

The specific values of the NVM (EEPROM) data are not in their specified addresses.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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. If the problem persists, replace the MCU PWB ([PL 18.2](#)).

041-341 MCU NVM (EEPROM) Access Fail RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

NVM (EEPROM) access error (The read values are different from those that were written, or there is I2C communication error).

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check whether there is poor connection between the EEPROM and the MCU PWB.

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

041-342 MCU NVM (EEPROM) Buffer Fail RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

NVM (EEPROM) buffer fail (The write buffer has overflowed).

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check whether there is poor connection between the EEPROM and the MCU PWB.

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

041-347 Serial I/O Fail RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

The Serial I/O control clock is not input from the MCU PWB FPGA (Field-Programmable Gate Array) to the CPLD (Complex Programmable Logic Device).

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

CAUTION

Chip fuses on the MCU PWB seldom fail because of an internal MCU problem. The cause is almost always a short circuit in the wiring or components fed by the fuse. You MUST determine the source of the short before replacing the MCU PWB.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check whether there is any foreign substances or improper soldering at the FPGA (Field-Programmable Gate Array) and CPLD (Complex Programmable Logic Device) pins on the MCU PWB.

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

041-500 Write to IOT-ROM Error Detection (During Download) RAP

Job Fail. An error has occurred during the process of writing data to the IOT-ROM. (During Download. Not able to carry out normal operation because ROM content is missing.

Procedure

Retry job. If retry failed, replace the IOT-ROM and perform download again.

041-501 Write to IOT-NVM-ROM Error Detection (during download) RAP

Job Fail. Write to IOT-NVM-ROM error detection Download. Not able to carry out normal operation because ROM content is missing.

Procedure

Retry job. If retry failed, replace the MCU PWB and perform download again.

042-310 Main Motor Failure RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

The Main Motor is not rotating at the specified speed.

Initial Actions

- Power OFF/ON
- Reload the Xero/Developer Cartridge ([PL 8.1](#)) and the Fuser Unit ([PL 7.1](#)).

Procedure

Close the LH Cover and the Front Cover.

Execute [Component Control](#) [042-003 Main Motor ON]. **The Main Motor can be heard.**

Y N
Go to [BSD 4.1 - Main Drive Control](#) and the wires between the MCU PWB ([P/J407](#) and [P/J408](#)) and the Main Motor ([P205](#) and [P204](#)) for an open or short circuit. If OK replace the Main Motor ([PL 3.2](#))

Check the installation of the Main Drive Assembly ([PL 3.1](#) and [PL 3.2](#)). **The Main Drive Assembly is installed correctly.**

Y N
Install the Main Drive Assembly correctly.

Check the wire between [P/J407-9](#) and [P205-8](#) for an open circuit or a short circuit ([BSD 4.1 - Main Drive Control](#)). **The wires are conducting without an open circuit or a short circuit.**

Y N
Repair the open circuit or short circuit.

Manually rotate the Main Motor rotor. **It rotates smoothly.**

Y N
Check for foreign substances that are interfering with operation or installation failure. **Foreign substances or installation failure are found.**

Y N
Replace the Main Drive Assembly ([PL 3.1](#)).

Remove the foreign substances that are interfering with operation and correct the installation failure.

Replace the Main Drive Assembly ([PL 3.1](#)) If the problem persists, replace the MCU PWB ([PL 18.2](#)).

042-323 Drum Motor Failure RAP

BSD-ON: [BSD 9.5 Drum Drive Control](#)

The Main Motor is not rotating at the specified speed.

Initial Actions

- Power OFF/ON
- Reload the Xero/Developer Cartridge ([PL 8.1](#)) and the Fuser Unit ([PL 7.1](#)).

Procedure

Close the LH Cover and the Front Cover.

Execute [Component Control](#) [042-001 Drum Motor ON]. **The Drum Motor can be heard.**

Y N
Go to [BSD 9.5 Drum Drive Control](#) and the wires between the MCU PWB ([P/J407](#) and [P/J408](#)) and the Main Motor ([P/J202](#) and [P/J207](#)) for an open or short circuit. If OK replace the Drum Motor ([PL 3.2](#))

Check the installation of the Main Drive Assembly ([PL 3.1](#) and [PL 3.2](#)). **The Main Drive Assembly is installed correctly.**

Y N
Install the Main Drive Assembly correctly.

Check the wire between [P/J407-1](#) and [P/J207-8](#) for an open circuit or a short circuit ([BSD 9.5 Drum Drive Control](#)). **The wires are conducting without an open circuit or a short circuit.**

Y N
Repair the open circuit or short circuit.

Manually rotate the Drum Motor rotor. **It rotates smoothly.**

Y N
Check for foreign substances that are interfering with operation or installation failure. **Foreign substances or installation failure are found.**

Y N
Replace the Main Drive Assembly ([PL 3.1](#)).

Remove the foreign substances that are interfering with operation and correct the installation failure.

Replace the Main Drive Assembly ([PL 3.1](#)) If the problem persists, replace the MCU PWB ([PL 18.2](#)).

042-400 Odor Filter End Of Life

Odor Filter at end of life.

Procedure

Replace the Odor Filter and reset the HFSI Value ([HFSI Counter](#)) [954-860].

042-401 VOC Filter End Of Life

VOC Filter at end of life.

Procedure

Replace the VOC Filter and reset the HFSI Value ([HFSI Counter](#)) [954-861].

045-310 Image Ready NG RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

A Controller image preparation failure was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check whether there is poor connection or foreign substances at the following connectors.

- Between the ESS PWB [P/J320](#) and the MCU PWB [P/J402](#)
- Between the ESS PWB [P/J1323](#) and the MCU PWB [P/J403](#)

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

- Check the sw version of the controller sw - update if required
- MCU PWB ([PL 18.2](#))
- ESS PWB ([PL 35.2](#))

045-311 Controller Communication Fail RAP

BSD-ON: [BSD 3.1 - ESS-MCU Communication](#)

Communication error between ESS PWB and MCU PWB was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check whether there is poor connection or foreign substances at the following connectors.

- Between the ESS PWB [P/J320](#) and the MCU PWB [P/J402](#)
- Between the ESS PWB [P/J1323](#) and the MCU PWB [P/J403](#)

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

- Check the sw version of the controller sw - update if required
- MCU PWB ([PL 18.2](#))
- ESS PWB ([PL 35.2](#))

047-211 Exit 1 OCT Home Fail RAP

BSD-ON: [BSD 10.6 - Exit 1 Drive/OCT Control](#)

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: When turning the power OFF, turn OFF the power switch first and then 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 Diag mode.

Turn ON [Component Control](#) [077-102] (Exit 1 OCT Home Position Sensor). 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

Go to [BSD 10.6 - Exit 1 Drive/OCT Control](#) to check the Exit 1 OCT Home Position Sensor ([PL 17.1](#)) for an open or short circuit.

Press the **Stop** button. Turn ON [Component Control](#) [077-010] and [Component Control](#) [077-011] alternately. **Does the OCT 1 Chute move forward and backward?**

Y N

Remove the Rear Lower Cover. **Is the voltage between the MCU PWB [P/J417-11/12 \(+\)](#) and the GND (-) +24VDC?**

Y N

Go to [+24VDC Power RAP](#).

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 MCU PWB [P/J417](#) and the Exit 1 OCT Motor [P/J217](#) for open circuit, short circuit, and poor contact.

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

- Exit 1 OCT Motor ([PL 17.1](#))
- MCU PWB ([PL 18.2](#))

Press the **Stop** button. Turn the power OFF and replace the MCU PWB ([PL 18.2](#)).

047-213 Finisher Type Mismatch

BSD-ON: [BSD 3.6 - IOT-Finisher Communication](#)

Finisher type connected is incorrect.

Procedure

Ensure that the finisher connected is the proper Finisher.

047-216 Finisher Communication Fail RAP

BSD-ON: [BSD 3.6 - IOT-Finisher Communication](#)

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.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the connection between the MCU PWB [P/J422](#) and the Finisher PWB [P/J8704](#) (Integrated) or [J8889](#) (External) for open circuit, short circuit, and poor contact. Also, check the power supply at the Finisher.

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

047-217 HCF Communication Fault

BSD-ON: [BSD 3.10 - MCU-HCF Communications](#)

Communication failure between the HCF and the IOT was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the connection between the MCU PWB [P/J419](#) and the HCF PWB J 800A and J 800B for open circuit, short circuit, and poor contact. Also, check the power supply at the HCF.

If no problems are found, replace the HCF PWB ([PL 10.8](#)) before replacing the MCU PWB ([PL 18.2](#)).

047-218 Tray Module Communication Fail RAP

BSD-ON: [BSD 3.2 - -MCU-Tray Module Communication](#)

Communication error between Tray Module PWB and MCU PWB was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF. Go to the [BSD 3.2 - -MCU-Tray Module Communication](#). Check the connection between the MCU PWB [P423](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

047-320 ALL Destination Tray Broken RAP

All Trays connected to the IOT have become unusable.

Procedure

Enter [Shutdown History](#). Go to the RAP of the affected Output Tray.

059-314 Control (Center) Thermistor Failure RAP

BSD-ON: [BSD 10.1 - Fusing Heat Control](#)

The Control (Center) Thermistor has an open circuit.

Initial Actions

- Power OFF/ON

Procedure

Check the installation of the Fuser Unit. The Fuser Unit is securely installed.

Y N
|
Install the Fuser Unit securely.

Check the resistance of the Center Thermistor between [J621-5](#) and [J621-1](#) ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the Center Thermistor wiring between [P/J411](#) and [J621](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between [P/J410](#) and [J621](#) is conducting without an open circuit or a short circuit.**

Y N
|
Repair the open circuit or short circuit.

Replace the Fuser Unit ([PL 7.1](#)). If the problem persists, replace the MCU PWB ([PL 18.2](#)).

059-315 Control (Center) Thermistor Over Temperature Failure RAP

BSD-ON: [BSD 10.1 - Fusing Heat Control](#)

The Control (Center) Thermistor detected a temperature higher than the specified value.

Procedure

NOTE: When this fault occurs, NVM location **744-005** is set to **1, 2, or 3**, depending on the fault. You must reset this location to **0** in order to clear the fault.

Check the resistance of the Center Thermistor between [J621-5](#) and [J621-1](#) ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the Center Thermistor wiring between [P/J411](#) and [J621](#) for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between [P/J410](#) and [J621](#) is conducting without an open circuit or a short circuit.**

Y N
|
Repair the open circuit or short circuit.

Replace the Fuser Unit ([PL 7.1](#)). If the problem persists, replace the AC Drive PWB ([PL 18.2](#)) before replacing the MCU PWB ([PL 18.2](#)).

059-316 Rear Thermistor Failure RAP

BSD-ON: [BSD 10.1 - Fusing Heat Control](#)

The Rear Thermistor has an open circuit.

Initial Actions

- Power OFF/ON

Procedure

Check the installation of the Fuser Unit. **The Fuser Unit is securely installed.**

Y N
|
Install the Fuser Unit securely.

Check the resistance of the Rear Thermistor between J621-7 and J621-3 ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the Rear Thermistor wiring between P/J411 and J621 for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between P/J410 and J621 is conducting without an open circuit or a short circuit.**

Y N
|
Repair the open circuit or short circuit.

Replace the Fuser Unit ([PL 7.1](#)). If the problem persists, replace the MCU PWB ([PL 18.2](#)).

059-317 Rear Thermistor Over Temperature Failure RAP

BSD-ON: [BSD 10.1 - Fusing Heat Control](#)

The Rear Thermistor detected a temperature higher than the specified value.

Procedure

NOTE: When this fault occurs, NVM location **744-005** is set to **1, 2, or 3**, depending on the fault. You must reset this location to **0** in order to clear the fault.

Check the resistance of the Rear Thermistor between J621-7 and J621-3 ([BSD 10.1](#)). **The resistance is 3k ohms or higher.**

Y N
|
Replace the Fuser Unit ([PL 7.1](#)).

Check the Rear Thermistor wiring between P/J411 and J621 for an open circuit or a short circuit ([BSD 10.1](#)). **The wire between P/J410 and J621 is conducting without an open circuit or a short circuit.**

Y N
|
Repair the open circuit or short circuit.

Replace the Fuser Unit ([PL 7.1](#)). If the problem persists, replace the AC Drive PWB ([PL 18.2](#)) before replacing the MCU PWB ([PL 18.2](#)).

061-320 ROS Motor Fail RAP

BSD-ON: [BSD 6.9 - ROS Laser Control](#)

ROS ready is not detected within the specified time (10s).

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Turn the power OFF and check the following connections for open circuit, short circuit, and poor connection. After the check is complete, turn the power OFF and ON.

- ROS Motor for ROS Motor Ready Signal: [Component Control](#) [061-001]
- Between the MCU PWB [P/J406](#) and the LDD PWB [P/J 620](#)

If the problem persists, reload the machine software ([GP 16](#)).

If the problem persists, replace the following parts in sequence:

- ROS ([PL 3.1](#))
- MCU PWB ([PL 18.2](#))

061-325 SOS Fail RAP

BSD-ON: [BSD 6.8 - Laser Control and Scanning](#)

SOS interval is found to be longer than the specified value (102% of the specified SOS interval) 5 consecutive times when checked by ROS software.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check between the MCU PWB [P/J404](#) and the LDD PWB [P/J140](#) for open circuit, short circuit, and poor connection.
3. If no problems are found, replace the following parts in sequence:
 - If the problem persists, reload the machine software ([GP 16](#)).
 - ROS ([PL 3.1](#))
 - MCU PWB ([PL 18.2](#))

062-277 ESS-DADF Communication Fail RAP

BSD-ON: [BSD 3.5 - ESS-DADF Communication](#)

Communication cannot be established between the ESS PWB and the DADF PWB.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The connectors of the ESS 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 [P/J7501](#) and the DADF PWB [P/J751](#) as well as between the IIT PWB [P/J7502](#) and the DADF PWB [P/J752](#) for open circuit, short circuit, and poor contact
 - The connectors of the IIT PWB [P/J7501](#), [P/J7502](#) and the DADF PWB [P/J751](#), [P/J752](#) for damage, foreign substances, bent connector pins, burns, and improper soldering on the PWB

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

- Reload the machine software ([GP 16](#)).
- DADF PWB ([PL 51.2](#))
- ESS PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))

062-300 Platen Interlock Open RAP

BSD-ON: [BSD 6.7 - Platen Document Sensing](#)

The Platen Interlock is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The DADF for improper closing.
- The Platen Close Sensor for failure: [Component Control \[062-300\] \(PL 1.3\)](#).
- The connection between the Platen Close Sensor [P/J7251](#) and the IIT PWB [P/J722](#) for open circuit, short circuit, and poor contact
- The connection between the IIT PWB [P/J7192-30](#) and the ESS PWB [P/J390-11](#) for open circuit, short circuit, and poor contact

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

- Reload the machine software ([GP 16](#)).
- ESS PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))

062-311 IIT Software Logic Fail RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

A software error was detected at the ESS PWB.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power ON and enter the Diag mode. Change the value for NVM location [715-030] to "1" and then execute NVM **Write**.
2. A 3 or 4-digit number is displayed in the current value column.
3. Check the upper 1 or 2 digits, or the lower 2 digits using the following table and replace the appropriate parts.

Sample Display

- 110 (3-digit display):
LED Lamp PWB failure and LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first digit "1" in "110" is the upper digit, which indicates the LED Lamp PWB ("0" in "01" is not displayed). The lower 2 digits "10" indicates the LED Lamp Flexible Flat Cable.)
- 1000 (4-digit display):
The LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first 2 digits "10" in "1000" are the upper digits, which indicates the LED Lamp Flexible Flat Cable. The lower 2 digits "00" indicates that nothing is applicable (no failures).

NOTE: Execute the IIT diagnosis and then call NVM location [715-030] again (press the Change Settings button) to check the value (diagnosis result).

Table 1 LED

Current value	Component Name	PL No.
00	Not applicable (No errors)	-
01	LED Lamp PWB	PL 1.4
02	CCD Lens Assembly	PL 1.2
03	CCD Flexible Flat Cable	PL 1.2
10	LED Lamp Flexible Flat Cable	PL 1.4
12	IIT-ESS Video Cable	PL 18.4
14	IIT-ESS I/O Cable	PL 18.4
17	LVPS-IIT/Fax Power Cable (DC Harness)	PL 18.4

4. After replacing the appropriate parts, again change the value for NVM location [715-030] to "1" and then execute "NVM Write".
5. Check that the current value column becomes "000".
6. If the problem persists, reload the machine software ([GP 16](#)).

7. If the problem persists after performing the above procedure, replace the ESS PWB ([PL 35.2](#)).

062-345 IIT EEPROM Fail (IIT) RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

Write failure to EEPROM or communication failure with EEPROM has occurred.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Turn the power OFF and ON.

If the problem persists, turn the power OFF and replace the IIT PWB (Switch the EEPROM) ([PL 1.6](#)) (Write the values from the IIT Shipment Inspection NVM List).

062-360 Carriage Position Fail RAP

BSD-ON: [BSD 6.1 - Document Illumination](#)

The Carriage position error was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove the Platen Glass and move the Full Rate Carriage to right and left manually.

Does the Carriage moves smoothly, with no interference?

Y N

Check the Carriage operation for mechanical load, the Carriage Cable for winding failure, the Rail for contamination/foreign substances, and the Full Rate/Half Rate Carriage for improper position ([ADJ 6.2](#)), etc.

Turn the power ON and enter the Diag mode. Turn ON [Component Control](#) [062-005] (Scan) or [062-006] (Return). **Does the Carriage move?**

Y N

Turn the power OFF and check the following:

- The connection between the Carriage Motor [P/J7258](#) and the IIT PWB [P/J721](#) for open circuit, short circuit, and poor contact
- The coaxial cable between the IIT PWB [P/J7191](#) and the ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact
- The connection between the IIT PWB [P/J7192](#) and the ESS PWB [P/J390](#) for open circuit, short circuit, and poor contact

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

- IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- Carriage Motor ([PL 1.6](#))
- ESS PWB ([PL 35.2](#))

Press the **Stop** button. Turn ON [Component Control](#) [062-212] (IIT Registration Sensor). Manually move the Carriage and turn the IIT Registration Sensor ON then OFF. **Does the display change between High/Low?**

Y N

Use [OF 99-2](#) RAP to check the IIT Registration Sensor.

It can be considered that there were no errors. Again, check the Carriage operation, check for any noise source around the machine and check for any abnormal electrical discharge, etc.

If the problem occurs frequently, replace the following parts in sequence:

- If the problem persists, reload the machine software ([GP 16](#)).
- ESS PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))

062-362 X Hard Fail RAP

BSD-ON: [BSD 3.3 - ESS-IT Communication](#)

Hard modification of authentication device was detected (at usual detection/power ON).

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

- Turn the power OFF and ON.
- If the problem persists, reload the machine software ([GP 16](#)).
- If the problem persists, turn the power OFF and replace the ESS PWB ([PL 35.2](#)).

062-371 Lamp Illumination Fail RAP

BSD-ON: [BSD 6.1 - Document Illumination](#)

BSD-ON: [BSD 6.6 - Image Input](#)

Insufficient light from Lamp detected in CCD. (During white gradation correction/AGC before Scan starts)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the light path for any obstacle, and the lamp, the lens, the mirror and the White Correcting Plate for deterioration or contamination.

Procedure

1. Turn the power ON and enter the Diag mode. Change the value for NVM location [715-030] to "1" and then execute "NVM Write".
2. A 3 or 4-digit number is displayed in the current value column.
3. Check the upper 1 or 2 digits, or the lower 2 digits using the following table and replace the appropriate parts.

Sample Display

- 110 (3-digit display):
LED Lamp PWB failure and LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first digit "1" in "110" is the upper digit, which indicates the LED Lamp PWB ("0" in "01" is not displayed). The lower 2 digits "10" indicates the LED Lamp Flexible Flat Cable.)
- 1000 (4-digit display):
The LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first 2 digits "10" in "1000" are the upper digits, which indicates the LED Lamp Flexible Flat Cable. The lower 2 digits "00" indicates that nothing is applicable (no failures).)

NOTE: Execute the IIT diagnosis and then call NVM location [715-030] again (press the Change Settings button) to check the value (diagnosis result).

Table 1 LED

Current value	Component Name	PL No.
00	Not applicable (No errors)	-
01	LED Lamp PWB	PL 1.4
02	CCD Lens Assembly	PL 1.2
03	CCD Flexible Flat Cable	PL 1.2
10	LED Lamp Flexible Flat Cable	PL 1.4
12	IIT-ESS Video Cable	PL 18.4
14	IIT-ESS I/O Cable	PL 18.4
17	LVPS-IIT/Fax Power Cable (DC Harness)	PL 18.4

4. After replacing the appropriate parts, again change the value for NVM location [715-030] to "1" and then execute "NVM Write".
5. Check that the current value column becomes "000".
6. If the problem persists after performing the above procedure, continue and check the following:
 - LED Lamp broken: [Component Control](#) [062-002] (PL 1.2)
 - Check the Flat Cable between the LED Lamp PWB [P/J7001](#) 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 Assembly [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 ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact

062-380 Platen AGC Fail RAP

BSD-ON: [BSD 6.1 - Document Illumination](#)

BSD-ON: [BSD 6.6 - Image Input](#)

Insufficient lamp brightness was detected when performing AGC.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the light path for any obstacle, and the lamp, the lens, the mirror and the White Correcting Plate for deterioration or contamination.

Procedure

1. Turn the power ON and enter the Diag mode. Change the value for NVM location [715-030] to "1" and then execute "NVM Write".
2. A 3 or 4-digit number is displayed in the current value column.
3. Check the upper 1 or 2 digits, or the lower 2 digits using the following table and replace the appropriate parts.

Sample Display

- 110 (3-digit display):
LED Lamp PWB failure and LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first digit "1" in "110" is the upper digit, which indicates the LED Lamp PWB ("0" in "01" is not displayed). The lower 2 digits "10" indicates the LED Lamp Flexible Flat Cable.)
- 1000 (4-digit display):
The LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first 2 digits "10" in "1000" are the upper digits, which indicates the LED Lamp Flexible Flat Cable. The lower 2 digits "00" indicates that nothing is applicable (no failures).)

NOTE: Execute the IIT diagnosis and then call NVM location [715-030] again (press the Change Settings button) to check the value (diagnosis result).

Table 1 LED

Current value	Component Name	PL No.
00	Not applicable (No errors)	-
01	LED Lamp PWB	PL 1.4
02	CCD Lens Assembly	PL 1.2
03	CCD Flexible Flat Cable	PL 1.2
10	LED Lamp Flexible Flat Cable	PL 1.4
12	IIT-ESS Video Cable	PL 18.3
14	IIT-ESS I/O Cable	PL 18.3
17	LVPS-IIT/Fax Power Cable (DC Harness)	PL 18.3

4. After replacing the appropriate parts, again change the value for NVM location [715-030] to "1" and then execute "NVM Write".
5. Check that the current value column becomes "000".
6. If the problem persists after performing the above procedure, continue and check the following:
 - LED Lamp broken: [Component Control \[062-002\] \(PL 1.2\)](#)
 - Check the Flat Cable between the LED Lamp PWB [P/J7001](#) 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 Assembly [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 ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact

062-386 Platen AOC Fail RAP

BSD-ON: [BSD 6.6 - Image Input](#)

A CCD output error was detected when performing AOC.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the light path for any obstacle, and the lamp, the lens, the mirror and the White Correcting Plate for deterioration or contamination.

Procedure

1. Turn the power ON and enter the Diag mode. Change the value for NVM location [715-030] to "1" and then execute "NVM Write".
2. A 3 or 4-digit number is displayed in the current value column.
3. Check the upper 1 or 2 digits, or the lower 2 digits using the following table and replace the appropriate parts.

Sample Display

- 110 (3-digit display):
LED Lamp PWB failure and LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first digit "1" in "110" is the upper digit, which indicates the LED Lamp PWB ("0" in "01" is not displayed). The lower 2 digits "10" indicates the LED Lamp Flexible Flat Cable.)
- 1000 (4-digit display):
The LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first 2 digits "10" in "1000" are the upper digits, which indicates the LED Lamp Flexible Flat Cable. The lower 2 digits "00" indicates that nothing is applicable (no failures).)

NOTE: Execute the IIT diagnosis and then call NVM location [715-030] again (press the Change Settings button) to check the value (diagnosis result).

Table 1 LED

Current value	Component Name	PL No.
00	Not applicable (No errors)	-
01	LED Lamp PWB	PL 1.4
02	CCD Lens Assembly	PL 1.2
03	CCD Flexible Flat Cable	PL 1.2
10	LED Lamp Flexible Flat Cable	PL 1.4
12	IIT-ESS Video Cable	PL 18.3
14	IIT-ESS I/O Cable	PL 18.3
17	LVPS-IIT/Fax Power Cable (DC Harness)	PL 18.3

4. After replacing the appropriate parts, again change the value for NVM location [715-030] to "1" and then execute "NVM Write".
 5. Check that the current value column becomes "000".
 6. If the problem persists after performing the above procedure, check the following:
 - Check the Flat Cable between the CCD Lens Assembly 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 ESS PWB P/J336 for open circuit, short circuit, and poor contact
- If no problems are found, replace the following parts in sequence:
- CCD Lens Assembly (PL 1.2)
 - ESS PWB (PL 35.2)
 - IIT PWB (Switch the EEPROM) (PL 1.6)

062-389 Carriage Over Run Fail RAP

BSD-ON: [BSD 6.1 - Document Illumination](#)

The Carriage has overrun at the Scan End.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove the Platen Glass and move the Full Rate Carriage to right and left manually.

Does the Carriage moves smoothly, with no interference?

Y N

Check the Carriage operation for mechanical load, the Carriage Cable for winding failure, the Rail for contamination/foreign substances, and the Full Rate/Half Rate Carriage for improper position (ADJ 6.2), etc.

Turn the power ON and enter the Diag mode. Turn ON **Component Control** [062-005] (Scan) or [062-006] (Return). **Does the Carriage move?**

Y N

Turn the power OFF and check the following:

- The connection between the Carriage Motor P/J7258 and the IIT PWB P/J721 for open circuit, short circuit, and poor contact
- The coaxial cable between the IIT PWB P/J7191 and the ESS PWB P/J336 for open circuit, short circuit, and poor contact
- The connection between the IIT PWB P/J7192 and the ESS PWB P/J390 for open circuit, short circuit, and poor contact

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

- IIT PWB (Switch the EEPROM) (PL 1.6)
- Carriage Motor (PL 1.6)
- ESS PWB (PL 35.2)

Press the **Stop** button. Turn ON **Component Control** [062-212] (IIT Registration Sensor). Manually move the Carriage and turn the IIT Registration Sensor ON then OFF. **Does the display change between High/Low?**

Y N

Use **OF 99-2** RAP to check the IIT Registration Sensor.

It can be considered that there were no errors. Again, check the Carriage operation, check for any noise source around the machine and check for any abnormal electrical discharge, etc.

If the problem occurs frequently, replace the following parts in sequence:

- If the problem persists, reload the machine software (GP 16).
- ESS PWB (PL 35.2)
- IIT PWB (Switch the EEPROM) (PL 1.6)

062-393 CCD PWB Sync Signal Fail RAP

BSD-ON: [BSD 6.6 - Image Input](#)

- Write failure to the Shading Memory has occurred.
- Averaging processing error has occurred in the ASIC.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power ON and enter the Diag mode. Change the value for NVM location [715-030] to "1" and then execute "NVM Write".
2. A 3 or 4-digit number is displayed in the current value column.
3. Check the upper 1 or 2 digits, or the lower 2 digits using the following table and replace the appropriate parts.

Sample Display

- 110 (3-digit display):
LED Lamp PWB failure and LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first digit "1" in "110" is the upper digit, which indicates the LED Lamp PWB ("0" in "01" is not displayed). The lower 2 digits "10" indicates the LED Lamp Flexible Flat Cable.)
- 1000 (4-digit display):
The LED Lamp Flexible Flat Cable is damaged or has poor contact.
(The first 2 digits "10" in "1000" are the upper digits, which indicates the LED Lamp Flexible Flat Cable. The lower 2 digits "00" indicates that nothing is applicable (no failures).)

NOTE: Execute the IIT diagnosis and then call NVM location[715-030] again (press the Change Settings button) to check the value (diagnosis result).

Table 1 LED

Current value	Component Name	PL No.
00	Not applicable (No errors)	-
01	LED Lamp PWB	PL 1.4
02	CCD Lens Assembly	PL 1.2
03	CCD Flexible Flat Cable	PL 1.2
10	LED Lamp Flexible Flat Cable	PL 1.4
12	IIT-ESS Video Cable	PL 18.3
14	IIT-ESS I/O Cable	PL 18.3
17	LVPS-IIT/Fax Power Cable (DC Harness)	PL 18.3

4. After replacing the appropriate parts, again change the value for NVM location [715-030] to "1" and then execute "NVM Write".
5. Check that the current value column becomes "000".
6. If the problem persists after performing the above procedure, check the following:

- Check the Flat Cable between the CCD Lens Assembly [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 ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact

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

- If the problem persists, reload the machine software ([GP 16](#)).
- ESS PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))

062-394 Cont PWBA Memory Fail RAP

Sub Cont PWBA Memory Fail. It was detected that Read/Write were not available to the ESS PWB (PL 35.2) RAM (Gap Memory).

Procedure

Perform the following.

1. Turn the power OFF then ON.
2. If the problem persists, reload the machine software (GP 16).
3. Replace the ESS PWB (PL 35.2).

062-395 IIT PWB Power Cable Connection Fail RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

BSD-ON: [BSD 1.5 - DC Power Generation \(2 of 2\)](#)

The IIT PWB power source error was detected.

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 IIT Rear Cover.

Turn the power ON. **Is the voltage between the Main LVPS P/J502-1 (+) and the GND (-) +24VDC?**

Y N

Go to [+24VDC Power RAP](#).

Turn the power OFF and go to [IIT/DADF Wirenets](#) 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 the problem persists, reload the machine software (GP 16).

If the problem persists, replace the IIT PWB (Switch the EEPROM) (PL 1.6).

062-396 CCD Cable Connection Fail RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

A CCD Flat Cable connection error was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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 Assembly [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 ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact

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

- Reload the machine software ([GP 16](#)).
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))
- ESS PWB ([PL 35.2](#))

062-397 IIT-Cont Video Cable Connection Fail RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

An ESS Video Cable connection error was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the coaxial cable between the IIT PWB [P/J7191](#) and the ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact.

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

- Reload the machine software ([GP 16](#)).
- ESS PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))

062-398 IIT-Cont I/O Cable Connection Fail RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

An ESS I/O Cable connection error was detected.

NOTE: *When turning the power OFF, turn OFF the power switch first and then the main power switch.*

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the coaxial cable between the IIT PWB [P/J7191](#) and the ESS PWB [P/J336](#) for open circuit, short circuit, and poor contact.

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

- Reload the machine software ([GP 16](#)).
- ESS PWB ([PL 35.2](#))
- IIT PWB (Switch the EEPROM) ([PL 1.6](#))

062-500 Write to Error During Download RAP

BSD-ON: [BSD 3.3 - ESS-IIT Communication](#)

Job Fail. An error has occurred during the process of writing data to the IISS-ROM. An error was detected when writing data to the IISS-ROM. Not able to carry out normal operation because ROM content is missing.

Procedure

Retry job. If retry failed, replace the IIT PWB ([PL 1.6](#)) and retry the download operation. If the problem persists, replace the ESS PWB ([PL 35.2](#)).

062-790 PreIPS X- Recognition Fail RAP

BSD-ON: [BSD 3.3 - ESS-IT Communication](#)

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Procedure

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071-100Tray 1 Pre Misfeed RAP

BSD-ON: [BSD 7.5 - Tray 1 Paper Stacking](#)

BSD-ON: [BSD 8.1 - Trays 1~5 Paper Feeding](#)

Tray1 Pre Feed Sensor is not turned ON by the paper in specified time from Tray1 Feed Start.

Initial Actions

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 1 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 1)
- Use of paper out of spec
- The Tray 1 Pre Feed Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Tray 1 Pre Feed Sensor for failure: [Component Control \[071-105\] \(PL 9.5\)](#)
- The Tray 1 Feed/Lift Motor failure: [Component Control \[071-003\] CW \(PL 9.6\)](#)
- The connection between the Tray 1 Pre Feed Sensor [P/J107](#) and the MCU PWB [P/J410](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

071-105 Registration Sensor On Jam (Tray 1) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 7.5 - Tray 1 Paper Stacking](#)

BSD-ON: [BSD 8.5 - Registration](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed from Tray 1 has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 1 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 1)
- Use of paper out of spec
- The Registration Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control \[077-104\] \(PL 15.1\)](#)
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact
- The Main Drive Motor for revolution failure: [Component Control \[042-003\] CW \(PL 3.2\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

071-210 Tray 1 Lift Fail RAP

BSD-ON: [BSD 7.5 - Tray 1 Paper Stacking](#)

Tray 1 Lift NG has occurred 3 times in a row.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove Tray 1. Turn the power ON and enter the Diag mode. Turn ON [Component Control](#) [071-002] CCW [071-003] CW] (Tray 1 Feed/Lift Motor). **Does the Tray 1 Feed/Lift Motor rotate?**

Y N

Check the connection between the MCU PWB [P/J417](#) and the Tray 1 Feed/Lift Motor [P/J213](#) for open circuit, short circuit, and poor contact. Measure the resistance between the MCU PWB [P/J417-5/6/7/8](#) 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 Tray 1 Feed/Lift Motor ([PL 9.6](#)).

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

Press the **Stop** button. Turn ON [Component Control](#) [071-102] (Tray 1 Level Sensor). Use a sheet of paper, etc. to block/clear the light path to the Tray 1 Level Sensor. **Does the display change between High/Low?**

Y N

Use OF 99-2 RAP to check the Tray 1 Level Sensor ([PL 9.5](#)).

Press the **Stop** button and turn the power OFF.

Reload the machine software ([GP 16](#)). Check the Tray Lift Gear for damage or the Tray Lift mechanism for mechanical load. If no problems are found, replace the MCU PWB ([PL 18.2](#)).

071-212 Tray 1 Paper Size Switch Broken RAP

BSD-ON: [BSD 7.1 - Tray 1 Paper Size Sensing](#)

Abnormal output AD value from Tray 1 Size Sensor was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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 Switch for failure: [Analog Monitor](#) [071-200];[Component Control](#) [071-104] ([PL 9.1](#))
 - The connection between the Tray 1 Paper Size Sensor [P/J122](#) and the MCU PWB [P/J414](#) for open circuit, short circuit, and poor contact
- Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

072-100Tray 2 Pre Misfeed RAP

BSD-ON: [BSD 7.6 - Tray 2 Paper Stacking](#)

BSD-ON: [BSD 8.2 - IOT Paper Transportation](#)

Tray2 Pre Feed Sensor is not turned ON by the paper in specified time from Tray 2 Feed Start.

Initial Actions

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 2 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 2)
- Use of paper out of spec
- The Tray 2 Pre Feed Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Tray 2 Pre Feed Sensor for failure: [Component Control \[072-105\] \(PL 9.5\)](#)
- The Tray 2 Feed/Lift Motor failure: [Component Control \[072-003\] CW \(PL 9.6\)](#)
- The connection between the Tray 2 Pre Feed Sensor [P/J107](#) and the MCU PWB [P/J410](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

072-101Tray 2 Misfeed RAP

BSD-ON: [BSD 7.6 - Tray 2 Paper Stacking](#)

BSD-ON: [BSD 8.2 - IOT Paper Transportation](#)

The Tray 2 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 2 has started.

Initial Actions

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Feed Out Sensor for contamination, improper installation, and Actuator operation failure
- The Tray 2 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 2)
- The Takeaway Roll 2 and Pinch Roll for contamination, wear, and revolution failure
- The Takeaway Roll 2 Drive Gear for wear and damage
- The Feed Roll, Retard Roll, and Nudger Roll Drive Gears for wear and damage
- Use of paper out of spec

Procedure

Check the following:

- The Feed Out Sensor for failure: [Component Control \[072-100\] \(PL 9.5\)](#)
- Takeaway Motor failure: [Component Control \[077-050\] CW \(PL 15.1\)](#)
- The connection between the Feed Out Sensor [P/J110](#) and the MCU PWB [P/J410](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

072-105 Registration Sensor On Jam (Tray 2) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 8.5 - Registration](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed from Tray 2 has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 2 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 2)
- The Takeaway Roll 2 and Pinch Roll for contamination, wear, and revolution failure
- The Takeaway Roll 2 Drive Gear for wear and damage
- Use of paper out of spec
- The Registration Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control \[077-104\] \(PL 15.1\)](#)
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB P/J 415 for open circuit, short circuit, and poor contact
- The Main Drive Motor for revolution failure: [Component Control \[042-003\] CW \(PL 3.2\)](#)
- The Registration Transport Assy [\(PL 15.1\)](#) for installation failure

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

072-210 Tray 2 Lift Fail RAP

BSD-ON: [BSD 7.6 - Tray 2 Paper Stacking](#)

Tray 2 Lift NG has occurred 3 times in a row.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove Tray 2. Turn the power ON and enter the Diag mode. Turn ON [Component Control \[072-002\] CCW \[072-003\] CW](#) (Tray 1 Feed/Lift Motor). **Does the Tray 2 Feed/Lift Motor rotate?**

Y N

Check the connection between the MCU PWB [P/J410](#) and the Tray 1 Feed/Lift Motor [P/J216](#) for open circuit, short circuit, and poor contact. Measure the resistance between the MCU PWB [P/J416-A1/A2/A3/A4](#) 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 Tray 2 Feed/Lift Motor ([PL 9.5](#)).

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

Press the **Stop** button. Turn ON [Component Control \[072-102\]](#) (Tray 2 Level Sensor). Use a sheet of paper, etc. to block/clear the light path to the Tray 1 Level Sensor. **Does the display change between High/Low?**

Y N

Use [OF 99-2](#) RAP to check the Tray 2 Level Sensor ([PL 9.6](#)).

Press the **Stop** button and turn the power OFF.

Reload the machine software ([GP 16](#)). Check the Tray Lift Gear for damage or the Tray Lift mechanism for mechanical load. If no problems are found, replace the MCU PWB ([PL 18.2](#)).

072-212 Tray 2 Paper Size Sensor Broken RAP

BSD-ON: [BSD 7.2 - Tray 2 Paper Size Sensing](#)

Abnormal output AD value from Tray 2 Size Sensor was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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 Switch for failure: [Analog Monitor \[072-200\];Component Control \[072-104\] \(PL 9.1\)](#)
- The connection between the Tray 2 Paper Size Sensor [P/J123](#) and the MCU PWB [P/J414](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

072-900 Tray 2 Feed Out Sensor Static Jam RAP

BSD-ON: [BSD 8.2 - IOT Paper Transportation](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Feed Out Sensor ([PL 15.1](#)) for remaining paper, contamination, Actuator return failure, or improper installation
- The Feed Out Sensor for failure: [Component Control \[072-100\] \(PL 15.1\)](#)
- The connection between the Feed Out Sensor [P/J110-1](#) and the MCU PWB [P/J410-B3](#) for short circuit

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

073-101 Tray 3 Misfeed RAP

BSD-ON: [BSD 7.7 - Tray 3 Paper Stacking \(TTM\)](#)

BSD-ON: [BSD 8.3 - Paper Transportation \(Tandem Tray Module\)](#)

BSD-ON: [BSD 8.4 - Tandem Tray Module Takeaway Drive](#)

The Tray 3 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 3 has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

- Check F4 on the Tray Module PWB for an open.
- Go to the **+24VDC-2 IOT wirenets**. Check the connection between the MCU PWB [P423-2](#) and the Tray Module PWB [P/J541-8](#) for open circuit, short circuit, and poor contact.

Procedure

Remove Tray 3. Turn the power ON and enter the Diag mode. Turn ON **Component Control** [073-001] (Tray 3 Feed/Lift Motor). **Does the Tray 3 Feed/Lift Motor rotate?**

Y N
Go to the **+24VDC-2 IOT wirenets**. **Is the voltage between the Tray Module PWB P/J541-8 (+) and the GND (-) +24VDC?**

Y N
Go to +24VDC Power RAP.

Turn the power OFF, then measure the Tray 3 Feed/Lift Motor wire wound resistance. Check the resistance of the following.

- Between the Tray Module PWB [P/J555-1](#) and [P/J555-2](#)
- Between the Tray Module PWB [P/J555-3](#) and [P/J555-4](#)

Is the resistance approx. 40Ohm for each? (When the temperature is 25 °C)

Y N
Check the connection between the Tray Module PWB [P/J555](#) and the Tray 3 Feed/Lift Motor [P/J222](#) for open circuit, short circuit, and poor contact. If there are no problems, replace the Tray 3 Feed/Lift Motor ([PL 11.9](#)).

Measure the resistance between the Tray Module PWB [P/J555-1/2/3/4](#) 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 following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

- Press the **Stop** button. Turn ON **Component Control** [077-033] (TM Takeaway Motor).

Does the TM Takeaway Motor rotate?

Y N
Is the voltage between the TM Takeaway Motor [P/J224-2/5 \(+\)](#) and the GND (-) +24VDC?

Y N
Go to +24VDC Power RAP.

Turn the power OFF, disconnect the TM Takeaway Motor connector [P/J224](#).

Measure the TM Takeaway Motor wire wound resistance.

- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-1](#)
- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-3](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-4](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-6](#)

Is the resistance approx. 0.85Ohm for each? (When the temperature is 25 °C)

Y N
Replace the TM Takeaway Motor ([PL 11.5](#))

Measure the resistance between the disconnected TM Takeaway Motor connectors [P/J224-1/3/4/6](#) 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.

Check the connection between the Tray Module PWB [P/J554](#) and the TM Takeaway Motor [P/J224](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

Press the **Stop** button and open the L/H Cover. Turn ON **Component Control** [073-103] (Tray 3 Feed Out Sensor). Move the Actuator manually to block/clear the light path to the Tray 3 Feed Out Sensor.

Does the display change between High/Low?

Y N
Use to check the Tray 3 Feed Out Sensor ([PL 11.7](#)).

Press the **Stop** button and turn the power OFF. Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure
- The Takeaway Roll 3 and Pinch Roll for contamination, wear, and revolution failure
- The Feed Roll, Retard Roll, and Nudger Roll Drive Gears for wear and damage
- The Takeaway Roll 3 Drive Gear for wear and damage
- Use of paper out of spec

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

073-105 Registration Sensor On Jam (Tray 3) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 8.4 - Tandem Tray Module Takeaway Drive](#)

BSD-ON: [BSD 8.5 - Registration](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed from Tray 3 has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 3 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 3)
- The Registration Sensor for contamination, improper installation, and Actuator operation failure
- The TM Takeaway Roll and Pinch Roll for contamination, wear, and revolution failure
- The TM Takeaway Roll Drive Gear for wear and damage
- The Take Away Roll 2 or 3 and the Pinch Roll for contamination, wear and a revolution failure
- The Drive Gear of the Take Away Roll 2 or 3 for wear and damage
- Use of paper out of spec

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control](#) [077-104] ([PL 15.1](#))
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact
- The Main Drive Motor for revolution failure: [Component Control](#) [042-003] CW ([PL 3.2](#))
- The TM Takeaway Motor for failure: [Component Control](#) [077-033] ([PL 11.15](#)) (when the jam has occurred during Feed from Tray 3)
- The Registration Transport Assy ([PL 15.1](#)) for installation failure

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

073-210 Tray 3 Lift Fail RAP

BSD-ON: [BSD 7.7 - Tray 3 Paper Stacking \(TTM\)](#)

Tray 3 Lift NG has occurred 3 times in a row.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove Tray 3. Turn the power ON and enter the Diag mode. Turn ON [Component Control](#) [073-001] (Tray 3 Feed/Lift Motor). **Does the Tray 3 Feed/Lift Motor rotate?**

Y N

Turn the power OFF, then measure the Tray 3 Feed/Lift Motor wire wound resistance. Check the resistance of the following.

- Between the Tray Module PWB [P/J555 -1](#) and [P/J555-2](#)
- Between the Tray Module PWB [P/J555-3](#) and [P/J555-4](#)

Is the resistance approx. 40hm for each? (When the temperature is 25 °C)

Y N

Check the connection between the Tray Module PWB [P/J555](#) and the Tray 3 Feed/Lift Motor [P/J222](#) for open circuit, short circuit, and poor contact. If there are no problems, replace the Tray 3 Feed/Lift Motor ([PL 11.9](#)).

Measure the resistance between the Tray Module PWB [P/J555-1/2/3/4](#) 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 following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

Press the **Stop** button. Turn ON [Component Control](#) [073-102] (Tray 3 Level Sensor). Use a sheet of paper, etc. to block/clear the light path to the Tray 3 Level Sensor.

Does the display change between High/Low?

Y N

Use to check the Tray 3 Level Sensor ([PL 11.8](#)).

Press the **Stop** button and turn the power OFF.

Check the Tray Lift Gear for damage or the Tray Lift mechanism for mechanical load. If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))
- Reload the machine software ([GP 16](#)).

073-212 Tray 3 Paper Size Sensor Broken RAP

BSD-ON: [BSD 7.3 - Tray 3 Paper Size Sensing \(TTM\)](#)

Abnormal output AD value from Tray 3 Size Sensor was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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 3 Paper Size Switch for failure: [Analog Monitor \[073-200\];Component Control \[073-104\] \(PL 11.12\)](#)
- The connection between the Tray 3 Paper Size Sensor [P/J102](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the Tray Module PWB ([PL 11.13](#)).

073-900 Tray 3 Feed Out Sensor Static Jam RAP

BSD-ON: [BSD 8.3 - Paper Transportation \(Tandem Tray Module\)](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Feed Out Sensor ([PL 11.7](#)) for remaining paper, contamination, Actuator return failure, or improper installation
- The Feed Out Sensor for failure: [Component Control \[073-100\] \(PL 11.7\)](#)
- The connection between the Feed Out Sensor [P/J108-2](#) and the Tray Module PWB P/J 548-B3 for short circuit

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

074-101 Tray 4 Misfeed RAP

BSD-ON: [BSD 7.8 - Tray 4 Paper Stacking \(TTM\)](#)

BSD-ON: [BSD 8.3 - Paper Transportation \(Tandem Tray Module\)](#)

BSD-ON: [BSD 8.4 - Tandem Tray Module Takeaway Drive](#)

The Tray 4 Feed Out Sensor does not turn ON within the specified time after the Feed from Tray 4 has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

- Check F4 on the Tray Module PWB for an open.
- Go to the **+24VDC-2 IOT wirenets**. Check the connection between the MCU PWB [P423-2](#) and the Tray Module PWB [P/J541-8](#) for open circuit, short circuit, and poor contact.

Procedure

Remove Tray 4. Turn the power ON and enter the Diag mode. Turn ON **Component Control** [074-001] (Tray 4 Feed/Lift Motor). **Does the Tray 4 Feed/Lift Motor rotate?**

Y N

Go to the **+24VDC-2 IOT wirenets**. **Is the voltage between the Tray Module PWB [P/J541-8 \(+\)](#) and the GND (-) +24VDC?**

Y N

Go to +24VDC Power RAP.

Turn the power OFF, then measure the Tray 4 Feed/Lift Motor wire wound resistance. Check the resistance of the following.

- Between the Tray Module PWB [P/J555-5](#) and [P/J555-6](#)
- Between the Tray Module PWB [P/J555-7](#) and [P/J555-8](#)

Is the resistance approx. 40Ohm for each? (When the temperature is 25 °C)

Y N

Check the connection between the Tray Module PWB [P/J555](#) and the Tray 4 Feed/Lift Motor [P/J223](#) for open circuit, short circuit, and poor contact. If there are no problems, replace the Tray 3 Feed/Lift Motor ([PL 11.9](#)).

Measure the resistance between the Tray Module PWB [P/J555-5/6/7/8](#) 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 following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

Press the **Stop** button. Turn ON **Component Control** [077-033] (TM Takeaway Motor).

Does the TM Takeaway Motor rotate?

Y N

Is the voltage between the TM Takeaway Motor [P/J224-2/5 \(+\)](#) and the GND (-) +24VDC?

Y N

Go to +24VDC Power RAP.

Turn the power OFF, disconnect the TM Takeaway Motor connector [P/J224](#).

Measure the TM Takeaway Motor wire wound resistance.

- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-1](#)
- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-3](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-4](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-6](#)

Is the resistance approx. 0.85Ohm for each? (When the temperature is 25 °C)

Y N

Replace the TM Takeaway Motor ([PL 11.5](#))

Measure the resistance between the disconnected TM Takeaway Motor connectors [P/J224-1/3/4/6](#) 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.

Check the connection between the Tray Module [P/J554](#) and the TM Takeaway Motor [P/J224](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

Press the **Stop** button and open the L/H Cover. Turn ON **Component Control** [074-103] (Tray 4 Feed Out Sensor). Move the Actuator manually to block/clear the light path to the Tray 4 Feed Out Sensor.

Does the display change between High/Low?

Y N

Use to check the Tray 4 Feed Out Sensor ([PL 11.7](#)).

Press the **Stop** button and turn the power OFF. Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure
- The Takeaway Roll 4 and Pinch Roll for contamination, wear, and revolution failure
- The Feed Roll, Retard Roll, and Nudger Roll Drive Gears for wear and damage
- The Takeaway Roll 4 Drive Gear for wear and damage
- Use of paper out of spec

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

074-102 Feed Out Sensor 2 On Jam (Tray3/4)

BSD-ON: [BSD 8.2 - IOT Paper Transportation](#)

BSD-ON: [BSD 8.3 - Paper Transportation \(Tandem Tray Module\)](#)

Tray 2 Feed Out Sensor is not turned ON by the paper in specified time from Tray 3/4 Feed Start.

Procedure

Clear the paper jam. Operate the printer from Tray 2. **A 072-101 misfeed occurs.**

Y N

Operate the printer from Tray 3. **A 073-101 misfeed occurs.**

Y N

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path between the Tray 3/4 Module and the Tray 2 Feedout Sensor
- The Feed Out Sensor for contamination, improper installation, and Actuator operation failure
- Use of paper out of spec

Go to 073-101 Tray 3 Misfeed RAP.

Go to 072-101 Tray 2 Misfeed RAP.

074-103 Feed Out Sensor 3 On Jam (Tray4)

BSD-ON: [BSD 8.3 - Paper Transportation \(Tandem Tray Module\)](#)

Tray 3 Feed Out Sensor is not turned ON by the paper in specified time from Tray 4 Feed Start.

Procedure

Clear the paper jam. Operate the printer from Tray 3. **A 073-101 misfeed occurs.**

Y N

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path between Tray 3 and Tray 4 Feedout Sensor
- The Feed Out Sensor for contamination, improper installation, and Actuator operation failure
- Use of paper out of spec

Go to 073-101 Tray 3 Misfeed RAP.

074-105 Registration Sensor On Jam (Tray 4) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 8.4 - Tandem Tray Module Takeaway Drive](#)

BSD-ON: [BSD 8.5 - Registration](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed from Tray 4 has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 4 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 4)
- The Registration Sensor for contamination, improper installation, and Actuator operation failure
- The TM Takeaway Roll and Pinch Roll for contamination, wear, and revolution failure
- The TM Takeaway Roll Drive Gear for wear and damage
- The Take Away Roll 2, 3 or 4 and the Pinch Roll for contamination, wear and a revolution failure
- The Drive Gear of the Take Away Roll 2, 3 or 4 for wear and damage
- Use of paper out of spec

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control](#) [077-104] ([PL 15.1](#))
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact
- The Main Drive Motor for revolution failure: [Component Control](#) [042-003] CW ([PL 3.2](#))
- The TM Takeaway Motor for failure: [Component Control](#) [077-033] ([PL 11.15](#)) (when the jam has occurred during Feed from Tray 3)
- The Registration Transport Assy ([PL 15.1](#)) for installation failure

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

074-210 Tray 3 Lift Fail RAP

BSD-ON: [BSD 7.8 - Tray 4 Paper Stacking \(TTM\)](#)

Tray 4 Lift NG has occurred 3 times in a row.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Remove Tray 4. Turn the power ON and enter the Diag mode. Turn ON [Component Control](#) [074-001] (Tray 4 Feed/Lift Motor). **Does the Tray 4 Feed/Lift Motor rotate?**

Y N

Turn the power OFF, then measure the Tray 3 Feed/Lift Motor wire wound resistance. Check the resistance of the following.

- Between the Tray Module PWB [P/J555 -5](#) and [P/J555-6](#)
- Between the Tray Module PWB [P/J555-7](#) and [P/J555-8](#)

Is the resistance approx. 40hm for each? (When the temperature is 25 °C)

Y N

Check the connection between the Tray Module PWB [P/J555](#) and the Tray 4 Feed/Lift Motor [P/J223](#) for open circuit, short circuit, and poor contact. If there are no problems, replace the Tray 3 Feed/Lift Motor ([PL 11.9](#)).

Measure the resistance between the Tray Module PWB [P/J555-5/6/7/8](#) 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 following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

Press the **Stop** button. Turn ON [Component Control](#) [074-102] (Tray 4 Level Sensor). Use a sheet of paper, etc. to block/clear the light path to the Tray 4 Level Sensor.

Does the display change between High/Low?

Y N

Use to check the Tray 4 Level Sensor ([PL 11.8](#)).

Press the **Stop** button and turn the power OFF.

Check the Tray Lift Gear for damage or the Tray Lift mechanism for mechanical load. If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))
- Reload the machine software ([GP 16](#)).

074-212 Tray 4 Paper Size Sensor Broken RAP

BSD-ON: [BSD 7.4 - Tray 4 Paper Size Sensing \(TTM\)](#)

Abnormal output AD value from Tray 4 Size Sensor was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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 4 Paper Size Switch for failure: [Analog Monitor \[074-200\]](#); [Component Control \[074-104\]](#) ([PL 11.12](#))
- The connection between the Tray 4 Paper Size Sensor [P/J103](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the Tray Module PWB ([PL 11.13](#)).

074-900 Tray 4 Feed Out Sensor Static Jam RAP

BSD-ON: [BSD 8.3 - Paper Transportation \(Tandem Tray Module\)](#)

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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Tray 4 Feed Out Sensor ([PL 11.7](#)) for remaining paper, contamination, Actuator return failure, or improper installation
- The Tray 4 Feed Out Sensor for failure: [Component Control \[073-100\]](#) ([PL 11.7](#))
- The connection between the Tray 4 Feed Out Sensor [P/J116-2](#) and the Tray Module PWB [P/J548-A2](#) for short circuit

Reload the machine software ([GP 16](#)). If no problems are found, replace the Tray Module PWB ([PL 11.13](#)).

075-135 Registration Sensor On Jam (Tray 4) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 7.9 - Tray 5 \(MSI\) Paper Stacking](#)

BSD-ON: [BSD 8.5 - Registration](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed from the MSI has started.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Registration Sensor for contamination, improper installation, and Actuator operation failure
- The Takeaway Roll and Pinch Roll for contamination, wear, and revolution failure
- The Takeaway Roll Drive Gear for wear and damage
- Use of paper out of spec

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control](#) [077-104] (PL 15.1)
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact
- The Main Drive Motor for revolution failure: [Component Control](#) [042-003] CW (PL 3.2)
- The Registration Transport Assy (PL 15.1) for installation failure

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB (PL 18.2).

077-101 Registration Sensor Off Jam RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 7.9 - Tray 5 \(MSI\) Paper Stacking](#)

BSD-ON: [BSD 8.5 - Registration](#)

BSD-ON: [BSD 9.5 Drum Drive Control](#)

The Registration Sensor does not turn OFF within the specified time after the Registration Clutch On.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- Each Takeaway Roll and Pinch Roll for contamination, wear, and revolution failure
- The Registration Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Takeaway Roll Drive Gear for wear and damage
- The Registration Roll Drive Gear for wear and damage
- The BTR for contamination, wear, and revolution failure
- The Fuser Drive Gear for wear and damage
- Each Exit Roll Drive Gear for wear and damage
- Use of paper out of spec
- The Registration Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control \[077-104\] \(PL 15.1\)](#)
- The Registration Clutch for failure: [Component Control \[077-002\] \(PL 15.1\)](#)
- The Main Drive Motor for revolution failure: [Component Control \[042-003\] CW \(PL 3.2\)](#)
- The Takeaway Clutch for failure: [Component Control \[077-001\] \(PL 15.1\)](#)
- The Registration Transport Assy ([PL 15.1](#)) for installation failure

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-103 Exit Sensor 1 Off Jam RAP

BSD-ON: [BSD 10.2 - Fusing](#)

BSD-ON: [BSD 10.4 - Exit 2 Drive](#)

After the Fuser Exit Sensor turned ON, the Fuser Exit Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Fuser for wound up, stuck paper
- The Fuser Exit Sensor for contamination, improper installation, and Actuator operation failure
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Exit Roll Drive Gear for wear and damage
- The Exit 1 Gate for operation failure
- Use of paper out of spec

Procedure

Check the following:

- The Fuser Exit Sensor for failure: [Component Control \[077-101\] \(PL 7.1\)](#)
- The Exit 2 Motor for revolution failure: [Component Control \[077-015\] \(PL 17.5\)](#)
- The Exit Gate Solenoid for failure: [Component Control \[077-004\] \(PL 17.5\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-106 Exit Sensor 1 On Jam RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 10.2 - Fusing](#)

The Fuser Exit Sensor does not turn ON within the specified time after the Registration Clutch On.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Fuser Exit Sensor for failure: [Component Control](#) [077-101] (PL 7.1)
- A paper transportation failure due to a foreign substance/burr on the paper path
- The Fuser Exit Sensor for contamination, improper installation, and Actuator operation failure
- Each Takeaway Roll and Pinch Roll for contamination, wear, and revolution failure
- The Registration Roll and Pinch Roll for contamination, wear, and revolution failure
- The BTR for contamination, wear, and revolution failure
- The Fuser for wound up, stuck paper
- The Fuser Drive Gear for wear and damage
- Use of paper out of spec

Reload the machine software (GP 16). If no problems are found, replace the MCU PWB (PL 18.2).

077-109 Exit Sensor 2 On Jam RAP

BSD-ON: [BSD 10.3 - Exit Transportation](#)

BSD-ON: [BSD 10.4 - Exit 2 Drive](#)

After the Fuser Exit Sensor turned ON, the Exit 2 Sensor did not turn ON within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- The Fuser for wound up, stuck paper
- Each Exit Roll Drive Gear for wear and damage
- The Exit 1 Gate for operation failure
- Use of paper out of spec
- The Exit 2 Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Exit 2 Sensor for failure: [Component Control](#) [077-100] (PL 17.4)
- The connection between the Exit 2 Sensor [P/J115](#) and the MCU PWB [P/J411](#) for open circuit, short circuit, and poor contact
- The Exit 2 Motor for revolution failure: [Component Control](#) [077-015] (PL 17.5)
- The Exit Gate Solenoid for failure: [Component Control](#) [077-004] (PL 17.4)

Reload the machine software (GP 16). If no problems are found, replace the MCU PWB (PL 18.2).

077-113 Exit Sensor 2 Off Jam RAP

BSD-ON: [BSD 10.3 - Exit Transportation](#)

After the Exit 2 Sensor turned ON, the Exit 2 Sensor did not turn OFF within the specified time.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- The Fuser for wound up, stuck paper
- Each Exit Roll Drive Gear for wear and damage
- The Exit 1 Gate for operation failure
- Use of paper out of spec
- The Exit 2 Sensor for contamination, improper installation, and Actuator operation failure
- The Exit 2 Sensor for failure: [Component Control \[077-100\] \(PL 17.4\)](#)
- The connection between the Exit 2 Sensor [P/J115](#) and the MCU PWB [P/J411](#) for open circuit, short circuit, and poor contact
- The Exit 2 Motor for revolution failure: [Component Control \[077-015\] \(PL 17.5\)](#)
- The Exit Gate Solenoid for failure: [Component Control \[077-004\] \(PL 17.4\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-129 Registration Sensor On Jam (Duplex Wait) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 8.5 - Registration](#)

BSD-ON: [BSD 10.5 - Duplex](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed has started in Duplex Direct mode.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- Each Duplex Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Duplex Roll Drive Gear for wear and damage
- Use of paper out of spec
- The Registration Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Registration Sensor for failure: [Component Control \[077-104\] \(PL 15.1\)](#)
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact
- The Registration Clutch for failure: [Component Control \[077-002\] \(PL 15.1\)](#)
- The Main Drive Motor for revolution failure: [Component Control \[042-003\] CW \(PL 3.2\)](#)
- The Takeaway Clutch for failure: [Component Control \[077-001\] \(PL 15.1\)](#)
- The Registration Transport Assy ([PL 15.1](#)) for installation failure
- The Duplex Motor for failure: [Component Control \[077-070\] \(PL 14.4\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-130 Registration Sensor On Jam (Duplex Direct) RAP

BSD-ON: [BSD 4.1 - Main Drive Control](#)

BSD-ON: [BSD 8.5 - Registration](#)

BSD-ON: [BSD 10.5 - Duplex](#)

The Registration Sensor does not turn ON within the specified time after the Registration Clutch On after the Feed has started in Duplex Direct mode.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- Each Duplex Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Duplex Roll Drive Gear for wear and damage
- Use of paper out of spec
- The Registration Sensor for contamination, improper installation, and Actuator operation failure

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-131 Duplex Sensor On Jam RAP

BSD-ON: [BSD 8.5 - Registration](#)

BSD-ON: [BSD 10.5 - Duplex](#)

The Duplex Sensor does not turn ON within the specified time after the Exit 2 Motor has started rotating in the Duplex intake direction.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Initial Actions

Check the following:

- A paper transportation failure due to a foreign substance/burr on the paper path
- Each Duplex Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Exit Roll and Pinch Roll for contamination, wear, and revolution failure
- Each Duplex Roll Drive Gear for wear and damage
- Each Exit Roll Drive Gear for wear and damage
- Use of paper out of spec
- The Duplex Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Check the following:

- The Duplex Sensor for failure: [Component Control \[077-105\] \(PL 14.4\)](#)
- The connection between the Duplex Sensor [P/J109](#) and the MCU PWB [P/J409](#) for open circuit, short circuit, and poor contact
- The Duplex Motor for failure: [Component Control \[077-070\] \(PL 14.4\)](#)
- The Exit 2 Motor for revolution failure: [Component Control \[077-015\] \(PL 17.5\)](#)
- The Exit Gate Solenoid for failure: [Component Control \[077-004\] \(PL 17.4\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-211 Tray Module Type Mismatch RAP

BSD-ON: [BSD 3.2 - -MCU-Tray Module Communication](#)

A different type of Tray Module is connected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the following:
 - The DIP Switch settings on the Tray Module PWB
 - Go to the [IOT wirenets](#). The connection between the MCU PWB [P423](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

077-212 Tray Module Reset Fail RAP

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#)

BSD-ON: [BSD 3.2 - -MCU-Tray Module Communication](#)

The Tray Module reset was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Go to the [IOT wirenets](#). Check whether the voltage between the Tray Module PWB [P/J541-5 \(+\)](#) and the GND (-) is +5VDC and whether the voltage between the Tray Module PWB [P/J541-8 \(+\)](#) and the GND (-) is +24VDC.
3. Turn the power OFF and go to the [IOT wirenets](#) and check the connection between the MCU PWB [P423](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

077-214 Tray Module Logic Fail RAP

BSD-ON: [BSD 3.2 - -MCU-Tray Module Communication](#)

I/F mismatch between the IOT and the Tray Module was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF. Go to the [IOT wirenets](#). Check the connection between the MCU PWB [P423](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

077-300 Front Cover Interlock Open RAP

BSD-ON: [BSD 1.8 - Power Interlock Switching \(1 of 2\)](#)

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

The Front Cover is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Front Cover for damage or mismatch.
- The connection between the Front Cover Interlock Switch and the MCU PWB for open circuit, short circuit, and poor contact
- The connection between the L/H Cover Interlock Switch and the MCU PWB for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-301 L/H Cover Interlock Open RAP

BSD-ON: [BSD 1.8 - Power Interlock Switching \(1 of 2\)](#)

The L/H Cover is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then 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: [Component Control \[077-300\] \(PL 18.2\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-305 Tray Module L/H Cover Open RAP

BSD-ON: [BSD 1.8 - Power Interlock Switching \(1 of 2\)](#)

The Tray Module L/H Cover is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

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: [Component Control \[077-306\] \(PL 11.13\)](#)
 - The connection between the Tray Module L/H Cover Switch [P/J104](#) and the Tray Module PWB [P/J548](#) for open circuit, short circuit, and poor contact

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

077-307 Duplex Cover Open RAP

BSD-ON: [BSD 1.8 - Power Interlock Switching \(1 of 2\)](#)

The Duplex Cover is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Duplex Cover for damage or mismatch.
- The Duplex Cover Switch for failure: [Component Control \[077-305\] \(PL 14.4\)](#)
- The connection between the Duplex Cover Switch [P/J108](#) and the MCU PWB [P/J409](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-308 L/H Upper Cover Open RAP

BSD-ON: [BSD 1.8 - Power Interlock Switching \(1 of 2\)](#)

The L/H High Cover is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The L/H High Cover Assembly for damage or mismatch
- The L/H High Cover Switch for failure: [Component Control \[077-302\] \(PL 17.4\)](#)
- Turn the power OFF. Check the connection between the L/H High Cover Switch [P/J116](#) and the MCU PWB [P/J409](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-309 L/H Lower Cover Open RAP

BSD-ON: [BSD 1.8 - Power Interlock Switching \(1 of 2\)](#)

The L/H Low Cover is open.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The L/H Lower Cover Assembly for damage or mismatch
- The L/H Lower Cover Switch for failure: [Component Control \[077-301\] \(PL 15.2\)](#)
- The connection between the L/H Lower Cover Switch [P/J111](#) and the MCU PWB [P/J410](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-314 P/H Module Logic Fail RAP

BSD-ON: [BSD 3.2 - -MCU-Tray Module Communication](#)

A fatal error was detected in the Tray Module.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and check the connection between the MCU PWB [P423](#) and the Tray Module PWB [P/J541](#) for open circuit, short circuit, and poor contact.

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

- Reload the machine software ([GP 16](#)).
- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

077-900 Registration Sensor Static Jam RAP

BSD-ON: [BSD 8.5 - Registration](#)

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: When turning the power OFF, turn OFF the power switch first and then 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: [Component Control \[077-104\] \(PL 15.1\)](#)
- The connection between the Registration Sensor [P/J121](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-901 Exit Sensor 1 Static Jam RAP

BSD-ON: [BSD 10.2 - 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: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Fuser Exit Sensor for remaining paper, contamination, Actuator return failure, or improper installation
- The Fuser Exit Sensor for failure: [Component Control \[077-101\] \(PL 7.1\)](#)

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-902 Exit Sensor 2 Static Jam RAP

BSD-ON: [BSD 10.3 - Exit Transportation](#)

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: When turning the power OFF, turn OFF the power switch first and then 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: [Component Control \[077-100\] \(PL 17.4\)](#)
- The connection between the Exit 2 Sensor [P/J115](#) and the MCU PWB [P/J411](#) for open circuit, short circuit, and poor contact
- The L/H Upper Cover Assembly for damage or mismatch

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

077-907 Duplex Sensor Static Jam RAP

BSD-ON: [BSD 10.5 - Duplex](#)

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 Sensor detected paper.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Duplex Sensor for remaining paper, contamination, Actuator return failure, or improper installation
- The Duplex Sensor for failure: [Component Control \[077-105\] \(PL 14.4\)](#)
- The connection between the Duplex Sensor [P/J109](#) and the MCU PWB [P/J409](#) for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

078-100Tray 6 (HCF) Pre Misfeed RAP

BSD-ON: [BSD 7.10 - HCF \(Tray 6\) Paper Stacking](#)

BSD-ON: [BSD 8.6 - HCF \(Tray 6\) Paper Feeding](#)

Tray2 Pre Feed Sensor is not turned ON by the paper in specified time from Tray 2 Feed Start.

Initial Actions

- A paper transportation failure due to a foreign substance/burr on the paper path
- The Tray 6 Feed Roll, Retard Roll, and Nudger Roll for contamination, wear, and revolution failure (when the jam has occurred during Feed from Tray 6)
- Use of paper out of spec
- The Tray 6 Pre Feed Sensor for contamination, improper installation, and Actuator operation failure

Procedure

Execute [Component Control](#) [078-100], Tray 6 Pre Feed. Sensor. Block and unblock the Sensor. **The display changes.**

Y N

The connection between the Tray 6 Pre Feed. Sensor [PF/JF61](#) and the HCF PWB [PF/JF02](#) for open circuit, short circuit, and poor contact. If OK, replace the Tray 6 Pre Feed. Sensor ([PL 10.5](#))

Open and close Tray 6. **The Tray 6 Lift/Feed Motor operates**

Y N

Check the circuit between [PF/JF58](#) on the Tray 6 Lift/Feed Motor and [PF/JF06](#) on the HCF PWB for an open or a short circuit, or a loose or damaged connector. **The wires are OK.**

Y N

Repair as required.

Check that the resistance through Tray 6 Lift/Feed Motor is approx. 0.8 ohms at the measurement points below.

- [PF/JF58-3](#) to pins 1/2
- [PF/JF58-4](#) to pins 5/6

The resistances are OK+

Y N

Replace the Tray 6 Lift/Feed Motor ([PL 10.4](#)).

There is +24VDC from [PF/JF06](#) pins 3 and 4, to GND.

Y N

Go to [IOT wrenets](#) and troubleshoot the +24VDC circuit.

Replace the Tray 6 Lift/Feed Motor ([PL 10.4](#)). If the problem persists, replace the HCF PWB ([PL 10.8](#)).

Check the following:

- The Tray 6 Pre Feed Sensor for failure: [Component Control](#) [078-100] ([PL 10.5](#))
- The Tray 6 Feed/Lift Motor failure: [Component Control](#) [078-003] CW ([PL 10.4](#))

- The Tray 6 In Sensor failure: [Component Control](#) [078-204] CW ([PL 10.1](#))
- The connection between the Tray 2 Pre Feed Sensor PF61 and the HCF PWB PF02 for open circuit, short circuit, and poor contact

Reload the machine software ([GP 16](#)). If no problems are found, replace the MCU PWB ([PL 18.2](#)).

078-101 HCF to Feed Out Sensor Fault RAP

BSD-ON: [BSD 8.2 - IOT Paper Transportation](#)

BSD-ON: [BSD 8.4 - Tandem Tray Module Takeaway Drive](#)

The Tray 2 Feed Out Sensor did not come on within the specified time after the start of feed from Tray 6 (HCF).

Initial Actions

- Clear any paper jam and switch the power off then on.
- Check for out-of-spec paper.
- Check paper path for a foreign object/burr/piece of paper

Procedure

Clear the paper jam. Operate the printer from Tray 2. **A 072-101 misfeed occurs.**

Y N

Press the **Stop** button. Turn ON [Component Control](#) [077-033] (TM Takeaway Motor).

Does the TM Takeaway Motor rotate?

Y N

Is the voltage between the TM Takeaway Motor [P/J224-4/6 \(+\)](#) and the GND (-) +24VDC?

Y N

Go to +24VDC Power RAP.

Turn the power OFF, disconnect the TM Takeaway Motor connector [P/J224](#).

Measure the TM Takeaway Motor wire wound resistance.

- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-1](#)
- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-3](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-4](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-6](#)

Is the resistance approx. 0.85Ohm for each? (When the temperature is 25 °C)

Y N

Replace the TM Takeaway Motor ([PL 11.5](#))

Measure the resistance between the disconnected TM Takeaway Motor connectors [P/J224-1/3/4/6](#) 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.

Check the connection between the Tray Module PWB [P/J554](#) and the TM Takeaway Motor [P/J224](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 11.13](#))
- MCU PWB ([PL 18.2](#))

Check the following:

- Takeaway Rolls 1 and 2 and 3 for dirt/paper particles/wear/a poor rotation

A

- HCF and IOT for a poor docking
- HCF Transport Belt for poor tension
- HCF Transport Roll for dirt/paper particles/wear/a poor rotation
- HCF Takeaway Rolls 1-3 for dirt/ paper particles/wear/a poor rotation
- HCF Exit Roll for dirt/ paper particles/wear/a poor rotation
- Drive gears for wear/breakage
- If the results of the above checks are OK, replace Tray Module PWB ([PL 11.13](#)).

Go to 072-101 Tray 2 Misfeed RAP.

078-102 HCF to Registration Sensor Fault RAP

BSD-ON: [BSD 8.4 - Tandem Tray Module Takeaway Drive](#)

BSD-ON: [BSD 8.5 - Registration](#)

The paper transported from HCF did not turn on the Registration Sensor within the specified time.

Initial Actions

- Clear any jam and switch the power off then on.
- Check for out-of-spec paper.
- Paper Path for a foreign object/burr/piece of paper

Procedure

Execute [Component Control](#) [077-104], Reg. Sensor. Block and unblock the Reg. Sensor. **The display changes.**

Y N

The connection between the Registration Sensor [P/J121](#) and the MCU PWB P/J 415 for open circuit, short circuit, and poor contact. If OK, replace the Registration Sensor ([PL 15.1](#))

Press the **Stop** button. Turn ON [Component Control](#) [077-033] (TM Takeaway Motor).

Does the TM Takeaway Motor rotate?

Y N

Is the voltage between the TM Takeaway Motor [P/J224-2/5 \(+\)](#) and the GND (-) +24VDC?

Y N

Go to +24VDC Power RAP.

Turn the power OFF, disconnect the TM Takeaway Motor connector [P/J224](#).

Measure the TM Takeaway Motor wire wound resistance.

- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-1](#)
- Between the TM Takeaway Motor [P/J224-2](#) and [P/J224-3](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-4](#)
- Between the TM Takeaway Motor [P/J224-5](#) and [P/J224-6](#)

Is the resistance approx. 0.85Ohm for each? (When the temperature is 25 °C)

Y N

Replace the TM Takeaway Motor ([PL 11.5](#))

Measure the resistance between the disconnected TM Takeaway Motor connectors [P/J224-1/3/4/6](#) 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.

Check the connection between the Tray Module PWB [P/J554](#) and the TM Takeaway Motor [P/J224](#) for open circuit, short circuit, and poor contact. If no problems are found, replace the following parts in sequence:

- Tray Module PWB ([PL 11.13](#))

A

- MCU PWB ([PL 18.2](#))

Check the following:

- Takeaway Rolls 1 and 2 and 3 for dirt/paper particles/wear/a poor rotation
- HCF and IOT for a poor docking
- HCF Transport Belt for poor tension
- HCF Transport Roll for dirt/paper particles/wear/a poor rotation
- HCF Takeaway Rolls 1-3 for dirt/ paper particles/wear/a poor rotation
- HCF Exit Roll for dirt/ paper particles/wear/a poor rotation
- Drive gears for wear/breakage
- If the results of the above checks are OK, replace Tray Module PWB ([PL 11.13](#)).

078-104 HCF Feed Out Sensor Fault RAP

BSD-ON: [8.7 HCF \(Tray 6\) Paper Transportation](#)

The paper transported from HCF did not turn on the Tray 6 Feed Out Sensor within the specified time.

Initial Actions

- Clear any jam and switch the power off then on.
- Check for out-of-spec paper.
- Paper Path for a foreign object/burr/piece of paper

Procedure

Execute [Component Control](#) [078-101], Tray 6 Feed out Sensor. Block and unblock the Feed Out Sensor. **The display changes.**

Y N

Go to BSD and check the following for an open wire, short or poor contact:

- Feed Out Sensor [PF/JF67-1](#) to HCF PWB [PF/JF01-3](#)
- Feed Out Sensor [PF/JF67-3](#) to HCF PWB [PF/JF01-1](#)
- Feed Out Sensor [PF/JF67-2](#) to HCF PWB [PF/JF01-2](#)

If OK, replace the Feed Out Sensor ([PL 10.8](#)) before replacing the HCF PWB ([PL 10.8](#)).

Execute [Component Control](#) [078-093], Tray 6 Takeaway Motor. **There is operation noise from the Takeaway Motor.**

Y N

Check the circuit between [PF/JF57](#) on the Tray 6 Takeaway Motor and [PF/JF06](#) on the HCF PWB for an open or a short circuit, or a loose or damaged connector. **The wires are OK.**

Y N

Repair as required.

Check that the resistance through Tray 6 Takeaway Motor is approx. 0.8 ohms (at 25 degrees C / 77 degrees F) at the measurement points below.

- [PF/JF57-3](#) to pins 1/2
- [PF/JF57-4](#) to pins 5/6

The resistances are OK

Y N

Replace the Tray 6 Takeaway Motor ([PL 10.8](#)).

There is +24VDC from [PF/JF06](#) pins 9 and 10, to GND.

Y N

Go to [IOT wirenets](#) and troubleshoot the +24VDC circuit.

Replace the Tray 6 Takeaway Motor ([PL 10.8](#)). If the problem persists, replace the HCF PWB ([PL 10.8](#)).

Check the HCF Take Away components and repair as required ([PL 10.4](#)).

078-216 Logic Failure RAP

BSD-ON: [BSD 3.10 - MCU-HCF Communications](#)

Cannot read from and/or write to the NVM in HCF Module. HCF Module fatal error is detected.

Initial Actions

Power OFF/ON

Procedure

Check wires and connectors between the HCF and the IOT.

Reload Software. If the problem continues, replace the HCF PWB ([PL 10.8](#)).

078-250 HCF Lift Fault RAP

BSD-ON: [BSD 7.10 - HCF \(Tray 6\) Paper Stacking](#)

HCF Tray Lift failure. The Tray 6 Level Sensor does not turn ON within the specified time after the trays were inserted.

Initial Actions

- Clear any jam and switch the power off then on.
- Check the size of the paper in the tray.
- Remove any debris or foreign substances in the tray.

Procedure

Open and close Tray 6. **The Tray 6 Lift/Feed Motor operates**

Y N
Check the circuit between [PF/JF58](#) on the Tray 6 Lift/Feed Motor and PF/JF 06 on the HCF PWB for an open or a short circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair as required.

Check that the resistance through Tray 6 Lift/Feed Motor is approx. 0.8 ohms at the measurement points below.

- [PF/JF58-3](#) to pins 1/2
- [PF/JF58-4](#) to pins 5/6

The resistances are OK+

Y N
Replace the Tray 6 Lift/Feed Motor ([PL 10.4](#)).

There is +24VDC from PF/JF pins 3 and 4, to GND.

Y N
Go to [IOT wirenets](#) and troubleshoot the +24VDC circuit.

Replace the Tray 6 Lift/Feed Motor ([PL 10.4](#)). If the problem persists, replace the HCF PWB ([PL 10.8](#)).

Check the installation of the Tray 6 Stack Height Sensor ([PL 10.5](#)) and the operation of the actuator. **The Stack Height Sensor is installed correctly and the actuator works.**

Y N
Reinstall the Tray 6 Stack Height Sensor.

Execute [Component Control](#) [078-201], Tray 6 Stack Height Sensor. Manually activate the Tray 6 Stack Height Sensor. **The display changes.**

Y N
Check the wires between [PF/JF62](#) on the Tray 6 Stack Height Sensor and PF/JF 102 on the HCF PWB for an open or shorted circuit, or a loose or damaged connector. **The wires are OK.**

Y N
Repair as required.

A B
There is approx. +5VDC from PF/JF 02 pin 3 to GND.

Y N
Replace the HCF PWB ([PL 10.8](#)).

Monitor the voltage between [PF/JF62-2 \(+\)](#) and GND (-) while you activate the actuator of the Tray 6 Stack Height Sensor. **The voltage changes.**

Y N
Replace the Tray 6 Stack Height Sensor ([PL 10.5](#)).

Replace the following the HCF PWB ([PL 10.8](#))

Check the mechanical components ([PL 10.4](#)) of the lift mechanism for dirty or damaged gears, broken or out-of-place cables. If OK, replace the HCF PWB ([PL 10.8](#)).

078-300 HCF Top Cover Interlock Open RAP

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#)

BSD-ON: [BSD 1.11 - HCF Power Distribution](#)

The HCF Top Cover Interlock is open.

Procedure

Execute [Component Control](#) [078-300 HCF Top Cover Interlock]. Open and close the Top Cover. **The display changes.**

Y	N
	+24VDC is measured between PF/JF05-2 on the HCF PWB and GND.
Y	N
	+24VDC is measured between PF/JF05-1 on the HCF PWB and GND.
Y	N
	+24VDC is measured from PF/JF04 pins 1 and 2 on the HCF PWB to GND.
Y	N
	Use BSD 1.7 - DC Power Distribution (options) and the IOT wrenets to troubleshoot the 24 VDC circuit.
	Replace the HCF PWB (PL 10.8).
	Check the wires between PF/JF05-1 on the HCF PWB and FS001 on the HCF Top Cover Interlock Switch, and between FS002 on the HCF Top Cover Interlock Switch and PF/JF05-2 on the HCF PWB for an open wire or poor contact. If the wires are good, replace the HCF Top Cover Interlock Switch (PL 10.7).
	Replace the HCF PWB (PL 10.8).

The problem could be misalignment between the HCF Top Cover and the HCF Top Cover Interlock Switch. Check if the Switch/Cover is improperly installed and if the actuator is broken or bent.

If the check is good, replace the following in sequence:

- HCF PWB ([PL 10.8](#))
- MCU PWB ([PL 18.2](#))

078-301 HCF Docking interlock Open RAP

BSD-ON: [BSD 1.11 - HCF Power Distribution](#)

HCF Docking Interlock Open. The HCF and the IOT were undocked.

Initial Actions

- Check that the HCF and the IOT are docked properly.
- Switch the power OFF then ON.

Procedure

Execute [Component Control](#) [078-301], HCF Docking Interlock. Dock and Undock the HCF. **The display changes.**

Y	N
	Undock the HCF. Press the HCF Docking Interlock several times. The display changes.
Y	N
	The voltage between PF/JF08-2 on the HCF PWB and GND drops to less than 1 VDC when the Docking Interlock is pressed.
Y	N
	Check the wires between PF/JF08-1 on the HCF PWB and FS003 on the HCF Docking Interlock, and between FS004 on the HCF Docking Interlock and PF/JF08-2 on the HCF PWB for an open wire or poor contact. If the wires are good, replace the HCF Docking Interlock Switch (PL 10.8).
	Replace the HCF PWB (PL 10.8).
	The problem could be misalignment between the HCF Docking Base and the IOT. Refer to PL 19.3 .

The problem may be intermittent. Check the circuit ([BSD 1.11 - HCF Power Distribution](#)) for loose or damaged wiring.

078-900 Tray 6 (HCF) Feed Out Sensor Static Jam RAP

BSD-ON: [8.7 HCF \(Tray 6\) Paper Transportation](#)

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 6 Feed Out Sensor detected paper.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Tray 6 Feed Out Sensor ([PL 10.7](#)) for remaining paper, contamination, Actuator return failure, or improper installation
- The Tray 6 Feed Out Sensor for failure: [Component Control \[078-101\] \(PL 10.7\)](#)
- The connection between the Tray 6 Feed Out Sensor [PF/JF67-2](#) and the HCF PWB [PF/JF01-2](#) for short circuit

Reload the machine software ([GP 16](#)). If no problems are found, replace the HCF PWB ([PL 10.8](#)).

091-313 CRUM ASIC Communication Fail RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Communication error between CPU of the MCU PWB and ASIC was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

1. Turn the power OFF and ON.
2. Turn the power OFF and replace the Xero Cartridge, then the MCU PWB ([PL 18.2](#)).

091-314 Fuser Fan Fault RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Fan (for air exhaust around the Fuser) rotation failure.

Procedure

Execute [Component Control](#) for the CRU Fan [042-203]. **The CRU Fan rotates.**

Y N

Check the wires between [P/J200](#) on the CRU Fan and [P/J414](#) on the MCU PWB for an open or shorted circuit, or a loose or damaged connector. **The wires are OK.**

Y N

Repair as required.

Replace the CRU Fan ([PL 4.1](#)) before replacing the MCU PWB ([PL 18.2](#))

Check the wire between [P/J200-3](#) on the CRU Fan and [P/J414-A4](#) on the MCU PWB for an open circuit. If OK, replace the MCU PWB ([PL 18.2](#)).

091-401 Drum Cartridge Near Life RAP

It was detected that the replacement timing for Drum is closer than Pre Near.

Procedure

The Drum needs to be replaced soon. Replace the Drum (PL 8.1) as required.

091-402 Drum Cartridge Life Over RAP

Drum has reached the end of its life span.

Procedure

Replace the Drum (PL 8.1).

091-406 Drum Cartridge Pre Near Life RAP

It was detected that the replacement timing for Drum is closer than Near.

Procedure

The Drum needs to be replaced soon. Replace the Drum (PL 8.1) as required.

091-600 Temperature Sensor Fail RAP

BSD-ON: [BSD 9.4 - Transfer](#)

Environment Temp Sensor failure.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Temperature Sensor for failure: [Component Control \[092-200\]](#) (PL 8.2).
- The connection between the Hum and Temp Sensor [P/J150](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact

If no problems are found, reload the machine software ([GP 16](#)).

091-600 Humidity Sensor Fail RAP

BSD-ON: [BSD 9.4 - Transfer](#)

Environment Humidity Sensor failure.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The Humidity Sensor for failure: [Component Control](#) [092-201] ([PL 8.2](#)).
- The connection between the Hum and Temp Sensor [P/J150](#) and the MCU PWB [P/J415](#) for open circuit, short circuit, and poor contact

If no problems are found, reload the machine software ([GP 16](#)).

091-912 Drum Cartridge Life End RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Drum Not In Position.

Procedure

Reinstall or replace the Drum ([PL 8.1](#)) as necessary.

091-913 Drum Cartridge Life End RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Drum has reached the end of its life span.

Procedure

Replace the Drum ([PL 8.1](#)).

091-914 Drum CRUM Communication Fail RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Communication failure with Drum was detected.

Procedure

1. Turn the power OFF and ON.
2. Check the following:
 - The connection between the MCU PWB [P/J413](#) and the Drum CRUM PWB [P/J999](#) for an open circuit and poor contact.
 - The connection terminals between the Drum CRUM PWB and the Drum CRUM PWB for damage and foreign substances
 - The Drum CRUM PWB for contamination or disengagement
 - The Drum for improper installation

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

- Drum ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

091-915 Drum CRUM Data Broken RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

The system detected that the data written to the Drum and the data read from the Drum (K) do not match.

Procedure

1. Turn the power OFF and ON.
2. Check the following:
 - The connection between the MCU PWB [P/J413](#) and the Drum CRUM PWB [P/J999](#) for an open circuit and poor contact.
 - The connection terminals between the Drum CRUM PWB and the Drum CRUM PWB for damage and foreign substances
 - The Drum CRUM PWB for contamination or disengagement
 - The Drum for improper installation

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

- Drum ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

091-916 Drum CRUM Data Mismatch RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Incorrect authentication area data was detected in Drum.

Procedure

1. Turn the power OFF and ON.
2. Check the following:
 - The connection between the MCU PWB [P/J413](#) and the Drum CRUM PWB [P/J999](#) for an open circuit and poor contact.
 - The connection terminals between the Drum CRUM PWB and the Drum CRUM PWB for damage and foreign substances
 - The Drum CRUM PWB for contamination or disengagement
 - The Drum for improper installation

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

- Drum ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

091-921 Drum CRUM Not In Position RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

The Drum is not in the proper position (loose CRUM).

Procedure

1. Remove and reinstall the Drum.
2. Polish the connection terminals between the Drum CRUM PWB and the Drum CRUM PWB with dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MCU PWB [P/J413](#) and the Drum CRUM PWB [P/J999](#) for an open circuit and poor contact.
 - The connection terminals between the Drum CRUM PWB and the Drum CRUM PWB for damage and foreign substances
 - The Drum CRUM PWB for contamination or disengagement
 - The Drum for improper installation

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

- Drum ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

092-315 ATC Fail RAP

BSD-ON: [BSD 9.3 - Development and Toner Dispense Control](#)

The frequency at which the ATC Average Fail or the ATC Amplitude Fail has been occurring has exceeded the threshold value.

NOTE: •

Although this Fault can be cleared by turning the power OFF and ON and it will be possible to output a few sheets of printouts, when this Fault 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 NVM location [752-022] (ATC Average Fail) or NVM location [752-023] (ATC Amplitude Fail) to "0" (NVM Read/Write). If the machine is not repaired back to normal status, this Fault will occur again during the operation.

- *When turning the power OFF, turn OFF the power switch first and then the main power switch.*

Procedure

Check the following:

- The connection between the MCU PWB [P/J413](#) and the Xero/Developer Cartridge [P/J615](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor for revolution failure: [Component Control \[093-002\] \(PL 8.2\)](#)
- The Toner Cartridge for internal toner blockage

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

- Drum Cartridge ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

092-323 Dispense Fail RAP

BSD-ON: [BSD 9.3 - Development and Toner Dispense Control](#)

Toner Cartridge becomes Empty despite less use of Toner amount.

NOTE: *When turning the power OFF, turn OFF the power switch first and then the main power switch.*

Procedure

Check the following:

- The connection between the MCU PWB [P/J413](#) and the Xero/Developer Cartridge [P/J615](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor for revolution failure: [Component Control \[093-002\] \(PL 8.2\)](#)
- The Toner Cartridge for internal toner blockage

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

- Drum Cartridge ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

092-656 ATC Average Fail RAP

BSD-ON: [BSD 9.3 - Development and Toner Dispense Control](#)

The average measured value of ATC Sensor is out of the range of appropriate values. (This is a hidden failure. Data is only recorded in history.)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The connection between the MCU PWB [P/J413](#) and the Xero/Developer Cartridge [P/J615](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor for revolution failure: [Component Control \[093-002\] \(PL 8.2\)](#)
- The Toner Cartridge for internal toner blockage

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

- Drum Cartridge ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

092-660 ATC Amplitude Fail RAP

BSD-ON: [BSD 9.3 - Development and Toner Dispense Control](#)

The difference between the maximum and minimum values in the ATC Sensor measurement set is lower than the threshold value. (This is a hidden failure. Data is only recorded in history.)

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

Procedure

Check the following:

- The connection between the MCU PWB [P/J413](#) and the Xero/Developer Cartridge [P/J615](#) for open circuit, short circuit, and poor contact
- The Toner Dispense Motor for revolution failure: [Component Control \[093-002\] \(PL 8.2\)](#)
- The Toner Cartridge for internal toner blockage

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

- Drum Cartridge ([PL 8.1](#))
- MCU PWB ([PL 18.2](#))

093-400 Toner Cartridge Near Empty RAP

It was detected that the replacement timing for Toner Cartridge is closer than Pre Near.

Procedure

The Toner Cartridge needs to be replaced soon. Replace the Toner Cartridge as required.

093-406 Toner Cartridge Pre Near Empty RAP

It was detected that the Toner Cartridge needs to be replaced soon.

Procedure

The Toner Cartridge needs to be replaced soon. Replace the Toner Cartridge as required.

093-912 Toner Cartridge Empty

The Toner Cartridge Empty state was detected.

Procedure

Replace the Toner Cartridge.

093-916 Toner CRUM Not In Position RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

The Toner CRUM 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 WC 5325/5330/5335 is shipped with "Worldwide Neutral" Toner Cartridge. When the cartridges shipped with the machine are installed, the machine is set to Worldwide Neutral configuration.

When the first toner cartridge is replaced in the WC 5325/5330/5335, 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 WC 5325/5330/5335 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.
2. Polish the connection terminals between the Toner Cartridge CRUM PWB and the Toner CRUM PWB with a dry cloth. (When cleaning, do not use Drum cleaner, etc.)
3. Check the following:
 - The connection between the MCU PWB [P/J404](#) and the Toner CRUM PWB [P/J102](#) for open circuit, short circuit, and poor contact
 - The connection terminals between the Toner Cartridge CRUM PWB and the Toner CRUM PWB for damage and foreign substances
 - The Toner Cartridge for improper installationIf no problems are found, replace the following parts in sequence:
 - Toner Cartridge ([PL 8.1](#))
 - Toner CRUM PWB ([PL 8.2](#))
 - MCU PWB ([PL 18.2](#))
 - Go to the [093-926](#) Toner CRUM Data Mismatch Fail RAP.

093-924 Toner K CRUM Communication Fail RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Communication failure with Toner CRUM was detected.

NOTE: When turning the power OFF, turn OFF the power switch first and then the main power switch.

NOTE: The WC 5325/5330/5335 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 is replaced in the WC 5325/5330/5335, 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 WC 5325/5330/5335 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. Turn the power OFF and ON.
2. Check the connection between the MCU PWB [P/J404](#) and the Toner CRUM PWB [P/J102](#) for open circuit, short circuit, and poor contact. Also, remove and reinstall the Toner Cartridge and check for improper installation.

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

- Toner Cartridge ([PL 8.1](#))
- Toner CRUM PWB ([PL 8.2](#))
- MCU PWB ([PL 18.2](#))
- Go to the [093-926](#) Toner CRUM Data Mismatch Fail RAP.

093-925 Toner CRUM Data Broken RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

The system detected that the data written to the Toner CRUM and the data read from the Toner CRUM do not match.

NOTE: The WC 5325/5330/5335 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 is replaced in the WC 5325/5330/5335, 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 WC 5325/5330/5335 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.

Procedure

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 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)
767-094	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
767-104	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 CRUM PWB and the Toner CRUM PWB with a dry cloth. (When cleaning, do not use Drum cleaner, etc.)
2. Check the following:
 - The connection between the MCU PWB [P/J404](#) and the Toner CRUM PWB [P/J102](#) for open circuit, short circuit, and poor contact

- The connection terminals between the Toner Cartridge CRUM PWB and the Toner CRUM PWB for damage and foreign substances
 - The Toner Cartridge for improper installation
- If no problems are found, replace the following parts in sequence:
- Toner Cartridge (K) (PL 8.1)
 - Toner CRUM PWB (PL 8.2)
 - MCU PWB (PL 18.2)

093-926 Toner CRUM Data Mismatch Fail RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

Incorrect authentication area data was detected in the Toner CRUM. This fault is displayed if the wrong type of Toner cartridge is installed.

NOTE: The WC 5325/5330/5335 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 is replaced in the WC 5325/5330/5335, 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 WC 5325/5330/5335 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.

Procedure

An Error Message appears on the UI - **Reinsert an improperly seated consumable or replace any consumable with an Error. Press Machine Status button and select Supplies tab for details.** Remove and reinstall the 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)
767-094	Geographic Setting	3 = North America/Europe 12 = DMO 15 = Worldwide
767-104	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 CRUM PWB and the Toner CRUM PWB with a dry cloth. (When cleaning, do not use Drum cleaner, etc.)
2. Check the following:
 - The connection between the MCU PWB [P/J404](#) and the Toner CRUM PWB [P/J102](#) for open circuit, short circuit, and poor contact

- The connection terminals between the Toner Cartridge CRUM PWB and the Toner CRUM PWB for damage and foreign substances
 - The Toner Cartridge for improper installation
- If no problems are found, replace the following parts in sequence:
- Toner Cartridge ([PL 8.1](#))
 - Toner CRUM PWB ([PL 8.2](#))
 - MCU PWB ([PL 18.2](#))

093-956 Dev Install Mode Fail RAP

BSD-ON: [BSD 9.1 - CRU Life Control](#)

In the Install Developer mode after the installation of the Xerographic Cartridge, no picture is painted on the patch. (The seal is left unremoved.)

Procedure

Peel off the developer seal from the Xerographic Cartridge.

093-959 Dev Install Times Over Fail RAP

The number of Developer installation mode executions has exceeded the upper limit.

Procedure

Replace the Xerographic Cartridge

094-315 BTR Illegal output

BSD-ON: [BSD 9.4 - Transfer](#)

BTR output is implemented while Drum Motor is stopped

Initial Actions

Switch the power off then on

Procedure

If the problem is still present, reload system software ([GP 16](#)) If the problem persists, replace the MCU PWB ([PL 18.2](#)) .

102-311 USB Dongle Access Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2)

102-312 USB Dongle Illegal MAC Address Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2)

102-313 USB Dongle Illegal IOT Speed Key Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-314 USB Dongle IOT Speed Setting Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-315 USB Dongle SW Key Setting Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-316 USB Dongle Country Code Setting Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-317 USB Dongle PagePack Setting Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-318 USB Dongle Country Code Setting Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-319 Dongle NVM List Setting Fault

Initial Actions

Switch the Power Off then On.

Connect the Dongle to the Front panel USB port and retry

Verify that the correct Dongle is present

Procedure

Order new (correct) Dongle. If this does not resolve the problem, replace the ESS PWB (PL 35.2).

102-356 EWS Soft Fail RAP

Fatal error related to the EWS. A problem occurred during software processing, and processing could no longer continue.

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reinstall the latest version of the ESS software (GP 16).
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)
- Perform GP 14 - - only the first three parts - make sure to follow sequence and heed cautions
- Replace HDD (PL 35.3)

116-210 Media Reader Fatal Error RAP

When this error is detected in OSDD.

Initial Actions

Power Off/On

Procedure

1. Power Off
2. Check/Replace the following:
 - a. Media Reader (PL 35.2). Check: Media Reader communication P/J343.
 - b. Check +5VDC to ESS (+5VDC Power RAP).
3. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
4. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
5. Check the sw version of the controller sw - update if required
6. Replace RAM DIMM on ESS PWB (PL 35.2)
7. Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-211 MediaReader Cable Disconnected RAP

Service Fail. [Media Reader] Connection Cable Disconnected. This error was detected in the OSDD.

Procedure

1. Check the USB Cable connection with the power OFF. If the problem persists, refer to the following to repair it.
2. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
3. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
4. Check the sw version of the controller sw - update if required
5. Replace RAM DIMM on ESS PWB (PL 35.2)
6. Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-212 MediaLib SW Logic Fail RAP

Service Fail. [Media Reader] MediaLib SW Logic Fail. MediaLib internal logic error has occurred.

Procedure

1. Turn the power OFF then ON.
2. Check if this is an existing failure (to TSC).
3. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
4. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
5. Check the sw version of the controller sw - update if required
6. Replace RAM DIMM on ESS PWB (PL 35.2)
7. Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-220 Transition to Download Mode Download RAP Initialization Failure

Service Fail. Download failed to initialize when transitioning to Download Mode. (During Normal Mode or Forced Download Mode). The Downloader software that processes downloads within the ESS failed to initialize during transition into Download Mode.

Procedure

- Check the system memory connection of the ESS PWB (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-312 HDD Encrypt Key RAP

An error in the HDD encryption key is detected during boot.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- If the test is OK, perform [GP 14](#) (HDD Initialization Special Boot).
- If the problem persists replace the HDD (PL 35.2).
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-313 HDD Encrypt Setup RAP

The encryption key is set up but the HDD is not encrypted.

Procedure

- Change NVM location 700-448 to "0" to enable encryption. Exit diagnostics to reboot the machine.
- If the customer does not want encryption, the SA must enter Tools and disable encryption.
- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-314 Ethernet Address RAP

An Ethernet address error is detected.

Initial Actions

Power Off/On

Procedure

- Check the EEPROM on the ESS.
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTF
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-315 System Memory DIMM R/W Check RAP

An error is detected during the Read/Write operation of the System Memory DIMM.

Initial Actions

Power Off/On

Procedure

- Pull out and insert the System Memory DIMM.
- Check the sw version of the controller sw - update if required
- If the problem persists, replace the System Memory DIMM (PL 35.2).
- If the problem persists, replace the ESS PWB (PL 35.2).

116-316 ESS RAM DIMM R/W Check RAP

An error is detected during the Read/Write operation of the ESS RAM DIMM.

Initial Actions

Power Off/On

Procedure

Turn OFF then ON the power. If the problem persists, perform the following:

1. Remove and insert ESS RAM DIMM.
2. Check the sw version of the controller sw - update if required
3. Replace ESS RAM DIMM.
4. Replace the ESS PWB (PL 35.2).

116-317 Standard ROM DIMM Check Fail RAP

An error is detected when the ESS ROM DIMM was checked.

Initial Actions

Power Off/On

Procedure

Turn OFF then ON the power. If the problem persists, perform the following:

1. Remove and insert ESS ROM DIMM.
2. Check the sw version of the controller sw - update if required
3. Replace ESS ROM DIMM.
4. Replace the ESS PWB (PL 35.2).

116-318 ESS ROM DIMM Check RAP

An error is detected when the option ROM DIMM was checked.

Initial Actions

Power Off/On

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure.

Pull out and insert the Prt-Kit or the ROM DIMM.

If the problem persists, replace the Prt-Kit or the ROM-DIMM.

116-319 Controller UI Configuration RAP

There is a configuration mismatch between the Controller ROM and the UI.

Procedure

- If the Controller or UI was just serviced, check the electrical connections.
- Check the sw version of the controller sw - update if required
- If the problem occurred during customer usage, replace the Controller ROM.
- If the problem persists, replace the UI PWB (PL 1.7).

116-321 System Software RAP

An internal controller error shut down the processor.

Initial Actions

Power Off/On

Procedure

- Check the installation of the DDR DIMM.
- Reload Software (GP 16).
- Remove and re-install or replace the System Memory and Page Memory DIMM (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- If the problem persists, replace the ESS PWB (PL 35.2).

116-322 WebDAV S/W Fail RAP

Due to an error in software processing, subsequent processes cannot be performed.

Procedure

- Power Off/On
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-323 ESS NVRAM R/W Check RAP

An error is detected during the ESS PWB NVM Read/Write Check.

Initial Actions

Power Off/On

Procedure

1. Remove and re-install or replace the System Memory and Page Memory DIMM (PL 35.2).
2. Disconnect and reconnect the NV-RAM Board and turn ON the power.
3. If problem 116-323 still persists, replace the NV-RAM Board.
4. After the replacement of the NV-RAM Board, 116-334 will occur. Take the corrective actions for 116-334 in order.
5. If problem 116-323 still persists, go to the following procedure to resolve it.
6. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
7. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
8. Check the sw version of the controller sw - update if required
9. Replace RAM DIMM on ESS PWB (PL 35.2)
10. Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-324 System Controller RAP

An exceptional Controller error shut down the processor. A fatal software exception error has occurred in the ESS PWB (PL 35.2). The cause is most likely the ESS PWB (PL 35.2) software failure

Initial Actions

Power Off/On

Procedure

- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Turn OFF the power, then turn it ON while pressing both the [Start] and the [Stop] buttons. By maintaining that state for 6 seconds, the machine will automatically delete the print data that had caused the error and then restart itself.
- If the problem persists, carry out the following procedure:
- Pull out and insert or replace the RAM DIMM.
- Check the sw version of the controller sw - update if required
- If the problem persists, replace the ESS PWB (PL 35.2).
- If the problem persists, go to 116-334.

116-325 ESS Fan RAP

The ESS fan failed.

Procedure

Turn the power OFF then ON. Replace the ESS fan (PL 35.2).

116-328 L2 Cache Fail RAP

A failure was detected in the Level 2 Cache built in the CPU.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-329 Serial Software RAP

A system call error related to the Serial I/F was detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-330 HDD File System RAP

The HDD Check detected an error during power on or the HDD is not formatted.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform GP 14 - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-331 Invalid Log Information RAP

A log error is detected.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-332 ESS Standard ROM RAP

An error is detected in the ESS Built-In Standard ROM.

Initial Actions

Power Off/On

Procedure

- Reinstall or replace the ESS Built-In Standard ROM (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists, replace the ESS PWB (PL 35.2).

116-333 LocalTalk Software RAP

Due to an error in software processing, subsequent processes cannot be performed.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - Reload Software ([GP 16](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-334 ESS NVM Data Compare Fail RAP

System Cont detects **ESS-NVM with factory settings is installed** or **[Illegal ESS-NVM data is occurring]**.

Procedure

- As powering OFF then ON after a detection of 116-334 will presumably cause other errors 124-3xx that indicate various data mismatches between the three locations, resolve one(s) following the corrective actions for the relevant Fault Code(s).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-336 Redirector HD Fail RAP

A failure is detected during HDD access

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-337 SNTP Software RAP

An error in SNTP (Simple Network Transfer Processing) caused an internal shutdown.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-338 JBA RAP

A JBA (Job Based Accounting) processing error caused an internal shutdown.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-339 JBA No HD RAP

When the JBA is started up, the HDD is not installed.

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-340 Memory Not Enough RAP

Insufficient memory was detected during initialization. A PS option requiring an additional memory was installed but memory was not added.

Initial Actions

Power Off/On

Procedure

Remove the PostScript Option and perform the operation. For permanent recovery, add the Controller memory.

116-341 ROM Version RAP

[ROM DIMM Version Mismatch]

Versions of the multiple ROM DIMMs installed are incorrect.

An invalid combination of ROM DIMMs are installed.

When installing multiple ROM DIMMs, it is necessary to match both the major versions and the minor versions.

Procedure

NOTE: *When installing multiple ROM DIMMs, it is necessary to match both the major versions and the minor versions.*

Check the versions of the multiple ROM DIMMs installed and replace them with an appropriate combination of DIMMs (PL 35.2).

116-342 SESAMi Manager Fail RAP

An internal shutdown occurred due to an error in processing SNMP (Simple Network Management Protocol).

Initial Actions

Power Off/On

Procedure

Reload Software ([GP 16](#)).

116-343 Main PWB IC RAP

An error is detected in the IC in the ESS PWB.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-346 Formatter RAP

Errors are detected by the Formatter.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-348 Redirector RAP

A system function recall error is detected by the Redirector.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-349 SIF Fail to Call Pflite RAP

An error occurred calling the Pflite function using the SIF.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-350 AppleTalk Software RAP

An internal shutdown occurred after an AppleTalk processing error.

Initial Actions

Power Off/On

Procedure

- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-351 Ether Talk Software RAP

An internal shutdown occurred after an Ether Talk processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-352 NetWare Software RAP

An internal shutdown occurred after a NetWare processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-353 HDD Mechanical RAP

The HDD was not booted due to a mechanical HDD failure detected on booting.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform GP 14 - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-354 HDD Product RAP

The HDD was not started up due to a Product Code error detected in the HDD on booting. It is possible that the HDD had been formatted by the M/C of a different product.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform GP 14 - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-355 Agent Software RAP

An internal shutdown occurred after an SNMP (Simple Network Management Protocol) processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Check the sw version of the controller sw - update if required
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTF
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-356 HDD Format RAP

The M/C was not started up due to an insufficient HDD capacity error detected during HDD formatting.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform [GP 14](#) - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD (PL 35.2)
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-357 PostScript RAP

Due to an error in software processing, subsequent processes cannot be performed.

Initial Actions

Power Off/On

Procedure

- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check the sw version of the controller sw - update if required
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-358 Salutation Software RAP

An internal shutdown occurred after a Salutation processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-359 PLW Fatal Error RAP

PLW software fail.

Initial Actions

Power Off/On, and check for reproducibility.

Procedure

- Refer to the Error History Report. If the same failure occurs frequently, perform the Long-boot Diagnostic Tests (GP 20).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Check the installation status of the ESS PWB (PL 35.2) connector cables to install them securely, then perform the same operation where the error occurred.
- Download the latest version of the software Software Download (GP 16).
- Turn the power OFF, remove and insert the System Memory and Page Memory DIMMs (PL 35.2), then turn the power ON again to perform the same operation where the error occurred.
- Replace the ESS PWB (PL 35.2) and perform the same operation where the error occurred.

116-360 SMB Software RAP

An internal shutdown occurred after a SMB (Server Message Block) processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-361 Spool HDD RAP

The controller spool detected an error during HDD access.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-362 SSDP Software RAP

An internal shutdown occurred after an SSDP (Simple Service Discovery Protocol) processing error.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-363 BMLinkS/Print Service Software RAP

An internal shutdown occurred after an SNMP processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - Ipd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-364 Timer RAP

A timer failure is detected in the ESS PWB.

Initial Actions

Power Off/On

Procedure

Check the connection of each ESS PWB connector. **The connectors are correctly connected.**

Y N

Connect the connectors.

Turn on the power again. **The problem persists.**

Y N

Return to Service Call Procedures.

Check the sw version of the controller sw - update if required. Replace the ESS PWB (PL 35.2).

116-365 Spool RAP

An internal shutdown occurred after an SPL processing error.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform GP 14 - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-366 Software Report RAP

An internal shutdown occurred after a reporting error.

Initial Actions

Power Off/On

Procedure

- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-367 Parallel IF Software RAP

An internal shutdown occurred after a processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - Ipd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-368 Dump Print RAP

An internal shutdown occurred after a processing error.

Initial Actions

Power Off/On

Procedure

- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-370 XJCL RAP

An internal shutdown occurred after a XJCL (X Job Control Language) processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-371 PCL Decomposer Software RAP

An internal shutdown occurred after a PCL (Printer Command Language) processing error.

Initial Actions

Power Off/On

Procedure

- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-372 Formatter RAP

An internal shutdown occurred after a processing error.

Initial Actions

Power Off/On

Procedure

- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-373 Dynamic DNS Software RAP

An internal shutdown occurred after a DDNS (Dynamic Domain Name System) processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
- Check the sw version of the controller sw - update if required
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-374 Auto Switch RAP

An internal shutdown occurred after a processing error.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)
- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-375 Formatter RAP

A response such as system function recall error is detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-376 Port 9100 Software RAP

An internal shutdown occurred after a processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - Ipd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-377 Video DMA RAP

A Video DMA (Direct Memory Access) failure is detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Reinstall or replace the DIMM (PL 35.2).
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-378 MCR Software RAP

Fatal error of MCR (Mail Contents Requester).

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-379 MCC Software RAP

An internal shutdown occurred after an MCC processing error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - lpd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-380 ESS Font ROM DIMM RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

An error is detected when the Font ROM DIMM was checked.

Initial Actions

Power Off/On

Procedure

Pull out and insert the ESS Prt-Kit, the Fax Board or the ROM DIMM ([PL 35.2](#)) Switch on the power. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Check the connection of each ESS PWB connector. **The connectors are correctly connected.**

Y N
|
Connect the connectors.

Turn on the power again. **The problem persists.**

Y N
|
Return to Service Call Procedures.

- Check the sw version of the controller sw - update if required. Replace the ESS PWB ([PL 35.2](#))
- If the problem persists, replace the Printer PWB ([PL 13.2](#)).
- If the problem persists, replace the PS DIMM ([PL 35.2](#)).

116-381 ABL Initialize RAP

Corrupted data is detected in the ABL (Address Book Library).

Initial Actions

Power Off/On

Procedure

Check the connection of each ESS PWB connector. **The connectors are correctly connected.**

Y N
|
Connect the connectors.

Turn on the power again. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Clear the ESS NVM. (Perform this only after explaining to the user the purpose of clearing recipient information.) Check the sw version of the controller sw - update if required. If the problem persists replace the ESS PWB ([PL 35.2](#)).

116-382 ABL Initialize RAP

HDD access by the ABL (Address Book Library) failed.

Initial Actions

Power Off/On

Set ChainLink 790-664 to 0.

If the problem persists, replace the NVM component on the NVM Controller.

Procedure

- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-383 PIT Lib Failure RAP

PIT Lib Failure.

Initial Actions

Power Off/On

1. It was detected that the Image Extension Kit (Ama + toto board) was not installed on the ESS PWB (PL 35.2) during job execution.
2. An Ama + toto board failure was detected during job execution.
3. An HDD access error was detected during job execution.

NOTE: Although 016-231 is detected during power ON, this fail is a "job execution detection" and has a different timing.

Procedure

- (1) (2) After turning the power OFF then ON, check the panel top right display to see whether 016-231 has occurred, without this error (= 116-383) occurring.
If 016-231 has occurred, perform the corrective actions for 016-231.
If the error does not occur, proceed to (3) for the HDD access error.
If the problem persists, perform the following procedure to repair it.
- Check the HDD electrical connections (PL 35.2).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-384 DCS Fatal Error RAP

DCS-related fatal error.

Due to an error in software processing, subsequent processes cannot be performed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Reinstall or replace the DIMM (PL 35.2).
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-385 IDC Software RAP

An internal shutdown occurred after an IDC (scripting language) processing error.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Reinstall or replace the DIMM (PL 35.2).
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-386 FAX Cable Insertion Error RAP

BSD-ON: [BSD 34.1 - FAX](#)

Incorrect USB port used for FAX.

Procedure

1. Turn off machine power.
2. Connect the Fax USB cable to the correct USB port.
3. Turn on machine power.

116-388 HD Not Installed RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

1. The system detected that the HDD was not installed, even though the system configuration (with Fax and Finisher) requires a HDD.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform [GP 14](#) - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD ([PL 35.2](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-389 RAM Install RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

The control logic detected that the required RAM capacity is not installed or available.

1. The system detected that additional RAM was not installed, even though the system configuration (with HDD etc.) requires the installation of additional RAM.
2. Insufficient System Memory was detected when SW optional function was enabled.
[Option name to be detected]
 - Printer Kit
 - Scanner Kit

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Reinstall or replace the DIMM ([PL 35.2](#)).
- Remove and re-install or replace the System Memory and Page Memory DIMMs ([PL 35.2](#)).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-390 ROM NVM Mismatch RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

Incompatible versions of the standard ROM and NVM are detected.

Procedure

1. Initialize the NVM by following the instructions on the LCD display.
2. If the NVM is not to be initialized, use a compatible version of the Controller ROM (Standard ROM).

116-391 Country Code RAP

An illegal country code is set.

When the machine is turned on and started (or also rebooted), nation info, territory code and paper size group kept in SEEP-ROM are checked. As a result, an undefined code is detected regarding one(s) of those pieces of information.

However, when it is turned on and started (or also rebooted) in the following way, the machine starts successfully without checking for an error.

- Special Boot (Power Saver+Clear All+Power ON)

Procedure

Perform [GP 15](#) Country Code Setting.

Turn OFF then ON the power. If the problem persists, perform the following:

1. Enter the correct nation code, territory code and paper size group in SEEP-ROM.

* CL No.

700-165=nation code

700-338=territory code

700-402=paper size group

For correct data, see System Data List.

2. After entering the correct values in SEEP-ROM, be sure to initialize NVMs (Sys-System).

If NVMs (Sys-System) are not initialized, NVN values generated based on wrong data in SEEP-ROM will not be updated to be the correct values.

116-392 ROM DIMM Machine Code Check Fail RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

ROM DIMM machine code check fail

The machine code that is stored in the EEPROM of the ESS ROM, which is inserted in SLOT1 or SLOT2, does not match the machine code that is stored in the EEPROM on the ESS PWB ([PL 35.2](#)).

Initial Actions

Check the machine codes for both SLOT1 and SLOT2. If even one of them does not match, this Fault will occur.

Procedure

NOTE: Although the correct way is to insert ESS ROM for Netware into SLOT1 and the ESS ROM for Printer Kit into SLOT2, the machine will not display this Fault Code even if they are inserted wrongly as long as the machine codes are matched.

Insert the Printer Kit or the PS Kit and Emulation Kit that is specified for this machine into their specified slots on the ESS PWB ([PL 35.2](#)).

The correct way is to insert the ESS ROM for Netware into SLOT1 and the ESS ROM for Printer Kit into SLOT2.

However, if the problem persists even when the Printer Kit or the PS Kit and Emulation Kit that is specified for this machine has been inserted into their specified slots, either replace the Kits or the ESS PWB ([PL 35.2](#)).

116-393 AAA Manager Fatal Error RAP

AAA software failure.

Procedure

Upgrade to the latest version. (GP 16).

116-394 AAA Manager Settings Failure RAP

Abnormal authentication mode and accounting mode settings detected during AAA Manager boot sequence.

Procedure

Upgrade to the latest version. (GP 16).

116-395 USB Software RAP

There is an internal shutdown due to a USB (Universal Serial Bus) related error.

Initial Actions

Power Off/On

Procedure

- Change the system data 700-530 to "0" and disable the automatic startup boot operation at SystemFail (make sure to reset to 1 when complete)
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Specially check for faulty ports or Net connection. Check which of the following ports is faulty.
 - SNTP
 - NetWare
 - Salutation IO
 - SMB
 - Port 9100
 - USB
 - Ipd
 - FTP Serv
 - MailIO
 - IPP
 - Check the sw version of the controller sw - update if required
 - Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-396 FIPS140 Self-Test Fail

Failure detected during FIPS140 module self-test at booting

Initial Actions

Power Off/On

Procedure

1. Turn the power OFF then ON.
2. Reload Software (GP 16).
3. Replace or upload again the ROM (FW).
4. If the problem persists, replace the ESS PWB (PL 35.2).

116-397 AAMgr illegal setting area coverage threshold

The Plain Total Color Judge Threshold setting is wrong.

When the condition below is met in setting system data values in boot sequence:
720-061(threshold B) <= 720-060(threshold A)

*If Chain-Link 720-060 Value is not below 720-061 Value, FAULT will be detected.

Initial Actions

Power Off/On

Procedure

1. Turn the power OFF then ON.
2. Set up system data values that meet the relation between them as below:
 - Chain-Link **NVM Read/Write** 720-061(threshold B) > Chain-Link 720-060(threshold A)
 - *Chain-Link **NVM Read/Write** 720-060 Value must be below 720-061 Value.

116-399 Initialization RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

Initialization exceeded 10 minutes.

When 10 minutes had passed after the Pflite has started up, "the machine remains in initializing state" was detected. => 10 minutes had passed in a situation where neither Ack nor Nack was returned from any task.

This failure is detected only in startup modes such as "Normal Cold Boot" and "Reboot Mode (during Diag exit, etc.)". In other modes such as "Recovery from Power Save" and "Special Boot Mode", the failure is not detected because the timeout time of 10 minutes is difficult to guarantee.

- Reboot the machine once if it remains in initializing state even when the 10-minute timeout time has passed after power ON.
- Obtain the "PfShowInfo8" log and save it in the HDD before rebooting.
- "Ready to Copy" is displayed and the error code is not displayed at normal start up after rebooting.
- If 116-399 occurs again after rebooting, the System Fail screen is displayed.
- For cases where 116-399 is displayed, the pfshowinfo8 log is obtained twice successively.
- Although the log is saved in the HDD even if 116-399 is not displayed because the machine cannot shift to the SysFail state, the latest histories might not get logged.

Initial Actions

Power Off/On

Procedure

Reload Software ([GP 16](#)).

If the problem persists, replace the ESS PWB ([PL 35.2](#)).

116-700 Image Expansion Kit Insufficient Memory RAP

Image Expansion Kit has insufficient memory.

Procedure

NOTE: When the system data (Log or Image Creation Guarantee Level) is set to **Low**, the Image Extension Kit has insufficient memory.

Ask the customer to set the image quality to **Normal**.

116-701 Memory Duplex RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

One-page data was printed on multiple pages during 2-Sided Print (The title with two or more lines was printed on 2 pages).

Initial Actions

Power Off/On

Procedure

Expand the memory.

If the problem persists perform [Hard Disk Failure Prediction Test](#).

If the problem persists replace the HDD ([PL 35.2](#)).

116-702 Substitute Font RAP

The print function is using a substitute font.

Initial Actions

Power Off/On

Procedure

Install an appropriate Font ROM.

116-703 PostScript Language RAP

There is an error in PostScript grammar interpretation or language interpretation.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Reinstall or replace the DIMM (PL 35.2).
- Remove and re-install or replace the System Memory and Page Memory DIMMs (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB)

116-704 Media Reader: No Media RAP

Media is not inserted or is inserted incorrectly.

Procedure

Inform the customer that no media is inserted.

116-705 Media Reader: Format Error RAP

Media Reader format error detected while no job is present.

The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Check the contents in the Media from the PC. Check the file format/directory and selected mode (Digital Camera Print/Document Print). Inform the customer the media may be defective.

116-706 Media Reader: File Attribute Read Error RAP

Media Reader format error detected while no job is present.

The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Check the contents in the Media from the PC. Check whether the printed file attribute information is displayed in the PC. Inform the customer the media may be defective.

116-707 Media Reader: Image File Read Error RAP

Media Reader image file read error detected while no job is present.

The MediaLib detected this error while performing the operation that requires access to Media.

Procedure

Check the contents in the Media from the PC. Check whether the print file images are displayed in the PC. Inform the customer the media may be defective.

116-708 Media Reader: File Attribute Read Error RAP

File Attribute Retrieval Error

The MediaLib detected this error while performing the operation that requires access to Media.

Procedure

Check the contents in the Media from the PC. Check whether the printed file attribute information is displayed in the PC. Inform the customer the media may be defective.

116-709 Media Reader: File Attribute Read Error RAP

Image File Retrieval Error

The MediaLib detected this error while performing the operation that requires access to Media.

Procedure

Check the contents in the Media from the PC. Check whether the print file images are displayed in the PC. Inform the customer the media may be defective.

116-710 HP-GL/2 Memory Overflow RAP

HP-GL/2 Memory Overflow

Procedure

Increase HP-GL spool size or mount HDD.

116-711 PLW Form Merge Error RAP

Form Overlay is impossible because the size and orientation of the PLW form's drawing is different from that of the paper.

Procedure

Ask customer to check setups so that the paper is the same size and orientation as the overlay.

116-712 PLW Form Memory Shortage RAP

PLW form/logo data cannot be registered due to capacity shortage of RAM or hard disk free space.

Procedure

Ask customer to check the registered forms/logos using the Operation Panel utility, delete the unnecessary forms/logos. Or, increase the allocated capacity of the RAM disk.

Refer customer to User Guide heading Data Encryption to check RAM usage.

If the problem persists perform [Hard Disk Failure Prediction Test](#).

If the problem persists replace the HDD ([PL 35.2](#)).

116-713 HDD Job Full RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

The job output was split into batches when HDD capacity was reached.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform [GP 14](#) - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD ([PL 35.2](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-714 HP-GL/2 Command RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

There is a command error in the HP-GL/2 (Hewlett Packard printer control language)

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-715 PLW Form Registration Error RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

PLW form cannot be registered due to limitation of the number of forms that can be registered.

Initial Actions

Power Off/On

Procedure

- Ask customer to check the registered forms/logos using the Operation Panel utility, delete the forms/logos that are unnecessary.
- Refer customer to User Guide heading Data Encryption to check RAM usage.
- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-716 Media Reader: Corrupt or Missing Media File RAP

The MediaLib detected this error while performing the operation that requires access to Media.

Procedure

Check the contents in the Media from the PC. Check the file format/directory and selected mode (Digital Camera Print/Document Print).

116-717 Media Reader: Media File Read Error RAP

New execution request Cannot Be Received.

Initial Actions

Power Off/On

Procedure

Check the contents in the Media from the PC. Check the file format/directory and selected mode (Digital Camera Print/Document Print).

116-718 PLW Form Overlay Error RAP

Designated form is not registered.

Initial Actions

Power Off/On

Procedure

Use a registered form or register the required form.

116-719 XPIF Parameter Cancelled RAP

The device was instructed to execute a function it did not support.

The device was instructed to execute a function or a combination of functions that it was not ready to execute.

Procedure

Some of the parameters are disabled by XPIF so the device cannot execute them; cancel the disabled parameter(s).

116-720 PCL Memory RAP

The PCL Printer Control Language) Memory capacity is insufficient.

Initial Actions

Power Off/On

Procedure

Do not start up the ports that are unnecessary. Adjust the various Buffer Memory sizes. Add additional memory.

116-725 Image Log Data Insufficient Disk Space RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

Disk full occurs in Image Log area.

Initial Actions

Power Off/On

Procedure

- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
Perform [GP 14](#) - only the first 3 parts - make sure to follow sequence and heed cautions

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
 3. [HDD Format Mode](#)
- Replace HDD ([PL 35.2](#))
 - Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-737 ART User Defined Area Shortage RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

User-defined data (external character, pattern) cannot be registered with ART due to RAM capacity shortage.

Initial Actions

Power Off/On

Procedure

- Ask the customer to run the job again.
- Ask customer to check the registered forms/logos using the Operation Panel utility, delete the forms/logos that are unnecessary.
- Refer customer to User Guide heading Data Encryption to check RAM usage.
- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-738 Overlay Size Orientation RAP

The drawing size/orientation of the form is different from the size/orientation of the paper.

Procedure

Ask customer to check setups so that the paper is the same size and orientation as the overlay.

116-739 Form/Logo Capacity RAP

BSD-ON: [BSD 16.1 - ESS](#)

BSD-ON: [BSD 34.1 - FAX](#)

Form/logo registration was not possible because of insufficient RAM disk or HDD capacity.

Initial Actions

Power Off/On

Procedure

- Ask the customer to run the job again.
- Ask customer to check the registered forms/logos using the Operation Panel utility, delete the forms/logos that are unnecessary.
- Refer customer to User Guide heading Data Encryption to check RAM usage.
- Check the HDD electrical connections ([PL 35.2](#)).
- Check the sw version of the controller sw - update if required
- If the problem persists perform [Hard Disk Failure Prediction Test](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB)

116-740 Arithmetic RAP

The number calculated in the interpreter exceeded the limit value.

Initial Actions

Power Off/On

Procedure

Upgrade the driver. Ask customer to cancel and rerun the job.

116-741 Maximum Forms Data Register RAP

The large quantity of forms put a limit on form data registration.

Initial Actions

Power Off/On

Procedure

Ask customer to check the registered forms using the UI utility and delete the forms that are unnecessary.

If the problem persists Ask customer to delete forms that are not required by the print command.

116-742 Max Logo Registered RAP

The number of logo data registrations is exceeded.

Procedure

Ask customer to check the registered logos using the UI utility and delete any unused logos.

If the problem persists delete logos that are not required by the print job.

116-743 Form/Logo Size Overflow RAP

The received data (form/logo) exceeds the registered buffer size.

Initial Actions

Power Off/On

Procedure

Ask customer to increase the size of the Form Registration Area using the UI.

If the problem persists install the HDD ([PL 35.2](#)).

116-745 ART Command Error RAP

Decomposer checks grammar error and excess of various limit values during decomposing.

Initial Actions

Power Off/On

Procedure

Upgrade the driver. If the problem persists reload Software ([GP 16](#)).

116-746 Selected Form RAP

The selected form is not registered.

Procedure

Ask customer to use a registered form or register the required form.

116-747 Invalid Page Margin RAP

Subtracting the paper margin from the valid coordinate area results in a negative value.

Procedure

Ask customer to reset the margins setup.

116-748 Page Image Data RAP

Drawing data does not exist in the page data.

Initial Actions

Power Off/On

Procedure

Ask customer to cancel and rerun the job.

116-749 PostScript Font RAP

The specified font is not found in the ROM or the HDD.

Initial Actions

Power Off/On

Procedure

Add fonts. Or, specify a substitute using UI.

116-750 Banner Sheet Cancelled RAP

Banner Sheet cancelled.

Procedure

Set the Banner Sheet Feed Tray to normal status (see "Detected when"), or change Banner sheet feed tray.

116-752 Print Job Ticket Description Warning RAP

PDF Print Job Ticket description warning.

When a user instructs to print from an application that directly sends PDF, such as "ContentsBridge2005", the machine received the print job ticket sent together with the PDF but the job ticket data includes "printing instructions that are not supported by the machine".

In particular, the job ticket also contains printing instructions that are only supported by other machines that was developed after this machine was released. Those instructions that are unrelated to the functions provided in this machine are cancelled before processing.

Procedure

- Ask customer to cancel and rerun the job.
- Check the sw version of the controller sw - update if required
- Although some functions that are not supported by this machine were specified in the print job ticket, those instructions will be cancelled because they are unrelated to the functions provided in this machine and the printing will continue. You can check for the cancelled functions by outputting the Job History Report.

To use the cancelled printing instructions, print to a machine that supports those functions.

Obtain the Printer Setting List, Job History Report, and the print job ticket that was sent when the problem reoccurred, then contact the Support Department.

- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)

116-771 Invalid JBIG Parameter DL Fixed RAP

An incorrect JBIG parameter DL was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-772 Invalid JBIG Parameter D Fixed RAP

An incorrect JBIG parameter D was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-773 Invalid JBIG Parameter P Fixed RAP

An incorrect JBIG parameter P was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-774 Invalid JBIG Parameter YD Fixed RAP

An incorrect JBIG parameter YD was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-775 Invalid JBIG Parameter L0 Fixed RAP

An incorrect JBIG parameter LO was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-776 Invalid JBIG Parameter MX Fixed RAP

An incorrect JBIG parameter MX was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-777 Invalid JBIG Parameter MY Fixed RAP

An incorrect JBIG parameter MY was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-778 Invalid JBIG Par VLength Fixed RAP

An incorrect JBIG parameter VLENGTH was automatically corrected.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-780 Attached Document RAP

There was an error in the document attached to the E-mail to XXX.

Initial Actions

Power Off/On

Procedure

No action necessary.

116-790 Stapling Canceled RAP (Integrated Finisher)

BSD-ON: [BSD 12.5 - Integrated Finisher Staple Control](#)

When Staple was specified, there were no staples.

1. If the operator stops a FAX/Internet FAX Mailbox received documents print, cancel one of the lead Stapler and print.
2. If 1. is not possible, cancel Stapler for all copy and print

Initial Actions

Power Off/On

Procedure

Execute [Component Control](#) [012-242 Low Staple Sensor]. Install and remove the Staple Cartridge. **The display changes.**

Y N

Check the Staple Cartridge for failure or foreign substances. **There are no foreign substances and nothing has failed.**

Y N

Repair the failure and remove the foreign substances.

Check the wires between [P/J8731](#) and [P/J8701](#) for a loose connection, or an open or a short circuit. **The wires are OK.**

Y N

Repair as required.

Measure the voltage between the Finisher PWB [P/J8701](#) -5 (+) and GND (-). **The voltage is approx. +5VDC.**

Y N

Replace the Finisher PWB ([PL 22.7](#)).

Measure the voltage between the Finisher PWB [P/J8701-7](#) (+) and GND (-). Install and remove the Staple Cartridge. **The voltage changes.**

Y N

Replace the Finisher PWB ([PL 22.7](#)).

Replace the Staple Assembly ([PL 22.4](#)) If the problem persists, replace the Finisher PWB ([PL 22.7](#)).

Check the sw version of the controller sw - update if required. Replace the Finisher PWB ([PL 22.7](#)) If the problem persists, replace the MCU PWB ([PL 18.2](#)).

116-790 Stapling Canceled RAP (Finisher LX)

BSD-ON: [BSD 12.21 - Office Finisher LX Staple Control](#)

When Staple was specified, there were no staples.

1. If the operator stops a FAX/Internet FAX Mailbox received documents print, cancel one of the lead Stapler and print.
2. If 1. is not possible, cancel Stapler for all copy and print

Initial Actions

Power Off/On

Procedure

Execute [Component Control](#) [012-242 Low Staple Sensor]. Install and remove the Staple Cartridge. **The display changes.**

Y N
|
Check the Staple Cartridge for failure or foreign substances. **There are no foreign substances and nothing has failed.**

Y N
|
Repair the failure and remove the foreign substances.

Check the wires between [J8886](#) and [P/J8981](#) for a loose connection, or an open or a short circuit. **The wires are OK.**

Y N
|
Repair as required.

Measure the voltage between the Finisher PWB [J8886-5 \(+\)](#) and GND (-). **The voltage is approx. +5VDC.**

Y N
|
Replace the Finisher PWB ([PL 22.7](#)).

Measure the voltage between the Finisher PWB [J8886-7 \(+\)](#) and GND (-). Install and remove the Staple Cartridge. **The voltage changes.**

Y N
|
Replace the Finisher PWB ([PL 23.16](#)).

Replace the Staple Assembly ([PL 23.4](#)) If the problem persists, replace the Finisher PWB ([PL 23.16](#)).

Check the sw version of the controller sw - update if required. Replace the Finisher PWB ([PL 23.16](#)).

117-310 WSD Scan S/W Fail

A problem occurred in the processing of WSD Scan Service Software, causing the processing to discontinue after that.

Procedure

Power OFF then ON.

117-316 Contract Manager Software Fail

When the Contract Manager is running, it can no longer perform task control due to software malfunction.

Procedure

Turn the power OFF, make sure that the Control Panel has turned OFF, and then turn the power ON again.

117-317 Contract Manager PPP_contract Finishing Fail

The Contract Manager detected that the PagePackPIN contract has ended.

Procedure

Wait for reboot.

117-318 Contract Manager PPP DC Command Fail

The Contract Manager detected that the DC command write that was performed at the end of a PPP contract has failed.

Procedure

Wait for reboot.

117-325 Contract Manager RTC Hardware Fail

Failed to obtain RTC timer value due to hardware problem in the contract function

Procedure

Turn the power OFF, make sure that the Control Panel has turned OFF, and then turn the power ON again.

117-326 ESS NVRAM SW Access Fail

When accessing the NVRAM data during start up or operation, a software malfunction where the software parameters detected by the OSDD is mismatched, etc. occurs.

Procedure

Turn the power OFF, make sure that the Control Panel has turned OFF, and then turn the power ON again.

117-330 XBDS Soft Fail

XBDS-related Fatal Error. A problem has occurred in the software processing and it is unable to continue with the subsequent processes.

Procedure

Turn the power OFF and ON, perform the same operation and check whether the problem is reoccurring.

Check whether HTTP and HTTPS have started up normally and are operable.

NOTE: As data is obtained via SNMP for the Alert section, it depends on whether the SNMP Agent has started up normally.

118-310 IPSEC Internal Fail RAP

An internal error was detected during initialization of the IPSEC.

Procedure

Turn the power OFF then ON.

121-316 FDI / Secure Access Conflict RAP

SysR. Prohibited Combination of FDI Accessory Connection and Secure Access Authentication. The Accessory is connected and the authentication method is set to Secure Access. Because Secure Access itself is an alternate method for IC Card authentication of EPA connection, there is no meaning to install both. Therefore, combination of the Accessory connection and the Secure Access authentication is prohibited.

Procedure

NOTE: FDI and Auditron or FDI and Secure Access cannot be enabled at the same time.

1. Remove the FDI Accessory connection.
2. Remove the FDI Accessory connection temporarily, set the authentication method to an option other than Secure Access (either of: Authentication OFF, LOCAL Authentication or REMOTE Authentication), and then connect the Accessory again.

121-318 Auth/Account Settings Is Not Supported RAP

SysR. Auth/Account Settings Is Not Supported.

When (1) or (2) in the following is met:

1. When "Accessory Type" = ICCG only
The machine operates normally only when the following system data is set (AND).
Authentication=Remote, Accounting=OFF (Keep Log), Feature Service Pathway=Locked, Job Status Pathway=Locked, Machine Status Pathway=Locked, Password for ICCG External Authentication Link=OFF, and Authentication System=AWAA
In addition, when Authentication != Remote, it becomes system failure.
Therefore, cases other than the above forms the detection condition.
2. When "Accessory Type" = There are connections other than ICCG
The following cases are the detection conditions:
Authentication=OFF, Accounting=XSA or OFF (Keep Log)
Authentication=Local, Accounting=OFF or XSA or OFF (Keep Log)
(When Authentication=Remote or CA, it becomes system failure)

Procedure

PO PO the machine. (None applicable because it is automatic reboot)

121-333 FDI-ESS Communication Fail

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

Transmission between the FDI and the machine failed.

Initial Actions

This fault typically appears if the Foreign Device Interface (FDI) has been installed then subsequently removed.

- Ensure that NVM location 850-001 is set to 0 (= FDI Not Present)

If the fault appears when the FDI is connected, perform the **Procedure**.

Procedure

Check the connectors and harness between the Foreign Device Interface and the ESS PWB for damage. **The connectors and harness are OK.**

Y N
| Repair or replace as required.

Check the Foreign Interface for damage. **The device is OK.**

Y N
| Replace the Foreign Interface.

Replace the ESS PWB ([PL 35.2](#)).

121-334 FDI Login Fail RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. Verification of the login information in WAKE UP ANSWER resulted in an error.

Procedure

1. Check connection of the cable between the FDI and the ESS.
2. If they are connected correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
3. Check the sw version of the controller sw - update if required
4. Reinstall or replace the FDI
5. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
8. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-335 FDI Wake Up Answer Fail RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. The WAKE UP ANSWER cannot be received.

Procedure

1. Check connection of the cable between the FDI and the ESS.
2. If they are connected correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
3. Check the sw version of the controller sw - update if required
4. Replace the FDI
5. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
8. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-336 Unknown Accessory RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. Accessories type unknown. The accessory type was unknown in WAKE UP ANSWER.

Procedure

1. Check connection of the cable between the FDI and the ESS.
2. If they are connected correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
3. Check the sw version of the controller sw - update if required
4. Replace the FDI.
5. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
8. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-337 Accessory Self Diag Fail RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. Accessories self-diagnostic result error. Self-diagnostic of the accessories in WAKE UP ANSWER resulted in an error.

Procedure

1. Check connection of the cable between the FDI and the ESS.
2. If they are connected correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
3. Check the sw version of the controller sw - update if required
4. Replace the FDI.
5. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
8. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-338 FDI Answer Time Out RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. FDI - Answer Timeout. Answers other than WAKE UP ANSWER from the FDI cannot be received.

Procedure

1. Check connection of the cable between the FDI and the ESS.
2. If they are connected correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
3. Check the sw version of the controller sw - update if required
4. Replace the FDI.
5. Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
6. Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
7. Replace RAM DIMM on ESS PWB ([PL 35.2](#))
8. Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-339 Price Table Error RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. Unit price table error. Detection Condition (1): When the M/C is running, a notification is issued from the Coin Kit indicating that the price data in the Coin Kit has been changed. Detection Condition (2): When the M/C is booting or returning from Power Save, a notification is issued from the Coin Kit indicating a unit price error. (The unit price table in the Coin Kit contains unset unit price(s)).

Procedure

- Detection Condition (1): Turn the power OFF then ON.
Detection Condition (2): Correct the unit price settings in the Coin Kit, and then turn the power OFF then ON.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-340 EP Accessory Miss Match RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. FDI - Accessories Form Mismatch. The combination of accessories that are installed does not match the specifications.

Procedure

- Checks whether they are installed correctly against the specifications.
If they are installed correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Check the sw version of the controller sw - update if required
- Reinstall or replace the FDI.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-350 FDI Logic Fail RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

System Fail. FDI - Unexpected Error. Due to an error in software processing, subsequent processes cannot be performed.

Procedure

- Checks whether they are installed correctly against the specifications.
If they are installed correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Check the sw version of the controller sw - update if required
- Reinstall or replace the FDI.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

121-370 FDI Unexpected Error RAP

BSD-ON: [BSD 3.7 - ESS-FDI Communication](#)

BSD-ON: [BSD 34.1 - FAX](#)

System Fail. Unexpected Error.

Pflite Function Error
Library Function Error
Undefined Message/Undefined Parameter Received, etc.

Procedure

- Checks whether they are installed correctly against the specifications.
If they are installed correctly, turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Check the sw version of the controller sw - update if required
- Reinstall or replace the FDI.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM)

123-207 Communication Manager Target RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

A mailbox operations value is incorrect.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-209 Controller UI Communication RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

An incorrect check value is received during Controller UI Communications.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-310 Send Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The upper limit of the processing capability for sending data from the UI to the Controller was exceeded.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-311 Receive Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The data received from the Controller exceeded the upper limit of the processing capability in the UI.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-312 Diag Mode Change Fail (Punch Unit Type Set) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

System Fail. SB-Fin Punch Unit Initial Installation NG After Diag Mode. The data received from the Controller has exceeded the upper limit of the processing capability in the Panel.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-317 Receive Message Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The data received from the Controller exceeded the upper limit of the processing capability in the UI.

Initial Actions

Power Off/On

Procedure

- If the problem persists replace the UI I/F PWB ([PL 1.7](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-318 Receive Finish Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The data received from the Controller exceeded the upper limit of the processing capability in the UI.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-320 NVM Initialized for FCW Composition RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

Automatic recovery with detection of incorrect value in system data area that is not compatible between different UI panels (FCW/HB).

When the M/C was started or booted, it was detected that a value, which is out of the guaranteed range for the currently installed panel, is set in the system data area that has no compatibility among the different type of UI panels (HB/FCW/MCW).

This error does not occur during the usual physical UI panel type replacement.

If for some reason the incorrect data got stored, the machine performs reboot and automatic recovery using the same system as when the panel is physically replaced.

Initial Actions

Power Off/On

Procedure

- Even when this error code is displayed, the machine can still be used normally after pressing [Close].
However, set necessary settings before using it because the Controller NVM has been initialized into the FCW/MCW panel configuration.
- Disconnect and reconnect the electrical connections on the UI PWB and the ESS PWB.
- If the problem persists reload software ([GP 16](#)).
- If the problem persists replace the Control Panel Assembly ([PL 1.7](#)).
- If the problem persists replace the ESS PWB ([PL 35.2](#)).

123-322 UI Target RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

Serial transmission failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-323 UI Address RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

Serial transmission failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-325 Object Creation RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The specified object could not be created due to UI software failure and a setting or specification error.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-326 Memory Overflow RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed and memory capacity is exceeded.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-327 Button Overflow RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed and memory requirements exceeded the upper limit.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-328 UI Internal Range RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

UI software failure and a coordinate value outside the range of the display screen is detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-329 UI Coordinates RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

UI software failure and a coordinate value that cannot be displayed is detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-332 I/F Fail (Invalid Parameter CP) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

ESS PWB Internal UI-SW failure.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-333 Interface Communication RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The system detected that transmission with the Control Panel could not be established.

The H/W connection in the UI is faulty and the internal connection isn't detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-337 Frame Data RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed and an incorrect data type value is detected.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-341 Event Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed with a full event queue.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-342 Event Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed with an empty queue.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-343 Invalid Class RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-344 Invalid Type RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-345 Timer Queue Full RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed an event timer.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-346 Invalid Timer Number RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed a timer routine.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-352 Sys EEPROM Read Error (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

SysR. Sys EEPROM Read Error (UI-Panel). An error internal to the con-panel (an abnormal value in EEPROM for Sys) has been detected.

Procedure

- Turn the power OFF then ON, and then replace the One-Touch Key Module of the MCW-Panel.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-353 UI Cable Connect Error (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

SysR. UI Cable Connection Error (UI-Panel). The Control Panel has detected that the UI Cable is disconnected.

Procedure

- Turn the power OFF then ON, and then replace the One-Touch Key Module of the MCW-Panel.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-354 Decrease in 24V Error (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

24V Power Drop Detected error (UI-Panel). The Control Panel has detected a drop in 24V power voltage.

Procedure

- Turn the power OFF then ON, and then replace the One-Touch Key Module of the MCW-Panel.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-355 Decrease in 5V Error (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

. 5V Power Drop Detected error (UI-Panel). The Control Panel has detected a drop in 5V power voltage.

Procedure

- Turn the power OFF then ON, and then replace the One-Touch Key Module of the MCW-Panel.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-357 Sys EEPROM Write Error (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

SysR. Sys EEPROM Write Error (UI-Panel). The Control Panel has detected that writing in the EEPROM there failed.

Procedure

- Turn the power OFF then ON, and then replace the One-Touch Key Module of the MCW-Panel.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-358 Log EEPROM Write Error (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

SysR. Log EEPROM Write Error (UI-Panel). The Control Panel has detected that writing in the EEPROM there for logging failed.

Procedure

- Turn the power OFF then ON, and then replace the One-Touch Key Module of the MCW-Panel.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-362 No Object (UI-Panel) RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

System Fail. No Object. UI SW failure in the ESS PWB.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-368 UI Memory RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is insufficient memory or the connection failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-369 Interface Value RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed with an invalid interface value.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-370 Interface Length RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an error in the parameter sent from the Controller.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-371 Interface Parameter RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an error in the parameter sent from the Controller.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-372 Interface Sequence RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The initialization command from the Controller was not sent within the specified time.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-373 Channel RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an error in the channel sent from the Controller.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-374 User Job ID RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an error in the Job ID parameter sent from the Controller.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-375 Internal Resource RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-376 Internal Memory RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-377 UI Timer RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-378 Interface Format RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an error in the data format sent from the Controller.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-379 Dispatch RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-380 Copy Interface RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-381 Fax Interface RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-382 Scanner Interface RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-383 Report Interface RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-384 Server Access RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-385 Service Object RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an invalid service object overflow failure.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-386 Service Object RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an invalid service object attribute failure.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-387 Service Object RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is an invalid service object attribute failure.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-388 Attribute RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed attribute control.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-389 UI Comparator RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed comparator management.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-390 Job Parameter RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed job parameter control.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-391 Job Parameter RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed job parameter control.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-392 Auditron RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed auditron control.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-393 UI Compiling RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed a compiler function.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-394 File Access RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed a file access routine.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-395 UI NVM RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed an NVM access routine.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-396 UI Software RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-397 UI Manager RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-398 Release Queue RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed a full queue release.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-399 UI Internal RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

The UI software failed.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

123-400 Internal Interface RAP

BSD-ON: [BSD 2.1 - User Interface \(UI\)](#)

BSD-ON: [BSD 3.4 - ESS - UI Communication](#)

There is insufficient memory capacity or an internal error or invalid interface sequencing or a corrupt parameter was entered.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace UI I/F PWB ([PL 1.7](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB.)

124-310 Product Designation RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is an error in the product designation nomenclature.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Reload software [GP 16](#)
- Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).
- Go to [Machine ID/Billing Data](#).

124-311 Product Serial Number RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is an error in the product serial number.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Reload software [GP 16](#)
- Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).
- Go to [Machine ID/Billing Data](#).

124-312 Machine Codes Mismatch RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

The machine codes do not match.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

Execute [Machine ID/Billing Data](#). Compare the 3 product No. **All 3 numbers are different.**

Y N

Execute [Machine ID/Billing Data](#). Make the 3 values match. Replace the PWB that doesn't match.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-313 Serial Number RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

The serial numbers did not match.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

Execute [Machine ID/Billing Data](#). Compare the 3 product No. **All 3 numbers are different.**

Y N

Execute [Machine ID/Billing Data](#). Make the 3 values match. Replace the PWB that doesn't match.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-314 IOT Speed RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

The IOT is not running at the correct speed.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

Go to [Machine ID/Billing Data](#).

124-315 IOT Speed Mismatch RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is an IOT speed mismatch.

Procedure

Execute [NVM Read/Write](#). Compare the values in the following NVM locations:

[700-600]

[700-601]

[700-602]

The 3 values match.

Y N

Go to [Machine ID/Billing Data](#).

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-316 Product Mode RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is an error in product mode of operation.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

Go to [Machine ID/Billing Data](#).

124-317 All Product Mode RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is an error in all modes of product operation.

Procedure

Turn the power OFF then ON. Execute [NVM Read/Write](#). Compare the values in the following NVM locations:

[700-600]

[700-601]

[700-602]

The 3 values match.

Y N

| Go to [Machine ID/Billing Data](#).

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-318 Product Type Software Key RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is a mismatch between the software key and the type of product.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

Go to [Machine ID/Billing Data](#).

124-319 All Product Types Software Key RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is a mismatch between the software key and any type of product.

Procedure

Turn the power OFF then ON. Execute [NVM Read/Write](#). Compare the values in the following NVM locations:

[700-606]

[700-607]

[700-608]

The 3 values match.

Y N

Go to [Machine ID/Billing Data](#).

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-320 EEPROM RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

A write error occurred in the ESS PWB EEPROM.

Procedure

Reload software [GP 16](#). Pull out and insert EEPROM, or replace the ESS PWB.

If the system is not restored after the ESS PWB has been replaced, re-install the original ESS PWB

124-321 Backup SRAM RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

Write error occurred in the NVM on the ESS Board.

Procedure

1. If the Fax Card is installed, reinstall it.
2. Reload software [GP 16](#). Replace the ESS PWB.

If the system is not restored after the ESS PWB has been replaced, re-install the original ESS PWB.

124-322 Software Key RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is a software key mismatch.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

Go to [Machine ID/Billing Data](#).

124-323 Software Key Registration RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

There is a software key registration failure.

Procedure

Turn the power OFF then ON. Execute [NVM Read/Write](#). Compare the values in the following NVM locations:

[700-603]

[700-604]

[700-605]

The 3 values match.

Y N

Go to [Machine ID/Billing Data](#).

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-324 All Billings Mismatch RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

All Billings Mismatch

Procedure

- Switch the power off, then on. If the problem still exists, go to [Machine ID/Billing Data](#). Reload software [GP 16](#). If problem still persists replace the ESS PWB ([PL 35.2](#)) before replacing the MCU PWB ([PL 18.2](#)).

124-325 Billing Restoration RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

Billing counter auto repair failed.

Procedure

Go to [Machine ID/Billing Data](#). Compare the 3 serial numbers **The 3 serial numbers match.**

Y N

Perform [Machine ID/Billing Data](#). Replace the PWB that doesn't match.

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)). If problem still persists replace the ESS PWB ([PL 35.2](#)).

124-326 IOT Speed Not Registered RAP

The IOT Speed Change Software Key has not been entered.

Procedure

Enter Software Options [GP 5](#). Add the Software Key supplied for the Speed Change.

124-327 IOT Speed Change SW Fail RAP

Fatal error occurs during the speed change software enablement process.

The fault could be caused by any of the following:

- The machine could not enter the Diagnostic Mode
- Software Options application error
- EEPROM Read / Write error
- Reboot Error

Procedure

Turn OFF then ON the power. If the problem persists, perform the following:

1. Replace IOT.
2. Reload software [GP 16](#). Replace the ESS PWB ([PL 35.2](#)).

124-328 Punch Unit User Initial Set Up RAP

System Fail. Punch Unit User Initial Installation Screen Displayed. The notification from the Finisher indicates that the Punch Unit was detected but the punch hole configuration is unknown.

Procedure

Select the Punch Unit according to the instruction on the screen.

124-331 ESS ROM DIMM Not Found RAP

System Fail. Forgotten to install the ESS ROM DIMM (Standard ROM) (deleted because unable to display). The system detected that the ESS ROM DIMM was not installed (deleted because unable to display).

Procedure

Turn the power OFF and ON.

If the problem persists, perform the following:

Pull out and insert the Prt-Kit or the ROM DIMM (Standard ROM). Or, replace it.

124-332 Contract Data Mismatch RAP

System Fail. Contract data mismatch. Case where the contract data on IOT side and Controller side mismatches.

Procedure

Match the contract data on IOT and Controller.

124-333 ASIC RAP

A decompression error occurred in an ESS ASIC (Application Specific Integrated Circuit).

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install the System Memory (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

124-334 ESS ROM 1 RAP

An error was detected in ESS ROM 1.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Remove and re-install the System Memory (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

124-335 Font ROM RAP

The Font ROM could not be detected.

Initial Actions

Power Off/On

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Pull out and insert or replace the Font ROM.
- Remove and re-install the System Memory (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

124-337 ESS RAM RAP

An error was detected in the ESS RAM.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Reinstall or replace all the RAM DIMM.
- Remove and re-install the System Memory (PL 35.2).
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

124-338 Duplicate Font ROMs RAP

The system detected that a duplicate Font ROM is installed.

Initial Actions

Check that the correct ROM DIMM are installed.

Procedure

1. Pull out and insert the Prt-Kit or the ROM DIMM. Replace it.

124-339 ROM DIMM Mismatch RAP

The system detected that an incorrect ROM DIMM is installed.

Initial Actions

Check that the correct ROM DIMMs are installed, in their correct locations.

Procedure

Remove and re-install or replace the ROM DIMMs ([PL 35.2](#)).

124-340 CRUM Market Fail All RAP

System Fail. All three CRUM destinations are not set (0 or different values are set). The CRUM destinations stored in three positions match but their values are not set (0).

Procedure

Replace the machine, or replace the MCU Board ([PL 18.2](#)).

Go to the Fault Code for the color that displays an error:

- [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-341 CRUM Market Fail MCU RAP

System Fail. One of CRUM destinations is different from the others (IOT). One of the CRUM destinations stored in three positions does not match (Data stored in the MCU Board does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
- Enter [Machine ID/Billing Data](#). Master SYS1 to resolve the problem. If the problem persists, replace the MCU PWB ([PL 18.2](#)).
(Software unavailable for [Machine ID/Billing Data](#))
Replace the MCU PWB ([PL 18.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-342 CRUM Market Fail SYS 1 RAP

System Fail. One of CRUM destinations is different from the others (SYS 1). One of the CRUM destinations stored in three positions does not match (Data stored in the ESS PWB ([PL 35.2](#)) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master the MCU to resolve the problem. If the problem persists, replace the Cont PWB.
(Software unavailable for [Machine ID/Billing Data](#))
Extract the EEPROM from and reinsert it into the ESS PWB ([PL 35.2](#)). If the problem still persists, replace the ESS PWB ([PL 35.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-343 CRUM Market Fail SYS 2 RAP

System Fail. One of CRUM destinations is different from the others (SYS 2). One of the CRUM destinations stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master SYS2 to resolve the problem. If the problem persists, replace the Cont NVM and the Cont PWB in order.
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#). If the problem still reoccurs, replace the ESS PWB ([PL 35.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-344 All Billings Meter Types Mismatch RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

System Fail. Billing Meter Type Fail (All the three are different from each other.) All the billing meter types kept at multiple locations are different.

Procedure

- Power OFF then ON. If the problem persists, perform the following:
Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-345 Billing Meter Type Restoration Fail RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

System Fail. Billing Meter Type Fail (One mismatches the others but cannot be automatically repaired.) When one billing meter type did not match, this machine tried to automatically correct it but failed.

Procedure

Power OFF then ON. If the problem persists, perform the following:

- In [NVM Read/Write](#) compare the values in the following NVMs: 720-002 and 720-062. If the values in both are the same, replace the MCU PWB ([PL 18.2](#)).
Reload software [GP 16](#). If they are different, replace the ESS PWB.

124-346 All Billing Count Types Mismatch RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

System Fail. Billing Count Type Fail (All the three are different from each other.) All the billing count types kept at multiple locations are different.

Procedure

Power OFF then ON. If the problem persists, perform the following:

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-347 Billing Count Type Restoration Fail RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

System Fail. Billing Count Type Fail (One mismatches the others but cannot be automatically repaired.) When one billing count type did not match, this machine tried to automatically correct it but failed.

Procedure

Power OFF then ON. If the problem persists, perform the following:

In [NVM Read/Write](#) compare the values in the following NVMs:

If the values in both 720-052 and 720-063 are the same, replace the MCU PWB ([PL 18.2](#)).

If they are different, replace the ESS PWB. Reload software [GP 16](#).

124-348 All Modal Break Points Mismatch RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

System Fail. Modal Break Point Fail (All the three are different from each other.) All the Modal Break Points kept at multiple locations are different.

Procedure

Power OFF then ON. If the problem persists, perform the following:

Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)) and the ESS PWB ([PL 35.2](#)).

124-349 Modal Break Point Restoration Fail RAP

BSD-ON: [BSD 3.8 - Electronic Billing](#)

System Fail. Modal Break Point Fail (One mismatches the others but cannot be automatically repaired.) When one Modal Break Point did not match, this machine tried to automatically correct it but failed.

Procedure

Power OFF then ON. If the problem persists, perform the following:

In [NVM Read/Write](#) compare the values in the following NVMs:

If the values in both 720-057 and 720-064 are the same, replace the MCU PWB ([PL 18.2](#)).

Reload software [GP 16](#). If they are different, replace the ESS PWB.

124-350 CRUM OEM Fail All RAP

System Fail. All three CRUM OEM destinations are not set (0 or different values are set). The CRUM OEM destinations stored in three positions match but their values are not set (0).

Procedure

- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP
- Reload software [GP 16](#). Replace the machine, or replace the MCU Board ([PL 18.2](#)).

124-351 CRUM OEM Fail MCU RAP

System Fail. One of CRUM OEM destinations is different from the others (IOT). One of the CRUM OEM destinations stored in three positions does not match (Data stored in the MCU Board does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
- Enter [Machine ID/Billing Data](#). Master SYS1 to resolve the problem. If the problem persists, replace the MCU PWB ([PL 18.2](#)).
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-352 CRUM OEM Fail SYS 1 RAP

System Fail. One of CRUM OEM destinations is different from the others (SYS 1). One of the CRUM OEM destinations stored in three positions does not match (Data stored in the ESS PWB ([PL 35.2](#)) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master the MCU to resolve the problem. If the problem persists, replace the Cont PWB.
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#). Remove the EEPROM from and reinstall it into the ESS PWB ([PL 35.2](#)). If the problem still persists, replace the ESS PWB ([PL 35.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-353 CRUM OEM Fail SYS 2 RAP

System Fail. One of CRUM OEM destinations is different from the others (SYS 2). One of the CRUM OEM destinations stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Meter SYS2 to resolve the problem. If the problem persists, replace the Cont NVM and the Cont PWB in order.
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#). If the problem still persists, replace the ESS PWB ([PL 35.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-360 CRUM Validation Fail All RAP

System Fail. All three CRUM Enable/Disable settings are not set (0 or different values are set). The CRUM Enable/Disable settings stored in three positions match but their values are not set (0).

Procedure

- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP
- Reload software [GP 16](#). Replace the machine, or replace the MCU Board ([PL 18.2](#)).

124-361 CRUM Validation Fail MCU RAP

System Fail. One of CRUM Enable/Disable settings is different from the others (IOT). One of the CRUM Enable/Disable settings stored in three positions does not match (Data stored in the MCU Board does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
- Enter [Machine ID/Billing Data](#). Master SYS1 to resolve the problem. If the problem persists, replace the MCU PWB ([PL 18.2](#)).
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#). Replace the MCU PWB ([PL 18.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-362 CRUM Validation Fail SYS 1 RAP

System Fail. One of CRUM Enable/Disable settings is different from the others (SYS 1). One of the CRUM Enable/Disable settings stored in three positions does not match (Data stored in the ESS PWB ([PL 35.2](#)) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master the MCU to resolve the problem. If the problem persists, replace the Cont PWB.
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#). Remove the EEPROM from and reinstall it into the ESS PWB ([PL 35.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-363 CRUM Validation Fail SYS 2 RAP

System Fail. One of CRUM Enable/Disable settings is different from the others (SYS 2). One of the CRUM Enable/Disable settings stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master SYS2 to resolve the problem. If the problem persists, replace the Cont NVM and the Cont PWB in order.
(Software unavailable for [Machine ID/Billing Data](#))
Reload software [GP 16](#), If the problem still persists, replace the ESS PWB ([PL 35.2](#)).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-372 IOT Controller Software RAP

Due to an error in the software of the IOT Controller, subsequent processes cannot be performed.

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB & MCU PWB)

124-373 IOT Manager SW Fail RAP

System Fail. IOT Manager Software Failure. An error in the IOT Manager software was detected.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB & MCU PWB)

124-374 IOT Controller Software RAP

Due to an error in the software of the IOT Controller, subsequent processes cannot be performed.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the IIT, UI I/F, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Reload Firmware ([GP 16](#)).
- Replace MCU PWB ([PL 18.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB & MCU PWB)

124-380 CRUM Market Fail All (2) RAP

System Fail. All three CRUM destinations are not set (0 or different values are set) #Case-(2). The CRUM destinations stored in three positions match but their values are not set (0).

Procedure

- Go to the Fault Code for the color that displays an error:
 - 093-926 Toner CRUM Data Mismatch Fail RAP
- Reload Firmware (GP 16) Replace the MCU PWB (PL 18.2) and the ESS PWB (PL 35.2).

124-381 CRUM Market Fail MCU (2) RAP

System Fail. One of CRUM destinations is different from the others (IOT). #Case-(2). One of the CRUM destinations stored in three positions does not match (Data stored in the MCU Board does not match).

Procedure

- (Software available for Machine ID/Billing Data)
- Enter Machine ID/Billing Data. Master SYS1 to resolve the problem. If the problem persists, replace the MCU PWB (PL 18.2).
(Software unavailable for Machine ID/Billing Data)
Reload Firmware (GP 16) Replace the MCU PWB (PL 18.2).
- Go to the Fault Code for the color that displays an error:
 - 093-926 Toner CRUM Data Mismatch Fail RAP

124-382 CRUM Market Fail SYS 1 (2) RAP

System Fail. One of CRUM destinations is different from the others (SYS 1). #Case-(2). One of the CRUM destinations stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master the MCU to resolve the problem. If the problem persists, replace the Cont PWB.
(Software unavailable for [Machine ID/Billing Data](#))
Reload Firmware (GP 16) Extract the EEPROM from and reinsert it into the ESS PWB (PL 35.2). If the problem still persists, replace the ESS PWB (PL 35.2).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-383 CRUM Market Fail SYS 2 (2) RAP

System Fail. One of CRUM destinations is different from the others (SYS 2). #Case-(2). One of the CRUM destinations stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure]

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master SYS2 to resolve the problem. If the problem persists, replace the Cont NVM and the Cont PWB in order.
(Software unavailable for [Machine ID/Billing Data](#))
Reload Firmware (GP 16). If the problem still reoccurs, replace the ESS PWB (PL 35.2).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-390 CRUM OEM Fail All (2) RAP

System Fail. All three CRUM OEM destinations are not set (0 or different values are set). #Case-(2). The CRUM OEM destinations stored in three positions match but their values are not set (0).

Procedure

- Go to the Fault Code for the color that displays an error:
 - 093-926 Toner CRUM Data Mismatch Fail RAP
- Replace the machine, or replace the MCU Board (PL 18.2). Reload Firmware (GP 16)

124-391 CRUM OEM Fail MCU (2) RAP

System Fail. One of CRUM OEM destinations is different from the others (IOT). #Case-(2). One of the CRUM OEM destinations stored in three positions does not match (Data stored in the MCU Board does not match).

Procedure

- (Software available for Machine ID/Billing Data)
- Enter Machine ID/Billing Data. Master SYS1 to resolve the problem. If the problem persists, replace the MCU PWB (PL 18.2).
(Software unavailable for Machine ID/Billing Data)
Reload Firmware (GP 16). Replace the MCU PWB (PL 18.2).
- Go to the Fault Code for the color that displays an error:
 - 093-926 Toner CRUM Data Mismatch Fail RAP

124-392 CRUM OEM Fail SYS 1 (2) RAP

System Fail. One of CRUM OEM destinations is different from the others (SYS 1). #Case-(2). One of the CRUM OEM destinations stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master the MCU to resolve the problem. If the problem persists, replace the Cont PWB.
(Software unavailable for [Machine ID/Billing Data](#))
Reload Firmware (GP 16). Extract the EEPROM from and reinsert it into the ESS PWB (PL 35.2). If the problem still persists, replace the ESS PWB (PL 35.2).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-393 CRUM OEM Fail SYS 2 (2) RAP

System Fail. One of CRUM OEM destinations is different from the others (SYS 2). #Case-(2). One of the CRUM OEM destinations stored in three positions does not match (Data stored in the ESS PWB (PL 35.2) does not match).

Procedure

- (Software available for [Machine ID/Billing Data](#))
Enter [Machine ID/Billing Data](#). Master SYS2 to resolve the problem. If the problem persists, replace the Cont NVM and the Cont PWB in order.
(Software unavailable for [Machine ID/Billing Data](#))
Reload Firmware (GP 16). If the problem still reoccurs, replace the ESS PWB (PL 35.2).
- Go to the Fault Code for the color that displays an error:
 - [093-926](#) Toner CRUM Data Mismatch Fail RAP

124-701 Side Tray to Center Tray RAP

The output destination was changed by the customer from the Side Tray to the Center Tray.

Procedure

Replace the paper with paper that can be output to Side Tray and rerun the job.

124-702 Finisher Tray to Center Tray RAP

The output destination was changed by the customer from the Finisher Tray to the Center Tray.

Procedure

Replace the paper with paper that can be output to Stacker and rerun the job.

124-705 Punching Cancelled RAP

Punching Cancelled. A punch specification was deleted.

Procedure

Repair the Punch using the proper RAP.

124-706 Folding Cancelled RAP

Folding Cancelled. A folding specification was deleted.

Procedure

Repair the Folder Tray using the proper RAP.

124-708 Output Tray Changed Failure RAP

The output tray has been changed to the Sub Tray because a failure was detected in the specified output tray.

The paper was output from the center tray instead of from the selected tray

1. A different paper size other than the selected size was output for double-sided setting
2. Puncher or Finisher C malfunctioned

[(1) Sub Tray output when there is a size mismatch during double-sided setting]

- When there is a size mismatch, Simplex setting outputs to the selected tray and Duplex setting outputs to the Sub tray.
- The aim in changing the output to the Sub Tray based on the Sheet Delivered receive timing from the IOT is displayed in the Control Panel which displays "Copying" message when the **[Start]** button is pressed, until the IOT stops.
- There is no special display in the driver.

[(2) Sub Tray output when the Finisher malfunctioned]

- Decolor and Puncher failures are not SubSystemFail, they are LocalFail.
- When Decolor fails, output goes to the selected Finisher.
- When Puncher fails, output goes to the Sub Tray.
However, when booklet is selected, output goes to the Booklet.
- The aim in changing the output to the Sub Tray based on the SheetDelivered receive timing from the IOT is displayed in the Control Panel which displays "Copying" message when the **[Start]** button is pressed, until the IOT stops.

Procedure

For case (1), please check that the same selected paper size has been set on the paper tray.

For case (2), check that the error codes: 012-231, 012-232, 012-233 or 012-234 has been displayed, and repair the specified Output Tray using the proper RAP.

124-709 Stapler Sheets Counts RAP

The No. of Stapler Sheets exceeded was detected but printing was continued.

Procedure

Ask customer to check the job setup.

124-710 Output Tray Changed from MailBoxSorter RAP

The machine changed output tray from Sorter to another and continued printing. Paper that cannot be output to Mailbox Sorter was detected. (paper size and paper type).

Procedure

Replace the paper with paper that can be output to Mailbox Sorter and rerun the job.

PSWcont Unexpected Fail RAP

PSWcont Unexpected Error. PSW Cont Software Failure. Due to an error in software processing, subsequent processes cannot be performed.

Procedure

Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.3](#))
Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-310 ESR Task Fatal Error RAP

A fatal error occurred in ESR Task.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-314 WSD Print S/W Fail RAP

WSD Print S/W Fail. ESS detected a Video Link error.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-315 ThinPrint S/W Fail RAP

Thin Print-related fatal error

Primary Causes

Problem occurred during software processing, and processing cannot be continued further.

Procedure

- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-320 DFE Critical Fail RAP

An error occurred in the connection to the DFE. Or, the DFE needs to treat the device as SystemFail.

Procedure

Take the corrective actions based on the Fault Code displayed in the DFE monitor, then reboot the system.

If the problem persists, perform the following procedures.

1. Check the connection to the DFE.
2. Check the device settings.
3. Check the DFE HW.
4. Check the device HW.

127-337 Job Template HDD Write RAP

There was a file access failure during internal polling or an error occurred when writing to the HDD Job Template sector.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)
- If the problem persists perform [NVM Read/Write](#).
- Perform [GP 14](#) - only the first two parts - make sure to follow sequence and heed cautions
 1. [Job Log Clear Mode](#)
 2. [HDD Initialize Mode](#)
- Replace HDD (PL 35.2)

127-342 Job Template Monitor RAP

A system function recall error is detected.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB (PL 35.2)
- Replace ESS PWB (PL 35.2) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-353 LPD Software RAP

Due to a fatal error that occurred in processing related to the LPD, subsequent processes cannot be performed.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-354 FTP Server Software RAP

There is a FTP Server software failure.

Initial Actions

Power Off/On

Procedure

Ask customer to cancel and rerun the job.

If the problem persists reload software ([GP 16](#)).

127-396 Mail I/O Software RAP

There is an error in Mail I/O processing.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-398 IPP Software RAP

There is an IPP (Internet Printing Protocol) error.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-399 JME Software RAP

Due to a fatal error that occurred in processing related to the JME, subsequent processes cannot be performed.

Initial Actions

Power Off/On

Procedure

- Ask customer to cancel and rerun the job.
- Turn the power OFF then ON. If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the HDD, ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM DIMM.)

127-700 SIP Registration Fail RAP

Warning. A failure in registering with the SIP Registration Server. An error has occurred in registering device info with the SIP Registration Server.

Procedure

- Check what the SIP Registration Server is set to on the device.
- Check that the SIP Registration Server is available.

133-210 Illegal Fax Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

The parameter value is incorrect due to reasons such as excessive length.

The required parameter is not sent.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-211 Fax Parameter Value Invalid RAP

BSD-ON: [BSD 34.1 - FAX](#)

A parameter value exceeds the range or the required parameter is not sent.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-212 Fax Read Error- No Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

The specified data does not exist (incorrect number or channel).

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-213 Fax Read Error- Invalid Data RAP

BSD-ON: [BSD 34.1 - FAX](#)

Corrupted data interrupted a read on the specified data.

The specified data cannot be read due to reasons such as the specified data is broken.

- The host may treat this failure as a System Fail.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-214 Fax USB Initializing RAP

BSD-ON: [BSD 34.1 - FAX](#)

Fax failed initialization.

Initial Actions

Power Off/On

Procedure

- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-215 Fax USB Device RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is an error in the Fax USB interface.

Initial Actions

Power Off/On

Procedure

- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-216 Fax USB Host Fatal RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a Fax/USB processing error.

Initial Actions

Power Off/On

Procedure

- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-217 Fax Manager Short of Memory RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a Fax/USB processing error. Insufficient Fax Manager Memory.

Initial Actions

Power Off/On

Procedure

- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-218 Fax Card Message Library Short of Memory RAP

BSD-ON: [BSD 34.1 - FAX](#)

There is a Fax/USB processing error. Insufficient Fax Card Message Library Memory

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-219 Fax Work Memory RAP

BSD-ON: [BSD 34.1 - FAX](#)

Memory capacity reached during Fax processing. Due to insufficient memory, the system was unable to reserve the memory required for the processing.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-220 Fax Control Task RAP

BSD-ON: [BSD 34.1 - FAX](#)

An error during Fax Controller software processing caused a Fax shutdown.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-221 Fax Card Boot RAP

BSD-ON: [BSD 34.1 - FAX](#)

The FAX PWB did not respond within the specified time to boot.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-222 Fax Card does not respond RAP

BSD-ON: [BSD 34.1 - FAX](#)

The FAX PWB did not respond within the specified time.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-223 Fax Card Reset RAP

BSD-ON: [BSD 34.1 - FAX](#)

The controller reset when the FAX PWB did not respond.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-224 Controller ROM Fax Card ROM RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Controller detected a version mismatch.

Procedure

Check the electrical connections on the FAX PWB ([PL 18.5](#)). Upgrade both the Controller and Fax Card ROM to the latest version.

If the problem persists reload software ([GP 16](#)).

133-226 Country Code RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Controller detects an invalid country code. The code that does not provide FAX Service is set in the System Data Country Code.

Procedure

Check Country Code setting ([GP 15](#)).

133-280 Fax Option Slot 1 Board RAP

BSD-ON: [BSD 34.1 - FAX](#)

Failure was detected on the Fax Option Slot 1 board. Due to either a Fax Card failure or Fax Cont SW failure, subsequent processes could not be performed

Procedure

Pull out and insert the FAX PWB ([PL 18.5](#)). Switch on the power. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Check the connection of each FAX PWB ([PL 18.5](#)) connector. **The connectors are securely connected.**

Y N
|
Connect the connectors.

Turn on the power again. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Check the sw version of the fax & controller sw - update if required. Replace the FAX PWB ([PL 18.5](#)).

133-281 Received unknown message RAP

BSD-ON: [BSD 34.1 - FAX](#)

A message not specified in I/F settings was received from the Fax Card.

Procedure

Pull out and insert the FAX PWB ([PL 18.5](#)). Switch on the power. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Check the connection of each FAX PWB ([PL 18.5](#)) connector. **The connectors are securely connected.**

Y N
|
Connect the connectors.

Turn on the power again. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Check the sw version of the fax & controller sw - update if required. Replace the FAX PWB ([PL 18.5](#)).

133-282 Fax Card Download RAP

BSD-ON: [BSD 34.1 - FAX](#)

An FAX PWB download could not be completed when either a FAX PWB or Fax Controller software failure occurred.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-283 Fax Report Mailbox RAP

BSD-ON: [BSD 34.1 - FAX](#)

The Fax Report mailbox did not open.

Procedure

- Turn the power Off/On.
- Check the USB connection. If OK then replace the USB cable ([PL 18.5](#)).
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWB's in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

133-700 Staple/Punch Cancelled RAP

The Controller cancelled the Staple/Punch operation due to staple relationship with the print paper, or during data format processing for fax receive document printing in the Controller.

Staple/Punch request is canceled to continue printing.

Procedure

Change Staple/Punch position designation or select paper according to Staple/Punch position.

133-710 Tray Select Fail RAP

When printing Fax-received documents, it was performed via the Bypass tray since the selected tray cannot be used for Fax.

The "Receiving Paper Size Tray Mode Function" is provided to determine "Which tray to print the Fax-received data from". This error can occur when this function is "enabled."

Even if this function is "disabled," this error can also occur when printing Fax reports and documents for polling.

* When set to automatically print Fax/Internet FAX received documents, this machine automatically selects a paper tray. During that selection, any of the following occurs.

- Since the selected tray is set as "Unavailable for Fax document print", the machine selects the Bypass tray to continue printing.
- Since the paper size in the selected tray is set as a size that cannot be used for Fax, the machine selects the Bypass tray to continue printing.
- Since the paper type (= paper quality) in the selected tray is set as a quality that cannot be used for Fax, the machine selects the Bypass tray to continue printing.
- If none of the above applies, the selected tray might be malfunctioning.

* This error also occurs when any of the four conditions above is detected when "the customer selects the Bypass tray and tries to print from a mailbox".

Procedure

- Load the paper size that can be used for Fax printing.
A3SEF, A4LEF, B4SEF, B5LEF, A4SEF, A5SEF, B5SEF, Letter SEF, Legal (14inch), Legal (13inch), Ledger, Letter LEF, and Half Letter SEF can be used.
- Load the paper type (= paper quality) that can be used for Fax printing.
Plain Paper, Bond Paper, Recycled Paper, Backing Paper, and Custom Paper can be used.
- When the machine is set to "Enable Receiving Paper Size Tray Mode Function", perform any one of the following:
 1. Select [Settings List] → [Fax Control] → [Tray Mode] to add the tray number that the customer wants to specify for printing.
 2. Select a tray number for the customer's printing use from the one of the trays that are set in [Settings List] → [Fax Control] → [Tray Mode].

Instead of selecting [Settings List] → [Fax Control] → [Tray Mode], the same settings can be performed through [System Data: 820-002] → [Tray selection in tray mode].

If the problem persists, perform the following procedure to repair it. Check the sw version of the controller sw - update if required

134-210 Fax Controller Parameter RAP

BSD-ON: [BSD 34.1 - FAX](#)

The parameter value is incorrect or the required parameter is not sent.

Initial Actions

Power Off/On

Procedure

Pull out and insert the Fax PWB ([PL 18.5](#)). **The problem persists.**

Y N
|
Return to Service Call Procedures.

Check the electrical connections on the Fax PWB ([PL 18.5](#)). **The connectors are securely connected.**

Y N
|
Connect the connectors.

Switch on the power. **The problem persists.**

Y N
|
Return to Service Call Procedures.

Reload software [GP 16](#). Replace the Fax PWB ([PL 18.5](#)).

134-211 FAX PWB RAP

BSD-ON: [BSD 34.1 - FAX](#)

A failure is detected on the Fax PWB.

Initial Actions

Power Off/On

Procedure

- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the PWBs in the FAX Module)
- Check the sw version of the fax & controller sw - update if required
- Perform FAX Diagnostic [GP 13](#)
- Replace the Fax PWB ([PL 18.5](#))

202-399 Internal Timer RAP

An internal error was detected in the machine timer.

The setting value of SystemData=700-124 (Auto Clear Timer (Auto Resume Timer, Auditor Off Timer, Tools Off Timer) is detected to be 1~29 in MF machines.

Procedure

- Turn the power OFF then ON.
- Check the value of SystemData=700-124 (Auto Clear Timer (Auto Resume Timer, Auditor Off Timer, Tools Off Timer).
- If the value of 1~29 is set in an MF machine, a Fail will occur.
- If this Fail occurs when timer related System Data Settings Value for other than 700-124 is changed, check the normal values for the related System Data.
- If the problem persists, perform the following procedure to repair it.
- Ensure that the customer is programming a job within the parameters of the machine utilizing the UI.
- Disconnect then reconnect the ESS, MCU all PWBs connected to them (RAM, Firmware module, EEPROM)
- Check the sw version of the controller sw - update if required
- Replace RAM DIMM on ESS PWB ([PL 35.2](#))
- Replace ESS PWB ([PL 35.2](#)) (If not fixed by this, reinstall the original ESS PWB and RAM Dimm)

500-030 DC612 Print NG By IOT Wait State

The following occurs (However, this includes the cases that may not occur when DC612 starts):

- Fusing Unit: Shifted to Warming Up and Sagging occurred.
Fusing Unit Relay State: Shifted to Not Ready.
Drum Cycle State: Shifted to Cleaning Request.
Drum Crum State: Unknown.

Procedure

Return from the Wait state and try again.

500-033 Diag Document Not Detected/Enough

-When a Diag job requiring a document is performed and the document cannot be detected.

-When a Diag job requiring multiple documents is performed and the number of loaded sheets is not sufficient to meet the specification.

Procedure

Load the required number of documents and perform the job again.

500-035 Diag Document Invalid Size

-The size of the detected document is different from the specified document size.

Procedure

Use a document of the specified size and perform the job again.

500-990 DC612 Print NG By Any Reason

Printing could not start due to unknown reason in Diag DC612 Test Pattern Print, or it was aborted. (Only end response). This occurs during Diag execution only, and Fault Code is displayed on the PC-Diag and Panel.

Procedure

Perform the same operation again.

AC Power RAP

BSD-ON: [BSD 1.1 - Main Power on \(1of2\)](#)

BSD-ON: [BSD 1.2 - Main Power on \(2 of 2\)](#)

Initial Actions

- Ensure that Power is available at the customer's receptacle.
- If the GFI Breaker is tripped, reset the breaker. If it trips again check the AC circuit for a short circuit.

Procedure

Plug in the Power Cord, then turn the Main Power Switch ON. **AC line Voltage is measured at the GFI Breaker between [P/J10](#) pin 1 and pin 2 ([BSD 1.1 - Main Power on \(1of2\)](#)).**

Y N
Disconnect the power cord. AC line voltage is measured at the outlet.

Y N
Inform the customer that there is no power to the outlet, check the customer's Breaker.

Check the Power Cord for open circuit and poor contact. If no problems are found, replace the GFI Breaker ([PL 18.3](#)).

AC line voltage is measured between [P/J1](#) pin 1 and pin 3 at the Main LVPS ([BSD 1.2 - Main Power on \(2 of 2\)](#)).

Y N
AC line voltage is measured at the Main Power Switch between [P/J14](#) and [P/J15](#) ([BSD 1.1 - Main Power on \(1of2\)](#)).

Y N
AC line voltage is measured at the Main Power Switch between [P/J12](#) and [P/J13](#).

Y N
Unplug the Power Cord and disconnect J1 on the Main LVPS. Check for open circuits or poor contacts between:

- GFI Breaker [P/J10](#) pin 1 and Main Power Switch [P/J12](#).
- GFI Breaker [P/J10](#) pin 2 and Main Power Switch [P/J13](#).

Make sure that the Main Power Switch ([PL 18.1](#)) is operating correctly.

Replace the Main Power Switch ([PL 18.1](#)).

Unplug the Power Cord and disconnect [P/J1](#) on the Main LVPS. Refer to ([BSD 1.2 - Main Power on \(2 of 2\)](#)) and check for an open circuit or poor contacts between:

- Main Power Switch [P/J14](#) and Main LVPS [P/J1](#) pin 3.
- Main Power Switch [P/J15](#) and Main LVPS [P/J1](#) pin 1.

AC line voltage is measured at the Finisher Outlet between [P/J16](#) and [P/J17](#) ([BSD 1.2 - Main Power on \(2 of 2\)](#)).

Y N
Turn the power off and unplug the Power Cord.

- Check Fuse F001 (20A/250V) on the Main LVPS is not open.

A

- If the fuse is OK, check for open circuits or poor contacts between:
 - Main LVPS [P/J3](#) pin 5 and Finisher Outlet [P/J16](#).
 - Main LVPS [P/J3](#) pin 2 and Finisher Outlet [P/J17](#).

Turn the power off and unplug the Power Cord. Check that Fuse F002 (8A/250V) on the Main LVPS is not open.

STBY +5VDC Power RAP

BSD-ON: [BSD 1.2 - Main Power on \(2 of 2\)](#)

BSD-ON: [BSD 1.4 - DC Power Generation \(1 of 2\)](#)

NOTE: When turning the power OFF; first, turn OFF the Power Switch, then the Main Power Switch.

Procedure

Turn the Main Power Switch ON, then turn the Power Switch ON. **+5VDC is measured at the Main LVPS between P/J501 pins 7, 8, 9, and 10 (+); and GND (-) (BSD 1.4 - DC Power Generation (1 of 2)).**

Y N
AC line voltage is measured at the Main LVPS between P/J1 pin 1 and pin 3 ([BSD 1.2 - Main Power on \(2 of 2\)](#)).
Y N
Go to [AC Power RAP](#).
Turn the power OFF and disconnect P/J501 on the Main LVPS. Turn ON machine power, wait 15seconds. **+5VDC is measured at the Main LVPS between P/J501 pins 7, 8, 9, and 10 (+); and GND (-).**
Y N
Replace the Main LVPS ([PL 18.2](#)).
Check the +5VDC circuit for a short circuit to frame by referring to Chapter 7 Wiring Data.

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 1.2 - Main Power on \(2 of 2\)](#)

BSD-ON: [BSD 1.3 - LVPS Control](#)

BSD-ON: [BSD 1.4 - DC Power Generation \(1 of 2\)](#)

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#)

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

NOTE: When turning the power OFF; first, turn OFF the Power Switch, then the Main Power Switch.

When measuring the voltage (+5VDC), turn ON the power then measure it before the machine goes into the Power Save mode.

Procedure

Turn the power ON; turn ON the Main Power Switch, then turn ON the Power Switch. **+5VDC is measured at the Main LVPS between P/J501 pin 3 and pin 5 (+), and GND (-) (BSD 1.7 - DC Power Distribution (options)).**

Y N
AC line voltage is measured at the Main LVPS between P/J1 pin 1 and pin 3 ([BSD 1.2 - Main Power on \(2 of 2\)](#)).
Y N
Go to [AC Power RAP](#).
Turn the power OFF and disconnect the Main LVPS connectors P/J502, P/J503, and P/J506. Turn ON machine power, wait 15 seconds. **+5VDC is measured at the Main LVPS between P/J502 pin 3 and pin 5 (+), and GND (-) (BSD 1.7 - DC Power Distribution (options)).**
Y N
The STBY +5VDC LED, Green, on the ESS PWB is lit ([Figure 1](#)).
Y N

- Ensure that P/J501 on the Main LVPS and P/J300 on the ESS PWB are properly seated and that the Wire Harness is not damaged ([BSD 1.4 - DC Power Generation \(1 of 2\)](#)).
- If the checks are OK, go to [STBY +5VDC Power RAP](#).

The +24VDC LED, Orange, on the ESS PWB is lit ([Figure 1](#)).
Y N
Check in the following order:

- Ensure that P/J501 on the Main LVPS and P/J300 on the ESS PWB are properly seated, and that the Wire Harness is not damaged ([BSD 1.4 - DC Power Generation \(1 of 2\)](#)).
- Refer to ([BSD 1.3 - LVPS Control](#)) and check the 5V C-F On Signal to the Main LVPS.
- Replace the Main LVPS ([PL 18.2](#)).

Replace the Main LVPS ([PL 18.2](#)).

A B
Check the +5VDC circuit for a short circuit to frame by referring to Chapter 7 Wiring Data.

Measure for +5VDC on the Main LVPS at the following locations:

- Between P/J503 pin 7 (+) and GND (-) (BSD 1.4 - DC Power Generation (1 of 2)).
- Between P/J506 pin 1 (+) and GND (-) (BSD 1.9 - Power Interlock Switching (2 of 2)).

+5VDC is measured at both locations.

Y N
Replace the Main LVPS (PL 18.2).

Check the wire to the applicable component for an open circuit or poor contact by referring to Chapter 7 Wiring Data.

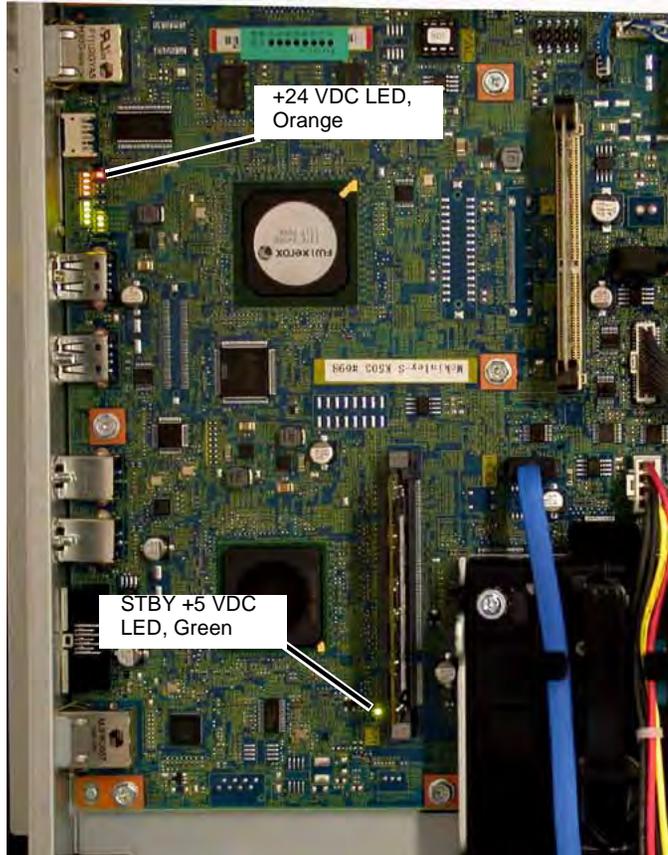


Figure 1 ESS PWB LED Locations

+24VDC Power RAP

BSD-ON: [BSD 1.2 - Main Power on \(2 of 2\)](#)

BSD-ON: [BSD 1.3 - LVPS Control](#)

BSD-ON: [BSD 1.4 - DC Power Generation \(1 of 2\)](#)

BSD-ON: [BSD 1.5 - DC Power Generation \(2 of 2\)](#)

BSD-ON: [BSD 1.7 - DC Power Distribution \(options\)](#)

BSD-ON: [BSD 1.9 - Power Interlock Switching \(2 of 2\)](#)

NOTE: When turning the power OFF; first, turn OFF the Power Switch, then the Main Power Switch.

Procedure

Turn the power ON; turn ON the Main Power Switch, then turn ON the Power Switch.

+24VDC is measured at the Main LVPS between P/J501 pin 6 (+), and GND (-) (BSD 1.5 - DC Power Generation (2 of 2)).

Y N
AC line voltage is measured at the Main LVPS between P/J1 pin 1 and pin 3 (BSD 1.2 - Main Power on (2 of 2)).

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

Turn the power OFF and disconnect the Main LVPS connectors P/J501, P/J502, and P/J503. Turn ON machine power, wait 15 seconds. **+24VDC is measured at the Main LVPS between P/J501 pin 6 (+), and GND (-) (BSD 1.5 - DC Power Generation (2 of 2)).**

Y N
+5VDC is measured at the Main LVPS between P/J502 pins 3 and pin 5 (+), and GND (-) (BSD 1.5 - DC Power Generation (2 of 2)).

Y N
+5VDC is measured at the Main LVPS between P/J501 pins 7, 8, 9, and 10 (+), and GND (-) (BSD 1.4 - DC Power Generation (1 of 2)).

Y N
Go to [STBY +5VDC Power RAP](#).

Refer to [BSD 1.3 - LVPS Control](#) and check the 5V C-F On Signal to the Main LVPS.

If the problem continues, replace the Main LVPS (PL 18.2).

Replace the Main LVPS (PL 18.2).

Check the +24VDC circuit for a short circuit to frame by referring to Chapter 7 Wiring Data.

A

Measure for +24VDC on the Main LVPS at the following locations:

- Between P/J502 pins 1 and 7 (+), and GND (-) (BSD 1.5 - DC Power Generation (2 of 2)) (BSD 1.4 - DC Power Generation (1 of 2)).
- Between P/J503 pins 5, 6, and 8 (+), and GND (-) (BSD 1.9 - Power Interlock Switching (2 of 2)) (BSD 1.5 - DC Power Generation (2 of 2)).

+24VDC is measured at all locations.

Y

N

Replace the Main LVPS (PL 18.2).

Check the wire to the applicable component for an open circuit or poor contact by referring to Chapter 7 Wiring Data.

Machine Not Ready RAP

“Machine not ready” is defined as any condition where the machine is not capable of performing its basic tasks (Copy or Print). This does not include failure of ancillary devices (Finishers, IIT, Fax, Paper Trays). “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.

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 problems).**

Dead Machine

If the machine shows no sign of power (fans or motors running, backlight on UI display, LED's on Control panel), check for AC line voltage at the Finisher Outlet.

1. If AC Voltage is not present, go to the **AC Power RAP**.
2. If AC Voltage is present, open the ESS Cover **PL 35.1**.
 - If STBY +5VDC LED, Green CR231 (Figure 1), is **not** lit, go to **STBY +5VDC Power RAP**.
 - If +24VDC LED, Orange CR201 (Figure 1), is **not** lit, go to the **+24VDC Power RAP**.

If there is some indication of power from the machine, perform **GP 20**, Long Boot Diagnostic Tests.

If the UI remains blank during the test, the problem is likely in the Control Panel Assembly, the ESS, or in the connection between them:

1. Refer to **BSD 2.1 - User Interface (UI)** and **BSD 3.4 - ESS-UI Communication**.
2. Check the UI Cable between P/J352 on the ESS PWB and P/J1 on the UI I/F PWB for damage or loose connections.
3. Check the connections on the wire harness and PWB's within the Control Panel Assembly.
4. If the check is good, replace the Control Panel Assembly (**PL 1.7**). If the problem continues, replace the ESS PWB (**PL 35.2**)

Does not complete Boot-up

Failure to complete the boot routine can be caused by corrupt software or mismatched software versions. **GP 6** details how to check s/w versions; **GP 16** explains how to reload s/w.

Boot failures can also be caused by hardware failures in the ESS, or communication failures between the ESS and the rest of the machine. The ESS PWB has a group of diagnostic LED's that change state as the boot-up progresses. See **GP 19**, Boot Sequence, for details

Some boot-up failures may be caused by structural flaws in a command sent to the machine. In these cases, it is sometimes possible to bypass or delete the offending code during the startup process. Refer to **GP 14**, Special Boot Modes. Take note of the Cautions in the procedure.

Boots up; does not respond to Control Panel

Check the following:

1. Refer to [BSD 2.1 - User Interface \(UI\)](#) and [BSD 3.4 - ESS-UI Communication](#).
2. Check the UI Cable between PJ352 on the ESS PWB and PJ1 on the UI I/F PWB for damage or loose connections.
3. Check the connections on the wire harness and PWB's within the Control Panel Assembly.
4. If the check is good, replace the Control Panel Assembly (PL 1.7). If the problem continues, replace the ESS PWB (PL 35.2).

Boots up; does not print (or other Network problems).

Go to the [OF 16-1 RAP](#).

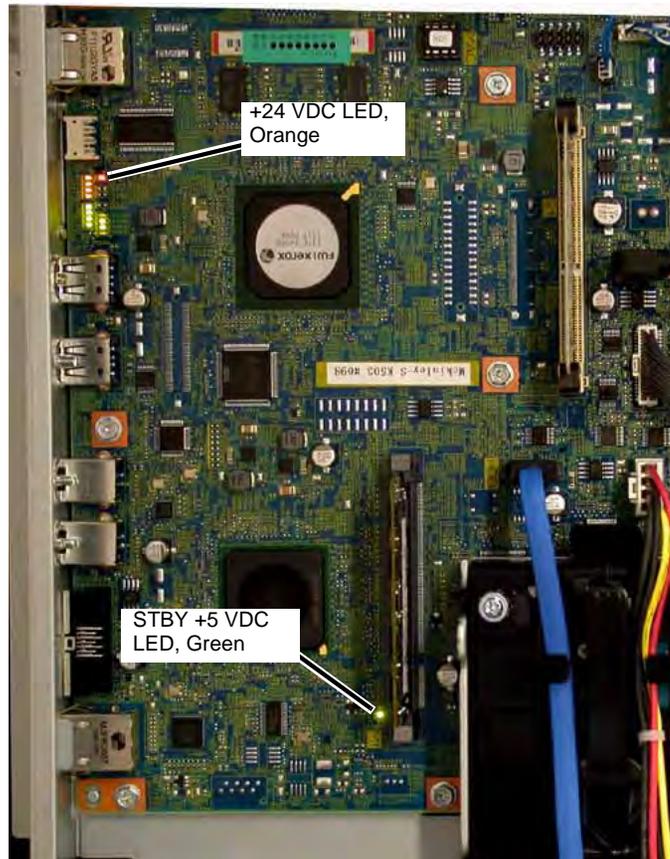


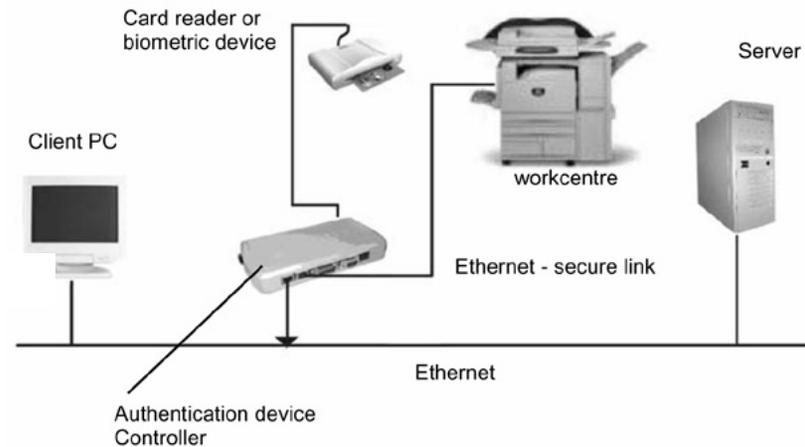
Figure 1 ESS PWB LED Locations

OF 13-1 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 Diagram](#).

Xerox Secure Access shall be controlled via the CentreWare Internet Services 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 reestablished the stored Xerox Secure Access setting shall be restored.



Q-1-4271-A

Figure 1 Network Diagram

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.

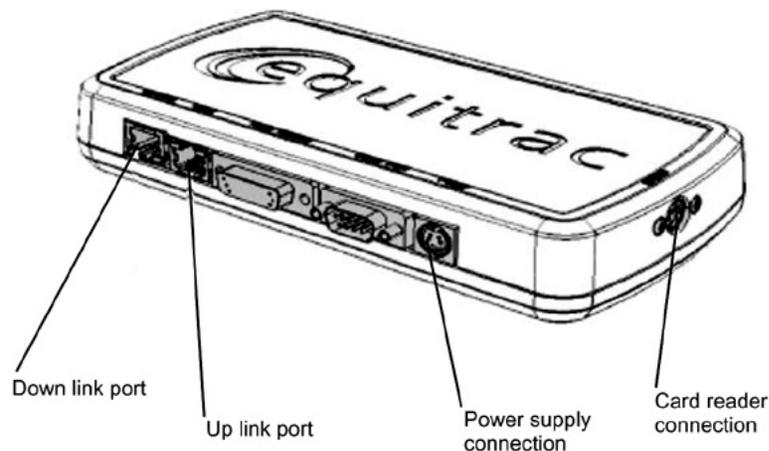
Perform the following steps

- Check the connection between the Card Reader and the Secure Access Authentication Device.
- Check for the LED's are on or blinking on the Secure Access Authentication Device. If the LED's on the Secure Access Authentication Device are not operating, go to Secure Access Authentication Device Failure.

- Check for the LED's are on or blinking on the Card Reader. If the LED's 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 Led's on the Secure Access Authentication Device, [Figure 2](#).



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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 multimeter, 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 [Table 1](#).

- 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 LED's are not On or Blinking

Table 1 LED Symptom Descriptions

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 LED's 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 16-1 Network Checkout

Check for SMB Failure

The following describes the possible causes, check procedures, and corrective actions when a failure occurs when SMB is used.

1. Check at [Printer Not Found]

Table 1 Printer Not Found

Cause	Check Method	Corrective Action
The operation protocols of the computer and main processor are different.	Though the printer can be found when search is performed using [Search Other Computer] ([Start] > [Search] > [Other Computers]), it cannot be found in [Network Computers].	Match the SMB transport protocols (NetBEUI, TCP/IP) of the main processor and each computer.
Networks (subnets) are different.	Though the printer can be found when search is performed using [Search Other Computer] ([Start] > [Search] > [Other Computers]), it cannot be found in [Network Computers].	When the main processor and the computer are in different networks, check with the System Administrator.
The host name set in the main processor already exists.	Print the "System Settings List". Check that "Host name duplicated" is described in the SMB status information.	Use CentreWare Internet Services to change the host name to an unduplicated name or return the main processor settings to default.

2. Check at [Print Not Available]

Table 2 Print Not Available

Cause	Check Method	Corrective Action
The main processor is processing a print request from another computer. (When [Do not spool] is set for [Receiving Buffer])	Check that the main processor is processing a print. (A write error dialog appears indicating that there are no areas to stored the files in queue.)	After print process has been completed in the main processor, issue a print request or switch the main processor setting to the spool mode.
The number of connections in the main processor exceeds the maximum value.	The port connection is also being held when the printer is paused due to no paper because it is held since a job request has been issued to Net until printing is complete. Check the maximum number of sessions of SMB from the EWS "Protocol" menu to check that the jobs more than "maximum number of sessions" were requested at the same time at site.	Wait for a while and issue the same print request again. Or, check the number of users that can use the machine at the same time and set the maximum number of sessions to an appropriate value from the EWS "Protocol" menu.

3. Check at [Documents Cannot Be Deleted from [Printer] Window]

Table 3 Documents Cannot Be Deleted

Cause	Check Method	Corrective Action
Try to delete all the print data displayed in [Printers] window. (This can only be done by the administrator of this machine.)	From the "Printers" menu, check if the print data is tried to be deleted. ([Clear Print Jobs] menu)	Select the print data to be deleted and delete the print data from [Documents] menu in the [Printers] window. ([Cancel Job] menu)
There are different print data owners.	Check that the name displayed [Owner] of the selected print data matches the login name who has logged in to Windows.	Log in to Windows using the name displayed in [Owner] of the print data to delete the data.
Service Pack 4.0 or later is not installed. (For Windows NT 4.0)	Check the version of Service Pack, which is displayed at start up of Windows NT 4.0.	Install Service Pack version 4.0 or later.

4. Check [Machine Settings]
 - a. IP addresses are managed in a whole system. Consult with the Network Administrator thoroughly before perform setting.

- b. Depending on the network environment, set the subnet mask and gateway settings only if necessary. Consult with the Network Administrator to set necessary settings.
 - c. If a memory becomes insufficient when [Enabled] is set for the port status, the port status may be automatically reset to [Disabled]. In this case, [Disabled] an unused port or change the memory allocated capacity.
 - d. Depending on the usage environment, set the receiving buffer capacity [SMB (Spool)] size. When the receiving buffer capacity [SMB (Spool)] size is smaller than the sent data, the data may not be able to be received.
5. Check [Computer Settings]
- a. IP addresses are managed in a whole system. Consult with the Network Administrator thoroughly before perform setting.
 - b. To perform network settings (such as IP address), etc. on the host used under NIS (Network Information Service) management, consult with the NIS Administrator.
6. Check at [Power OFF]
- Before turning the machine OFF, take note of the following:
- a. When [Memory] is set for [SMB (Spool)]

All the print data including the data being printed that have been spooled in the machine memory will be deleted.

When turning the power ON again, no print data remains. However, if the power is turned OFF immediately after print instruction, the print data may be stored on the computer.

In this case, even if a new print instruction is issued after the power is turned ON, the stored print data will be printed first.
 - b. When [Hard Disk] is set for [SMB (Spool)]

All the print data including the data being printed that have been spooled in the machine hard disk will be saved.

When the power is turned ON again and a new print instruction is issued, the stored print data will be printed first.
 - c. When [Do not spool] is set for [SMB (Spool)]

All the print data including the data being printed that have been spooled in the machine receiving buffer will be deleted. When the power is turned ON again, no print data remains.

However, if the power is turned OFF immediately after print instruction, the print data may be stored on the computer.

- In this case, even if a new print instruction is issued, the stored print data will be printed first.
7. Check [At Printing]
- a. When [Hard Disk] or [Memory] is set for [SMB (Spool)]

When the machine starts receiving print data and the print data size is larger than the hard disk or memory remaining capacity, the print data will not be received.

NOTE: If the print data exceeds the receiving capacity, some computers will resend data immediately. In this case, the computer looks like stopped. As a corrective action for this, abort sending the print data on the computer.
 - b. When [Do not spool] is set for [SMB (Spool)]

When a print request is received from a computer, the print requests from other computers cannot be received.
 - c. When a computer IP address or name has been changed

When a computer IP address or name has been changed, the inquiry and cancellation of processes from the main processor cannot be performed properly. Turn the machine OFF then ON when no print data is stored in the machine receiving buffer.

NOTE: The print cancel/forced output processes of the print data stored in the machine receiving buffer can be operated from the machine Operation Panel. Refer to "11 Job Check" in "User Guide" for more information on how to operate.
 - d. When the machine is in the offline state

When the machine is in offline state and a print instruction is issued from a computer, the data will not be received in the machine, and an error dialog box appears on the computer indicating that write error has occurred. However, for SMB, the print data can be received from the computer even when the machine is offline.
 - e. Deleting Jobs

For Windows NT 4.0, jobs can be deleted when Service Pack 4.0 or later is installed. When a job is deleted while data is being received, write error appears. In this case, the [Retry] button on the error dialog box is not available.

Check for NetWare Failure

The following describes the possible causes, check procedures, and corrective actions when a failure occurs when NetWare is used.

1. Check at [Printing Not Performed]

Table 4 Printing Not Performed

Cause	Check Method	Corrective Action
The network configuration devices (HUB etc.) do not match the automatic settings of the frame type.	Check that the data link lamp of the network configuration device port that is connected to the machine is lit on. Check that the same frame types are used in the file servers that exist on a network.	Set the frame type that has been set for the file server to be connected from the machine.
A failure has occurred on the network from a workstation to a printer.	Use NWADMIN from the workstation to check that the target printer objects can be viewed.	Replace the non-communicating network cable that exists between the workstation and the printer.

Table 4 Printing Not Performed

Cause	Check Method	Corrective Action
The user name of a job sender or the group name to which the job sender belongs is not registered in the [Users] for Print queue.	Use NWADMIN from the workstation to view the target queue objects and check that the user name of the job sender or the group name to which the job sender belongs is registered in the [Users] information.	1. Resend print data to the print queue in which the user name of the job sender or the group name to which the job sender belongs has been registered in [Users] of [Print Queue Information]. 2. Use NWADMIN from the workstation to register the user name of the job sender or the group name to which the job sender belongs in the [Users] of [Print Queue Information].
Sending jobs to the print queue is prohibited.	Use PCONSOLE to check that [Yes] is set for [User can register data to queue] in the [Current Queue Status] of [Print Queue Information].	Set it to [Yes] using PCONSOLE.
Same as above	Use NWADMIN from the workstation to check that the operator flag is checked in [Identification] for the target print queue.	Use NWADMIN from the workstation to check that the each item for the operator flag is checked in [Identification] for the target print queue.
The user name of a job sender or the group name to which the job sender belongs is not defined for the print server users of a print server.	Use NWADMIN from the workstation to check that the user name of the job sender or the group name to which the job sender belongs is registered in [Users] of the target print server.	1. Resend print data to the print queue in which the user name of the job sender or the group name to which the job sender belongs has been registered in [Users] of [Print Server Information]. 2. Use NWADMIN from the workstation to register the user name of the job sender or the group name to which the job sender belongs in the [Users] information of the target print server.
The print queue that has sent print data is not allocated to the printer.	Use NWADMIN from the workstation to check that the target printer is allocated in the list of the printers in service in [Allocation] of the target print queue.	1. Resend print data to the print queue that has been allocated to the printer. 2. Use NWADMIN from the workstation to add a target queue using [Allocation] of the target printer.
The data type of the print data does not match the print environment settings of the workstation.	-	When the workstation uses Windows, make settings so that it does not output Ctrl-D.
The number of print queues that exceeds the maximum number of supported queues has been set.	Use NWADMIN from the workstation to check that the desired print queue is allocated in the list of the printers in [Allocation] of the target printer.	Resend print data to the print queue that has been allocated to the printer.
No slave file servers have been set (bindery service mode).	Use PCONSOLE from the workstation to check that a slave file server is registered in [Service NetWare Server] of the appropriate print server in [Print Server Information].	Use PCONSOLE from the workstation to register a slave file server and then reflect the setting parameters.
Printer types are different.	Use PCONSOLE from the workstation to check that Port: LPT1 and Position: Auto Mode (Local) are set in [Print Server Information] > [Printers] > [Environment Settings for Printer xxx].	Use PCONSOLE from the workstation to set Port: LPT1 and Position: Auto Mode (Local), and reflect the setting parameters.
The slave file server settings are different (bindery service mode).	Use PCONSOLE from the workstation to check that [Defined by Other Settings] is displayed for the printer type in [Print Server Information] > [Printers] > [Environment Settings for Printer xxx].	If it is not set to [Defined by Other Settings], change it to [Defined by Other Settings] and then reflect the setting parameters.
The sheet number of the print data is different from the sheet number that has been set in the printer.	Use NWADMIN from the workstation to select a target printer and then check that the start sheet number in the environment settings is the same as the number of the print data.	Use NWADMIN from the workstation to match the number for [Start Sheet] with the number of the print data in the environment settings for the target printer.
IPX check sum level settings are different.	Use the set command in the file server console screen to check the IPX check sum is not set to Level 2.	Enter the following command in the file sever console screen to set the IPX check sum to Level 0 or Level 1. Set Enable IPX Checksum=x (x: 0 or 1)
NCP packet signature level settings are different.	Use the set command in the file server console screen to check the NCP packet signature is not set to Level 3.	Enter the following command in the file sever console screen to set the NCP packet signature to Level 0, 1, or 2 and then restart the file server. Set NCP Packet Signature Option=x (x: 0, 1, or 2)

Table 4 Printing Not Performed

Cause	Check Method	Corrective Action
The default device name setting is wrong.	Print "System Settings List" to check the lower 6 digits (3 bytes) of the Ethernet address.	1. Use a correct Ethernet address to set the device name. 2. Set the device name to other than the default value.
No directory tree name is set.	Print the "System Settings List" to check if a tree name is set.	Set a tree name.
Context is not set in place.	Print the "System Settings List" to check if a context is set.	Set the Context.
Another printer object has been connected.	Use NWADMIN from the workstation to check that a correct object has been allocated in the Layout Information of the desired print server.	1. Use the CentreWare Utilities CD-ROM from the workstation to set the file server name/tree/context/operation mode correctly. 2. Use the CentreWare Internet Services from the workstation to set the file server name/tree/context/operation mode correctly.
The NetWare port is not enabled.	Print the "System Settings List" to check if the NetWare port is enabled.	Enable the NetWare port.
The file server is down.		Search for a target file server from [Network Computers].
A printer with the same device name exists on a network.	Turn OFF the machine and use NWADMIN from the workstation to check that the appropriate printer object status is set to job standby.	Use the CentreWare Utilities CD-ROM from the workstation to set a different device name.
The NetWare port is not enabled.	Print the "System Settings List" to check if the network number remains [0000000] (NetWare server down) when the IPX/SPX is being used. Also check if the IP address remains [0.0.0.0] (Fixed IP address not set, or address providing server (DHCP) is down) when TCP/IP is used.	For IPX/SPX, activate the NetWare server. For TCP/IP, set a fixed IP address or activate the address providing server (DHCP).

2. Check at [Printing not performed as desired]

Table 5 Printing not performed as desired

Cause	Check Method	Corrective Action
Different printer languages are set in the print data and the main processor.	Check the printer language in the main processor.	Match the printer languages set in the print data and the main processor.

3. Check at [Printer failure not notified]

Table 6 Printer failure not notified

Cause	Check Method	Corrective Action
The notifier is not registered in the notifier list of the print server.	Use PCONSOLE from the workstation to check that the user name of a job sender or the group name to which the job sender belongs is registered in [Print Server Information] > [Printers] > [Environment Settings for Printer xxx] > [Notification].	Register the user name of a job sender or the group name to which the job sender belongs in [Notification].

4. Check at [Job completion not notified]

Table 7 Job completion not notified

Cause	Check Method	Corrective Action
The NOTIFY option was not set for sending print data from a workstation.	Check that the NOTIFY option is set for sending print data.	Set the NOTIFY option for sending print data from a workstation.

Table 7 Job completion not notified

Cause	Check Method	Corrective Action
NetWare CASTOFF was executed on the user workstation.	-	Execute NetWare CASTON on the user workstation.

Check for TCP/IP (LPD) Failure

The following describes the possible causes and actions when a failure occurs when TCP/IP (LPD) is used.

- For Windows95, Windows98 and Windows Me

Table 8 Windows95, Windows98 and Windows Me

Cause	Status Display	Check Method	Corrective Action
The machine is connected to a network that is different from the computer.	Printing Not Available status (Network Error)	Check with the Network System Administrator that a router or gateway exists between the network in which the computer is connected and the network in which the machine is connected.	Connect the machine directly to the network in which the computer is connected.
Connection cannot be established due to the failure on the network from a computer to the printer.	Printing Not Available status (Network Error)	None.	Request the Network System Administrator to check for any network failures.
The machine was turned OFF after print instruction had been issued from a computer. Or, a print instruction was issued from a computer when the machine is turned OFF.	Printing Not Available status (Network Error)	Check that the machine is turned ON.	Turn ON the machine.
Print instructions are issued from multiple computers to the machine at the same time.	Printing Not Available status (Network Error)	None.	None (printing will be automatically resumed).
Print files cannot be spooled due to insufficient computer disk capacity.	Printing Not Available status (Spool Error)	Open [My Computer] and right-click the disk in which the system is installed (e.g. Drive C). Select [Properties] from the displayed menu to check the free disk space.	Delete unnecessary files to secure the disk free space. Then, select [Pause] from the [Documents] menu of the [Printers] window to clear the pause status (resumes printing).

- For Windows NT 4.0, Windows2000, Windows Xp, and Windows Server 2003

When no printing is available or desired printing is not performed, follow the check procedures described below to take the corrective actions.

Table 9 Windows NT 4.0, Windows2000, Windows Xp, and Windows Server 2003

Cause	Check Method	Corrective Action
Incorrect IP address is set.	Ask the Network Administrator to check if the IP address set in this machine is correct.	Set a correct IP address in the machine.
When the LPD spool is set for a memory spool, the print data size in a single print instruction sent from a computer exceeds the upper limit of receivable capacity.	Check the LPD spool memory capacity and compare it with the print data capacity that is tried to send in a single print instruction.	1. If the print data capacity exceeds the memory capacity upper limit, split the file into smaller sizes than the memory capacity upper limit and then send the print instruction. 2. If multiple print data capacities exceed the memory capacity upper limit, reduce the number of files to be sent for printing at the same time.

Table 9 Windows NT 4.0, Windows2000, Windows Xp, and Windows Server 2003

Cause	Check Method	Corrective Action
A failure that cannot be repaired has occurred during printing.	Check if an error is displayed on the Operation Panel display.	Turn the power OFF then ON. Wait for the display to light off and turn ON the power again.
The transport protocol that matches the computer is not selected.	Check the selected transport protocol.	Select the transport protocol that matches the computer.
The data type of the print data the machine tries to process is different from the data type of the print data sent from a computer.	-	Make settings so that Ctrl-D will not be output.
The specified printer language is different from the printer language of the print data.	Check the specified printer language and the printer language of the print data.	Specify the printer language that matches the printer language in the print data.
The printer driver attached to the machine is not used (a printer driver from other manufacturers is used).	Check if the printer driver that was provided with this machine has been selected.	Select the printer driver that was provided with this machine. If it is not found in the selection items, install and select the printer driver that was provided with this machine.

Precautions and Limitations

The following describes the precautions and limitations for TCP/IP (LPD).

Machine Settings

- IP addresses are managed in a whole system. Consult with the Network Administrator thoroughly before perform setting.
- Depending on the network environment, perform the subnet mask and gateway settings if necessary. Consult with the Network Administrator to set necessary settings.
- If a memory becomes insufficient when [Enabled] is set for the port status, the port status may be automatically reset to [Disabled]. In this case, [Disabled] an unused port or change the memory allocated capacity.
- Depending on the usage environment, set the receiving buffer capacity [lpd (Spool)] size. When the receiving buffer capacity [lpd (Spool)] size is smaller than the sent data, the data may not be able to be received.

Computer Settings

- IP addresses are managed in a whole system. Consult with the Network Administrator thoroughly before perform setting.
- To perform network settings (such as IP address), etc. on the host used under NIS (Network Information Service) management, consult with the NIS Administrator.

At Power OFF

Before turning the machine OFF, take note of the following:

- When [Memory] is set for [lpd (Spool)]
All the print data including the data being printed that have been spooled in the machine memory will be deleted. When the power is turned ON again, no print data remains.
However, if the power is turned OFF immediately after print instruction, the print data may be stored on the computer. In this case, even if a new print instruction is issued after the power is turned ON, the stored print data will be printed first.
- When [Hard Disk] is set for [lpd (Spool)]

All the print data including the data being printed that have been spooled in the machine hard disk will be saved. When the power is turned ON again and a new print instruction is issued, the stored print data will be printed first.

- When [Do not spool] is set for [lpd (Spool)]

All the print data including the data being printed that have been spooled in the machine receiving buffer will be deleted. When the power is turned ON again, no print data remains.

However, if the power is turned OFF immediately after print instruction, the print data may be stored on the computer. In this case, even if a new print instruction is issued after the power is turned ON, the stored print data will be printed first.

At Printing

- When [Hard Disk] or [Memory] is set for [lpd (Spool)]

When the machine starts receiving print data and the print data size is larger than the HDD spool area or memory remaining capacity, the print data will not be received.

NOTE: If the print data exceeds the receiving capacity, some computers will resend data immediately. In this case, the computer looks like stopped. As a corrective action for this, abort sending the print data on the computer.

- When [Do not spool] is set for [lpd (Spool)]

When a print request is received from a computer, the print requests from other computers cannot be received.

- When a computer IP address or name has been changed

When a computer IP address or name has been changed, the inquiry and cancellation of processes from the main processor cannot be performed properly. Turn the machine OFF then ON when no print data is stored in the machine receiving buffer.

NOTE: The print cancellation/forced output processes of the print data stored in the machine receiving buffer can be operated from the machine Operation Panel. Refer to "11 Job Check" in "User Guide" for more information on how to operate.

Check for Centreware Internet Services Failure

The following describes the situations and corrective actions when a failure occurs when "CentreWare Internet Services" is used.

Table 10 CWIS

Symptoms	Corrective Action
Cannot be connected to "CentreWare Internet Services".	Check that the machine is operating properly. Check that the machine is turned ON.
Same as above	Check that "Internet Services" is activated. Print the "System Settings List" for checking.
Same as above	Check that the Internet address has been entered properly. Check the Internet address again. If connection is not successful, enter the IP address and try connection.
Same as above	Check if a proxy server is used. Some proxy servers disable connection. When proxy server is not used, set the Web browser to "Do not use proxy server" or set the used address to "Do not use proxy server".
[Wait for a while] appears and stays.	Wait for a while without any action. If the situation has not been changed, select the [Refresh] button. If the situation does not change after selecting the [Refresh] button, check if the machine is operating properly.
The [Refresh] button is not functioning. Or, even if a menu in the left frame is selected, the right frame cannot be refreshed.	Check that the specified Web browser is used. Refer to "Communication (Port/Protocol) Setting Items in CentreWare Internet Services" in User Guide to check the used Web browser is supported.
The screen display collapses.	Change the Web browser window size.
The latest information is not displayed.	Select the [Refresh] button.
Selecting the [Apply new settings] button does not reflect settings.	Check that the entered values are correct. If invalid values have been entered, they are automatically changed to values within the limit range.
Same as above	Check that the machine is operating or has completed operation using the machine Operation Panel. If Auto Reset function is set, the settings in CentreWare Internet Services will not be applied until the specified time has passed. Wait for a while.
Selecting [Apply new settings] button displays a message such as [Invalid or unrecognizable response was returned from the server] or [No data found] on the Web browser.	1. Check if the password is correct. The password confirmation entry does not match. Enter a correct password. 2. Restart the machine.
Jobs cannot be deleted.	Wait for a while and then select the [Refresh] button.

Check for Scanning Failure

- When a document is retrieved from a Mailbox
 - If [Save] is set for [Delete Document After Retrieval], multiple clients can access to the same document.
 - If [Delete] is set for [Delete Document After Retrieval], only 1 client can access to the same document. The document stored or read by a client cannot be viewed from the other clients.

In both cases, documents can be added to the accessed Mailbox.

 - The documents that have been retrieved using CentreWare Internet Services will not be deleted regardless of the setting in [Delete Document After Retrieval].
- Screen Display

When the document with a lot of colors is scanned, they cannot be displayed properly in the display mode that displays using fewer colors than the scanned colors. Use the display mode that allows displaying using more colors than the colors used in the image.
- A network scanner driver and Mailbox Viewer 2 are used at the same time.

When a computer uses a network scanner driver and Mailbox Viewer 2 at the same time, the computer cannot connect to the printer.

When multiple computers use the network scanner drivers or Mailbox Viewer 2 to retrieve documents from the same machine at the same time, up to 3 computers can be connected.
- When the documents stored in Mailbox is printed

When stored documents are to be printed (the documents are to be retrieved) by selecting [Mailbox] from the machine touch panel display, scanned documents cannot be printed.
- When a TIFF file is used

The TIFF files that have been created using CentreWare Scan Services or Mailbox Viewer 2 are compressed using the MMR, MH, JBIG, or JPEG compression method. To open a TIFF file, use the application software applicable for those compression methods.

NOTE: JBIG compressed TIFF files cannot be created in Mailbox Viewer 2.
- Restrictions on Scan Capacity and No. of Sheets

The maximum read capacity for a page is 297x432mm. A3 or 11"x17" for the standard size

The Mailbox method allows up to 999 sheets to be read in a single scan operation.

Check for Mail Failure

Corrective Action

The following describes the corrective actions for troubles when Mail Notice Service, Print E-mail, or Scanner (Send E-mail) is used.

Table 11 Mail Failure

Symptoms	Corrective Action
Cannot receive mails (Print E-mail)	<ol style="list-style-type: none"> 1. Check that the machine mail address has been set. 2. Check that [Receive E-mail] is set to [Enabled]. 3. Check that the SMTP server IP address and the POP3 server IP address (when POP3 is selected for receiving protocol), etc. are set properly. 4. Check that the POP user name and password are set properly. 5. Check that [Domain List] has been set. Check that the user's domain is included in the receive-allowed domains using CentreWare Internet Services. 6. Check that the SMTP and POP servers are operating properly. Check with the Network Administrator.
Mails cannot be sent (Mail Notice, Scanner (Send E-mail))	<ol style="list-style-type: none"> 1. Check that the machine mail address has been set. 2. Check that [Mail Notice Service] is set to [Enabled]. (For mail notice) 3. Check that [Send E-mail] is set to [Enabled]. 4. Check that the SMTP server IP address etc. is set properly. 5. Check that the notification items to be sent have been set correctly. (For Mail Notice) Check settings from the CentreWare Internet Services Properties screen. 6. Check that the send destination mail address has been entered properly. 7. Check that the SMTP server is operating properly. Check with the Network Administrator.

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.

Procedure

NOTE: To view the Circuit Diagram for this procedure refer to (Figure 1).

Enter the component control code indicated in the Procedure and/or Circuit Diagram 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 Diagram). In Figure 1 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 sensors BDS D or Circuit Diagram for the correct voltage). **The voltage corresponds with the voltage shown in the Circuit Diagram.**

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 Diagram. 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 Diagram 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.

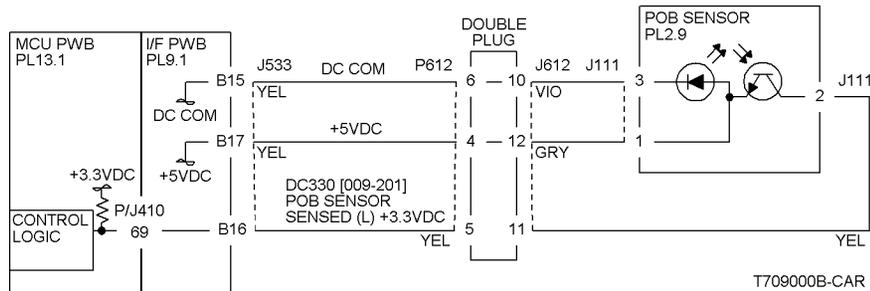


Figure 1 Typical Reflective Sensor Circuit Diagram

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 Diagram will indicate if this is the case. Figure 1 is an example of a typical sensor circuit for this machine

Procedure

NOTE: To view the Circuit Diagram for this procedure refer to (Figure 1).

Enter the component control code indicated in the specific RAP and/or Circuit Diagram. 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 (Figure 1) as an example in 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 sensors BSD or 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 sensors Circuit Diagram. 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 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.**

B **Y N**
There is either an open circuit or a failed PWB. Use the Circuit Diagram to trace the output wire to the PWB. If the wire is OK, replace the PWB.

C Replace the sensor.

D 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.

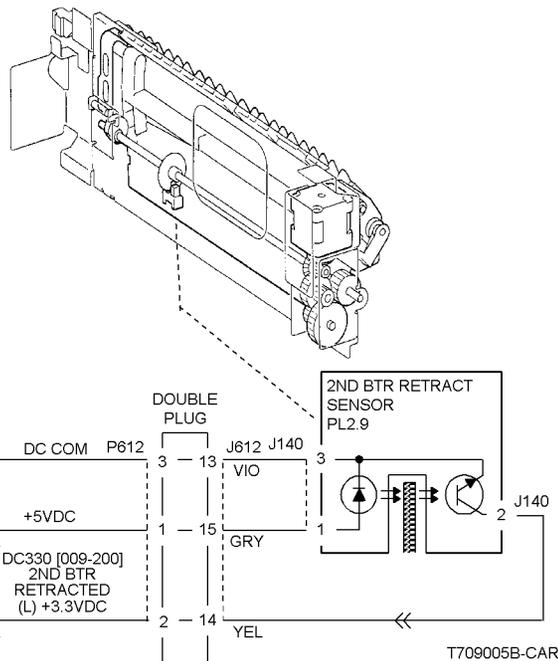


Figure 1 Typical Transmissive Sensor Circuit Diagram

OF 99-3 Switch

Procedure

NOTE: To view the Circuit Diagram for this procedure refer to **(Figure 1)**.

Enter **Component Control** [XXX-XXX]. Actuate the switch. **The display changed.**

Y N
There is +3.5 / 5VDC measured between Pin 2(+) of the Switch and GND(-).
Y N
Check the wire between the switch Pin 2 and the PWB Pin 3 for an open circuit and poor contact. If the check is OK, replace the PWB.

There is +3.5 / 5VDC measured between Pin 1(+) of the Switch and GND(-).
Y N
Replace the switch.

Check the wire between the PWB Pin 4 and the switch Pin 1 for an open circuit and poor contact. If the check is OK, replace the PWB.

De-actuate the switch. **The display changed.**

Y N
Disconnect the connector on the switch. **The display changed.**
Y N
Check for a short between the switch Pin 2 and the PWB Pin 3. If the check is OK, replace the PWB.

Replace the switch.

Replace the switch.

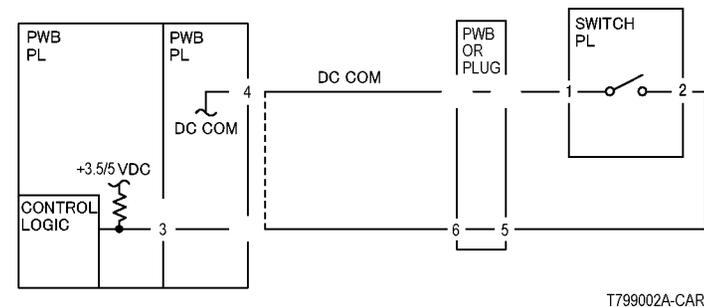


Figure 1 2003

OF 99-4 Generic Solenoid/Clutch RAP

Solenoids and electric clutches are essentially electromagnets. Typically, a positive voltage is applied to one end of a coil, and a current driver is connected to the other end. Control Logic switches this driver to GND potential, actuating the magnet. Bi-directional solenoids have a bipolar driver connected to each end. One leg is switched to 24 VDC and the other to GND.

Figure 1 is a circuit diagram of a typical solenoid.

Initial Actions

Ensure that there is no damage or binding in the solenoid or in any mechanical linkage. If there is an Adjustment for the clutch or solenoid, make sure that the procedure was performed correctly

Procedure

The clutch/solenoid is always energized.

- Y N**
Enter the component control code (Component Control) given in the RAP or the Circuit Diagram. Press the **Start** button **The Clutch or solenoid energizes.**
- Y N**
Press the **Stop** button **There is +24 VDC between the switched leg (J407 pin A6 in the example, Figure 1) of the control PWB and GND.**
- Y N**
There is +24 VDC between the powered leg (J407 pin A7 in the example, Figure 1) of the control PWB and GND.
- Y N**
Disconnect the connector (J407 in the example, Figure 1). **There is +24 VDC between the powered leg of the control PWB and GND.**
- Y N**
Refer to the 24 VDC wirenets. check the input power to the control PWB. **+24 VDC is present.**
- Y N**
Use the 24 VDC wirenets to troubleshoot the problem.
- Replace the control PWB.
- Check the wire in the powered leg of the circuit, (J407 pin A7 in the example, Figure 1) for a short circuit to GND. If the wire is OK, replace the clutch or solenoid.
- Disconnect the connector (J407 in the example, Figure 1). Check continuity through the two wires and the clutch or solenoid. **There is less than 100 ohms between the two legs of the circuit.**
- Y N**
Disconnect the clutch or solenoid. Check continuity through the two wires and the clutch or solenoid. **There is less than 100 ohms across the clutch or solenoid.**
- Y N**
Replace the clutch or solenoid.

- 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.**
- Y N**
Replace the PWB.
- D** Replace the clutch or solenoid.
- E** The clutch or solenoid appears to be functioning correctly. Refer to the Circuit Diagram 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.

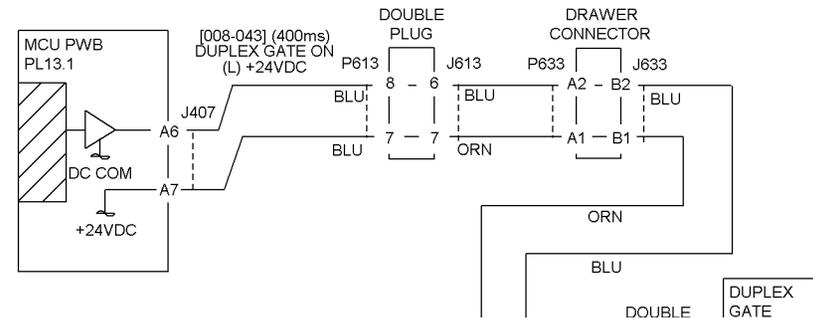


Figure 1 Typical Solenoid/Clutch Circuit Diagram

OF 99-6 2 Wire Motor Open

Procedure

NOTE: Before performing this RAP, ensure that the motor is free to rotate.

NOTE: To view the Circuit Diagram for this procedure refer to (Figure 1).

Enter the **Component Control** [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.

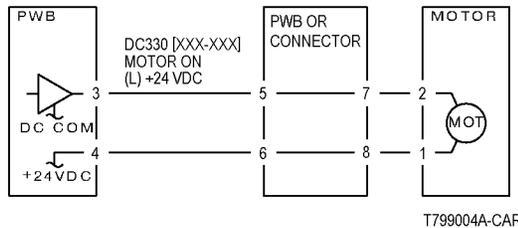


Figure 1 Motor CD

OF 99-7 2 Wire Motor On

Procedure

NOTE: To view the Circuit Diagram for this procedure refer to (Figure 1).

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.

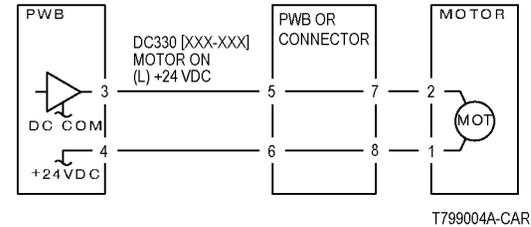


Figure 1 Motor CD

OF 99-8 Set Gate Solenoid Open

Procedure

NOTE: To view the Circuit Diagram for this procedure refer to (Figure 1).

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 Component Control [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 Component Control [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.

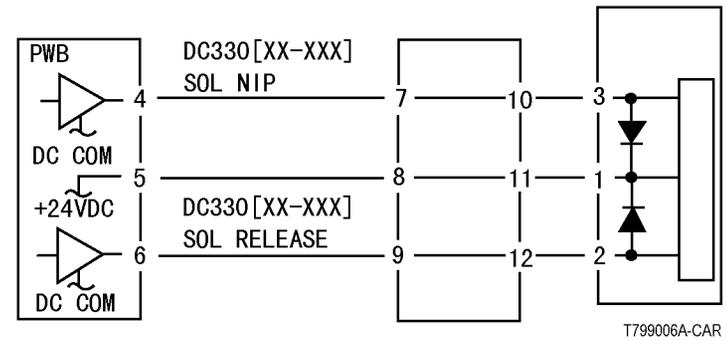


Figure 1 Nip Solenoid CD

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

Procedure

NOTE: To view the Circuit Diagram for this procedure refer to (Figure 1).

Connect black meter lead to ground. Measure voltage at each pin of J2 (example only, refer to the actual Circuit Diagram 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.

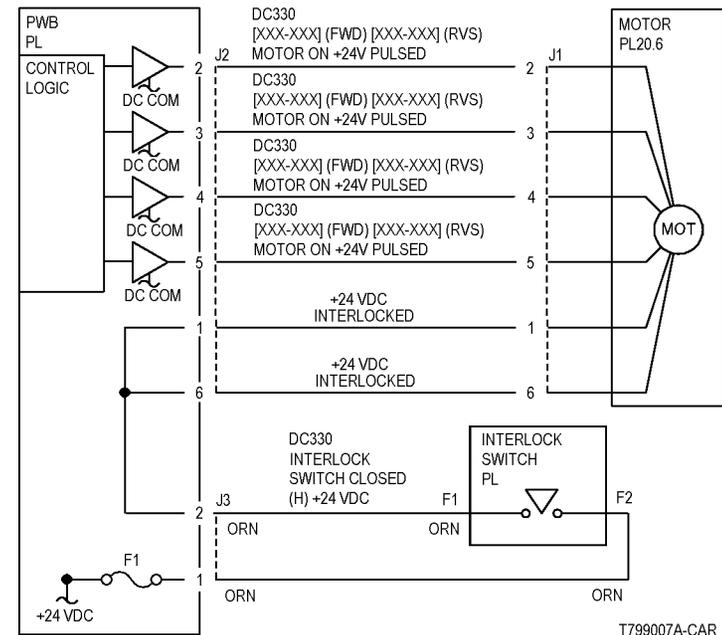


Figure 1 Motor CD

3 Image Quality

Image Quality RAPs

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IQ1 IOT Image Quality Entry RAP

Initial Actions

Determine whether the problem occurs in Copy Mode or Printer Mode. If the problem occurs in Copy Mode, go to IQ2 IIT Image Quality Entry RAP.

Procedure

Determine the problem and go to the relevant RAP.

Table 1 Print Quality

Problem	Symptoms	RAP
Low Image Density	Overall low density of images.	IQ3 RAP
Wrinkled Image	The printed paper is wrinkled, folded or torn.	IQ4 RAP
Residual Image (Ghosting)	Ghost images appear on the paper. Parts of the previous page or current page appear as ghost images on the paper.	IQ5 RAP
Background	Toner smudges appear on the whole or part of the page. The smudges appear as extremely bright gray stains.	IQ6 RAP
Deletion	Part of the image is missing.	IQ7 RAP
Skew/Misregistration	Printed images are not parallel to the edges of the paper.	IQ8 RAP
Process Direction Bands, Streaks and Smears	Vertical black lines or white streaks running in the direction of the paper orientation.	IQ9 RAP
Unfused Copy/Toner Offset	Printed images are not properly fused onto the paper. The images come off easily when rubbed.	IQ10 RAP
Repeating Bands, Streaks, Spots and Smears	Horizontal black lines or white streaks running in the direction of the paper orientation.	IQ11 RAP
Mottle	Uneven printed image density.	IQ12 RAP
Spots	Toner spots are spread irregularly over the whole page.	IQ13 RAP
Black Prints	Paper is printed completely black.	IQ14 RAP
Blank Image	Paper is printed completely white.	IQ15 RAP

IQ2 IIT Image Quality Entry RAP

Initial Actions

Clean the Platen Glass.

Clean the mirrors and lens with lint-free cloth.

Procedure

Determine the problem and go to the relevant RAP.

Table 1 Image Quality

Problem	Symptoms	RAP
Low Image Density	Overall low density of images.	IQ3 RAP
Background	Toner smudges appear on the whole or part of the page. The smudges appear as extremely bright gray stains.	IQ6 RAP
Process Direction Bands, Streaks and Smears	Vertical black lines or white streaks running in the direction of the paper orientation.	IQ9 RAP
Repeating Bands, Streaks, Spots and Smears	Horizontal black lines or white streaks running in the direction of the paper orientation.	IQ11 RAP
Spots	Toner spots are spread irregularly over the whole page.	IQ13 RAP
Black Prints	Paper is printed completely black.	IQ14 RAP

IQ3 Low Image Density RAP

Overall low density of images.

Procedure

Check for dirt on the Platen Glass. **The Platen Glass is clean.**

Y N
Clean the Platen Glass. If there is a stubborn stain, replace the Platen Glass.

Check the drum ground contact point for dirt and distortion. **The drum ground contact point is clean and there is no distortion.**

Y N
Clean the drum ground contact point and correct the distortion.

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
End

Set to print a black copy. During the print cycle, turn off the power after the feeding sound is heard (i.e. terminate processing midway through copying). Check the surface of the drum. **There is a considerable amount of toner left on the surface of the drum.**

Y N
Replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

Replace the BTR. If the problem persists, replace the HVPS and the MCU PWB (PL 18.2).

IQ4 Wrinkled Image RAP

The printed paper is wrinkled, folded or torn.

Procedure

Check the paper type. **Paper used is within specifications.**

Y N
Use paper within specifications.

Use paper from a freshly opened packet. **The problem reoccurs.**

Y N
End

Remove the Fuser Unit (PL 7.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
End

Check for foreign substances and distortions in the paper delivery path. **There are no foreign substances or distortions in the paper delivery path.**

Y N
Remove the foreign substances and correct the distortion.

Replace the Fuser Unit (PL 7.1).

IQ5 Residual Image (Ghosting) RAP

Ghost images appear on the paper. Parts of the previous page or current page appear as ghost images on the paper.

Procedure

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Remove the Fuser Unit (PL 7.1). Check for dirt on the surface of the Heat Roll. **The surface of the Heat Roll is clean.**

Y N
| Clean the Heat Roll. If there is difficulty in removing the dirt, replace the Fuser Unit (PL 7.1)

Replace the MCU PWB (PL 18.1). If the problem persists, replace the ESS PWB (PL 35.2).

IQ6 Background RAP

Toner smudges appear on the whole or part of the page. The smudges appear as extremely bright gray stains.

Procedure

Check for dirt on the Platen Glass. **The Platen Glass is clean.**

Y N
| Clean the Platen Glass. If there is a stubborn stain, replace the Platen Glass (PL 1.2).

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Check the surface of the BTR for dirt and distortion. **The surface of the BTR is clean and there is no distortion.**

Y N
| Clean the BTR. If there is distortion, replace the BTR (PL 6.1).

Remove the HVPS and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Replace the MCU PWB (PL 18.1). If the problem persists, replace the HVPS and the ESS PWB (PL 35.2).

IQ7 Deletion RAP

Part of the image is missing.

Procedure

Check the paper type. **Paper used is within specifications.**

Y N
| Use paper within specifications.

Use paper from a freshly opened packet. **The problem reoccurs.**

Y N
| End

Remove the Xerographic Cartridge and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Check the surface of the BTR for distortion. **There is no distortion on the surface of the BTR.**

Y N
| Replace the BTR (PL 6.1).

Replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

IQ8 Skew/Misregistration RAP

Printed images are not parallel to the edges of the paper.

Procedure

Check the location where the machine is installed. **The machine is installed on a stable horizontal surface.**

Y N
| Install the machine on a stable horizontal surface.

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Check the installation of the Paper Cassette. **The Paper Cassette is correctly installed.**

Y N
| Install the Paper Cassette correctly.

Check for distortion in the paper delivery path. **There is no distortion in the paper delivery path.**

Y N
| Correct the distortion or replace the distorted part.

Replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

IQ9 Process Direction Bands, Streaks and Smears RAP

Vertical black lines or white streaks running in the direction of the paper orientation.

Procedure

Check the IIT Carriage Mirrors for scratches and dirt. **There are no scratches or dirt on the mirrors.**

Y N

Clean the mirrors. If there is a scratch or stubborn stain, replace the Number1/Number2/Number3 Mirror (PL 1.4 & PL 1.5).

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Check the surface of the BTR for dirt and distortion. **The surface of the BTR is clean and there is no distortion.**

Y N

Clean the BTR. If there is distortion, replace the BTR (PL 6.1).

Check for dirt in the paper delivery path. **The paper delivery path is clean.**

Y N

Clean the paper delivery path.

Check the IIT Carriage Mirror. **The mirror is clean and there is no distortion.**

Y N

Clean the mirror. If there is distortion, replace the mirror.

Remove the Fuser Unit (PL 7.1). Check for dirt on the surface of the Heat Roll. **The surface of the Heat Roll is clean.**

Y N

Clean the Heat Roll. If there is difficulty in removing the dirt, replace the Fuser Unit (PL 7.1).

Check the surface of the BTR for dirt and distortion. **The surface of the BTR is clean and there is no distortion.**

Y N

Clean the BTR. If there is distortion, replace the BTR (PL 6.1).

Check the IIT Carriage Mirror. **The mirror is clean and there is no distortion.**

Y N

Clean the mirror. If there is distortion, replace the mirror.

Check the ROS Window for scratches and distortion. **The ROS Window is clean and there are no scratches.**

Y N

Clean the ROS Window. If there is a scratch, replace the ROS Window.

Replace the ROS Unit (PL 2.1). If the problem persists, replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

IQ10 Unfused Copy/Toner Offset RAP

Printed images are not properly fused onto the paper. The images come off easily when rubbed.

Procedure

Check the paper type. **Paper used is within specifications.**

Y N
| Use paper within specifications.

Use paper stored under room conditions. **The problem reoccurs.**

Y N
| End

Check the power supply voltage. **The voltage is within the specified range.**

Y N
| Connect a power supply with voltage within the specified range.

Remove the Fuser Unit (PL 7.1) and reinstall. **The problem reoccurs.**

Y N
| End

Check the fusing temperature using the Diagnostics. **A normal fusing temperature is set.**

Y N
| Set a normal fusing temperature.

Replace the Fuser Unit (PL 7.1).

IQ11 Repeating Bands, Streaks, Spots and Smears RAP

Horizontal black lines or white streaks running in the direction of the paper orientation.

Procedure

Check the moving parts of the IIT Carriage for foreign substances and distortion. **There are no foreign substances or distortion of the parts.**

Y N
| Remove the foreign substances. If there is distortion in the Capstan Pulley, Capstan Shaft or Carriage Cable (PL 1.3), replace the parts accordingly.

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Check the surface of the BTR for dirt and distortion. **The surface of the BTR is clean and there is no distortion.**

Y N
| Clean the BTR. If there is distortion, replace the BTR (PL 6.1).

Check the pitch of the black streaks or blanks. **The pitch of the black streaks or blanks are approx.78mm (the circumference of the Heat Roll).**

Y N
| Clean the Heat Roll. If there is difficulty in removing the dirt, replace the Fuser Unit (PL 7.1).

Replace the ROS Unit (PL 2.1). If the problem persists, replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

IQ12 Mottle RAP

Uneven printed image density.

Procedure

Check the paper type. **Paper used is within specifications.**

Y N
| Use paper within specifications.

Use paper from a freshly opened packet. **The problem reoccurs.**

Y N
| End

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Check the surface of the BTR for dirt and distortion. **The surface of the BTR is clean and there is no distortion.**

Y N
| Clean the BTR. If there is distortion, replace the BTR (PL 6.1).

Remove the HVPS and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

IQ13 Spots RAP

Toner spots are spread irregularly over the whole page.

Procedure

Check for dirt on the Platen Glass. **The Platen Glass is clean.**

Y N
| Clean the Platen Glass. If there is a stubborn stain, replace the Platen Glass (PL 1.2).

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N
| End

Check the surface of the BTR for dirt and distortion. **The surface of the BTR is clean and there is no distortion.**

Y N
| Clean the BTR. If there is distortion, replace the BTR (PL 6.1).

Check for dirt in the paper delivery path. **The paper delivery path is clean.**

Y N
| Clean the paper delivery path.

Remove the Fuser Unit (PL 7.1). Check for dirt on the surface of the Heat Roll. **The surface of the Heat Roll is clean.**

Y N
| Clean the Heat Roll. If there is difficulty in removing the dirt, replace the Fuser Unit (PL 7.1).

Check the paper type. **Paper used is within specifications.**

Y N
| Use paper within specifications.

Use paper from a freshly opened packet. **The problem reoccurs.**

Y N
| End

Replace the MCU PWB (PL 18.2). If the problem persists, replace the ESS PWB (PL 35.2).

IQ14 Black Prints RAP

Paper is printed completely black.

BSD-Reference: [BSD 6.8 - ROS Laser Control \(1 of 2\)](#)

Procedure

Check the moving parts of the IIT Carriage for foreign substances and distortion. **There are no foreign substances or distortion of the parts.**

Y N

Remove the foreign substances. If there is distortion in the Capstan Pulley, Capstan Shaft or Carriage Cable (PL 1.3), replace the parts accordingly.

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Remove the HVPS and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Check the connections of P500 at the HVPS and P/J403 on the MCU PWB. **The connectors are connected correctly.**

Y N

Connect the connectors.

Check the wires between P500 at the HVPS and P/J403 on the MCU PWB for an open circuit or a short circuit. **The wires are conducting without an open circuit or a short circuit.**

Y N

Repair the open circuit or short circuit.

Check the wires between P/J160 and P/J170 on the ROS, and P/J405 on the MCU PWB; and between P/J401 on the MCU PWB and P/J328 on the ESS PWB for an open circuit or a short circuit. **The wires are conducting without an open circuit or a short circuit.**

Y N

Repair the open circuit or short circuit.

Replace the HVPS (PL 18.1). If the problem reoccurs, replace the ROS (PL 2.1). If the problem reoccurs, replace the MCU PWB (PL 18.2). If the problem reoccurs, replace the ESS PWB (PL 35.2).

IQ15 Blank Image RAP

Paper is printed completely white.

BSD-Reference: [BSD 6.8 - ROS Laser Control \(1 of 2\)](#)

Procedure

Check the installation of the ROS (REP 6.2). **The ROS is installed correctly.**

Y N

Install the ROS correctly (REP 6.2).

Check the drum ground contact point for dirt and distortion. **The drum ground contact point is clean and there is no distortion.**

Y N

Clean the drum ground contact point and correct the distortion.

Remove the Xerographic Cartridge (PL 8.1) and reinstall. Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Install a new Xerographic Cartridge (PL 8.1). Turn the power Off/On and print. **The problem reoccurs.**

Y N

End

Set to print a black copy. During the print cycle, turn off the power after the feeding sound is heard (i.e. terminate processing midway through copying). Check the surface of the drum. **There is a considerable amount of toner left on the surface of the drum.**

Y N

Check the connections of P/J140 at the ROS and P/J404 on the MCU PWB. **The connectors are connected correctly.**

Y N

Connect the connectors.

Check the installation of the ROS (REP 6.2). **The ROS is installed correctly.**

Y N

Install the ROS correctly (REP 6.2).

Measure the voltage at P/J404 Pin 2 on the MCU PWB. **The voltage is approx. +5VDC.**

Y N

Replace the MCU PWB (PL 18.2).

Check the wires between P/J140 at the ROS and P/J404 on the MCU PWB for an open circuit or a short circuit. **The wire are conducting without an open circuit or a short circuit.**

Y N

Repair the open circuit or short circuit.

Replace the ROS Unit (PL 2.1). If the problem persists, replace the MCU PWB (PL 18.2).

A

Replace the BTR (PL 6.1). If the problem persists, replace the HVPS (PL 18.1) and the MCU PWB (PL 18.2).

Side B (Figure 2) is used to evaluate skips and smears, resolution, and magnification.

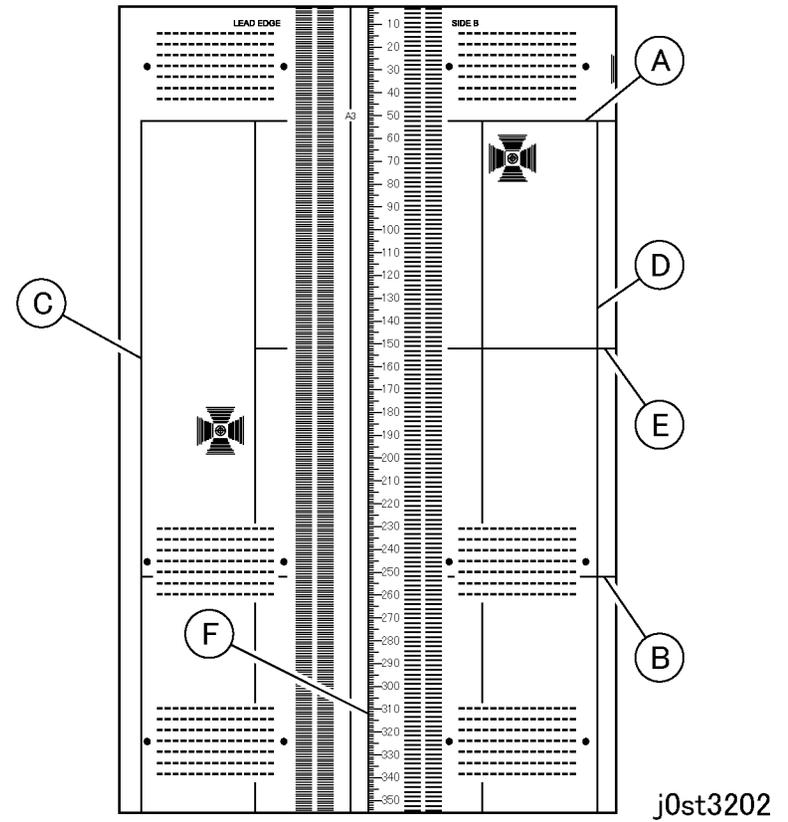
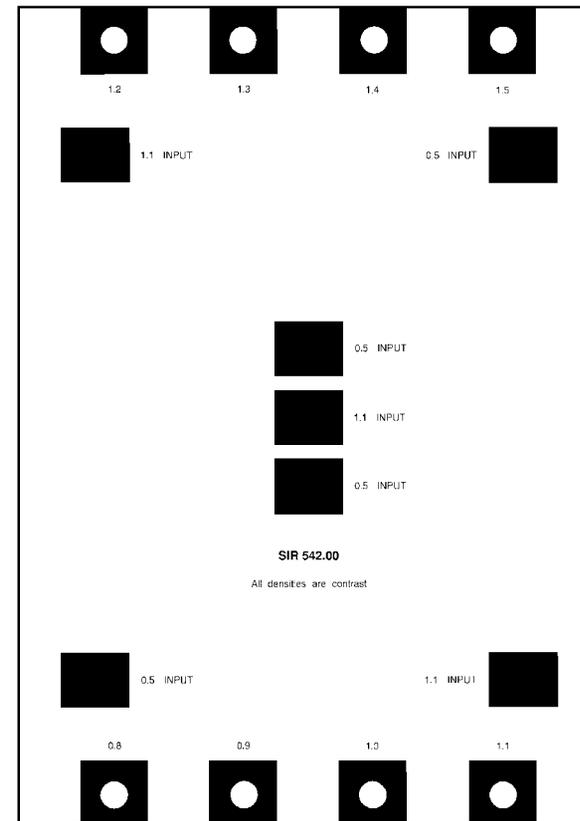


Figure 2 Standard Test Pattern (Side B)

Output Reference Guide, SIR542.00

Procedure

This test document serves as a reference guide for measuring the solid area density of the Side A copies of the test pattern, 82P524 and 82P521 (Figure 3).



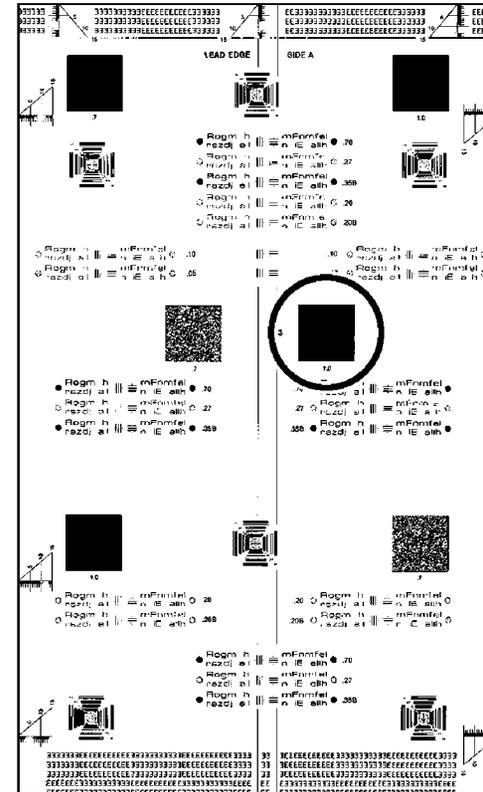
j0st3203

Figure 3 Output Reference Guide, SIR542.00

IQS1 Solid Area Density Specification

Procedure

Using Side A of the Standard Test Pattern (Figure 1), evaluate the solid area density per the following table.



j0st3204

Figure 1 Standard Test Pattern (Side A)

Table 1 Solid Area Density Specification

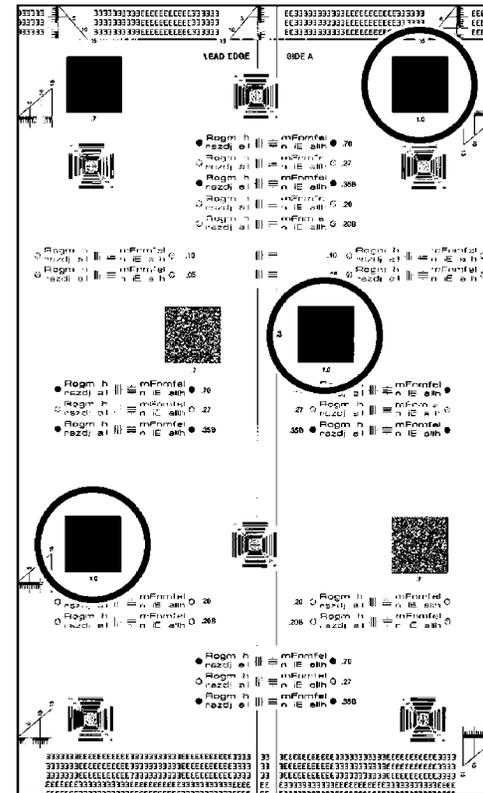
Copies	Copy Quality Mode	Specification	Input Density	Output Density
1	Normal	The 1.0 solid area density nearest the center of the copy should be the 1.0 solid area density block on the Output Reference Guide.	1.0	1.0

IQS2 Uniformity Specification

Procedure

Make a copy of Side A of the Standard Test Pattern.

The density of all the 1.0 blocks are same (Figure 1).



j0st3205

Figure 1 Standard Test Pattern 1.0 Blocks

IQS3 Exposure Level Specification

Procedure

Use Side A of the Standard Test Pattern.

In the Standard Copy mode, and with the copy darkness control set at the middle of the scale, the 0.20G(Or0.20B) line pair must be copied completely.

In the Standard Copy mode, and with the copy darkness control set two level lighter from the middle of the scale, the 0.10 line pair should not copy at all (Figure 1).

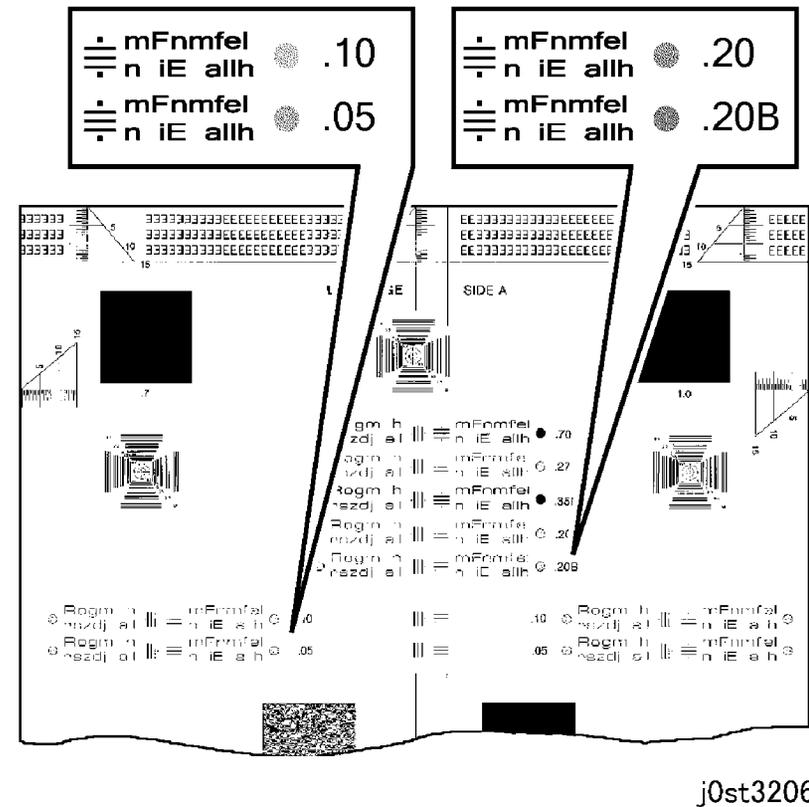


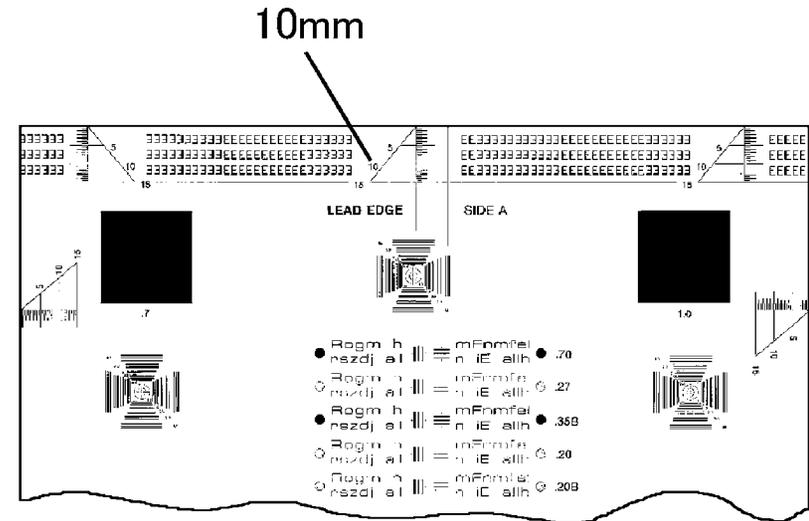
Figure 1 Exposure Level

IQS4 Lead Edge Registration Specification

Procedure

Use Side A of the Standard Test Pattern.

The center 10 mm reference line on the copy must be 10 mm (plus or minus the ranges listed in the following charts) from the lead edge of a 100% copy (Figure 1).



j0st3207

Figure 1 Lead Edge Registration

Table 1 Specification of Lead Edge Registration

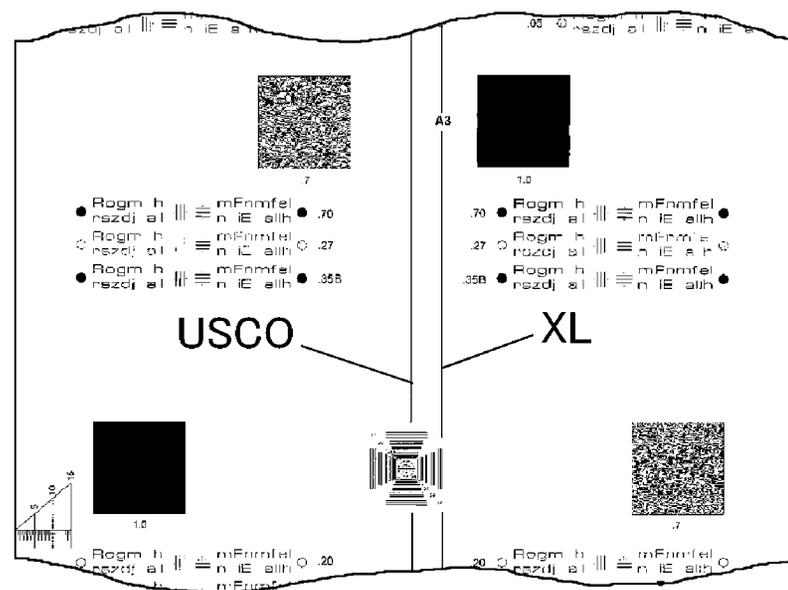
Configuration	Range
Platen (Simplex)	+/-1.6mm
Platen (Duplex)	+/-2.0mm
Platen (MPT)	+/-2.2mm
DADF (Simplex)	+/-2.2mm
DADF (Duplex)	+/-3.0mm

IQS5 Side Edge Registration Specification

Procedure

Use Side A of the Standard Test Pattern.

For a copy that is folded in half, the crease in the copy should be within the following ranges from the center line of a 100% copy (Figure 1).



j0st3208

Figure 1 Side Edge Registration

Table 1 Specification of Side Edge Registration

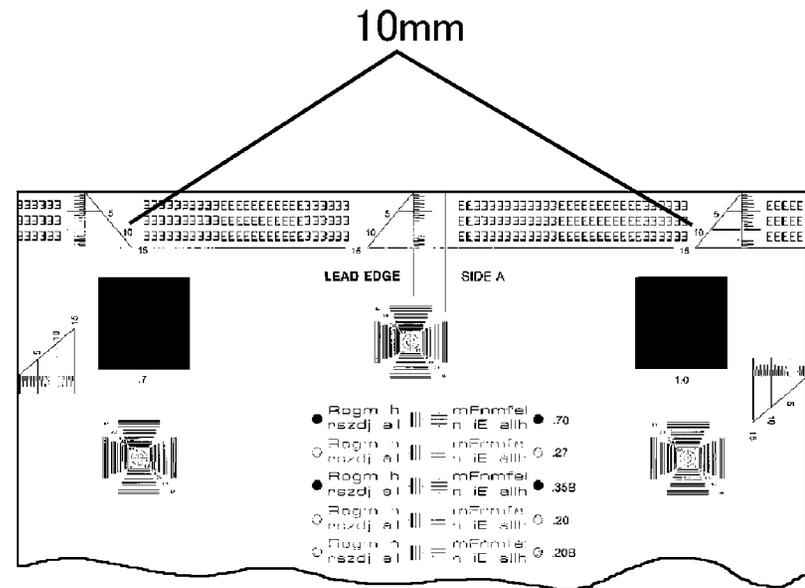
Configuration	Range
Platen (Simplex)	+/-2.1mm
Platen (Duplex)	+/-2.5mm
Platen (MPT)	+/-3.0mm
DADF (Simplex)	+/-2.9mm
DADF (Duplex)	+/-3.2mm

IQS6 Skew Specification

Procedure

Use Side A of the Standard Test Pattern.

Skew must be within the following ranges (with respect to each other) at the two 10 mm reference lines shown (Figure 1).



j0st3209

Figure 1 Skew

Table 1 Specification of Skew

Configuration	Range
Platen (Simplex)	+/-1.42
Platen (Duplex)	+/-1.87
Platen (MPT)	+/-1.78
DADF (Simplex)	+/-2.04
DADF (Duplex)	+/-2.40

IQS7 Lead Edge Deletion Specification

Procedure

Use Side A of the Standard Test Pattern.

The image deleted intentionally along the lead edge must be 2.0 mm from the lead edge of the copy (Figure 1). (maximum is 4mm)

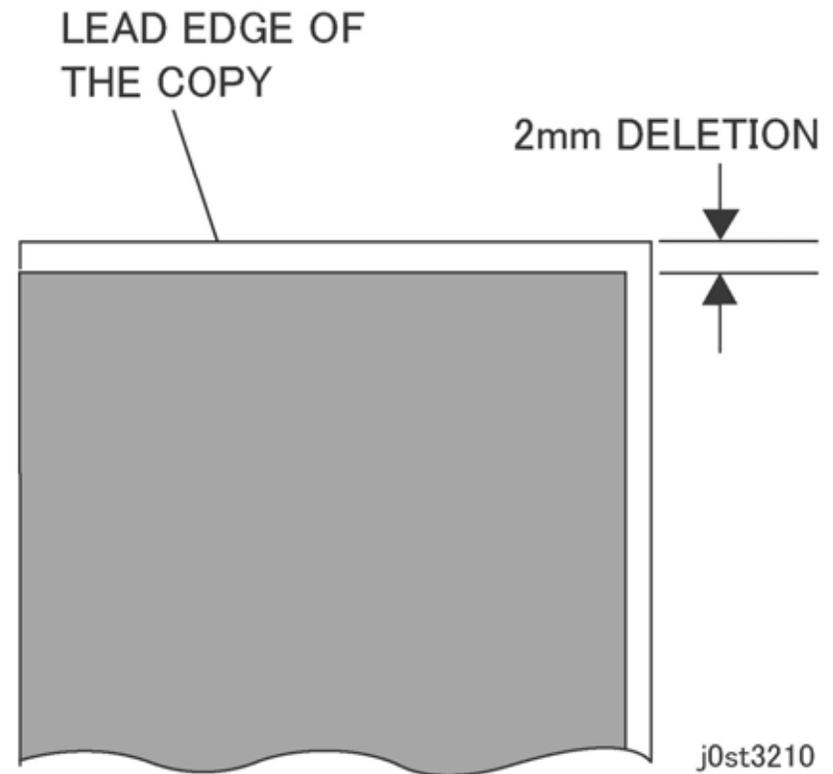


Figure 1 Lead Edge Deletion

IQS8 Trail Edge Deletion Specification

Procedure

Use Side A of the Standard Test Pattern.

The image deleted intentionally along the trail edge must be 2mm from the trail edge of the copy (Figure 1). (maximum is 4mm)

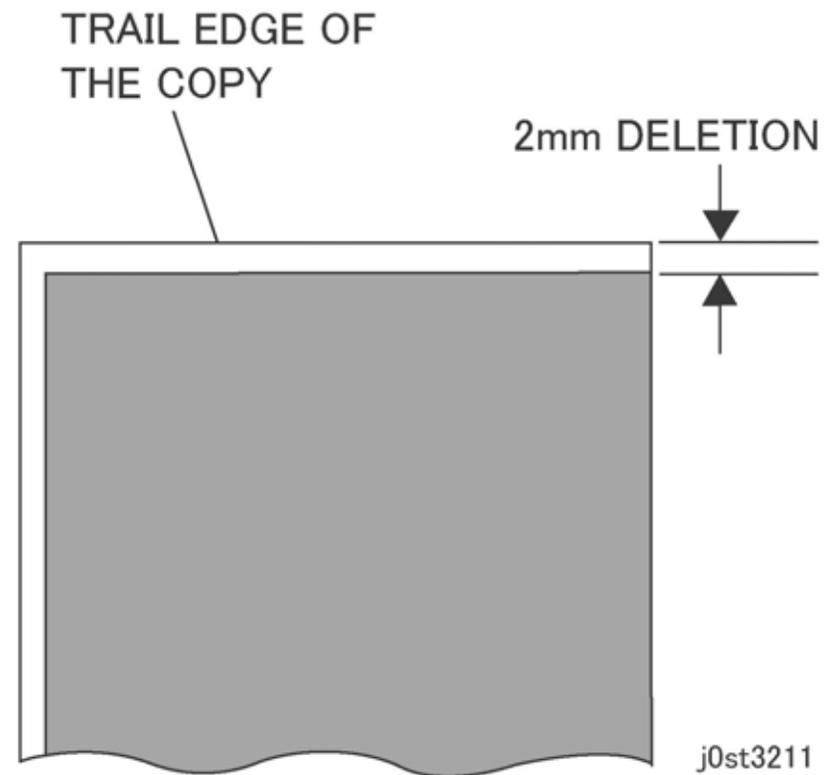


Figure 1 Trail Edge Deletion

IQS9 Side Edge Deletion Specification

Procedure

Use Side A of the Standard Test Pattern.

The image deleted intentionally along both of side edge must be 2mm from the side edge of the copy (Figure 1). (maximum is 4mm)

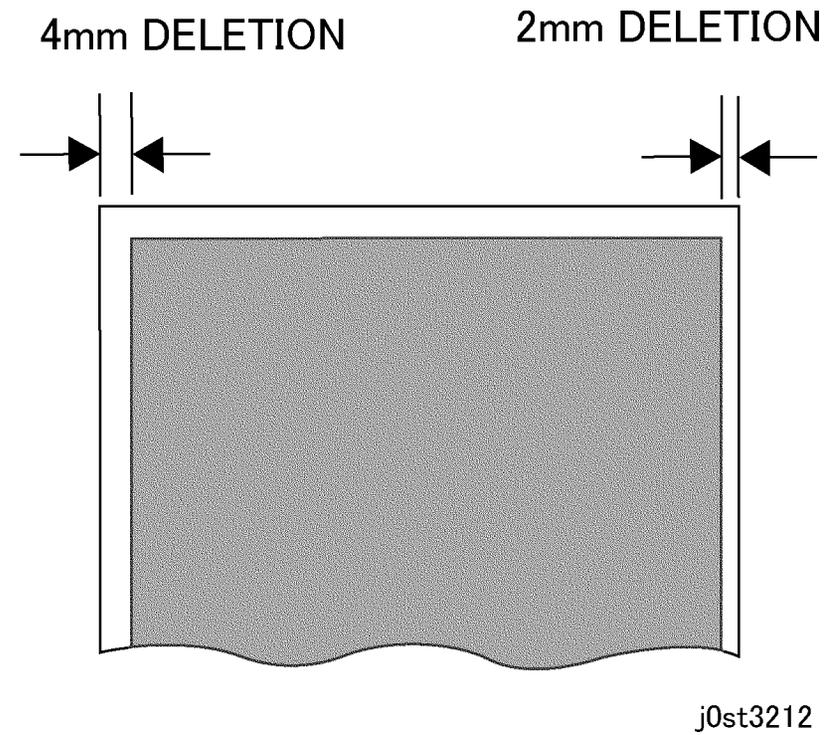


Figure 1 Side Edge Deletion

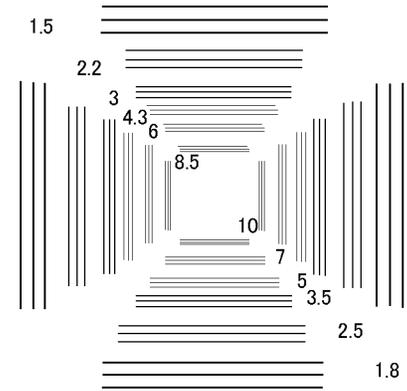
IQS10 Resolution Specification

Procedure

Use Side B of the Standard Test Pattern.

The complete resolution of designated LP/mm lines for specific magnification percentages is listed in Table below.

It is also required that the designated LP/mm lines be resolved in the top-to-bottom direction and the side-to-side direction over the entire copy (Figure 1).



j0st3213

Figure 1 Resolution

Table 1 Resolution Specifications

Magnification(%)	Resolution LP/mm
70	2.5
100	4.3
141	3.5
200	3.5

IQS11 Skips And Smears Specification

Procedure

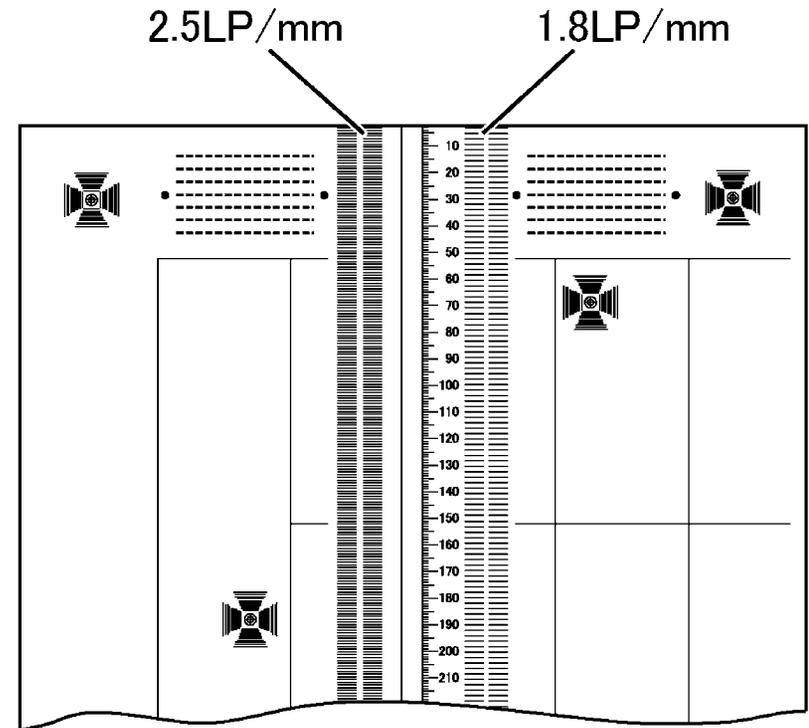
Use Side B of the Standard Test Pattern.

[Reduction]

Except for the first 2 mm from the lead edge of the copy, 1.8 ladder chart must be completely resolved.

[100% /Enlargement]

Except for the first 2 mm from the lead edge of the copy, 2.5 ladder chart must be completely resolved (Figure 1).



j0st3214

Figure 1 Skips and Smears

Table 1 Skips and Smears Specifications

Magnification(%)	Ladder LP/mm
70	1.8
100	2.5
141	2.5
200	2.5

IQS12 Magnification Specification

Procedure

Use Side B of the Standard Test Pattern.

The tolerance for each magnification setting in the lead edge to trail edge direction and the front to rear direction are listed in Table below.

Table 1 Magnification Specifications

Magnification(%)	Measurement
65	130+/-2mm
101	202+/-2mm
154	154+/-2mm

Refer to **Figure 1** for the areas to be measured. For 65% and 101%, use areas A and B for the magnification in the lead edge to trail edge direction; and areas C and D for magnification in the front to rear direction. For 154% use areas A and E for magnification in the lead edge to trail edge direction; and areas C and F for magnification in the front to rear direction.

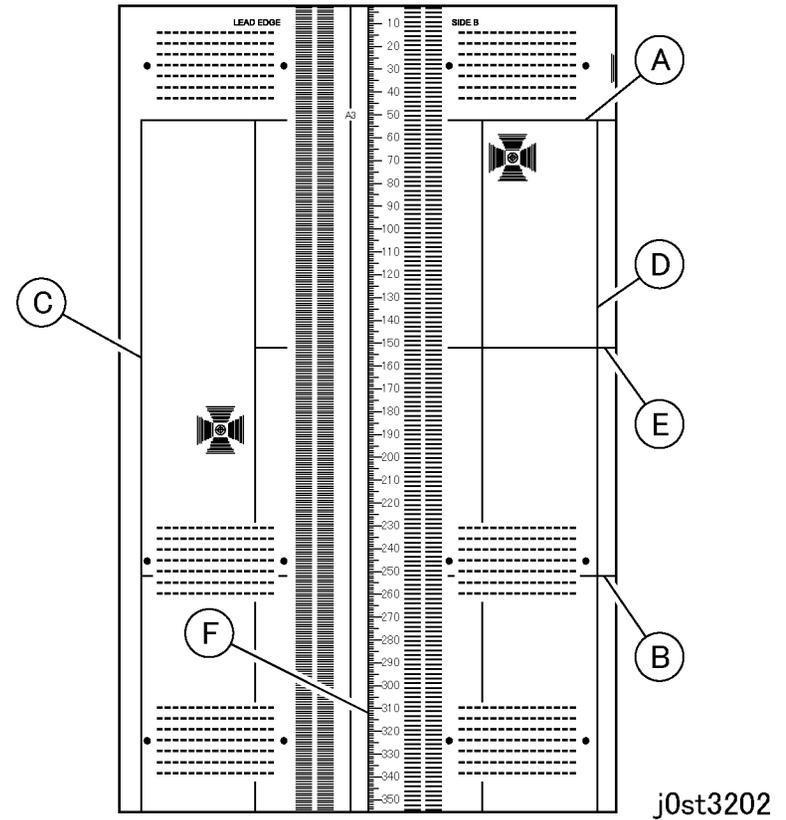


Figure 1 Areas of Side B to be Measured

IQS13 Background Specification

Procedure

Use Side A of the Standard Test Pattern.

Compare images of the test pattern, (Figure 1) made from the document glass, with the visual scale, 82P448.

The background of the images must not be darker than the reference area "C" (Figure 1).

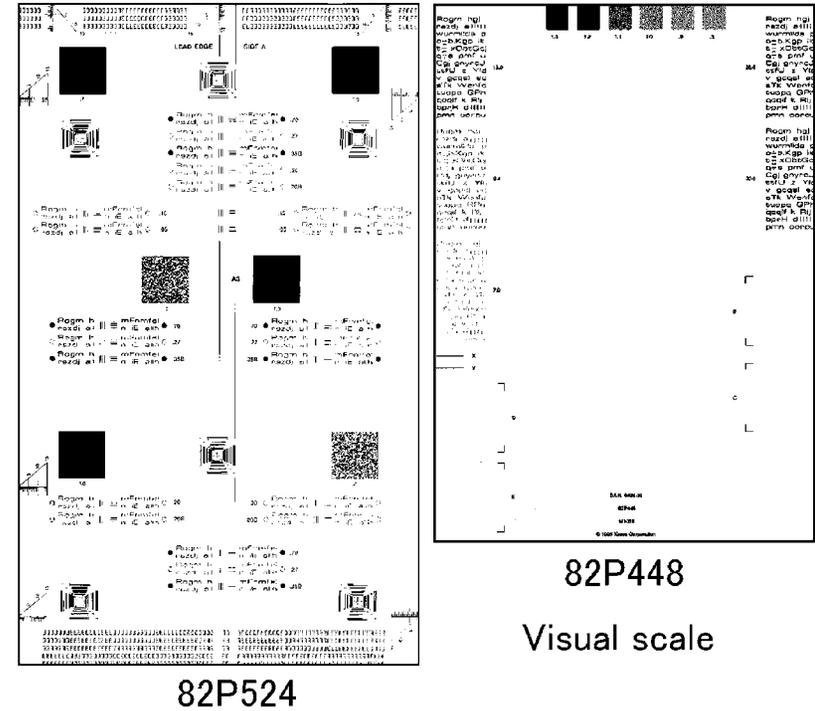


Figure 1 Test Pattern

Image Defect Samples

IOT

The following figures contain examples of defects and their possible causes.

- Auger Mark
- Strobings (28mm or 14mm Pitch Density)
- White Streaks (Process Direction)
- Black Bands
- Toner Contamination
- Toner Splattering
- White Spots (Irregular)
- Transparency Offset (80mm Pitch Ghosts)
- Regular Blanks In Process Direction (Spots, Streaks, Bands etc.)
- Regular Toner Contamination In Process Direction (Spots, Streaks, Bands etc.)
- Regular Toner Contamination In Process Direction (Side 2)
- Transparency Blocking

IIT

The following figures contain examples of defects and their possible causes.

- Moire Due To Interference With Copy Original
- Light Background Due To Auto Exposure In Copies Of Originals With Frames
- Fluctuation In Auto Exposure Values For Copies Of Originals Of Medium Density
- Gradation Jump In Text & Photo Mode For 100 Ipi Photo Originals
- CVT (Constant Velocity Transport) Scan Streaks
- Defects Related To Scan Print
- Moire In Text Mode (Fine) B/W Scan/Fax For 133 Ipi Originals
- Black Discoloration Around White Texts In Medium Density Background

Auger Mark

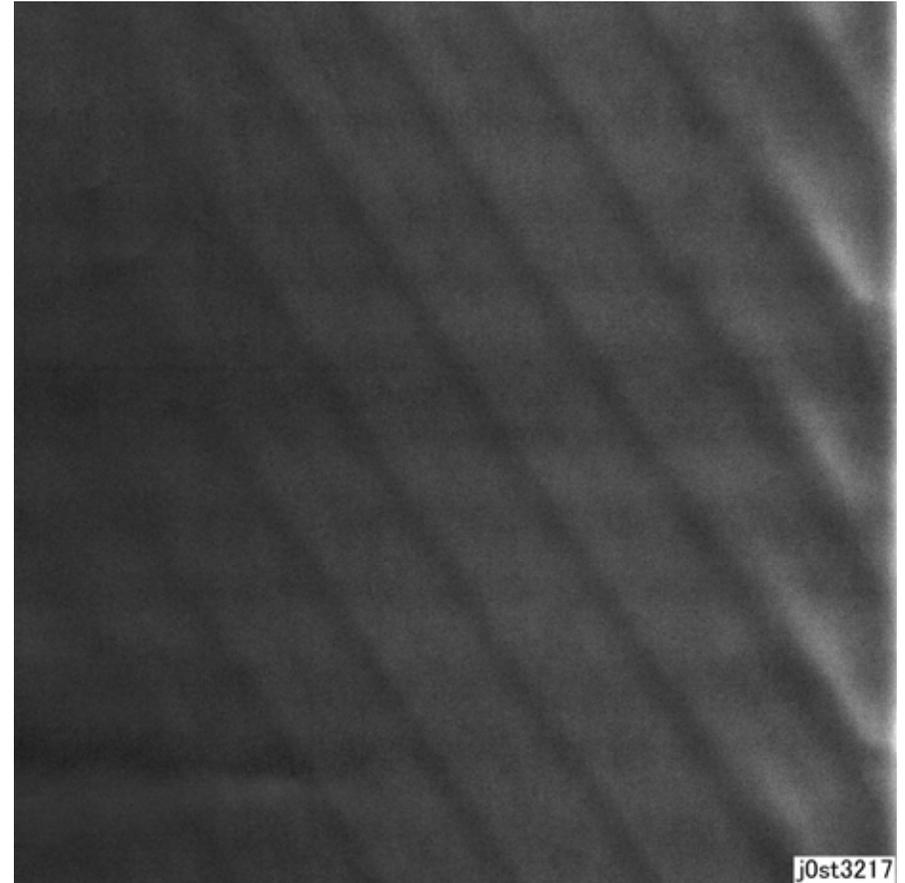


Figure 1 Auger Mark Defect Sample

Cause

1. The Developer Magnetic Roll magnetic field failed.
2. There was a drop in the level of developer material.

Corrective Action

1. Replace the Xerographic Cartridge (PL 8.1).

NOTE: This may occur immediately after a new CRU is installed. -> Correct by feeding a few sheets of paper.

Strobing (28mm or 14mm Pitch Density)

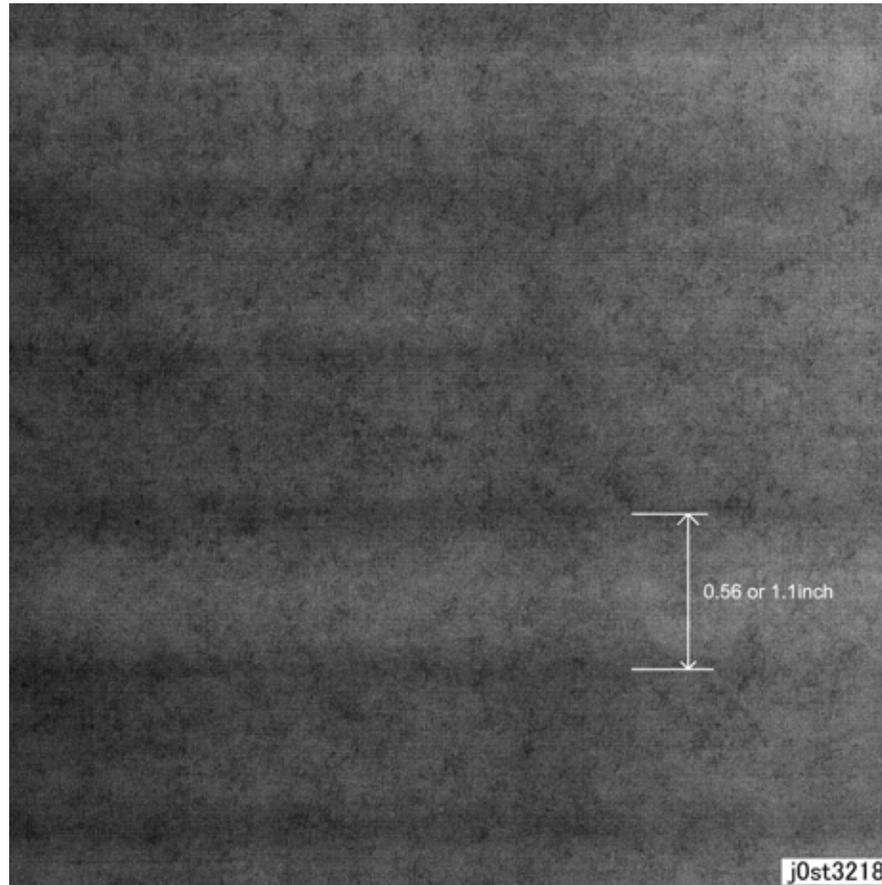


Figure 1 Strobing (28mm or 14mm Pitch Density) Defect Sample

Cause

1. Developer Magnetic Roll bias.

Corrective Action

1. Replace the Xerographic Cartridge(PL 8.1).

White Streaks (Process Direction)

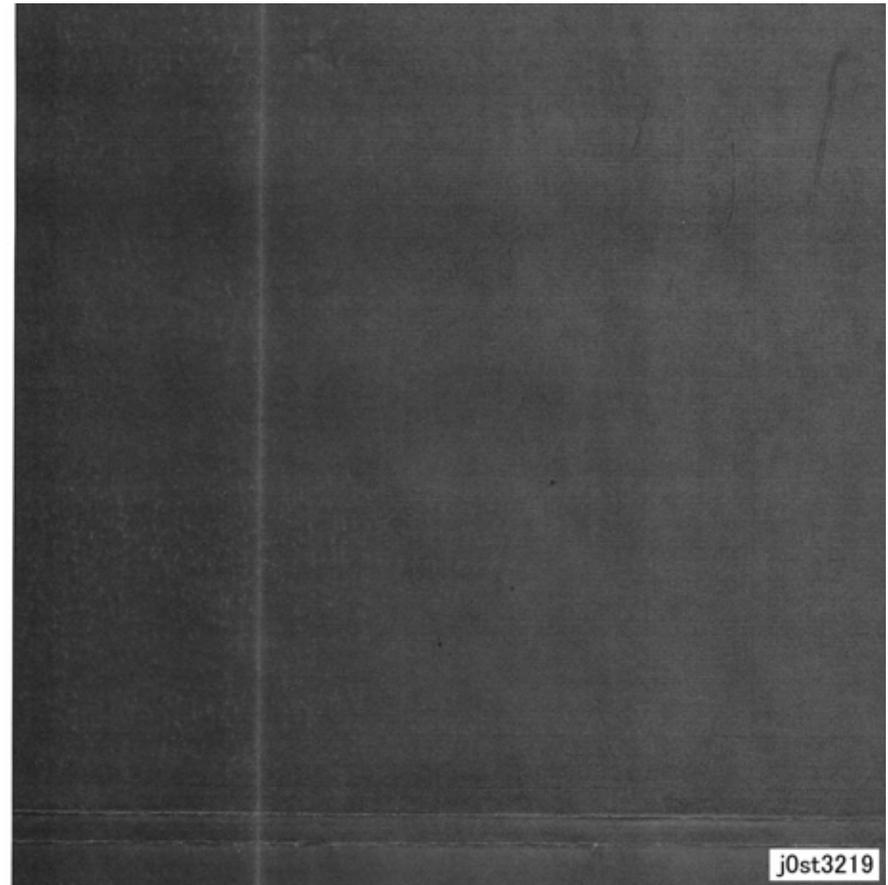


Figure 1 White Streaks (Process Direction) Defect Sample

Cause

1. Foreign substances are blocking the ROS Laser.
2. Developer material clogging on the Developer Magnetic Roll due to foreign substances.

Corrective Action

1. Clean the light path between the ROS and the Xerographic Cartridge and the seal glass.
2. Replace the Xerographic Cartridge (PL 8.1).

Toner Splattering



Figure 1 Toner Splattering Defect Sample)

Cause

1. Paper size mismatch occurred (tray settings and paper size are different).
2. The resistance of the paper increased under dry conditions.

Corrective Action

1. Check the tray settings.
2. Use paper from a freshly opened packet.

White Spots (Irregular)

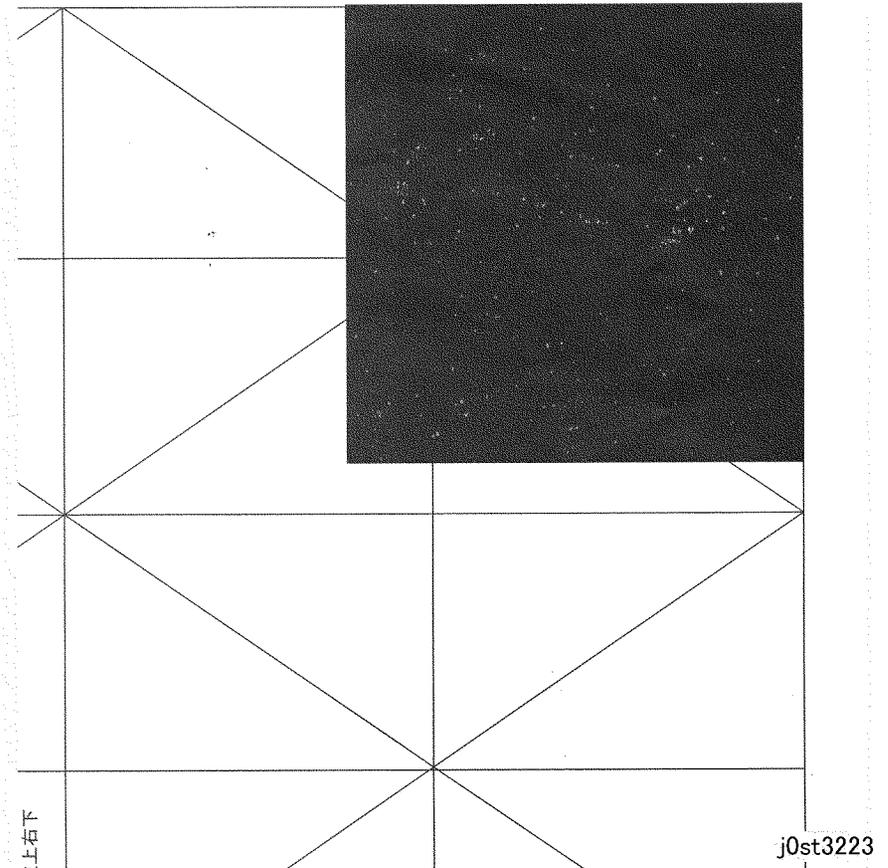


Figure 1 White Spots (Irregular) Defect Sample)

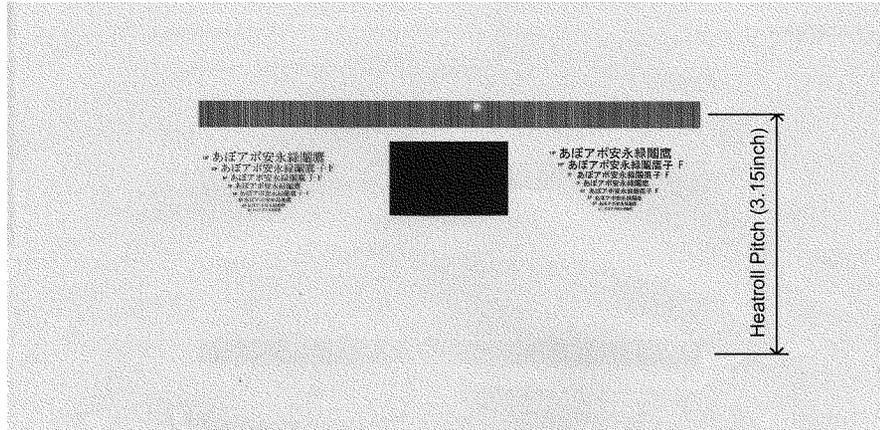
Cause

1. The resistance of the paper increased under dry conditions.

Corrective Action

1. Use paper from a freshly opened packet.

Transparency Offset (80mm Pitch Ghosts)



j0st3224

Figure 1 Transparency Offset (80mm Pitch Ghosts) Defect Sample

Cause

1. Transparencies were processed in Plain Paper mode.

Corrective Action

1. Select Transparency mode.

Regular Blanks In Process Direction (Spots, Streaks, Bands etc.)

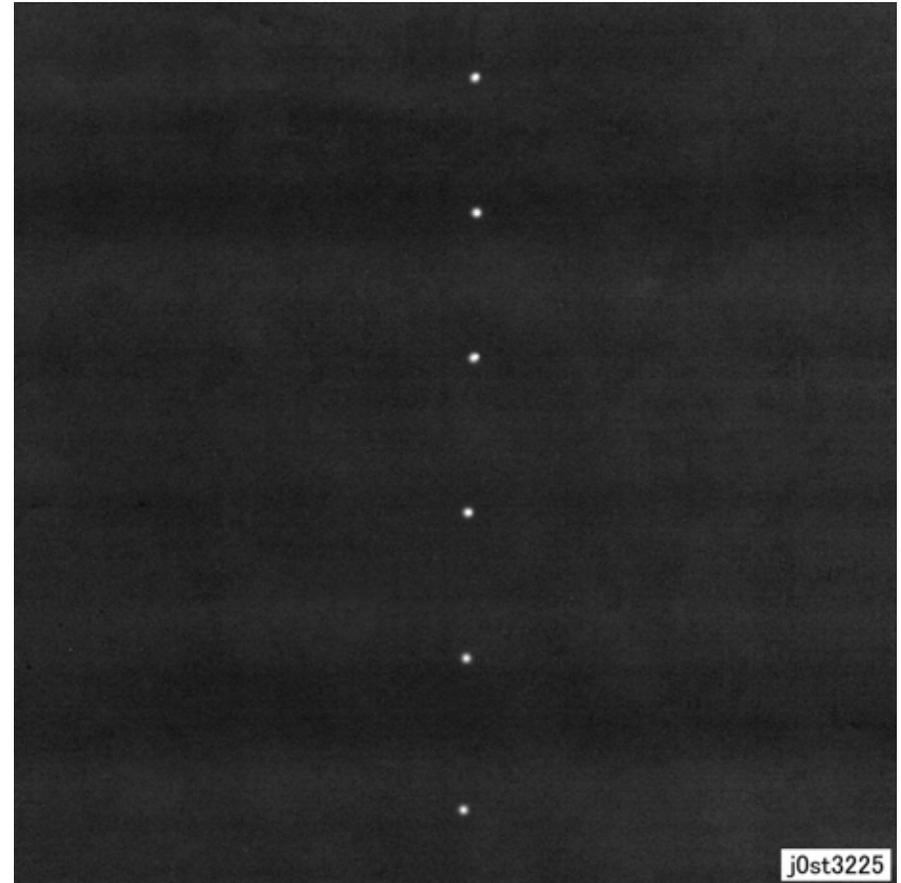


Figure 1 Regular Blanks In Process Direction (Spots, Streaks, Bands etc.) Defect Sample

Cause

1. 94mm pitch -> Drum: Scratches or foreign substances
2. 28mm pitch -> Developer Roll: Developer material fixed on the Developer Roll
3. 44mm pitch -> Charger: Scratches or foreign substances
4. 80mm pitch -> Fuser H/R: Scratches or foreign substances

Corrective Action

1. 1, 4: Clean or replace the Xerographic Cartridge (PL 8.1) or the Fuser Unit (PL 7.1).
2. 2, 3: Replace the Xerographic Cartridge (PL 8.1).

Regular Toner Contamination In Process Direction (Spots, Streaks, Bands etc.)

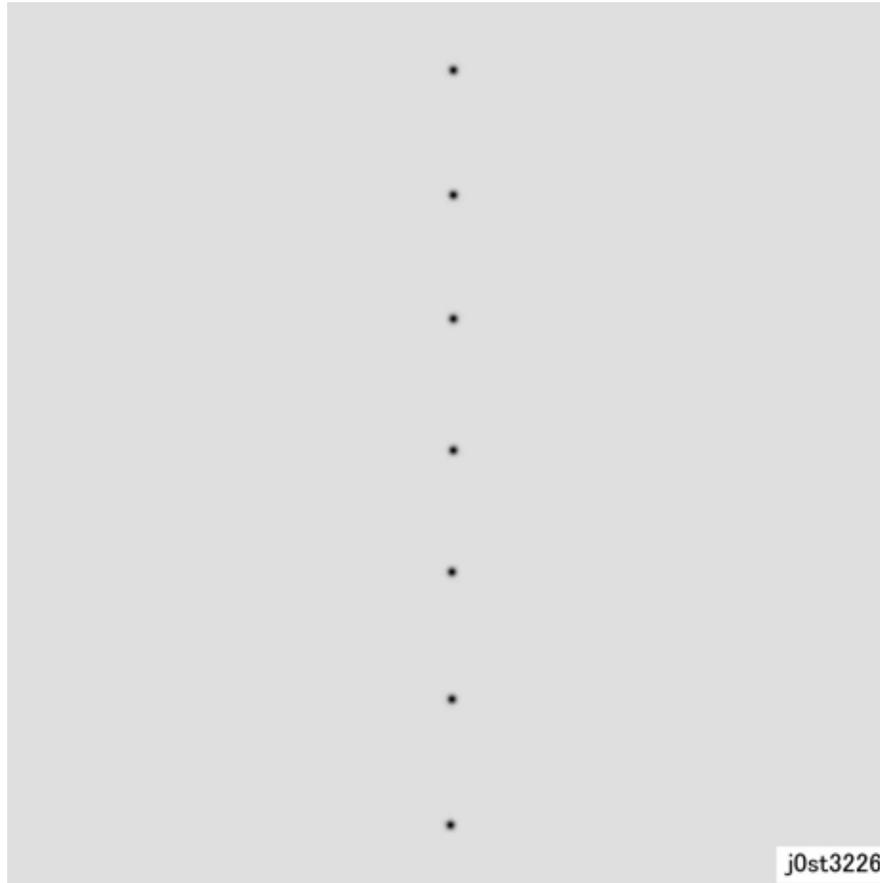


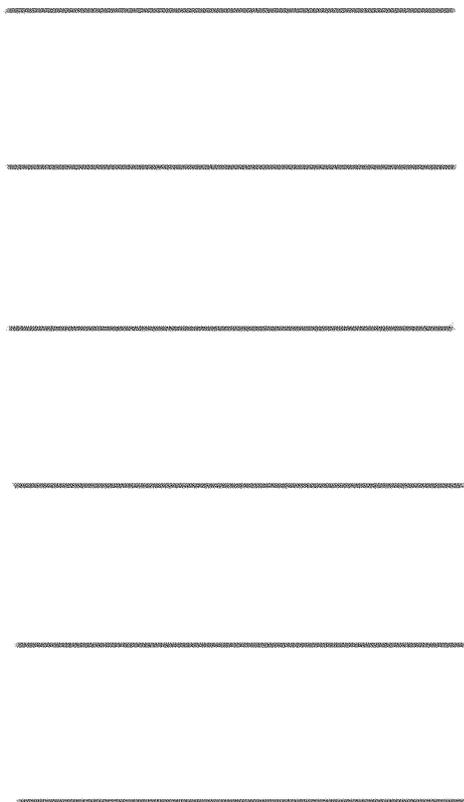
Figure 1 Regular Toner Contamination In Process Direction (Spots, Streaks, Bands etc.)
Defect Sample

Cause

1. 94mm pitch -> Drum: Scratches or foreign substances
2. 28mm pitch -> Magnetic Roll: Developer material fixed on the Magnetic Roll
3. 44mm pitch -> BCR: Scratches or foreign substances
4. 80mm pitch -> Heat Roll: Scratches or foreign substances
5. 19mm pitch -> Fuser Roll-Exit: Dirt
6. 44mm pitch -> Registration: Dirt

Corrective Action

1. 1, 4, 5, 6: Clean or replace the Xerographic Cartridge (PL 8.1) or the Fuser Unit (PL 7.1).
2. 2, 3: Replace the Xerographic Cartridge (PL 8.1).



j0st3227

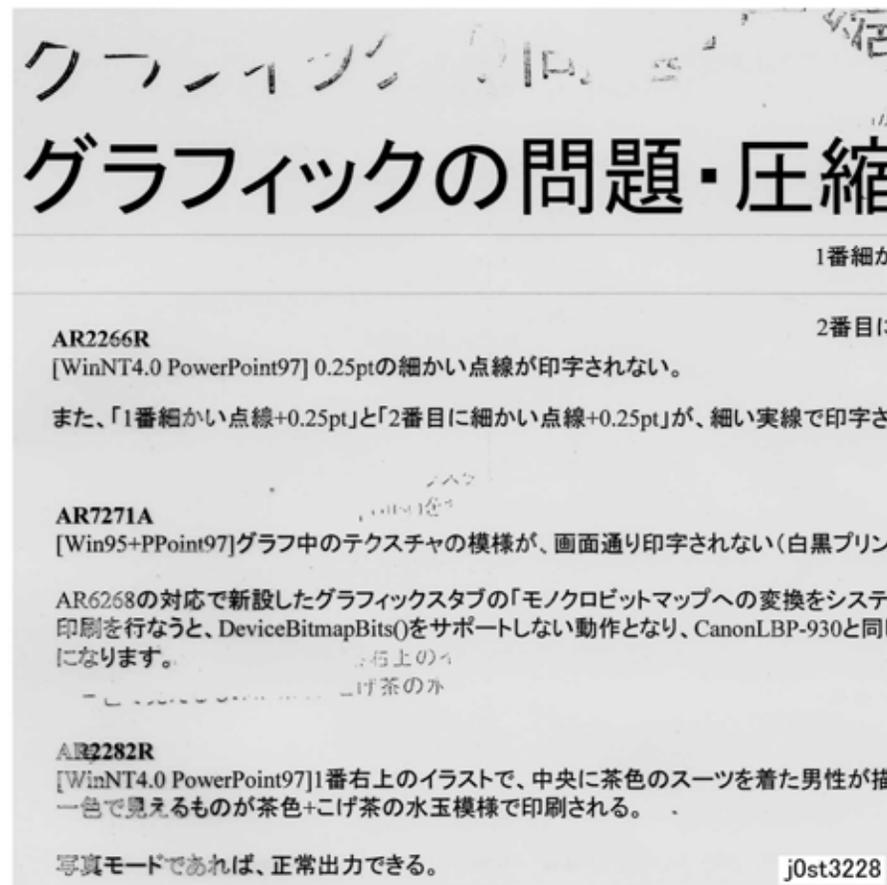
Figure 1 Regular Toner Contamination In Process Direction (Side 2) Defect Sample

Cause

1. 94mm pitch -> Fuser Pressure Roll: Scratches or foreign substances
2. 59mm pitch -> BRT Roll: Dirt, scratches or paper size mismatch
3. 44mm pitch -> Pinch Roll: Dirt

Corrective Action

1. 1, 2, 3: Clean or replace the relevant parts.
2. 2: Change the tray settings.



j0st3228

Figure 1 Transparency Blocking Sample Image

Cause

1. Transparencies were continuously printed in Plain Paper mode.

Corrective Action

1. Select Transparency mode.

Moire Due To Interference With Copy Original

Cause

When copying, interference with the original may cause moire. Combinations of certain angles of screen ruling near 150lpi and Reduce/Enlarge ratio may cause moire. Precautions should be taken during enlargement.

Corrective Action

- Reduce sharpness.
Secondary defect: Text is blurred.
- Make copies at a different Reduce/Enlarge ratio.
- Change the orientation of the original.

Light Background Due To Auto Exposure In Copies Of Originals With Frames

When Auto Exposure is turned [On] for originals with dark frames along the Lead Registration Edge, the suppression value is set so large such that areas of medium density appear extremely light.



Figure 1 Light Background (in circled area for example) Due To Auto Exposure In Copies Of Originals With Frames Defect Sample

Cause

Auto Exposure performs background detection of images at a distance of up to 10mm from the Lead Registration Edge. As there were dark frames along the Lead Registration Edge, Auto Exposure could not detect the original background density. Therefore, Auto Exposure was performed based on the density of the frames.

Corrective Action

- Disable Auto Exposure.

Fluctuation In Auto Exposure Values For Copies Of Originals Of Medium Density

When Auto Exposure is turned [On] for originals with background of medium density (0.5G), the effectiveness of Auto Exposure fluctuates for each job.

Cause

As medium density (0.5G) is near the upper limit value for background detection, the Auto Exposure value fluctuates according to the result of background detection that varies according to the variations in the density of the original and how the original is placed.

Corrective Action

- Disable Auto Exposure.

Gradation Jump In Text & Photo Mode For 100 Ipi Photo Originals

In Text mode, making copies of images of 100 lpi (halftone dot) gradation may result in a tone jump.



Figure 1 Gradation Jump In Text & Photo Mode For 100 Ipi Photo Originals Defect Sample

Cause

As Text & Photo mode gives priority to 175 lpi halftone dots and text quality, Sharpen Edge is performed for lower lpi.

Corrective Action

- Make copies in Photo mode.

Secondary defect: Text is blurred.

- Change the setting from [More Text] to [Text], and then to [Photo] and [More Photo].
Secondary defect: Image quality of photographs deteriorate in [More Text] and [Text] settings. Text becomes blurred in [More Photo] and [Photo] settings.

CVT (Constant Velocity Transport) Scan Streaks

Streaks may occur in the CVT, even if they do not occur in the Platen.

Cause

Even though CVT streak detection is performed for both color and B/W scans, there may be cases where foreign substances on the CVT Glass could not be detected and removed.

Corrective Action

- Clean the CVT Glass.

Defects Related To Scan Print

Moire may occur when scanned images are printed.

Cause

Interference with the printer screen and printer driver resolution conversion processing by the original causes moire.

Corrective Action

- Reduce sharpness.
Secondary defect: Text is blurred.

Moire In Text Mode (Fine) B/W Scan/Fax For 133 Ipi Originals

During Fax Scan and B/W Scan mode, moire occurs in Text mode halftone dot images. Or, moire is especially obvious in Text mode (Fine) 133 Ipi halftone dot images.

Cause

In Text mode, text is given priority, causing halftone dot moires.

Corrective Action

- Change from Text mode to Text & Photo mode or Photo mode.
However, as the amount of data increases in Text & Photo mode, the machine takes a longer time for transmission.

Black Discoloration Around White Texts In Medium Density Background

Black discoloration occurs around white texts with a certain background density, causing difficulties in reading the text.

Cause

Discoloration occurs during resolution conversion in Fax Send.

Due to separation error in text graphic separation, parts determined as text are darkened and are output as graphics that look like dark smears.

Occurrences and severity of the occurrences vary according to the combinations of Send/Receive type, Send route and Receive settings.

Corrective Action

- Perform sending and document storage according to the capabilities of the receiver.
It is possible to suppress resolution conversion during Send/Receive by preventing a mismatch in Send image quality (resolution).
- Change the setting for resolution conversion processing to [More Photo].
Secondary defect: As this reduces the sensitivity for separation between text and photographs, edges appear less smooth.

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REP 13.26 Front/Rear Tamper Motor (Office Finisher LX)	4-165	ADJ 12.1 Finisher LX Hole Punch Position	4-213
REP 13.27 Front/Rear Tamper Home Sensors (Office Finisher LX)	4-165	ADJ 12.2 Finisher LX Booklet Crease/Staple Position	4-213
REP 13.28 Compiler No Paper Sensor (Office Finisher LX)	4-166		
REP 13.29 Front/Rear Carriage Assembly (Office Finisher LX)	4-167		
REP 13.30 Booklet PWB (Office Finisher LX)	4-167		
REP 13.31 Booklet Maker Assembly (Office Finisher LX)	4-168		
REP 13.32 Booklet Front Cover (Office Finisher LX)	4-170		
REP 13.33 Booklet Rear Cover (Office Finisher LX)	4-171		
REP 13.34 Booklet Top Cover (Office Finisher LX)	4-172		

REP 3.1 HDD

Parts List on [PL 35.3](#)

Removal

CAUTION

ESD procedures must be used when removing or replacing PWBs. Damage to electrical components is likely if static discharge reaches components.

Always wear a wrist strap to protect electrical parts from static damage. If a wrist strap is not available, touch some metallic parts to discharge the static electricity before servicing.

1. Switch off the power and disconnect the power cord.
2. Remove the following covers ([Figure 1](#)).
 - a. Pull off the ESS Cap Cover.
 - b. ESS Cover (2 Screws).
 - c. Left Rear Middle Cover (2 Screws).
 - d. Rear Lower Cover (3 Screws).

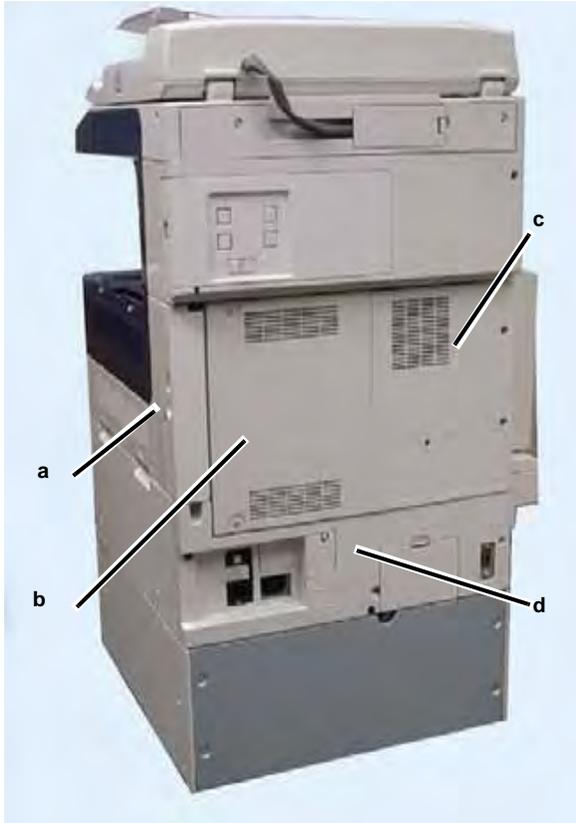


Figure 1 Removing Covers

3. Remove the HDD ([Figure 2](#)).
 - a. Disconnect the connectors (2).
 - b. Release the Locking Tab and remove the HDD.

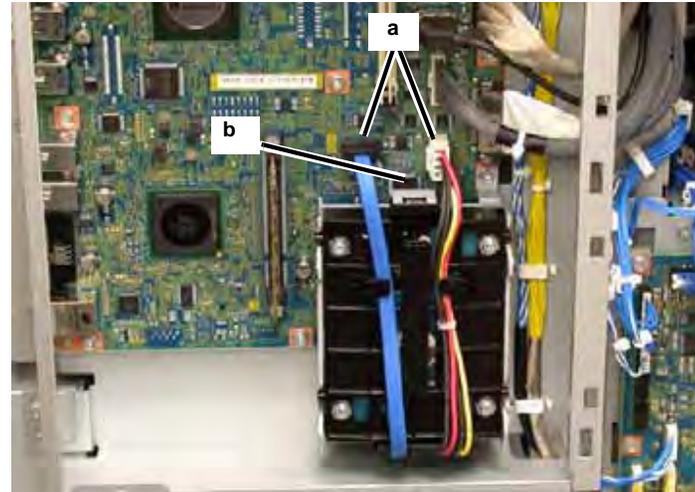


Figure 2 Removing HDD

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 3.2 ESS Chassis Assembly

Parts List on PL 35.1

Removal

CAUTION

ESD procedures must be used when removing or replacing PWBs. Damage to electrical components is likely if static discharge reaches components.

Always wear a wrist strap to protect electrical parts from static damage. If a wrist strap is not available, touch some metallic parts to discharge the static electricity before servicing.

1. Switch off the power and disconnect the power cord.
2. Remove the following covers (Figure 1).
 - a. Pull off the ESS Cap Cover.
 - b. ESS Cover (2 Screws).
 - c. Left Rear Middle Cover (2 Screws).
 - d. Rear Lower Cover (3 Screws).

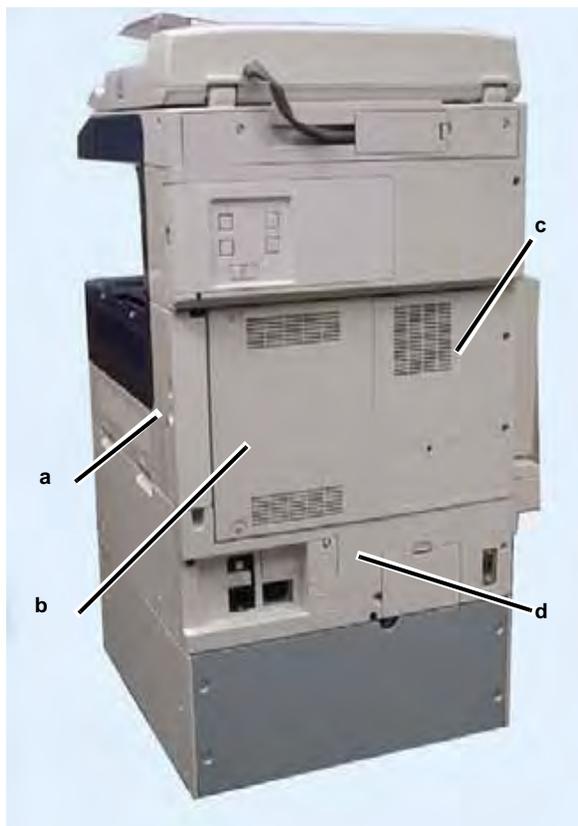


Figure 1 Removing Covers

3. Perform the following (Figure 2).
 - a. Disconnect the MCU PWB connectors (3), and release the wires from the clamps on the ESS PWB panel.
 - b. Disconnect the ESS PWB connectors (5) and wire clamp (1). Then route the connectors and wire harness through the PWB panel openings.

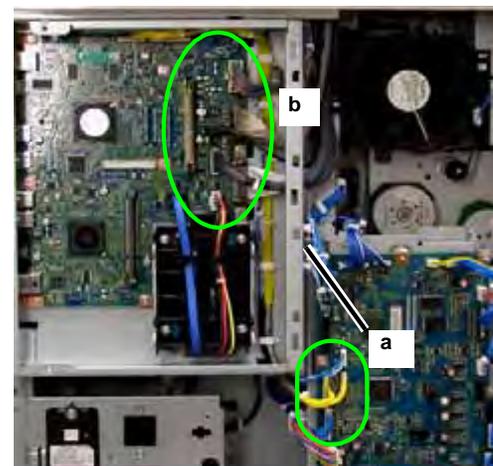


Figure 2 PWB PJ's

4. Remove the ESS Chassis Assembly Screws (4), then lift up and remove (Figure 3).

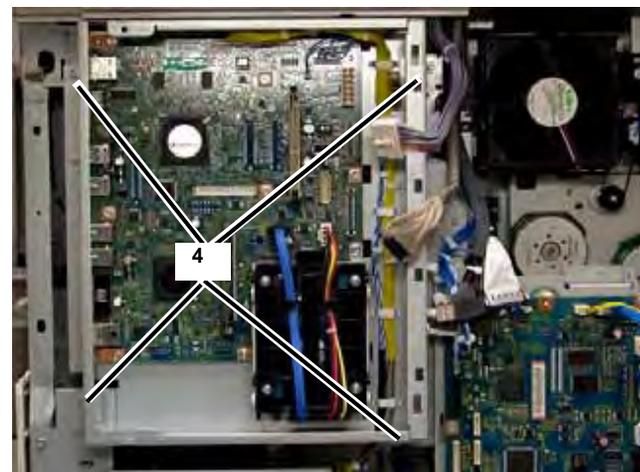


Figure 3 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 3.3 ESS PWB

Parts List on PL 35.2

Removal

CAUTION

ESD procedures must be used when removing or replacing PWBs. Damage to electrical components is likely if static discharge reaches components.

Always wear a wrist strap to protect electrical parts from static damage. If a wrist strap is not available, touch some metallic parts to discharge the static electricity before servicing.

CAUTION

A loss of serialization and billing data will occur, and disable the machine, if both the ESS PWB with EPROM and the MCU PWB with EPROM are replaced at the same time.

1. Switch off the power and disconnect the power cord.
2. Remove the following covers (Figure 1).
 - a. Pull off the ESS Cap Cover.
 - b. ESS Cover (2 Screws).
 - c. Left Rear Middle Cover (2 Screws).
 - d. Rear Lower Cover (3 Screws).

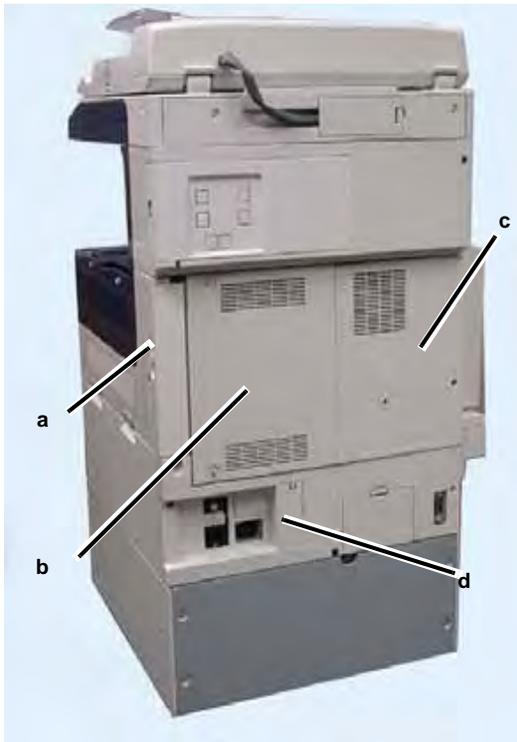


Figure 1 Removing Covers

3. Remove the HDD (Figure 2).
 - a. Disconnect the connectors (2).
 - b. Release the Locking Tab and remove the HDD.

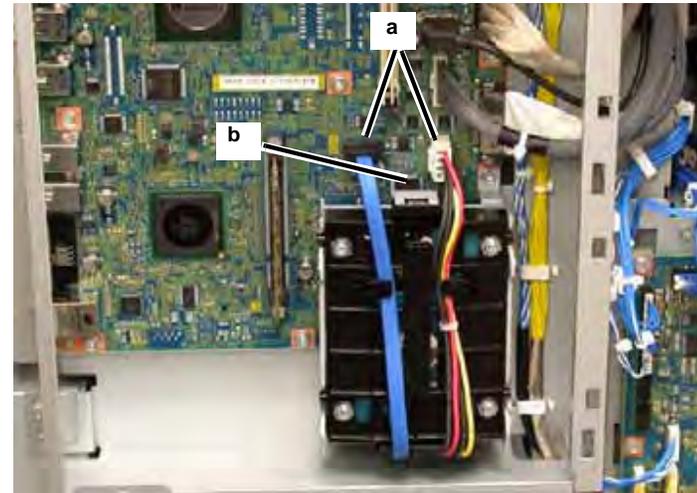


Figure 2 HDD

4. Remove the HDD Bracket (3 Screws) (Figure 3).

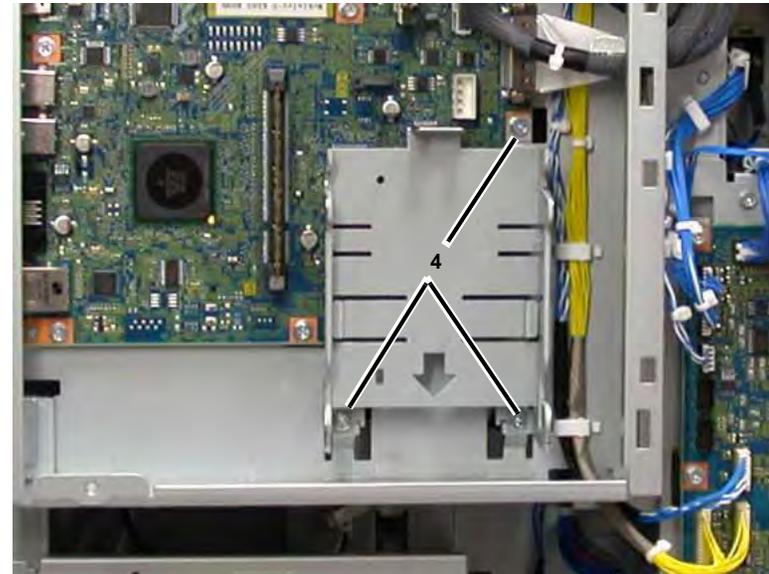


Figure 3 Bracket Screws

5. Disconnect the ESS PWB connectors (9) (Figure 4).

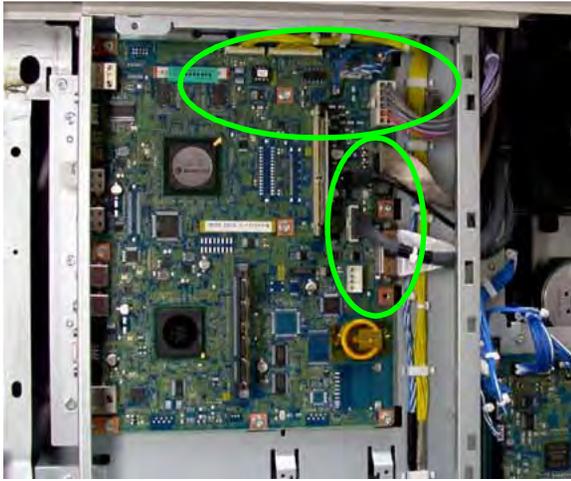


Figure 4 ESS PWB PJ's

6. Perform the following (Figure 5).
 - a. Remove the Screws (3) on the left side of the PWB.
 - b. Loosen the center and right side Screws (6).

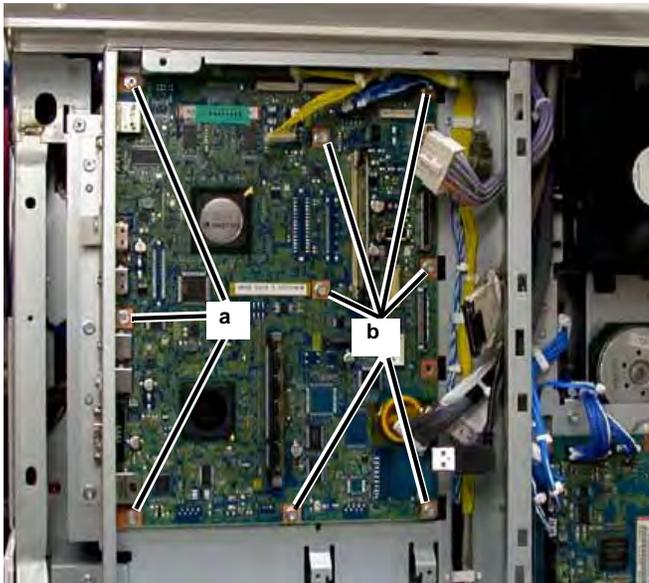


Figure 5 Removing Screws

7. Remove the left side of the PWB panel (Figure 6).
 - a. Remove the PWB connector Screws (5).
 - b. Remove the panel left side Screws (5).

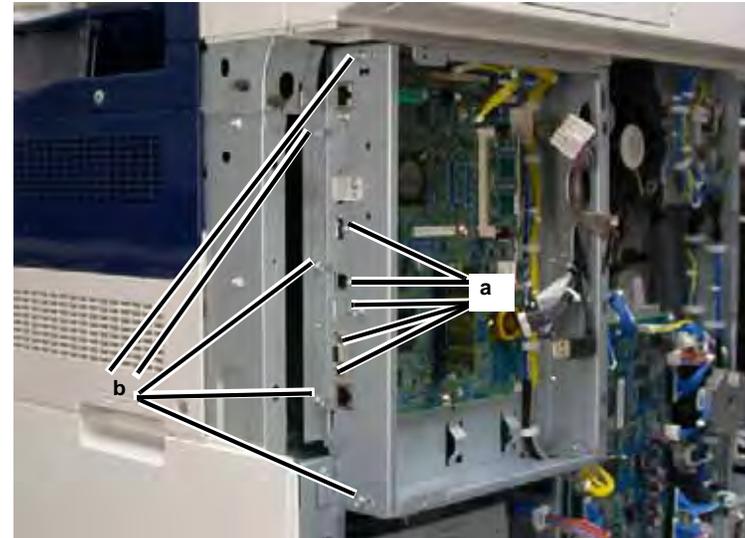


Figure 6 Removing Screws

8. Remove the ESS PWB (6 Screws) (Figure 7).

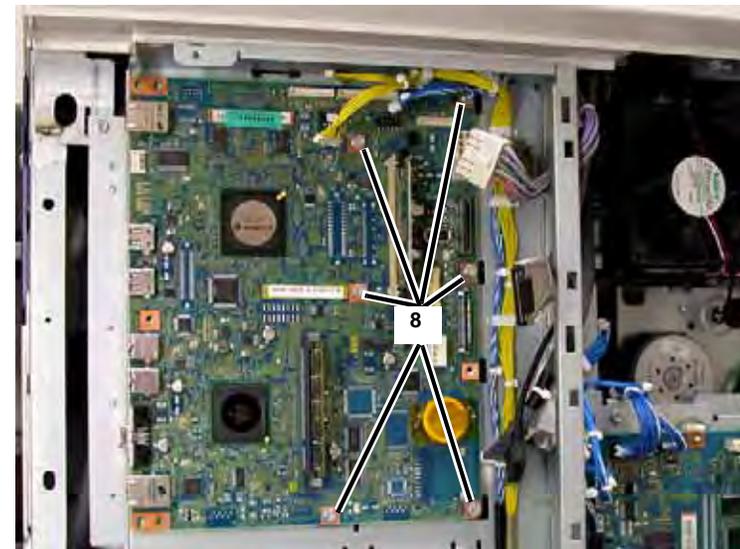


Figure 7 Removing Screws

CAUTION

Pin breakage occurs if the EPROM is carelessly removed.

9. When replacing the ESS PWB, remove the EPROM, the Memory PWB, and the Postscript PWB (if present, optional) (Figure 8).

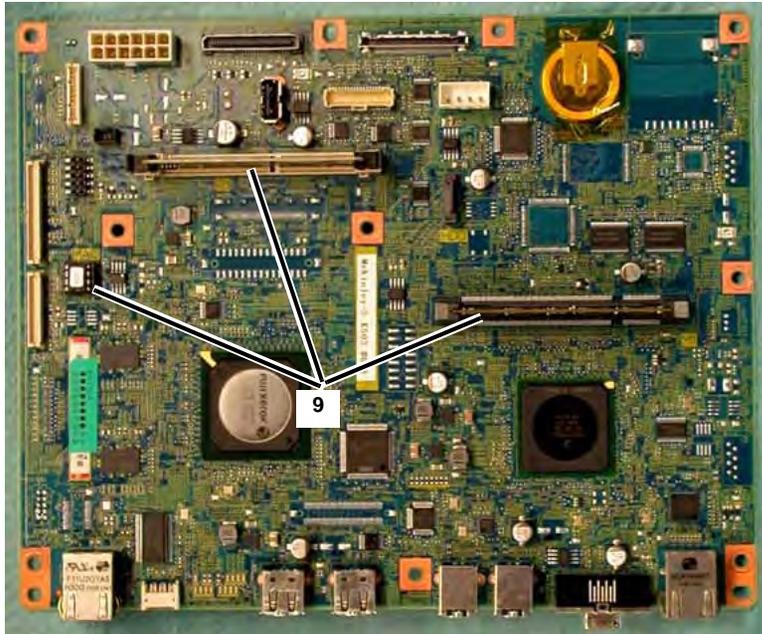


Figure 8 ESS PWB

Replacement

CAUTION

A fatal error occurs to machine software if the ESS PWB is replaced before the EPROM is installed on the ESS PWB, and powered on.

1. When replacing the ESS PWB, install the EPROM, the Memory PWB, and the Postscript PWB (if present, optional) from the old ESS PWB onto the new PWB.
2. To reinstall, carry out the removal steps in reverse order.
3. For easier reinstallation of the ESS PWB perform the following.
 - a. Reinstall the PWB with the right screws (3) and center screws (3) but do not tighten them.
 - b. Reinstall the panel left side and tighten the screws (5).
 - c. Reinstall the PWB connector screws (5) and tighten them.
 - d. Reinstall the PWB left side screws (3), and tighten all the PWB screws (9).
 - e. Continue the reinstallation.

REP 3.4 AC Driver PWB

Parts List on [PL 18.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the ESS Chassis [REP 3.2](#).
3. Disconnect the AC Driver PWB connectors (3) (Figure 1).

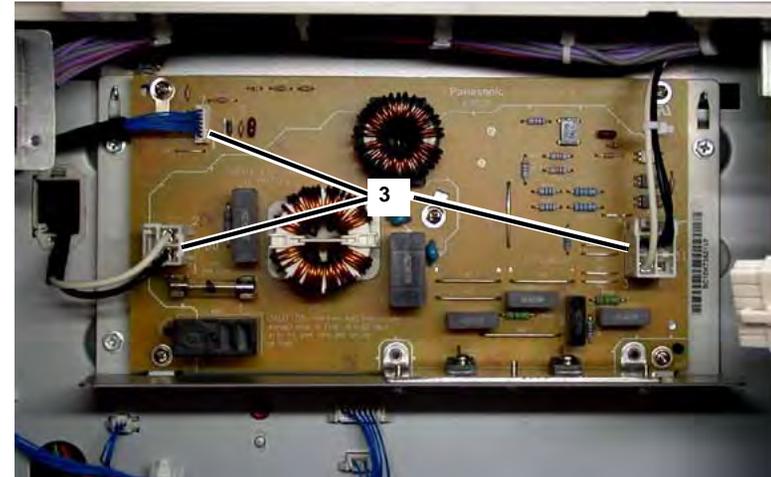


Figure 1 PJ's

4. Remove the AC Driver PWB and panel (3 Screws) (Figure 2).

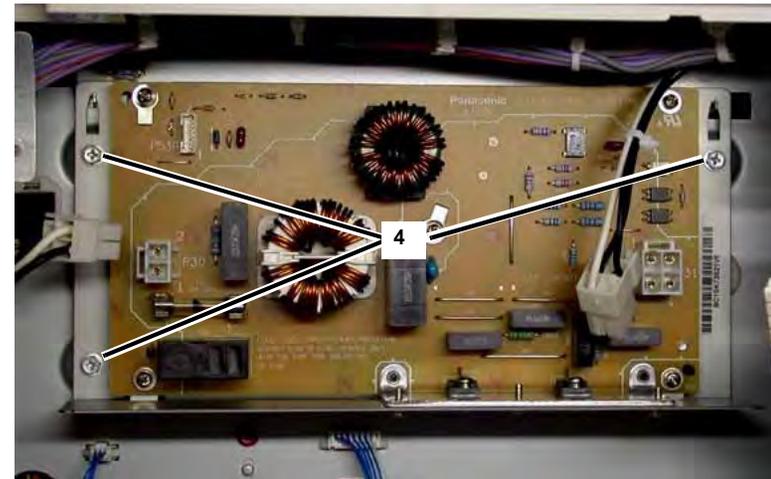


Figure 2 Removing Screws

NOTE: The AC Driver PWB screws (8) have a different thread than the other screws, keep them with the PWB for re-installation.

5. Remove the screws (3) from the bottom of the panel (Figure 3).

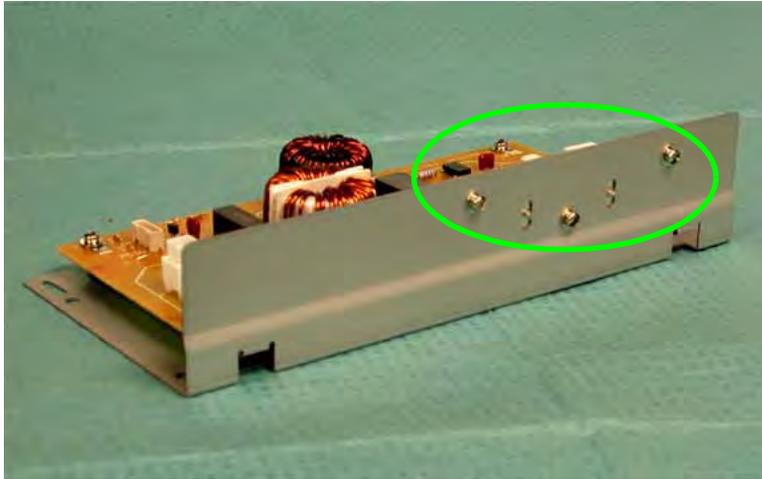


Figure 3 Removing Screws

6. Remove the AC Driver PWB screws (5) from the front of the panel (Figure 4).

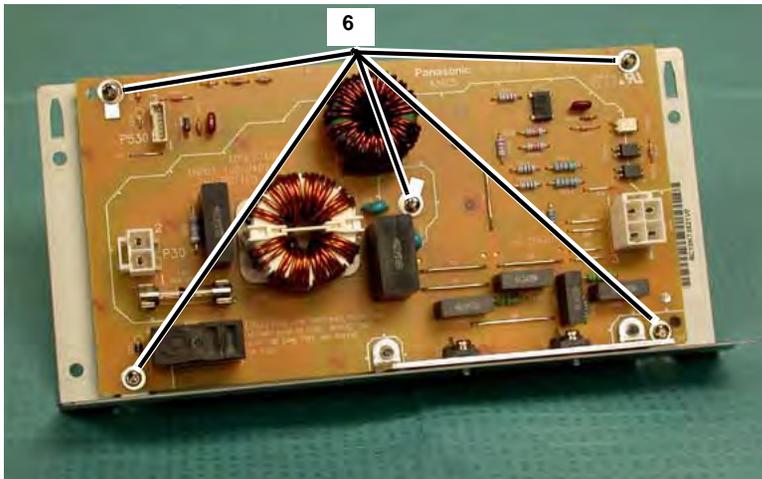


Figure 4 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 3.5 MCU PWB

Parts List on [PL 18.2](#)

Removal

CAUTION

ESD procedures must be used when removing or replacing PWBs. Damage to electrical components is likely if static discharge reaches components.

Always wear a wrist strap to protect electrical parts from static damage. If a wrist strap is not available, touch some metallic parts to discharge the static electricity before servicing.

CAUTION

A loss of serialization and billing data will occur, and disable the machine, if both the ESS PWB with EPROM and the MCU PWB with EPROM are replaced at the same time.

1. Switch off the power and disconnect the power cord.
2. Remove the following covers (Figure 1).
 - a. Pull off the ESS Cap Cover.
 - b. ESS Cover (2 Screws).
 - c. Left Rear Middle Cover (2 Screws).
 - d. Rear Lower Cover (3 Screws).

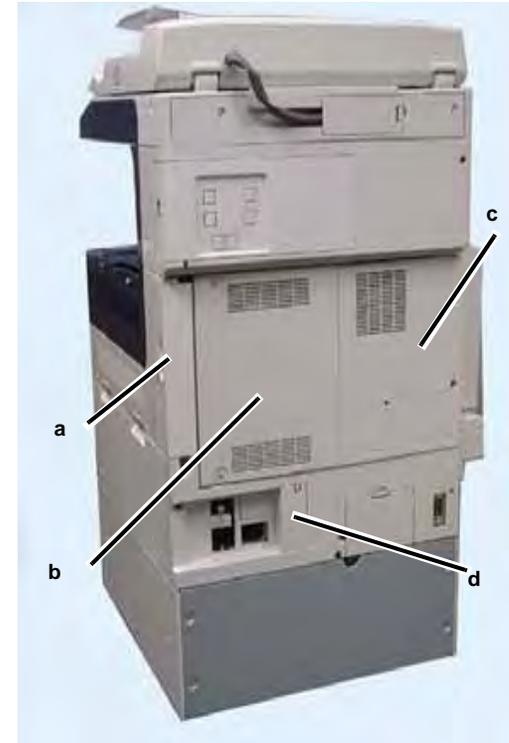


Figure 1 Removing Covers

3. Disconnect all the PJ's from the MCU PWB (Figure 2).



Figure 2 PJ's

4. Remove the Screws (6) and the MCU PWB (Figure 3).

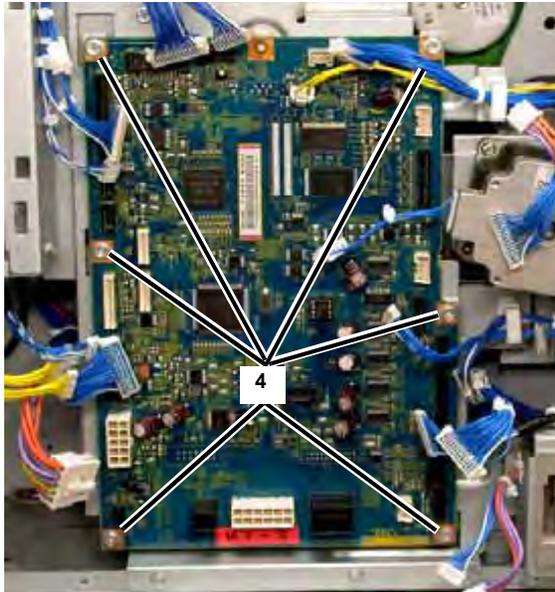


Figure 3 Removing Screws

CAUTION

Pin breakage occurs if the EEPROM is carelessly removed.

5. When replacing the MCU PWB, remove the EEPROM from the old MCU PWB and install it onto the new MCU PWB (Figure 4).

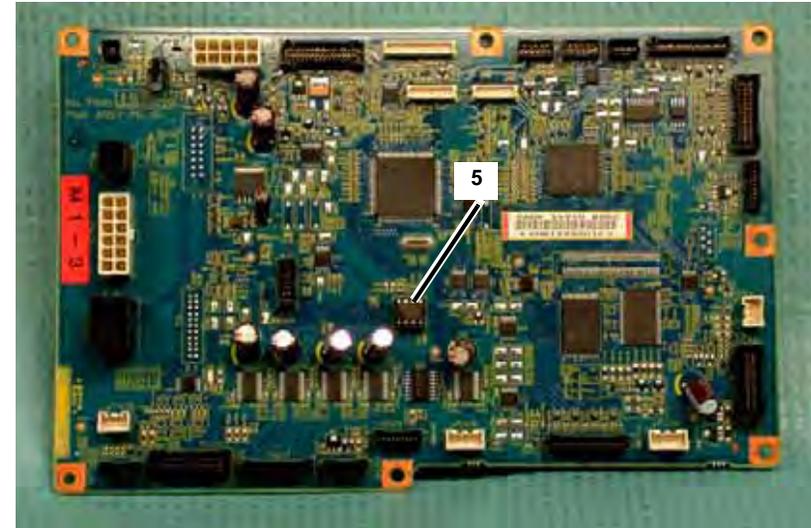


Figure 4 EEPROM

Replacement

CAUTION

A fatal error occurs to machine software if the MCU PWB is replaced before the EPROM is installed on MCU PWB, and powered on.

1. When replacing the MCU PWB, install the EEPROM from the old MCU PWB onto the new PWB.
2. To reinstall, carry out the removal steps in reverse order.
3. Switch on the machine power.
4. Verify that the serial numbers and billing data are the same.
 - a. Refer to **Machine ID/Billing Data**.
Check that the Serial Number and Billing Data for IOT, Sys1, and Sys2 are the same.
 - b. If they are the same, return to Service Call Procedures in Section 1.

REP 3.6 Main LVPS

Parts List on [PL 18.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Right Cover 2 (2 Screws) ([Figure 1](#)).

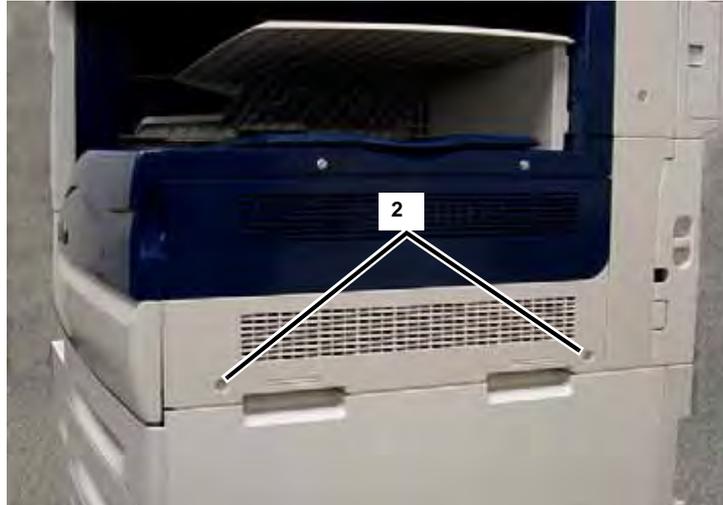


Figure 1 Removing Screws

3. Disconnect the Main LVPS connector (8) ([Figure 2](#)).

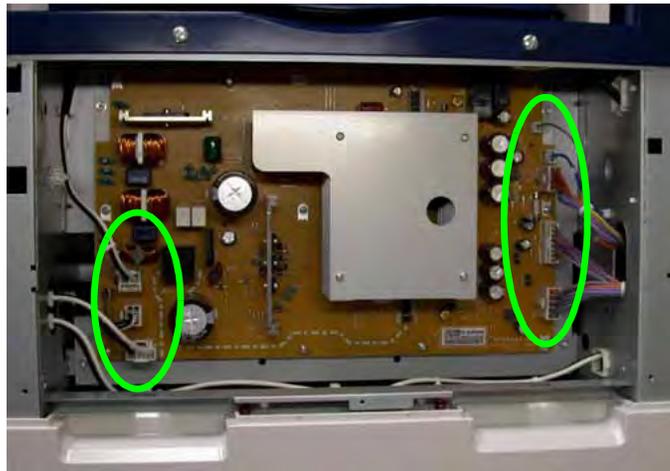


Figure 2 PJ's

4. Remove the Main LVPS and Chassis (4 Screws) ([Figure 3](#)).

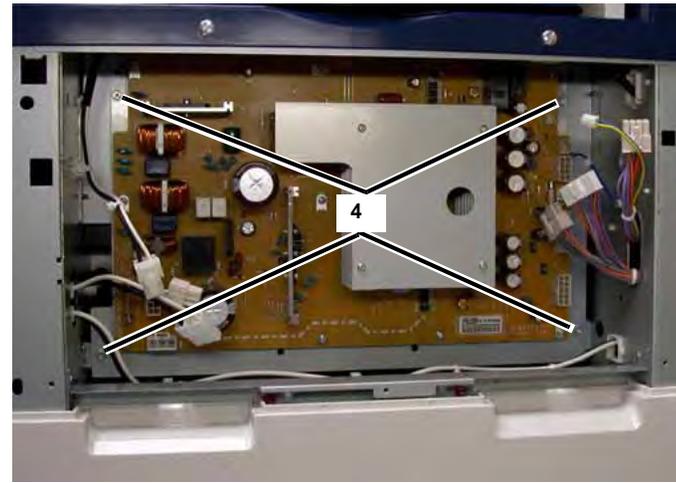


Figure 3 Removing Screws

5. Remove the Main LVPS (12 Screws) ([Figure 4](#)).

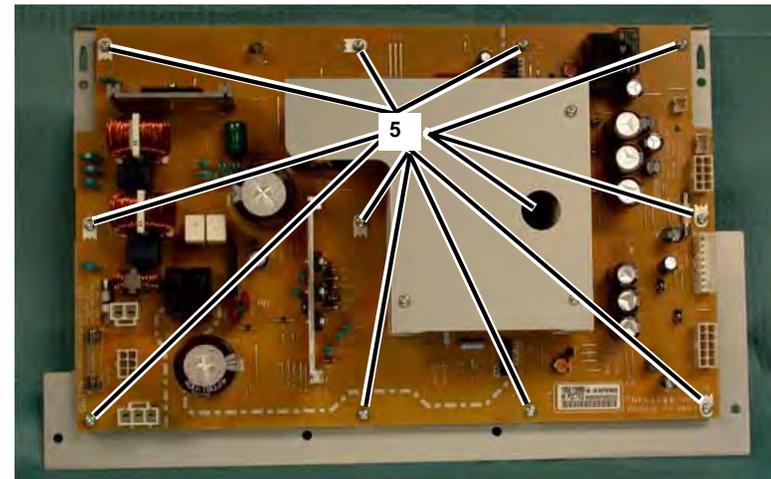


Figure 4 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 4.1 Main Drive

Parts List on PL 3.1

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the following covers (Figure 1).
 - a. Pull off the ESS Cap Cover.
 - b. ESS Cover (2 Screws).
 - c. Left Rear Middle Cover (2 Screws).
 - d. Fax Cover, and Rear Upper Cover (2 Screws).
 - e. Rear Lower Cover (3 Screws).

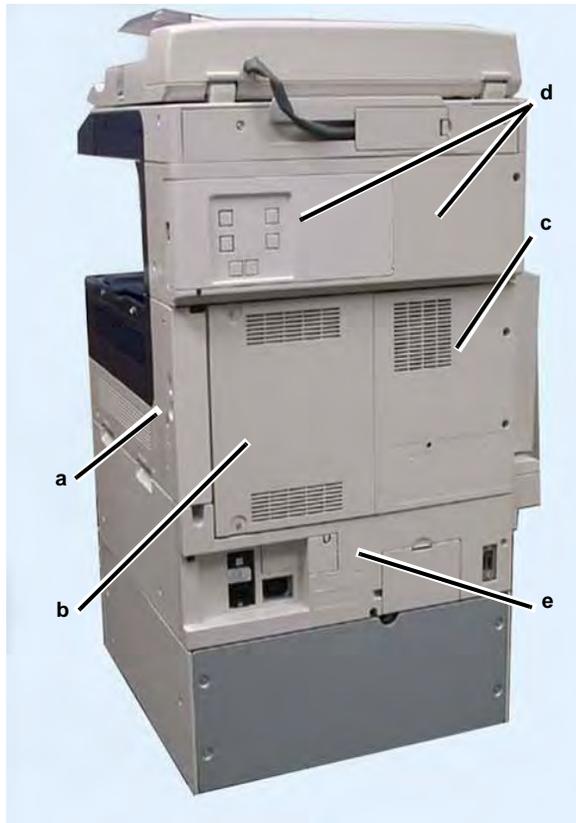


Figure 1 Removing Covers

3. Remove the Fuser Exhaust Fan Assembly (Figure 2).
 - a. Disconnect the connector.
 - b. Remove the Screw (1) and the fan assembly.

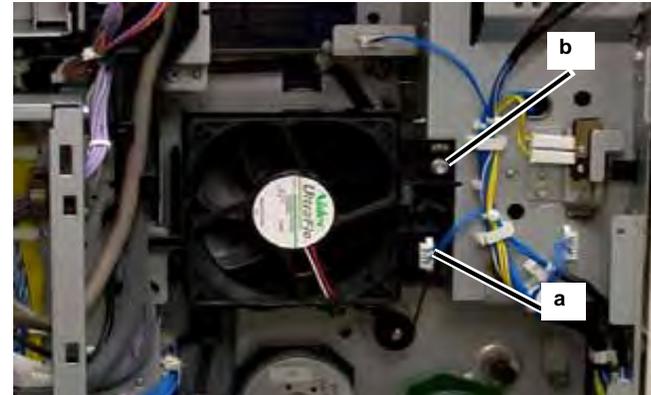


Figure 2 Fuser Exhaust Fan

4. Disconnect the following connectors (Figure 3).
 - a. Takeaway Motor connector.
 - b. MCU PWB top and right side connectors, and release the wires from the clamps.

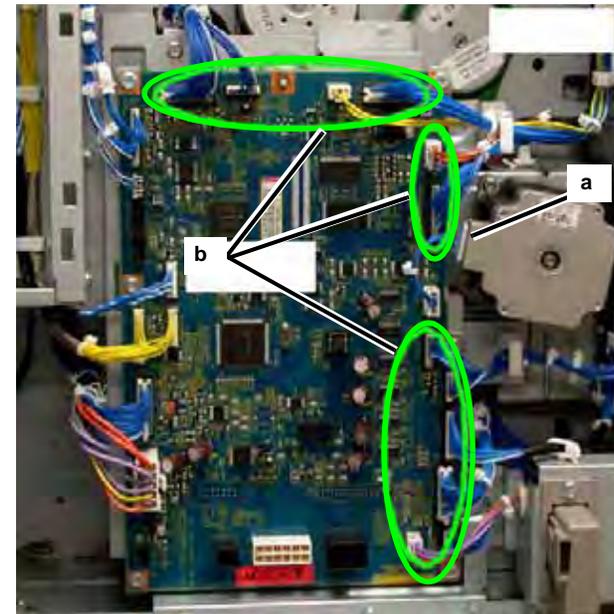


Figure 3 PJ's

5. Perform the following (Figure 4).
 - a. Remove the MCU PWB chassis Screws (7).
 - b. Move the MCU PWB chassis to the left.

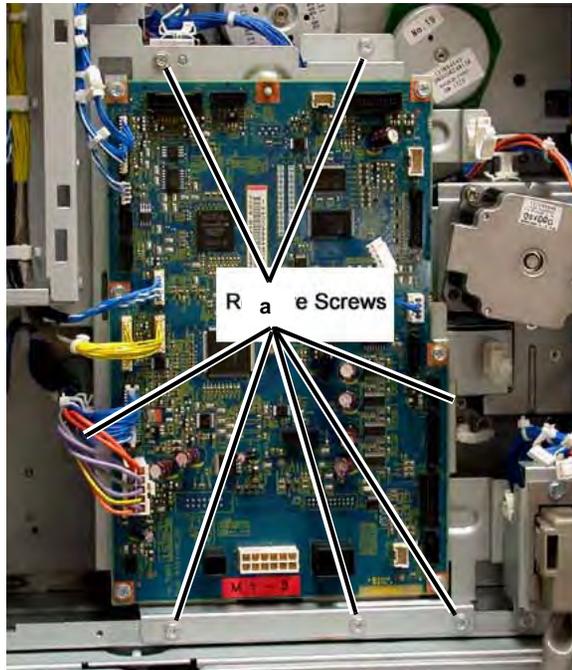


Figure 4 Removing Screws

CAUTION

Be careful not to damage any components on the motor PWB's when removing or replacing the Main Drive.

6. Remove the Main Drive (Figure 5).
 - a. Remove the Screws (4).
 - b. Lift the unit up to remove the drive belt from the pulley, then remove the Main Drive.

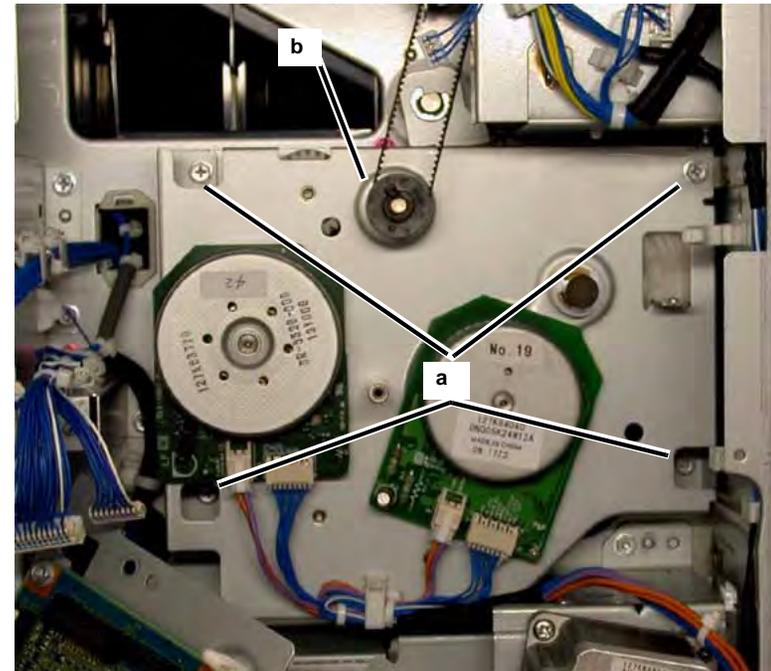


Figure 5 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 5.1 DADF

Parts List on PL 51.1

Removal

1. Switch off the power and disconnect the power cord.
2. Loosen the screws (x2) and disconnect the connector. (Figure 1)
 - (1) Disconnect the connector.



Figure 1 Connector

3. Remove the DADF. (Figure 2)
 - (1) Tilt the Counter Balance in the direction of the arrow and remove it from the installation holes.



Figure 2 Tilt Counter Balance

Replacement

1. To install, carry out the removal steps in reverse order.

2. Install the DADF. (Figure 3)
 - (1) Insert the tabs of the Counter Balance into the grooves of the installation holes.

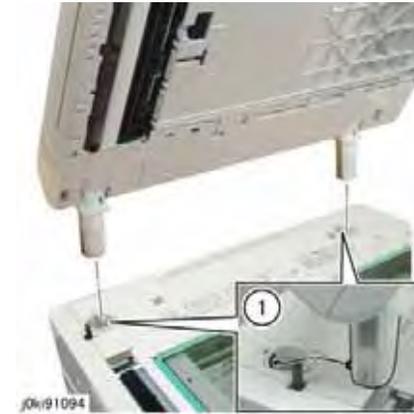


Figure 3 Inserting Tabs

3. Perform ADJ 5.3 DADF Original Detection Correction.

REP 5.2 DADF Platen Cushion

Parts List on PL 51.1

Removal

NOTE: The DADF Platen Cushion is pasted on with double sided adhesive tapes.

1. Switch off the power and disconnect the power cord.
2. Peel off the DADF Platen Cushion. (Figure 1)
 - (1) Remove the DADF Platen Cushion.



j0rk45104

Figure 1 DADF Platen Cushion



Figure 2 Paste DADF Platen Cushion

Replacement

1. Paste on the DADF Platen Cushion. (Figure 2)
 - (1) Place the DADF Platen Cushion on the Platen Glass.
 - (2) Set the gap between the Registration Guide and Platen Guide.
 - (3) Slowly lower the DADF and press it onto the DADF Platen Cushion.

REP 5.3 DADF Front Cover

Parts List on [PL 51.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Open the Top Cover.
3. Open the DADF.
4. Remove the DADF Front Cover. ([Figure 1](#))
 - (1) Remove the self-self-tapping screws (x4).
 - (2) Remove the DADF Front Cover.



Figure 1 DADF Front Cover Removal

Replacement

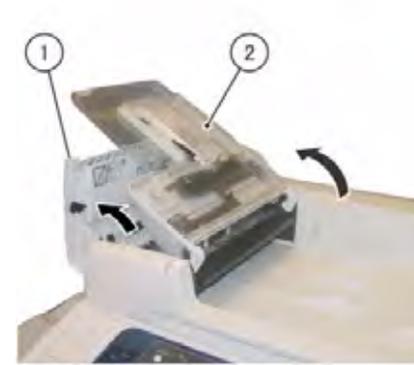
1. To install, carry out the removal steps in reverse order.

REP 5.4 DADF Rear Cover

Parts List on [PL 51.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Turn the DADF Document Tray upside down. ([Figure 1](#))
 - (1) Open the Top Cover.
 - (2) Turn the DADF Document Tray upside down.



J0K45101

Figure 1 DADF Upside Down

3. Remove the screws that secure the DADF Rear Cover. ([Figure 2](#))
 - (1) Remove the screws (x2).



J0K45102

Figure 2 DADF Rear Cover

4. Open the DADF.
5. Release the hooks of the DADF Rear Cover. ([Figure 3](#))

(1) Release the hooks (x2).

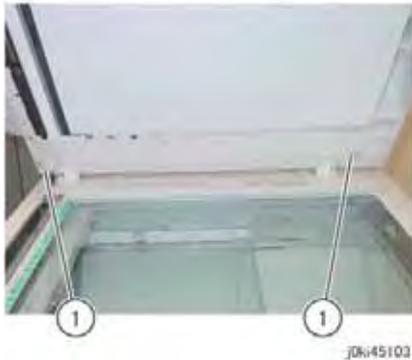


Figure 3 Releasing Hooks

6. Close the DADF gently.
7. Remove the DADF Rear Cover. (Figure 4)
 - (1) Remove the DADF Rear Cover in the direction of the arrow.
 - (A) Hook

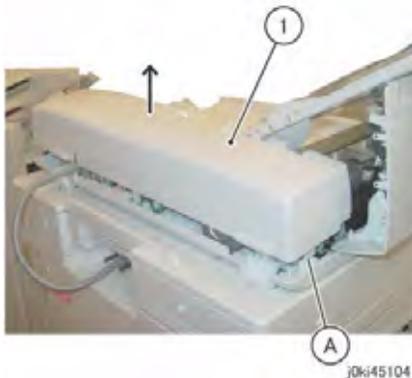


Figure 4 Removing DADF Rear Cover

Replacement

1. To install, carry out the removal steps in reverse order.

REP 5.5 DADF Feeder Assembly

Parts List on [PL 51.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. (REP 5.3)
3. Remove the DADF Rear Cover. (REP 5.4)
4. Remove the DADF. (REP 5.1)
5. Remove the DADF Document Tray. (REP 5.9)
6. Disconnect the DADF PWB connectors. (Figure 1)
 - (1) Disconnect the connectors (x4).
 - (2) Remove the self-tapping screw and the Ground Wire.

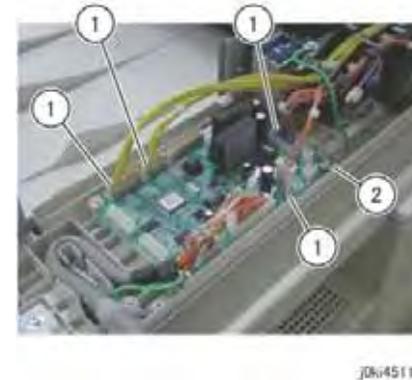


Figure 1 DADF Connectors

7. Remove the DADF Feeder Assembly. (Figure 2)
 - (1) Remove the self-tapping screw.
 - (2) Remove the DADF Feeder Assembly in the direction of the arrow.



Figure 2 DADF Feeder Assembly Removal

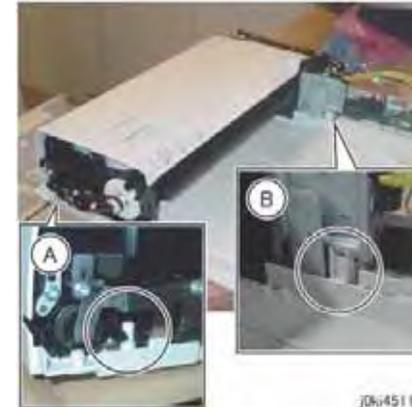


Figure 4 Installing the Feeder Assembly to the Base Frame

Replacement

1. To install, carry out the removal steps in reverse order.
2. Align the positioning pin of the Base Frame and the hole of the DADF Feeder Assembly. (Figure 3)



Figure 3 Align the Positioning Pin

3. When installing the Feeder Assembly to the Base Frame, check the following (Figure 4)
 - (A) At the front: The Frame of the DADF Feeder Assembly is attached to the positioning pin of the Base Frame as shown in the figure.
 - (B) The Bracket of the DADF Feeder Assembly is attached to the support of the Base Frame as shown in the figure.

4. Go to [HFSI Counter](#) and reset Counter 955-806.

REP 5.6 DADF PWB

Parts List on PL 51.2

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Rear Cover. (REP 5.4)
3. Disconnect the DADF PWB connectors. (Figure 1)
 - (1) Disconnect the connectors (x6).

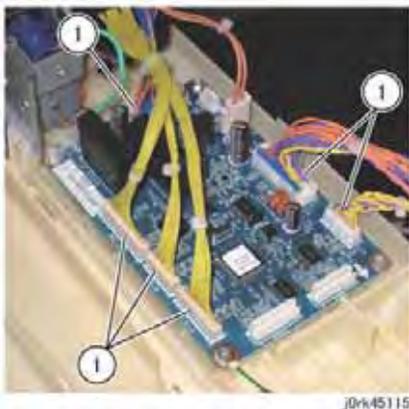


Figure 1 DADF PWB Connectors

4. Remove the DADF PWB. (Figure 2)
 - (1) Remove the self-tapping screws (x2) and the Ground Wires (x2).
 - (2) Remove the self-tapping screws (x2).
 - (3) Remove the DADF PWB.

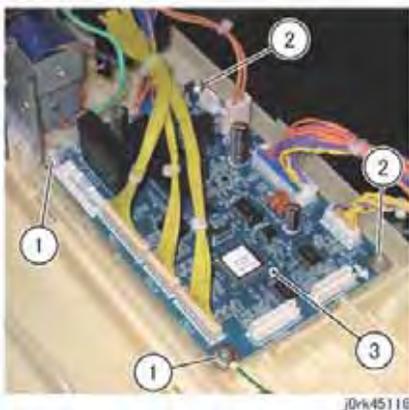


Figure 2 DADF PWB Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Switch the ROM on the new PWB with the EEPROM from the old PWB. (Figure 3)
This is because it stores the alignment value of the DADF.

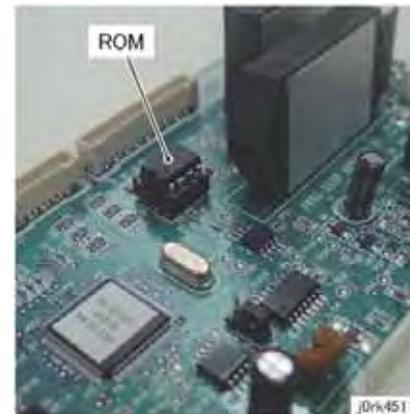


Figure 3 ROM

3. Check the software version. Update the version if an old software is installed in the new PWB.

REP 5.7 Left Counter Balance

Parts List on PL 51.3

Removal

CAUTION

Left/Right Counter Balance is identified by its spring pressure.

- *Left Counter Balance: strong spring pressure*
 - *Right Counter Balance: weak spring pressure*
1. Switch off the power and disconnect the power cord.
 2. Remove the DADF Front Cover. (REP 5.3)
 3. Remove the DADF Rear Cover. (REP 5.4)
 4. Remove the DADF. (REP 5.1)
 5. Remove the DADF Document Tray. (REP 5.9)
 6. Remove the DADF Feeder Assembly. (REP 5.5)
 7. Remove the screws that secure the Tie Plate. (Figure 1)
 - (1) Remove the self-tapping screw.
 - (2) Remove the Ground Plate.
 - (3) Remove the self-tapping screws (x2).



Figure 1 Tie Plate Screws

8. Remove the Left Counter Balance. (Figure 2)
 - (1) Remove the self-tapping screws (Large: x2).
 - (2) Remove the Left Counter Balance.

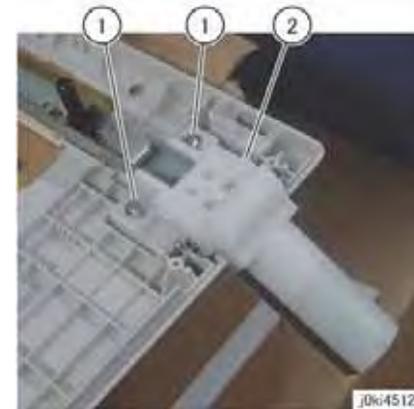


Figure 2 Left Counter Balance

Replacement

1. To install, carry out the removal steps in reverse order.
2. When installing the Left Counter Balance, align the hole of the Left Counter Balance to the positioning boss of the Frame. (Figure 3)



Figure 3 Left Counter Balance Hole Alignment

3. Align the Ground Plate to the positioning boss. (Figure 4)



Figure 4 Ground Plate Alignment

REP 5.8 Right Counter Balance

Parts List on [PL 51.3](#)

Removal

CAUTION

Left/Right Counter Balance is identified by its spring pressure.

- *Left Counter Balance: strong spring pressure*
 - *Right Counter Balance: weak spring pressure*
1. Switch off the power and disconnect the power cord.
 2. Remove the DADF Rear Cover. ([REP 5.4](#))
 3. Remove the DADF. ([REP 5.1](#))
 4. Take note of the graduation of the scale. ([Figure 1](#))

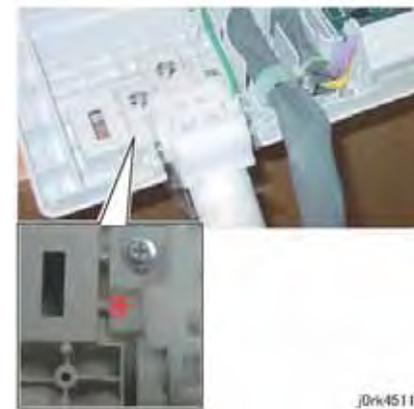


Figure 1 Graduation Scale Marks

5. Remove the Right Counter Balance. ([Figure 2](#))
 - (1) Remove the self-tapping screws (Large: x3).
 - (2) Remove the screw (Small: x1) and remove the Ground Wire.
 - (3) Remove the right Counter Balance.



Figure 2 Right Counter Balance Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. If it was replaced, perform checking for DADF Lead-Skew Adjustment. (ADJ 5.1)

REP 5.9 DADF Document Tray

Parts List on PL 51.4

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. (REP 5.3)
3. Remove the DADF Rear Cover. (REP 5.4)
4. Disconnect the connector of the DADF Document Set LED. (Figure 1)
 - (1) Remove the self-tapping screw.
 - (2) Remove the LED Bracket.
 - (3) Remove the wire harness from the hook.
 - (4) Disconnect the connector.

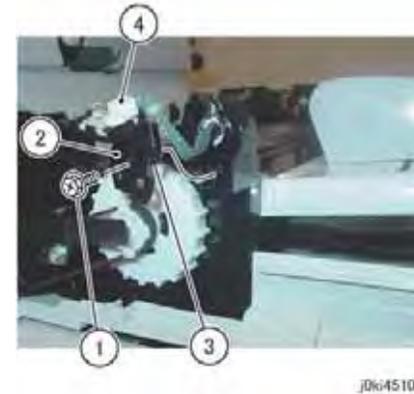


Figure 1 DADF Set LED Connector

5. Disconnect the connector. (Figure 2)
 - (1) Remove the clamp.
 - (2) Disconnect the connector of the P/J756.
 - (3) Remove the P/J756 wire harness from the Harness Guide.

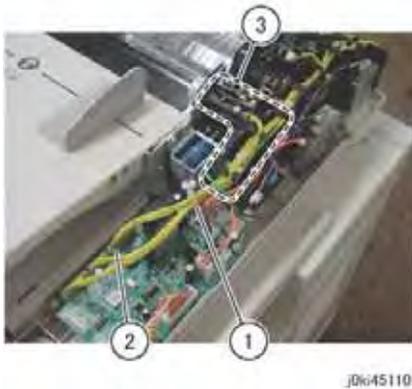


Figure 2 DADF Set LED Connector Removal



Figure 4 Wire Harness Removal

6. 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)
 - (1) Position the DADF Document Tray vertically.
 - (2) Press the boss of the DADF Document Tray in the direction of the arrow and remove it from the installation hole.
 - (3) Remove the wire harness of the DADF Document Set LED from the groove of the Frame.



Figure 3 Boss Removal

7. Pull out and remove the wire harness at the rear side of the DADF Document Tray from the hole of the Frame. (Figure 4)
 - (1) Pull out and remove the wire harness through the hole on the Frame.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 5.10 Top Cover

Parts List on [PL 51.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF. ([REP 5.1](#))
5. Remove the DADF Document Tray. ([REP 5.9](#))
6. Remove the DADF Feeder Assembly. ([REP 5.5](#))
7. Remove the Registration Chute. ([REP 5.14](#))
8. Open the Top Cover.
9. Remove the Top Cover. ([Figure 1](#))
 - (1) Remove the self-tapping screw.
 - (2) Remove the Stud Bracket.
 - (3) Remove the Top Cover.



Figure 1 Top Cover Removal

Replacement

1. To install, carry out the removal steps in reverse order.

REP 5.11 Harness Guide and Wire Harness

Parts List on [PL 51.5](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF. ([REP 5.1](#))
5. Remove the DADF Document Tray. ([REP 5.9](#))
6. Remove the DADF Feeder Assembly. ([REP 5.5](#))
7. Remove the Registration Chute. ([REP 5.14](#))
8. Remove the Top Cover. ([REP 5.10](#))
9. Remove the wire harness from the Harness Guide. ([Figure 1](#))
 - (1) Disconnect the connectors (x2).
 - (2) Remove the wire harness from the Harness Guide.



Figure 1 Wire Harness Removal

10. Remove the wire harness from the Harness Guide. ([Figure 2](#))
 - (1) Remove the J753 wire harness from the Harness Guide.



Figure 2 J753 Location

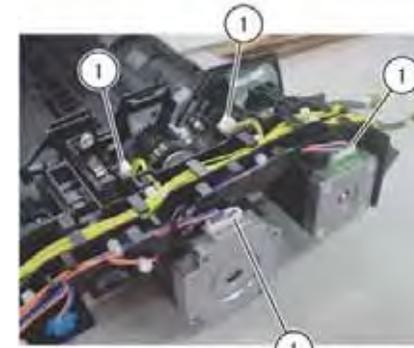


Figure 4 Harness Connectors

11. Remove the wire harness of the solenoid from the Harness Guide. (Figure 3)
 - (1) Disconnect the connector (Blue).
 - (2) Disconnect the connector (White).
 - (3) Remove the wire harness from the Harness Guide.

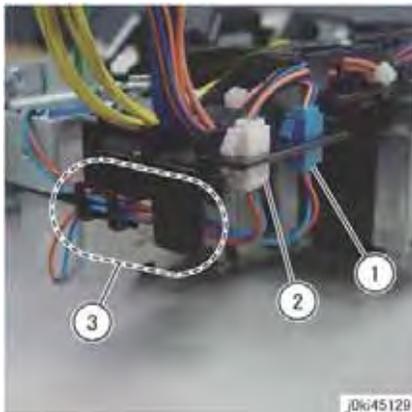


Figure 3 Solenoid Harness Removal

12. Disconnect the connector. (Figure 4)
 - (1) Disconnect the connectors (x4).

13. Remove the Harness Guide and the wire harness. (Figure 5)
 - (1) Remove the screw.
 - (2) Remove the screw and the Ground Wire.
 - (3) Remove the Harness Guide and the wire harness.

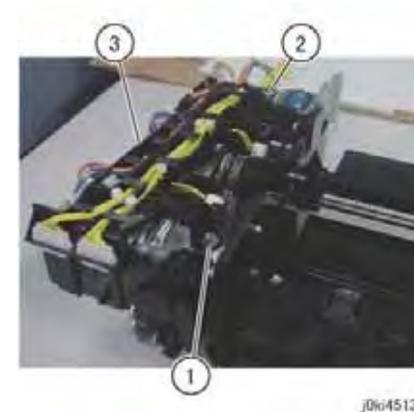


Figure 5 Harness Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Hang the J753 wire harness to the hook (A). (Figure 6) (A)Hook



Figure 6 J753 Harness Hook

REP 5.12 DADF Registration Motor

Parts List on [PL 51.5](#)

Removal

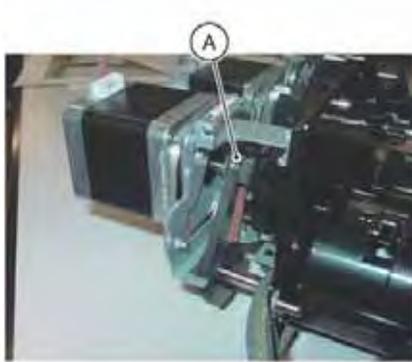
1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF. ([REP 5.1](#))
5. Remove the DADF Document Tray. ([REP 5.9](#))
6. Remove the DADF Feeder Assembly. ([REP 5.5](#))
7. Remove the Registration Chute. ([REP 5.14](#))
8. Remove the Top Cover. ([REP 5.10](#))
9. Remove the Harness Guide and the wire harness. ([REP 5.11](#))
10. Remove the DADF Registration Motor. ([Figure 1](#))
 - (1) Remove the spring.
 - (2) Remove the screws (x2).
 - (3) Remove the DADF Registration Motor.



Figure 1 DADF Reg Motor

Replacement

1. To install, carry out the removal steps in reverse order.
2. Install the Belt (A) to the Pulley of the DADF Registration Motor. ([Figure 2](#))
(A)Belt



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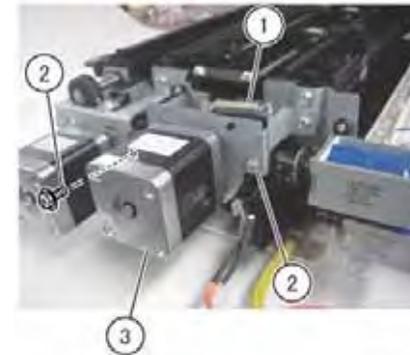
Figure 2 Belt Installation

REP 5.13 DADF Feed Motor

Parts List on [PL 51.5](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF. ([REP 5.1](#))
5. Remove the DADF Document Tray. ([REP 5.9](#))
6. Remove the DADF Feeder Assembly. ([REP 5.5](#))
7. Remove the Registration Chute. ([REP 5.14](#))
8. Remove the Top Cover. ([REP 5.10](#))
9. Remove the Harness Guide and the wire harness. ([REP 5.11](#))
10. Turn the DADF Feeder Assembly upside down.
11. Remove the DADF Feed Motor. ([Figure 1](#))
 - (1) Remove the spring.
 - (2) Remove the screws (x2).
 - (3) Remove the DADF Feed Motor.



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Figure 1 DADF Feed Motor Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Install the Belt to the Pulley of the DADF Feed Motor. ([Figure 2](#))

REP 5.15 Retard Chute

Parts List on [PL 51.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF Document Tray. ([REP 5.9](#))
5. Open the Retard Chute.
6. Remove the Retard Chute. ([Figure 1](#))
 - a. Remove the Retard Chute in the direction of the arrow.



Figure 1 Retard Chute

Replacement

1. To install, carry out the removal steps in reverse order.

REP 5.16 Takeaway Roll

Parts List on [PL 51.9](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF. ([REP 5.1](#))
5. Remove the DADF Document Tray. ([REP 5.9](#))
6. Remove the DADF Feeder Assembly. ([REP 5.5](#))
7. Remove the Registration Chute. ([REP 5.14](#))
8. Remove the Top Cover. ([REP 5.10](#))
9. Remove the Harness Guide and the wire harness. ([REP 5.11](#))
10. Loosen the Belt tension of the DADF Registration Motor. ([Figure 1](#))
 - (1) Loosen the screws (x2).

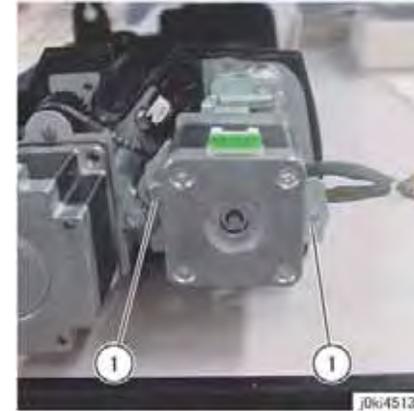


Figure 1 DADF Reg Motor Belt Tension

11. Remove the DADF Registration Motor and the Bracket. ([Figure 2](#))
 - (1) Remove the spring.
 - (2) Remove the screws (x2).
 - (3) Remove the DADF Registration Motor and the Bracket.
 - (4) Remove the Belt.

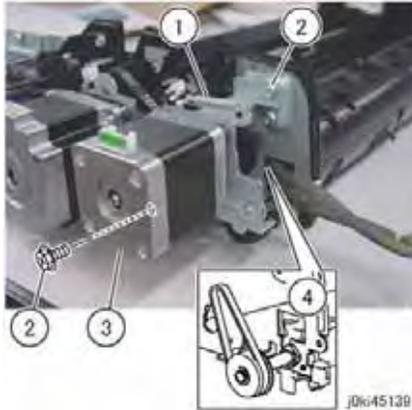


Figure 2 DADF Reg Motor Bracket Removal

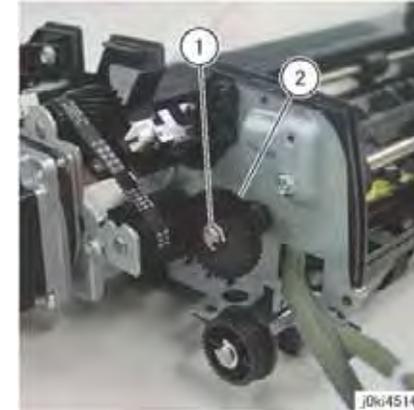


Figure 4 Rear Gear Removal

12. Remove the Invert Chute. (Figure 3)
 - (1) Remove the self-tapping screws (x2).
 - (2) Remove the Invert Chute.

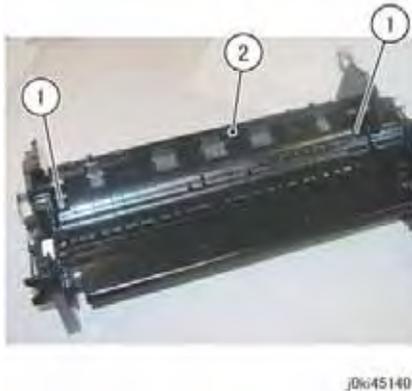


Figure 3 Invert Chute Removal

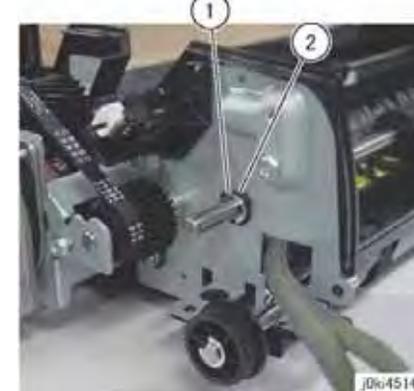


Figure 5 Bearing Removal

13. Remove the gear at the rear. (Figure 4)
 - (1) Remove the E-Clip.
 - (2) Remove the gear.

14. Remove the bearing at the rear. (Figure 5)
 - (1) Remove the E-Clip.
 - (2) Remove the bearing.

15. Remove the Ground Plate at the front. (Figure 6)
 - (1) Remove the self-tapping screws (x3).
 - (2) Remove the Ground Plate.

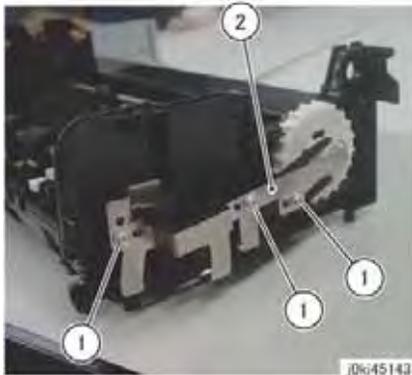


Figure 6 Ground Plate Removal



Figure 8 Takeaway Roll Removal

16. Remove the bearing at the front. (Figure 7)

- (1) Remove the E-Clip.
- (2) Remove the bearing.

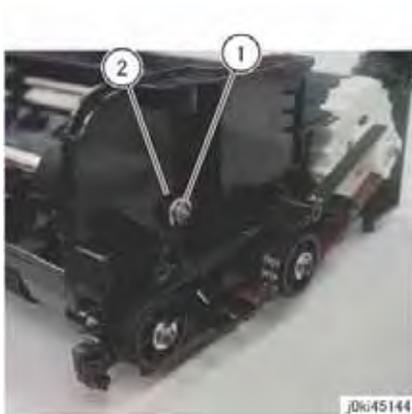


Figure 7 Front Bearing Removal

17. Remove the Takeaway Roll. (Figure 8)

- (1) Remove the Takeaway Roll.

Replacement

1. To install, carry out the removal steps in reverse order.
2. Install the Belt (A) to the Pulley of the DADF Registration Motor. (Figure 9)

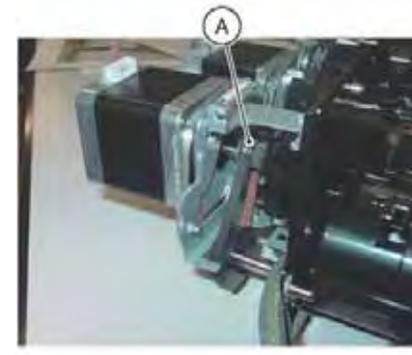


Figure 9 Belt Installation

REP 5.17 Sensor Bracket

Parts List on [PL 51.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the DADF Front Cover. ([REP 5.3](#))
3. Remove the DADF Rear Cover. ([REP 5.4](#))
4. Remove the DADF. ([REP 5.1](#))
5. Remove the DADF Document Tray. ([REP 5.9](#))
6. Remove the DADF Feeder Assembly. ([REP 5.5](#))
7. Remove the Registration Chute. ([REP 5.14](#))
8. Remove the Top Cover. ([REP 5.10](#))
9. Remove the Harness Guide and the wire harness. ([REP 5.11](#))
10. Remove the Takeaway Roll. ([REP 5.16](#))
11. Remove the Sensor Bracket. ([Figure 1](#))
 - (1) Remove the self-tapping screws (x4).
 - (2) Disconnect the connector.
 - (3) Remove the Sensor Bracket.
 - (4) Pull out and remove the wire harnesses (x2) through the hole on the Frame.

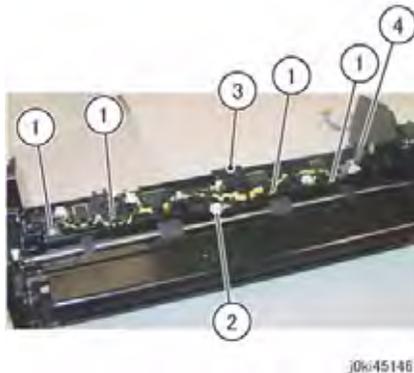


Figure 1 Sensor Bracket Removal

Replacement

1. To install, carry out the removal steps in reverse order.

REP 5.18 Nudger Roll, Feed Roll

Parts List on [PL 51.12](#)

Removal

NOTE: Nudger, Feed, ([REP 5.18](#)) and Retard Rolls ([REP 5.19](#)) should be replaced at the same time

1. Switch off the power and disconnect the power cord.
2. Open the Top Cover.
3. Open the Feed Upper Chute. ([Figure 1](#))
 - (1) Release the hook and open the Feed Upper Chute.

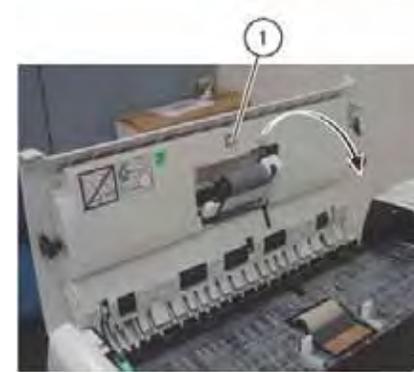


Figure 1 Feed Upper Chute

4. Shift the housing. ([Figure 2](#))
Release the hook and shift the housing in the direction of the arrow.



Figure 2 Housing Shift

5. Remove the housing. (Figure 3)
 - (1) Remove the housing in the direction of the arrow.



Figure 3 Housing Removal

6. Remove the Nudger Roll and the Feed Roll. (Figure 4)
 - (1) Remove the Nudger Roll.
 - (2) Remove the Feed Roll.

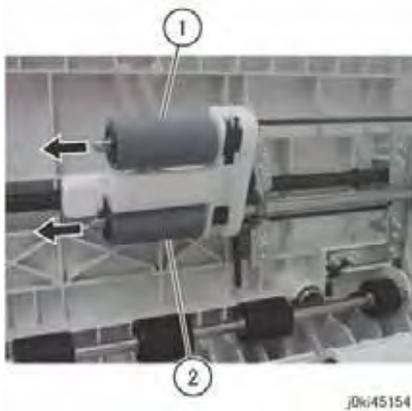


Figure 4 Nudger/Feed Roll Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Install the Nudger/Feed Roll while aligning them as shown in the figure. (Figure 5)

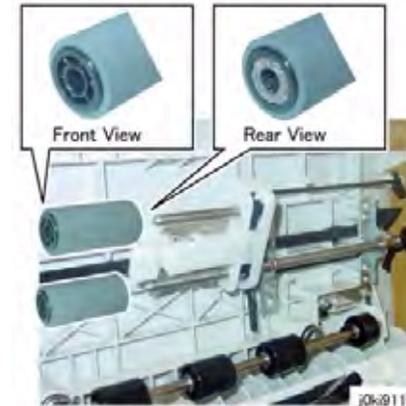


Figure 5 Nudger/Feed Roll Alignment

3. Go to [HFSI Counter](#) and reset Counter 955-806.

REP 5.19 Retard Roll

Parts List on [PL 51.14](#)

Removal

NOTE: Nudger, Feed, ([REP 5.18](#)) and Retard Rolls ([REP 5.19](#)) should be replaced at the same time

1. Switch off the power and disconnect the power cord.
2. Open the Top Cover.
3. Open the Retard Roll Cover. ([Figure 1](#))

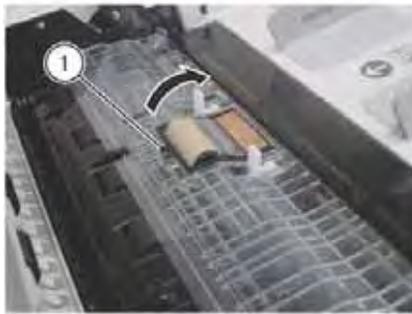


Figure 1 Retard Roll Cover

- (1) Release the hook and open the Retard Roll Cover in the direction of the arrow.
4. Remove the Retard Roll. ([Figure 2](#))
Remove the Retard Roll.



Figure 2 Retard Roll Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Go to [HFSI Counter](#) and reset Counter 955-806.

REP 6.1 Platen Cushion

Parts List on [PL 1.1](#)

Removal

1. Peel the Platen Cushion from the Platen Cover (held in place by double-sided tape on the inboard and outboard edges).
2. Remove any tape or cushion residue from the Platen Cover. Be careful not to damage the mounting surfaces.

Replacement

1. Place the Platen Cushion on the Platen Glass, at the proper position ([Figure 1](#)).
 - (1) Peel off the seals (x2).
 - (2) Leave a gap of $0.5 \pm 0.3\text{mm}$ between the Reg. Guide and the Platen Guide.
 - (3) Close the Platen Cover gently and press it onto the Platen Cushion.

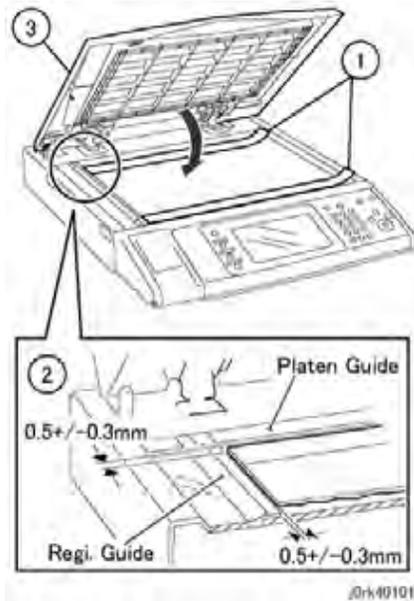


Figure 1 Positioning the Cushion

REP 6.2 ROS Assembly

Parts List on PL 2.1

Removal

1. Switch off the power and disconnect the power cord.
2. Perform the following (Figure 1).
 - a. Open the Front Cover and the Left Hand Cover.
 - b. Remove the Xerographic Cartridge and the Toner Cartridge.



Figure 1 Removals

3. Remove the Exit 2 Tray, release the Rear Locking Tab and remove the tray (Figure 2).



Figure 2 Tray Removal

4. Remove the Front Left Cover and Exit Front Cover (Figure 3).
 - a. Remove Screw (1).
 - b. Pull out the bottom of the Front Left Cover and remove the covers.

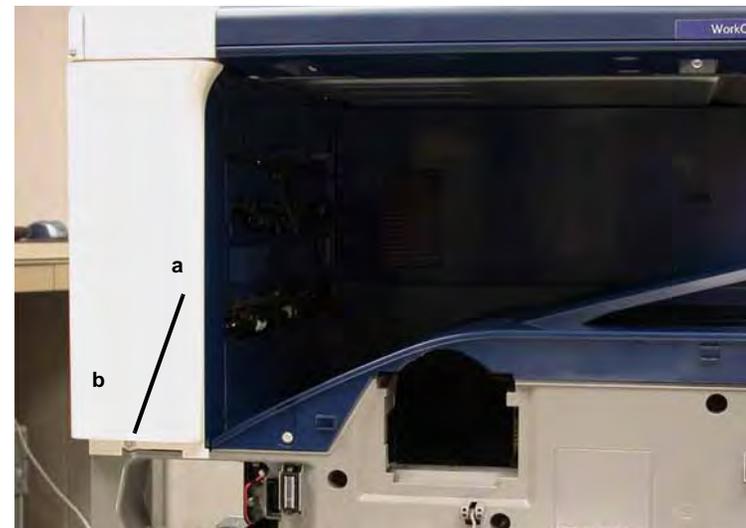


Figure 3 Cover Removal

5. Remove the Top Cover (Figure 4).
 - a. Remove the Screws (4).
 - b. Lift the cover up and remove it.

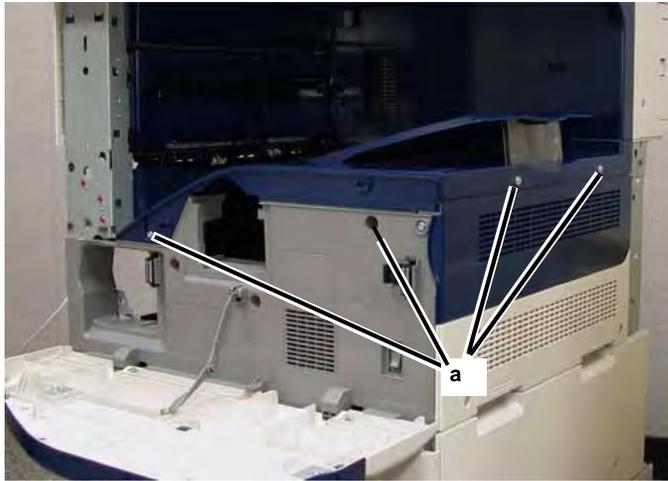


Figure 4 Removing Screws

6. Remove the Front Cover (Figure 5).
 - a. Remove the Screws (3).
 - b. Pull the top of the cover out and lift it off.

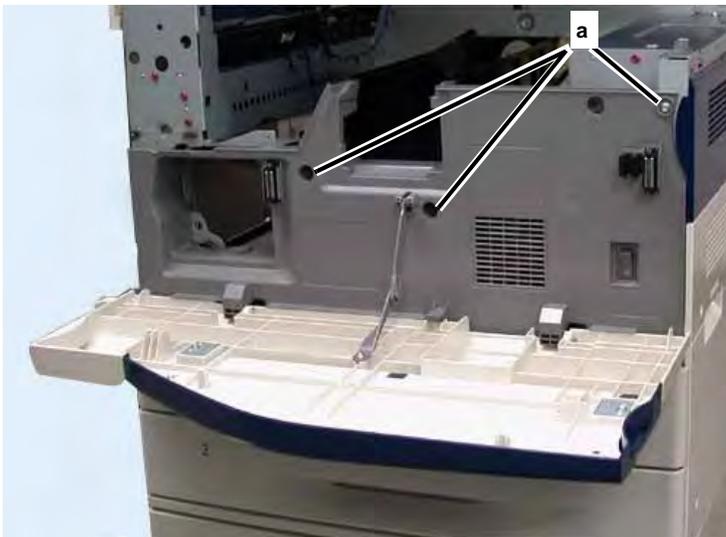


Figure 5 Removing Screws

7. Remove the Toner Cartridge Connector (Figure 6).
 - a. Disconnect the PJ (1).
 - b. Remove Connector (1 Screw).
 - c. Release the wire harness from the front clamps and left side of the Cartridge Guide.

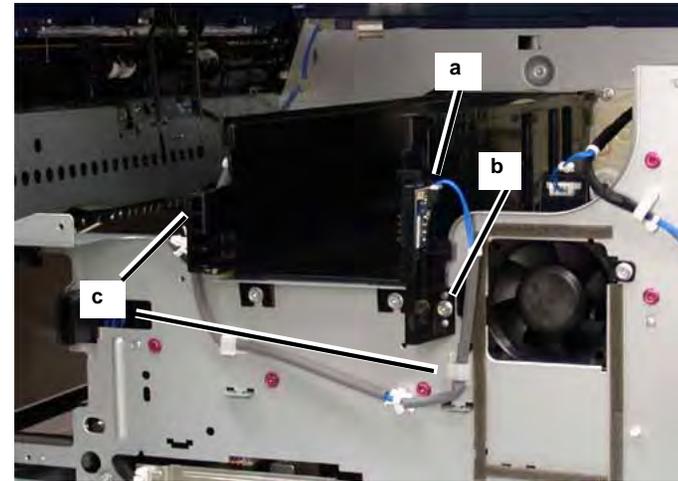


Figure 6 Wires

8. Remove the Toner Cartridge Guide (Figure 7).
 - a. On the left rear of the guide, remove the Dispenser Tube Screw (1).
 - b. Loosen the front Screws (2).
 - c. Lift the front of the guide up and remove it.

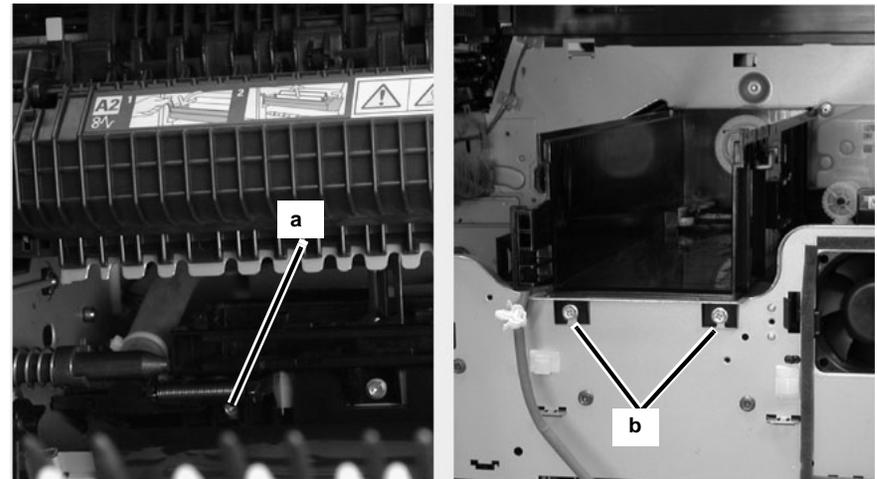


Figure 7 Removing Screws

9. Remove the ROS Cover (Figure 8).
 - a. Remove the Screws (2) on the left side of the cover.
 - b. Remove the top Screw (1).
 - c. Move the cover to the left and remove it.

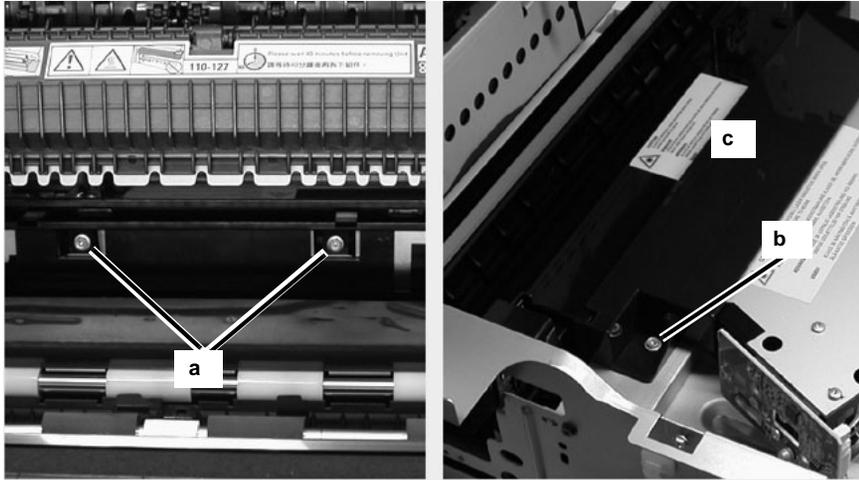


Figure 8 Removing Screws

10. Disconnect the ROS PJ's (4) and release the wire harness from the clamps (Figure 9).

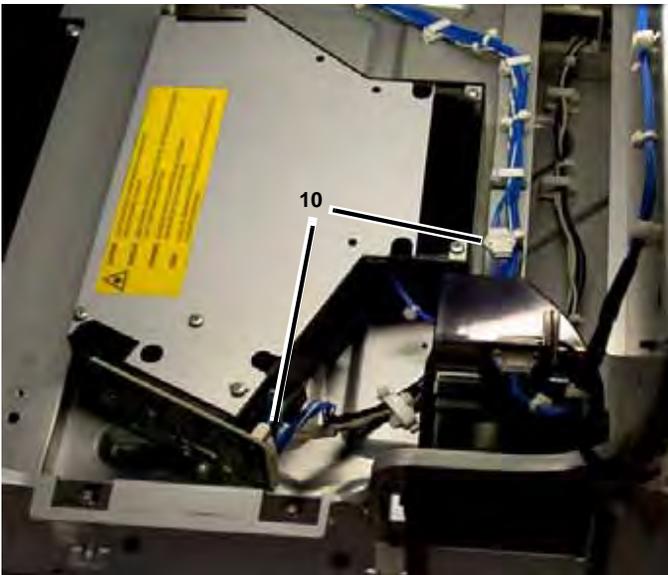


Figure 9 PJ's

CAUTION

Do not touch the ROS window when holding it.

NOTE: The ROS screws are longer than the other screws, keep them with the ROS for reinstallation.

11. Remove the ROS (Figure 10).
 - a. Remove the Screws (5).
 - b. Remove the ROS.



Figure 10 Removing Screws

Replacement

NOTE: When reinstalling the ROS be sure to seat the ROS into the two locating holes in the machine frame.

1. To install, carry out the removal steps in reverse order.

REP 6.3 Platen Glass

Parts List on [PL 1.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Open the Platen Cover or DADF.
3. Remove the Platen Glass ([Figure 1](#))
 - (1) Remove the screws (x2).
 - (2) Remove the Right Side Plate.
 - (3) Remove the Platen Glass.



Figure 1 Platen Glass Removal

Replacement

1. To install, carry out the removal steps in reverse order taking note of the following:

NOTE: Push the Platen Glass in the direction of arrow A and the Right Side Plate in the direction of arrow B ([Figure 2](#))

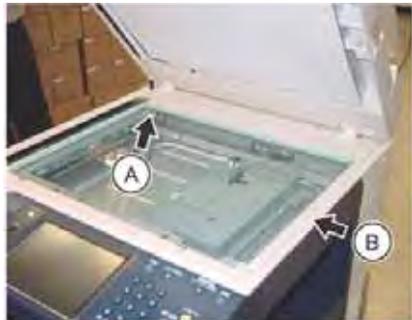


Figure 2 Platen Glass Positioning

REP 6.4 CCD Lens Assembly

Parts List on [PL 1.2](#)

Removal

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.)

1. Switch off the power and disconnect the power cord.
2. Remove the following parts:
 - Platen Glass ([REP 6.3](#))
 - Lens Cover ([PL 1.2](#))
3. Move the APS Sensor ([Figure 1](#))
 - (1) Remove the screw.
 - (2) Release the harness from the clamps (x3).
 - (3) Move the APS Sensor.

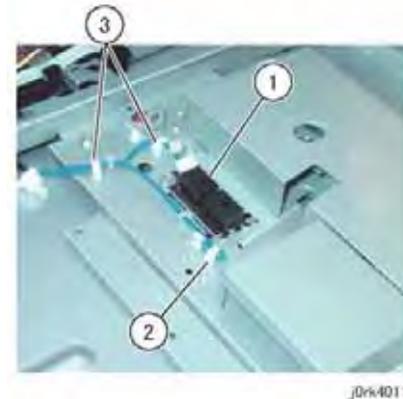
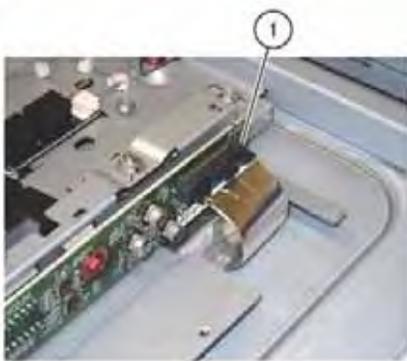


Figure 1 APS Sensor

4. Disconnect the CCD Flexible Print Cable ([Figure 2](#))
 - (1) Release the hook and disconnect the connector.



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Figure 2 CCD Flexible Print Cable

5. Replace the CCD Lens Assembly (Figure 3)

NOTE: When removing the CCD Lens Assembly, never remove the screws (Red: x2) of the jig pin.

- (1) Remove the screws (x4).
- (2) Replace the CCD Lens Assembly.
- (3) Secure the CCD Lens Assembly by using the screws (x4).



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Figure 3 CCD Lens Assembly

6. Connect the CCD Flexible Print Cable.
7. Install the APS Sensor and Lens Cover.
8. Install the Platen Glass.
9. Perform [ADJ 6.1](#).
10. Reinstall all removed parts.

REP 6.5 Front/Rear Carriage Cable

Parts List on [PL 1.3](#)

Removal

CAUTION

The burr at the edge of the IIT Frame might cause injury. Be very careful when disconnect the Carriage.

NOTE: The front and rear coatings of the Carriage Cable are different.

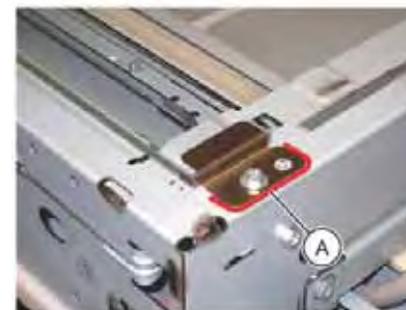
Front: Silver

Rear: Black

NOTE: Only the replacement procedure for the Rear Carriage Cable is described here. The replacement procedures for the Front Carriage Cable is the same as for the Rear Carriage Cable.

NOTE: The Carriage Cables must be replaced one at a time. Never remove both front and rear cables at the same time.

1. Switch off the power and disconnect the power cord.
2. Open the DADF or the Platen Cover.
3. Remove the following parts:
 - Platen Glass ([REP 6.3](#))
 - Control Panel Assembly ([REP 6.11](#))
 - IIT Left Cover ([PL 1.1](#))
4. Take note of the installation position of the Front Support ([Figure 1](#))
Mark position



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Figure 1 Front Support Installation Position

5. Remove the DADF Platen Glass ([Figure 2](#))
 - (1) Remove the screw.
 - (2) Remove the Front Support.
 - (3) Remove the DADF Platen Glass.

When installing, place it such that the Mark is at the rear.

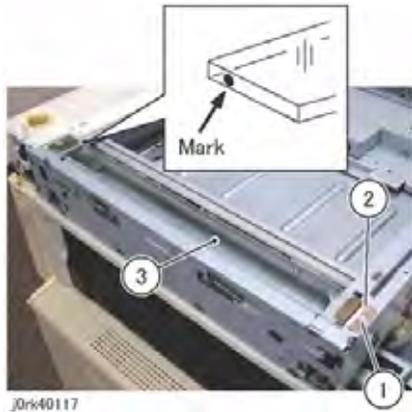


Figure 2 DADF Platen Glass Mark

6. Unfasten the Full Rate Carriage from the Carriage Cable (Figure 3)
 - (1) Move the Full Rate Carriage to the notch on the frame.
 - (2) Remove the screw.

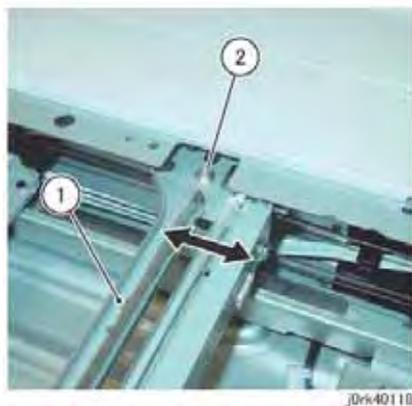


Figure 3 Full Carriage Cable

7. Remove the Carriage Cable (Figure 4)
 - (1) Remove the spring from the Frame.
 - (2) Detach the cable from the spring.

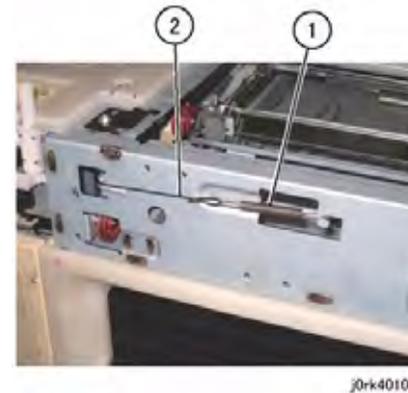


Figure 4 Carriage Cable Removal

8. Remove the Carriage Cable (Figure 5)
 - (1) Pull out the ball from the notch of the Frame and remove the Carriage Cable.



Figure 5 Carriage Cable Ball

Replacement

1. Insert the ball of the Carriage Cable into the groove of the pulley (Figure 6)

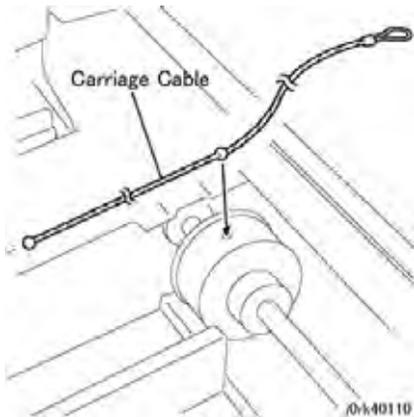


Figure 6 Carriage Cable

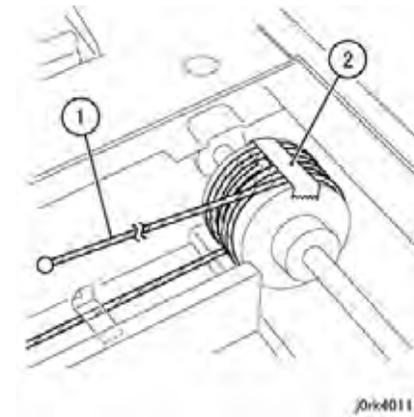


Figure 8 Taping Carriage Cable

2. Wind the Carriage Cable at the spring end around the pulley for 2.5 rounds (Figure 7)
 - (1) Wind the cable 2.5 rounds.
 - (2) Fix the cable at the spring end on the Frame with tape.

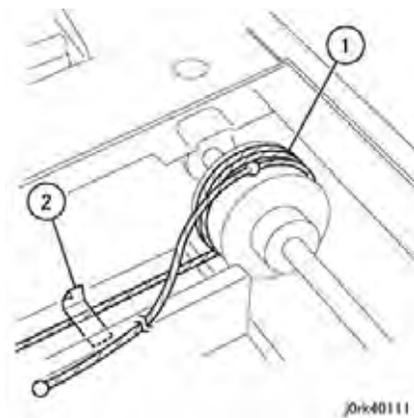


Figure 7 Winding Carriage Cable

3. Wind the Carriage Cable at the ball end around the pulley for 3 rounds (Figure 8)
 - (1) Wind the cable 3 rounds.
 - (2) Fix the cable wound on the pulley with tape to prevent it from getting loose.

The figure below shows the number of rounds made by Carriage Cable at the front and rear (Figure 9)

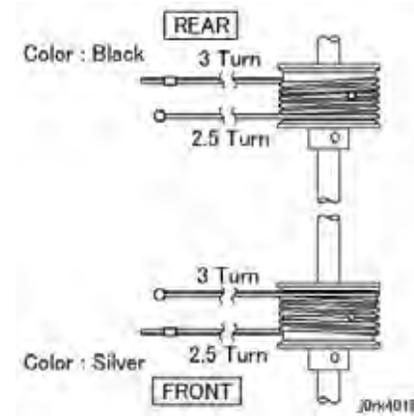


Figure 9 Front and Rear Carriage Cable

4. Install the ball end of the Carriage Cable (Figure 10)
 - (1) Hang the cable on the pulley at the front of the Half Rate Carriage.
 - (2) Hang the ball on the notch of the Frame.

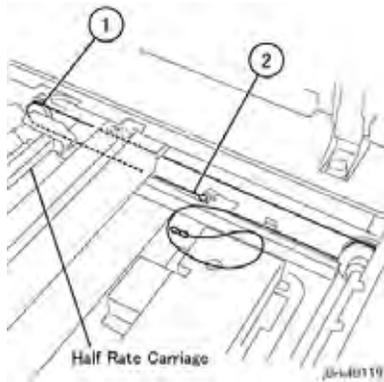


Figure 10 Installing Ball End

5. Install the spring end of the Carriage Cable (Figure 11)
 - (1) Peel off the tape that secures the cable.
 - (2) Hang the cable on the pulley.
 - (3) Hang it on the pulley at the rear of Half Rate Carriage.
 - (4) Hang the spring on the Cable and attach it to the Frame.

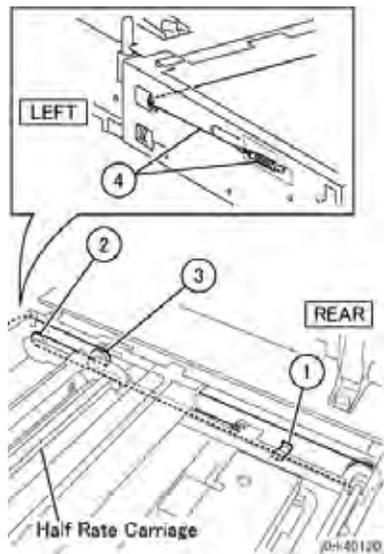


Figure 11 Carriage Cable Spring End

6. Affix the cable to the Full Rate Carriage (Figure 12)
 - (1) Peel off the tape.
 - (2) Move the Full Rate Carriage to the notch on the frame.

- (3) Affix the cable to the Full Rate Carriage.

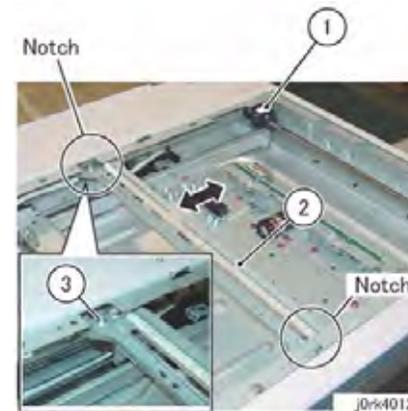


Figure 12 Full Rate Carriage

7. Adjust the position of Full Rate/Half Rate Carriages (ADJ 6.2).
8. Restore the machine to its original state.

REP 6.6 LED Lamp PWB

Parts List on PL 1.4

Removal

NOTE: Do not touch the chip on the LED Lamp PWB.

1. Switch off the power and disconnect the power cord.
2. Open the Platen Cover or DADF.
3. Remove the Platen Glass (REP 6.3)
4. Move the Full Rate Carriage to the notch on the Frame.
5. Disconnect the Lamp Wire Harness (Figure 1)
 - (1) Move the Block of the Connector Housing in the direction of the arrow.
 - (2) Disconnect the Lamp Wire Harness.



Figure 1 Disconnecting Lamp Wire Harness

6. Remove the LED Bracket (Figure 2)
 - (1) Remove the screws (x3).
 - (2) Remove the LED Bracket.

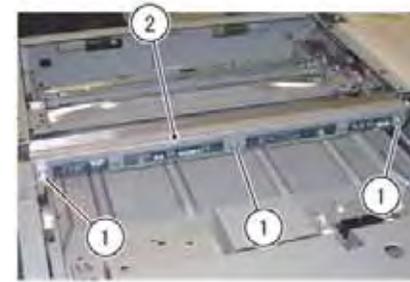


Figure 2 LED Bracket

7. Remove the LED Lamp PWB (Figure 3)
 - (1) Remove the screws (x2).
 - (2) Remove the LED Lamp PWB.

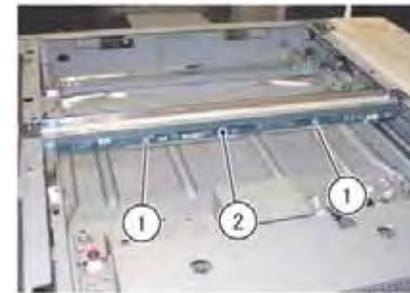


Figure 3 LED Lamp PWB Removal

Replacement

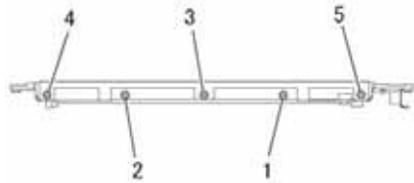
1. To install, carry out the removal steps in reverse order.
2. When installing the LED Lamp PWB, tighten the screw in the order of 1 then 2 (Figure 4)
3. When installing the LED Bracket, tighten the screw in the order of 3 to 5 (Figure 4)

REP 6.7 Lamp Wire Harness

Parts List on [PL 1.2](#)

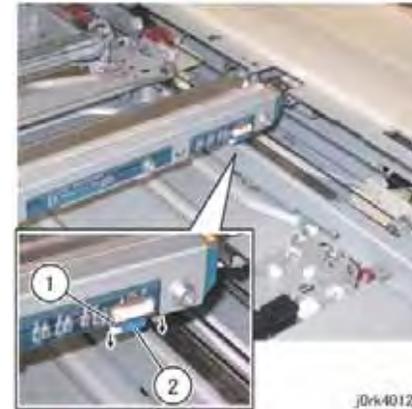
Removal

1. Switch off the power and disconnect the power cord.
2. Remove the following parts:
 - Platen Cover or DADF Assembly ([REP 5.1](#))
 - IIT Rear Cover ([PL 1.1](#))
3. Disconnect the Lamp Wire Harness ([Figure 1](#))
 - (1) Move the Block of the Connector Housing in the direction of the arrow.
 - (2) Disconnect the Lamp Wire Harness.



J0rk40126

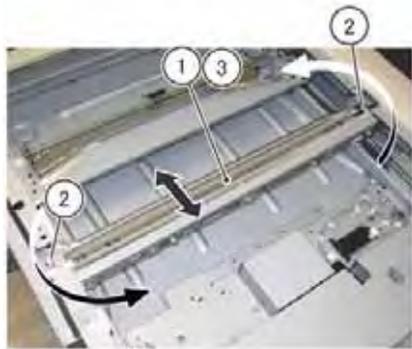
Figure 4 LED Lamp PWB Tightening Sequence



J0rk40124

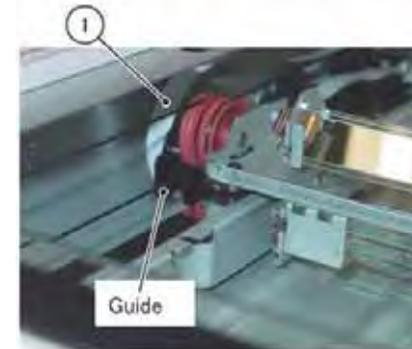
Figure 1 Lamp Wire Harness

4. Remove the Full Rate Carriage ([Figure 2](#))
 - (1) Move the Full Rate Carriage to the notch on the frame.
 - (2) Remove the screws (x2).
 - (3) Remove the Full Rate Carriage.



j0rk40120

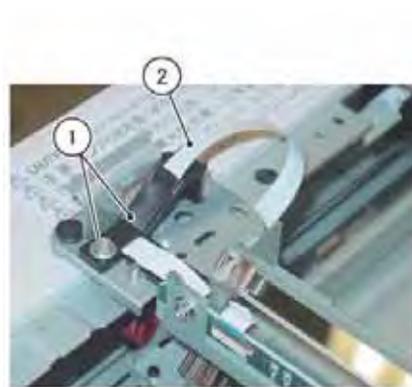
Figure 2 Full Rate Carriage Removal



j0rk40130

Figure 4 Lamp Wire Harness Removal

5. Turn the Full Rate Carriage upside down.
6. Remove the Lamp Wire Harness from the Full Rate Carriage (Figure 3)
 - (1) Remove the Screw & Plate.
 - (2) Remove the Lamp Wire Harness.



j0rk40129

Figure 3 Full Rate Carriage Upside Down

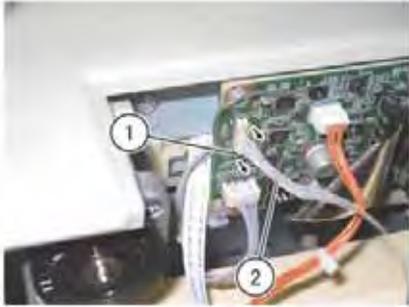


j0rk40131

Figure 5 Lamp Wire Harness Guide

7. Remove the Lamp Wire Harness from the Harness Guide of the Half Rate Carriage (Figure 4)
 - (1) Remove the Lamp Wire Harness from the guide.

8. Remove the Lamp Wire Harness from the guide (Figure 5)
 - (1) Remove the Lamp Wire Harness from the guide.
9. Disconnect the Lamp Wire Harness from the IIT PWB (Figure 6)
 - (1) Move the Block of the Connector Housing in the direction of the arrow.
 - (2) Disconnect the Lamp Wire Harness.



JDrk40132

Figure 6 IIT PWB

Replacement

1. To install, carry out the removal steps in reverse order.
2. Adjust the position of Full Rate/Half Rate Carriages (ADJ 6.2)

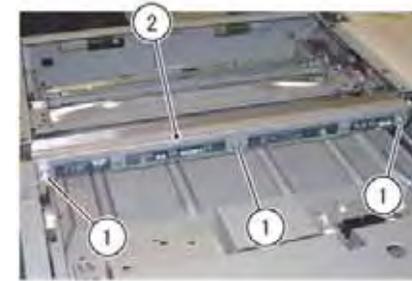
REP 6.8 Light Guide

Parts List on PL 1.4

Removal

NOTE: Do not touch the Light Guide using bare hands.

1. Switch off the power and disconnect the power cord.
2. Remove the DADF (REP 5.1)
3. Remove the Platen Glass (REP 6.3)
4. Move the Full Rate Carriage to the notch on the Frame.
5. Remove the LED Bracket (Figure 1)
 - (1) Remove the screws (x3).
 - (2) Remove the LED Bracket.



JDrk40127

Figure 1 LED Bracket Removal

6. Remove the Light Guide (Figure 2)
 - (1) Remove the screw.
 - (2) Remove the Spring Guide.
 - (3) Remove the screw.
 - (4) Remove the Spring Guide.
 - (5) Remove the Light Guide.

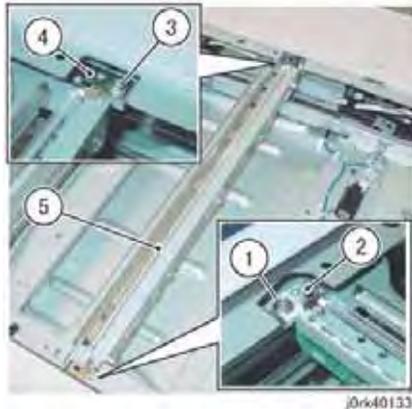


Figure 2 Light Guide Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. When installing the Light Guide, insert the boss of the Light guide into the positioning hole of the Full Rate Carriage.

REP 6.9 Carriage Motor

Parts List on [PL 1.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the following parts:
 - DADF ([REP 5.1](#))
 - Filter Cover ([PL 19.2](#))
 - Rear Upper Cover ([PL 19.2](#))
 - IIT Right Cover ([PL 1.1](#))
 - IIT Rear Cover ([PL 1.1](#))
 - IIT Top Cover ([PL 1.1](#))
3. Remove the Carriage Motor ([Figure 1](#))
 - (1) Disconnect the connector.
 - (2) Remove the spring.
 - (3) Remove the screws (x3).
 - (4) Remove the Carriage Motor.

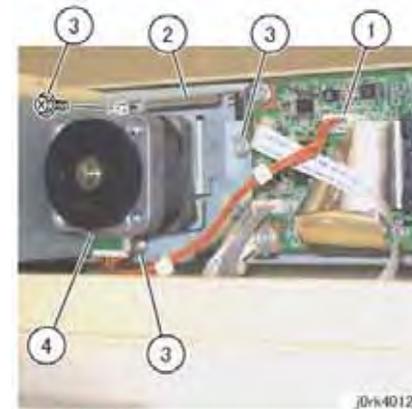


Figure 1 Carriage Motor Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Install the Belt to the Pulley of the Carriage Motor ([Figure 2](#))



Figure 2 Belt Installation

3. Take note of the following points when installing the Carriage Motor.
 - (1) Attach the spring.
 - (2) Loosely affix the Carriage Motor that comes attached with a belt.
 - (3) Move the carriage to fit the belt.
 - (4) Secure the Carriage Motor to the Main Unit.
4. After installing the Carriage Motor, move the Full Rate Carriage back and forth and check that it is moving smoothly.

REP 6.10 IIT PWB

Parts List on [PL 1.6](#)

Removal

NOTE: Backup the data before replacing the PWB (GP 3) When restoring the data, first download the backup and then perform the firmware upgrade (GP 3 and (GP 16) Downloading Software.

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. Switch off the power and disconnect the power cord.
2. Remove the IIT Rear Cover (Figure 1)
 - (1) Remove the cover.
 - (2) Disconnect the connectors (x2).
 - (3) Remove the screws (x2).
 - (4) Remove the IIT Rear Cover.

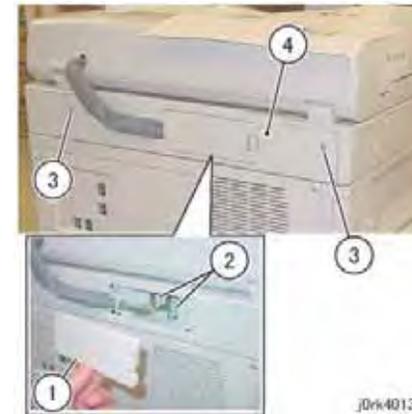


Figure 1 IIT Rear Cover Removal

3. Disconnect the connectors that are connected at the rear side to the IIT PWB (Figure 2)
 - (1) Unlock to disconnect the Connector (P7191).
(Do not pull out the Harness directly.)
 - (2) Move the block of the Connector Housing in the direction of the arrow and disconnect the Flat Cable.
 - (3) Release the hook and disconnect the connector.
 - (4) Disconnect the connectors (x5).

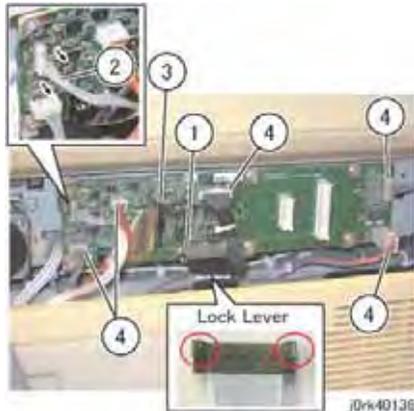


Figure 2 IIT PWB Connectors



Figure 4 EEPROM

4. Remove the IIT PWB (Figure 3)
 - (1) Remove the screws (x6).
 - (2) Remove the IIT PWB.

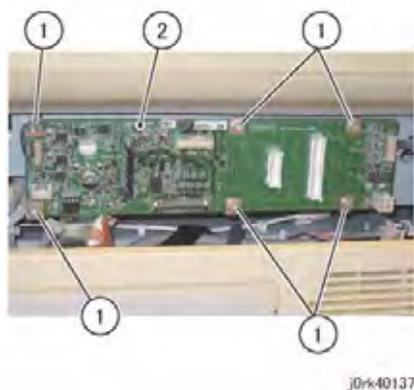


Figure 3 IIT PWB Removal

Replacement

1. To install, carry out the removed steps in reverse order.
2. When the PWB is replaced, remove the EEPROM from the old PWB and install it onto the new one (Figure 4), refer to Downloading Software GP 16.

REP 6.11 Control Panel Assembly

Parts List on PL 1.7

Removal

1. Switch off the power and disconnect the power cord.
2. Open the Platen Cover or DADF.
3. Remove the screws that secure the Control Panel (Figure 1).
 - (1) Remove the screws (x2).



Figure 1 Control Panel Screws

4. Remove the screws that secure the Control Panel (Figure 2).
 - (1) Remove the screws (x2).



Figure 2 Control Panel Screws

5. Remove the Control Panel (Figure 3).
 - (1) Hold the Control Panel and slide it slowly to the front.
 - (2) Release the UI Cable from the hooks.
 - (3) Release the hook at the bottom of the Connector Housing and disconnect the connector.

- (4) Disconnect the connector of the USB Cable.



Figure 3 Control Panel Removal

6. Turn the Control Panel upside down.
7. Remove the Overlay Cover (Figure 4).
 - (1) Release the hooks (x3) of the Overlay Cover.
 - (2) Remove the Overlay Cover in the direction of the arrow.



Figure 4 Overlay Cover Removal

8. Turn the Control Panel so that the screen is face up.
9. Remove the self-tapping screw that secures the UI Lower Cover (Figure 5).



Figure 5 UI Lower Cover Removal

10. Turn the Control Panel upside down.
11. Remove the UI Lower Cover (Figure 6).
 - (1) Remove the self-tapping screws (x9).
 - (2) Remove the UI Lower Cover.

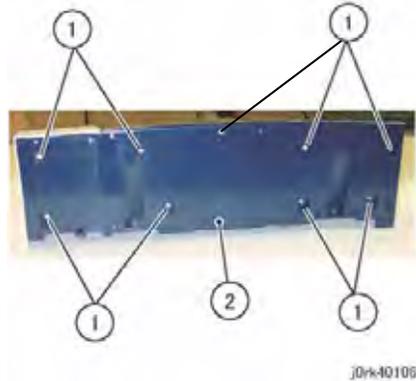


Figure 6 UI Lower Cover Removal

12. Remove the Base Frame (Figure 7).
 - (1) Remove the self-tapping screws (x7).
 - (2) Remove the Base Frame.



Figure 7 Base Frame Removal

Replacement

1. To install, carry out the removal steps in reverse order.

REP 7.1 Paper Trays 1, 2, 3, and 4 Assembly

Parts List on [PL 9.1](#), [PL 11.2](#)

Removal

Paper Trays 1 and 2

1. Remove the paper from the tray.
2. Pull the tray open.
3. Lift up the front of the tray so the rollers clear the stops and remove the tray.

Replacement

1. To reinstall, carry out the removal steps in reverse order.

Removal

Paper Tray 3

1. Remove the paper from the tray.
2. Pull the tray open.
3. Remove Paper Tray 3.
 - a. Loosen the screw holding the stop bracket and move the stop bracket away from the tray ([Figure 1](#)).
 - b. Remove the tray.

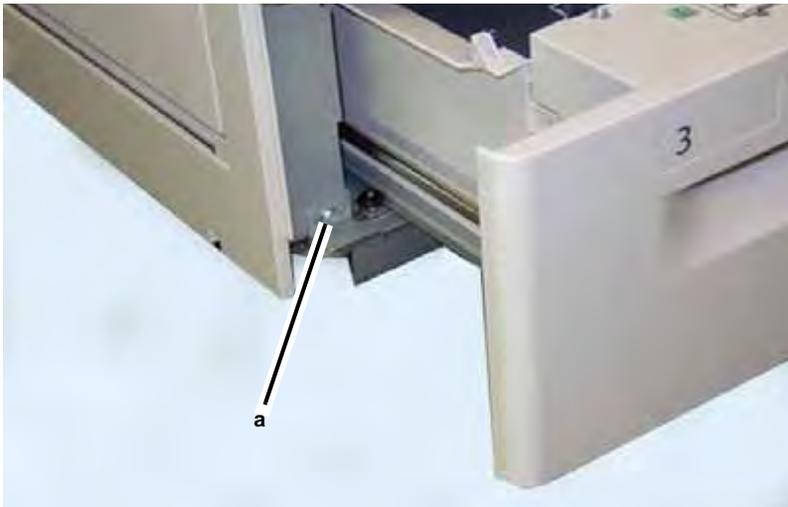


Figure 1 Removing Screw

Replacement

1. To reinstall, carry out the removal steps in reverse order.

Removal

Paper Tray 4

CAUTION

When removing Tray 4 be sure to support the Tray 4 Transport Assembly to prevent damaging the tray or transport assembly.

1. Remove the paper from the tray.
2. Pull the tray open.
3. Remove Paper Tray 4.
 - a. Remove the screw and stop bracket ([Figure 2](#)).
 - b. Remove the tray.



Figure 2 Removing Screw

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 7.2 MSI Assembly

Parts List on PL 13.1

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the following covers (Figure 1).
 - a. Pull off the ESS Cap Cover.
 - b. ESS Cover (2 Screws).
 - c. Left Rear Middle Cover (2 Screws).
 - d. Rear Lower Cover (3 Screws).



Figure 1 Removing Covers

3. Perform the following steps (Figure 2).
 - a. Remove the Left Rear Covers (1 Screw).
 - b. Remove the Left Rear Lower Cover (1 Screw).
 - c. Disconnect P/J406 from the MCU PWB and release the wire harness to the MSI from the clamps.

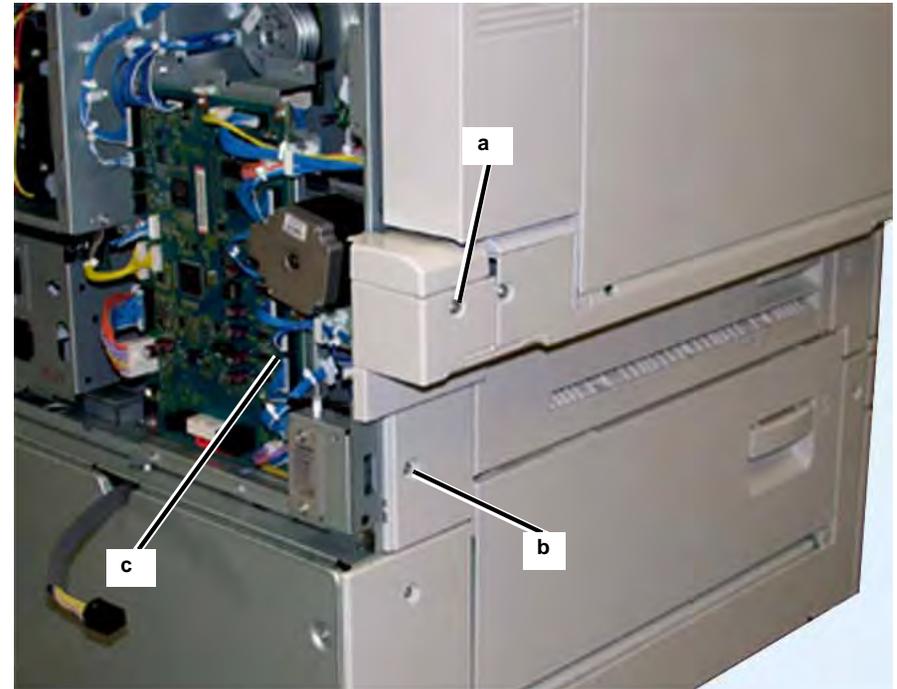


Figure 2 Removing Screws

CAUTION

Support the MSI when removing the screws to prevent damaging the MSI.

4. Remove the screws (2) and slide out the MSI (Figure 3).

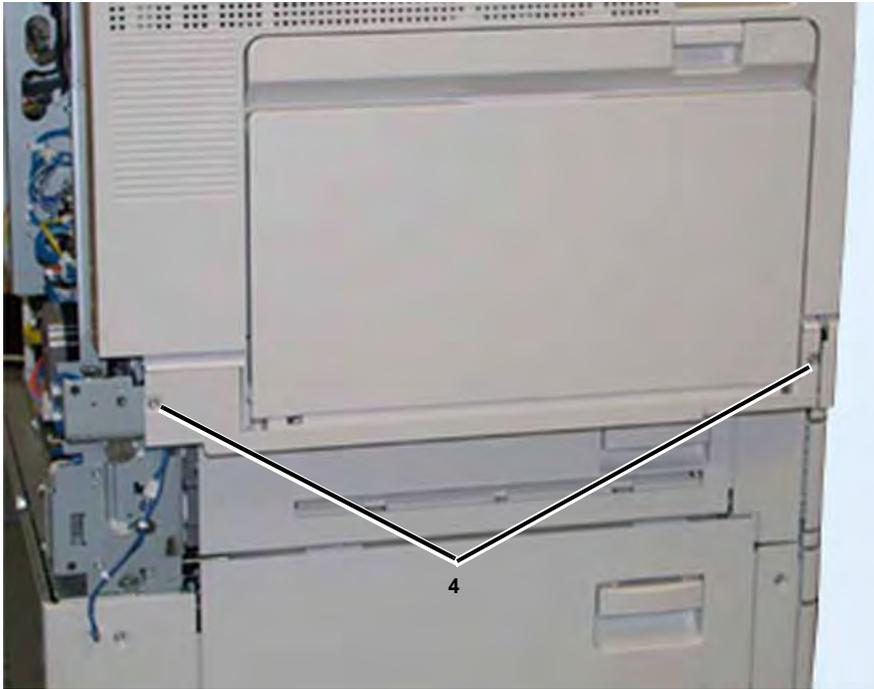


Figure 3 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 7.3 Tray 3 Cable

Parts List on [PL 11.3](#)

Removal

NOTE: This procedure shows the removal of the Front Cables, the steps to remove and replace the Rear Cables are the same.

NOTE: The Screws used in the Tray are of different Length and Threads, keep the screws with the parts for correct replacement.

1. Switch off the power and disconnect the power cord.
2. Remove Paper Tray 3 [REP 7.1](#).
3. Remove the Tray 3 Cover (Figure 1):
 - a. Remove the Screws (2).
 - b. Remove the Cover.

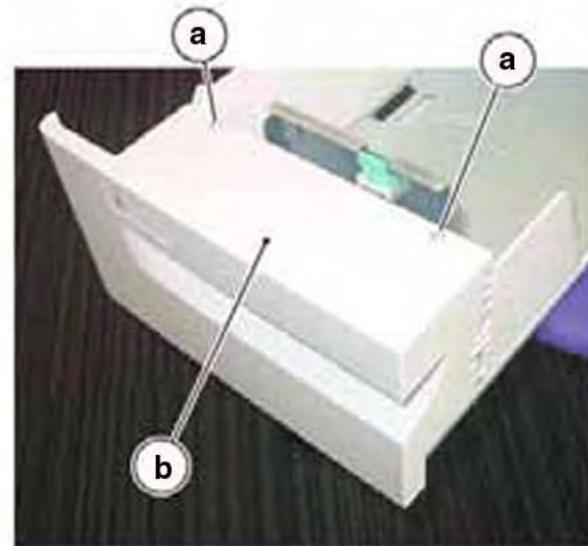


Figure 1 Cover Removal

4. Remove the Screws (2) and the Brake (Figure 2).

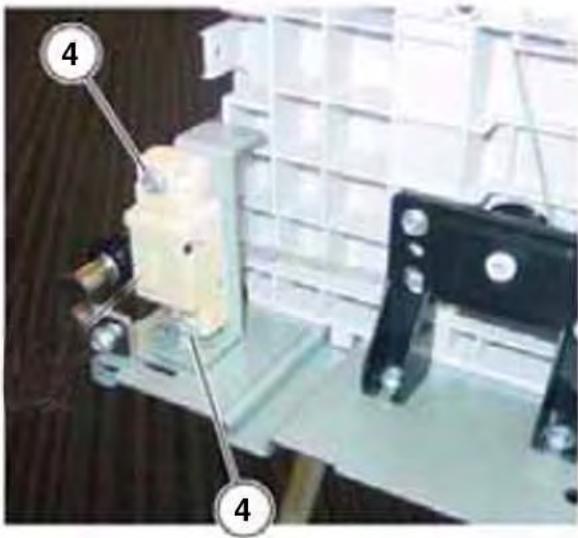


Figure 2 Brake Removal

5. Remove the Screw (1) and Bracket (Figure 3).

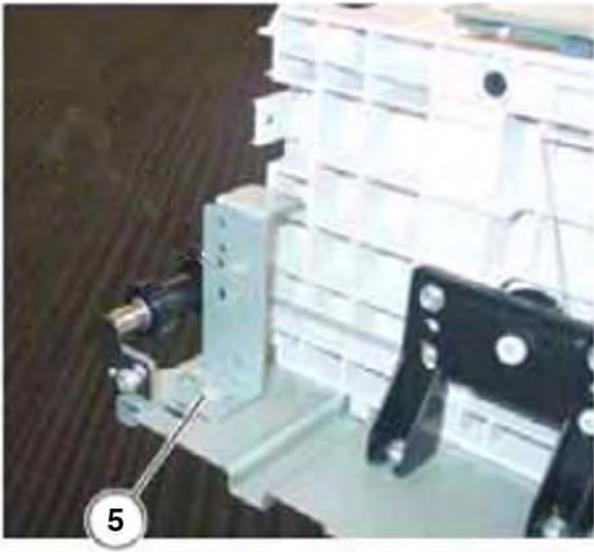


Figure 3 Bracket Removal

6. Release the Cables from the Shaft (Figure 4):
 - a. Remove the E-Ring and Gear.
 - b. Slide the Pulley.
 - c. Release the Cables from the Shaft detente.

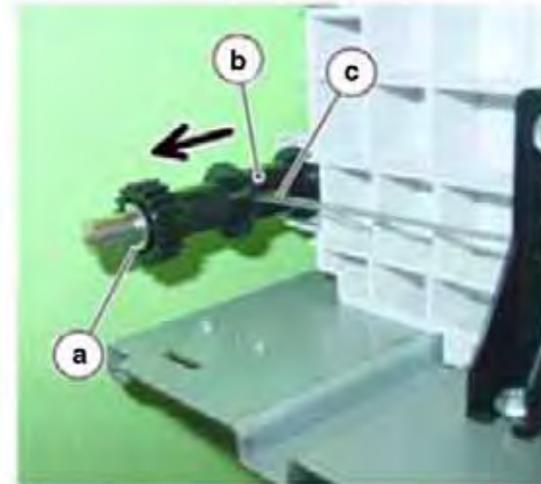


Figure 4 Cable Release

7. Remove the Guide (Figure 5):
 - a. Remove the Screws (4).
 - b. Remove the Guide.

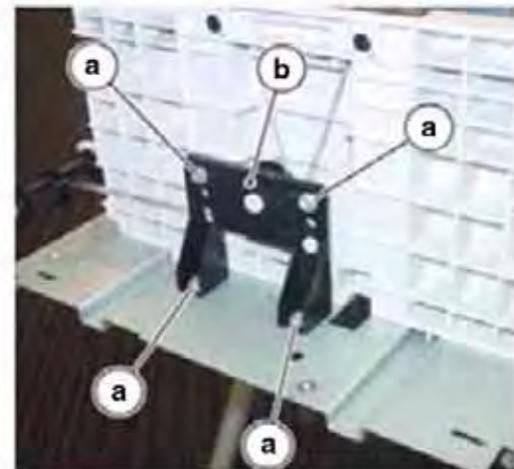


Figure 5 Guide Removal

8. Remove the Guide (Figure 6):
 - a. Remove the Screw (1).
 - b. Remove the Guide.

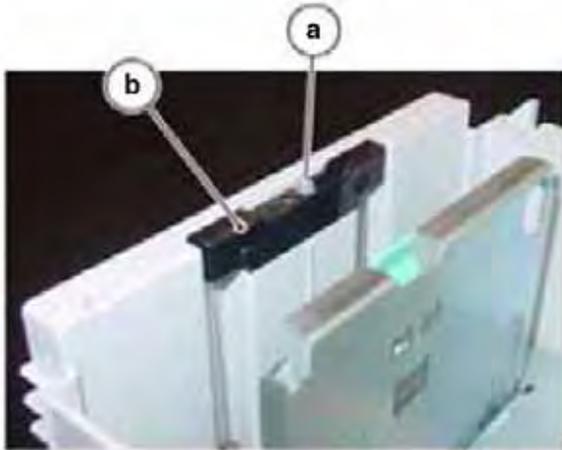


Figure 6 Guide Removal

9. Remove the Cables (Figure 7):
 - a. Remove the Pulleys (2).
 - b. Raise the Plate and remove the Cables through the plate holes.

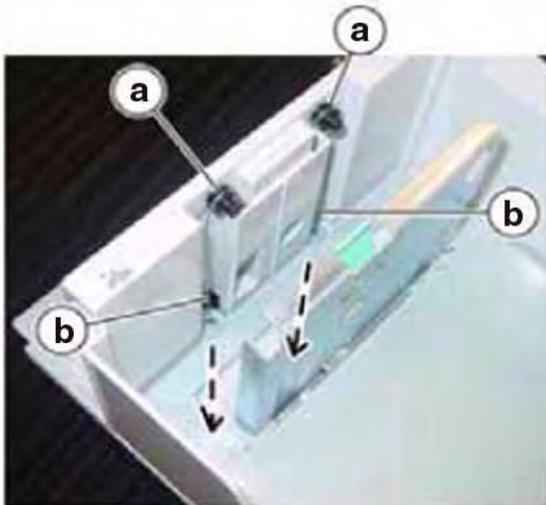


Figure 7 Cable Removal

Replacement

NOTE: Be careful not to twist or cross over the cables when installing them.

1. To install, carry out the removal steps in reverse order.

REP 7.4 Tray 4 Cable

Parts List on [PL 11.5](#)

Removal

NOTE: This procedure shows the removal of the Front Cables, the steps to remove and replace the Rear Cables are the same.

NOTE: The Screws used in the Tray are of different Length and Threads, keep the screws with the parts for correct replacement.

1. Switch off the power and disconnect the power cord.
2. Remove Paper Tray 4 [REP 7.1](#).
3. Remove the Cover ([Figure 1](#)):
 - a. Remove the Screws (2).
 - b. Remove the Cover.

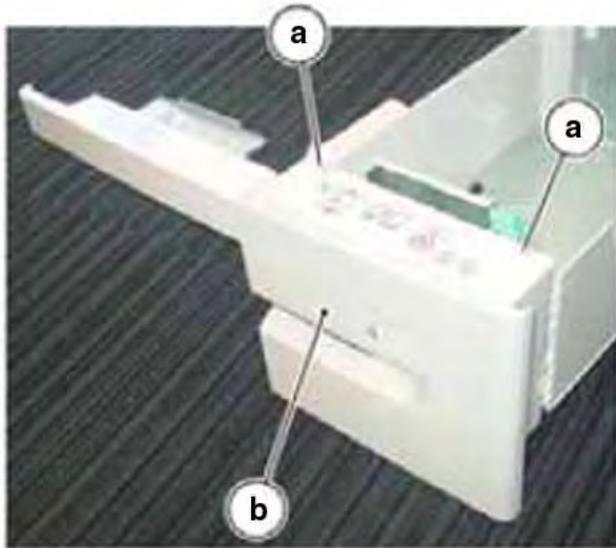


Figure 1 Cover Removal

4. Remove the Screws (2) and the Brake ([Figure 2](#)).

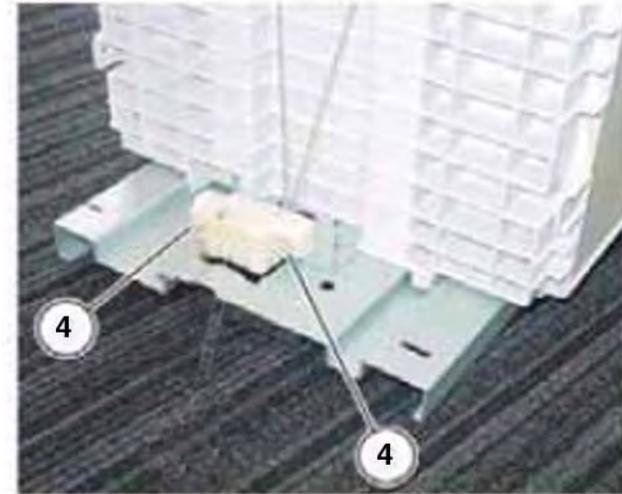


Figure 2 Brake Removal

5. Remove the Screw (1) and Spring ([Figure 3](#)).

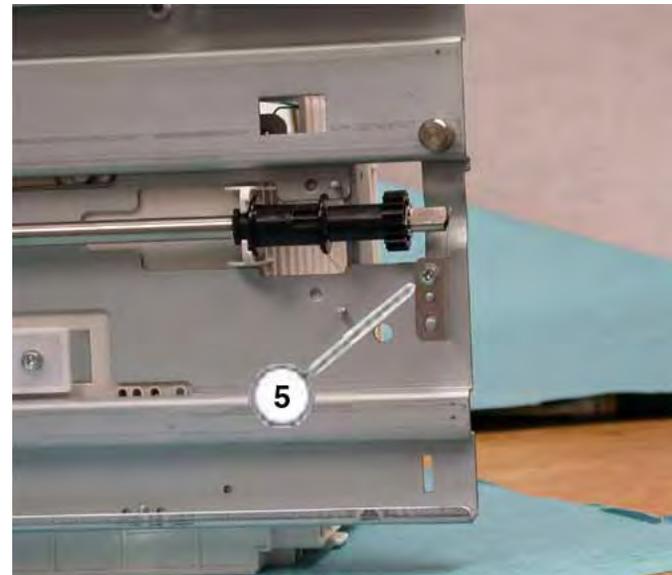


Figure 3 Spring Removal

6. Remove the E-Ring (Figure 4).



Figure 4 E-Ring Removal

7. Release the Cables from the Shaft (Figure 5):
- Slide the Pulley.
 - Release the Cables from the Shaft detente.

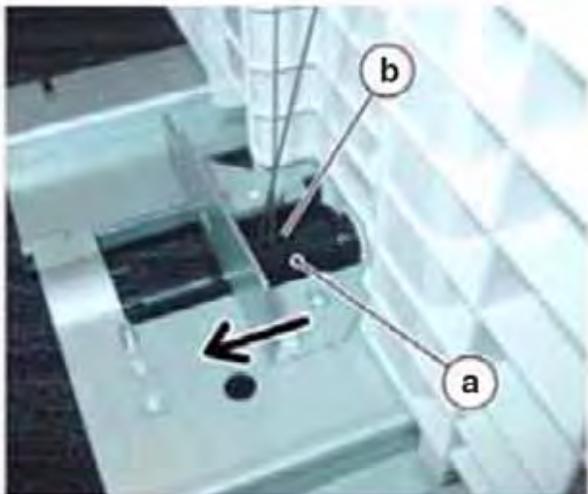


Figure 5 Cable Release

8. Remove the Guide (Figure 6):
- Remove the Screw (1).
 - Remove the Guide.

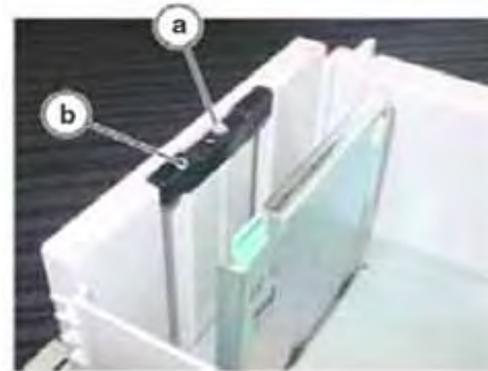


Figure 6 Guide Removal

9. Remove the Cables (Figure 7):
- Remove the Pulleys (2).
 - Raise the Plate and remove the Cables through the plate holes.

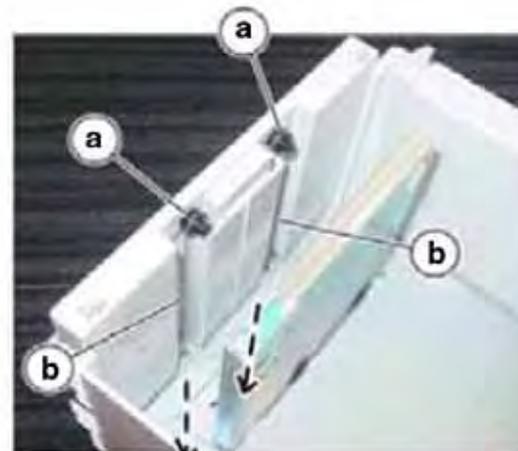


Figure 7 Cable Removal

Replacement

NOTE: Be careful not to twist or cross over the cables when installing them.

- To install, carry out the removal steps in reverse order.

REP 8.1 Tray 1 Feeder Assembly

Parts List on [PL 9.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove Paper Trays 1 and 2.
 - a. Remove the paper from the trays.
 - b. Pull the tray open.
 - c. Lift up the front of the tray so the rollers clear the stops, and remove the tray.
3. Remove the MSI [REP 7.2](#).
4. Perform the following ([Figure 1](#)).
 - a. Open the Left Hand Cover.
 - b. Disconnect [P/J409](#) on the MCU PWB, and release the wire harness from the clamps.

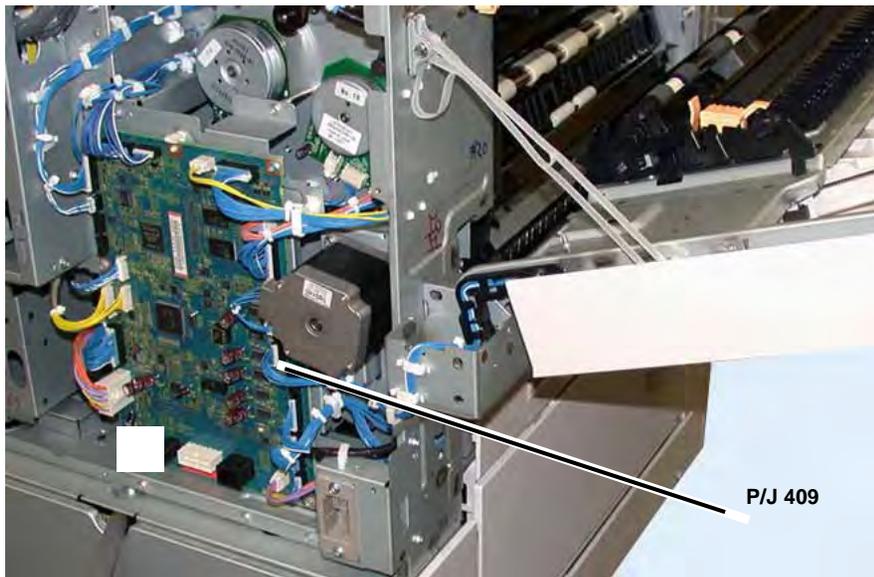


Figure 1 P/Js

NOTE: Support the Left Hand Cover Assembly when releasing the supports to prevent damaging the cover.

5. Remove the Left Hand Cover Assembly ([Figure 2](#)).
 - a. Twist the Front Support and remove it from the slot.
 - b. Remove the K-Clip, and remove the Rear Support from the pin.
 - c. Move the cover down to a horizontal position, then lift it off the pivots.

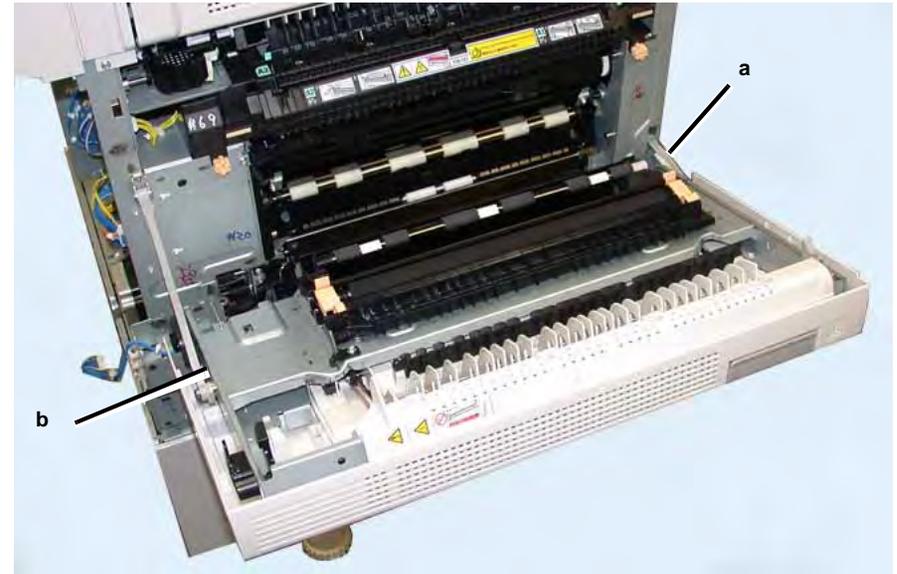


Figure 2 Left Hand Cover

NOTE: The harness cover screw has a different thread than the other screws, keep it with the harness cover for re-installation.

6. Remove the harness cover (1 Screw) ([Figure 3](#)).

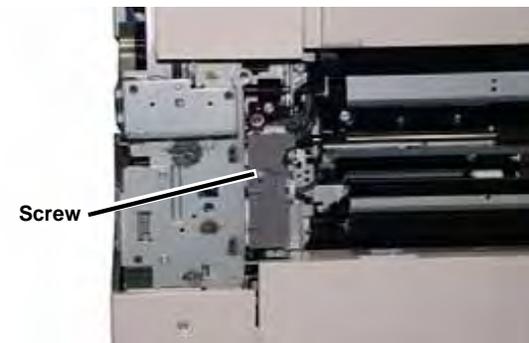


Figure 3 Removing Screw

7. Remove Feeder 1 Chute (Figure 4).



Figure 4 Chute

8. Remove the Takeaway Chute (Figure 5).

NOTE: Make note of how the Sensor Wires are routed through the retainers on the chute to avoid pinching the wires when reinstalling the chute.

- a. Remove the Screws (2).
- b. Release the Tab, and remove the chute.

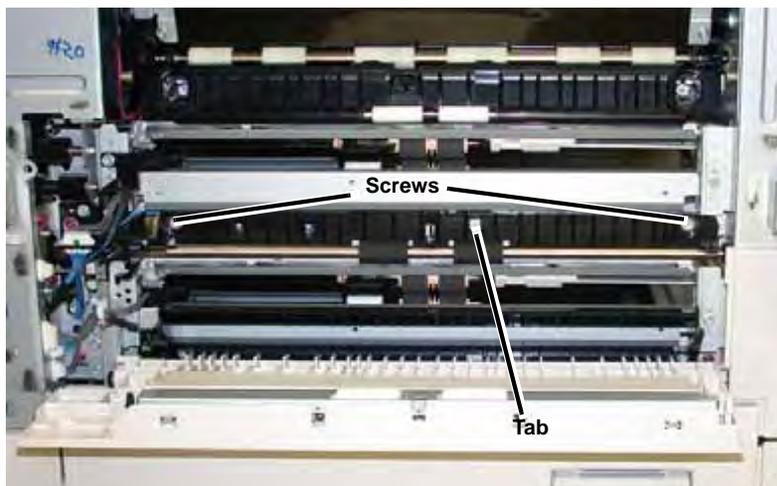


Figure 5 Removing Screws

9. Perform the following (Figure 6).
 - a. Disconnect Feeder 1 P/J's (2).
 - b. Loosen the harness bracket, remove the Screws (3).

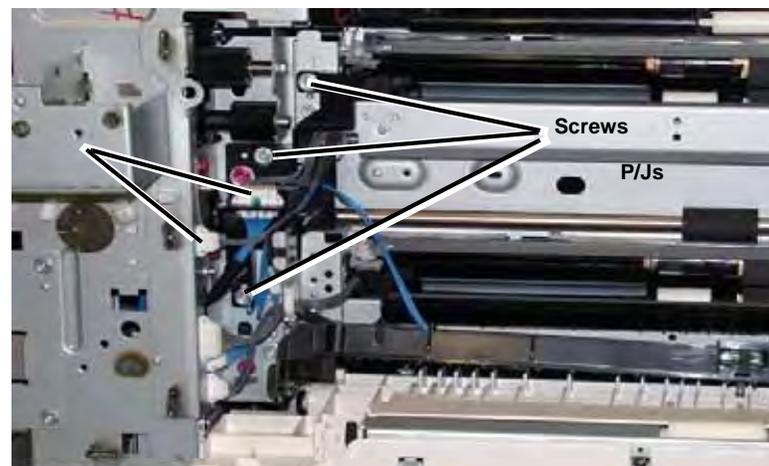


Figure 6 Removing Screws & P/J's

10. Remove Feeder 1 (Figure 7).
 - a. Remove the Screws (2).
 - b. First, slide out the front of the feeder; then remove it.



Figure 7 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 8.2 Tray 2 Feeder Assembly

Parts List on PL 9.4

Removal

1. Switch off the Power and disconnect the power cord.
2. Remove Paper Tray 2:
 - a. Remove the paper from the tray.
 - b. Pull the tray open.
 - c. Lift up the front of the tray so the rollers clear the stops and remove the tray.
3. Remove the MSI [REP 7.2](#).
4. Remove the Lower Left Hand Cover ([Figure 1](#)).
 - a. Pull out the cap on the Locking Hinge Pin and remove the pin.
 - b. Raise the cover, then move the rear of the cover out and remove the cover from the front pivot.

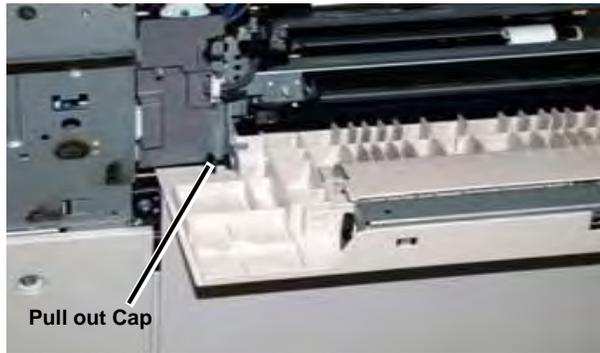


Figure 1 Removing Cover

NOTE: The harness cover screw has a different thread than the other screws, keep it with the harness cover for re-installation.

5. Remove the harness cover (1 Screw) ([Figure 2](#)).

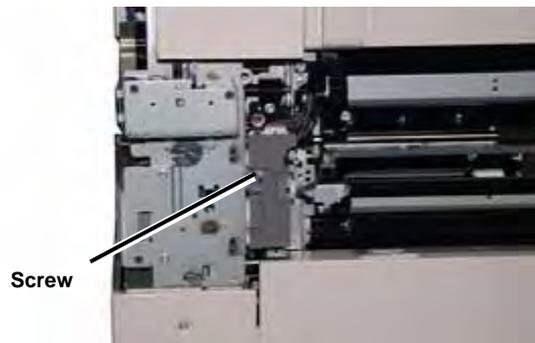


Figure 2 Removing Screw

6. Perform the following ([Figure 3](#)).
 - a. Disconnect Feeder 2 P/J's (2) and release the harness from the clamp.
 - b. Remove the Pivot Bracket (1 Screw).

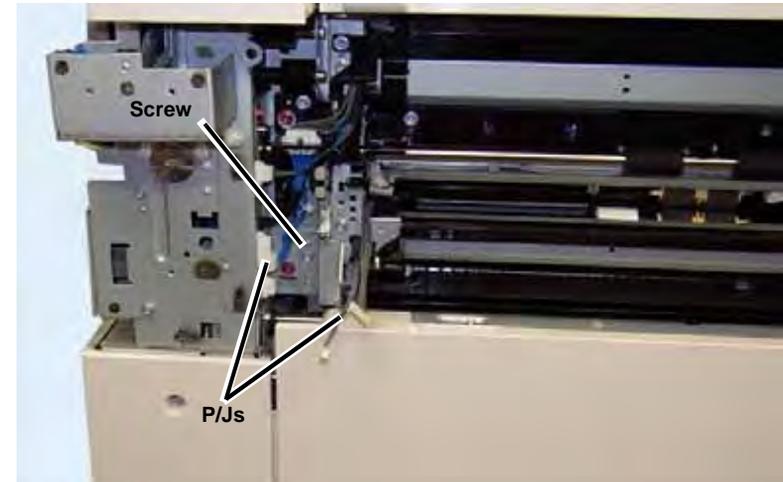


Figure 3 Removing Screws & P/J's

7. Remove Feeder 2 ([Figure 4](#)).
 - a. Remove the screws (2).
 - b. First, slide out the front of the feeder, then remove it.



Figure 4 Removal

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 8.3 Tray 3 Feeder Assembly

Parts List on [PL 11.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove Paper Trays 2, 3, and 4 [REP 7.1](#).
3. Perform the following ([Figure 1](#)).
 - a. Remove the Left Lower Cover (2 Screws).
 - b. Open the Left Cover Assembly.

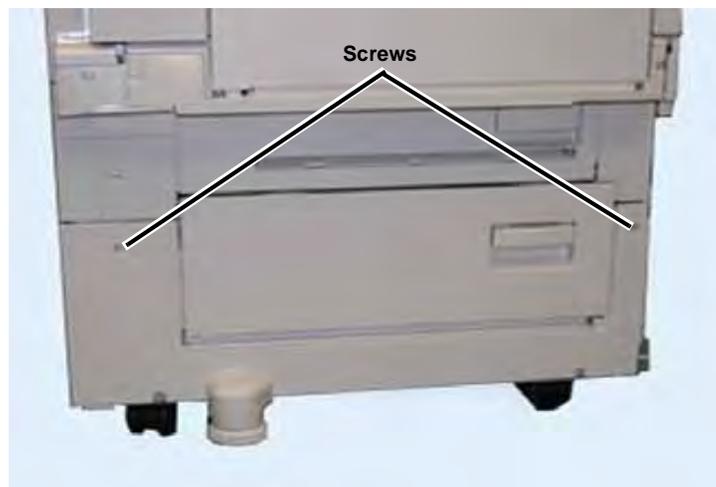


Figure 1 Covers

4. Remove the Harness Cover (1 Screw) ([Figure 2](#)).



Figure 2 Removing Screw

5. Disconnect Feeder 3 P/J's (2), and release the harness from the clamp ([Figure 3](#)).

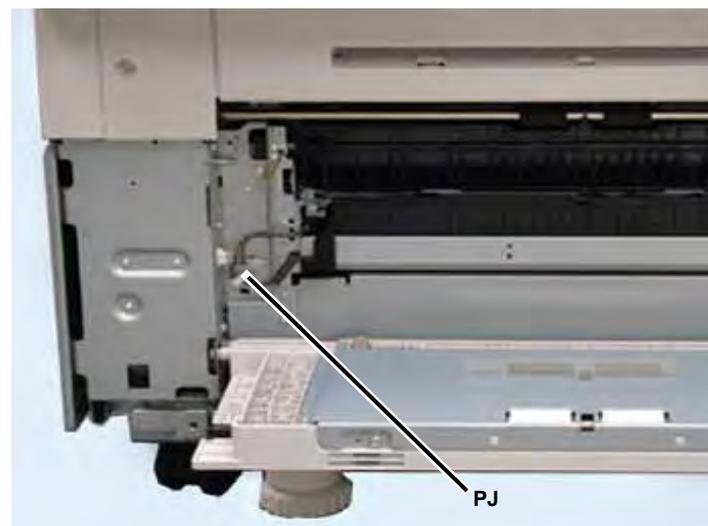


Figure 3 P/J's

6. Perform the following ([Figure 4](#)).
 - a. Removing the Feed Out Chute.
 - b. Remove Tray 3 Feeder left side mounting screws (2).

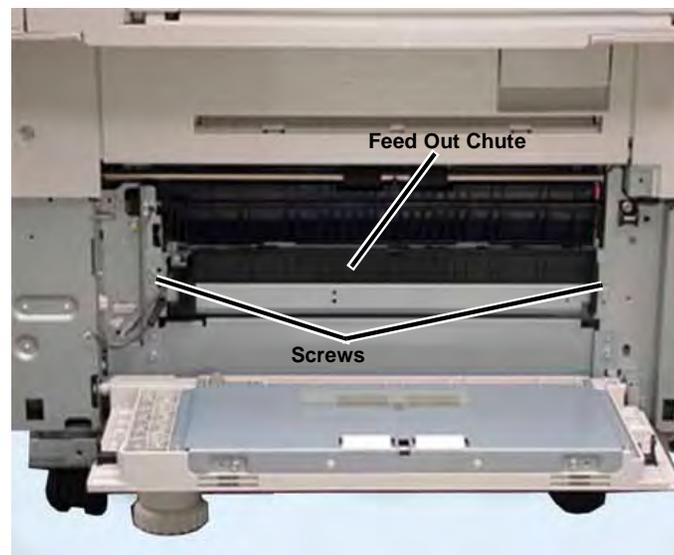


Figure 4 Removal

7. Remove Feeder 3 (Figure 5).
 - a. Remove the inside rear mounting screw (1)
 - b. Raise the right rear of Feeder 3 to clear the drive gear, then move the front of Feeder 3 to the left and slide it out.

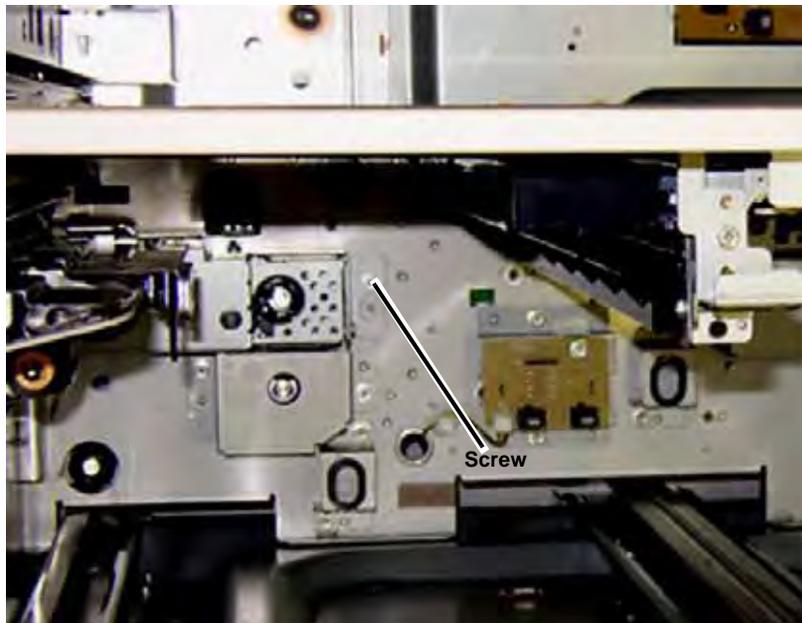


Figure 5 Removal

Replacement

NOTE: Setting the right rear of the feeder on to the drive gear is technique sensitive and may require you to gently rotate and wiggle the feeder to set it in place.

1. To reinstall, carry out the removal steps in reverse order.

REP 8.4 Tray 4 Feeder Assembly

Parts List on [PL 11.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove Paper Trays 1, 2, 3, and 4 [REP 7.1](#).

CAUTION

Be sure to support Feeder 4 when removing the screws and bracket to prevent damaging the feeder.

3. Remove Feeder 4 (Figure 1).
 - a. Release the wire harness on Feeder 4 from the clamps.
 - b. Remove the rear mounting screws (2).
 - c. Remove the front mounting screw and bracket.
 - d. Rotate Feeder 4 counter-clockwise to access the 3 P/J's and disconnect them, then remove Feeder 4.

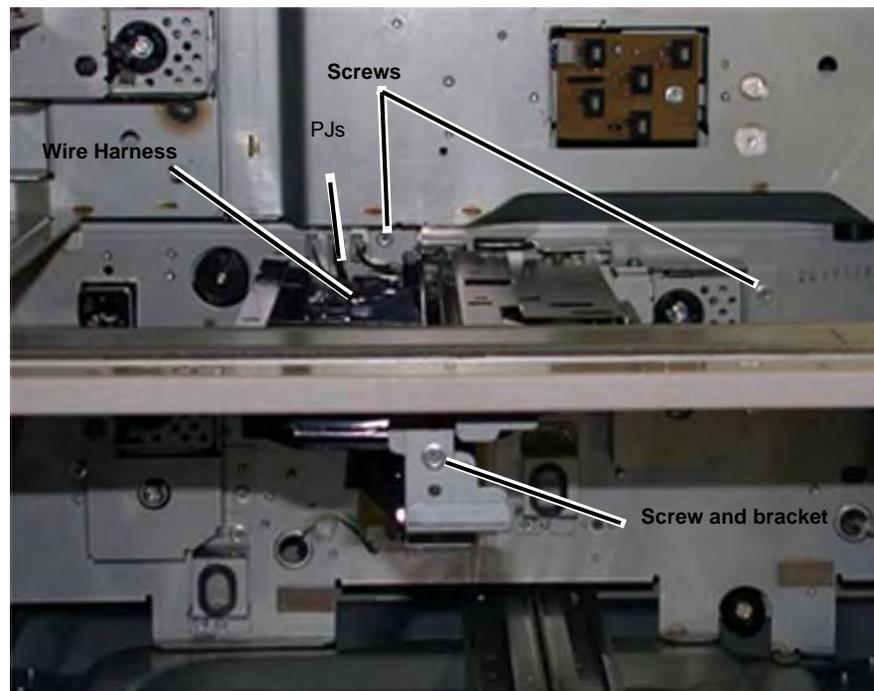


Figure 1 Removing Screws & P/J's

Replacement

NOTE: Reinstall the 3 mounting screws but do not tighten them, then tighten the 2 rear screws before tightening the front screw.

1. To reinstall, carry out the removal steps in reverse order.

REP 8.5 Feed, Nudger, Retard Roll

Parts List on [PL 11.10](#)

Removal

NOTE: The replacement procedure shows Feeder 1 Feed, Nudger, and Retard Rolls; the procedure for Feeders 2, 3, and 4 are the same.

NOTE: The Feed, Nudger, and Retard Rolls (3) must be replaced at the same time.

NOTE: After replacing the Feed, Nudger, and Retard Rolls reset the [HFSI Counter](#) for that feeder.

1. Remove the Paper Tray [REP 7.1](#).
2. Slide the guide to the front ([Figure 1](#)).



Figure 1 Guide

3. Remove the Feed, Nudger, and Retard Rolls (3) ([Figure 2](#)).
 - a. Release the locking tab and slide the roll off the shaft.



Figure 2 Removal

Replacement

1. To install, carry out the removal steps in reverse order.

REP 8.6 MSI Feed Roll

Parts List on [PL 13.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Open the Left Hand Cover. and perform the following ([Figure 1](#)).
 - a. Remove the Duplex Lower Chute.
 - b. Remove the screws (2) and the MSI Top Cover.

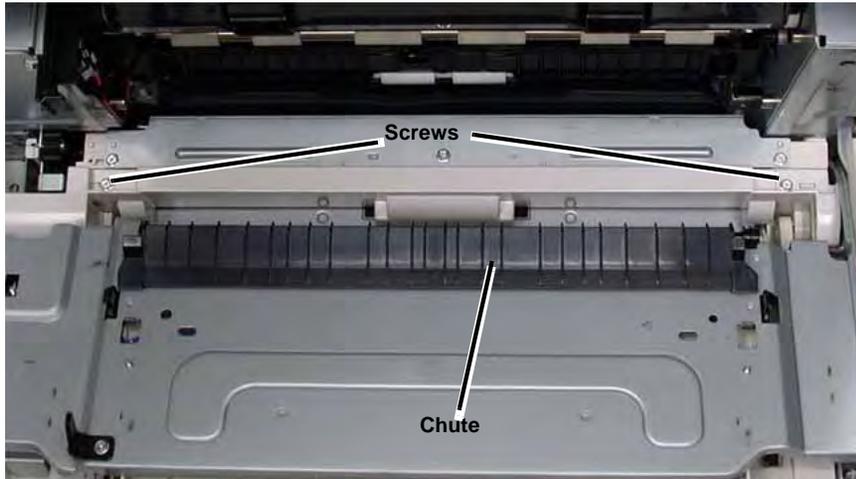


Figure 1 Removing Screws

3. Release the Core Roll locking tab from the shaft and slide it to the front ([Figure 2](#)).

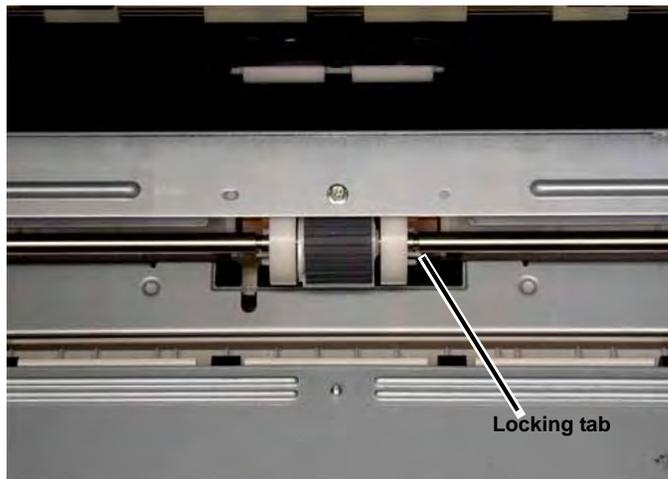


Figure 2 Roll

4. Slide the Feed Roll to the front, to clear the locating pin, and remove it ([Figure 3](#)).

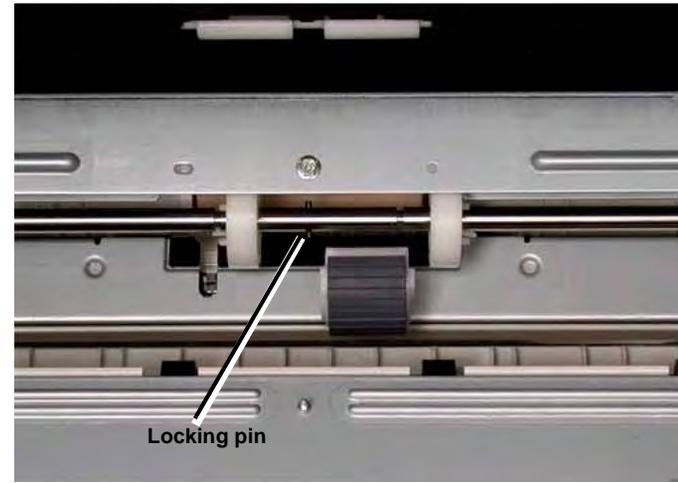


Figure 3 Removal

Replacement

1. To install, carry out the removal steps in reverse order.
2. Go to [HFSI Counter](#) and reset counter 954-804

REP 8.7 Takeaway Motor Assembly

Parts List on PL 15.1

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the MSI Assembly [REP 7.2](#).
3. Disconnect the following connectors ([Figure 1](#)).
 - a. Takeaway Motor connector.
 - b. MCU PWB top and right side connectors, and release the wires from the clamps.

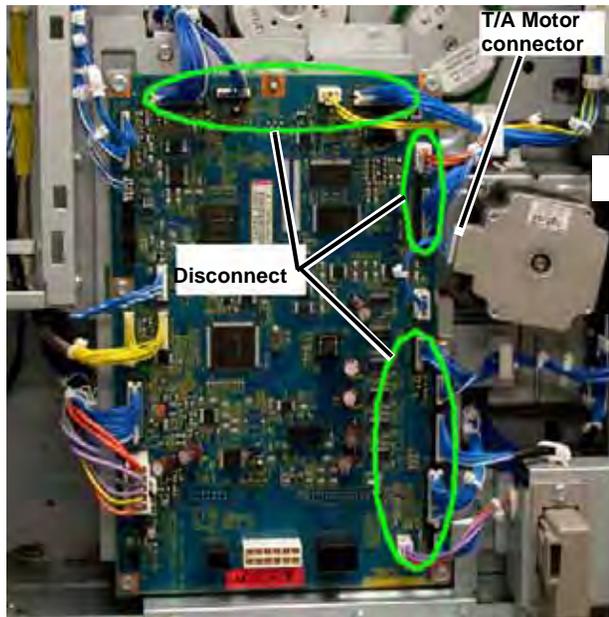


Figure 1 P/Js

4. Perform the following ([Figure 2](#))
 - a. Remove the MCU PWB chassis Screws (7).
 - b. Move the MCU PWB chassis to the left.

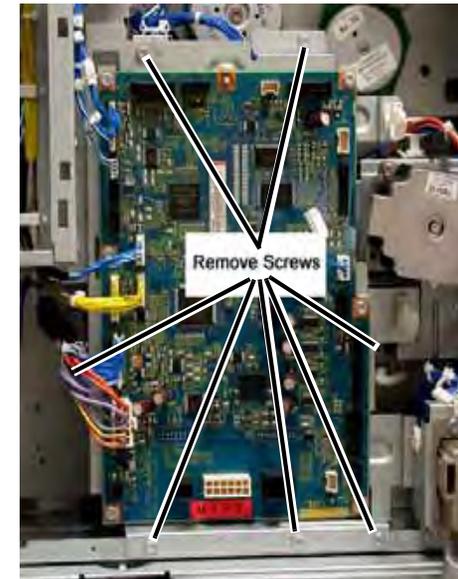


Figure 2 Removing Screws

5. Remove the Screws (3) and the Takeaway Motor ([Figure 3](#)).

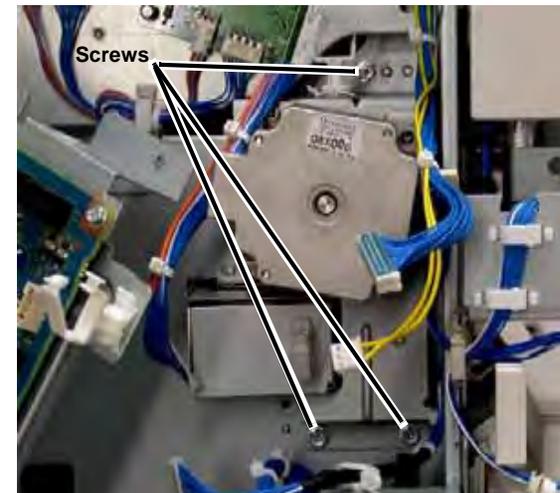


Figure 3 Removing Screws

Replacement

1. To install, carry out the removal steps in reverse order.

REP 9.1 Xerographic Cartridge Guide Assembly

Parts List on PL 8.2

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the MSI Assembly REP 7.2.
3. Perform the following (Figure 1).
 - a. Open the Left Hand Cover.
 - b. Disconnect PJ409 on the MCU PWB, and release the wire harness from the clamps

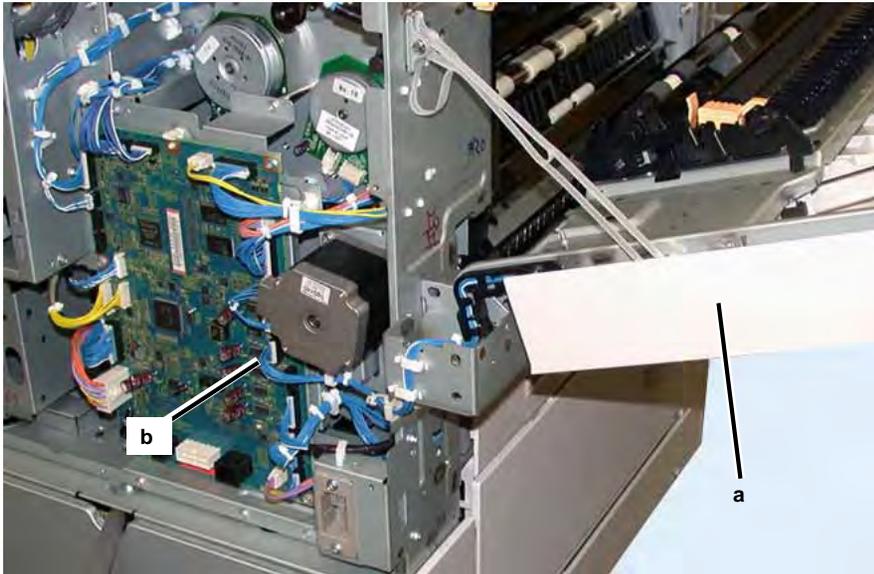


Figure 1 PJ

NOTE: Support the Left Hand Cover Assembly when releasing the supports to prevent damaging the cover.

4. Remove the Left Hand Cover Assembly (Figure 2).
 - a. Twist the Front Support and remove it from the slot.
 - b. Remove the K-Clip, and remove the Rear Support from the pin.
 - c. Move the cover down to a horizontal position, then lift it off the pivots.

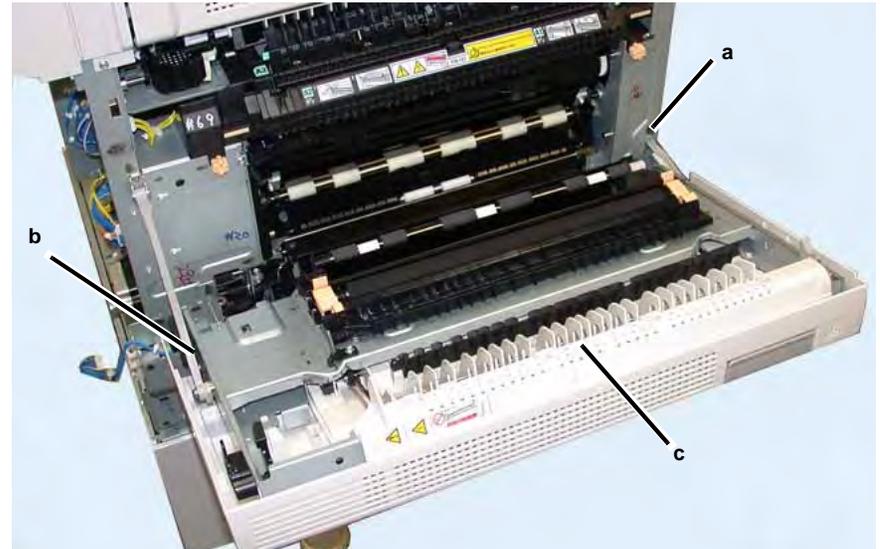


Figure 2 Left Hand Cover

5. Disconnect the connectors on the Top and Right side of the MCU PWB, and release the wire harnesses from the clamps (Figure 3).

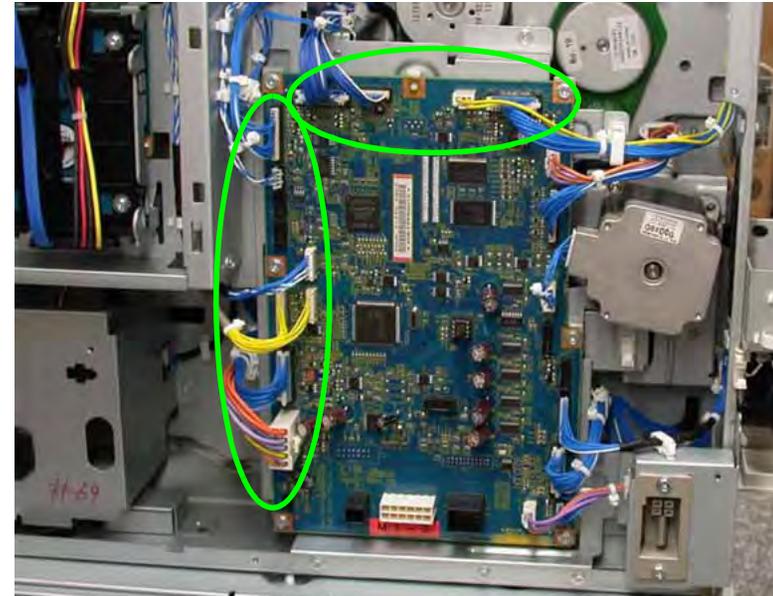


Figure 3 PJ's

6. Perform the following (Figure 4).
 - a. Remove the MCU PWB Bracket Screws (7)
 - b. Pivot the MCU PWB Bracket to the left.

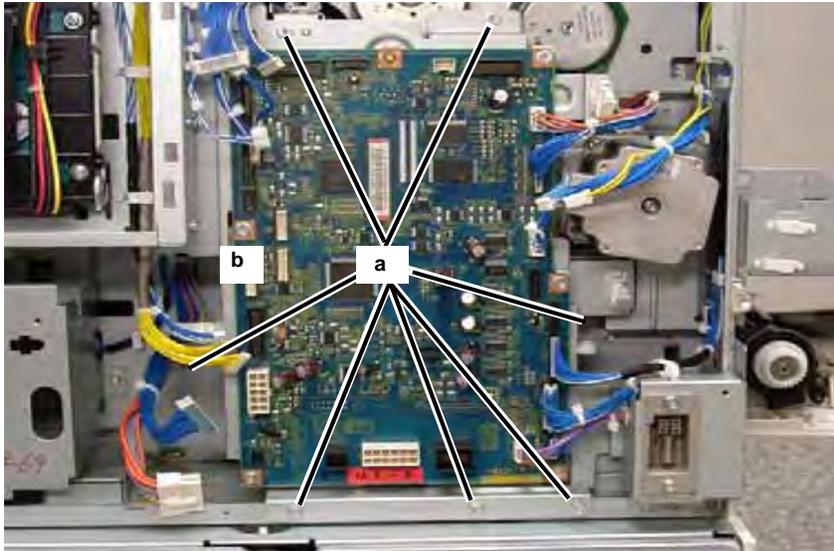


Figure 4 Removing Screws

7. Perform the following (Figure 5).
 - a. Disconnect PJ609.
 - b. Remove harness clamp from the rear frame.
 - c. Release the wire harness from the clamps.

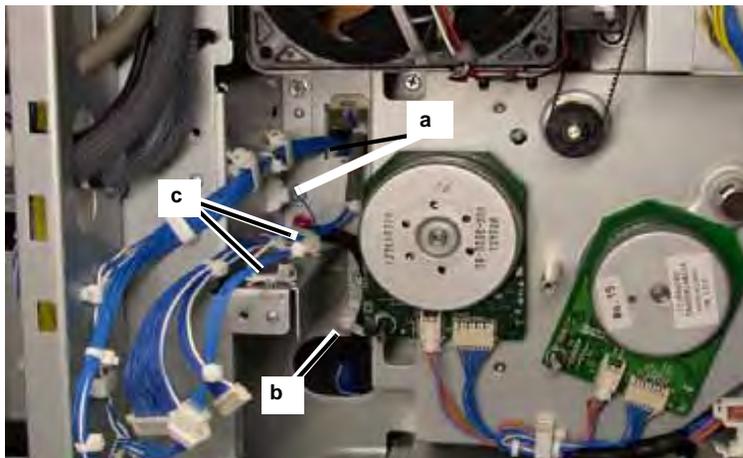


Figure 5 Wire Harness

NOTE: Support the Registration Transport when removing it to avoid damaging the wire harness connectors.

8. Remove the Registration Transport (Figure 6).
 - a. Remove the Screws (2)
 - b. Move the Front of the transport out of the slot and remove the transport.

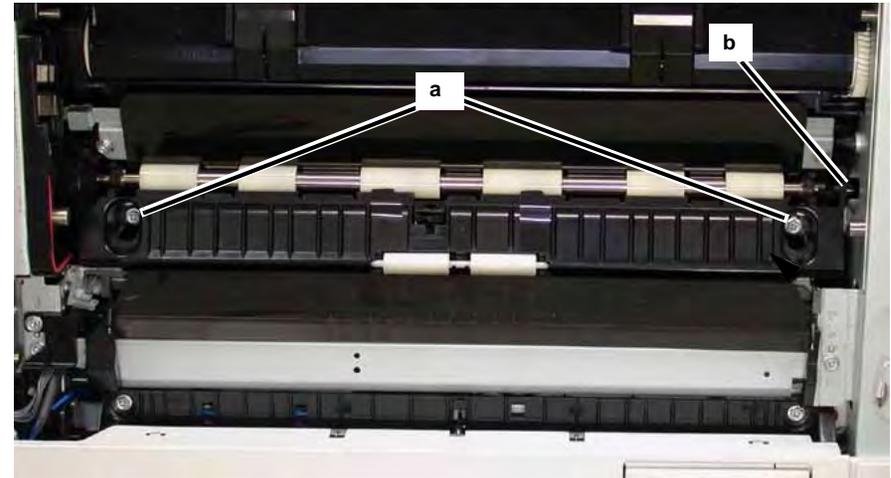


Figure 6 Removing Screws

9. Perform the following (Figure 7).
 - a. Release the wires from the clamps.
 - b. Disconnect the Registration Transport PJ's (2).

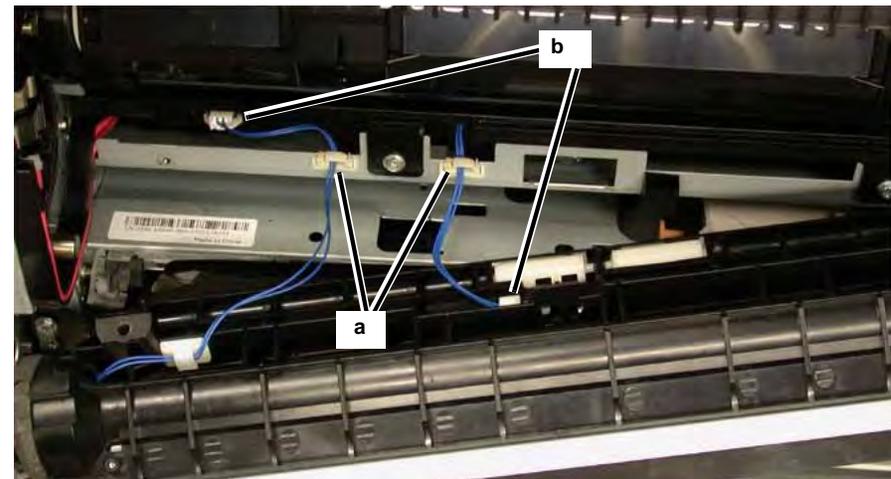


Figure 7 PJ's

10. Open the Front Cover, remove the Xerographic Cartridge and the Toner Cartridge (Figure 8).



Figure 8 Removals

11. Remove the Exit 2 Tray, release the Rear Locking Tab and remove the tray (Figure 9).



Figure 9 Removing Tray

12. Remove the Front Left Cover and Exit Front Cover (Figure 10).
- a. Remove Screw (1)
 - b. Pull out the bottom of the Front Left Cover and remove the covers.

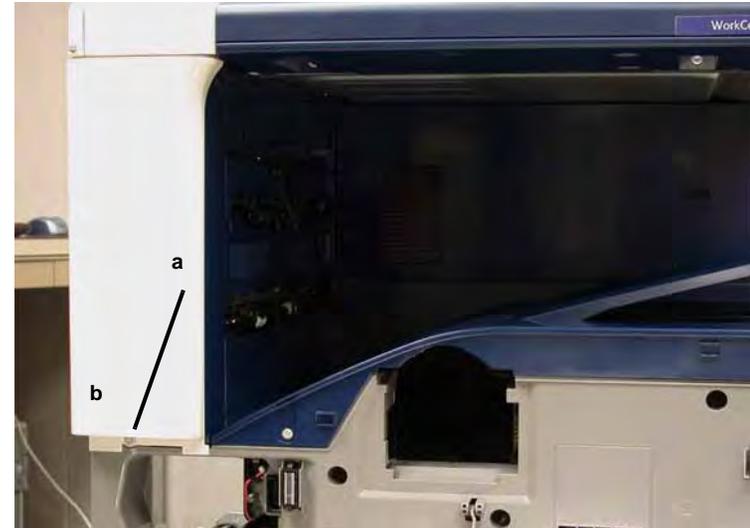


Figure 10 Removing Cover

13. Remove the Top Cover (Figure 11).
- a. Remove the Screws (4).
 - b. Lift the cover up and remove it.

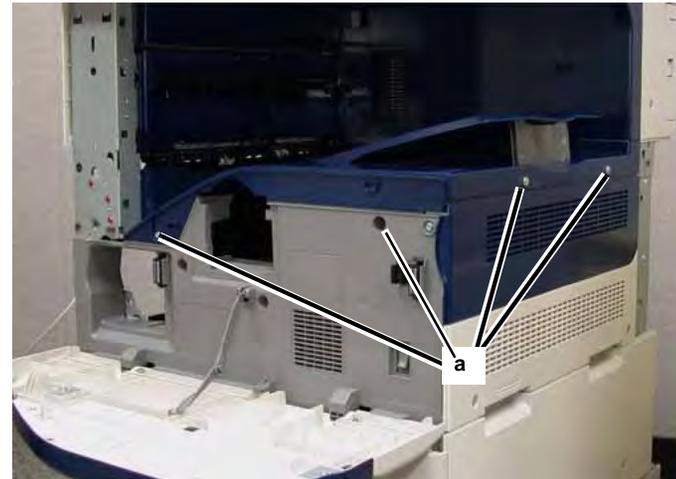


Figure 11 Removing Screws

14. Remove the Front Cover (Figure 12).
 - a. Remove the Screws (3).
 - b. Pull the top of the cover out and lift it off.

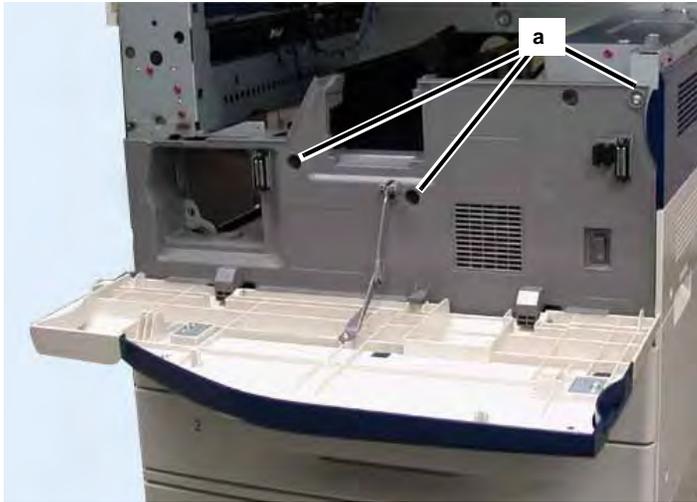


Figure 12 Removing Screws

15. Remove the Toner Cartridge Connector (Figure 13).
 - a. Disconnect the PJ (1).
 - b. Remove Connector (1 Screw).
 - c. Release the wire harness from the front clamps and left side of the Cartridge Guide.

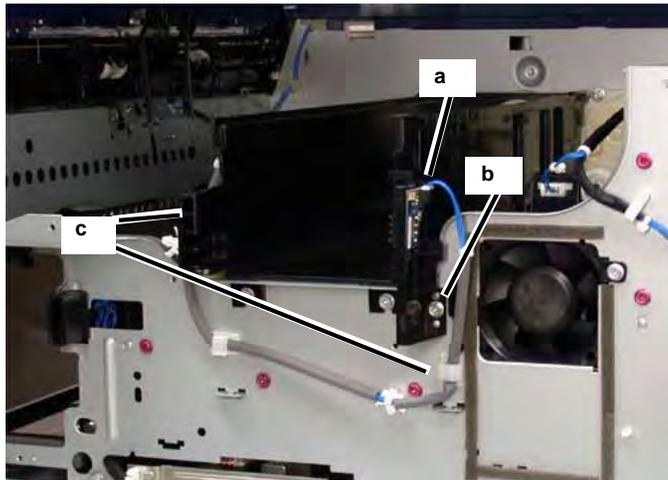


Figure 13 Wires & PJ

16. Remove the Toner Cartridge Guide (Figure 14).
 - a. On the left rear, remove the Dispenser Tube Screw (1).
 - b. Loosen the front Screws (2).
 - c. Lift the front of the guide up and remove the guide.

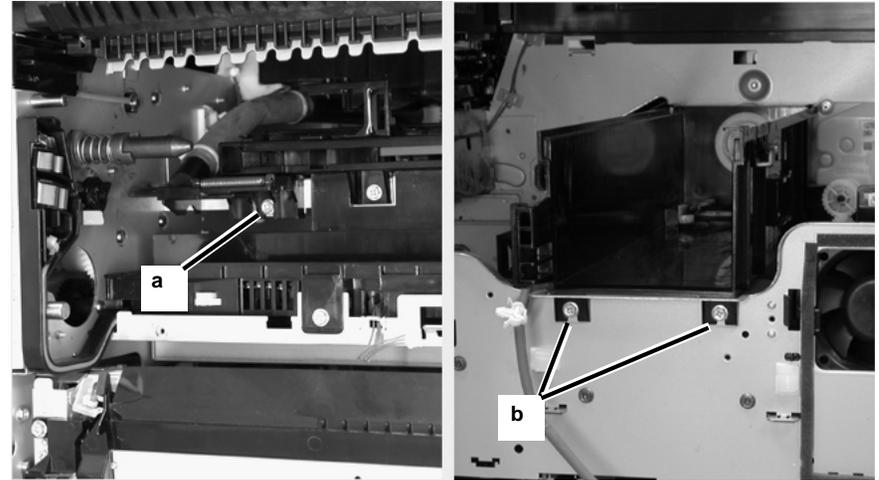


Figure 14 Removing Screws

17. Remove the ROS Cover (Figure 15).
 - a. Remove the Screws (2) on the left side of the cover.
 - b. Remove the top Screw (1).
 - c. Move the cover to the left and remove it.

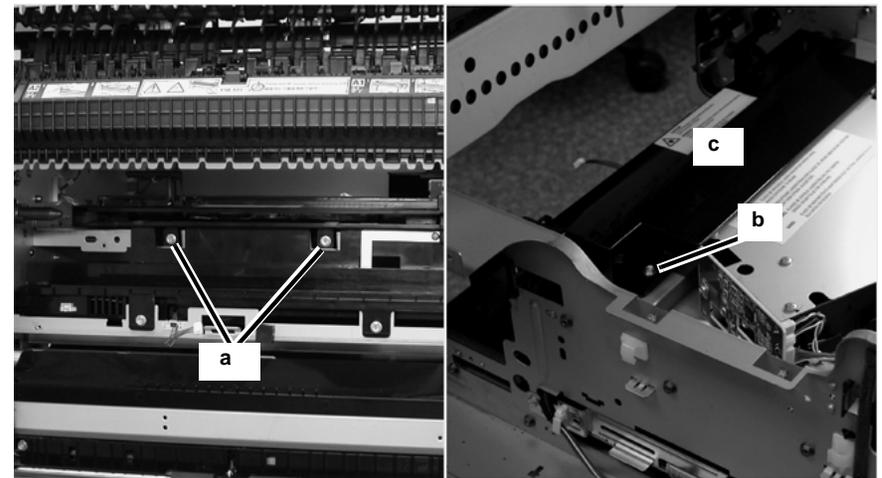


Figure 15 Removing The Cover

18. Remove the HVPS (Figure 16).
 - a. Release the wire harness from the clamp, and disconnect the connector.
 - b. Remove the Screws (2).
 - c. Pull the HVPS out.

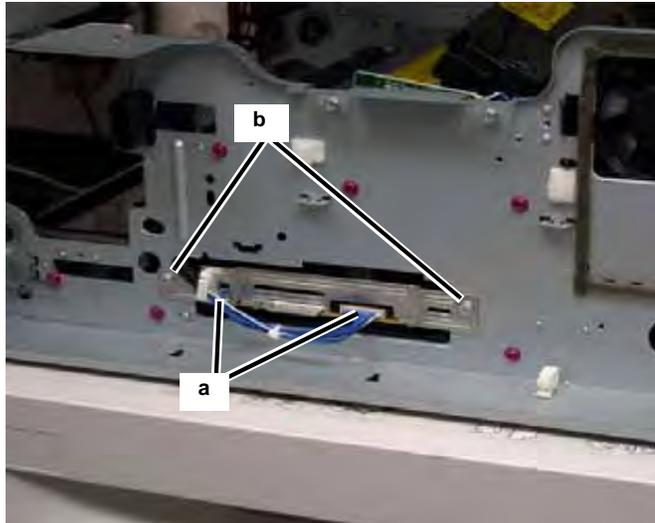


Figure 16 Removing Screws

19. Perform the following (Figure 17).
 - a. Release the Xerographic Module Connector from the frame.
 - b. Remove the Cartridge Guide top Screws (2).

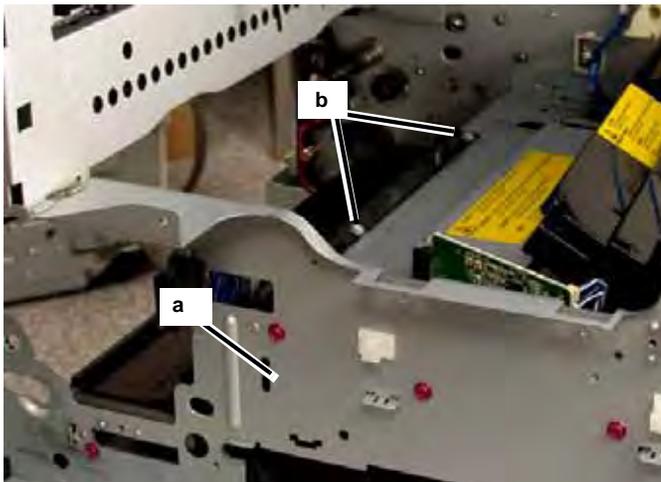


Figure 17 Removing Screws

20. Release the BTR Contact Cover from the frame (2 locking tabs) (Figure 18).

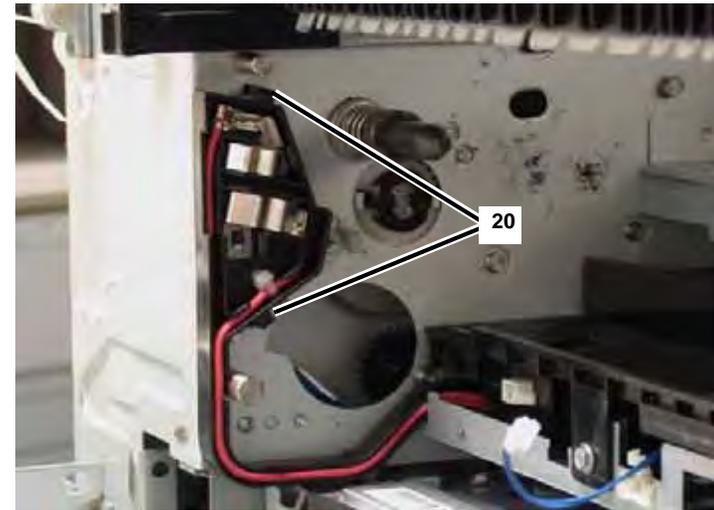


Figure 18 Removal

21. Remove the Xerographic Cartridge Guide Assembly (Figure 19).
 - a. Remove the left side Screws (2).
 - b. Remove the guide, routing the front and rear wire harnesses through the frame openings.

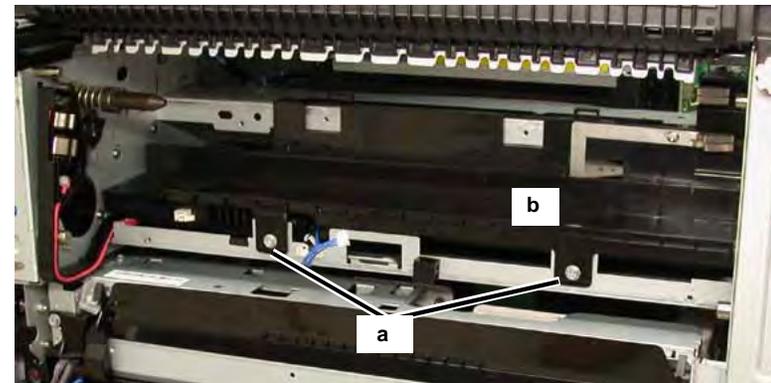


Figure 19 Removing Screws

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 9.2 Xerographic Interlock Switch

Parts List on [PL 8.2](#)

Removal

NOTE: The Xerographic Interlock Switch is part of the wire harness, the switch and wire harness are replaced as a unit.

1. Switch off the power and disconnect the power cord.
2. Remove the Cartridge Guide [REP 9.1](#).
3. Remove the Xerographic Interlock Switch ([Figure 1](#)).
 - a. Remove the Screw (1)
 - b. Remove the switch and wire harness.

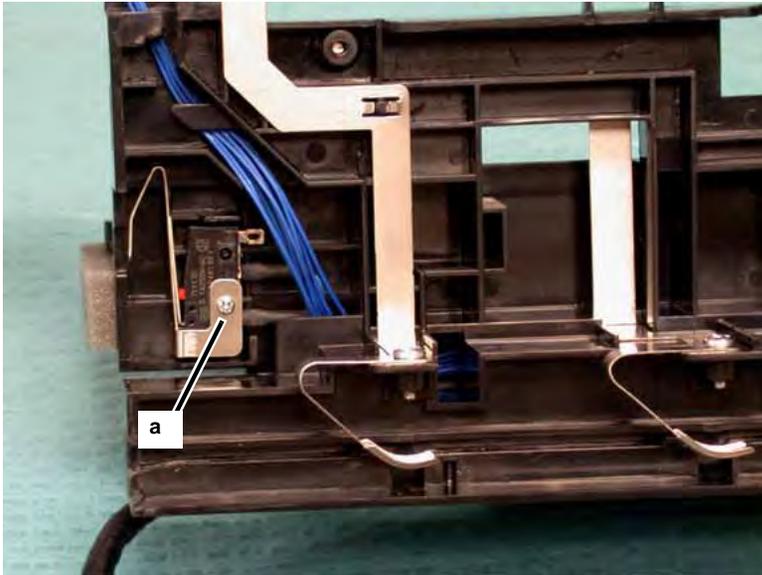


Figure 1 Removing Screw

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 9.3 Humidity / Temperature Sensor

Parts List on [PL 8.2](#)

Removal

1. Switch off the power and disconnect the power cord.

NOTE: Do Not perform Steps 5, 6, and 7 of [REP 9.1 Xerographic CRU Guide](#).

To access the Humidity / Temperature Sensor you do not need to fully remove the Xerographic Cartridge Guide or disconnect the MCU PWB connectors and wire harness on the rear.

2. Remove the Xerographic Cartridge Guide [REP 9.1](#).
3. Remove the Humidity / Temperature Sensor ([Figure 1](#)).
 - a. Disconnect the connector.
 - b. Remove the Screw (1).

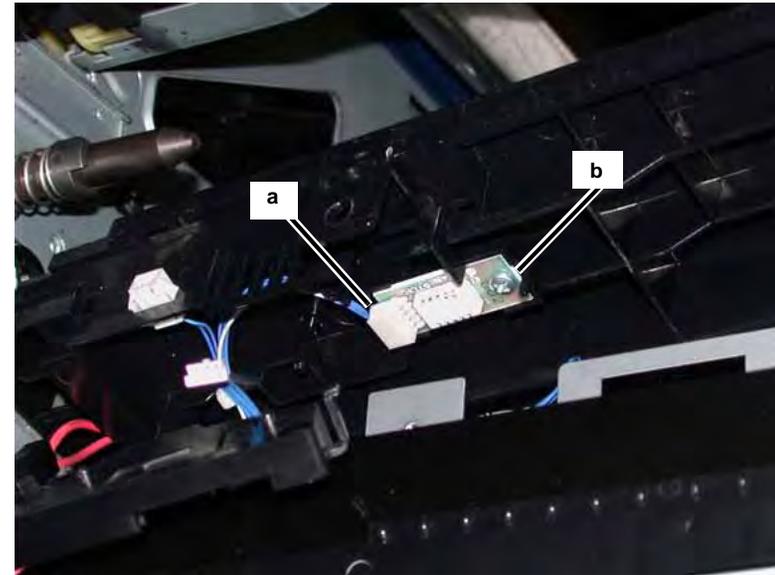


Figure 1 Removal

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 9.4 HVPS

Parts List on PL 18.1

Removal

1. Switch off the power and disconnect the power cord.
2. Perform the following (Figure 1).
 - a. Open the Front Cover and the Left Hand Cover.
 - b. Remove the Xerographic Cartridge and the Toner Cartridge.



Figure 1 Removals

3. Remove the Exit 2 Tray, release the Rear Locking Tab and remove the tray (Figure 2).



Figure 2 Removing Tray

4. Remove the Front Left Cover and Exit Front Cover (Figure 3).
 - a. Remove the Screw (1).
 - b. Pull out the bottom of the Front Left Cover and remove the covers.

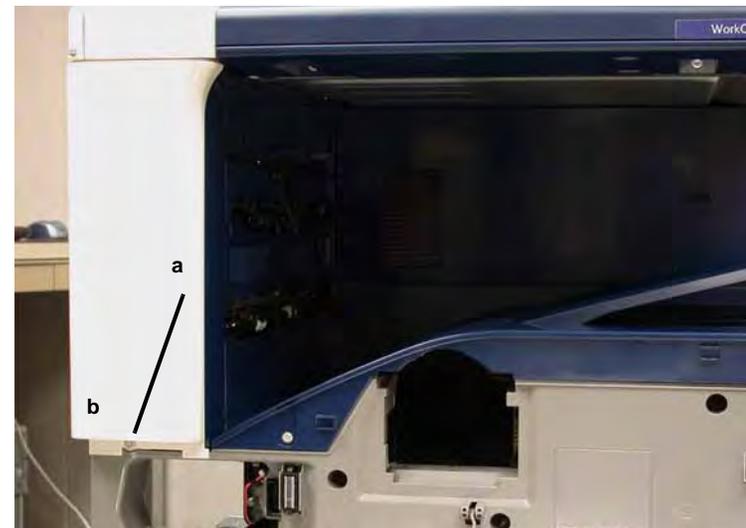


Figure 3 Removing Covers

5. Remove the Top Cover (Figure 4).
 - a. Remove the Screws (4).
 - b. Lift the cover up and remove it.

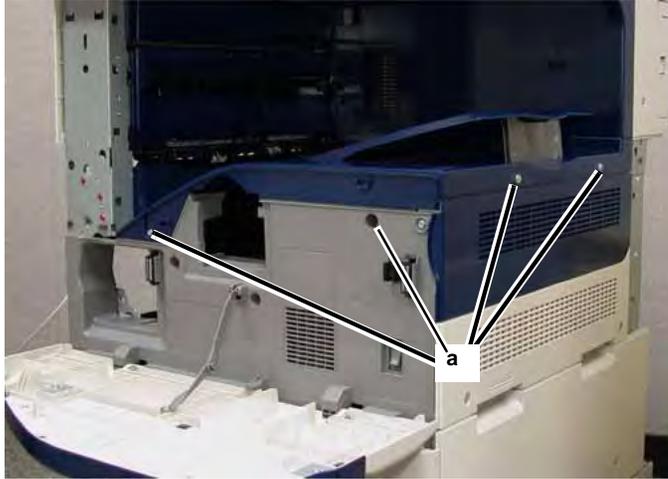


Figure 4 Removing Screws

6. Remove the Front Cover (Figure 5).
 - a. Remove the Screws (3).
 - b. Pull the top of the cover out and lift it off.

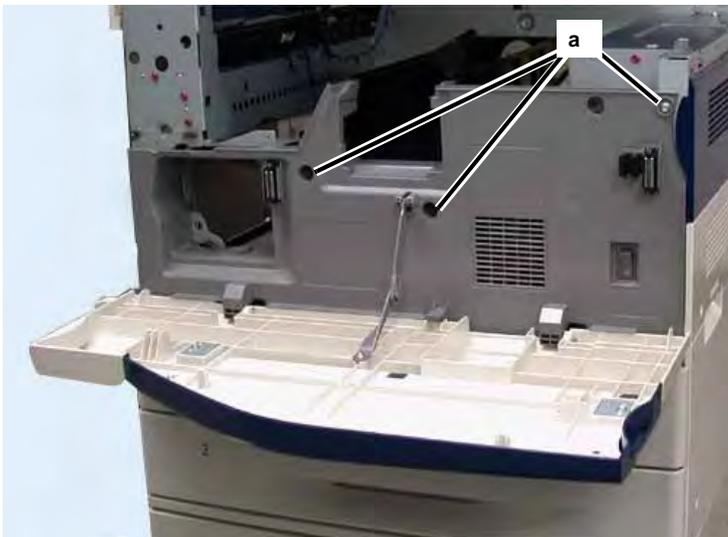


Figure 5 Removing Screws

7. Remove the HVPS (Figure 6).
 - a. Release the wire harness from the clamp and disconnect the connector.
 - b. Remove the Screws (2) and pull the HVPS out.

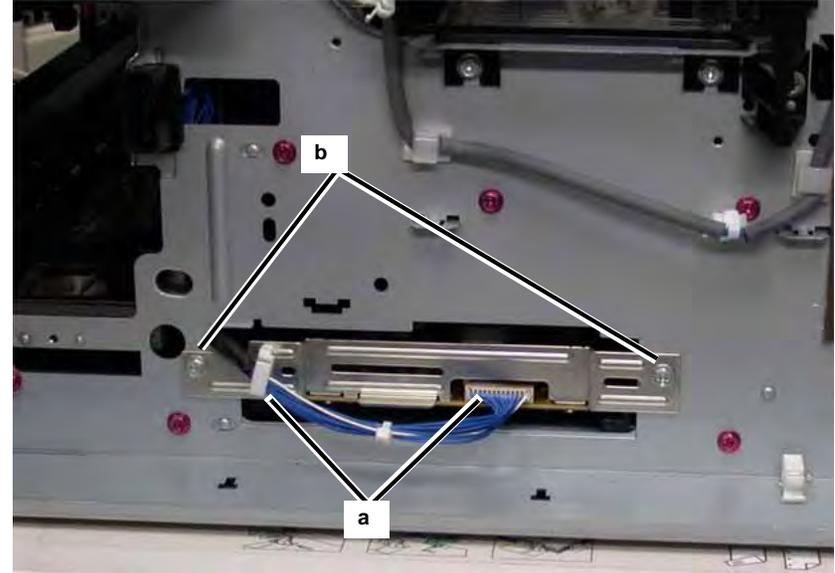


Figure 6 Removing The HVPS

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 9.5 Toner Cartridge Guide

Parts List on [PL 8.2](#)

Removal

1. To remove the Toner Cartridge Guide go to [REP 6.2](#) ROS Assembly Steps 1 through 8.

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 9.6 Toner Dispense Motor

Parts List on [PL 8.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Perform the following ([Figure 1](#)).
 - a. Open the Front Cover and the Left Hand Cover.
 - b. Remove the Xerographic Cartridge and the Toner Cartridge.



Figure 1 Removals

3. Remove the Exit 2 Tray, release the Rear Locking Tab and remove the tray (Figure 2).



Figure 2 Removing Tray

4. Remove the Front Left Cover and Exit Front Cover (Figure 3).
 - a. Remove Screw (1).
 - b. Pull out the bottom of the Front Left Cover and remove the covers.

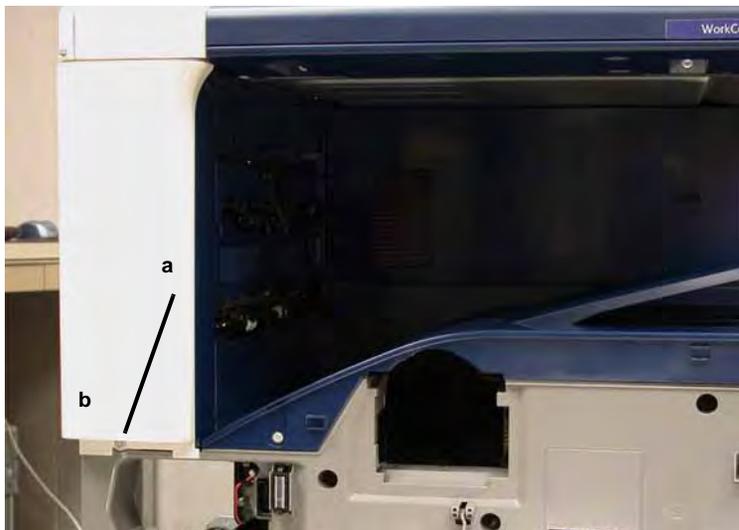


Figure 3 Removing Covers

5. Remove the Top Cover (Figure 4).
 - a. Remove the Screws (4).
 - b. Lift the cover up and remove it.

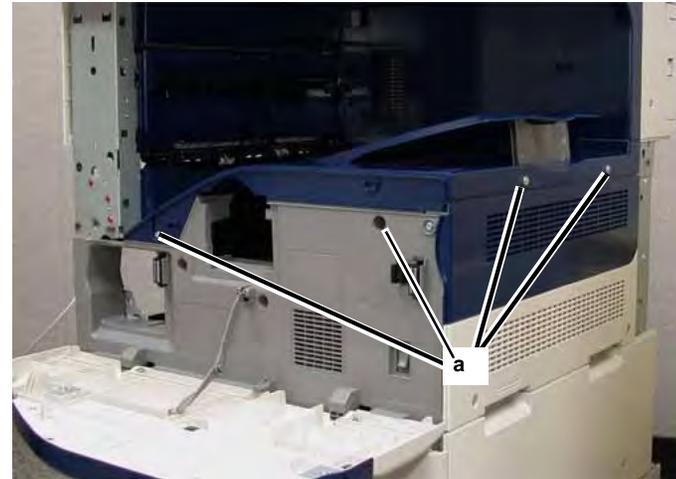


Figure 4 Removing Screws

6. Remove the Front Cover (Figure 5).
 - a. Remove the Screws (3).
 - b. Pull the top of the cover out and lift it off.

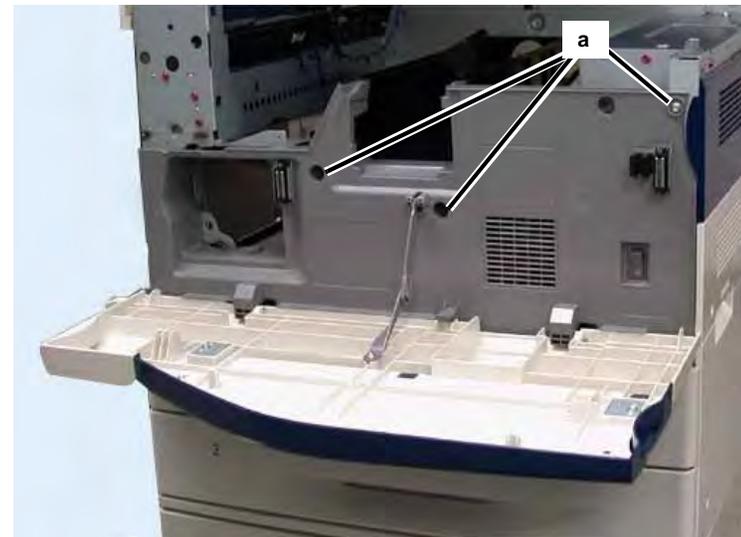


Figure 5 Removing Screws

7. Remove the Toner Cartridge Connector (Figure 6).
 - a. Disconnect the PJ (1).
 - b. Remove Connector (1 Screw).
 - c. Release the wire harness from the front clamps and left side of the Cartridge Guide.

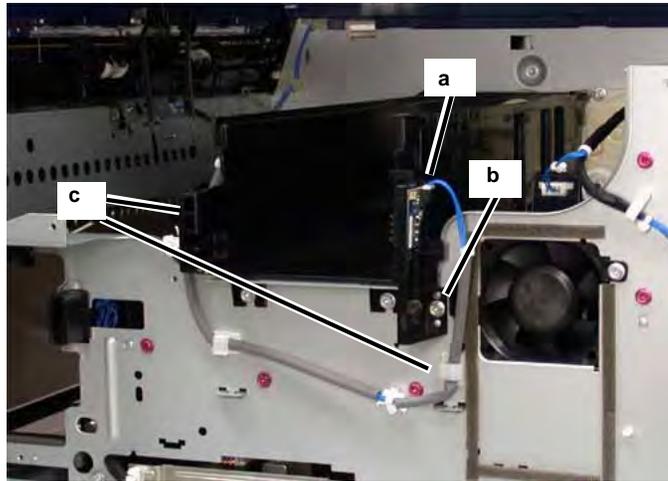


Figure 6 Wires & PJ

8. Remove the Toner Cartridge Guide (Figure 7).
 - a. On the left rear of the guide, remove the Dispenser Tube Screw (1).
 - b. Loosen the front Screws (2).
 - c. Lift the front of the guide up and remove it.

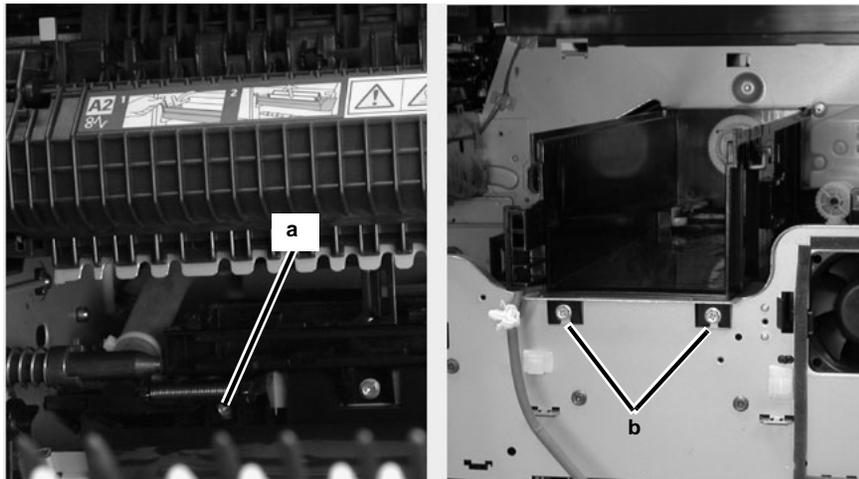


Figure 7 Removing The Screws

9. Remove the Toner Dispense Motor (Figure 8).

NOTE: The 4 motor screws are longer than the other screws, keep them with the motor for reinstallation.

- a. Disconnect the PJ (1).
- b. Remove the Screws (4), and the Motor.

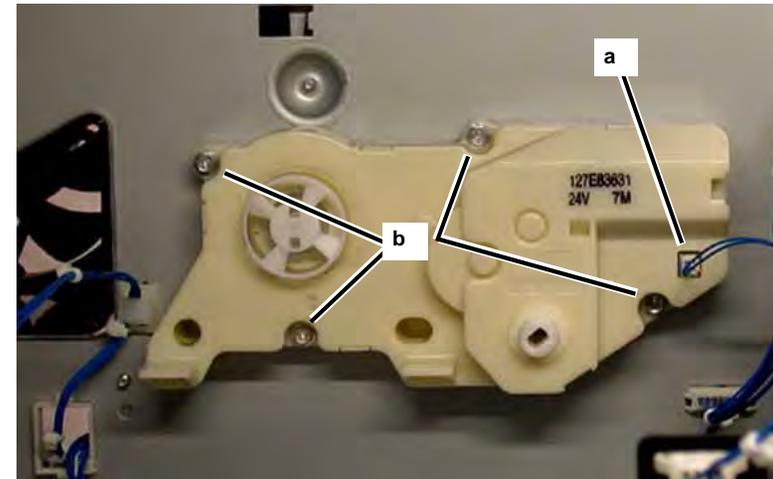


Figure 8 Removing The Motor

Replacement

1. To reinstall, carry out the removal steps in reverse order.

REP 10.1 Duplex Motor

Parts List on PL 14.4

Removal

1. Switch off the power and disconnect the power cord.
2. Open the Left Hand Cover (Figure 1).
 - a. Release the front and rear locking tabs and remove the BTR Assembly.



Figure 1 Removal

3. Remove the Left Hand Chute Cover (4 Screws) (Figure 2).

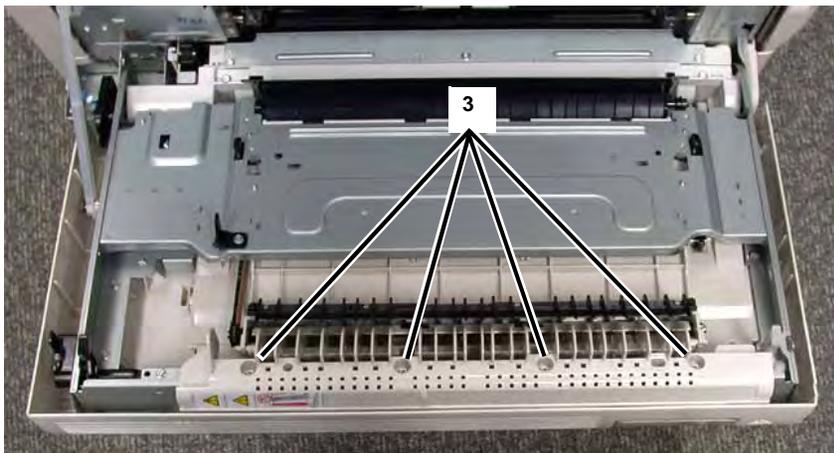


Figure 2 Removing Screws

4. Remove the Left Hand Cover (7 Screws) (Figure 3).

NOTE: The Left Hand Cover Screws have a different thread than the other screws, keep them with the cover for re-installation.

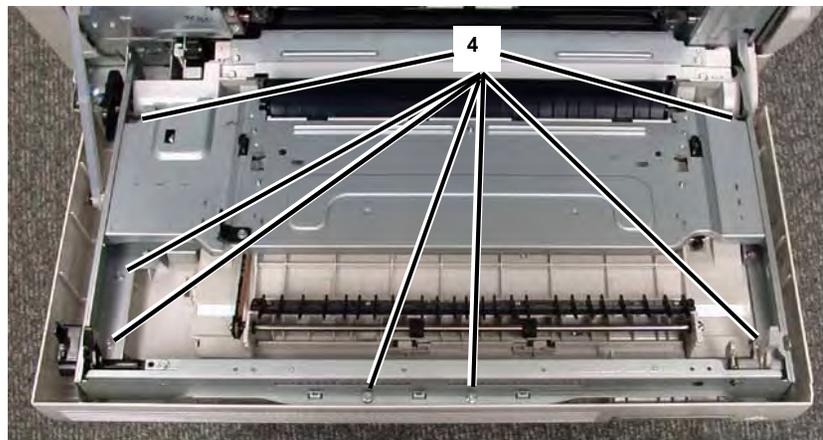


Figure 3 Removing Screws

5. Perform the following (Figure 4).
 - a. Disconnect the PJ from the Duplex Motor.
 - b. Remove the Harness Guide; loosen the top screw, remove the bottom screw.



Figure 4 Removing Screws

6. Remove the Duplex Assembly from the Left Hand Cover (4 Screws) (Figure 5).

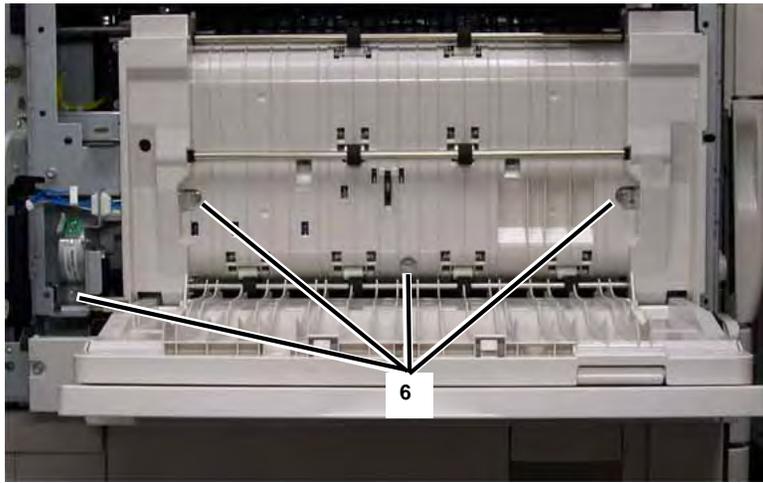


Figure 5 Removing Screws

7. Remove the Duplex Motor (2 Screws) (Figure 6).

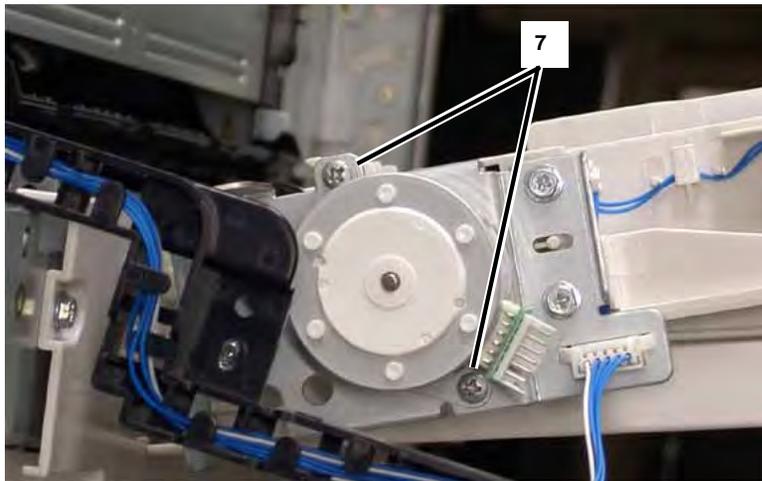


Figure 6 Removing Screws

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.2 Duplex Sensor

Parts List on [PL 14.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Open the Left Hand Cover (Figure 1).
 - a. Release the front and rear locking tabs and remove the BTR Assembly.



Figure 1 Removal

3. Remove the Left Hand Chute Cover (4 Screws) (Figure 2).

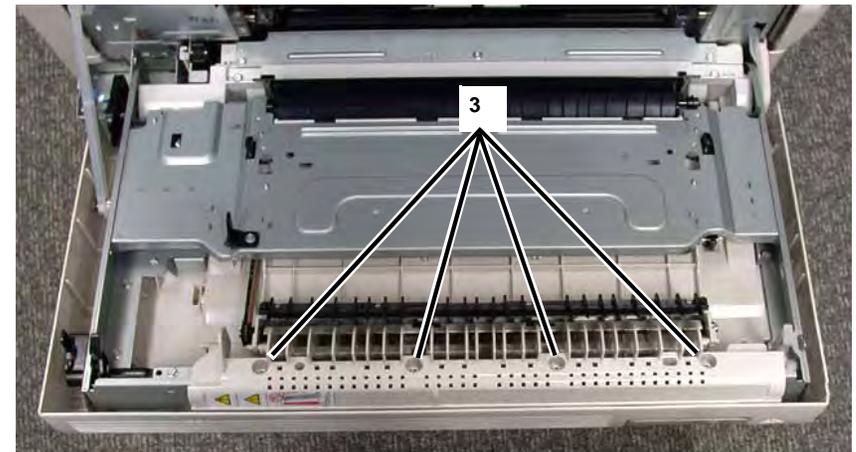


Figure 2 Removing Screws

4. Remove the Left Hand Cover (7 Screws) (Figure 3).

NOTE: The Left Hand Cover Screws have a different thread than the other screws, keep them with the cover for re-installation.

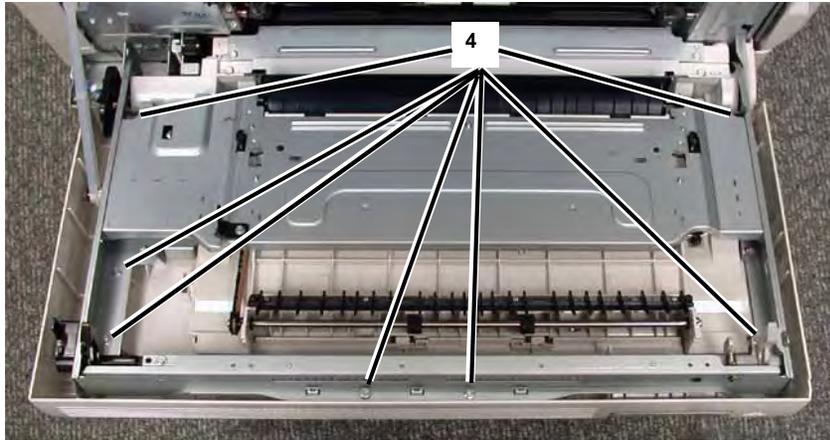


Figure 3 Removing Screws

5. Remove the Harness Guide (Figure 4).
 - a. Loosen the top screw, remove the bottom screw.

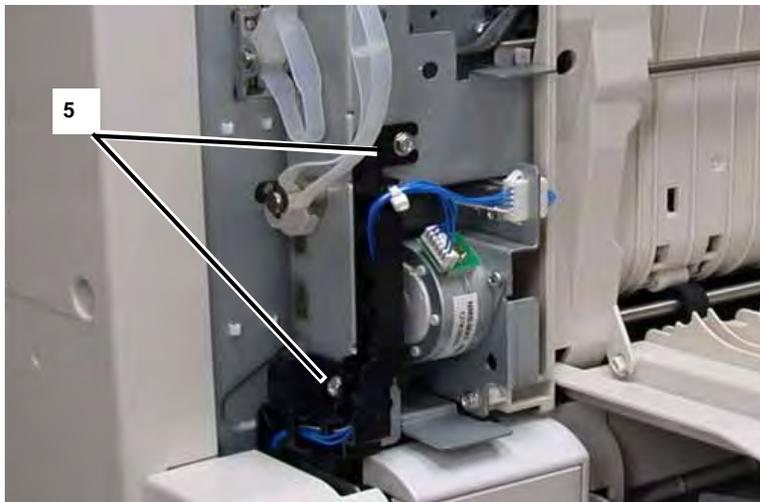


Figure 4 Removing Screws

6. Remove the Duplex Assembly from the Left Hand Cover (4 Screws) (Figure 5).

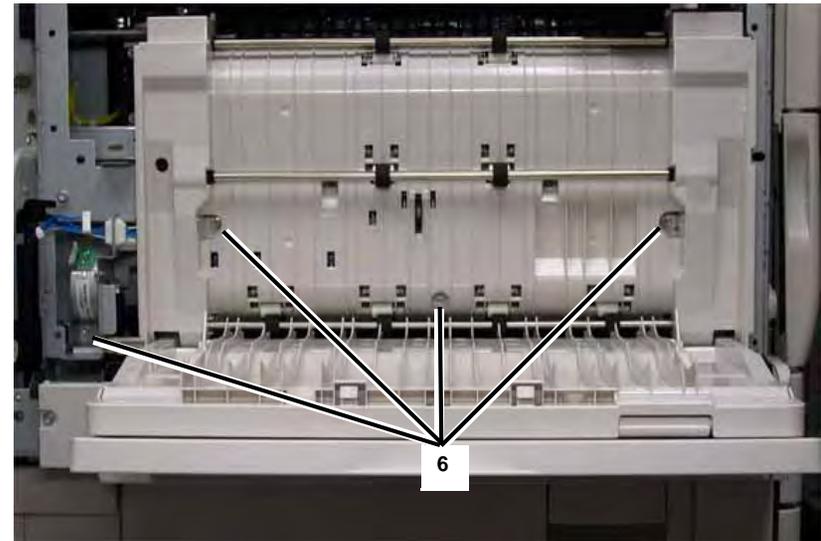


Figure 5 Removing Screws

7. Remove the Duplex Sensor (Figure 6).

NOTE: Be careful not to damage or lose the Sensor Actuator Spring.

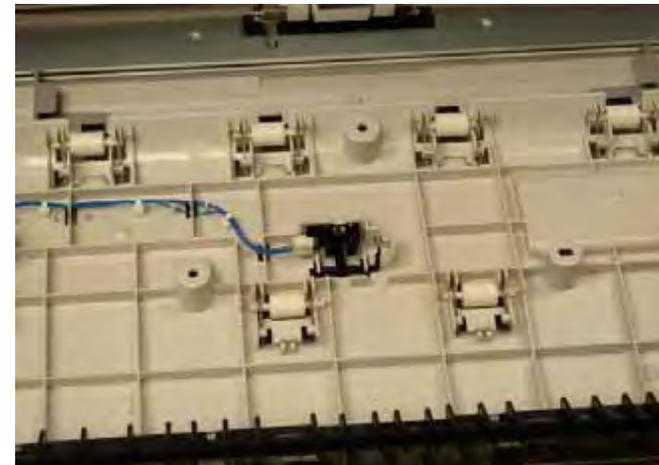


Figure 6 Duplex Sensor

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.3 Fuser

Parts List on [PL 7.1](#)

Removal

CAUTION

The Fuser is Hot, do not start servicing the Fuser until has cooled down.

1. Switch off the power and disconnect the power cord.
2. Open the Left Hand Cover and remove the Fuser ([Figure 1](#)).
 - a. Loosen the knobs (2).
 - b. Hold the Fuser by the handles and remove it.

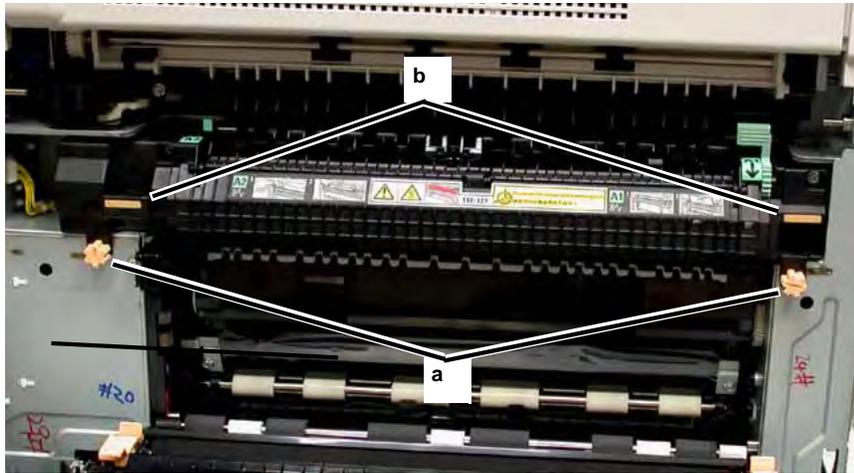


Figure 1 Removal

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.4 Fuser Exit Sensor

Parts List on [PL 7.1](#)

Removal

CAUTION

The Fuser is Hot, do not start servicing the Fuser until has cooled down.

1. Switch off the power and disconnect the power cord.
2. Open the Left Hand Cover and remove the Fuser ([Figure 1](#)).
 - a. Loosen the knobs (2).
 - b. Hold the Fuser by the handles and remove it.

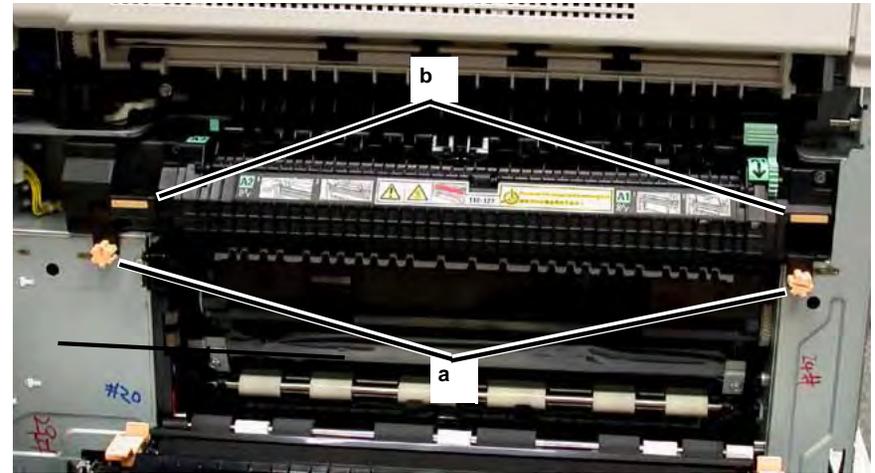


Figure 1 Removal

3. Remove the Plate (1 Screw) ([Figure 2](#)).

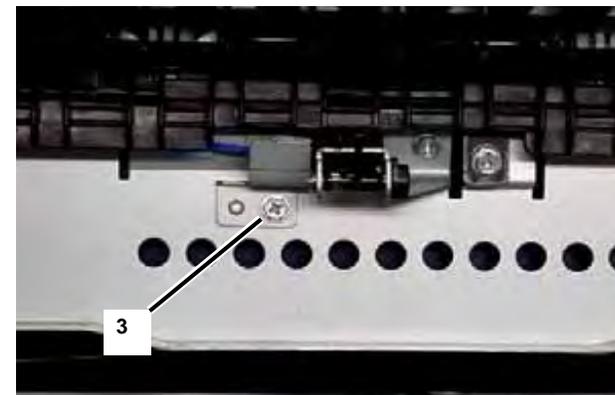


Figure 2 Removing Screw

4. Remove the Exit Sensor Plate Assembly (Figure 3).
 - a. Remove the Screw (1).
 - b. Disconnect the connector.

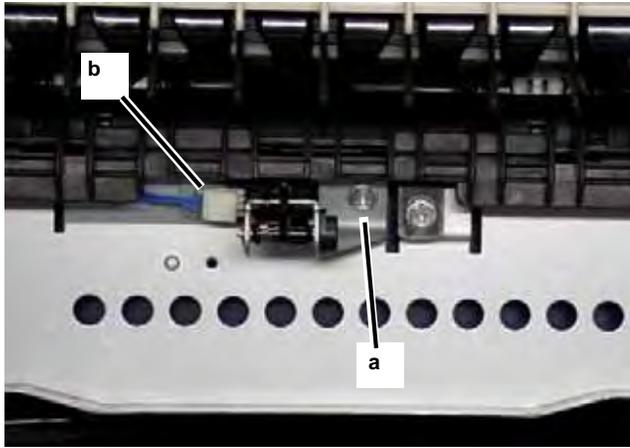


Figure 3 Removing Screw

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.5 Exit 2 Transport Assembly

Parts List on PL 17.4

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the following covers (Figure 1).
 - a. Fax Cover.
 - b. Rear Upper Cover (2 Screws).

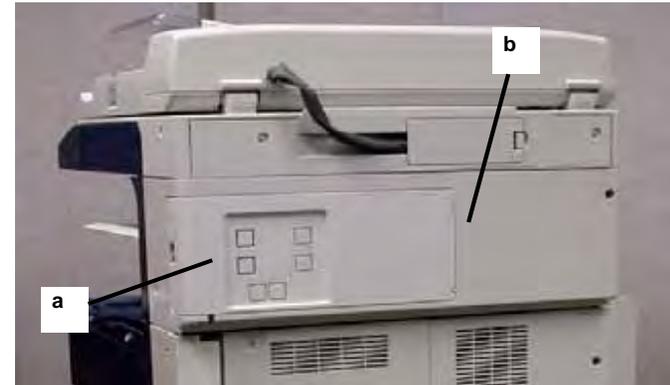


Figure 1 Removing Covers

3. Perform the following (Figure 2).
 - a. Open the Front Cover and the Left Hand Cover.
 - b. Remove the Xerographic Cartridge and the Toner Cartridge.

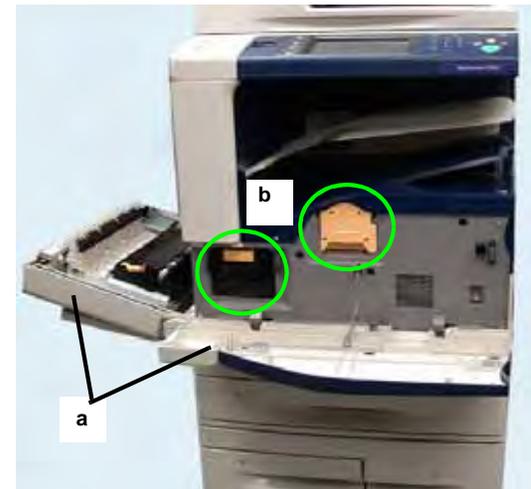


Figure 2 Removals

4. Remove the Exit 2 Tray, release the Rear Locking Tab and remove the tray (Figure 3).



Figure 3 Removing Tray

5. Remove the Front Left Cover and Exit Front Cover (Figure 4).
a. Remove Screw (1)
b. Pull out the bottom of the Front Left Cover and remove the covers.

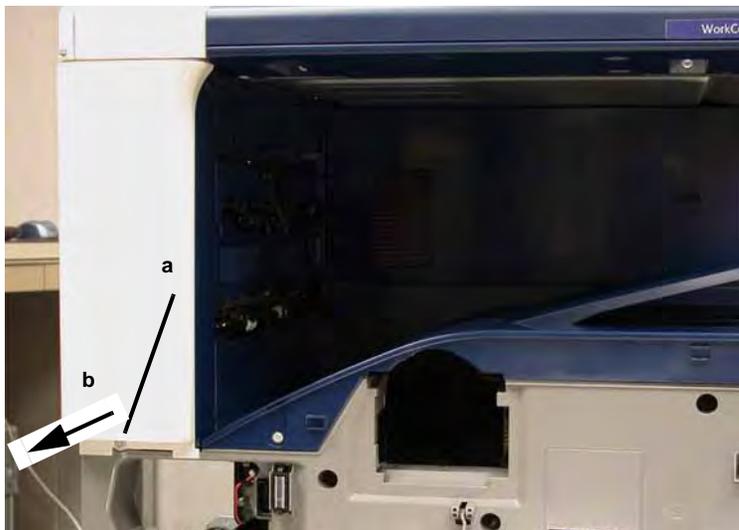


Figure 4 Removing Covers

6. Remove the Top Cover Screws (4) (Figure 5).

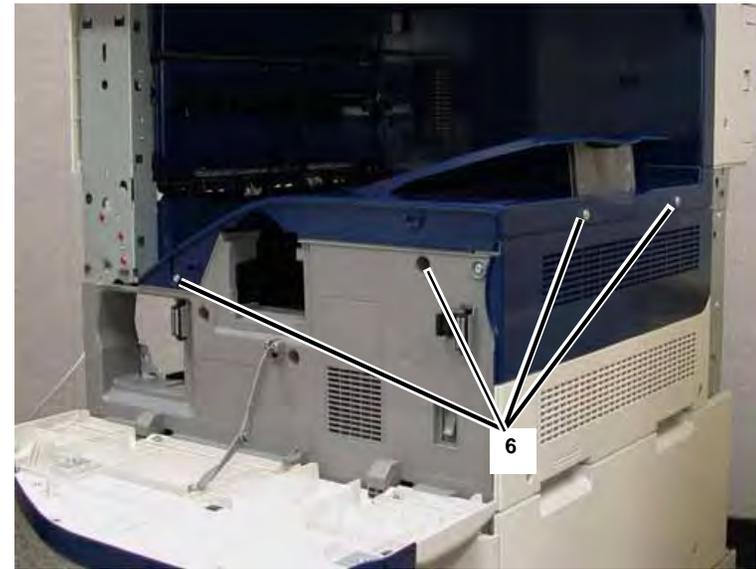


Figure 5 Removing Screws

7. Remove the Front Cover (Figure 6).
a. Remove the Screws (3).
b. Raise the Top Cover, and pull the top of the Front Cover out and lift it off.

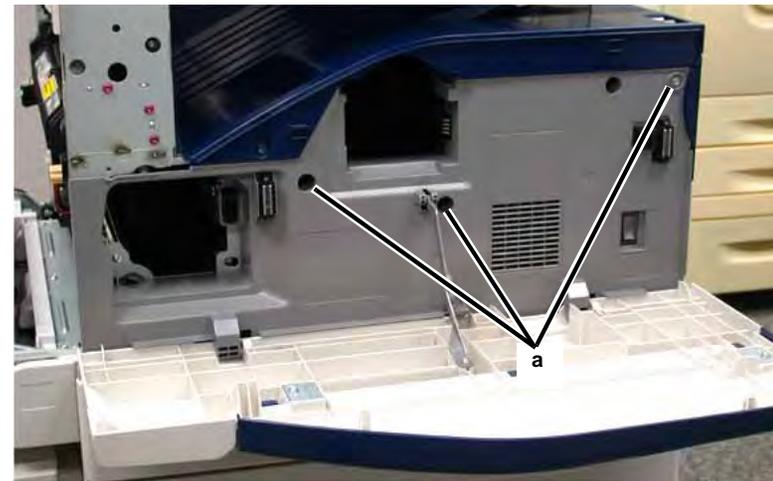


Figure 6 Removing Screws

8. Remove the Left Upper Cover (Figure 7).
 - a. Open the Left Hand High Chute.
 - b. Remove the Screws (2) and Cover.

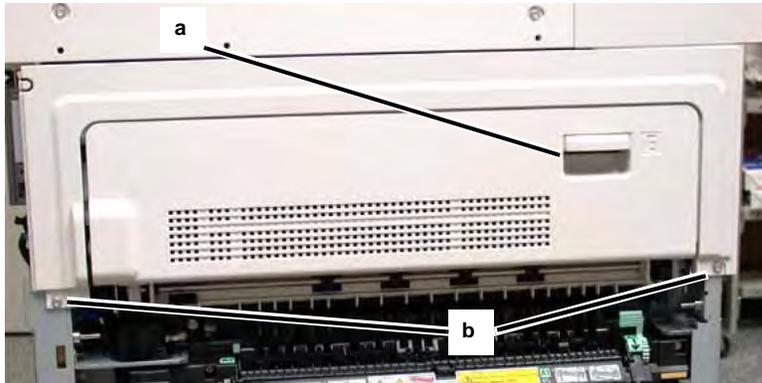


Figure 7 Removing Screws

9. Remove the Left Hand High Chute (Figure 8).
 - a. Rotate the Front and Rear Stoppers 1/4 turn to release them from the brackets.
 - b. Lift the rear of the Chute and slide the front out of the pivot.

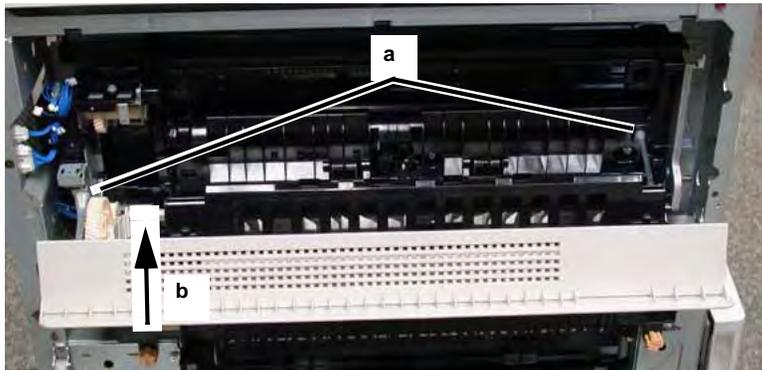


Figure 8 Removal

10. Remove the Exit 2 Assembly (Figure 9).
 - a. Disconnect the PJ's (2).
 - b. Remove the screws (4), and remove the assembly.

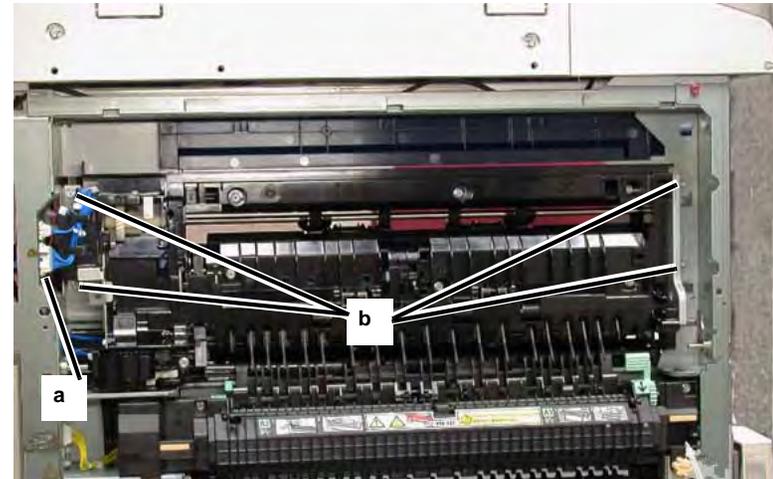


Figure 9 Removing Screws

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.6 Exit 2 Guide Assembly / Exit Gate

Parts List on [PL 17.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Exit 2 Assembly [REP 10.5](#).
3. Remove the screws (6) and the Exit 2 Guide Assembly ([Figure 1](#)).

NOTE: The Exit 2 Guide Assembly Screws have a different thread than the other screws, keep them with the guide for re-installation.

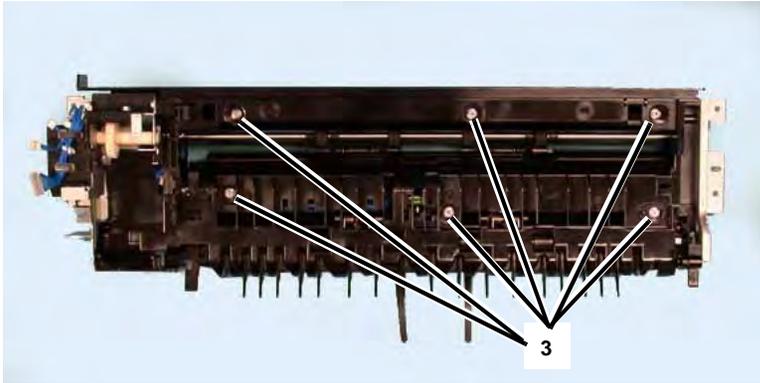


Figure 1 Removing Screws

4. Exit 2 Guide Assembly ([Figure 2](#)).
 - a. Exit Gate.

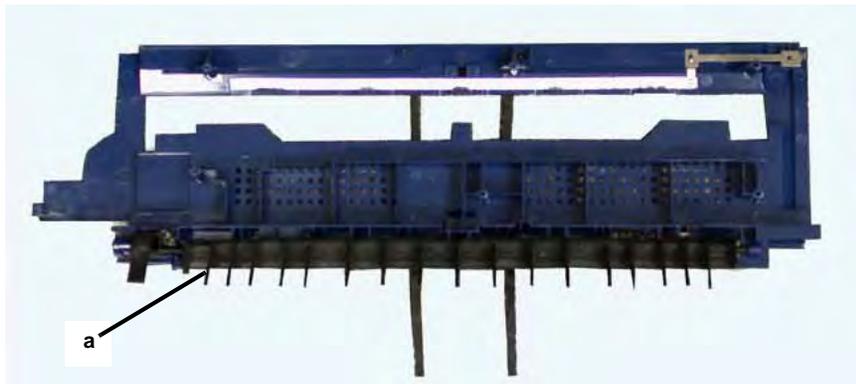


Figure 2 Exit Gate

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.7 Exit 2 Sensor / Exit Gate Solenoid

Parts List on [PL 17.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Exit 2 Assembly [REP 10.5](#).
3. Remove the screws (6) and the Exit 2 Guide Assembly ([Figure 1](#)).

NOTE: The Exit 2 Guide Assembly Screws have a different thread than the other screws, keep them with the guide for re-installation.

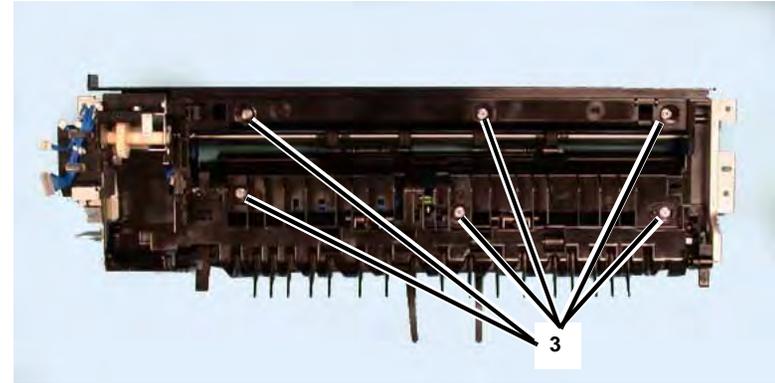


Figure 1 Removing Screws

4. Exit 2 Sensor removal, disconnect the PJ (1) and release the sensor from the assembly. ([Figure 2](#)).

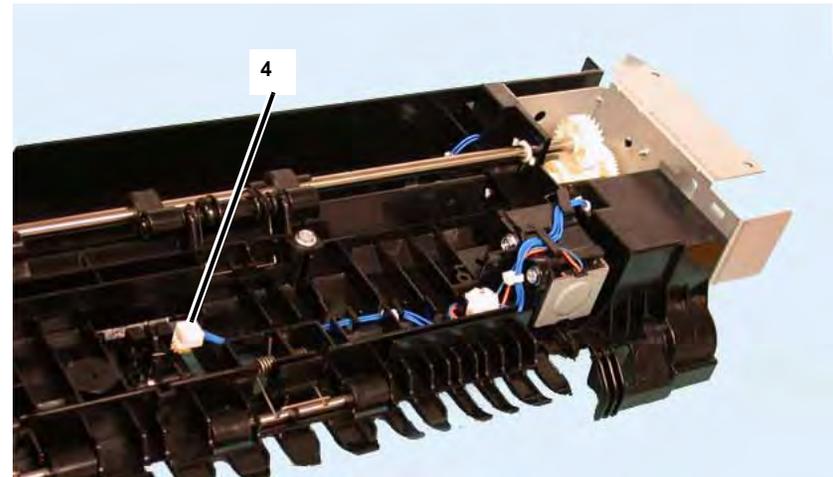


Figure 2 Exit 2 Sensor

5. Exit Gate Solenoid removal (Figure 3).
 - a. Disconnect the connector (1).
 - b. Remove the Screws (2), and the solenoid.

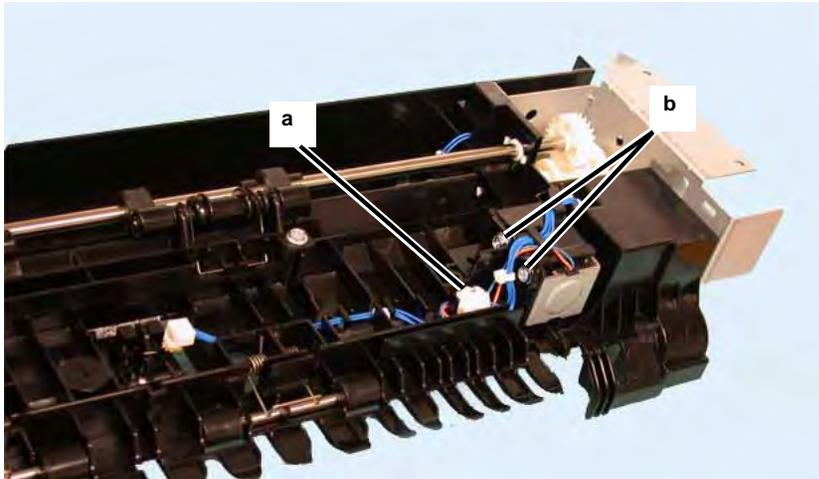


Figure 3 Removing Screws

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.8 Left Hand Chute Interlock Switch

Parts List on PL 17.4

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Exit 2 Assembly REP 10.5.
3. Remove the screws (6) and the Exit 2 Guide Assembly (Figure 1).

NOTE: The Exit 2 Guide Assembly Screws have a different thread than the other screws, keep them with the guide for re-installation.

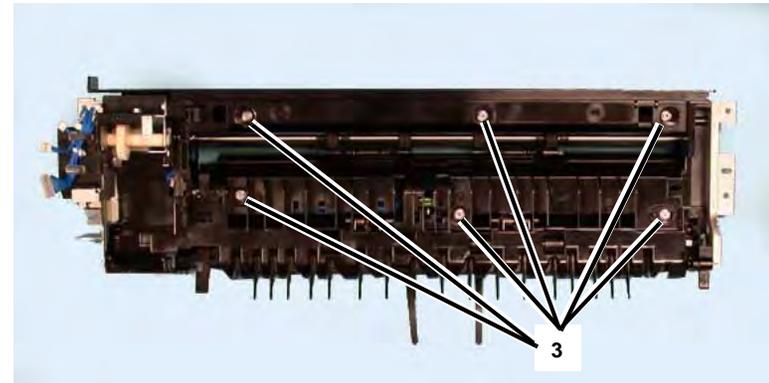


Figure 1 Removing Screws

4. Left Hand Chute Interlock Switch removal; disconnect the connector, and release the sensor from the assembly (Figure 2).

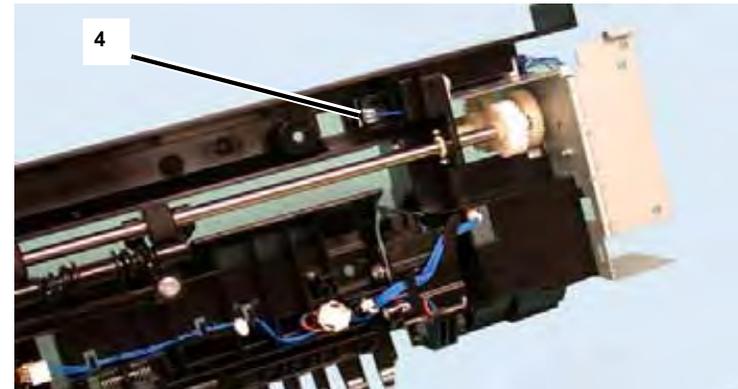


Figure 2 Removal

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.9 Exit 2 Motor

Parts List on PL 17.5

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Exit 2 Assembly REP 10.5.
3. Perform the following (Figure 1).
 - a. Disconnect the motor PJ.
 - b. Remove the Rear Cover (1 Screw).

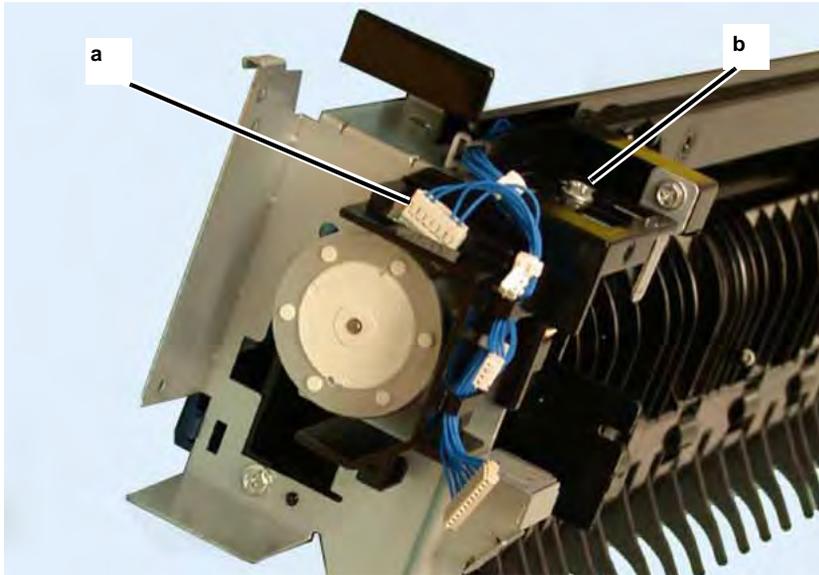


Figure 1 Removing Screw & PJ

4. Remove the Screws (2) and the Exit 2 Motor (Figure 2).

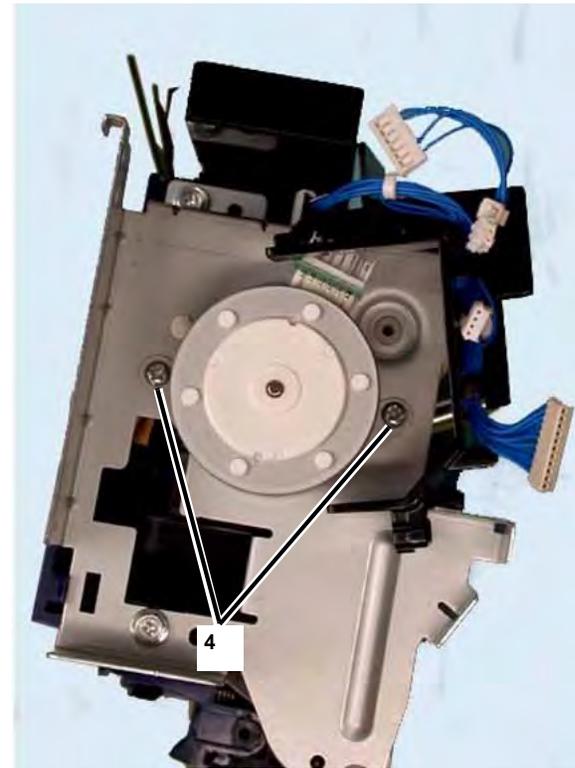


Figure 2 Removing Screws

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.10 Offset Motor

Parts List on PL 17.1

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Exit 2 Assembly [REP 10.5](#).

NOTE: The Motor Cover Screw and the Offset Motor Screws are different than the other screws, keep it with the cover and motor for re-installation.

3. Remove the Motor Cover (1 Screw) ([Figure 1](#)).

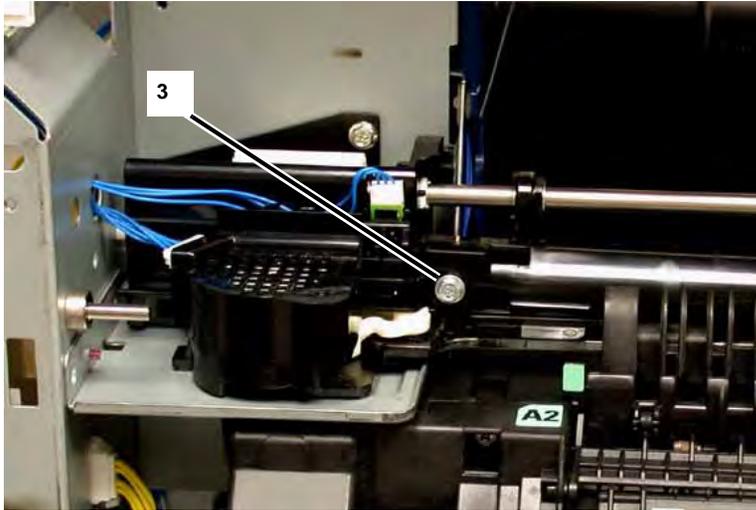


Figure 1 Removing Screw

4. Perform the following ([Figure 2](#)).
 - a. Disconnect the Offset Motor PJ.
 - b. Remove the Screws (2) and the Offset Motor.

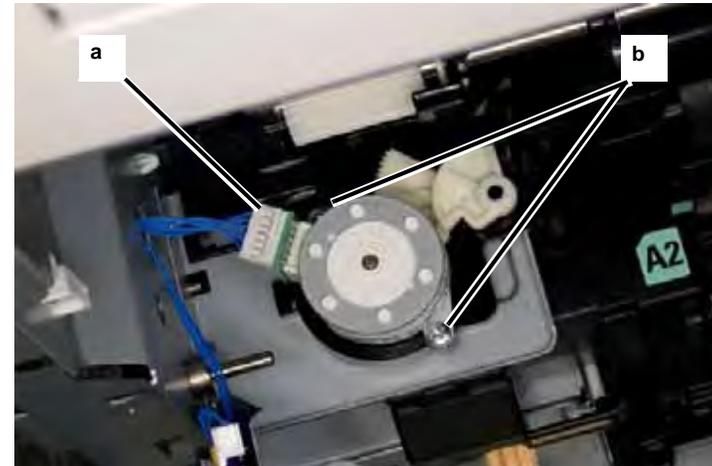


Figure 2 Removing Screws & PJ

Replacement

1. To install, carry out the removal steps in reverse order.

NOTE: Make sure the Ground Spring for the Offset Motor is captured by the mounting screw when replacing the motor ([Figure 3](#)).

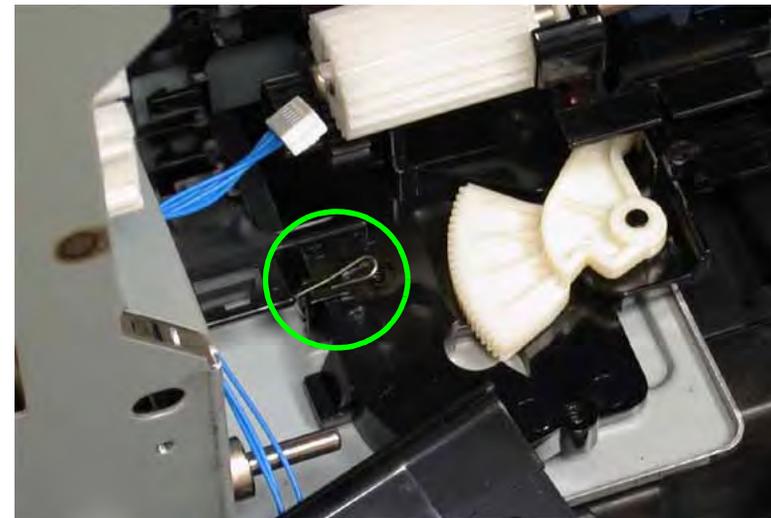


Figure 3 Ground Spring

REP 10.11 OTC Home Position Sensor

Parts List on [PL 17.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Exit 2 Assembly [REP 10.5](#).
3. Remove the Motor Cover (1 Screw) ([Figure 1](#)).

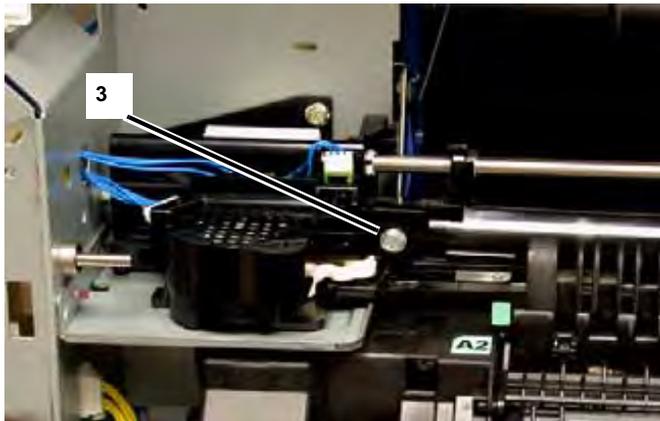


Figure 1 Removing Screw

4. Disconnect the PJ from the sensor, and release the sensor from the cover ([Figure 2](#)).

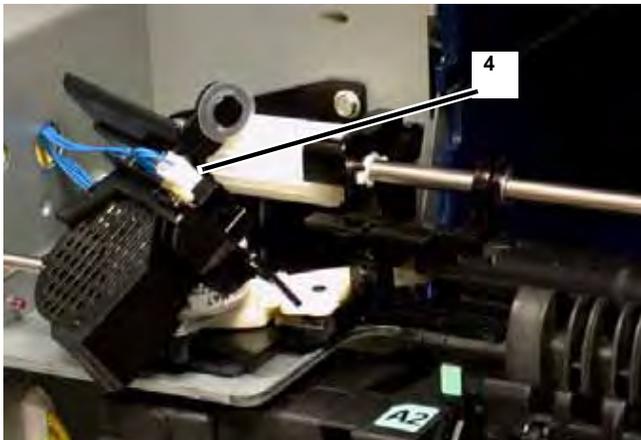


Figure 2 PJ

Replacement

1. To install, carry out the removal steps in reverse order.

REP 10.12 Registration Transport

Parts List on [PL 15.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the MSI Assembly [REP 7.2](#).
3. Perform the following ([Figure 1](#)).
 - a. Open the Left Hand Cover.
 - b. Disconnect PJ409 on the MCU PWB, and release the wire harness from the clamps

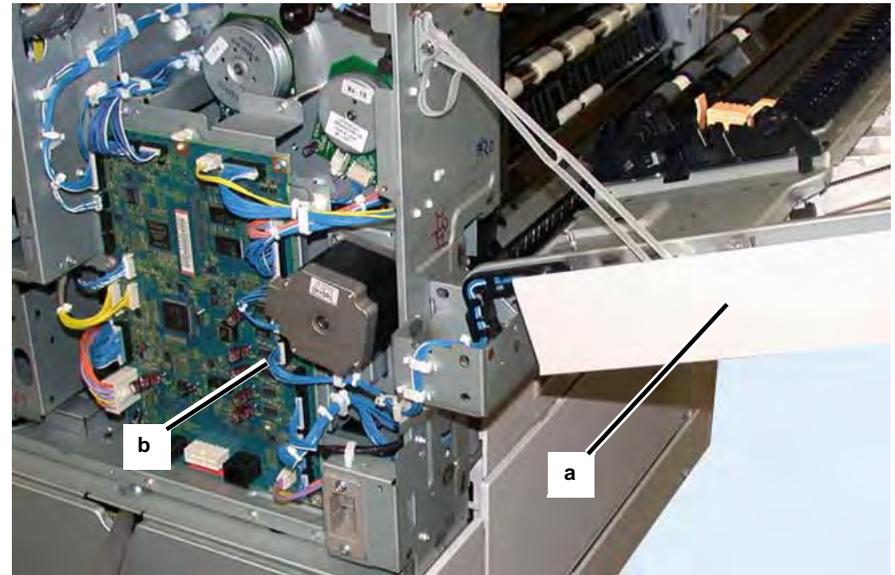


Figure 1 Removal

NOTE: Support the Left Hand Cover Assembly when releasing the supports to prevent damaging the cover.

4. Remove the Left Hand Cover Assembly (Figure 2).
 - a. Twist the Front Support and remove it from the slot.
 - b. Remove the K-Clip, and remove the Rear Support from the pin.
 - c. Move the cover down to a horizontal position, then lift it off the pivots.

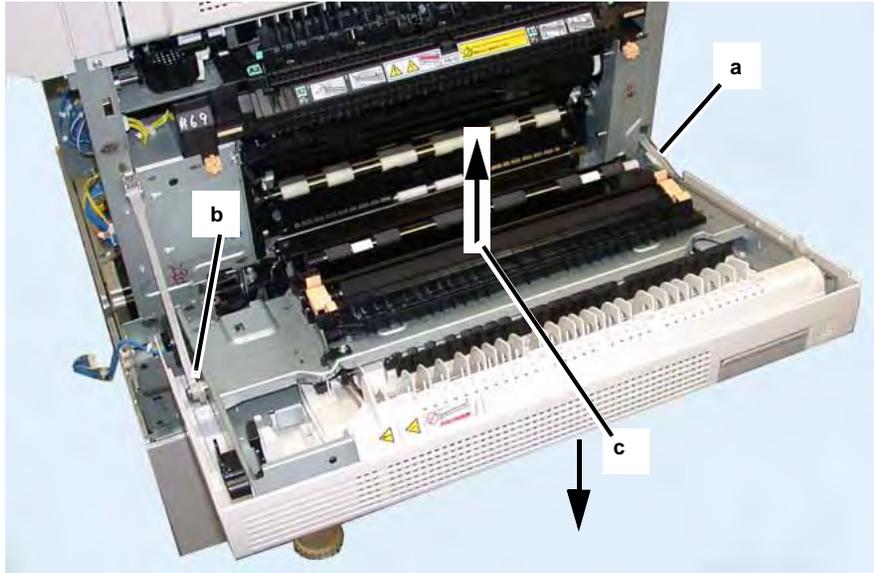


Figure 2 Left Hand Cover Removal

NOTE: Support the Registration Transport when removing it to avoid damaging the wire harness connectors.

5. Perform the following (Figure 3).
 - a. Remove the transport Screws (2).
 - b. Move the Front of the transport out of the slot and move the transport out.

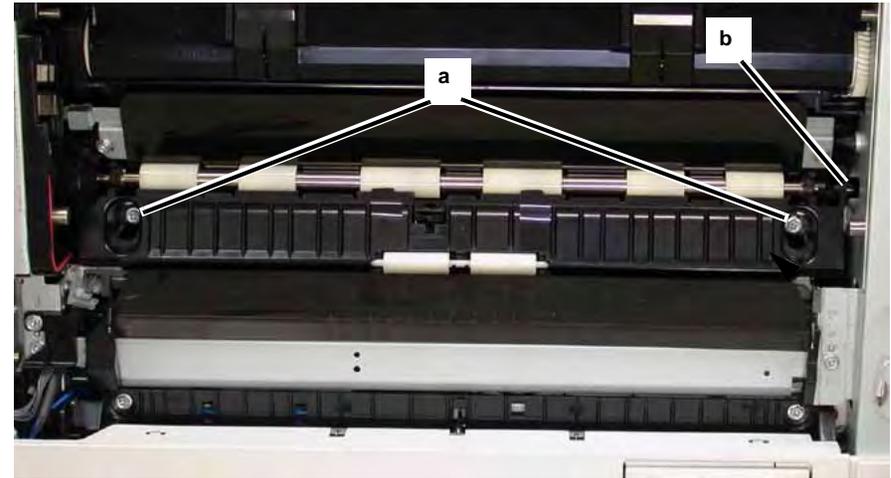


Figure 3 Removing Screws

6. Remove the Registration Transport (Figure 4).
 - a. Release the wires from the clamps.
 - b. Disconnect the Registration Transport PJ's (2), and remove the transport.

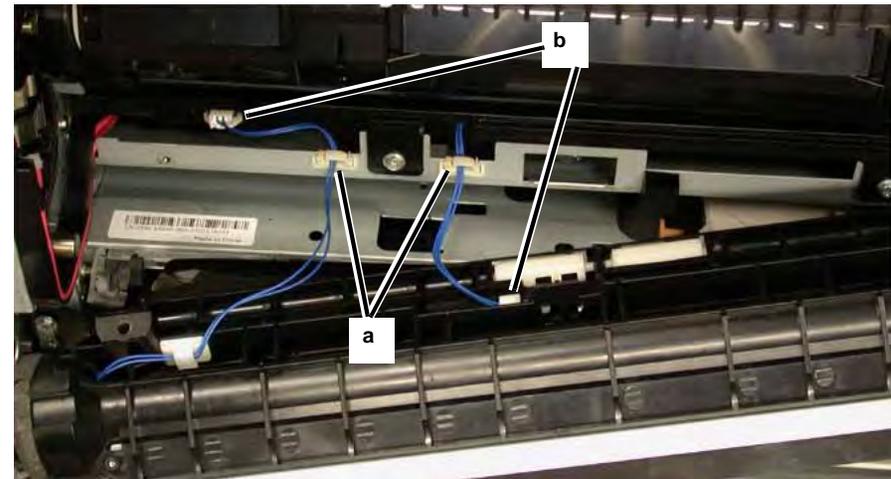


Figure 4 PJ's

Replacement

1. To install, carry out the removal steps in reverse order.

REP 12.1 Integrated Office Finisher

Parts List on [PL 22.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Disconnect the Integrated Office Finisher Wire Harness:
 - (1) Remove the Cover. (Figure 1)

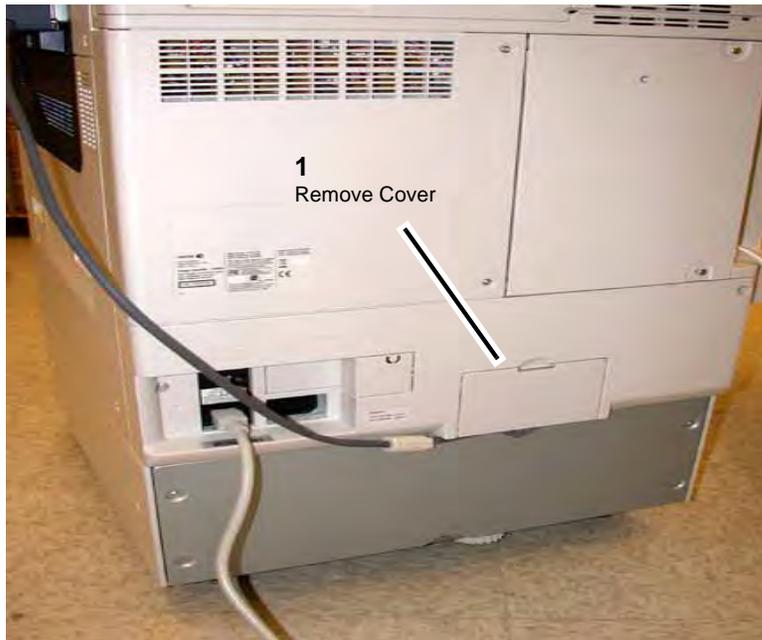


Figure 1 Remove Cover

- (2) Remove Clamp. (Figure 2)
- (3) Disconnect Connectors (2). (Figure 2)

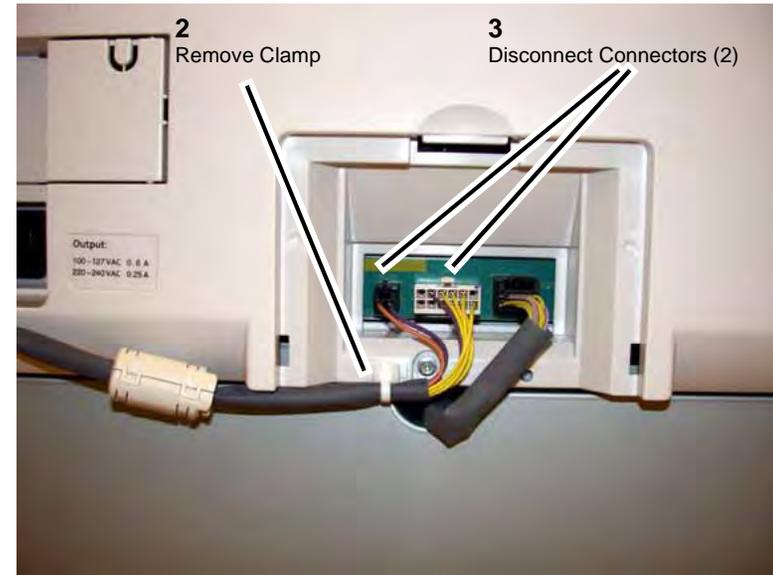


Figure 2 Disconnect Connectors

3. Loosen the Thumb Screws (2) (Figure 3):



Figure 3 Loosen the Thumb Screws

4. Remove the Integrated Office Finisher.

Replacement

1. Reverse the removal procedure for replacement.

REP 12.2 Paddle Belt

Parts List on [PL 22.3](#)

Removal

1. Switch off the power and disconnect the power cord
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Remove the front Pulley ([Figure 1](#)):
 - (1) Remove E-Clip.
 - (2) Remove Flange.
 - (3) Remove Belt from Pulley.
 - (4) Remove Pulley.

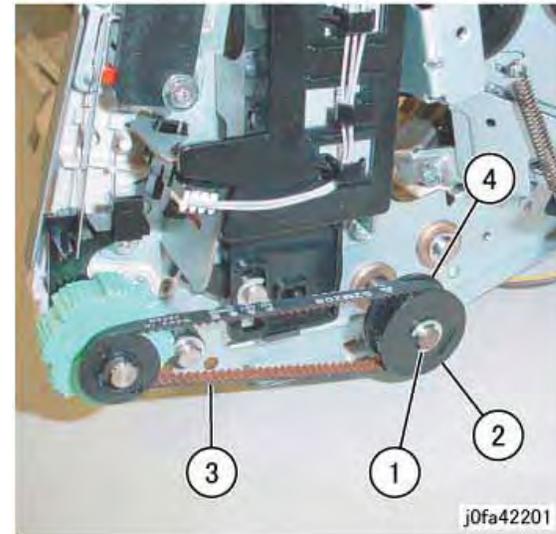


Figure 1 Removing the Pulley

5. Remove the Front Bearing ([Figure 2](#)):
 - (1) Remove Bearing.

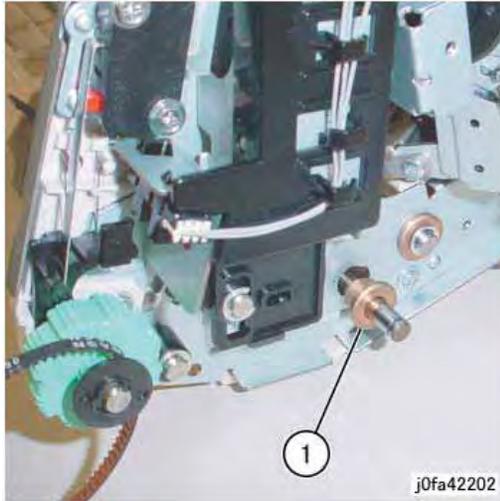


Figure 2 Removing the Front Bearing

6. Remove the Rear Gear (Figure 3)
 - (1)Remove E-Clip.
 - (2)Remove Gear.

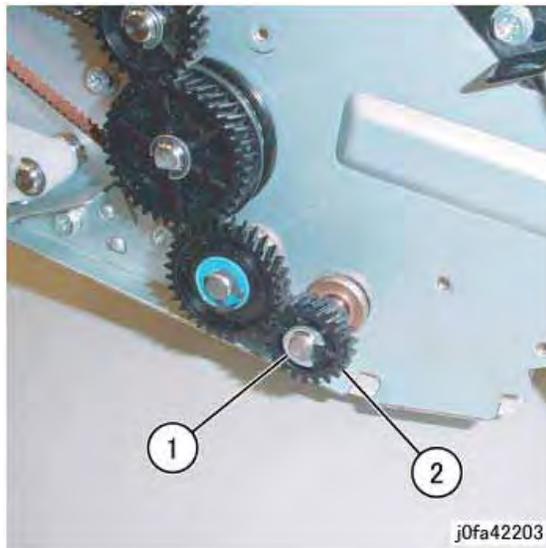


Figure 3 Removing the Gear

7. Remove the Rear Bearing (Figure 4):

- (1)Remove Bearing.

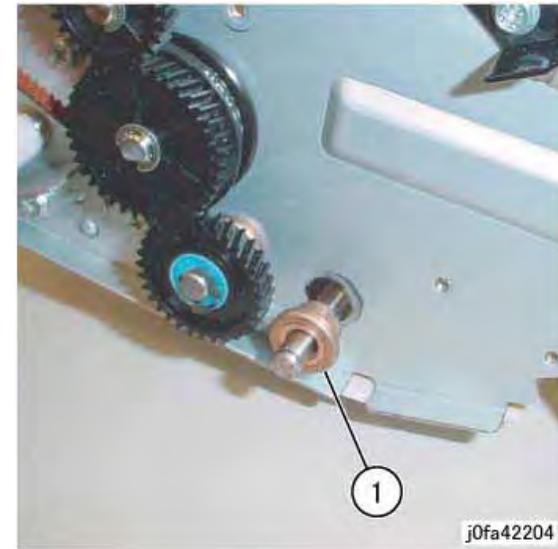


Figure 4 Removing the Bearing

8. Remove the Paddle Link Assembly (Figure 5):
 - (1)Remove Paddle Link Assembly.

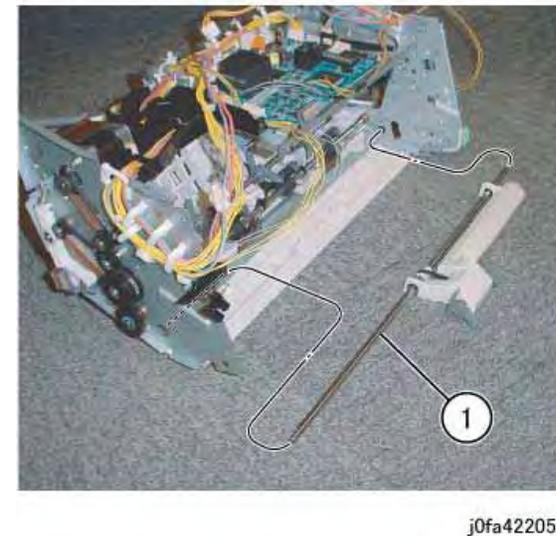


Figure 5 Removing the Paddle Link Assembly

9. Remove the Bearing (Figure 6):

- (1) Remove E-Clip.
- (2) Remove Bearing.

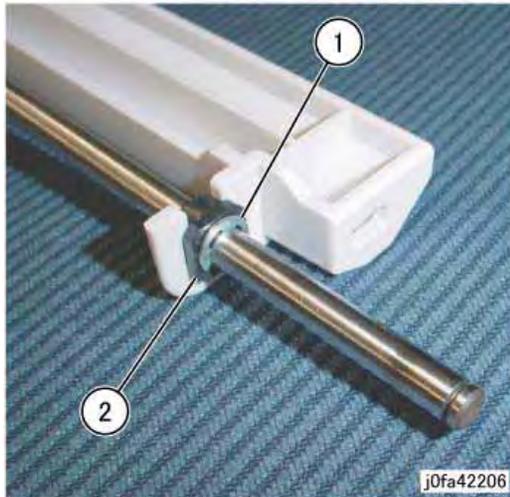


Figure 6 Removing Bearing

10. Remove the Shaft Assembly (Figure 7):

- (1) Remove Paddle Belt from Pulley.
- (2) Remove Shaft Assembly in the direction of the arrow.

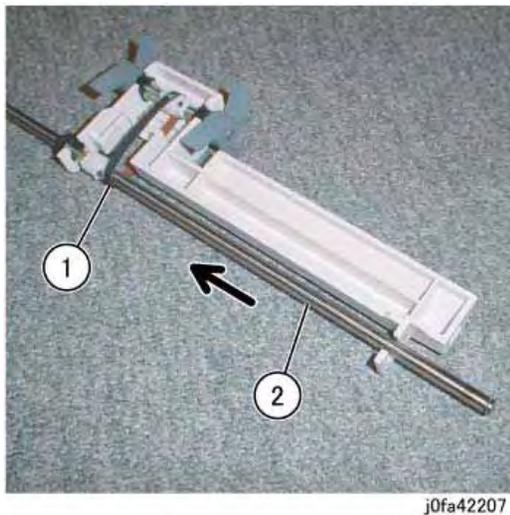


Figure 7 Removing Shaft Assembly

11. Remove the Paddle Belt (Figure 8):

- (1) Remove E-Clips (2).
- (2) Move Bearings (2) in the direction of the arrow.
- (3) Remove Sub Paddle Shaft Assembly.
- (4) Remove Paddle Belt.

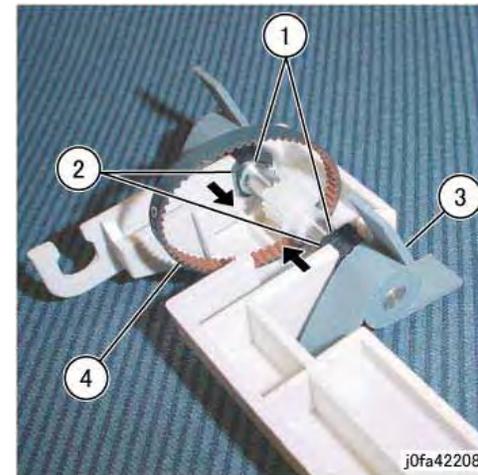


Figure 8 Removing the Paddle Belt

Replacement

1. Reverse the removal procedure for replacement.
2. Install the Paddle Link Assembly as shown in Figure 9.

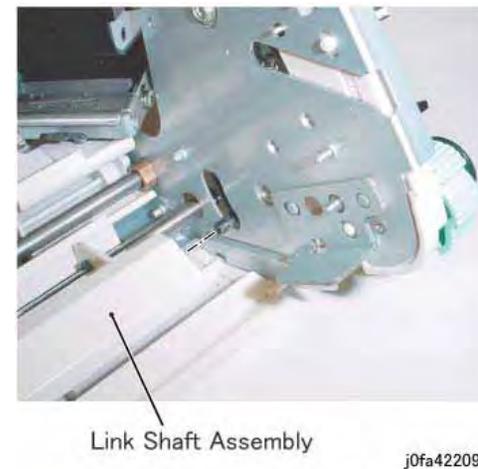


Figure 9 Installing the Paddle Link Assembly

REP 12.3 Sub Paddle Solenoid

Parts List on PL 22.3

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine (REP 12.1).
3. Remove the Inner Front Cover (PL 22.1)
4. Turn over the Integrated Office Finisher.
5. Remove the Bottom Cover (PL 22.2)
6. Disconnect the Connector (Figure 1):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connector.

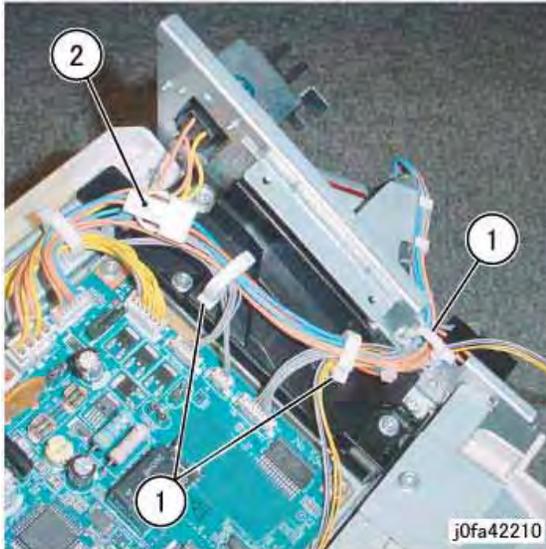


Figure 1 Disconnecting the Connector

7. Turn over the Integrated Office Finisher.
8. Remove the Sub Paddle Solenoid Assembly (Figure 2):
 - (1)Disconnect Connector.
 - (2)Release Wire from Hook.
 - (3)Remove Screws (2).
 - (4)Remove Sub Paddle Solenoid Assembly.

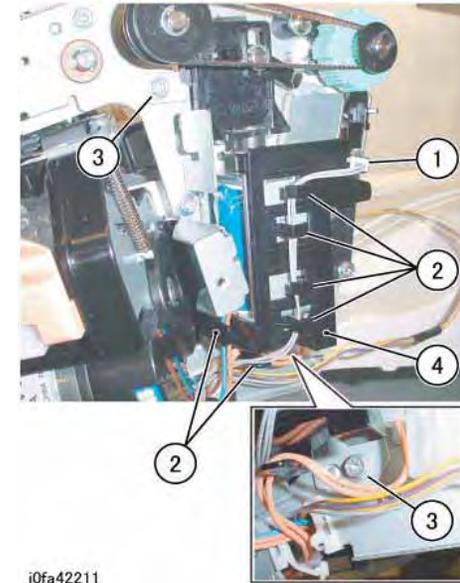


Figure 2 Removing the Sub Paddle Solenoid Assembly

9. Remove the Support (Figure 3):
 - (1)Remove Screw.
 - (2)Remove Support.

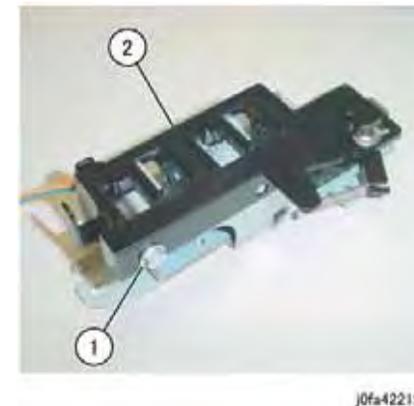
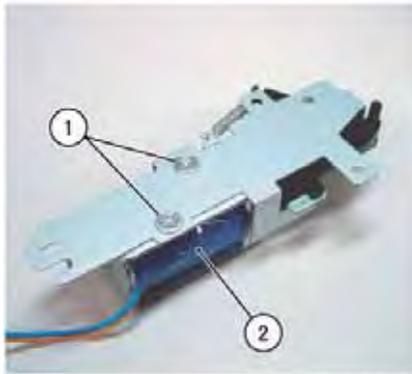


Figure 3 Removing the Support

10. Remove the Sub Paddle Solenoid (Figure 4):
 - (1)Remove Screws (2).
 - (2)Remove the Sub Paddle Solenoid.



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Figure 4 Removing the Sub Paddle Solenoid

Replacement

1. Reverse the removal procedure for replacement.
2. Install the Sub Paddle Assembly as shown in Figure 5.



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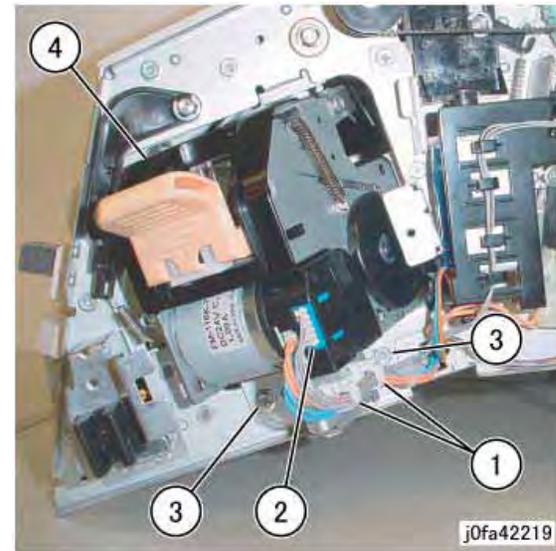
Figure 5 Installing the Sub Paddle Assembly

REP 12.5 Staple Assembly

Parts List on [PL 22.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Staple Assembly ([Figure 1](#)):
 - (1)Remove Clamps (2).
 - (2)Disconnect Connectors (2).
 - (3)Remove Screws (2).
 - (4)Remove Staple Assembly.



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Figure 1 Removing the Staple Assembly

5. Remove the Bracket from the Staple Assembly ([Figure 2](#)):
 - (1)Remove Screws (2).
 - (2)Remove Bracket.



Figure 2 Removing the Bracket

Replacement

1. Reverse the removal procedure for replacement.

REP 12.6 Set Clamp Home Sensor

Parts List on [PL 22.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Rear Cover ([PL 22.1](#))
4. Disconnect the Connector ([Figure 1](#)):
 - (1)Release Clamp and remove the wire.
 - (2)Disconnect Connector.

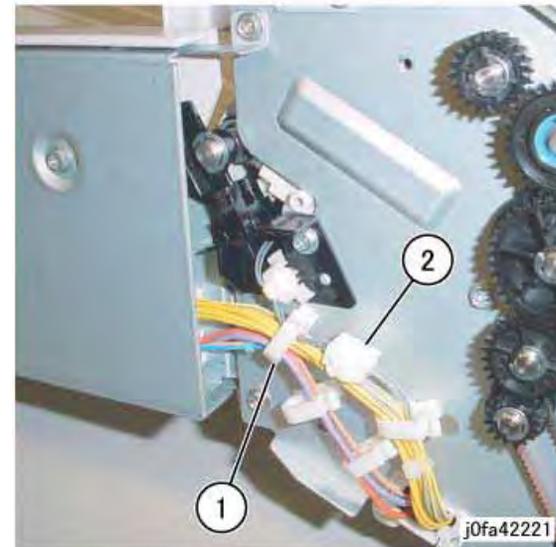


Figure 1 Disconnecting Connector

5. Remove the Set Clamp Home Sensor Assembly ([Figure 2](#)):
 - (1)Remove Screw.
 - (2)Remove Set Clamp Home Sensor Assembly.

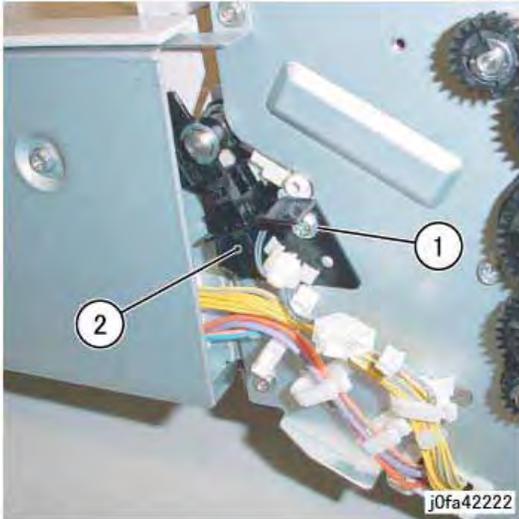


Figure 2 Removing the Set Clamp Home Sensor Assembly

6. Remove the Set Clamp Home Sensor (Figure 3):
 - (1) Remove Set Clamp Home Sensor from Bracket.
 - (2) Disconnect Connector.

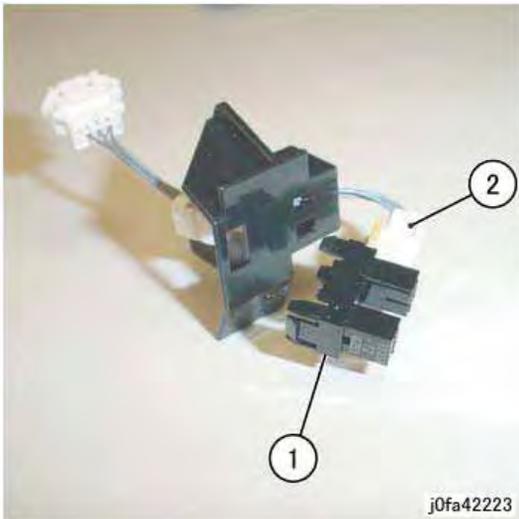


Figure 3 Removing the Set Clamp Home Sensor

Replacement

1. Reverse the removal procedure for replacement.

REP 12.7 Exit Roll Assembly

Parts List on [PL 22.4](#)

Removal

NOTE: The Integrated Office Finisher is available for use in several different machines. The color of the Covers may be different from product to product, however, the repair procedures are the same.

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Remove the Left Cover ([PL 22.2](#))
6. Remove the Upper Frame Section (Figure 1):
 - (1) Remove Screw and Bracket.
 - (2) Remove Screws (2).
 - (3) Remove Screw and Bracket.
 - (4) Remove Screws (2).
 - (5) Remove the Upper Frame Section

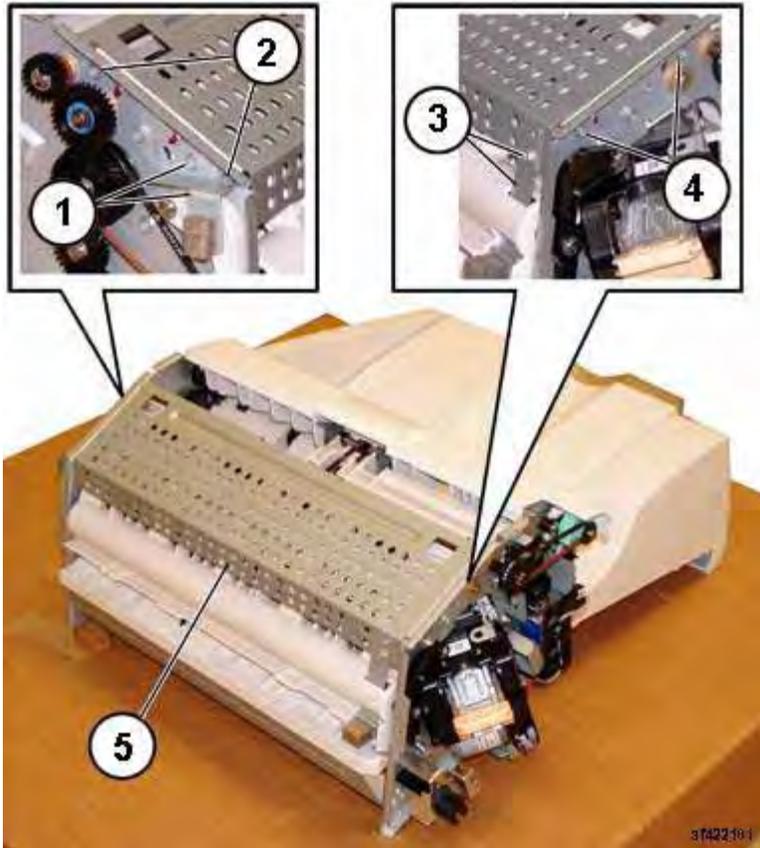


Figure 1 Removing the Upper Frame Section

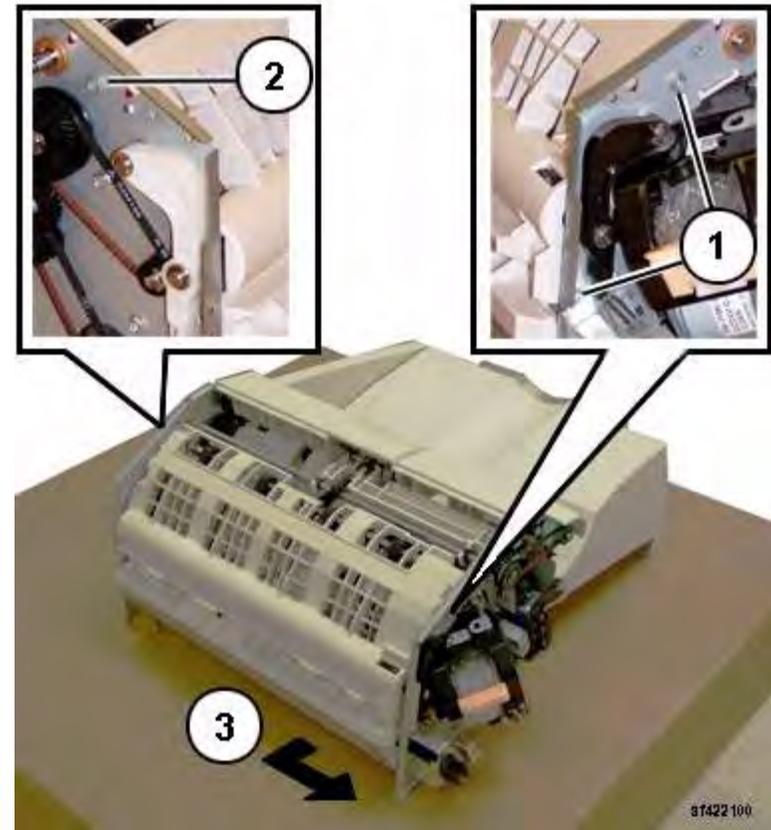


Figure 2 Removing the Upper Chute Assembly

NOTE: The screws do not thread into the Upper Chute. They are used like pins to secure the Upper Chute in place.

7. Remove the Upper Chute Assembly (Figure 2):
 - (1) Remove Screws (2).
 - (2) Remove Screw.
 - (3) Carefully Remove the Upper Chute Assembly.

8. Remove the Exit Roll Assembly (Figure 3):
 - (1) Remove E-ring and Bearing.
 - (2) Remove E-ring and Bearing.
 - (3) Remove the Exit Roll Assembly.

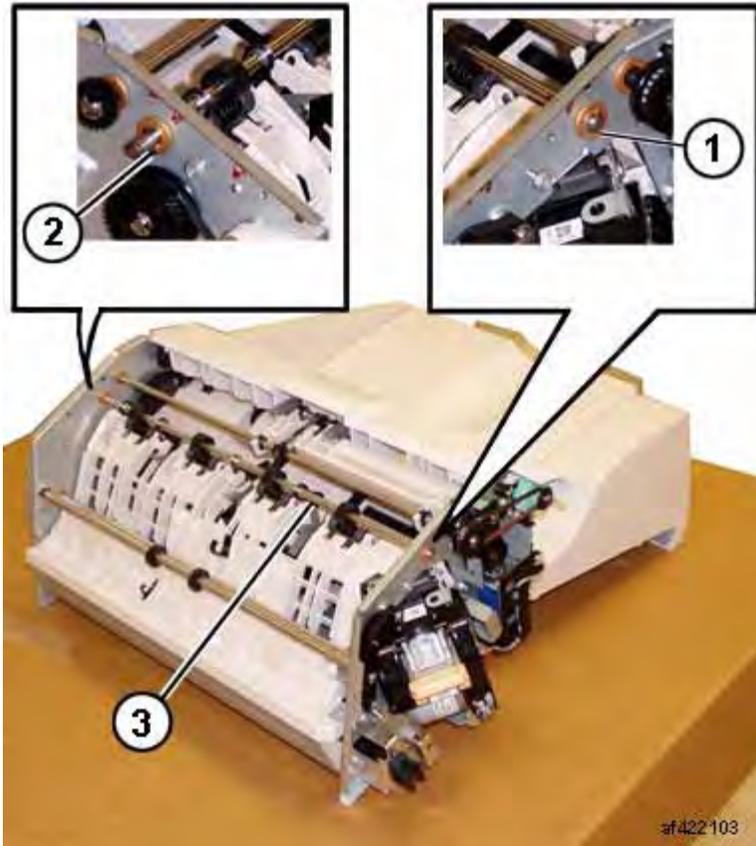


Figure 3 Removing the Exit Roll Assembly

Replacement

1. Reverse the removal procedure for replacement.

NOTE: Ensure that the Paper Guides on the Upper Chute (PL 22.6) are not folded back on top of the Exit Roll Assembly.

REP 12.8 Pinch Roll

Parts List on [PL 22.5](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine (REP 12.1).
3. Remove the Compiler Assembly (REP 12.20)
4. Remove the Pinch Roll (Figure 1):
 - (1) Raise Springs (4) in the direction of the arrow.
 - (2) Remove Pinch Rolls (4).

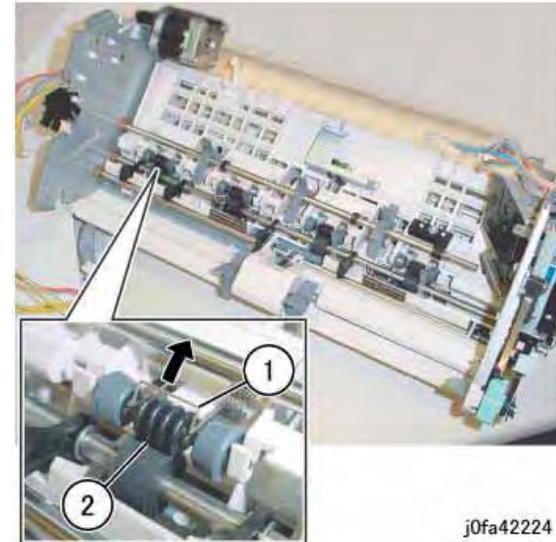


Figure 1 Removing the Pinch Rolls

Replacement

1. Reverse the removal procedure for replacement.

REP 12.9 Finisher Entrance Sensor

Parts List on PL 22.5

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine (REP 12.1).
3. Turn over the Integrated Office Finisher.
4. Remove the Bottom Cover (PL 22.2)
5. Remove the Connector Bracket (Figure 1):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

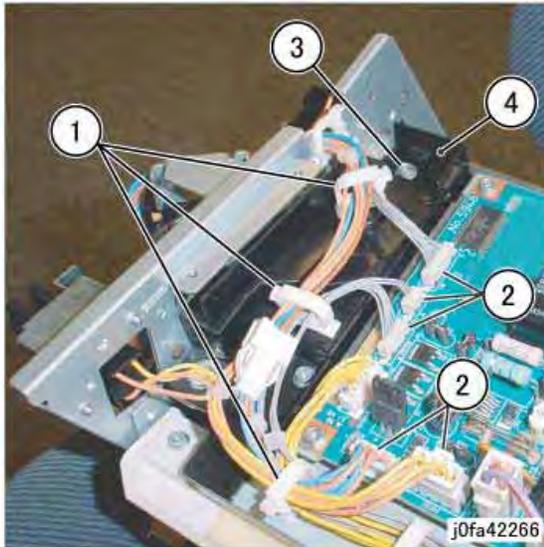


Figure 1 Removing the Connector Bracket

6. Remove the Bottom Plate (Figure 2):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

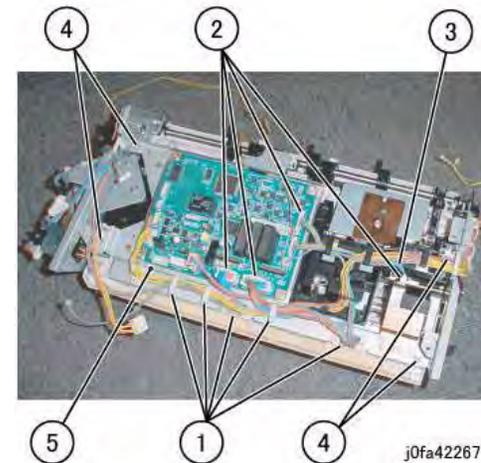


Figure 2 Removing the Bottom Plate

7. Remove the Finisher Entrance Sensor Assembly (Figure 3):
 - (1)Disconnect Connector.
 - (2)Remove Self-tapping Screw.
 - (3)Remove Finisher Entrance Sensor Assembly.

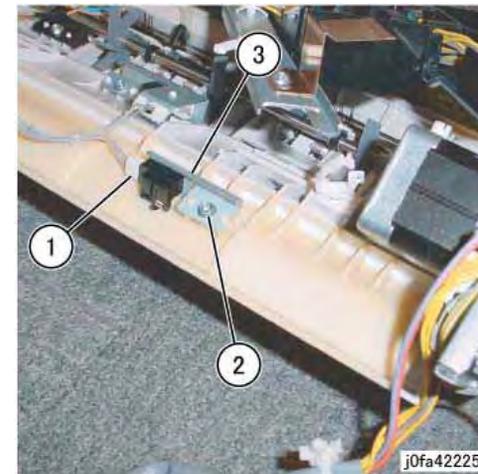
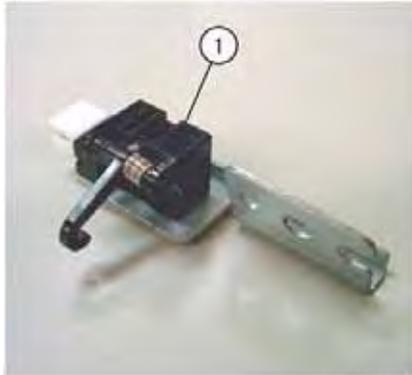


Figure 3 Removing the Finisher Entrance Sensor Assembly

8. Remove the Finisher Entrance Sensor (Figure 4):
 - (1)Remove Finisher Entrance Sensor from Bracket.



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Figure 4 Removing the Finisher Entrance Sensor

Replacement

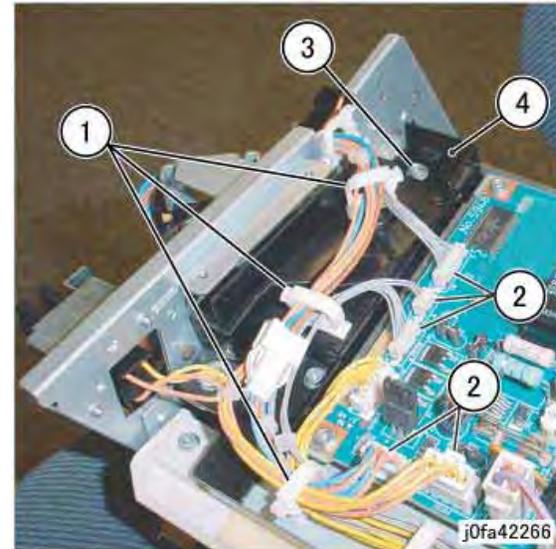
1. Reverse the removal procedure for replacement.

REP 12.10 Compiler Exit Sensor

Parts List on [PL 22.5](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Turn over the Integrated Office Finisher.
4. Remove the Bottom Cover ([PL 22.2](#))
5. Remove the Connector Bracket ([Figure 1](#)):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.



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Figure 1 Removing the Connector Bracket

6. Remove the Bottom Plate ([Figure 2](#)):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Release Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

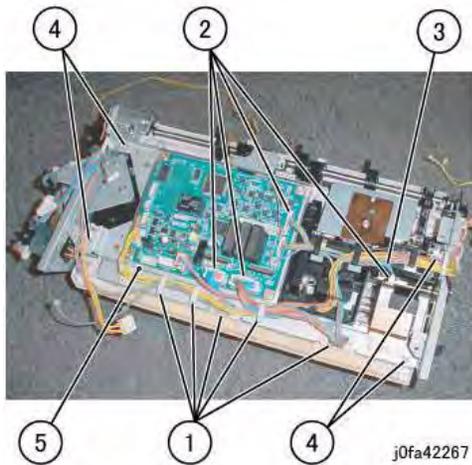


Figure 2 Removing the Bottom Plate

7. Remove the Compiler Exit Sensor Assembly (Figure 3):
 - (1) Remove Screw.
 - (2) Remove Compiler Exit Sensor Assembly.



Figure 3 Removing the Compiler Exit Sensor Assembly

8. Remove the Compiler Exit Sensor (Figure 4):
 - (1) Release Clamps (2) and remove the wire.
 - (2) Disconnect Connector.
 - (3) Remove Compiler Exit Sensor.

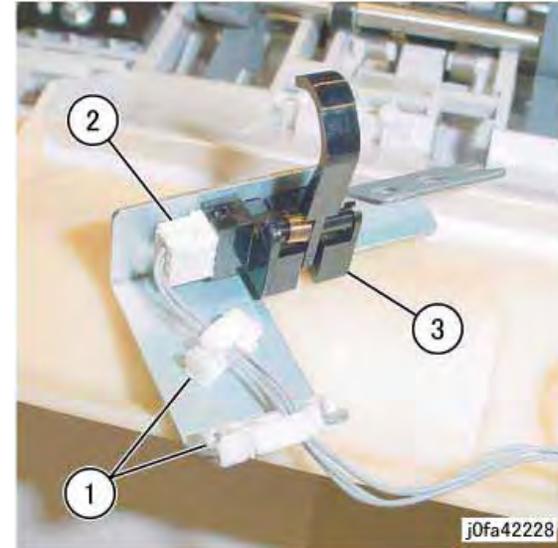


Figure 4 Removing the Compiler Exit Sensor

Replacement

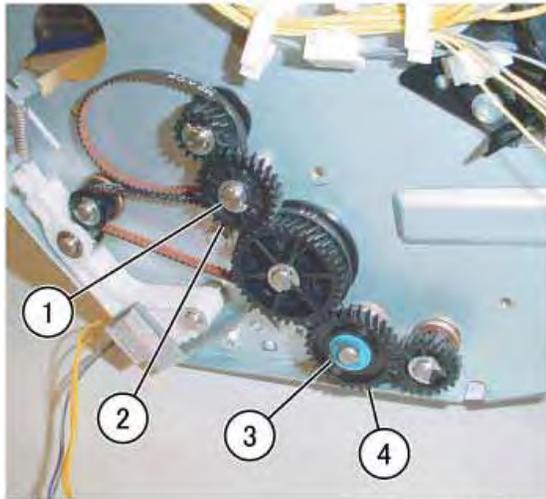
1. Reverse the removal procedure for replacement.

REP 12.11 Main Paddle Shaft Assembly

Parts List on [PL 22.5](#)

Removal

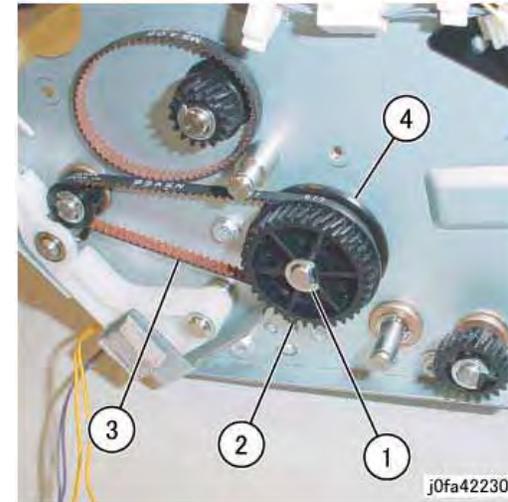
1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Remove the Gear ([Figure 1](#)):
 - (1)Remove E-Clip.
 - (2)Remove Gear.
 - (3)Remove KL-Clip.
 - (4)Remove Gear.



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Figure 1 Removing the Gear

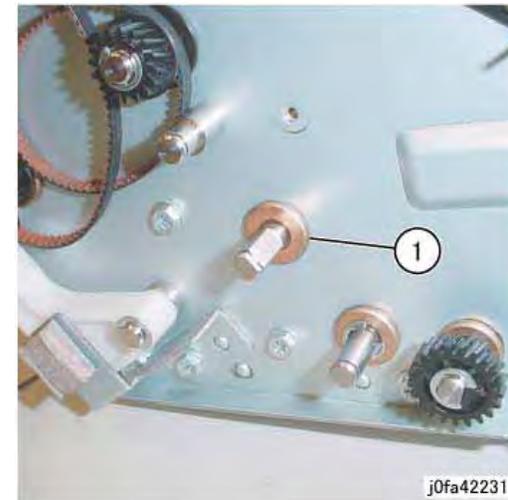
5. Remove the Gear Pulley ([Figure 2](#)):
 - (1)Remove E-Clip.
 - (2)Remove Gear.
 - (3)Remove Flange.



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Figure 2 Removing the Gear Pulley

6. Remove the Bearing ([Figure 3](#)):
 - (1)Remove Bearing.



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Figure 3 Removing the Bearing

7. Remove the Support Bearing from the Entrance Lower Chute Assembly ([Figure 4](#)):
 - (1)Remove Self-tapping Screw.
 - (2)Remove Support Bearing.

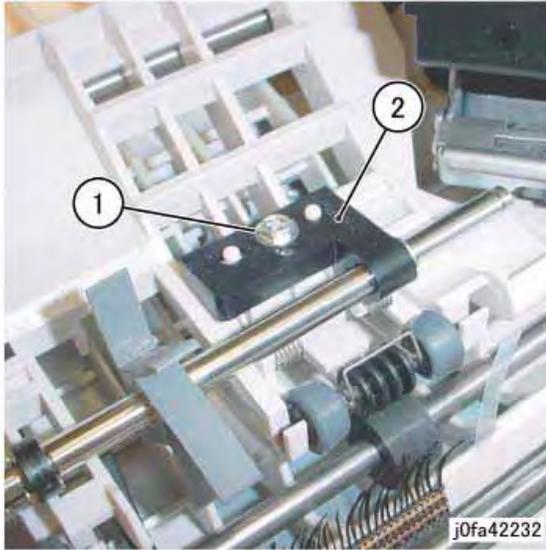


Figure 4 Removing the Support Bearing

8. Remove the Main Paddle Shaft Assembly (Figure 5):
(1)Remove Main Paddle Shaft Assembly.

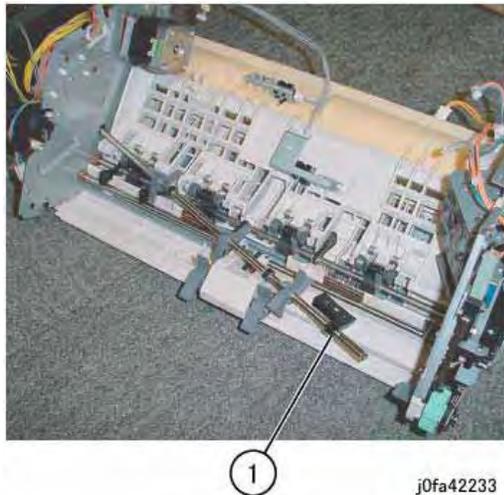


Figure 5 Removing the Main Paddle Shaft Assembly

9. Remove the Support Bearing from the Main Paddle Shaft Assembly (Figure 6):
(1)Remove E-Clip.

(2)Remove Support Bearing.

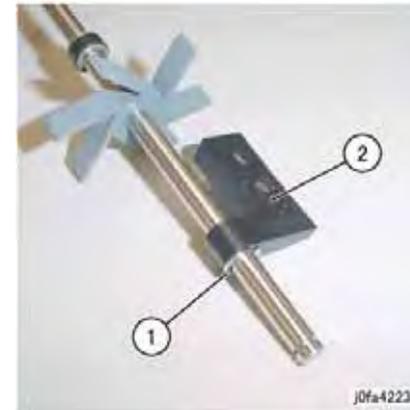


Figure 6 Removing the Support Bearing

Replacement

1. Reverse the removal procedure for replacement.

REP 12.12 Lower Chute Assembly

Parts List on [PL 22.5](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Turn over the Integrated Office Finisher (Transport).
5. Remove the Stapler Assembly ([Figure 1](#)):
(1)Release Clamps (2) and remove the wire.
(2)Disconnect Connectors (2).
(3)Remove Screws (2).
(4)Remove Stapler Assembly.

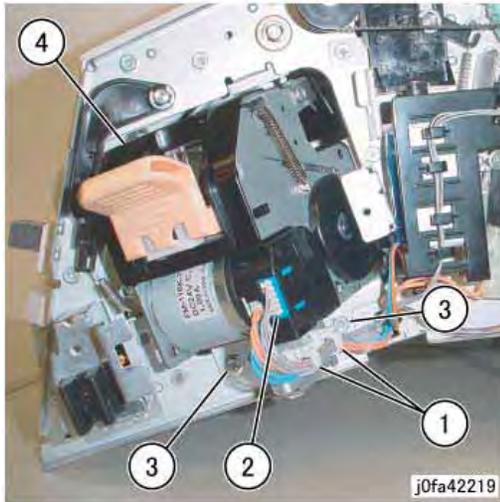


Figure 1 Removing the Stapler Assembly

6. Turn over the Integrated Office Finisher.
7. Remove the Transport Motor ([Figure 2](#)):
(1)Remove Screws (2).
(2)Remove Belt from Pulley.
(3)Remove Transport Motor.

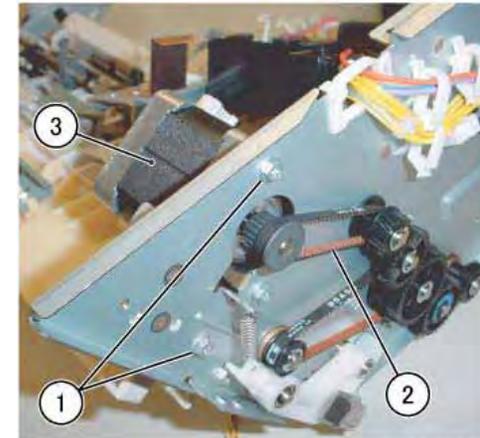


Figure 2 Removing the Transport Motor

8. Remove the Gear ([Figure 3](#)):
(1)Remove E-Clip.
(2)Remove Gear.
(3)Remove KL-Clip.
(4)Remove Gear.

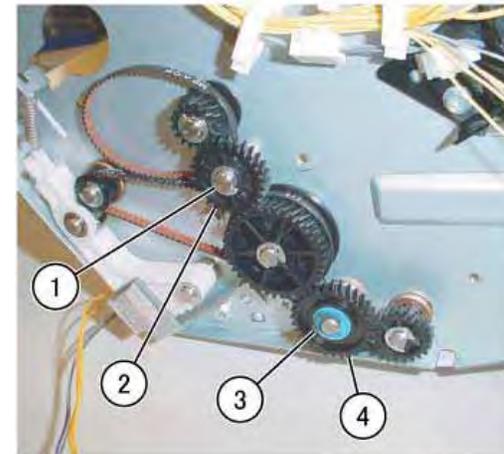


Figure 3 Removing the Gear

9. Remove the Gear Pulley ([Figure 4](#)):
(1)Remove E-Clip.

- (2)Remove Gear.
- (3)Remove Pulley from Belt.
- (4)Remove Flange.

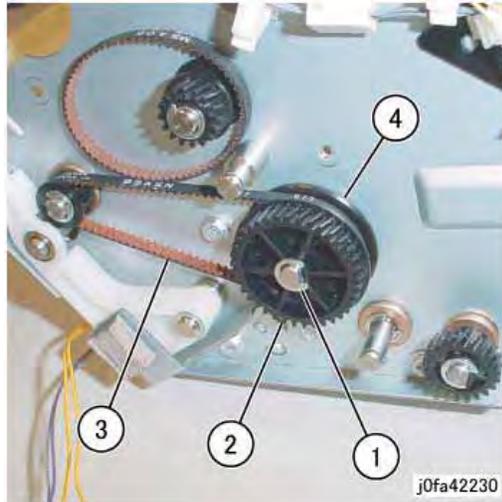


Figure 4 Removing the Gear Pulley

- 10. Remove the Bearing (Figure 5):
- (1)Remove the Bearing.

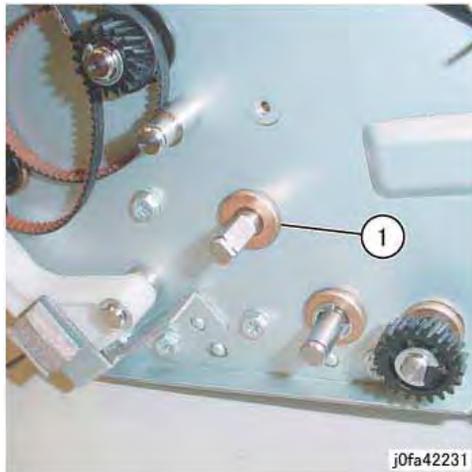


Figure 5 Removing the Bearing

- 11. Remove the Entrance Lower Chute Assembly (Figure 6):
- (1)Remove Screws (2).

- (2)Loosen Screws (2).
- (3)Remove Entrance Lower Chute Assembly.

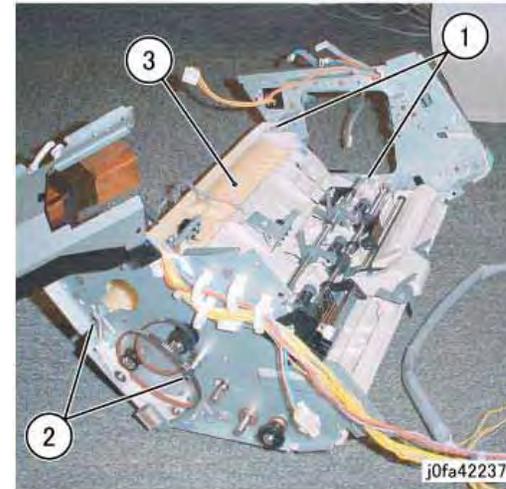


Figure 6 Removing the Entrance Lower Chute Assembly

Replacement

- 1. Reverse the removal procedure for replacement.

REP 12.13 Entrance Roll Assembly

Parts List on [PL 22.6](#)

Removal

NOTE: The Integrated Office Finisher is available for use in several different machines. The color of the Covers may be different from product to product, however, the repair procedures are the same.

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Remove the Left Cover ([PL 22.2](#))
6. Remove the Upper Frame Section ([Figure 1](#)):
 - (1)Remove Screw and Bracket.
 - (2)Remove Screws (2).
 - (3)Remove Screw and Bracket.
 - (4)Remove Screws (2).
 - (5)Remove the Upper Frame Section

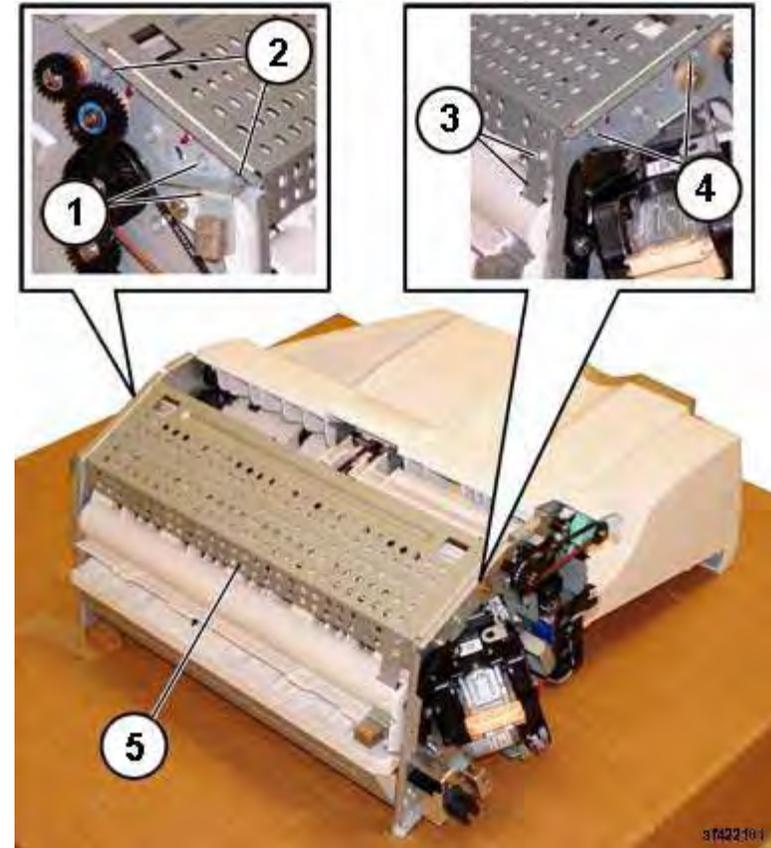


Figure 1 Removing the Upper Frame Section

NOTE: The screws do not thread into the Upper Chute. They are used like pins to secure the Upper Chute in place.

7. Remove the Upper Chute Assembly ([Figure 2](#)):
 - (1)Remove Screws (2).
 - (2)Remove Screw.
 - (3)Carefully Remove the Upper Chute Assembly.

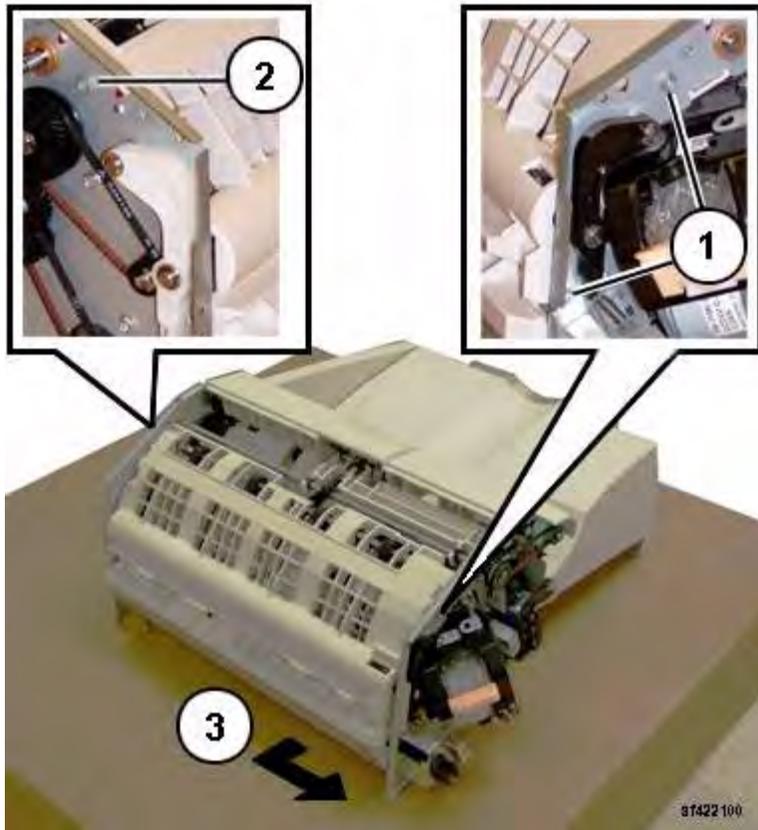


Figure 2 Removing the Upper Chute Assembly

8. Remove the Entrance Roll Assembly (Figure 3):

- (1) Disconnect Spring.
- (2) Remove E-Rings (2).

NOTE: Capture the Bearing

- (3) Remove Arm.
- (4) Slide Shaft out of the Bearing in the Arm.

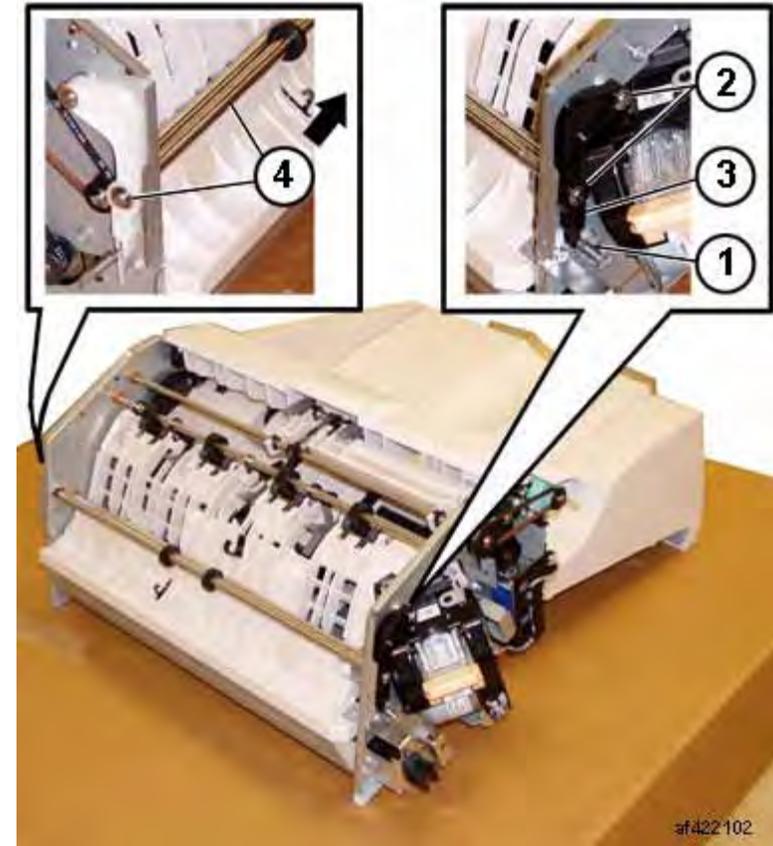


Figure 3 Removing the Gear

Replacement

- 1. Reverse the removal procedure for replacement.

NOTE: Ensure that the Paper Guides on the Upper Chute (PL 22.6) are not folded back on top of the Exit Roll Assembly.

REP 12.14 Upper Chute Assembly

Parts List on [PL 22.6](#)

Removal

NOTE: The Integrated Office Finisher is available for use in several different machines. The color of the Covers may be different from product to product, however, the repair procedures are the same.

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Remove the Left Cover ([PL 22.2](#))
6. Remove the Upper Frame Section ([Figure 1](#)):
 - (1)Remove Screw and Bracket.
 - (2)Remove Screws (2).
 - (3)Remove Screw and Bracket.
 - (4)Remove Screws (2).
 - (5)Remove the Upper Frame Section

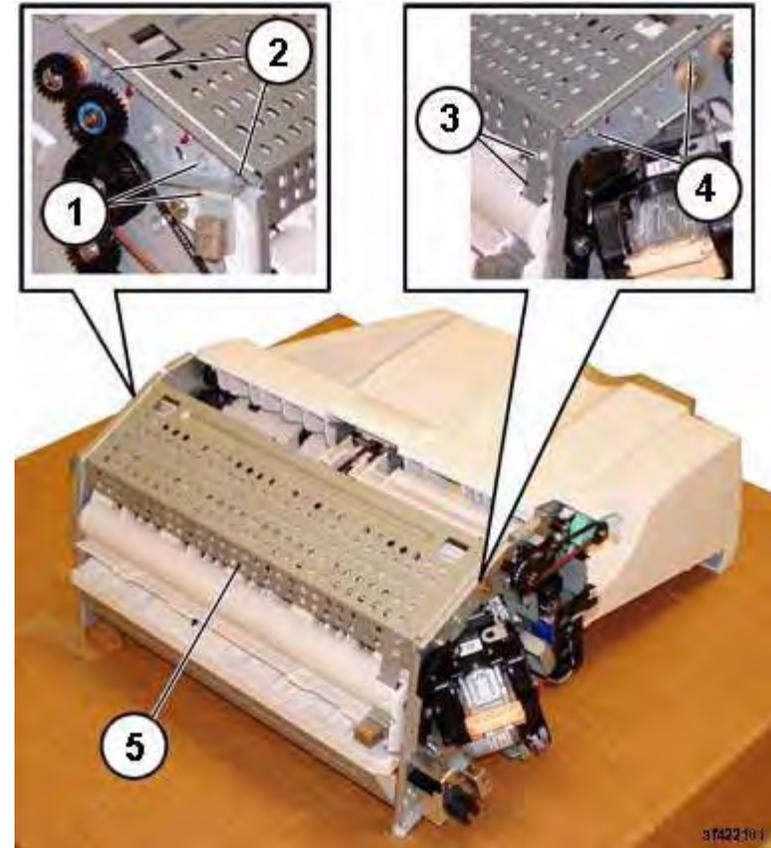


Figure 1 Removing the Upper Frame Section

NOTE: The screws do not thread into the Upper Chute. They are used like pins to secure the Upper Chute in place.

7. Remove the Upper Chute Assembly ([Figure 2](#)):
 - (1)Remove Screws (2).
 - (2)Remove Screw.
 - (3)Carefully Remove the Upper Chute Assembly.

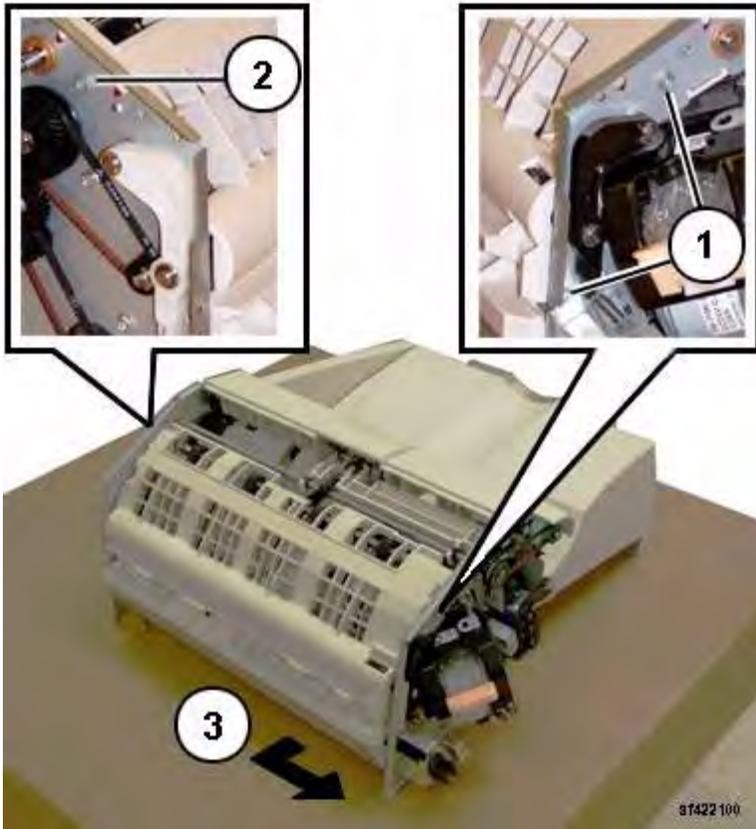


Figure 2 Removing the Upper Chute Assembly

Replacement

1. Reverse the removal procedure for replacement.

NOTE: Ensure that the Paper Guides (PL 22.6) are not folded back on top of the Exit Roll Assembly.

REP 12.15 Finisher PWB

Parts List on [PL 22.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine (REP 12.1).
3. Turn over the Finisher.
4. Remove the Bottom Cover (PL 22.2)
5. Remove the Finisher PWB (Figure 1):
 - (1) Disconnect Connectors (12).
 - (2) Remove Screws (4).
 - (3) Remove Finisher PWB.

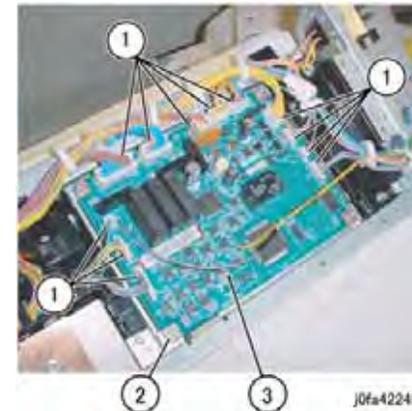


Figure 1 Removing the Finisher PWB

Replacement

1. Reverse the removal procedure for replacement.

REP 12.16 Stacker Tray Assembly

Parts List on [PL 22.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Turn over the Integrated Office Finisher.
6. Remove the Bottom Cover ([PL 22.2](#))
7. Remove the Tray Cover ([PL 22.2](#))
8. Disconnect Connector ([Figure 1](#)):
 - (1)Release Clamp.
 - (2)Remove Clamp.
 - (3)Release and remove Wire from Hook.
 - (4)Release Clamp.
 - (5)Disconnect Connector.
 - (6)Release and remove Wire from Hook.

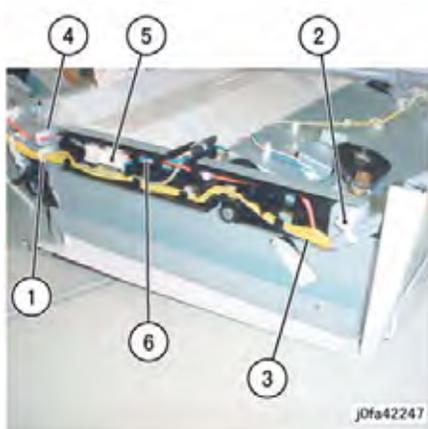


Figure 1 Disconnecting the Connector

9. Release the Clamps and the Hook to remove the wire ([Figure 2](#)):
 - (1)Release Clamps (5).
 - (2)Remove Wire from Hook.

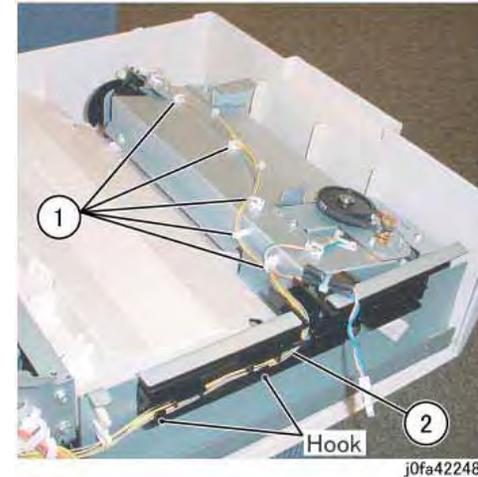


Figure 2 Disconnecting the Wire

10. Remove the Stacker Sensor Assembly ([Figure 3](#)):
 - (1)Remove Screw.
 - (2)Remove Stacker Sensor Assembly.
 - (3)Release Clamps (4).
 - (4)Disconnect Connectors (2).

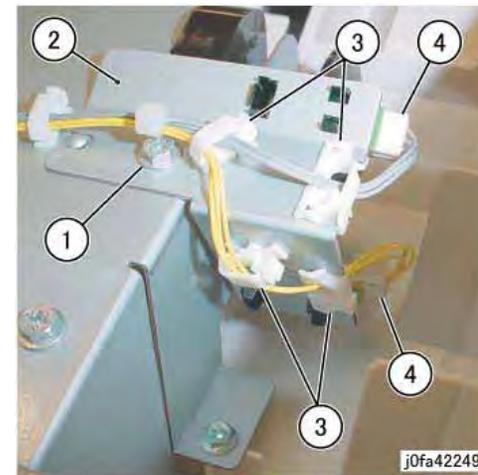


Figure 3 Removing the Stacker Sensor Assembly

11. Remove the Stacker Tray Assembly ([Figure 4](#)):
 - (1)Remove Screws (5).
 - (2)Remove Stacker Tray Assembly.

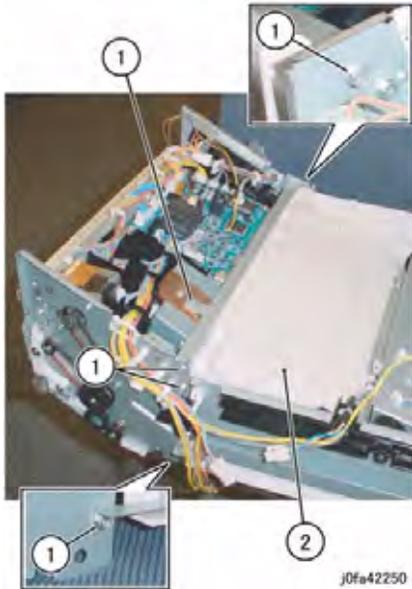


Figure 4 Removing the Stacker Tray Assembly

Replacement

1. Reverse the removal procedure for replacement.
2. Install the Stacker Tray Assembly and Integrated Office Finisher as shown in [Figure 5](#).



Figure 5 Installing the Stacker Tray Assembly

REP 12.17 Stacker Shaft Assembly

Parts List on [PL 22.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Rear Cover ([PL 22.1](#))
4. Turn over the Integrated Office Finisher.
5. Remove the Tray Cover ([PL 22.2](#))
6. Remove the rear Bracket ([Figure 1](#)):
 - (1) Remove Screw.
 - (2) Remove Bracket.

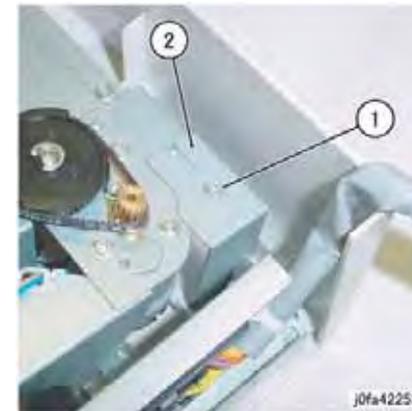


Figure 1 Removing the Rear Bracket

7. Remove the front Bracket ([Figure 2](#)):
 - (1) Remove Screw.
 - (2) Remove Bracket.

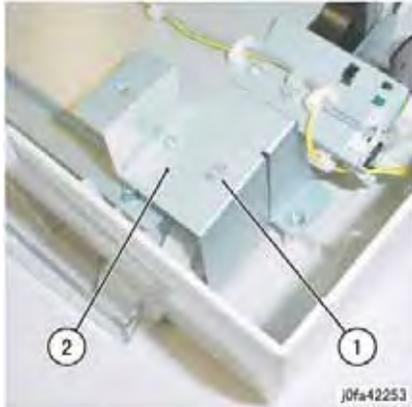


Figure 2 Removing the Front Bracket

8. Remove the Top Tray (Figure 3):
 - (1) Raise Integrated Office Finisher slightly in the direction of the arrow.
 - (2) Remove Top Tray.



Figure 3 Removing the Top Tray

9. Disconnect Connector (Figure 4):
 - (1) Release Clamps (5) and remove the wire.
 - (2) Release Wire from Hook.
 - (3) Disconnect Connector.

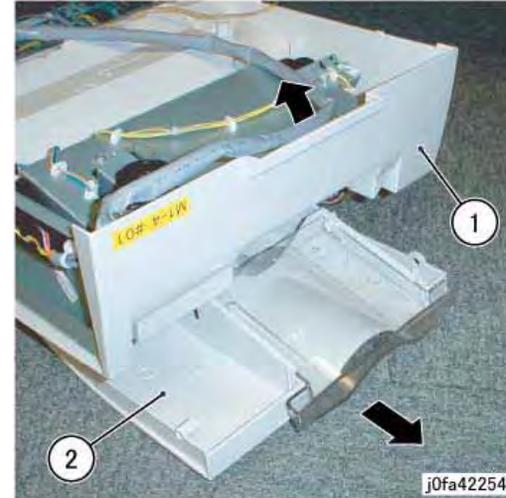


Figure 4 Disconnecting the Connector

10. Remove the Stacker Sensor Assembly (Figure 5):
 - (1) Remove Screw.
 - (2) Remove Stacker Sensor Assembly.
 - (3) Remove Wire from Clamps (5)

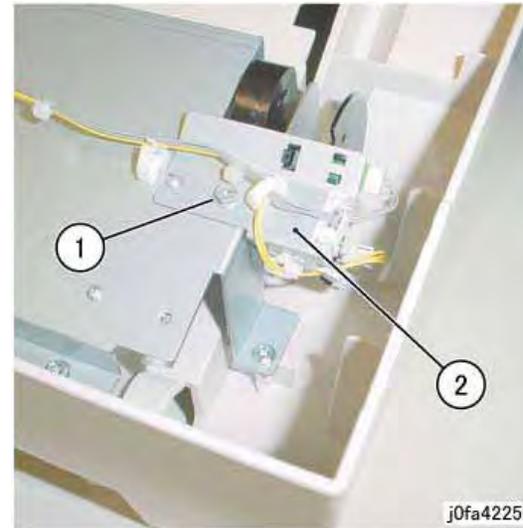


Figure 5 Removing the Stacker Sensor Assembly

11. Remove the Stacker Assembly (Figure 6):

- (1)Remove Self-tapping Screws (5).
- (2)Remove Screw.
- (3)Remove Stacker Assembly.

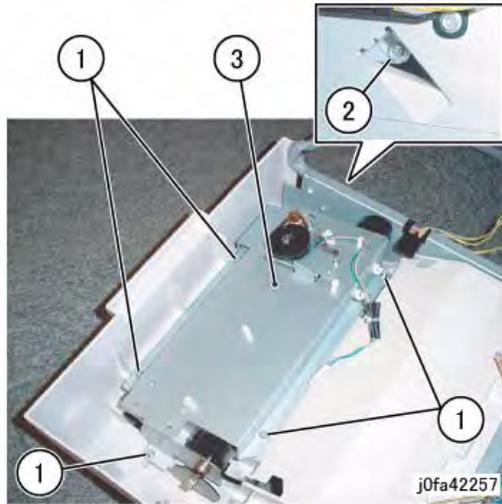


Figure 6 Removing the Stacker Assembly

- 12. Remove the Actuator (Figure 7):
- (1)Unhook.
- (2)Remove Actuator.

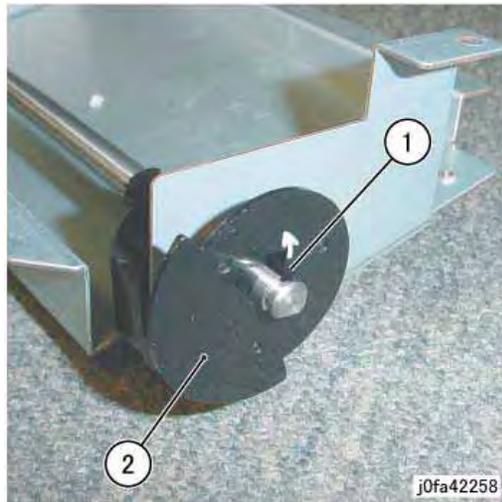


Figure 7 Removing the Actuator

- 13. Move the Bearing (Figure 8):
- (1)Remove E-Clip.
- (2)Move Bearing in the direction of the arrow.

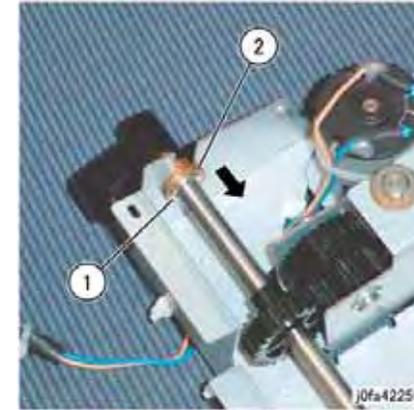


Figure 8 Moving the Bearing

- 14. Remove the Stacker Shaft Assembly (Figure 9):
- (1)Remove Stacker Shaft Assembly in the direction of the arrow.

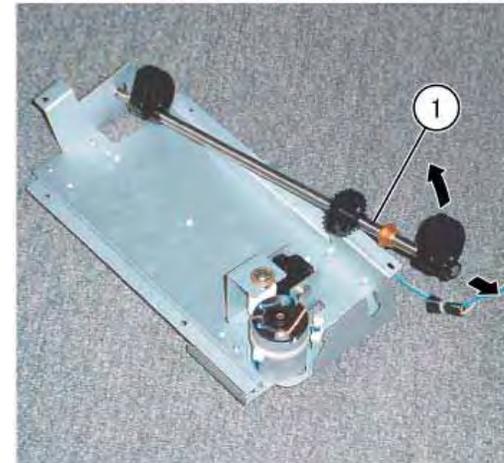


Figure 9 Removing the Stacker Shaft Assembly

Replacement

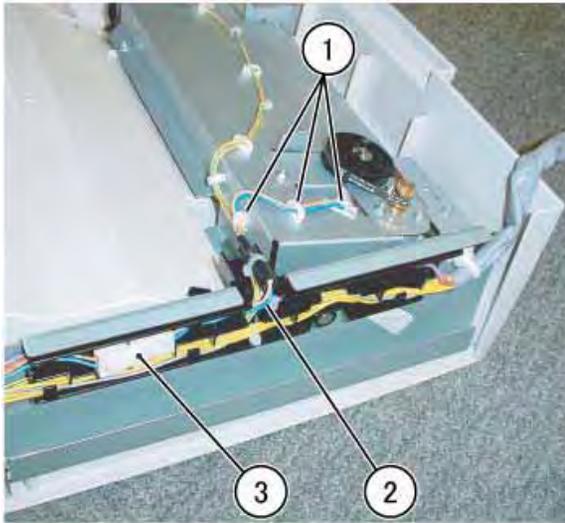
- 1. Reverse the removal procedure for replacement.

REP 12.18 Stacker Motor

Parts List on PL 22.8

Removal

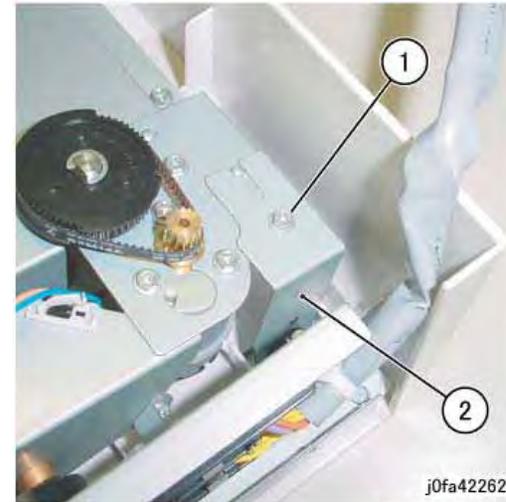
1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine (REP 12.1).
3. Remove the Rear Cover (PL 22.1)
4. Turn over the Integrated Office Finisher.
5. Remove the Tray Cover (PL 22.2)
6. Disconnect the Connector (Figure 1):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Release Wire from Hook.
 - (3)Disconnect Connector.



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Figure 1 Disconnecting the Connector

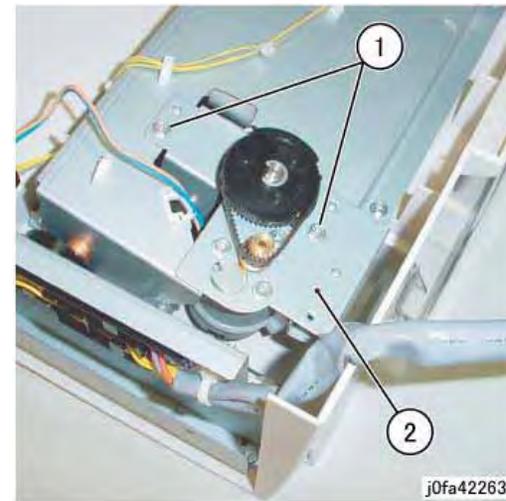
7. Remove the Bracket (Figure 2):
 - (1)Remove Screw.
 - (2)Remove Bracket.



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Figure 2 Removing the Bracket

8. Remove the Stacker Motor Assembly (Figure 3):
 - (1)Remove Screws (2).
 - (2)Remove Stacker Motor Assembly.



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Figure 3 Removing the Stacker Motor Assembly

9. Remove the Stacker Motor (Figure 4):
 - (1)Remove Screws (3).
 - (2)Remove Belt from Pulley.

(3)Remove Stacker Motor.

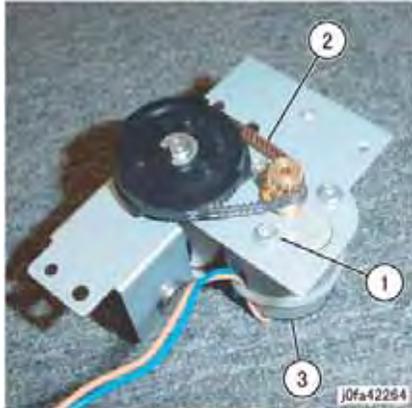


Figure 4 Removing the Stacker Motor)

Replacement

1. Reverse the removal procedure for replacement.
2. Install the Stacker Motor as shown in [Figure 5](#).

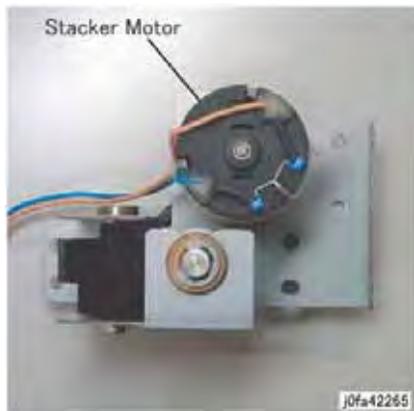


Figure 5 Installing the Stacker Motor

REP 12.19 Stacker Sensor

Parts List on [PL 22.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Rear Cover ([PL 22.1](#))
4. Turn over the Integrated Office Finisher.
5. Remove the Tray Cover ([PL 22.2](#))
6. Remove the Stacker Sensor Assembly ([Figure 1](#)):
 - (1)Release the wire from the Clamp.
 - (2)Remove Screw.
 - (3)Remove Stacker Sensor Assembly.
 - (4)Disconnect the Sensor Connector and remove Sensor from Bracket (5)

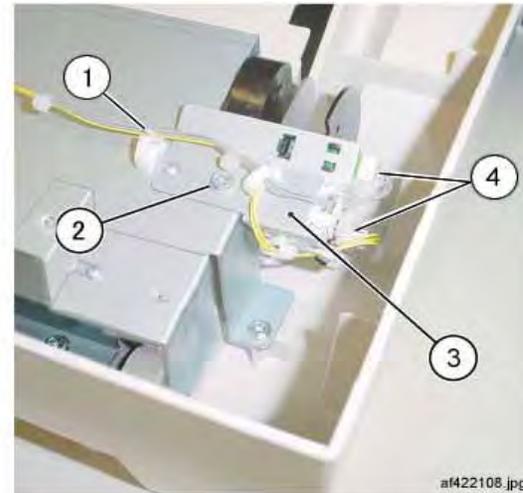


Figure 1 Removing the Stacker Stack Sensor Assembly

Replacement

1. Reverse the removal procedure for replacement.

REP 12.20 Compiler Assembly

Parts List on [PL 22.9](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Turn over the Integrated Office Finisher.
6. Remove the Bottom Cover ([PL 22.2](#))
7. Remove the Tray Cover ([PL 22.2](#))
8. Remove the Connector Bracket ([Figure 1](#)):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

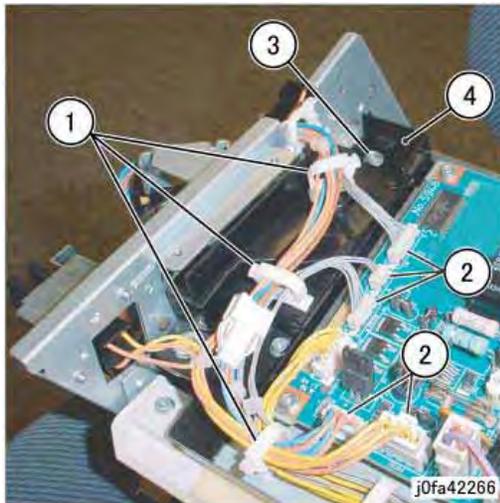


Figure 1 Removing the Connector Bracket

9. Remove the Bottom Plate ([Figure 2](#)):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

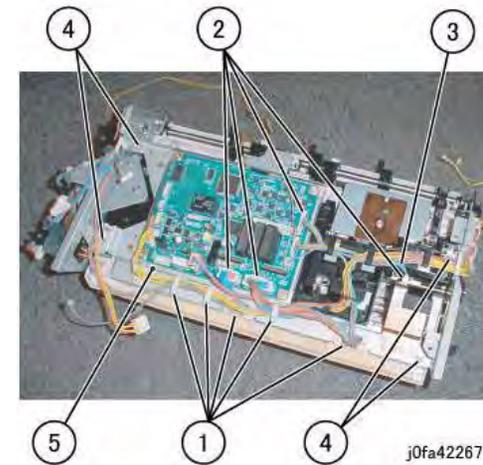


Figure 2 Removing the Bottom Plate

10. Release the Clamp from the wire ([Figure 3](#)):
 - (1)Release Clamp and remove the wire.

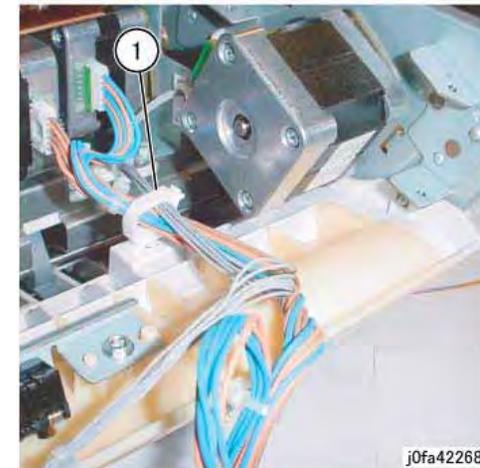


Figure 3 Releasing the Clamp

11. Remove the Stacker Tray ([Figure 4](#)):
 - (1)Release wires from Clamps (5)
 - (2)Disconnect the Connector
 - (3)Remove Screws (7)
 - (4)Remove the Stacker Tray

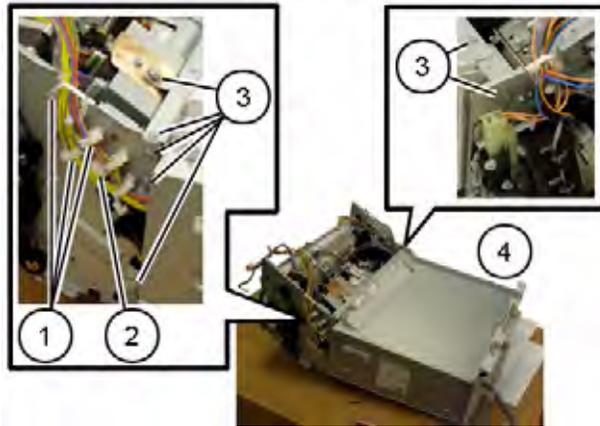


Figure 4 Removing the Stacker Tray

12. Remove the front Self-tapping Screw (Figure 5):
 (1) Remove Self-tapping Screw.



Figure 5 Removing the Self-tapping Screw

13. Remove the rear Screw (Figure 6):
 (1) Remove Screw.

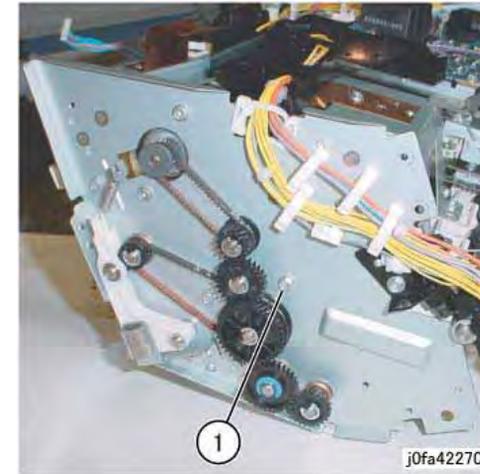


Figure 6 Removing the Screw

14. Remove the Compiler Assembly (Figure 7):
 (1) Remove Compiler Assembly.

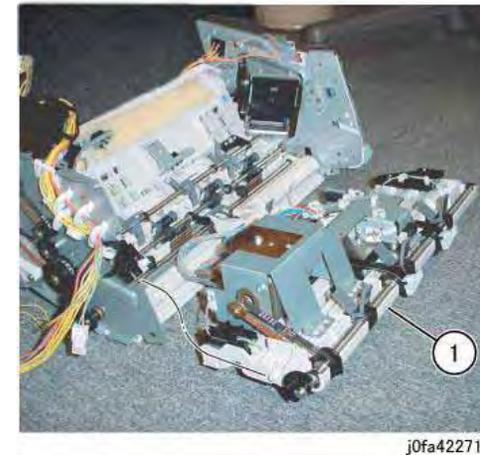


Figure 7 Removing the Compiler Assembly

Replacement

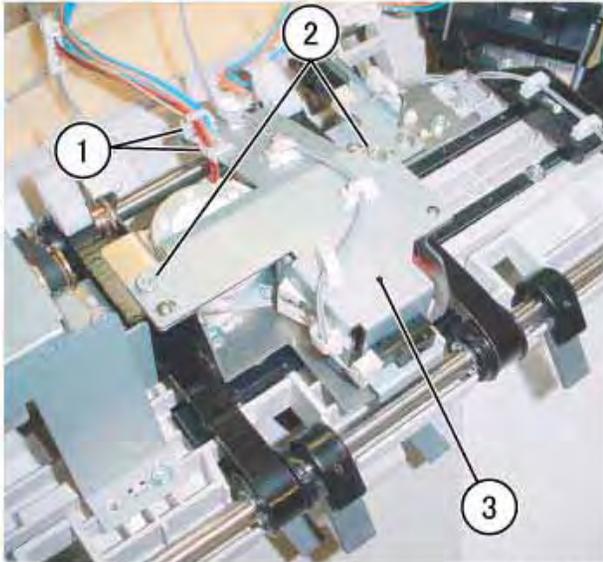
1. Reverse the removal procedure for replacement.

REP 12.21 Set Clamp Shaft

Parts List on [PL 22.9](#)

Removal

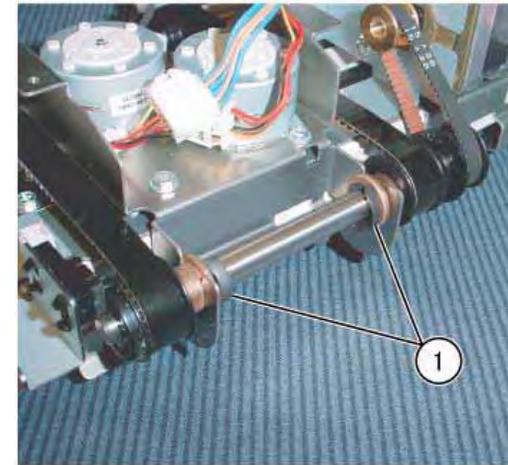
1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([PL 22.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Remove the Bracket Assembly ([Figure 1](#)):
 - (1)Release Clamps (2) and remove the wire.
 - (2)Remove Screws (2).
 - (3)Remove Bracket Assembly.



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Figure 1 Removing the Bracket Assembly

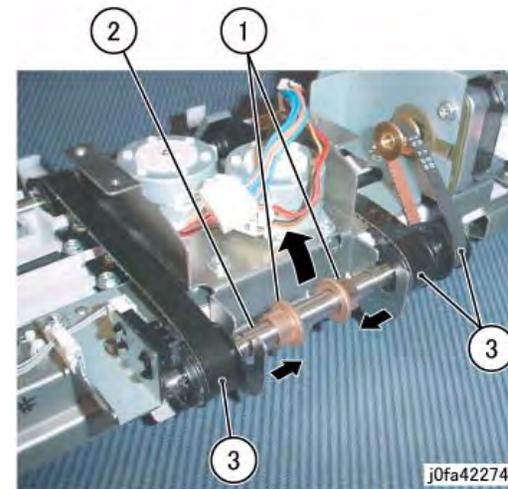
5. Remove the KL-Clips from the Eject Shaft ([Figure 2](#)):
 - (1)Remove KL-Clips (2).



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Figure 2 Removing the KL-Clips

6. Remove the Eject Shaft from the Front/Rear Tamper Motor Assembly ([Figure 3](#)):
 - (1)Move Bearings (2) in the direction of the arrow.
 - (2)Remove Eject Shaft in the direction of the arrow.
 - (3)Remove Belt from Pulley.



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Figure 3 Removing the Eject Shaft

7. Remove the Actuator and the Bearing ([Figure 4](#)):
 - (1)Remove E-Clip.

- (2)Remove Actuator.
- (3)Remove E-Clip.
- (4)Remove Bearing.

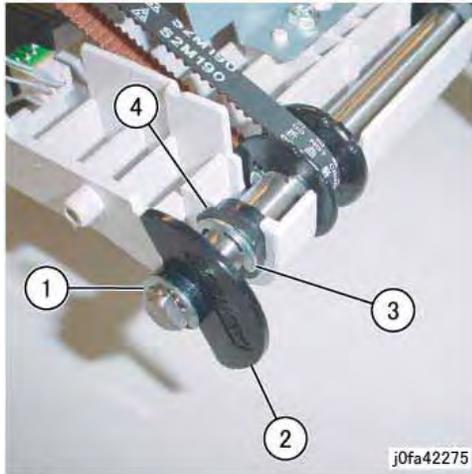


Figure 4 Removing the Actuator and Bearing

- 8. Remove the Bearing (Figure 5):
- (1)Remove E-Clip.
- (2)Remove Bearing.

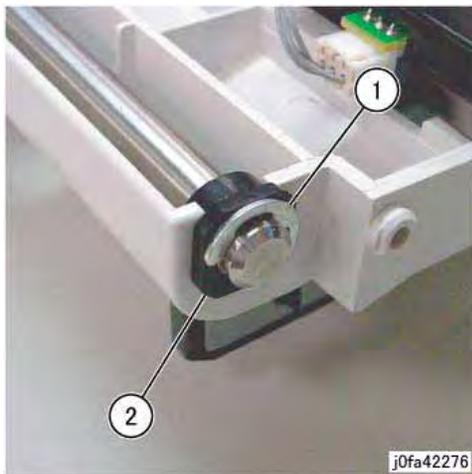


Figure 5 Removing the Bearing

- 9. Remove the Set Clamp Shaft (Figure 6):
- (1)Move Set Clamp Shaft in the direction of the arrow.

- (2)Remove Belts (3) from Pulleys (3).
- (3)Remove Set Clamp Shaft in the direction of the arrow.

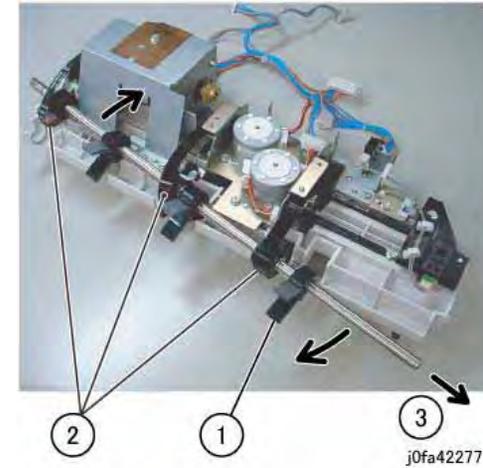


Figure 6 Removing the Set Clamp Shaft

Replacement

- 1. Reverse the removal procedure for replacement.
- 2. Install and align the Eject Belt with marks on the Pulleys (Figure 7):

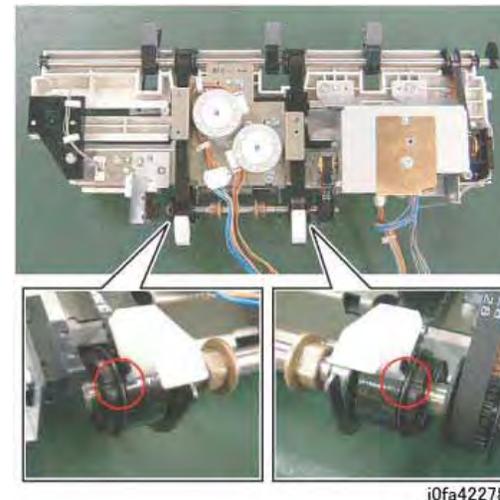


Figure 7 Installing the Eject Belt

REP 12.22 Eject Belt

Parts List on [PL 22.9](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([PL 22.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Remove the Front/Rear Tamper Motor Assembly ([REP 12.26](#))
5. Move the Eject Home Sensor Assembly ([Figure 1](#)):
(1)Remove Screw.
(2)Move Eject Home Sensor Assembly.

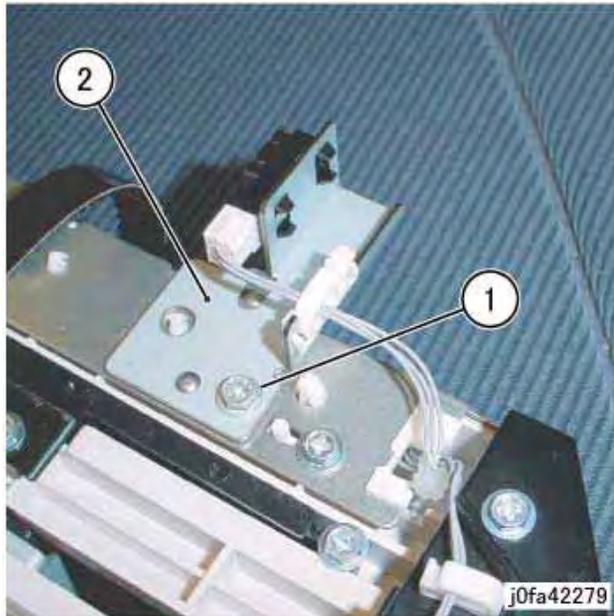


Figure 1 Moving the Eject Home Sensor Assembly (j0fa42279)

6. Remove the Eject Belt ([Figure 2](#)):
(1)Move the blades of Set Clamp Shaft in the direction of the arrow.
(2)Remove Eject Belt in the direction of the arrow.

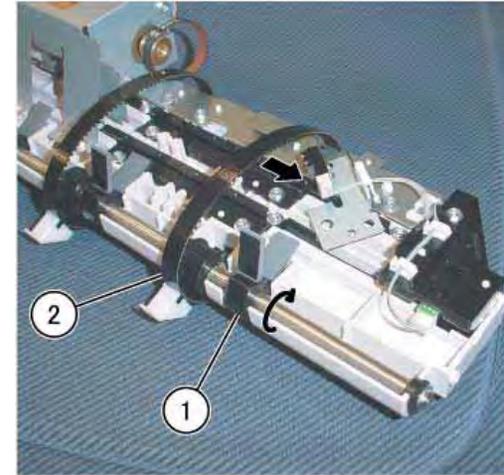


Figure 2 Removing the Eject Belt

Replacement

1. Reverse the removal procedure for replacement.
2. Install and align the Eject Belt with marks on the Pulleys ([Figure 3](#)), ([Figure 4](#))

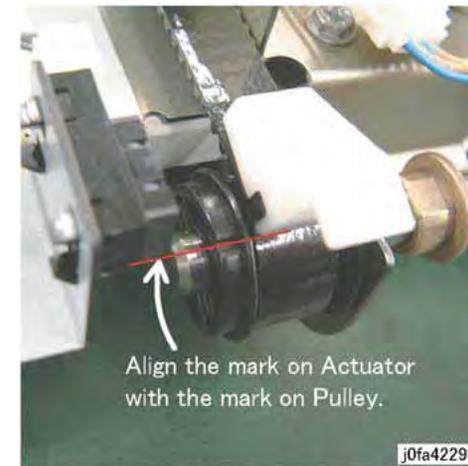


Figure 3 Eject Belt Alignment

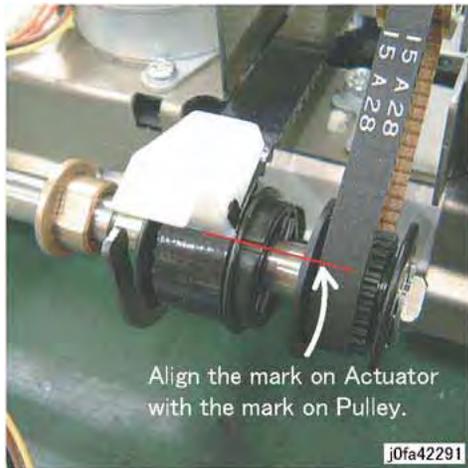


Figure 4 Eject Belt Alignment

REP 12.23 Eject/Set Clamp Motor Assembly

Parts List on [PL 22.9](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Turn over the Integrated Office Finisher.
6. Remove the Bottom Cover ([PL 22.2](#))
7. Remove the Connector Bracket ([Figure 1](#)):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

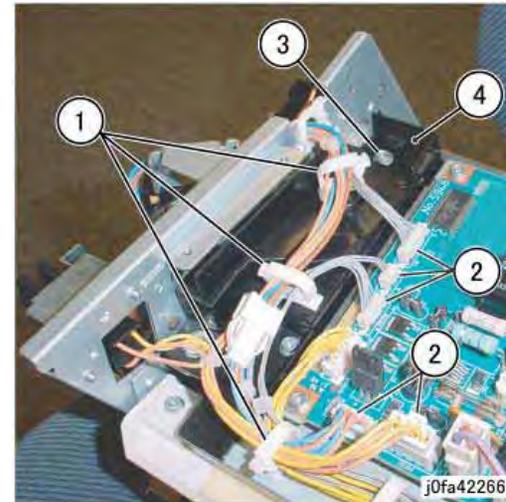


Figure 1 Removing the Connector Bracket

8. Remove the Bottom Plate ([Figure 2](#)):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

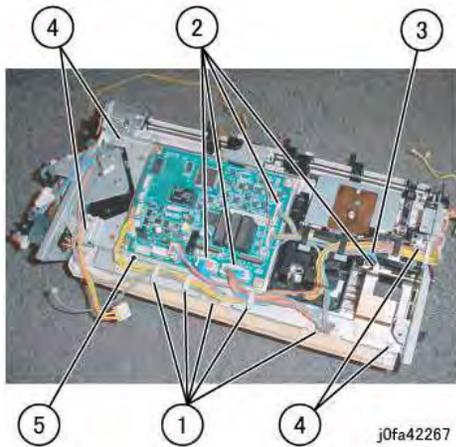


Figure 2 Removing the Bottom Plate

9. Remove the Stacker Tray (Figure 3):
 - (1)Release wires from Clamps (5)
 - (2)Disconnect the Connector
 - (3)Remove Screws (7)
 - (4)Remove the Stacker Tray

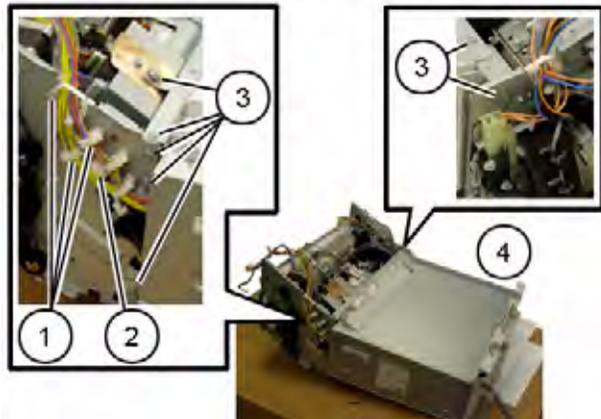


Figure 3 Removing the Stacker Tray

10. Remove the screws securing the Eject/Set Clamp Motor Assembly (Figure 4):
 - (1)Release Clamps (2) and remove the wire.
 - (2)Remove Screws (2).
 - (3)Remove Self-tapping Screws (2).

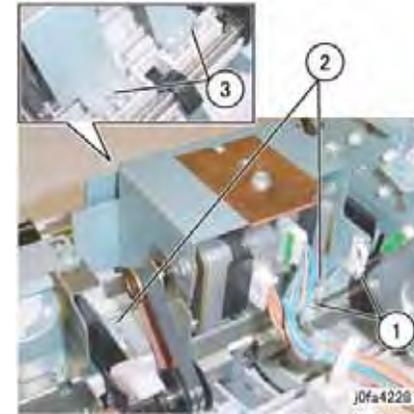


Figure 4 Removing Screws

11. Remove the Eject/Set Clamp Motor Assembly (Figure 5):
 - (1)Remove Belts (2) from Pulley.
 - (2)Remove Eject/Set Clamp Motor Assembly.

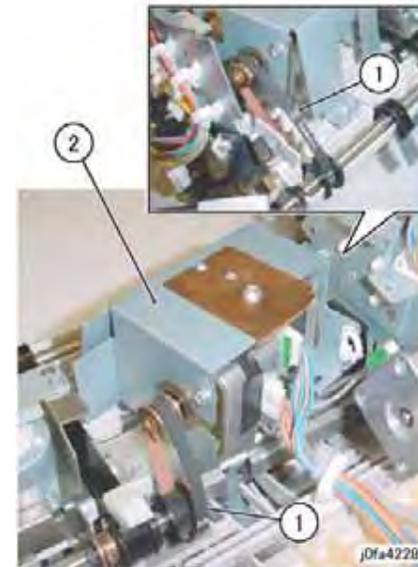


Figure 5 Removing the Eject/Set Clamp Motor Assembly

Replacement

1. Reverse the removal procedure for replacement.

REP 12.24 Rear Tamper Home Sensor

Parts List on [PL 22.9](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Turn over the Integrated Office Finisher.
6. Remove the Bottom Cover ([PL 22.2](#))
7. Remove the Connector Bracket ([Figure 1](#)):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

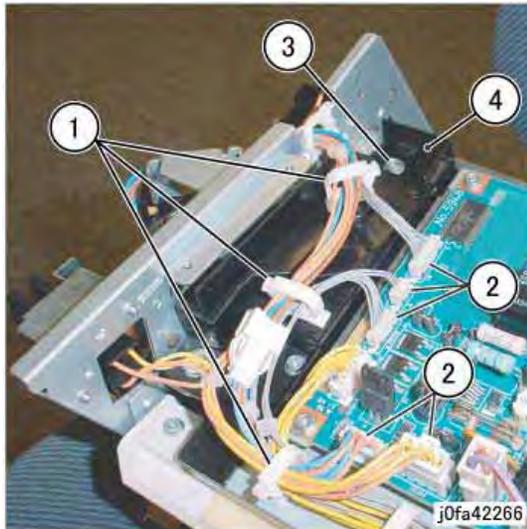


Figure 1 Removing the Connector Bracket

8. Remove the Bottom Plate ([Figure 2](#)):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire form Hook.
 - (4)Remove Screw (4).
 - (5)Remove Bottom Plate.

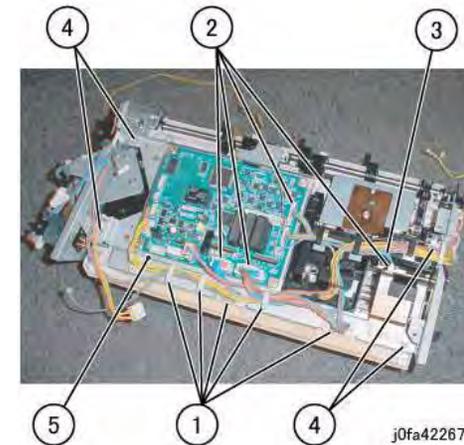


Figure 2 Moving the Bottom Plate

9. Remove the Rear Tamper Home Sensor Assembly ([Figure 3](#)):
 - (1)Release Clamps (2) and remove the wire.
 - (2)Remove Self-tapping Screw.
 - (3)Move Rear Tamper Home Sensor Assembly in order to disconnect the connector.

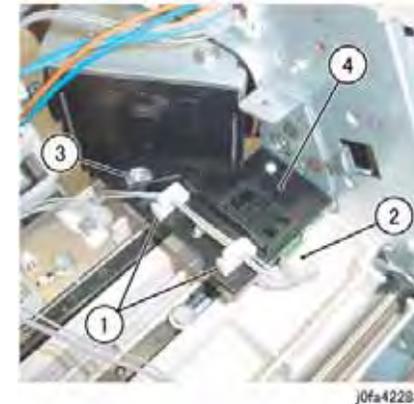


Figure 3 Removing the Rear Tamper Home Sensor Assembly

10. Remove the Rear Tamper Home Sensor ([Figure 4](#)):
 - (1)Remove Rear Tamper Home Sensor from the bracket.



Figure 4 Removing the Rear Tamper Home Sensor

Replacement

1. Reverse the removal procedure for replacement.

REP 12.25 Eject Shaft Assembly

Parts List on [PL 22.9](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([PL 22.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Remove the Bracket Assembly ([Figure 1](#)):
 - (1)Release Clamps (2) and remove the wire.
 - (2)Remove Screws (2).
 - (3)Remove Bracket Assembly.

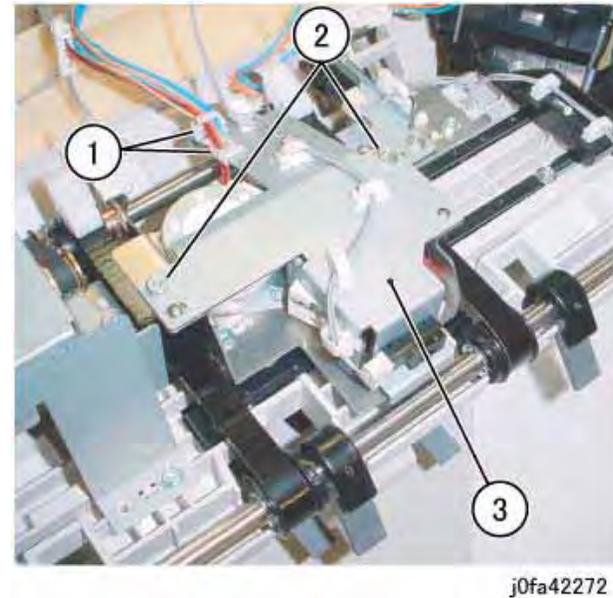
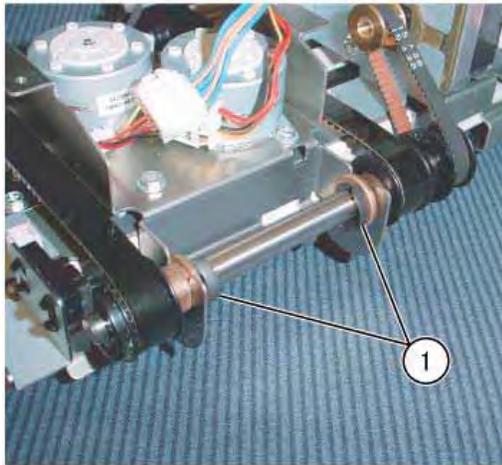


Figure 1 Removing the Bracket Assembly

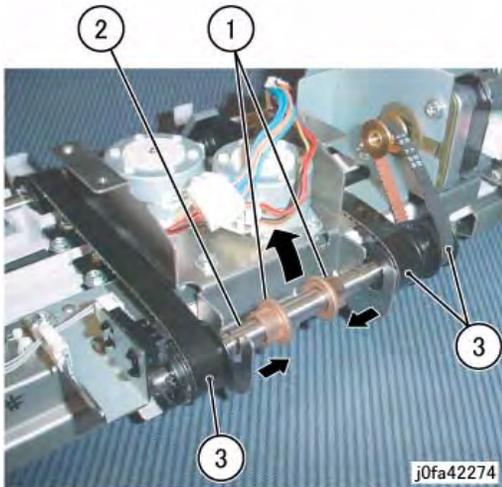
5. Remove the KL-Clips from the Eject Shaft ([Figure 2](#)):
 - (1)Remove KL-Clips (2).



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Figure 2 Removing the KL-Clips

6. Remove the Eject Shaft from the Front/Rear Tamper Motor Assembly (Figure 3):
 - (1) Move Bearings (2) in the direction of the arrow.
 - (2) Remove Eject Shaft in the direction of the arrow.
 - (3) Remove Belt from Pulley.



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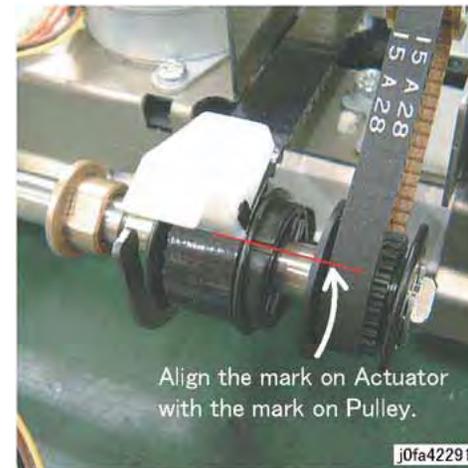
Figure 3 Removing the Eject Shaft

2. Install and align the Eject Belt with marks on the Pulleys (Figure 4) (Figure 5):



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Figure 4 Align Eject Belt



j0fa42291

Figure 5 Align Eject Belt

Replacement

1. Reverse the removal procedure for replacement.

REP 12.26 Front /Rear Tamper Motor Assembly

Parts List on [PL 22.10](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([PL 22.1](#)).
3. Remove the Compiler Assembly ([REP 12.20](#))
4. Remove the Bracket Assembly ([Figure 1](#)):
(1)Release Clamps (2) and remove the wire.
(2)Remove Screws (2).
(3)Remove Bracket Assembly.

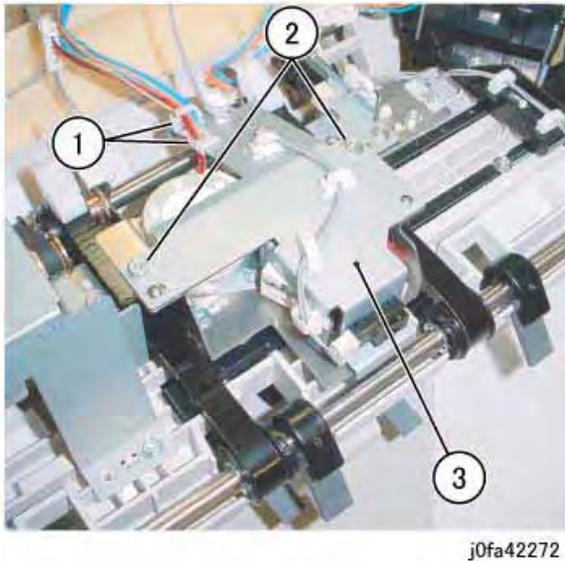
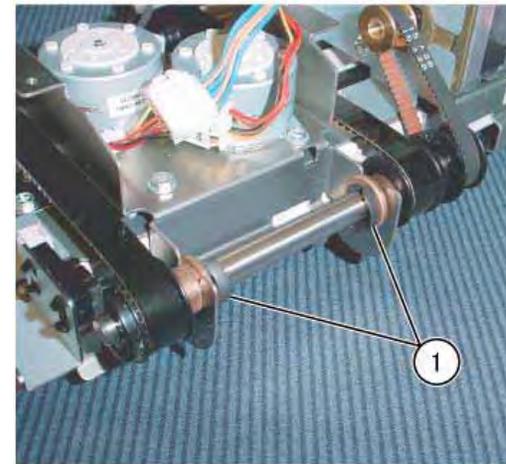


Figure 1 Removing the Bracket Assembly

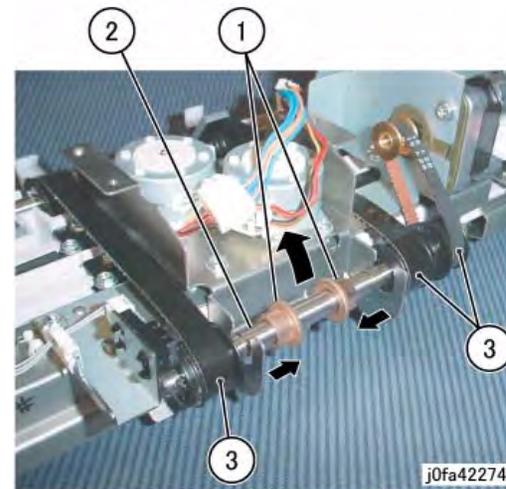
5. Remove the KL-Clips from the Eject Shaft ([Figure 2](#)):
(1)Remove KL-Clips (2).



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Figure 2 Removing the KL-Clips

6. Remove the Eject Shaft from the Front/Rear Tamper Motor Assembly ([Figure 3](#)):
(1)Move Bearings (2) in the direction of the arrow.
(2)Remove Eject Shaft in the direction of the arrow.
(3)Remove Belt from Pulley.



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Figure 3 Removing the Eject Shaft

7. Remove the Front/Rear Tamper Motor Assembly ([Figure 4](#)):
(1)Remove Self-tapping Screws (2).

(2)Remove Screw.

(3)Remove Front/Rear Tamper Motor Assembly.

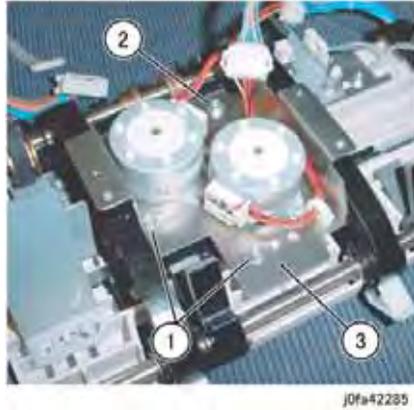


Figure 4 Removing the Front/Rear Tamper Motor Assembly

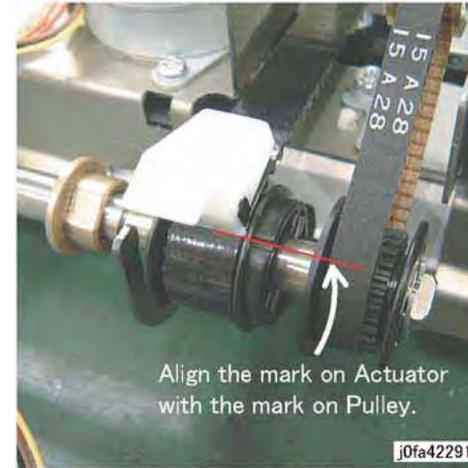


Figure 6 Align Eject Belt

Replacement

1. Reverse the removal procedure for replacement.
2. Install and align the Eject Belt with marks on the Pulleys (Figure 5) (Figure 6):



Figure 5 Align Eject Belt

REP 12.27 Front Tamper Home Sensor

Parts List on PL 22.10

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine (REP 12.1).
3. Remove the Inner Front Cover (PL 22.1)
4. Remove the Rear Cover (PL 22.1)
5. Turn over the Integrated Office Finisher.
6. Remove the Bottom Cover (PL 22.2)
7. Remove the Connector Bracket (Figure 1):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

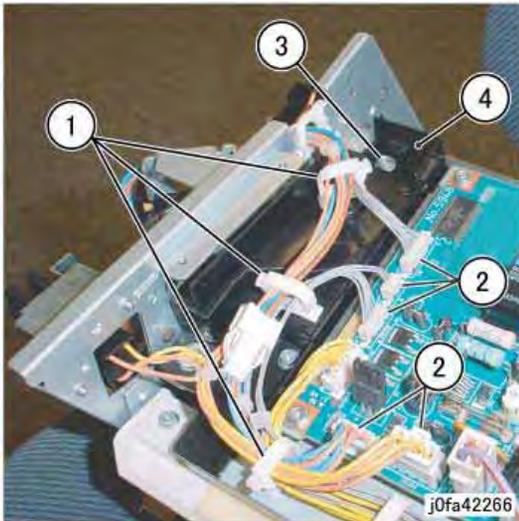


Figure 1 Removing the Connector Bracket

8. Remove the Bottom Plate (Figure 2):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

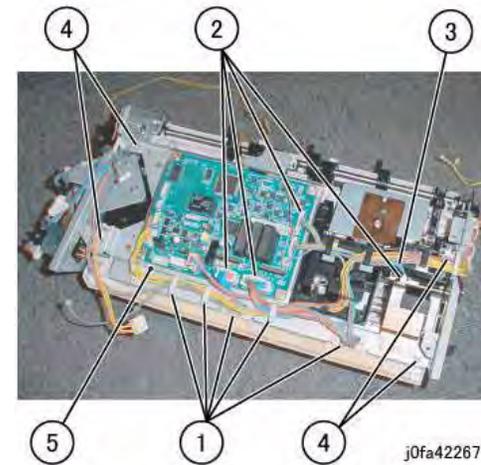


Figure 2 Removing the Bottom Plate

9. Remove the Front Tamper Home Sensor Assembly (Figure 3):
 - (1)Remove Screw.
 - (2)Remove Front Tamper Home Sensor Assembly.

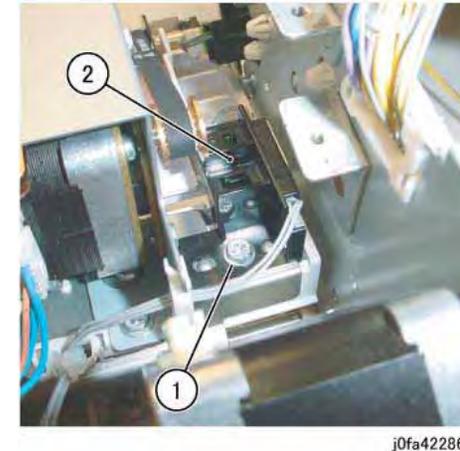


Figure 3 Removing the Front Tamper Home Sensor Assembly

10. Remove the Front Tamper Home Sensor Assembly (Figure 4):
 - (1)Disconnect Connector.
 - (2)Remove Front Tamper Home Sensor Assembly.

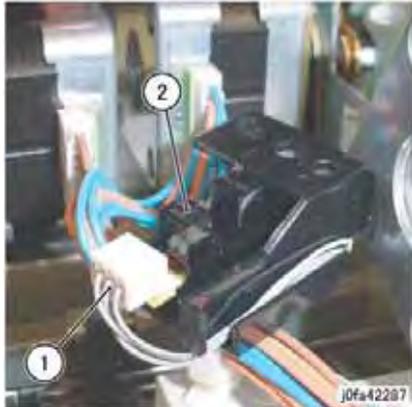


Figure 4 Removing the Front Tamper Home Sensor

Replacement

1. Reverse the removal procedure for replacement.

REP 12.28 Eject Clamp Home Sensor

Parts List on [PL 22.10](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Turn over the Integrated Office Finisher.
4. Remove the Bottom Cover ([PL 22.2](#))
5. Remove the Connector Bracket ([Figure 1](#)):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

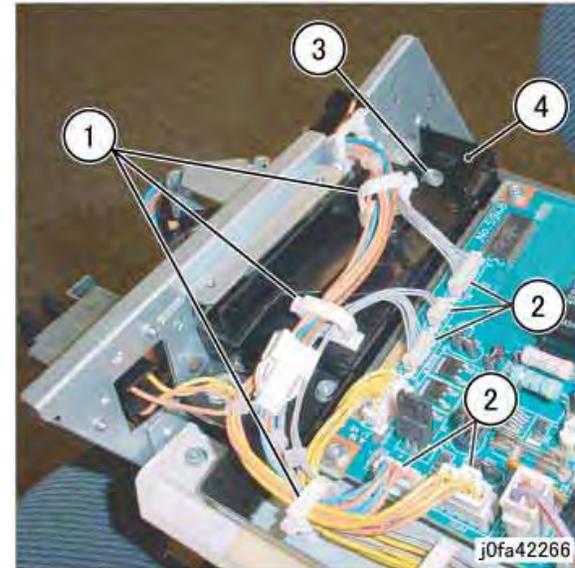


Figure 1 Removing the Connector Bracket

6. Remove the Bottom Plate ([Figure 2](#)):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

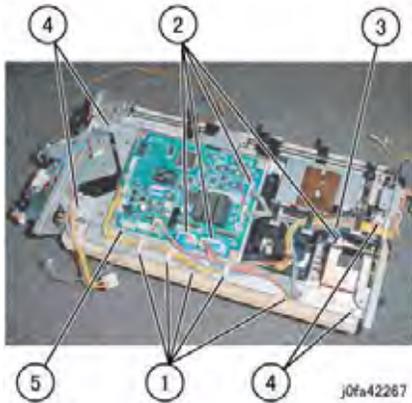


Figure 2 Removing the Bottom Plate

7. Remove the Eject Home Sensor (Figure 3):
 - (1)Release Clamp and remove the wire.
 - (2)Disconnect Connector.
 - (3)Remove Eject Home Sensor from the bracket.

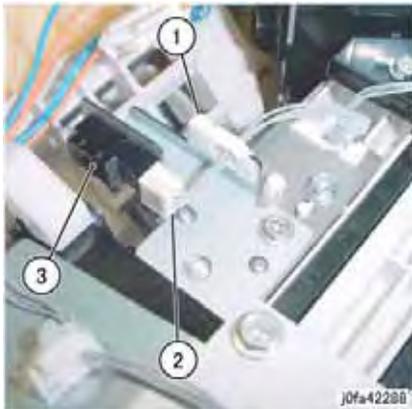


Figure 3 Removing the Eject Home Sensor

Replacement

1. Reverse the removal procedure for replacement.

REP 12.29 Stack Height Sensor

Parts List on [PL 22.10](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Integrated Office Finisher from the machine ([REP 12.1](#)).
3. Remove the Inner Front Cover ([PL 22.1](#))
4. Remove the Rear Cover ([PL 22.1](#))
5. Turn over the Integrated Office Finisher.
6. Remove the Bottom Cover ([PL 22.2](#))
7. Remove the Connector Bracket (Figure 1):
 - (1)Release Clamps (3) and remove the wire.
 - (2)Disconnect Connectors (5).
 - (3)Remove Screws (2).
 - (4)Remove Connector Bracket.

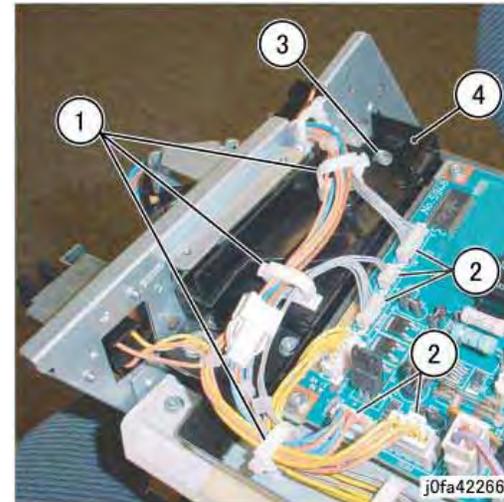


Figure 1 Removing the Connector Bracket

8. Remove the Bottom Plate (Figure 2):
 - (1)Release Clamps (5) and remove the wire.
 - (2)Disconnect Connectors (8).
 - (3)Remove Wire from Hook.
 - (4)Remove Screws (4).
 - (5)Remove Bottom Plate.

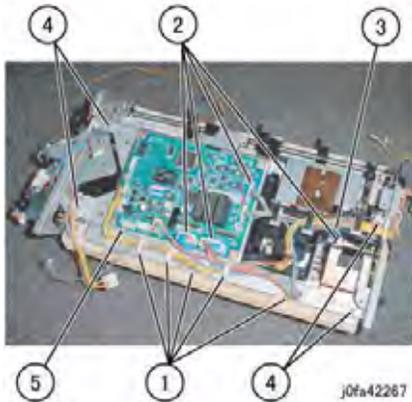


Figure 2 Removing the Bottom Plate

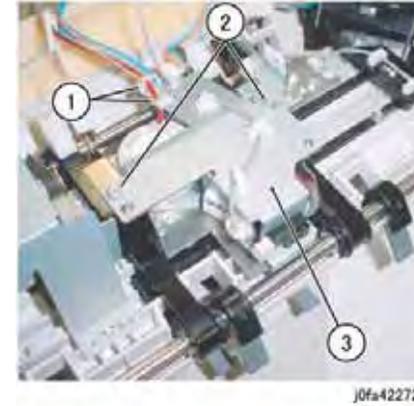


Figure 4 Removing the Bracket Assembly

9. Remove the Stacker Tray (Figure 3):
 - (1)Release wires from Clamps (5)
 - (2)Disconnect the Connector
 - (3)Remove Screws (7)
 - (4)Remove the Stacker Tray

11. Remove the Stack Height Sensor (Figure 5):
 - (1)Remove Clamp.
 - (2)Release Clamps (4) and remove the wire.
 - (3)Disconnect Connector.
 - (4)Remove Stack Height Sensor from the bracket.

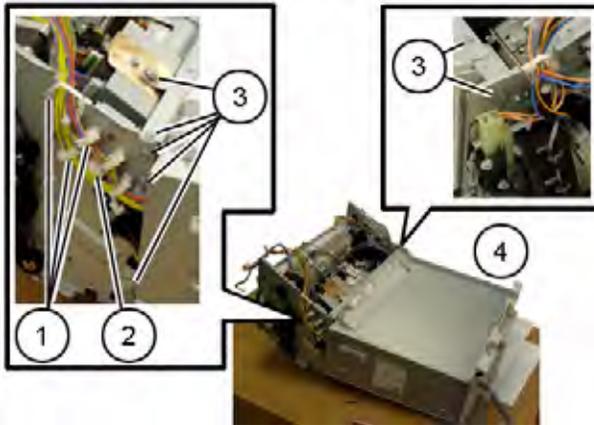


Figure 3 Removing the Stacker Tray

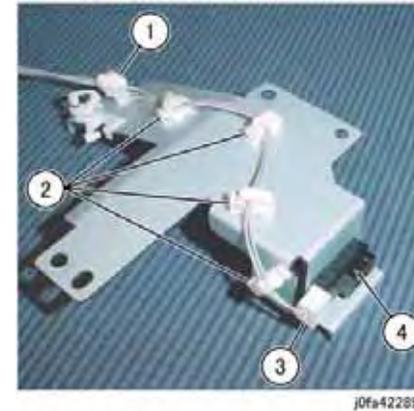


Figure 5 Removing the Stack Height Sensor

10. Remove the Bracket Assembly (Figure 4):
 - (1)Release Clamps (2) and remove the wire.
 - (2)Remove Screws (2).
 - (3)Remove Bracket Assembly.

Replacement

1. Reverse the removal procedure for replacement.

REP 13.1 H-Transport Assembly (Office Finisher LX)

Parts List on [PL 23.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher Assembly ([REP 13.5](#)).
3. Move the H-Transport Assembly ([Figure 1](#)).

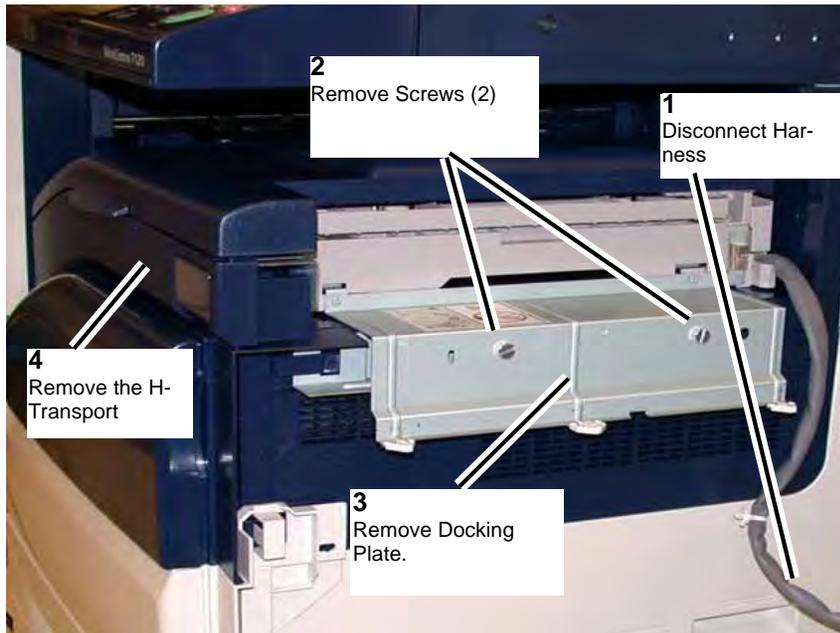


Figure 1 Removing the Docking Bracket

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.2 Hole Punch Assembly (Office Finisher LX)

Parts List on [PL 23.2](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Open the H-Transport Top Cover and hold it open.
3. Open the H-Transport Front Cover.
4. Remove the Hole Punch Assembly ([Figure 1](#)).

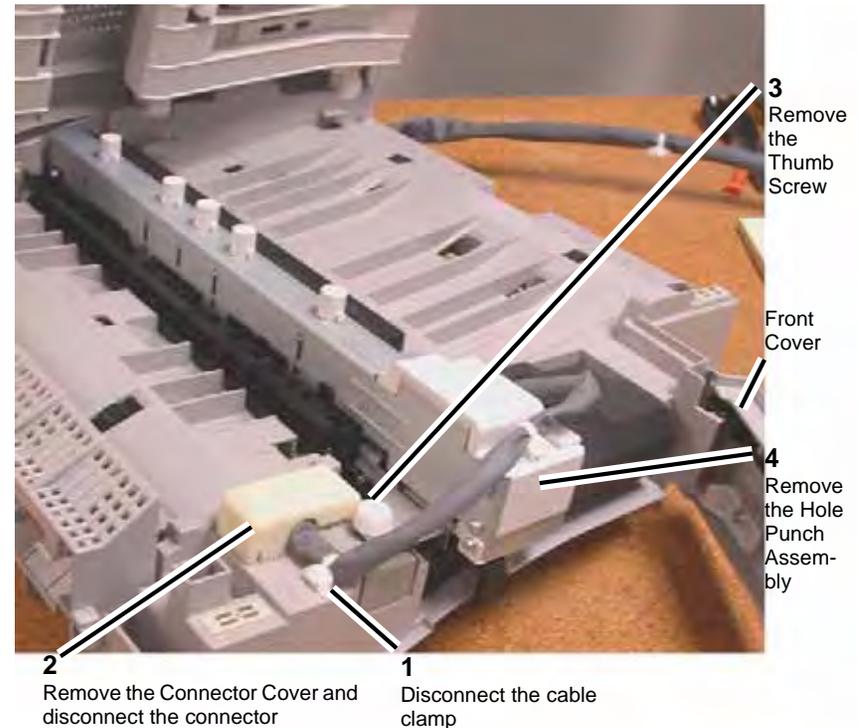


Figure 1 Removing the Hole Punch Assembly

Replacement

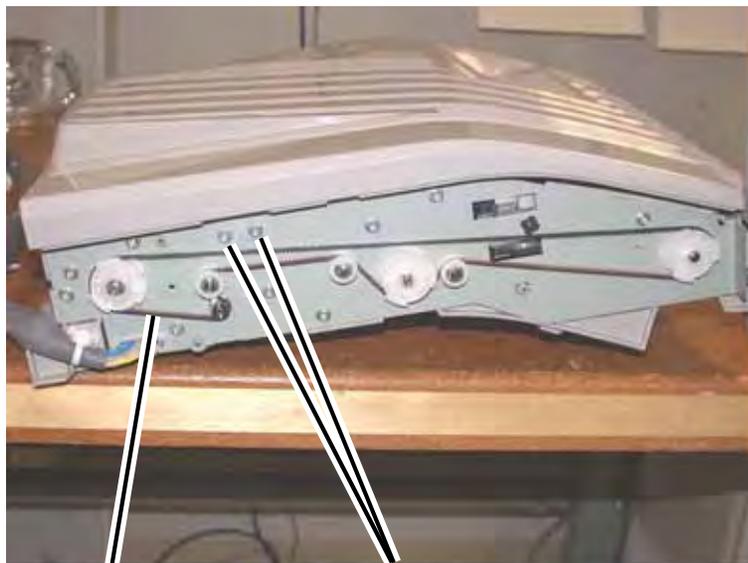
1. Insert the Hole Punch Assembly rear locating pin into the H-Transport frame.
2. Install the Hole Punch Assembly in reverse order of removal.
3. Perform [ADJ 12.1](#) Finisher LX Hole Punch Position

REP 13.3 H-Transport Belt (Office Finisher LX)

Parts List on [PL 23.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the H-Transport Assembly ([REP 13.1](#)).
3. Remove the screws (2) on the H-Transport Rear Cover and remove the Cover.
4. Loosen the screws (2) on the Tension Bracket ([Figure 1](#)).
5. Remove the Belt.



2 Remove the Belt
1 Loosen the screws (2)

Figure 1 Removing the H-Transport Belt

Replacement

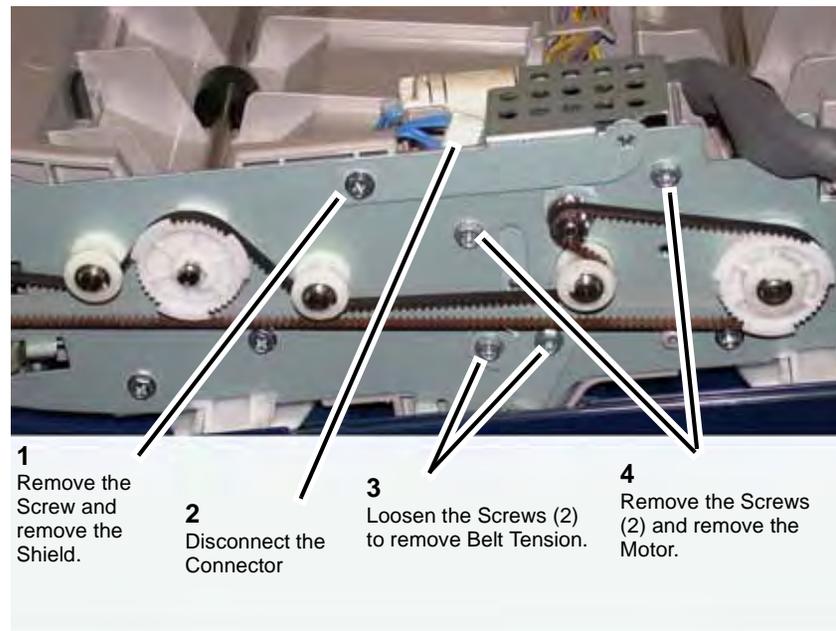
Install the H-Transport Belt in reverse order of removal.

REP 13.4 H-Transport Motor (Office Finisher LX)

Parts List on [PL 23.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the H-Transport Assembly ([REP 13.1](#)).
3. Remove the H-Transport Rear Cover.
4. Place the H-Transport top down on a work surface.
5. Remove the H-Transport motor ([Figure 1](#)).



1 Remove the Screw and remove the Shield.
2 Disconnect the Connector
3 Loosen the Screws (2) to remove Belt Tension.
4 Remove the Screws (2) and remove the Motor.

Figure 1 Removing the H-Transport Drive Motor

Replacement

Replace in reverse order of removal.

REP 13.5 Finisher LX Undocking

Parts List on PL 23.1

Removal

1. Switch off the power and disconnect the Printer power cord.
2. Disconnect the Finisher Power Cord, the H-Transport Connector and the Finisher Connector from the IOT.

CAUTION

The Finisher is unstable when not docked with the Printer. Use care when handling an undocked Finisher so that it does not fall over.

3. Rotate the Feet (2) to free the Finisher. (Figure 1)

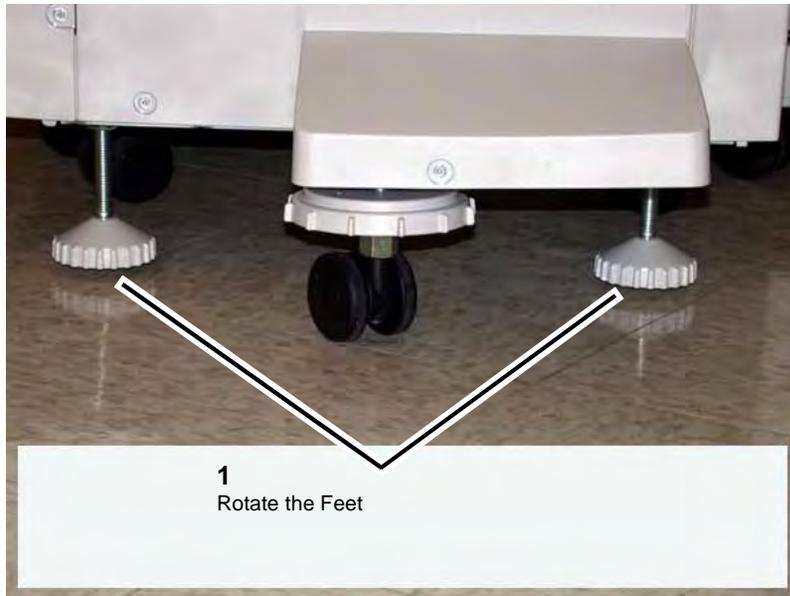


Figure 1 Finisher Feet

4. Open the Front Door of the Finisher.
5. Release the Screw that secures the Docking Plate and detach the Finisher.
 - (1) Remove the Screw.
 - (2) Pull the Docking Plate Lever towards you and detach the Finisher.(Figure 2).

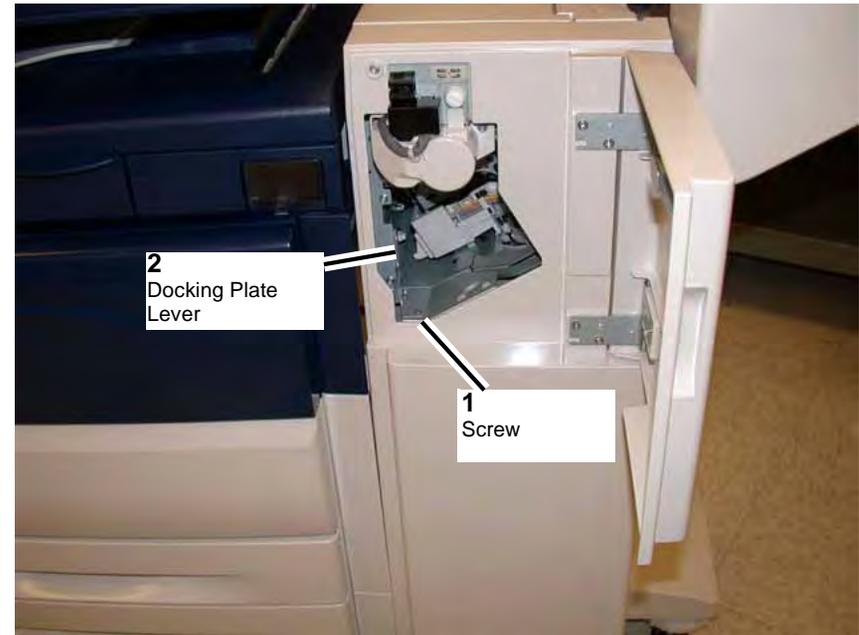


Figure 2 Finisher Lever

Replacement

1. Align the Printer Docking Bracket with the cut outs in the Finisher Docking Bracket.
2. Mate the Printer and the Finisher until it latches.
3. Check that the Finisher is firmly latched to the Printer.
4. Perform the remainder of the replacement procedure in reverse order of removal.

REP 13.6 Front Cover Assembly (Office Finisher LX)

Parts List on [PL 23.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).

CAUTION

Do not drop the Booklet Maker Thumb screw into the Finisher.

3. Remove the Booklet Maker and set aside ([REP 13.31](#)).
4. Open the Finisher upper Front Door.
5. Remove the screws (5).
6. Remove the Front Cover Assembly.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.7 Rear Upper Cover (Office Finisher LX)

Parts List on [PL 23.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).
3. Remove the Booklet Maker ([REP 13.31](#)).
4. Remove the Rear Upper Cover.
 - (1) Remove the screws (4).
 - (2) Remove the Rear Upper Cover.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.8 Rear Lower Cover (Office Finisher LX)

Parts List on [PL 23.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).
3. Remove the Rear Lower Cover.
 - (1) Remove the screws (3).
 - (2) Remove the Cover.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.9 Eject Cover (Office Finisher LX)

Parts List on [PL 23.10](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Eject Cover ([Figure 1](#)).
 - (1) Unlatch the Eject Cover, and move it to the left.
 - (2) Remove the Retaining Screw (1).
 - (3) Push the Latch through the hole in the Cover.
 - (4) Remove the Cover by moving it to the left.

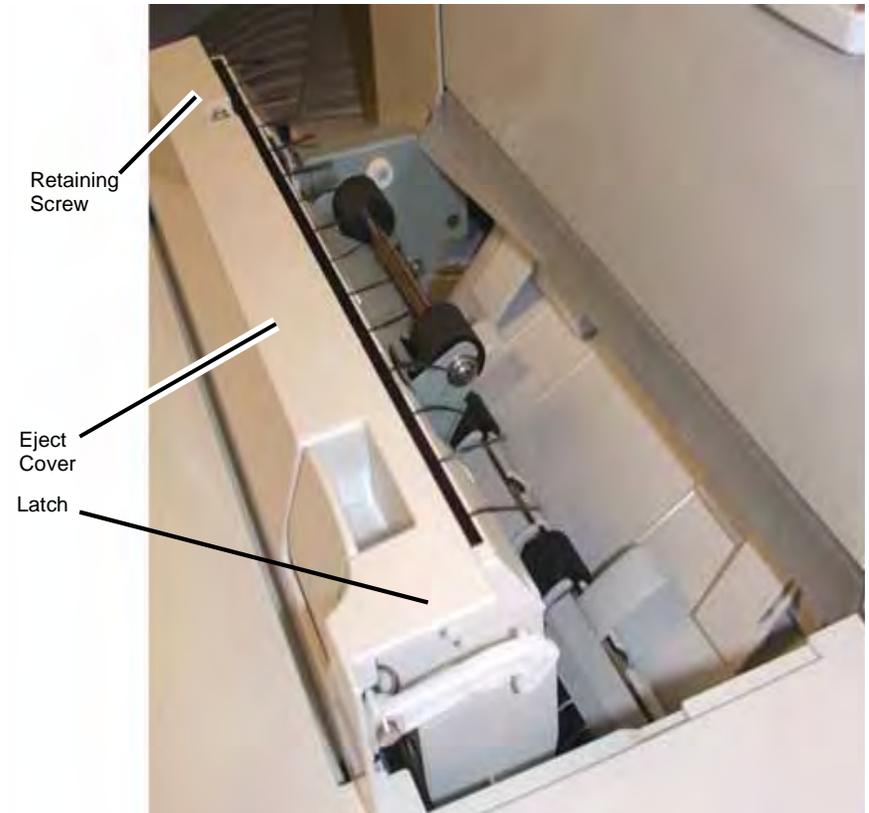


Figure 1 Removing the Eject Cover

Replacement

1. Align the Eject Cover with the Pins (2) on both sides, and slide it to the right (Figure 2).

NOTE: The left side of the Cover is now captured by the Pins and cannot be lifted up.

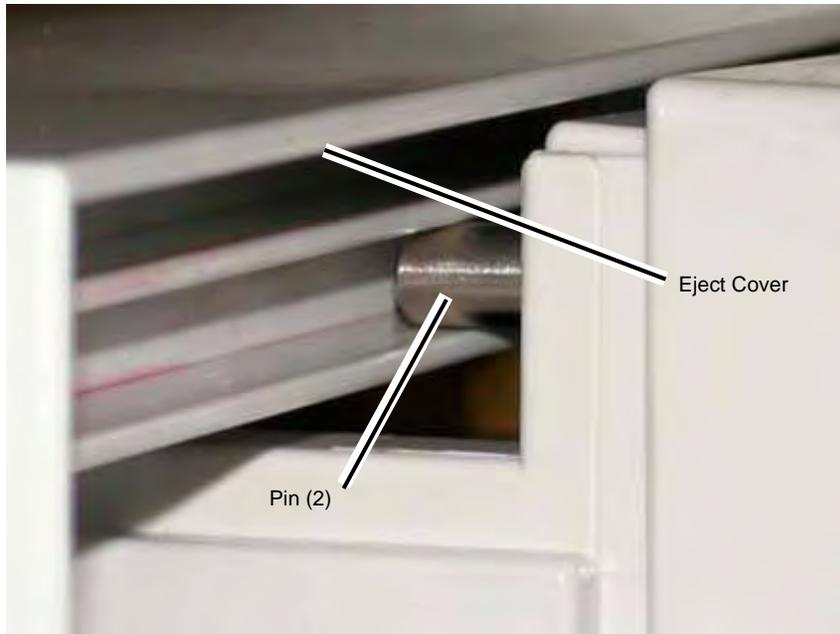


Figure 2 Aligning the Eject Cover

2. Position the Eject Cover so that the Latch is inserted in the hole (Figure 3).

NOTE: The Latch must be outside the hole.

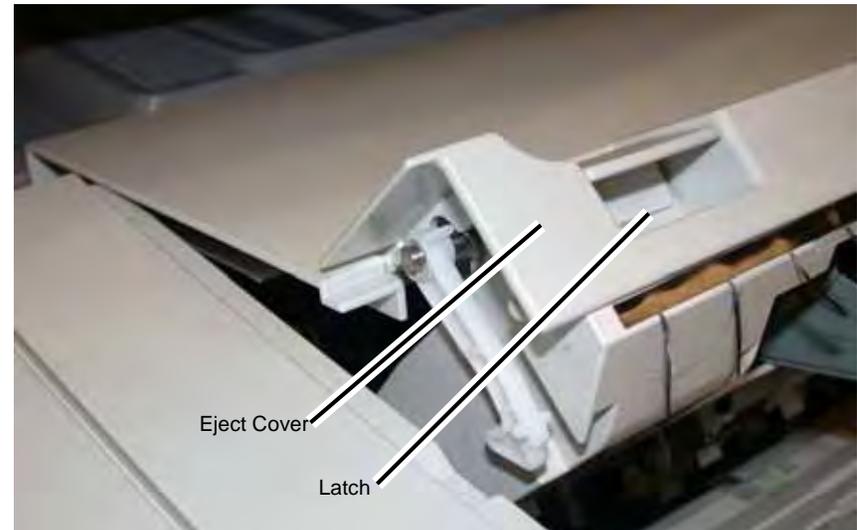


Figure 3 Inserting the Latch through the hole in the Cover

3. Place the Latch Spring in the position shown (Figure 4).

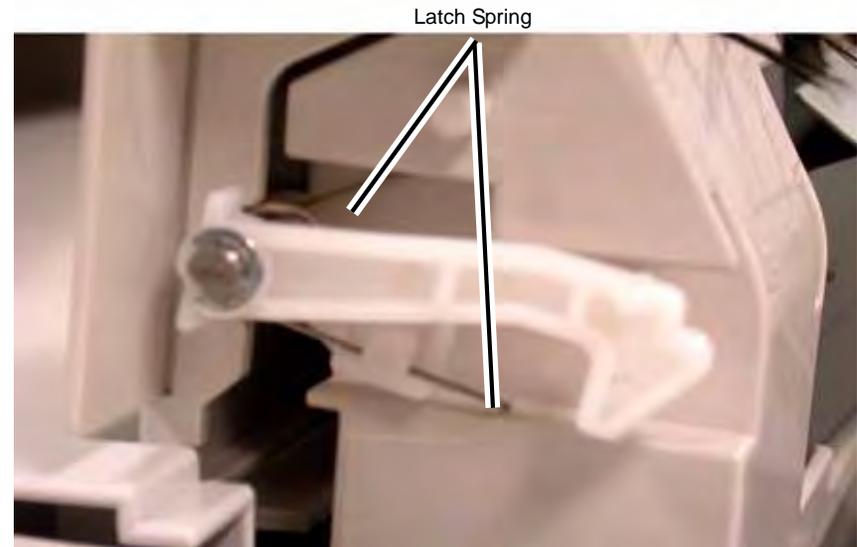


Figure 4 Positioning the Latch Spring

4. Make sure the Latch Hook and Latch Pin are positioned as shown (Figure 5).



Figure 5 Positioning the Latch Hook and Latch Pin

5. Install the Retaining Screw (1) (Figure 6).

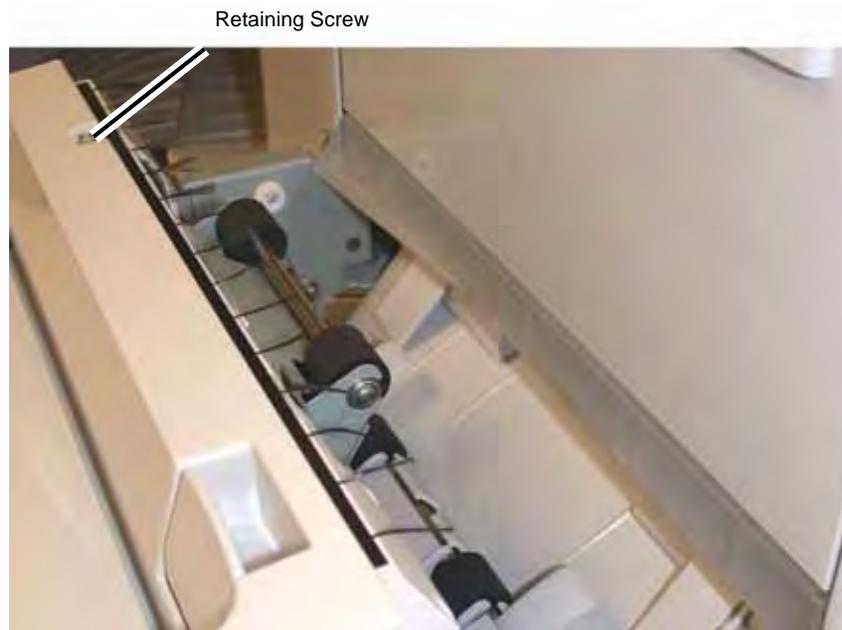


Figure 6 Installing the Retaining Screw

REP 13.10 Foot Cover (Office Finisher LX)

Parts List on [PL 23.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Screw (1) (Figure 1).
3. Remove the Foot Cover.

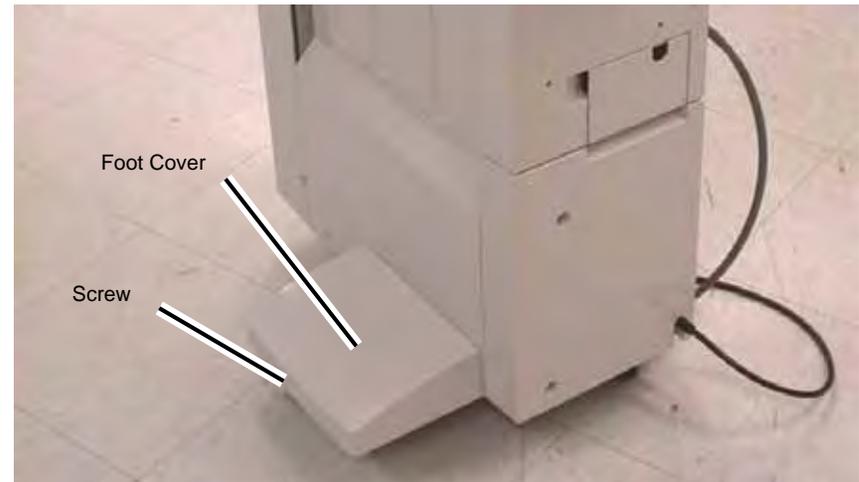


Figure 1 Removing the Foot Cover

Replacement

1. Reverse the removal procedure for replacement.

REP 13.11 Stacker Lower Cover (Office Finisher LX)

Parts List on [PL 23.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Foot Cover ([REP 13.10](#)).
3. Remove the Screws (2) ([Figure 1](#)).
4. Remove the Stacker Lower Cover.

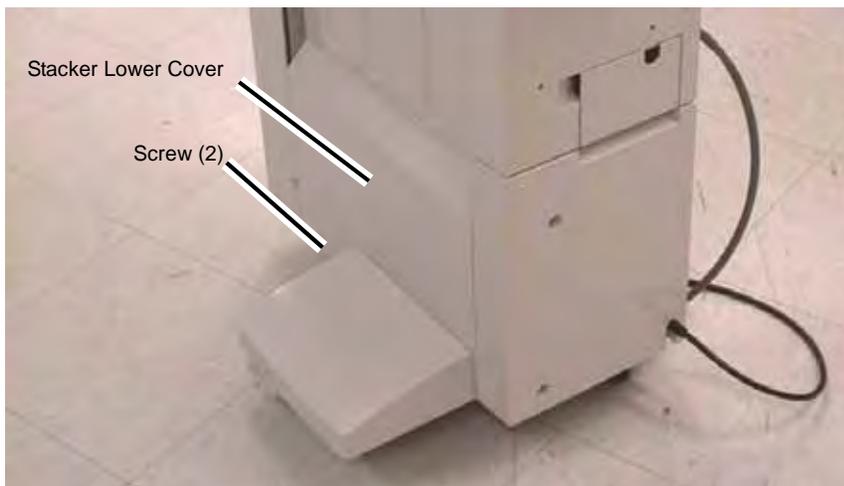


Figure 1 Removing the Stacker Lower Cover

Replacement

1. Reverse the removal procedure for replacement.

REP 13.12 Stacker Upper Cover (Office Finisher LX)

Parts List on [PL 23.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Stacker Tray ([REP 13.20](#)).
3. Remove the Stacker Lower Cover ([REP 13.11](#)).
4. Remove the Screws (6) ([Figure 1](#)).
5. Remove the Stacker Upper Cover.

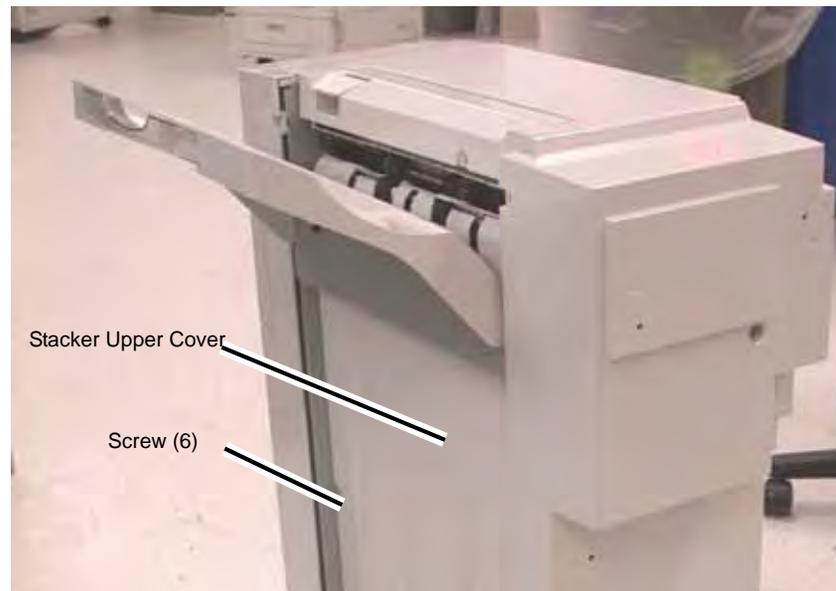


Figure 1 Removing the Stacker Upper Cover

Replacement

1. Reverse the removal procedure for replacement.

REP 13.13 Stack Height Sensors 1 and 2 (Office Finisher LX)

Parts List on [PL 23.11](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Rear Upper Cover ([REP 13.7](#)).
3. Remove the Stack Height Sensor 1 or 2 ([Figure 1](#)).
 - (1) Disconnect the connector.
 - (2) Remove the Sensor.

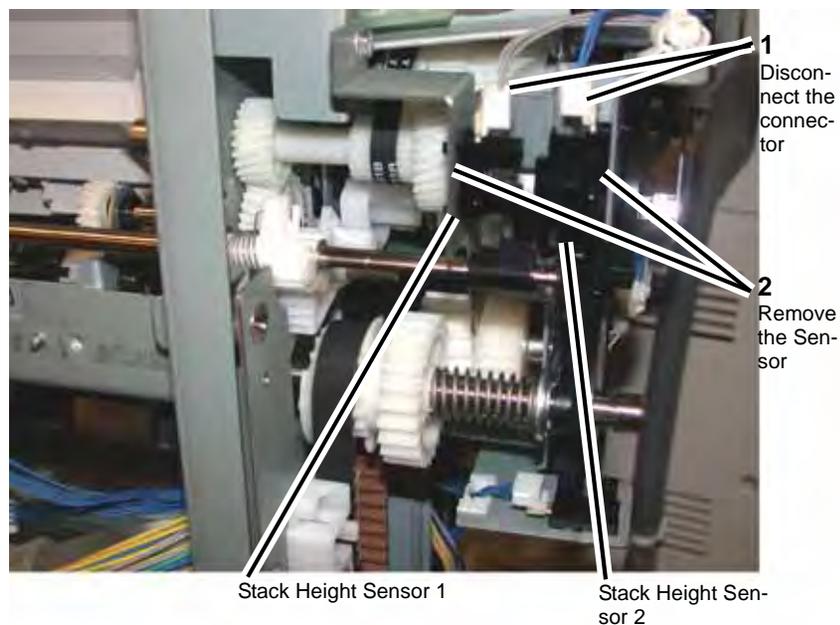


Figure 1 Removing the Stack Height Sensor 1 or 2

REP 13.14 Sub Paddle Solenoid Assembly (Office Finisher LX)

Parts List on [PL 23.10](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Eject Cover ([REP 13.9](#)).
3. Remove the Sub Paddle Solenoid Assembly ([Figure 1](#)).
 - (1) Disconnect the connector.
 - (2) Remove the wires from the wire clamps
 - (3) Remove the screw (1) from the Sub Paddle Solenoid Assembly.
 - (4) Remove the Sub Paddle Solenoid Assembly.

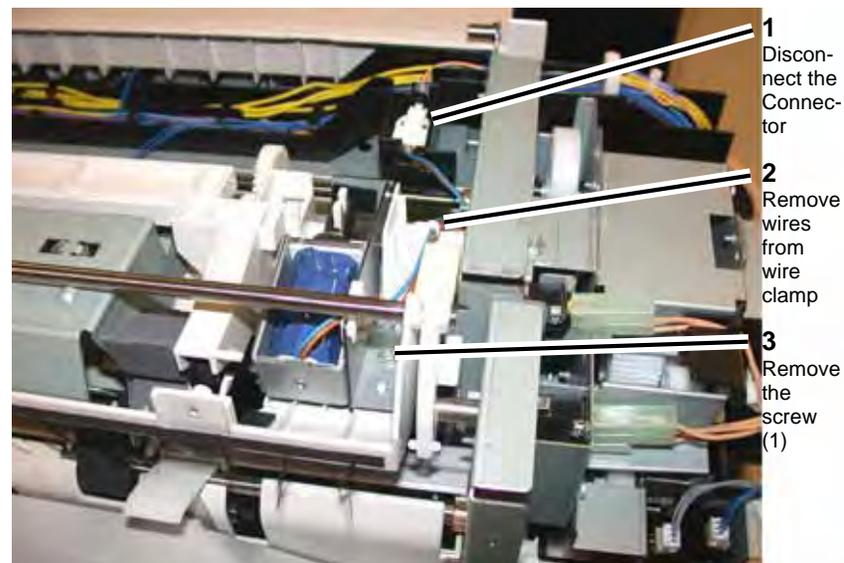


Figure 1 Removing the Sub Paddle Solenoid Assembly

REP 13.15 Stapler Motor (Office Finisher LX)

Parts List on [PL 23.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Finisher Stapler Assembly ([REP 13.16](#)).
3. Remove the Screws (2) ([Figure 1](#)).

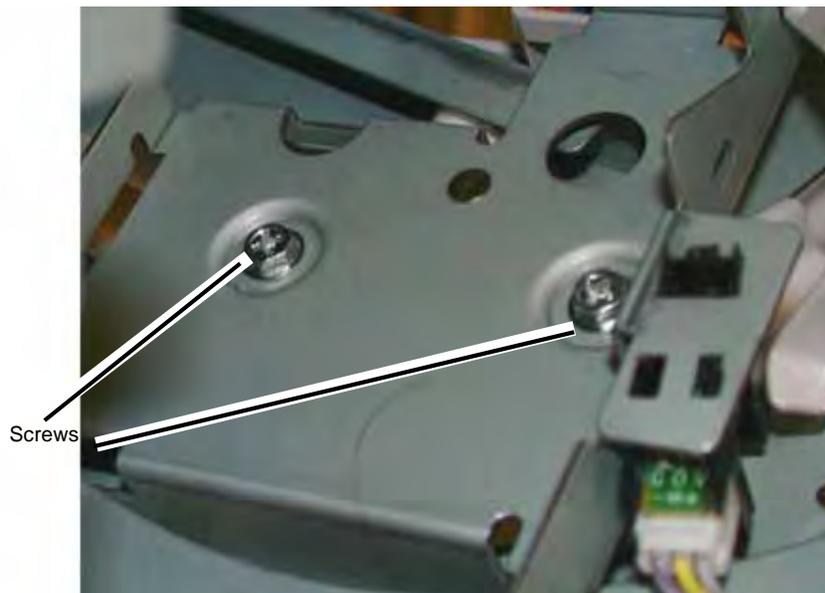


Figure 1 Removing the Screws

4. Remove the Wire Guide ([Figure 2](#)).
 - (1) Pull out the Cable Clamps (3), and remove the wires from the Wire Guide.
 - (2) Remove the Screws (2).
 - (3) Remove the Wire Guide.

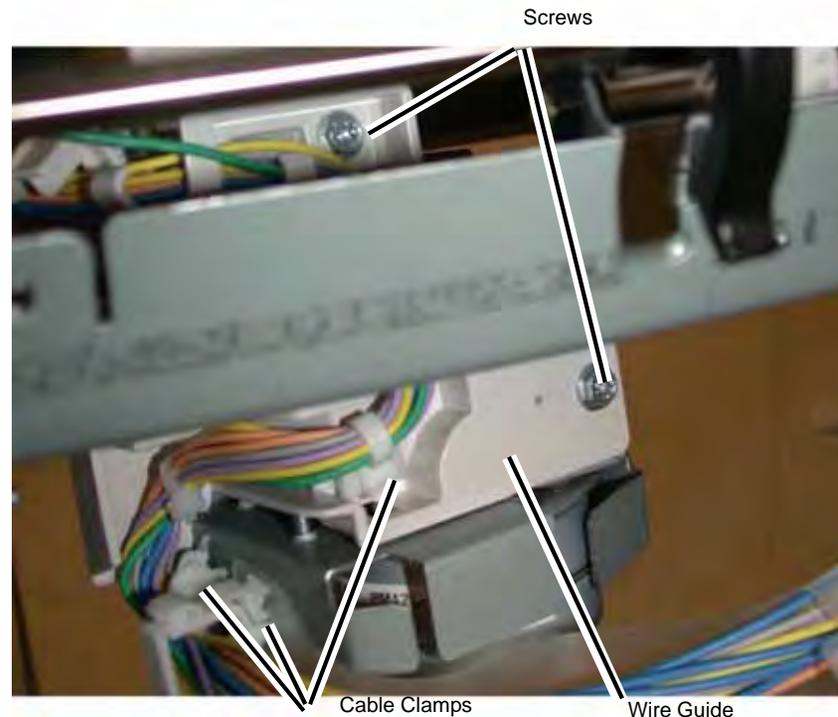


Figure 2 Removing the Wire Guide

5. Remove the Stapler Motor ([Figure 3](#)).
 - (1) Remove the wires from the Cable Clamp.
 - (2) Disconnect the Connector.
 - (3) Remove the Screws (2).
 - (4) Remove the Stapler Motor.

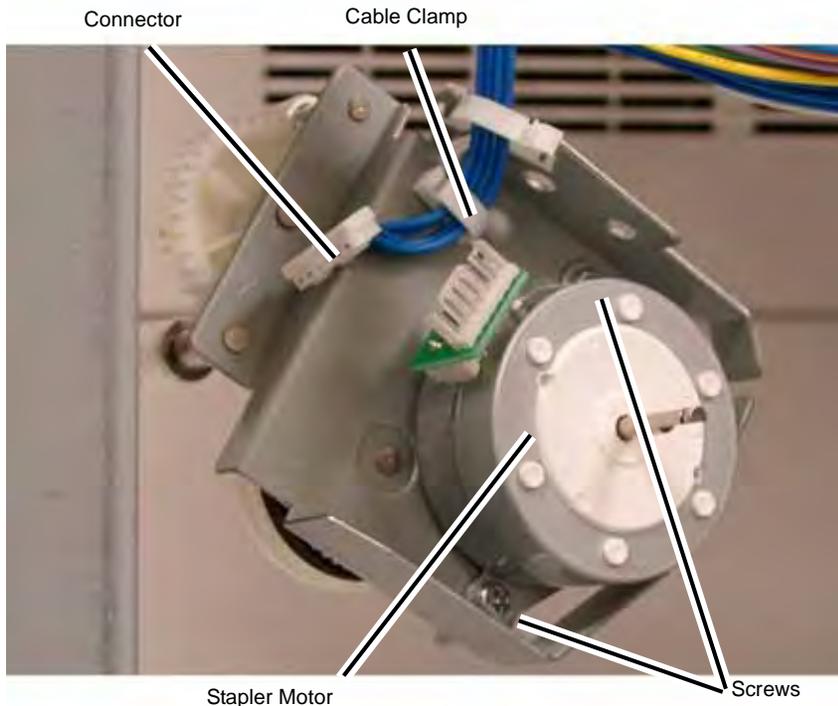


Figure 3 Removing the Stapler Motor

Replacement

1. Reverse the removal procedure for replacement.

REP 13.16 Finisher Stapler Assembly (Office Finisher LX)

Parts List on PL 23.8

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Creaser Knife Assembly (REP 13.18).
3. Remove the Front Cover Assembly (REP 13.6).
4. Remove the Stapler Cover (Figure 1).
 - (1) Remove the Screw.
 - (2) Remove the Stapler Cover.

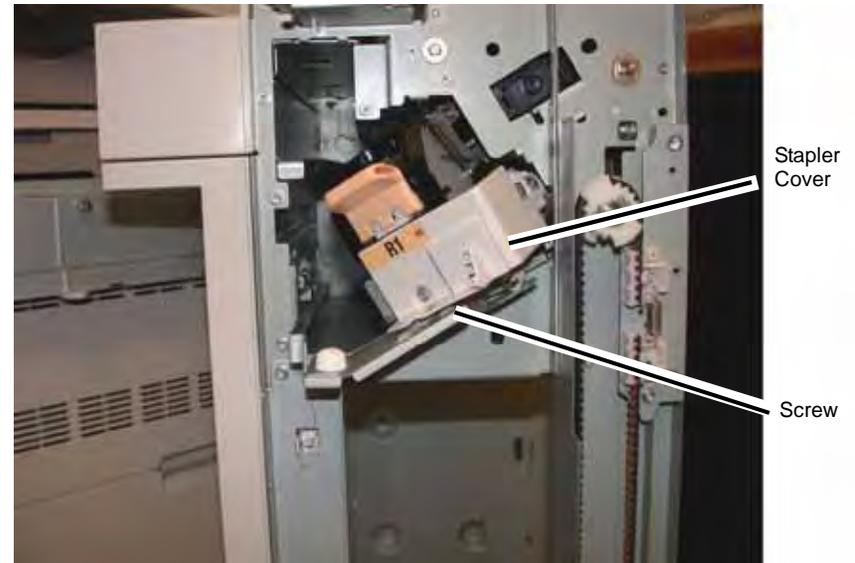


Figure 1 Removing the Stapler Cover

5. Remove the Finisher Stapler Assembly (Figure 2).
 - (1) Disconnect the Connectors (2).
 - (2) Remove the Screws (3).
 - (3) Remove the Finisher Stapler Assembly.

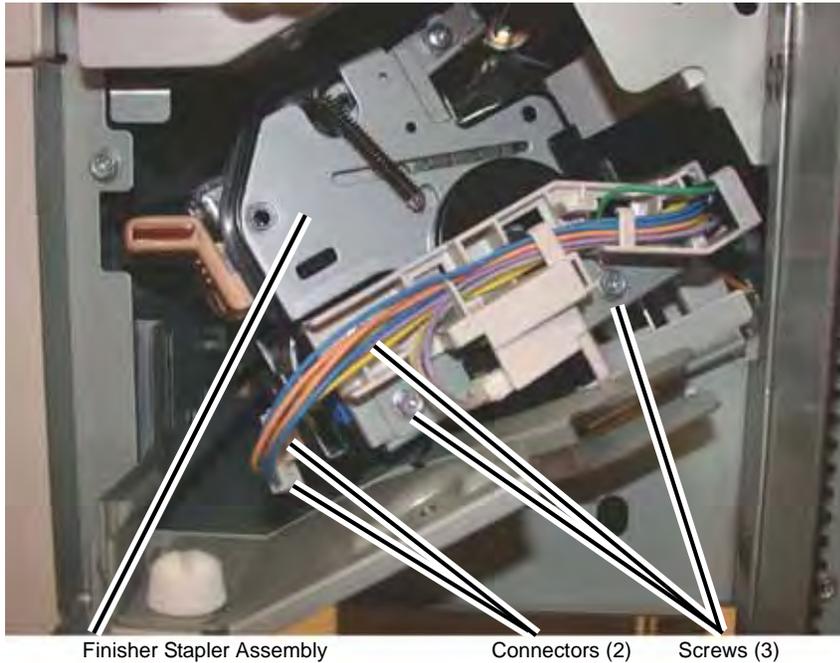


Figure 2 Removing the Finisher Stapler Assembly

Replacement

Reverse the removal procedure for replacement.

Perform [ADJ 12.2](#) Finisher LX Booklet Crease/Staple Position

REP 13.17 Compiler Tray Assembly (Office Finisher LX)

Parts List on [PL 23.12](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).
3. Remove the Front Cover ([REP 13.6](#)).
4. Remove the Rear Upper Cover ([REP 13.7](#)).
5. Remove the Foot Cover ([REP 13.10](#)).
6. Remove the Stacker Lower Cover ([REP 13.11](#)).
7. Remove the Stacker Tray ([REP 13.20](#)).
8. Remove the Stacker Upper Cover ([REP 13.12](#)).
9. Remove the Eject Cover ([REP 13.9](#)).
10. Preparing to remove the Eject Roller Shaft ([Figure 1](#)).



Figure 1 Removing the E-ring and brass bearing

11. Remove the Eject Roll Shaft ([Figure 2](#)).
 - (1) Remove the E-ring and brass bearing from the front of the shaft.
 - (2) Remove the E-ring,
 - (3) Slide the Eject Roller shaft toward the front.
 - (4) Remove the Gear, and brass bushing.
 - (5) Remove the Eject Roll from the Finisher.

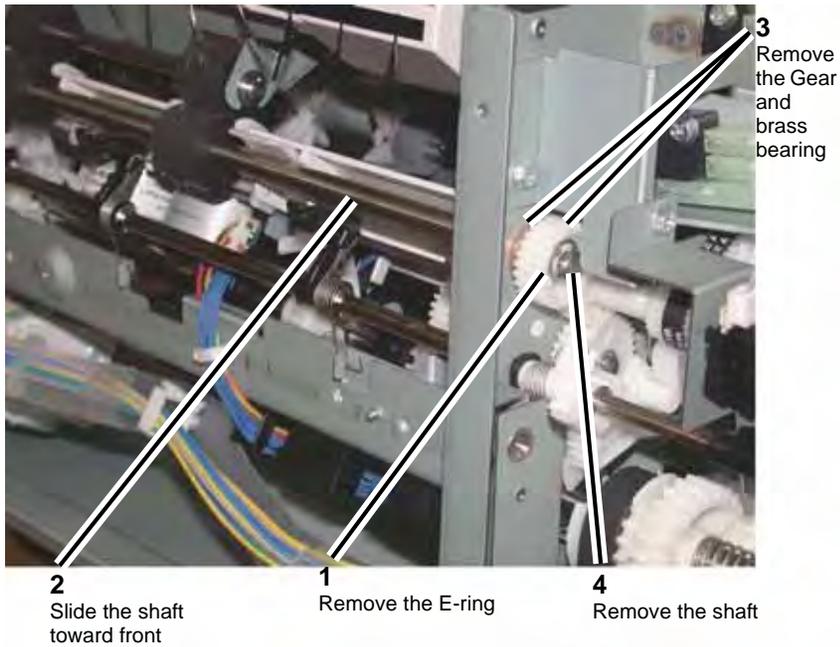


Figure 2 Removing the Eject Roll Shaft

12. Remove the Compiler Tray screw (Figure 3).

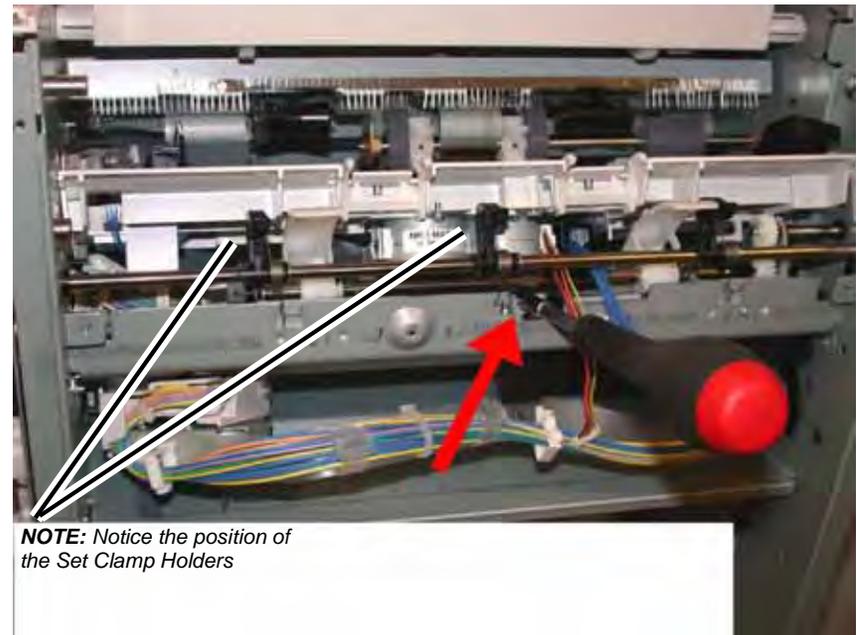


Figure 3 Removing the Compiler Tray screw

NOTE: Notice the position and orientation of the Set Clamp Holders.

13. Disconnect the springs from the Set Clamp Holders (3) (Figure 4).



Disconnect spring from the Holders (3)

Figure 4 Disconnecting the Set Clamp Holder Springs

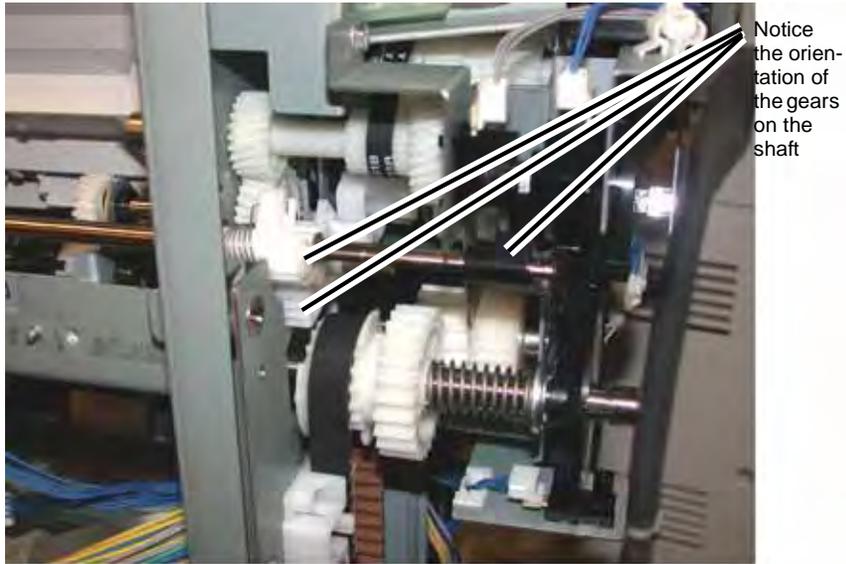
14. Remove the front E-ring and the bushing from the Set Clamp Shaft Assembly (Figure 5).



Figure 5 Removing the front E-ring from the Set Clamp Shaft

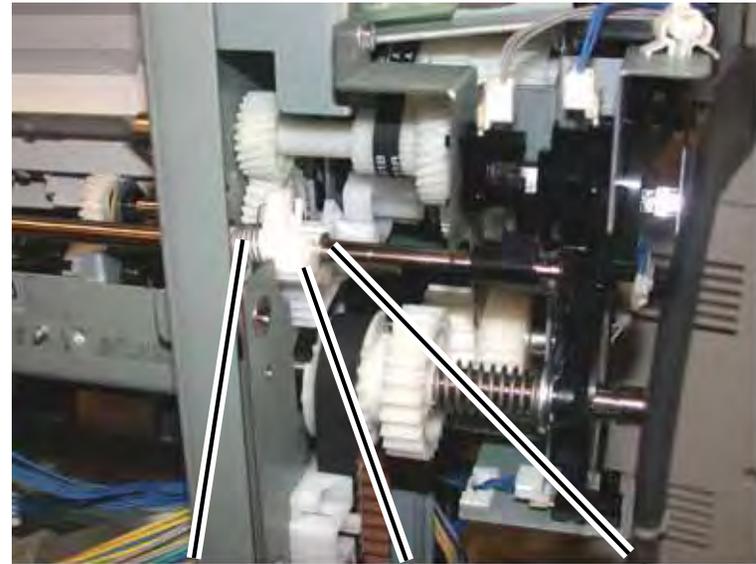
NOTE: Notice the position and orientation of the Set Clamp Shaft gear and the cam gear that it engages. When installing the Set Clamp Shaft these gears must engage in the same manner (Figure 6).

15. Remove the rear E-ring from the Set Clamp Shaft (Figure 7).



Notice the orientation of the gears on the shaft

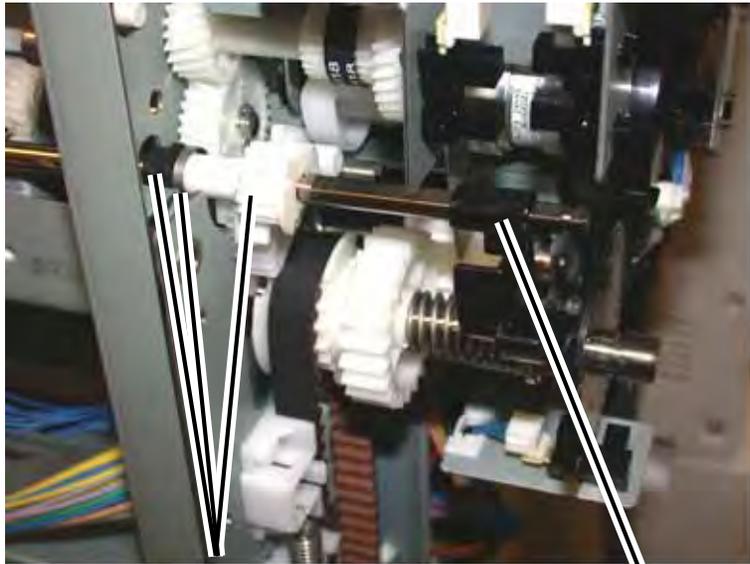
Figure 6 Set Clamp Shaft gear orientation



3 Disconnect the Spring from the Gear
 2 Slide the Gear away from the frame
 1 Remove the E-ring from the frame

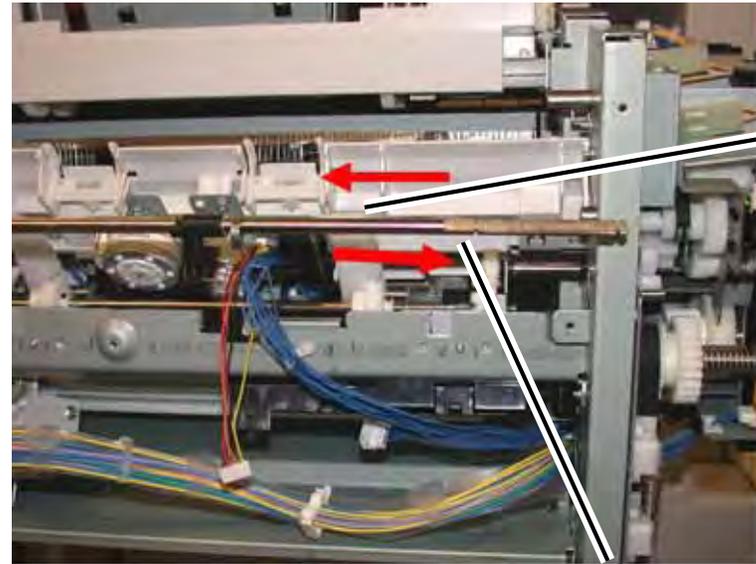
Figure 7 Preparing to remove the Set Clamp Shaft

16. Slide the Gear, Spring and the Bushing away from the frame (Figure 8).



2 Slide the Gear, Spring and Bushing toward the end of the Shaft
1 Unlock and remove the Flag

Figure 8 Preparing to remove the Set Clamp Shaft

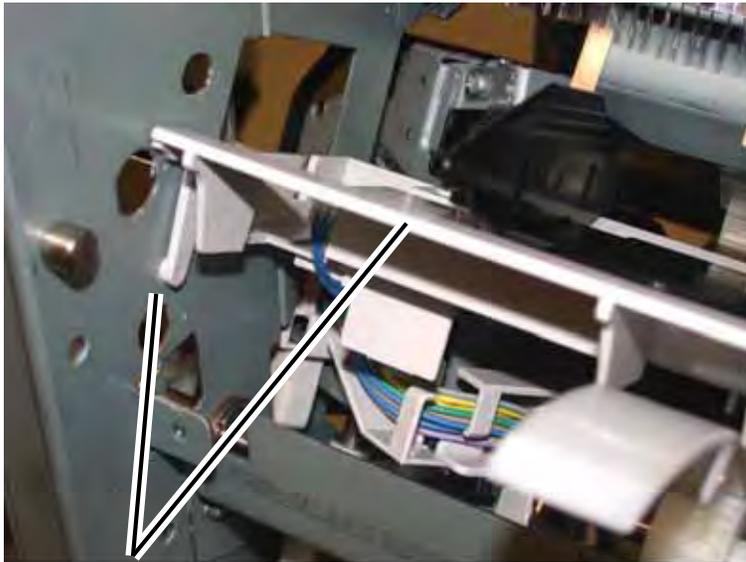


1 Slide the Shaft toward the front
2 Slide the Shaft toward the rear and remove

Figure 9 Removing the Set Clamp Shaft

17. Slide the Set Clamp Shaft to the front to clear the rear frame then slide the Shaft to the rear and remove it from the Finisher (Figure 9).

18. Remove the Compiler Tray Assembly (Figure 10).



Remove the Compiler Tray Assembly

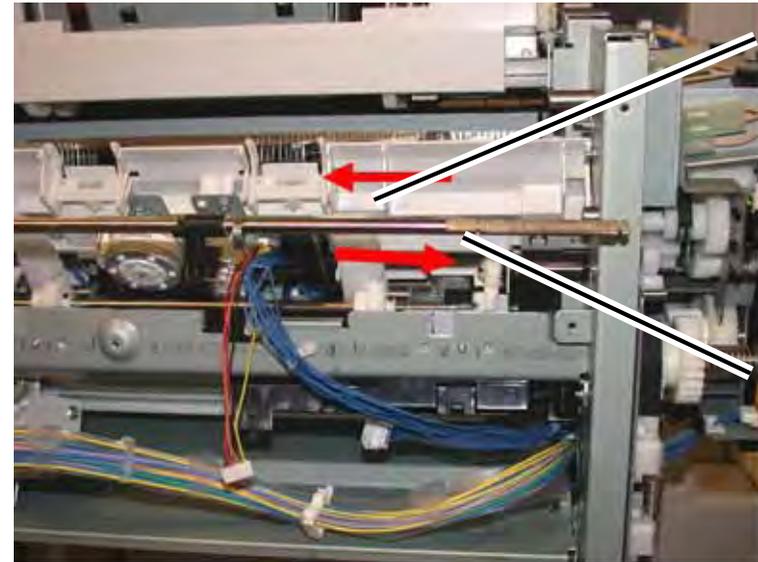
Figure 10 Remove the Compiler Tray Assembly

19. Usually this level of Compiler Tray Assembly removal is for the purpose of removing the Front or Rear Tamper Motors, or the Front or Rear Tamper Home Sensors or the Compiler Tray No Paper Sensor.

However if the Compiler Tray Assembly must be completely removed from the Finisher, it will be necessary to disconnect all of the wire harness connectors to the Tamper Motors, Tamper Home Sensors and No Paper Sensor and disconnect the wires from all wire harness guides.

Replacement

1. Route the wire harness through the wire guides and connect the proper connectors to the No Paper Sensor, the Tamper Home Sensors and the Tamper Motors.
2. Place the Compiler Tray Assembly into position.
3. Install the Set Clamp Shaft front end into the front frame (Figure 11).
4. Slide the Shaft toward the front until the rear end of the Shaft can be inserted into the rear frame (Figure 11).

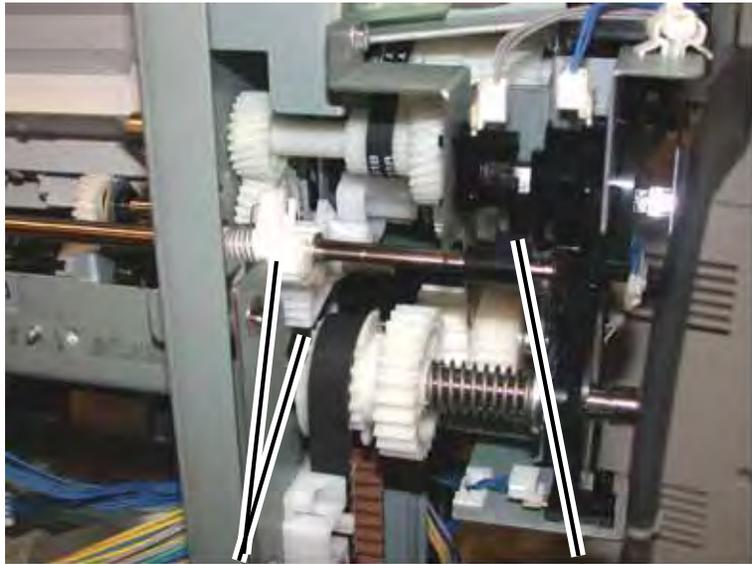


1
Insert
the front
end of
the shaft
into the
front
frame

2
Insert
the rear
end of
the Shaft
into the
rear
frame

Figure 11 Installing the Set Clamp Shaft into position

5. Slide the 3 Set Clamp Holders with Springs into the correct location on the Shaft (Figure 12).

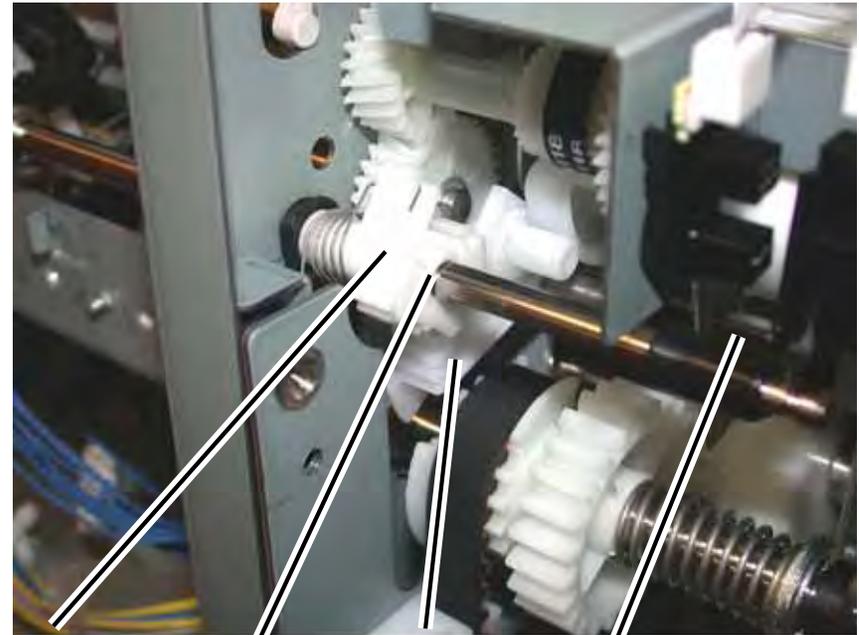


2
Position the 2 Gears

1
Rotate shaft until Stack
Height Flag is in position

Figure 14 Aligning the Gears and Stack Height Sensor Flag

8. Attach the Spring to the gear and slide the Gear into position.
9. Ensure that the 2 Gears and Stack Height Sensor Flag is in the position shown (Figure 15) and install the E-ring.



Shaft Gear
position on Pin-
ion Gear

Install the E-
ring

Pinion Gear
position

Flag

Figure 15 Orientation of 2 Gears and Stack Height Sensor Flag

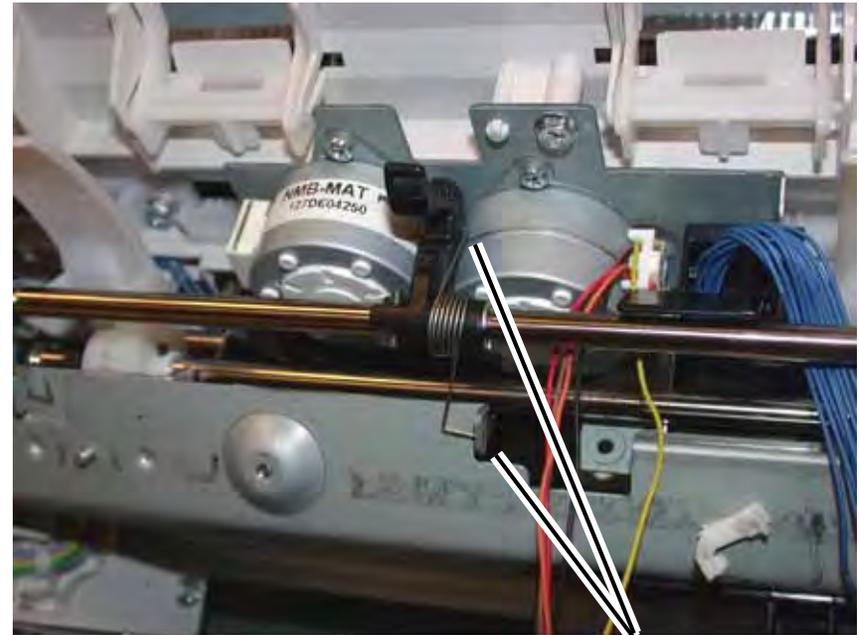
10. Install the Bushing onto the front end of the Set Clamp Shaft and install the E-ring (Figure 16).



Install
the
Bush-
ing and
the E-
ring

Figure 16 Installing the Bushing and E-ring

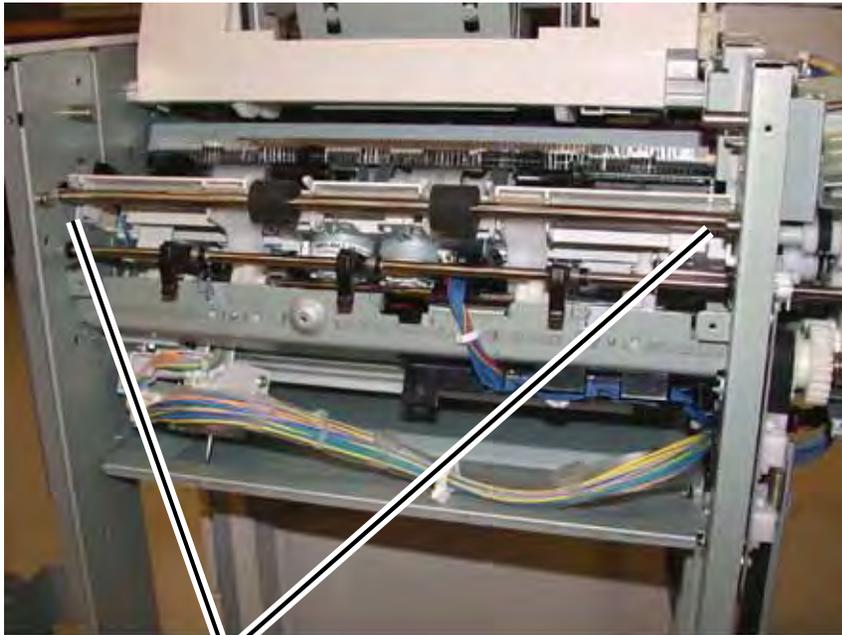
11. Ensure that the Set Clamp Holder Springs are connected (Figure 17).



Spring attaches in 2
spots

Figure 17 Attaching the Set Clamp Holder Springs

12. Install the Eject Roll Shaft.
 - (1) Place the Eject Roll Shaft into position in the front and rear frame (Figure 18).



Eject Roll Shaft in position

Figure 18 Preparing to install the Eject Roll Shaft

(2) Install the brass bearing, the Gear and the E-ring onto the rear of the Eject Roll Shaft (Figure 19).

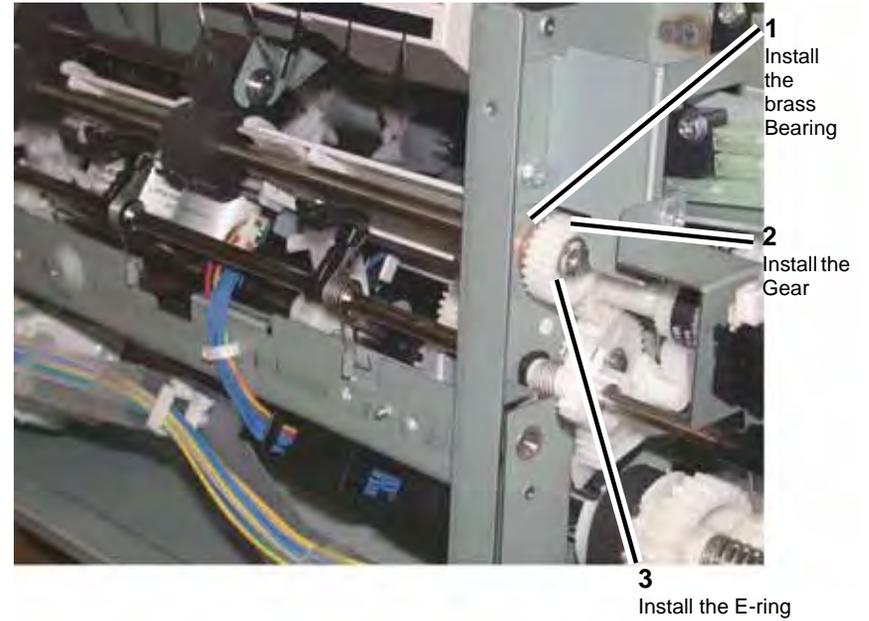


Figure 19 Installing the Eject Roll Shaft rear parts

(3) Install the brass bearing and E-ring onto the front of the Eject Roll Shaft (Figure 20).



Figure 20 Installing the brass bearing and E-ring

13. Install the Compiler Tray screw (1).
14. Install the Eject Cover (REP 13.9).
15. Install the Stacker Upper Cover (REP 13.12).
16. Install the Stacker Tray (REP 13.20).
17. Install the Stacker Lower Cover (REP 13.11).
18. Install the Foot Cover (REP 13.10).
19. Install the Rear Upper Cover (REP 13.7).
20. Install the Front Cover (REP 13.6).
21. Dock the Finisher to the IOT (REP 13.5).

REP 13.18 Crease Assembly (Office Finisher LX)

Parts List on [PL 23.14](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Crease Assembly (Figure 1).

- (1) Open the Finisher Front Door.
- (2) Remove the Guard.

NOTE: Pull out the Cable Tie to obtain additional slack in the wires.

- (3) Disconnect the Cable.
- (4) Remove the Thumbscrew.
- (5) Pull the Crease Assembly straight out.

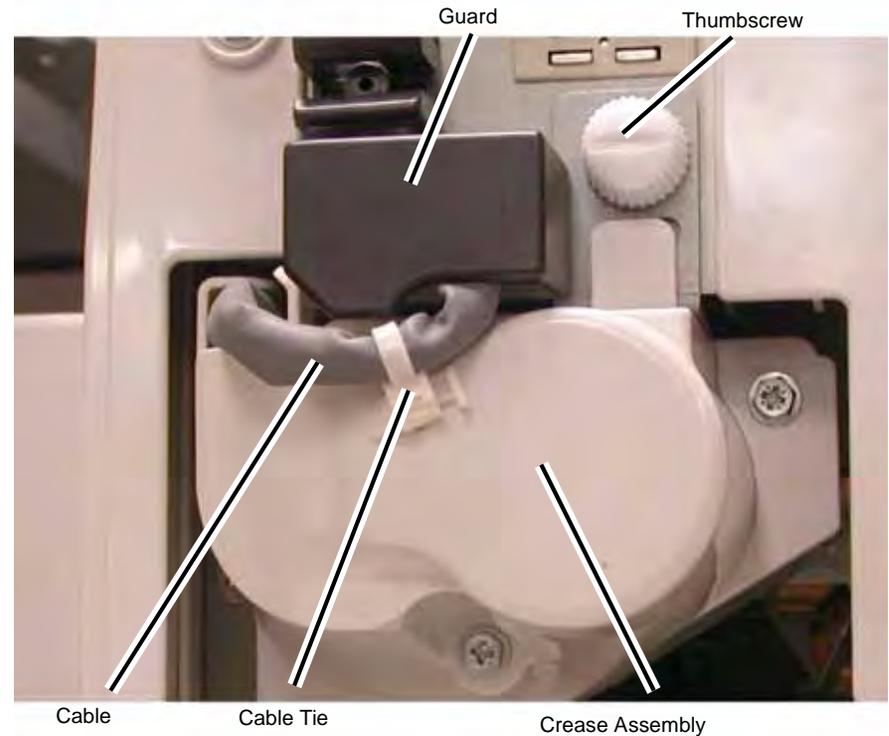


Figure 1 Removing the Crease Assembly

Replacement

NOTE: Make sure the Locating Pins (2) are properly engaged (Figure 2).

1. Reverse the removal procedure for replacement.

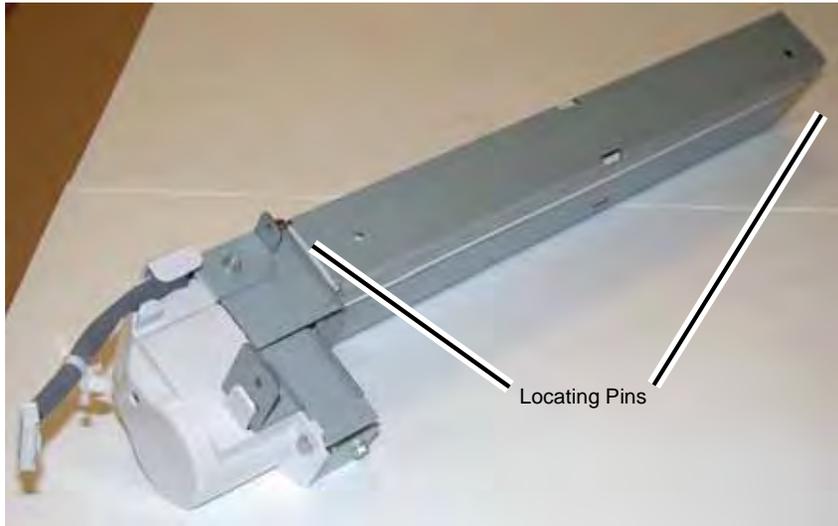


Figure 2 Crease Assembly

2. Perform [ADJ 12.2](#) Finisher LX Booklet Crease/Staple Position

REP 13.19 Stacker Elevator Motor (Office Finisher LX)

Parts List on [PL 23.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Finisher Rear Upper Cover ([REP 13.7](#)).
3. Disconnect P/J8988 on the Finisher Control PWB.
4. Release the wires from the cable clamps.
5. Remove the wires from the wire guide, remove the screws (2) and move the wire guide to one side.
6. Remove the screws (2) from the motor mount using a 5.5 mm combination wrench.
7. Remove the Stacker Elevator Motor.

Replacement

Install in reverse order of removal procedure.

REP 13.20 Stacker Tray (Office Finisher LX)

Parts List on [PL 23.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the following:
 - (1) Booklet Maker Assembly (if installed) ([REP 13.31](#)).
 - (2) Front Cover Assembly ([REP 13.6](#)).
 - (3) Rear Upper Cover ([REP 13.7](#)).
3. Remove the Stacker Tray ([Figure 1](#)).
 - (1) Remove the Screws (4).
 - (2) Remove the Stacker Tray.

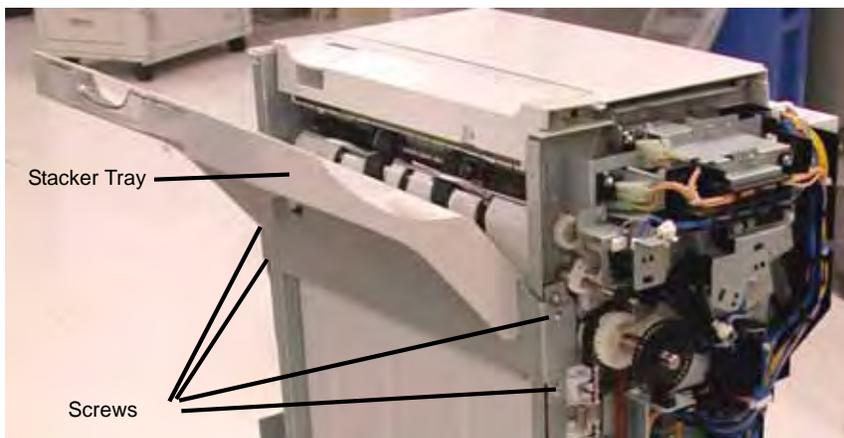


Figure 1 Removing the Stacker Tray

Replacement

Reverse the removal procedure for replacement.

REP 13.21 Eject Belt (Office Finisher LX)

Parts List on [PL 23.13](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).
3. Remove the Booklet Maker ([REP 13.31](#)).
4. Remove the Rear upper Cover ([REP 13.7](#)).
5. Remove the Eject Motor Assembly ([REP 13.22](#)).
6. Remove the Eject Motor ([REP 13.25](#)).
7. Remove the Eject Belt.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.22 Eject Motor Assembly (Office Finisher LX)

Parts List on [PL 23.11](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).
3. Remove the Booklet Maker ([REP 13.31](#)).
4. Remove the Rear Upper Cover ([REP 13.7](#)).
5. Preparing to remove the Eject Motor Assembly.
 - (1) Disconnect the Eject Motor connector
 - (2) Remove the wire harness from the Harness Guide
 - (3) Disconnect the wire harness clamps (2)
 - (4) Remove the screws (2) from the Harness Guide and move the Harness Guide aside.
 - (5) Disconnect the Spring
 - (6) Remove the Eject Motor Assembly screws (4)
6. Remove the Eject Motor Assembly.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.23 Finisher PWB (Office Finisher LX)

Parts List on [PL 23.16](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Rear Upper Cover ([REP 13.7](#)).
3. Remove the Finisher PWB ([Figure 1](#)).
 - (1) Disconnect the Connectors (9).
 - (2) Remove the Screws (5).
 - (3) Remove the Finisher PWB.

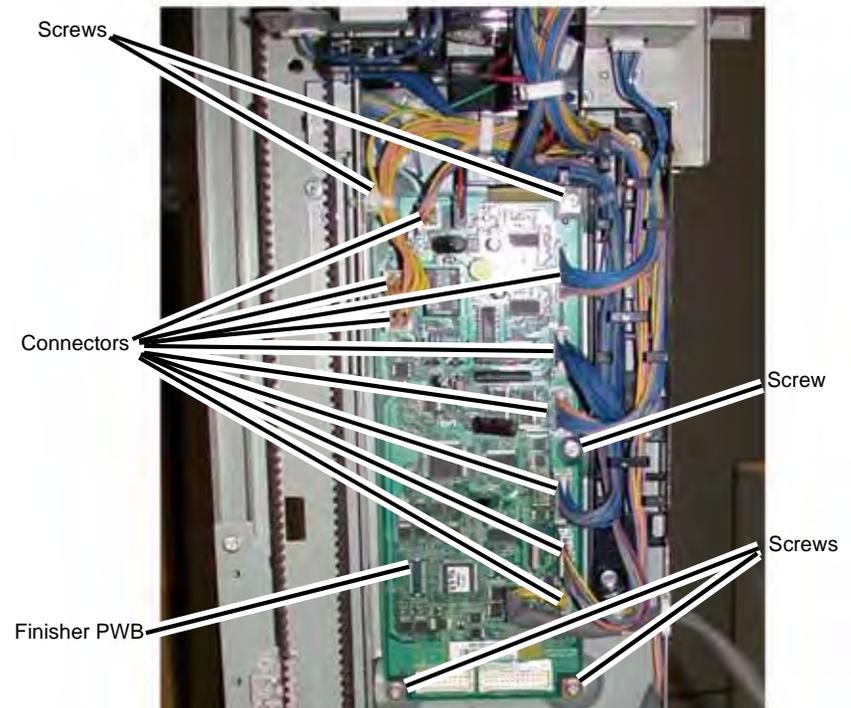


Figure 1 Removing the Finisher PWB

Replacement

1. Reverse the removal procedure for replacement.

REP 13.24 Finisher LVPS (Office Finisher LX)

Parts List on [PL 23.16](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Rear Lower Cover ([REP 13.8](#)).
3. Remove the Finisher LVPS ([Figure 1](#)).
 - (1) Disconnect the Connectors (2).
 - (2) Remove the Screws (4).
 - (3) Remove the Finisher LVPS.

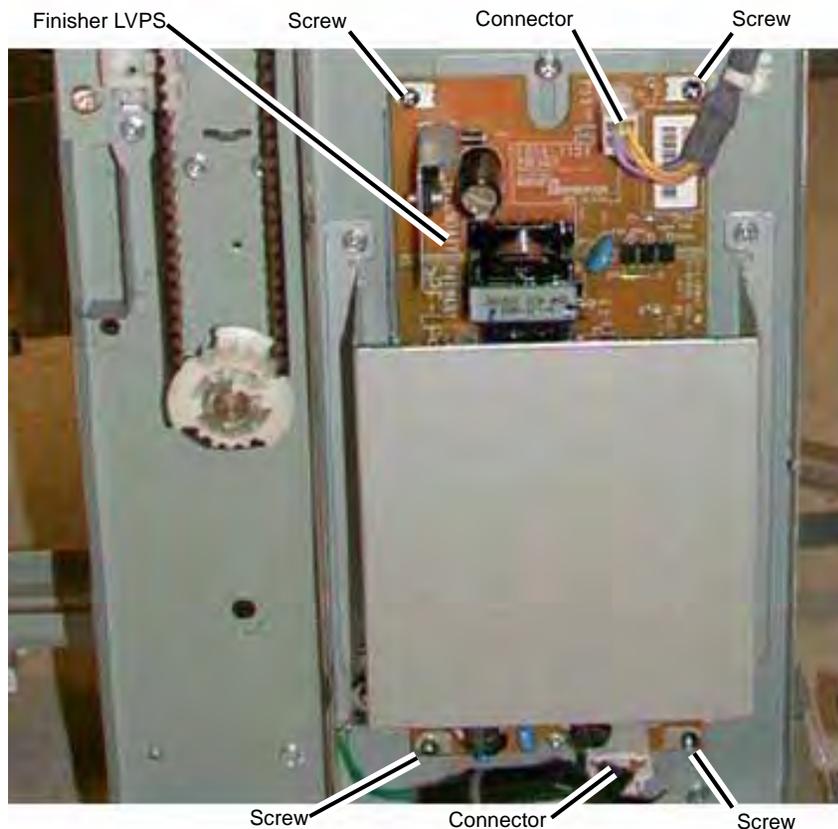


Figure 1 Removing the Finisher LVPS

Replacement

Reverse the removal procedure for replacement.

REP 13.25 Eject Motor (Office Finisher LX)

Parts List on [PL 23.11](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Undock the Finisher ([REP 13.5](#)).
3. Remove the Booklet Maker ([REP 13.31](#)).
4. Remove the Rear Upper Cover ([REP 13.7](#)).
5. Remove the Eject Motor Assembly ([REP 13.22](#)).
6. Remove the Eject Motor.
 - (1) Remove the screws (2)
 - (2) Remove the Eject motor

Replacement

1. To install, carry out the removal steps in reverse order.

REP 13.26 Front/Rear Tamper Motor (Office Finisher LX)

Parts List on [PL 23.12](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Compiler Tray ([REP 13.17](#)).
3. Turn the Compiler Tray over on a work surface.
4. Remove the Tamper Motor ([Figure 1](#)).
 - (1) Release the wires from the wire guide.
 - (2) Remove the screw (1) and remove the wire guide.
 - (3) Disconnect the Tamper Motor connector.

NOTE: The Rear Tamper Motor connector has already been disconnected.

- (4) Remove the screws (2).
- (5) Remove the Tamper Motor.

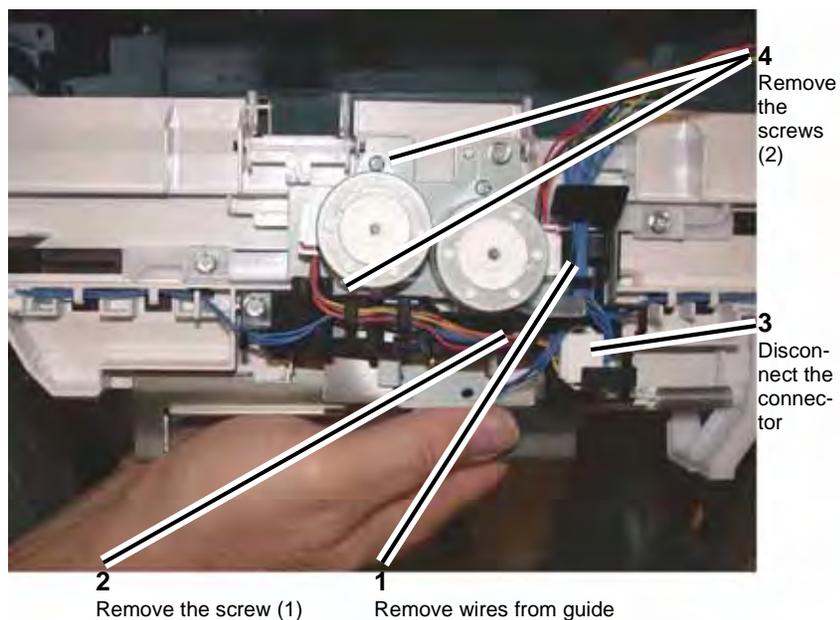


Figure 1 Removing the Tamper Motor

Replacement

Replace in reverse order of removal.

REP 13.27 Front/Rear Tamper Home Sensors (Office Finisher LX)

Parts List on [PL 23.12](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Compiler Tray Assembly ([REP 13.17](#)).
3. Turn the Compiler Tray over on a work surface ([Figure 1](#)).
4. Disconnect the connector.
5. Remove the Front or Rear Tamper Home Sensor ([PL 23.12](#)).



Figure 1 Removing the Front or Rear Tamper Home Sensor

REP 13.28 Compiler No Paper Sensor (Office Finisher LX)

Parts List on [PL 23.12](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Compiler Tray Assembly ([REP 13.17](#)).
3. Turn the Compiler tray over on a work surface.
4. Remove the screw (1) that secures the bracket ([PL 23.12](#)) ([Figure 1](#)).

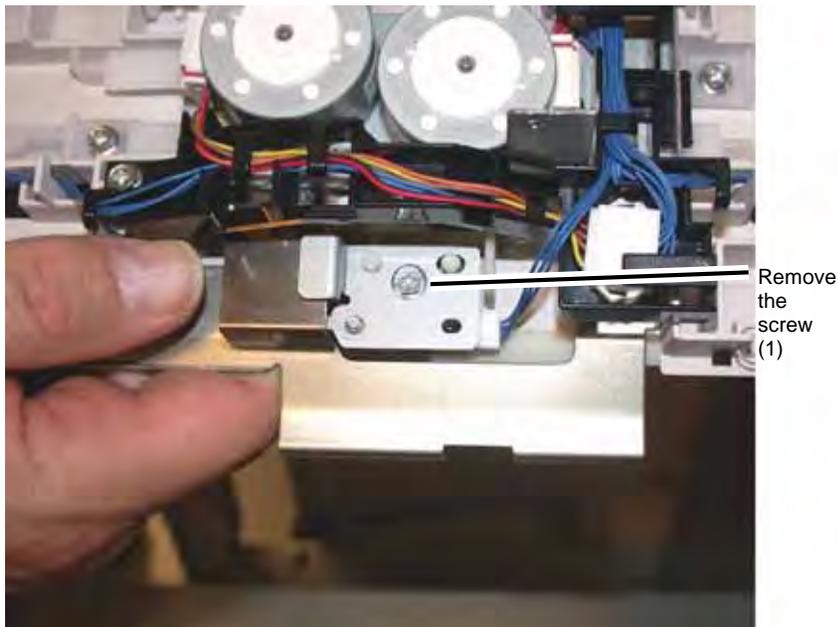


Figure 1 Removing the Bracket

5. Disconnect the connector ([Figure 2](#)).
6. Remove the screw (1) that secures the sensor.
7. Remove the Compiler No Paper Sensor.

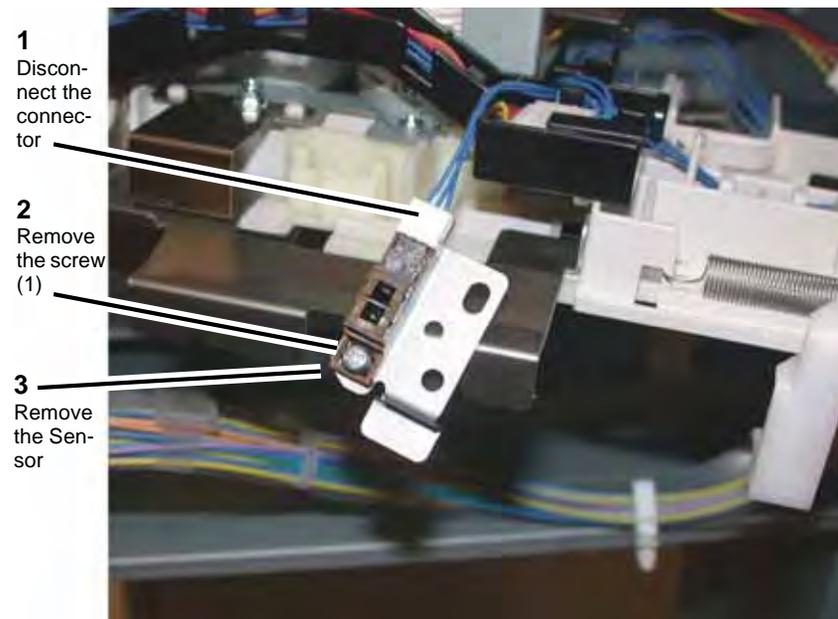


Figure 2 Removing the Compiler No Paper Sensor

REP 13.29 Front/Rear Carriage Assembly (Office Finisher LX)

Parts List on [PL 23.7](#)

Removal

NOTE: Ensure that the Stacker Tray is in the top position.

1. Switch off the power and disconnect the power cord.
2. Remove the Finisher Front Cover ([REP 13.6](#)).
3. Remove the Rear Upper and Rear Lower Covers ([REP 13.7](#), [REP 13.8](#)).
4. Remove the Stacker Tray ([REP 13.20](#)).
5. Removing the Carriage Assembly ([Figure 1](#)).
 - (1) Disconnect and remove the Spring.

NOTE: The Carriage Bearings (2 each Assembly) are not fastened to the shafts. Use care to catch the Bearings when the Carriage Assembly is removed.

- (2) With a 6 inch common screwdriver, move the belt Clamp latch aside and remove the Stacker Belt and Carriage Assembly.

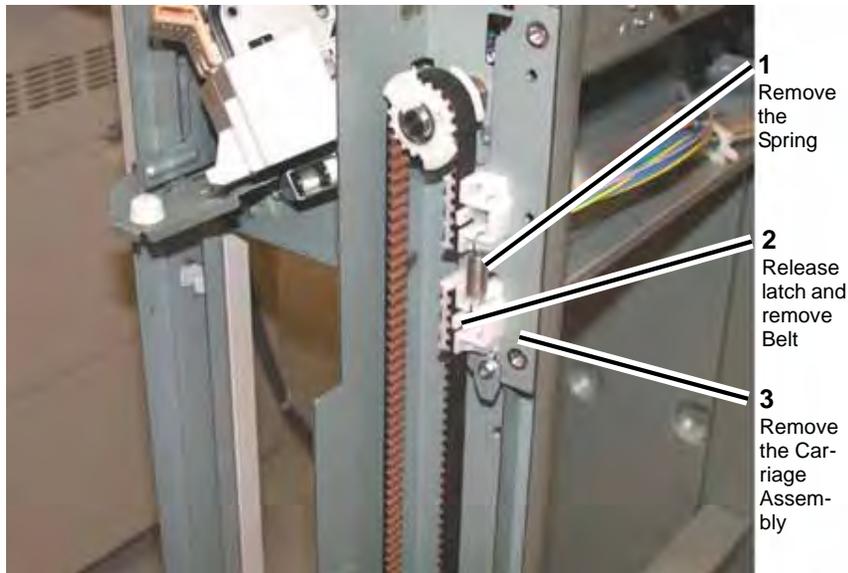


Figure 1 Removing the Carriage Assembly

Replacement

NOTE: Ensure that the Front and Rear Carriage Assemblies are installed at the same height.

1. Install the Front or Rear Carriage Assemblies in the reverse order of removal.

REP 13.30 Booklet PWB (Office Finisher LX)

Parts List on [PL 23.21](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet PWB Cover ([REP 13.35](#)).
3. Remove the Booklet PWB ([Figure 1](#)).
 - (1) Disconnect the Connectors (5).
 - (2) Remove the Screws (4).
 - (3) Remove the Booklet PWB.

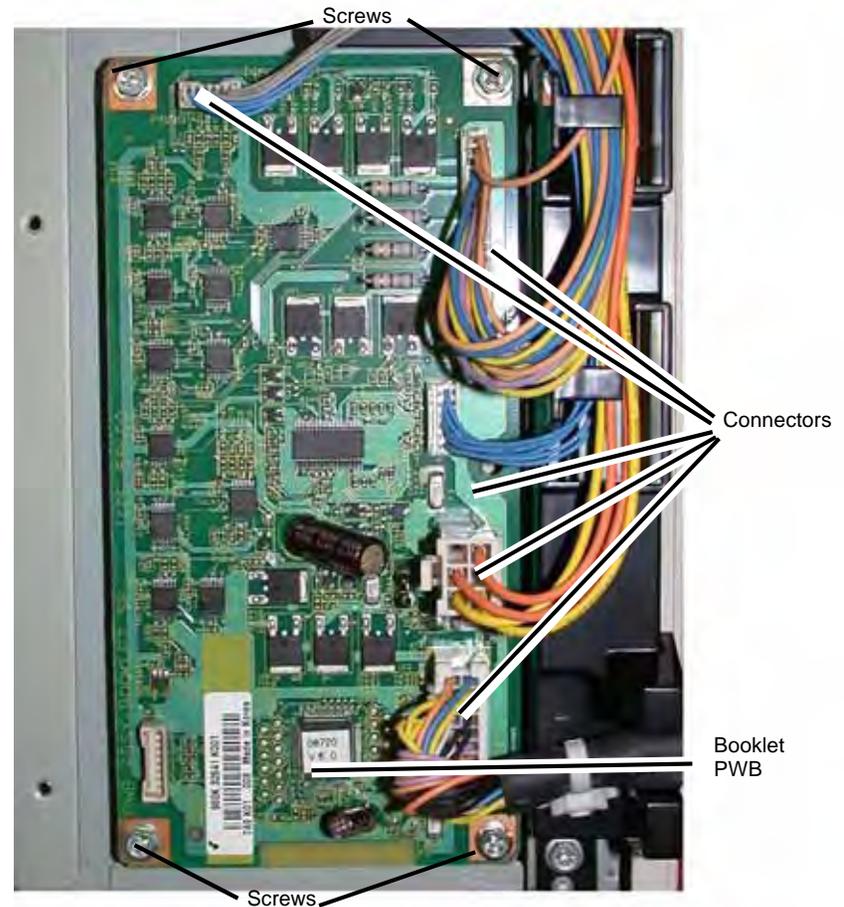


Figure 1 Removing the Booklet PWB

Replacement

1. Reverse the removal procedure for replacement.

REP 13.31 Booklet Maker Assembly (Office Finisher LX)

Parts List on [PL 23.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Unlatch the Eject Cover, and move it all the way to the left ([Figure 1](#)).
3. Remove the Thumbscrews (2) ([Figure 1](#)).



Figure 1 Eject Cover and Thumbscrew

4. Disconnect the Booklet Maker Assembly from the Finisher.
 - (1) Remove the Connector Cover ([Figure 2](#)).



Connector Cover

Figure 2 Connector Cover

- (2) Disconnect the Connector ([Figure 3](#)).
- (3) Pull out the Cable Ties (4).

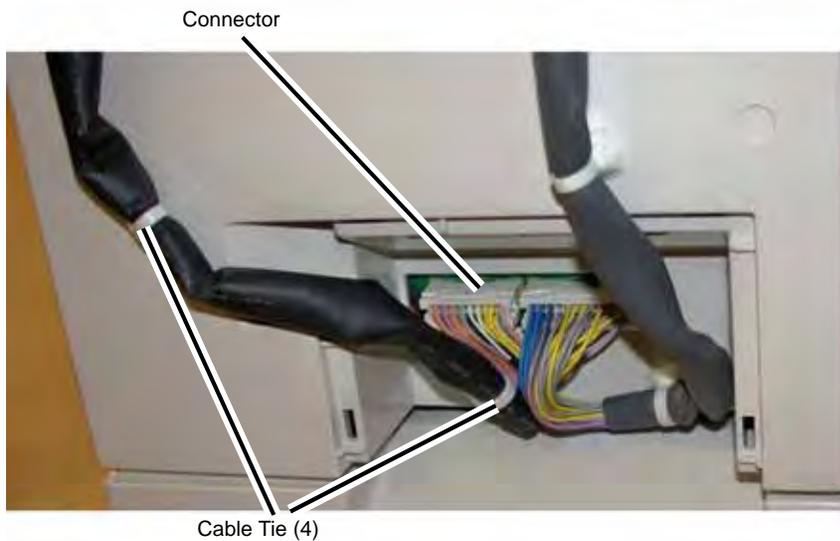


Figure 3 Disconnecting the Booklet Maker Assembly

5. Lift the Booklet Maker Assembly off the Locating Pins (4), and remove (Figure 4).

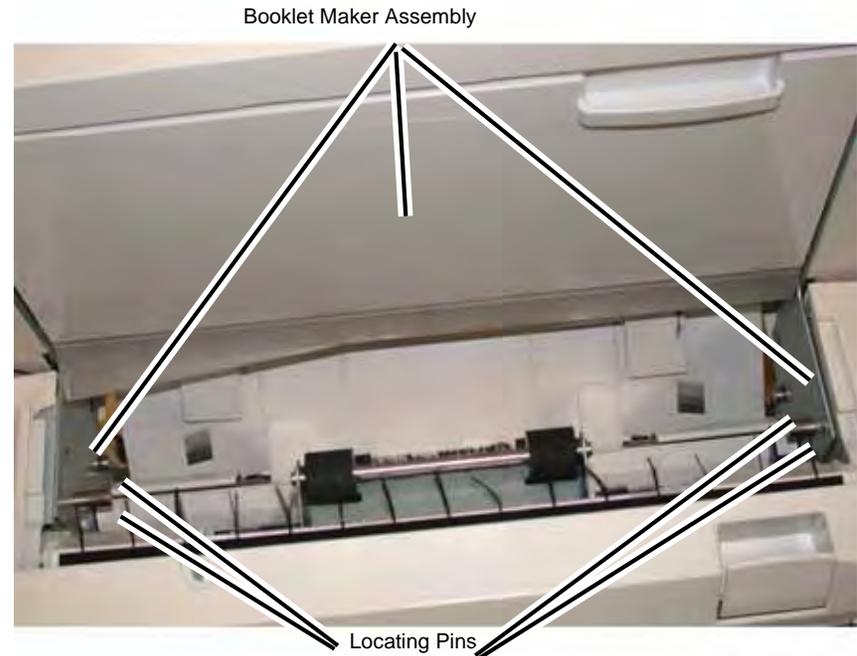


Figure 4 Removing the Booklet Maker Assembly

Replacement

1. Reverse the removal procedure for replacement.

REP 13.32 Booklet Front Cover (Office Finisher LX)

Parts List on [PL 23.17](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet Maker Assembly from the Finisher ([REP 13.31](#)).
3. Remove the Booklet Front Cover.
 - (1) Remove the Screw (1) ([Figure 1](#)).



Figure 1 Removing the Booklet Front Cover

- (2) Remove the Screws (2) ([Figure 2](#)).
- (3) Remove the Booklet Front Cover.

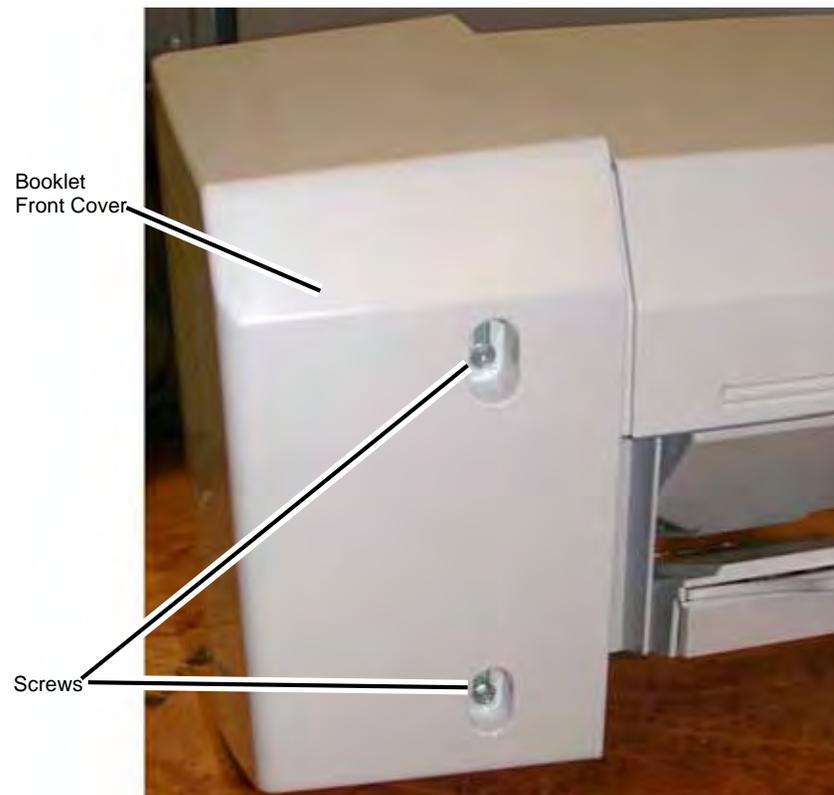


Figure 2 Removing the Booklet Front Cover

Replacement

1. Reverse the removal procedure for replacement.

REP 13.33 Booklet Rear Cover (Office Finisher LX)

Parts List on [PL 23.17](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet Maker Assembly from the Finisher ([REP 13.31](#)).
3. Remove the Booklet PWB Cover ([REP 13.35](#)).
4. Remove the Booklet Rear Cover.
 - (1) Remove the Self-tapping Screws (2) ([Figure 1](#)).
 - (2) Remove the Booklet Side Cover.

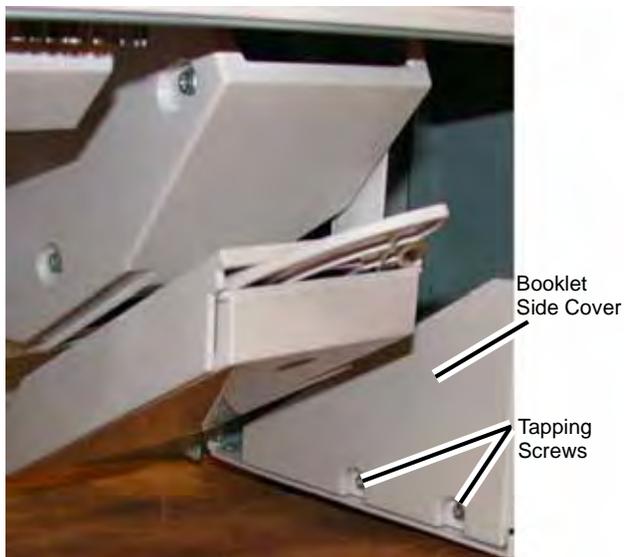


Figure 1 Removing the Booklet Side Cover

- (3) Remove the Screw (1) ([Figure 2](#)).
- (4) Remove the Booklet Rear Cover.

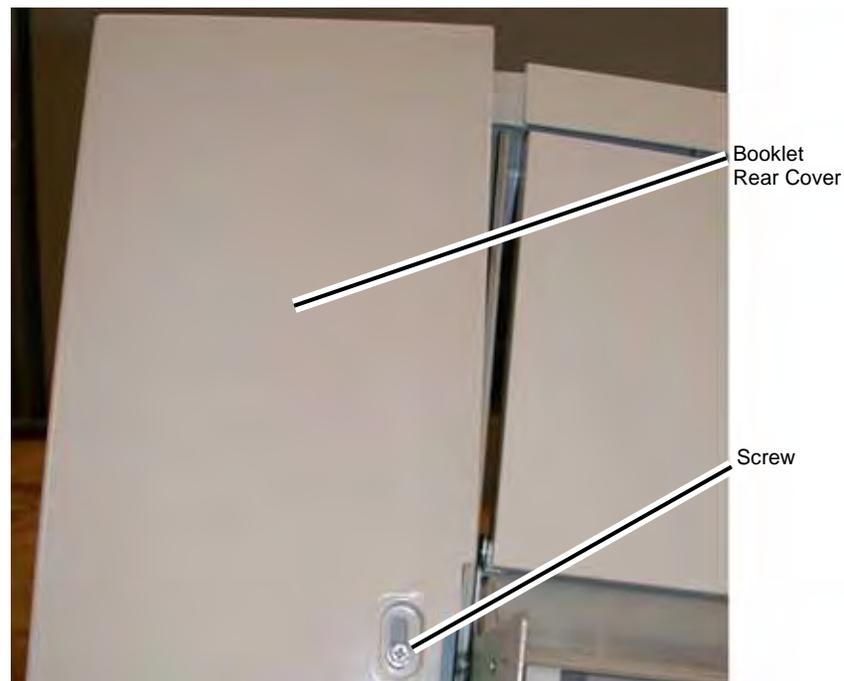


Figure 2 Removing the Booklet Rear Cover

Replacement

1. Reverse the removal procedure for replacement.

REP 13.34 Booklet Top Cover (Office Finisher LX)

Parts List on [PL 23.17](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet Front Cover ([REP 13.32](#)).
3. Remove the Booklet Rear Cover ([REP 13.33](#)).
4. Remove the Booklet Top Cover ([Figure 1](#)).
 - (1) Remove the Screws (4).
 - (2) Remove the Booklet Top Cover.

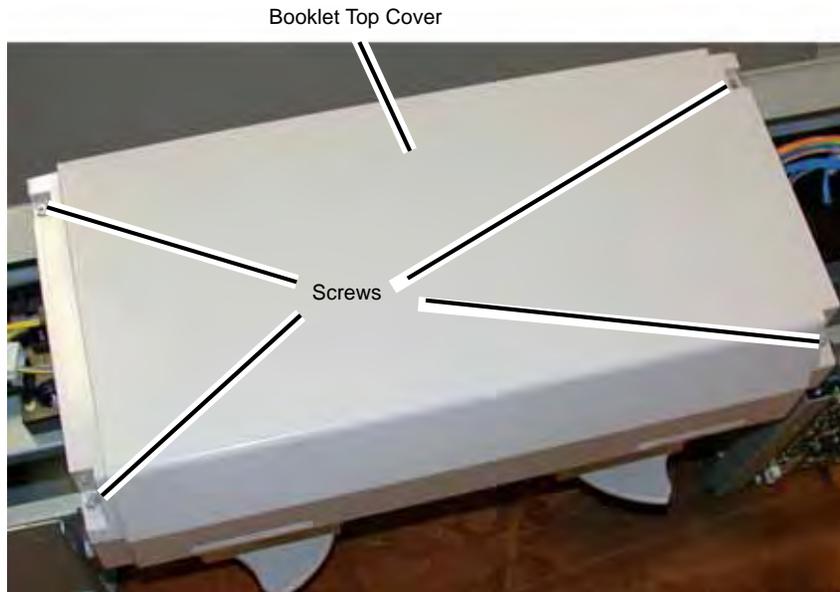


Figure 1 Removing the Booklet Top Cover

Replacement

Reverse the removal procedure for replacement.

REP 13.35 Booklet PWB Cover (Office Finisher LX)

Parts List on [PL 23.17](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet PWB Cover ([Figure 1](#)).
 - (1) Remove the Self-tapping Screws (2).
 - (2) Remove the Screws (2).
 - (3) Remove the Booklet PWB Cover.

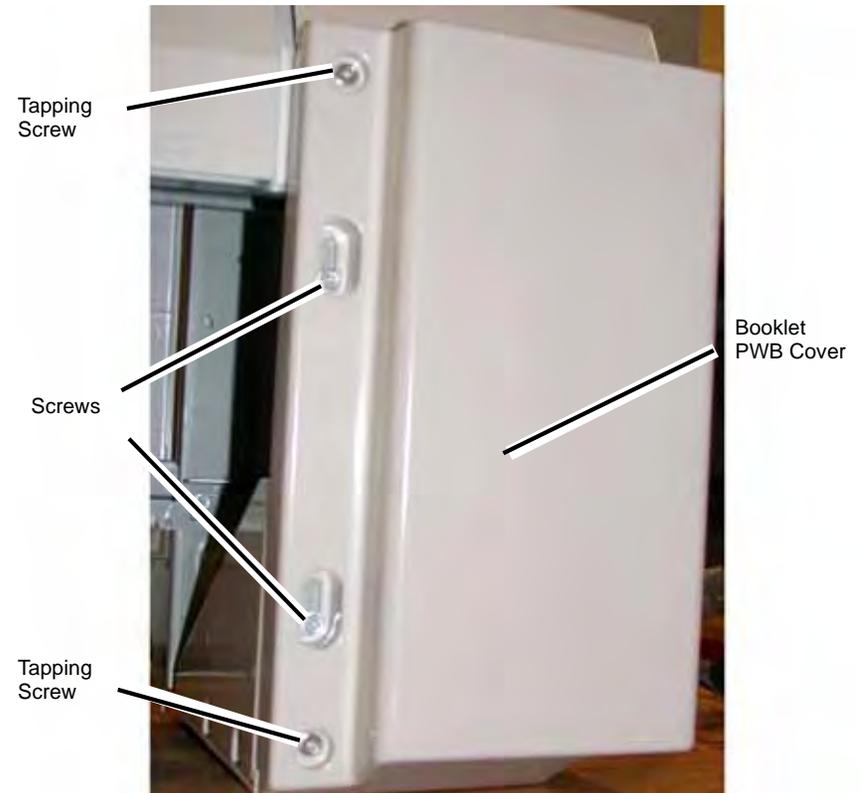


Figure 1 Removing the Booklet PWB Cover

Replacement

Reverse the removal procedure for replacement.

REP 13.36 Booklet Left Cover (Office Finisher LX)

Parts List on [PL 23.17](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet Maker from the Finisher ([REP 13.31](#)).
3. Remove the Booklet Maker Left Cover.
4. Align the slots at the front and rear of the Booklet Maker Left Cover with the flats on the Mounting Pins.
5. Move the Booklet Maker Left Cover by allowing the flats on the Mounting Pins to slide through the slots in the Cover.

Replacement

1. Reverse the removal procedure for replacement.

REP 13.37 Booklet Front/Rear Stapler (Office Finisher LX)

Parts List on [PL 23.19](#), [PL 23.20](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet Maker Assembly from the Finisher ([REP 13.31](#)).
3. Remove the Stapler Guide ([Figure 1](#)).
 - (1) Remove the Screw (1).
 - (2) Remove the Stapler Guide.

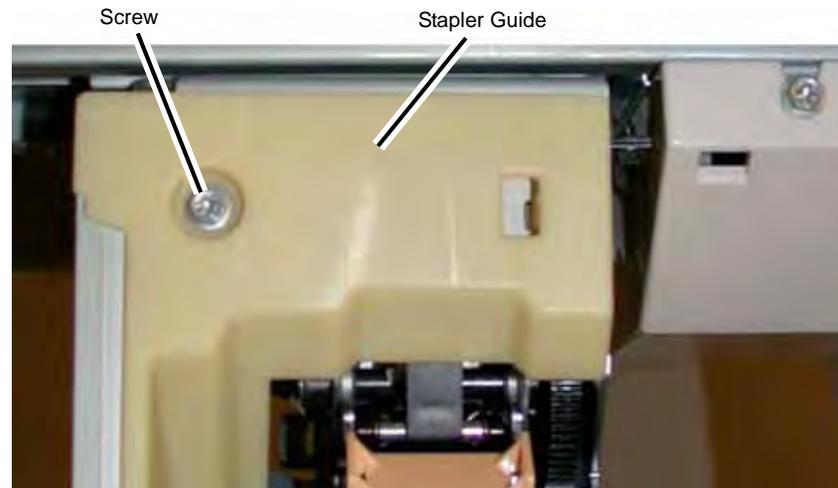


Figure 1 Removing the Stapler Guide

4. Remove the Stapler Lower Cover ([Figure 2](#)).
 - (1) Remove the Screw (1).
 - (2) Remove the Stapler Lower Cover.

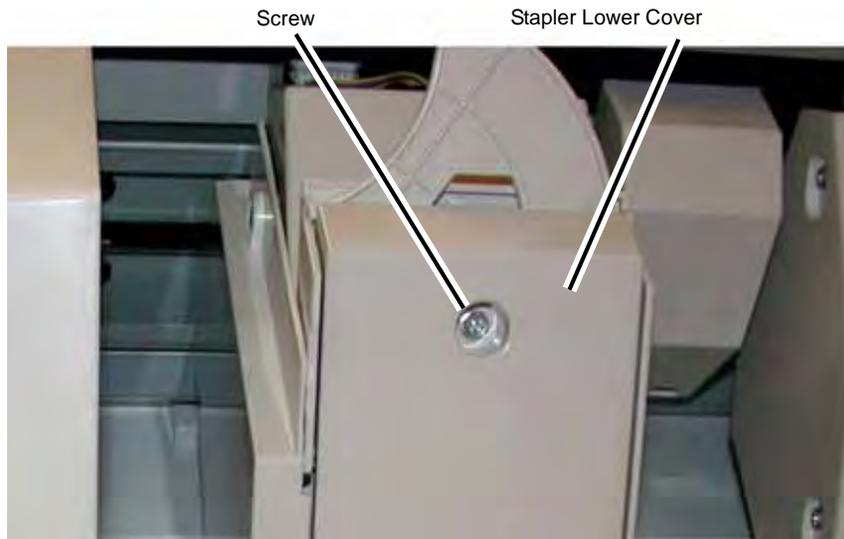


Figure 2 Removing the Stapler Lower Cover

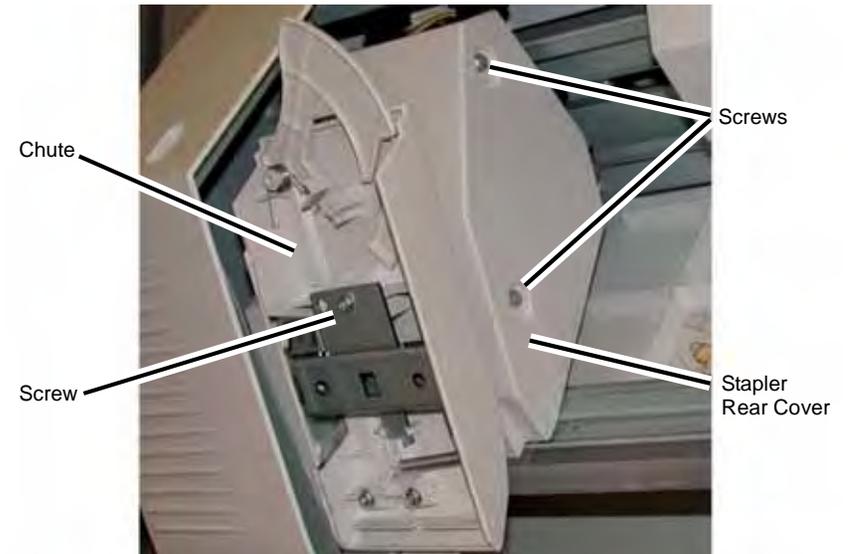


Figure 3 Removing the Chute and Stapler Rear Cover

5. Remove the Chute (Figure 3).
 - (1) Remove the Screw (1).
 - (2) Remove the Chute.
6. Remove the Stapler Rear Cover (Figure 3).
 - (1) Remove the Screws (2).
 - (2) Remove the Stapler Rear Cover.
7. Remove the Stapler (Figure 4).
 - (1) Release the wires from the Clip.
 - (2) Disconnect the Connector.
 - (3) Remove the Screws (3).
 - (4) Remove the Stapler.

REP 13.38 Booklet Stapler Move Motor (Office Finisher LX)

Parts List on [PL 23.18](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the Booklet Maker Assembly from the Finisher ([REP 13.31](#)).
3. Remove the Cover for the Booklet Stapler Move Motor ([Figure 1](#)).
 - (1) Remove the Screw (1).
 - (2) Remove the Cover.

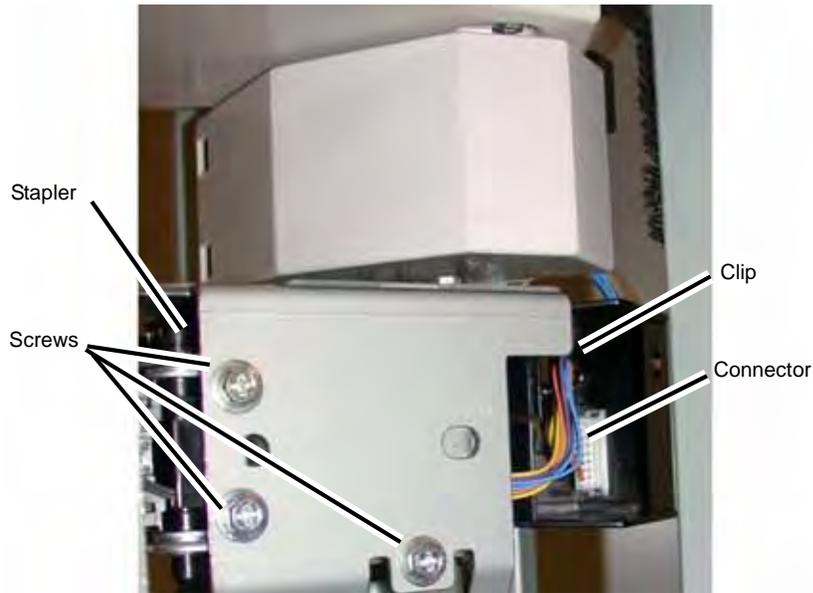


Figure 4 Removing the Stapler

Replacement

1. Reverse the removal procedure for replacement.
2. Perform [ADJ 12.2](#) Finisher LX Booklet Crease/Staple Position

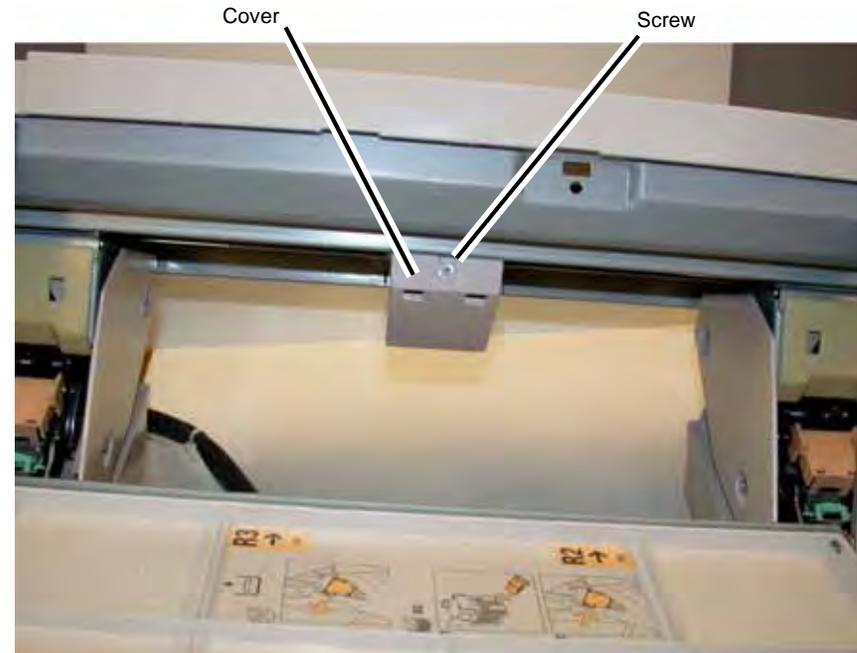


Figure 1 Removing the Cover

4. Remove the Booklet Stapler Move Motor ([Figure 2](#)).
 - (1) Open the Clip and release the wires.
 - (2) Disconnect the Connector.
 - (3) Remove the Screws (3).
 - (4) Remove the Booklet Stapler Move Motor.

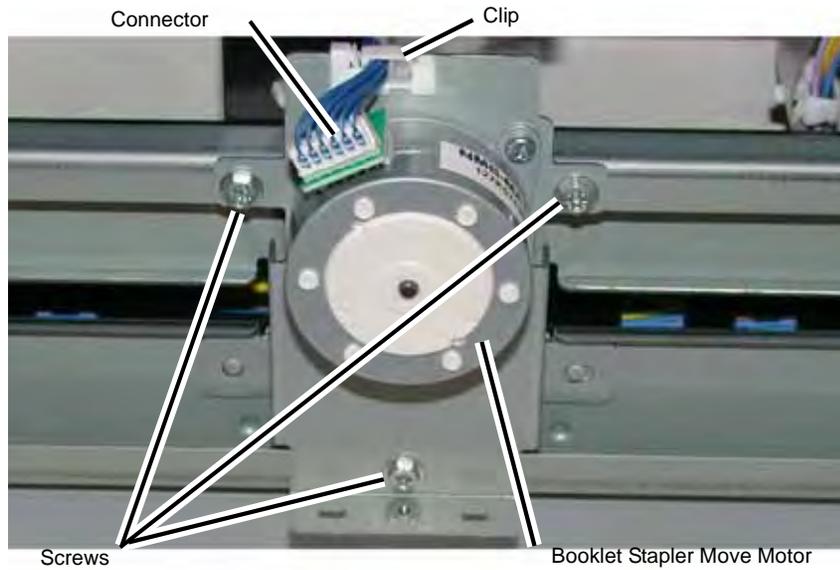


Figure 2 Removing the Booklet Stapler Move Motor

Replacement

1. Reverse the removal procedure for replacement.

REP 19.1 HCF Tray 6

Parts List on [PL 10.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Open the HCF Tray by pulling the tray toward you.
3. Remove all paper from the tray.
4. Using a small screwdriver, or other small, blunt instrument, release the stopper on each rail of the tray by inserting the screwdriver into the hole of the stopper and pulling the tray toward you.
5. Remove the tray by pulling it toward you.

Replacement

1. Slide the rails (2) into the HCF housing.
2. Line up the rails of the tray with the adjoining rails of the HCF and push the tray into place.
3. Place previously removed paper, or fresh paper, into the tray.

REP 19.2 HCF Feeder

Parts List on [PL 10.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the HCF Tray ([REP 19.1](#)).
3. Open the Feeder Top Cover.
4. Remove the (2) screws used to secure the HCF Feeder on its rail ([Figure 1](#)).

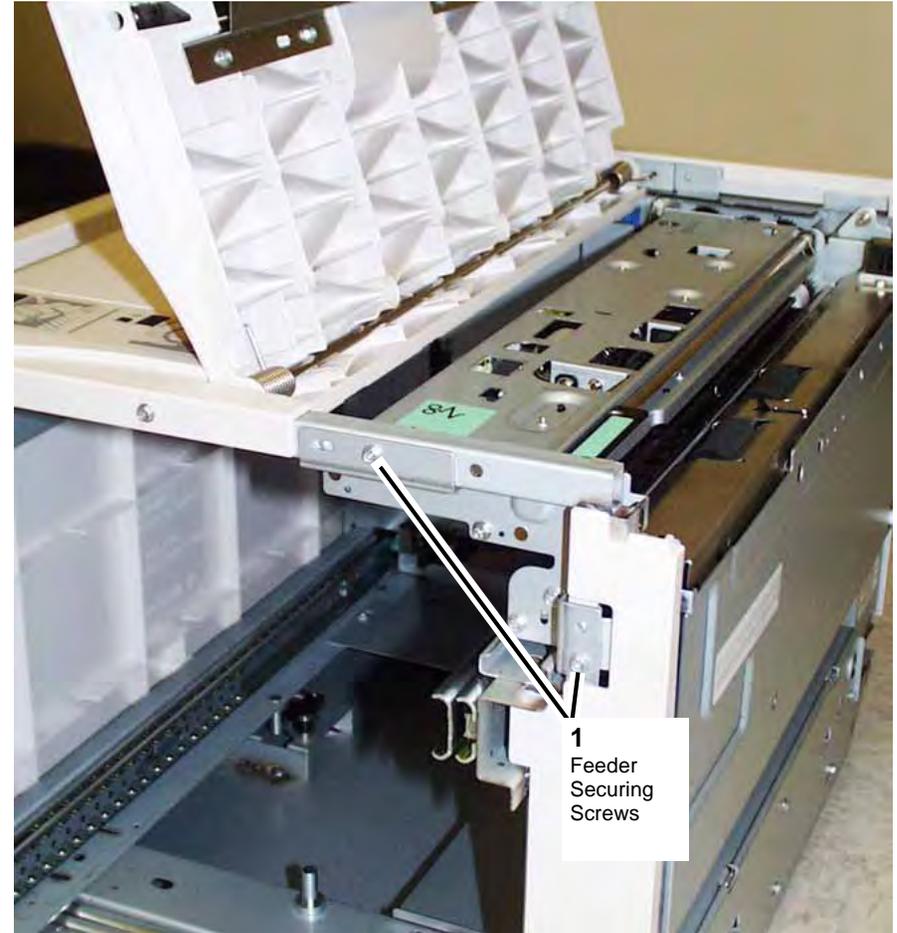


Figure 1 Feeder Securing Screws

5. Slide the HCF Feeder toward you.

Replacement

1. Position the HCF Feeder's bottom rail-following feet (2) onto the internal HCF rail.
2. Slide the HCF Feeder back into the HCF until it seats.

CAUTION

Do not over tighten the HCF Feeder screws.

3. Reinstall the two securing screws and tighten until snug.

REP 19.3 HCF Undocking

Removal

1. Switch off the power and disconnect the power cord.
2. Unplug the HCF Power Cable connected to the left rear of the copier/printer.
3. Grasping the HCF by its upper corners, pull the HCF away from the copier/printer to expose the HCF Docking Base (Figure 1).

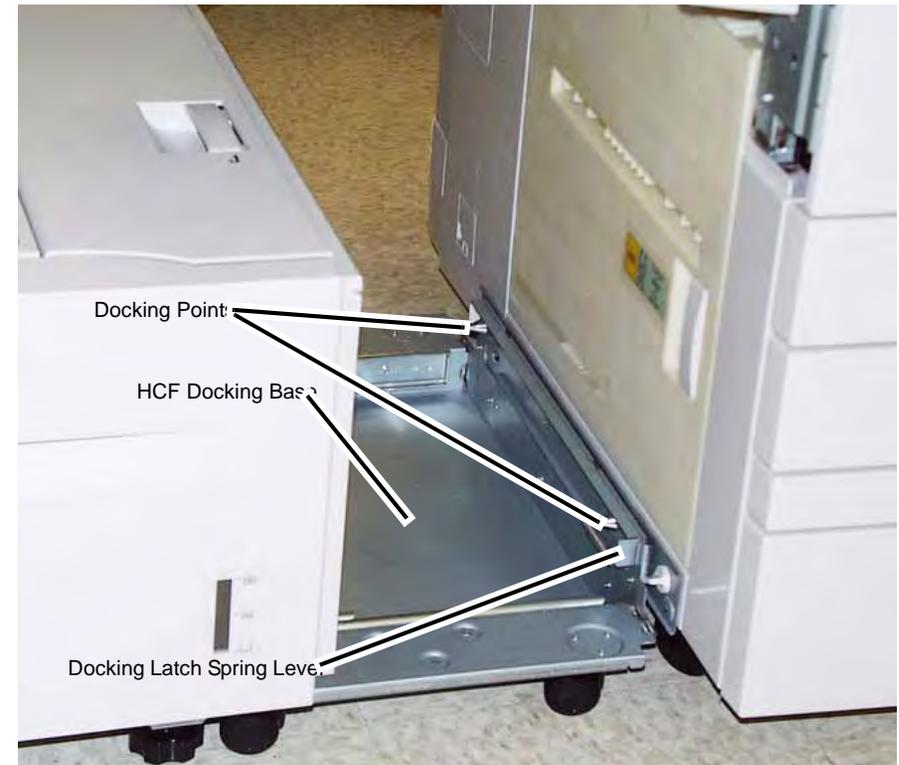


Figure 1 Exposing the docking base

4. Release the Docking Latch Spring Lever on the right side of the Docking Base.
5. Pull the HCF away from the copier/printer to un-dock it from the copier/printer.

Replacement

1. Push the HCF toward the two Docking Points on the left side of the printer.
2. Align the holes in the HCF Docking Base with the Docking Points on the printer/copier.

NOTE: Rotate the Caster of the copier/printer so that it does not interfere with docking.

3. Push the HCF into place.
4. Reattach the HCF Power Cable.

REP 19.4 HCF Tray Cables

Parts List on [PL 10.3](#)

Removal

Switch off the power and disconnect the power cord.

Removing the HCF Rear Tray Cables

1. Remove the HCF Tray ([REP 19.1](#))
2. Remove the Gear Bracket Assembly ([Figure 1](#)).

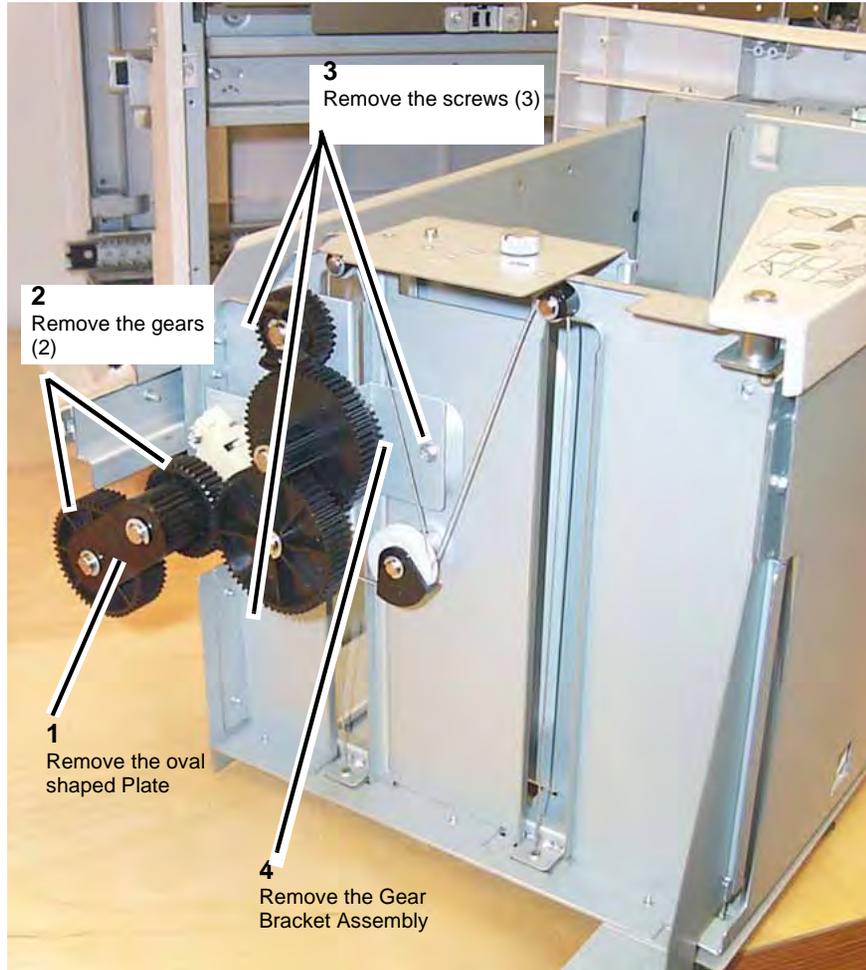


Figure 1 Gear Bracket Assembly

3. At the rear of the HCF Tray, begin to free up movement of the Tray Cable Pulley ([Figure 2](#)).

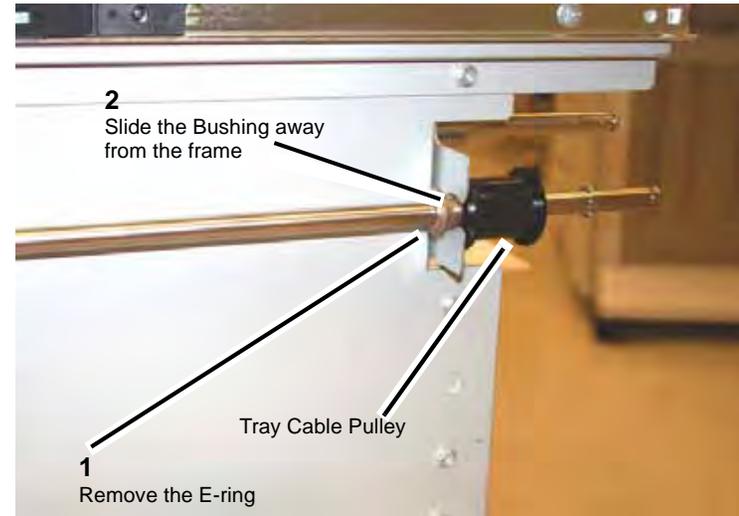


Figure 2 Lift Shaft Rear Tray Cable Pulley

NOTE: You will not be able to release the cable ends from underneath the Tray Cable Pulley until you perform the next step, which puts slack in the cable enabling the Lift Shaft to be disengaged from its bracket, and the Tray Cable Pulley moved farther to the left releasing the cable ends.

4. Prepare to remove the Rear Tray Cable ([Figure 3](#)).

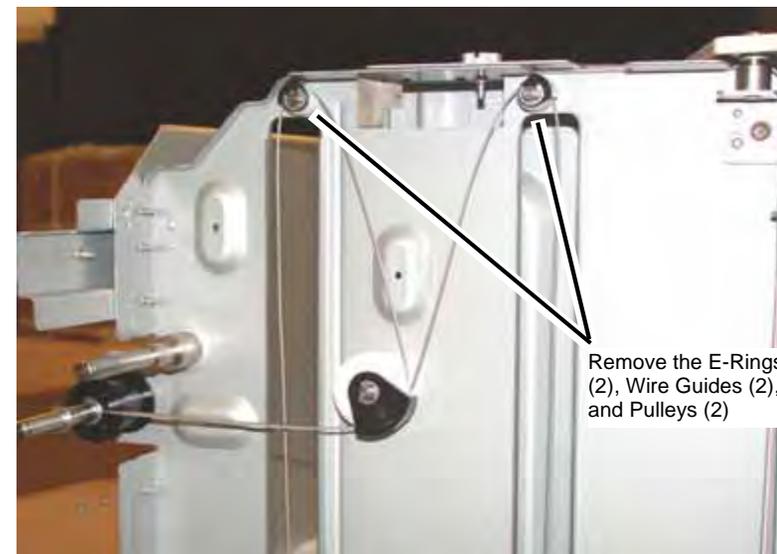


Figure 3 Preparing to remove the Rear Tray Cable

- When both sections of the cable are slack, disengage the Lift Shaft from the frame and slide the Tray Cable Pulley to the front of the Lift Shaft to release the Rear Lift Cable ends that are trapped in the pocket underneath the Tray Cable Pulley (Figure 4).

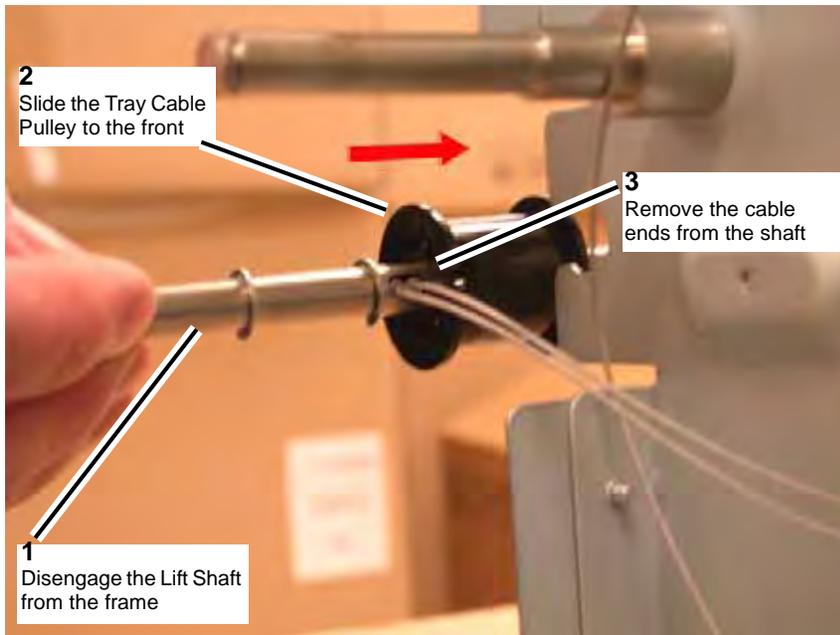


Figure 4 Releasing the Cable ends from the Lift Shaft

- Remove the Rear Tray Cable (Figure 5, Figure 6).

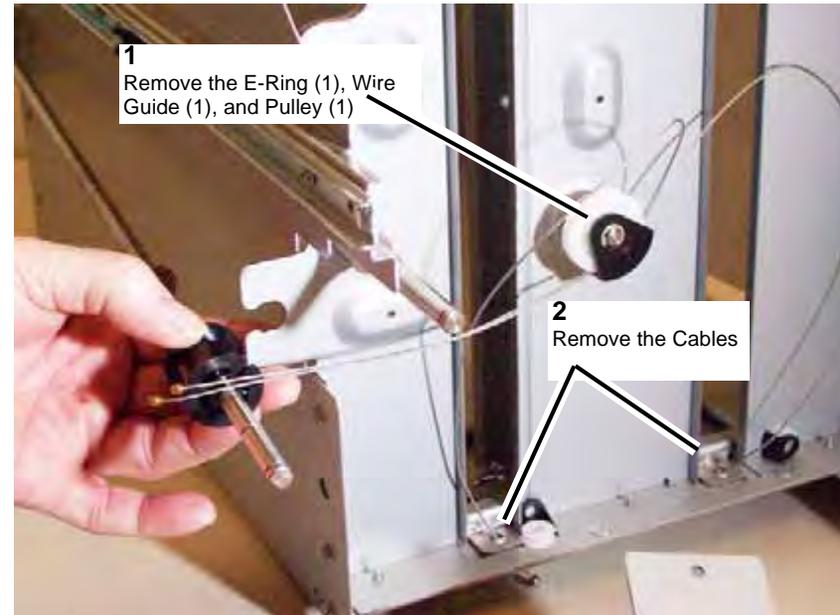


Figure 5 Removing the Rear Tray Cables

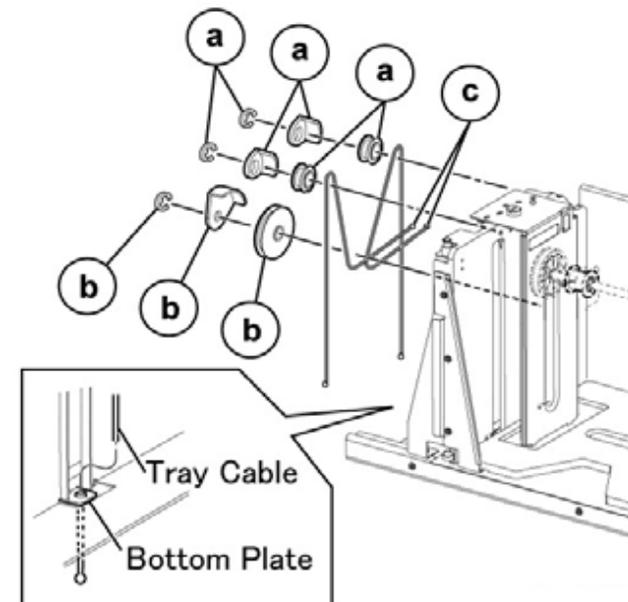


Figure 6 Rear Tray Cable details

Removing the HCF Front Tray Cables

1. Remove the (5) screws securing the HCF Tray's Front Cover.
2. At the front of the HCF Tray, begin to free up movement of the front Tray Cable Pulley (Figure 7).
 - a. Remove the E-Ring on the Lift Shaft.
 - b. Slide the bearing to the rear on the Lift Shaft.
 - c. Front Tray Cable Pulley

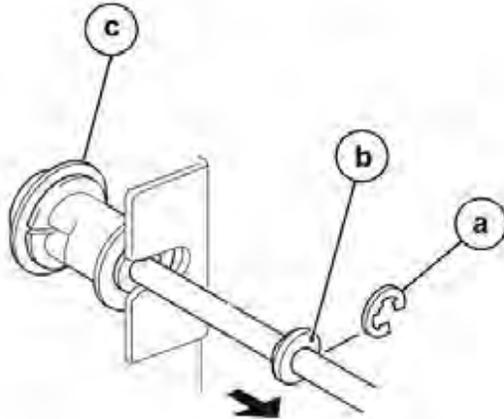


Figure 7 Lift Shaft Front Tray Cable Pulley

NOTE: You will not be able to release the cable ends from underneath the Tray Cable Pulley until you perform the next step, which puts slack in the cable enabling the Lift Shaft to be disengaged from its bracket, and the Tray Cable Pulley moved farther to the right releasing the cable ends.

3. Remove the E-Rings, Wire Guides, and Pulleys from the front of the HCF Tray (Figure 8).

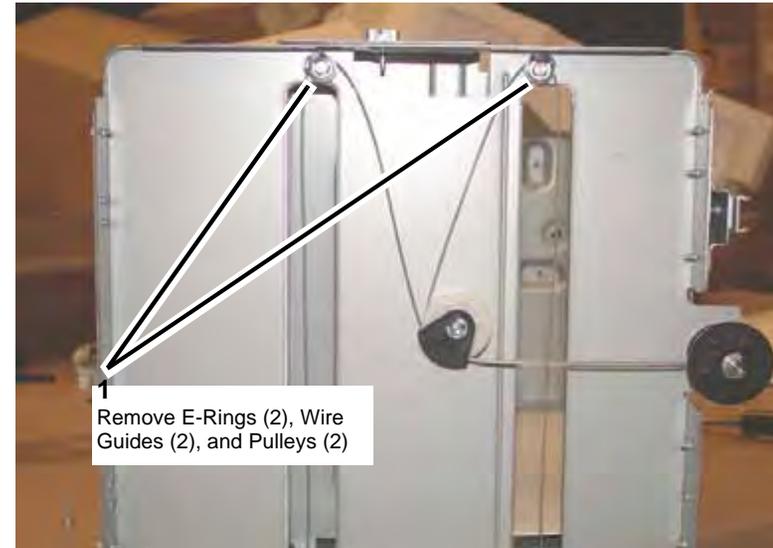


Figure 8 Preparing to remove the Front Tray Cables

4. When both sections of the cable are slack, disengage the Lift Shaft from the frame and slide the Tray Cable Pulley to the front of the Lift Shaft to release the Rear Lift Cable ends that are trapped in the pocket underneath the Tray Cable Pulley (Figure 9).



Figure 9 Releasing the Cable ends from the Lift Shaft

5. Remove the Front Tray Cables (Figure 10, Figure 11).

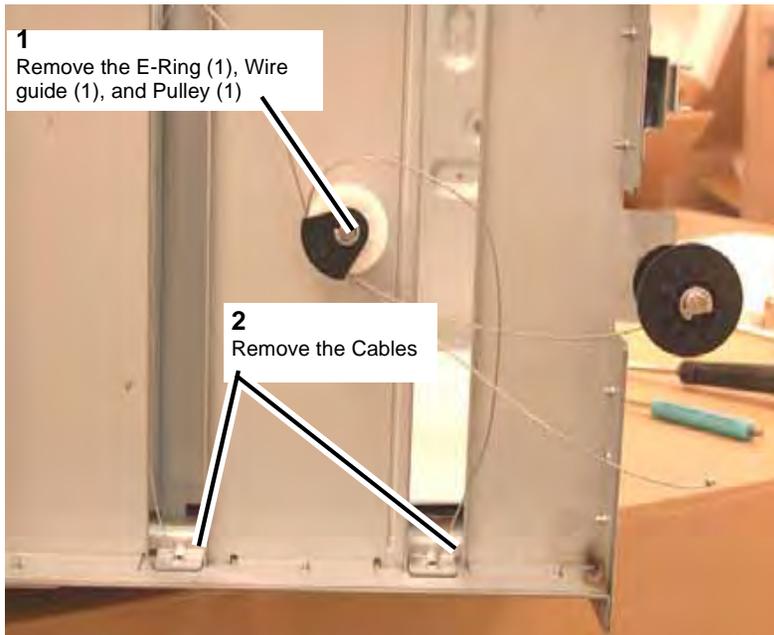


Figure 10 Removing the Front Tray Cables

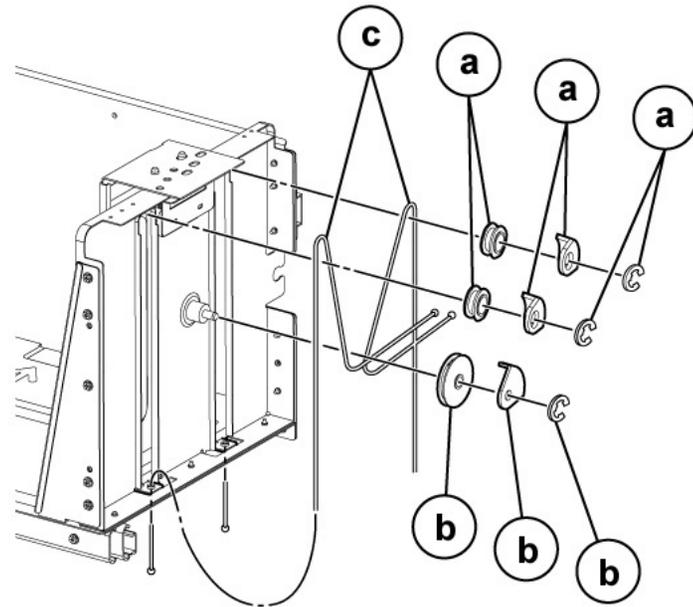


Figure 11 Front Tray Cable details

Replacement

1. Install the front Tray Cable by carrying out the removal steps in reverse order.
2. Install the rear Tray Cable by carrying out the removal steps in reverse order.
3. Reinstall the HCF Tray's Front Cover.
 - a. Make sure to raise the gear on the Indicator Shaft so that it meshes with the adjoining Lift Shaft gear.
 - b. Replace the (5) Installation Screws.
4. Reinstall the HCF Tray by lining up the rails of the tray with the adjoining rails of the HCF and pushing the tray into place.

REP 19.5 HCF Feed, Nudger, Retard Rolls

Parts List on [PL 10.5](#), [PL 10.6](#)

Removal

NOTE: Remove and replace the Retard/Feed/Nudger Rolls at the same time.

1. Switch off the power and disconnect the power cord.
2. Open the Feeder Top Cover.
3. Release the green Lever to open the Upper Feeder Assembly to reveal the (3) rolls.

NOTE: For reference purposes, the single roll in the Upper Feeder Assembly is the Nudger roll. The double roll in the Upper Feeder Assembly is the Feed Roll. The larger double roll in the Lower Feeder component is the Retard Roll.

4. Remove each roll by squeezing the roll's shaft at both ends and lifting the roll up and out of the HCF ([Figure 1](#)).



Figure 1 Removing rolls

Replacement

1. Install each new roll by squeezing its shaft at both ends and sliding the roll into place.
2. check that the rolls turn freely.
3. Flip down the Upper Feeder Assembly.
4. Close the Feeder Top Cover of the HCF.

REP 19.6 HCF Feed Shaft

Parts List on [PL 10.5](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the HCF Feeder ([REP 19.2](#))
3. Place the Feeder on a flat surface.
4. Open the Upper Feeder Assembly by releasing the green lever.
5. Remove the Nudger Roll by squeezing the roll's shaft at both ends (with the thumb and forefinger of one hand) and lifting the roll up and out of the HCF.
6. Remove the E-Ring and bearing on the Feed Shaft (at the Nudger Roll end of the shaft).
7. Move the bearing at the opposite end of the shaft to the right, and slide the Feed Shaft to the right to remove.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 19.7 HCF Retard Lever Spring

Parts List on [PL 10.6](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the HCF Feeder ([REP 19.2](#))
3. Place the Feeder on a flat surface and release the green Lever to open the Upper Feeder Assembly.
4. Remove the Lower Chute (2 screws).
5. Remove the plastic Cover by removing (4) screws.
6. Remove the Retard Roll.
7. Remove the E-Rings on the Lever and Spring.
8. Remove the Lever.
9. Remove the Spring ([Figure 1](#)).

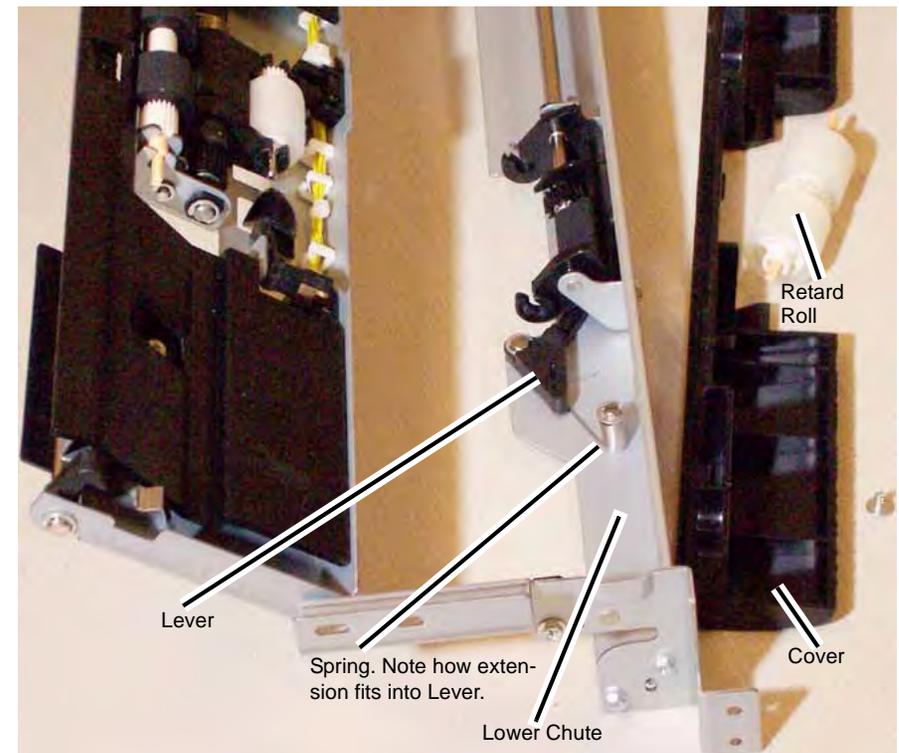


Figure 1 Removing the Retard Lever Spring

Replacement

NOTE: Make sure the plastic pads on the Lower Chute fit in the track before pushing it in.

1. To install, carry out the removal steps in reverse order.

REP 19.8 HCF Nudger Bracket/Nudger Lever/Torsion Spring

Parts List on [PL 10.4](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the HCF Feed Shaft ([REP 19.6](#))
3. Disassemble the Feed Shaft by removing (4) E-Rings and unscrewing the Nudger Support that retains the Torsion Spring.

Replacement

1. Install replacement parts.
2. Carry out the removal steps in reverse order.

REP 19.9 HCF Casters

Parts List on [PL 10.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Un-dock the HCF ([REP 19.3](#)).
3. Remove all paper from the HCF Tray.
4. Roll the HCF away from the copier/printer.
5. Turn the HCF over onto its left side to expose the casters on the underside of the HCF.
6. Remove (3) installation screws per caster.

Replacement

1. Install a new caster or casters, by tightening the (3) installation screws per caster.
2. Turn the HCF back up to an upright position.
3. Roll the HCF back toward the copier/printer.
4. Place previously removed paper, or fresh paper, into the HCF Tray.
5. Dock the HCF.

REP 19.10 HCF Takeaway Roll

Parts List on [PL 10.7](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Remove the HCF Feed Motor ([REP 19.12](#)).
3. Remove the Lower Chute ([Figure 1](#)).
 - Remove the (2) securing screws.

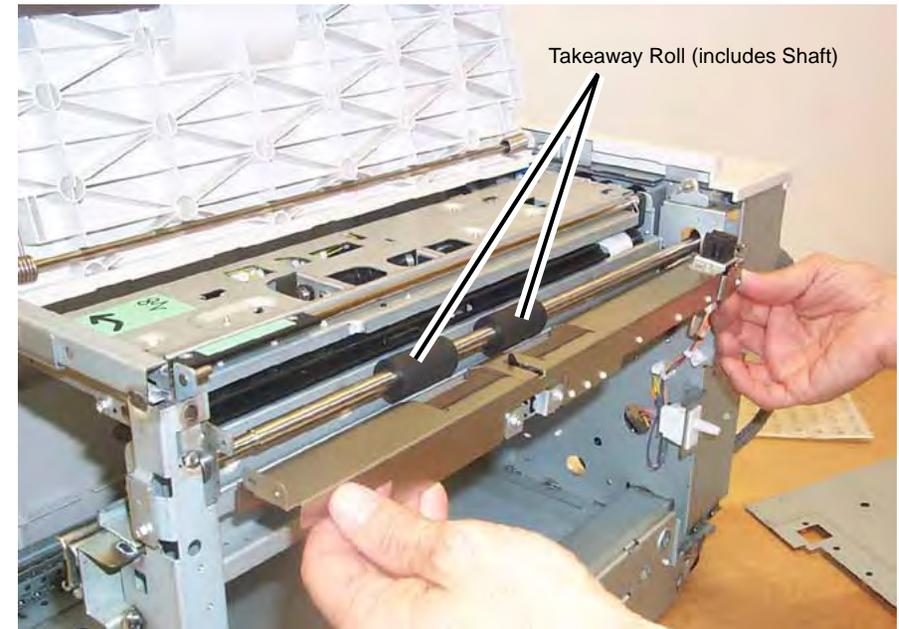


Figure 1 Removing the Lower Chute

4. Slide the Takeaway Roll to the right until the left side is released, then lower the roll to remove.

Replacement

1. To install, carry out the removal steps in reverse order.
2. After replacing, reset [HFSI Counter 954-805](#).

REP 19.11 HCF PWB

Parts List on [PL 10.8](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Un-dock the HCF ([REP 19.3](#)).
3. Remove the plastic Rear Cover.
 - Remove the (4) securing screws.
4. Disconnect all of the connectors connected to the HCF PWB.
5. Remove the (4) screws securing the HCF PWB.
6. Remove the HCF PWB.

Replacement

1. To install, carry out the removal steps in reverse order.

REP 19.12 HCF Feed Motor

Parts List on [PL 10.1](#)

Removal

1. Switch off the power and disconnect the power cord.
2. Un-dock the HCF ([REP 19.3](#)).
3. Remove the plastic Rear Cover.
 - Remove the (4) securing screws.

NOTE: Be careful when removing the motor as it is meshed to a hidden gear.

4. Supporting the motor with one hand, remove the HCF Feed Motor ([Figure 1](#)).
 - Disconnect the electrical Connector (1).
 - Remove the (2) securing screws.

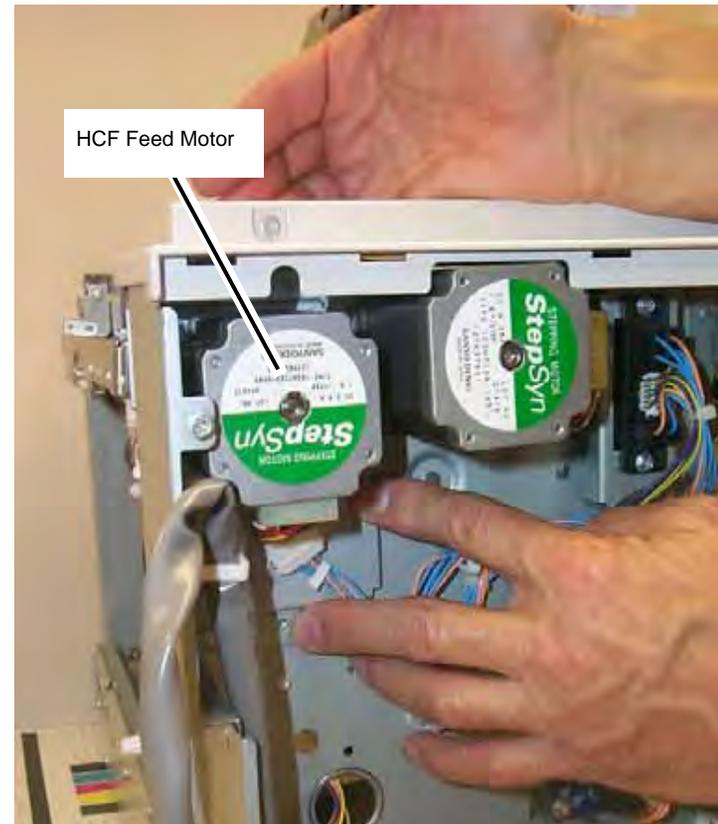


Figure 1 Removing the HCF Feed Motor

Replacement

1. To install, carry out the removal steps in reverse order.

ADJ 5.1 DADF Lead-Skew Adjustment

Parts List on PL 51.1

Purpose

To correct the feeding of the original by adjusting the position of the DADF. (DADF Lead-Skew, Perpendicularity)

NOTE: The following adjustments must be made before carrying out checking and adjustment.

- IOT Lead Edge/Side Edge Registration (ADJ 9.10)
- IIT Side Registration (ADJ 6.4)

Check

1. Place the Test Chart 82E8220 on the Platen Glass.
2. Place 11x17" paper in Tray 1.
3. Make a copy using the following settings in Copy mode.
 - a. On the UI Ready to Copy Screen, select the Copy tab.
 - b. Under Output Color select Black.
 - c. Under the Paper Supply select 11x17" paper size.
 - d. Under 2 Sided Copying select 1 Sided.
 - e. Reduce / Enlarge should be set to 100%.
 - f. On the UI Ready to Copy Screen, select the Layout Adjustment tab, Image Shift should be Side 1 No Shift. Select Save if necessary.

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 00.5mm. (Figure 1)

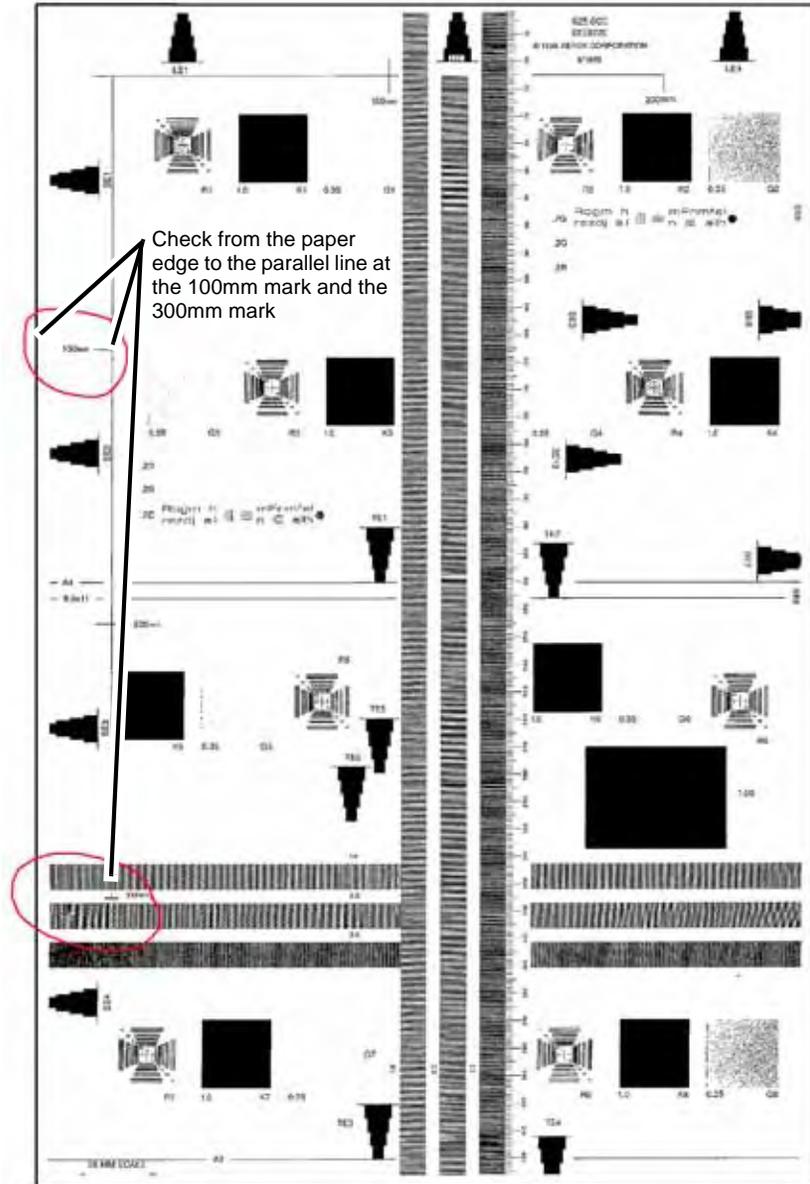


Figure 1 Checking the Skew

6. If the value is not within the specified range, perform the Adjustment:

Adjustment

1. Remove the DADF Rear Cover. (Figure 2)
2. Adjust the position of the DADF by moving the DADF in direction A or B. (Figure 2)
 - (1) Loosen the screws (x3).
 - (2) Move the DADF in direction A or B.
 - (3) Tighten the screws (x3).

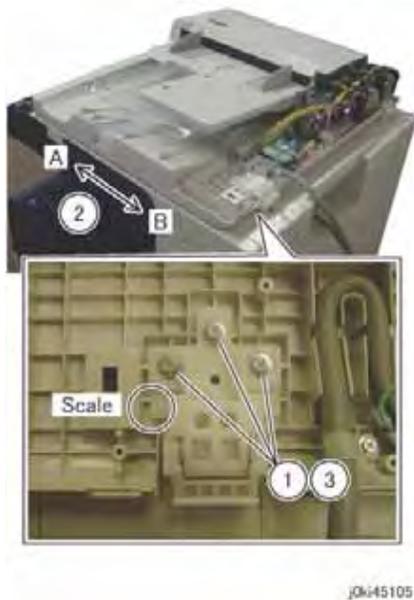
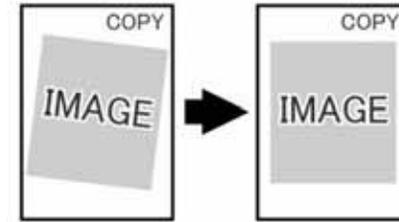


Figure 2 DADF Rear Cover.

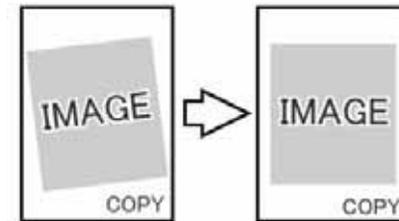
- The DADF moved in direction A. (Figure 3)



JOku42044

Figure 3 Direction A

- The DADF moved in direction B. (Figure 4)



JOku42043

Figure 4 Direction B

3. Reinstall the DADF Rear Cover.
4. After adjustment, perform DADF Side Registration (ADJ 5.2) and DADF Lead Edge Registration. (ADJ 5.4).

ADJ 5.2 DADF Side Registration

Parts List on [PL 51.1](#)

Purpose

To adjust the original to the proper position (drum shaft direction) on the Platen.

NOTE: The following adjustments must be made before carrying out checking and adjustment.

- [IOT Lead Edge/Side Edge Registration \(ADJ 9.10\)](#)
- [IIT Side Registration \(ADJ 6.4\)](#)
- [DADF Lead-Skew Adjustment \(ADJ 5.1\)](#)

NOTE: DADF Side Registration is adjusted using the NVM for every paper width.

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 lengthwise crease and a straight line in the width wise crease. Label the top for orientation purposes. ([Figure 1](#))

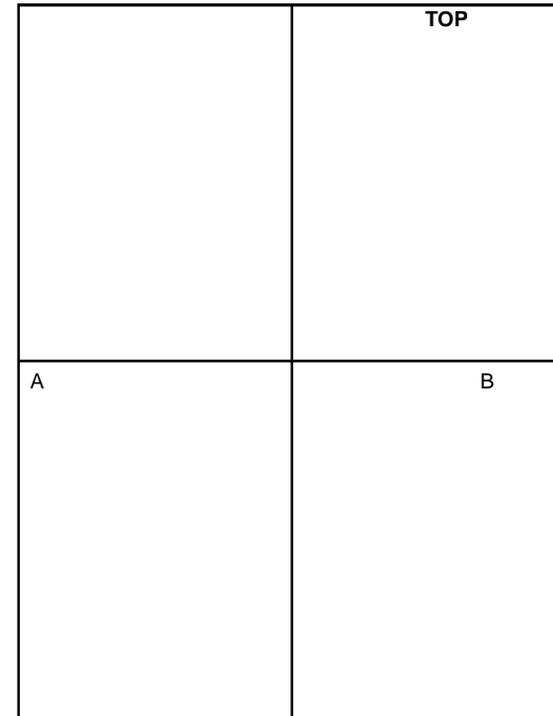


Figure 1 Creating a Test Pattern Original

DADF Side Edge Registration Check - Side 1

1. Load Tray 1 with 8.5x11"/A4 paper.
2. Place the new Cross Line Test Pattern on the DADF with the word **TOP 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 parallel to the short edge (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 Side 1 Adjustment. If the Check is OK, perform the **DADF Side Edge Registration Check - Side 2**.

DADF Side Edge Registration Check - Side 2

- Place the Cross Line Test Pattern on the DADF with the word **TOP Face Down** and towards the rear of the DADF.
- Select the following:
 - Tray 1
 - 2-2 Sided.
 - 100%
 - 1 copy
- Make one copy to the center tray.
- Remove the copy from the center tray but **DO NOT FLIP** the copy this time.
- Fold the copy in half parallel to the short edge (A to B in [Figure 1](#)).
- Check that the fold line is within 2.0mm from the reference line. If the value is not within the specified range, perform the Side 2 Adjustment.

Adjustment

Side 1 Adjustment

NOTE: In order for the following NVM changes to take effect, you must exit diagnostics and switch the power off, then on.

- Enter NVM Read/Write. Change the value in location 711-272 to perform correction for all sizes. Change the value in the locations listed in [Table 1](#) to perform correction for a specific size.

Table 1 Side 1

	NVM	Document Width	Document Size
1	711-272	For all sizes	For all sizes
2	715-056	139.7~148.0mm	A5 SEF, 5.5x8.5" SEF
3	715-058	182.0~194.0mm	B5 SEF, 16K SEF
4	715-060	203.2mm	8x10" SEF, 8x10.5" SEF
5	715-062	210mm	A4 SEF, A5 LEF
6	715-064	214.9~215.9mm	Letter SEF, Legal SEF, 5.5x8.5" LEF, 8.46x12.4" SEF, 8.5x13" SEF
7	715-066	254.0~257.0mm	B4 SEF, B5 LEF, 8x10" LEF
8	715-068	266.7~267.0mm	16K LEF, 8K LEF, 8x10.5" LEF
9	715-070	279.4mm	Letter LEF, 11x15" SEF, 11x17" SEF
10	715-072	297mm	A4 LEF, A3 SEF

- Increase the value to move the image toward "TOP." Each bit represents 0.1% change.
- Repeat Check and Adjustment until the measurement is within the specified range.

Side 2 Adjustment

- Enter NVM Read/Write. Change the value in location 711-274 to perform correction for all sizes. Change the value in the locations listed in [Table 2](#) to perform correction for a specific size.

Table 2 Side 2 of 2 Sided mode

	NVM	Document Width	Document Size
1	771-274	For all sizes	For all sizes
2	715-057	139.7~148.0mm	A5 SEF, 5.5x8.5" SEF
3	715-059	182.0~194.0mm	B5 SEF, 16K SEF
4	715-061	203.2mm	8x10" SEF, 8x10.5" SEF
5	715-063	210mm	A4 SEF, A5 LEF
6	715-065	214.9~215.9mm	Letter SEF, Legal SEF, 5.5x8.5" LEF, 8.46x12.4" SEF, 8.5x13" SEF
7	715-067	254.0~257.0mm	B4 SEF, B5 LEF, 8x10" LEF
8	715-069	266.7~267.0mm	16K LEF, 8K LEF, 8x10.5" LEF
9	715-071	279.4mm	Letter LEF, 11x15" SEF, 11x17" SEF
10	715-073	297mm	A4 LEF, A3 SEF

- Repeat the Check and Adjustment until the measurement is within the specified range.

NOTE: The Values of NVM 711-272 and 711-274 are written to NVM's 715-110, 715-111, 715-112, and 715-113, when the machine power is switched on.

- 711-272 written to 715-110
- 711-274 written to 715-111, 715-112, 715-113

ADJ 5.3 DADF Original Detection Correction (Size Detection Auto-Correction)

Parts List on [PL 51.1](#)

Purpose

To automatically adjust the original size during DADF scan to the desired original size.

Proceed with this adjustment only after the following operations/events.

- The DADF Assembly is replaced.
- An abnormality is detected after replacing the Reg. Roll, Feed Roll and Retard Roll.
- A size detection error occurs.

Overview

Using the DADF, continuously scan 3 originals. The NVM Data is automatically corrected based on the comparison between the Slow Scan Length and the reference value detected by the DADF. The NVM Data that is corrected is "Size Correction Value for Slow Scan Originals in Non CVT Mode" (Chain Link No. 710-552). ([Table 1](#))

Scanned originals differ according to the market as follows:

FX, XE/AP: A4 LEF (Slow scan length accuracy (210.0mm +/- 0.7mm))

XC: 8.5"x11" LEF (Slow scan length accuracy (215.9mm +/- 0.7mm))

Adjustment

1. Enter UI Diagnostics "ADF Independent Operation (Size Detection Auto Adjust)".
2. Set 3 documents to be transported in the DADF.

* The size of the fed original differs according to the market.

FX, XE/AP: A4 LEF (Slow scan length accuracy (210.0mm +/- 0.7mm))

XC: 8.5"x11" LEF (Slow scan length accuracy (215.9mm +/- 0.7mm))

3. When the **[Start]** button is pressed, the DADF starts pulling in the document and the correction value is calculated. At this point, the message "In progress" appears.
4. The applicable NVM Data will then be updated. After the operation, the UI screen will be displayed.

However, if this operation results in an NG, the NVM will not be updated and a message indicating that an NG has occurred will be displayed.

5. The operation ends when the **[Stop]** button is pressed.

Status Confirmation Specifications

You may check the following status by using NVM Read after operations.

Table 1 DADF Size Detection

Chain-Link	Display Data Name	Reference
711-164	Size Correction Value for Slow Scan Originals in Non CVT Mode	Setting Range=144 to 256 (equivalent to +/-56 increments [+/-10mm] <- 0.18mm/increment) Initial Value: 200 (However, there is an adjusted value set against the initial value when shipped.)

<Image Quality Restrictions>

- This operation cannot be terminated (or aborted) halfway through the process and has to be completed from start to finish regardless of any abnormalities that occur.
- In cases where more than 4 originals are loaded in the DADF, this operation will not feed the originals that are fed after the fourth sheet.

NOTE: If the problem still exists after the adjustment, repeat the procedure.

ADJ 5.4 DADF Lead Edge Registration

Parts List on PL 1.4

Purpose

To adjust the original to the proper position (original feed direction) on the Platen.

NOTE: The following adjustments must be made before carrying out checking and adjustment.

- IOT Lead Edge/Side Edge Registration (ADJ 9.10)
- IIT Lead Edge Registration (ADJ 6.3)
- IIT Side Edge Registration (ADJ 6.4)
- DADF Lead-Skew Adjustment (ADJ 5.1)

Check

1. Place the 82E8220 Test Pattern on the Document glass with the trade mark and part number as the lead edge.
2. Set up the machine to make two sided copies of the test pattern as follows:
 - a. On the UI Ready to Copy Screen, select the Copy tab.
 - b. Under Output Color select Black.
 - c. Under the Paper Supply select 11x17" paper size.
 - d. Under 2 Sided Copying select 1 to 2 Sided.
 - e. Reduce / Enlarge should be set to 100%.
 - f. On the UI Ready to Copy Screen, select the Layout Adjustment tab, Image Shift should be Side 1 and Side 2 No Shift. Select Save.

3. Select a Quantity of 5.

4. Press the **Start** button to make a copy of side 1.

5. After side 1 is made, place a small piece of paper with the words side 2 written on it, onto the Document Glass and under the 82E8220 Test Pattern.

NOTE: Side 2 can now be identified by the word "side 2" copied from the small piece of paper placed on the Document Glass under the test pattern from previous step.

6. Press the **Start** button to make a copy of side 2.

NOTE: The 2 sided copies will be used to run duplex sets for measurement through the DADF.

7. Place the 2 sided copies into the DADF and make one set of 2 sided copies.

8. On side 1 and side 2, measure on the scale from the 10 MM. line to the edge of the paper. The measurement should as follows. (Table 1)

If the value is not within the specified range, perform the Adjustment:

Table 1 Specification

Item	Simplex	Duplex
Lead Edge	10 ± 0.5mm	10 ± 0.5mm

Piece of paper to identify side 2

The 10 MM. line is located on this scale

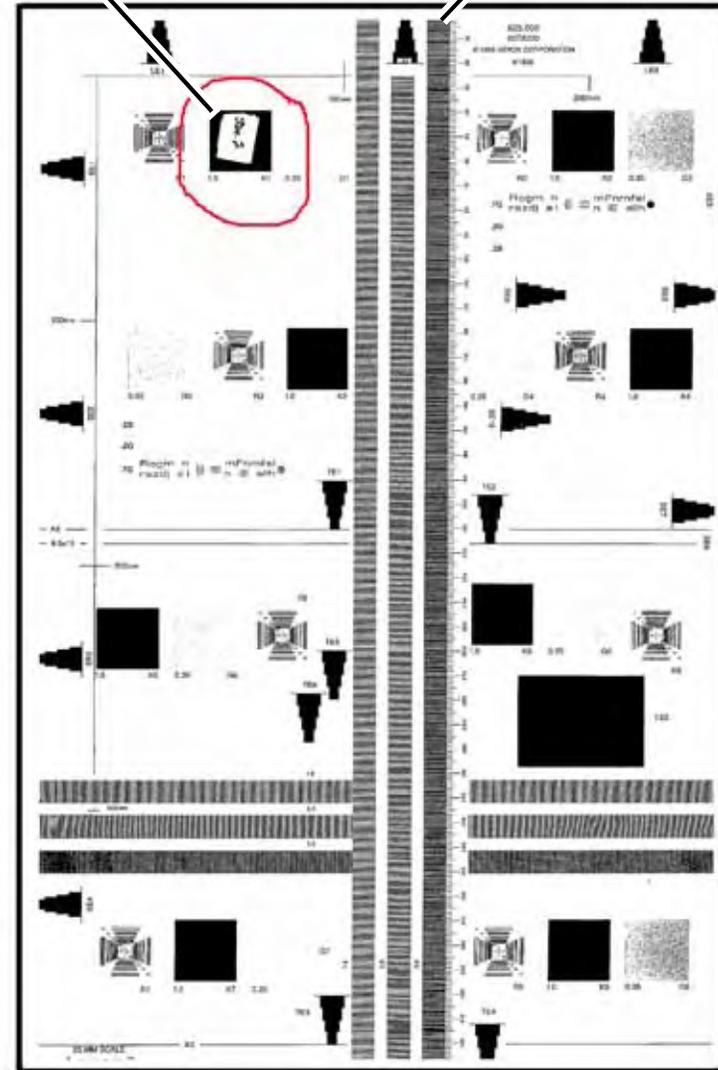


Figure 1 Identifying side 2

9. If the value is not within the specified range, perform the Adjustment:

Adjustment

1. Enter the Diagnostic mode (Accessing UI Diagnostics.).
2. Select NVM Read/Write.
3. Adjust the Lead Edge using the NVM locations specified in [Table 2](#) until the measured value falls within specifications.
 - each bit equals approximately 0.06 MM.
 - increasing the value moves the image toward the Lead Edge

Table 2 NVM List

Chain Link	Name	Min.	Initial	Max
711-140	DADF Lead Reg. Adjustment (Side 1) Replace All	80	129	230
711-141	DADF Lead Reg. Adjustment (Side 2) Replace All	80	129	230

4. Repeat Check and Adjustment until the Lead Edge measurement is within the specified range.

ADJ 6.1 Optical Axis Correction

Parts List on [PL 1.1](#)

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

1. Install the Platen Glass.

CAUTION

Stray light will adversely affect the check. If there is significant ambient light around the machine (especially fluorescent light), open the platen cover as little as required to start the scan, and/or shroud the machine with a drop cloth, in order to keep as much stray light as possible away from the Lens and CCD.

2. Ensure the document cover or DADF is fully raised and that there is nothing on the platen glass.
3. Enter UI Diagnostics ([Accessing UI Diagnostics](#)). Raise the platen cover. Select **Max Setup, IIT Cal.**, select the **Optical Axis Correction** and press **Start**.
4. Check the results in the **Optical Axis Set Results** box. If **OK** is displayed in the **Result** box, the check is good. Adjust the IIT Calibration ([ADJ 6.6](#)).
5. If the tool displays **NG**, perform the Adjustment.

Adjustment

1. Remove the Platen Glass and the Optics cover.
2. Place an index mark on the barrel of a 5.5mm nut driver. The following figure shows the tool and the adjusting nuts. ([Figure 1](#))

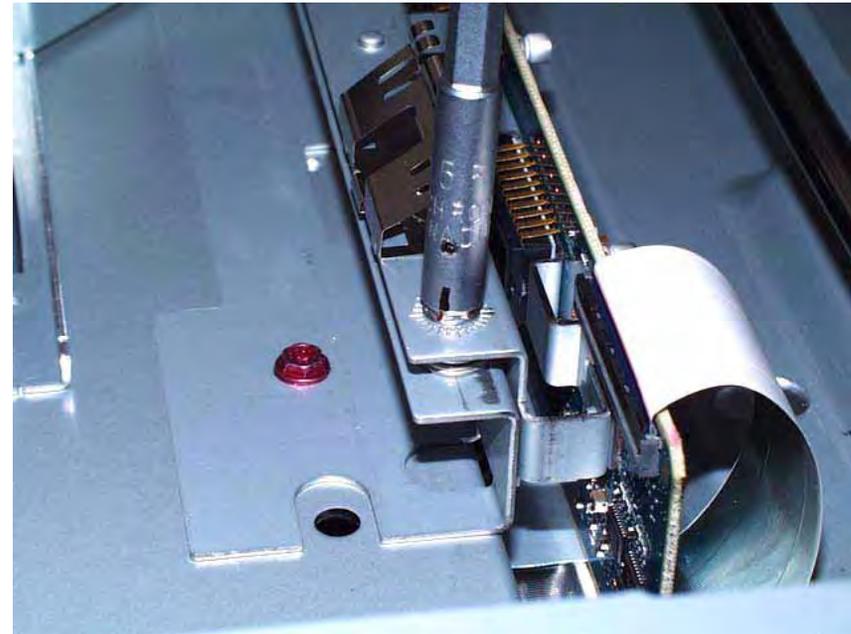


Figure 1 Tool and Front Optics Adjusting Nut

3. Check the results in the **Front Nut Correction Angle** and the **Rear Nut Correction Angle** box. 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 get the number of divisions). 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.
4. Make the indicated correction for both the front and rear screws,
5. Reinstall the Platen Glass and the Optics cover, then select on **Start** on the screen.
6. Repeat the Check and Adjust until **OK** is displayed.
7. Reinstall the Optics Cover and reinstall the Platen Glass.
8. Check/Adjust the IIT Calibration ([ADJ 6.6](#)).

ADJ 6.2 Full/Half Rate Carriage Position Adjustment

Parts List on [PL 1.3](#)

Purpose

Adjust the position of the Full/Half Rate Carriage.

Adjustment

1. Press the **Job Status** button to check that there are no jobs in progress.
2. Switch off the power and disconnect the power cord
3. Open DADF or the Platen Cover.
4. Remove the Platen Glass ([REP 6.2](#))
5. Remove the Lens Cover Assembly ([PL 18.4](#))
6. Remove the alignment pins from the Lens Assembly ([Figure 1](#)):

NOTE: When removing the alignment pins, never remove the screws (x4) that secure the Lens Base.

- (1) - Remove the screws (x2).
- (2) - Remove the alignment pins (x2).

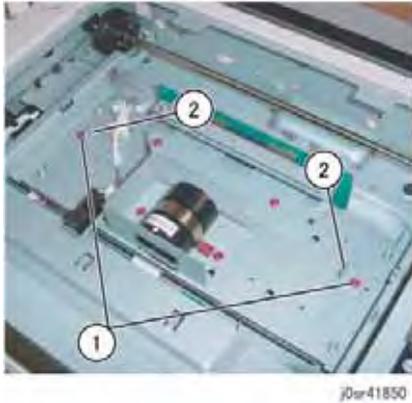


Figure 1 Remove the Alignment Pins

7. Align the alignment pin holes in the Half Rate Carriage with the holes in the rail ([Figure 2](#)).

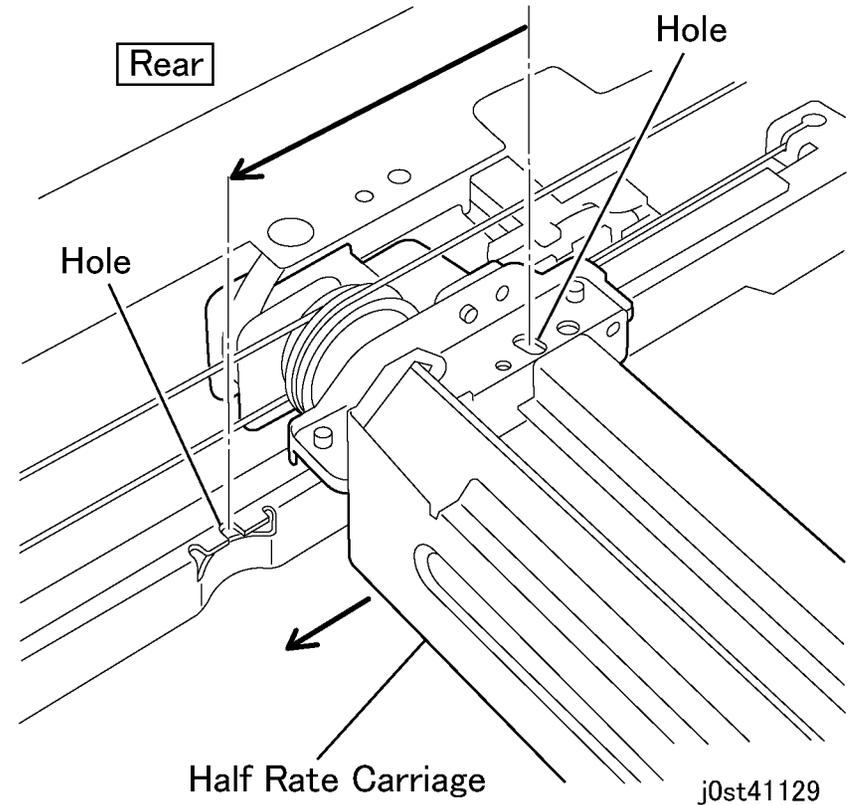


Figure 2 Aligning the Half Rate Carriage 1/3

8. Install the alignment pin to the Half Rate Carriage. ([Figure 3](#))

NOTE: Install the alignment pins near the edges (the front tool to the front and the rear tool to the rear). The illustrations show only the rear.

- (1) - Position the alignment pins. (Front/Rear)
- (2) - Secure with a screw.

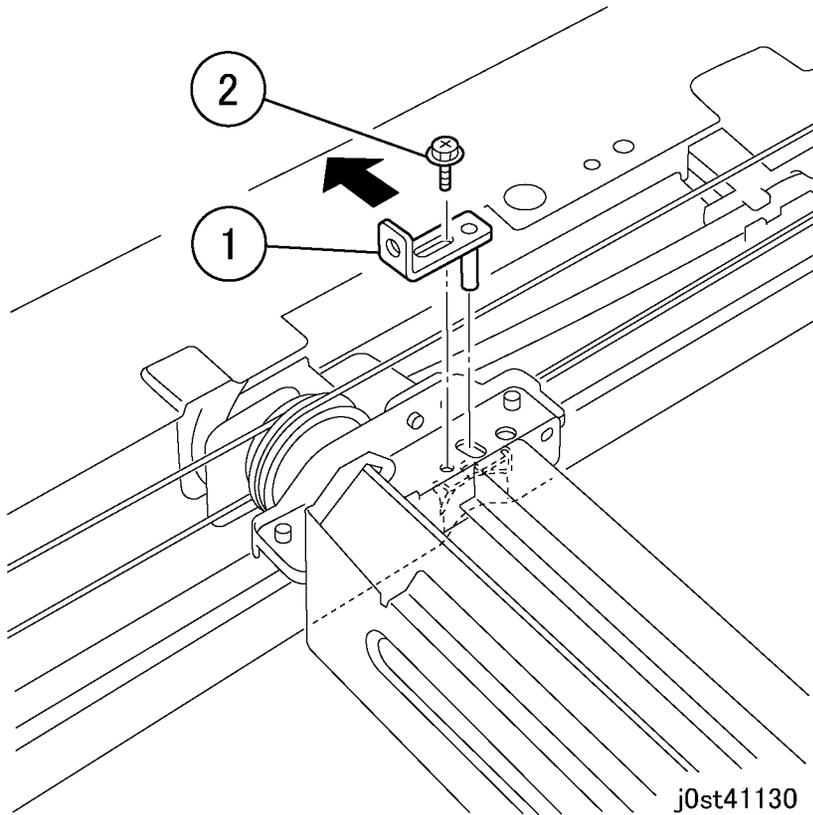


Figure 3 Installing Alignment Pins on Half Rate Carriage

NOTE: The position of the pulley can be changed if the alignment pin holes in the Half Rate Carriage and the rail do not align and the tool cannot be inserted correctly. Perform step 9 if the holes do not align; otherwise proceed to step 10.

9. Adjust the pulleys (Figure 4).
 - (1) - Loosen the set screws (x2).
 - (2) - Turn the Pulley until the tool holes align.
 - (3) - Align the shaft concave with the Pulley end face and tighten the screws (x2).

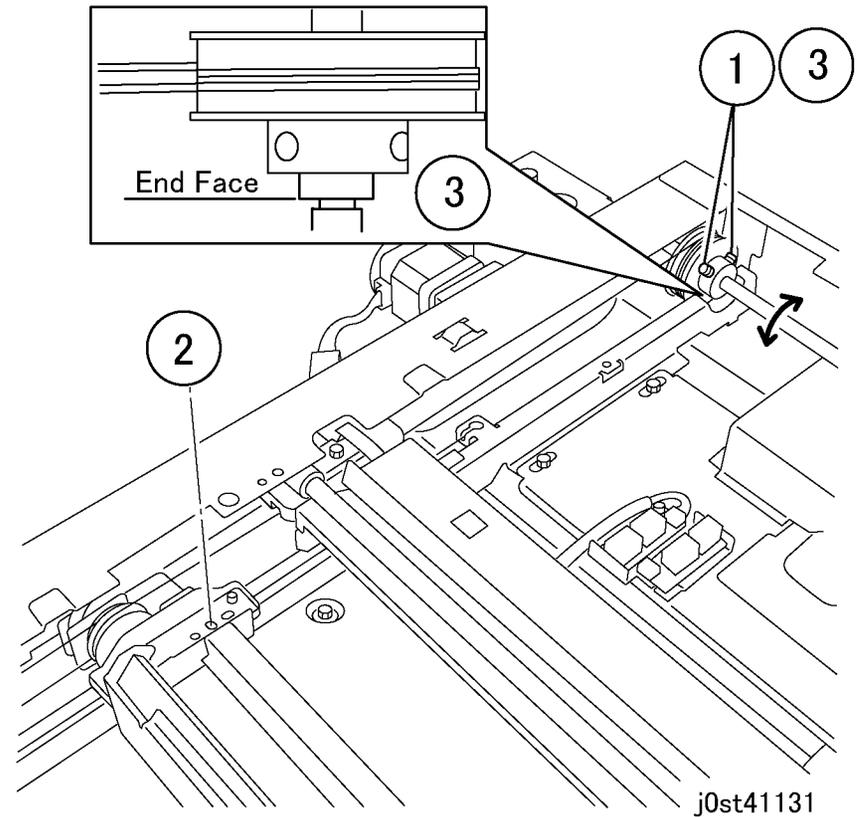


Figure 4 Position Adjustment of Half Rate Carriage

10. Align the Full Rate Carriage (rear) (Figure 5).
 - (1) - Loosen the securing screw of the Carriage Cable.
 - (2) - Move the Full Rate Carriage until the pin holes align.
 - (3) - Tighten the screw.

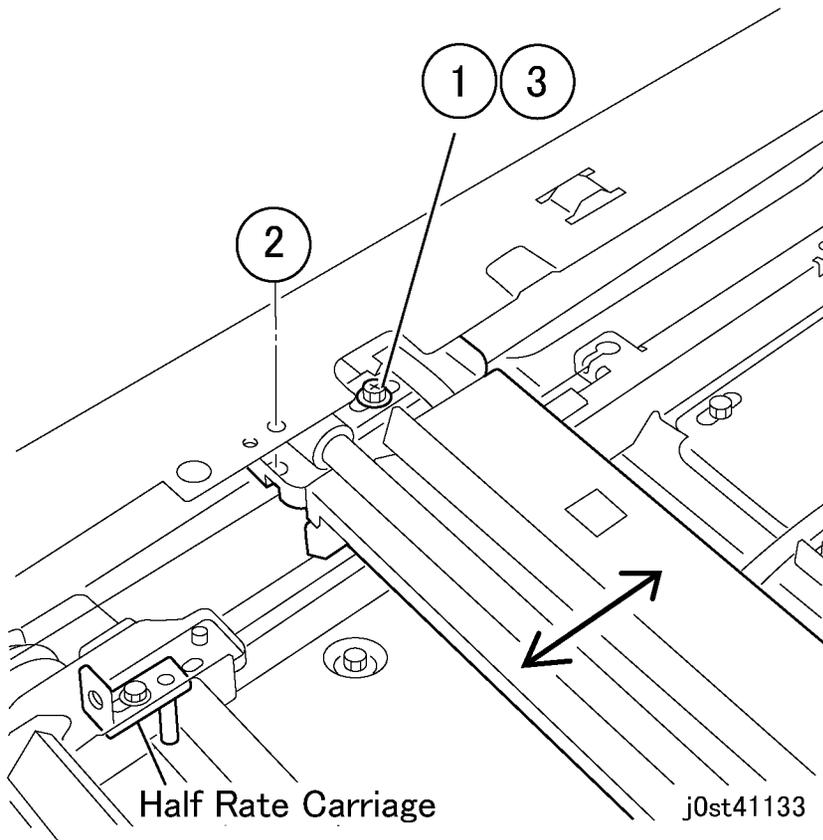


Figure 5 Aligning the Full Rate Carriage

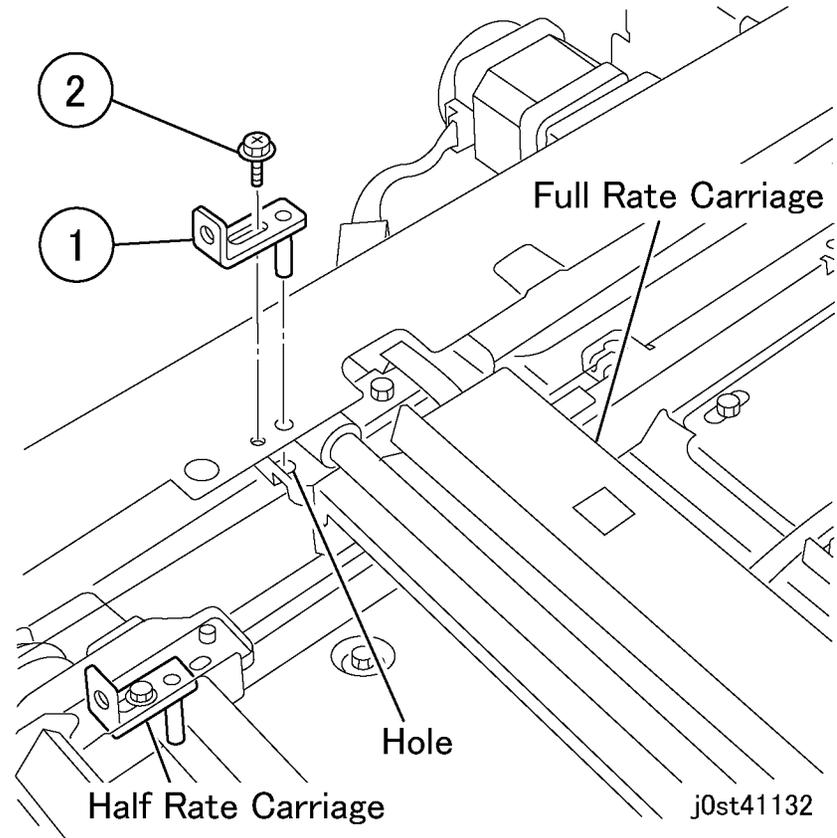


Figure 6 Position Adjustment of Full Rate Carriage

11. Remove the alignment pin from the front of the Half Rate Carriage and install at the rear of the Full Rate Carriage. (Figure 6). The rear tool for Half Rate Carriage remains installed.

- (1) - Install the alignment pin.
- (2) - Secure with a screw.

12. Align the front of the Full rate Carriage:

- Loosen the securing screw of the Carriage Cable if necessary in order to align the holes.
- Remove the alignment pin from the rear of the Half Rate Carriage and install at the front of the Full Rate Carriage.
- Tighten the securing screw of the Carriage Cable

13. Slide the Full Rate Carriage to ensure that it moves smoothly.

14. Reinstall the Alignment Pins to their original positions.

15. Reinstall the Lens Cover Assembly to its original state.

16. Manually move the Full Rate Carriage to ensure that it moves smoothly.

ADJ 6.3 IIT Lead Edge Registration

Parts List on [PL 1.1](#)

Purpose

To adjust the IIT scan timing in the Slow Scan direction and to correct 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: Before performing this procedure, make sure that the IOT Lead Edge Registration is correct. Refer to [ADJ 9.10](#), IOT Side/Lead Edge Registration.

1. Place the Geometric Test Pattern (82E8220) on the Platen Glass correctly and make copies with the following settings:
 - Copy Mode: Black
 - Paper Size: 11 x 17 in or A3
 - Magnification: 100%
 - No. of Copies: 2
2. On the 2nd copy, check that the distance from the lead edge to the top of Step 3 on the LE2 scale is 10.0mm +/- 2.1mm ([Figure 1](#)).

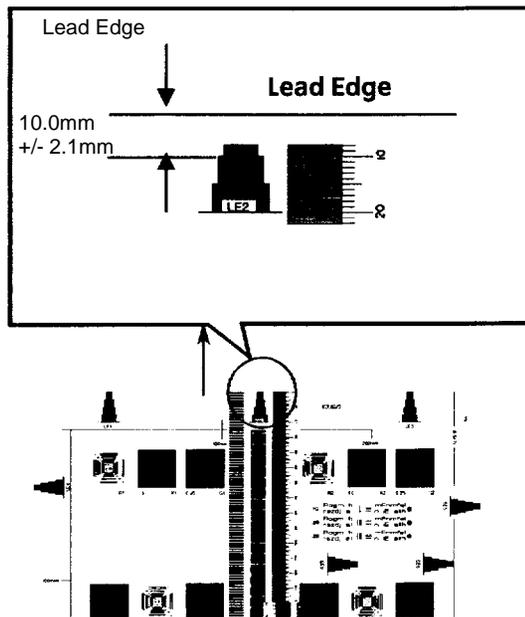


Figure 1 Checking IIT Lead Registration

3. If the value is not within the specified range, Perform the Adjustment:

Adjustment

1. Enter the Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Select [NVM Read/Write](#) location [715-050].
3. Change the value.
 - 1 increment: 0.029mm
 - Increment of the value: The image moves to the Tail Edge.
 - Decrement of the value: The image moves to the Lead Edge.
4. Repeat Check and Adjustment until the Lead Edge measurement is within the specified range.

ADJ 6.4 IIT Side Registration

Parts List on [PL 1.1](#)

Purpose

To adjust the IIT scan timing in the Fast Scan direction and to correct 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: Before performing this procedure, make sure that the IOT Side Edge Registration is correct. (Refer to [ADJ 9.10](#), IOT Side/Lead Edge Registration.)

1. Load 11 x 17 in. or A3 paper into Tray 2.
2. Place the Geometric Test Pattern (82E8220) on the Platen Glass correctly and make copies with the following settings:
 - Copy Mode: Black
 - Paper Tray: Tray 2
 - Magnification: 100%
 - No. of Copies: 2
3. On the 2nd 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](#)).

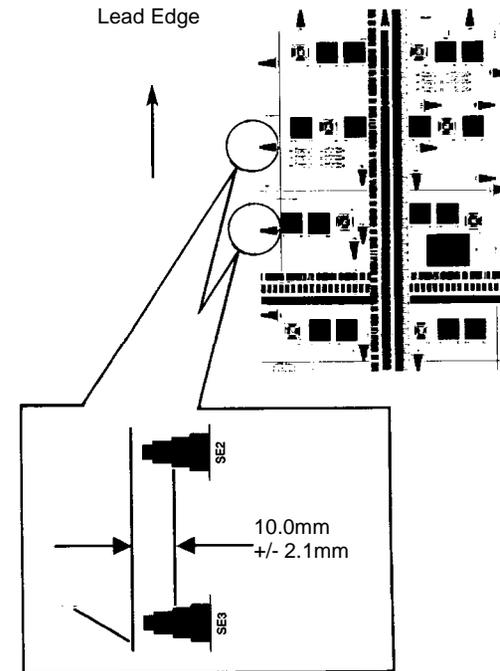


Figure 1 Checking IIT Side Edge Registration

4. If the value is not within the specified range, perform the Adjustment:

Adjustment

1. Enter the Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Enter [NVM Read/Write](#) location [715-053].
Change the value.
 - 1 increment = 0.075mm
 - increasing the value = The image moves IN.
 - decreasing the value = The image moves OUT.
3. Repeat Check and Adjustment until the Side Edge measurement is within the specified range.

ADJ 6.5 IIT Vertical/Horizontal Reduce/Enlarge

Parts List on PL 1.1

Purpose

To correct the horizontal (fast scan)/vertical (slow scan) magnification ratio for a 100% copy.

Check

CAUTION

Perform this procedure only if absolutely required; changing IIT magnification may adversely affect resolution due to ASIC shift, and may cause a color shift.

1. Place the Geometric Test Pattern (82E8220) on the Platen Glass and make a copy using the following copy mode settings:
 - Copy Mode: Black
 - Document Type: Text/Photo
 - Paper: 11 x17 in. or A3
 - Magnification: 100%
 - No. of Copies: 2
2. Check the 2nd copy for the following:
3. **Check horizontal magnification (Figure 1):**
Measure the 200mm line running from near LE1 to near LE3. Check that the dimension is 200mm \pm 1mm.

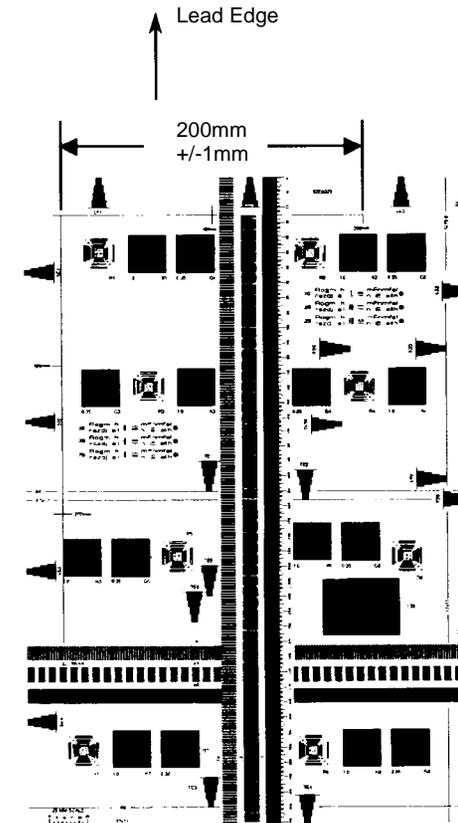


Figure 1 Checking Horizontal Magnification

4. **Check vertical magnification (Figure 2):**
Measure the 300mm line running from near LE1 to the trail edge of the 1.8lp ladder. Check that the dimension is 300mm \pm 1mm.

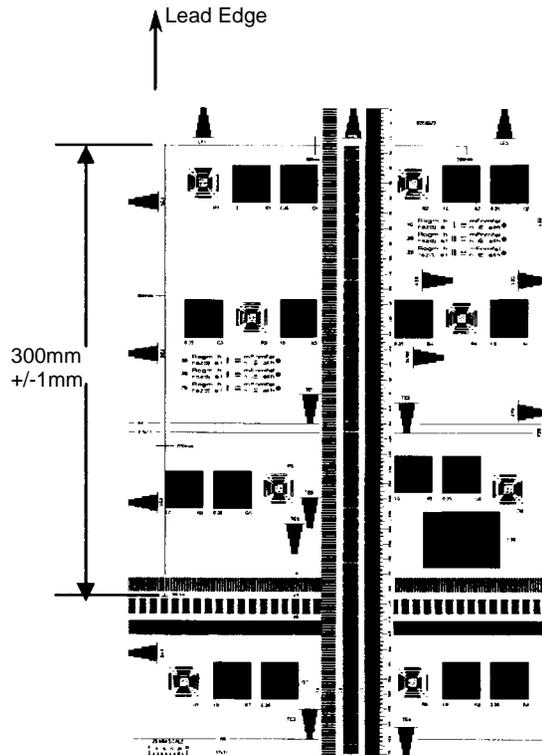


Figure 2 Checking Vertical Magnification

- If either measurement is not within specification, perform the Adjustment.

Adjustment

1. Horizontal Magnification Adjustment

- Enter the correction value for **NVM Read/Write** location [715-702].
- Each bit represents 0.1% change:
Increase the value to increase magnification
Decrease the value to decrease magnification

2. Vertical Magnification Adjustment

- Enter the correction value for **NVM Read/Write** location [715-051].
- Each bit represents 0.1% change:
Increase the value to increase magnification
Decrease the value to decrease magnification

- Repeat Check and Adjustment until the Horizontal/Vertical magnification measurements are within specification.

ADJ 6.6 IIT Calibration

Parts List on [PL 1.1](#)

Purpose

The IIT Calibration is accomplished in two stages; White Reference Adjustment and CCD Calibration.

- The White Reference Adjustment calculates the White Reference Correction using white paper placed on the platen glass (reflectance difference from true white), and machine NVM value for "True White."
- CCD Calibration uses the standard test pattern, 82E13120 to calibrate the sensitivity of the CCD. It looks at the 5 squares in the upper center of the test pattern as a reference to do the calibration.

White Reference Adjustment

Check

CAUTION

If the Lens Kit was replaced, the Optical Axis Alignment (ADJ 6.1) must be performed first.

- For the White Reference Check, use Xerox Digital Color Xpressions+ or Colotech + paper. Result values for RGB should be approximately 130 to 145.
 - Digital Color Xpressions+ 24 lb. paper = 98 Brightness rating (90 gsm).
 - Colortech + paper = (90 gsm).
- Place 10 sheets of A3 or 11 x 17" (short edge lead) clean white paper on the Document Glass.
- Access UI Diagnostics ([Accessing UI Diagnostics](#)).
- Select **MAX Setup** on the **Maintenance/Diagnostics** screen.
- Select **IIT Calibration**, then **White Reference Adjustment**.
- Press the **Start** on the screen.
- Result values for RGB should be in the range of 130 to 145. ([Table 1](#))

Table 1 White Reference

R	135
G	136
B	138

- If the values are within range proceed to the CCD Calibration Adjustment below.

Adjustment

- If the Lens Kit was replaced, go to [ADJ 6.1](#).
- Make sure you have placed 10 sheets of 11 x 17 digital color Xpressions+ paper against the registration edge of the platen glass (98 Brightness).
- Clean the Optics:
 - Switch off the power and allow the Exposure Lamp to cool off.

NOTE: The white reference strip is located under the registration guide on the underside of the platen glass.

- Using the optical Cleaning Cloth, clean the front and rear of the Document Glass, the White Reference Strip, Reflector, and Mirrors.

- 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.
4. If necessary, troubleshoot the Exposure Lamp, Lamp Ballast PWB, or IIT PWB.

CCD Calibration

Check

1. Enter the Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Select **Max Setup, IIT Calibration**, then **CCD Calibration**.
3. Place the Standard Test Pattern 82E13120 on the Document Glass with the lead edge to the left.

NOTE: If the Standard Test Pattern 82E13120 is not used, the Result for Pcon and Scan will be NG.

4. Reflection values for YMCK vs. RGB should be as follows:
 - a. Values for "X" in [Table 2](#) should be between 200 and 250.
 - b. The higher the number, the less reflectance. K is always higher than C, M or Y.

Table 2 Values for "X" 200 to 250

Reflection Ratio			
	R	G	B
Y			X
M		X	
C	X		
K	X	X	X
Result			OK

5. The b* Measurement should be within 10 bits (+/-) of the b* Target.

Table 3 b* Calibration Coefficient Check

	PCON	SCAN
b* coefficient	3	3
b* Patch Value (measurement)	226	214
b* Normal Value (target)	225	223
Result	OK	OK

6. If values for "X" in [Table 2](#) are less than 200, or if b* target **Results Table 3** is **NG**, perform the following checks or troubleshoot.
 - Make sure test pattern 82E13120 is being used and that the test pattern is clean and free of defects.
 - Make sure the test pattern is position with the L.E. toward the left of the Platen Glass and registered.
 - Clean both sides of the Document Glass, Document Cover, White Reference Strip, Reflector, and Mirrors.

- Clean the Lens with Lens and Mirror Cleaner and lint free cloth.
- Clean the Exposure Lamp with a clean cloth and Film Remover.
- Troubleshoot the Exposure Lamp, Lamp Ballast PWB and IIT PWB.
- Replace the Lens Kit if necessary.

NOTE: Do not select Optical Axis Calibration unless the Lens Kit is replaced.

ADJ 6.7 DADF Original Detection Correction (Size Detection Auto-Correction)

Parts List on [PL 1.1](#)

Purpose

To automatically adjust the original size during DADF scan to the desired original size.

Proceed with this adjustment only after the following operations/events.

- The DADF Assembly. is replaced.
- An abnormality is detected after replacing the Reg. Roll, Feed Roll and Retard Roll.
- A size detection error occurs.

Overview

Using the DADF, continuously scan 3 originals. The NVM Data is automatically corrected based on the comparison between the Slow Scan Length and the reference value detected by the DADF. The NVM Data that is corrected is "Size Correction Value for Slow Scan Originals in Non CVT Mode" (Chain Link No. 710-552).

This operation cannot be terminated (or aborted) halfway through the process and has to be completed from start to finish regardless of any abnormalities that occur

Adjustment

1. Enter the **UI Diagnostic Mode (Accessing UI Diagnostics)**.
2. Select **Sub System** on the **Maintenance / Diagnostics** screen.
3. Select **ADF Independent Operation** on the Sub System screen.
4. The **ADF Independent Operation** screen is displayed.
5. Set 3 A4/LTR- size documents in the DADF.
6. When the **Start** button is pressed, the DADF starts pulling in the document and the correction value is calculated. At this point, the message "In progress" appears.
7. The applicable NVM Data will then be updated. After the operation, the UI screen will be displayed.
However, if this operation results in an NG, the NVM will not be updated and a message indicating that an NG has occurred will be displayed.
8. The operation ends when the **Stop** button is pressed.

Status Confirmation Specifications

You may check the following status by using NVM Read after operations.

Table 1 NVM Data

Chain-Link	Display Data Name	Reference
711-164	Size Correction Value for Slow Scan Originals in Non CVT Mode	Setting Range=144 to 256 (equivalent to 56 increments 10mm] ← 0.18mm/ increment) Initial Value: 200 (However, there is an adjusted value set against the initial value when shipped.)

NOTE: If it is still NG after the adjustment, repeat the procedure.

ADJ 6.9 UI Touch Panel Alignment

Parts List on [PL 1.7](#)

Purpose

To align the position of the buttons on the display and the Touch Panel so that the user can select the contents on the display using the Touch Panel.

NOTE: Any substitute used as a Touch Pen for this adjustment should have a pointed tip (such as a ball point pen) Be careful not to damage the surface of the UI.

Adjustment

1. Turn **ON** the power while holding down the **[0]**, **[1]**, **[3]** buttons.
The following appears on the display ([Figure 1](#))



Figure 1 Touch Screen Display

2. Using the Touch Pen, touch the intersections of the vertical and horizontal lines, P1 to P9 in sequence. (Keep the Touch Pen on each point for approx. 1 sec., then proceed to the next point)
After pressing all the buttons, the machine automatically calculates the difference between the coordinates and the correction values. This calculation takes approx. 0.1 sec.
3. After a few seconds, turn the power OFF then ON. The UI may be used after reboot as the data has been corrected.

NOTE: Complete the whole procedure before turning the machine OFF. If power is turned OFF during the adjustment, the "before" data will be restored.

ADJ 9.1 Max Setup

Purpose

Max Set Up measures performance of the automatic process control. Process Control adjusts Bias voltage, Laser Diode output, toner concentration (TC) and BCR voltage automatically to maintain density. It uses the ATC Sensor and Pixel count to determine the dispense time needed to attain the target TC.

Adjustment

Max Setup consists of several separate adjustments that may be performed sequentially or individually depending on the situation being resolved. There are inter-dependencies between adjustments; hence, they should only be performed as directed in the documentation.

IOT Situational

The following procedure is performed to address specific customer complaints or requirements, or when directed following component replacement.

1. [ADJ 9.4](#), Adjust Toner Density. 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.

IIT Situational

The following procedures are performed to address specific customer complaints or requirements, or when directed following component replacement.

1. [ADJ 6.6](#), IIT Calibration

ADJ 9.4 Adjust Toner Density

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 the Diagnostic Mode ([Accessing UI Diagnostics](#)).
2. From the **Maintenance/Diagnostics** screen, select **Max Setup**.
3. Select **Adjust Toner Density**.
4. **Measure Sensor State** is selected, press **Start** to run the test.
5. Check, the **TC Value** is within +/-30 of the **TC Target**.
If the TC Value is not within specification go to **Adjustment**.

Adjustment

1. Select **Adjust Toner Density**.
 - If TC Value is too high, the amount of toner used to create the patch is too low. Use a positive Number in **Select Quantity** to increase the amount of toner in the Developer Housing.
 - If TC is too low, use a negative number in **Select Quantity**. Negative numbers will print solid area coverage in order to tone down the developer.
 - Adjust in increments of 2 or 3.
2. Press the **Start** button to begin Toner Density Adjustment.
3. After the adjustment ends:
Select, **Measure Sensor State**, then press **Start**.
Check, the **TC Value** is within +/-30 of the **TC Target**.
4. Repeat the adjustment until TC Value is within +/-30 of the TC Target.

ADJ 9.10 IOT Lead Edge/Side Edge Registration

Purpose

The purpose is to adjust the position of the printed image on the page by controlling where the ROS writes the image. This is done by changing the value of the Lead Edge Registration and Side Edge Registration in UI Diagnostics. This adjustment must be completed prior to the IIT Lead Edge/Side Edge Registration, and the DADF Lead Edge Registration.

Each tray must be adjusted separately for:

- Lead Edge registration for side 1
- Lead Edge registration for side 2
- Side Edge registration for side 1
- Side Edge registration for side 2

Specification

The specifications for Lead Edge and Side Edge are shown in the table below.

Table 1 Specification

Item	Simplex	Duplex	Tray 5 / Bypass
Lead Edge	10 +/- 1.5mm	10 +/- 1.5mm	10 +/- 1.5mm
Side Edge	8.5 +/- 1.7mm	8.5 +/- 1.7mm	8.5 +/- 2.9mm

Checking Side 1 Lead Edge Registration

1. Load Trays 1 and 2, and the Tray 5 / Bypass, with 11 x 17 / A3 Bond/Plain paper. Load Trays 3, 4, and 6 with 8 1/2 x 11 / A4 Bond/Plain paper.
2. The routine automatically selects the appropriate NVM location to set, based on the Paper Type setting for the trays.
3. Enter UI diagnostics ([Entering and Exiting Service Rep. Mode](#)).
4. Press the **Machine Status** button on the control panel.
5. Select the **Tools** tab on the UI screen.
6. **System Settings** and **Common Service Settings** will be highlighted.
7. In the **Features** column, scroll to and select **Maintenance / Diagnostics**.
8. Scroll to and select **Registration**, then select **System Registration Adjustment**.
9. Make the following selections:
 - a. Select **Side 1**, if not already selected.
 - b. Select **Tray 1**, if not already selected.
 - c. Select 5 for **Print Count**.
10. Select **Print** on the UI.
11. Remove the prints one at a time from the center output tray and **Flip each one Right to Left**, to position it as shown in [Figure 1](#) (lead edge to the left).
12. Label each printed sheet with the number of the print (1 through 5), the words "Tray 1," and "Side 1," and the location of the Lead Edge of each sheet.
13. Take the third print and measure from the lead edge to point A (as shown on [Figure 1](#)). Point A is at the intersection of the 7th line from the side edge and the first line from the lead edge.

14. If the measured value is not 10 +/- 1.5mm, perform the **Adjustment**. If the Check is OK, repeat steps 5 through 8 for Trays 2 - 5.
15. After all trays are set, proceed to **Checking Side 2 Lead Edge Registration**.

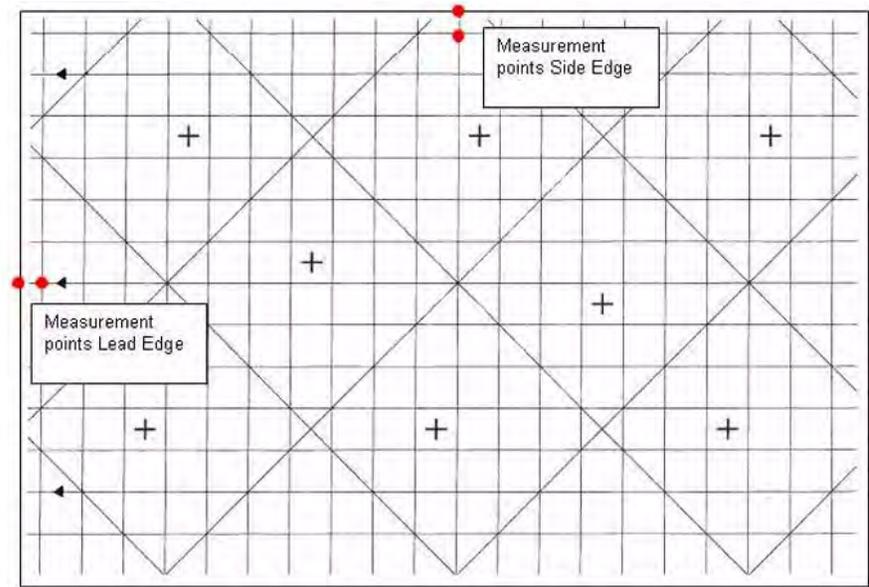


Figure 1 Test Pattern Measurement Points

Checking Side 2 Lead Edge Registration

NOTE: The grid pattern for side 1 does not align with the side 2 grid pattern; do not attempt to set registration by aligning the grids.

1. Make the following selections:
 - a. Select **Tray 1**, if not already selected.
 - b. Select **Side 2**.
 - c. Select 5 for **Print Count**, if not already selected.
2. Click **Print**.

NOTE: "Side 2" will be delivered face-down in the tray, with the Lead edge to the right. Flip each one Right to Left to position it as shown in [Figure 1](#) (lead edge to the left).

3. Label each printed sheet with the number of the print (1 through 5), the words "Tray 1" and "Side 2," and the location of the Lead Edge of each sheet.
4. Take the third print and measure from the lead edge to point A (as shown on [Figure 1](#)). Point A is at the intersection of the 7th line from the side edge and the first line from the lead edge.
5. If the measured value is not 10 +/- 1.5mm, perform the **Adjustment**. If the Check is OK, repeat steps 2 through 4 for Trays 2 - 5.
6. After all trays are set, proceed to **Checking Side 1 Side Edge Registration**.

Checking Side 1 Side Edge Registration

1. Make the following selections:
 - a. Select **Tray 1**, if not already selected.
 - b. Select **Side 1**.
 - c. Select 5 for **Print Count**, if not already selected.
2. Click **Print**.
3. Label each printed sheet with the number of the print (1 through 5), the words "Tray 1" and "Side 1," and the location of the Lead Edge of each sheet.
4. Take the third print and measure from the top edge to point B1 (as shown on [Figure 1](#)). Point B1 is at the intersection of the first line from the side edge and the **line** from the lead edge.
5. If the measured value is not 8.5 +/- 1.7mm, perform the **Adjustment**. If the Check is OK, repeat steps 2 through 4 for Trays 2 - 5 (specification for Tray 5 is 8.5+/- 2.9mm).
6. After all trays are set, proceed to **Checking Side 2 Side Edge Registration**.

Checking Side 2 Side Edge Registration

NOTE: The grid pattern for side 1 does not align with the side 2 grid pattern; do not attempt to set registration by aligning the grids.

1. Make the following selections:
 - a. Select **Tray 1**, if not already selected.
 - b. Select **Side 2**.
 - c. Select 5 for **Print Count**, if not already selected.
2. Click **Print**.

NOTE: "Side 2" will be delivered face-down in the tray, with the Lead edge to the right and the side edge to be checked towards you.

3. Label each printed sheet with the number of the print (1 through 5), the words "Tray 1" and "Side 2," and the location of the Lead Edge of each sheet.
4. Take the third print and measure from the lead edge to point B1 (as shown on [Figure 1](#)). Point B1 is at the intersection of the first line from the side edge and the **line** from the lead edge.
5. If the measured value is not 8.5 +/- 1.7mm, perform the **Adjustment**. If the Check is OK, repeat steps 2 through 4 for Trays 2 - 5 (specification for Tray 5 is 8.5+/- 2.9mm).

Adjustment

1. Determine the distance and direction the line needs to move:
 - Lead Reg. Adjustment Step: 0.100 mm/step
 - Side Reg. Adjustment Step: 0.106 mm/step
 - **With the print in the orientation shown in [Figure 1](#):**
 - The **Up** arrow moves the grid to the left; the **Down** arrow moves the grid to the right.
 - The **Right** arrow moves the grid up; the **Left** arrow moves the grid down.
2. Enter the correction and press **Adjust** one time.
3. Click **Print**.
4. Repeat the Check and Adjustment until registration is within specification.

ADJ 9.11 Edge Erase Value Adjustment

Purpose

To correct both sides and Lead Edge (Rear/Front) erase values of the image.

NOTE: Before doing this adjustment, the IOT Lead Edge/Side Edge Registration must be adjusted to specification.

Check

1. Specify a Tray loaded with paper. Make a black copy without using any originals and leaving the Platen Cover open.
2. Check that the white area at the lead edge is 4mm wide and those at the both side edges and the trail edge are 2mm wide.

Adjustment

1. Enter the diagnostic mode ([Accessing UI Diagnostics](#)) and execute [NVM Read/Write](#).
2. Adjust the NVM value until the measured erase values are 4mm at the lead edge and 2mm at the sides and the end.

Increasing the set value leads to a larger erase amount.

Table 1 NVM List

NVM location	Name	Min.	Initial	Max	Step
767-057	Lead Image Loss Amount	0	20	40	0.1mm
767-058	Side Image Loss Amount	0	20	40	0.1mm
767-059	End Image Loss Amount	0	20	40	0.1mm

3. Repeat the Check and Adjustment until the Edge Erase is within specification

ADJ 12.1 Finisher LX Hole Punch Position

Purpose

This procedure sets the distance from the trail edge of the punched sheet to the center of the punched holes.

NOTE: This adjustment is normally performed by the customer, via Admin mode.

Check

1. Enter the Service Rep. Mode ([Accessing UI Diagnostics](#)) and select **Finisher Adjustment** (on second page).
2. Select **Adjust Punch Position/Booklet Fold Position**.
3. Select choice #1 or #2, depending on the paper size, then select **Change Settings**.
4. Select **Sample Printout**.
5. Select the paper tray to be adjusted, then press **Start**. The selection must match the choice made above.
6. Measure the distance between the trail edge of the sheet and the center of the bottom hole. If the distance is not 10 +/- 3 mm, perform the Adjustment

Adjustment

1. Use the buttons on the UI to move the holes left or right. When the computed correction is made, select **Adjust**.
2. Repeat the Check and Adjustment until the measurement is correct

ADJ 12.2 Finisher LX Booklet Crease/Staple Position

Purpose

This procedure centers the crease and staple positions in the booklet.

NOTE: This adjustment is normally performed by the customer, via Admin mode.

Check

1. Enter the Service Rep. Mode ([Accessing UI Diagnostics](#)) and select **Finisher Adjustment** (on second page).
2. Select **Adjust Punch Position/Booklet Fold Position**.
3. Select choice #3 or #4, depending on the paper size, then select **Change Settings**.
4. Select **Sample Printout**.
5. Select a paper tray with the appropriate paper, then press **Start**. The selection must match the choice made above.
6. Measure the distance between the crease and the edges of the sheet ("A" and "B" on [Figure 1](#)). The measurements should be equal, +/- 3.5 mm for A4/Letter size paper; 4 mm for all other sizes.

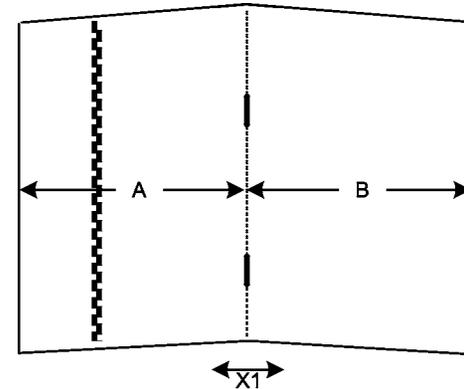


Figure 1 Measurements

7. Measure the distance between the crease and the staples ("X1" on [Figure 1](#)). The measurements should be less than 2.5 mm.
8. If either measurement is not within spec, perform the Adjustment.

Adjustment

1. Examine the printed sample and determine which of 4 choices best describes the misalignment; select the button for that description.

NOTE: The graphic in the following step is not displayed until a misalignment choice is made.

2. Measure "A" and "B" per the graphic displayed on the UI. Enter the correction and select **Adjust**.
3. Repeat the Check and Adjustment until the measurement is correct.

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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

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	Giga Byte
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

Abbreviation	Meaning
R/E	Reduction/Enlargement
REF:	Refer to
SCSI	Small Computer Systems Interface
W/	With
W/O	Without

Table 2

Operating Companies	
Abbreviation	Meaning
AO	Americas Operations
NASG - US	North American Solutions Group - US
NASG - Canada	North American Solutions Group - Canada
XE	Xerox Europe

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

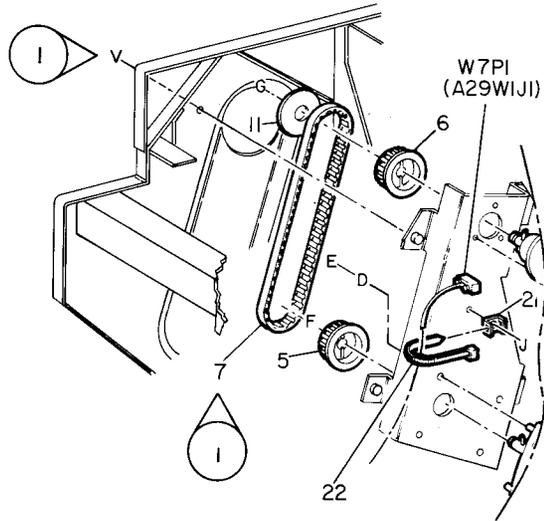
The notation “W/Tag” in the parts description indicates that the part configuration has been updated. Check the change Tag index in the General Information section of the Service Data for the name and purpose of the modification.

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

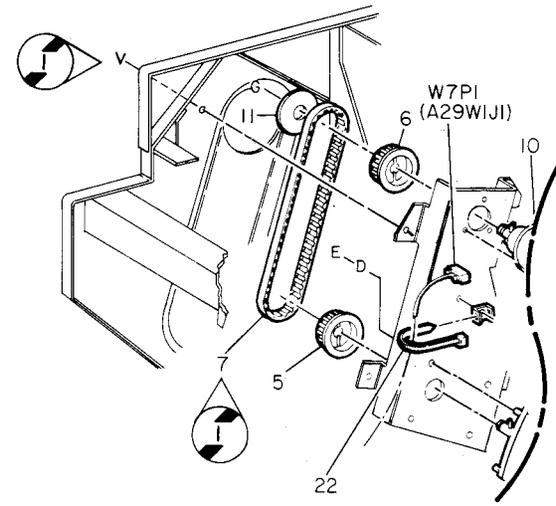
A Tag number within a circle pointing to an item number shows that the part has been changed by the tag number within the circle (Figure 1). Information on the modification is in the Change Tag Index.



O	Z004	A
850	PL	M I

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).



O	Z005	A
850	PL	M I

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.

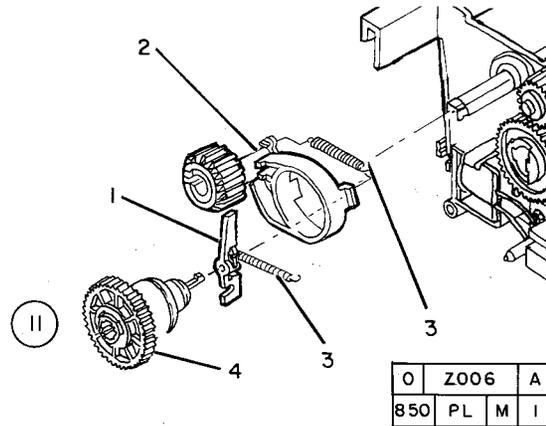


Figure 3 Entire Drawing With Tag Symbol

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).

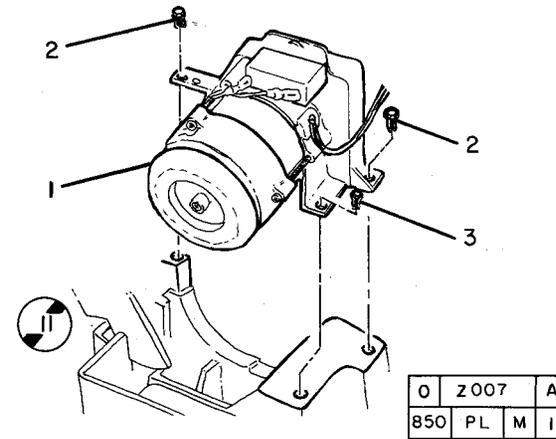
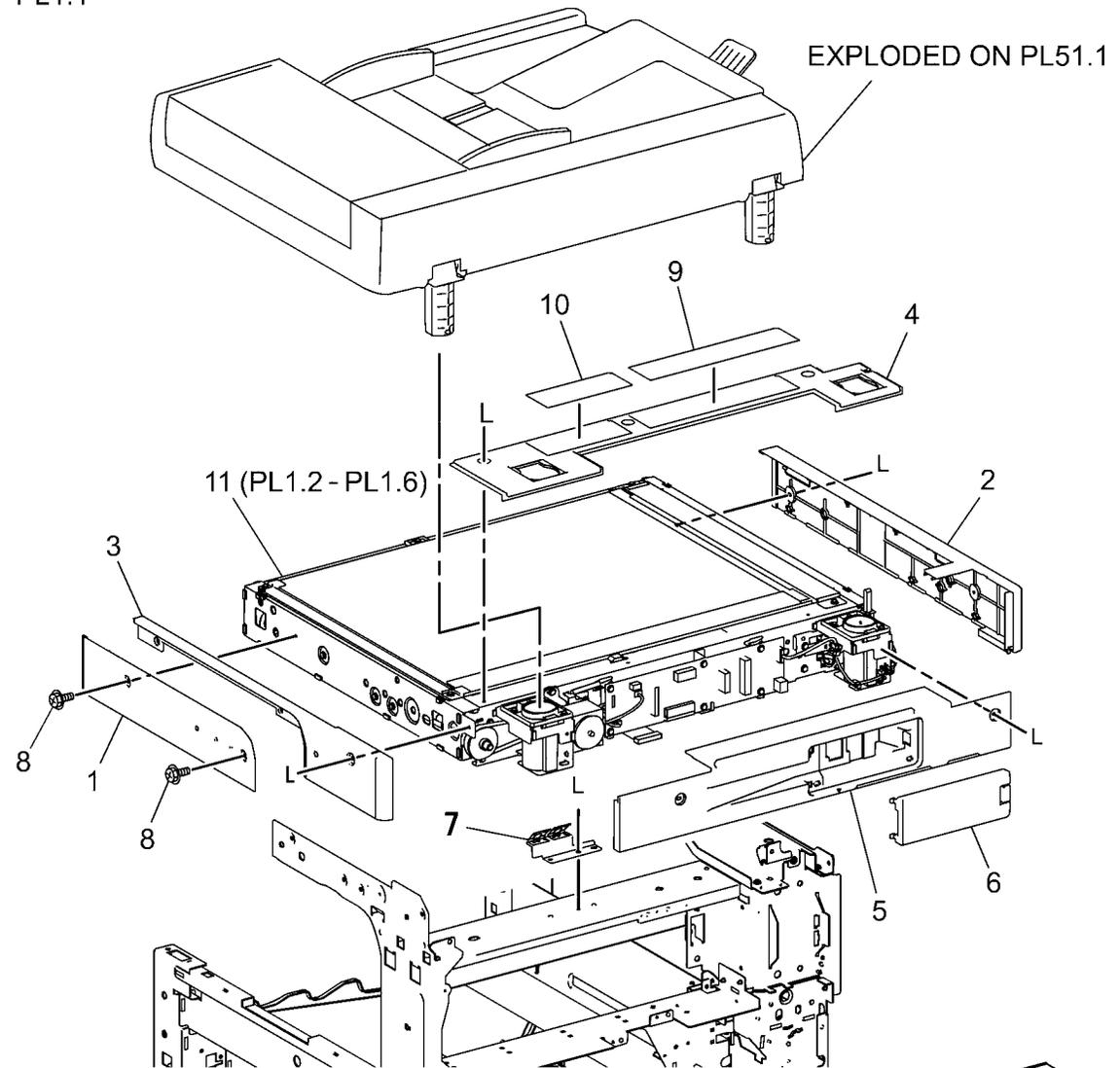


Figure 4 Entire Drawing Without Tag Symbol

PL 1.1 IIT Covers

Item	Part	Description
1	–	Right Outer Cover
2	–	Left Cover
3	–	Right Cover
4	–	Top Cover
5	–	Rear Cover
6	848E49150	DADF Connector Cover
7	–	Transport Bracket Assembly
8	–	Screw
9	–	Caution Label
10	–	Label
11	062K21136	IIT Assembly

PL1.1

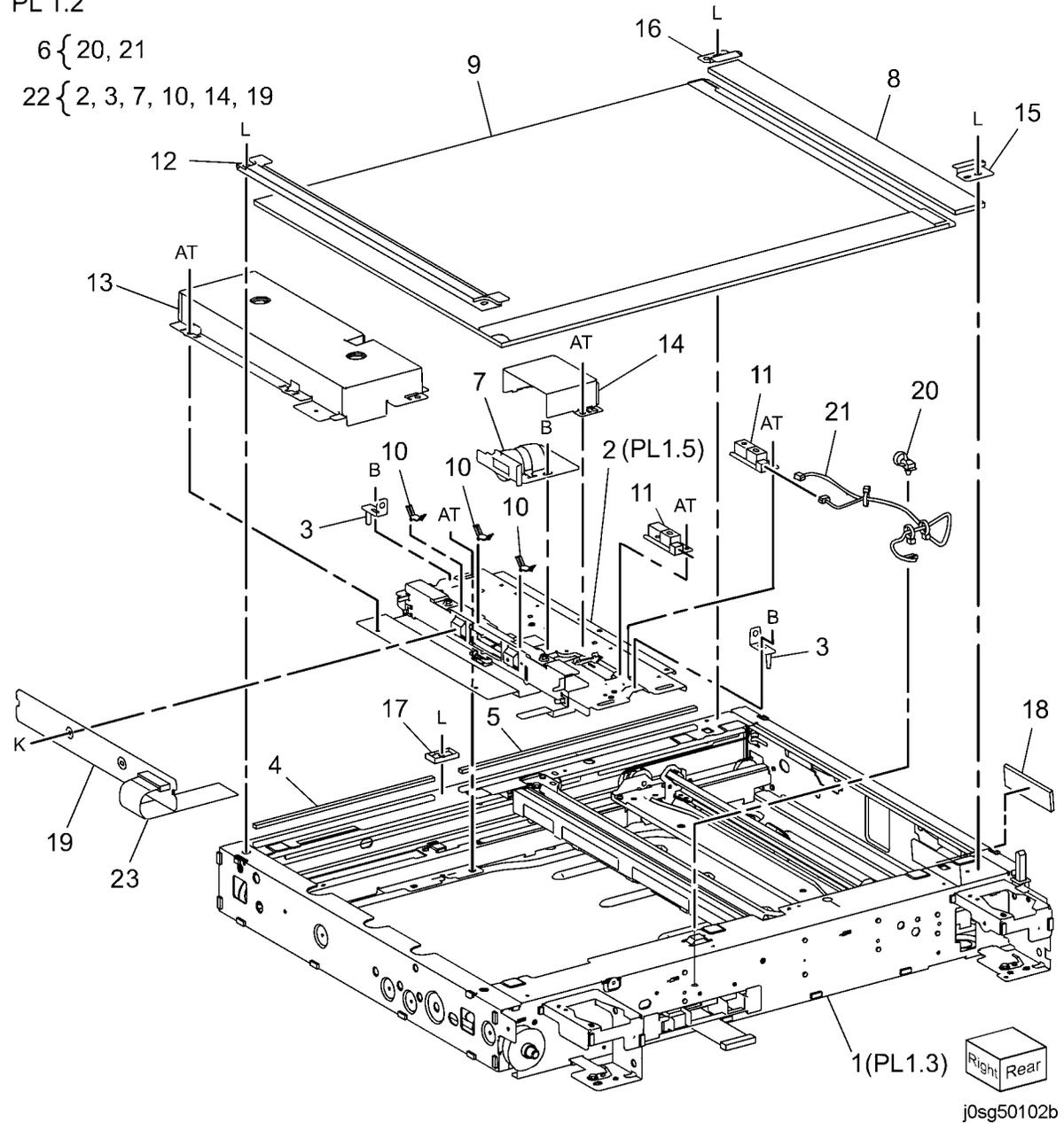


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PL 1.2 CCD Lens Assembly/Platen Glass

Item	Part	Description
1	-	IIT Assembly
2	-	CCD Lens Base Plate Assembly (P/O PL 1.2 Item 22)
3	-	Pin Assembly (P/O PL 1.2 Item 22)
4	-	Right Seal
5	-	Left Seal
6	-	Wire Harness Assembly (Includes Items 20, 21) (REP 6.7)
7	-	CCD Lens Assembly (P/O PL 1.2 Item 22) (REP 6.4)
8	090K93320	CVT Platen Glass (REP 6.3)
9	090K93330	Platen Glass (REP 6.3)
10	-	Conductor (P/O PL 1.2 Item 22)
11	130K64150	APS Sensor
12	815E58941	Right Plate
13	-	Lens Cover Assembly
14	-	Lens Bracket (P/O PL 1.2 Item 22)
15	849E15760	Rear Glass Support
16	849E22651	Front Glass Support
17	849E17910	Glass Support
18	-	Data Plate
19	-	PWB Assembly (P/O PL 1.2 Item 22)
20	-	Cable Band (P/O PL 1.2 Item 6)
21	-	Wire Harness Assembly (P/O PL 1.2 Item 6)
22	604K57500	Lens/CCD Kit (Includes Items 2, 3, 7, 10, 14, 19) (REP 6.4)
23	117E31780	CCD Flexible Flat Cable

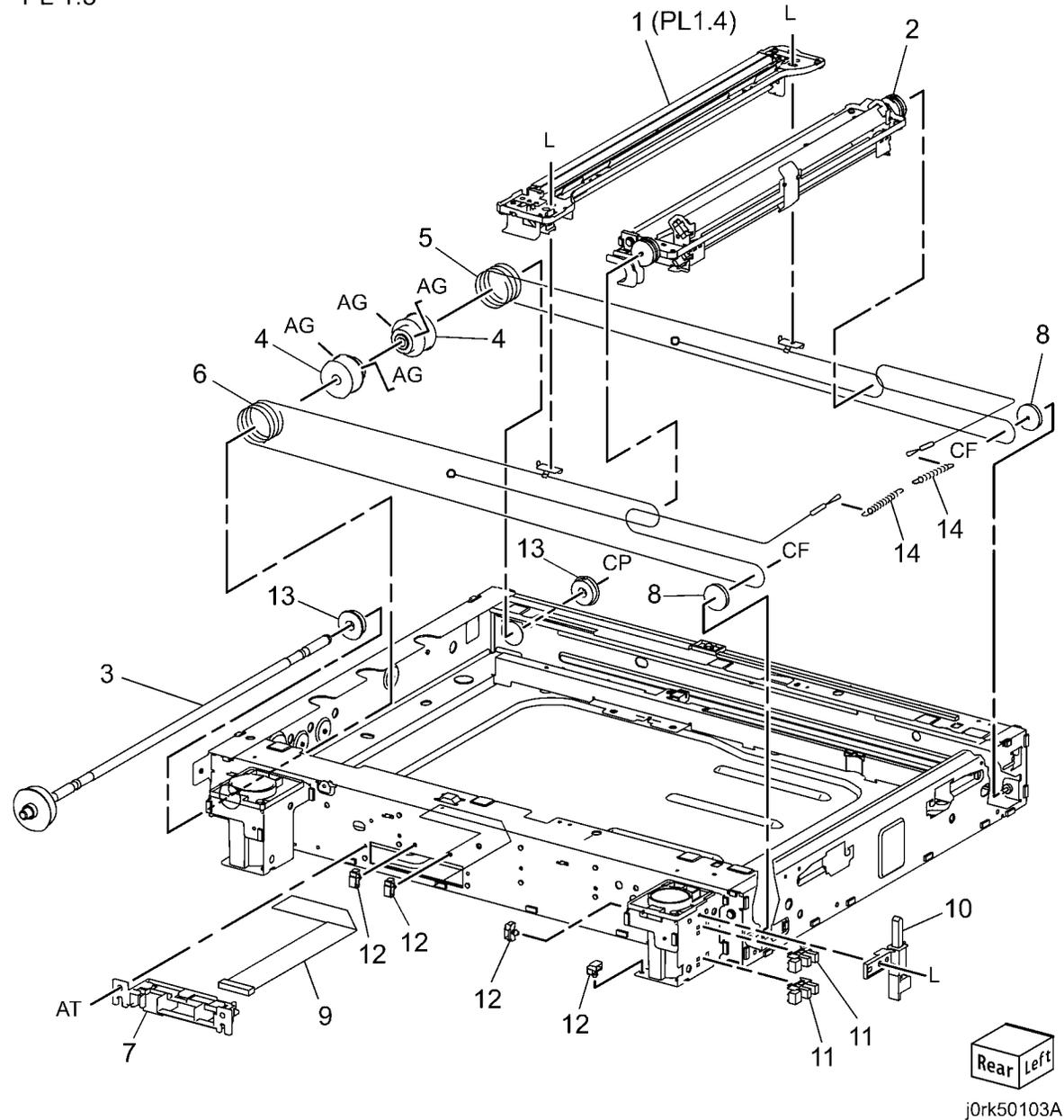
PL 1.2



PL 1.3 Full/Half Rate Carriage

Item	Part	Description
1	041K96191	Full Rate Carriage Assembly (ADJ 6.2)
2	041K96223	Half Rate Carriage Assembly (ADJ 6.2)
3	006K88780	Capstan Shaft
4	020E47040	Capstan Pulley
5	012K96780	Front Carriage Cable (REP 6.5)
6	012K96790	Rear Carriage Cable (REP 6.5)
7	-	Cord Holder (P/O PL 1.1 Item 11)
8	020E37030	Pulley
9	117E31780	Cable
10	120K92581	Actuator Assembly
11	930W00123	Platen Sensor, Angle Sensor
12	920W01235	Clamp
13	013E23640	Bearing
14	809E91540	Spring

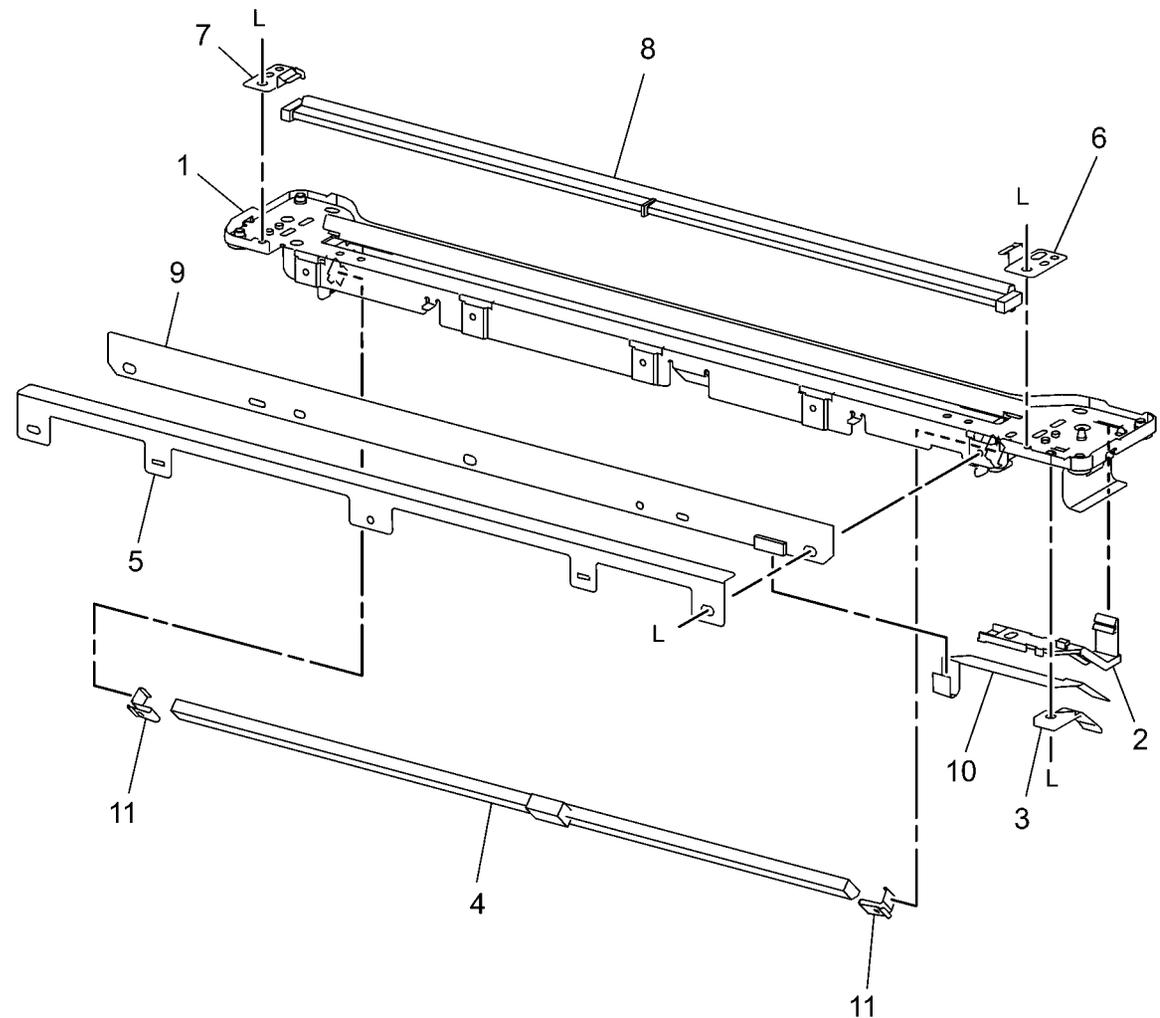
PL 1.3



PL 1.4 Full Rate Carriage

Item	Part	Description
1	-	Full Rate Carriage (P/O PL 1.3 Item 1)
2	-	Harness Guide (P/O PL 1.3 Item 1)
3	-	Slide Harness Guide (P/O PL 1.3 Item 1)
4	-	No 1 Mirror (P/O PL 1.3 Item 1)
5	-	LED Bracket (P/O PL 1.3 Item 1)
6	-	Guide Spring (P/O PL 1.3 Item 1)
7	-	Guide Spring (P/O PL 1.3 Item 1)
8	-	Light Guide (P/O PL 1.3 Item 1) (REP 6.8)
9	960K51290	LED Lamp PWB (REP 6.6)
10	-	Slide Cord (P/O PL 1.3 Item 1)
11	-	Clip (P/O PL 1.3 Item 1)

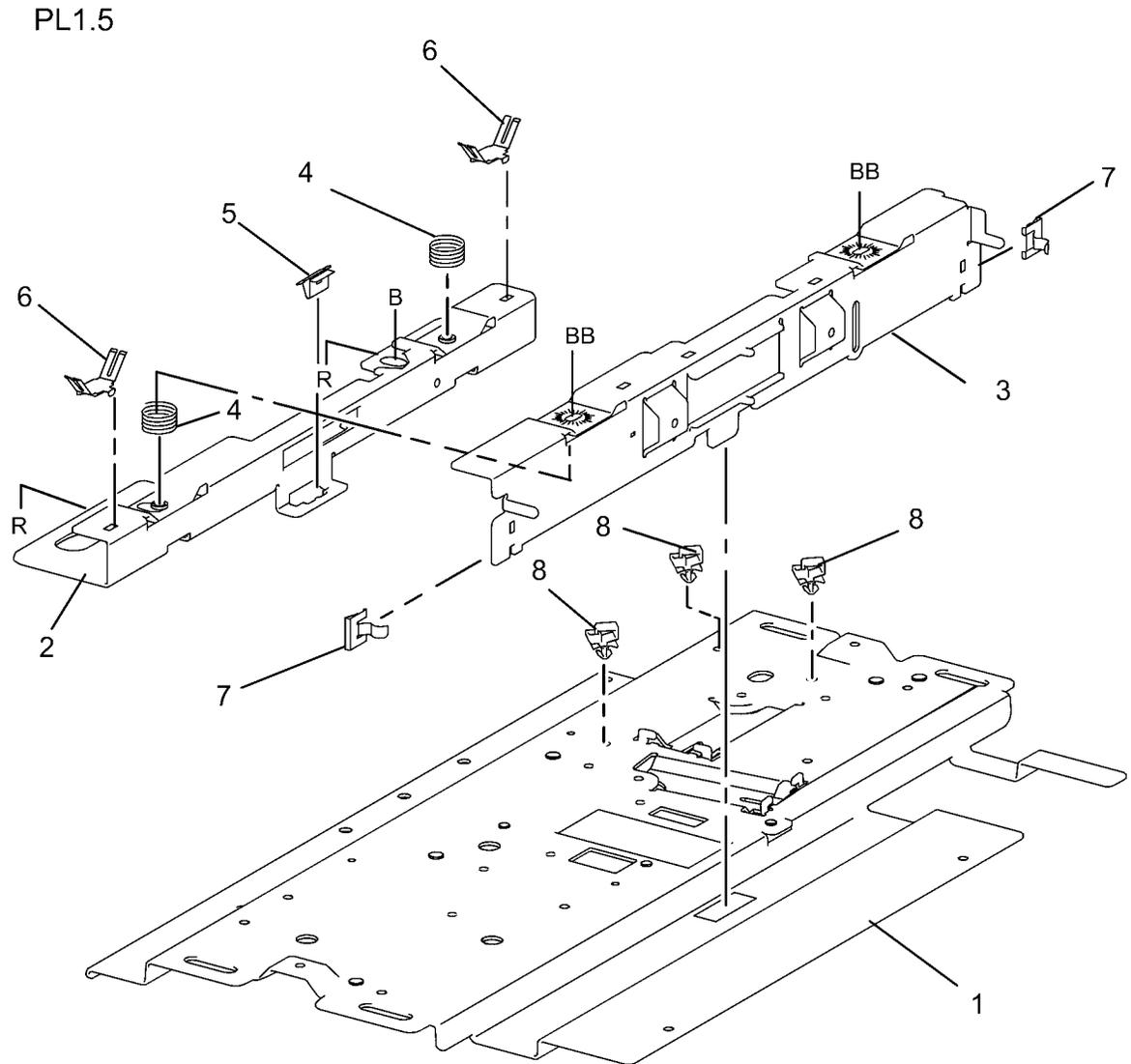
PL 1.4



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PL 1.5 CCD Lens Base Plate

Item	Part	Description
1	–	Base Plate (P/O PL 1.2 Item 22)
2	–	Stage Plate (P/O PL 1.2 Item 22)
3	–	CCD Plate (P/O PL 1.2 Item 22)
4	–	Spring (P/O PL 1.2 Item 22)
5	–	Spring (P/O PL 1.2 Item 22)
6	–	Conductor (P/O PL 1.2 Item 22)
7	–	PWB Conductor (P/O PL 1.2 Item 22)
8	920W01235	Clamp



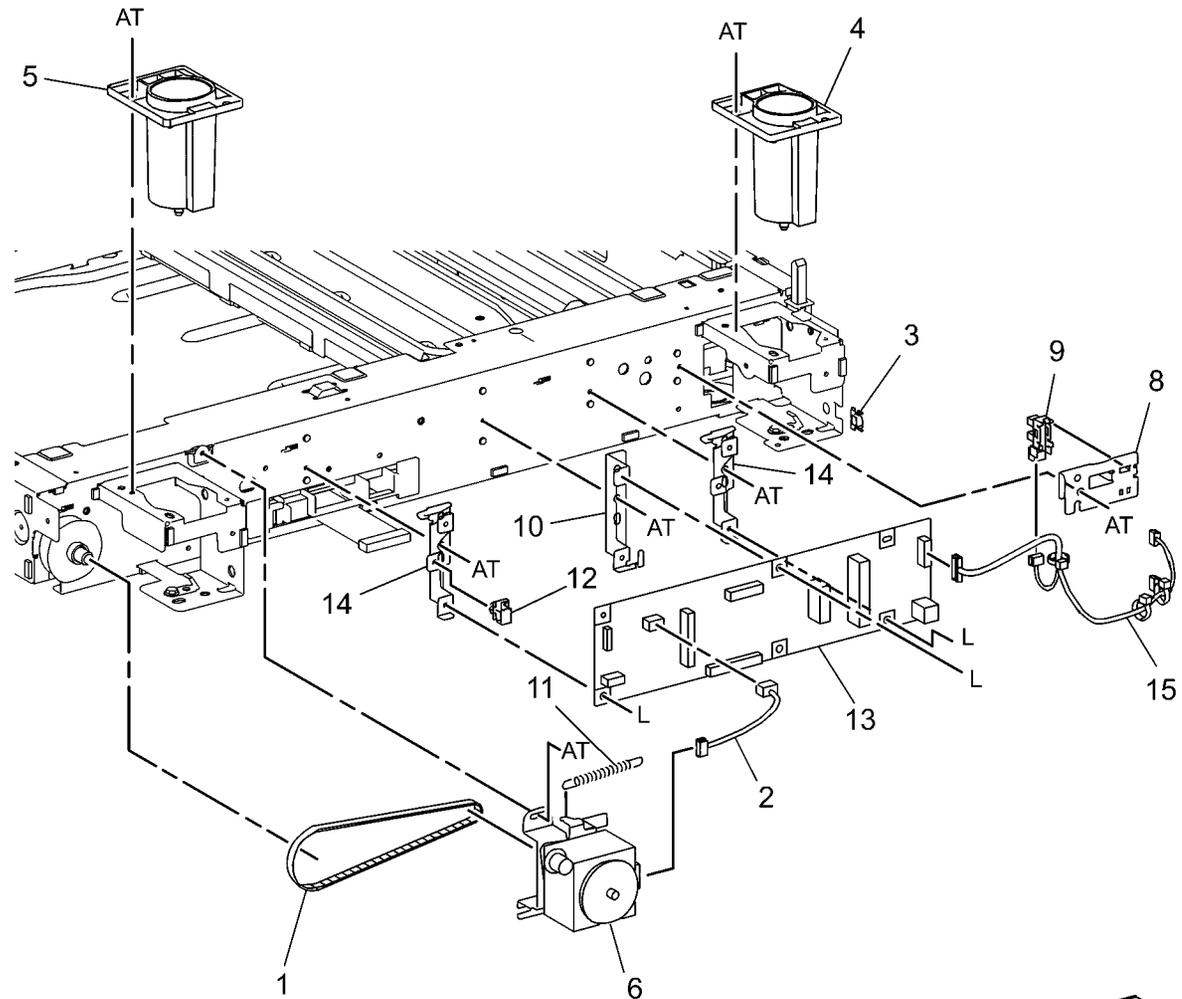
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PL 1.6 Motor/Transport PWB

Item	Part	Description
1	023E27590	Belt
2	962K83770	Motor Wire Harness
3	120E18070	Clamp
4	868E47600	Hinge Support
5	868E47610	Hinge Support
6	127K61330	Carriage Motor (REP 6.9)
7	130K76820	IIT Registration Sensor Assembly (Includes Items 8, 9)
8	-	Sensor Bracket (P/O PL 1.6 Item 7)
9	930W00123	IIT Registration Sensor
10	-	Bracket (Not Spared)
11	809E92410	Spring
12	920W01235	Clamp
13	960K49301	IIT PWB (REP 6.10)
14	-	Bracket (Not Spared)
15	962K83750	Sensor Wire Harness

PL1.6

7 { 8, 9

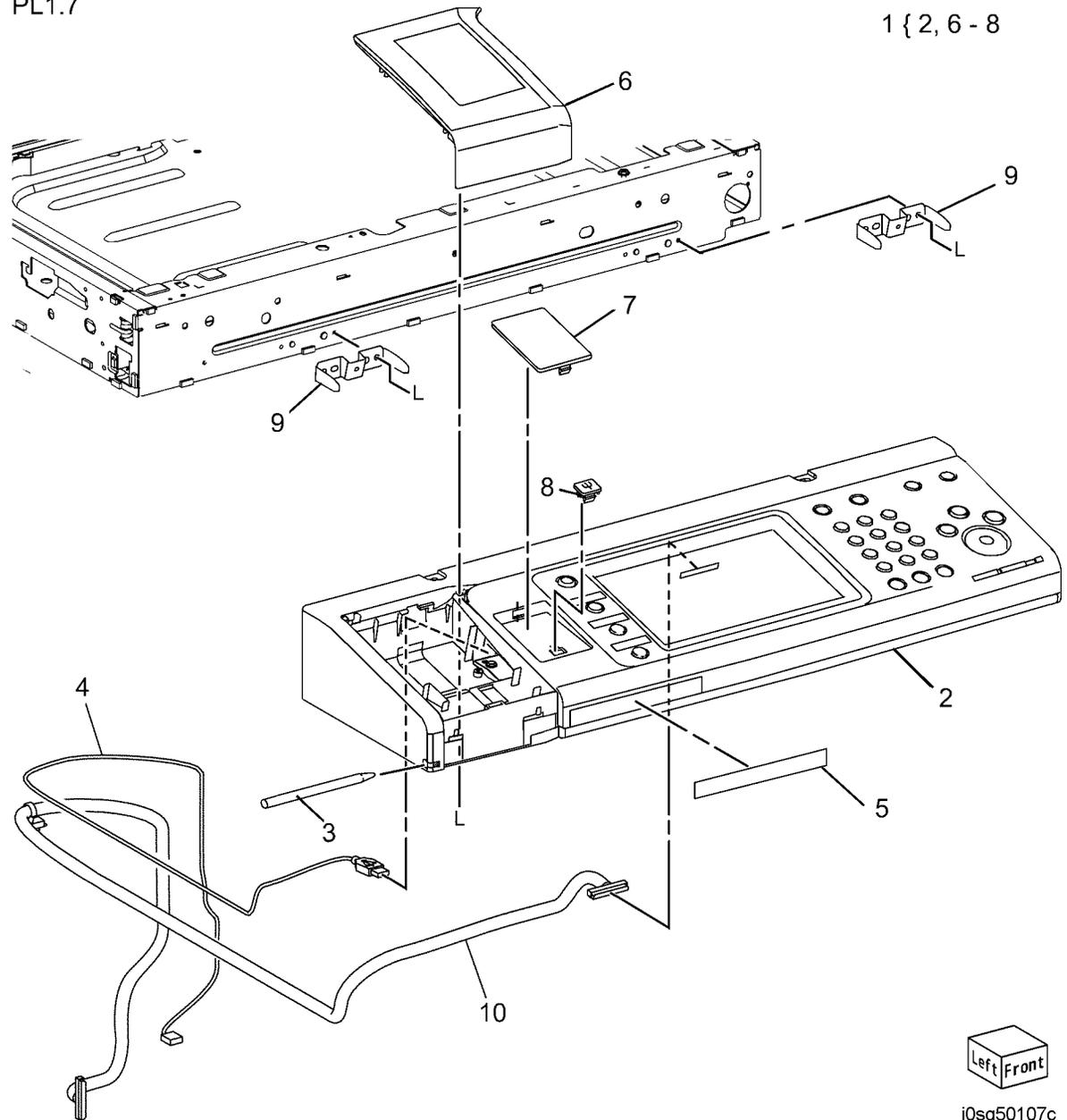


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PL 1.7 Control Panel

Item	Part	Description
1	848K57411	Control Panel Assembly (XE) (Includes Items 2, 6-9)
-	848K57401	Control Panel Assembly (XC) (Includes Items 2, 6-9) (REP 6.11)
2	-	Control Panel (P/O PL 1.7 Item 1)
3	-	Stylus (Not Spared)
4	-	UI Cable (Not Spared)
5	604K70430	Name Label
6	-	Clip Cover (P/O PL 1.7 Item 1)
7	-	USB Cover (P/O PL 1.7 Item 1)
8	-	USB Cap Cover
9	868E43540	Bracket
10	962K93370	UI USB Cable

PL1.7



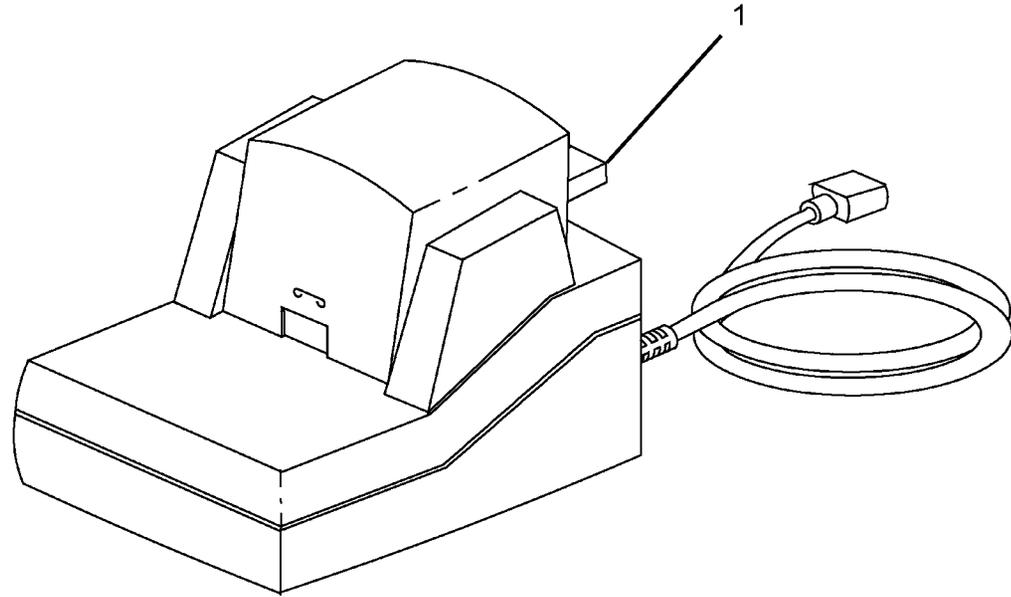
Left Front

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PL 1.9 Convenience Stapler

Item	Part	Description
1	604K35710	Convenience Stapler (110V)
-	604K35700	Convenience Stapler (220V)

PL 1.9

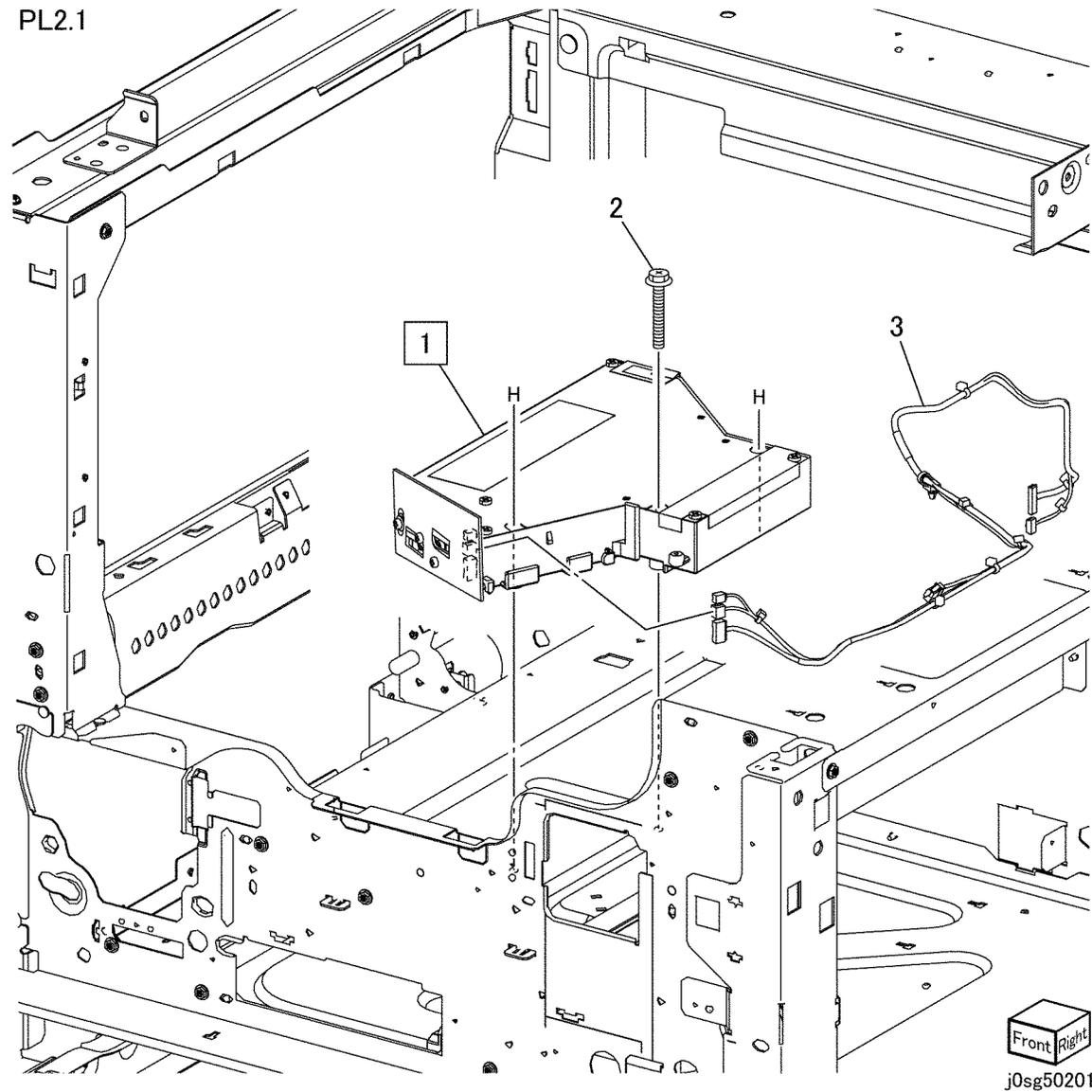


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PL 2.1 ROS

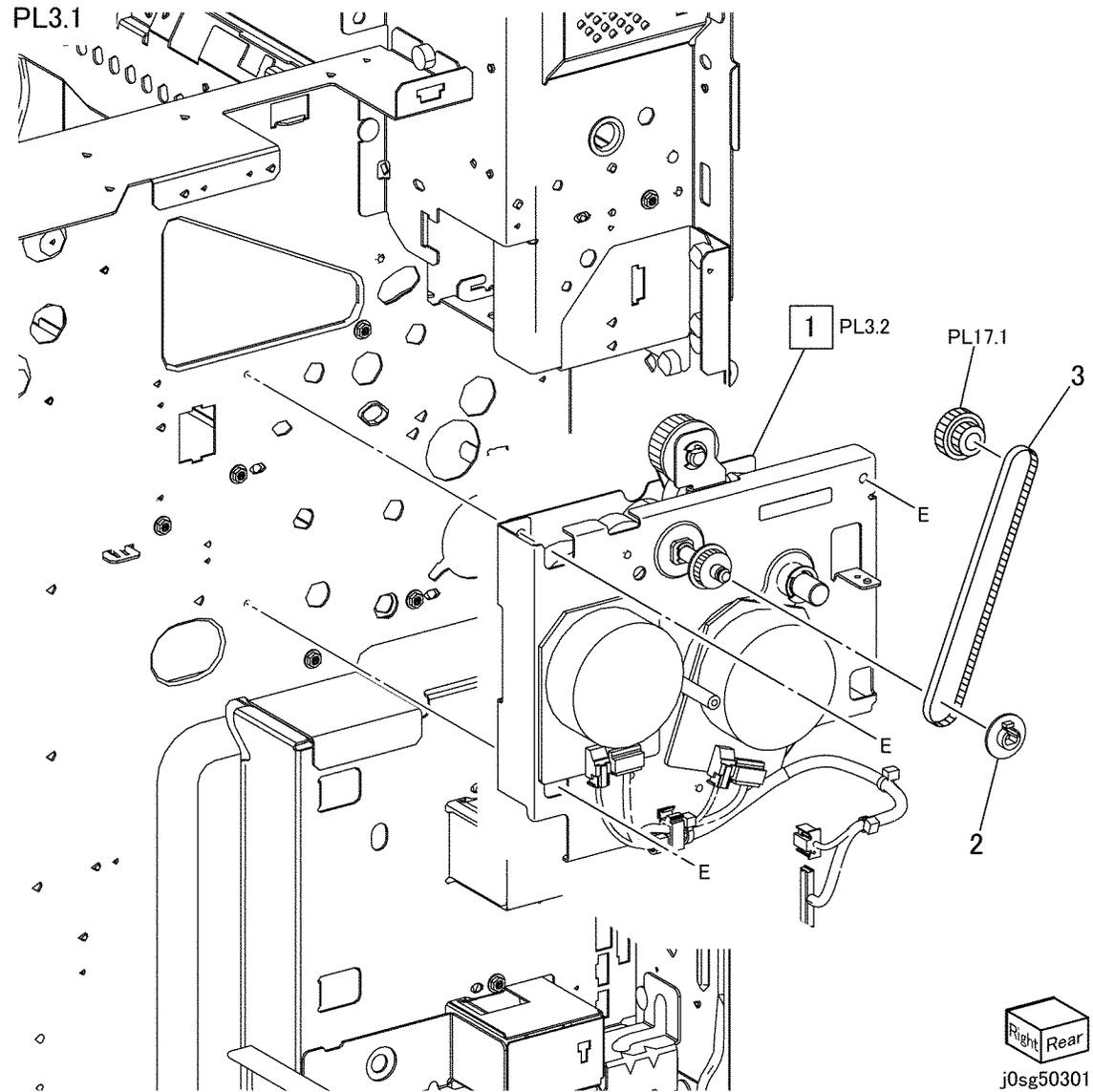
Item	Part	Description
1	604K68250	ROS Assembly (REP 6.2)
2	-	Screw (M3X38) (Not Spared)
3	-	Wire Harness (Not Spared)

PL2.1



PL 3.1 Main Drive (1 of 2)

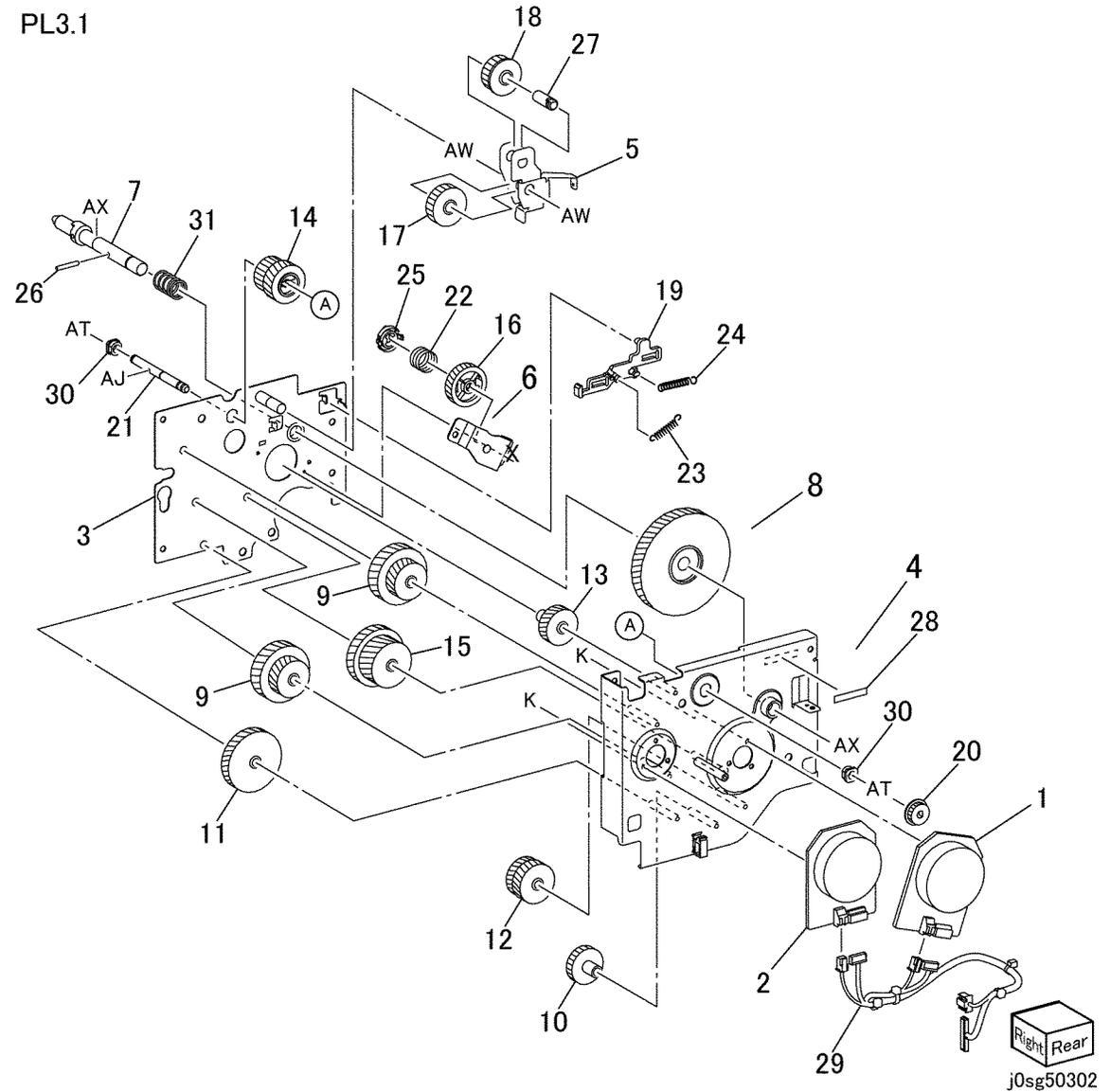
Item	Part	Description
1	007K17830	Main Drive Assembly (REF: PL 3.2) (REP 4.1)
2	-	Flange (Not Spared)
3	-	Belt (Not Spared)



PL 3.2 Main Drive (2 of 2)

Item	Part	Description
1	127K64040	Drum Motor
2	127K63770	Main Motor
3	-	Bracket (Not Spared)
4	-	Bracket (Not Spared)
5	-	Bracket (Not Spared)
6	-	Bracket (Not Spared)
7	-	Drum Shaft Assembly (with Item 31) (Not Spared)
8	-	Gear (Not Spared)
9	-	Gear (80T/28T) (Not Spared)
10	-	Gear (Not Spared)
11	-	Gear (Not Spared)
12	-	Gear (Not Spared)
13	-	Gear (27T) (Not Spared)
14	-	Gear (Not Spared)
15	-	Gear (64T/41T) (Not Spared)
16	-	Gear (28T) (Not Spared)
17	-	Gear (Not Spared)
18	-	Gear (Not Spared)
19	-	Link (Not Spared)
20	-	Pulley (25T) (Not Spared)
21	-	Exit Shaft (Not Spared)
22	-	Spring (Not Spared)
23	-	Spring (Not Spared)
24	-	Spring (Not Spared)
25	-	Coupling (Not Spared)
26	-	Pin Dowel (Not Spared)
27	-	Stud (Not Spared)
28	-	Label (Not Spared)
29	-	Wire Harness (Not Spared)
30	413W11660	Bearing
31	-	Spring (Not Spared)

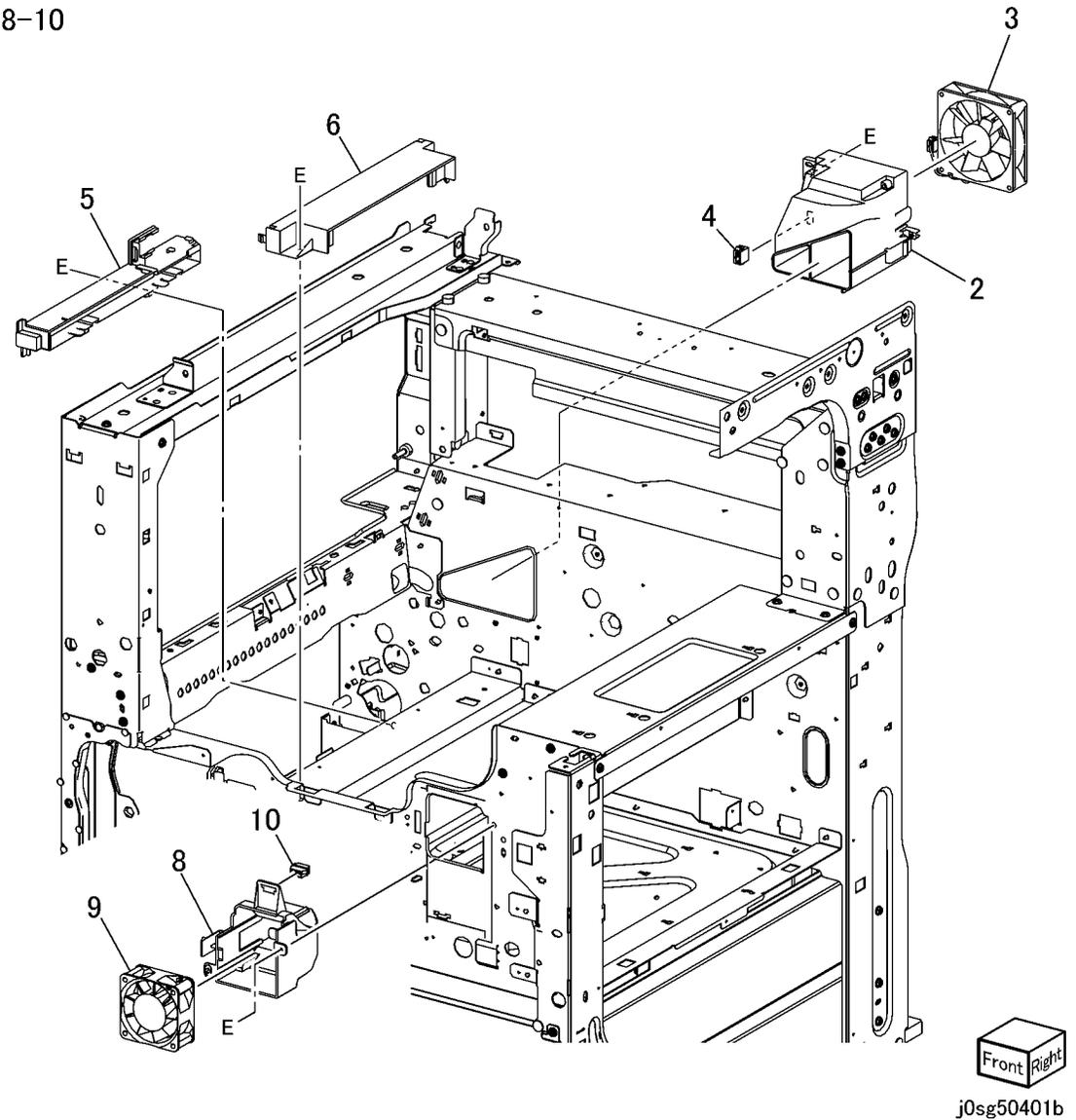
PL3.1



PL 4.1 NOHAD

Item	Part	Description
1	054K45710	Fuser Duct Assembly (Includes Items 2-4)
2	-	Fuser Duct (P/O PL 4.1 Item 1)
3	-	Fuser Fan (P/O PL 4.1 Item 1)
4	-	Connector (P/O PL 4.1 Item 1)
5	-	ROS Housing Duct (Not Spared)
6	-	ROS Housing Cover (Not Spared)
7	054K45720	ROS Duct Assembly (Includes Items 8-10)
8	-	ROS Duct (P/O PL 4.1 Item 7)
9	-	Fan (Not Spared)
10	-	CRU Connector (P/O PL 4.1 Item 7)

PL4.1
 1 { 2-4
 7 { 8-10

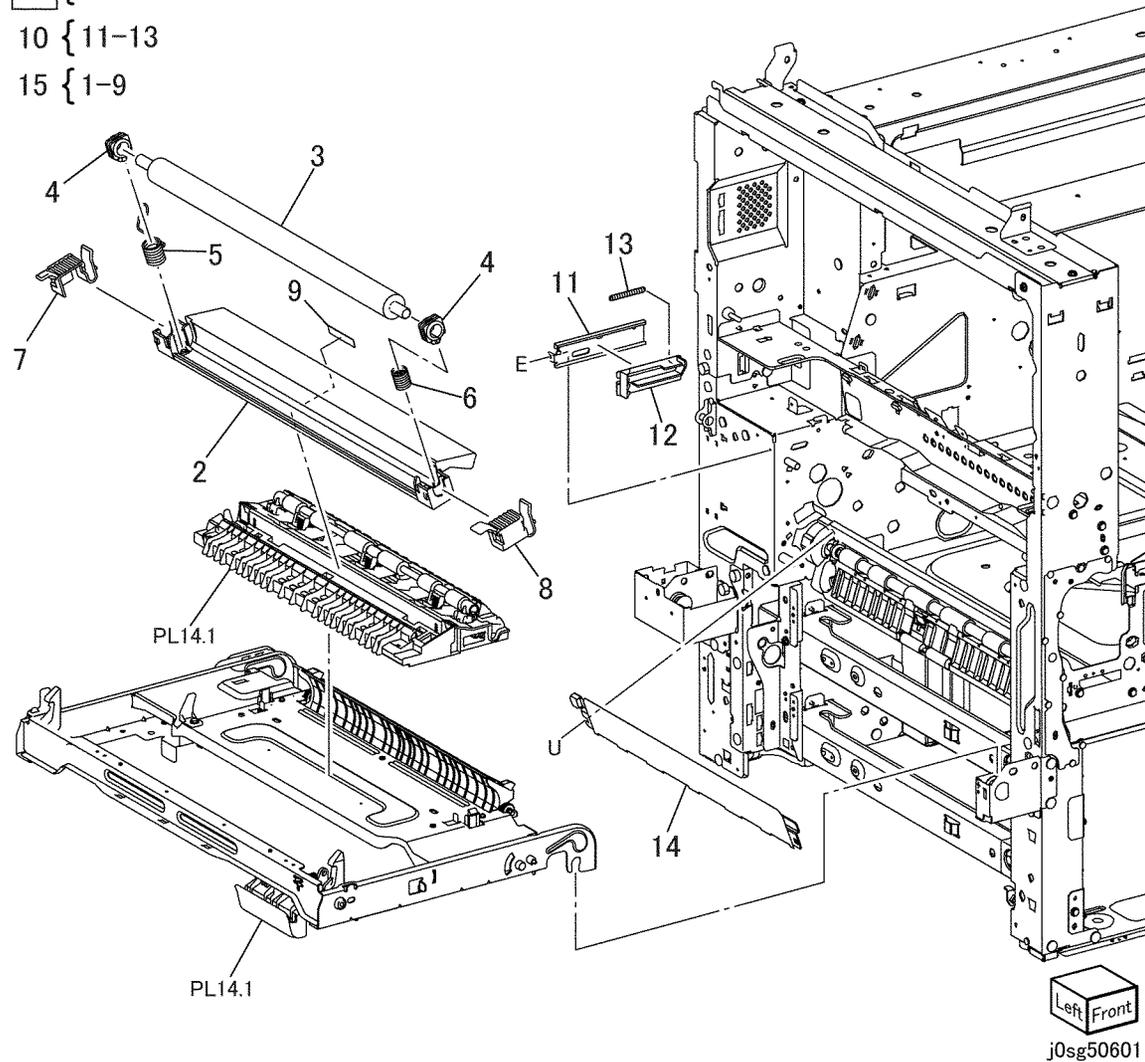


PL 6.1 Transfer

Item	Part	Description
1	–	BTR Assembly (Not Spared) (Includes Items 2-6)
2	–	BTR Housing (Not Spared)
3	–	BiasTransfer Roll (BTR) (Not Spared)
4	–	Bearing (Not Spared)
5	–	Spring (Not Spared)
6	–	Spring (Not Spared)
7	–	Rear Lever (Not Spared)
8	–	Front Lever (Not Spared)
9	–	Label (P/O PL 6.1 Item 15)
10	012K94341	Shutter Link Assembly (Includes Items 11-13)
11	–	Shutter Rod (P/O PL 6.1 Item 10)
12	–	Housing (P/O PL 6.1 Item 10)
13	–	Spring (P/O PL 6.1 Item 10)
14	054K47100	Chute
15	802K81270	BTR Housing Assembly (Includes Items 1-9)

PL6.1

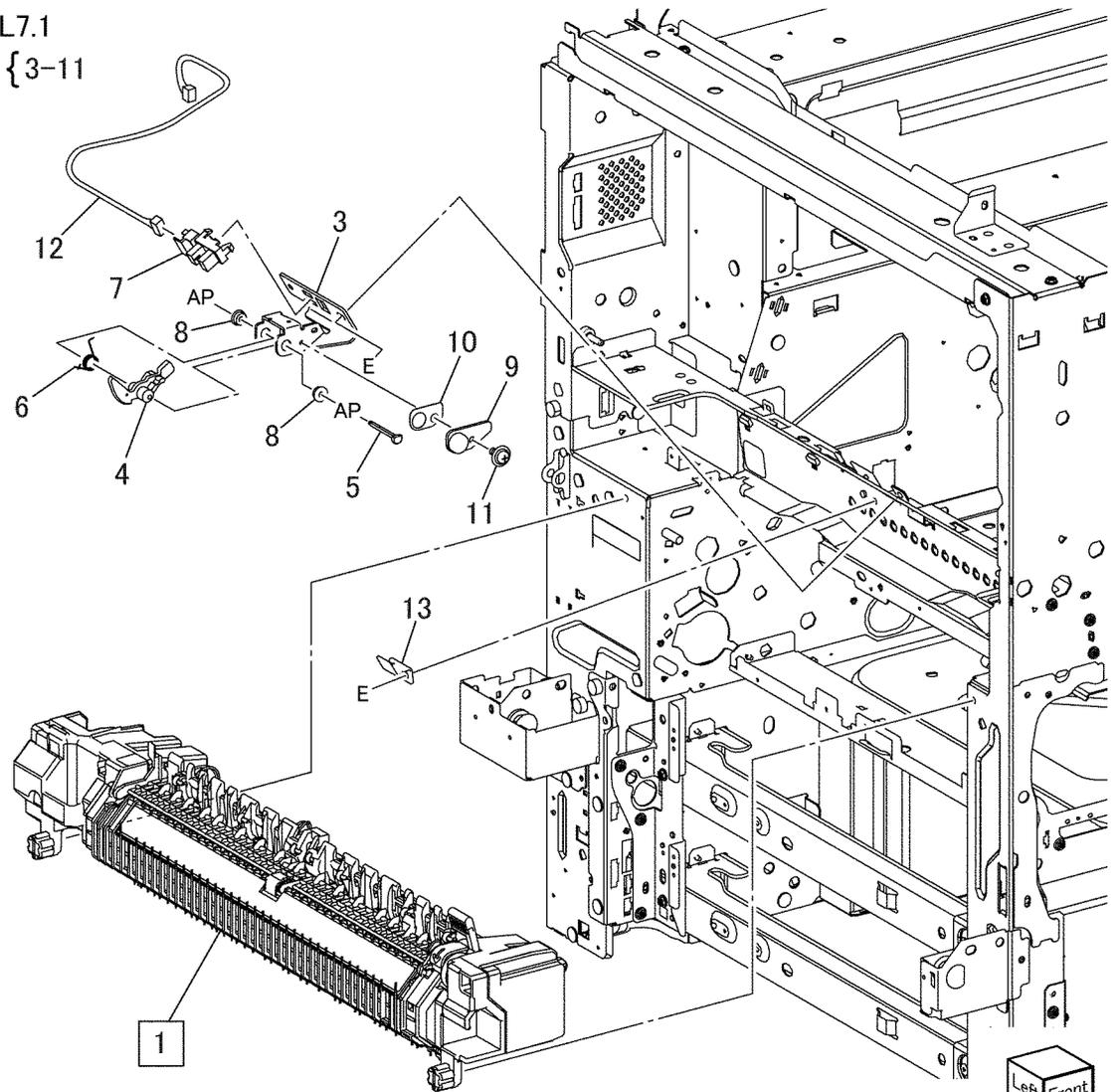
- 1 { 2-6
10 { 11-13
15 { 1-9



PL 7.1 Fusing

Item	Part	Description
1	126K29392	Fuser (120V) (REP 10.3)
-	126K29403	Fuser (220V) (REP 10.3)
2	815K02550	Exit Sensor Plate Assembly (Includes Items 3-11) (REP 10.4)
3	-	Exit Sensor Bracket (P/O PL 7.1 Item 2)
4	-	Actuator (P/O PL 7.1 Item 2)
5	-	Shaft (P/O PL 7.1 Item 2)
6	-	Spring (P/O PL 7.1 Item 2)
7	-	Fuser Exit Sensor (P/O PL 7.1 Item 2)
8	-	Bearing (P/O PL 7.1 Item 2)
9	-	Actuator Stopper (P/O PL 7.1 Item 2)
10	-	Stopper Tape (P/O PL 7.1 Item 2)
11	-	Screw (P/O PL 7.1 Item 2)
12	-	Wire Harness (Not Spared)
13	-	Plate (Not Spared)

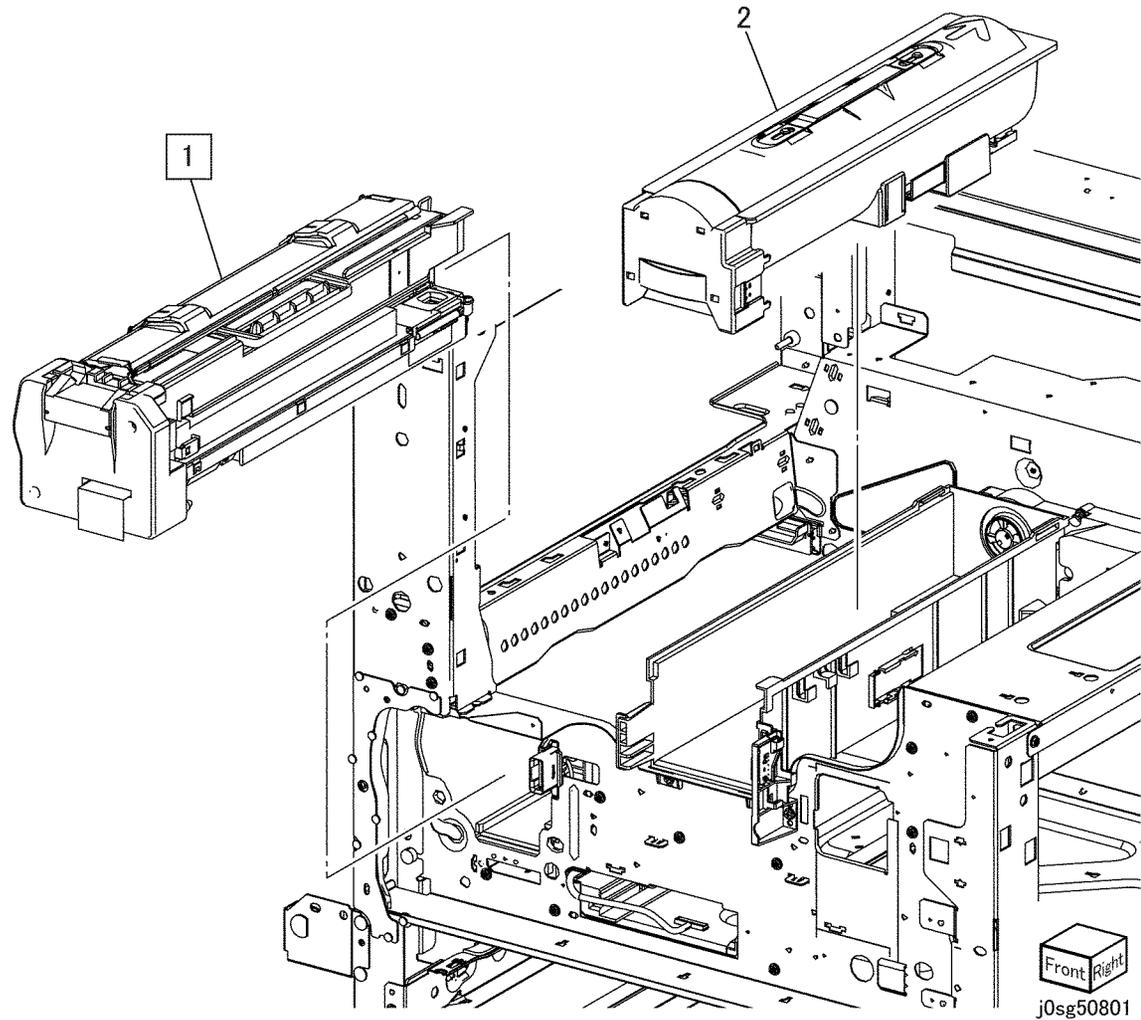
PL7.1
2 {3-11}



PL 8.1 CRU, Toner Cartridge

Item	Part	Description
1	013R00591	Xerographic (Drum) Cartridge
2	006R01158	Toner Cartridge(WW - Metered)
-	006R01159	Toner Cartridge (NA/ESG - Sold)
-	006R01160	Toner Cartridge (DMO - Sold)

PL8.1



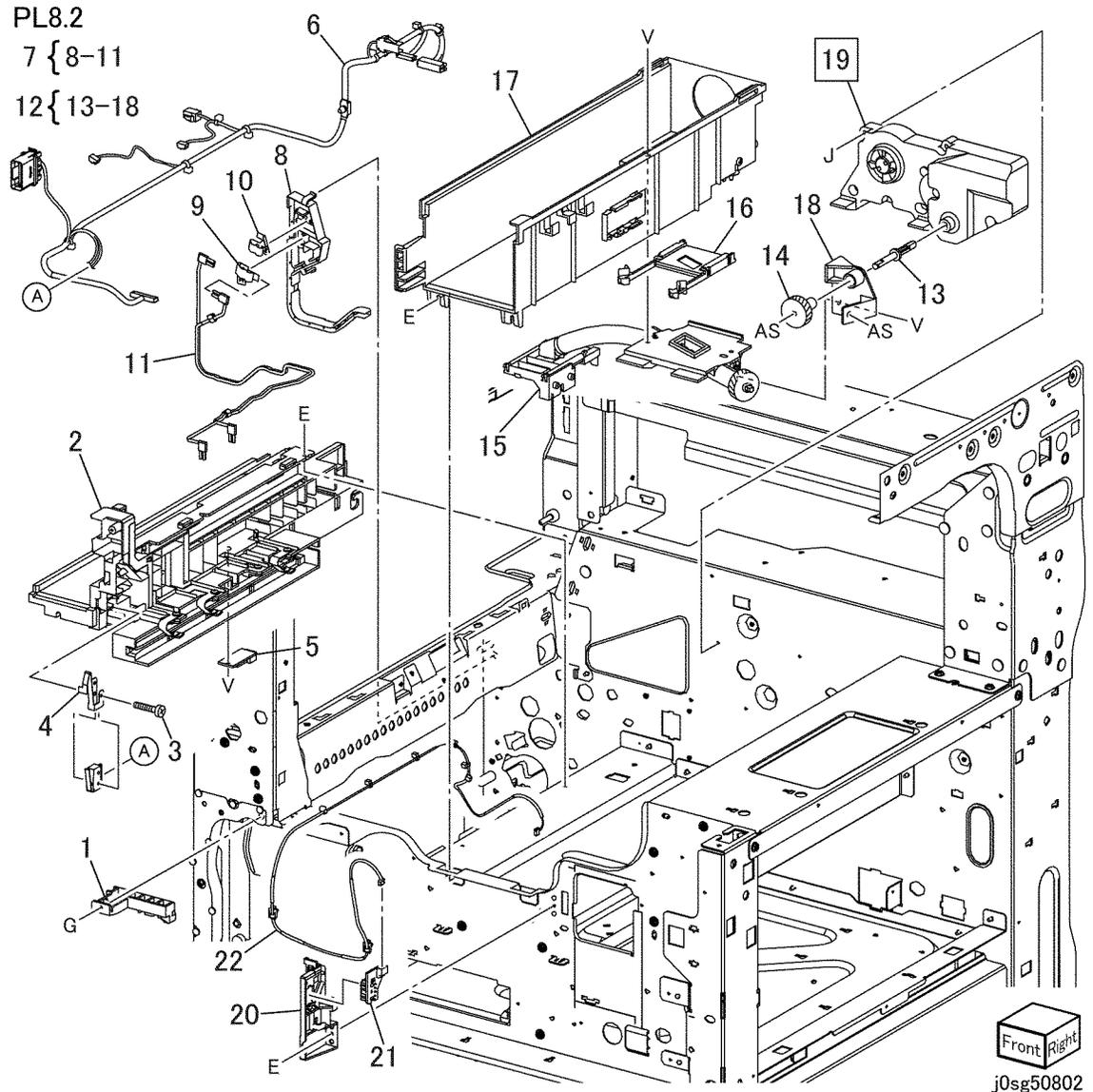
PL 8.2 Toner System

Item	Part	Description
1	-	CRU Stopper (Not Spared)
2	-	Xero Cartridge Guide Assembly (Not Spared) (REP 9.1)
3	-	Screw (Not Spared)
4	-	Plate (Not Spared)
5	930W00803	Hum And Temp Sensor (REP 9.3)
6	962K90031	Xerographic Wire Harness (Includes the Interlock Switch) (REP 9.2)
7	-	Contact Cover Assembly (Not Spared) (Includes Items 8-11)
8	-	Contact Cover (P/O PL 8.2 Item 7)
9	-	Contact Spring (P/O PL 8.2 Item 7)
10	-	Contact Spring (P/O PL 8.2 Item 7)
11	-	Harness (Not Spared)
12	032K96941	Cartridge Guide Assembly (Includes Items 13-18)
13	-	Drive Shaft (Not Spared)
14	-	Gear 13T (Not Spared)
15	-	Dispenser (Not Spared)
16	-	Cartridge Stopper (Not Spared)
17	-	Toner Cartridge Guide (Not Spared) (REP 9.5)
18	-	Dispenser Support (Not Spared)
19	127K38040	Dispense Motor (REP 9.6)
20	-	PWB Bracket (Not Spared)
21	604K68220	CRUM PWB
22	-	Wire Harness (Not Spared)

PL8.2

7 { 8-11

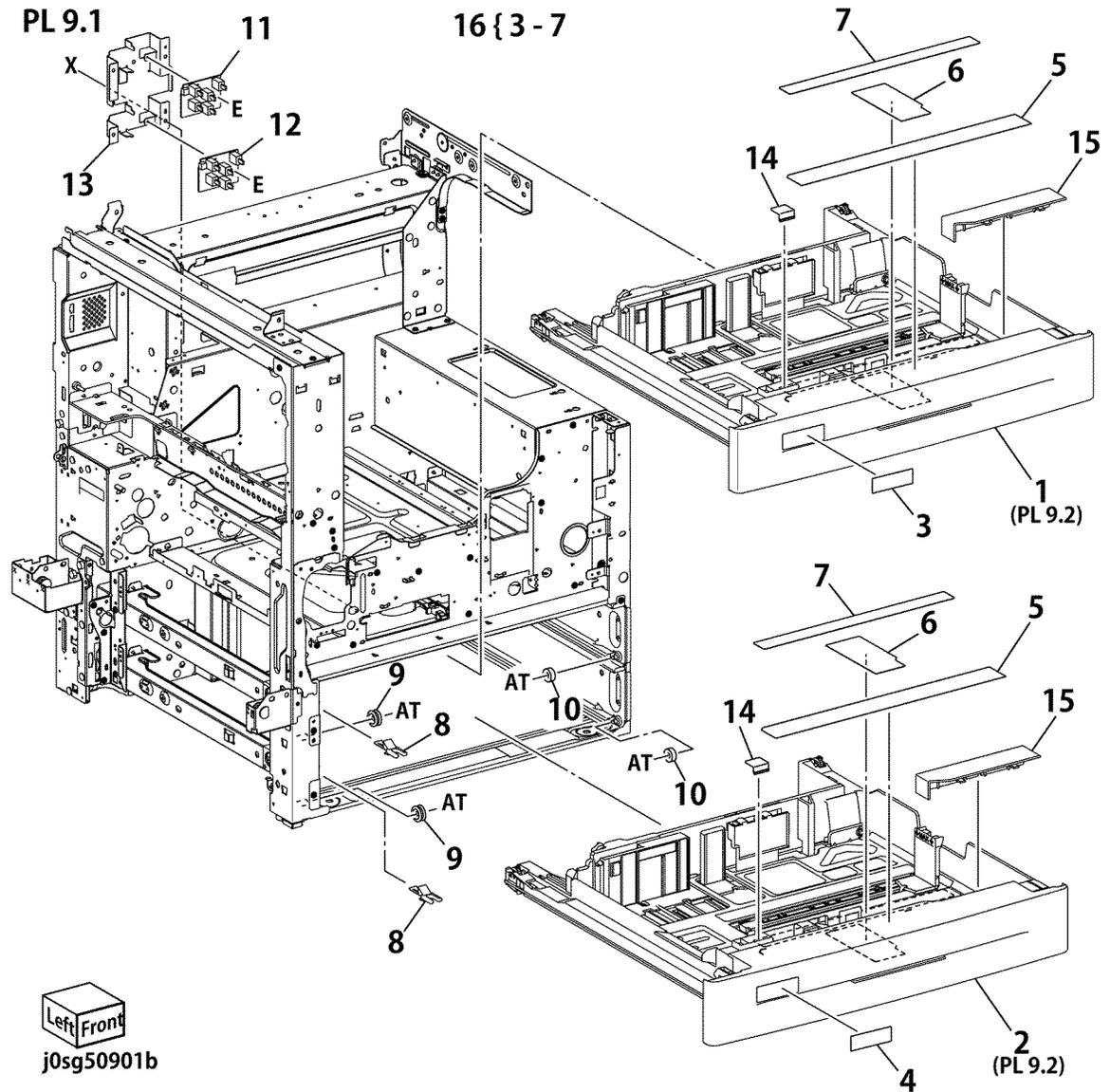
12 { 13-18



j0sg50802

PL 9.1 Tray 1/2 Assembly

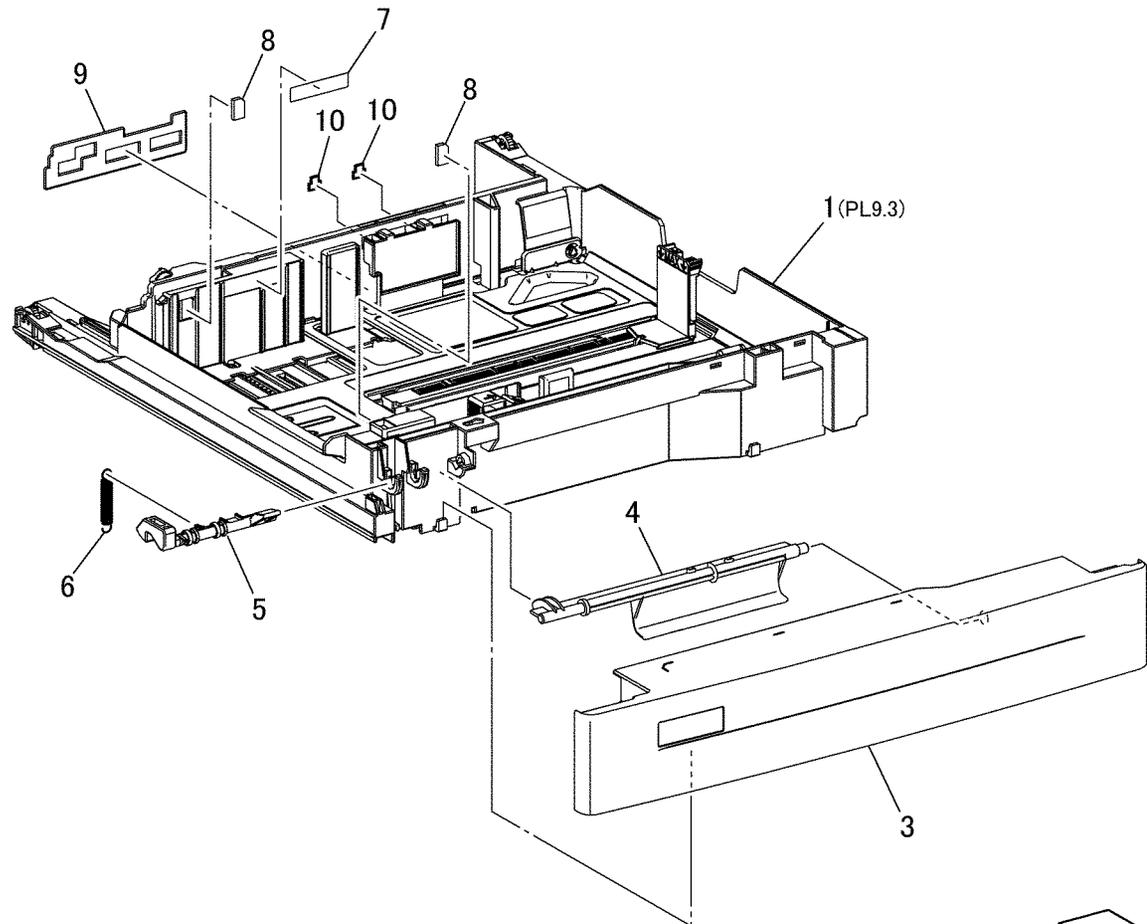
Item	Part	Description
1	050K65076	Tray 1 Assembly (REF: PL 9.2) (REP 7.1)
2	-	Tray 2 Assembly (REF: PL 9.2) (Same PN as Item 1) (REP 7.1)
3	-	No.1 Label (P/O PL 9.1 Item 16)
4	-	No.2 Label (P/O PL 9.1 Item 16)
5	-	Instruction Label (P/O PL 9.1 Item 16)
6	-	Side Size Label (P/O PL 9.1 Item 16)
7	-	End Size Label (P/O PL 9.1 Item 16)
8	003E75431	Stopper
9	059E03500	Roller
10	059E03510	Roller
11	110K12100	Tray 1 Size Switch
12	-	Tray 2 Size Switch (Same PN as Item 11)
13	-	Switch Bracket (Not Spared)
14	014E45291	Slide Lock Block
15	848E21141	Rail Cover
16	604K68210	Label Kit (Includes Item 3-7)



PL 9.2 Tray 1/2 (1 of 2)

Item	Part	Description
1	-	Tray 1/2 Assembly (REF: PL 9.3)
2	848K40411	Tray 1/2 Front Cover Assembly (Includes Items 3, 4)
3	-	Tray 1/2 Front Cover (Not Spared)
4	-	Handle Lever (Not Spared)
5	003E75440	Latch
6	809E75730	Spring
7	-	Max Label (P/O PL 9.1 Item 16)
8	019E71680	Pad
9	-	End Spacer (Not Spared)
10	-	Side Spacer (Not Spared)

PL 9.2
2 { 3,4

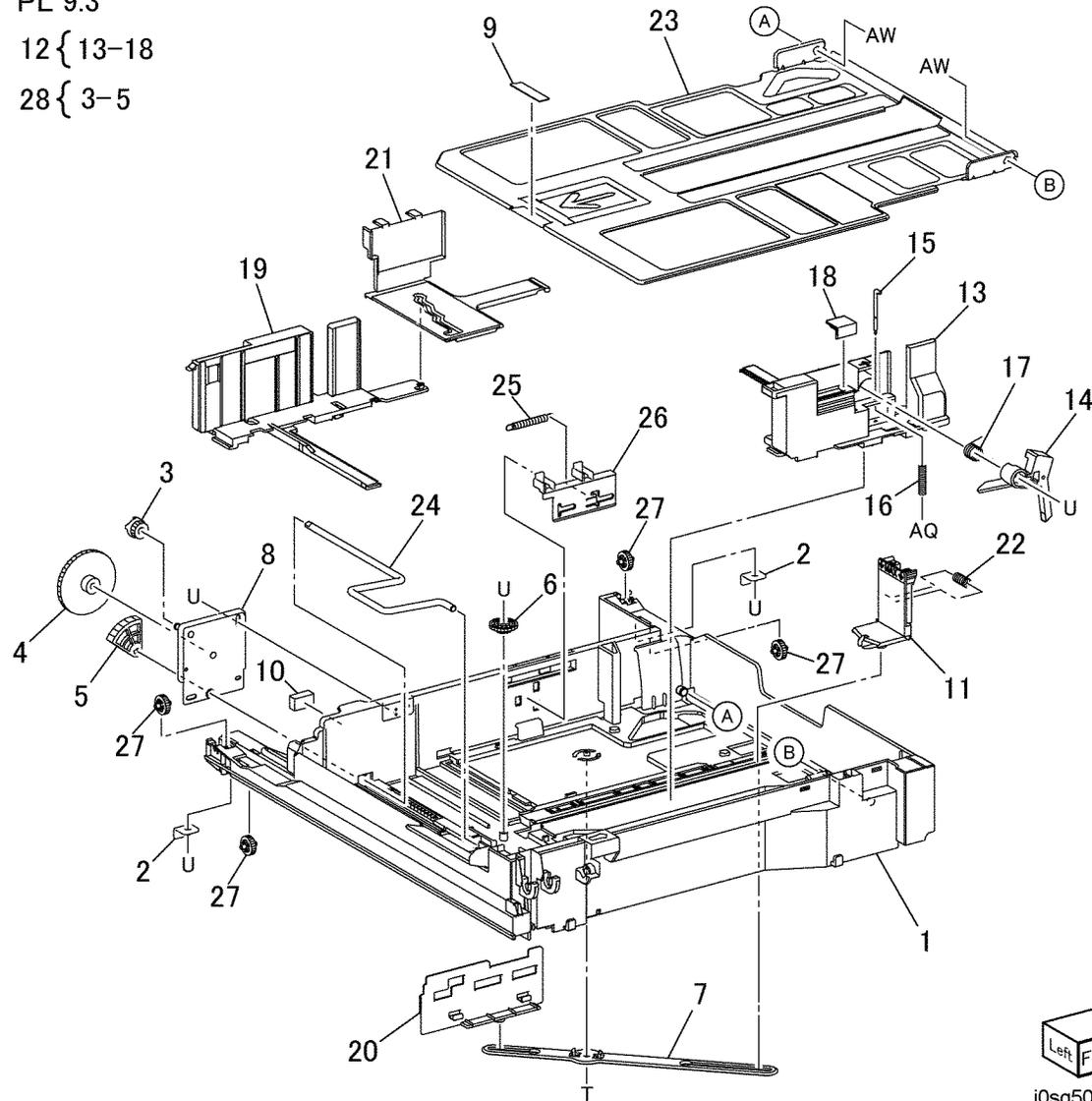


j0sg50902

PL 9.3 Tray 1/2 (2 of 2)

Item	Part	Description
1	-	Housing Cassette (Not Spared)
2	-	Tray Stopper (Not Spared)
3	-	Gear (13T) (P/O PL 9.3 Item 28)
4	-	Gear (13T/60T) (P/O PL 9.3 Item 28)
5	-	Gear (60T) (P/O PL 9.3 Item 28)
6	807E13521	Pinion
7	-	End Guide Link (Not Spared)
8	-	Rear Plate (Not Spared)
9	019K09580	Bottom Pad
10	-	Gasket (Not Spared)
11	038E26533	End Guide
12	038K89450	Front Guide Assembly (Includes Items 13-18)
13	-	Front Guide (P/O PL 9.3 Item 12)
14	-	Knob (P/O PL 9.3 Item 12)
15	-	Pin (P/O PL 9.3 Item 12)
16	-	Spring (P/O PL 9.3 Item 12)
17	-	Spring (P/O PL 9.3 Item 12)
18	010E93341	Lock Slide
19	038E39090	Side Guide
20	-	End Guide Actuator (Not Spared)
21	-	Side Actuator (Not Spared)
22	-	Spring (Not Spared)
23	-	Bottom Plate (Not Spared)
24	-	Lift Shaft (Not Spared)
25	-	Spring (Not Spared)
26	-	Side Actuator (Not Spared)
27	059E03522	Rear Roller
28	604K20541	Gear Kit (Includes Items 3-5)

PL 9.3
 12 { 13-18
 28 { 3-5

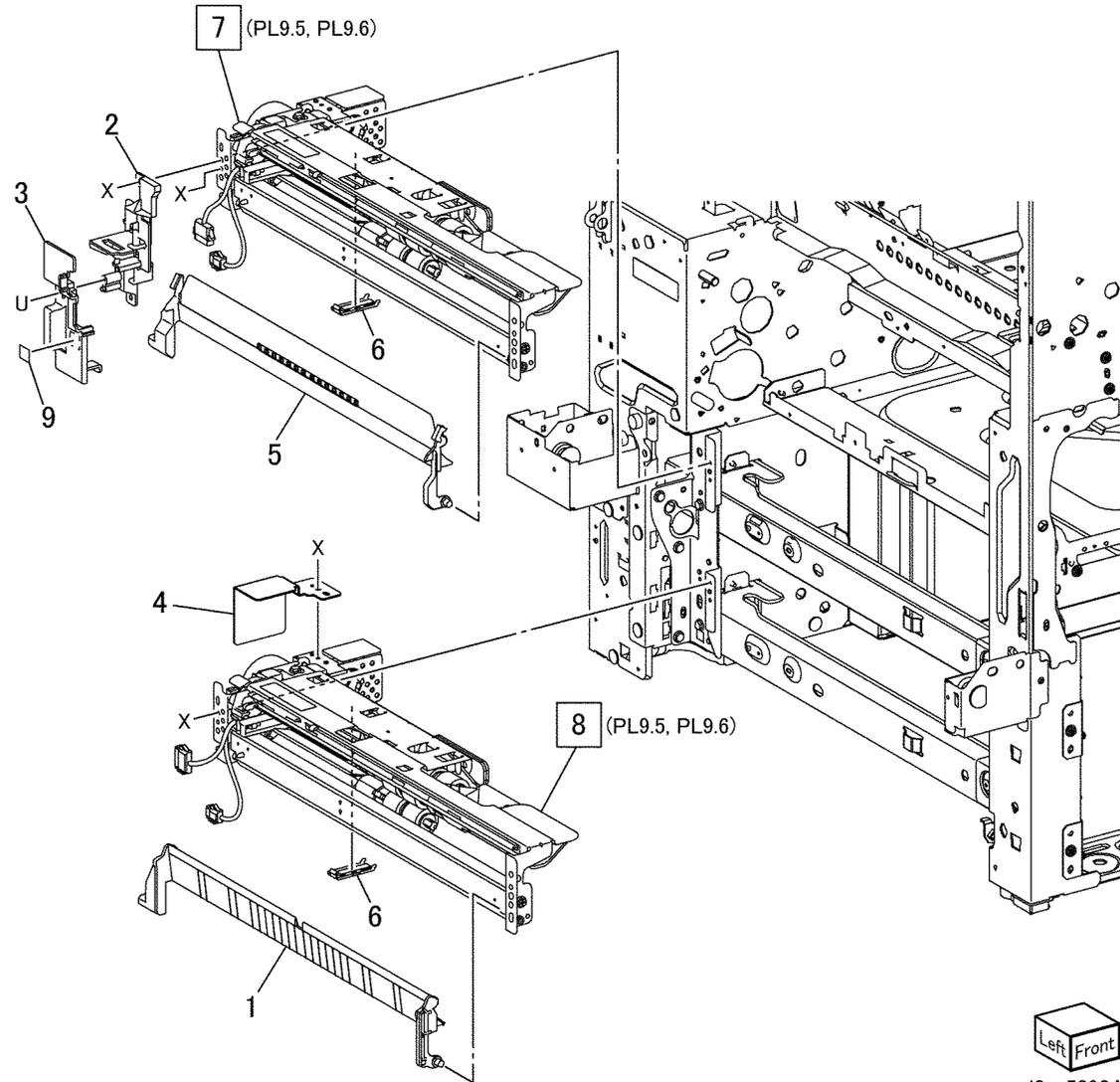


j0sg50903b

PL 9.4 Tray Feeder 1/2 Assembly

Item	Part	Description
1	054E33802	Feed Out Chute
2	-	Harness Holder (Not Spared)
3	-	Harness Cover (Not Spared)
4	-	Bracket (Not Spared)
5	054K45941	Feeder Chute
6	-	Sensor Cover (Not Spared)
7	059K71251	Tray 1 Feeder Assembly (REF: PL 9.5, PL 9.6) (REP 8.1)
8	-	Tray 2 Feeder Assembly (Same PN as Item 7) (REP 8.2)
9	-	BP Label (Not Spared)

PL9.4

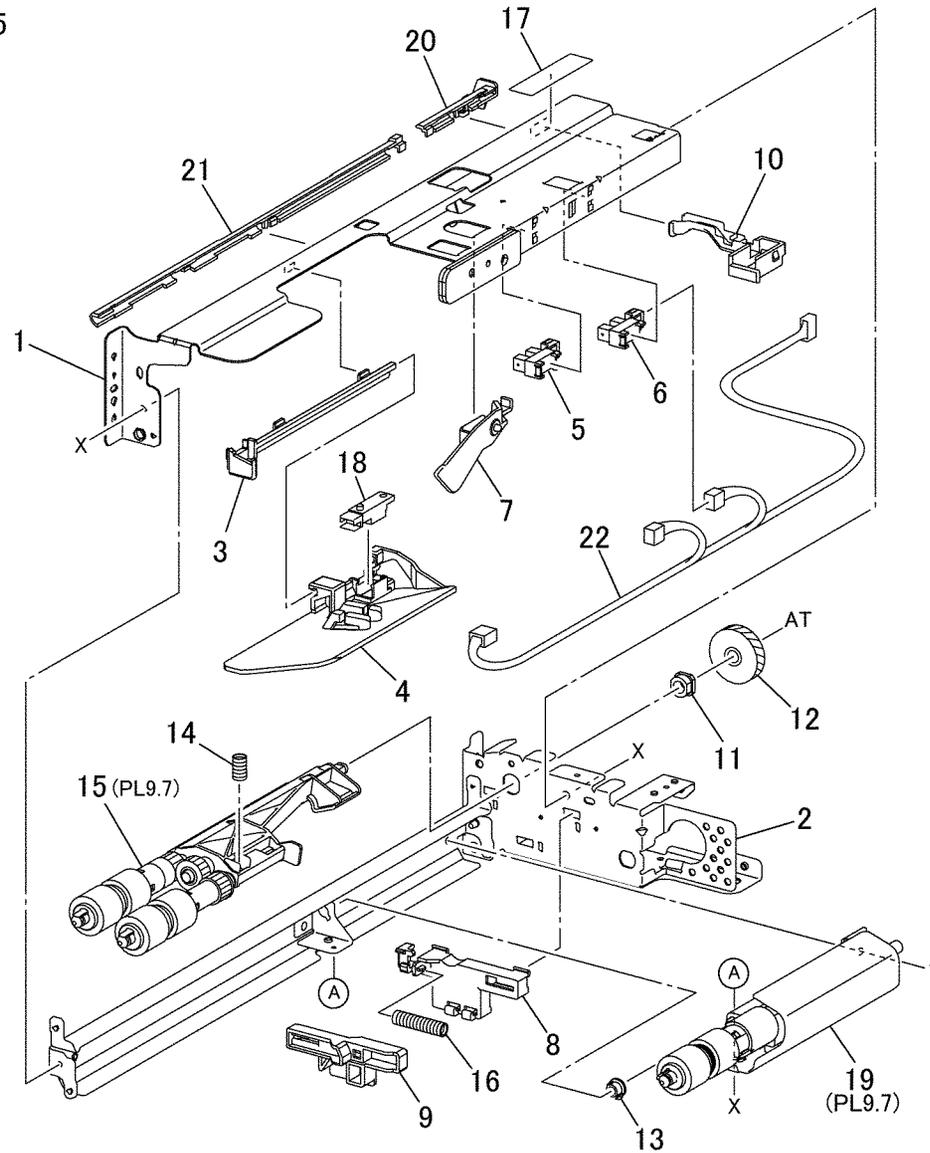


Left Front
j0sg50904

PL 9.5 Feeder 1/2 Assembly (1 of 2)

Item	Part	Description
1	-	Upper Frame (Not Spared)
2	-	Lower Frame (Not Spared)
3	-	Rail (Not Spared)
4	-	Chute (Not Spared)
5	930W00113	Tray 1/2 No Paper Sensor
6	-	Tray 1/2 Level Sensor (Same PN as Item 5)
7	120E22481	Actuator
8	-	Holder (Not Spared)
9	-	Lever (Not Spared)
10	-	Holder Harness (Not Spared)
11	413W11660	Bearing
12	-	Gear (30T) (Not Spared)
13	-	Bearing (Not Spared)
14	-	Spring (Not Spared)
15	-	Feed Roll/Nudger Roll Assembly (REF: PL 9.7)
16	-	Spring (Not Spared)
17	-	Traceability Label (Not Spared)
18	930W00211	Tray 1/2 Prefeed Sensor
19	-	Retard Roll Assembly (REF: PL 9.7)
20	-	Rear Harness Holder (Not Spared)
21	-	Center Harness Holder (Not Spared)
22	-	Wire Harness (Not Spared)

PL9.5



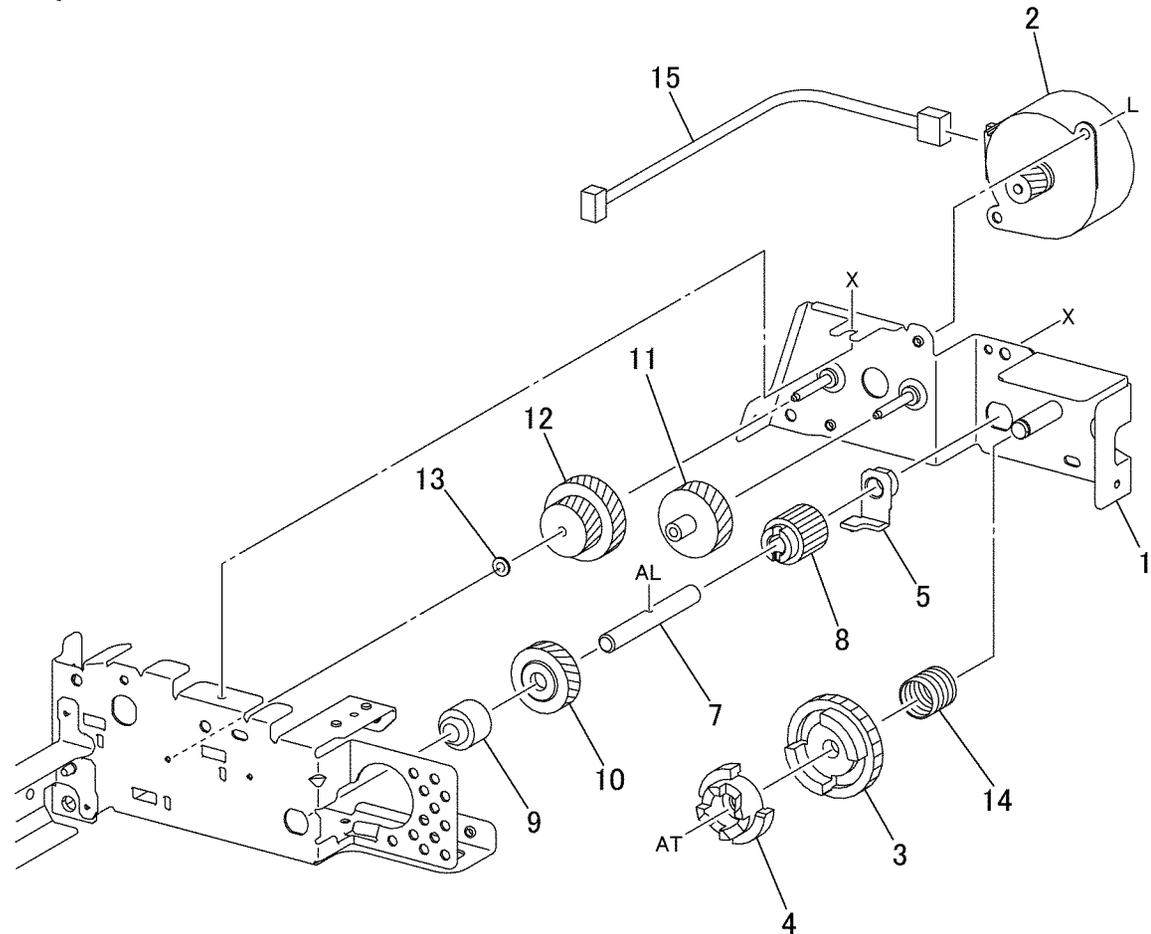
Front Right
j0sg50905

PL 9.6 Feeder 1/2 Assembly (2 of 2)

Item	Part	Description
1	-	Drive Bracket Assembly (Not Spared)
2	127K52790	Tray 1/2 Lift/Feed Motor
3	-	Gear (31T) (Not Spared)
4	-	Spacer (Not Spared)
5	-	Shaft Bearing (Not Spared)
6	-	Drive Shaft Assembly (Not Spared) (Includes Item 7)
7	-	Drive Shaft (P/O PL 9.6 Item 6)
8	-	Gear (13T) (Not Spared)
9	005K07130	Oneway Clutch
10	007K97870	Oneway Gear
11	-	Gear (25T) (Not Spared)
12	-	Gear (29T/19T) (Not Spared)
13	-	Washer (Not Spared)
14	-	Spring (Not Spared)
15	-	Wire Harness (Not Spared)

PL9.6

6 { 7

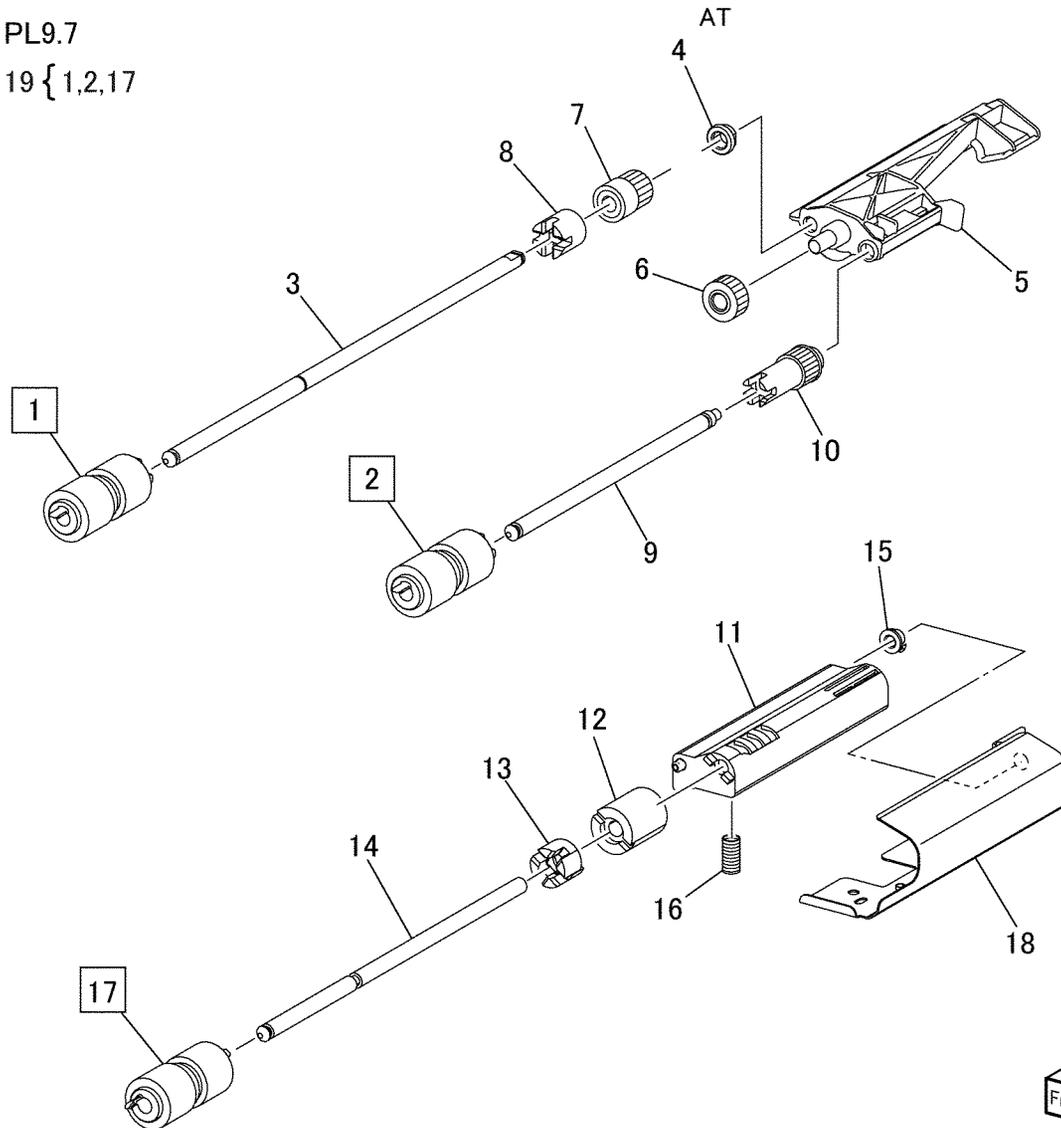


j0sg50906

PL 9.7 Tray 1/2 Feed Roll, Nudger Roll, Retard Roll

Item	Part	Description
1	-	Feed Roll (P/O PL 9.7 Item 19) (REP 8.5)
2	-	Nudger Roll (P/O PL 9.7 Item 19) (REP 8.5)
3	-	Feed Shaft (Not Spared)
4	-	Bearing (Not Spared)
5	-	Nudger Support (Not Spared)
6	007E79380	Gear (33T)
7	005K06760	Clutch Assembly (22T)
8	005K05890	Oneway Clutch
9	-	Nudger Shaft (Not Spared)
10	-	Gear (25T) (Not Spared)
11	-	Retard Support (Not Spared)
12	005K09290	Friction Clutch
13	-	Spacer (Not Spared)
14	-	Retard Shaft (Not Spared)
15	-	Bearing (Not Spared)
16	-	Spring (Not Spared)
17	-	Retard Roll (P/O PL 9.7 Item 19) (REP 8.5)
18	-	Feed In Chute (Not Spared)
19	604K56080	FeedRoll/Nudger Roll/Retard Roll Kit (Includes Items 1, 2, 17) (REP 8.5)

PL9.7
19 { 1,2,17

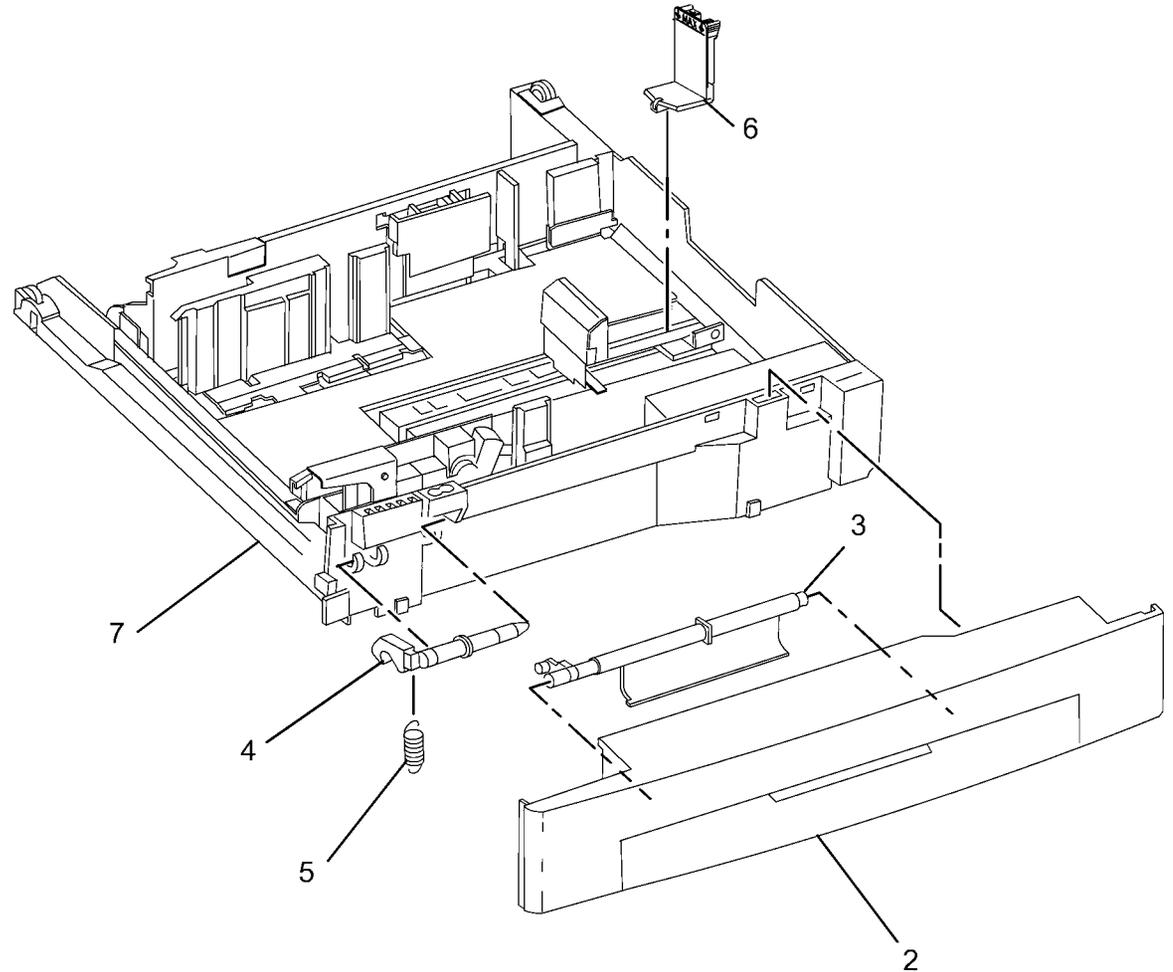


Front Right
j0sg50907

PL 9.8 Envelope Tray Assembly

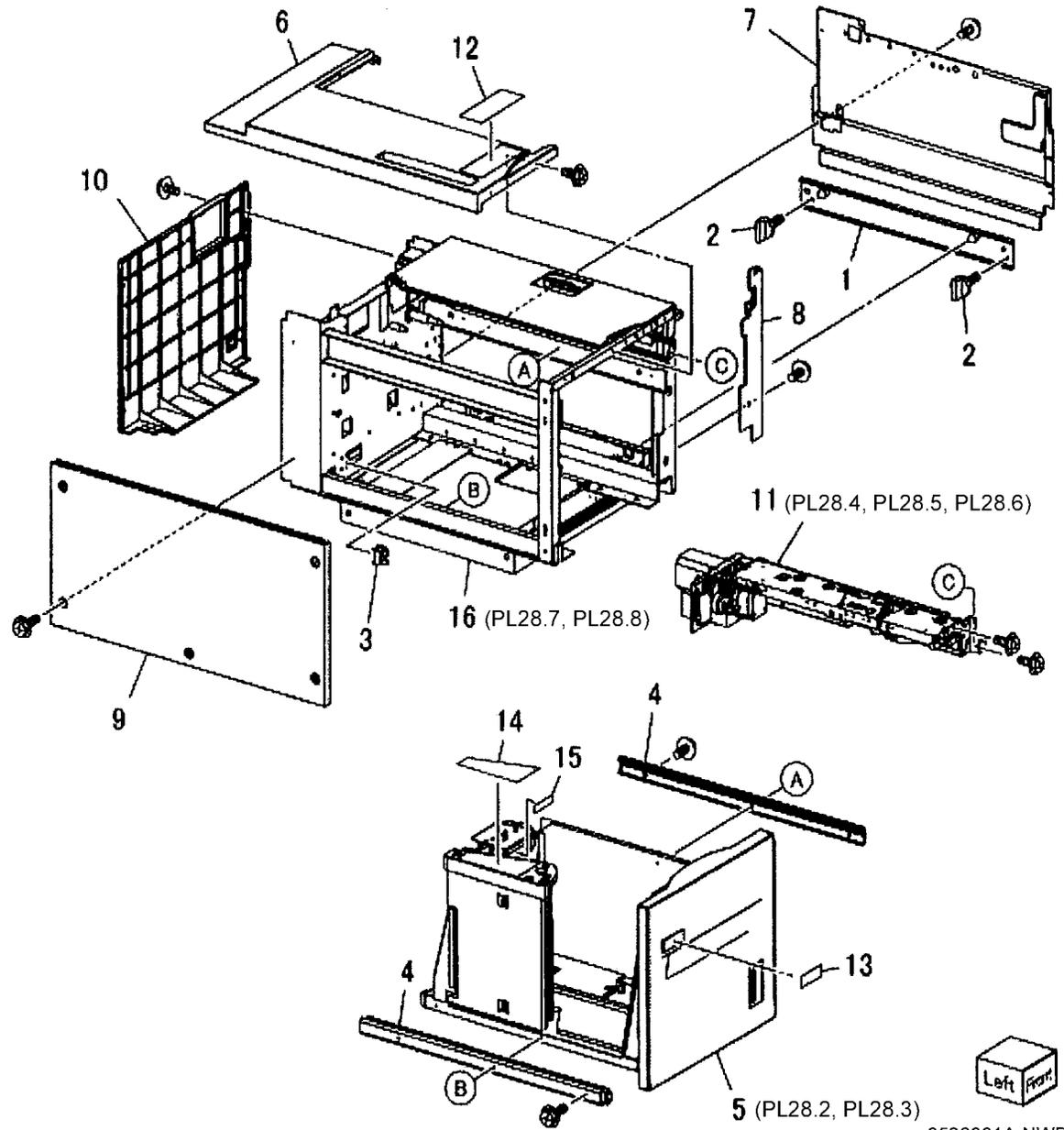
Item	Part	Description
1	604K70020	Envelope Tray Assembly
2	—	Front Cover (P/O PL 9.8 Item 1)
3	—	Lever (P/O PL 9.8 Item 1)
4	003E75440	Latch
5	809E75730	Spring
6	038E26533	End Guide
7	—	Envelope Tray Frame (P/O PL 9.8 Item 1)

1 { 2 - 7



PL 10.1 HCF Unit

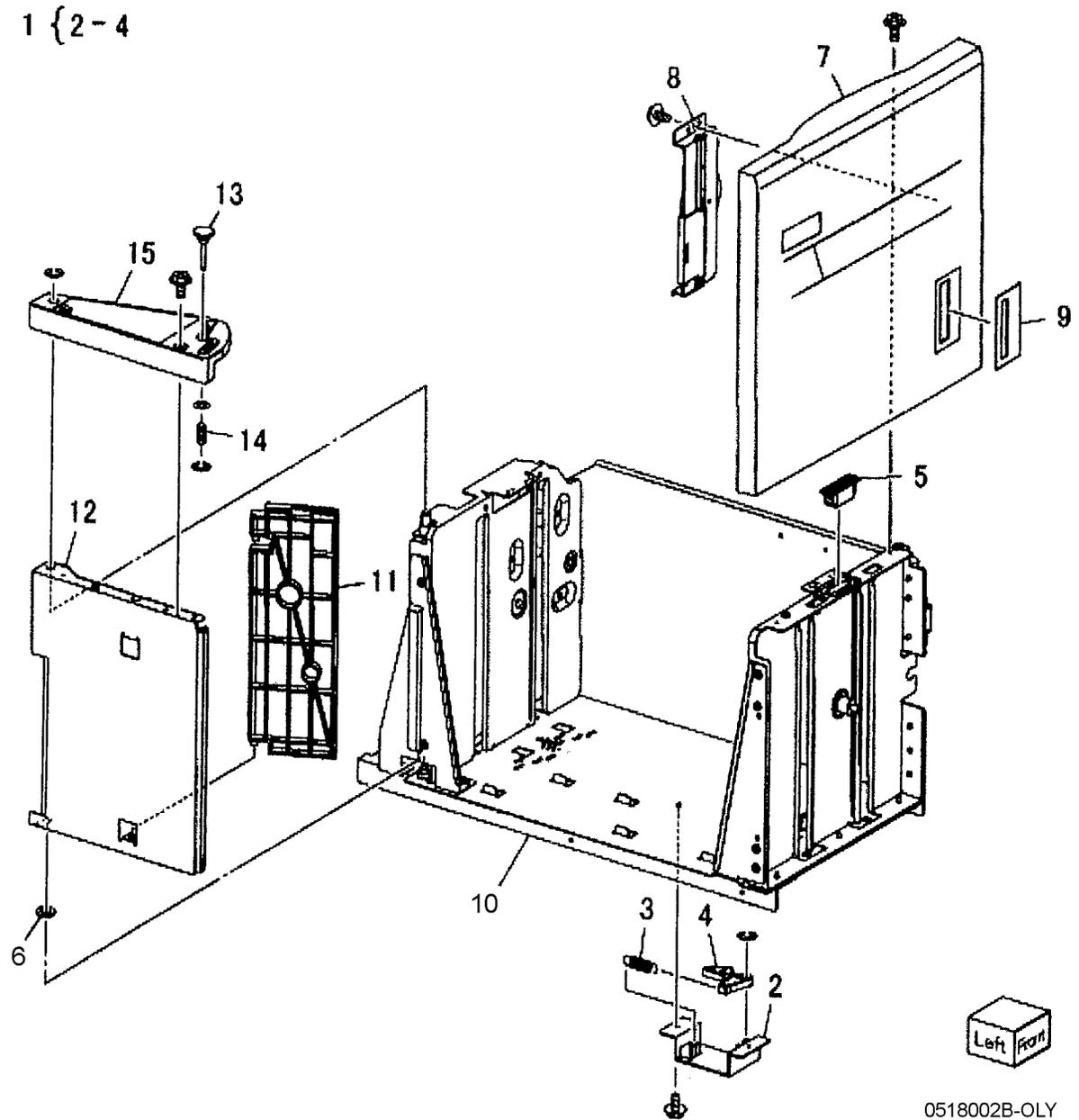
Item	Part	Description
1	-	Joint Plate (Not Spared)
2	003K91881	Knob
3	130K55590	HCF Tray Set Sensor
4	801K15700	Tray Rail
5	-	HCF Tray 6 (REP 19.1)
6	-	Left Top Cover (Not Spared)
7	-	Right Cover (Not Spared)
8	-	Front Right Cover (Not Spared)
9	-	Left Cover (Not Spared)
10	-	Rear Cover (Not Spared)
11	-	HCF Feeder (Not Spared) (REP 19.2)
12	-	Label (Top) (Not Spared)
13	-	Label (Tray Number) (Not Spared)
14	-	Label (Size) (Not Spared)
15	-	Label (End) (Not Spared)
16	-	Frame Assembly (Not Spared)



0528001A-NWD

PL 10.2 HCF Tray 6 (1 of 2)

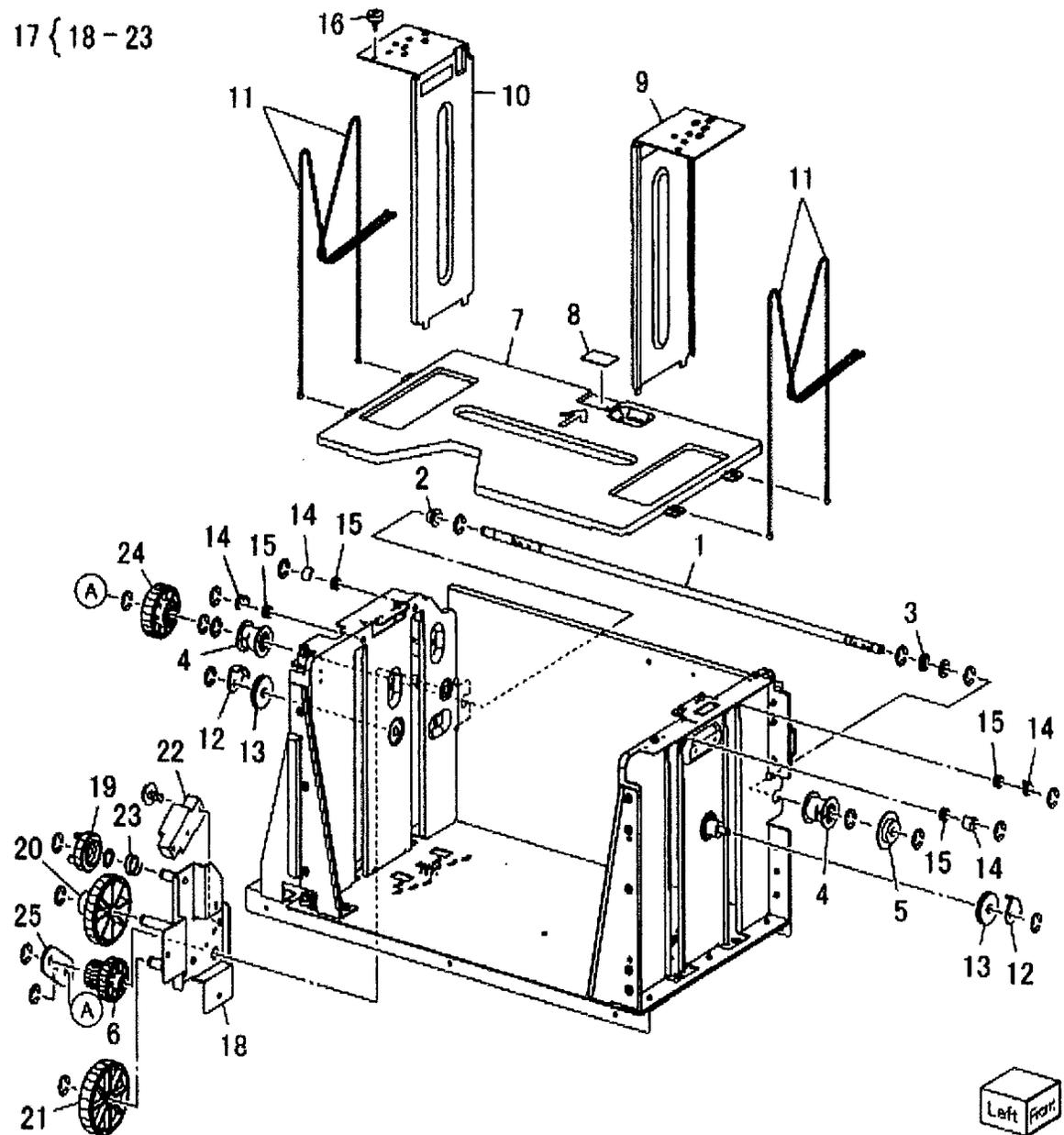
Item	Part	Description
1	-	Tray Latch Assembly (Not Spared)
2	003K13592	Tray Latch
3	-	Spring (P/O PL 10.2 Item 1)
4	-	Latch Lever (P/O PL 10.2 Item 1)
5	-	Magnet (P/O PL 10.1 Item 5)
6	-	Wave Washer (P/O PL 10.1 Item 5)
7	-	Front Cover (P/O PL 10.1 Item 5)
8	-	Gear Bracket (P/O PL 10.1 Item 5)
9	-	Label (Gauge) (P/O PL 10.1 Item 5)
10	-	Frame (P/O PL 10.1 Item 5)
11	-	Plate (P/O PL 10.1 Item 5)
12	-	Bracket (P/O PL 10.1 Item 5)
13	-	Pin (P/O PL 10.1 Item 5)
14	-	Spring (P/O PL 10.1 Item 5)
15	-	Top Plate (P/O PL 10.1 Item 5)



PL 10.3 HCF Tray 6 (2 of 2)

Item	Part	Description
1	-	Lift Shaft (P/O PL 10.1 Item 5)
2	-	Bearing (P/O PL 10.1 Item 5)
3	-	Bearing (P/O PL 10.1 Item 5)
4	020E37620	Tray Cable Pulley
5	-	Gear (P/O PL 10.1 Item 5)
6	-	Gear (P/O PL 10.1 Item 5)
7	-	Bottom Plate (P/O PL 10.1 Item 5)
8	019E58620	Pad
9	-	Front Side Guide (P/O PL 10.1 Item 5)
10	-	Rear Side Guide (P/O PL 10.1 Item 5)
11	604K19981	Cable And Pulley Kit (REP 19.4)
12	032E22410	Wire Guide (L)
13	-	Pulley (P/O PL 10.1 Item 5)
14	-	Wire Guide (S) (P/O PL 10.1 Item 5)
15	-	Pulley (P/O PL 10.1 Item 5)
16	-	Screw (P/O PL 10.1 Item 5)
17	015K65532	Gear Bracket Assembly
18	-	Gear Bracket (P/O PL 10.3 Item 17)
19	-	Contact Gear (P/O PL 10.3 Item 17)
20	-	Gear (P/O PL 10.3 Item 17)
21	-	Gear (P/O PL 10.3 Item 17)
22	-	Brake (P/O PL 10.3 Item 17)
23	-	Spring (P/O PL 10.3 Item 17)
24	807E04500	Lift Gear
25	-	Plate (P/O PL 10.1 Item 5)

17 { 18 - 23

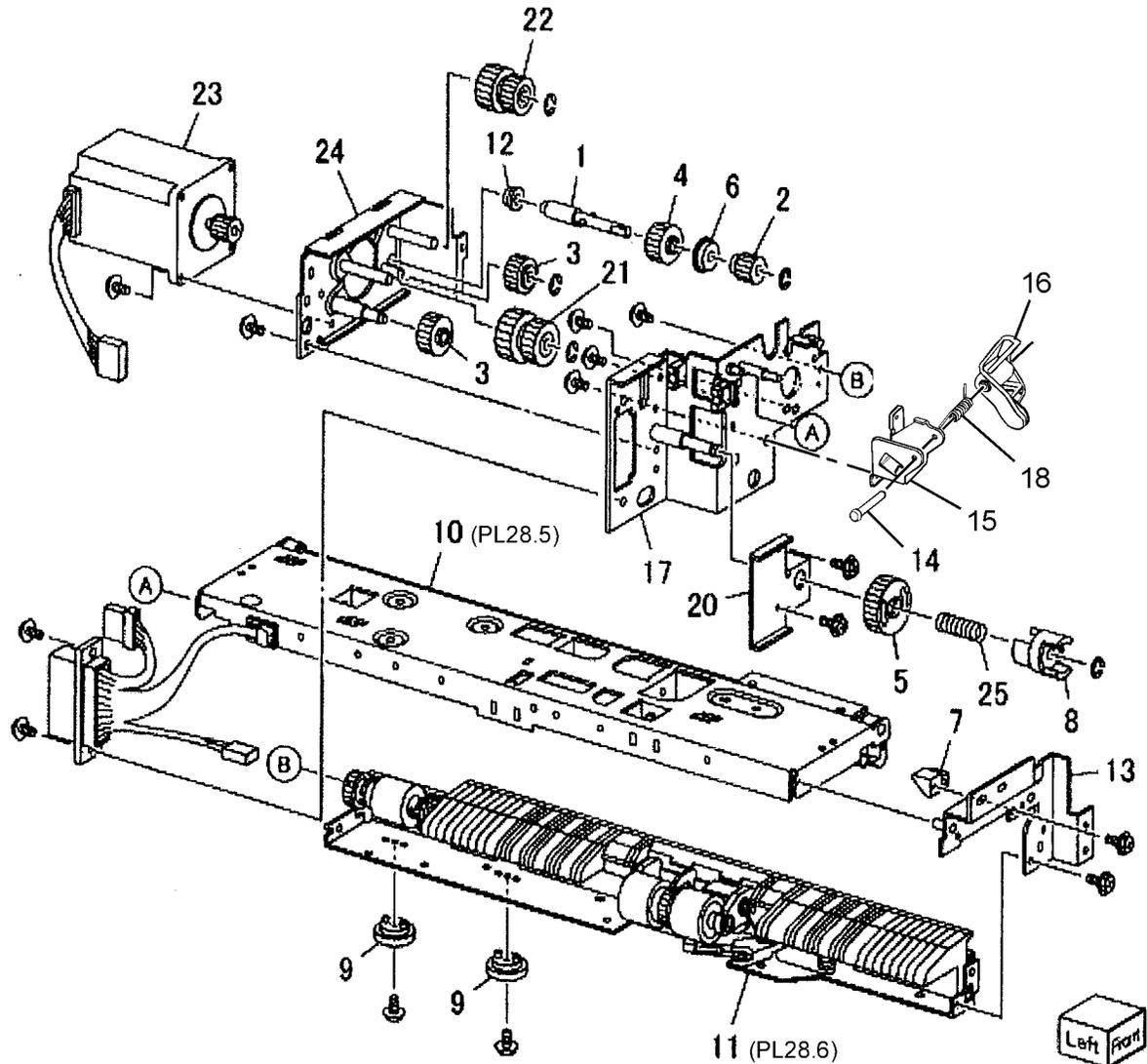


0518003B-OLY

PL 10.4 HCF Feeder (1 of 3)

Item	Part	Description
1	-	Shaft (P/O PL 10.1 Item 11)
2	007E78760	Gear (19T)
3	-	Gear (25T) (P/O PL 10.1 Item 11)
4	007E78780	Gear (25T)
5	007E78790	Gear (40T)
6	013E25530	Bearing
7	-	Block (P/O PL 10.1 Item 11)
8	-	Spacer (P/O PL 10.1 Item 11)
9	019E56470	Holder
10	-	Upper Feeder Assembly (P/O PL 10.1 Item 11)
11	-	Lower Feeder Assembly (P/O PL 10.1 Item 11)
12	-	Ball Bearing (P/O PL 10.1 Item 11)
13	-	Front Frame (P/O PL 10.1 Item 11)
14	-	Pin (P/O PL 10.1 Item 11)
15	-	Down Bracket (P/O PL 10.1 Item 11)
16	-	Link Bracket (P/O PL 10.1 Item 11)
17	-	Rear Frame (P/O PL 10.1 Item 11)
18	-	Tension Spring (P/O PL 10.1 Item 11)
19	-	Lift/Motor Frame (P/O PL 10.1 Item 11)
20	-	Bracket (P/O PL 10.4 Item 19)
21	007K88520	Gear (23T/27T)
22	007K88530	Gear (31T/36T)
23	127K37901	Lift/Feed Motor (REP 19.12)
24	-	Plate (P/O PL 10.4 Item 19)
25	-	Spring (P/O PL 10.1 Item 11)

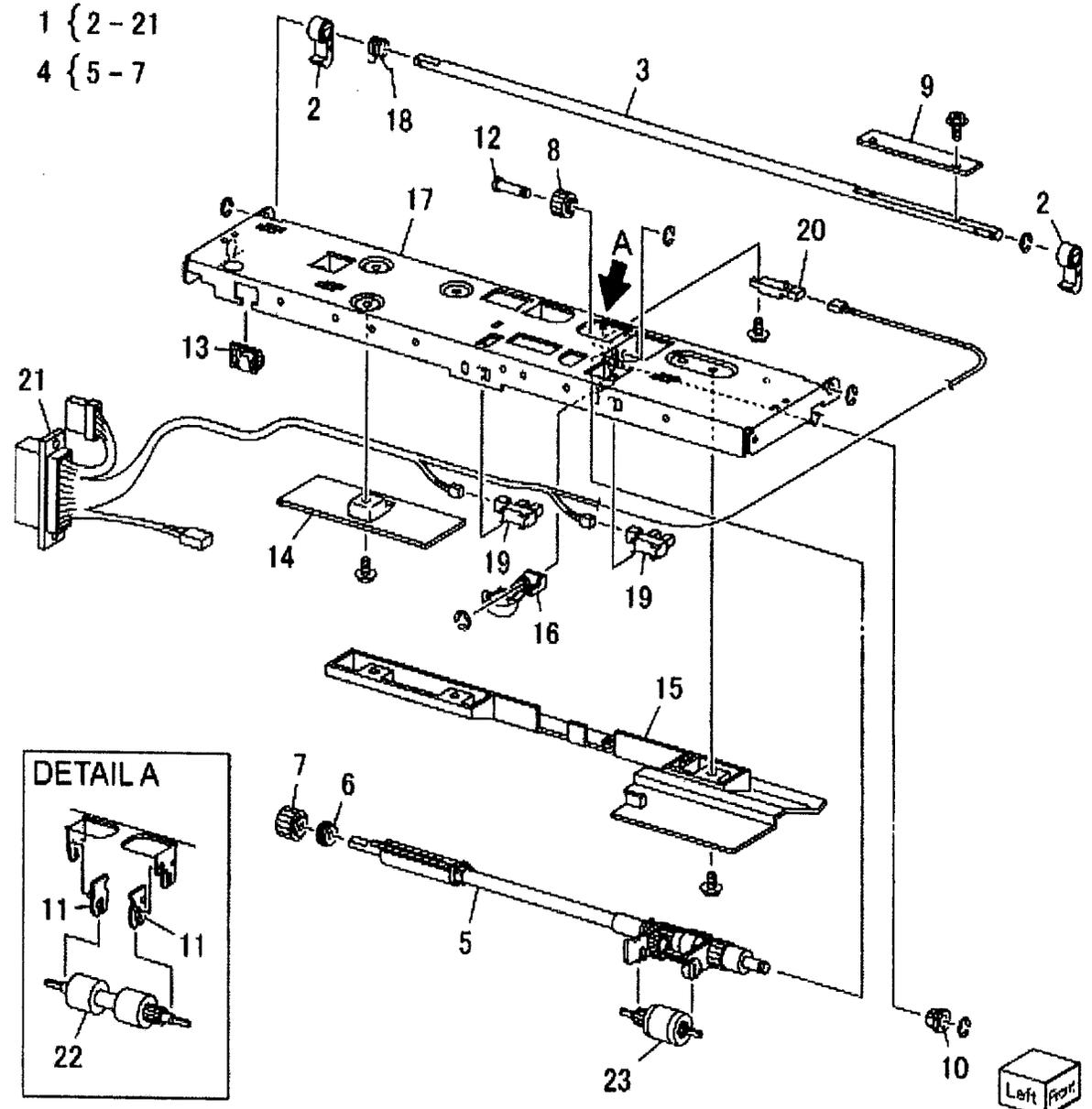
19 { 20 - 24



0528004A-NWD

PL 10.5 HCF Feeder (2 of 3)

Item	Part	Description
1	-	Upper Feeder Assembly (P/O PL 10.1 Item 11)
2	003E59570	Latch
3	-	Shaft Latch (P/O PL 10.5 Item 1)
4	006K23124	Feed Shaft Assembly
5	-	Feed Shaft (P/O PL 10.5 Item 4)
6	-	Ball Bearing (P/O PL 10.5 Item 4)
7	-	Gear (20T) (P/O PL 10.5 Item 4)
8	007E78180	Feed Gear (25T)
9	-	Lever (P/O PL 10.5 Item 1)
10	-	Bearing (P/O PL 10.5 Item 1)
11	-	Spacer (P/O PL 10.5 Item 1)
12	-	Pin Drive (P/O PL 10.5 Item 1)
13	-	Guide (P/O PL 10.5 Item 1)
14	-	Rear Upper Chute (P/O PL 10.5 Item 1)
15	-	Upper Chute (P/O PL 10.5 Item 1)
16	120E21900	Actuator
17	-	Upper Frame (P/O PL 10.5 Item 1)
18	-	Spring (P/O PL 10.5 Item 1)
19	-	HCF Stack Height Sensor, HCF Paper Sensor (P/O PL 10.5 Item 1)
20	-	HCF Pre Feed Sensor (P/O PL 10.5 Item 1)
21	-	Wire Harness (P/O PL 10.5 Item 1)
22	059K26691	Feed Roll (REP 19.5)
23	059K26702	Nudger Roll (REP 19.5)

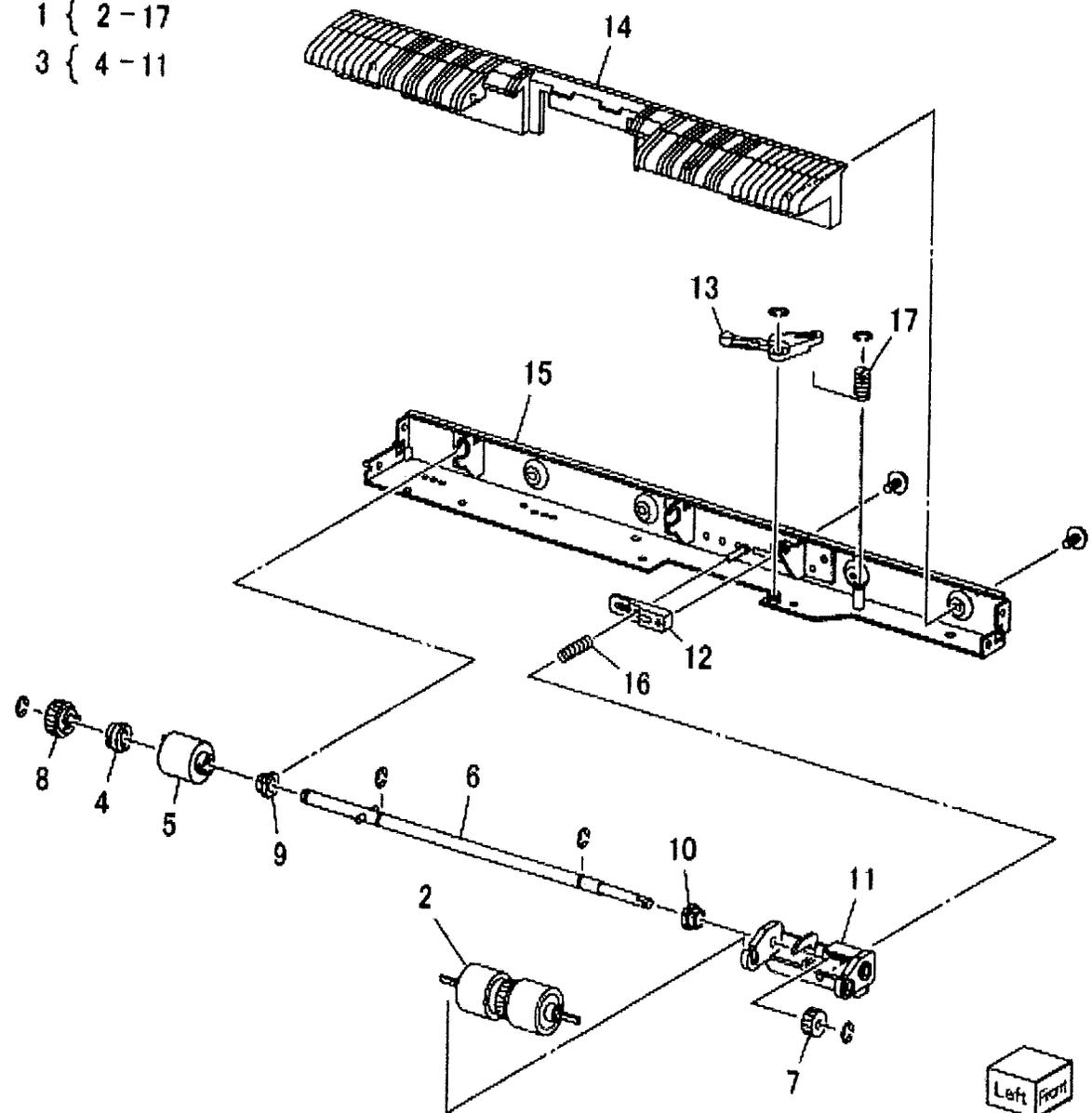


0518005A-OLY

PL 10.6 HCF Feeder (3 of 3)

Item	Part	Description
1	059K26591	Lower Feed Assembly
2	-	Retard Roll Assembly (P/O PL 10.6 Item 1) (REP 19.5)
3	-	Retard Shaft Assembly (P/O PL 10.6 Item 1)
4	-	Collar (P/O PL 10.6 Item 3)
5	005K06701	Friction Clutch
6	-	Shaft (P/O PL 10.6 Item 3)
7	007E78170	Gear (15T)
8	007E89760	Gear (22T)
9	013E23600	Bearing
10	013E23610	Bearing
11	-	Retard Bracket (P/O PL 10.6 Item 1)
12	-	Slide (P/O PL 10.6 Item 1)
13	-	Lever (P/O PL 10.6 Item 1)
14	-	Lower Chute (P/O PL 10.6 Item 1)
15	-	Lower Frame (P/O PL 10.6 Item 1)
16	-	Spring (P/O PL 10.6 Item 1)
17	-	Spring (P/O PL 10.6 Item 1)

1 { 2-17
3 { 4-11

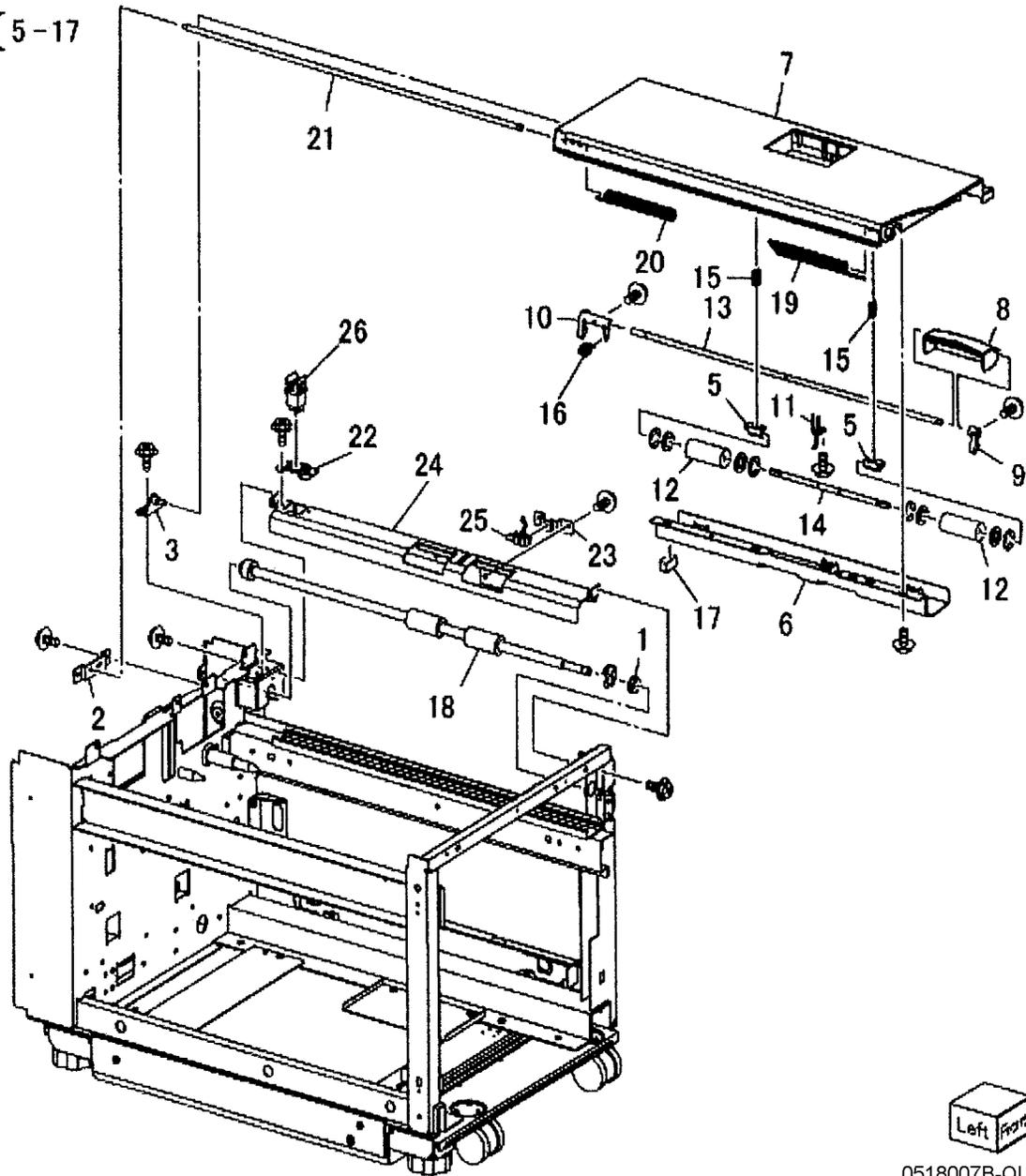


0518006B-KOH

PL 10.7 HCF Top Cover Unit

Item	Part	Description
1	013E17100	Bearing
2	-	Bracket (Not Spared)
3	-	Pivot Bracket (Not Spared)
4	-	Top Cover Assembly (Not Spared)
5	-	Bearing (P/O PL 10.7 Item 4)
6	-	Upper Chute (P/O PL 10.7 Item 4)
7	-	Top Cover (P/O PL 10.7 Item 4)
8	-	Knob (P/O PL 10.7 Item 4)
9	-	Latch (P/O PL 10.7 Item 4)
10	-	Latch (P/O PL 10.7 Item 4)
11	-	Spring (P/O PL 10.7 Item 4)
12	059E01430	Pinch Roller
13	-	Shaft (P/O PL 10.7 Item 4)
14	-	Shaft (P/O PL 10.7 Item 4)
15	-	Spring (P/O PL 10.7 Item 4)
16	-	Spring (P/O PL 10.7 Item 4)
17	-	Gasket (P/O PL 10.7 Item 4)
18	059K36260	Takeaway Roll (REP 19.10)
19	-	Spring (Left) (P/O PL 10.1 Item 16)
20	-	Spring (Right) (P/O PL 10.1 Item 16)
21	-	Pivot Shaft (P/O PL 10.1 Item 16)
22	-	Bracket (P/O PL 10.1 Item 16)
23	-	Bracket (P/O PL 10.1 Item 16)
24	-	Lower Chute (P/O PL 10.1 Item 16)
25	130K88150	Takeaway Sensor
26	110E94770	Top Cover Interlock Switch

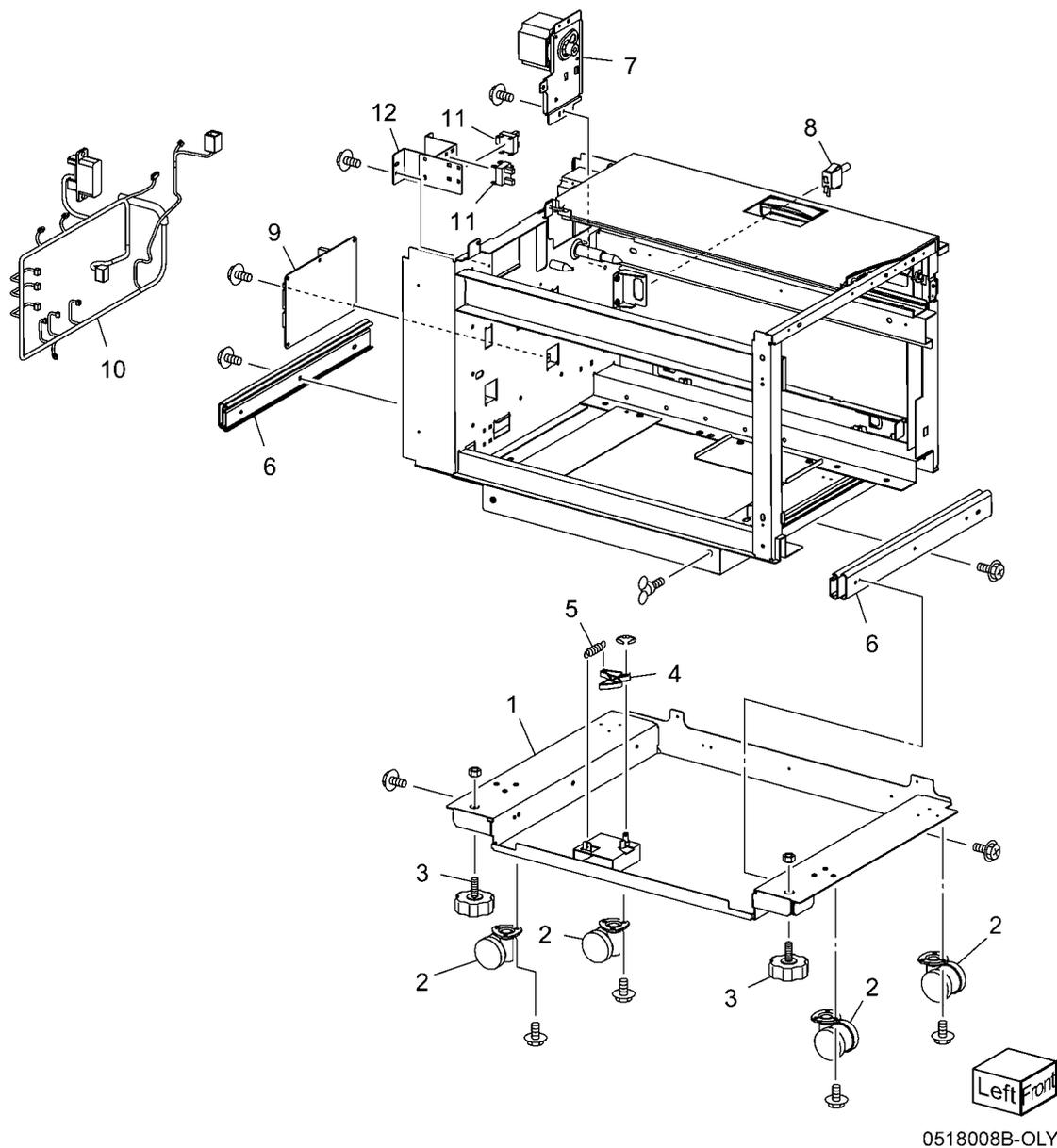
4 { 5-17



0518007B-OLY

PL 10.8 HCF Electrical and Rail

Item	Part	Description
1	—	Plate (Not Spared)
2	017E92820	Rack Caster (REP 19.9)
3	—	Foot (Not Spared)
4	—	Latch Lever (Not Spared)
5	—	Spring (Not Spared)
6	801K15690	Rail
7	127K47150	Takeaway Motor
8	—	Docking Interlock Switch (Not Spared)
9	960K31492	HCF PWB (REP 19.11)
10	—	Wire Harness (P/O PL 10.1 Item 16)
11	130K55590	HCF Size Sensor R and L
12	—	Bracket (P/O PL 10.1 Item 16)

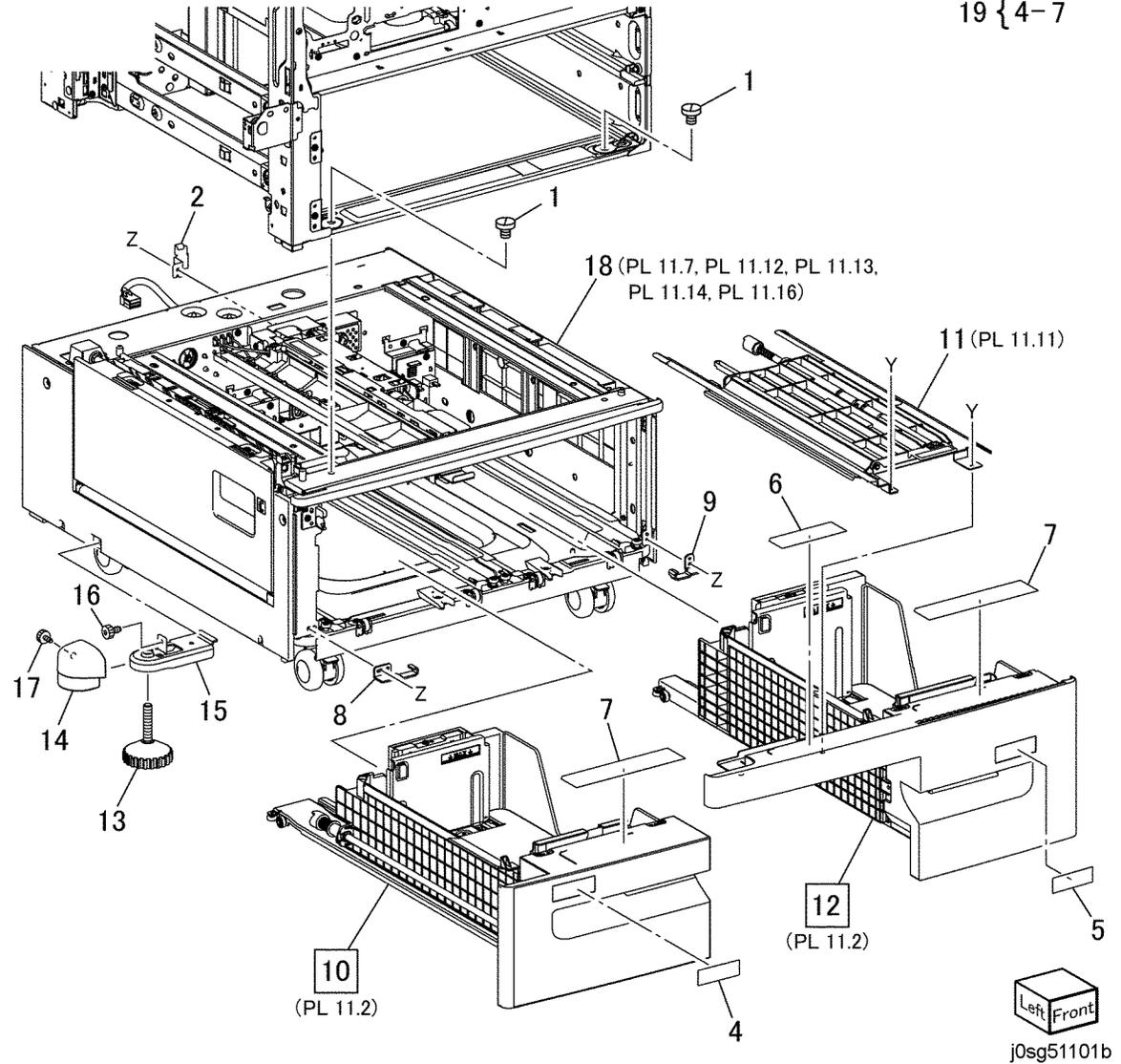


PL 11.1 Tray Module (TTM) (Option)

Item	Part	Description
1	826E48400	Docking Screw
2	849E13150	Docking Bracket
3	-	Tray Module (TTM) (Not Spared) (Includes Items 4-17)
4	-	Label (Tray No.3) (P/O PL 11.1 Item 19)
5	-	Label (Tray No.4) (P/O PL 11.1 Item 19)
6	-	Label (TTM) (P/O PL 11.1 Item 19)
7	-	Label (Instruction TTM) (P/O PL 11.1 Item 19)
8	803E09040	Stopper (Tray 3)
9	803E09030	Stopper (Tray 4)
10	050K66262	Tray 3 Assembly (REF: PL 11.2)
11	059K71810	Transport Assembly (REF: PL 11.11)
12	050K66242	Tray 4 Assembly (REF: PL 11.2)
13	017K94590	Adjuster Foot Assembly
14	848E52692	Foot Cover
15	868E51271	Foot Bracket
16	-	Screw Tap (Not Spared)
17	826E28400	Screw Tap
18	032E37871	Guide Transport
19	604K68210	Label Kit (Includes Items 4-7)

PL 11.1

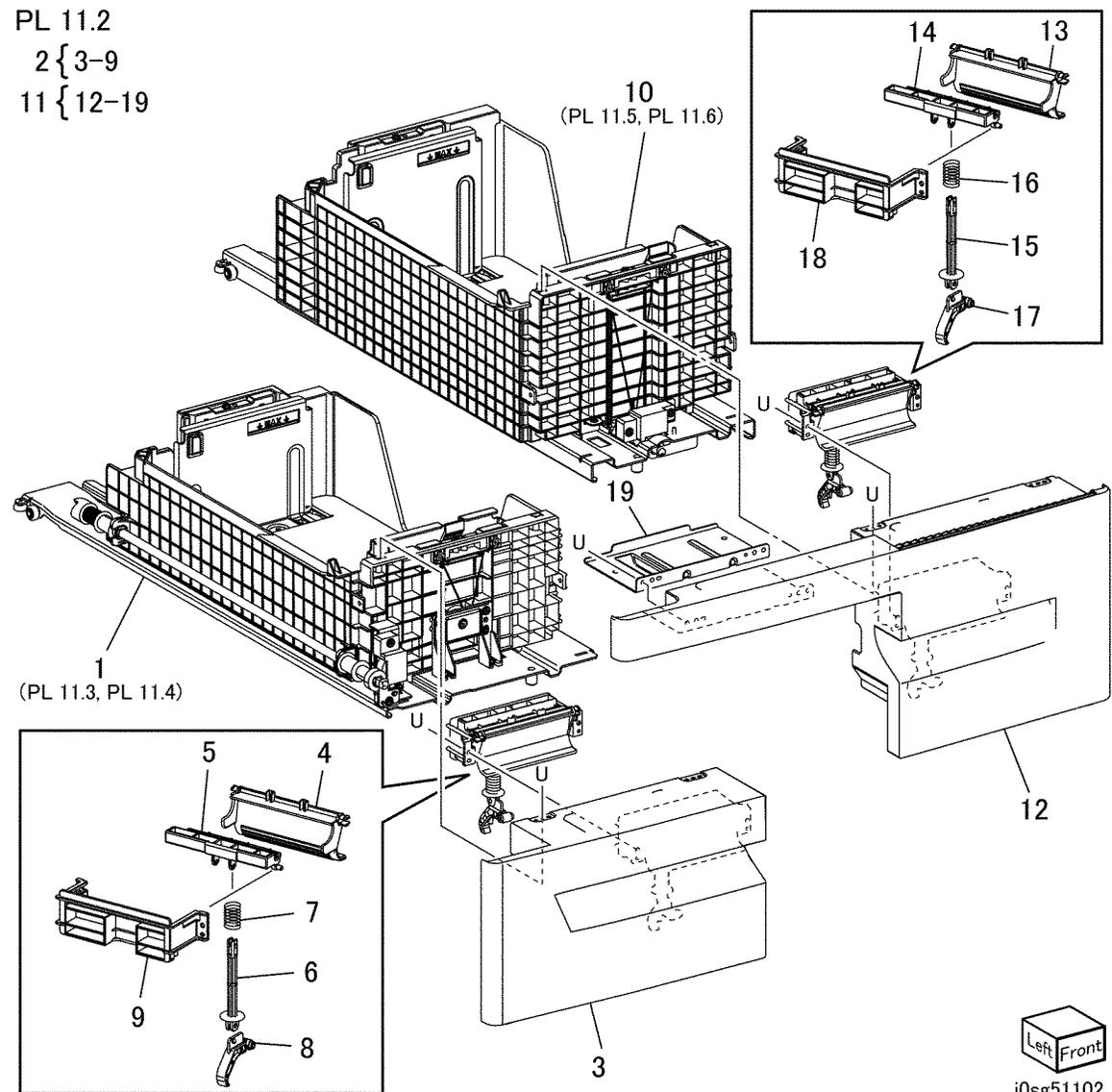
3 {4-18
19 {4-7



PL 11.2 Tray 3/4 Assembly

Item	Part	Description
1	-	Tray 3 Assembly (REF: PL 11.3, PL 11.4) (REP 7.1)
2	848K49481	Tray 3 Front Cover Assembly (Includes Items 3-9)
3	-	Tray 3 Front Cover (Not Spared)
4	-	Lever (Not Spared)
5	-	Link (Not Spared)
6	-	Link (Not Spared)
7	-	Spring (Not Spared)
8	-	Latch (Not Spared)
9	-	Cover (P/O PL 11.2 Item 2)
10	-	Tray 4 Assembly (REF: PL 11.5, PL 11.6) (REP 7.1)
11	848K49471	Tray 4 Front Cover Assembly (Includes Items 12-19)
12	-	Tray 4 Front Cover (Not Spared)
13	-	Lever (Not Spared)
14	-	Link (Not Spared)
15	-	Link (Not Spared)
16	-	Spring (Not Spared)
17	-	Latch (Not Spared)
18	-	Cover (P/O PL 11.2 Item 11)
19	-	Transport Bracket (P/O PL 11.2 Item 11)

PL 11.2
 2 { 3-9
 11 { 12-19

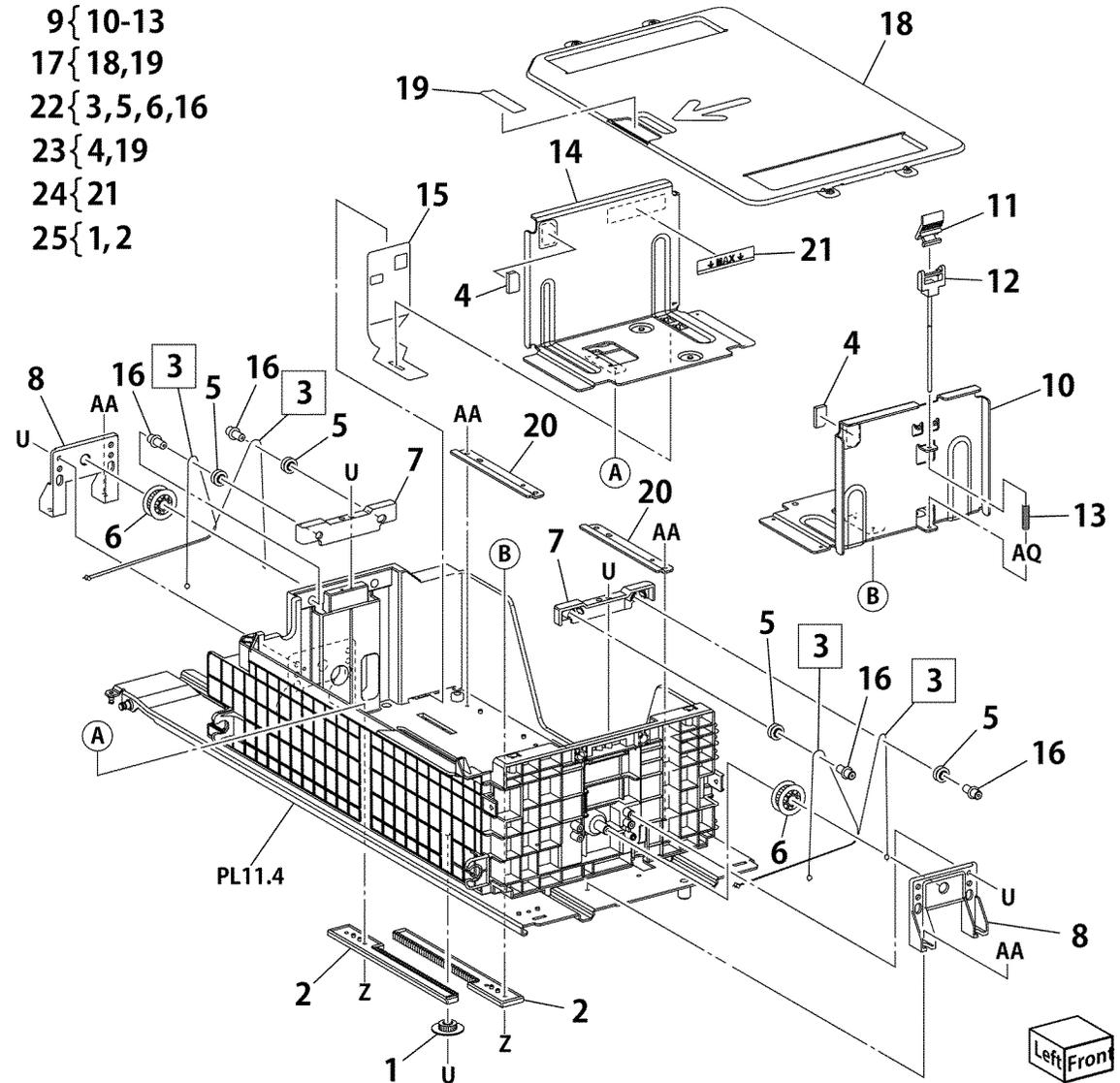


PL 11.3 Tray 3 Assembly (1 of 2)

Item	Part	Description
1	-	Pinion (P/O PL 11.3 Item 25)
2	-	Rack Gear (P/O PL 11.3 Item 25)
3	-	Cable LT (P/O PL 11.3 Item 22) (REP 7.3)
4	019E71680	Pad
5	-	Pulley (S) (P/O PL 11.3 Item 22)
6	-	Pulley (L) (P/O PL 11.3 Item 22)
7	-	Guide (Not Spared)
8	-	Guide (Not Spared)
9	038K20970	Side Guide Assembly (Includes Items 10-13)
10	-	Side Guide (P/O PL 11.3 Item 9)
11	-	Knob (P/O PL 11.3 Item 9)
12	-	Knob Assembly (P/O PL 11.3 Item 9)
13	-	Spring (P/O PL 11.3 Item 9)
14	-	Guide Assembly (Not Spared)
15	-	Size Actuator (Not Spared)
16	-	Shaft (P/O PL 11.3 Item 22)
17	-	Bottom Plate Assembly (Not Spared) (Includes Items 18, 19)
18	-	Plate (P/O PL 11.3 Item 17)
19	019K09580	Pad
20	-	Side Bracket (Not Spared)
21	-	Label (Max) (P/O PL 11.3 Item 24)
22	604K68170	Pulley Cable Kit (Includes Items 3, 5, 6, 16)
23	604K68180	Pad Kit
24	604K68210	Label Kit (Includes Items 21)
25	604K68260	Rack and Pinion Kit (Includes Items 1, 2)

PL 11.3

- 9 { 10-13
- 17 { 18,19
- 22 { 3,5,6,16
- 23 { 4,19
- 24 { 21
- 25 { 1,2



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PL 11.4 Tray 3 Assembly (2 of 2)

Item	Part	Description
1	006K89421	Lift Shaft Assembly (Includes Items 2-6)
2	—	Lift Shaft (P/O PL 11.4 Item 1)
3	413W11860	Bearing
4	—	Pulley (P/O PL 11.4 Item 19)
5	—	Spring (P/O PL 11.4 Item 1)
6	—	Joint (P/O PL 11.4 Item 1)
7	019K93921	Brake Assembly
8	—	Pulley C (Not Spared)
9	—	Upper Roll (P/O PL 11.4 Item 20)
10	059E05060	Upper Roll
11	—	Gear (18T) (P/O PL 11.4 Item 19)
12	—	Spring (Not Spared)
13	—	Bracket (Not Spared)
14	—	Sleeve Bearing (Not Spared)
15	—	Cassette Assembly (Not Spared) (Includes Items 16-18)
16	—	Cassette (P/O PL 11.4 Item 15)
17	—	Rail (P/O PL 11.4 Item 15)
18	—	Cover (P/O PL 11.4 Item 15)
19	604K68150	Pully Lift Kit (Includes Items 3, 4, 11)
20	604K68160	Roller Kit

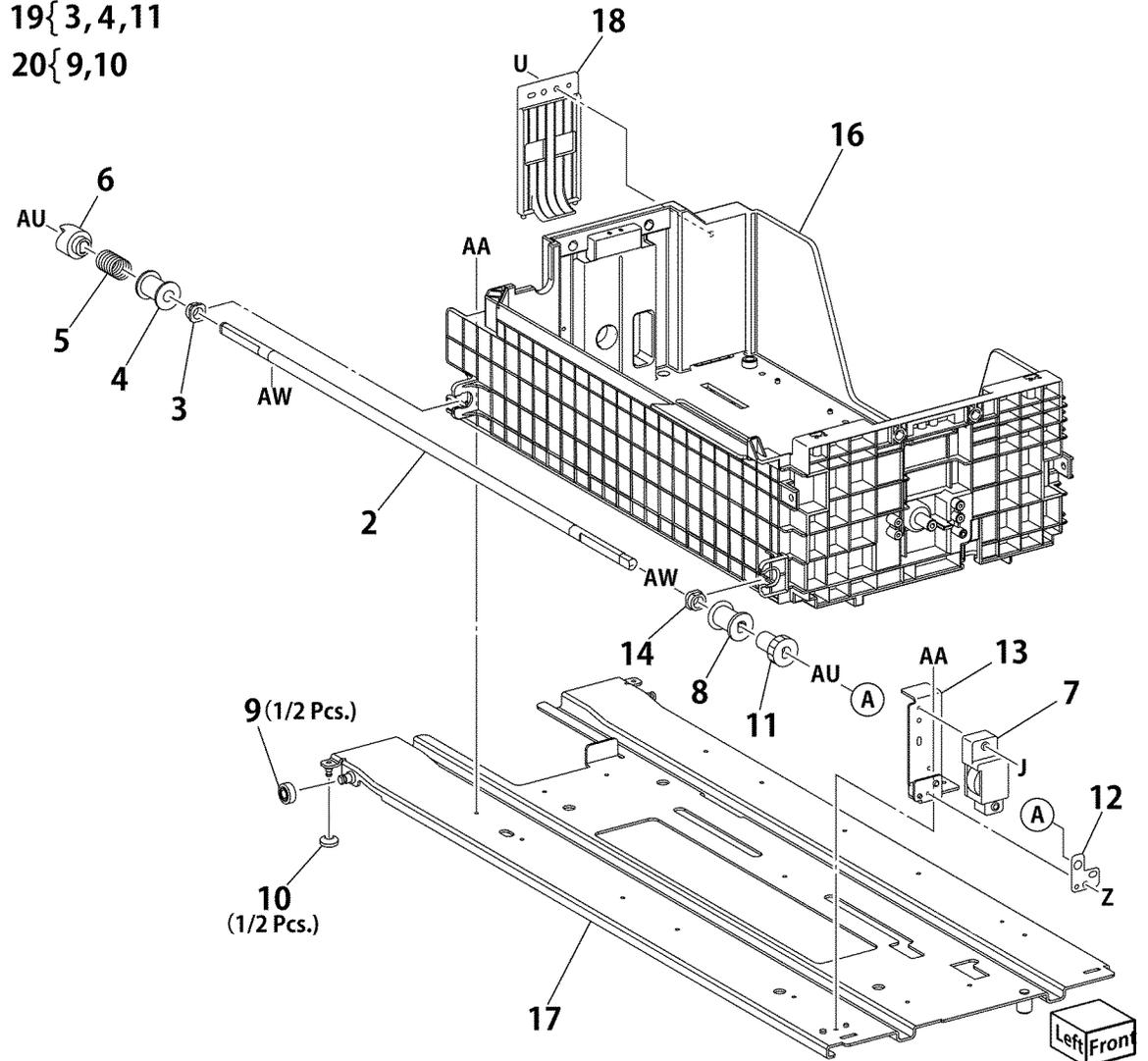
PL 11.4

1 { 2-6

15 { 16-18

19 { 3, 4, 11

20 { 9, 10



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PL 11.5 Tray 4 Assembly (1 of 2)

Item	Part	Description
1	–	Pinion (P/O PL 11.5 Item 21)
2	–	Rack Gear (P/O PL 11.5 Item 21)
3	–	Cable RT (P/O PL 11.5 Item 20) (REP 7.4)
4	019E71680	Pad
5	–	Pulley (P/O PL 11.5 Item 20)
6	–	Guide (Not Spared)
7	038K20950	Side Guide Assembly (Includes Items 8-11)
8	–	Side Guide (P/O PL 11.5 Item 7)
9	–	Knob (P/O PL 11.5 Item 7)
10	–	Knob Assembly (P/O PL 11.5 Item 7)
11	–	Spring (P/O PL 11.5 Item 7)
12	–	Guide Assembly (Not Spared)
13	–	Size Actuator (Not Spared)
14	–	Shaft (P/O PL 11.5 Item 20)
15	–	Bottom Plate Assembly (Not Spared) (Includes Items 16, 17)
16	–	Plate (Not Spared)
17	019K09580	Pad
18	–	Side Bracket (Not Spared)
19	–	Label (Max) (P/O PL 9.1 Item 16)
20	604K68190	Pulley Cable Kit (Includes Items 3, 5, 14)
21	604K68260	Rack and Pinion Kit (Includes Items 1, 2)
22	604K68180	Pad Kit (Includes Items 4, 17)

PL 11.5

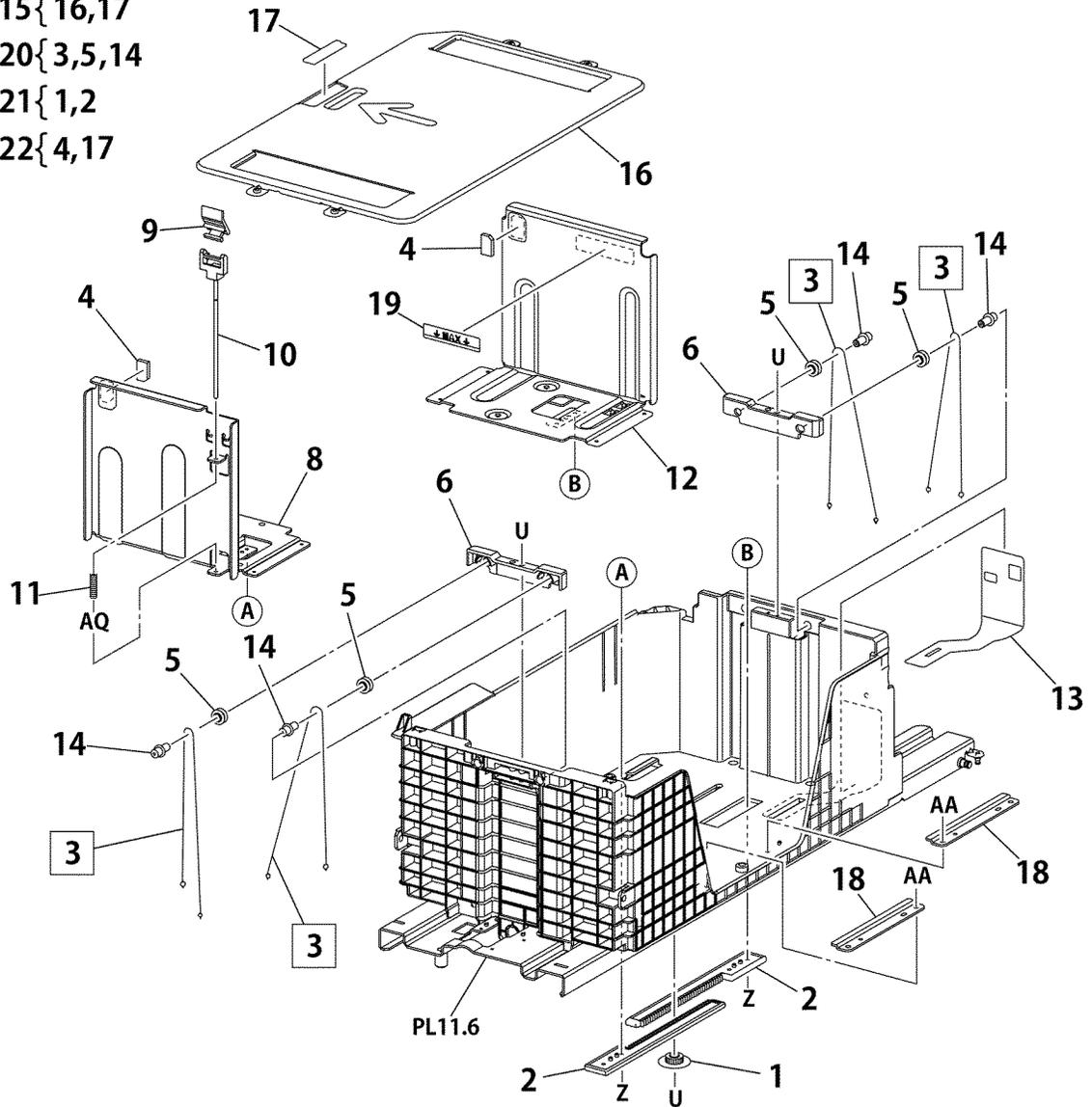
7{8-11

15{16,17

20{3,5,14

21{1,2

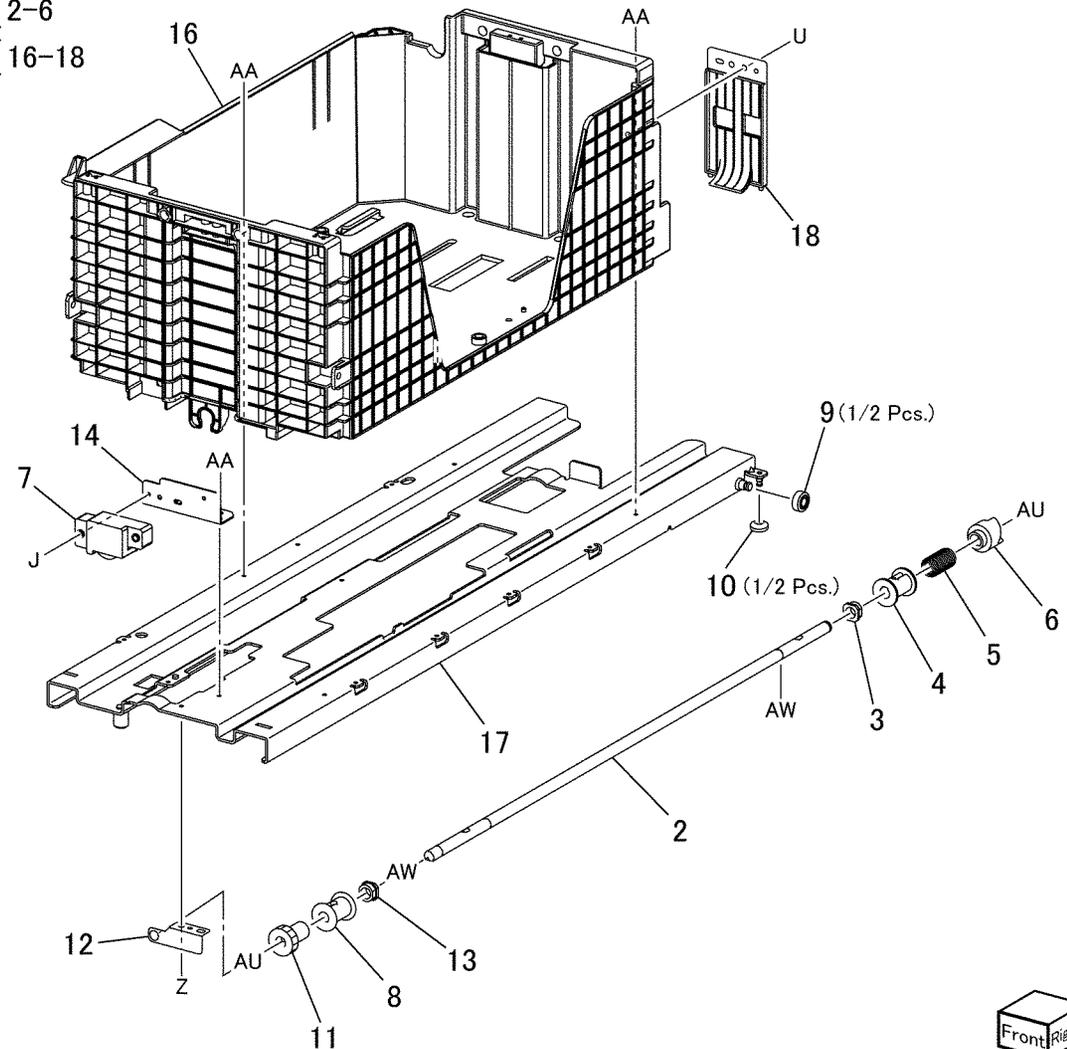
22{4,17



PL 11.6 Tray 4 Assembly (2 of 2)

Item	Part	Description
1	006K89421	Lift Shaft Assembly (Includes Items 2-6)
2	-	Lift Shaft (P/O PL 11.6 Item 1)
3	413W11860	Bearing
4	-	Pulley (P/O PL 11.6 Item 1)
5	-	Spring (P/O PL 11.6 Item 1)
6	-	Joint (P/O PL 11.6 Item 1)
7	019K93921	Brake Assembly
8	-	Pulley (Not Spared)
9	-	Upper Roll (Not Spared)
10	059E05060	Upper Roll
11	-	Gear (18T) (Not Spared)
12	-	Spring (Not Spared)
13	-	Sleeve Bearing (Not Spared)
14	-	Bracket (Not Spared)
15	-	Cassette Assembly (Not Spared) (Includes Items 16-18)
16	-	Cassette (P/O PL 11.6 Item 15)
17	-	Rail (P/O PL 11.6 Item 15)
18	-	Cover (P/O PL 11.6 Item 15)

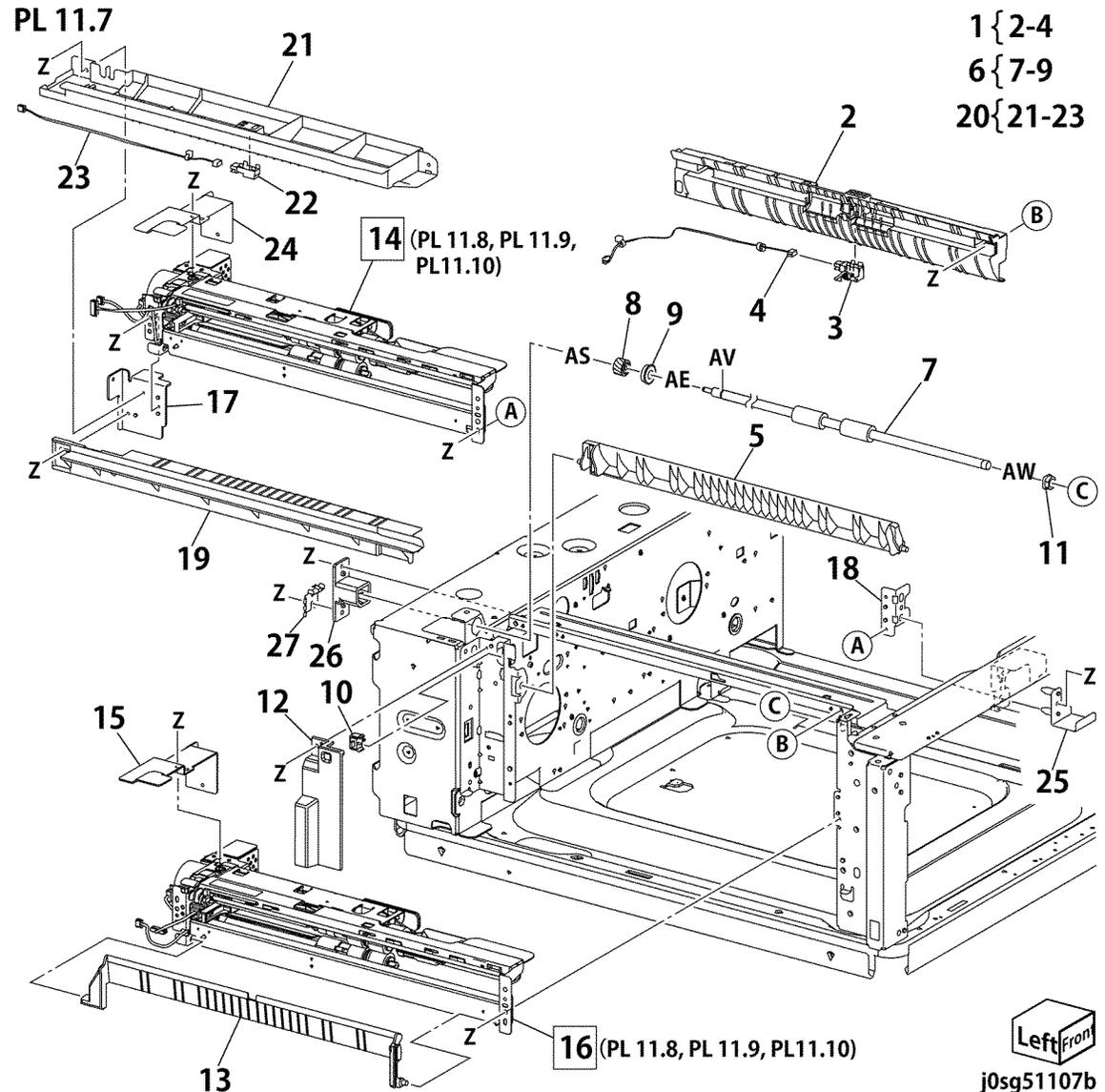
PL 11.6
1 { 2-6
15 { 16-18



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PL 11.7 Tray 3/4 Feeder Assembly, T/A Roll Assembly

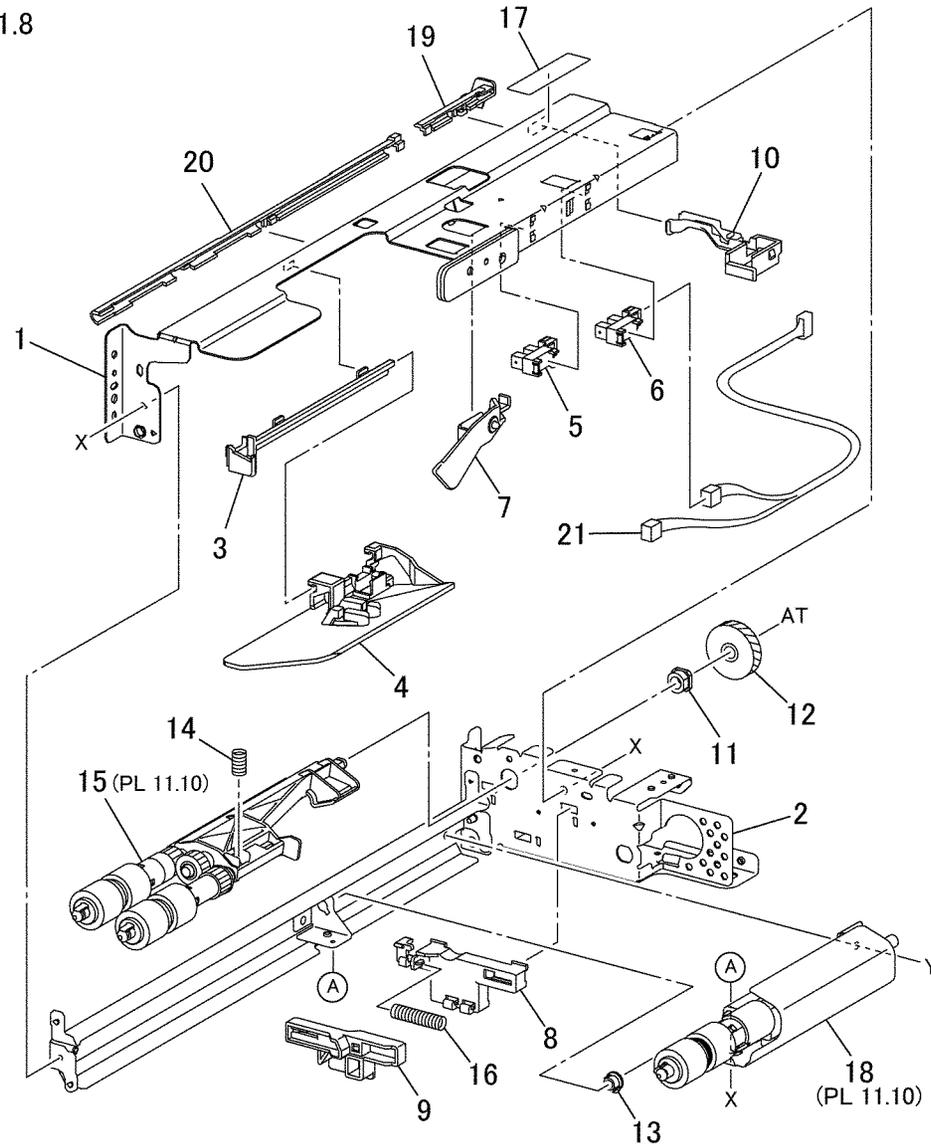
Item	Part	Description
1	054K46240	Chute Assembly (Includes Items 2-4)
2	—	Chute (Not Spared)
3	130K76530	Feed Out Sensor 3
4	—	Harness Assembly (Feed/Out 3) (Not Spared)
5	054E46500	Chute Feed Transport
6	059K71510	T/A Roll Assembly (Includes Item 7-9)
7	—	T/A Roll (Not Spared)
8	—	Gear (16T) (Not Spared)
9	—	Bearing (Not Spared)
10	110E12220	TM L/H Cover Interlock Switch
11	—	Bearing (Not Spared)
12	—	Harness Cover (Not Spared)
13	054E33802	Feed Out Chute
14	059K74280	Tray 3 Feeder Assembly (PL 11.8) (REP 8.3)
15	—	Cover (Not Spared)
16	—	Tray 4 Feeder Assembly (PN Same as Item 14) (REP 8.4)
17	—	Bracket (Not Spared)
18	—	Bracket (Not Spared)
19	—	Low Chute (Not Spared)
20	054K46340	Chute Assembly (Includes Items 21-23)
21	—	Chute (P/O PL 11.7 Item 20)
22	930W00212	Feed Out Sensor 4
23	—	Harness Assembly (Feed/Out 4) (P/O PL 11.7 Item 20)
24	—	Cover (Not Spared)
25	—	Pivot Bracket (Not Spared)
26	032E37871	Transport Guide
27	815E50081	Earth Plate



PL 11.8 Tray 3/4 Feeder Assembly (1/2)

Item	Part	Description
1	-	Upper Frame (Not Spared)
2	-	Lower Frame (Not Spared)
3	-	Rail (Not Spared)
4	-	Chute (Not Spared)
5	930W00123	Tray 3/4 Level Sensor
6	930W00113	Tray 3/4 No Paper Sensor
7	120E22481	Actuator
8	-	Holder (Not Spared)
9	-	Lever (Not Spared)
10	-	Harness Holder (Not Spared)
11	413W11660	Bearing
12	-	Gear 30T (Not Spared)
13	-	Bearing (Not Spared)
14	-	Spring (Not Spared)
15	-	Feed/Nudger Roll Assembly (REF: PL 11.10)
16	-	Spring (Not Spared)
17	-	Traceability Label (Not Spared)
18	-	Retard Roll Assembly (REF: PL 11.10)
19	-	Rear Harness Holder (Not Spared)
20	-	Center Harness Holder (Not Spared)
21	-	Wire Harness (Not Spared)

PL 11.8

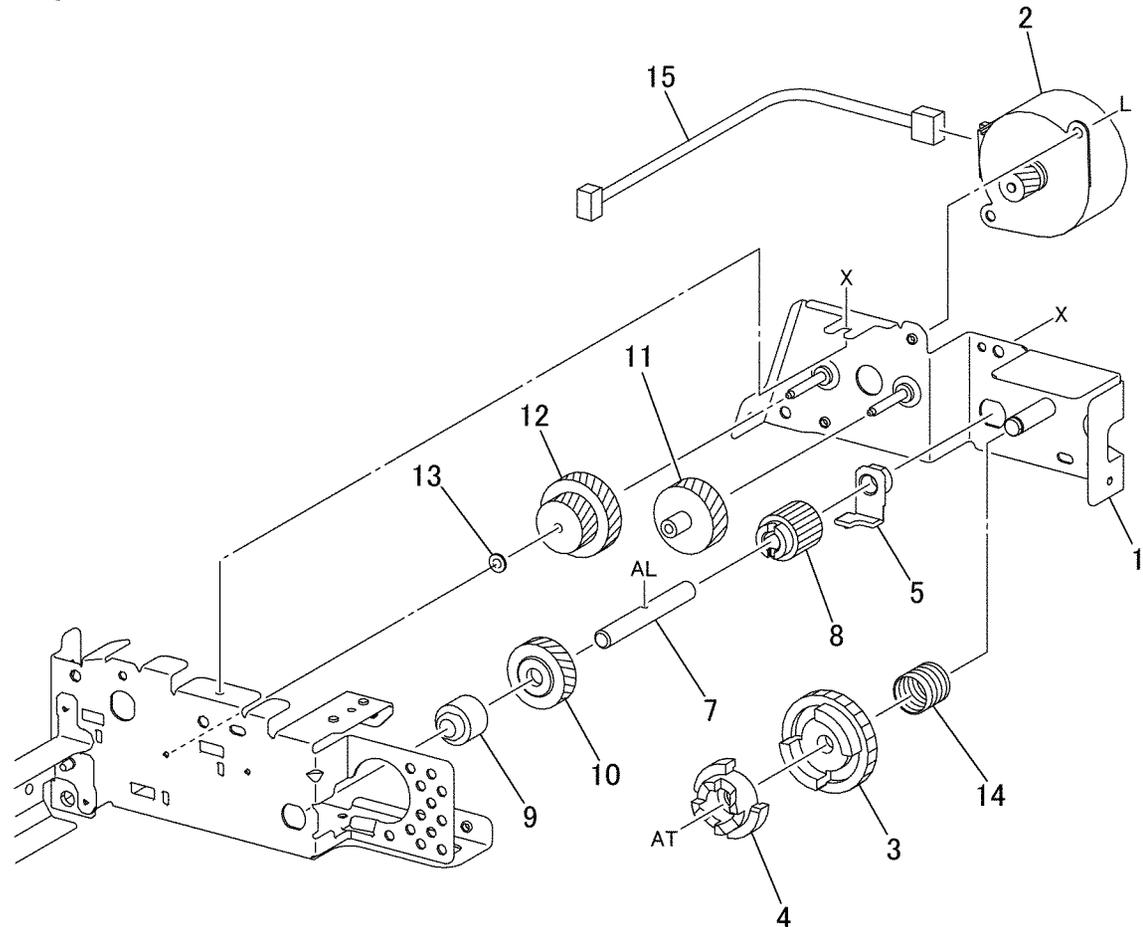


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PL 11.9 Tray 3/4 Feeder Assembly (2/2)

Item	Part	Description
1	-	Drive Bracket Assembly (Not Spared)
2	127K52790	Tray 3/4 Lift/Feed Motor
3	-	Gear (31T) (Not Spared)
4	-	Spacer (Not Spared)
5	-	Shaft Bearing (Not Spared)
6	-	Drive Shaft Assembly (Not Spared) (Includes Item 7)
7	-	Drive Shaft (Not Spared)
8	-	Gear (13T) (Not Spared)
9	005K07130	Oneway Clutch
10	007K97870	Oneway Gear
11	-	Gear (25T) (Not Spared)
12	-	Gear (29T/19T) (Not Spared)
13	-	Washer (Not Spared)
14	-	Spring (Not Spared)
15	-	Wire Harness (Not Spared)

PL 11.9
6 { 7

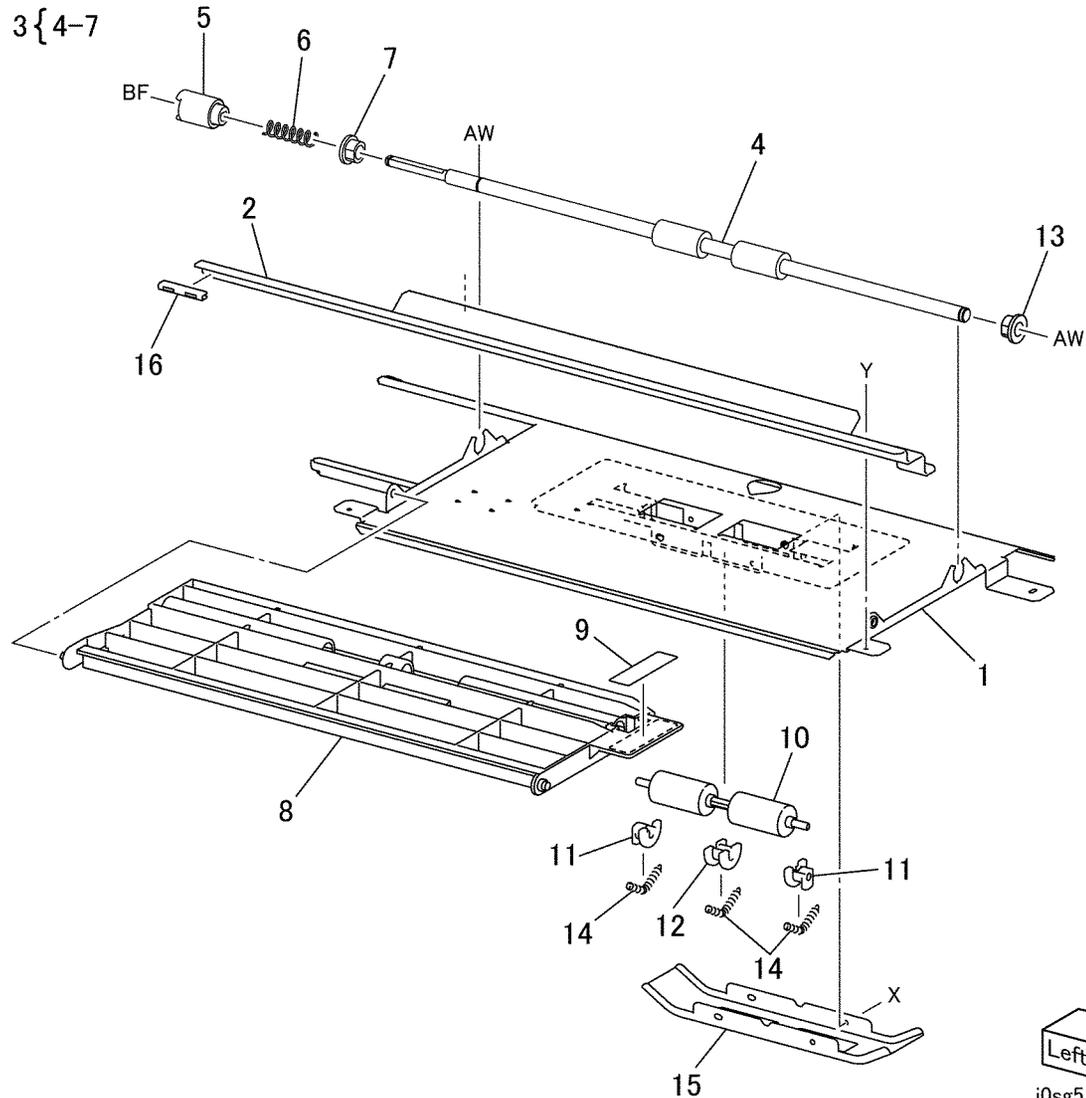


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PL 11.11 Tray 3/4 Transport Assembly

Item	Part	Description
1	-	Chute Ay Low (Not Spared)
2	-	Rail Transport Lh (Not Spared)
3	059K26350	T/A Roll Assembly (Includes Items 4-7)
4	-	T/A Roll (P/O PL 11.11 Item 3)
5	-	Joint (P/O PL 11.11 Item 3)
6	-	Spring (P/O PL 11.11 Item 3)
7	-	Bearing (P/O PL 11.11 Item 3)
8	-	Chute Uo Trs (Not Spared)
9	-	Label Transport (Not Spared)
10	059E98860	Roll Pinch Transport
11	-	Bearing 2 (Not Spared)
12	-	Bearing 1 (Not Spared)
13	413W77559	Bearing
14	-	Spring (Not Spared)
15	-	Cover Pinch (Not Spared)
16	-	Spacer Rail (Not Spared)

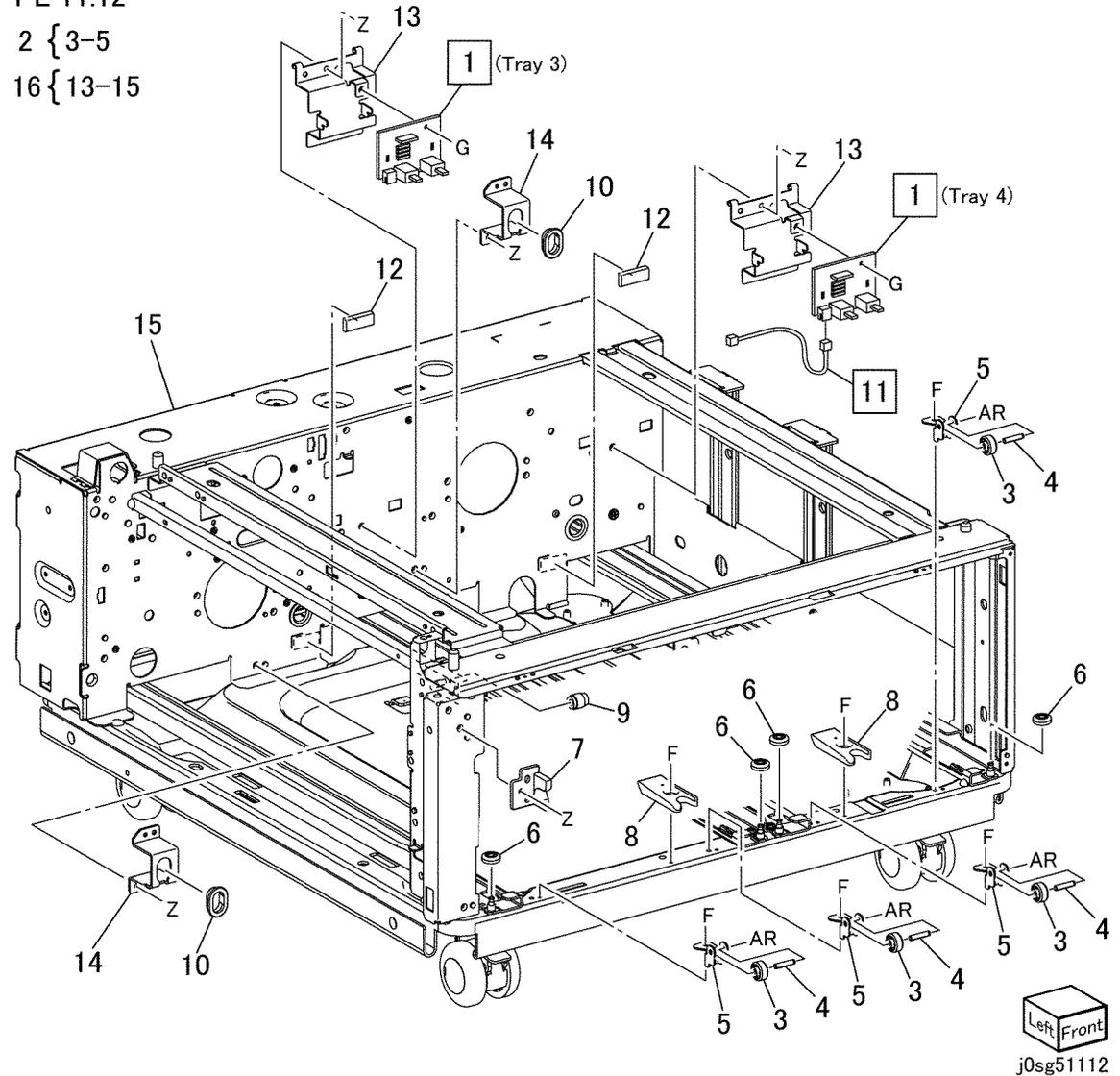
PL 11.11
3 { 4-7



PL 11.12 Tray 3/4 Switch Assembly

Item	Part	Description
1	110K15040	Tray 3 Size Switch
2	049K08250	Bracket Assembly (Includes Items 3-5)
3	-	Roll (P/O PL 11.12 Item 2)
4	-	Shaft (P/O PL 11.12 Item 2)
5	-	Bracket (P/O PL 11.12 Item 2)
6	059E05060	Roller Upper
7	-	Stopper Location Fr (Not Spared)
8	803E09020	Stopper
9	059E05131	Roller TR
10	-	Bracket Cv (Not Spared)
11	-	Harness Assembly Switch 4 (Not Spared)
12	-	Gasket (Not Spared)
13	-	Switch Bracket (Not Spared)
14	-	Bracket (Not Spared)
15	-	TTM Frame (P/O PL 11.12 Item 16)
16	-	TTM Frame Assembly (Not Spared) (Includes Items 13-15)

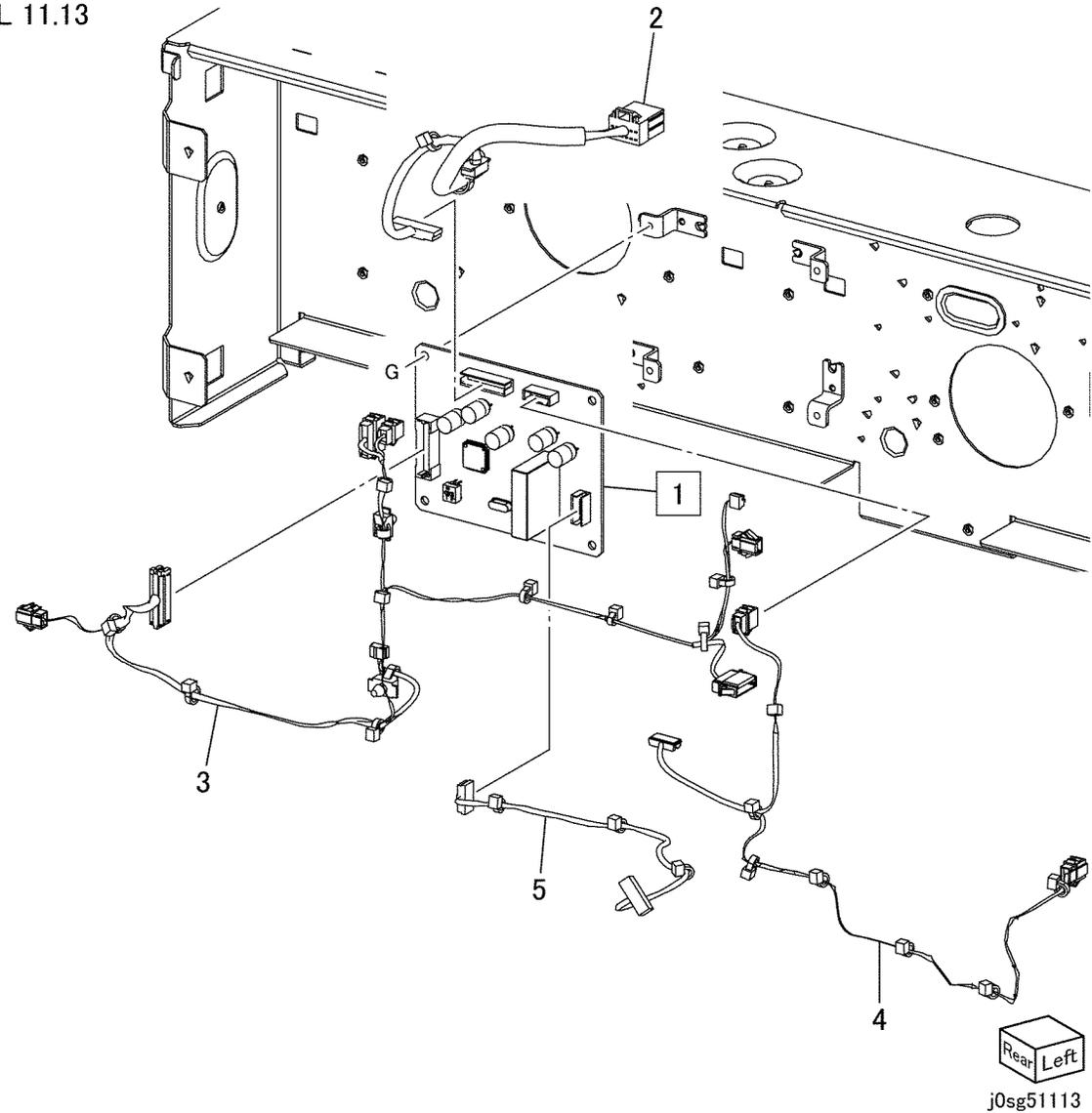
PL 11.12
 2 { 3-5
 16 { 13-15



PL 11.13 Wire Harness

Item	Part	Description
1	960K55022	Tray Module PWB
2	-	Wire Harness (IF) (Not Spared)
3	-	Wire Harness (Sensor) (Not Spared)
4	-	Wire Harness (Motor 1) (Not Spared)
5	-	Wire Harness (Motor 2) (Not Spared)

PL 11.13



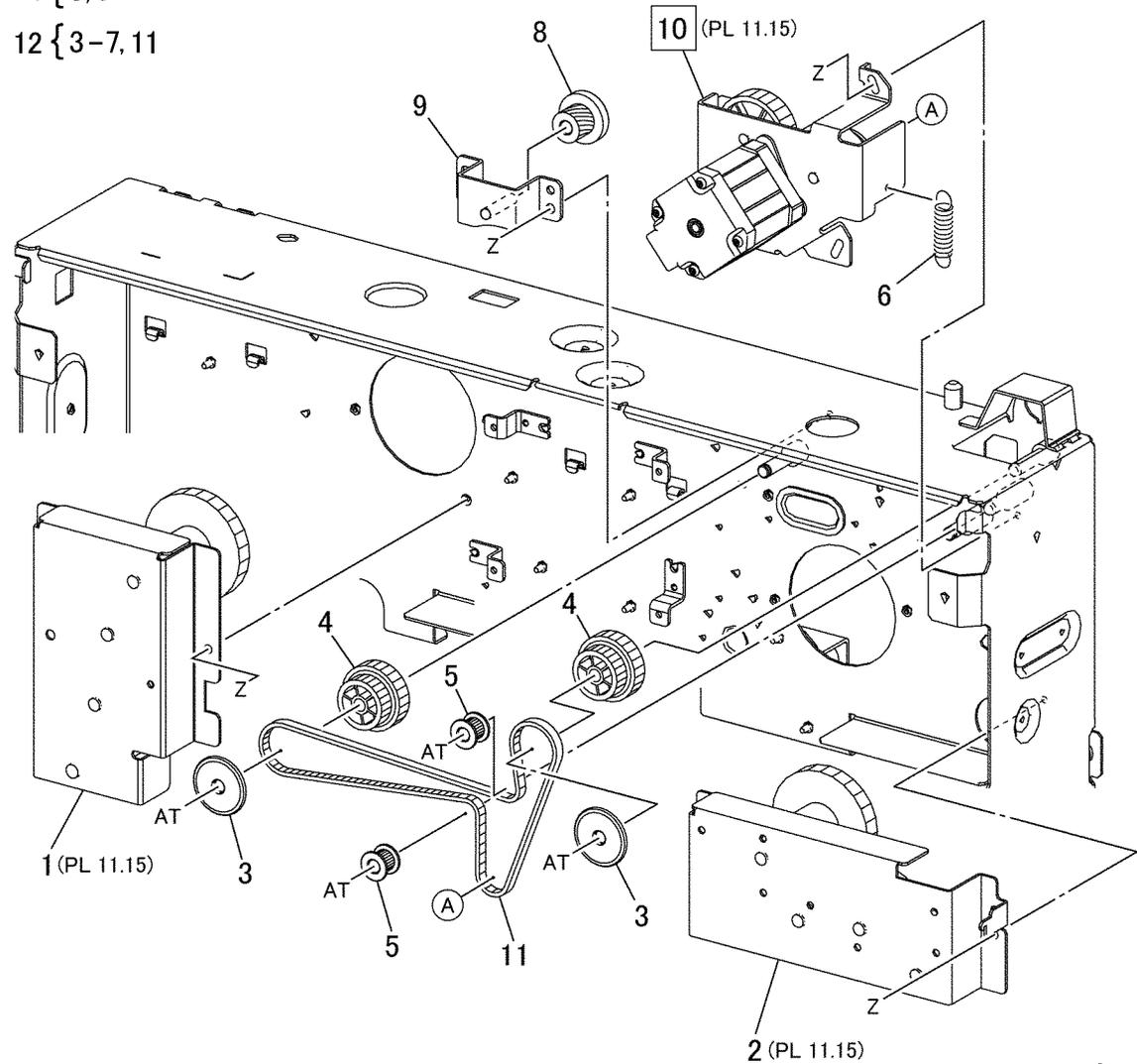
PL 11.14 TM Drive

Item	Part	Description
1	049K07530	Gear Assembly (REF: PL 11.15)
2	049K07520	Bracket Assembly (REF: PL 11.15)
3	-	Collar 2 (P/O PL 11.14 Item 12)
4	-	Pulley (P/O PL 11.14 Item 12)
5	-	Roll (P/O PL 11.14 Item 12)
6	-	Spring (P/O PL 11.14 Item 12)
7	-	Gear Assembly (P/O PL 11.14 Item 12) (Includes Items 8, 9)
8	-	Gear (P/O PL 11.14 Item 7)
9	-	Bracket (P/O PL 11.14 Item 7)
10	049K07400	TM Takeaway Motor Assembly (REF: PL 11.15)
11	-	Belt (P/O PL 11.14 Item 12)
12	604K68200	Take Away Gear Kit (Includes Item 3-7, 11)

PL 11.14

7 { 8, 9

12 { 3-7, 11

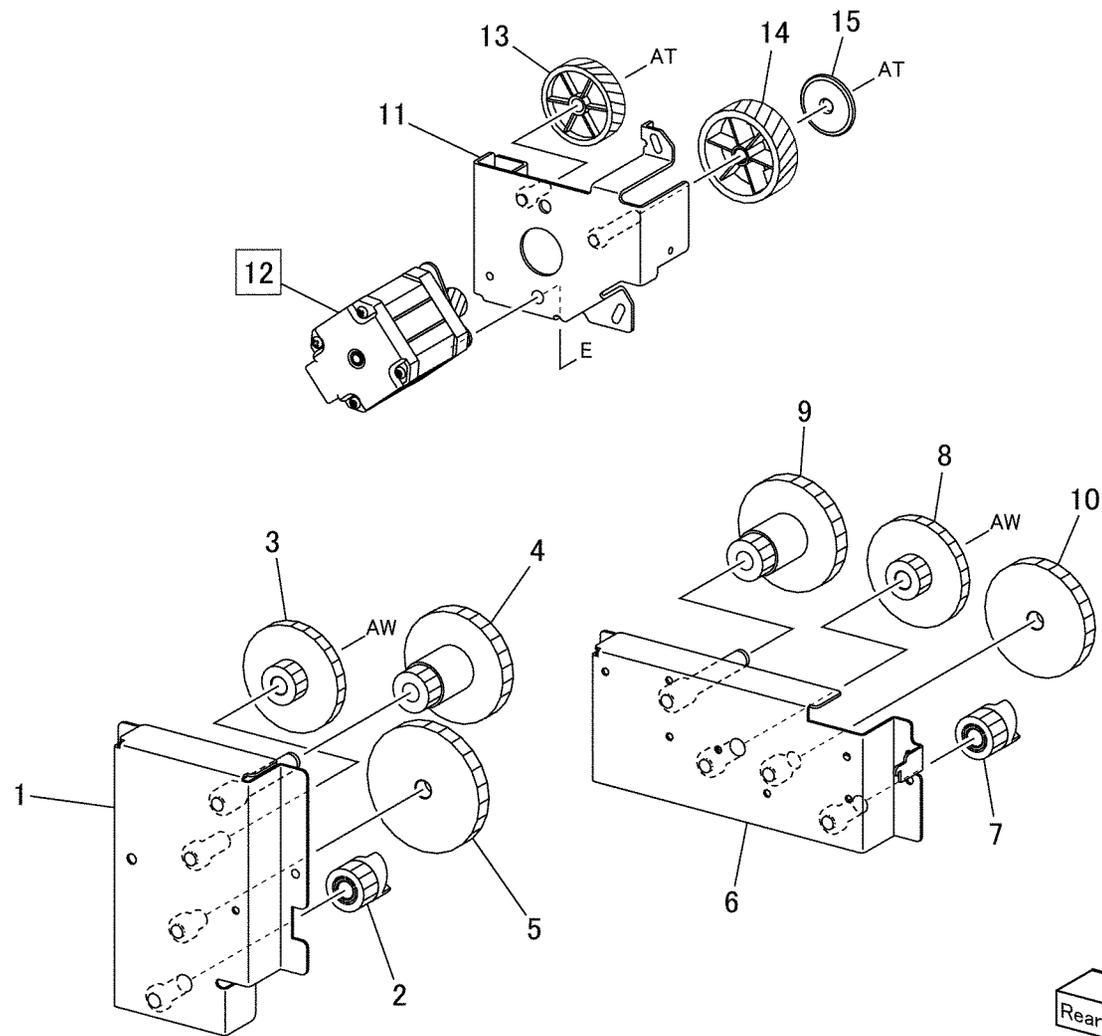


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PL 11.15 Takeaway Motor Assembly

Item	Part	Description
1	-	Bracket Assembly (Not Spared)
2	-	Gear (18T) (Not Spared)
3	-	Lift Gear (Not Spared)
4	-	Lift Gear (Not Spared)
5	-	Lift Gear (57) (Not Spared)
6	-	Bracket Assembly, TM Take Away Motor (Not Spared)
7	-	Gear (18T) (Not Spared)
8	-	Lift Gear (Not Spared)
9	-	Lift Gear (Not Spared)
10	-	Lift Gear (51) (Not Spared)
11	-	Bracket Assembly (Not Spared)
12	-	TM Take Away Motor (Not Spared)
13	-	Gear (70T) (Not Spared)
14	-	Gear (81T) (Not Spared)
15	-	Collar (Not Spared)

PL 11.15

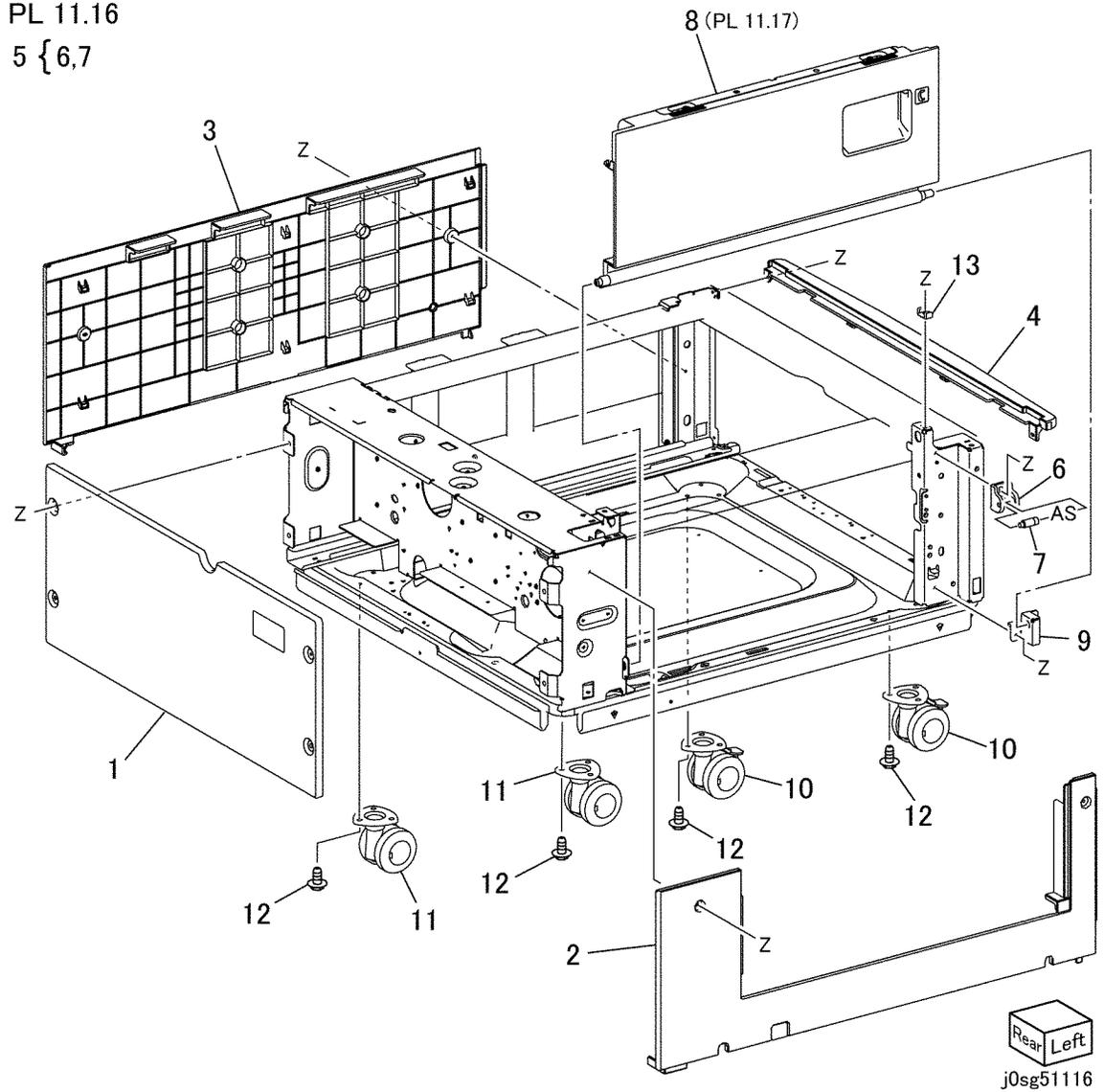


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PL 11.16 Cover

Item	Part	Description
1	-	Rear Cover (Not Spared)
2	-	Left Cover (Not Spared)
3	-	Right Cover (Not Spared)
4	-	Top Cover (Not Spared)
5	-	Latch Assembly (Not Spared) (Includes Items 6, 7)
6	-	Latch (P/O PL 11.16 Item 5)
7	-	Shaft (P/O PL 11.16 Item 5)
8	848K49451	L/H Cover Assembly (REF: PL 11.17)
9	-	Pivot Bracket (Not Spared)
10	417W41349	Locking Caster
11	417W41449	Caster
12	-	Screw (Not Spared)
13	-	Support Block (Not Spared)

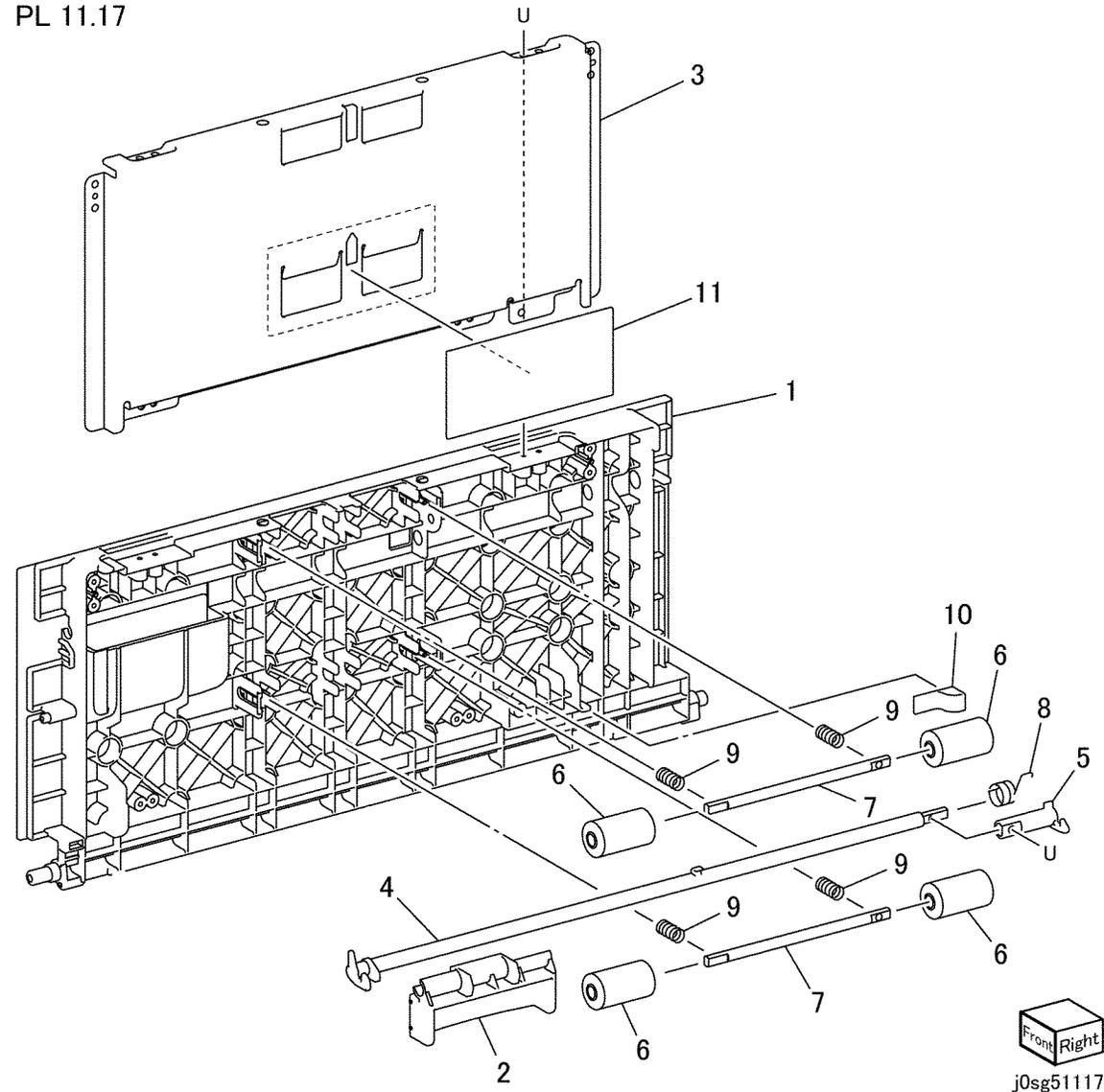
PL 11.16
5 { 6,7



PL 11.17 L/H Cover Assembly

Item	Part	Description
1	-	L/H Cover (Not Spared)
2	-	Handle (Not Spared)
3	-	L/H Chute (Not Spared)
4	-	Latch (Not Spared)
5	-	Hook (Not Spared)
6	059E99241	Pinch Roll
7	-	Pinch Shaft (Not Spared)
8	-	Latch Spring (Not Spared)
9	-	Pinch Spring (Not Spared)
10	-	Gasket (Not Spared)
11	-	Label (Not Spared)

PL 11.17

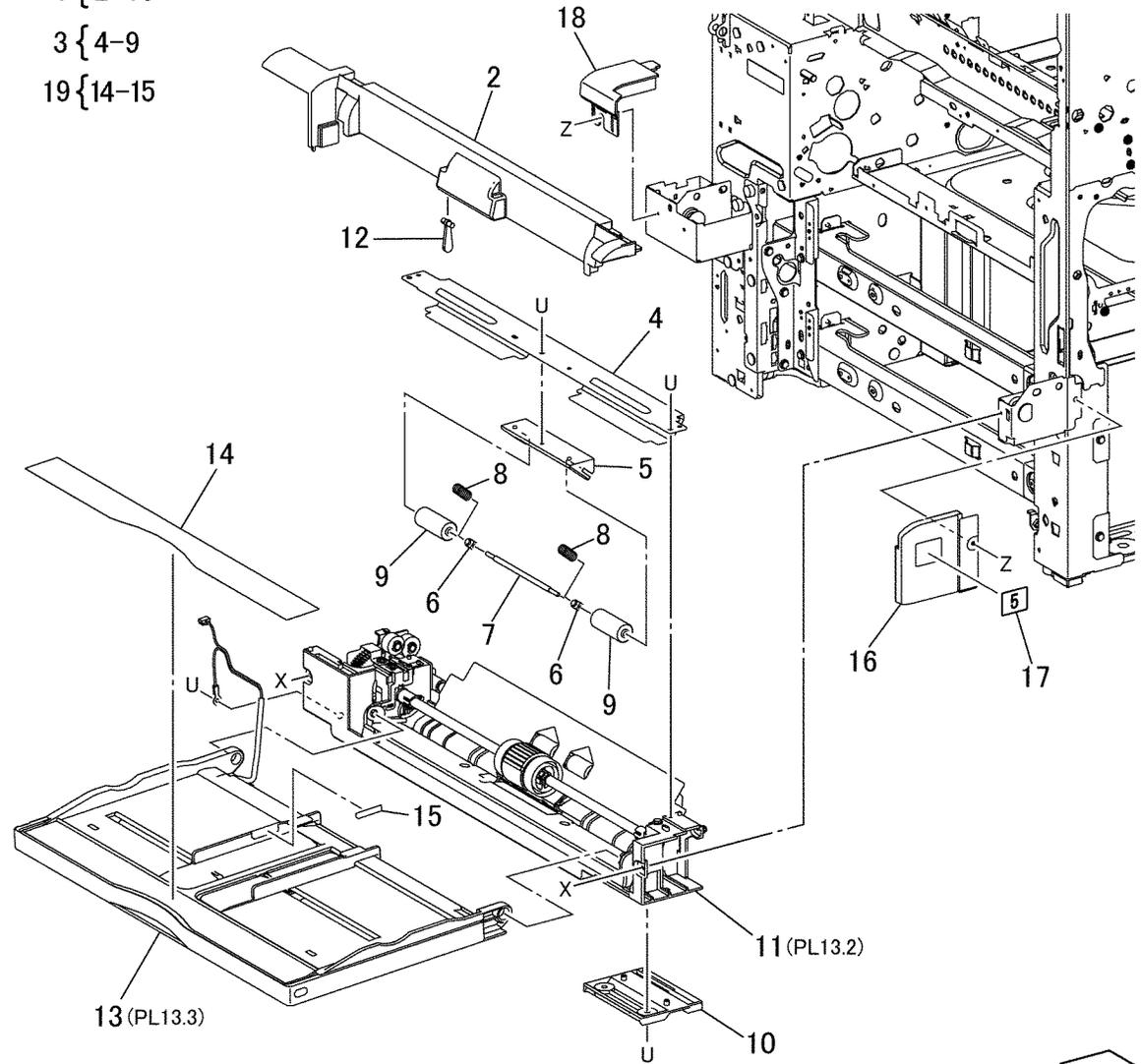


PL 13.1 MSI Assembly

Item	Part	Description
1	059K71260	MSI Assembly (Includes Items 2-15) (REP 7.2)
2	-	MSI Top Cover (P/O PL 13.1 Item 1)
3	054K45960	Pinch Chute Assembly (Includes Items 4-9)
4	-	Pinch Chute (P/O PL 13.1 Item 3)
5	-	Pinch Guide (P/O PL 13.1 Item 3)
6	-	Pinch Spring Spacer (P/O PL 13.1 Item 3)
7	-	Pinch Shaft (P/O PL 13.1 Item 3)
8	-	Pinch Spring (P/O PL 13.1 Item 3)
9	-	Pinch Roll (P/O PL 13.1 Item 3)
10	-	MSI Front Handle (P/O PL 13.1 Item 1)
11	-	MSI Lower Assembly (P/O PL 13.1 Item 1)
12	120E32540	Actuator
13	050K67000	MSI Front Handle (REF: PL 13.3)
14	-	INST Label (P/O PL 13.1 Item 19)
15	-	Max Label (P/O PL 13.1 Item 19)
16	-	MSI Front Cover (Not Spared)
17	-	Number Label (Not Spared)
18	-	MSI Rear Cover (Not Spared)
19	604K68210	Label Kit (Includes Items 14, 15)

PL13.1

- 1 { 2-15
- 3 { 4-9
- 19 { 14-15



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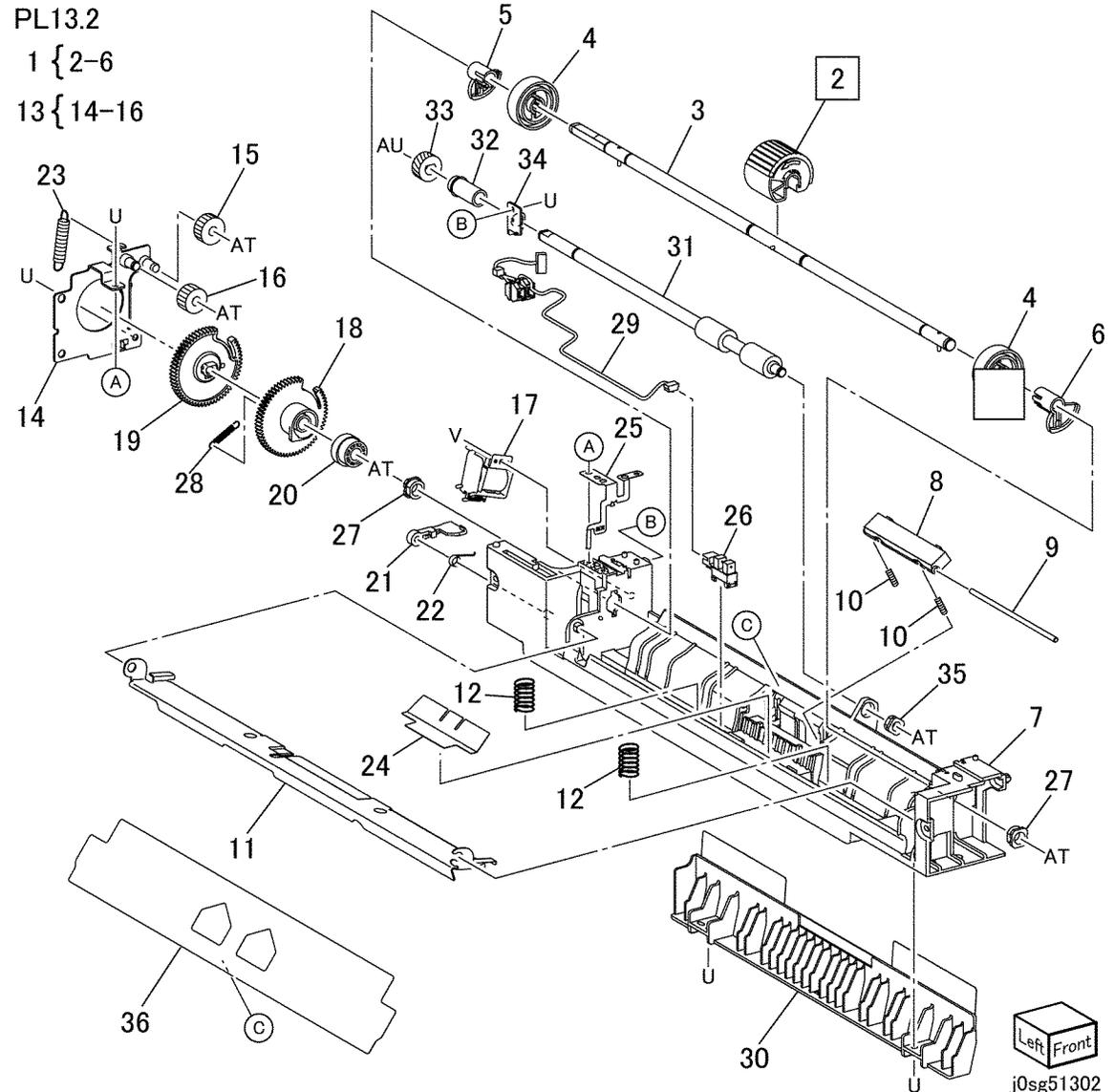
PL 13.2 Lower Frame Assembly

Item	Part	Description
1	-	Feed Roll Assembly (Not Spared) (Includes Items 2-6)
2	059K40654	Feed Roll (REP 8.6)
3	-	Feed Shaft Assembly (P/O PL 13.2 Item 1)
4	-	Core Roll (P/O PL 13.2 Item 1)
5	-	Rear Lift Up Cam (P/O PL 13.2 Item 1)
6	-	Front Lift Up Cam (P/O PL 13.2 Item 1)
7	-	MSI Lower Frame (Not Spared)
8	019K09420	MSI Retard Pad
9	-	Retard Shaft (Not Spared)
10	-	Pad Spring (Not Spared)
11	815K04480	Bottom Plate
12	-	Spring (Not Spared)
13	049K07430	Drive Bracket Assembly (Includes Items 14-16)
14	-	Bracket (P/O PL 13.2 Item 13)
15	-	Idle Gear 18T (P/O PL 13.2 Item 13)
16	-	Gear 20T (P/O PL 13.2 Item 13)
17	121E92780	MSI Feed Solenoid
18	-	Gear Cam (Not Spared)
19	-	Pick Up Gear (Not Spared)
20	-	Stopper (Not Spared)
21	011E25210	Drive Lever
22	-	Spring (Not Spared)
23	-	Spring (Not Spared)
24	-	MSI Paper Guide (Not Spared)
25	-	Earth Plate (Not Spared)
26	930W00123	MSI No Paper Sensor
27	-	Bearing Sleeve (Not Spared)
28	-	Spring Gear Cam (Not Spared)
29	962K91070	Harness
30	-	Lower Chute (Not Spared)
31	059K71272	Takeaway Roll
32	-	Collar (Not Spared)
33	-	Gear 18T (Not Spared)
34	-	T/A Guide (Not Spared)
35	413W11660	Sleeve Bearing
36	-	Paper Guide (Not Spared)

PL13.2

1 { 2-6

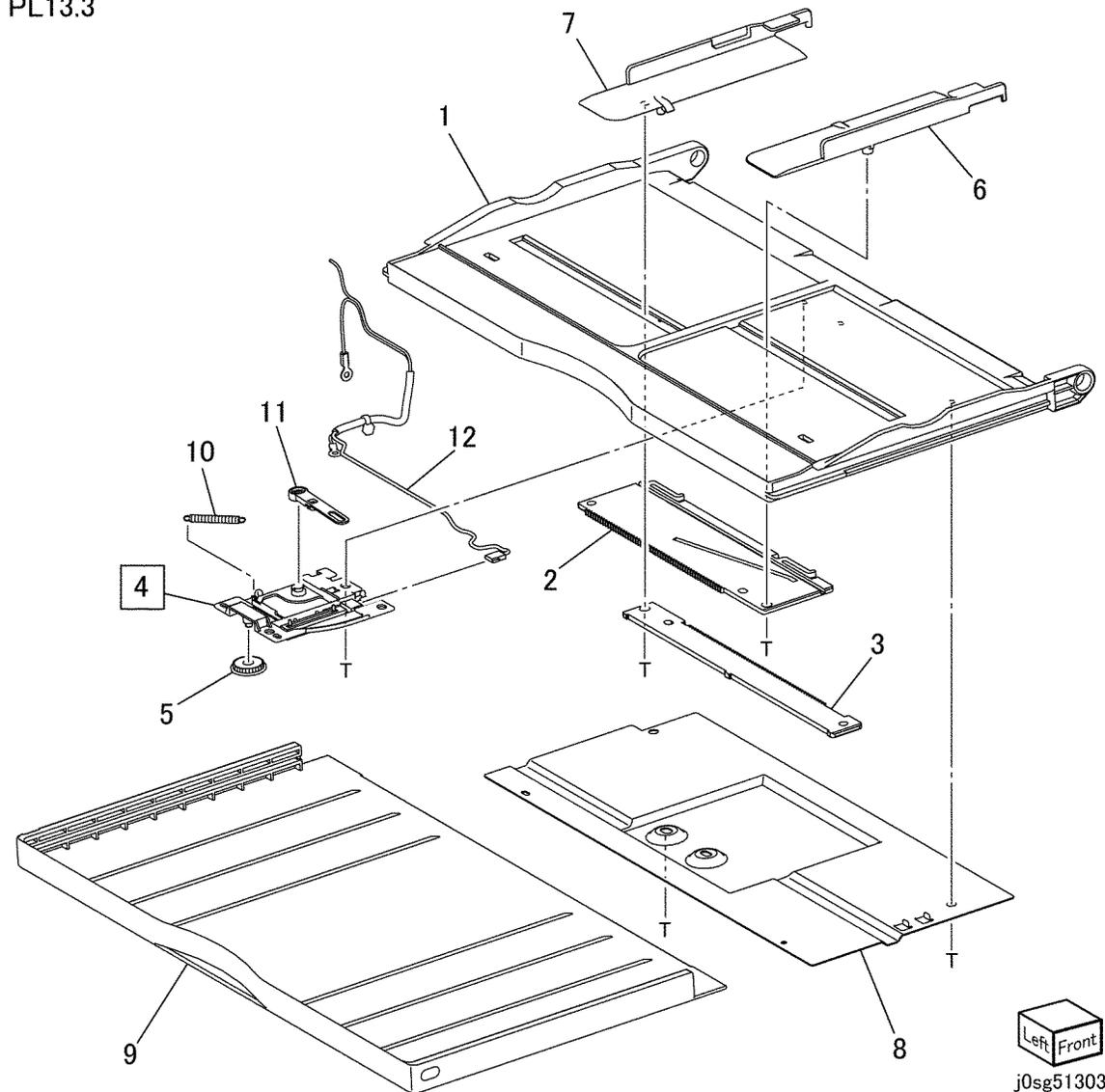
13 { 14-16



PL 13.3 MSI Tray Assembly

Item	Part	Description
1	-	MSI Tray (Not Spared)
2	-	Front Rack (Not Spared)
3	-	Rear Rack (Not Spared)
4	-	MSI Paper Size Sensor Assembly (Not Spared)
5	-	Pinion Gear (Not Spared)
6	-	Front Side Guide (Not Spared)
7	-	Rear Side Guide (Not Spared)
8	-	Tray Cover (Not Spared)
9	-	Extension Tray (Not Spared)
10	-	Spring (Not Spared)
11	-	Sensor Link (Not Spared)
12	-	Harness (Not Spared)

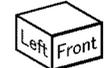
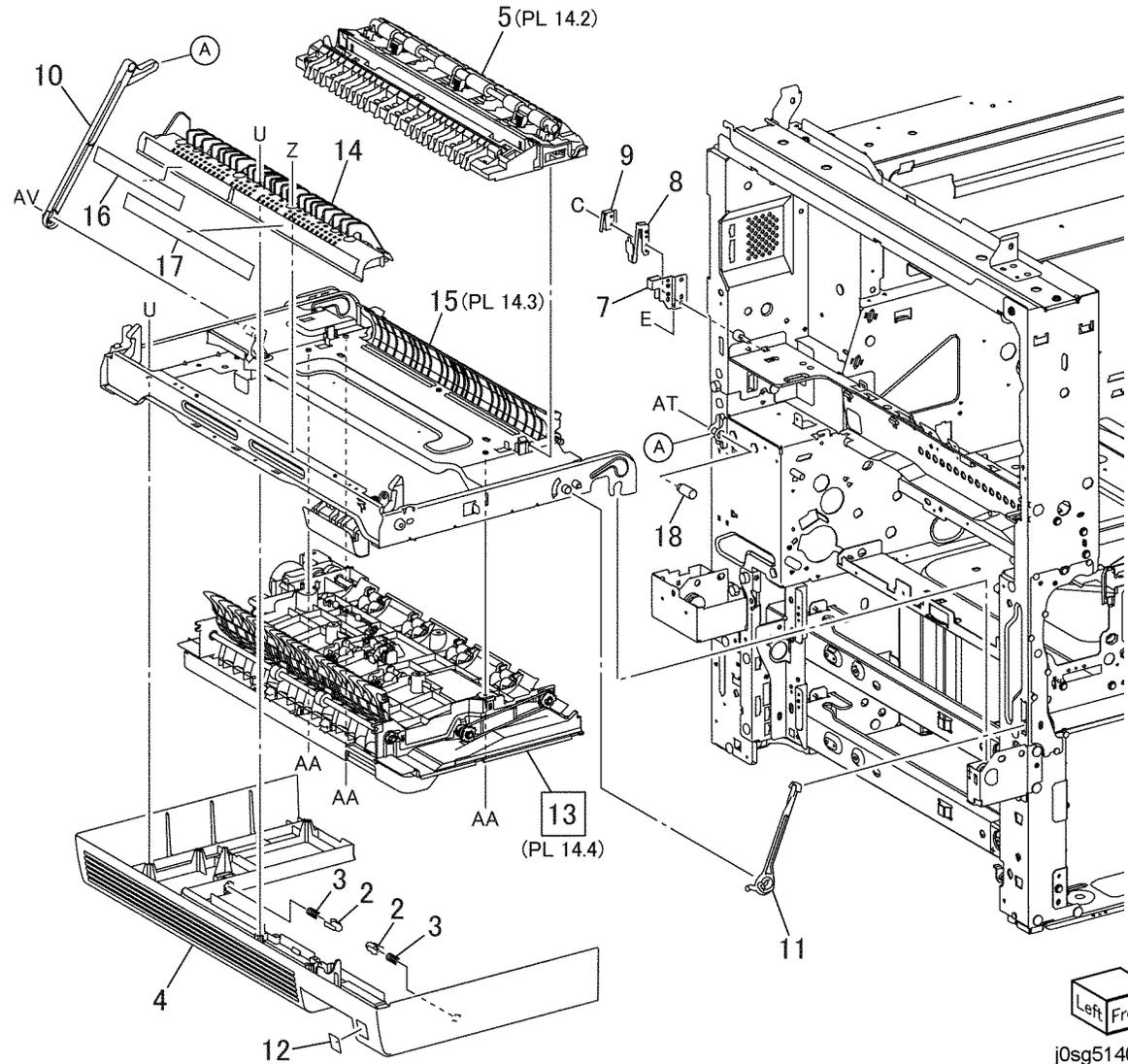
PL13.3



PL 14.1 L/H Cover Assembly, Duplex Unit

Item	Part	Description
1	848K47760	Cover Kit (Includes Items 2, 3, 4)
2	803E06340	Tray Lock
3	809E91630	Spring
4	848K47770	L/H Cover
5	054K46020	L/H Chute Assembly (REF: PL 14.2)
6	110K16600	L/H Cover Interlock Assembly (Includes Items 7-9)
7	—	Bracket (P/O PL 14.1 Item 6)
8	—	Switch Plate (P/O PL 14.1 Item 6)
9	—	Interlock Switch (P/O PL 14.1 Item 6)
10	849E95630	Rear L/H Support
11	868E48840	Front L/H Support
12	—	Door Label (P/O PL 14.1 Item 15)
13	059K71300	Duplex Assembly (REF: PL 14.4)
14	054E46391	L/H Chute Cover
15	801K47070	L/H Frame (REF: PL 14.3)
16	—	L/H Label (FX) (Not Spared)
17	—	Label (Not Spared)
18	—	Shaft (Not Spared)
19	—	L/H Cover Assembly (Not Spared) (Includes Items 1-5, 10-15)

PL 14.1
 1 {2,3,4
 6 {7-9
 19 {1-5, 10-15

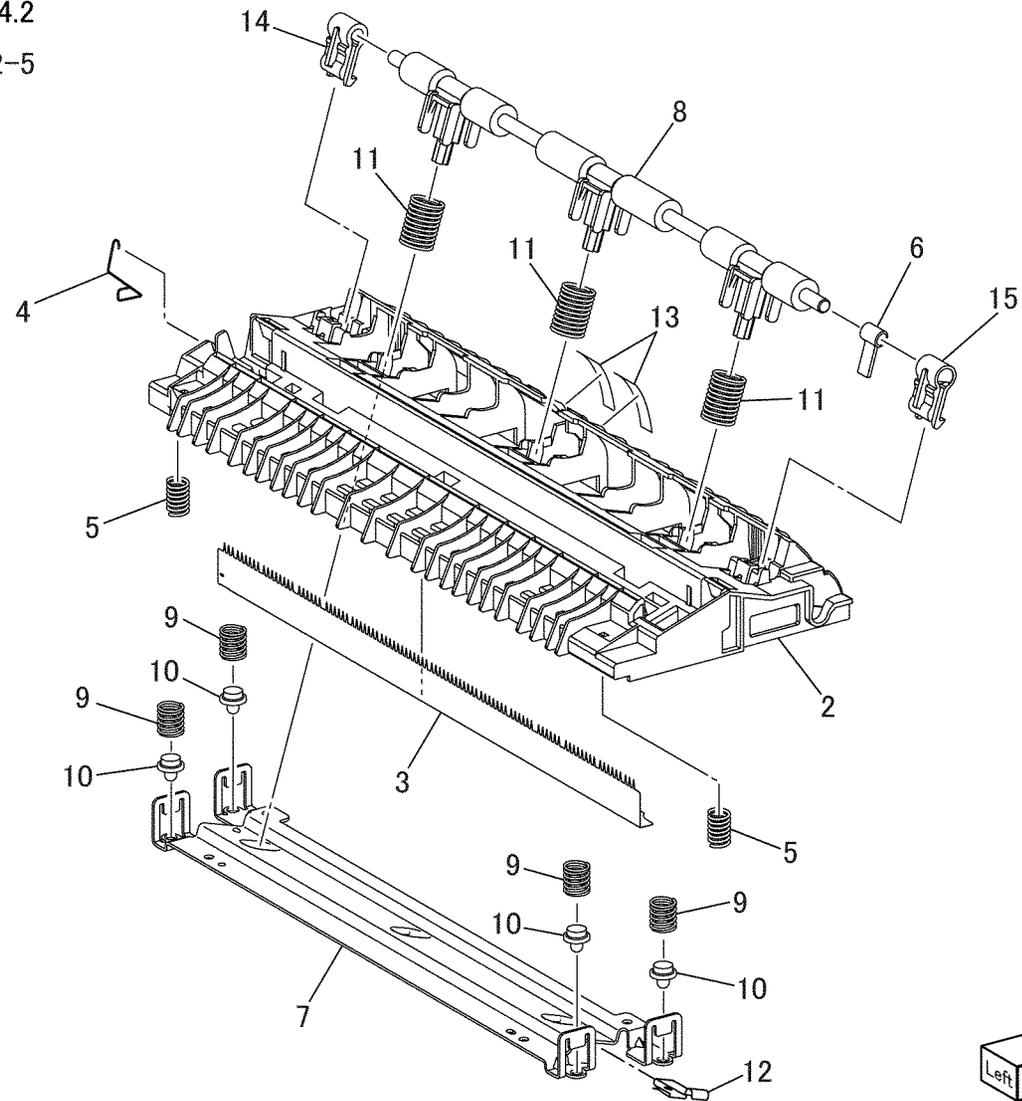


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PL 14.2 L/H Chute Assembly

Item	Part	Description
1	-	BTR Chute Assembly (Not Spared) (Includes Items 2-5)
2	-	BTR Chute (P/O PL 14.2 Item 1)
3	-	Detack Saw (P/O PL 14.2 Item 1)
4	-	DTS Contact Spring (P/O PL 14.2 Item 1)
5	-	Spring (P/O PL 14.2 Item 1)
6	-	Bearing (Not Spared)
7	-	Tie Plate (Not Spared)
8	-	Registration Roll Assembly (Not Spared)
9	-	Spring (Not Spared)
10	-	Guide (Not Spared)
11	-	Pinch Spring (Not Spared)
12	-	Earth Plate (Not Spared)
13	-	Chute Guide (Not Spared)
14	-	Rear Holder (Not Spared)
15	-	Front Holder (Not Spared)

PL14.2
1 {2-5}

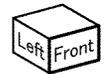
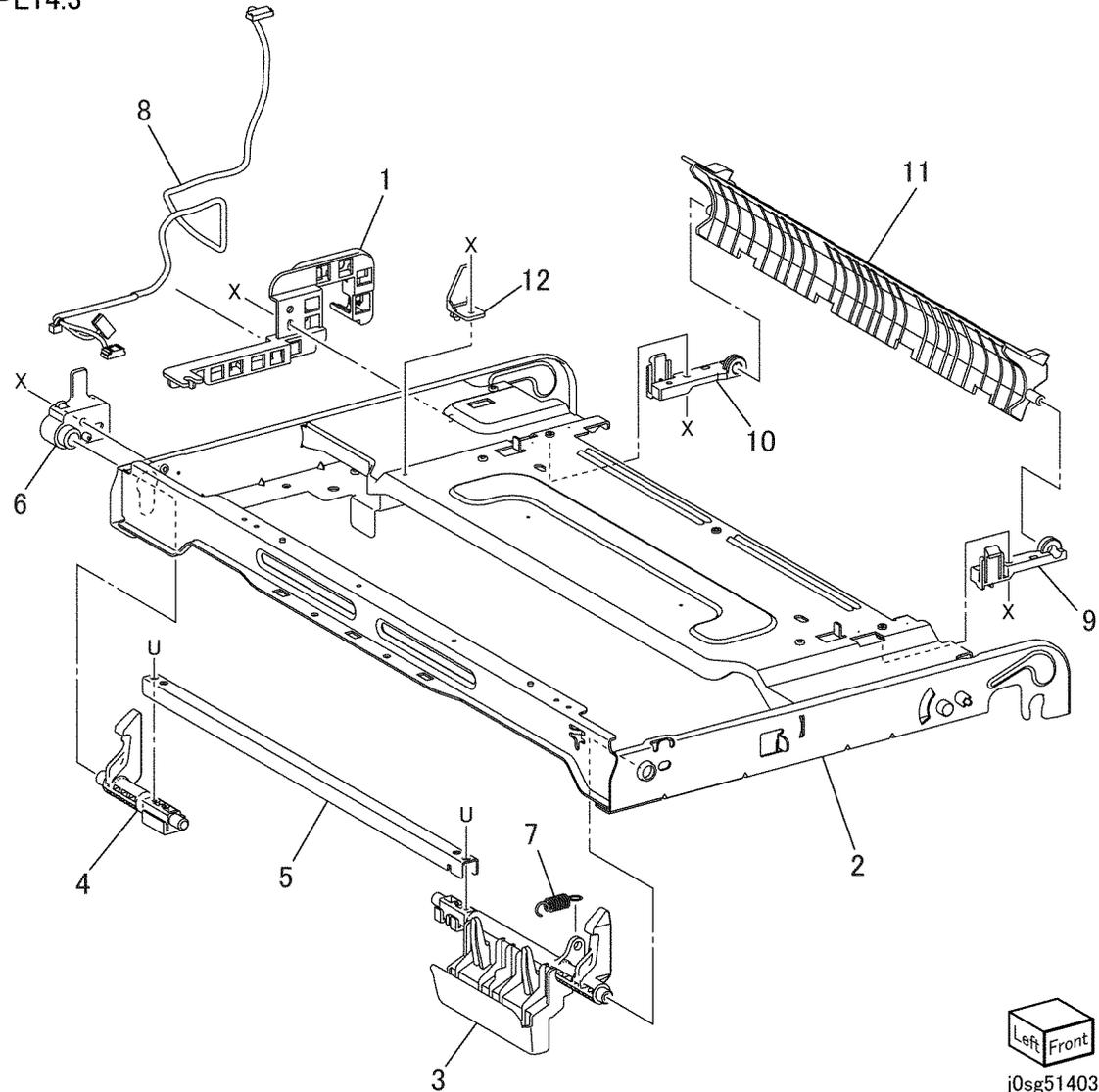


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PL 14.3 L/H Frame Assembly

Item	Part	Description
1	-	Harness Guide (Not Spared)
2	-	L/H Frame (Not Spared)
3	011E25180	Front Latch Lever
4	011E24180	Rear Latch Lever
5	-	Latch Plate (Not Spared)
6	120E33110	Actuator
7	-	Spring (Not Spared)
8	-	Harness (Not Spared)
9	-	Front BTR Chute Lock (Not Spared)
10	-	Rear BTR Chute Lock (Not Spared)
11	-	Duplex Lower Chute (Not Spared)
12	024E04380	CRU Shutter Rod

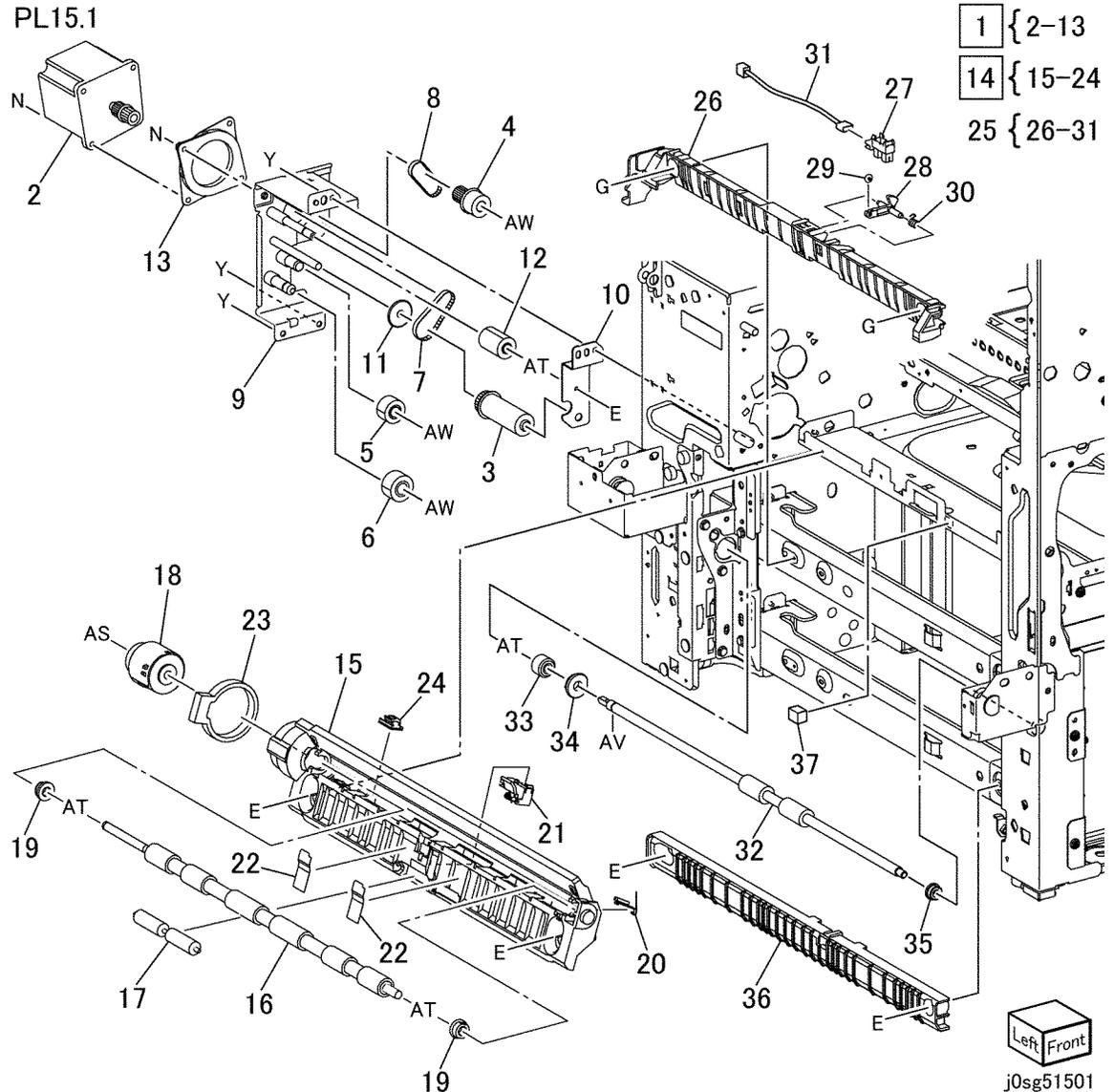
PL14.3



j0sg51403

PL 15.1 Registration (1of2)

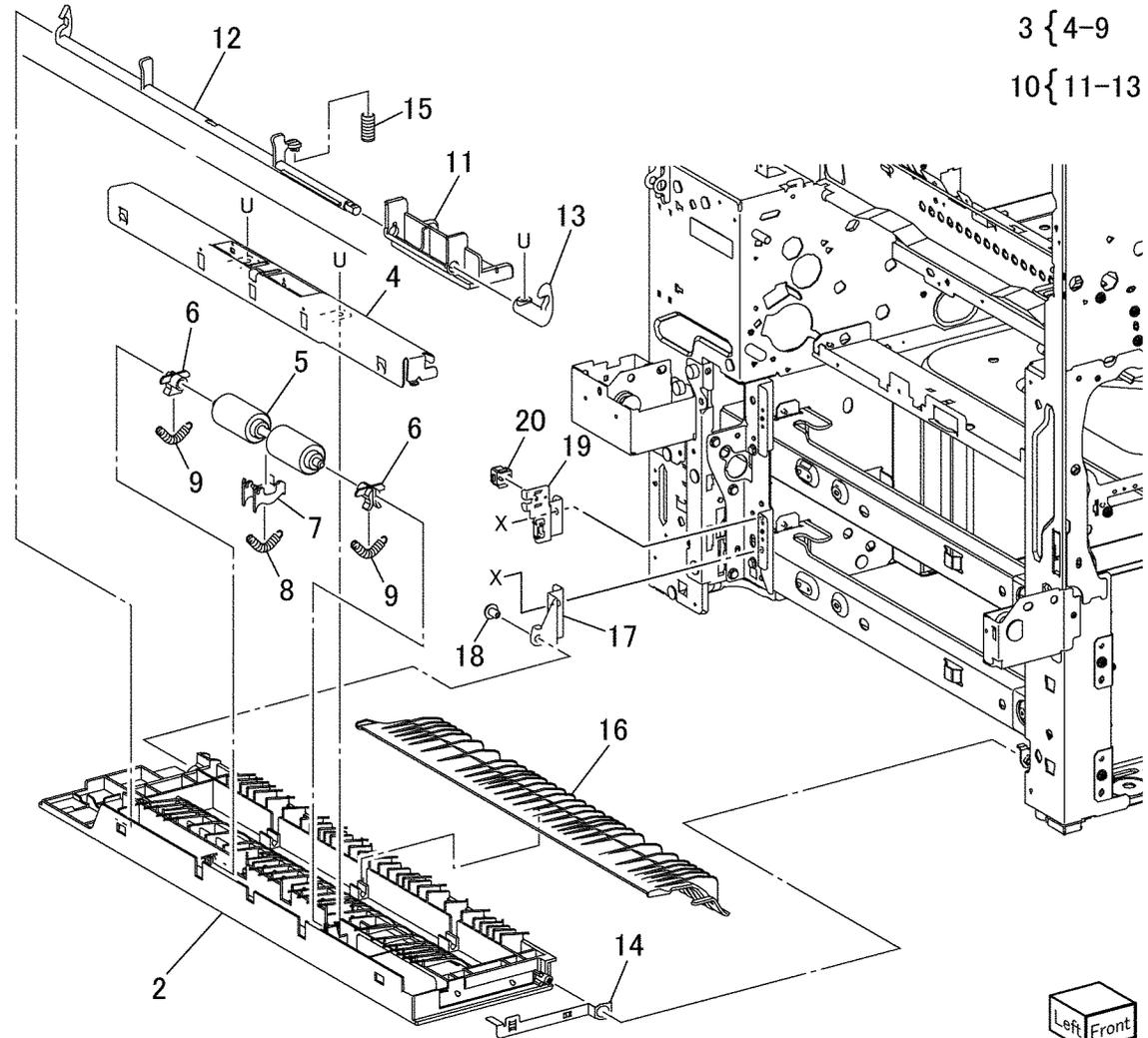
Item	Part	Description
1	127K63910	Takeaway Motor Assembly (Includes Items 2-13) (REP 8.7)
2	-	Takeaway Motor (P/O PL 15.1 Item 1)
3	-	Gear/Pulley (19T/29T) (P/O PL 15.1 Item 1)
4	-	Gear/Pulley (20T/20T) (P/O PL 15.1 Item 1)
5	-	Gear (20T) (P/O PL 15.1 Item 1)
6	-	Gear (23T) (P/O PL 15.1 Item 1)
7	-	Belt (P/O PL 15.1 Item 1)
8	-	Belt (P/O PL 15.1 Item 1)
9	-	Bracket (P/O PL 15.1 Item 1)
10	-	Gear Bracket (P/O PL 15.1 Item 1)
11	-	Collar (P/O PL 15.1 Item 1)
12	-	Gear (19T) (P/O PL 15.1 Item 1)
13	-	Motor Damper (P/O PL 15.1 Item 1)
14	059K71651	Registration Transport Assembly (Includes Items 15-24) (REP 10.12)
15	-	Registration Chute (P/O PL 15.1 Item 14)
16	-	Registration Roll Assembly (P/O PL 15.1 Item 14)
17	-	Idler Roller (P/O PL 15.1 Item 14)
18	121K37450	Registration Clutch Assembly
19	-	Bearing (P/O PL 15.1 Item 14)
20	-	Earth Plate (P/O PL 15.1 Item 14)
21	130K64270	Registration Sensor
22	-	Paper Guide (P/O PL 15.1 Item 14)
23	-	Seal (P/O PL 15.1 Item 14)
24	-	Clamp (P/O PL 15.1 Item 14)
25	054K46431	Takeaway Chute Assembly (Includes Items 26-31)
26	-	Takeaway Chute (P/O PL 15.1 Item 25)
27	930W00113	Feed Out Sensor and Bracket (Includes Items 14, 15)
28	-	Actuator (P/O PL 15.1 Item 25)
29	059E98780	Actuator Roller
30	-	Spring (P/O PL 15.1 Item 25)
31	-	Wire Harness (P/O PL 15.1 Item 25)
32	059K71200	Takeaway Roller 2
33	807E35950	Gear (18T)
34	013E39690	Bearing
35	-	Bearing (Not Spared)
36	054E46260	Lower Chute
37	-	Block (Not Spared)



PL 15.2 Registration (2of2)

Item	Part	Description
1	848K47660	Left Lower Chute Cover Assembly (Includes Items 2-16)
2	-	Left Lower Chute Cover (P/O PL 15.2 Item 1)
3	-	L/H Bracket Assembly (P/O PL 15.2 Item 1) (Includes Items 4-9)
4	-	L/H Lower Chute (P/O PL 15.2 Item 3)
5	-	Pinch Roller (P/O PL 15.2 Item 3)
6	-	Bearing (P/O PL 15.2 Item 3)
7	-	Bearing (P/O PL 15.2 Item 3)
8	-	Spring (P/O PL 15.2 Item 3)
9	-	Spring (P/O PL 15.2 Item 3)
10	-	L/H Lower Handle Assembly (P/O PL 15.2 Item 1) (Includes Items 11-13)
11	-	L/H Lower Handle (P/O PL 15.2 Item 10)
12	-	Shaft (P/O PL 15.2 Item 10)
13	-	Front Hook (P/O PL 15.2 Item 10)
14	-	Earth Plate (P/O PL 15.2 Item 1)
15	-	Spring (P/O PL 15.2 Item 1)
16	-	L/H Lower Inner Chute (P/O PL 15.2 Item 1)
17	-	Bracket (Not Spared)
18	-	Rivet (Not Spared)
19	-	Bracket (Not Spared)
20	110E11580	L/H Lower Cover Interlock Switch

PL15.2



1 { 2-16

3 { 4-9

10 { 11-13

Left Front

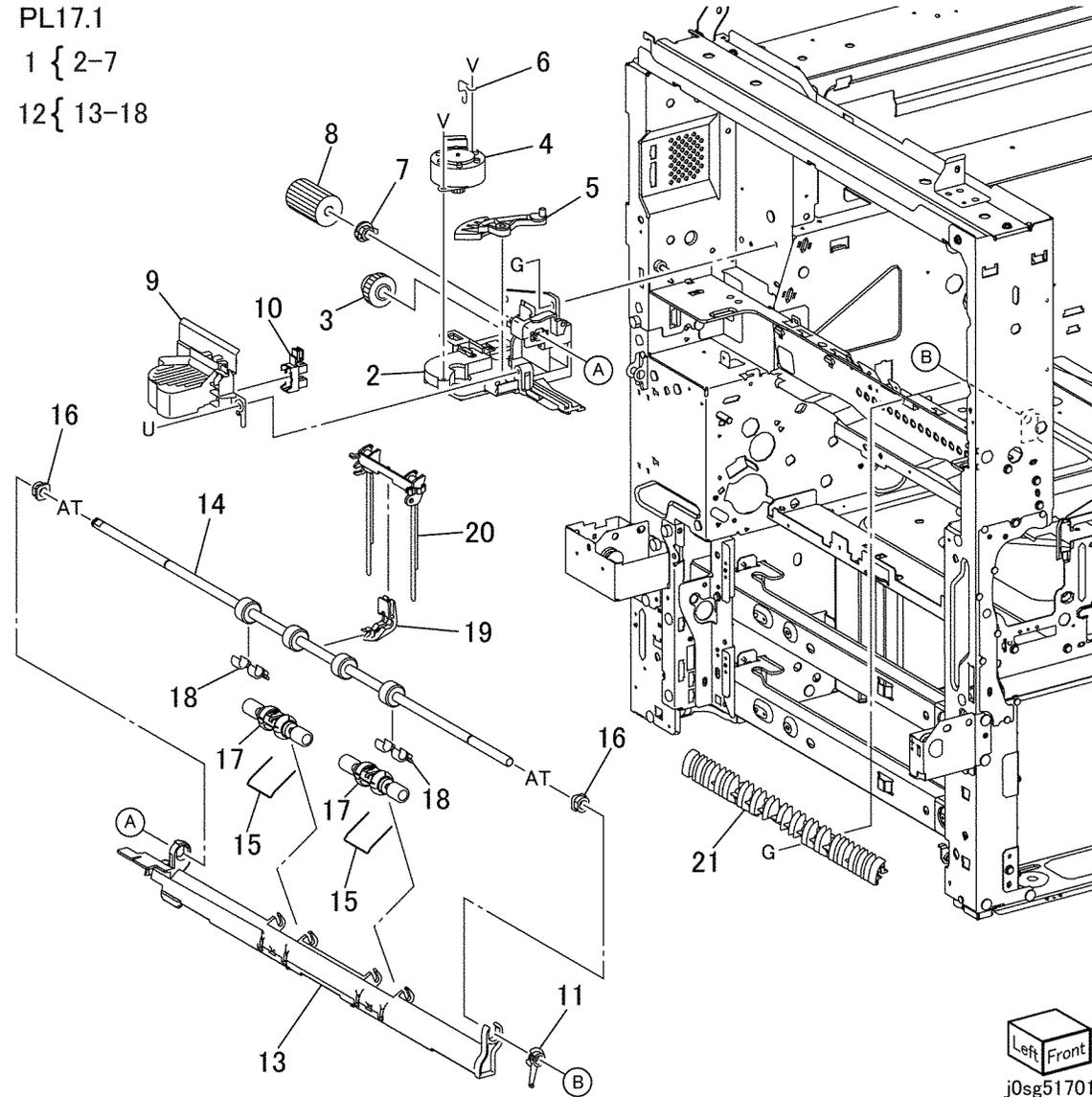
j0sg51502

PL 17.1 Exit 1

Item	Part	Description
1	801K47080	Exit 1 Base Assembly (Includes Items 2-7)
2	-	Exit 1 Base (P/O PL 17.1 Item 1)
3	-	Exit 1 Gear (P/O PL 17.1 Item 1)
4	127K52280	Offset Motor (REP 10.10)
5	-	Offset Gear (P/O PL 17.1 Item 1)
6	-	Earth Spring (P/O PL 17.1 Item 1)
7	-	Bearing (P/O PL 17.1 Item 1)
8	807E35890	Gear (21T)
9	-	Motor Cover (Not Spared)
10	930W00113	OCT Home Position Sensor (REP 10.11)
11	013E33410	Bearing
12	054K46000	OCT Chute Assembly (Includes Items 13-18)
13	-	OCT Chute (P/O PL 17.1 Item 12)
14	-	OCT Roller (P/O PL 17.1 Item 12)
15	-	Pinch Spring (P/O PL 17.1 Item 12)
16	413W11660	Bearing
17	-	Exit Roller (P/O PL 17.1 Item 12)
18	055E57522	Exit Guard
19	055E58970	Paper Weight Guard
20	036K92030	Paper Weight
21	-	Lower OCT Chute (Not Spared)

PL17.1

1 { 2-7
12 { 13-18

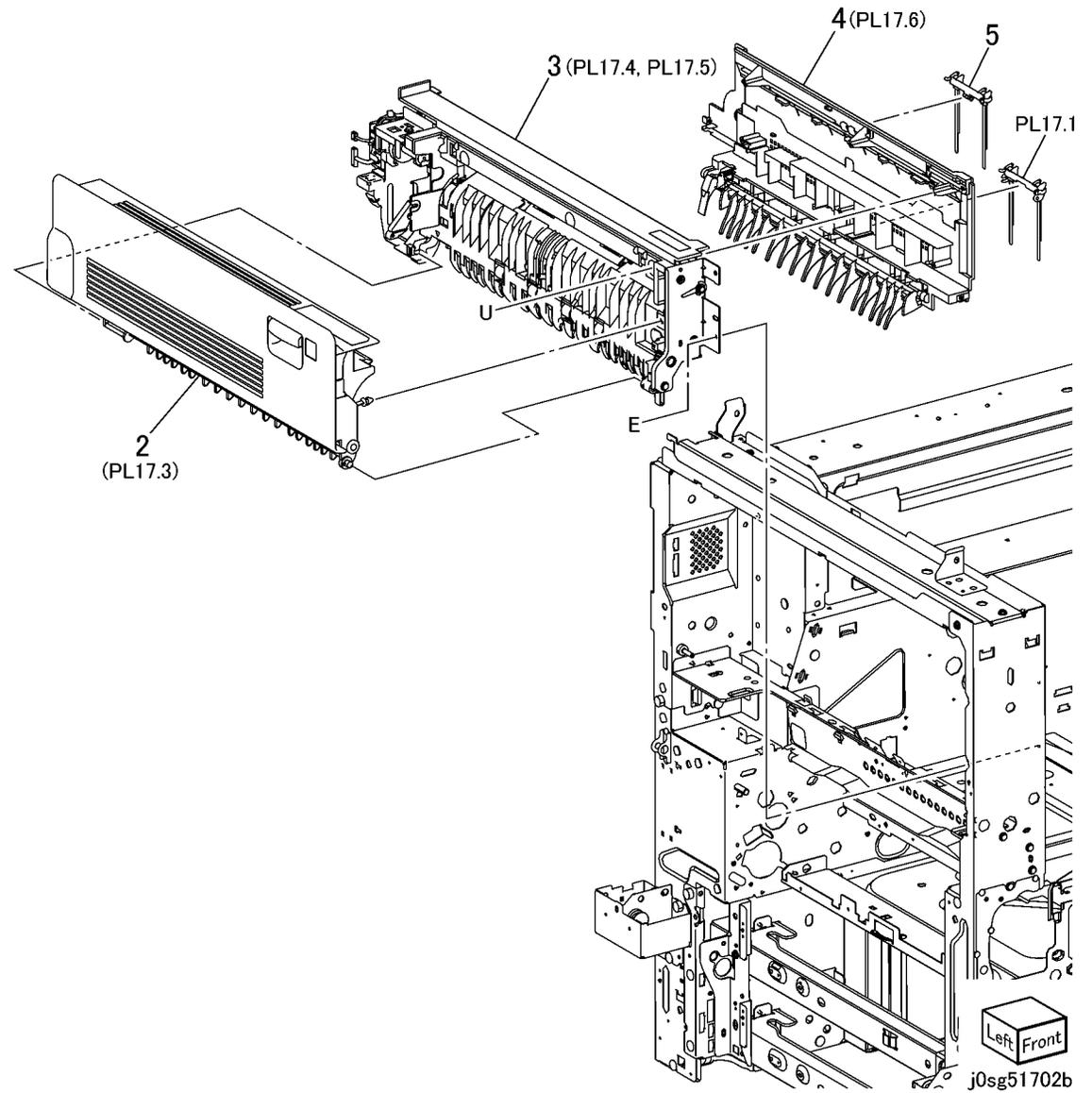


Left Front
j0sg51701

PL 17.2 Exit 2

Item	Part	Description
1	059K71290	Left Upper Cover
2	–	Exit 2 Chute Assembly (REF: PL 17.3)
3	–	Exit 2 Transport and Bracket Assemblies (REF: PL 17.4, PL 17.5)
4	038K20750	Exit 2 Guide Assembly (REF: PL 17.6) (REP 10.5)
5	036K92050	Paper Weight

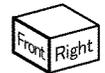
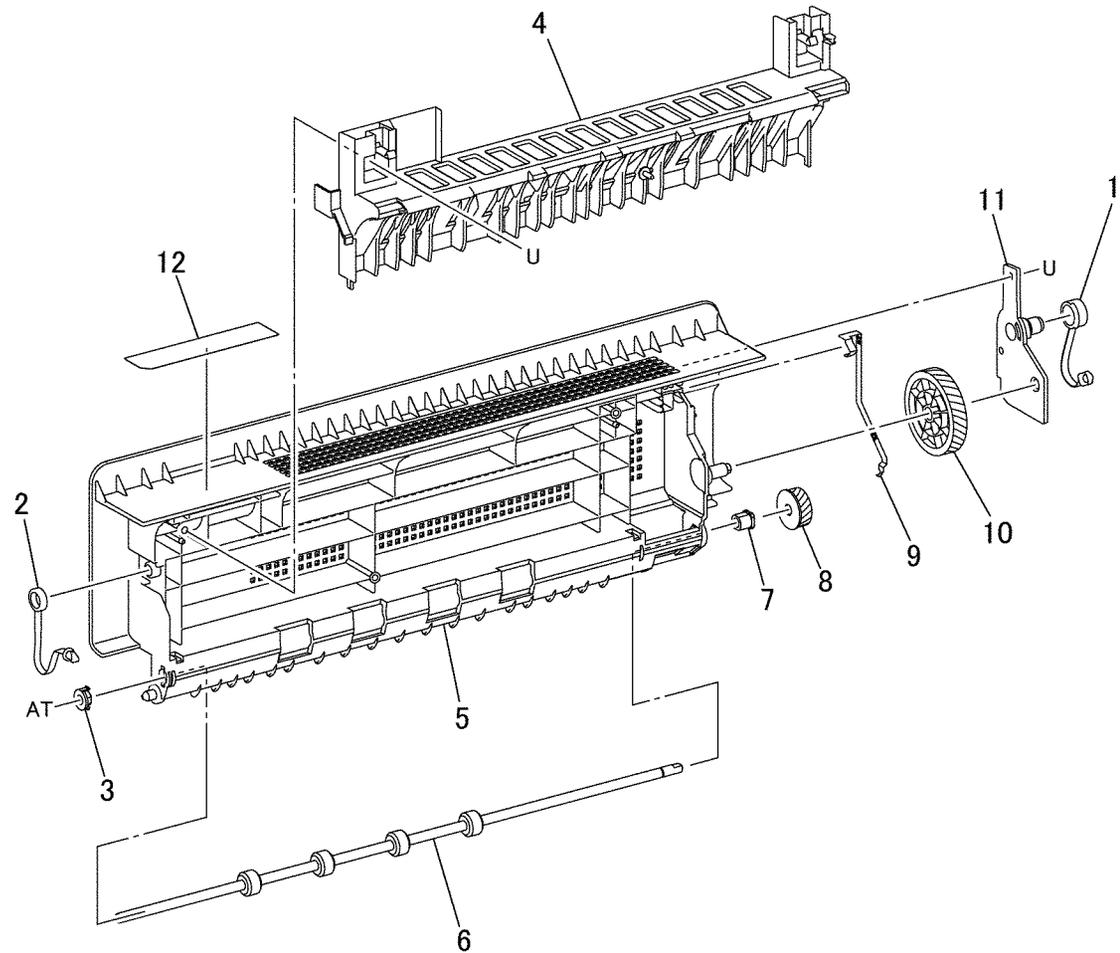
PL17.2
1 { 2-4



PL 17.3 Exit 2 Chute Assembly

Item	Part	Description
1	003E75360	Exit 2 Rear Stopper
2	003E76760	Exit 2 Front Stopper
3	-	Bearing (Not Spared)
4	-	Exit 2 Chute (Not Spared)
5	-	L/H High Chute (Not Spared)
6	059K53741	Inverter Roller
7	-	Sleeve Bearing (Not Spared)
8	-	Gear (22T) (Not Spared)
9	-	Earth Plate (Not Spared)
10	-	Gear (52T) (Not Spared)
11	-	Gear Cover (Not Spared)
12	-	Caution Label (Not Spared)

PL17.3

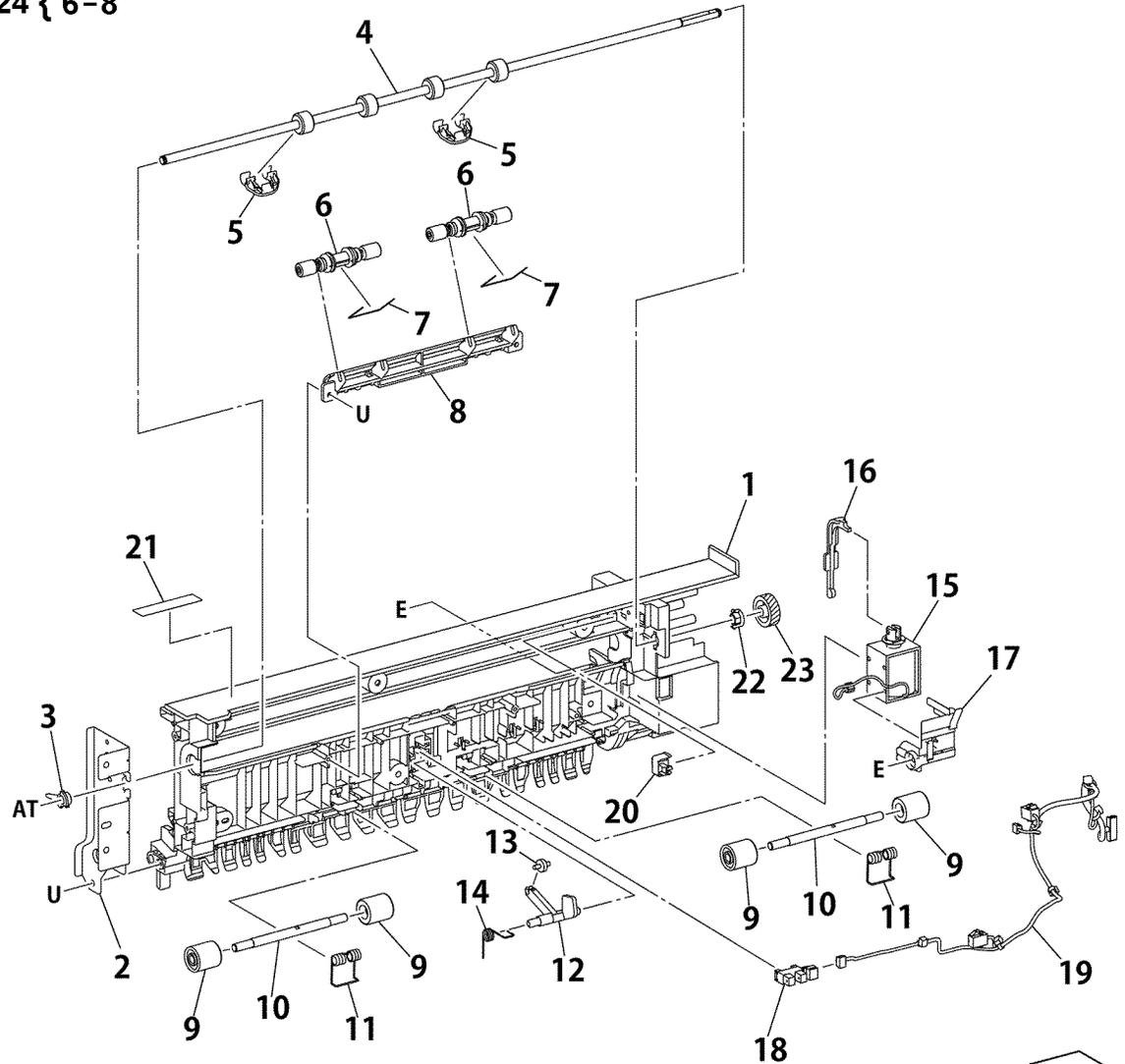


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PL 17.4 Exit 2 Transport Assembly (1of2)

Item	Part	Description
1	-	Lower 2 Chute (Not Spared) (REP 10.5)
2	-	Bracket (Not Spared)
3	013E33410	Bearing
4	059K66230	Exit 2 Roller
5	055E57522	Exit Guard
6	-	Exit Pinch Roller (P/O PL 17.4 Item 24)
7	-	Exit Pinch Spring (P/O PL 17.4 Item 24)
8	-	Exit Chute (P/O PL 17.4 Item 24)
9	-	Inverter Pinch Roll (Not Spared)
10	-	Inverter Pinch Shaft (Not Spared)
11	809E75460	Spring
12	120E29430	Actuator
13	059E98780	Actuator Roller
14	809E37332	Spring
15	921W11601	Exit Gate Solenoid (REP 10.7)
16	-	Exit Gate Link (Not Spared)
17	-	Solenoid Cover (Not Spared)
18	930W00123	Exit 2 Sensor (REP 10.7)
19	-	Wire Harness (Not Spared)
20	110E11580	L/H High Chute Interlock Switch
21	-	Label (Not Spared)
22	-	Bearing (Not Spared)
23	807E31000	Gear 22T
24	059K73820	Exit Pinch Roll Assembly (Includes Items 6-8)

PL17.4 24 { 6-8

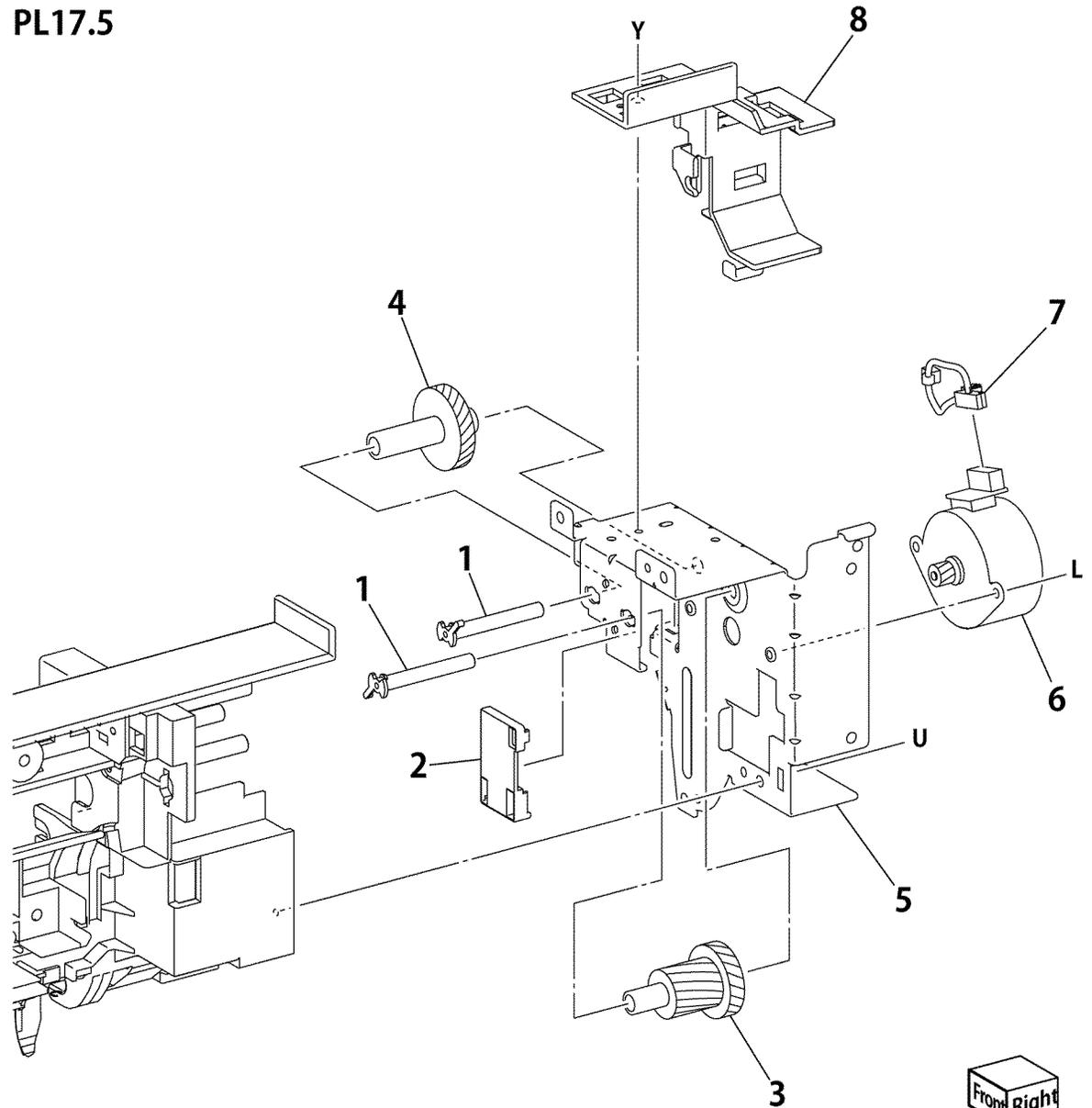


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PL 17.5 Exit 2 Bracket Rear Assembly

Item	Part	Description
1	-	Gear Shaft (Not Spared)
2	-	Shaft Cover (Not Spared)
3	-	Gear (16T/48T) (Not Spared)
4	-	Gear (28T) (Not Spared)
5	-	Rear Bracket (Not Spared)
6	127K58400	Exit 2 Motor (REP 10.9)
7	-	Wire Harness (Not Spared)
8	-	Rear Cover (Not Spared)

PL17.5



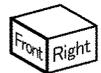
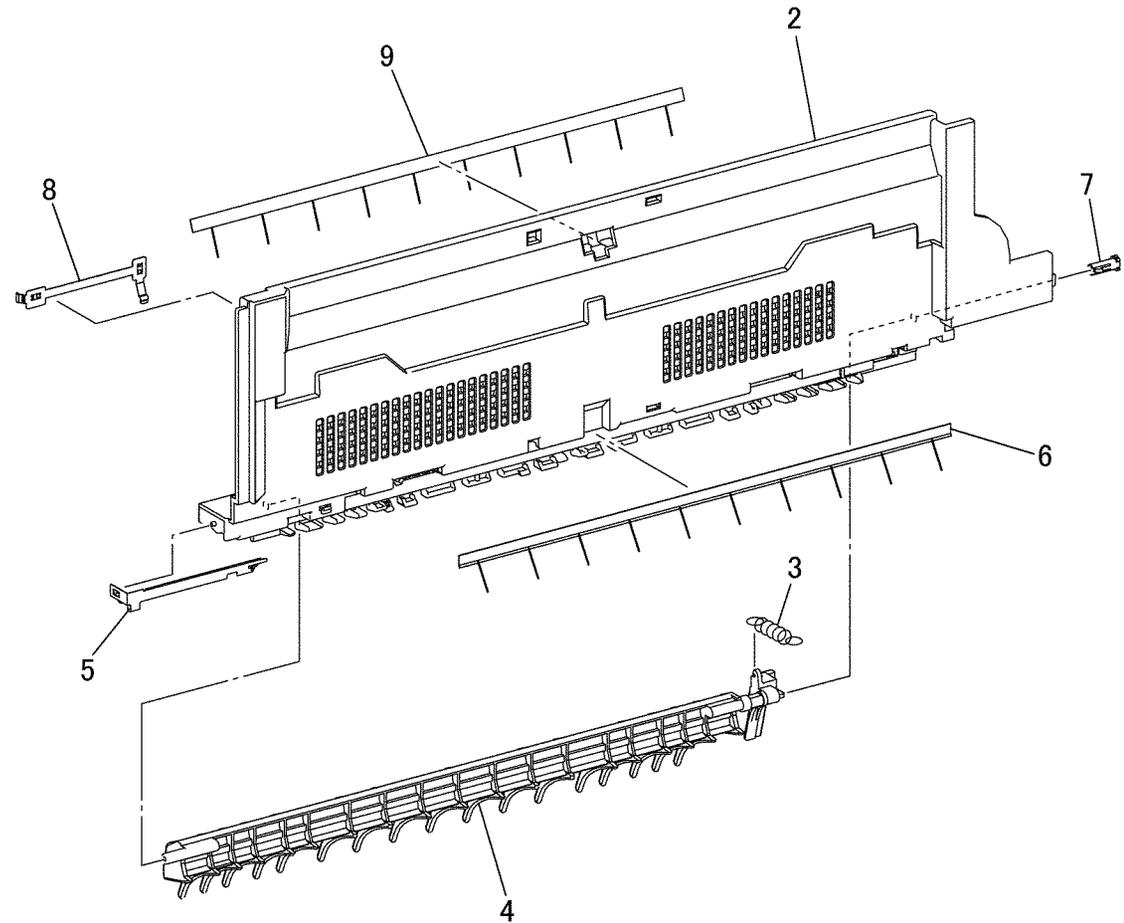
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PL 17.6 Exit 2 Guide Assembly (2of2)

Item	Part	Description
1	038K20750	Exit2 Guide Assembly (Includes Items 2-4)
2	-	Tray Guide (P/O PL 17.6 Item 1)
3	-	Gate Spring (P/O PL 17.6 Item 1)
4	-	Exit Gate (P/O PL 17.6 Item 1)
5	-	Earth Plate (Not Spared)
6	-	Exit Eliminator (Not Spared)
7	-	Gate Stopper (Not Spared)
8	-	Exit 2 Earth Plate (Not Spared)
9	-	Exit Eliminator (Not Spared)

PL17.6

1 { 2-4

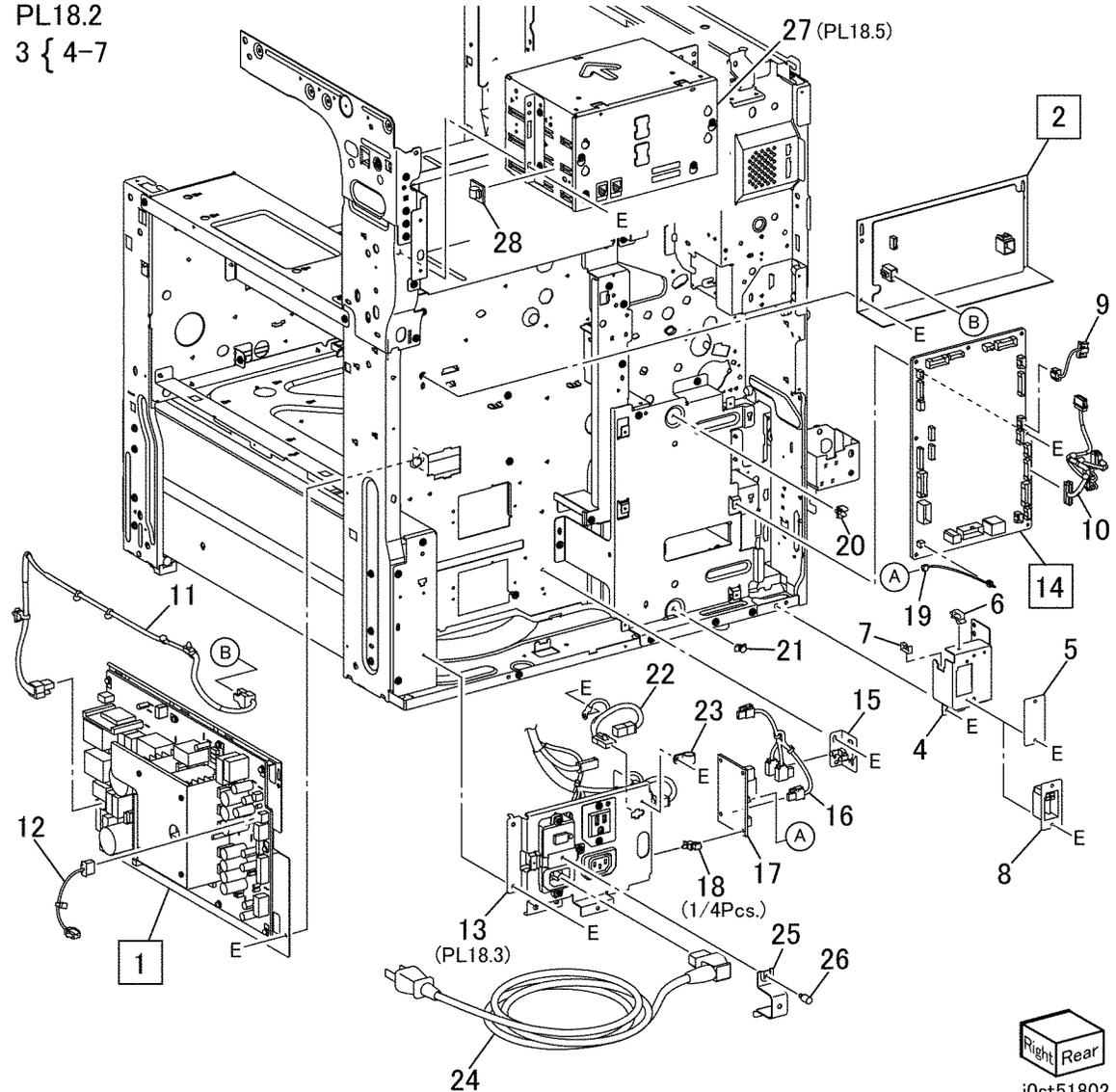


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PL 18.2 Electrical (2of2)

Item	Part	Description
1	105E19980	Main LVPS (REP 3.6)
2	105E17480	AC Drive PWB (110-240V) (REP 3.4)
3	–	HCF Chassis Assembly (Not Spared) (Includes Items 4-7)
4	–	Connector Bracket (P/O PL 18.2 Item 3)
5	–	Blind Plate (P/O PL 18.2 Item 3)
6	920W01210	Clamp
7	–	Edge Bush (P/O PL 18.2 Item 3)
8	–	HCF Harness (HCF: Option) (Not Spared)
9	–	T/M Motor Harness (Not Spared)
10	–	Feeder Harness (Not Spared)
11	–	Fusing Unit Harness (Not Spared)
12	–	LVPS Harness (Not Spared)
13	–	AC Chassis (REF: PL 18.3) (FX, FXTW)
14	960K54911	MCU PWB (REP 3.5)
15	–	(Not Spared)
16	–	(Not Spared)
17	–	(Not Spared)
18	–	PWB Support (Not Spared)
19	–	Relay PWB Harness Assembly (Not Spared)
20	–	PWB Support (Not Spared)
21	–	PWB Support (Not Spared)
22	–	Harness (Not Spared)
23	–	Clamp (Not Spared)
24	917W03002	Power Cord (110V/15A)
–	917W03102	Power Cord (220V)
25	–	Stopper Bracket (Not Spared)
26	–	Thumb Screw (Not Spared)
27	–	Fax Chassis Assembly (REF: PL 18.5)
28	–	Clamp (Not Spared)
29	–	Screw (Not Spared)

PL18.2
3 { 4-7



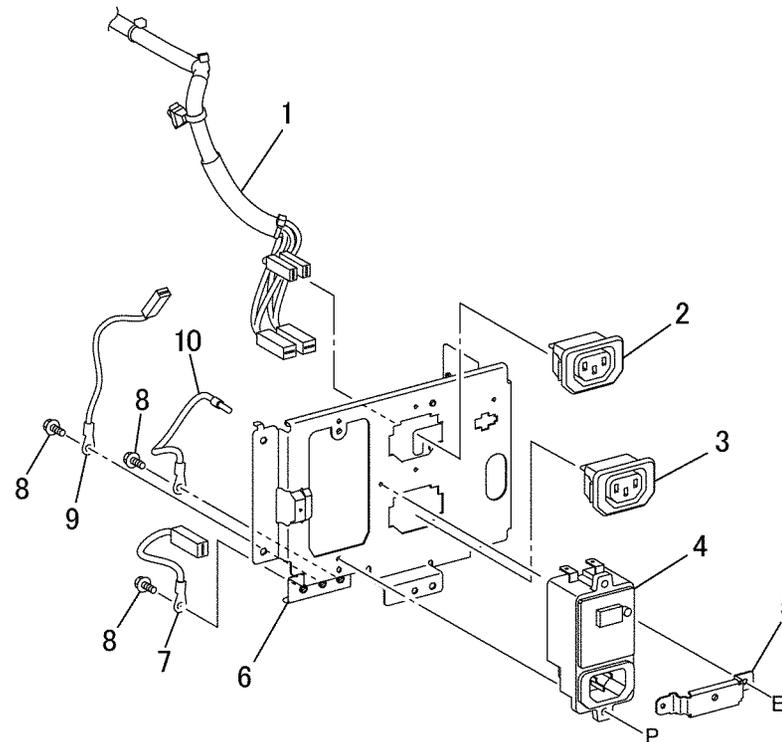
Right Rear
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PL 18.3 AC Chassis Assembly

Item	Part	Description
1	—	AC Out Harness Assembly (P/O PL 18.3 Item 11)
2	—	Outlet (P/O PL 18.3 Item 11)
3	—	Outlet (P/O PL 18.3 Item 11)
4	—	Inlet GFI Breaker (P/O PL 18.3 Item 11)
5	—	GFI Connector Bracket (P/O PL 18.3 Item 11)
6	—	AC Chassis (P/O PL 18.3 Item 11)
7	—	Wire Assembly 1 (P/O PL 18.3 Item 11)
8	—	Screw (P/O PL 18.3 Item 11)
9	—	Wire Assembly 4 (P/O PL 18.3 Item 11)
10	—	Wire Assembly 2 (P/O PL 18.3 Item 11)
11	101K62410	AC Chassis Assembly (110-240V) (Includes Items 1-10)

PL18.3

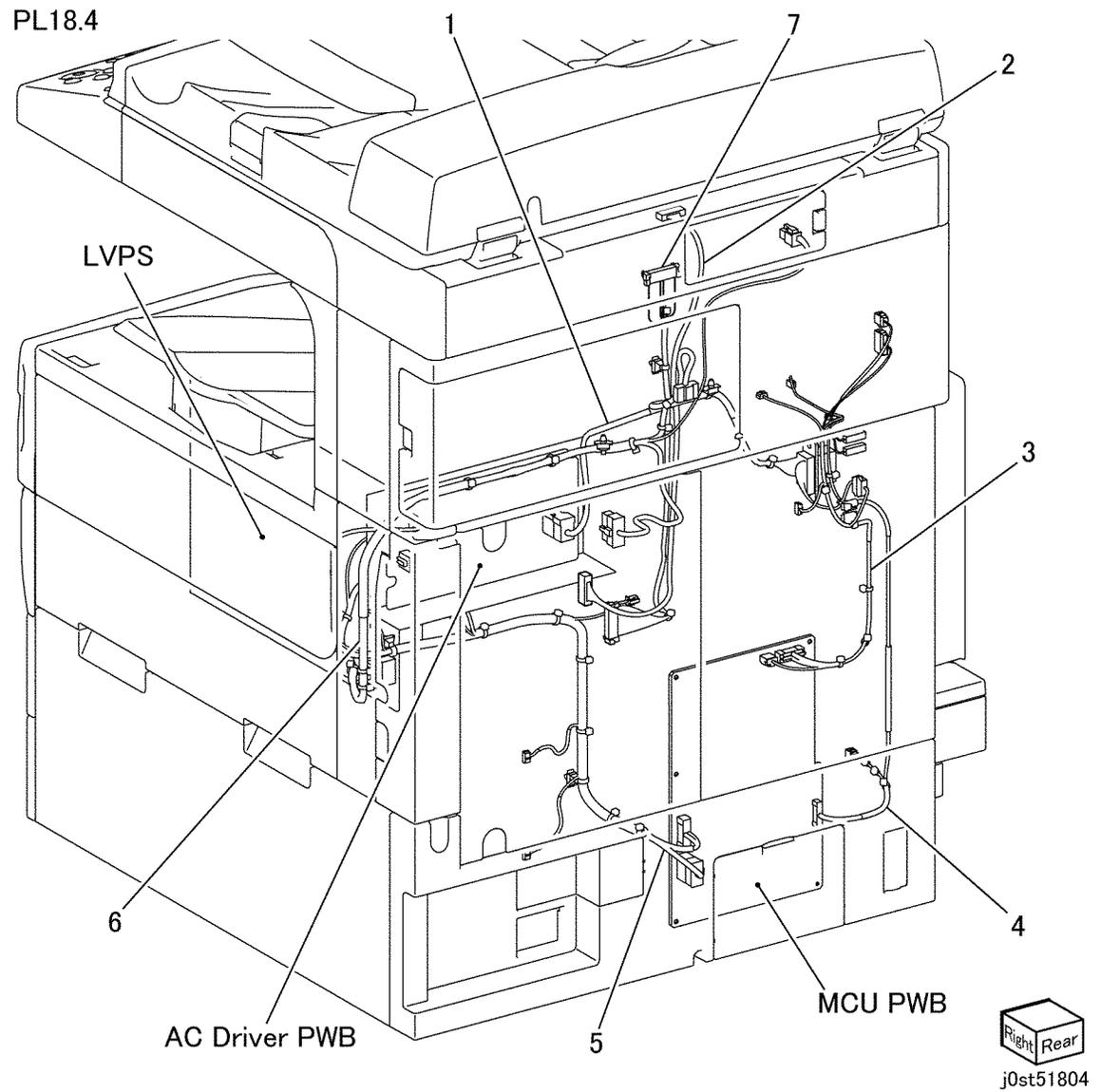
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PL 18.4 IOT Wire Harness

Item	Part	Description
1	-	AC Fusing Harness (Not Spared)
2	-	IIT-ESS I/O Cable (Not Spared)
3	-	L/H Main Harness (Not Spared)
4	-	Harness (Not Spared)
5	-	DC Power Harness 1 (Not Spared)
6	-	DC Power Harness 2 (Not Spared)
7	-	IIT-ESS Video Cable (Not Spared)

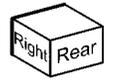
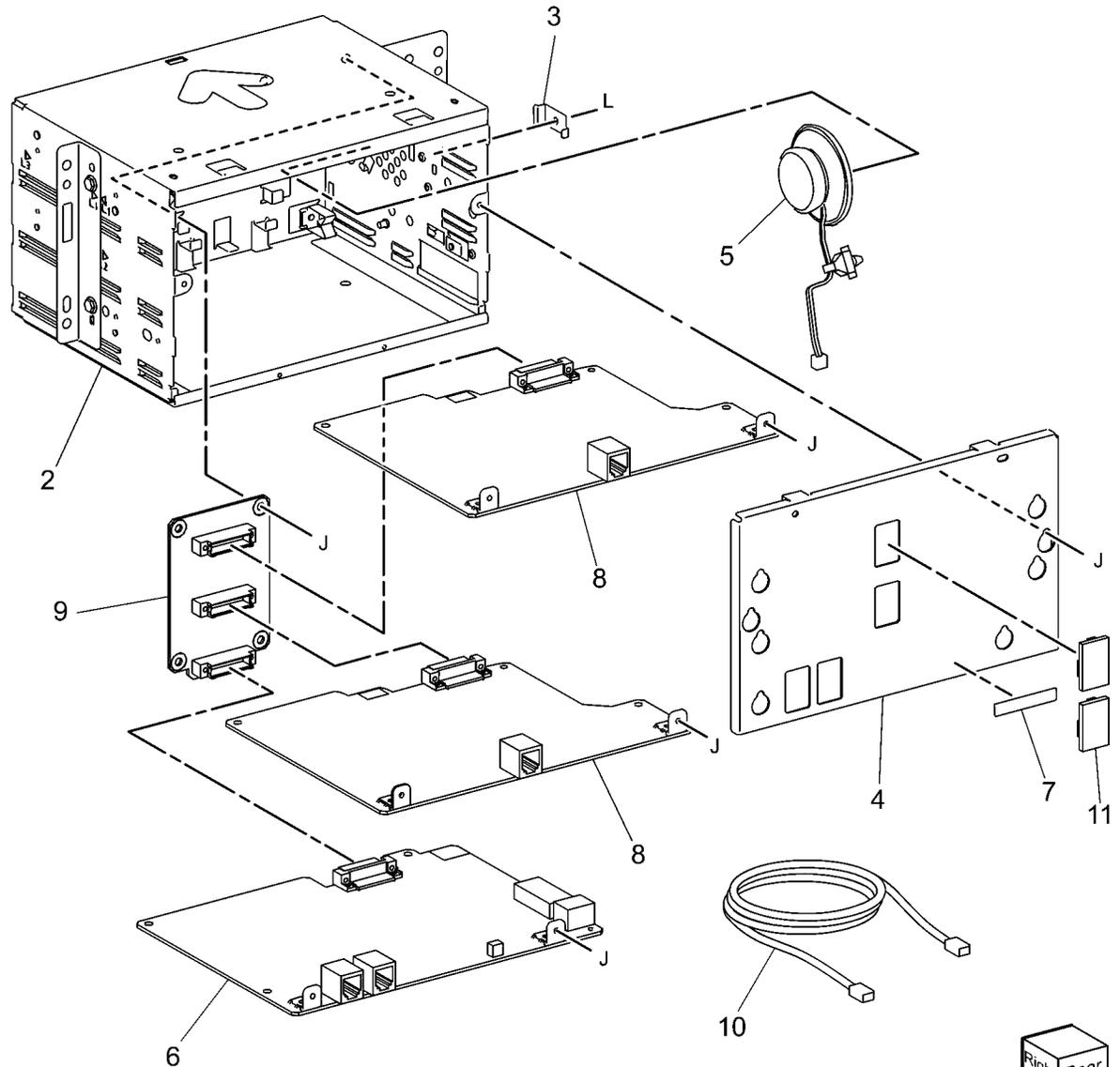


PL 18.5 FAX Unit

Item	Part	Description
1	-	Fax Box Assembly (Not Spared)
2	-	Fax Box (P/O PL 18.5 Item 1)
3	-	Bracket (P/O PL 18.5 Item 1)
4	-	Cover (P/O PL 18.5 Item 1)
5	130K73070	Speaker
6	960K56901	Fax PWB (XC) (XC)
-	960K56911	Fax PWB (XE)
-	960K56921	Fax PWB (Argentina/Brazil/India)
7	-	Label (P/O PL 18.5 Item 1)
8	960K61730	G3 PWB (XE)
-	960K61720	G3 PWB (XC)
9	960K39720	Riser PWB
10	117K39110	USB Cable
11	-	Cover (Not Spared)

PL 18.5

1 { 2-7



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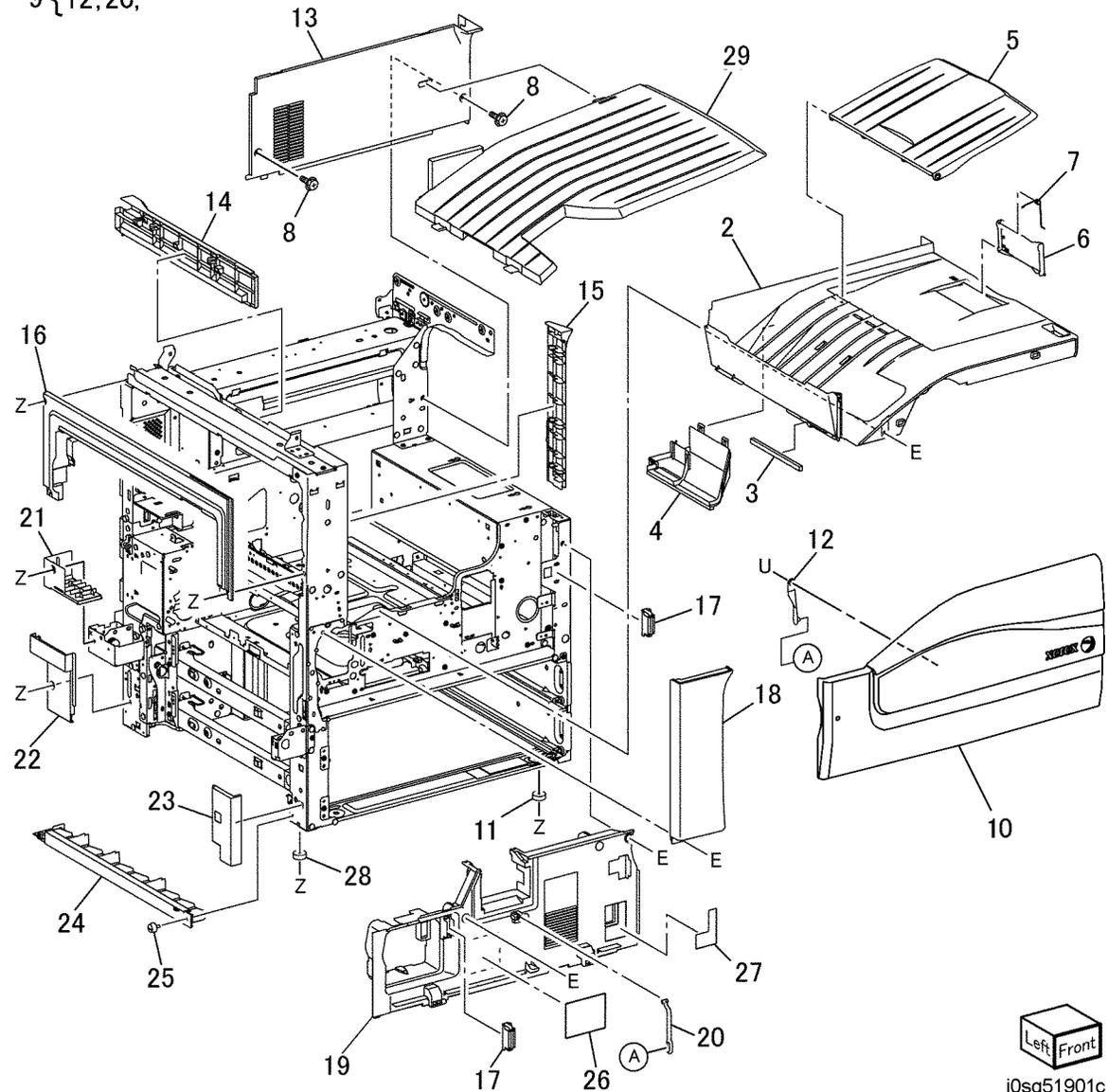
PL 19.1 Cover-Front, Left

Item	Part	Description
1	848K46920	Top Cover Assembly (Includes Item 2-7)
2	—	Top Cover (P/O PL 19.1 Item 1)
3	—	Seal (P/O PL 19.1 Item 1)
4	—	Duct Cover Assembly (P/O PL 19.1 Item 1)
5	—	Add Tray (P/O PL 19.1 Item 1)
6	—	Stopper (P/O PL 19.1 Item 1)
7	—	Torsion Spring (P/O PL 19.1 Item 1)
8	—	Tapping Screw (Not Spared)
9	604K68230	Strip A & B Kit (Includes Items 12, 20)
10	848K59370	Front Cover Assembly
11	—	Front Right Foot (Not Spared)
12	—	Upper Stopper (P/O PL 19.1 Item 9)
13	—	Top Rear Cover (Not Spared)
14	—	Exit 2 Upper Cover (Not Spared)
15	—	Exit Front Cover (Not Spared)
16	—	Left Upper Cover (Not Spared)
17	121E21331	Catch Magnet
18	—	Front Left Cover (Not Spared)
19	848E62182	Inner Cover
20	—	Lower Stopper (P/O PL 19.1 Item 9)
21	—	Left Rear Cover (Not Spared)
22	—	Left Rear Lower Cover (Not Spared)
23	—	Left Front Lower Cover (Not Spared)
24	—	Left Lower Cover (Not Spared) (APO/GCO)
25	026K81200	Thumb Screw
26	—	CRU INST Label (Not Spared)
27	—	SW ELabel (Not Spared)
28	—	Front Left Foot (Not Spared)
29	050E27371	Exit 2 Tray

PL 19.1

1 { 2-7

9 { 12, 20,



Left Front

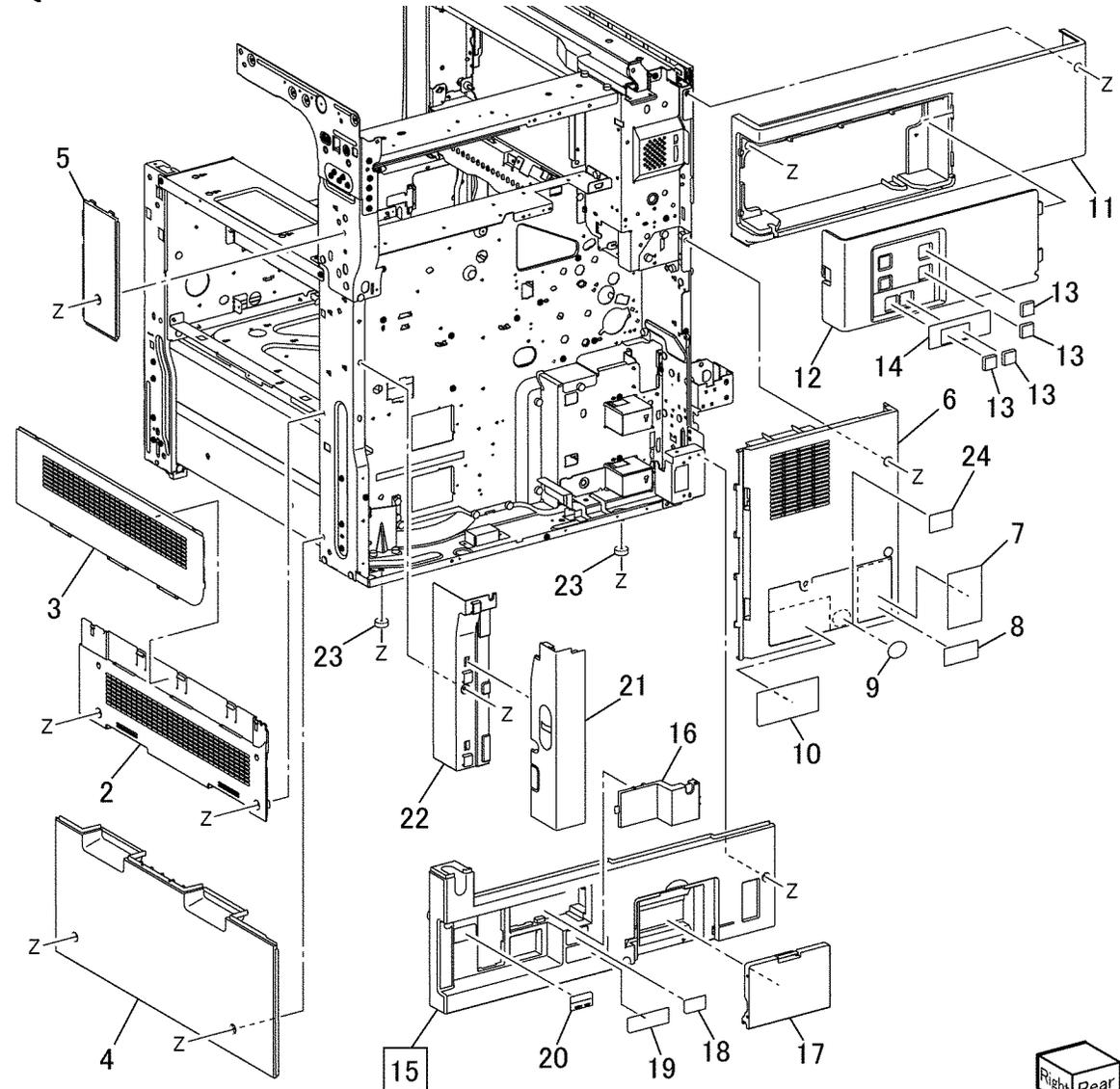
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PL 19.2 Cover-Rear, Right

Item	Part	Description
1	-	Right Upper Cover Assembly (Not Spared) (Includes Item 2, 3)
2	-	Right Cover 1 (P/O PL 19.2 Item 1)
3	-	Right Cover 2 (P/O PL 19.2 Item 1)
4	-	Right Lower Cover (Not Spared)
5	-	Right Rear Upper Cover (Not Spared)
6	-	Rear Middle Cover (Not Spared)
7	-	Energy Label (Not Spared)
8	-	AP Indonesia Label (Not Spared)
9	-	CCC Label (Not Spared)
10	-	Data Plate (Not Spared)
11	-	Rear Upper Cover (Not Spared)
12	-	Fax Cover (Not Spared)
13	-	Blind Fax Cover (Not Spared)
14	-	Connector Fax Label (Not Spared)
15	-	Rear Lower Cover (Not Spared)
16	-	EPSV Cover (Not Spared)
17	-	Connector Cover (Not Spared)
18	-	Outlet Label (Not Spared)
19	-	Earth Label (Not Spared)
20	-	GFI Label (Not Spared)
21	-	ESS Cap Cover (Not Spared)
22	-	ESS Right Cover (Not Spared)
23	-	Rear Foot (Not Spared)
24	-	Fax Label (Not Spared)

PL 19.2

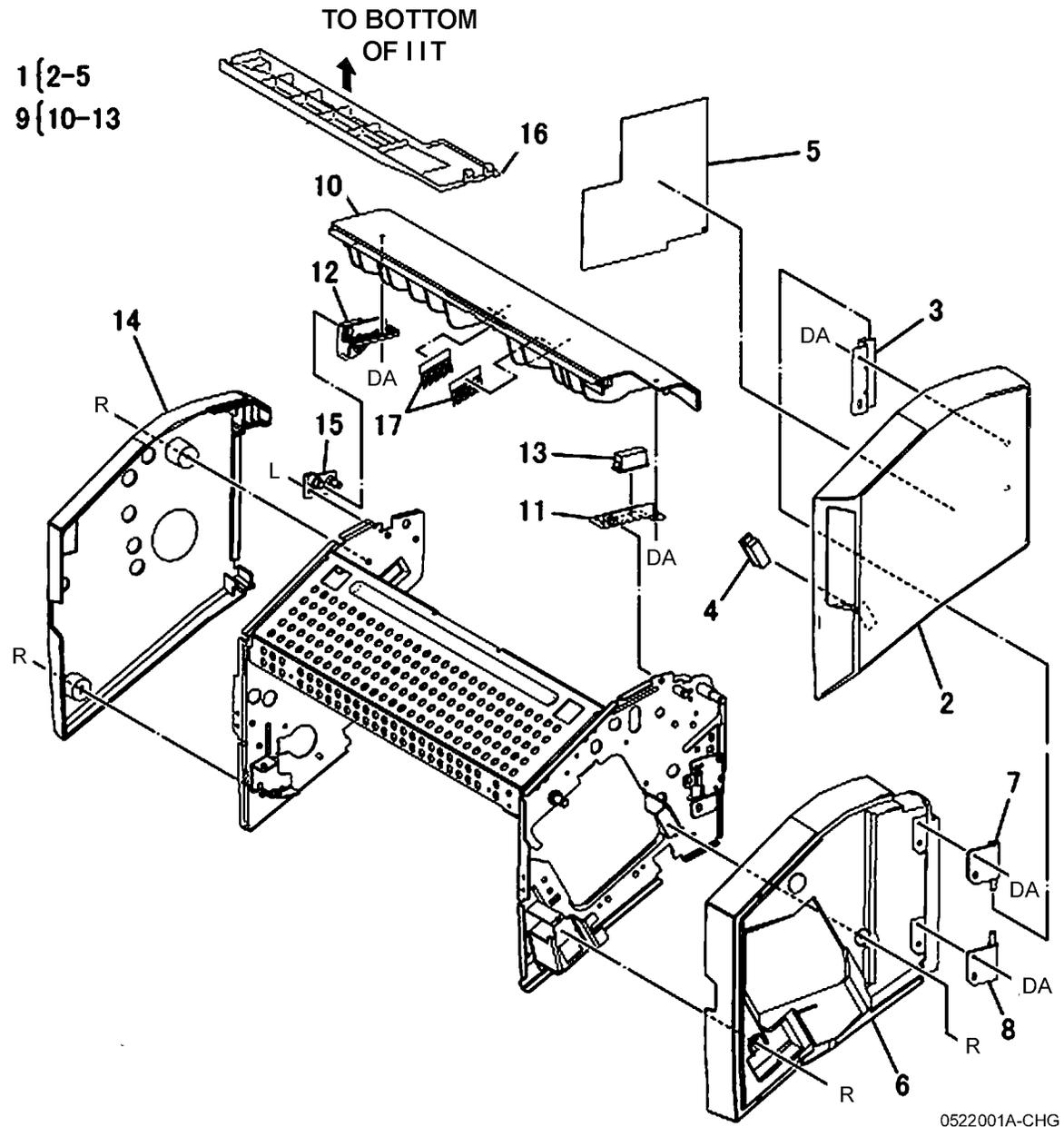
1 { 2,3



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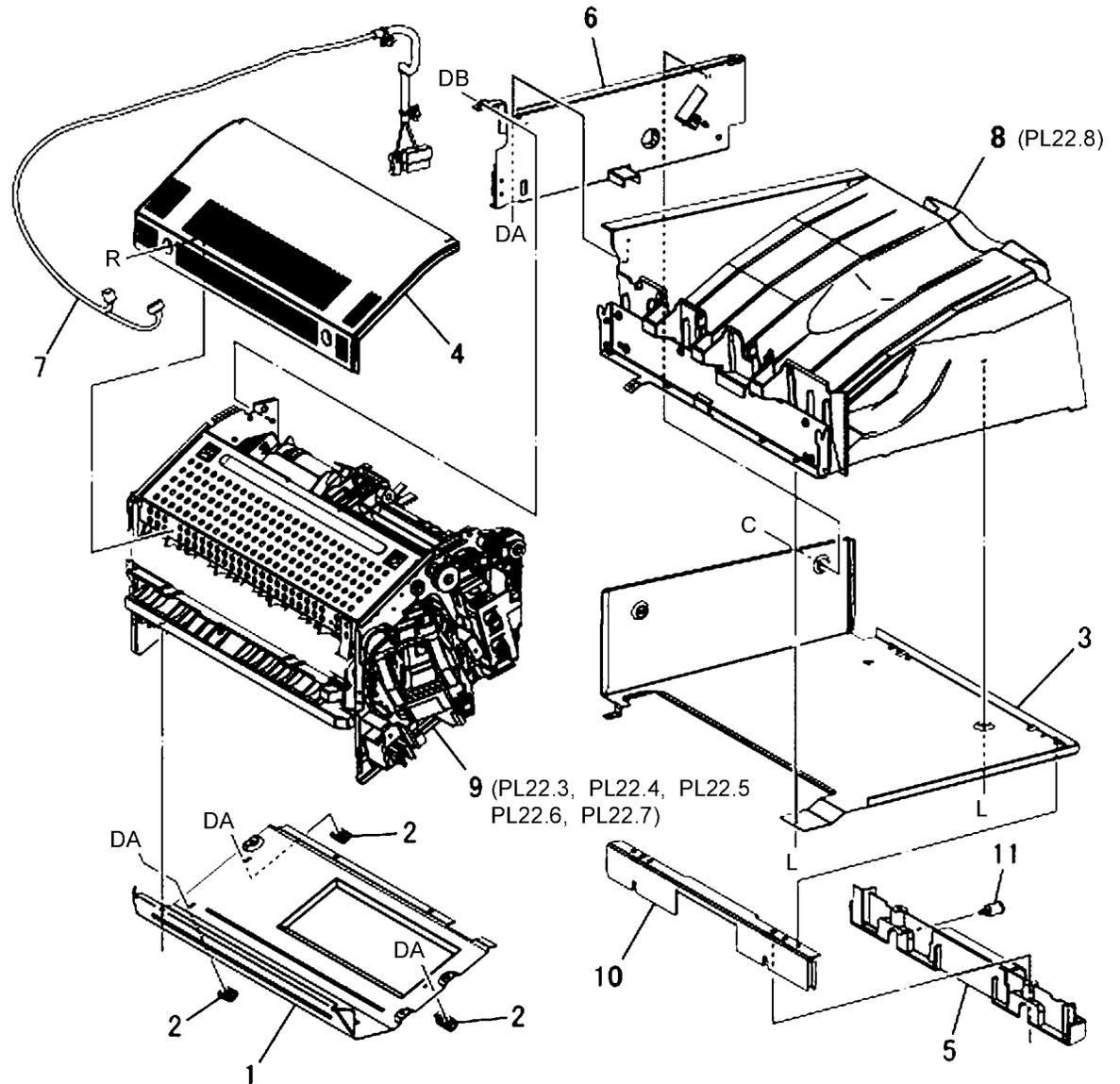
PL 22.1 Finisher Assembly (Part 1 of 2)

Item	Part	Description
1	848K36702	Front Cover Assembly
2	-	Front Cover (P/O PL 22.1 Item 1)
3	-	Bracket (P/O PL 22.1 Item 1)
4	-	Magnet (P/O PL 22.1 Item 1)
5	-	Label (P/O PL 22.1 Item 1)
6	848E50760	Front Inner Cover
7	068K29871	Hinge
8	068K29880	Hinge
9	848K38631	Top Cover Assembly
10	-	Top Cover (P/O PL 22.1 Item 9)
11	-	Bracket (P/O PL 22.1 Item 9)
12	-	Stopper (P/O PL 22.1 Item 9)
13	-	Magnet (P/O PL 22.1 Item 9)
14	848E50790	Rear Cover
15	-	Hinge (Not Spared)
16	815E60280	IIT Cover
17	042E92330	Static Eliminator



PL 22.2 Finisher Assembly (Part 2 of 2)

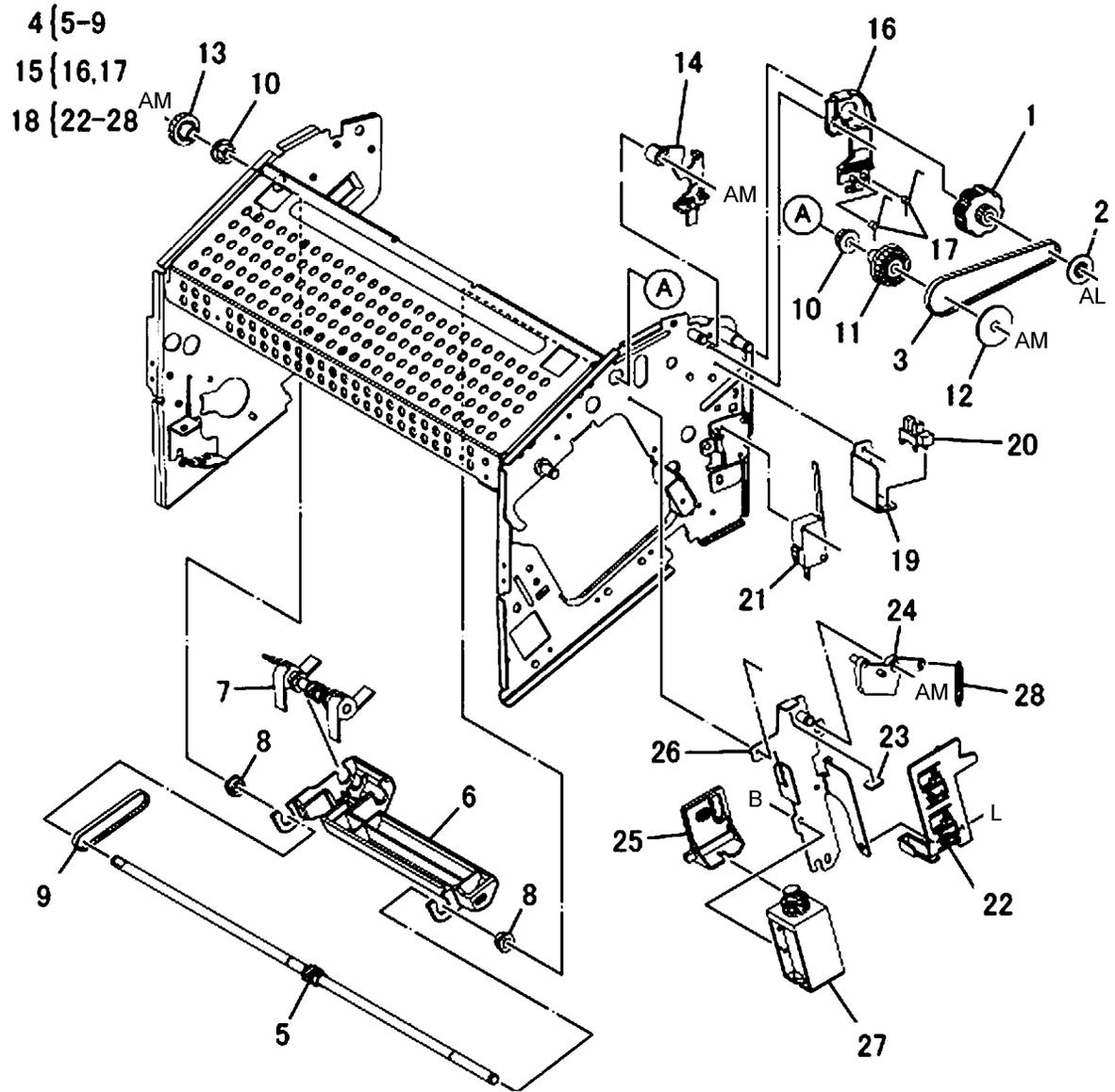
Item	Part	Description
1	–	Bottom Cover (Not Spared)
2	–	Spacer (Not Spared)
3	–	Tray Cover (Not Spared)
4	848E50770	Left Cover
5	068K69530	Tray Support
6	–	Rear Bracket (Not Spared)
7	962K42291	Wire Harness
8	050K64830	Stacker Tray Assembly (REP 12.16)
9	–	Stacker Base Assembly (Not Spared)
10	–	Extended Tray Assembly
11	826E24180	Thumb Screw



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PL 22.3 Stacker Base Assembly (Part 1 of 5)

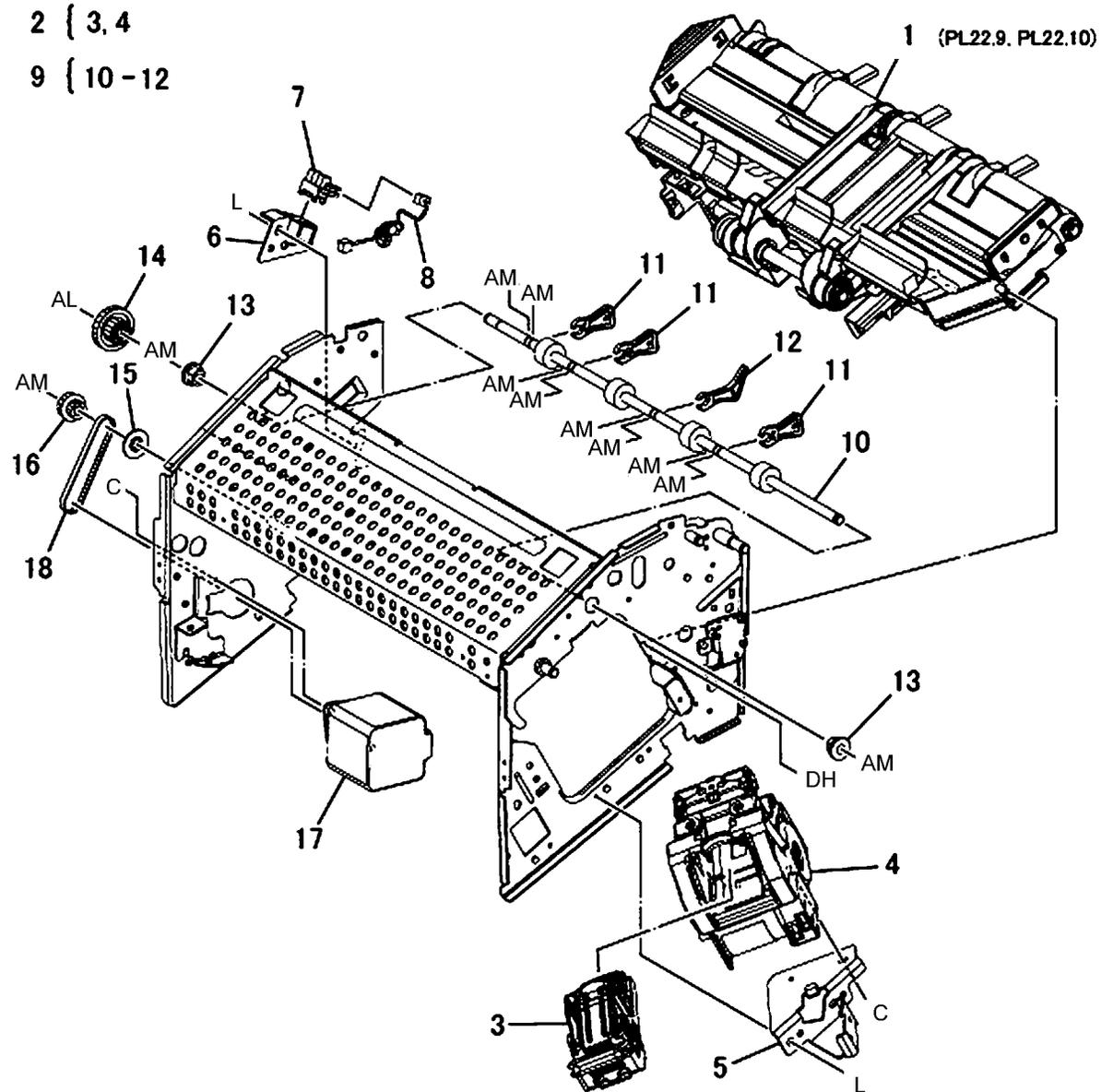
Item	Part	Description
1	003E65500	Pulley Knob
2	005E89470	Collar
3	423W10454	Paddle Belt (REP 12.2)
4	012K96370	Link Shaft Assembly
5	-	Link Shaft (P/O PL 22.3 Item 4)
6	012E16150	Support
7	-	Sub Paddle Shaft Assembly (P/O PL 22.3 Item 4)
8	-	Bearing (P/O PL 22.3 Item 4)
9	423W06054	Paddle Belt (REP 12.2)
10	413W11860	Bearing
11	020K13900	Pulley
12	005E89490	Collar
13	807E13260	Gear (21T)
14	120E27240	Actuator
15	802K85560	Knob Cover Assembly
16	-	Knob Cover (P/O PL 22.3 Item 15)
17	-	Spring (P/O PL 22.3 Item 15)
18	012K94990	Sub Paddle Solenoid Assembly
19	-	Bracket (Not Spared)
20	130K70160	Finisher Top Cover Interlock Sensor
21	110K12980	Finisher Top Cover Interlock (+24V)
22	-	Support (P/O PL 22.3 Item 18)
23	-	Cushion (P/O PL 22.3 Item 18)
24	-	Link (P/O PL 22.3 Item 18)
25	-	Arm (P/O PL 22.3 Item 18)
26	-	Bracket (P/O PL 22.3 Item 18)
27	121K34620	Sub Paddle Solenoid (REP 12.3)
28	-	Spring (P/O PL 22.3 Item 18)



0522003A-CHG

PL 22.4 Stacker Base Assembly (Part 2 of 5)

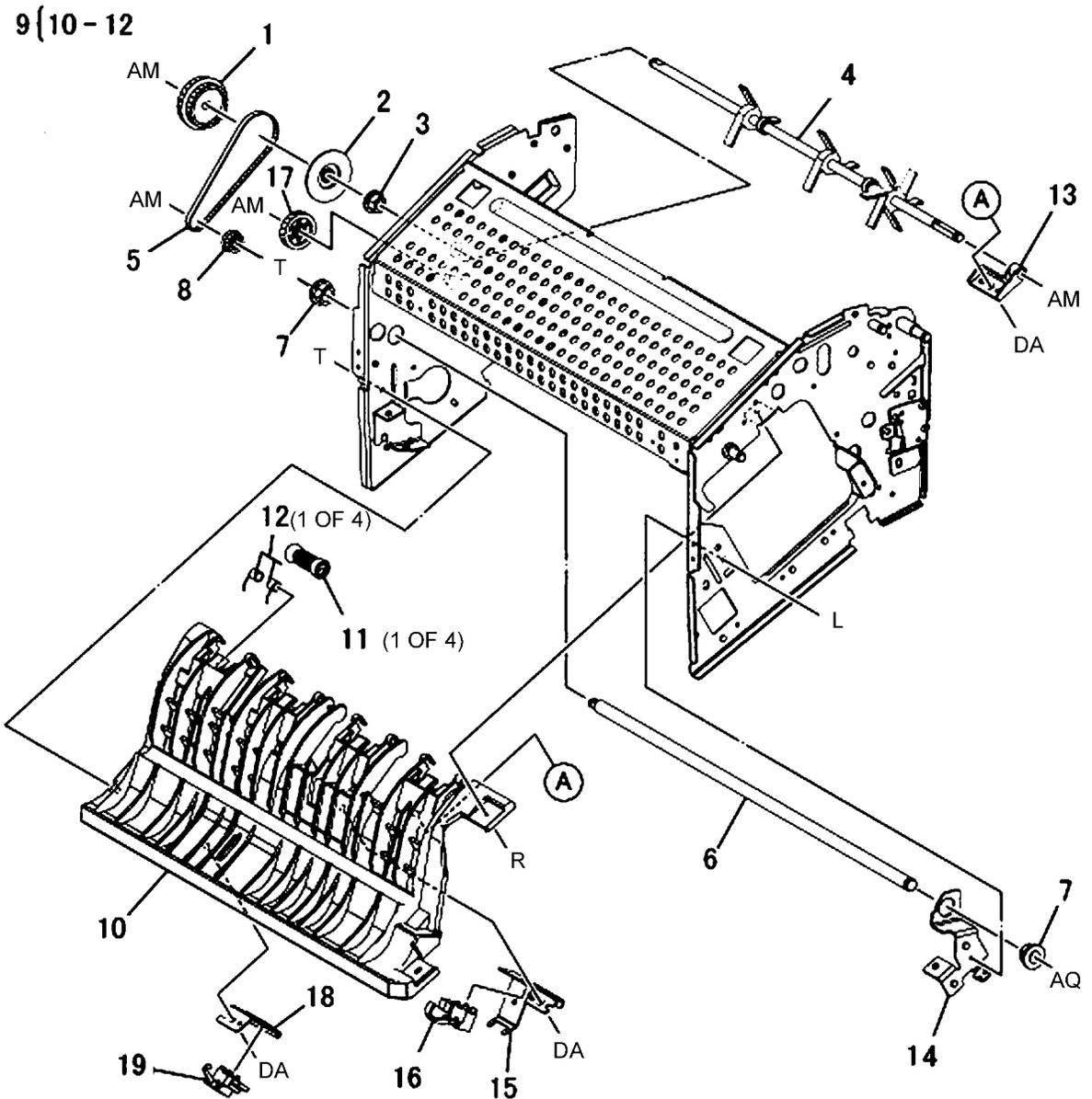
Item	Part	Description
1	050K65200	Compile Assembly (REP 12.20)
2	029K92350	Staple Assembly (REP 12.5)
3	-	Cartridge (P/O PL 22.4 Item 2)
4	-	Stapler (P/O PL 22.4 Item 2)
5	-	Bracket (Not Spared)
6	-	Support (Not Spared)
7	930W00111	Set Clamp Home Sensor (REP 12.6)
8	962K44980	Wire Harness
9	022K72790	Exit Roll Assembly (REP 12.7)
10	-	Exit Roll (P/O PL 22.4 Item 9)
11	004E15340	Damper
12	004E15330	Center Damper
13	-	Bearing (Not Spared)
14	007K94220	One Way Gear
15	005E89470	Collar
16	807E13230	Gear Pulley (16T/18T)
17	127K49800	Finisher Transport Motor
18	423W06954	Belt



j0fa52204-CHG

PL 22.5 Stacker Base Assembly (Part 3 of 5)

Item	Part	Description
1	807E13250	Gear Pulley (37T/45T)
2	005E89480	Collar
3	413W75959	Bearing
4	006K25001	Main Paddle Shaft Assembly (REP 12.11)
5	423W09854	Belt
6	-	Shaft (Not Spared)
7	413W77559	Bearing
8	020E43500	Pulley (19T)
9	054K30361	Lower Chute Assembly (REP 12.12)
10	-	Lower Chute (P/O PL 22.5 Item 9)
11	022K73190	Pinch Roll (REP 12.8)
12	809E65931	Spring
13	-	Support (Not Spared)
14	-	Bracket (Not Spared)
15	-	Bracket (Not Spared)
16	130K93251	Compile Exit Sensor (REP 12.10)
17	807E13240	Gear (27T)
18	-	Bracket (Not Spared)
19	130K88190	Finisher Entrance Sensor (REP 12.9)

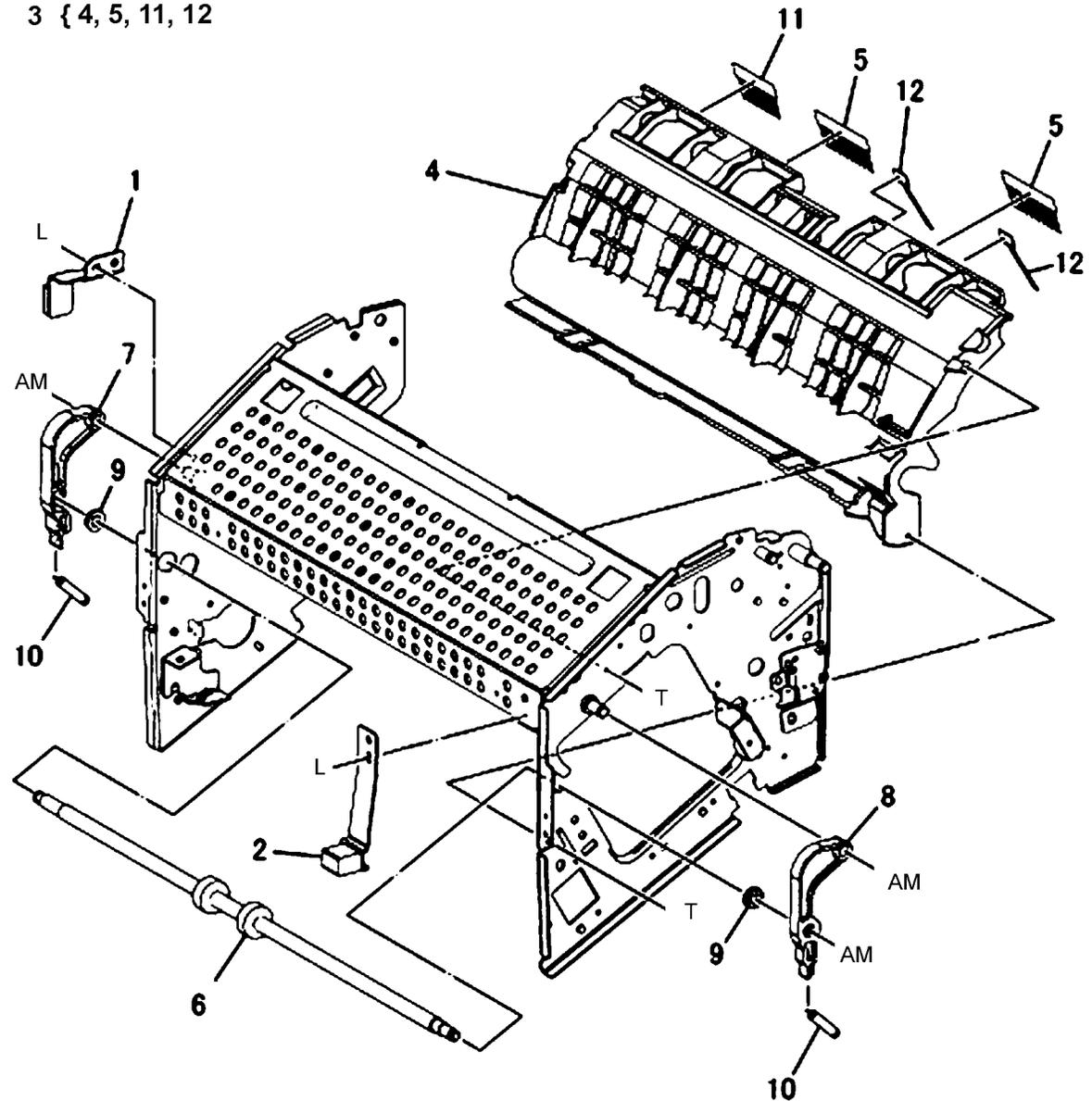


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PL 22.6 Stacker Base Assembly (Part 4 of 5)

Item	Part	Description
1	068K29931	Bracket
2	068K29941	Bracket
3	054K42690	Upper Chute Assembly (REP 12.14)
4	-	Upper Chute (P/O PL 22.6 Item 3)
5	042E92241	Eliminator
6	022K72782	Entrance Roll Assembly (REP 12.13)
7	031E97041	Rear Arm
8	031E97020	Front Arm
9	413W66250	Ball Bearing
10	-	Spring (Not Spared)
11	042E92330	Eliminator
12	-	Guide Paper (P/O PL 22.6 Item 3)

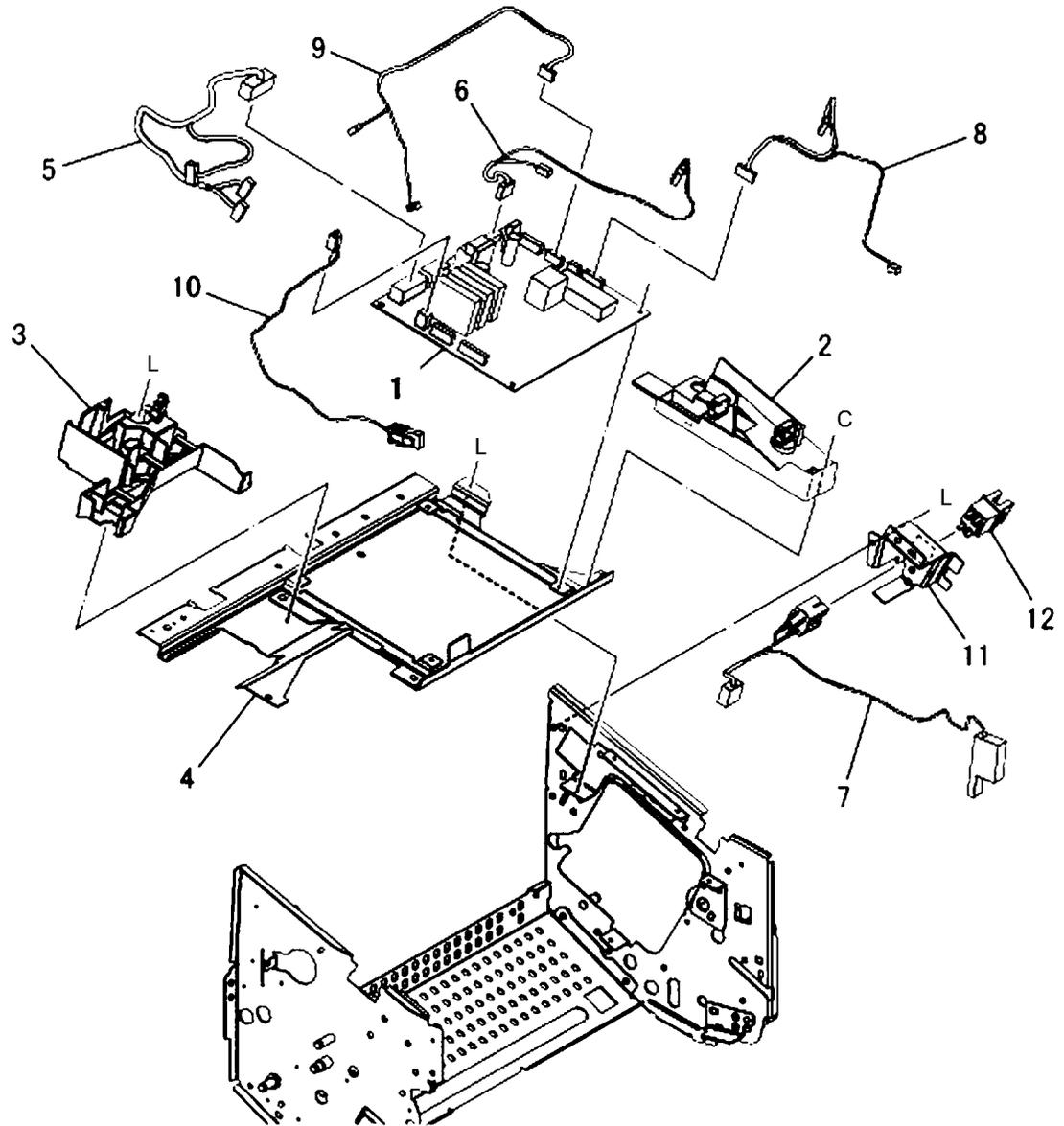
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PL 22.7 Stacker Base Assembly (Part 5 of 5)

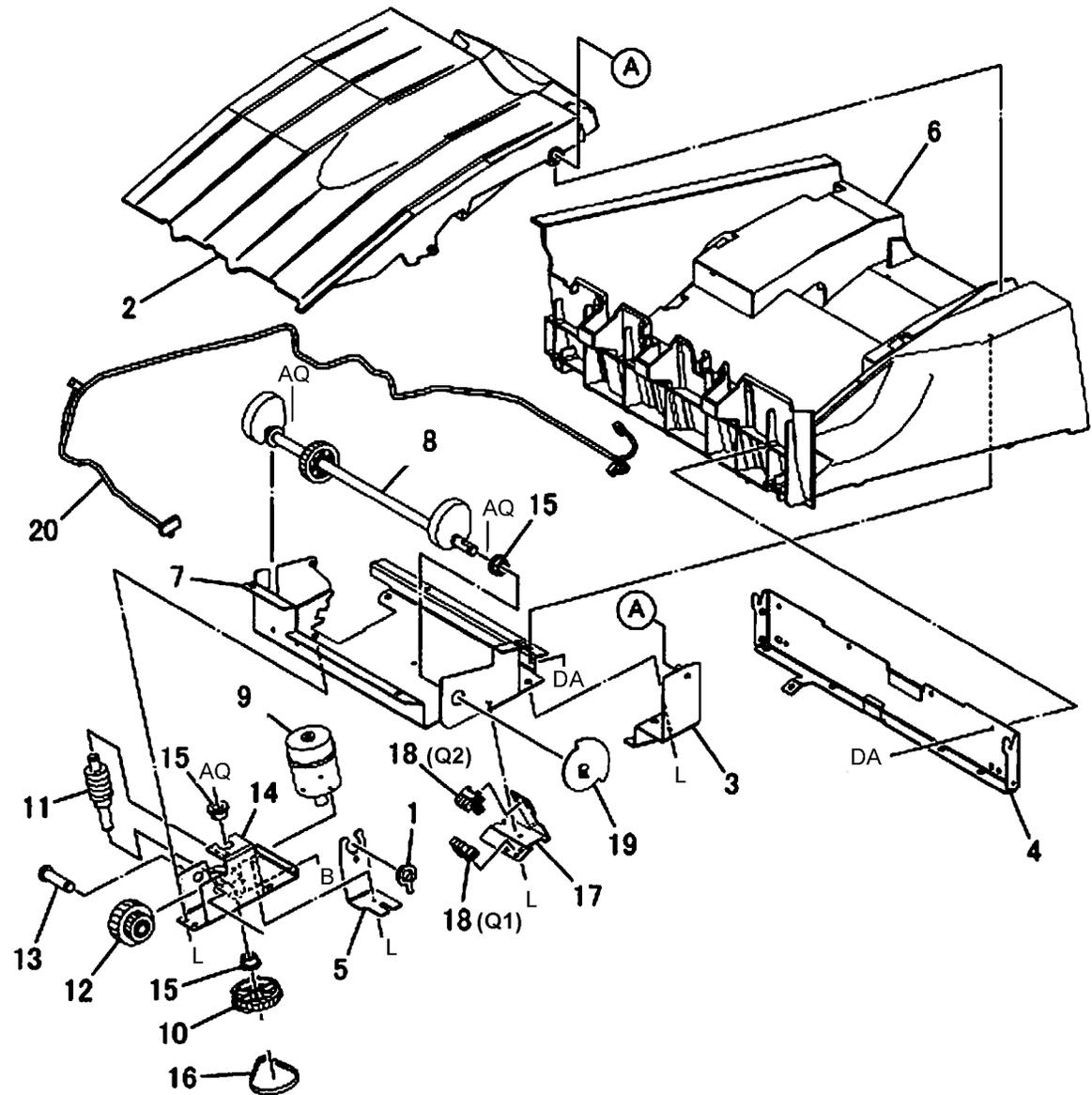
Item	Part	Description
1	960K50453	Finisher PWB (REP 12.15)
2	055K30850	Connector Bracket
3	—	Harness Guide (Not Spared)
4	—	PWB Bracket (Not Spared)
5	—	Wire Harness (Drive) (Not Spared)
6	—	Wire Harness (Stapler) (Not Spared)
7	—	Wire Harness (Interlock) (Not Spared)
8	—	Wire Harness (Front Sensor) (Not Spared)
9	—	Wire Harness (Compile) (Not Spared)
10	—	Wire Harness (Stacker) (Not Spared)
11	—	Bracket (Not Spared)
12	110E97990	Finisher Front Interlock Switch



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PL 22.8 Stacker Tray Assembly

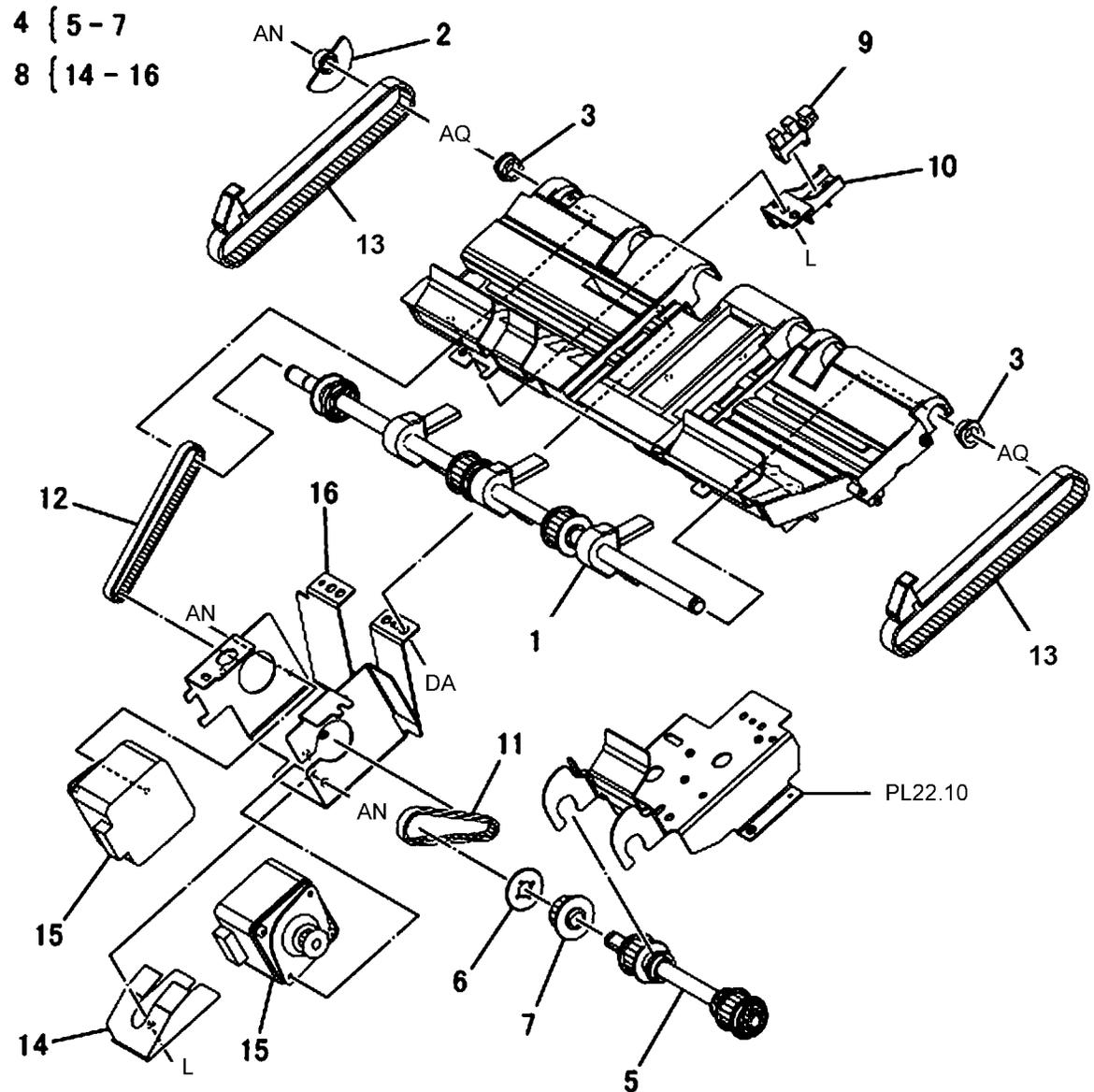
Item	Part	Description
1	-	Bearing (Not Spared)
2	-	Top Tray (Not Spared) (REP 12.16)
3	-	Bracket (Not Spared)
4	-	Plate (Not Spared)
5	-	Bracket (Not Spared)
6	-	Base Tray (Not Spared)
7	-	Base Bracket (Not Spared)
8	006K25032	Stacker Shaft Assembly (REP 12.17)
9	127K49420	Stacker Motor (REP 12.18)
10	-	Pulley (60T) (Not Spared)
11	-	Worm Gear (Not Spared)
12	-	Gear (16T/32T) (Not Spared)
13	-	Stud (Not Spared)
14	-	Bracket (Not Spared)
15	-	Bearing (Not Spared)
16	423W07354	Belt
17	-	Bracket (Not Spared)
18	930W00111	Stacker Sensor 1 (Q1), Sensor 2 (Q2) (REP 12.19)
19	-	Actuator (Not Spared)
20	-	Wire Harness (Not Spared)



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PL 22.9 Compile Assembly (Part 1 of 2)

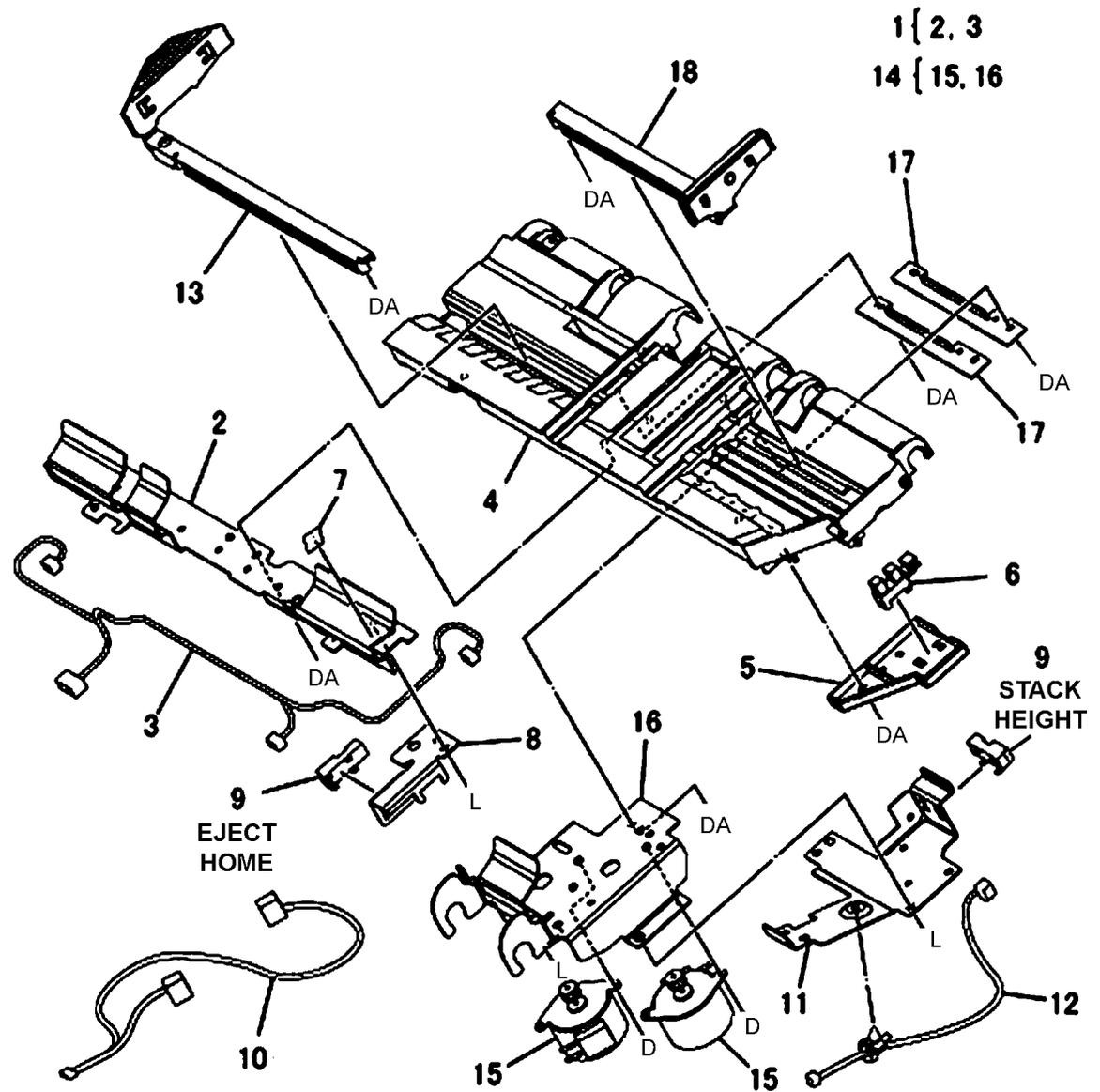
Item	Part	Description
1	006K25011	Set Clamp Shaft (REP 12.21)
2	120E27220	Actuator
3	413W11860	Bearing
4	006K25020	Eject Shaft Assembly (REP 12.25)
5	-	Eject Shaft (P/O PL 22.9 Item 4)
6	-	Spacer (P/O PL 22.9 Item 4)
7	-	Pulley (P/O PL 22.9 Item 4)
8	068K29830	Eject/Set Clamp Motor Assembly (REP 12.23)
9	930W00111	Rear Tamper Home Sensor (REP 12.24)
10	-	Support (Not Spared)
11	423W26754	Belt
12	423W29454	Belt
13	023K91530	Eject Belt (REP 12.22)
14	-	Spring (P/O PL 22.9 Item 8)
15	-	Eject Motor, Set Clamp Motor (P/O PL 22.9 Item 8)
16	-	Bracket (P/O PL 22.9 Item 8)



0522009A-CHG

PL 22.10 Compile Assembly (Part 2 of 2)

Item	Part	Description
1	068K30510	Bracket Assembly
2	-	Bracket (P/O PL 22.10 Item 1)
3	-	Wire Harness (P/O PL 22.10 Item 1)
4	050E25900	Compile Tray
5	-	Support (Not Spared)
6	930W00111	Front Tamper Home Sensor (REP 12.27)
7	038E34860	Paper Guide
8	-	Bracket (Not Spared)
9	930W00212	Eject Clamp Home Sensor, Stack Height Sensor (REP 12.28, REP 12.29)
10	962K42270	Wire Harness
11	-	Bracket (Not Spared)
12	-	Wire Harness (Not Spared)
13	038K88990	Tamper Guide, Rear
14	068K30740	Front/Rear Tamper Motor Assembly (REP 12.26)
15	-	Front/Rear Tamper Motor (P/O PL 22.10 Item 14)
16	-	Bracket (P/O PL 22.10 Item 14)
17	001E70981	Rail
18	038K89260	Tamper Guide, Front

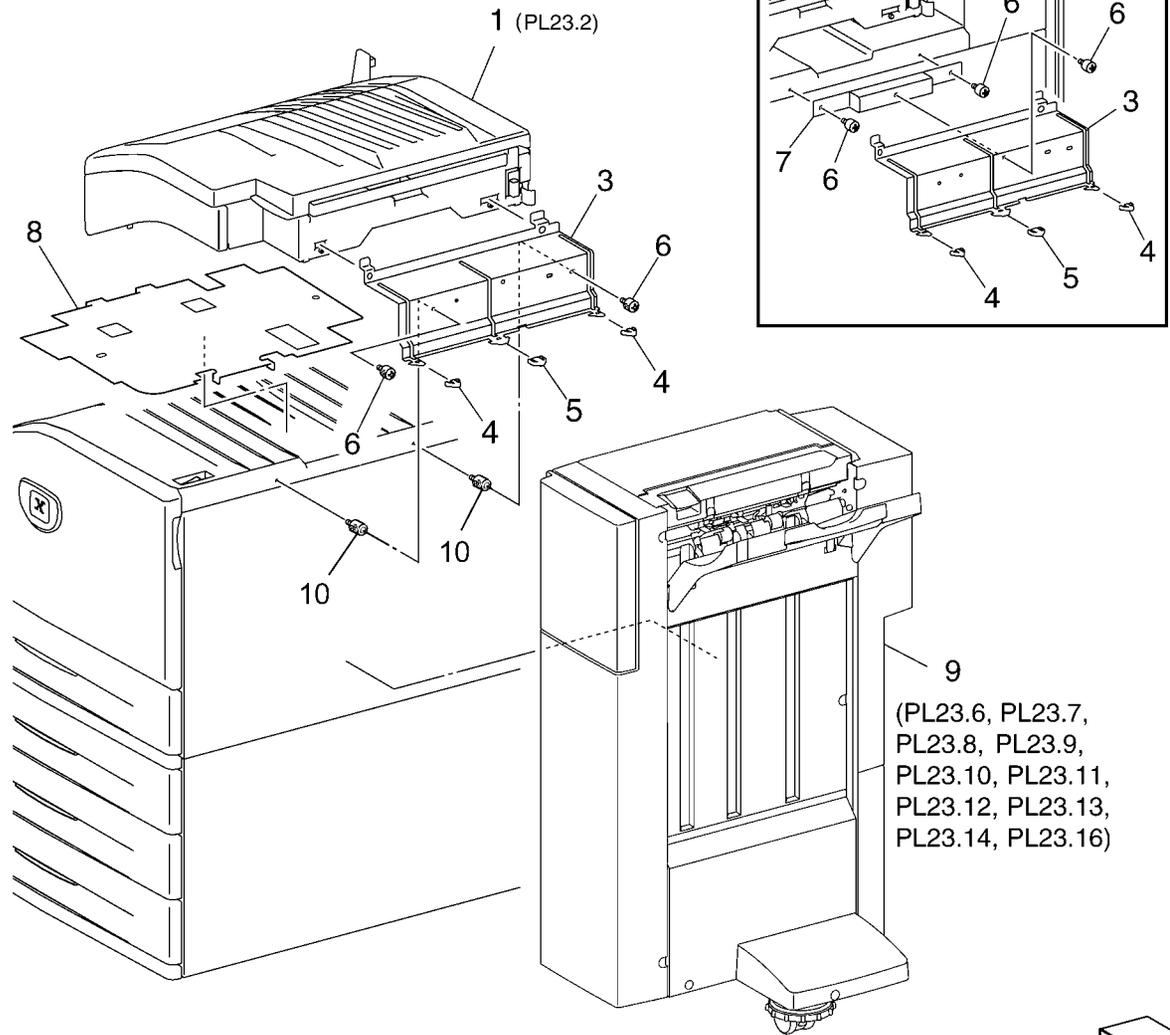


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PL 23.1 H - Transport Assembly (1 of 5)

Item	Part	Description
1	059K65560	H-Transport Assembly (REP 13.1)
2	068K59494	Docking Plate Assembly
3	-	Docking Plate (P/O PL 23.1 Item 2)
4	-	Side Guide (P/O PL 23.1 Item 2)
5	-	Center Guide (P/O PL 23.1 Item 2)
6	826E07210	Thumb Screw
7	-	Bracket (P/O PL 23.1 Item 11)
8	-	Finisher Plate
9	-	Finisher LX Assembly (Not Spared)
10	-	HTU Spacer (Not Spared)
11	604K70010	Gap Kit (Includes Items 6, 7 and PL 23.6 Items 18, 19)

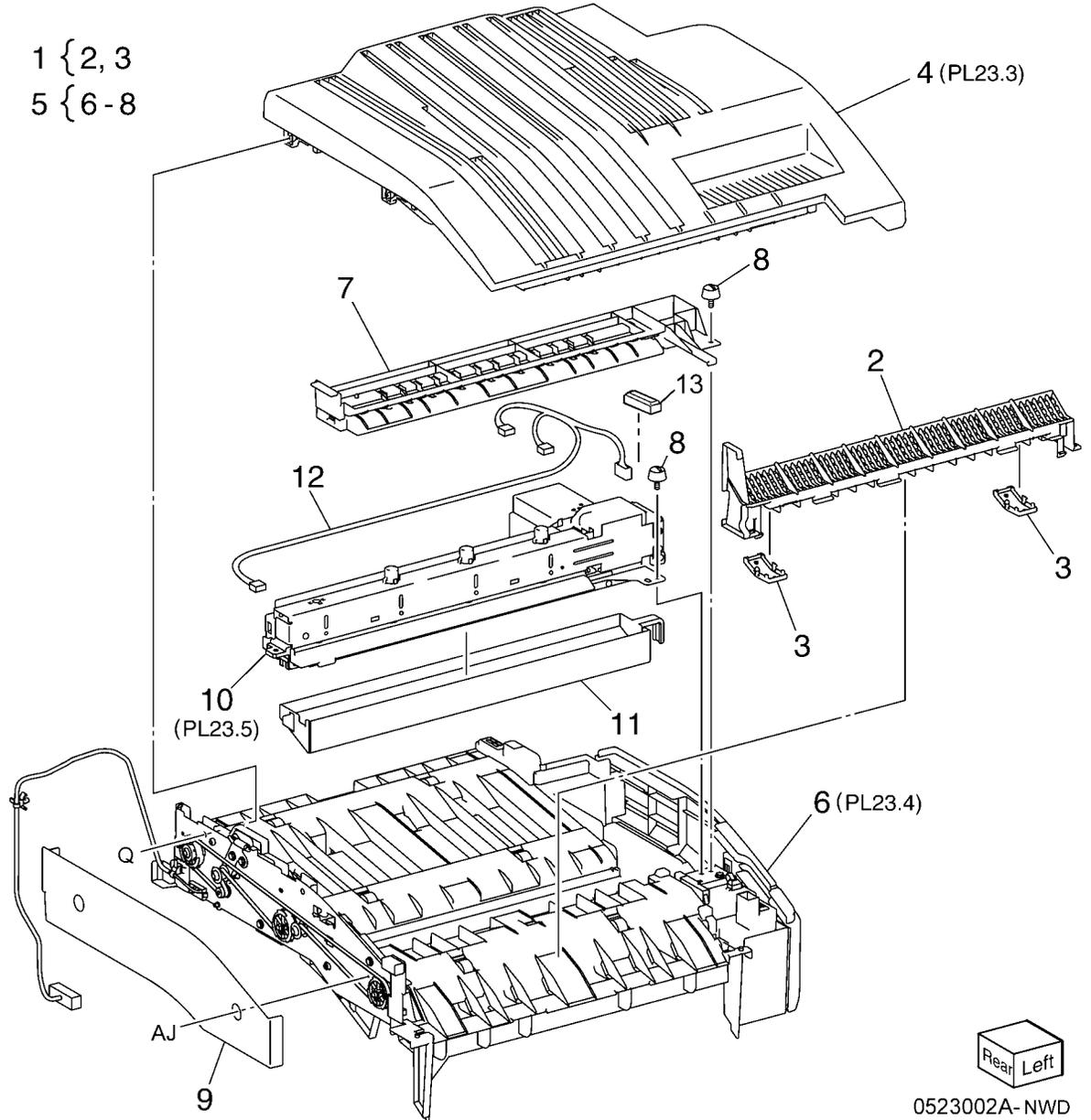
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PL 23.2 H - Transport Assembly (2 of 5)

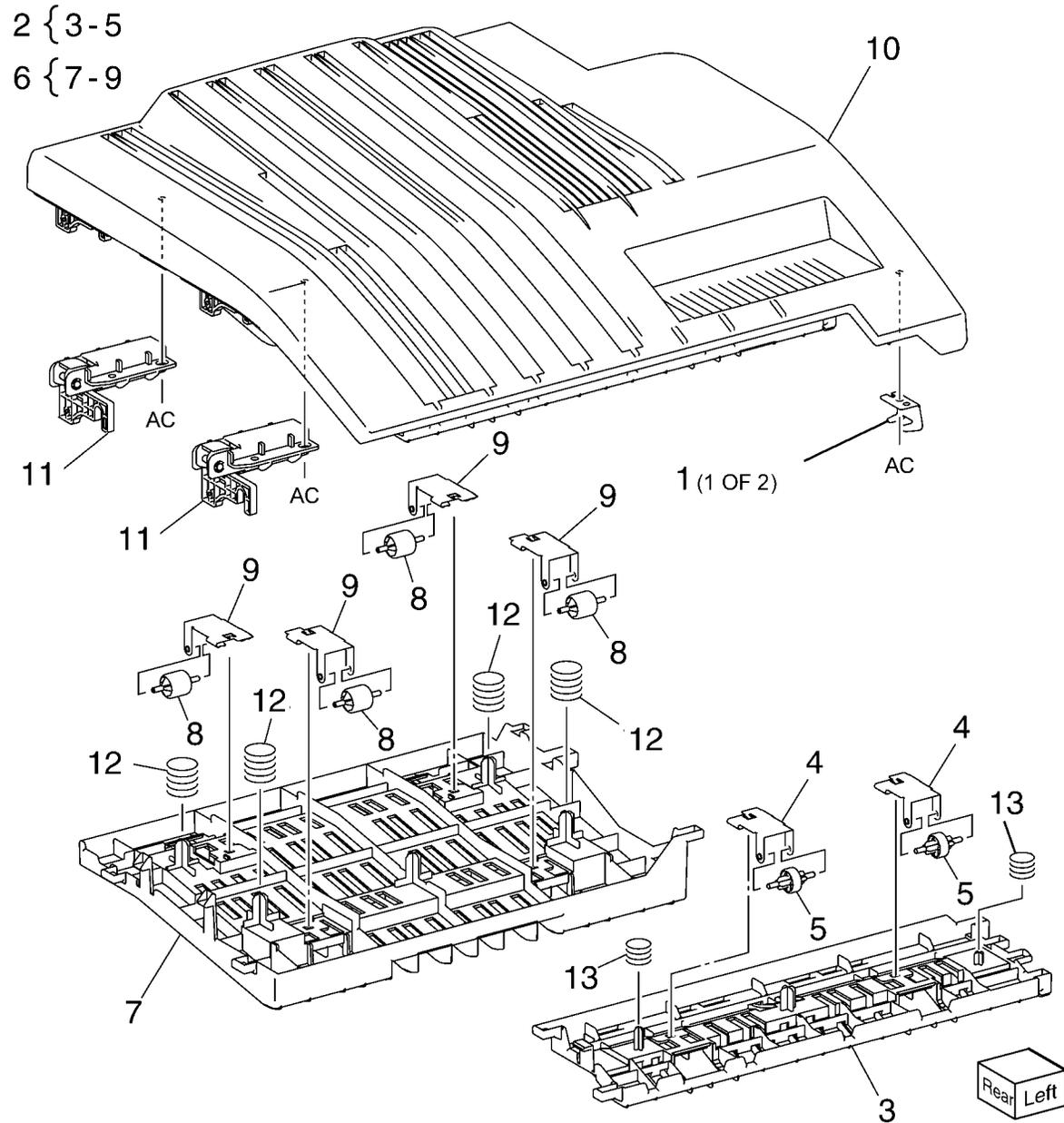
Item	Part	Description
1	848K34181	Left Cover Assembly
2	848E43670	Left Cover
3	-	Paper Guide (P/O PL 23.2 Item 1)
4	848K34170	Top Cover Assembly
5	-	Lower Chute Assembly (P/O PL 23.1 Item 1)
6	-	Lower Chute Assembly (P/O PL 23.2 Item 5)
7	054K35264	Chute Assembly
8	026K81200	Thumb Screw
9	-	Rear Cover (Not Spared)
10	180K00391	Punch Assembly (2/3 Hole) (REP 13.2)
-	180K00401	Punch Assembly (2/4 Hole) (REP 13.2)
11	-	Punch Box (Not Spared)
12	-	Wire Harness (Not Spared)
13	848E28010	Connector Cover



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PL 23.3 H - Transport Assembly (3 of 5)

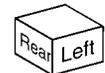
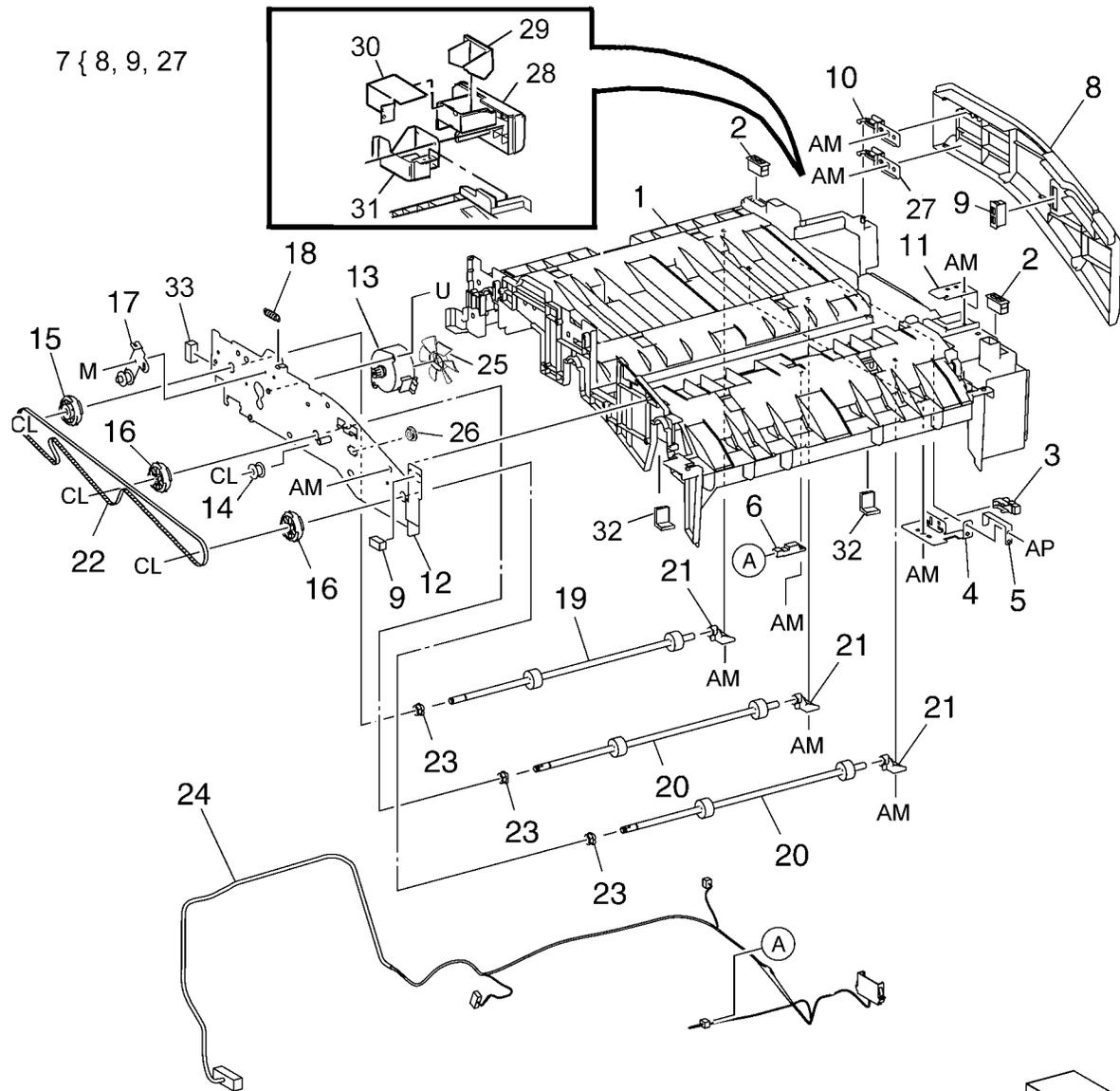
Item	Part	Description
1	-	Bracket (P/O PL 23.2 Item 4)
2	054K35238	Left Chute Assembly
3	-	Left Chute (P/O PL 23.3 Item 2)
4	-	Pinch Spring (P/O PL 23.3 Item 2)
5	-	Pinch Roller (P/O PL 23.3 Item 2)
6	054K35244	Right Chute Assembly
7	-	Right Chute (P/O PL 23.3 Item 6)
8	022E27660	Pinch Roller
9	809E76211	Pinch Spring
10	848E43662	Top Cover
11	003K15984	H - Transport Counter Balance (Left)
12	-	H - Transport Counter Balance (Right) (P/O PL 23.2 Item 4)
13	809E76240	Spring
14	809E78940	Spring



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PL 23.4 H - Transport Assembly (4 of 5)

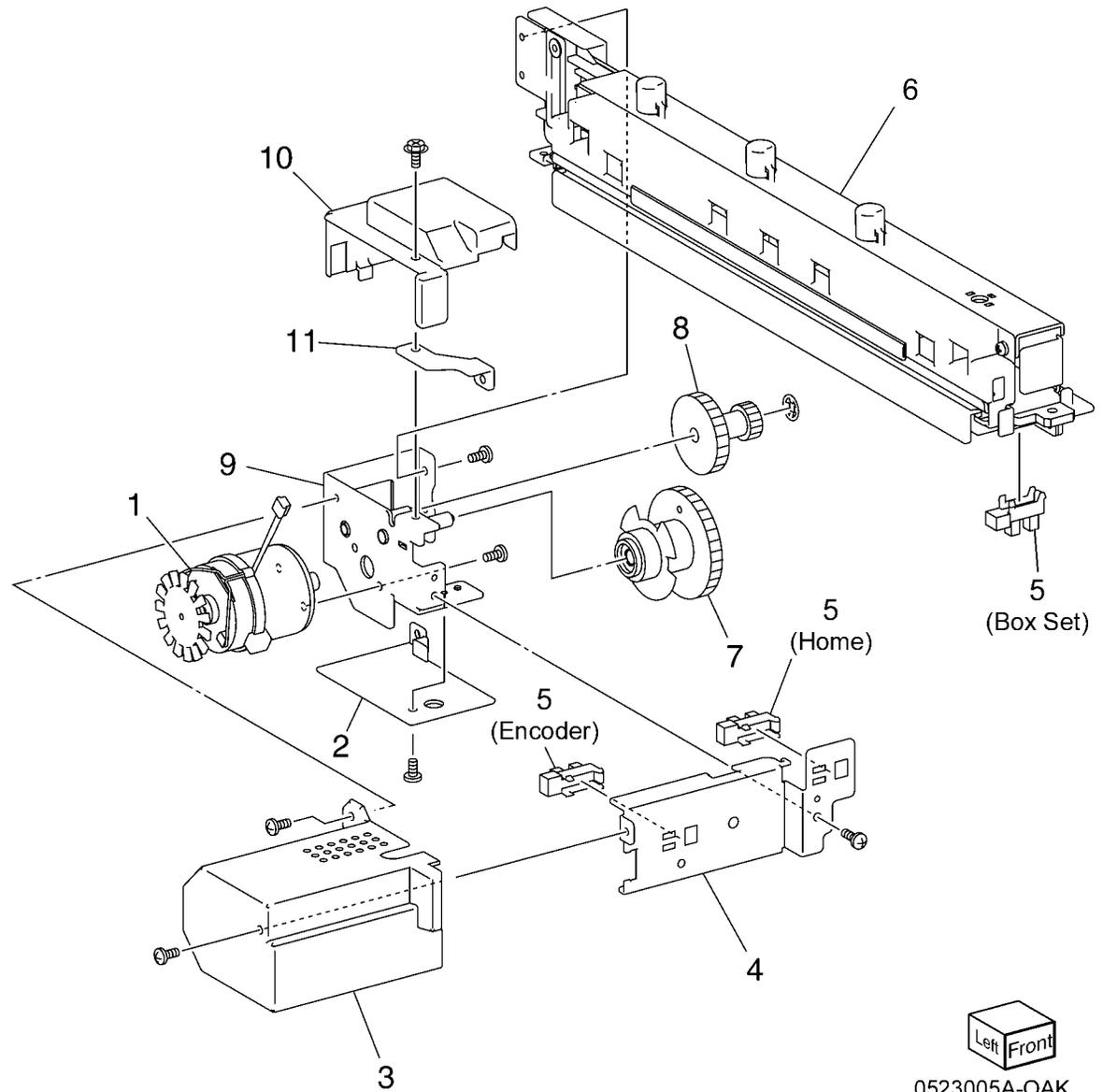
Item	Part	Description
1	-	Lower Chute (P/O PL 23.2 Item 6)
2	-	Magnet (P/O PL 23.2 Item 6)
3	130E81600	H - Transport Open Sensor
4	868E15540	Sensor Bracket
5	809E81720	Actuator
6	930W00211	H - Transport Entrance Sensor
7	848K34192	H - Transport Front Cover Assembly
8	848E43641	H - Transport Front Cover
9	921W41162	Gasket
10	-	Hinge
11	-	Bracket (P/O PL 23.2 Item 6)
12	-	Rear Frame Assembly (P/O PL 23.2 Item 6)
13	127K57622	H - Transport Motor (REP 13.4)
14	020E45330	Tension Pulley
15	020K15720	Pulley (43T)
16	020E45210	Pulley (43T)
17	-	Tension Bracket (P/O PL 23.2 Item 6)
18	809E78950	Spring Tension
19	059K54480	Drive Roll
20	059K55070	Drive Roll
21	013E33140	Bearing
22	423W01154	H - Transport Belt (REP 13.3)
23	413W14660	Sleeve Bearing
24	962K60422	Wire Harness
25	127E85570	Fan Blade
26	016E97311	Pinch Bushing
27	-	Lower Hinge (P/O PL 23.4 Item 7)
28	848E43630	Front Cover
29	848E43651	Switch Cover
30	-	Cover (Not Spared)
31	-	Bracket (Not Spared)
32	004E18112	Pinch Cushion
33	921W41142	Gasket



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PL 23.5 H - Transport Assembly (5 of 5)

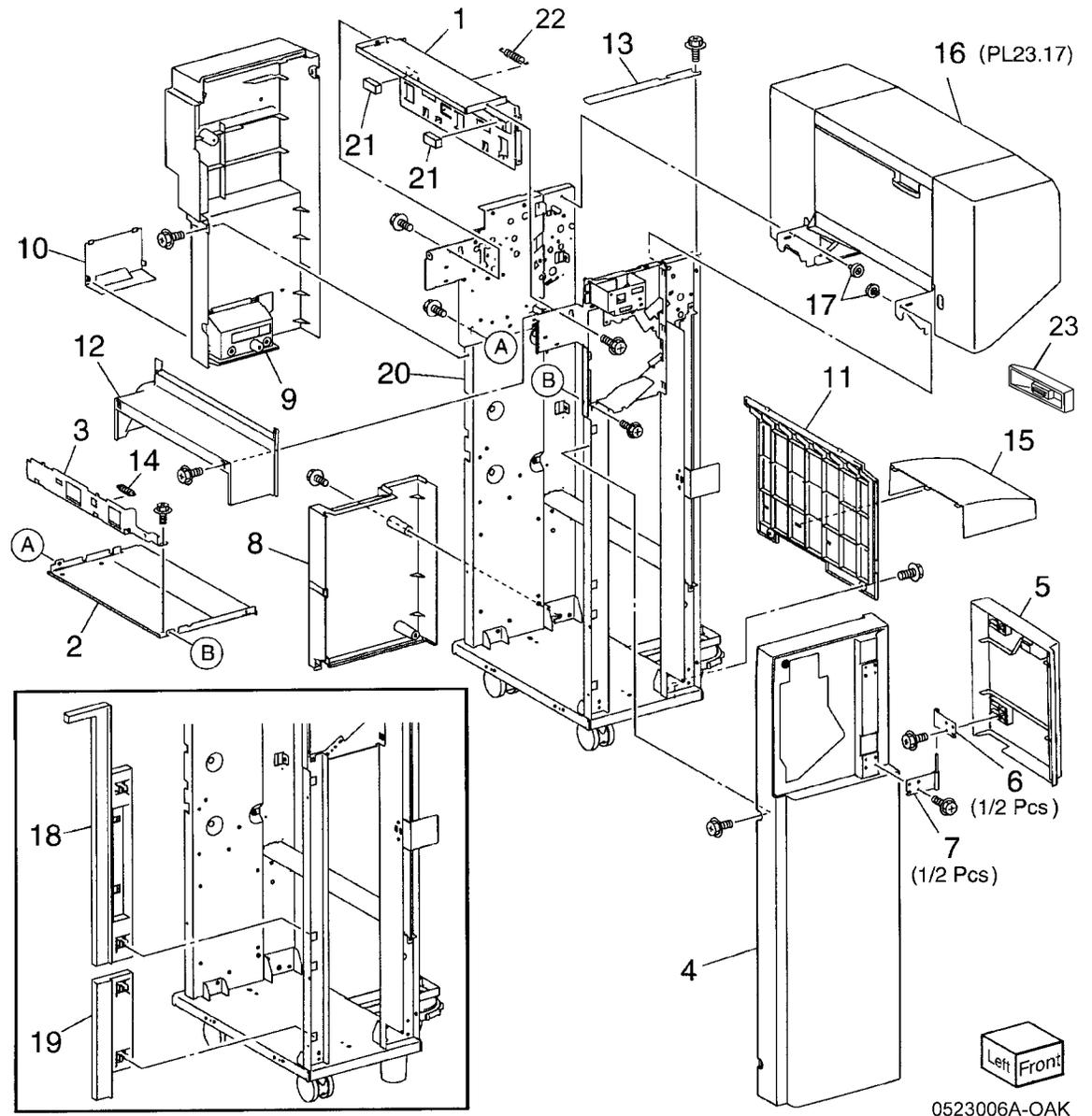
Item	Part	Description
1	-	Punch Motor (P/O PL 23.2 Item 10)
2	-	Punch Lower Cover (P/O PL 23.2 Item 10)
3	-	Punch Motor Cover (P/O PL 23.2 Item 10)
4	-	Sensor Bracket (P/O PL 23.2 Item 10)
5	930W00111	Punch Encoder Sensor, Punch Home Sensor, Punch Box Set Sensor
6	-	Punch Frame Assembly (P/O PL 23.2 Item 10)
7	-	Encoder/Gear Assembly (P/O PL 23.2 Item 10)
8	-	Gear (P/O PL 23.2 Item 10)
9	-	Motor Bracket (P/O PL 23.2 Item 10)
10	-	Punch Top Cover (P/O PL 23.2 Item 10)
11	-	Bracket (P/O PL 23.2 Item 10)



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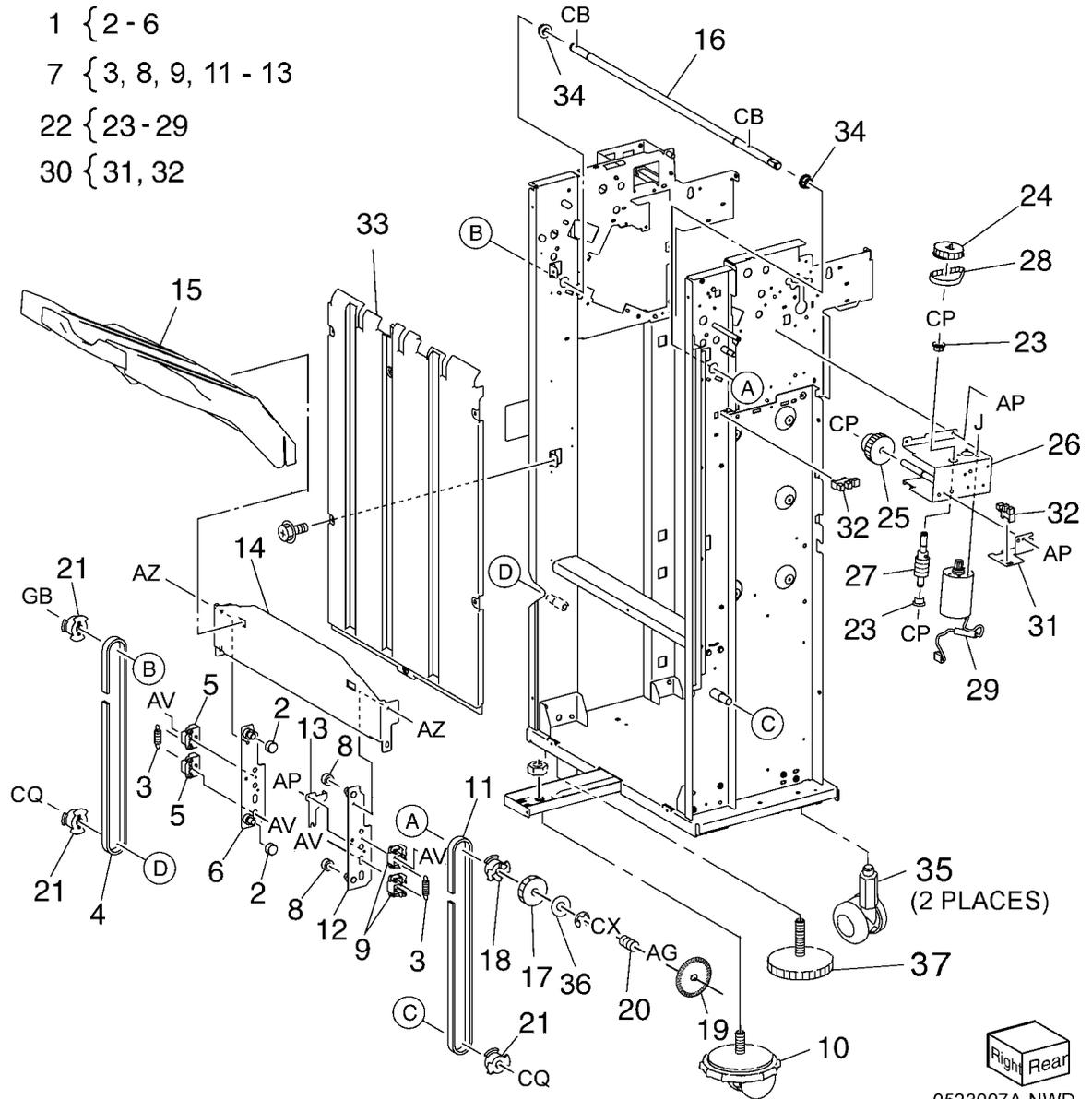
PL 23.6 Finisher Covers

Item	Part	Description
1	-	Plate (Not Spared)
2	-	Lower Plate (Not Spared)
3	-	Docking Lever (Not Spared)
4	-	Front Cover (REP 13.6)
5	-	Front Door (Not Spared)
6	-	Bracket (Not Spared)
7	068K59531	Hinge
8	848E15210	Rear Lower Cover (REP 13.8)
9	848E15221	Rear Upper Cover (REP 13.7)
10	848E15231	Connector Cover
11	848E15241	Stacker Lower Cover (REP 13.11)
12	848E48790	LH Cover
13	-	Cover (Not Spared)
14	-	Spring (Not Spared)
15	848E22450	Foot Cover (REP 13.10)
16	801K30701	Booklet Assembly (REP 13.31)
17	-	Thumb Screw (P/O PL 23.1 Item 11)
18	-	Upper Adjust Cover (P/O PL 23.1 Item 11)
19	-	Lower Adjust Cover (Not Spared)
20	-	Base Frame Assembly (Not Spared)
21	921W41162	Gasket
22	-	Extension Spring (Not Spared)
23	-	Paper Guide



PL 23.7 Finisher Stacker

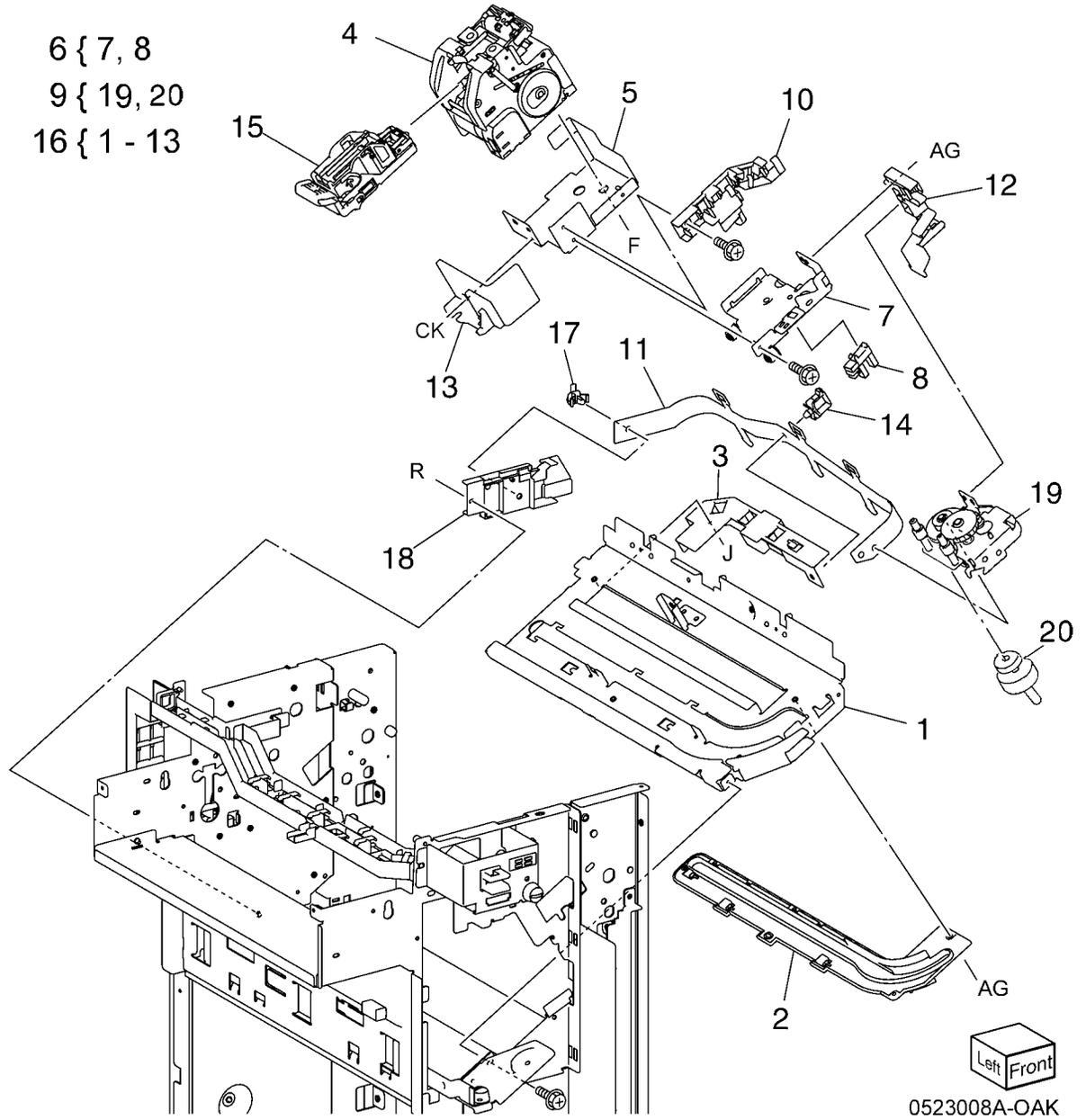
Item	Part	Description
1	041K95980	Front Carriage Assembly (REP 13.29)
2	-	Bearing (P/O PL 23.7 Item 1)
3	809E56850	Spring
4	-	Front Stacker Belt (P/O PL 23.7 Item 1)
5	-	Clamp (P/O PL 23.7 Item 1)
6	-	Front Carriage Assembly (P/O PL 23.7 Item 1)
7	041K95990	Rear Carriage Assembly (REP 13.29)
8	-	Bearing (P/O PL 23.7 Item 7)
9	-	Clamp (P/O PL 23.7 Item 7)
10	017K94890	Knob Caster Assembly
11	-	Rear Stacker Belt (P/O PL 23.7 Item 7)
12	-	Rear Carriage (P/O PL 23.7 Item 7)
13	-	Actuator (P/O PL 23.7 Item 7)
14	-	Carriage Tray (Not Spared)
15	050K61105	Stacker Tray (REP 13.20)
16	-	Shaft (Not Spared)
17	807E08990	Gear
18	020E37710	Pulley
19	146E90650	Encoder
20	809E56860	Spring
21	020E37720	Pulley (18T)
22	068K58304	Stacker Elevator Motor Assembly (REP 13.19)
-	068K58303	Stacker Elevator Motor Assembly (REP 13.19)
23	-	Bearing (P/O PL 23.7 Item 22)
24	020E44181	Pulley (60T)
25	-	Gear (15T/37T) (P/O PL 23.7 Item 22)
26	-	Motor Bracket (P/O PL 23.7 Item 22)
27	-	Worm Shaft (P/O PL 23.7 Item 22)
28	423W27654	Belt
29	-	Stacker Elevator Motor (P/O PL 23.7 Item 22)
30	-	Stacker Encoder Sensor Assembly (Not Spared)
31	-	Bracket (P/O PL 23.7 Item 30)
32	930W00111	Stacker Encoder Sensor, Stacker No Paper Sensor
33	-	Stacker Upper Cover (Not Spared) (REP 13.12)
34	413W79359	Bearing
35	017K94880	Caster Assembly
36	251W31178	Washer
37	017K94900	Adjustable Foot Assembly



PL 23.8 Finisher Stapler

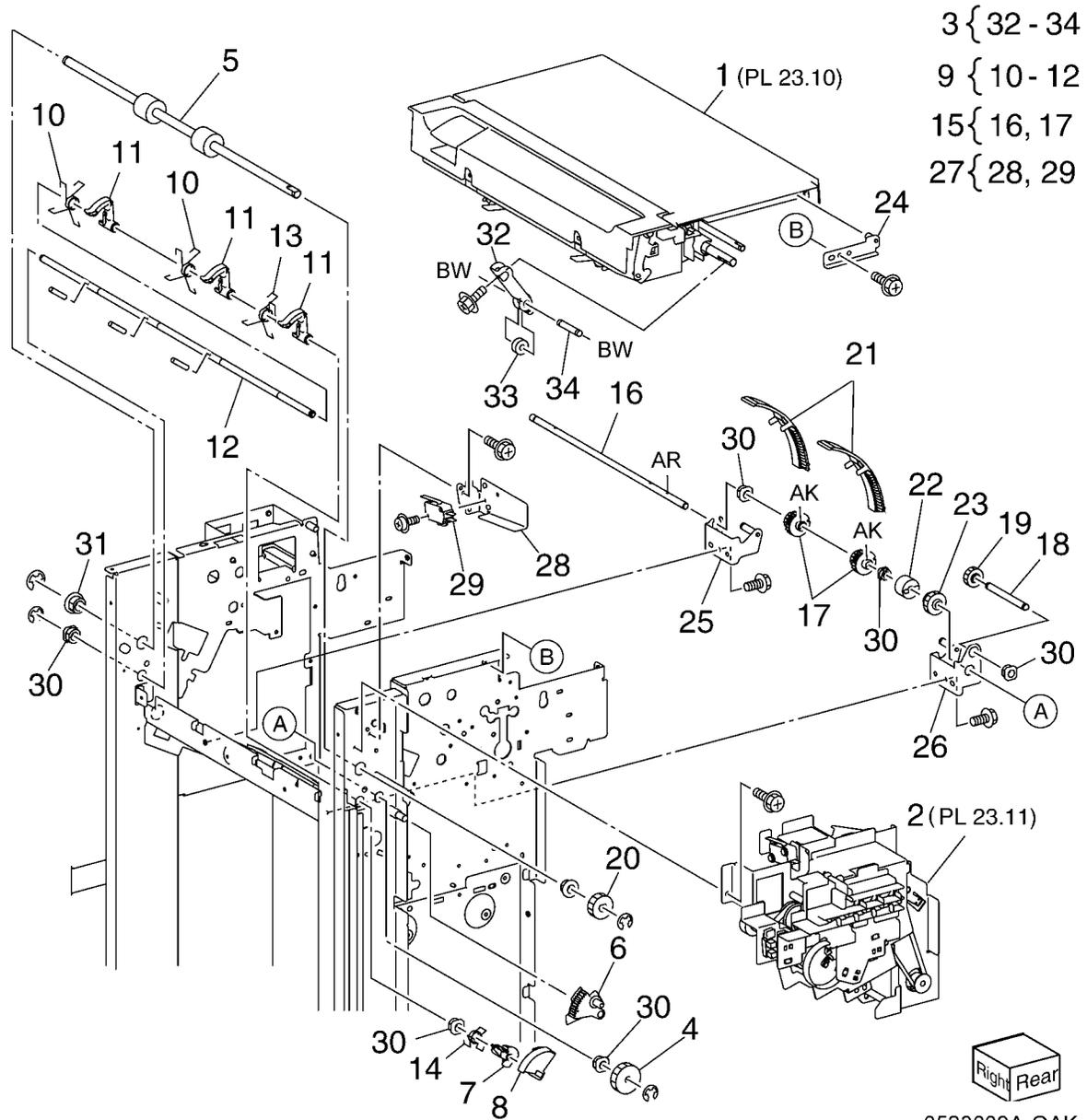
Item	Part	Description
1	-	Base Frame (P/O PL 23.8 Item 16)
2	-	Rail (P/O PL 23.8 Item 16)
3	-	Harness Guide
4	029K92350	Stapler Assembly (REP 13.16)
5	-	Holder (Not Spared)
6	-	Stapler Move Position Sensor Assembly (Not Spared)
7	-	Bracket (P/O PL 23.8 Item 6)
8	130E94940	Stapler Move Position Sensor
9	-	Stapler Move Motor Assembly (Not Spared)
10	-	Harness Guide (P/O PL 23.8 Item 16)
11	-	Harness Support Guide (P/O PL 23.8 Item 16)
12	-	Harness Guide (P/O PL 23.8 Item 16)
13	-	Stapler Cover (Not Spared)
14	-	Clamp (Not Spared)
15	-	Stapler Cartridge (Not Spared)
16	-	Stapler Unit (Not Spared)
17	-	Cable Band (Not Spared)
18	-	Harness Guide (Not Spared)
19	-	Stapler Motor Assembly (P/O PL 23.8 Item 9) (REP 13.15)
20	127K57622	Motor Assembly

6 { 7, 8
 9 { 19, 20
 16 { 1 - 13



PL 23.9 Finisher Eject (1 of 5)

Item	Part	Description
1	-	Eject Cover Assembly (Not Spared)
2	-	Eject Assembly (Not Spared)
3	031K93790	Clamp Arm Assembly
4	807E21370	Gear (25T)
5	059K55111	Eject Roller
6	807E21380	Gear (72T)
7	807E21391	Gear (18T)
8	120E29772	Actuator
-	120E29771	Actuator
9	006K86731	Set Clamp Shaft Assembly
10	-	Spring (P/O PL 23.9 Item 9)
11	019K09391	Set Clamp Holder
12	-	Shaft (Not Spared)
13	809E79060	Spring
14	809E79080	Spring
15	006K86741	Guide Paper Shaft Assembly
16	-	Guide Paper Shaft (P/O PL 23.9 Item 15)
17	-	Gear (20T) (P/O PL 23.9 Item 15)
18	-	Shaft (Not Spared)
19	807E21420	Gear (19T)
20	807E21400	Gear (31T)
21	038E36490	Guide Paper (Left/Right)
22	005E25820	Clutch
23	807E21970	Gear (23T)
24	-	Stopper (Not Spared)
25	-	Bracket (Front) (Not Spared)
26	-	Bracket (Rear) (Not Spared)
27	-	Option Switch Assembly (Not Spared)
28	-	Bracket (Not Spared)
29	-	Option Switch (Not Spared)
30	413W77559	Sleeve Bearing
31	-	Bearing (Not Spared)
32	-	Clamp Arm (P/O PL 23.9 Item 3)
33	-	Roll (P/O PL 23.9 Item 3)
34	-	Shaft (P/O PL 23.9 Item 3)

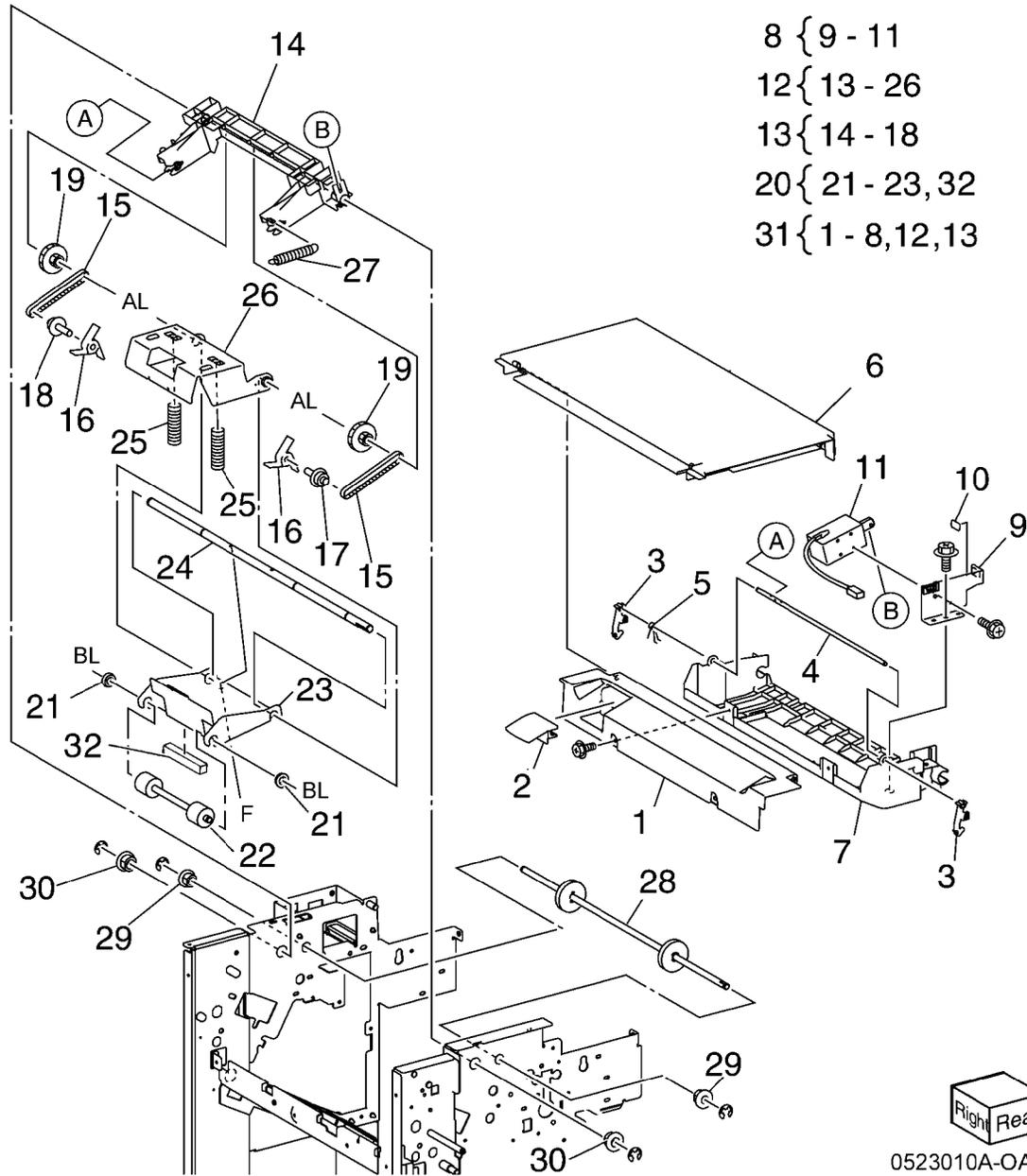


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 9 { 10 - 12
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 27 { 28, 29

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PL 23.10 Finisher Eject (2 of 5)

Item	Part	Description
1	848E15291	Top Right Hand Cover
2	011E20781	Top Cover Lever
3	003E76111	Top Cover Latch
4	-	Shaft (Not Spared)
5	809E79031	Spring
6	-	Eject Cover (REP 13.9)
7	054K35301	Eject Chute
8	121K41632	Sub Paddle Solenoid Assembly (REP 13.14)
9	-	Bracket (P/O PL 23.10 Item 8)
10	-	Damper (P/O PL 23.10 Item 8)
11	-	Sub Paddle Solenoid (P/O PL 23.10 Item 8)
12	-	Eject Roller Assembly (Not Spared)
13	031K93770	Paddle Arm Assembly
14	-	Sub Paddle Arm (Not Spared)
15	423W08655	Belt
16	-	Sub Paddle (P/O PL 23.10 Item 13)
17	-	Pulley (P/O PL 23.10 Item 13)
18	-	Pulley (P/O PL 23.10 Item 13)
19	-	Gear/Pulley (31T/20T) (Not Spared)
20	-	Eject Pinch Roller Assembly (Not Spared)
21	-	Bearing (P/O PL 23.10 Item 20)
22	059K55102	Eject Pinch Roller
23	-	Bracket (P/O PL 23.10 Item 20)
24	-	Shaft (P/O PL 23.10 Item 12)
25	-	Spring (Not Spared)
26	-	Bracket (P/O PL 23.10 Item 12)
27	809E79050	Spring
28	006K86690	Eject Drive Shaft
29	-	Bearing (Not Spared)
30	-	Bearing (Not Spared)
31	-	Eject Chute Assembly (Not Spared)
32	-	Eject Eliminator (P/O PL 23.10 Item 20)



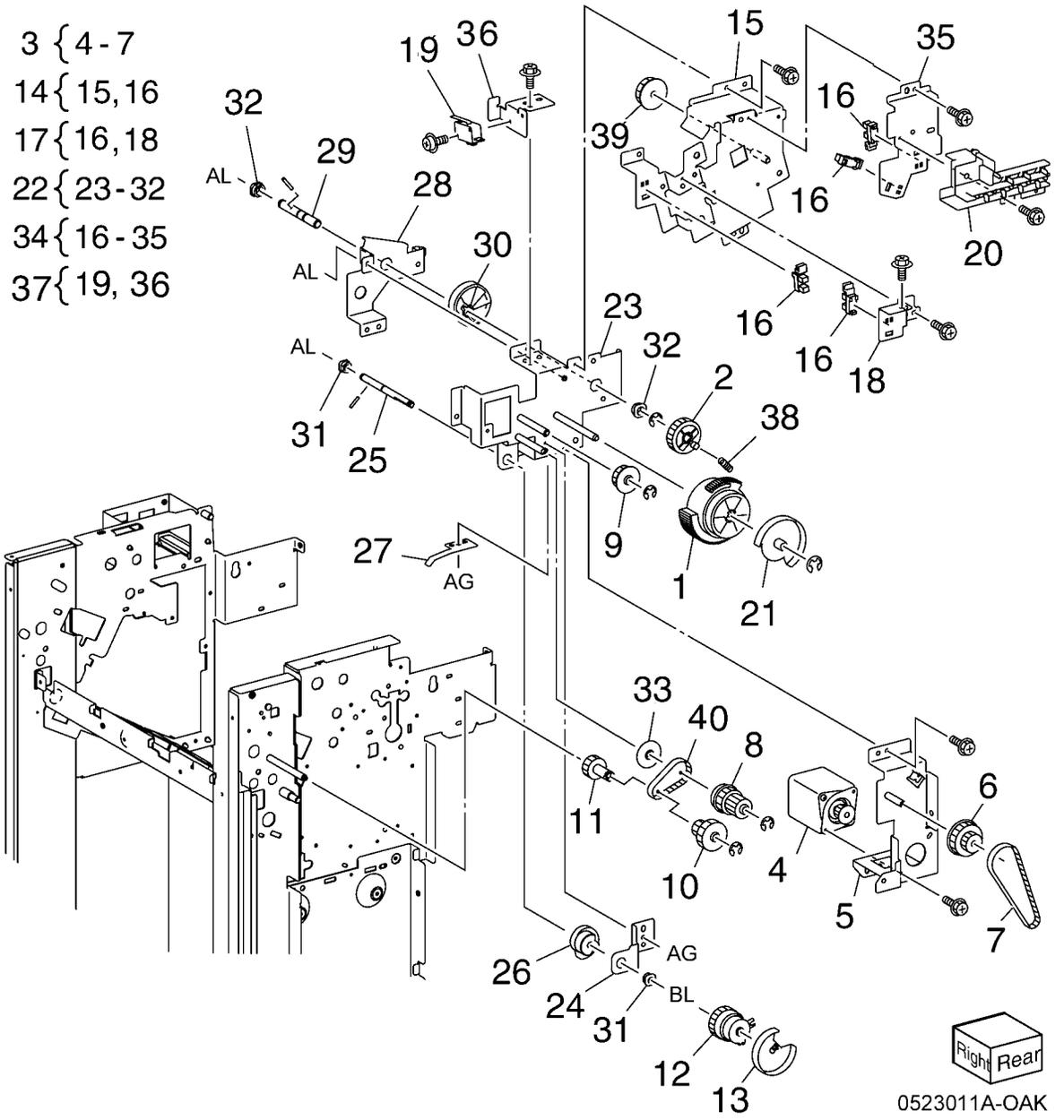
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PL 23.11 Finisher Eject (3 of 5)

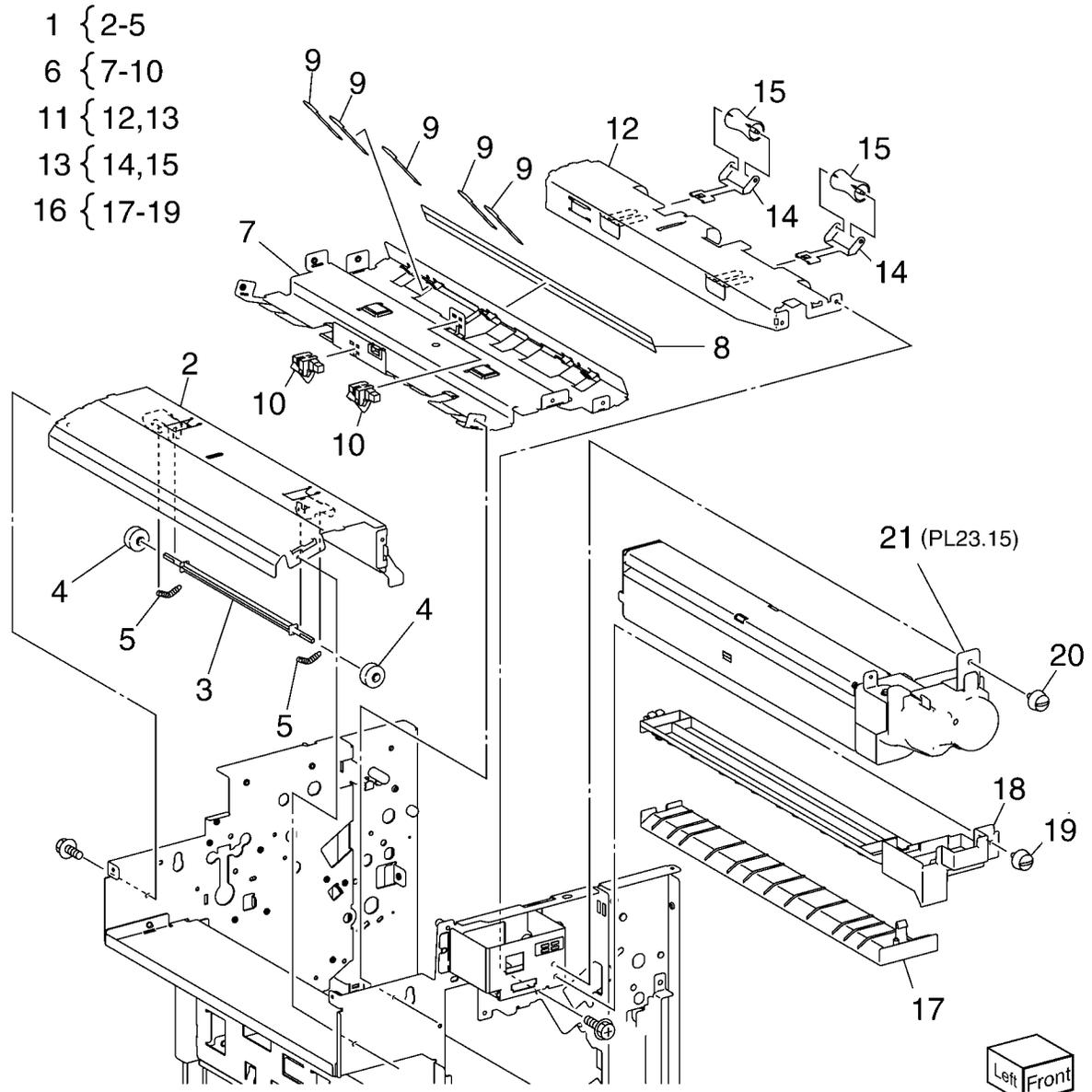
Item	Part	Description
1	807E20931	Gear (82T/77T/51T)
2	807E20940	Gear (38T)
3	-	Eject Motor Assembly (Not Spared)
4	127K53140	Eject Motor (REP 13.25)
5	-	Bracket (P/O PL 23.11 Item 3)
6	807E22030	Gear/Pulley (20T/49T)
7	423W31054	Belt
8	807E21330	Gear (28T/22T/38T)
9	807E21340	Gear (25T)
10	807E21350	Gear/Pulley (32T/25T)
11	807E21360	Gear (23T)
12	121K34631	Set Clamp Clutch (34T)
13	120E29591	Set Clamp Cam Actuator
14	130K72170	Stacker Height Sensor 1 Assembly
15	-	Bracket (P/O PL 23.11 Item 14)
16	930W00111	Stacker Height Sensor 1, Stacker Height Sensor 2, Eject Clamp Home Sensor, Set Clamp Home Sensor (REP 13.13)
17	130K72180	Stacker Height Sensor 2 Assembly
18	-	Bracket (P/O PL 23.11 Item 17)
19	-	Eject Cover Switch (P/O PL 23.11 Item 37)
20	-	Harness Guide (Not Spared)
21	120E29850	Gear Select Actuator
22	-	Eject Drive Bracket Assembly (Not Spared)
23	-	Bracket (P/O PL 23.11 Item 22)
24	-	Bracket (P/O PL 23.11 Item 22)
25	-	Shaft (P/O PL 23.11 Item 22)
26	008E96770	Clamp Set Cam
27	809E79070	Spring
28	-	Bracket (P/O PL 23.11 Item 22)
29	-	Shaft (P/O PL 23.11 Item 22)
30	008E96691	Eject Clamp Cam
31	413W11660	Sleeve Bearing
32	-	Sleeve Bearing (P/O PL 23.11 Item 22)
33	005E25810	Drive Eject Flange
34	130K72190	Eject Clamp Home Sensor Assembly
35	-	Bracket (P/O PL 23.11 Item 34)
36	-	Bracket (P/O PL 23.11 Item 37)
37	-	Eject Cover Switch Assembly (Not Spared)
38	809E79820	Spring
39	807E22040	Gear (30T)
40	423W25954	Belt



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PL 23.14 Finisher Exit/Folder Assembly

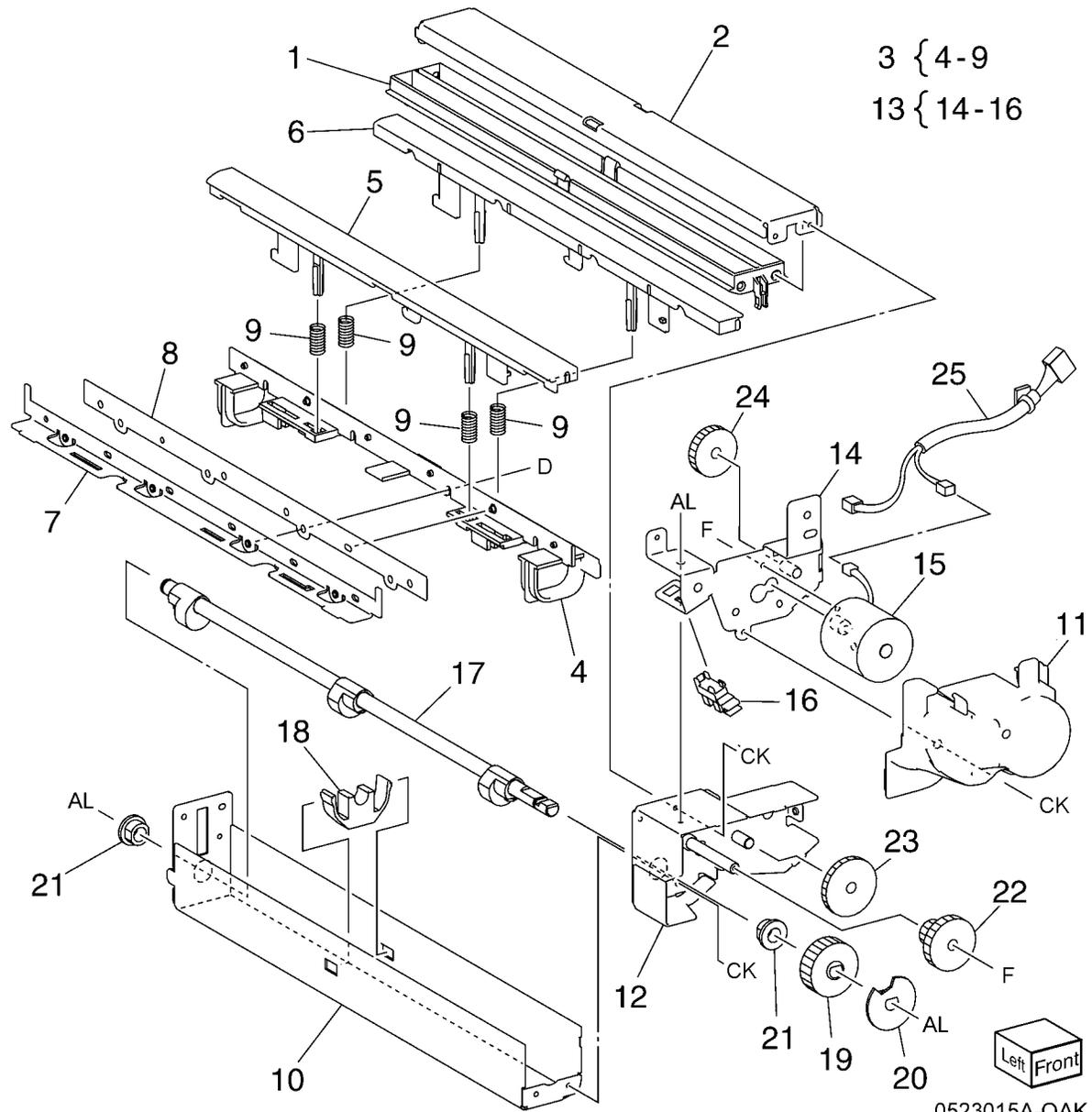
Item	Part	Description
1	-	Lower Chute Assembly (Not Spared)
2	-	Lower Chute (P/O PL 23.14 Item 1)
3	806E22121	Shaft
4	059E03710	Pinch Roll
5	809E78960	Spring
6	054K35540	Exit Upper Chute Assembly
7	-	Exit Upper Chute (P/O PL 23.14 Item 6)
8	105E18000	Static Eliminator
9	038E36420	Paper Guide
10	130K88311	Compiler Exit Sensor, Finisher Entrance Sensor
11	054K35559	Exit Lower Chute Assembly
-	054K35558	Exit Lower Chute Assembly (A)
12	-	Exit Lower Chute (P/O PL 23.14 Item 11)
13	-	Pinch Roll Assembly (P/O PL 23.14 Item 11)
14	-	Spring (P/O PL 23.14 Item 13)
15	059K56321	Pinch Roll
16	-	Chute Assembly (Not Spared)
17	-	Lower Chute (P/O PL 23.14 Item 16)
18	-	Upper Chute (P/O PL 23.14 Item 16)
19	-	Thumb Screw (P/O PL 23.14 Item 16)
20	-	Chute Assembly (Not Spared)
21	695K18691	Crease Assembly (Option) (REP 13.18)



Left Front
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PL 23.15 Folder Assembly

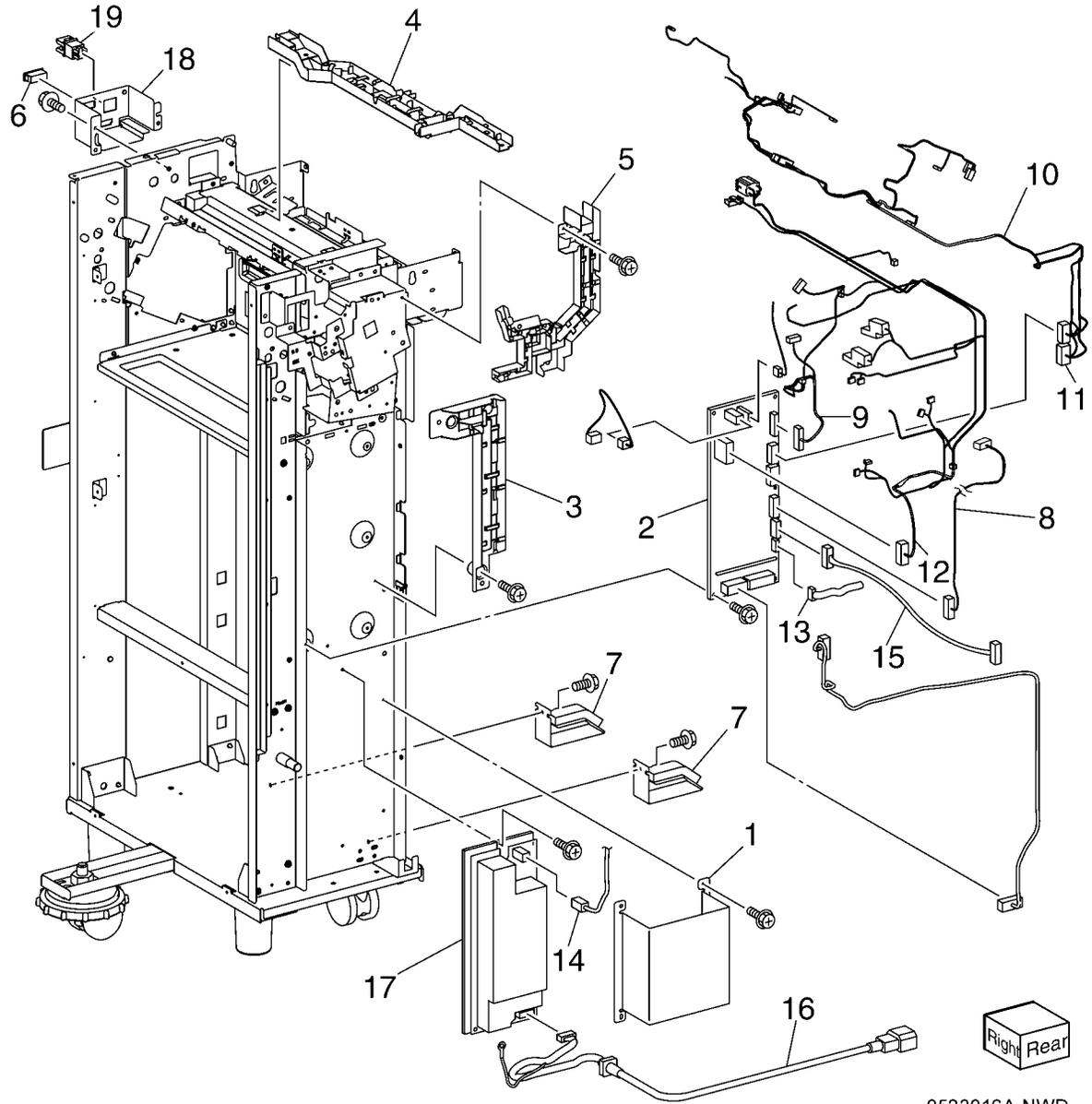
Item	Part	Description
1	-	Upper Chute (P/O PL 23.14 Item 21)
2	-	Upper Plate (P/O PL 23.14 Item 21)
3	-	Knife Assembly (P/O PL 23.14 Item 21)
4	-	Blade Holder (P/O PL 23.15 Item 3)
5	-	Lower Holder 1 (P/O PL 23.15 Item 3)
6	-	Lower Holder 2 (P/O PL 23.15 Item 3)
7	-	Bracket (P/O PL 23.15 Item 3)
8	-	Blade (P/O PL 23.15 Item 3)
9	-	Spring (P/O PL 23.14 Item 2)
10	-	Frame (P/O PL 23.14 Item 21)
11	-	Front Cover (P/O PL 23.14 Item 21)
12	-	Bracket (P/O PL 23.14 Item 21)
13	-	Folder Knife Motor Assembly (P/O PL 23.14 Item 21)
14	-	Motor Bracket (P/O PL 23.15 Item 13)
15	-	Folder Knife Motor (P/O PL 23.15 Item 13)
16	-	Folder Home Sensor (P/O PL 23.15 Item 13)
17	-	Cam Shaft Assembly (P/O PL 23.14 Item 21)
18	-	Guide (P/O PL 23.14 Item 21)
19	-	Gear (28T/8T) (P/O PL 23.14 Item 21)
20	-	Encoder (P/O PL 23.14 Item 21)
21	-	Bearing (P/O PL 23.14 Item 21)
22	-	Gear (12T/27T) (P/O PL 23.14 Item 21)
23	-	Gear (12T/30T) (P/O PL 23.14 Item 21)
24	-	Gear (12T/51T) (P/O PL 23.14 Item 21)
25	-	Wire Harness (P/O PL 23.14 Item 21)



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PL 23.16 Finisher Electrical

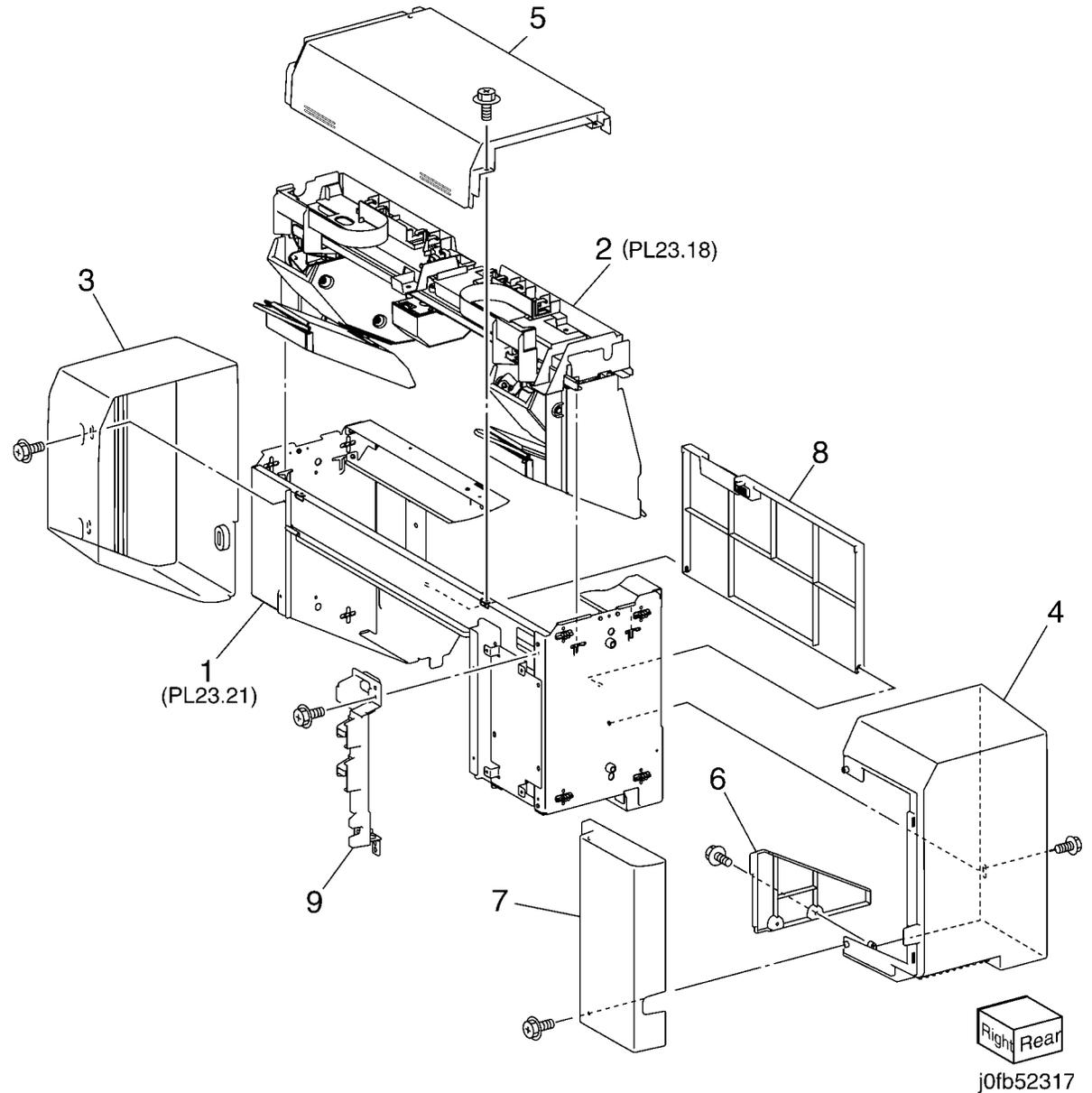
Item	Part	Description
1	-	LVPS Cover (Not Spared)
2	960K51447	Finisher PWB (REP 13.23)
-	960K50992	Finisher PWB
3	-	Harness Guide (Not Spared)
4	-	Harness Guide (Not Spared)
5	-	Harness Guide (Not Spared)
6	-	Magnet (Not Spared)
7	815K04920	Gasket Plate Assembly
8	962K60592	Wire Harness
9	-	Wire Harness (Not Spared)
10	-	Wire Harness (Not Spared)
11	-	Wire Harness (Not Spared)
12	-	Wire Harness (Not Spared)
13	962K60481	Wire Harness
14	-	Wire Harness (Not Spared)
15	-	Wire Harness (Not Spared)
16	962K74540	Power Cable
17	105E17550	Finisher LVPS (REP 13.24)
18	-	Bracket (Not Spared)
19	110E97990	Finisher Front Door Interlock Switch



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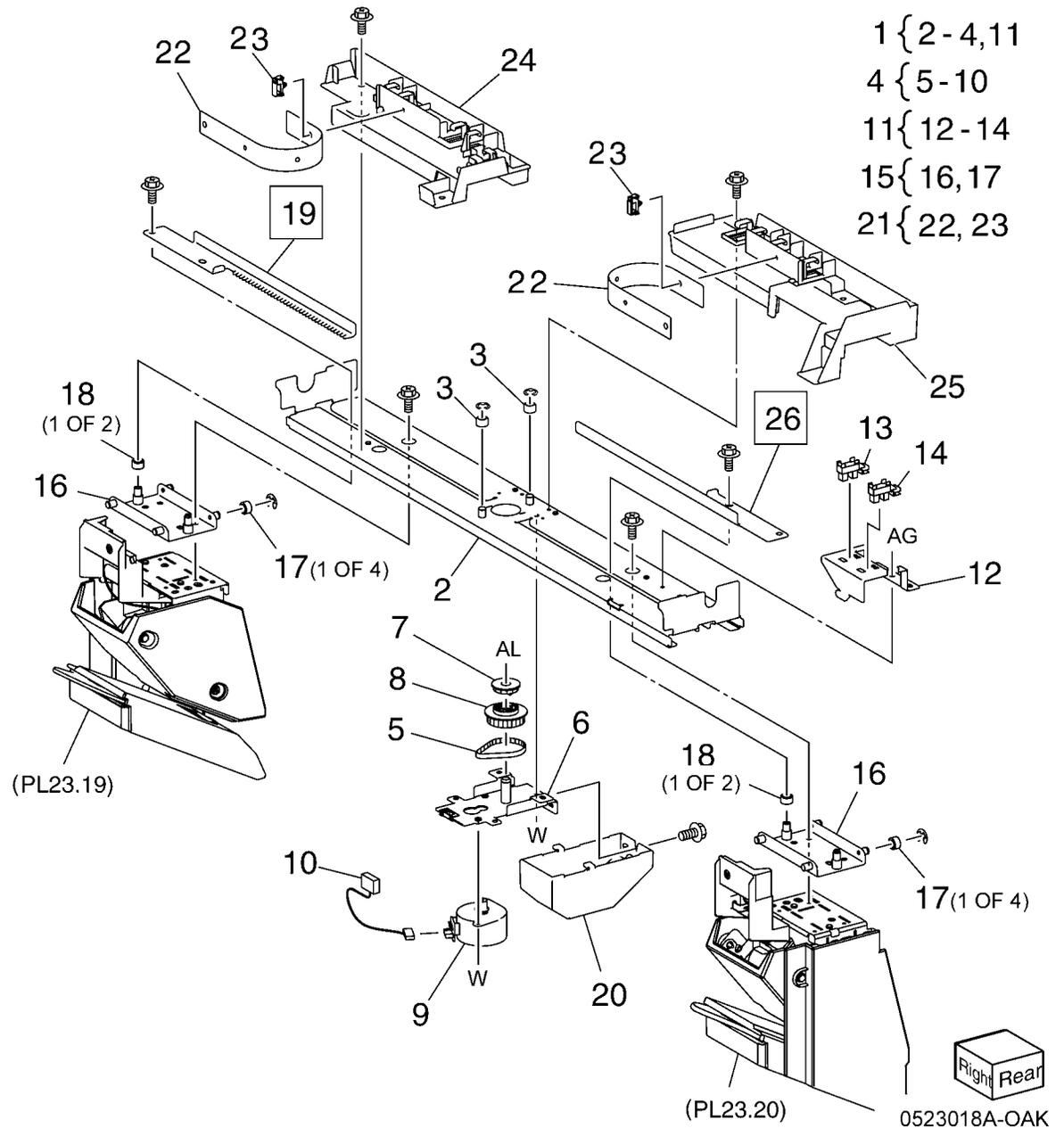
PL 23.17 Booklet Cover

Item	Part	Description
1	-	Frame Assembly (Not Spared)
2	-	Booklet Stapler Assembly (Not Spared)
3	848E15333	Rear Cover (REP 13.33)
4	-	Front Cover (Not Spared) (REP 13.32)
5	-	Top Cover (REP 13.34)
6	848E15350	Side Cover
7	848E15361	PWB Cover (REP 13.35)
8	-	Left Cover (Not Spared) (REP 13.36)
9	-	Harness Guide (Not Spared)



PL 23.18 Booklet Stapler Assembly

Item	Part	Description
1	-	Front Carriage Rail (Not Spared)
2	-	Frame (P/O PL 23.18 Item 1)
3	-	Core (P/O PL 23.18 Item 1)
4	127K57051	Booklet Stapler Move Motor Assembly (REP 13.38)
5	-	Belt (P/O PL 23.18 Item 4)
6	-	Bracket (P/O PL 23.18 Item 4)
7	-	Gear (12T) (P/O PL 23.18 Item 4)
8	-	Pulley (50T) (P/O PL 23.18 Item 4)
9	127K57622	Booklet Stapler Move Motor
10	-	Wire Harness (P/O PL 23.18 Item 4)
11	-	Sensor Bracket Assembly (P/O PL 23.18 Item 1)
12	-	Sensor Bracket (P/O PL 23.18 Item 11)
13	930W00111	Booklet Stapler Move Home Sensor, Booklet Stapler Move Position Sensor
14	-	Rear Rack Gear (Not Spared)
15	-	Carriage Assembly (Not Spared)
16	-	Carriage (P/O PL 23.18 Item 15)
17	-	Core (P/O PL 23.18 Item 15)
18	-	Core (Not Spared)
19	-	Front Rack Gear (Not Spared)
20	848E15400	Motor Cover
21	032K05222	Harness Guide Assembly
22	-	Harness Strap (P/O PL 23.18 Item 21)
23	920W01210	Locking Clamp
24	-	Harness Guide (Front) (Not Spared)
25	-	Harness Guide (Rear) (Not Spared)
26	-	Rear Rack Guide (Not Spared)

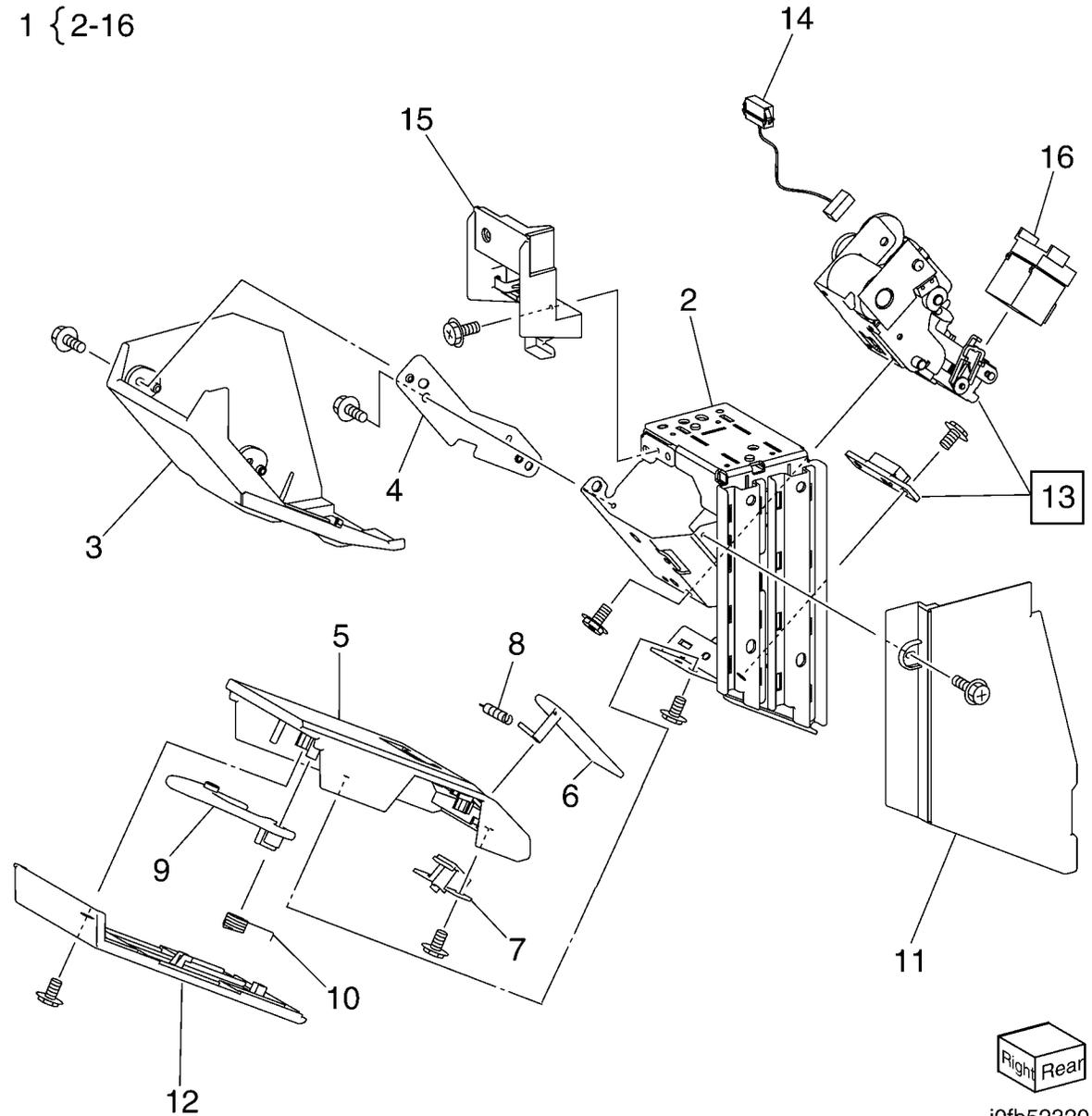


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- 4 { 5-10
- 11 { 12-14
- 15 { 16, 17
- 21 { 22, 23

PL 23.20 Booklet Rear Stapler Assembly

Item	Part	Description
1	029K92500	Booklet Rear Stapler Assembly
2	-	Bracket (P/O PL 23.20 Item 1)
3	-	Rear Cover (P/O PL 23.20 Item 1)
4	-	Bracket (P/O PL 23.20 Item 1)
5	054K35282	Chute
6	-	Sub Chute (P/O PL 23.20 Item 1)
7	-	Support (P/O PL 23.20 Item 1)
8	-	Spring (P/O PL 23.20 Item 1)
9	-	Sub Chute (P/O PL 23.20 Item 1)
10	-	Spring (P/O PL 23.20 Item 1)
11	-	Front Cover (P/O PL 23.20 Item 1)
12	848E15421	Lower Cover
13	-	Booklet Stapler Assembly (P/O PL 23.20 Item 1) (REP 13.37)
14	-	Wire Harness (P/O PL 23.20 Item 1)
15	-	Guide (P/O PL 23.20 Item 1)
16	-	Booklet Staple Cassette Assembly (P/O PL 23.20 Item 1)

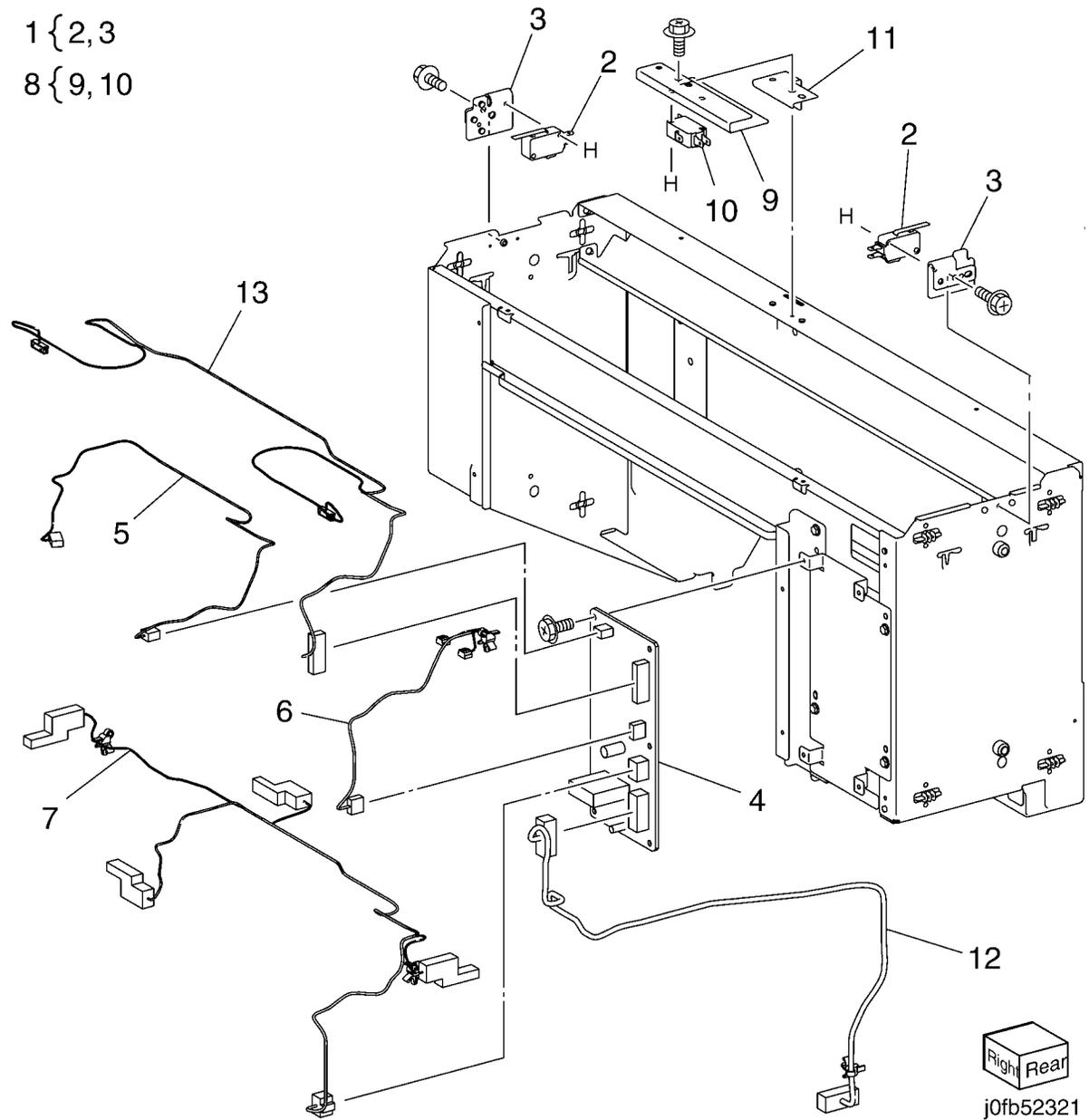
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Right Rear
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PL 23.21 Booklet Electrical

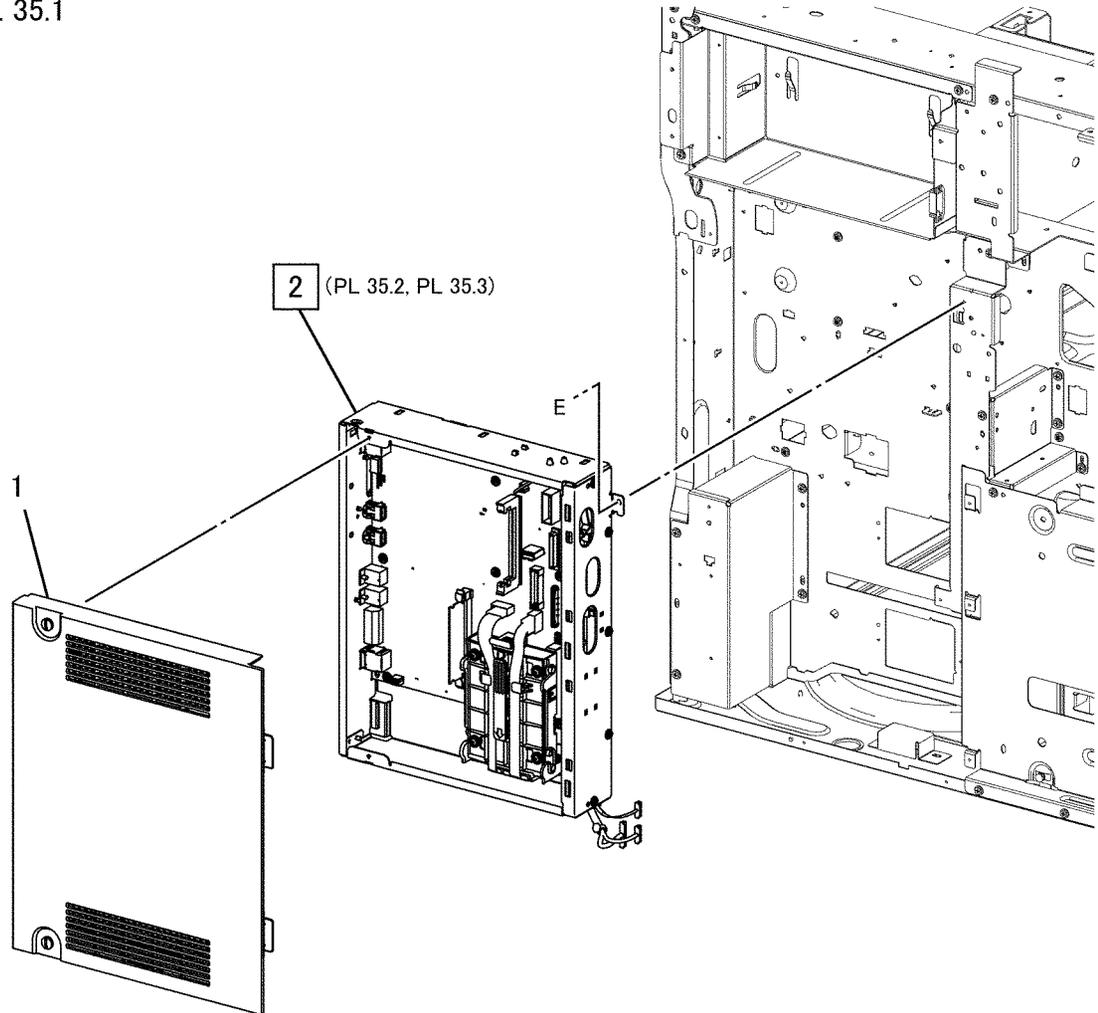
Item	Part	Description
1	068K58350	Booklet Stapler Safety Switch Assembly
2	110E12970	Booklet Stapler Safety Switch
3	-	Bracket (P/O PL 23.21 Item 1)
4	960K32543	Booklet PWB (REP 13.30)
5	-	Wire Harness (Not Spared)
6	-	Wire Harness (Not Spared)
7	-	Wire Harness (Not Spared)
8	-	Booklet Stapler Cover Switch Assembly (Not Spared)
9	-	Bracket (P/O PL 23.21 Item 8)
10	-	Booklet Stapler Cover Switch (P/O PL 23.21 Item 8)
11	-	Plate (Not Spared)
12	962K60533	Wire Harness
13	962K60540	Wire Harness



PL 35.1 ESS (1/3)

Item	Part	Description
1	-	ESS Cover (Not Spared)
2	-	ESS Chassis Assembly (REF: PL 35.2, PL 35.3) (REP 3.2)

PL 35.1



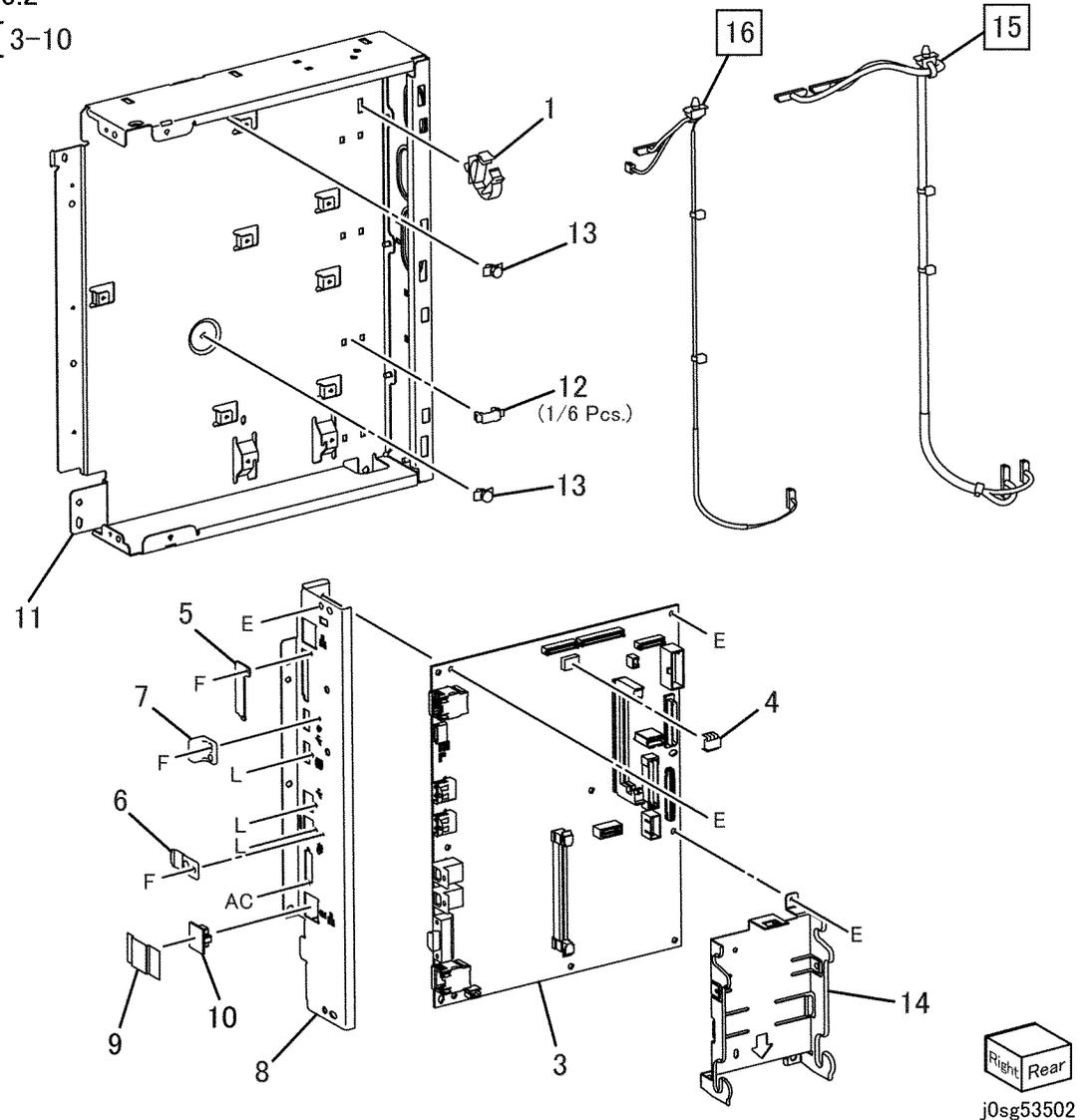
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PL 35.2 ESS (2/3)

Item	Part	Description
1	-	Clamp (Not Spared)
2	604K68240	ESS PWB Assembly (Includes Items 3-10) (REP 3.3)
3	-	ESS PWB (P/O PL 35.2 Item 2) (REP 3.3)
4	-	EEPROM (P/O PL 35.2 Item 2)
5	-	ESS Plate (P/O PL 35.2 Item 2)
6	-	USB Panel (P/O PL 35.2 Item 2)
7	-	Cable Guard
8	-	Plate (P/O PL 35.2 Item 2)
9	-	Seal (P/O PL 35.2 Item 2)
10	-	Cap (P/O PL 35.2 Item 2)
11	-	ESS Chassis (Not Spared)
12	-	Clamp (Not Spared)
13	-	PWB Support (Not Spared)
14	-	HDD Bracket (Not Spared)
15	-	Wire Harness (Not Spared)
16	-	Video Harness (Not Spared)

PL 35.2

2 { 3-10



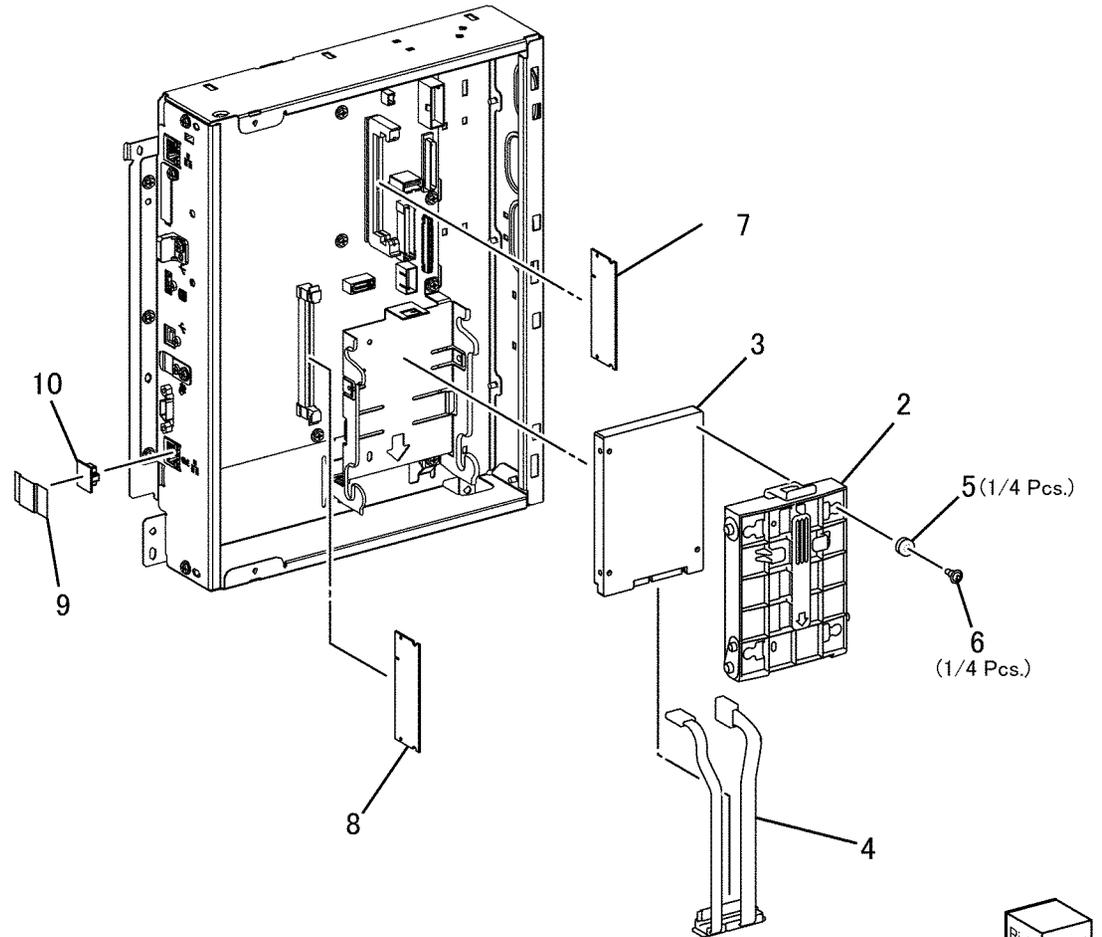
Right Rear

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PL 35.3 ESS (3/3)

Item	Part	Description
1	101K61780	HDD Chassis Assembly (Includes Items 1-6)
2	—	HDD Chassis (P/O PL 35.3 Item 1) (REP 3.1)
3	—	HDD (P/O PL 35.3 Item 1)
4	—	Harness Assembly (P/O PL 35.3 Item 1)
5	—	Bumper (P/O PL 35.3 Item 1)
6	—	Flange Screw (P/O PL 35.3 Item 1)
7	540K14860	DIMM Post Script
8	133K26760	DIMM Memory (1GB)
—	133K26860	DIMM Memory (2GB) (Required to support Post Script)

PL 35.3
1 { 2-6



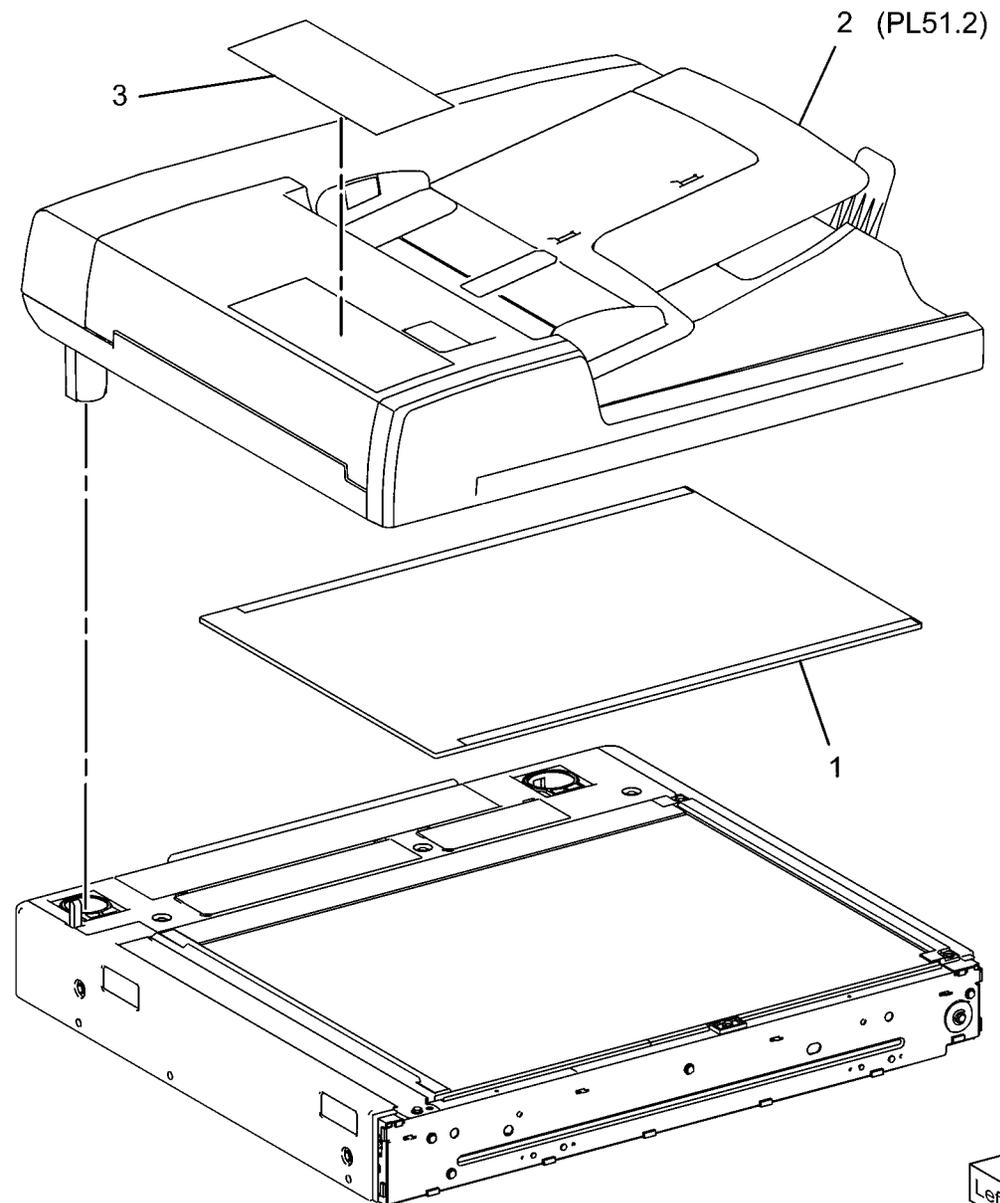
Right Rear

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PL 51.1 DADF Accessory

Item	Part	Description
1	004K02962	DADF Platen Cushion (REP 5.2)
2	059K71382	DADF Assembly (REP 5.1)
3	-	Label

PL51.1

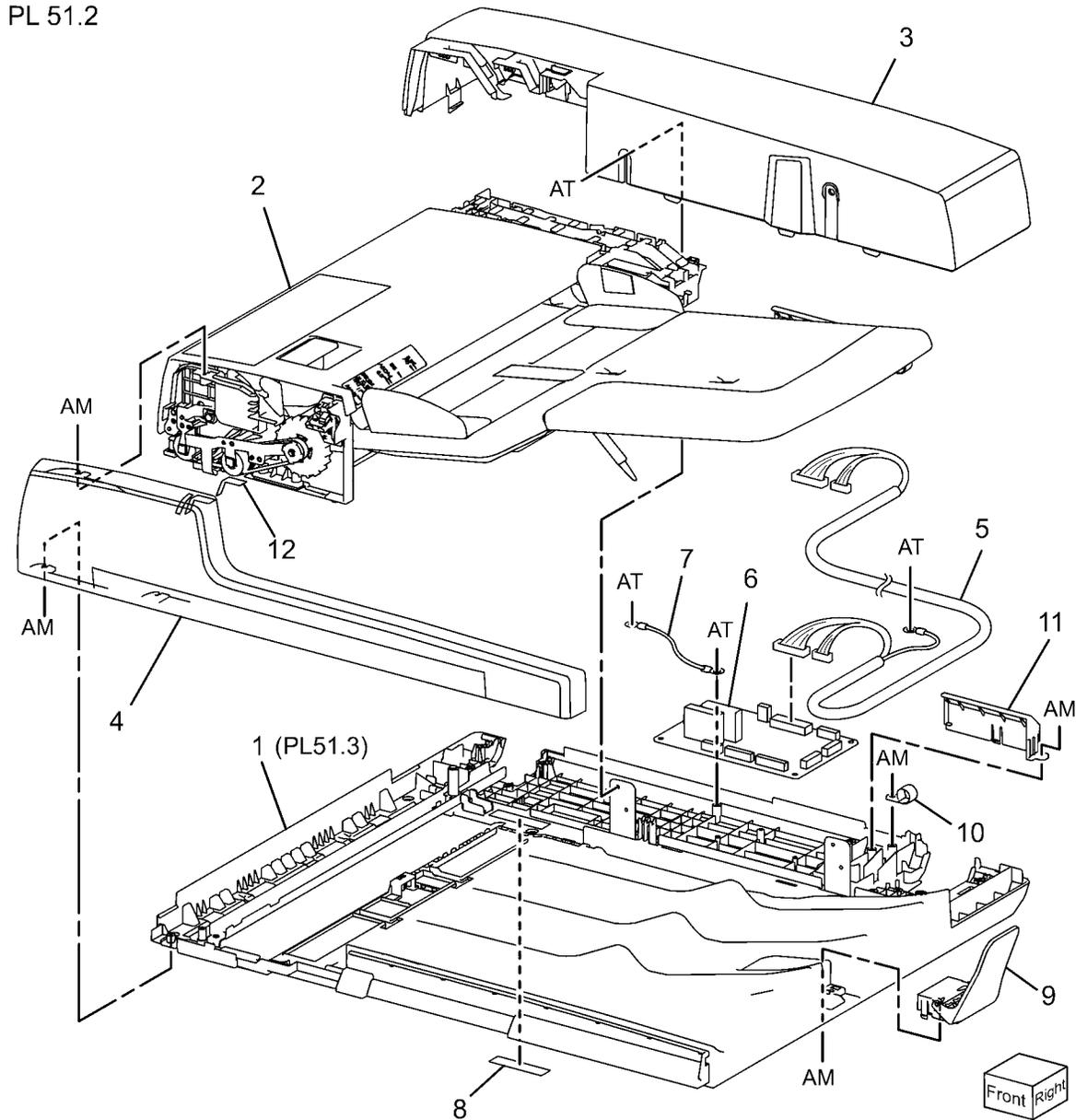


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PL 51.2 Covers, PWB

Item	Part	Description
1	-	Base Frame (P/O PL 51.1 Item 2)
2	-	Feeder Assembly (P/O PL 51.1 Item 2) (REP 5.5)
3	-	Rear Cover (P/O PL 51.1 Item 2) (REP 5.4)
4	-	Front Cover (P/O PL 51.1 Item 2) (REP 5.3)
5	962K71100	Transport Harness
6	960K47306	DADF PWB (REP 5.6)
7	-	Wire Harness (P/O PL 51.1 Item 2)
8	-	Data Plate (P/O PL 51.1 Item 2)
9	003K87990	Stopper
10	-	P Clamp (P/O PL 51.1 Item 2)
11	-	Bracket (P/O PL 51.1 Item 2)
12	-	Knob Label (Not Spared)

PL 51.2

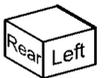
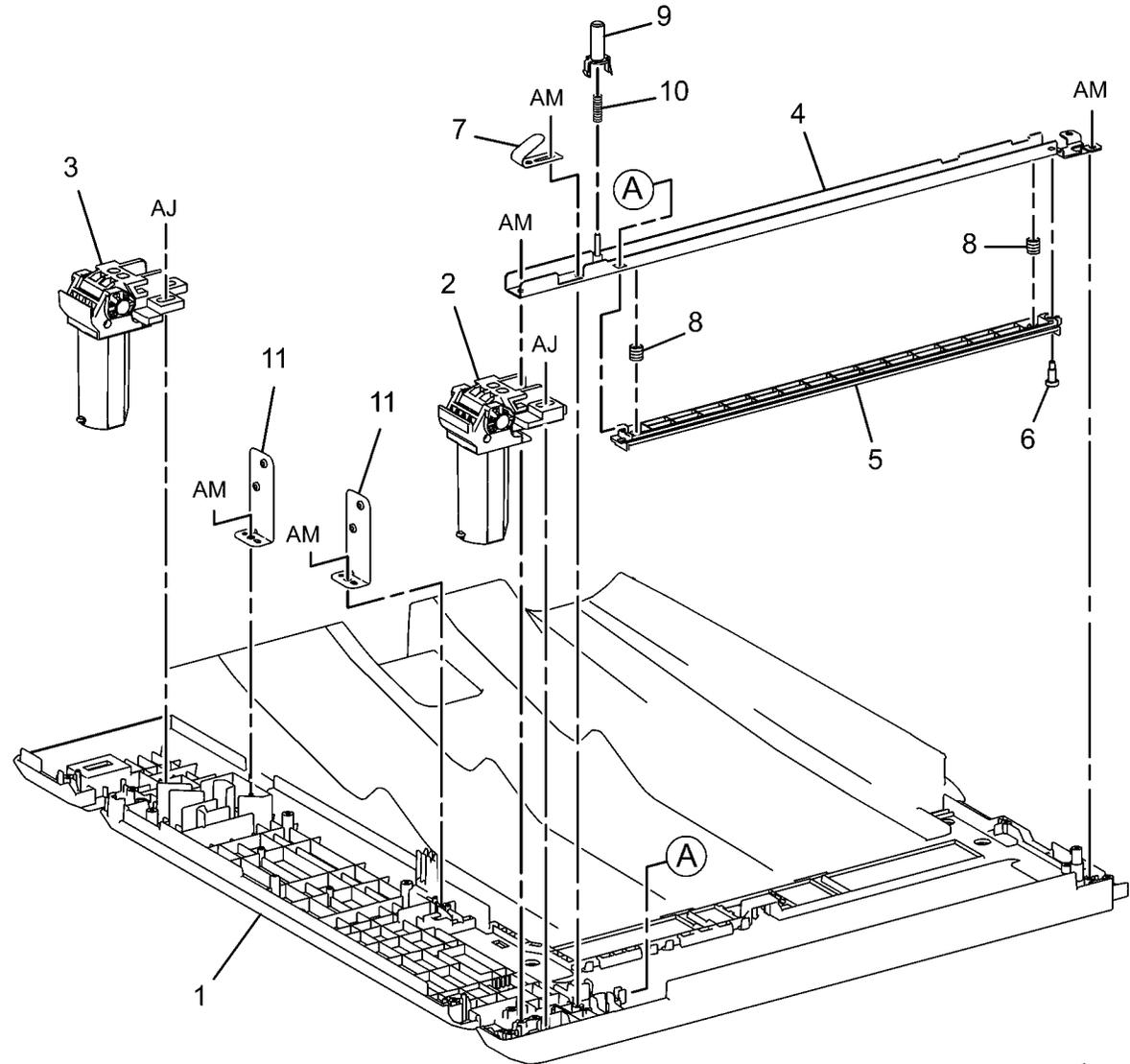


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PL 51.3 Base Frame

Item	Part	Description
1	-	Frame (P/O PL 51.1 Item 2)
2	036K91873	Left Counter Balance (REP 5.7)
3	036K91921	Right Counter Balance (REP 5.8)
4	-	Tie Plate (P/O PL 51.1 Item 2)
5	054K41230	CVT Chute
6	826E45980	Stud Screw
7	-	Ground Plate (P/O PL 51.1 Item 2)
8	809E86290	CVT Spring
9	019E73462	Floating Holder
10	809E89310	Floating Spring
11	-	Bracket (P/O PL 51.1 Item 2)

PL51.3

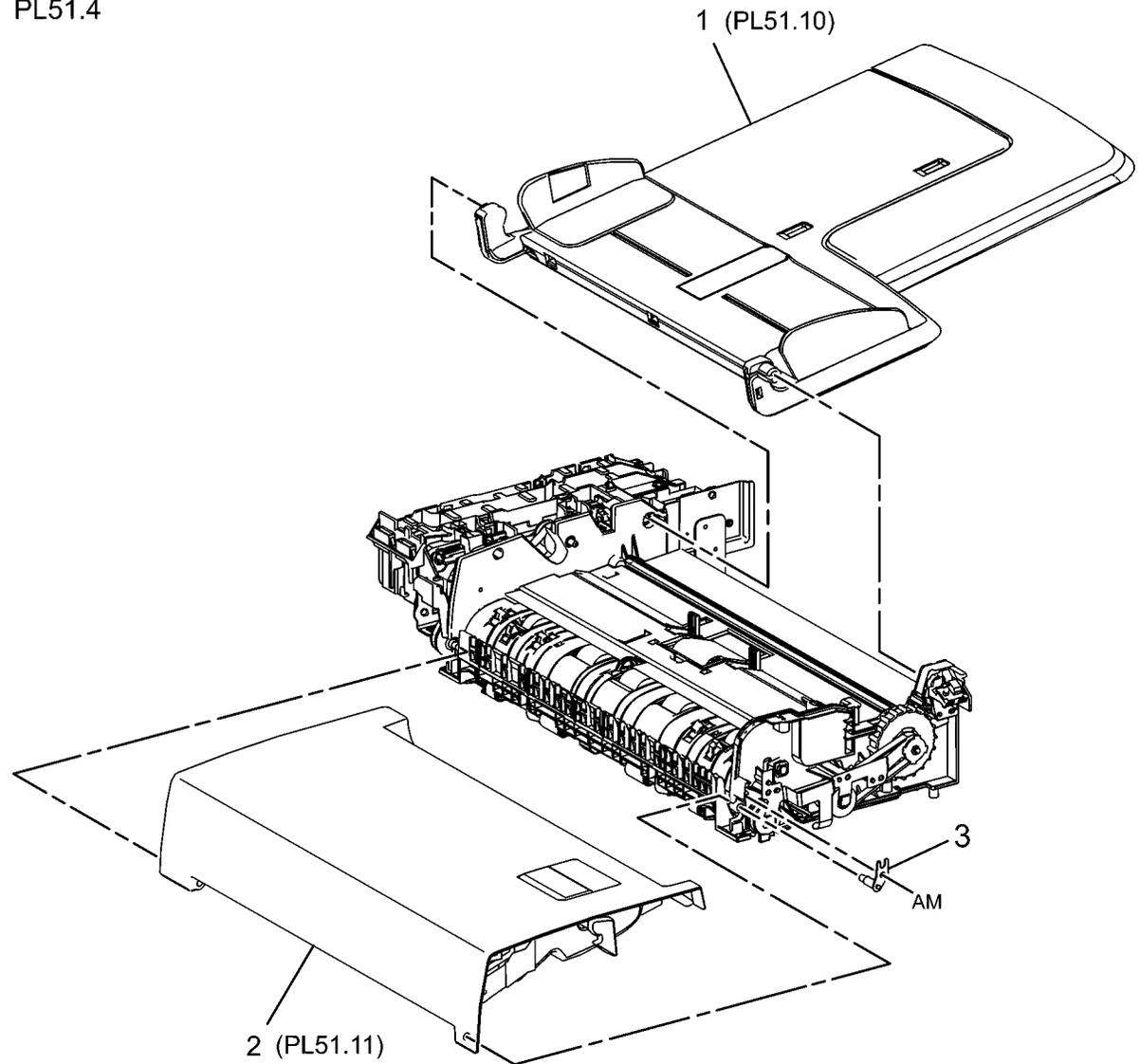


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PL 51.4 Document Tray

Item	Part	Description
1	050K64252	Document Tray Assembly (REP 5.9)
2	059K65063	Top Cover (REP 5.10)
3	—	Stud Bracket (P/O PL 51.1 Item 2)

PL51.4



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Initial Issue

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Parts List

PL 51.4

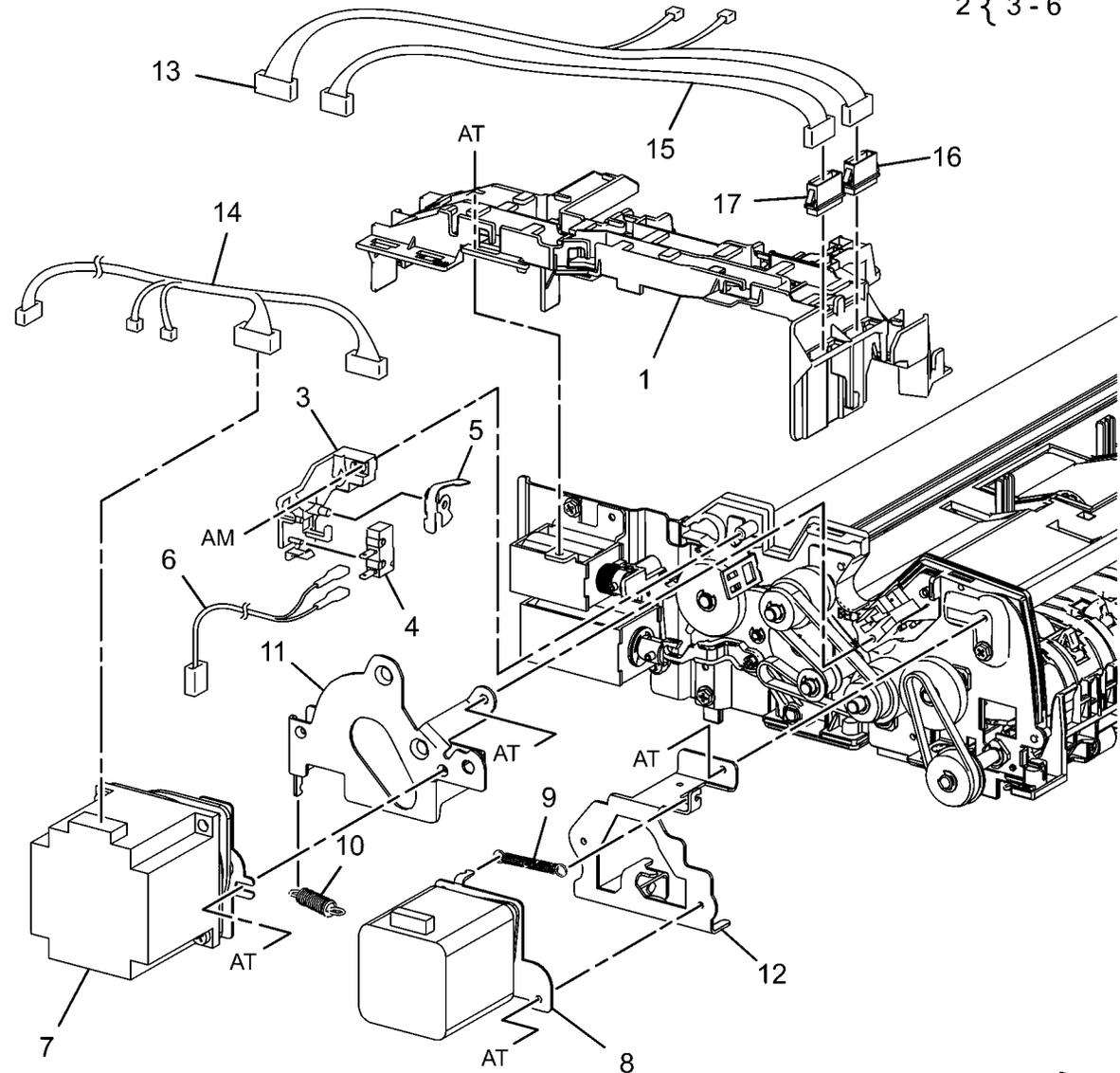
BUS Updated 12/2011

PL 51.5 DADF Drives (1 of 2)

Item	Part	Description
1	032E32642	Harness Guide (REP 5.11)
2	110K15933	Interlock Switch and Harness Assembly
3	-	Bracket (P/O PL 51.5 Item 2)
4	-	Interlock Switch (P/O PL 51.5 Item 2)
5	-	Spring (P/O PL 51.5 Item 2)
6	-	Switch Wire Harness (P/O PL 51.5 Item 2)
7	127K62910	Feed Motor (REP 5.13)
8	127K62891	Registration Motor (REP 5.12)
9	809E50763	Spring
10	809E91390	Spring
11	-	Bracket (P/O PL 51.1 Item 2)
12	-	Bracket (P/O PL 51.1 Item 2)
13	-	Feeder Wire Harness (P/O PL 51.1 Item 2)
14	-	Motor Wire Harness (P/O PL 51.1 Item 2)
15	-	APS Wire Harness
16	-	Connector (Not Spared)
17	-	Connector (Not Spared)

PL51.5

2 { 3 - 6

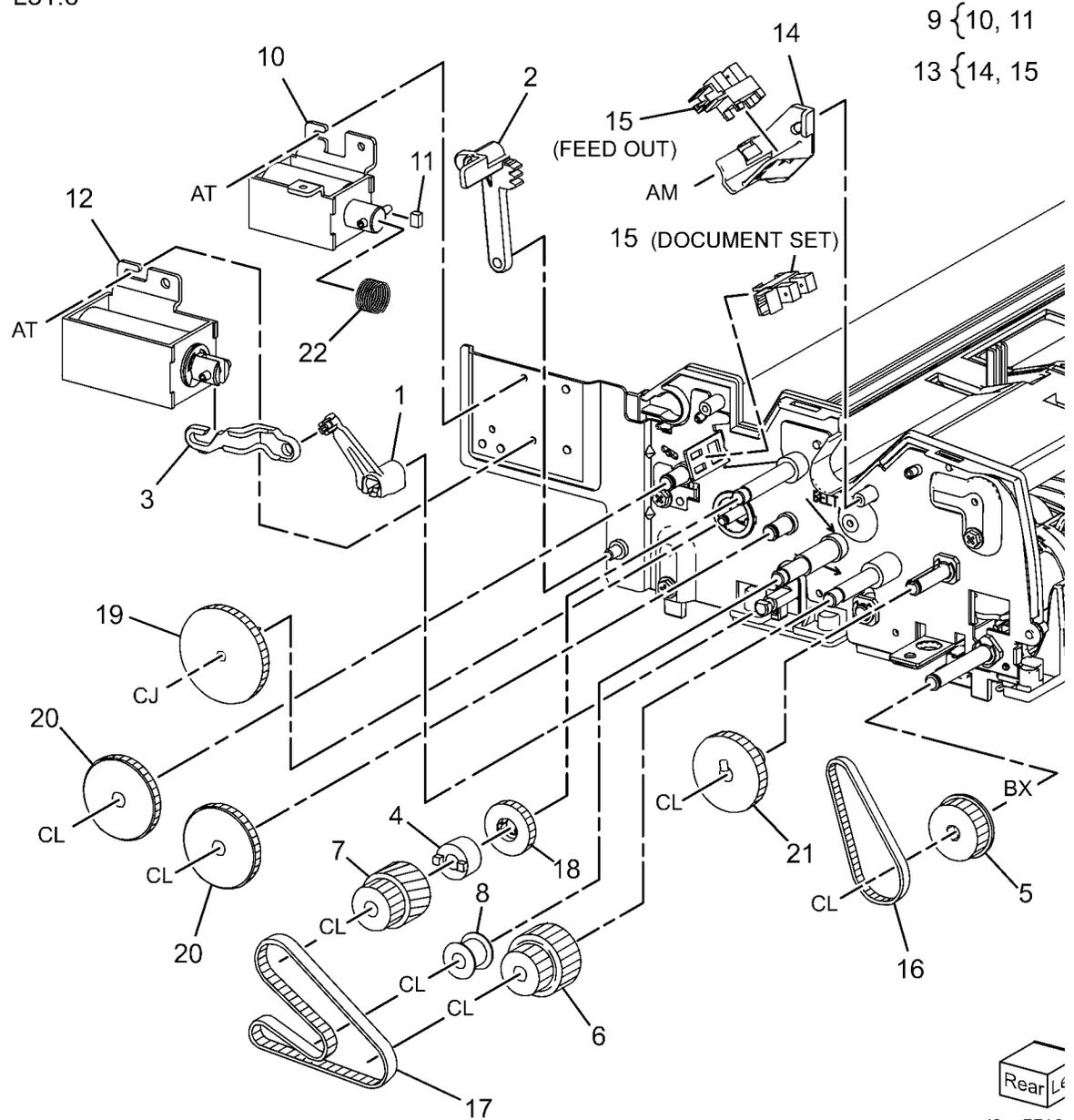


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PL 51.6 DADF Drives (2 of 2)

Item	Part	Description
1	011E22861	Nip Lever
2	012E17151	Stopper Link
3	012E17161	Release Link
4	019K10320	Brake
5	020E46551	Registration Roll Pulley
6	020E46561	Pulley Gear
7	020E46571	Pulley Gear
8	059E98620	Roll
9	121K46620	Gate Solenoid
10	-	Gate Solenoid (P/O PL 51.6 Item 9)
11	-	Cushion (P/O PL 51.6 Item 9)
12	121K43660	Exit Nip Release Solenoid
13	130K73000	Feed Out Sensor Assembly
14	-	Sensor Bracket (P/O PL 51.6 Item 13)
15	930W00121	Feed Out Sensor, Document Set Sensor
16	423W06555	Belt
17	423W31354	Belt
18	807E26971	Gear
19	807E26981	Exit Roll Gear
20	807E26991	Gear
21	807E27011	Take Away Roll Gear
22	809E86320	Spring

PL51.6



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13 {14, 15



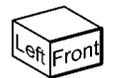
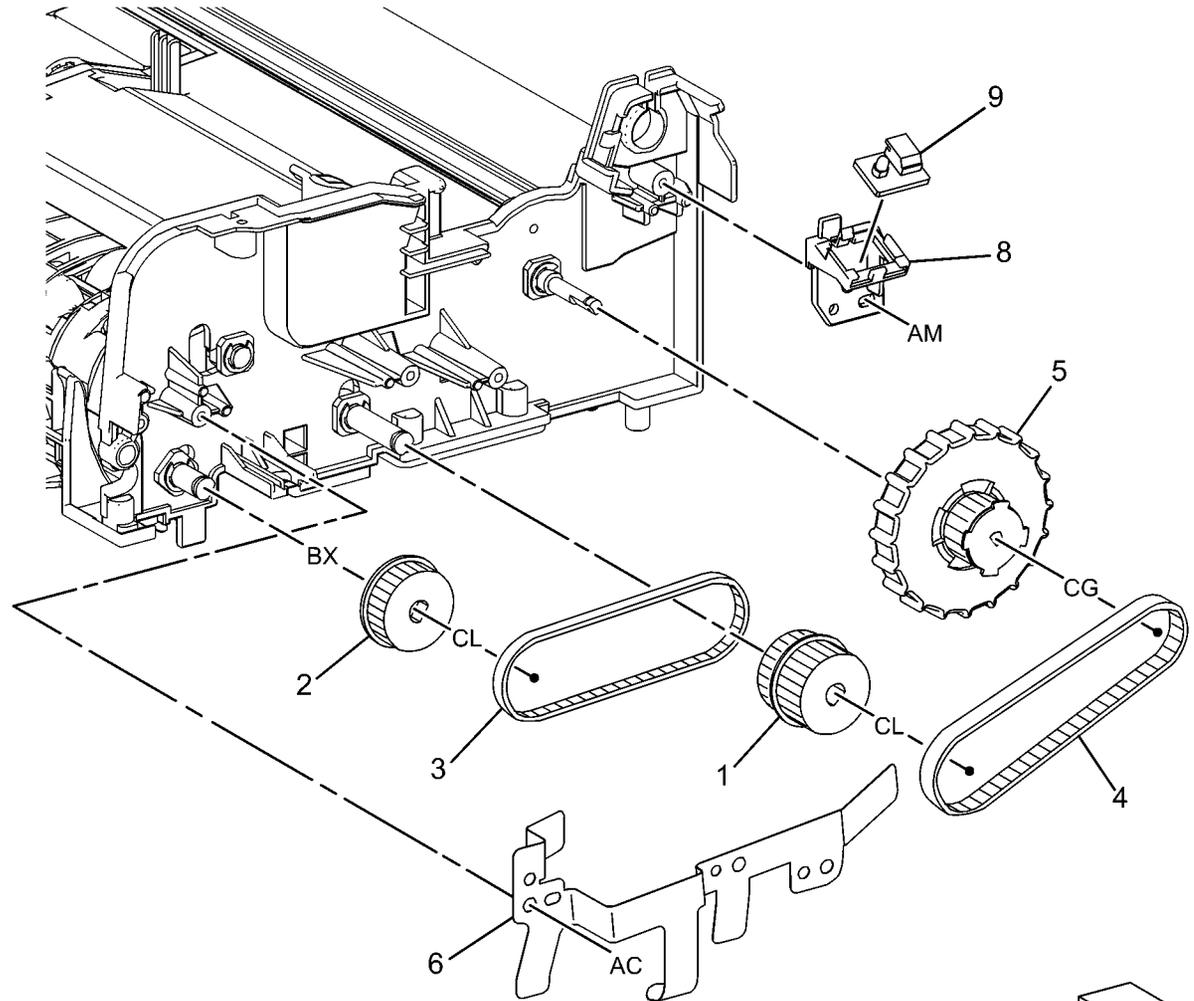
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PL 51.7 Front Belt

Item	Part	Description
1	020E46540	Out Roll Pulley
2	020E46551	Registration Roll Pulley
3	423W08855	Belt
4	-	Belt (Not Spared)
5	803E02200	Knob Handle
6	-	Ground Plate (Not Spared)
7	960K48840	Document LED Set
8	-	LED Bracket (P/O PL 51.7 Item 7)
9	-	Document LED (P/O PL 51.7 Item 7)

PL51.7

7 { 8, 9

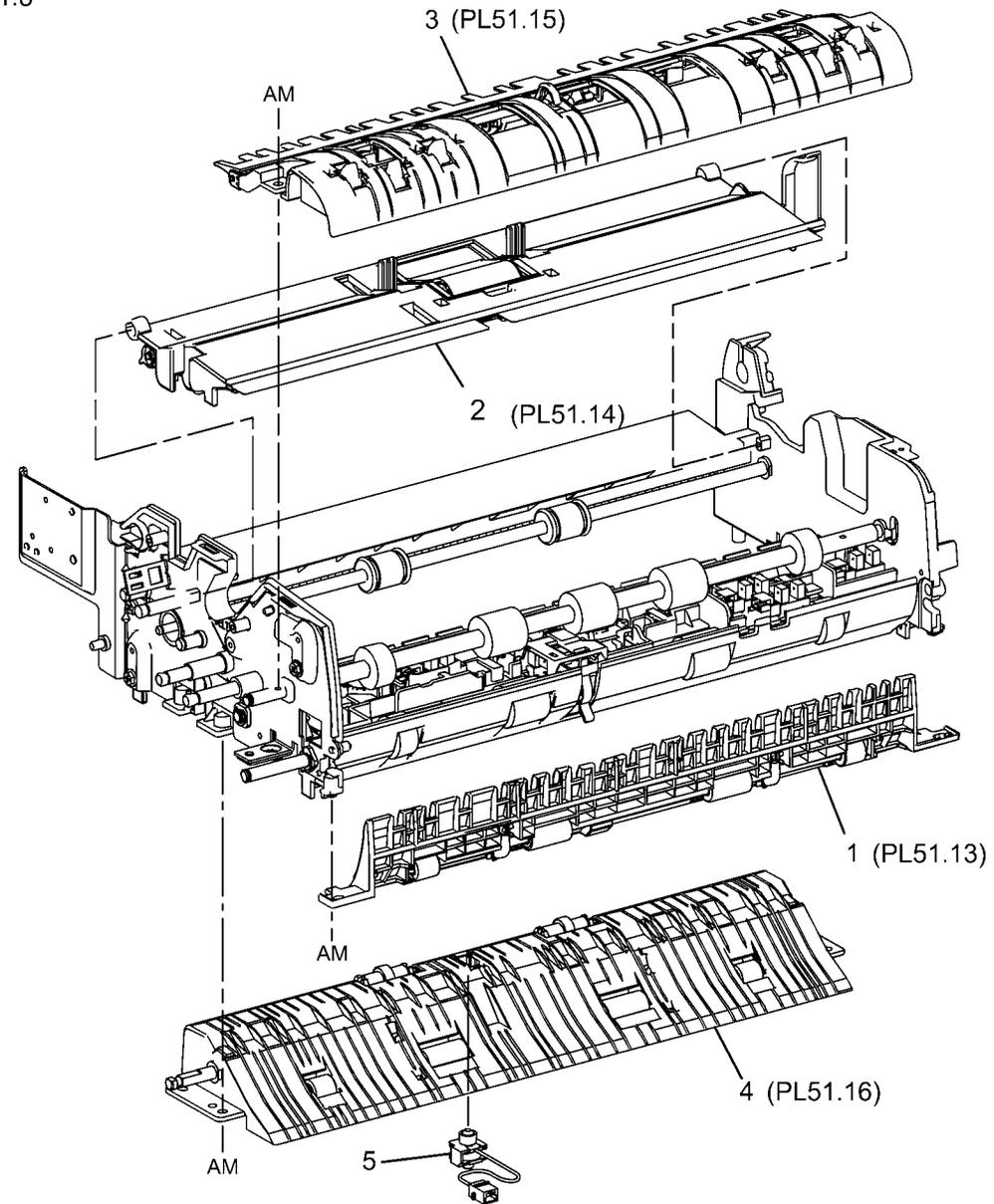


j0sg55107b

PL 51.8 Registration, Retard, Invert, Output Chutes

Item	Part	Description
1	054K39700	Registration Chute (REP 5.14)
2	054K44171	Retard Chute (REP 5.15)
3	054K41044	Invert Chute (REP 5.15)
4	054K41050	Output Chute
5	-	Stamp Solenoid (Not Spared)

PL51.8

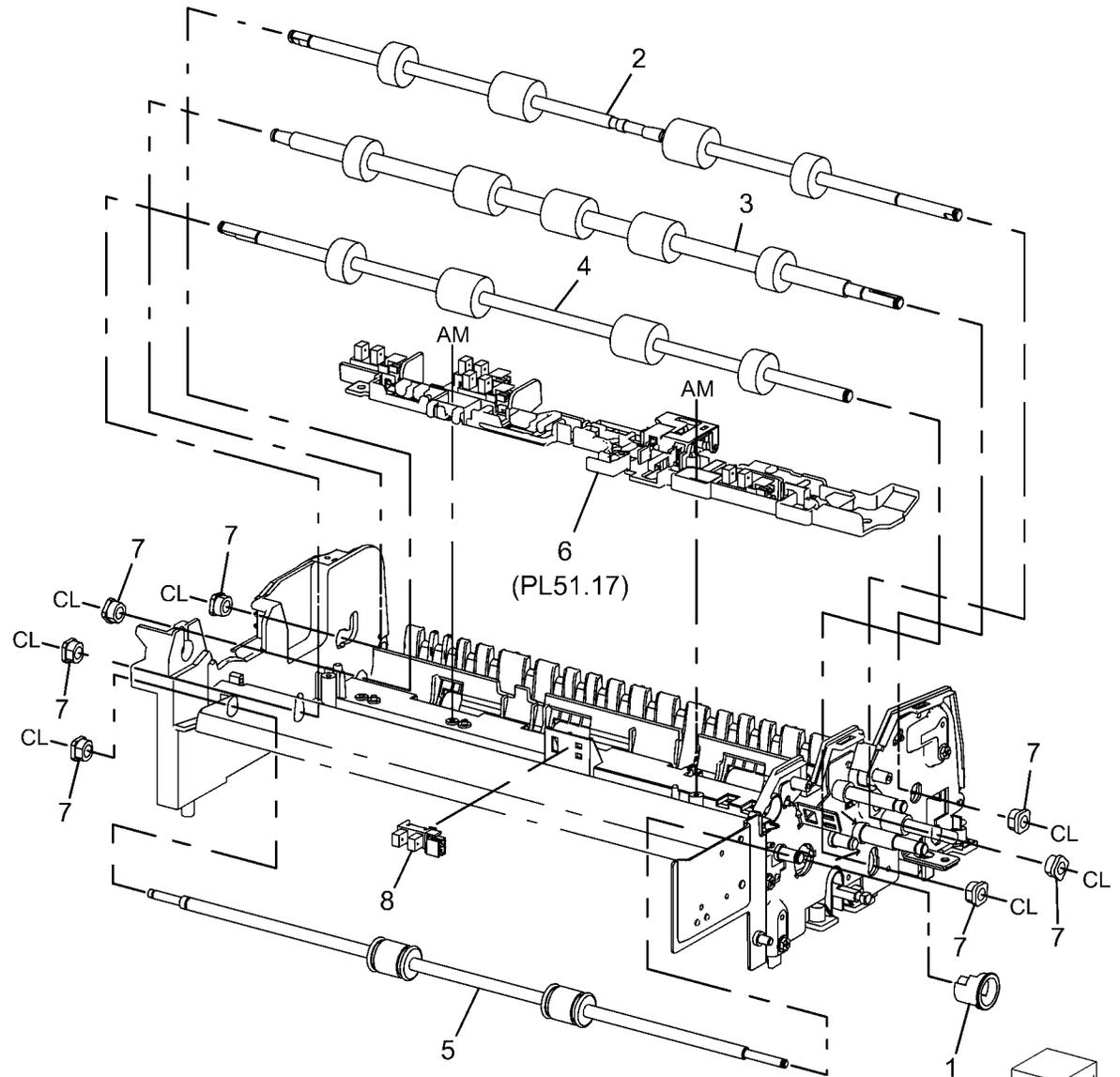


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PL 51.9 Roll, Sensor Bracket

Item	Part	Description
1	-	Bearing (Not Spared)
2	059K65081	Registration Roll
3	-	Take Away Roll (Not Spared) (REP 5.16)
4	-	Output Roll (Not Spared)
5	-	Exit Roll (Not Spared)
6	068K69460	Sensor Bracket Assembly (REP 5.17)
7	-	Bearing (Not Spared)
8	930W00121	Invert Sensor

PL51.9

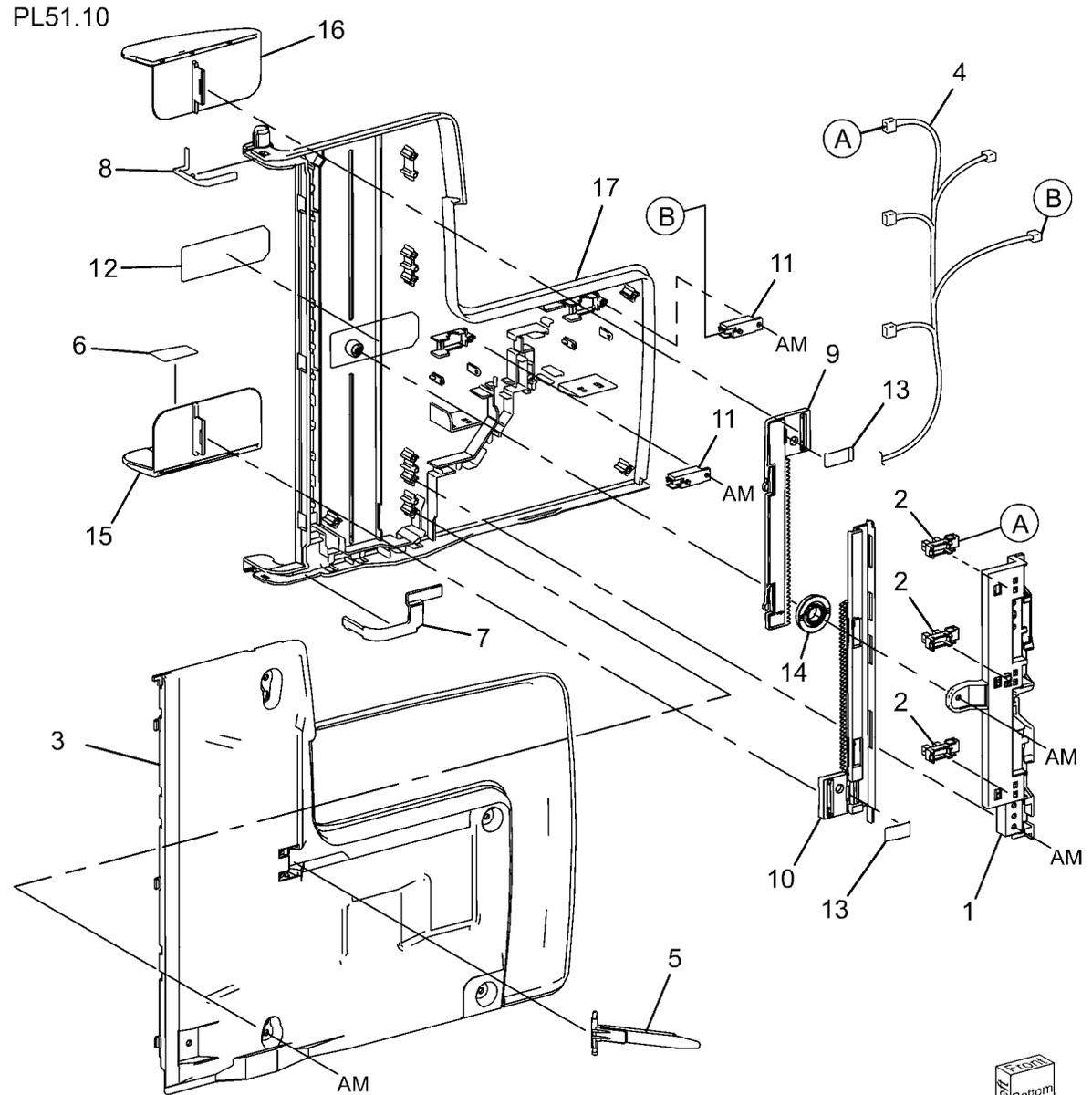


Left Front

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PL 51.10 Document Tray

Item	Part	Description
1	-	Sensor Bracket (P/O PL 51.4 Item 1)
2	930W00121	Tray Guide Set Sensor 1, Sensor 2, Sensor 3
3	-	Tray Cover (P/O PL 51.4 Item 1)
4	-	Tray Wire Harness (P/O PL 51.4 Item 1)
5	032K05861	Guide
6	-	Max Label (Not Spared)
7	-	Harness Cover (P/O PL 51.4 Item 1)
8	-	Harness Cover (P/O PL 51.4 Item 1)
9	-	Front Gear Rack (P/O PL 51.4 Item 1)
10	-	Rear Gear Rack (P/O PL 51.4 Item 1)
11	930W00241	Size Sensor 1, Size Sensor 2
12	-	Instruction Label (Not Spared)
13	-	Rack Spring (P/O PL 51.4 Item 1)
14	-	Pinion Gear (P/O PL 51.4 Item 1)
15	-	Side Guide (P/O PL 51.4 Item 1)
16	-	Side Guide (P/O PL 51.4 Item 1)
17	-	Upper Tray (P/O PL 51.4 Item 1)

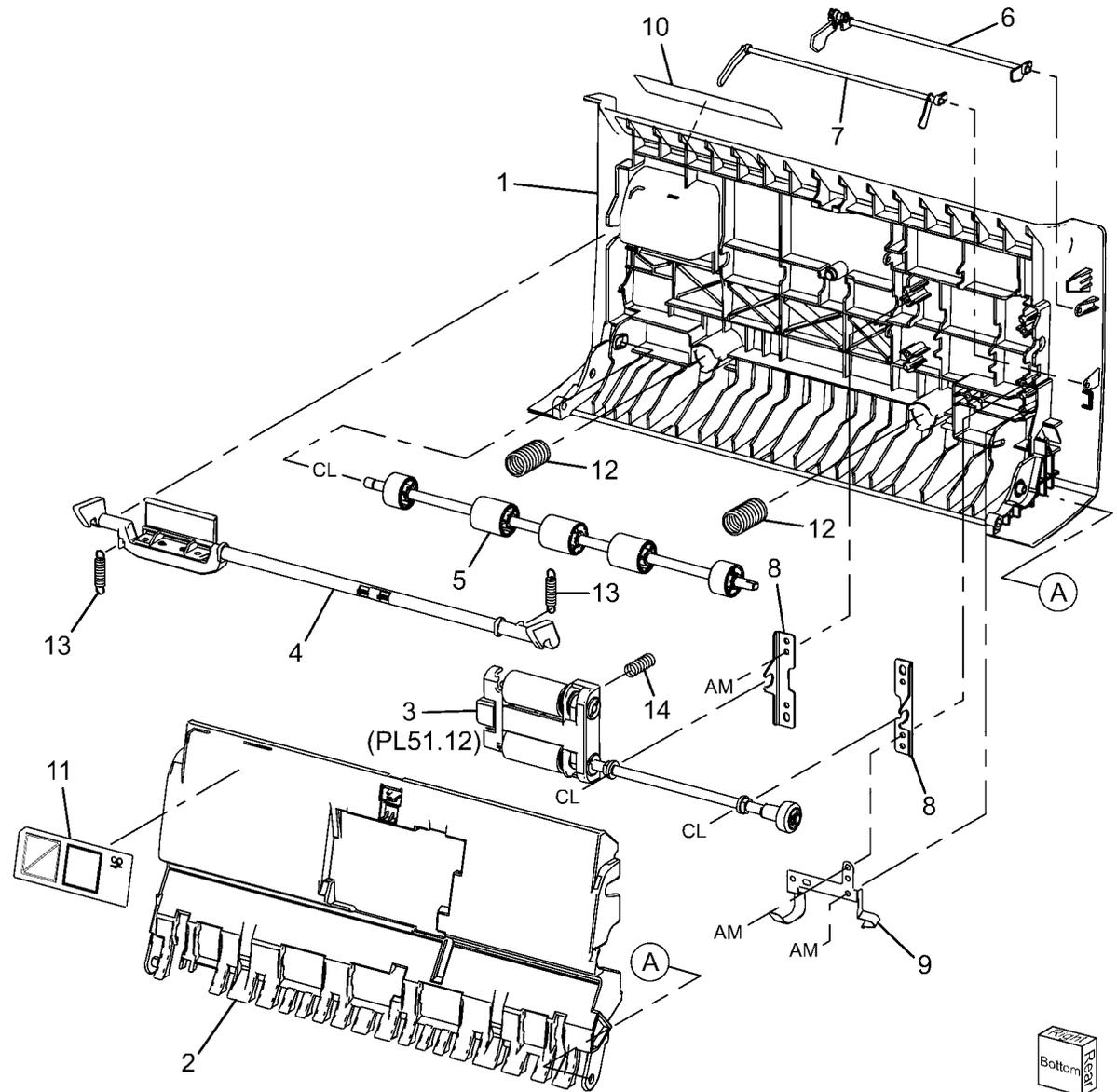


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PL 51.11 Top Cover

Item	Part	Description
1	-	Top Cover (P/O PL 51.4 Item 2)
2	-	Upper Feed Chute (P/O PL 51.4 Item 2)
3	059K65070	Upper Feeder (REP 5.5)
4	011K03520	Lever Latch
5	059K61230	Take Away Pinch Roll
6	120K92500	Document Set Actuator
7	120E32200	Feed Out Actuator
8	-	Bracket (P/O PL 51.4 Item 2)
9	-	Ground Plate (P/O PL 51.4 Item 2)
10	897E24010	Size Label
11	897E24000	Jam Label
12	-	Spring (Not Spared)
13	-	Spring (Not Spared)
14	-	Spring (Not Spared)

PL51.11



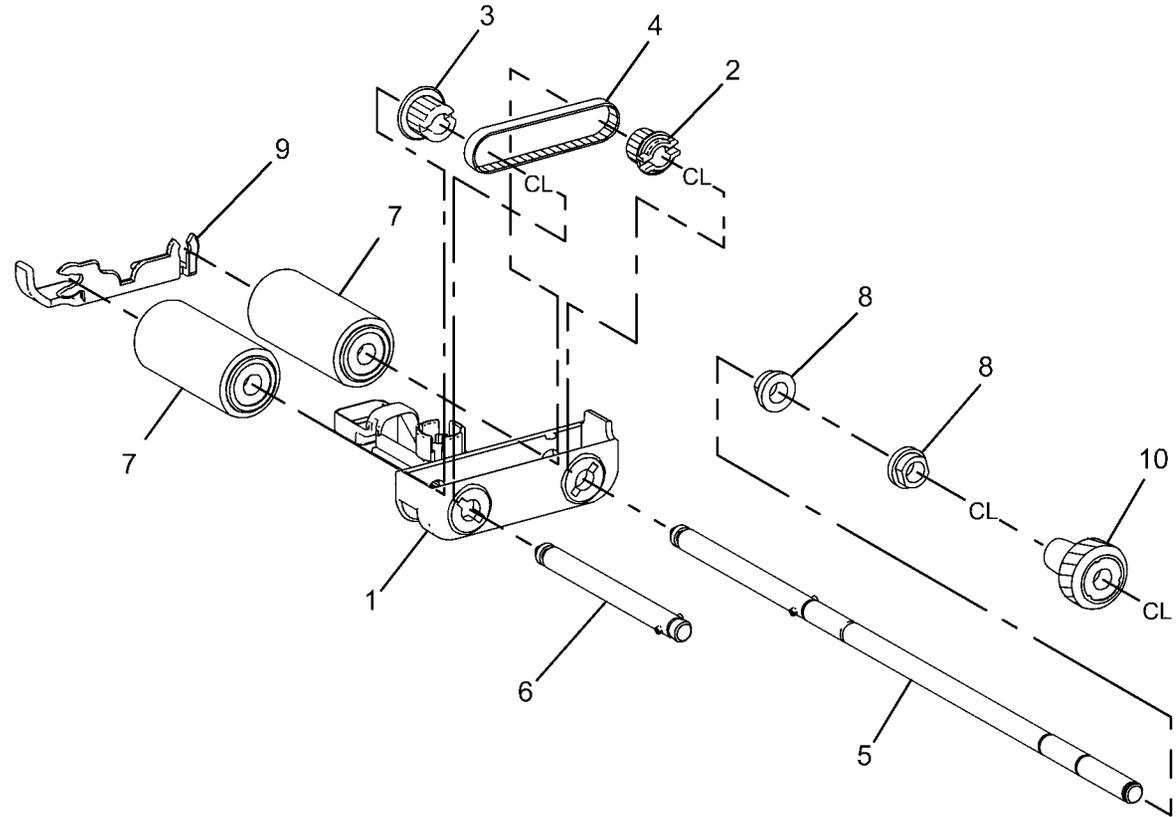
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PL 51.12 Upper Feeder

Item	Part	Description
1	–	Housing (P/O PL 51.11 Item 3)
2	–	Feeder Pulley (P/O PL 51.12 Item 3)
3	–	Nudger Pulley (P/O PL 51.11 Item 3)
4	–	Belt (P/O PL 51.11 Item 3)
5	–	Feed Shaft (P/O PL 51.11 Item 3)
6	–	Nudger Shaft (P/O PL 51.11 Item 3)
7	–	Feed Roll, Nudger Roll (P/O PL 51.12 Item 11) (REP 5.18)
8	–	Bearing (P/O PL 51.11 Item 3)
9	–	Housing (P/O PL 51.12 Item 11)
10	–	Gear (P/O PL 51.11 Item 3)
11	604K58410	DADF Feed Roll Kit

PL51.12

11 { 7, 9, PL51.14 Items 5, 10

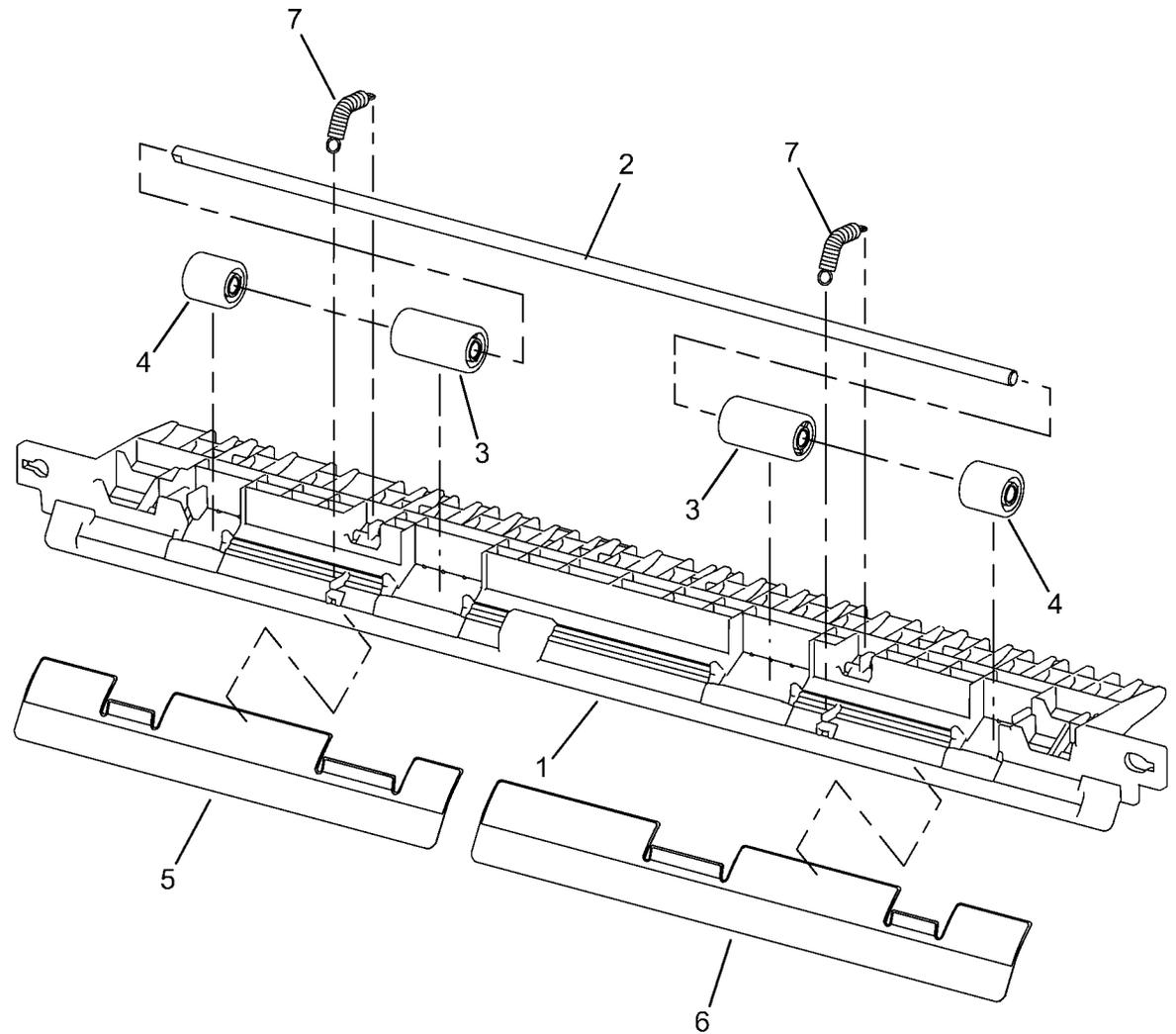


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PL 51.13 Registration Chute

Item	Part	Description
1	-	Registration Chute (P/O PL 51.8 Item 1)
2	-	Pinch Shaft (P/O PL 51.8 Item 1)
3	-	Registration Wide Pinch Roll (P/O PL 51.8 Item 1)
4	-	Registration Short Pinch Roll (P/O PL 51.8 Item 1)
5	-	Seal (P/O PL 51.8 Item 1)
6	-	Seal (P/O PL 51.8 Item 1)
7	-	Spring (P/O PL 51.8 Item 1)

PL51.13

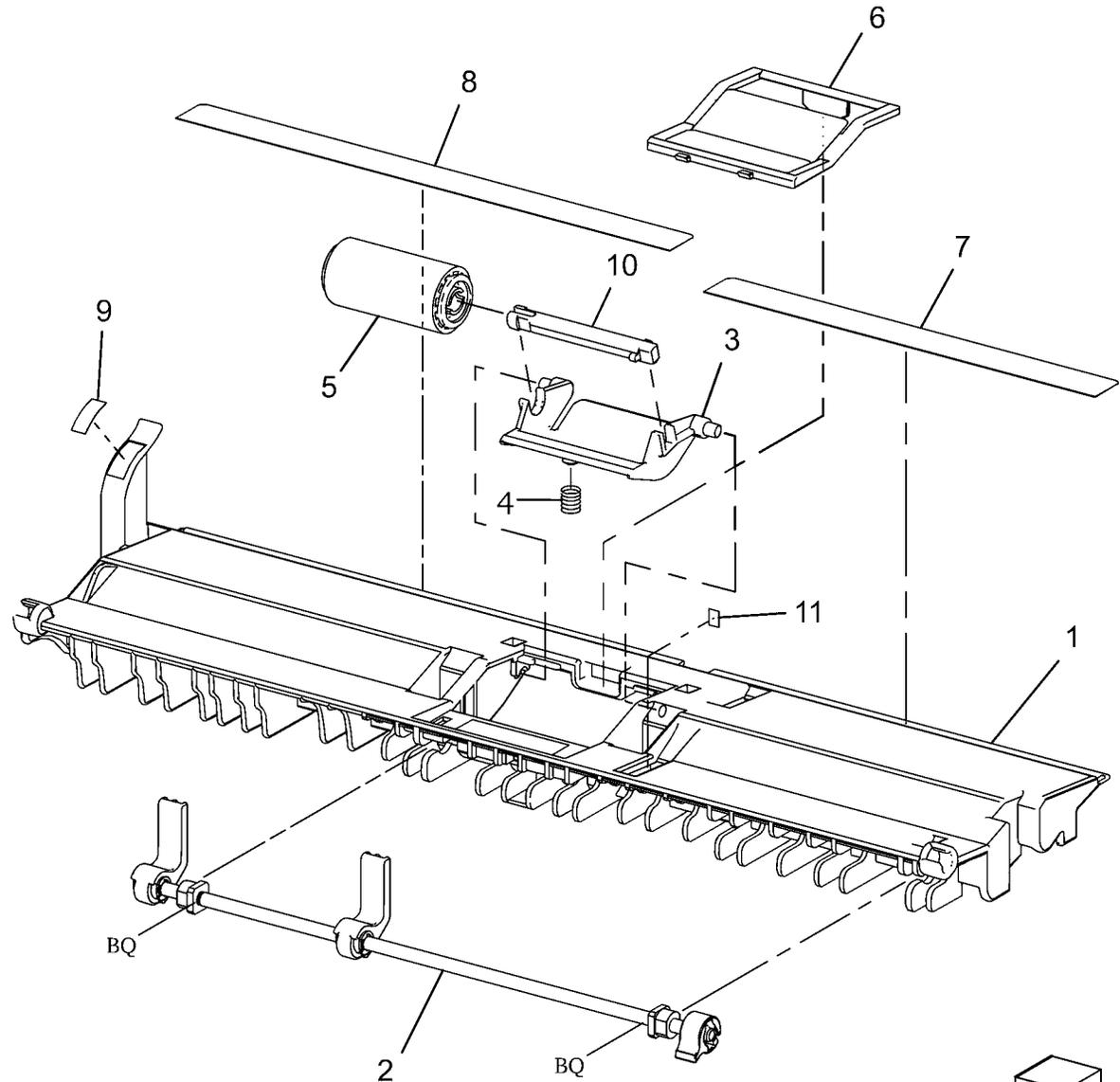


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PL 51.14 Retard Chute

Item	Part	Description
1	-	Chute (P/O PL 51.8 Item 2)
2	-	Set Gate (P/O PL 51.8 Item 2)
3	-	Housing (P/O PL 51.8 Item 2)
4	-	Spring (P/O PL 51.8 Item 2)
5	-	Retard Roll (P/O PL 51.8 Item 2) (REP 5.19)
6	848K43600	Retard Roll Cover
7	-	Seal (P/O PL 51.8 Item 2)
8	-	Seal (P/O PL 51.8 Item 2)
9	-	Label (P/O PL 51.8 Item 2)
10	-	Shaft (P/O PL 51.12 Item 11)
11	-	Pad (P/O PL 51.8 Item 2)

PL51.14

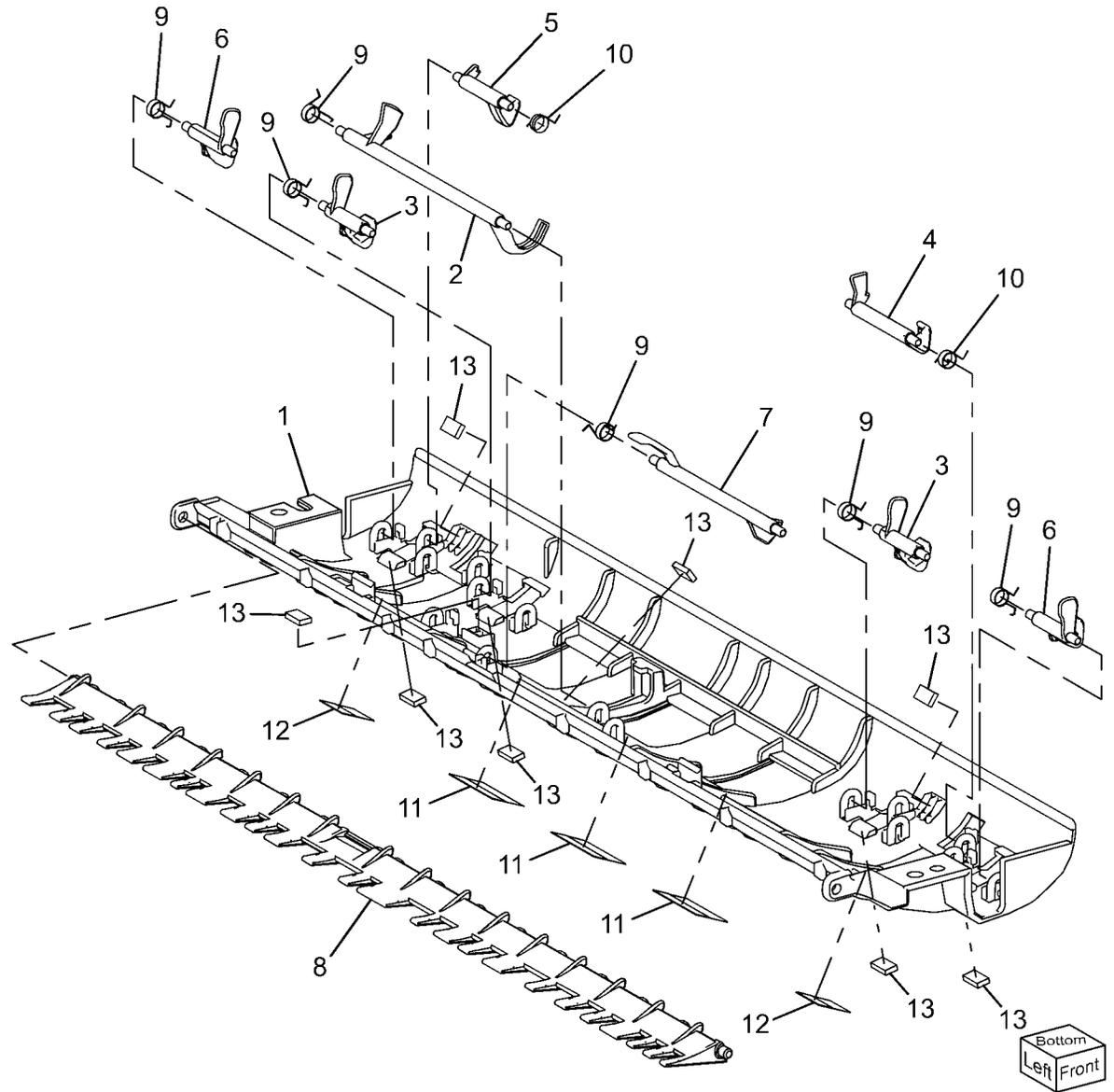


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PL 51.15 Invert Chute

Item	Part	Description
1	-	Invert Chute (P/O PL 51.8 Item 3)
2	-	Pre Registration Actuator (P/O PL 51.8 Item 3)
3	-	Actuator (Aps 1) (P/O PL 51.8 Item 3)
4	-	Actuator (Aps 2) (P/O PL 51.8 Item 3)
5	-	Actuator (Aps 2) (P/O PL 51.8 Item 3)
6	-	Actuator (Aps 3) (P/O PL 51.8 Item 3)
7	-	Invert Actuator (P/O PL 51.8 Item 3)
8	-	Invert Gate (P/O PL 51.8 Item 3)
9	-	Spring (P/O PL 51.8 Item 3)
10	-	Spring (P/O PL 51.8 Item 3)
11	-	Seal (P/O PL 51.8 Item 3)
12	-	Seal (P/O PL 51.8 Item 3)
13	-	Pad (P/O PL 51.8 Item 3)

PL 51.15

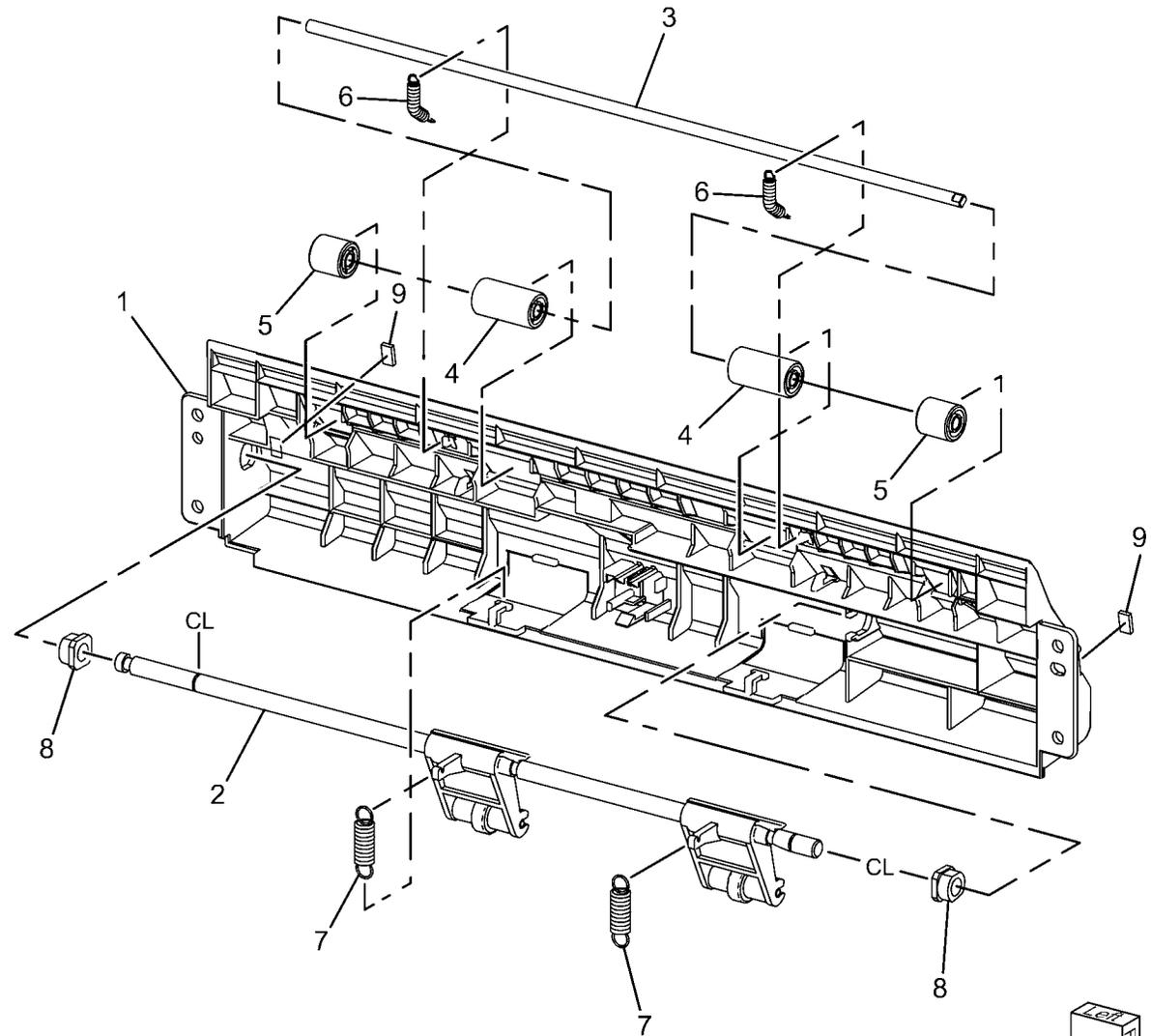


j0sg55115b

PL 51.16 Output Chute

Item	Part	Description
1	-	Chute (P/O PL 51.8 Item 4)
2	-	Exit Pinch Roll (P/O PL 51.8 Item 4)
3	-	Pinch Shaft (P/O PL 51.8 Item 4)
4	-	Wide Registration Pinch Roll (P/O PL 51.8 Item 4)
5	-	Short Registration Pinch Roll (P/O PL 51.8 Item 4)
6	-	Spring (P/O PL 51.8 Item 4)
7	-	Spring (P/O PL 51.8 Item 4)
8	-	Bearing (P/O PL 51.8 Item 4)
9	-	Pad (P/O PL 51.8 Item 4)

PL51.16

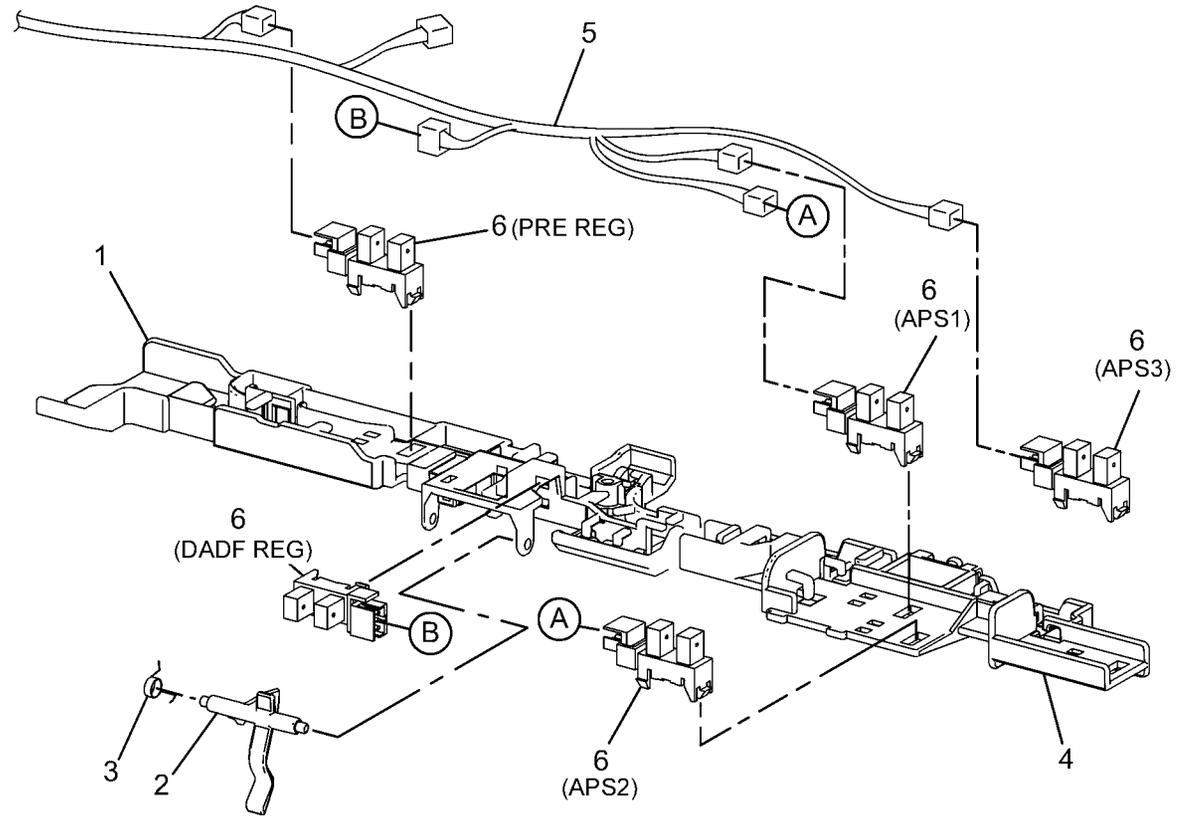


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PL 51.17 Sensor Bracket

Item	Part	Description
1	-	Sensor Housing (P/O PL 51.4 Item 1)
2	120E31741	Registration Actuator
3	-	Spring (P/O PL 51.4 Item 1)
4	-	Sensor Guide (P/O PL 51.4 Item 1)
5	-	Wire Harness (Not Spared)
6	930W00121	APS Sensor 1, APS Sensor 2, APS Sensor 3, Registration Sensor, Pre Registration Sensor

PL51.17



j0sg55117c

Common Hardware

Item	Part	Description
A	112W27677	SEMS SCREW (M3x6) (RED)
B	112W28098	SEMS SCREW (M3x10)
C	113W16088	SCREW (M2x10)
D	113W20677	SCREW (M3x6) (RED)
E	113W20678	SCREW (M3x6)
F	113W20698	ROUND SCREW (M3x6)
G	113W20878	SCREW (M3x8)
H	113W21278	SCREW (M3x12)
J	113W21678	SCREW (M3x16)
K	113W27488	PAN HEAD SCREW (M3x4)
L	113W27688	PAN HEAD SCREW (M3x6)
M	113W35878	SCREW (M4x8)
N	113W35888	PAN HEAD SCREW (M4x8)
P	113W36078	SCREW (M4x10)
Q	114W27678	BIND HEAD SCREW (M3x6)
R	141W35651	SETSCREW (M4x6)
S	153W16088	TAPPING SCREW (M4x8)
T	153W17688	TAPPING SCREW (M3x6)
U	153W17888	TAPPING SCREW (M3x8)
V	153W27878	TAPPING SCREW (M3x8)
W	158W27677	SCREW (M3x6) (RED)
X	158W27678	SCREW (M3x6)
Y	158W27688	ROUND SCREW (M3x7)
Z	158W27878	SCREW (M3x8)
AA	158W27888	ROUND SCREW (M3x9)
AB	220W21278	FLANGE NUT (3)
AC	237W00178	NUT SCREW
AD	251W21278	WASHER (3) (t0.5)
AE	252W29450	NYLON WASHER (8) (t1)
AF	271W10850	DOWEL PIN (1.6x8)
AG	271W16050	DOWEL PIN (2x10)
AH	271W21050	DOWEL PIN (2.5x10)
AJ	271W21250	DOWEL PIN (2.5x12)
AK	285W15851	SPRING PIN (2x8)
AL	285W16251	SPRING PIN (2x12)
AM	285W28651	SPRING PIN (2x16)
AN	285W28751	SPRING PIN (2x18)
AP	354W12278	E-CLIP (1.2)
AQ	354W15278	E-CLIP (2)
AR	354W19278	E-CLIP (2.5)
AS	354W21278	E-CLIP (3)
AT	354W24278	E-CLIP (4)
AU	354W26278	E-CLIP (5)
AV	354W27254	KL-CLIP (8)
AW	354W27278	E-CLIP (6)
AX	354W29278	E-CLIP (8)
AY	370W32150	INSERT NUT
AZ	370W32750	INSERT NUT
BA	-	KNOB SCREW (Not Spared)

BB	153W18288	TAPPING SCREW (M3x12)
BC	354W24254	KL-CLIP (6)
BD	113W20478	SCREW (M3x4)
BE	251W21278	Washer (3) (10.5)
BF	251W24178	Washer (4) (10.8)
BG	251W24278	Washer (4) (10.8)
BQ	252W29450	Nylon Washer (8) (11)
BW	271W16250	Dowel Pin (2x12)
BX	271W21050	Dowel Pin (3x10)
CB	271W28650	Dowel Pin (3x16)
CF	354W15278	E-Ring (2)
CJ	354W21278	E-Ring (3)
CK	354W24254	KL Ring (6)
CL	354W24278	E-Clip (4)
CP	354W27278	E-Ring (6)
CZ	112W27851	Screw (M3x8)
DA	113W15488	Screw (M2x4)
DB	113W20857	Screw (M3x8)

Part Number Index

The Part Number Index Table has been deleted from the EDOC.

Use SearchLite to search for Part Numbers and Part Descriptions.

6 General Procedures & Information

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Entering and Exiting Service Rep. Mode

Certain diagnostic routines and reports are available locally (on the UI) through Service Rep. Mode.

Entering

To enter the Service Rep. Mode:

1. Press and hold the **0** key for 5 seconds, then while still holding down the **0** key, press the **Start** button.
The **CE - Type Passcode** screen will appear.
2. Enter **6789** and press **Confirm**.
3. The top right tab area of the UI display will change to orange and the text will change from **Guest** to **Service Rep.** to indicate that the mode has changed.

NOTE: If a system failure has occurred when the machine is turned ON but it has not been repaired, the diagnostic procedures described in this section may not operate correctly.

Functions enabled in Service Rep. Mode

Functions available in Service Rep. Mode can be divided into two groups; Diagnostics and Reports

- **UI Diagnostics:** Several diagnostic routines are available (see [Accessing UI Diagnostics](#)).
- **Printable Reports:** Several machine history reports can be printed in Service Rep. Mode, one for example is the HFSI Report. These reports are in addition to the reports normally available in System Admin mode (see [Printing CSE Reports](#)).

Exiting

There are two ways to exit from Service Rep. Mode:

- Switch the power Off then On (If actions performed in Service Rep. Mode cause the machine to restart upon exiting, the machine will come back up in normal user mode).
- **Close** any open diagnostic menus and **Exit** diagnostics. Press the **Services** button. Press and hold the **0** key then press the **Start** button.

Accessing UI Diagnostics

Procedure

1. Enter the Service Rep. Mode ([Entering and Exiting Service Rep. Mode](#)).
2. Press the **Machine Status** button on the control panel.
3. Select the **Tools** tab on the UI screen.
4. **System Settings** and **Common Service Settings** will be highlighted.
5. In the **Features** column, scroll to and select **Maintenance / Diagnostics**.

Maintenance/Diagnostics Menus

The following selections will appear (on 1st page):

- Quick Setup Home
 - IP Address Settings
 - Security Settings
 - E-mail Settings
 - LPAD Settings
- [Software Options](#)
- [NVM Read/Write](#)
- [Initialize Hard Disk](#)
- [Print Test Patterns](#)
- [Delete All Data](#)
- [Initialize NVM](#)
 - IOT
 - Output (Finisher)
 - IISS (IIT/IPS)
 - IISS - Extension
 - Input Device
 - Sys - SYSTEM
 - Sys - USER
- The following selections will appear (on 2nd page):
 - IO Check - this selection opens the following menu:
 - [Component Control](#)
 - [Analog Monitor](#)
 - **Sub System** - this selection opens the following menu:
 - [ADF Independent Operation](#)
 - [Hard Disk Failure Prediction Test](#)
 - **Adjustments / Others** - this selection opens the following menu:
 - [Machine ID/Billing Data](#)
 - [HFSI Counter](#)
 - Finishers - Adjust Hole Punch Position and Booklet Crease/Staple Position (LX Finisher only - see [ADJ 12.1](#) and [ADJ 12.2](#))
 - **Registration** - this selection opens the following menu:
 - [Tray 5 Guide Adjustment](#)
 - [System Registration Adjustment](#)

- **Faults** - this selection opens the following menu:
 - [Jam Counter](#)
 - [Failure Counter](#)
 - [Shutdown History](#)
- Restore NVM Values
- **MAX Setup** - this selection opens the following menu:
 - Adjust Toner Density ([ADJ 9.4](#))
 - Measure Sensor State
 - Adjust Toner Density
 - **IIT Calibration**- this selection opens the following menu:
 - White Reference Adjustment
 - CCD Calibration
 - Optical Axis Correction ([ADJ 6.1](#))
- The following selections will appear (on 3rd page):
 - [USB Key](#)
 - [Power On Self Test](#)
 - Off
 - On
 - [Delete All Certificates / Initialize Settings](#)

Printing CSE Reports

Reports Menu

To access the menu of printable reports:

1. Enter the Service Rep. Mode ([Entering and Exiting Service Rep. Mode](#)).
2. Press the **Machine Status** button on the Control Panel.
3. The **Machine Information** tab will be selected and displayed.
4. Select **Print Reports**.
5. Select **CE**. The following report selections will be displayed:
 - Debug Log Report
 - HFSI Report
 - Jam Report
 - Shutdown Report
 - Failure Report
 - NVM SETTING VALUE LIST
6. Select the required report and press **Start**. The report will be printed.

Debug Report

This report prints out debug messages with the time when the data was stored. The output format is as follows: MM/DD/YYYY HH:MM:SS (AM/PM), [xxx] Recorded message.

HFSI Report

The HFSI information stored in the IOT will be displayed. [Table 1](#) shows the format.

Table 1 HFSI Report

Chain-Link	Current Value	Spec Life	Average per Month	Last Replacement (P1)	Second Last Replacement (P2)	Third Last Replacement (P3)
xxx-xxx 6-digit Display	current count in location	count when replacement due (see Note)	average monthly (30 days) usage	X/Y Count at most recent replacement. Reason code: U=UM, S= SM O= Other	X/Y Count at 2 replacements ago. Reason code: U=UM, S= SM O= Other	X/Y Count at 3 replacements ago. Reason code: U=UM, S= SM O= Other

NOTE: The **Spec Life** counter is not always related to the number of fed sheets. Some counters increment according to document length; some are revolutions of a particular roll, etc. Refer to [Detailed Maintenance Activities](#) for details.

Jam Report

The Jam Report displays a pre-programmed list of jam faults, and the number of occurrences since that last time the counter was cleared.

Shutdown Report

The Shutdown Report displays the 50 most recent shutdowns in three categories: system faults (System Fail History), paper jams (Paper Jam History), and document feeder jams (Document Feeder Jam History). The date of occurrence, the Chain-Link, and the copy count when the fault occurred are listed.

Failure Report

The Failure Report displays a pre-programmed list of non-jam faults, and the number of occurrences since that last time the counter was cleared.

NVM SETTING VALUE LIST

This Report displays the machine serial number and software information, and a list of NVM locations and Values.

Date / Time

Purpose

Allows easy access to change system Time, system Date, and time display format.

Procedure

1. Enter Service Rep. Mode (**Entering and Exiting Service Rep. Mode**).
2. Press the **Machine Status** button on the Control Panel.
3. Select the **Tools** tab on the UI screen.
4. **System Settings** and **Common Service Settings** will be highlighted.
5. In the **Features** column, select **Machine Clock / Timers**.
 - a. **Date** will be highlighted.
 - b. To make changes, Select **Change Settings**.
 - c. The following Date change selections are displayed:
 - Date Format
 - Y/M/D
 - M/D/Y
 - D/M/Y
 - Month (1-12)
 - Day (1-31)
 - Year
 - Select **Save** to keep the changes or **Cancel** to discard them.
6. Select **Time**.
 - a. **Time** will be highlighted.
 - b. To make changes, Select **Change Settings**.
 - c. The following time selections are displayed:
 - 12 Hour Clock or 24 Hour Clock
 - AM or PM (12 hour clock only)
 - Hours (1-12 w/ 12 hour clock, 0-23 w/ 24 hour clock)
 - Minutes
 - Select **Save** to keep the changes or **Cancel** to discard them.
7. Select **Energy Saver Timers**.
 - a. **Energy Saver Timers** will be highlighted.
 - Low Power and Sleep times are displayed.
 - b. To make changes, Select **Change Settings**.
 - From **Last Operation to Low Power Mode** and From **Last Operation to Sleep Mode** selections are displayed.
 - Change the timer settings.
 - Select **Save** to keep the changes or **Cancel** to discard them.
8. To close Machine Clock / Timers, select **Close**.

Software Options

Certain optional features must be enabled in software by entering a password (supplied by sales).

Procedure

1. Enter UI Diagnostics ([Accessing UI Diagnostics](#))
2. Select **Software Options** on the **Maintenance/Diagnostics** screen.
3. Select **Keyboard**.
4. Enter the password of the software option on the keyboard displayed on the UI.
5. Select **Save**.
6. Select **Reboot**.

NVM Read/Write

Purpose

It is possible to refer to or set/change the NVM data.

NOTE: All the NVM data including the NVM for the Key Operator are accessible. However, Billing and Auditor Administration Password cannot be rewritten.

Procedure

1. Enter UI Diagnostics ([Accessing UI Diagnostics](#))
2. Select **NVM Read/Write** on the **Maintenance/Diagnostics** screen.

NOTE: The machine does not accept, for example, 700-6 as an abbreviation of 700-006. When a number starts with 0, the 0 must be entered.

3. Input the Chain-Link number and select **Confirm / Change**.
4. The **Current Value** and the New Value columns are displayed.
5. Enter the value that you wish to change to into the New Value column using the keypad and select **Save**.

The entered value can be cleared using the **C** button.

NOTE: If the entered value is invalid, the following message is displayed: **Incorrect value. Please re-enter.**

For a complete list of NVM locations and descriptions, refer to **NVM Tables**, under the **Library** tab of the Service Interface

6. The entered number is displayed in the **Current Value** column.
7. Select **Close** to return to the Maintenance / Diagnostics screen.

System Registration Adjustment

NOTE: For details on System Registration see adjustment [ADJ 9.10](#).

Tray 5 Guide Adjustment

Purpose

This procedure calibrates the paper size detection circuits for Tray 5. It should be performed when the tray 5 size sensor is replaced or a size detection error occurs

Procedure

1. Enter UI Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Select **Registration** on the **Maintenance/Diagnostics** screen.
3. Select **Tray 5 Guide Adjustment**
4. Push the paper guides to their minimum width.
5. Select the **Minimum Size Position** radio button, then press **Start**.
6. Push the paper guides to their maximum width.
7. Select the **Maximum Size Position** radio button, then press **Start**.

Initialize Hard Disk

Purpose

This routine initializes Partition A of the HDD. Partition A contains the following data: added fonts, forms for ART EX, ART IV (optional), PC-PR201H, ESC/P, and HP-GL/2 (optional), ART IV User Defined Data, and SMB folder.

Initialization Procedure

1. Enter UI Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Press the **Machine Status** button on the Control Panel.
3. Select the **Tools** tab on the UI screen.
4. **System Settings** and **Common Service Settings** will be selected and displayed.
 1. In the **Features** column, scroll to and select **Maintenance / Diagnostics**, then select **Initialize Hard Disk**.
 2. Select **Partition A** then select **Start**.
 3. A confirmation message appears. Select **Yes**.
 4. A message stating "Partition A has been initialized" will appear. Select **Confirm**.
 5. Select **Close**.
 6. Select **Exit (Keep Log)**.
 7. Select **Yes** or **No**, as appropriate, to the confirmation message.
The machine will reboot into user (Guest) mode.

This completes the initialization of Partition A.

Print Test Patterns

Purpose

This routine outputs test patterns from the built-in Pattern Generator.

NOTE: An error message is displayed if the print cannot be made with the specified tray. Make sure that there is sufficient paper in the trays before starting the routine. If a jam or system fault occurs, the process stops but a recovery message is not displayed. The fault code is displayed but it is not recorded in History.

Procedure

1. Enter UI Diagnostics ([Accessing UI Diagnostics](#)).
2. Press the **Machine Status** button on the Control Panel.
3. Select the **Tools** tab on the UI screen.
4. **System Settings** and **Common Service Settings** will be selected and displayed.

NOTE: In order to print some test patterns correctly, you first will have to modify the NVM setting(s) associated with those test patterns. There are three NVM locations that affect test pattern printing: 870-207, 870-209, and 870-210. (Refer to [Table 1](#)). Always check the *Required NVM Settings* column in [Table 2](#) before attempting to print any built-in test pattern.
5. In the **Features** column, scroll to and select **Maintenance / Diagnostics**.
6. To print a test pattern that first requires NVM changes, perform **a** and then **b** below. To print a test pattern that does NOT require NVM changes, skip **a** and perform **b**.
 - a. If you must change one or more of the NVM settings for the test pattern you wish to print:
 - i. Select **NVM Read / Write**.
 - ii. Enter the required NVM Chain-Link(s) and the setting(s) shown in [Table 2](#).
 - iii. Save the new setting(s).
 - iv. Close the routine to return to the Maintenance / Diagnostics menu.
 - v. Continue at **b**.
 - b. On the Maintenance / Diagnostics menu select **Print Test Pattern**, enter the Pattern Number, the Quantity, and select the Paper Supply, then press **Start**.

NOTE: To switch from a test pattern that requires one set of NVM values to a test pattern that requires a different set of values (on none), you must exit UI Diagnostic mode and allow the machine to reboot before entering the new NVM values (Exiting the Service Rep. Mode and rebooting the machine causes the NVM values to reset to their defaults.)

Table 1 NVM List

Chain-Link	Item	Default NVM Setting	Parameter
870-207	Screen Setting	11: 106 line	0: Letter 1: Photograph 2: 2 values ED 3: 24 ED 4: 300 DACS 5: 600 6: 300 7: 200C 8: 200R 9: 150 10: FINE 11: 106 lines 12: Gray-Font(1200) 13: 200L
870-209	Density Setting	0: 0%	0 - 100%
870-210	Resolution Setting	2: 600 x 600	0: 1200 x 1200 1: 1200 x 600 2: 600 x 600 3: 300 x 300 4: Not used

Table 2 Test Patterns

Pattern #	Name	Qty.	Tray	Paper Size if using Trays 1-4	Paper Size if using MSI	Image size	Simplex / Duplex	Screen	Resolution	Required NVM Settings	Purpose
1	90 degree Grid (IOT)	1-99	Trays 1 - 4, MSI	A3 11" x 17"	A3 / 11" x 17"	A3 x 17"	Simplex / Duplex	-	-	870-207: Default 870-209: Default 870-210: Default	Xerographics: Verifies ROS operation
51	Total Chart 600 dpi (Controller) A3	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A3	A3	Simplex	Photograph 200R 106 lines	600 x 600	870-207: Default 870-209: Default 870-210: Default	For adjustment in the market/determining problems.
52	Total Chart 600 dpi (Controller) 11" x 17"	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A4 LEF	11" x 17"	Simplex	Photograph 200R 106 lines	600 x 600	870-207: Default 870-209: Default 870-210: Default	For adjustment in the market/determining problems.

Table 2 Test Patterns

Pattern #	Name	Qty.	Tray	Paper Size if using Trays 1-4	Paper Size if using MSI	Image size	Simplex / Duplex	Screen	Resolution	Required NVM Settings	Purpose
53	Total Chart 1200 dpi (Controller) A3	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A4 LEF	A3	Simplex	Letter, 2 values ED, 24ED 300 DACS, 600, 300 200c, 150, GrayFont 1200, 200L	1200 x 1200	870-207: 0 870-209: Default 870-210: 0	For adjustment in the market/determining problems.
54	Total Chart 1200 dpi (Controller) 11" x 17"	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A4 LEF	11" x 17"	Simplex	Letter, 2 values ED, 24ED 300 DACS, 600, 300 200c, 150, GrayFont 1200, 200L	1200 x 1200	870-207: 0 870-209: Default 870-210: 0	For adjustment in the market/determining problems.
55	HT-600 (Controller)	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A4 LEF	A3	Simplex	Photo, 200R, 106 lines	600 x 600	870-207: Default 870-209: 50 (example) 870-210: Default	For adjustment in the market/determining problems.
56	HT_1200 (Controller)	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A4 LEF	A3	Simplex	Letter, 2 values ED, 24ED 300 DACS, 600, 300 200c, 150, GrayFont 1200, 200L	1200 x 1200	870-207: 0 870-209: 50 (example) 870-210: 0	For adjustment in the market/determining problems.
57	SDTP123600_A3 (Controller)	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A4 LEF	A3	Simplex / Duplex	Photo, 200R, 106 lines	600 x 600	870-207: Default 870-209: Default 870-210: Default	For adjustment in the market/determining problems.
58	Procon PG_600 (Controller)	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A3	A4	Simplex	Photo, 200R, 106 lines	600 x 600	870-207: Default 870-209: Default 870-210: Default	Gradation characteristics detection
59	Procon PG_1200 (Controller)	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A3	A4	Simplex	Letter, 2 values ED, 24ED 300 DACS, 600, 300 200c, 150, GrayFont 1200, 200L	1200 x 1200	870-207: 0 870-209: Default 870-210: 0	Gradation characteristics detection
60	Density_Adj (Controller)	1-999	Tray 1 - 4, MSI	A3 A4 LEF 11" x 17" 8.5" x 11" LEF	A3	A3	Simplex	Photo, 200R, 106 lines	600 x 600	870-207: Default 870-209: Default 870-210: Default	

Table 2 Test Patterns

Pattern #	Name	Qty.	Tray	Paper Size if using Trays 1-4	Paper Size if using MSI	Image size	Simplex / Duplex	Screen	Resolution	Required NVM Settings	Purpose
71	No Paper Run (Controller)	1-99	Tray 1	-	-	A4 LEF 8.5" X 11" LEF	Simplex	-	-	870-207: Default 870-209: Default 870-210: Default	
112	IIT Analog Gradation BW (IISS)	-	Tray 1 - 4, MSI	-	-	-	Simplex	2 value ED	600 x 600	870-207: 2 870-209: Default 870-210: Default	
115	Pre IPS FS Increment BW (IISS)	-	Tray 1 - 4, MSI	-	-	-	Simplex	2 value ED	600 x 600	870-207: 2 870-209: Default 870-210: Default	
119	Pre IPS SS Increment BW (IISS)	-	Tray 1 - 4, MSI	-	-	-	Simplex	2 value ED	600 x 600	870-207: 2 870-209: Default 870-210: Default	
120	Uniform Density (IISS)	-	Tray 1 - 4, MSI	-	-	-	Simplex	2 value ED	600 x 600	870-207: 2 870-209: Default 870-210: Default	
123	Pre IPS BW (IISS)	-	Tray 1 - 4, MSI	-	-	-	Simplex	2 value ED	600 x 600	870-207: 2 870-209: Default 870-210: Default	
128	Post IPS Lattice (Grid) BW (IISS)	-	Tray 1 - 4, MSI	-	-	-	Simplex	2 value ED	600 x 600	870-207: 2 870-209: Default 870-210: Default	

MAX Setup

MAX Setup ([ADJ 9.1](#)) consists of related Image Quality and Process Control adjustments.

Some routines must be performed in a specific sequence; go to the referenced **ADJ** for comprehensive instructions.

The MAX Setup menu contains the following items:

- Adjust Toner Density ([ADJ 9.4](#))
- **IIT Calibration**- this selection opens the following menu:
 - White Reference Setup ([ADJ 6.6](#))
 - CCD Calibration ([ADJ 6.6](#))
 - Optical Axis Correction ([ADJ 6.1](#))

IIT Calibration

Purpose

Functional details:

- Computes and sets the White Reference Correction Coefficient.
- Corrects the IIT Sensitivity Dispersion.

NOTE: – For details on IIT Calibration, see adjustments [ADJ 6.1](#) and [ADJ 6.6](#).

Delete All Data

Purpose

This procedure deletes user-defined/registered information and information recorded automatically by the system from the hard disk, the Controller (ESS) NVM PWB and Buffer RAM.

CAUTION

This procedure also initializes Sys System, IOT NVM, and IIT NVM resulting in loss of the factory setups for System Registration, Image Quality and the Scanner setups.

Procedure

1. Enter UI Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Select **Delete All Data**.
3. Select **Start**.
4. A confirmation message appears. Select **Delete**.
5. The **Deleting data...** message appears.
6. When the message indicating the completion appears, exit UI Diagnostic mode, Switch off the power, then switch on the power.

Initialize NVM

Procedure

1. Enter UI Diagnostic mode ([Accessing UI Diagnostics](#)). Select **Initialize NVM**. Selections for the following subsystems appear:
 - IOT
 - Output (Finisher)
 - IISS (IIT/IPS)
 - IISS-Extension
 - Input Device
 - Sys-SYSTEM
 - Sys-USER
2. Select the subsystem to be initialized and select **Start**.

CAUTION

All NVM for the selected subsystem will be reset to the default values. Any machine-specific, region-specific, or customer-specific information will need to be re-entered. Make sure that this information is available before proceeding.

3. A confirmation message appears. Select **Yes**.
4. A message indicating completion will appear.
5. Select the **Confirm** button.

This completes the initialization. Remember to re-enter any machine-specific NVM data.

NOTE: For a complete listing of accessible NVM locations, refer to the **NVM Tables** in the *Library* section

Component Control

Purpose

The purpose of the Component Control is to display the logic state of input signals and to energize output components.

NOTE: Refer to [Table 1](#) for a list of all IOT, IIT, DADF, Tray Module, and HCF Input Components listed by Chain/Link number.

Refer to [Table 2](#) for a list of all IOT, IIT, DADF, Tray Module, and HCF Output Components listed by Chain/Link number.

Refer to [Table 3](#) for a list of all Integrated Office Finisher Input Components listed by Chain/Link number.

Refer to [Table 4](#) for a list of all Integrated Office Finisher Output Components listed by Chain/Link number.

Refer to [Table 5](#) for a list of all Office Finisher LX Input Components listed by Chain/Link number.

Refer to [Table 6](#) for a list of all Office Finisher LX Output Components listed by Chain/Link number.

Procedure

1. Enter Diagnostic Mode ([Accessing UI Diagnostics](#)).
2. Press the **Machine Status** button on the Control Panel.
3. Select the **Tools** tab on the UI screen.
4. **System Settings** and **Common Service Settings** will be highlighted.
5. In the **Features** column, select **Maintenance / Diagnostics**.
Scroll to and select **IO Check**.
6. Select **Component Control**.
7. Input Chain-Link number, then press **Start**.
 - In case of INPUT Component:
Indicates current status in Status column.
Count up (+1) when switching. (High to Low, Low to High)
 - In case of OUTPUT Component:
Activates component
8. Press **Stop** button after confirming.

Stacking Components

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.

1. When performing multiple component checking, input new Chain-Link number after one (or several) component(s) is (are) in operation.
NOTE: Only latest Chain-Link number is displayed.
2. When confirming the status of another component still in operation, select Enter Number then input Chain-Link number of applicable component.
3. Select **Stop** key after confirming. Stop operation of component indicated on screen.

Table 1 Input Component Control List - IOT/IIT/DADF/TM/HCF

Chain-Link	Component Name	Description
005-102	Document Sensor	H = No paper detected by Document Sensor
005-110	Registration Sensor (DADF)	L = Paper detected by Registration Sensor
005-205	DADF Feed Out Sensor	H = Paper detected on Feed Out Sensor
005-206	DADF Pre-Reg. Sensor	H = Paper detected on Pre Registration Sensor
005-211	DADF Inverter Sensor	H = Paper detected on Inverter Sensor
005-212	DADF Feeder Cover Interlock Switch	H = Feeder Cover Open
005-213	DADF Interlock Switch	H = Platen Interlock Open
005-215	DADF APS Tray Sensor #1	L = Light not blocked by Actuator
005-216	DADF APS Tray Sensor #2	L = Light not blocked by Actuator
005-217	DADF APS Tray Sensor #3	L = Light blocked by Actuator
005-218	DADF #1 APS Sensor	L = Paper detected on APS No.1 Sensor.
005-219	DADF #2 APS Sensor	L = Paper detected on APS No.1 Sensor.
005-220	DADF #3 APS Sensor	L = Paper detected on APS No.1 Sensor.
005-221	DADF Tray Size Sensor No.1	L = Paper detected on APS No.1 Sensor.
005-222	DADF Tray Size Sensor No.2	L = Paper detected on APS No.1 Sensor.
005-224	Scan Start	H = Scan signal ON
042-200	Drum Motor	Detect the rotation of Drum Motor.
042-201	Main Motor	Detect the rotation of Main Motor.
042-202	Fan Assy-Fuser Fail	Detect the rotation of Fuser Fan.
042-203	Fan Assy-CRU Fail	Detect the rotation of CRU Fan.
062-201	Sheet Abort	Document Registration L = ON
062-212	IIT Registration Sensor	Deactuation of Registration Sensor L = ON
062-240	ADF Exist	DADF is installed. H = ON status
062-251	APS Sensor 1	Document detected. H = APS ON
062-253	APS Sensor 3	Document detected. H = APS ON
062-272	Scan Start	L = Scan available
062-300	Platen I/L Switch	L = Platen is closed
062-301	Angle Sensor	L = Platen is closed
071-101	Tray 1 No Paper Sensor	Detects the Tray 1 No Paper Sensor ON/OFF.
071-102	Tray 1 Level Sensor	Detects the Tray 1 Level Sensor ON/OFF.
071-104	Tray 1 Paper Size Switch	Detect Tray 1 Paper Size Sensor Digital On/Off
071-105	Tray 1 Pre Feed Sensor	
072-101	Tray 2 No Paper Sensor	Detects the Tray 2 No Paper Sensor ON/OFF.

Table 1 Input Component Control List - IOT/IIT/DADF/TM/HCF

Chain-Link	Component Name	Description
072-102	Tray 2 Level Sensor	Detects the Tray 2 Level Sensor ON/OFF.
072-103	Tray 2 Feed Out Sensor	Detects the Tray 2 Feed Out Sensor ON/OFF.
072-104	Tray 2 Paper Size Switch	Detect Tray 2 Paper Size Sensor Digital On/Off.
072-105	Tray 2 Pre Feed Sensor	
073-101	Tray 3 No Paper Sensor	Detects the Tray 3 No Paper Sensor ON/OFF.
073-102	Tray 3Level Sensor	Detects the Tray 3 Level Sensor ON/OFF.
073-103	Tray 3 Feed Out Sensor	Detects the Tray 3 Feed Out Sensor ON/OFF.
073-104	Tray 3 Paper Size Switch	Detect Tray 3 Paper Size Sensor Digital On/Off.
074-101	Tray 4 No Paper Sensor	Detects the Tray 4 No Paper Sensor ON/OFF.
074-102	Tray 4 Level Sensor	Detects the Tray 4 Level Sensor ON/OFF.
074-103	Tray 4 Feed Out Sensor	Detects the Tray 4 Feed Out Sensor ON/OFF.
074-104	Tray 4 Paper Size Switch	Detect Tray 4 Paper Size Sensor Digital On/Off.
075-101	MSI No Paper Sensor	Detects the MSI No Paper Sensor ON/OFF.
075-102	MSI Nudger Position Sensor	Detects MSI Nudger Position Sensor ON/OFF.
075-103	MSI Feed Out Sensor	Detects the MSI Feed Out Sensor ON/OFF.
077-100	Exit 2 Sensor	Detects the Exit 2 Sensor ON/OFF.
077-101	Exit 1 Sensor	Detects the Exit 1Sensor ON/OFF.
077-102	OCT Home Position Sensor	Detect OCT Home Position Sensor On/Off
077-104	Registration Sensor	Detects the Registration Sensor ON/OFF.
077-105	Duplex Sensor	Detect Duplex Path Sensor On/Off.
077-113	Tray 3 Feed Out Sensor	Detect #3 Feed Out Sensor On/Off.
077-114	Tray 4 Feed Out Sensor	Detect Tray 4 Feed Out Sensor On/Off.
077-120	Status of IOT Feed Ready	Detect OFF/ON of Feed Ready signal.
077-121	Status of TM Reg. Stop	Detect OFF/ON of Regi Stop signal.
077-123	Status of TM Feed ON	Detect OFF/ON of Feed ON signal.
077-300	Left Hand Interlock Switch	Detect Left Hand Interlock Switch On/Off.
077-301	Left Hand Low Cover Switch	Detect Left Hand Low Cover Switch On/Off.
077-302	Left Hand High Cover Switch	Detect Left Hand High Cover Switch On/Off.
077-303	Front Interlock Switch	Detect Front Interlock Switch On/Off.
077-305	Duplex Cover Switch	Detect Duplex Cover Switch On/Off.
077-306	TM Left Hand Interlock Switch	Detect TM Left Hand Interlock Switch On/Off.
078-100	HCF Prefeed Sensor	
078-101	HCF Feed Out Sensor	
078-200	HCF No Paper Sensor	

Table 2 Output Component Control List - IOT/IIT/DADF/HCF

Chain-Link	Component	Description	Time-out	conflicts
005-001	CVT Feed Motor CW 37.5mm/s	Turns ON for 50sec - Auto OFF	Y	005-002 to 005-010 005-013 to 005-022 005-046 to 005-051 005-090, 005-093
005-002	CVT Feed Motor CW 50.0mm/s.	Turns ON for 50sec - Auto OFF	Y	005-001 005-003 to 005-010 005-013 to 005-022 005-046 to 005-051 005-090, 005-093
005-004	CVT Feed Motor CW 100.0mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-003 005-005 to 005-010 005-013 to 005-022 005-046 to 005-051 005-090, 005-093
005-005	CVT Feed Motor CW 150.0mm/s	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-004 005-006 to 005-010 005-013 to 005-022 005-046 to 005-051 005-090, 005-093
005-008	CVT Feed Motor CW 400.0mm/s	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-007 005-009 to 005-010 005-013 to 005-022 005-046 to 005-051 005-090, 005-093
005-010	CVT Feed Motor CW 133.3mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-009 005-013 to 005-022 005-046 to 005-051 005-090, 005-093
005-020	CVT Pre-Reg. Motor CW 300.0mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-010 005-013 to 005-019 005-021 to 005-022 005-046 to 005-051 005-090, 005-093
005-021	CVT Pre-Reg. Motor CW 220.0mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-010 005-013 to 005-020 005-022 005-046 to 005-051 005-090, 005-093
005-022	CVT Pre-Reg. Motor CW 150.0mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-010 005-013 to 005-021 005-046 to 005-051 005-090, 005-093
005-026	CVT Reg. Motor CCW 37.5mm/s	Turns ON for 50sec - Auto OFF	Y	005-027 to 005-039 005-041 to 005-042

Table 2 Output Component Control List - IOT/IIT/DADF/HCF

Chain-Link	Component	Description	Time-out	conflicts
005-027	CVT Reg. Motor CCW 50.0mm/s.	Turns ON for 50sec - Auto OFF	Y	005-026 to 005-028 005-030 to 005-039 005-041 to 005-042
005-029	CVT Reg. Motor CCW 100.0mm/s	Turns ON for 50sec - Auto OFF	Y	005-026 to 005-028 005-030 to 005-039 005-041 to 005-042
005-030	CVT Reg. Motor CCW 150.0mm/s	Turns ON for 50sec - Auto OFF	Y	005-026 to 005-029 005-031 to 005-039 005-041 to 005-042
005-033	CVT Reg. Motor CCW 66.7mm/s	Turns ON for 50sec - Auto OFF	Y	005-026 to 005-032 005-034 to 005-039 005-041 to 005-042
005-035	CVT Reg. Motor CCW 220.0mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-026 to 005-034 005-036 to 005-039 005-041 to 005-042
005-038	CVT Platen Motor CCW 73.3mm/sec.	Turns ON for 50sec - Auto OFF	Y	005-026 to 005-037 005-039 005-041 to 005-042
005-072	CVT Nip Release Sol (PF2)	3sec ON	Y	-
005-073	CVT Stamp Sol (PF2)	Turns ON for 10msec - Auto OFF	Y	-
005-083	Doc Ready	Turns ON the Doc Ready signal.		-
005-084	Doc Set LED	Belt = Turns on the DOC SET LED. CVT = Turns ON for 5sec - Auto OFF	Y	-
005-088	Image Area ON	Turns ON for 5sec	Y	-
005-090	Nudger Lift Motor Initial- ize	Initializes the Nudger Roll.	-	-
005-093	Nudger Motor CW	Turns ON for 50sec - Auto OFF	Y	005-001 to 005-010 005-013 to 005-022 005-046 to 005-051 005-090
042-001	Drum Motor	Rotation drive (145mm/s or 155mm/s) starts with Rotation instruction and stops with Rotation Stop instruction. Process speed is switchable according to productivity. (Frequency dividing ratio compatible with Plain Paper is used.)	-	042-002, 091-005
042-002	Drum Motor Reverse	Rotation drive(145mm/s) start with Rotation instruction and rotation stops in 1 sec.	Y	042-001, 091-005
042-003	Main Motor	Rotation drive (145mm/s or 155mm/s) starts with Rotation instruction and stops with Rotation Stop instruction. Process speed is switchable according to productivity. (Frequency dividing ratio compatible with Plain Paper is used.)	-	042-004
042-004	Main Motor Reverse	Rotation drive(145mm/s) start with Rotation instruction and rotation stops with Stop instruction.	-	042-003
042-005	Fuser Fan (low speed)		-	042-006
042-006	Fuser Fan (high speed)		-	042-005
042-007	CRU Fan (low speed)		-	042-008
042-008	CRU Fan (high speed)		-	042-007

Table 2 Output Component Control List - IOT/IIT/DADF/HCF

Chain-Link	Component	Description	Time-out	conflicts
061-001	ROS Motor Start	ROS Motor Start Signal		
062-002	IIT Exposure Lamp	Turns the Lamp ON for 180sec - Auto OFF	Y	-
062-005	IIT Scan Motor (Scan direction)	Moves it 50mm from current position in Scan direction - Auto OFF	Y	062-006
062-006	IIT Scan Motor (Return direction)	Moves it 50mm from current position in Return direction - Auto OFF	Y	062-005
062-086	IIT Image Area	IMG-AREA Signal Output	Y	-
062-091	Exchange To ADF	Turns ON the document exchange command signal to the DADF	Y	-
071-002	#1 Feed Motor 2-phase (CCW 2) Lift Direction	Drives the Motor with 2-phase excitation in the Lift direction, and at the Lift speed. This does not operate if the Level Sensor is ON when drive has started. When Level Sensor On is detected, the operation will stop.	-	071-003
071-003	#1 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Drives the Motor with 1-2-phase excitation in the Feed direction, and at the Feed transport speed.	-	071-002
072-002	#2 Feed Motor 2-phase (CCW 2) Lift Direction	Drives the Motor with 2-phase excitation in the Lift direction, and at the Lift speed. This does not operate if the Level Sensor is ON when drive has started. When Level Sensor On is detected, the operation will stop.	-	072-003
072-003	#2 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Drives the Motor with 1-2-phase excitation in the Feed direction, and at the Feed transport speed.	-	072-002
073-001	#3 Feed Motor 2-phase (CW 2) Feed Direction	Drives the Motor with 2-phase excitation in the Feed direction, and at the Feed transport speed.	-	073-002 073-003 073-004
073-002	#3 Feed Motor 2-phase (CCW 2) Lift Direction	Drives the Motor with 2-phase excitation in the Lift direction, and at the Lift speed. This does not operate if the Level Sensor is ON when drive has started. When Level Sensor On is detected, the operation will stop.	-	073-001 073-003 073-004
073-003	#3 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Drives the Motor with 1-2-phase excitation in the Feed direction, and at the Feed transport speed.	-	073-001 073-002 073-004
073-004	#3 Feed Motor 1-2-phase (CCW 1-2) Lift Direction	Drives the Motor with 2-phase excitation in the Lift direction, and at the Lift speed. This does not operate if the Level Sensor is ON when drive has started. When Level Sensor On is detected, the operation will stop.	-	073-001 073-002 073-003
074-001	Tray 4 Feed Motor 2-phase (CW 2) Feed Direction	Drives the Motor with 2-phase excitation in the Feed direction, and at the Feed transport speed.	-	073-002 073-003 073-004
074-002	Tray 4 Feed Motor 2-phase (CCW 2) Lift Direction	Drives the Motor with 2-phase excitation in the Lift direction, and at the Lift speed. This does not operate if the Level Sensor is ON when drive has started. When Level Sensor On is detected, the operation will stop.	-	074-001 074-003 074-004
074-003	Tray 4 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Drives the Motor with 1-2-phase excitation in the Feed direction, and at the Feed transport speed.	-	074-001 074-002 074-004
074-004	Tray 4 Feed Motor 1-2-phase (CCW 1-2) Lift Direction	Drives the Motor with 2-phase excitation in the Lift direction, and at the Lift speed. This does not operate if the Level Sensor is ON when drive has started. When Level Sensor On is detected, the operation will stop.	-	074-001 074-002 074-003
075-001	MSI Feed Solenoid	Drives MSI Feed Solenoid for 2000msec.	Y 2 sec.	-

Table 2 Output Component Control List - IOT/IIT/DADF/HCF

Chain-Link	Component	Description	Time-out	conflicts
077-002	Registration Clutch	Turns ON the Registration Clutch. By combining this with Main Drive Motor[042-041], it is also able to drive the Registration Roll.	-	-
077-004	Exit Gate Solenoid	Switches the Exit Gate. Strong current for the first 110msec after the attraction had started, then switching to weak current When Off: Output to #1 Exit. When On: Output #2 Exit	-	
077-010	#1 OCT Motor (CW 2-phase excitation mode)	Move #1 Exit Roll toward the shaft direction (Turn on for 1000msec and Time-out) CW: Move Exit Roll to the O/B side of M/C.	Y -1 sec.	077-011, 012, 013
077-011	#1 OCT Motor (CCW 2-phase excitation mode)	Move #1 Exit Roll to the shaft direction (Turn on for 1000msec and Time-out) CCW: Move Exit Roll to the I/B side of M/C.	Y -1 sec.	077-010, 012, 013
077-012	#1 OCT Motor (CW 1-2-phase excitation mode)	Move #1 Exit Roll to the shaft direction (Turn on for 1000msec and Time-out) CW: Move Exit Roll to the O/B side of M/C	Y -1 sec.	077-010, 011, 013
077-013	#1 OCT Motor (CCW 1-2-phase excitation mode)	Move #1 Exit Roll to the shaft direction. (Turn on for 1000msec and Time-out) CCW: Move Exit Roll to the I/B side of M/C.	Y -1 sec.	077-010, 011, 012
077-014	Exit 2 Drive Motor (63 speed forward rotation/MAX)	Drives the Transport Roll of the Exit Unit (Max Speed Normal Rotation) Exit output direction	-	077-015, 016, 017
077-015	Exit 2 Drive Motor (126 speed reverse rotation/MAX)	Drives the Transport Roll of the Exit Unit (Max Speed Normal Rotation) Exit Output direction	-	077-014, 016, 017
077-016	Exit 2 Drive Motor (63 speed forward rotation/MAX)	Drives the Transport Roll of the Exit Unit (Max Speed Reverse Rotation) Duplex direction	-	077-014, 015, 017
077-017	Exit 2 Drive Motor (126 speed reverse rotation/MAX)	Drives the Transport Roll of the Exit Unit (Max Speed Reverse Rotation) Duplex direction	Y	077-014, 015, 016
077-030	Output of the signal for TM Feed Ready	Turns on the Feed Ready signal	-	
077-031	Output of the signal for IOT Regi Stop	Turn on the Reg.Stop signal.	-	
077-032	Output of the signal for IOT Feed ON	Turn on the Feed On signal.	-	
077-033	TM T/A Motor in full speed	Drive TM T/A Motor at 155 mm/sec.	-	
077-034	TM T/A Motor in half speed	Drive TM T/A Motor at 145 mm/sec.	-	
077-050	Takeaway Motor	Drives Takeaway Motor with 1-2 phase excitation. max. speed. (Output direction) Drives Takeaway Roll 2, MSI Feed Roll, and MSI Takeaway Roll.		
077-051	Takeaway Motor	Drives Takeaway Motor with 2 phase excitation. max. speed. (Output direction) Drives Takeaway Roll 2, MSI Feed Roll, and MSI Takeaway Roll.		
077-070	Duplex Drive Motor	Drives Duplex Drive Motor with 1-2 phase excitation. max. speed. (Pull-in direction)		

Table 2 Output Component Control List - IOT/IIT/DADF/HCF

Chain-Link	Component	Description	Time-out	conflicts
077-071	Duplex Drive Motor	Drives Duplex Drive Motor with 2 phase excitation. max. speed. (Pull-in direction)		
078-003	HCF Feed Motor: Feed	Drives the Motor in the Feed direction at a frequency of 2320PPS (307.5mm/s).		078-004
078-004	HCF Feed Motor: Lift	Drives the Motor in the Lift direction at a frequency of 3395PPS (450mm/s). Drives it only when HCF Tray Level Sensor is Off. Stops driving it if the sensor turns On while it is driving. Does not drive it when HCF Tray In Sensor is Off.		078-003
078-093	HCF T/A Motor	Drives HCF T/A Roll at a speed of 330 mm/s.		
091-001	BCR AC Bias	Enable the output of BCR AC Bias	-	091-003,004,005
091-002	BCR DC Bias	Enable the output of BCR DC Bias	-	091-003,004,005
091-003	BCR AC/DC Bias	Simultaneous output of BCR AC Bias, BCR DC Bias	-	091-001, 002,004,005
091-004	BCR AC/DC Bias + Dev. DC Bias	Simultaneous output of BCR AC Bias, BCR DC Bias and Dev. DC Bias	-	091-001, 002,003,005; 093-001
091-005	BCR AC/DC Bias + Dev. DC Bias + Drum Motor	Simultaneous output of BCR AC Bias, BCR DC Bias, Dev. DC Bias, and Drum Motor On	-	091-001, 002,003,004; 093-001; 042-001, 002
093-001	Dev. DC Bias	Dev DC output Output value: NVM (Deve-DC I/O Check output value)	-	091-004, 091-005
093-002	Dispense Motor	Output of Dispense Motor	-	
094-001	BTR (-)	Outputs the BTR Bias (-).	-	094-002
094-002	BTR (+)	Outputs the BTR Bias (+).	-	094-001
094-003	DTS	Outputs the Detack Bias	-	

Table 3 Input Component Control Codes - Integrated Office Finisher

Chain-Link	Component	Description
012-110	Registration Clutch ON	IOT Registration Clutch status
012-111	IOT Exit Sensor	IOT Exit Sensor status (Hot Line)
012-140	Ent Sensor	Paper Detection by Ent Sensor
012-150	Compile Exit Sensor	Paper Detection by Compiler Exit Sensor
012-220	Front Tamper Home Sensor	Detection of Front Tamper Position
012-221	Rear Tamper Home Sensor	Detection of Rear Tamper Position
012-242	Low Staple Sensor	Detection of staples in Stapler and of Staple Cartridge
012-243	Self Priming Sensor	Detection of the status where Stapler Staple is ready
012-244	Staple Home Sensor	Detection of Staple Head Position
012-251	Set Clamp Home Sensor	Detection of Set Clamp Position
012-252	Eject Home Sensor	Detection of Eject Belt Position
012-267	Stack Height Sensor	Detection of paper on Stacker Tray
012-278	Stack Sensor1	Detection of Stacker Tray Position
012-279	Stack Sensor2	Detection of Stacker Tray Position
012-300	Top Cover Interlock	Detection of Open/Closed Top Cover
012-302	Finisher Front Door SW	Detection of Open/Closed Front Door

Table 4 Output Component Control Codes - Integrated Office Finisher

Chain-Link	Component	Description	Time-out	conflicts
012-013	Sub Paddle Solenoid	Sub Paddle rotation	660ms	012-014
012-014	Sub Paddle Rotation	Sub Paddle makes one rotation. (Rotates Transport Motor FORWARD at the same time as Sub Paddle Solenoid turns ON.)	Mot: 3162 Sol: 660ms	012-013 012-095 012-096 012-097
012-017	Set Clamp Motor	Set Clamp Motor rotates forward.	250 pulses	012-061
012-020	Front Tamper Mot Low Front	Front Tamper moves to Front at low speed.	100 pulses	012-021 012-022 012-023 012-024 012-025
012-021	Front Tamper Mot Middle Front	Front Tamper moves to Front at medium speed.	100 pulses	012-020 012-022 012-023 012-024 012-025
012-022	Front Tamper Mot High Front	Front Tamper moves to Front at high speed.	100 pulses	012-020 012-021 012-023 012-024 012-025
012-023	Front Tamper Mot Low Rear	Front Tamper moves to Rear at low speed.	100 pulses	012-020 012-021 012-022 012-024 012-025
012-024	Front Tamper Mot Middle Rear	Front Tamper moves to Rear at medium speed.	100 pulses	012-020 012-021 012-022 012-023 012-025
012-025	Front Tamper Mot High Rear	Front Tamper moves to Rear at high speed.	100 pulses	012-020 012-021 012-022 012-023 012-024
012-026	Rear Tamper Mot Low Front	Rear Tamper moves to Front at low speed.	100 pulses	012-027 012-028 012-029 012-030 012-031

Table 4 Output Component Control Codes - Integrated Office Finisher

Chain-Link	Component	Description	Time-out	conflicts
012-027	Rear Tamper Mot Middle Front	Rear Tamper moves to Front at medium speed.	100 pulses	012-026 012-028 012-029 012-030 012-031
012-028	Rear Tamper Mot High Front	Rear Tamper moves to Front at high speed.	100 pulses	012-026 012-027 012-029 012-030 012-031
012-029	Rear Tamper Mot Low Rear	Rear Tamper moves to Rear at low speed.	100 pulses	012-026 012-027 012-028 012-030 012-031
012-030	Rear Tamper Mot Middle Rear	Rear Tamper moves to Rear at medium speed.	100 pulses	012-026 012-027 012-028 012-029 012-031
012-031	Rear Tamper Mot High Rear	Rear Tamper moves to Rear at high speed.	100 pulses	012-026 012-027 012-028 012-029 012-030
012-046	Staple Motor FORWARD	Staple MOT rotates forward.	Staple Home OFF then ON	012-047
012-047	Staple Motor REVERSE	Staple MOT reverses.	180ms	012-046
012-054	Eject Motor Low FORWARD	Eject MOT rotates forward at low speed.	2000 pulses	012-055 012-056 012-057
012-055	Eject Motor High FORWARD	Eject MOT rotates forward at high speed.	2000 pulses	012-054 012-056 012-057
012-056	Eject Motor Low REVERSE	Eject MOT reverses at low speed.	2000 pulses	012-054 012-055 012-057
012-057	Eject Motor High REVERSE	Eject MOT reverses at high speed.	2000 pulses	012-054 012-055 012-056
012-060	Stacker Motor UP	Stacker Tray goes up.	80ms	012-061
012-061	Stacker Motor DOWN	Stacker Tray goes down.	80ms	012-060
012-095	Transport Motor Low	Transport Mot rotates forward at low speed (equal to full IOT speed).	-	012-014 012-096 012-097

Table 4 Output Component Control Codes - Integrated Office Finisher

Chain-Link	Component	Description	Time-out	conflicts
012-096	Transport Motor Hi	Transport Mot rotates forward at high speed (transport speed in Finisher).	-	012-014 012-095 012-097
012-097	Transport Motor Half Speed	Transport Mot rotates forward at half speed (equal to half IOT speed).	-	012-014 012-095 012-096

Table 5 Input Component Control Codes - Office Finisher LX

Chain-Link	Component	Description
012-100	Transport Entrance Sensor	
012-110	Reg. Clutch on Detect	Monitors state of Reg. Clutch
012-111	IOT Exit Sensor	
012-150	Compiler Exit Sensor	Paper detected by Compiler Entrance Sensor
012-151	Compiler Tray No Paper Sensor	Paper detected by Compiler Paper Sensor
012-190	H-Transport Entrance Sensor	Paper detected by H-Transport Entrance Sensor
012-220	Front Tamper Home Sensor	Front Tamper in Home Position
012-221	Rear Tamper Home Sensor	Rear Tamper in Home Position
012-241	Stapler Move Position Sensor	Stapler at move position
012-242	Low Staple Sensor	Detection of Staple Cartridge
012-243	Staple Ready Sensor	Stapler ready to fire
012-244	Staple Home Sensor	Staple Head in Home Position
012-250	Eject Clamp Home Sensor	Eject Clamp in Home Position (raised)
012-251	Set Clamp Home Sensor	Set Clamp in Home Position
012-260	Upper Limit Sensor	Stacker Tray at upper limit
012-262	Stacker Paper Sensor	Paper detected in Stacker Tray
012-263	Stacker Encoder Sensor	
012-264	Stack Height Sensor 1	High stack in tray
012-265	Stack Height Sensor 2	High stack in tray
012-271	Punch Home Sensor	
012-274	Punch Encoder Sensor	
012-275	Punch Box Set Sensor	
012-277	Puncher Detect	
012-300	Eject Cover Switch	
012-302	Fin. Front Door Intlk Switch	
012-303	H-Transport Open Sensor	
013-101	Folder Home Sensor	
013-107	Booklet Front Low Staple Switch	
013-108	Booklet Rear Low Staple Switch	
013-141	Booklet Front Staple Home Switch	
013-142	Booklet Rear Staple Home Switch	
013-143	Booklet Stapler Move Position Sensor	

Table 5 Input Component Control Codes - Office Finisher LX

Chain-Link	Component	Description
013-144	Booklet Stapler Move Home Sensor	
013-160	Folder Detect	
013-161	Booklet Detect	
013-300	Booklet Cover Open Switch	
013-301	Booklet Safety Switch	

Table 6 Output Component Control Codes - Office Finisher LX

Chain-Link	Component	Description	Time-out	conflicts
012-013	Sub Paddle Solenoid		250 ms	
012-018	Transport Motor Reverse	Transport Motor reverse rotation		012-036, 012-037, 012-038
012-020	Front Tamper Mot Low Front	Front Tamper moves to Front at low speed.	82 pulses	012-022, 012-023, 012-025
012-022	Front Tamper Mot High Front	Front Tamper moves to Front at high speed.	82 pulses	012-020, 012-023, 012-025
012-023	Front Tamper Mot Low Rear	Front Tamper moves to Rear at low speed.	82 pulses	012-020, 012-022, 012-025
012-025	Front Tamper Mot High Rear	Front Tamper moves to Rear at high speed.	82 pulses	012-020, 012-022, 012-023 012-024
012-026	Rear Tamper Motor Low Front	Rear Tamper moves to Front at low speed.	82 pulses	012-027, 012-028, 012-029, 012-031
012-028	Rear Tamper Motor High Front	Rear Tamper moves to Front at high speed.	82 pulses	012-026, 012-029, 012-031
012-029	Rear Tamper Motor Low Rear	Rear Tamper moves to Rear at low speed.	82 pulses	012-026, 012-028, 012-031
012-031	Rear Tamper Motor High Rear	Rear Tamper moves to Rear at high speed.	82 pulses	012-026, 012-028, 012-029, 012-031
012-032	H-Transport Motor 1	Xport Motor normal rotation at speed 1 (highest speed)		012-033, 012-034, 012-035, 012-039
012-033	H-Transport Motor 2	Xport Motor normal rotation at speed 2 (high speed)		012-032, 012-034, 012-305, 012-039
012-034	H-Transport Motor 3	Xport Motor normal rotation at speed 3 (medium speed)		012-032, 012-033, 012-035, 012-039
012-035	H-Transport Motor 4	Xport Motor normal rotation at speed 4 (low speed)		012-032, 012-033, 012-034, 012-039
012-036	Transport Motor 1	Transport Motor normal rotation at speed 1 (high speed)		012-018, 012-037, 012-038
012-037	Transport Motor 2	Transport Motor normal rotation at speed 2 (med speed)		012-018, 012-036, 012-038
012-038	Transport Motor 3	Transport Motor normal rotation at speed 3 (low speed)		012-018, 012-036, 012-037
012-039	H-Transport Motor Reverse	H-Transport Motor reverse rotation		012-032, 012-033, 012-034, 012-035
012-040	Stapler Move Motor Front Low	Stapler Assy moves to Front at low speed		012-042, 012-043, 012-045
012-042	Stapler Move Motor Front High	Stapler Assy moves to Front at high speed		012-040, 012-043, 012-045
012-043	Stapler Move Motor Rear Low	Stapler Assy moves to Rear at low speed		012-040, 012-042, 012-045
012-045	Stapler Move Motor Rear High	Stapler Assy moves to Rear at high speed		012-040, 012-042, 012-043
012-046	Staple Motor Forward	Stapling operation is performed.		012-047
012-047	Staple Motor Reverse	Staple motor reverses.	200ms	012-046
012-051	Set Clamp Paddle	Rotate Set Clamp Paddle one time (both Set Clamp Paddle Clutch and Eject Motor Forward) turned on at the same time	583 pulses	012-086
012-052	Eject Clamp Up	Eject Clamp Roll moving up. Eject Motor reverse rotation at high speed.	702 pulses after Home	012-053, 012-054, 012-055
012-053	Eject Clamp Down	Eject Clamp Roll moving down. Eject Motor reverse rotation at high speed.	46 pulses after Home	012-052, 012-054, 012-055
012-054	Eject Motor Forward Low	Eject Motor rotates forward at low speed	1136 pulses	012-052, 012-053, 012-055
012-055	Eject Motor Forward High	Eject Motor rotates forward at High speed	1136 pulses	012-052, 012-053, 012-054
012-060	Stacker Motor Up	Stacker Tray goes up.	500ms	012-061
012-061	Stacker Motor Down	Stacker Tray goes down.	500ms	012-060
012-074	Punch Motor Move Home	Punch motor home positioning	when Home reached	012-077, 012-078, 012-079
012-077	Punch (2 hole)	2-hole punch movement	when Home reached	012-074, 012-078, 012-079

Table 6 Output Component Control Codes - Office Finisher LX

Chain-Link	Component	Description	Time-out	conflicts
012-078	Punch (3 hole)	3-hole punch movement	when Home reached	012-074, 012-077, 012-079
012-079	Punch (4 hole)	4-hole punch movement	when Home reached	012-074, 012-077, 012-078
013-022	Knife Motor Forward	Knife Motor normal rotation		013-023
013-023	Knife Motor Reverse	Knife Motor reverse rotation		013-022
013-024	Booklet Front Stapler Motor Forward	Booklet Staple Motor Front normal rotation	@ Stapler Home	013-025
013-025	Booklet Front Stapler Motor Reverse	Booklet Staple Motor Front reverse rotation	@ Stapler Home	013-024
013-026	Booklet Rear Stapler Motor Forward	Booklet Staple Motor Rear normal rotation	@ Stapler Home	013-027
013-027	Booklet Front Stapler Motor Reverse	Booklet Staple Motor Rear reverse rotation	@ Stapler Home	013-026
013-028	Booklet Staple Move Motor In	Drive Booklet Staple Move Motor in order to move Booklet Stapler to I/B side.	350 pulses	013-029
013-029	Booklet Staple Move Motor Out	Drive Booklet Staple Move Motor in order to move Booklet Stapler to O/B side.	350 pulses	013-028

Analog Monitor

Purpose

Monitors the analog values of the A/D converter sensors by driving each component (e.g., C.C). Temporary change of output values is possible. Output component check is also possible. [Table 1](#) shows the components that can be checked in Analog Monitor.

Procedure

1. Enter UI Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Select **I/O Check** then **Analog Monitor** on the **Maintenance/Diagnostics** screen.
3. The system displays the Analog Monitor Screen. The Analog Monitor screen contains the following areas
 - a. Window to input Chain-Link number
 - b. Enter Number button
 - c. Show Current Status button
 - d. Change Output Level button
 - e. Input/Output display
 - f. Enabled/Disabled display
 - g. Level display
4. To run an input check
 - a. Select the Enter Number button and enter the Chain-Link number using the numeric Keypad on the Control Panel.
 - b. Press the **Start** Button on the Control Panel.
5. To run an output component check:
 - a. Select the Enter Number button and enter the Chain-Link number using the numeric Keypad on the Control Panel.
 - b. Press the **Start** Button on the Control Panel.
 - c. The output component in the machine is switched on.
 - d. The PWS changes the output component status to **Enable**.
 - e. You can switch on an input component to monitor the output component in the machine.

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 Step 5a through 6e.
2. To stop the check, select the **Stop button on the Control Panel** while the component is selected.

Changing output levels

1. You can temporarily change the output level of some output component by using the + or - to increment/decrement the output level by 1.
2. Select the component whose output level you want to change. Select + to increment or - to decrement.
3. Increment or decrement the output level by 1. The new output level is input into the system and the Analog Monitor shows the new output level in the Level column. If the output level entered is out of the range, the Information screen shows the following message: **Invalid value. Enter again.** (A value that is out of the range is a value that is higher than the upper limit or lower than the lower limit defined by the machine.)

Table 1 Analog Monitor Code List

Chain-Link	Component Name	Description
010-200	Heat Roll Center STS Sensor	Value of the Center STS Sensor. Range=1022 (low) ~ 132 (high). Standby = 246
010-201	Heat Roll Rear STS Sensor	Value of the Rear STS Sensor. Range=1022 (low) ~ 132 (high). Standby = 246
071-200	Tray 1 Size Sensor	Displays the AD value for Tray 1 paper size. Range=0 ~ 989
072-200	Tray 2 Size Sensor	Displays the AD value for Tray 2 paper size. Range=0 ~ 989
073-200	Tray 3 Size Sensor	Displays the AD value for Tray 3 paper size. Range=0 ~ 989
074-200	Tray 4 Size Sensor	Displays the AD value for Tray 4 paper size. Range=0 ~ 989
075-200	Tray 5 Size Sensor	Displays the AD value for MSI paper size. Range=90.7 ~ 306.3
092-200	ENV_TEMP_Sensor	Temperature Sensor Input Value
092-201	ENV_HUM_Sensor	Humidity Sensor Input Value

Hard Disk Failure Prediction Test

Purpose

Perform failure prediction test for Hard Disk (HDD).

Procedure

1. Enter the **UI Diagnostic Mode** ([Accessing UI Diagnostics](#)).
2. Select **Sub System** on the **Maintenance / Diagnostics** screen.
3. Select **Hard Disk Failure Prediction Test**.
4. Follow the instructions on the screen and press **Start**.
5. The result is displayed on the **Hard Disk Failure Prediction Test** screen.
6. If the result is NG, Fault Code is displayed.
Take action according to the message and press the **Confirm** button.
7. Select **Close** to return to the **Sub System** screen.

Machine ID/Billing Data

Purpose

The serial no., product no., and billing count are stored at three locations; the EEPROM (IOT) on the MCU PWB (IOT), the EEPROM (SYS1) on the ESS PWB, and the ESS PWB (SYS2). This procedure allows the data in all three locations to be synchronized in case of replacement of one of the PWB's, or due to data corruption associated with one of the following faults:

- 124-310 (Product No. Failure: Not initialized)
- 124-311 (Serial No. Failure: Not initialized)
- 124-312 (Product No. Mismatch)
- 124-313 (Serial No. Mismatch)
- 124-315 (IOT Speed Mismatch)
- 124-317 (IOT not the same)
- 124-324 (3 Billing Counter Mismatch)
- 124-325 (1 Billing Counter Mismatch; Unable to recover Billing Counter during recovery)

Procedure

Go to [GP 10](#).

HFSI Counters

Purpose

This routine has two functions; it will reset the counter for a specific High Frequency Service item to 0, or it can change the end-of-life threshold for that counter.

Procedure

1. Enter UI Diagnostic mode ([Accessing UI Diagnostics](#)).
2. Select **Adjustment/Others**.
3. Select **HFSI Counter**.
4. Select the HFSI Counter from the list on the UI, and press **Details**. (see [Detailed Maintenance Activities](#) for a listing of HFSI items and counter numbers).
5. To clear the counter after a replacement, select **Reset Current Value**.
The specified HFSI Counter is reset and the message "Job completed" is displayed on the screen.
6. To modify the end-of-life count, select **Change Spec Life**. Enter the new threshold value.
7. Select **Close** to return to the **Adjustment/Others** screen.

Jam Counter

Purpose

Displays the No. of occurrences of jams from the time of reset on completion of the previous service call up to now.

Procedure

1. Enter the **UI Diagnostic Mode** ([Accessing UI Diagnostics](#)).
2. Select **Faults** on the **Maintenance / Diagnostics** screen.
3. The following Items are displayed on the **Faults** screen.
 - Current Faults
 - Jam Counter button
 - Failure Counter button
 - Shutdown History button
4. Select **Jam Counter**.
5. The following Items are displayed on the **Jam Counter** screen.
 - Chain-Link
 - Count

NOTE: •Displays failures from the last exit from the Service Mode with **Exit (Clear Log)** until now.

- The Count is reset when exiting from the Service Mode by using **Exit (Clear Log)**.

6. Select **Close** to return to the **Faults** screen.

Failure Counter

Purpose

Displays the No. of occurrences of failures from the time of reset on completion of the previous service call up to now.

Procedure

1. Enter the **UI Diagnostic Mode (Accessing UI Diagnostics)**.
2. Select **Faults** on the **Maintenance / Diagnostics** screen.
3. The following Items are displayed on the **Faults** screen.
 - Current Faults
 - Jam Counter button
 - Failure Counter button
 - Shutdown History button
4. Select **Failure Counter**.
5. The following Items are displayed on the **Failure Counter** screen.
 - Chain-Link
 - Count

NOTE: •The screen displays the Failure History based on the data obtained from the Main Processor.

- Displays failures from the last exit from the Service Mode with **Exit (Clear Log)** until now.
 - The Count is reset when exiting from the Service Mode by using **Exit (Clear Log)**.
6. Select **Close** to return to the **Faults** screen.

Shutdown History

Purpose

Displays history classified into 4 categories: Paper Jam, Document Feeder Jam, Failure, and Last 40 Faults.

Procedure

1. Enter the **UI Diagnostic Mode (Accessing UI Diagnostics)**.
2. Select **Faults** on the **Maintenance / Diagnostics** screen.
3. The following Items are displayed on the **Faults** screen.
 - Current Faults
 - Jam Counter button
 - Failure Counter button
 - Shutdown History button
4. Select **Shutdown History**.
5. The following Items are displayed on the Shutdown History screen.
 - Paper Jam button
 - Document Feeder Jam button
 - Failure button
 - Last 40 Faults button

The Chain-Link, Date & Time, and Total CV of the selected button are displayed on the screen.

NOTE: •The screen displays the Failure History based on the data obtained from the Main Processor.

- Displays failures from the last exit from the Service Mode with **Exit (Clear Log)** until now.
 - The Count is reset when exiting from the Service Mode by using **Exit (Clear Log)**.
6. Select **Close** to return to the Faults screen.

ADF Independent Operation

Purpose

To automatically adjust the original size during DADF scan to the desired original size.

Procedure

Refer to [ADJ 6.7](#).

Power On Self Test

Purpose

Used in conjunction with Long Boot Diagnostics.

Procedure

Refer to [GP 19](#).

USB Key

Purpose

Use this routine to reload the feature set and machine speed if software corruption occurs. For a reload use the USB dongle shipped with the machine. For loading a new feature, use the USB dongle included with the feature kit.

Procedure

1. Plug the USB dongle into the designated USB port on the ESS PWB interface.
2. Press **Start**.
3. Follow the instructions on the UI screen.

Delete All Certificates / Initialize Settings

Purpose

Deletes all security certificates which have been stored in the machine.

Procedure

1. Select Delete All Certificates / Initialize Settings.
2. Press **Start**.
3. Select **Yes** on the confirmation popup. The machine will reboot automatically.

GP 1 Network Printing Simulation

Purpose

This procedure details a method of troubleshooting network printing problems.

Procedure

Prerequisites

The NextGen PWS Tool release includes an LPR Spooler application [Xerox TCP/IP Port Monitor]. This procedure assumes that this application has been installed. Also required are a Crossover Cable and a PWS equipped with a Network Interface Card.

Creating a printer on the PWS

1. Click the Windows **Start** button
2. Select **Settings**, then **Printers**
3. Select **Add Printer**
4. On the **Add Printer Wizard** screen, click **Next**
5. When the **Add Printer Wizard** asks the port you want to use, select LPT1: then click **Next**
6. Click **Have Disk**. Print Drivers can be found on the customer Drivers CD, or the latest driver can also be downloaded from the Xerox website
7. Insert the CD and locate the PCL driver for your PWS' operating system. Click **OK**.
8. On the next screen, enter a name for the printer. Do not set this printer as the default.
9. Select **No** when asked if you want to print a test page, then click **Finish**.

Configuring the printer port

1. In the **Printers** folder, right-click on the new printer and select **Properties**.
2. Click **Add Port**
3. In the Add Port screen, click **Other**, then select **Xerox TCP/IP Port** and click **OK**.
4. Enter the name and IP address for the new printer then click **Next**.
5. Select **Custom**, then **Setup**
6. The port will auto configure. Click **Next**.
7. Click **Finish** to close the Wizard and return to the **Properties** screen.
8. Click Apply to save the port configuration.

Configuring the print driver

1. In the **Properties** screen, select the **Printer** tab. Select the appropriate configuration items.
2. Click **Apply** to save the print driver configuration.
3. A simple test of the printing function can be performed by selecting the **General** tab then clicking **Print Test Page**.

GP 2 System Administration Login Reset

Purpose

The Login ID was changed and needs to be reset to access the System Administration screens. This procedure enables the Login ID to be reset.

NOTE: Do not change Login ID without customer consent.

NOTE: There is now a Log In ID and an optional Passcode. The Passcode is not required. Unless the customer has enabled it, ignore it.

Procedure

1. Enter Service Rep. Mode:
 - Hold **0** (zero) for 5 seconds, and press **Start**.
 - Enter 6789, then select **Confirm**.
2. Press the **Machine Status** button.
3. Select the **Tools** tab
4. Select Authentication/Security Settings
5. Select **System Administrator Settings**.
6. Select **System Administrator's Login ID**.
7. Select **On**.
8. Select **Keyboard**.
9. Enter the default Log In ID (**admin**) and press **Save**.
10. Select **Keyboard**, re-enter the Log In ID, and select **Save**.
11. Select **Save** again to Return to the **Features** Screen
12. Select **System Administrator's Passcode**
13. Enter the default passcode (**1111**) in the blank window below **New Passcode** and press **Save**
14. Enter **1111** in the blank window below **Retype Passcode** and press **Save**
15. Select **Save** again and **Yes** to accept the changes
16. Select the **Service** Button on the Control Panel
17. Press **0** and **Start** to exit Service Rep Mode.

GP 3 Initialization Kit Installation

Purpose

The machine initialization procedure uses a USB dongle to load system software and make the machine operational. The carrier performs this procedure during the initial installation. If the initialization procedure fails, the carrier will call for service. The present procedure consists of the initialization steps performed by the rigger, plus the following:

- instructions for completing the **Installation Wizard** if the initialization procedure succeeds
- instructions to follow if the initialization procedure fails

Procedure

CAUTION

Do not power on the machine until you are directed to do so.

1. Verify that both the Main Power Switch and the Power Switch are in the OFF positions.
2. Connect the machine to the wall power receptacle.
3. Locate the USB dongle shipped with the machine. It should be stored in the compartment in Paper Tray 1.
4. Remove the right rear corner cover to expose the ESS PWB interface.
5. Insert the USB dongle in the USB port located beside the plastic guard stop. It fits only one way.
6. Switch on the Main Power Switch and then the Power Switch. The machine should power on and begin uploading the contents of the USB dongle. To verify that this is happening, observe the UI screen:
 - If 102-311 USB Dongle Access Fault displays, go to the 102-311 RAP and troubleshoot that fault.
 - If the installation proceeds correctly, the Xerox “Sphere of Connectivity” screen will display, followed within about one minute by the Energy Star screen, the WorkCentre 53XX splash screen, and the 124-326 Fault/Error screen. **No action is required for any of these screens.**
 - a. If the Download Mode screen displays it indicates that the processor is uploading more recent software from the USB dongle. **No action is required.**
 - b. When the Network Cable Not Detected screen displays, press the **Confirm** button. This screen will display on all installations because the carrier does not connect the network cable.
 - c. Go to **Perform Installation Wizard** [Perform Installation Wizard](#) to complete the installation.
 - If the Software Options screen ([Figure 1](#)) displays, continue with the next step.
7. Power the machine OFF (switch OFF the Power Switch and then the Main Power Switch).
8. Remove the USB dongle from the ESS PWB interface.
9. Insert the USB dongle in the USB port on the Control Panel.
10. Power the machine ON.
 - If the Xerox “Sphere of Connectivity” and subsequent screens display, indicating a successful installation, allow the installation to proceed as described in step 6, and then continue at **Perform Installation Wizard** [Perform Installation Wizard](#).
 - If the Software Options screen displays with the USB dongle inserted in the Control Panel USB port, perform the following:
 - a. Power the machine OFF.
 - b. Remove the USB dongle from the Control Panel.
 - c. Obtain a replacement USB dongle. Return the defective Dongle as directed.

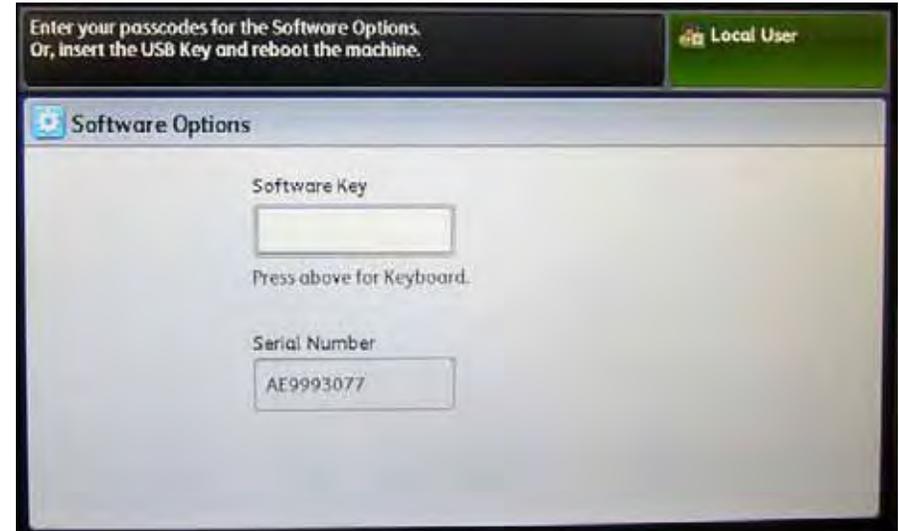


Figure 1 Software Options screen

Perform Installation Wizard

1. (Figure 2) When the processor is ready and the software download is complete, the Installation Wizard Welcome screen displays. Press **Next**.

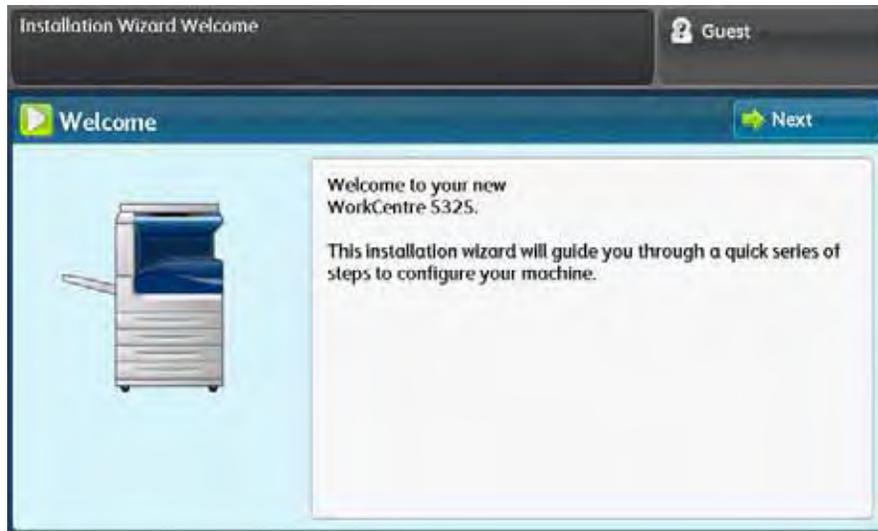


Figure 2 Installation Wizard Welcome screen

2. (Figure 3) The Tools Access screen will display. Select "Locked Restricted Access," then press **Next**.



Figure 3 Tools Access screen

3. (Figure 4) The Millimeters / Inches screen appears next. Select the appropriate unit for the customer, then select **Next**.



Figure 4 Millimeters / Inches screen

4. (Figure 5) The Time Zone screen displays next. Use the up/down arrows to scroll to the correct time zone. Then press **Next**.

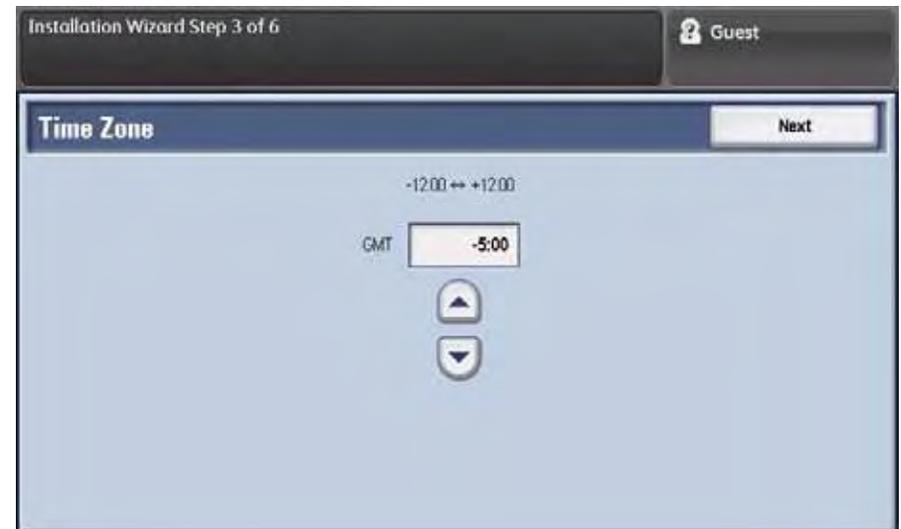


Figure 5 Time Zone screen

5. (Figure 6) The NTP Time Synchronization screen displays next. Press the **Off** button and then press **Next**.

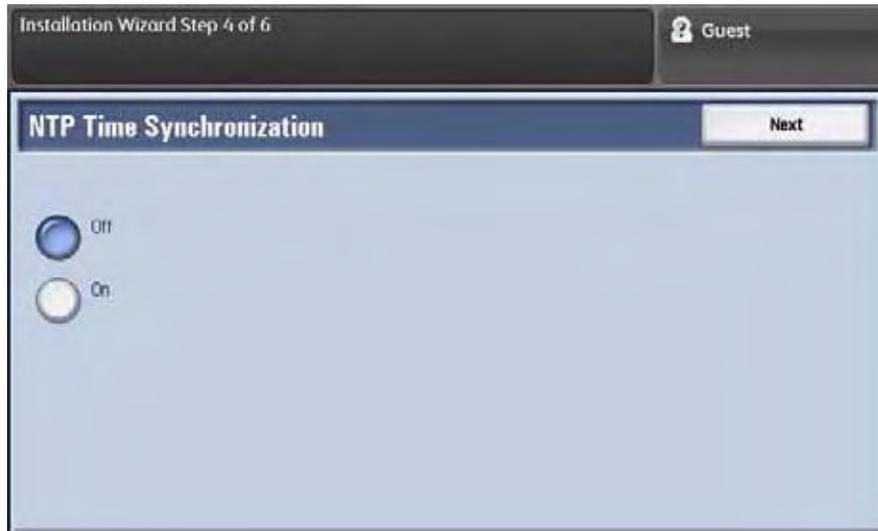


Figure 6 NTP Time Synchronization screen

6. (Figure 7) The Date screen appears. Use the **Date Format** button to select the desired Day/Month/Year format. Then use the scroll arrows to select the correct Month, Day, and Year settings. Select **Next**.



Figure 7 Date screen

7. (Figure 8) The Time screen displays. Use the buttons to select the 12/24 hour clock and the AM/PM settings. Then use the scroll arrows to select the correct Hours and Minutes settings. Select **Next**.



Figure 8 Time screen

8. (Figure 9) The Quick Setup Home screen displays. Press **Next**.



Figure 9 Quick Setup Home screen

9. (Figure 10) The Device Setup Complete screen displays. Select **Finished**.

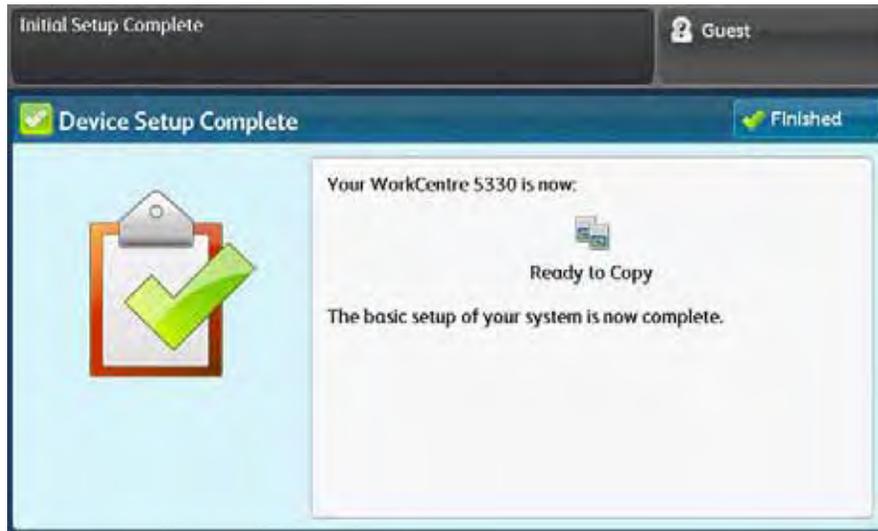


Figure 10 Device Setup Complete screen

10. (Figure 11 and Figure 12) The Select a Service screen (main menu) will show either the Copy function only (if copier-only) or multiple functions (if an MFP). The Select a Service screen confirms the correct version of the machine configuration (copier or MFP).

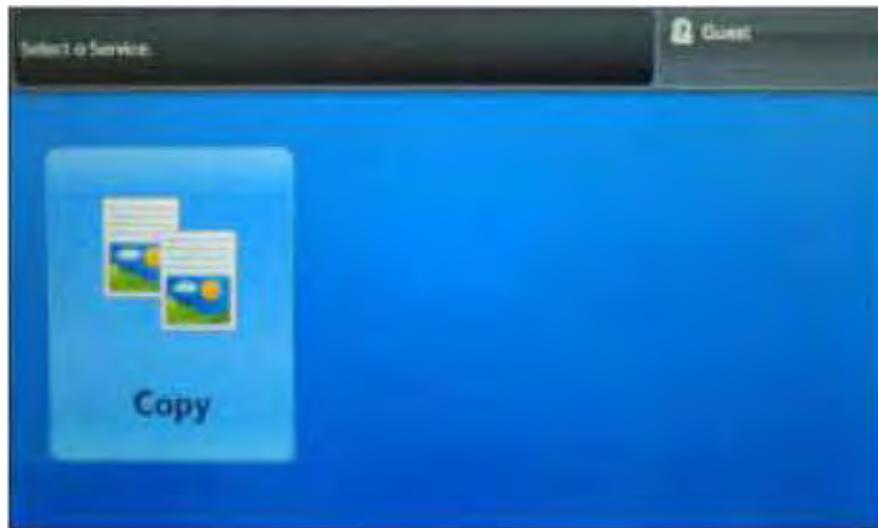


Figure 11 Copier Select a Service Screen

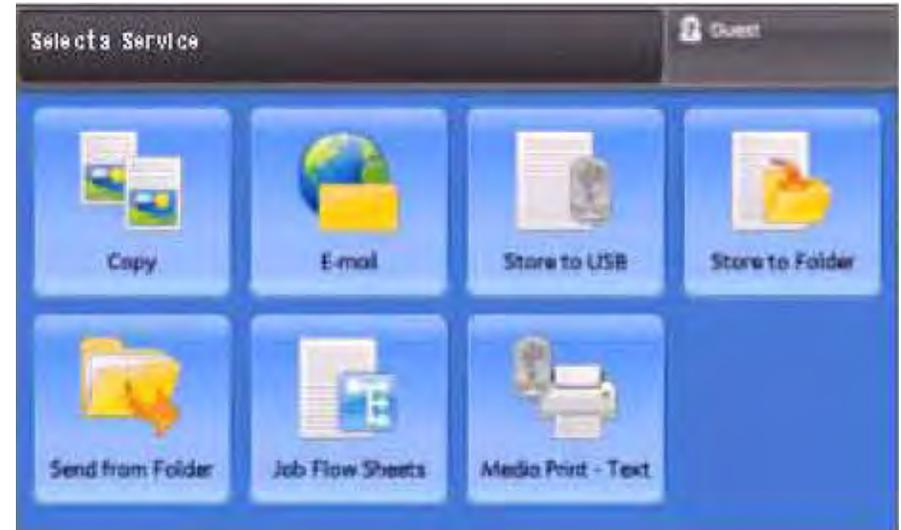


Figure 12 MFP Select a Service screen

11. Proceed to **Mark and Store the USB Dongle** **Mark and Store the USB Dongle**.

Mark and Store the USB Dongle

1. With the machine still operating, remove the USB dongle from the USB port.
2. Select the **Machine Status** button on the Control Panel and locate the Machine Serial Number on the lower, left part of the screen. Record this number on the dongle label (Figure 13). The space is limited so make certain to record at least the last five digits of the Serial Number.

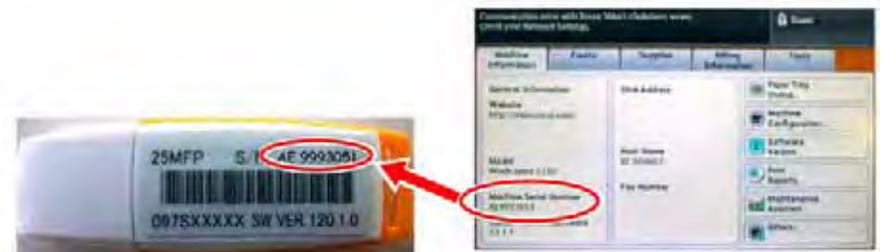


Figure 13 Serial Number information

3. Store the dongle in the compartment in Tray 1 or in Tray 2.
4. Proceed to **Install Software Option Kits** **Install Software Option Kits (if present)**.

Install Software Option Kits (if present)

Software Option Kits vary by installation. A system may be installed with no software option kits or with as many as five. The carrier normally installs these kits.

1. Locate the Software Option Kits, if present.

NOTE: *The Scan Kit can have two PIN codes; all others have one PIN code.*

2. Open the envelope for the first Software Option Kit and remove the instruction book.
3. Open the first Software Options Kit instruction book and locate the PIN code for the Software Option Kit that is specific to the option.
4. Press the **Log In /Out** button and login as Admin.
5. Install the first Software Option Kit as indicated in the booklet.
6. Install the remaining Software Option Kits.

GP 4 Intermittent Problem RAP

Purpose

The purpose of this RAP is to provide guidance for resolving an intermittent 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 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. 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.
3. 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, 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
 - Packing materials not removed
4. 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 referenced 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.
5. 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.
6. Check that the AC and DC power are within specification.
7. Get technical advice or assistance when it is appropriate. This will depend upon the situation and the established local procedures.
8. Examine the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSD, 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
9. Perform the adjustments for the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSD's. 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.
10. 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 BSD's. Observe the components for any symptoms of abnormal operation, such as a hesitation, or an unusual sound.
11. 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.
12. 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 5 Software Options

Purpose

This customer purchased an option that needs to be enabled.

The following are the software options that are available:

- Scan Kit - Searchable PDF, Scan High Compression and Thumbnail Preview features are included. This kit consists of two software keys
- Searchable PDF Kit
- Thumbnail Preview Kit
- Server Fax Kit (requires Scan Kit)
- Data Security Kit
- Job Based Accounting Kit
- VOIP Fax Kit
- USB Enablement Kit - enables Print from/Scan To USB features. Thumbnail Preview feature is included. Required for Media Card Reader and CAC feature

Procedure

NOTE: *Immediate Image Overwrite causes the machine to operate at a slightly slower speed due to the hard drive processor requiring additional time to map and overwrite specific areas of the hard drive. The speed reduction may not be observable during every print job.*

1. Enter the **UI Diagnostic Mode**. Refer to [Entering and Exiting Service Rep. Mode](#) and [Accessing UI Diagnostics](#).
2. Select **Software Options** in the Maintenance / Diagnostics Screen.
3. **Enter the Software Key provided.**
4. Select **Save**, then **Reboot**.

GP 6 Software Version

Purpose

The purpose of this procedure is to display the version level of the different software modules.

Procedure

1. Press the **Machine Status** button on the Control Panel.
2. Select **Machine Information** on the Machine Status tab. The Machine Configuration Code, and the Serial Number are displayed. To see the Controller Version, press the Software Version button.
3. Select **Software Version**. All the firmware versions are displayed.

GP 9 Entering Admin Mode

Purpose

This procedure is used to enter the Admin Mode, using customer password, to make changes within the tools menus.

Procedure

1. Press the **Log In/Out** button on the Control Panel
2. If there are Registered User accounts on the machine there will be a Pull Down menu displaying Registered User. Select the pull down menu and select **System Administrator**.
3. If the customer has enabled the Login ID - default (admin), enter the Login ID. The password (**1111**) is the default; the customer may have set a unique password).
4. Press **Enter** on the touch screen.

NOTE: If this password does not work, the customer has reset the password. Ask customer for password. Do not change password (GP 2) without customer's consent.

5. Press the **Machine Status Button**.
6. Select the **Tools** Tab.
7. Press the **Log In/Out** button to log out.
8. Press Logout.

GP 10 Replacing Billing PWB's

CAUTION

*GP 10 is used to maintain the integrity of the serial number and billing data, when one or more serialized PWB's must be replaced. To maintain the integrity of the serial number and billing data, never replace more than one of the three listed PWB's at the same time. If any of the following billing data PWB's needs replacing, only replace them **one at a time**.*

- **ESS PWB (PL 35.2).**
- **MCU (PL 18.2).**
- **EEPROM on the ESS PWB (PL 35.2).**

Failure to comply with the board replacement procedure in GP 10 could result in catastrophic NVM corruption.

Purpose

The serial number, product model number, and billing count are stored at three locations; the MCU EEPROM (**IOT**), the EEPROM on the ESS PWB (**SYS1**), and the ESS PWB (**SYS2**). This procedure allows the data in all three locations to be synchronized in case of replacement of one of the PWB's, or due to data corruption associated with one of the following faults:

- 124-310 (Product No. Failure: Not initialized)
- 124-311 (Serial No. Failure: Not initialized)
- 124-312 (Product No. Mismatch)
- 124-313 (Serial No. Mismatch)
- 124-315 (IOT Speed Mismatch) **Special Procedure** required
- 124-317 (IOT not the same) **Special Procedure** required
- 124-324 (3 Billing Counter Mismatch)
- 124-325 (1 Billing Counter Mismatch; Unable to recover Billing Counter during recovery)

CAUTION

*Fault codes 124-315 and 124-317 must be resolved using the **Special Procedure**. Use the **Standard Procedure** for all other fault codes on the list above.*

Standard Procedure

Use this procedure to resolve 124-310 / 311 / 312 / 313 / 324 / 325 faults.

1. Enter UI Diagnostic mode (**Entering and Exiting Service Rep. Mode**).
2. Press the **Machine Status** button.
3. Select the **Tools** tab.
4. **System Settings** and **Common Service Settings** will be displayed and highlighted.
5. In **Features**, scroll to and select **Maintenance/Diagnostics**.
6. Select to and select **Adjustment/Others**.
7. Select **Machine ID/Billing Data Settings**.
8. Select a PWB with the correct data.
9. Select **Start**.
10. Enter the correct serial number in the **Serial Number** screen and then select **Confirm**. Enter the correct serial number again and select **Confirm** again.
11. Select **Close** and check that all three columns are the same.
12. If two or more serial numbers DO NOT match the machine label serial number, escalate the service call to Field Engineering or the NTC.

Special Procedure

1. Press and hold the **0** key for 5 seconds, then while still holding down the **0** key, press the **Start** button. The **CE- Type Passcode** screen will appear.
2. Enter **6789** and press **Confirm**.
3. Press the **Log In/Out** button on the control panel. The **Maintenance/Diagnostics** screen will appear.
4. Scroll to and select **Adjustment/Others**.
5. Scroll to and select **Machine ID/Billing Data Settings**.
6. Record the serial number for a correct PWB then select a PWB with the correct data.
7. Select **Start**.
8. Enter the correct serial number in the **Serial Number** screen and then select **Confirm**. Enter the correct serial number again and select **Confirm** again.
9. Select **Close** and check that all three columns are the same.
10. If the serial numbers match select **Close** and exit Service Rep. mode.
If two or more serial numbers DO NOT match the machine label serial number, escalate the service call to Field Engineering or the NTC.

GP 11 Foreign Device Interface Setup

Purpose

This procedure explains the process for installing and configuring the Foreign Device Interface (FDI).

Procedure

1. Perform internal dip switch setup for the Bear DCS6061 FDI:
 - a. Remove the 3 Phillips screws on under side of the FDI.
 - b. Remove top cover to gain access to the internal DIP switches.
 - c. Set switches as shown in [Figure 1](#).

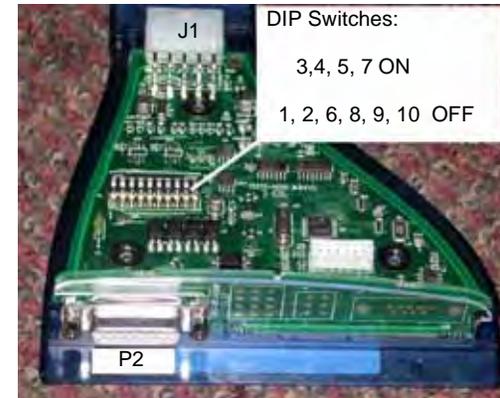


Figure 1 FDI Switches

- d. Reassemble the FDI.
2. Connect the FDI:
 - a. Switch off the power.
 - b. Connect the cable from [P/J351](#) on the ESS PWB Chassis ([Figure 2](#)) to [J1](#) on the FDI.



Figure 2 ESS PWB Connection

- c. The Foreign Accessory connects to P2 on the FDI.
- d. Switch on the power.
3. Go to **NVM Read/Write**. Set the locations in **Table 1** depending on the type of device and the customer's wishes:

Table 1 FDI NVM Settings

NVM loc.	Name	Function	Values
850-001	FDI Connection	FDI is present. Automatically recognized only when FDI is connected upon M/C power on. Disabling FDI-CRD function, must enter [0], turn off MC and remove the FDI connection.	0 = disabled (default) 1 = enabled
850-007	Accessory Type	Type of Cost Recovery Device connected. This function is for UI Message. Disabling FDI-CRD function, must enter [0], turn off MC and remove the FDI connection.	0 = None or Foot Switch (default) 1 = Additive Mode (UI msg = Use a Valid Card) 2 = Subtractive Mode (UI msg = Use a Valid Card) 3 = Dispenser - Subtractive Mode (UI msg = Use a Valid Card) 4 = Coin-Op Kit - Subtractive Mode (UI msg = Insert Coins) 5 = Multiple connection of CopyLyzer & Dispenser - Subtractive Mode (UI msg = Use a Valid Card) 6 = Multiple connection of CopyLyzer & Coin-Op Kit - Subtractive Mode (UI msg = Insert Coins or Use a Valid Card) 7 = Multiple connection of Dispenser & Coin-Op Kit - Subtractive Mode (UI msg = Insert Coins or Use a Valid Card)
850-009	Print Job Control	Disable / Enable controlling charge print jobs by FDI-CRD	0 = disabled (default) 1 = enabled
850-010	Interrupt Function	Disable / Enable the function of Interrupt at Subtractive CRD configuration.	0 = disabled (default) 1 = enabled <i>NOTE: When NVM 850-016 is set to 2, this setting is prohibited to be set to enable Interrupt.</i>

Table 1 FDI NVM Settings

NVM loc.	Name	Function	Values
850-013	Scan-Ahead Function	Enable/Disable Scan-Ahead Feature with FDI-CRD. This function is not effective if [850-030] = 0.	0 = Disable Scan-Ahead (default) 1:Enable Scan-Ahead NOTE: Setting of 1 is recommended on any Subtractive Device to avoid free side-2 copy/print with CRD.
850-014	FDI Connect Wait Time	Amount of time for MC to wait for FDI-CRD to boot-up after MC is power ON. If MC did not detect FDI-CRD within time, the system declares a fault (121-333).	0 = Wait for 10 seconds (default) 1 - 9 = Number of minutes to wait before fault is declared.
850-015	Scan/Fax/Internet Fax Job Control	Disable / Enable controlling charge on Scan/Fax/Internet Fax jobs at storing and sending in Fax/Internet Fax jobs. Valid only when charge type is Xerox Card, JIS II Card or IC Card. (Multiple connection of CRD devices with the above the charge types)	0 = disabled (default) 1 = enabled
850-016	Operational when Job-in-Process is disabled and Subtractive Mode CRD is connected	NOTE: This function is only available in FX/FX-IBG Market. Change system behavior based on Subtractive CRD or CRD set to Subtractive Mode, and Job-in-Process is disabled.	0 = All Xerox Europe 1 = Cancel 2 = Pause automatically clear remaining jobs
850-017	Use of card number upon Print Job Control	Disable / Enable charging Print Jobs to Card Number when the card were inserted. NOTE: Valid only when Print Job Control [850-009] is enabled.	0 = disabled (default) 1 = enabled
850-018	Paper Transfer in Duplex Mode	Disable/Enable single-sheet feed mode during Duplex Printing, when Subtractive CRD is connected.	0 = Regular Speed 1 = Single-Sheet Feed Mode (default) NOTE: Setting of 1 is recommended on any Subtractive Device to avoid free side-2 copy/print with CRD.
850-030	Copy Job Control	Disable / Enable controlling charge copy jobs by FDI-CRD	0 = disabled (default) 1 = enabled
700-125	Job Cancel Timer	Amount of time (unit = seconds) until Paused Job is cancelled	

GP 13 Fax Diagnostics

Purpose

This procedure describes the process for running fax diagnostic tests found in [Accessing UI Diagnostics](#).

Procedure

To Access Fax Diagnostics:

1. Enter [Accessing UI Diagnostics](#).
2. Press the **Log In/Out** button on the Control Panel
3. On the display, select **System Settings**, then **Common Settings**, then **Maintenance/ Diagnostics**.
4. Select Sub System.
5. Select **Fax Diagnostics**.

There are two tests for Fax Diagnostics, the Signal Sending Test and the Relay On/Off Test

Signal Sending Test

This test checks the ability of the Fax system to generate and transmit a specific signal.

To run this test:

1. From the Fax Diagnostics screen, select **Signal Sending Test**.
2. Select the line number you wish to test (standard line is **1**. Lines **3** and **5** are for optional additional lines, **0**, **2**, and **4** are for FX use only).
3. Enter the **Signal Number** you wish to test and select **Send Signals**. Refer to [Table 1](#) for the list of signal numbers.
4. An audio tone or tones corresponding to the selected signal should be heard. This verifies communication from the UI to the ESS PWB, and demonstrates the ability of the system to generate the specific signal being tested.
If an error occurs, a Fault Code will be displayed.
5. To stop the test, select **Cancel Sending**.

Relay On/Off Test

This test turns on/off various relays that are used in the NCU.

To run this test:

1. From the Fax Diagnostics screen, select **Relay On/Off Test**.
2. Select the Line Number and select **Relay On**.
If an error occurs, a Fault Code will be displayed. Listen for the Relay to pick up the Line.
3. To stop the test, select **Relay Off**.

Table 1 Fax Diagnostic signal numbers

Signal No.	Output	Description
011	Tonal Signal Output	462Hz
012	Tonal Signal Output	1080Hz
013	Tonal Signal Output	1100Hz
014	Tonal Signal Output	1300Hz

Table 1 Fax Diagnostic signal numbers

Signal No.	Output	Description
015	Tonal Signal Output	1650Hz
016	Tonal Signal Output	1850Hz
017	Tonal Signal Output	2100Hz
019	DTMF Signal Output	Dual Tone 1
020	DTMF Signal Output	Dual Tone 2
021	DTMF Signal Output	Dual Tone 3
022	DTMF Signal Output	Dual Tone 4
023	DTMF Signal Output	Dual Tone 5
024	DTMF Signal Output	Dual Tone 6
025	DTMF Signal Output	Dual Tone 7
026	DTMF Signal Output	Dual Tone 8
027	DTMF Signal Output	Dual Tone 9
028	DTMF Signal Output	Dual Tone 0
029	DTMF Signal Output	Dual Tone *
030	DTMF Signal Output	Dual Tone #
031	DTMF Signal Output	Dual Tone A
032	DTMF Signal Output	Dual Tone B
033	DTMF Signal Output	Dual Tone C
034	DTMF Signal Output	Dual Tone D
035	V.21 (H) Signal Output	HDLC Flag
036	V.27ter Signal Output	2400 bps (HDLC Flag)
037	V.27ter Signal Output	4800 bps (HDLC Flag)
038	V.29 Signal Output	7200 bps (HDLC Flag)
039	V.29 Signal Output	9600 bps (HDLC Flag)
040	V.17 Signal Output	7200 bps (HDLC Flag)
041	V.17 Signal Output	9600 bps (HDLC Flag)
042	V.17 Signal Output	12000 bps (HDLC Flag)
043	V.17 Signal Output	14400 bps (HDLC Flag)
080	V.8 Signal Output	ANSam
081	V.8 Signal Output	CM
082	V.8 Signal Output	JM
083	V.8 Signal Output	INFOc
084	V.8 Signal Output	INFOa
085	V.8 Signal Output	PPh+ALT
096	V.34 Signal Output	2400/2400 (HDLC Flag)
097	V.34 Signal Output	4800/2400 (HDLC Flag)
098	V.34 Signal Output	7200/2400 (HDLC Flag)
099	V.34 Signal Output	9600/2400 (HDLC Flag)
100	V.34 Signal Output	12000/2400 (HDLC Flag)
101	V.34 Signal Output	14400/2400 (HDLC Flag)
102	V.34 Signal Output	16800/2400 (HDLC Flag)

Table 1 Fax Diagnostic signal numbers

Signal No.	Output	Description
103	V.34 Signal Output	19200/2400 (HDLC Flag)
104	V.34 Signal Output	21600/2400 (HDLC Flag)
106	V.34 Signal Output	4800/2743 (HDLC Flag)
107	V.34 Signal Output	7200/2743 (HDLC Flag)
108	V.34 Signal Output	9600/2743 (HDLC Flag)
109	V.34 Signal Output	12000/2743 (HDLC Flag)
110	V.34 Signal Output	14400/2743 (HDLC Flag)
111	V.34 Signal Output	16800/2743 (HDLC Flag)
112	V.34 Signal Output	19200/2743 (HDLC Flag)
113	V.34 Signal Output	21600/2743 (HDLC Flag)
114	V.34 Signal Output	24000/2743 (HDLC Flag)
117	V.34 Signal Output	4800/3000 (HDLC Flag)
118	V.34 Signal Output	7200/3000 (HDLC Flag)
119	V.34 Signal Output	9600/3000 (HDLC Flag)
120	V.34 Signal Output	12000/3000 (HDLC Flag)
121	V.34 Signal Output	14400/3000 (HDLC Flag)
122	V.34 Signal Output	16800/3000 (HDLC Flag)
123	V.34 Signal Output	19200/3000 (HDLC Flag)
124	V.34 Signal Output	21600/3000 (HDLC Flag)
125	V.34 Signal Output	24000/3000 (HDLC Flag)
126	V.34 Signal Output	26400/3000 (HDLC Flag)
127	V.34 Signal Output	28800/3000 (HDLC Flag)
129	V.34 Signal Output	4800/3200 (HDLC Flag)
130	V.34 Signal Output	7200/3200 (HDLC Flag)
131	V.34 Signal Output	9600/3200 (HDLC Flag)
132	V.34 Signal Output	12000/3200 (HDLC Flag)
133	V.34 Signal Output	14400/3200 (HDLC Flag)
134	V.34 Signal Output	16800/3200 (HDLC Flag)
135	V.34 Signal Output	19200/3200 (HDLC Flag)
136	V.34 Signal Output	21600/3200 (HDLC Flag)
137	V.34 Signal Output	24000/3200 (HDLC Flag)
138	V.34 Signal Output	26400/3200 (HDLC Flag)
139	V.34 Signal Output	28800/3200 (HDLC Flag)
140	V.34 Signal Output	31200/3200 (HDLC Flag)
142	V.34 Signal Output	4800/3429 (HDLC Flag)
143	V.34 Signal Output	7200/3429 (HDLC Flag)
144	V.34 Signal Output	9600/3429 (HDLC Flag)
145	V.34 Signal Output	12000/3429 (HDLC Flag)
146	V.34 Signal Output	14400/3429 (HDLC Flag)
147	V.34 Signal Output	16800/3429 (HDLC Flag)
148	V.34 Signal Output	19200/3429 (HDLC Flag)

Table 1 Fax Diagnostic signal numbers

Signal No.	Output	Description
149	V.34 Signal Output	21600/3429 (HDLC Flag)
150	V.34 Signal Output	24000/3429 (HDLC Flag)
151	V.34 Signal Output	26400/3429 (HDLC Flag)
152	V.34 Signal Output	28800/3429 (HDLC Flag)
153	V.34 Signal Output	31200/3429 (HDLC Flag)
154	V.34 Signal Output	33600/3429 (HDLC Flag)
160	DTMF Signal Output	Signal Tone 697Hz
161	DTMF Signal Output	Signal Tone 770Hz
162	DTMF Signal Output	Signal Tone 852Hz
163	DTMF Signal Output	Signal Tone 941Hz
164	DTMF Signal Output	Signal Tone 1209Hz
165	DTMF Signal Output	Signal Tone 1336Hz
166	DTMF Signal Output	Signal Tone 1477Hz
167	DTMF Signal Output	Signal Tone 1633Hz

GP 14 Special Boot Modes

Purpose

This procedure describes methods of recovering from certain unclearable faults.

Procedure

Some boot-up failures, as well as some un-clearable fault codes, may be caused by software corruption, or by structural flaws in a command sent to the machine. In these cases, it is sometimes possible to bypass or delete the offending code during the startup process.

CAUTION

There are four special boot modes. Each mode performs a different set of initializations to bypass a specific set of problems. There is information lost in each procedure, thus, they should not be used unless specific directions are given. The following list gives these procedures, in the order from least-invasive to most-invasive. If you are instructed to perform a specific initialization, perform only that procedure. If you are asked to perform the entire series, perform the steps in the order given, until the problem is resolved.

Job Log Clear Mode

This step will delete any print or copy job that is in process, and then perform a reboot.

To execute: With the machine completely powered off (both the Power Switch and the Main Power Switch in the OFF positions), simultaneously press and hold the **1**, the **Stop**, and the **Energy Saver** buttons on the Control Panel, and then switch on the Main Power Switch and then the Power Switch. Continue to hold down the **1**, **Stop**, and **Energy Saver** buttons while switching on the power. Hold the buttons down until the boot up screen (progress bar) appears.

HDD Initialize Mode

This step will delete all pending print or copy jobs in the IOT job queue, initialize the IOT HDD, and then perform a reboot.

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

To execute: With the machine completely powered off (both the Power Switch and the Main Power Switch in the OFF positions), simultaneously press and hold the **6**, the **Stop**, and the **Energy Saver** buttons on the Control Panel, and then switch on the Main Power Switch and then the Power Switch. Continue to hold down the **6**, **Stop**, and **Energy Saver** buttons until the boot up screen (progress bar) appears.

HDD Format Mode

This step will delete all pending print or copy jobs in the IOT job queue, format the IOT HDD, and then perform a reboot.

CAUTION

All customer data on the HDD (customer's files/configuration such as mailboxes, scanned documents, user IDs and account IDs for accounting) will be deleted.

To execute: With the machine completely powered off (both the Power Switch and the Main Power Switch in the OFF positions), simultaneously press and hold the **4**, the **Stop**, and the **Energy Saver** buttons on the Control Panel, and then switch on the Main Power Switch and then the Power Switch. Continue to hold down the **4**, **Stop**, and **Energy Saver** buttons until the boot up screen (progress bar) appears.

NVRAM Init Mode

CAUTION

STOP HERE! This portion of the routine will set all IOT ESS NVM values to default. DO NOT execute this step unless specifically directed to perform this portion.

Do not attempt this part of the procedure unless there is a known-good Machine Settings floppy, an accurate Configuration Report and/or other data that will enable you to reload the correct NVM values for this machine.

This step will initialize the IOT ESS NVM (SYS-System and SYS-User) and then reboot the machine to the Initialize Wizard. Follow the on-screen instructions when the Initialize Wizard displays.

To execute: With the machine completely powered off (both the Power Switch and the Main Power Switch in the OFF positions), simultaneously press and hold the **3**, the **Stop**, and the **Energy Saver** buttons on the Control Panel, and then switch on the Main Power Switch and then the Power Switch. Continue to hold down the **3**, **Stop**, and **Energy Saver** buttons while switching on the power. Hold the buttons down until the boot up screen (progress bar) appears.

GP 15 Setting Country Code

Purpose

This procedure is used to set the Country Code for correct FAX operation.

Procedure

1. Enter **Tools** mode (GP 9).
2. Follow the path, **System Settings** -> **System Settings** ->**Common Settings** -> **Other Settings**.
3. Scroll the Other Settings menu to find **Country** (on page 2; item 14, 15, or 16 depending on configuration). To change the value:
 - Select **Change Settings**.
 - Scroll through the list to select the Country.
 - Select **Save**.
4. Exit **Tools** mode.

GP 16 Downloading Software from USB Flash Drive

Purpose

This procedure provides for the installing/upgrading of system software.

Procedure (Flash Drive)

1. Obtain Software

Software is distributed via multiple paths:

- The launch version of software is included in the initial PWS Software Download Tool CD.
- Any upgrades to the Tool will include the then-current version of software
- After launch, software will be available for downloading from www.xerox.com, and from GSN library XX -TBD.
- Major software releases are usually announced in a bulletin.

2. Prepare for the upgrade

- a. Press the **Machine Status** button.
- b. **Machine Information will be displayed.**
Record the current software information.
Select Print Reports and print out the Configuration Report or Select Software Version and record the current software information.

3. Prepare a USB Flash Drive

- a. Ensure that the USB device to be used has sufficient free space to contain the files to be downloaded.
- b. Create a new folder in the USB Flash Drive and name it **DWLD**.
- c. Copy the software file(s) obtained in Step 1 (unzip the file and extract the .bin file if required) into the **DWLD** folder.

4. Start Upgrade

- a. Power OFF the machine.

NOTE: if USB Printing is enabled, the USB port on the Control Panel can be used.

- b. Insert the USB Flash Drive into the USB connector on the Control Panel (if available) or the ESS PWB Chassis (Figure 1).
The FAX Cable (if present) should remain plugged in during the SW upgrade. This enables the FAX software to be upgraded using this procedure.



Figure 1 ESS PWB Connection

5. Start the download

- a. Power ON the machine while pressing the **Energy Saver** button. Hold the button down until **Download Mode** appears.
- b. After a while, **Transferring** will be displayed on the UI and the S/W will start to download to the machine (Figure 2). If **Transferring** is not displayed after 3 minutes, there is a problem either with the USB Device or with the USB port. Make sure the Flash Drive is plugged in all the way. Repeat the procedure with a different USB device.



Figure 2 Transferring

6. Finish the Download

- a. While the download is in progress, **Processing X / Y** (where X is the module being loaded, and Y is the total number of modules) is displayed on the UI to show the progress of the download (Figure 3).



Figure 3 Processing

- b. When the download is complete, the machine will reboot automatically.
7. **Check**
- a. After the automatic reboot, a progress bar will be displayed on the UI and the machine will return to the ready state.
 - b. Press the **Machine Status** button.
 - c. Select **General Information**.
 - d. Select **Software Version**.
 - e. Verify that the just-downloaded software version is displayed. If the previous version is still displayed, there may be a problem with the USB Flash Drive. Repeat the procedure with a different device.
8. **Power OFF**
- a. Power OFF the machine and remove the USB Flash Drive.

GP 17 SMart eSolutions

Purpose

This GP will introduce you to the SMart eSolutions Remote Services for this machine. It will also provide you with procedures that will enable you to recover from a number of fault messages that can be generated by failure to connect to the DCS Server either at install or at a later time. It will also provide you with a procedure to disable the Feature if the Customer wishes to forego this feature, or because of a hardware or setup issue, may need to disable it temporarily.

Introduction

SMart eSolutions Remote Service is a suite of features that are enabled within the software of the WorkCentre. There are three Services at this time:

- Meter Assistant™
- Supplies Assistant™
- Maintenance Assistant™

Meter Assistant™ (Automatic Meter Reading) and Supplies Assistant™ (Automatic Supplies Replenishment); automate the administrative tasks of meter reading and toner replenishment. The WorkCentre communicates directly to the billing system server through a secure socket layer (SSL), which is industry-standard encryption technology. All communication is one way, initiated by the WorkCentre to the Xerox billing server. The WorkCentre will not accept communication.

Maintenance Assistant automatically delivers diagnostic data from the WorkCentre directly to Xerox, enabling our support organizations to quickly troubleshoot problems. Additional counters transmit data such as impressions from each tray, mono and color job length, and area coverage.

SMart eSolutions Remote Services is automatically enabled at the time of machine installation or software upgrade. No CSE actions are required.

NOTE: There will be times when the Customer wishes to forego this feature, or because of a hardware or setup issue, may need to disable it temporarily.

Procedure

SMart eSolutions Remote Services Disablement

1. In the CWIS, Login as Admin.
2. Select the **Properties** Tab.
3. Select **Services**, and then select **Xerox Services**.
4. Select **Xerox Communication Server**.
5. Uncheck the **Server Communication** checkbox.
6. Select Apply on the Xerox Communication Server page.
7. Exit from CWIS.

NOTE: To disable the feature on a more permanent basis set NVM location 700-498 to 0. This will require a service call to re-enable the feature where the CSE will have to reset the nvm location back to 1.

Error Messages and Fault Codes

The Fault Codes **may** or **may not** be displayed with the message. Use the procedures under each fault code / Error Message to fix the problem.

- **016-413** - Communication error with Xerox SMART eSolutions server. Make sure the machine proxy settings are correct.

Procedure

Make sure NVM location 700-498 is set to 1.

- Validate with the System Administrator that their network supports DNS and they allow network traffic (HTTPS / SSL) to the outside world, initiated from the device.
- A Proxy server may be required for the communication to the outside world depending on the customer network configuration. If that is the case the Proxy Server settings must be configured.
 1. Have the System Administrator validate the DNS settings and Proxy Server Settings on CWIS. DNS is in the following location [**Properties Tab > Connectivity > Protocols > TCP/IP**].
 2. Proxy Server Settings is in the following location [**Properties Tab > Connectivity > Protocols > Proxy Server**].
- If either of these are not possible, Smart eSolutions cannot be enabled at this customer site and must be disabled using the CWIS, refer to [GP 17](#).

- **016-414** - Communication error with Xerox SMART eSolutions server. Check your Network Settings.

Procedure

Make sure NVM location 700-498 is set to 1.

1. Have the System Administrator validate the DNS settings and Proxy Server Settings on CWIS. DNS is in the following location [**Properties Tab > Connectivity > Protocols > TCP/IP**].
2. Proxy Server Settings is in the following location [**Properties Tab > Connectivity > Protocols > Proxy Server**].

- **016-415** - Communication error with Xerox SMART eSolutions server. Communication has timed out.

Procedure

Make sure NVM location 700-498 is set to 1.

1. The server or the network may be down or too busy.
2. Contact the System Administrator to determine if there is a network problem.
3. If issues persist for an extended period - TBD.

- **016-416** - Communication error with Xerox SMART eSolutions server. An invalid response has been detected.

Procedure

Make sure NVM location 700-498 is set to 1.

1. The server or the network may be down or too busy.
2. Contact the System Administrator to determine if there is a network problem.
3. If issues persist for an extended period - TBD.

- **016-417** - Communication error with Xerox SMART eSolutions server. Check your Network Settings.

Procedure

1. Have the System Administrator validate the DNS settings and Proxy Server Settings on CWIS. DNS is in the following location: **Properties Tab > Connectivity > Protocols > TCP/IP**.
2. Proxy Server Settings are in the following location: **Properties Tab > Connectivity > Protocols > Proxy Server**.

GP 19 Boot Sequence

Procedure

Assessment on the condition of the parts and the condition of the ESS PWB can be done based on the ON/OFF states of the 8 LED's on the ESS PWB. To check the condition of an error where no Error Code is displayed, check the LED display on the ESS PWB.

As the device that can be connected differs depending on the board, it does not always mean that diagnostic is possible. In the following table, items that are installed as features are marked with "O".

Purpose

1. Turn the power switch OFF, make sure that the screen display turns OFF, then turn the main power switch OFF.
2. Unplug the power cord from the outlet.
3. Remove the ESS Cover.
4. Plug in the power cord, turn ON the main power switch, then turn ON the power switch.

Check

Check the ESS PWB LED ON/OFF states, refer to (Figure 1) and (Table 1) LED Legend.

ESS PWB LED's 0, 1, 2, 3 are Green; 4, 5, 6, 7 are Yellow.

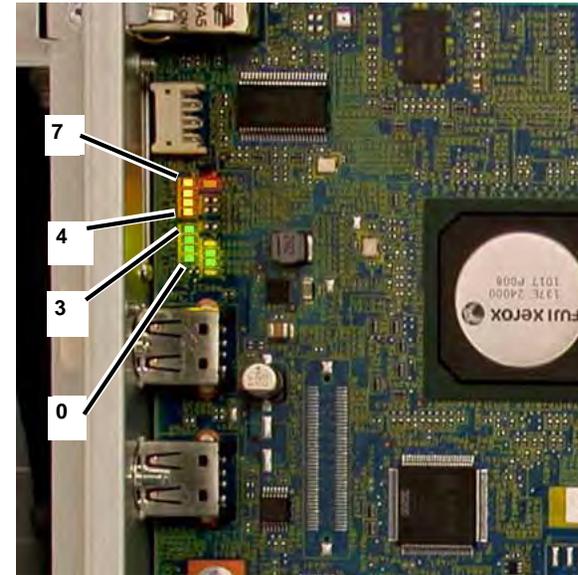


Figure 1 ESS PWB On/Off LED's

Table 1 LED legend - O=ON, x: OFF.

Table 1 LED Legend

Main Unit Lower	Main Unit Upper	State/Condition	Related HW	Failure Location/Details	Normal Diagnostic	Long Boot Diagnostic	Related Fault Code
7,6,5,4	3,2,1,0						
O,O,O,O	O,O,O,O	Initial state at Power ON	ESS	Not all are ON: Failure at power source? Failure at ASSY?	O	O	
x,x,x,x	x,x,x,O	Interrupt vector setting completed	ESS	ON: ESS Error	O	O	
x,x,x,x	x,x,O,x	EBC (ROM Controller) initialization completed	ESS	ON: ESS Error	O	O	
x,x,x,x	x,O,x,O	D-Cache zero clear	ESS	ON: ESS Error	O	O	
x,x,x,x	x,O,O,O	DDR output buffer is enabled Software wait processing	ESS	ON: ESS Error	O	O	
x,x,x,x	O,x,x,x	DDR Controller usual initialization start	ESS	ON: ESS Error	O	O	
O,x,x,x	O,x,x,x	Recovery processing from CPU OFF start	ESS	ON: ESS Error	O	O	
O,O,O,O	x,x,x,x	DDR initialization has failed	RAM	Blinking: RAM Error	O	O	
O,O,x,x	x,x,x,x	Save data check error	RAM	Blinking: RAM Error	O	O	
x,x,x,x	O,x,x,O	DDR initialization has completed	RAM	ON: RAM Error	O	O	

Table 1 LED Legend

Main Unit Lower	Main Unit Upper	State/Condition	Related HW	Failure Location/Details	Normal Diagnostic	Long Boot Diagnostic	Related Fault Code
7,6,5,4	3,2,1,0						
x,x,x,x	O,x,O,x	I-Cache/D-Cache is disabled	ESS	ON: ESS Error	O	O	
x,x,x,x	O,x,O,O	CPU internal register setting	ESS	ON: ESS Error	O	O	
O,x,x,O	x,x,x,x	DDR memory write check	RAM	ON: RAM Error	O	O	
O,O,O,O	x,x,x,x	DDR R/W test has failed	RAM	Blinking: RAM Error	O	O	
x,x,x,x	O,O,x,x	DDR memory read check & zero clear has completed	RAM	ON: RAM Error	O	O	
x,x,x,x	O,O,x,O	Copy to memory for Panbug program (TEXT portion)	ROM/RAM	ON: ROM/RAM Error	O	O	
x,x,x,x	O,O,O,x	Copy to memory for Panbug program (BASE portion)	ROM/RAM	ON: ROM/RAM Error	O	O	
x,x,x,x	O,O,O,O	FPU register test has completed	ESS	ON: ESS Error	O	O	
x,x,x,O	x,x,x,x	Jump preparation to C-Code has completed	ESS	ON: ESS Error	O	O	
x,x,O,x	x,O,x,x	Standard RAM diagnostic start	RAM	ON: Standard RAM Error	O	O	116-315
x,x,O,x	x,O,O,x	Extension RAM diagnostic start	RAM	ON: Extension RAM Error		O	116-316
x,x,O,x	O,x,x,x	Standard ROM diagnostic start	ROM	ON: Standard ROM Error	O	O	116-317
x,x,O,x	O,x,O,x	NVRAM diagnostic start	NVM/ESS	ON: NVRAM Error	O	O	116-323
x,x,O,O	x,x,x,x	Transition from MiniOS to CORE (DIAG) start	ROM/RAM	ON: ROM/RAM Error	O	O	116-317
O,O,x,x	x,x,O,x	UI Cable Disconnect Detection	UI/ESS	ON: UI Cable Connection Error	O	O	016-326
O,O,x,x	x,x,O,O	MCU Harness Disconnect Detection	MCU/ESS	ON: MCU Harness Connection Error	O	O	016-328
x,O,x,x	x,x,x,x	IO ASIC diagnostic start	ESS	ON: ASIC Error	O	O	
x,O,x,x	x,x,O,x	Codec ASIC diagnostic start	ESS	ON: ASIC Error	O	O	
x,O,x,x	x,O,x,x	Standard FontROM diagnostic start	ROM	ON: ASIC Error	O	O	116-380
x,O,x,x	x,O,O,x	Extension FontROM diagnostic start	ROM	ON: ASIC Error	O	O	016-341
x,O,x,x	O,x,x,x	SEEP diagnostic start	EEPROM	ON: EEPROM Error		O	016-351 016-350
x,O,x,x	O,x,O,x	Timer diagnostic start	ESS	ON: Timer Error	O	O	116-364
x,O,x,x	O,O,x,x	PageMemory diagnostic start	RAM	ON: RAM Error		O	016-347
x,O,x,x	O,O,O,x	IITIF diagnostic start	IPS/ESS	ON: IIT/ESS Error		O	016-315 016-316 016-317 016-318

Table 1 LED Legend

Main Unit Lower	Main Unit Upper	State/Condition	Related HW	Failure Location/Details	Normal Diagnostic	Long Boot Diagnostic	Related Fault Code
7,6,5,4	3,2,1,0						
x,O,x,O	x,x,O,x	RTC diagnostic start	RTC	ON: RTC Error		O	
x,O,x,O	O,x,x,x	USB 1.0 Host diagnostic start	ESS	ON: ESS Error		O	016-371
x,O,x,O	O,x,O,x	USB 2.0 Host diagnostic start	ESS	ON: ESS Error		O	016-364
x,O,x,O	O,O,x,x	USB 2.0 Device diagnostic start	ESS	ON: ESS Error		O	016-365
x,O,x,O	O,O,O,x	HDD diagnostic start	HDD/ESS	ON: HDD/ESS Error		O	016-366 016-367
x,O,O,x	x,x,x,x	HDD(UFS) diagnostic start	HDD	ON: HDD/ESS Error		O	016-372
x,O,x,O	x,O,x,x	UI Check start	UI/ESS	ON: ESS/UI Error		O	016-362
O,O,O,O	O,O,O,O	VxWORKS boot complete Usual operation, recovery from Energy Saver state	System	In Usual Operating State	O	O	

GP 20 Long Boot Diagnostic Tests

Purpose

This procedure steps through the Power On Self Test portion of the machine boot-up sequence to diagnose problems with the ESS PWB and installed memory, etc.

Procedure

Turn the power ON while pressing <Energy Saver> + <Start> to diagnose any failures in the ESS PWB and installed memory, etc. This takes approx. 5 mins to complete.

- Turning the power ON while pressing <Energy Saver> + <Start> displays "-- BOOT MODE -- LONGDIAG MODE" at the top left side and starts the Diag.

NOTE:

If an error is detected, the Error Code (Chain-Link) will be displayed on the Control Panel. (Unlike in the Download Diag, the diagnostic result of each item is not displayed.)

- When the Diag has completed successfully, "-BOOT MODE-" and then "ALL OK" are displayed at the top left side. Turn OFF the machine.

Diagnostics Contents

The following shows the Diag Items and the Fail Codes that are displayed for "NG" Diagnostic Results.

Table 1 NG Diagnostic Results

	Test Name	Test Contents (Overview)	UI Panel Display (Fault Code)
1	Standard RAM Test	Standard RAM read/write verify test	116-315
2	Extension RAM Test	Extension RAM read/write verify test	116-316
3	Standard ROM Test	Standard ROM checksum test	116-317
4	NVRAM Test	NVRAM read/write verify test	116-323
5	UI Cable Disconnect Detection	Disconnect detection of UI Cable	016-326
6	MCU Connection Detection	Detects the connection with the IOT	016-328
7	Font ROM Test	Standard Font ROM checksum test	116-380
8	EEPROM Test	EEPROM read/write verify test	016-351
		EEPROM expected value data test	016-350
9	Timer Test	Timer operation check (RTC) test	116-364
10	Page Memory Test	Page Memory Device Test	
11	IIT Test	IIT device test	016-315
12	USB 1.0 Host Test	USB 1.1 Host device test	016-371
13	USB 2.0 Host Test	USB 2.0 Host device test	016-364
14	USB 2.0 Device Test	USB 2.0 Target device test	016-365

Table 1 NG Diagnostic Results

	Test Name	Test Contents (Overview)	UI Panel Display (Fault Code)
15	HDD Test	HDD device test	016-366
		UFS test	016-367
16	Image Log Test	Image EXT PWB test	016-368
17	PDF High Compression PDF Test	Image COMP PWB test	
18	UI Test	UI device test	016-362
19	Standard ROM Write Mode Test	QRY test	016-336

GP 21 Common Access Card Servicing

Description

The Xerox Common Access Card & Personal Identity Verification ID System is an embedded authentication solution. It supports Common Access Cards (CAC) cards issued to Department of Defense (DoD) personnel. These types of smart cards store identity information in the form of Personal Identification Numbers and of digitally encrypted certificates. These are used for id authentication and authorization in order to gain access to work areas, computers, networks, and peripheral devices.

The Xerox CAC Enablement software supports a number of card readers and allows users to authenticate at the device. The card reader is connected to a USB port on the WorkCentre.

Supported Card Types

The CAC solution is compatible with most common CAC card types listed below. Other card types may function with the CAC/PIV ID system but they have not been validated.

- Axalto Pegasus 64K / V2
- Axalto Cyberflex 32K / V1
- Axalto Cyberflex 64K / V2
- Gemplus GemXpresso 64K / V2
- Oberthur 72K / V2
- Oberthur CosmopolIC 32K / V1
- Oberthur D1 72K / V2 (contact-less and PIV)

Supported Card Readers

The following card readers are compatible with the CAC ID system:

- Gemplus GemPC USB SL
- Gemplus GemPC Twin
- SCM Micro SCR3310
- Panasonic ZU 9PS

Other USB CCID compliant readers may function with the CAC ID system, but have not been validated.

Prerequisites

USB Enablement Kit (software option).

The customer has the option of either supplying a compatible card reader for each MFP, or purchasing the Card Reader from Xerox.

Installation

The customer is responsible for installation of the hardware and the enablement kit software (unless they have purchased Analyst services).

Service

NOTE: Xerox does not provide any on-site or remote repair or replacement of CAC compatible Cards or Card readers unless Xerox Service supplies the Card Reader. The card reader is manufactured by SCM Microsystems, model SCR3310, and can be identified by the Xerox p/n (960K59280) on the underside of the device.

Only readers with the Xerox part number affixed are to be replaced by Xerox Service.

Service for CAC hardware is limited to verifying correct operation:

- CSE should check the following NVM values:
 - Location 850-009 should be set to 0
 - Location 700-379 should be set to 0101.
- Check out the machine in the service mode to insure no faults are displayed and that the WorkCentre is functioning correctly in diagnostic mode.
- If working properly, return the machine to customer user mode and have a user attempt to use their card to gain access to the machine features.

If the card functions properly, the CSE's responsibilities have been met.

If the CAC System Fails

Check for any UI displayed messages that might indicate a card failure or card reader failure. Other messages might indicate authorization issues with the customer's card.

Suggest that the user try their card in another device. If the card works in another device, suggest that they alert their on-site supervisor to try another card reader on the failed device or check for network connectivity to the failed device. For Xerox-supplied Card Readers, the CSE will replace the faulty Card Reader..

Suggest that another user try their card on the device where the original card failed. If the second card works, suggest that the user's card has failed.

Servicing non-CAC problems.

Diagnostic Tools

Diagnostics can be accessed as usual when the Common Access Card & Personal Identity Verification ID System is installed.

Customer Tools

If the Machine Status pathway has been locked, the Tools will only be available to the user who has either logged in as a System Admin or has logged in and Authenticated to the machine using their Common Access Card and the correct password for that card.

CAC Feature Principles of Operation

The following steps represent an authentication process.

1. The WorkCentre's control panel will prompt the user to insert their card in the attached reader.
2. Once a card is inserted the user will be prompted to enter their PIN.
3. The PIN is validated against the card, and if they match, this will unlock the card so the Private Certificate Key may be used.

4. The user's digital Certificate is read from the card.
[Steps to validate the Chain of Trust](#)
5. The WorkCentre may be configured to validate the Domain Controller (DC) certificate. If so it submits the DC Certificate and any associated Trusted Root Certificates, to the Online Certificate Status Protocol (OCSP) Responder, to verify that the Domain Controller certificate is valid and not revoked.
6. The system receives a response from the OCSP responder stating whether the certificate is valid and has not been revoked.
[Authenticating with the Domain Controller](#)
7. The system calls the Domain Controller using the PKINIT protocol to validate the CAC user's Certificate.
8. The Domain Controller (Kerberos) returns an encrypted challenge.
9. The WorkCentre decrypts the challenge using the private key from the Domain Controller Certificate that was downloaded on the WorkCentre. The Domain Controller then provides a decrypted session key that the machine uses to decode subsequent communication with the DC.
10. The CAC User's Identity certificate is passed to the Domain Controller for Authorization.
11. If successful, the Domain Controller returns a Ticket Granting Ticket (TGT). Authentication is complete and Authorization begins.
12. At this point authorization is complete and the authorized services such as (scan to e-mail, copy & fax) are now available.
13. The E-mail address is retrieved from the Signing Certificate and is available for inclusion in the From: field whenever the E-mail Service is selected.
14. The session is terminated when the card is removed from the reader, or the administrator settable timeout expires.

CAC Feature Limitations:

- The CAC solution requires the Scan option to be installed.
- When CAC authentication is enabled on the device the Copy Feature is locked by default and can only be accessed once the user has successfully authenticated.

Possible Fault Codes That May Be Observed

- 021-210:USB Card Reader connection error.
- 021-211:USB Card Reader broken.
- 021-212:USB Card Reader couldn't start.
- 018-725:Users Kerberos password has expired. Please ask system administrator of KDC to extend password expiration date or change password.
- 018-726:Not all of Certificate Authority certificate(s) of the CAC Root and Intermediate certificates are registered in device.
- 018-727:Check that CAC certificate is valid, or that the CAC user is registered on the configured Domain Controllers.
- 018-728:Check that the Domain Controller Certificate is invalid.
- 016-533:Domain Controller server clock-skew error. Enable NTP.
- 016-534:Could not connect with the configured Domain Controller realm.
- 016-539:Fatal error on the Domain Controller.
- 016-231:A fault or an error has occurred with the CAC Card Reader.

Space Requirements

Basic Model : Installation Space (W x D): 1216 x 1582mm (47.9 x 63.2 inches) (Figure 1)

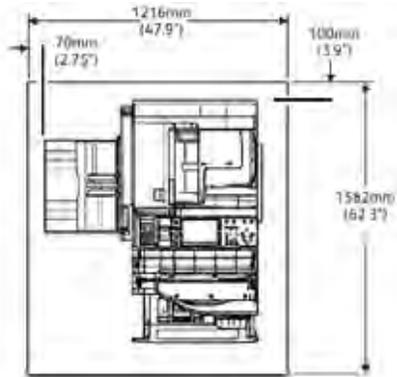


Figure 1 Base Model

With Office Finsher LX: Installation Space (W x D): 1695 x 1582mm (70.3 x 62.3 inches) (Figure 2)

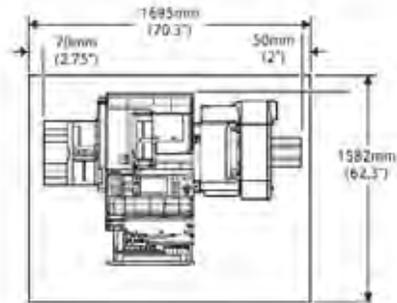


Figure 2 w/ LX Finisher

Product Specs.

Power Requirements

Single Phase (2 conductors + ground wire)

Table 1 Voltage Requirements

Region	Power Voltage, VAC	Power Frequency, Hz	Power Rating
ESG (XE)	220-240 VAC (-10%, +10%)	50 +/- 3%	10 AMP
USSG, XCL (XC)	110-127 VAC (-10%, +10%)	60 Hz +/- 3%	15 AMP

Table 2 Power Consumption

Condition	WC5325	WC5330	WC5335
Running (avg.)	699W (115V)	721W (115V)	744W (115V)
	724W (220V)	742W (220V)	783W (220V)
Standby	127W (115V)	112W (115V)	115W (115V)
	122W (220V)	111W (220V)	118W (220V)
Low Power mode	89W (115V)	89W (115V)	89W (115V)
	87W (220V)	87W (220V)	87W (220V)
Sleep mode	1.3W (115V)	1.3W (115V)	1.3W (115V)
	1.8W (220V)	1.8W (220V)	1.8W (220V)

Product Codes

Table 3 Product Codes

Item	Product Code
IOT/IIT/DADF/STAND - WH - 120V Two 520 sheet trays, 50 sheet Bypass Tray, Automatic Duplex, Exit 1 w/ OCT, Exit 2 w/o OCT, Exit 2 Inner Tray, US standard 120v Power Cord, In-box Neutral Toner Cartridge, Drum Cartridge - installed, Data Security & HDD, IN-BOX Regional Kit	AE7
IOT/IIT/DADF/STAND - WH - 120V GSA Two 520 sheet trays, 50 sheet Bypass Tray, Automatic Duplex, Exit 1 w/ OCT, Exit 2 w/o OCT, Exit 2 Inner Tray, US standard 120v Power Cord, In-box Neutral Toner Cartridge, Drum Cartridge - installed Data Security & HDD, IN-BOX Regional Kit	AE7N
IOT/IIT/DADF/STAND - EH - 220V Two 520 sheet trays, 50 sheet Bypass Tray, Automatic Duplex, Exit 1 w/ OCT, Exit 2 w/o OCT, Exit 2 Inner Tray, EU standard 220v Power Cord, In-box Neutral Toner Cartridge, Drum Cartridge - installed, Data Security & HDD, IN-BOX Regional Kit)	AE8
IOT/IIT/DADF/TTM - WH - 120V Two 520 sheet trays, 2000 sheet (Ltr/A4) Tandem Tray Module, 50 sheet Bypass Tray, Automatic Duplex, Exit 1 w/ OCT, Exit 2 w/o OCT, Exit 2 Inner Tray, US standard 120v Power Cord, In-box Neutral Toner Cartridge, Drum Cartridge - installed, Data Security & HDD, IN-BOX Regional Kit	AE9
IOT/IIT/DADF/TTM - WH - 120V GSA Two 520 sheet trays, 2000 sheet (Ltr/A4) Tandem Tray Module, 50 sheet Bypass Tray, Automatic Duplex, Exit 1 w/ OCT, Exit 2 w/o OCT, Exit 2 Inner Tray, US standard 120v Power Cord, In-box Neutral Toner Cartridge, Drum Cartridge - installed, Data Security & HDD, IN-BOX Regional Kit	AE9N
IOT/IIT/DADF/TTM - EH - 220V (Two 520 sheet trays, 2000 sheet (Ltr/A4) Tandem Tray Module 50 sheet Bypass Tray, Automatic Duplex, Exit 1 w/ OCT, Exit 2 w/o OCT, Exit 2 Inner Tray, EU standard 220v Power Cord, In-box Neutral Toner Cartridge, Drum Cartridge - installed, Data Security & HDD, IN-BOX Regional Kit)	XMK
Integrated Office Finisher	XDE
Office Finisher LX	XLN

Paper Capacities

Table 4 Paper Capacities

Specification	Paper Trays 1 - 4	Tray 5 (MSI)
Paper Sizes	Standard Sizes <ul style="list-style-type: none"> Min.: 5.5 x 8.5" SEF/A5 SEF (148 x 210 mm) Max: A3 SEF/11 x 17" SEF Custom Sizes <ul style="list-style-type: none"> Min.: 139.7 x 182 mm Max: 297 x 431.8 mm 	Paper <ul style="list-style-type: none"> Min.: 100 x 140 mm (post-card) Max: A3 SEF/11 x 17" SEF Envelopes <ul style="list-style-type: none"> Min.: 98 x 148 mm Max: 162 x 241 mm
Paper Weights	Range: 60 - 256 gsm	Range: 60-216 gsm
Capacities 20 lb. (80 gsm)	2080 sheets total: <ul style="list-style-type: none"> Trays 1 - 4: 520 sheets 	Paper <ul style="list-style-type: none"> 50 sheets Transparencies <ul style="list-style-type: none"> 70 sheets Envelopes <ul style="list-style-type: none"> 10

Copy Speed

(1 original on platen; plain paper; simplex; fed from Tray 1 (WC5325/WC5330/WC5335))

- 8.5 x 11"/A4: 25 ppm/30 ppm/35 ppm
- 11 x 17"/A3: 14 ppm/16 ppm/17 ppm

FCOT/FPOT

Maximum First Copy Out Time: original on platen; 8.5" x 11" (A4); Tray 1 to Exit 1; 100%

- 4.2 sec. WC5325/5330
- 4.0 sec. WC5335

First Print Output Time (does not include ESS process time for prints); PCL6, 8.5" x 11" (A4); Tray 1 to center tray;

- 11 sec.

Environmental Data and Requirements

Ambient Temperature and Humidity requirement:

- Minimum: 10° C / 50°F at 15% humidity
- Maximum: 28° C / 82°F at 85% humidity

IIT/DADF Specifications

Table 5 DADF Specifications

Document Size: Platen	Max size: 334 x 452 mm Max scannable area: 297 x 432 mm
Document Size: DADF	5.5" x 8.5" to 11" x 17" (A3) Max: 297 x 432 mm Min.: 125 x 85 mm simplex; 125 x 110 duplex

Table 5 DADF Specifications

Document Weight: DADF	Min:16lb (38gsm) Max: 32lb (128 gsm)
Document Capacity: DADF	110 sheets 80 gsm
R/E Capability:	Variable Percentages: 25% to 400% in 1% increments Presets can be changed in Admin mode

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
Box Driver 1/4 inch	
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
A3 (11" x 17") Test Pattern	082E02000
A3 Standard Test Pattern	082P521
A4 Test Pattern	082E2010
8.5" x 11" Test Pattern	082E2020
8.5" x 14" Test Pattern	082P524
SIR 542.00 Solid Area Density Scale	082E08230
SIR 494.00 Visual Scale	082P00448
HVPS test probe (1/10X)	600T1653
HVPS test probe adapter	600T1996
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
Serial Cable	600T2058
USB Cable	600T02231
Null Modem Adapter (female/female)	113E40060
PWS power cord adapter	600T2018
Micro Probe Kit	600T02177

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	006R01158	metered (worldwide)
	006R01159	US/XCL/XE sold
	006R01160	DMO sold
Black Drum Cartridge	013R00591	
Staple Refills - Convenience Stapler	008R12941	3 refills/carton
Staple Refills - Integrated Office Finisher	008R12941	3 refills/carton
Staple Refills - Office Finisher LX	008R12941	3 refills/carton
Staple Cartridge - Convenience Stapler	008R12964	1 cartridge
Staple Cartridge - Office Finisher LX	008R12964	1 cartridge
Staple Cartridge - Office Finisher LX Booklet Maker	008R12897	8 cartridges/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.
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)
ApeosWare Authentication	connected to external authentication server, Active Directory, does the authentication of your devices, be it a multifunction or a network printer. Changes in Active Directory are automatically reflected in Authentication Agent. Usage restriction can be set on copy, print, scan, fax, color or monochrome by user and by user group.
APS	Auto Paper Select - The machine selects a suitable size of copy paper automatically based on the detected original size and the reproduction ratio you select.
ATC	Automatic Toner Concentration
ATS	Auto Tray Switch - The machine will automatically select a usable tray that has paper when the one presently in use becomes empty. This feature only works when the Auto Tray Switch is selected and the paper size being used is the same for all usable paper trays.
Attestation Agent	Remote attestation provides the basis for one platform to establish trusts on another.
ASIC	Application-Specific Integrated Circuit (ASIC) is an integrated circuit (IC) customized for a particular use, rather than intended for general-purpose use.
Bit	Binary digit, either 1 or 0, representing an electrical state.
BMLinks	stands for Business Machine Linkage Service. BMLinkS is a specification developed with participation of major Office Automation appliance vendors in Japan. With BMLinks, it now becomes possible to create multi-vendor systems where Office Automation appliances are simple and easy to use on networks.
BSD	Block Schematic Diagram
BTR	Bias Transfer Roll
BUR	Back up Roll
CA	Certificate Authority or Certification Authority - an entity that issues digital certificates for use by other parties.
CCD	Charge Coupled Device (Photoelectric Converter)
CD	1:Circuit Diagram; 2: Compact Disc
CDUP	Use the CDUP subcommand to change the working directory to the parent directory on the foreign host.
Chip	Integrated Circuit (IC)

Table 1 Glossary

Term	Description
CPLD	Complex Programmable Logic Device - a programmable logic device with complexity between that of PALs and FPGAs, and architectural features of both. The building block of a CPLD is the macro cell, which contains logic implementing disjunctive normal form expressions and more specialized logic operations.
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.
DIMM	Dual In-line Memory Module - a series of dynamic random access memory integrated circuits.
DLD	Download Direct Method - Down Load Direct (DLD) was developed to accelerate downloads
DMA	Direct memory access (DMA) is a feature of modern computers and microprocessors that allows certain hardware subsystems within the computer to access system memory for reading and/or writing independently of the central processing unit.
DMM	Digital Multimeter is generic name for meter that measures voltage, current, or electrical resistance.
DNS	Domain Name System - a hierarchical naming system for computers, services, or any resource connected to the Internet or a private network. It associates various information with domain names assigned to each of the participants. Most importantly, it translates domain names meaningful to humans into the numerical (binary) identifiers associated with networking equipment for the purpose of locating and addressing these devices worldwide.
DTMF	Dual-Tone Multi-Frequency signaling - is used for telecommunication signaling over analog telephone lines in the voice-frequency band between telephone handsets and other communications devices and the switching center.
Duplex	2-sided printing or copying
EA	Emulsion Aggregation (toner)
EEPROM	Electrically Erasable Programmable Read-Only Memory - a type of non-volatile memory used in computers and other electronic devices to store small amounts of data that must be saved when power is removed, e.g., calibration tables or device configuration.
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

Table 1 Glossary

Term	Description
FIFO	First In, First Out - an abstraction in ways of organizing and manipulation of data relative to time and prioritization. This expression describes the principle of a queue processing technique or servicing conflicting demands by ordering process by first-come, first-served (FCFS) behaviour: what comes in first is handled first, what comes in next waits until the first is finished, etc.
FoIP	FAX Over Internet Protocol
FPGA	Field-Programmable Gate Array - an integrated circuit designed to be configured by the customer or designer after manufacturing
FS	Fast Scan (direction) - LE - to - TE
FTP	File Transfer Protocol - a standard network protocol used to exchange and manipulate files over a TCP/IP-based network, such as the Internet.
GND	Ground
HCF	High Capacity Feeder
HDD	Hard Disk Drive
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
IPSEC	Internet Protocol Security - a protocol suite for securing Internet Protocol (IP) communications by authenticating and encrypting each IP packet of a data stream. IPsec also includes protocols for establishing mutual authentication between agents at the beginning of the session and negotiation of cryptographic keys to be used during the session.
IOT	Image Output Terminal - the ROS/Xero/paper handling/ fusing portion of the machine
IM	Image Management Software - Windows and Macintosh software for viewing, organizing, cataloging, managing, browsing, storing, sharing, and printing images.
IPS	Image Processing Subsystem
IQ	Image Quality
JBA	Job-based Accounting
JBIG	Joint Bi-level Image Experts Group - JBIG was designed for compression of binary images, particularly for faxes, but can also be used on other images.
KC	1000 copies
Kerberos	a computer network authentication protocol, which allows nodes communicating over a non-secure network to prove their identity to one another in a secure manner.
LCD	Liquid Crystal Display

Table 1 Glossary

Term	Description
LDAP	Lightweight Directory Access Protocol - an application protocol for querying and modifying directory services running over TCP/IP
LE	Lead Edge of copy or print paper, with reference to definition of term TE
LED	Light Emitting Diode
LEF	Long Edge Feed
LTR	Letter size paper (8.5 x 11 inches)
LocalTalk	a particular implementation of the physical layer of the AppleTalk networking system from Apple Computer. LocalTalk specifies a system of shielded twisted pair cabling, plugged into self-terminating transceivers, running at a rate of 230.4 kbit/s.
LUT	Look Up Table - array of NVM locations that store process control data
LVPS	Low Voltage Power Supply
MIME	Multipurpose Internet Mail Extensions - an Internet standard that extends the format of e-mail to support: Text in character sets other than ASCII Non-text attachments Message bodies with multiple parts Header information in non-ASCII character sets
MCU	Machine Control Unit - a microcontroller (also microcomputer, MCU or μ C) is a small computer on a single integrated circuit consisting internally of a relatively simple CPU, clock, timers, I/O ports, and memory.
MF	Multi-Function
MN	Multinational
MOB	Marks On Belt> MOB Sensor is used to determine Color Registration
MRD	Machine Resident Disk
MSI	Multi Sheet Inserter
NAK	Negative Acknowledgement - negative acknowledgment or not acknowledged. It is a signal used in digital communications to ensure that data is received with a minimum of errors.
NIC	Network Interface Card
NVM	Non Volatile Memory
OCT	Offsetting Catch Tray
OEM	Original equipment manufacturer
OGM	On-going Maintenance
PC	Personal Computer
PCI	Peripheral Component Interconnect - a computer bus for attaching hardware devices in a computer. These devices can take either the form of an integrated circuit fitted onto the motherboard itself, called a planar device in the PCI specification, or an expansion card that fits into a slot.
PDL	Page Description Language - a language that describes the appearance of a printed page in a higher level than an actual output bitmap.
PIO	Programmed Input/Output - a method of transferring data between the CPU and a peripheral such as a network adapter or an ATA storage device.

Table 1 Glossary

Term	Description
PJL	Printer Job Language - a method developed by Hewlett-Packard for switching printer languages at the job level, and for status readback between the printer and the host computer.
PL	Parts List
P/O	Part of (Assembly Name)
POP Server	Post Office Protocol - Version 3 (POP3) is intended to permit a workstation to dynamically access a maildrop on a server host in a useful fashion. Usually, this means that the POP3 protocol is used to allow a workstation to retrieve mail that the server is holding for it.
PWB	Printed Wiring Board
PWS	Portable Workstation for Service
PJ	Plug Jack (electrical connections)
Proxy Server	a server (a computer system or an application program) that acts as an intermediary for requests from clients seeking resources from other servers.
RAM	Random Access Memory
RAP	Repair Analysis Procedure for diagnosis of machine status codes and abnormal conditions
R/E	Reduction/Enlargement refers to features selection or components that enable reduction or enlargement
Redirector	an operating system driver that sends data to and receives data from a remote device. A network redirector provides mechanisms to locate, open, read, write, and delete files and submit print jobs.
RegiCon	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
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
SIP	Session Initiation Protocol - a signaling protocol, widely used for controlling multimedia communication sessions such as voice and video calls over Internet Protocol (IP).
S/MIME	Secure/Multipurpose Internet Mail Extensions - a standard for public key encryption and signing of MIME data.
Software Key	a small program that will generate valid CD keys or serial/registration numbers for a piece of software.
SSL	Secure Socket Layer - cryptographic protocols that provide security for communications over networks such as the Internet

Table 1 Glossary

Term	Description
SMB	Server Message Block - operates as an application-layer network protocol[1] mainly used to provide shared access to files, printers, serial ports, and miscellaneous communications between nodes on a network.
SMTP	Simple Mail Transfer Protocol - an Internet standard for electronic mail (e-mail) transmission across Internet Protocol (IP) networks.
SSL	Secure Sockets Layer - are cryptographic protocols that provide security for communications over networks such as the Internet.
TE	Trail Edge of copy or print paper, with reference to definition of term LE
TMA	Toner Mass/unit Area detection. The combined function of the MOB/ADC Sensors.
TRC	Tone Reproduction Curve
UM	Unscheduled Maintenance
UI	User Interface
USB	Universal Serial Bus
W/	With - indicates machine condition where specified condition is present
WebDAV	Web-based Distributed Authoring and Versioning - a set of extensions to the Hypertext Transfer Protocol (HTTP) that allows computer-users to edit and manage files collaboratively on remote World Wide Web servers. RFC 4918 defines the extensions.
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)
XEIP	Xerox Extensible Interface Platform (EIP). Xerox EIP is a software platform upon which developers can use standard web-based tools to create server-based applications that can be configured for the MFP's touch-screen user interface.
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.

Change Tags

There are no Change Tags currently in effect for this product.

Plug/Jack Locations

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Plug/Jack Locations

How to use the Plug/Jack Location List

The Plug/Jack Location List below is provided to locate plugs, jacks, or other terminating devices. Locate the desired termination device in the first column (Connector Number) of the list. Refer to the second column (Figure Number) to determine the figure number of the electrical termination device. Refer to the (Item Number) column to determine the item number in the adjacent Figure Number column. The fourth column supplies the title of the Figure or the associated component(s).

NOTE: Connectors numbered “CN” and “FS” are listed after the “P and J” connectors.

The following plug/jack locations are divided into 4 separate tables: [Table 1](#), IOT Plug/Jack location List; [Table 2](#), Integrated Office Finisher Plug/Jack Location list; [Table 3](#), Office Finisher LX Plug/Jack Location List; and [Table 4](#), HCF Plug/Jack Location list.

IOT Plug/Jack location List

Table 1 Plug/Jack Location List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P620	Figure 19	1	ROS
F1	Figure 2	12	DADF
P1	Figure 15		MCU PWB
P/J1	Figure 1	7	Control Panel PWB
P/J1	Figure 1	11	USB(UI)
P/J1	Figure 16	9	Main Low Voltage Power Supply
F2	Figure 2	13	DADF
P2	Figure 15		MCU PWB
P/J2	Figure 1	9	Control Panel PWB
P/J2	Figure 16	7	Main Low Voltage Power Supply
P/J3	Figure 1	8	Control Panel PWB
P/J3	Figure 16	8	Main Low Voltage Power Supply
P/J5	Figure 1	5	PWB(UI)
P/J6	Figure 1	6	PWB(UI)
P/J7	Figure 1	3	PWB(DSP)
F10	Figure 11	9	Fuser
P/J10	Figure 17	4	GFI Breaker
P/J11	Figure 1	10	UI Function PWB
P/J11	Figure 17	5	GFI Breaker
P/J12	Figure 5	12	Main Power/FrontCover Interlock Switch
P/J13	Figure 5	11	Main Power/FrontCover Interlock Switch
P/J14	Figure 5	9	Main Power/FrontCover Interlock Switch
P/J15	Figure 1	4	UI 10Key PWB
P/J15	Figure 5	10	Main Power Switch
P/J16	Figure 17	2	GFI Chassis
P/J17	Figure 17	3	GFI Chassis
P/J18	Figure 17	7	GFI Chassis
P/J19	Figure 17	9	GFI Chassis
P30	Figure 13	15	AC Driver PWB
P31	Figure 13	14	AC Driver PWB
P/J51	Figure 17	6	GFI Chassis
P/J52	Figure 17	13	GFI Chassis
P/J53	Figure 17	8	GFI Chassis
P/J80	Figure 17	11	GFI Chassis
P/J81	Figure 17	12	GFI Chassis
P/J90	Figure 17	20	GFI Chassis
P/J91	Figure 17	14	GFI Chassis
P/J92	Figure 17	15	GFI Chassis
P/J93	Figure 17	19	GFI Chassis

Table 1 Plug/Jack Location List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J94	Figure 17	18	GFI Chassis
P/J95	Figure 17	17	GFI Chassis
P/J102	Figure 20	4	Tray 3 Paper Size Sensor
P/J102	Figure 5	5	Toner Crum PWB
P/J108	Figure 6	2	MSI Paper Size Sensor
P/J108	Figure 10	1	Duplex Cover Open Switch
P/J103	Figure 20	11	Tray 4 Paper Size Sensor
P/J109	Figure 6	1	MSI No Paper Sensor
P/J109	Figure 10	2	Duplex Path Sensor
P/J104	Figure 20	10	Tray Module L/H Cover Switch
P/J105	Figure 8	3	Tray 1 Nudger Level Sensor
P/J106	Figure 8	2	Tray 1 No Paper Sensor
P/J107	Figure 8	2	Tray 1 Pre Feed Sensor
P/J108	Figure 20	6	Tray 3 Feed Out Sensor
P/J110	Figure 8	5	Feed Out Sensor 2
P/J110	Figure 20	2	Tray 3 No Paper Sensor
P/J111	Figure 8	6	L/H Lower Cover Interlock Switch
P/J111	Figure 20	3	Tray 3 Nudger Level Sensor
P/J112	Figure 8	3	Tray 2 Nudger Level Sensor
P/J113	Figure 8	2	Tray 2 No Paper Sensor
P/J114	Figure 8	4	Tray 2 Pre Feed Sensor
P/J114	Figure 20	2	Tray 4 No Paper Sensor
P/J115	Figure 9	5	Exit Sensor 2
P/J115	Figure 20	3	Tray 4 Nudger Level Sensor
P/J116	Figure 9	4	L/H Upper Cover Interlock Switch
P/J116	Figure 20	5	Tray 4 Feed Out Sensor
P/J117	Figure 9	1	Face up Tray Detect Switch
P/J118	Figure 5	18	
P/J119	Figure 9	7	OCT Tray Home Sensor
P/J121	Figure 7	3	Registration Sensor
P/J122	Figure 18	1	Tray 1 Paper Size Sensor
P/J123	Figure 18	2	Tray 2 Paper Size Sensor
P131	Figure 11		Fuser
P132	Figure 11		Fuser
P/J140	Figure 19		ROS Unit
P/J150	Figure 7	2	Hum & Temp Sensor
P/J160	Figure 19		ROS Unit
P/J170	Figure 19		ROS Unit
P/J200	Figure 5	4	CRU Fan
P/J201	Figure 5	1	Drum/IBT Drive Motor
P/J202	Figure 13	4	Drum/IBT Drive Motor

Table 1 Plug/Jack Location List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P203	Figure 13		Drum/IBT Drive Motor
P/J207	Figure 6	4	MSI Feed Solenoid
P204	Figure 13		Drum/IBT Drive Motor
P205	Figure 13		Main Drive Motor
P/J206	Figure 10	3	Duplex Motor
P/J208	Figure 9	3	Face Up Gate Solenoid
P/J209	Figure 9	6	Exit Gate solenoid
P/J210	Figure 13	5	Fuser Exhaust Fan
P/J211	Figure 7	1	Regi. Clutch
P/J213	Figure 13	7	
P/J214	Figure 9	2	Exit Motor 2
P/J215	Figure 8	1	Tray 1 Feed/Lift Motor
P/J216	Figure 8	1	Tray 2 Feed/Lift Motor
P/J217	Figure 9	8	Exit Motor 1(OCT)
P/J222	Figure 20	1	Tray 3/4 Feeder (TTM)
P/J223	Figure 20	1	Tray 3/4 Feeder (TTM)
P/J224	Figure 21	15	TM Take Away Motor(2TM)
P/J300	Figure 14	15	ESS PWB
P/J302	Figure 14	21	ESS PWB
P/J320	Figure 14	12	ESS PWB
P/J328	Figure 14	14	ESS PWB
P/J330	Figure 14	2	ESS PWB
P/J332	Figure 14	16	ESS PWB
P/J336	Figure 14	20	ESS PWB
P/J340	Figure 14	10	ESS PWB
P/J342	Figure 14	5	ESS PWB
P/J343	Figure 14	17	ESS PWB
P/J344	Figure 14	6	ESS PWB
P/J345	Figure 14	7	ESS PWB
P/J346	Figure 14	8	ESS PWB
P/J351	Figure 14	4	ESS PWB
P/J352	Figure 12	4	FAX
P/J352	Figure 14	18	ESS PWB
P/J353	Figure 12	5	
P/J355	Figure 12	1	
P/J356	Figure 12	6	
P/J363	Figure 12	2	
P/J364	Figure 12	3	
P/J380	Figure 14	9	
P/J390	Figure 14	19	ESS PWB
P/J400	Figure 15	1	MCU PWB

Table 1 Plug/Jack Location List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J401	Figure 15	4	MCU PWB
P/J402	Figure 15	5	MCU PWB
P/J403	Figure 15	6	MCU PWB
P/J404	Figure 15	12	MCU PWB
P/J405	Figure 15	13	MCU PWB
P/J406	Figure 15	14	MCU PWB
P/J407	Figure 15	9	MCU PWB
P/J408	Figure 15	11	MCU PWB
P/J409	Figure 15	10	MCU PWB
P/J410	Figure 15	24	MCU PWB
P/J411	Figure 15	23	MCU PWB
P/J412	Figure 15	26	MCU PWB
P/J413	Figure 15	22	MCU PWB
P/J414	Figure 15	25	MCU PWB
P/J415	Figure 15	16	MCU PWB
P/J416	Figure 15	15	MCU PWB
P/J417	Figure 15	8	MCU PWB
P/J419	Figure 15	2	MCU PWB
P/J422	Figure 15	18	MCU PWB
P423	Figure 15	17	MCU PWB
P/J423	Figure 20	12	Relay Connector
P/J426	Figure 15	20	MCU PWB
P500	Figure 5	13	Main Power
P/J501	Figure 16	5	
P/J502	Figure 16	3	Main LVPS
P/J503	Figure 16	1	
P/J505	Figure 16	4	
P/J506	Figure 16	2	
P530	Figure 13	16	AC Driver PWB
P/J541	Figure 21	1	Tray Module PWB
P/J548	Figure 21	18	Tray Module PWB
P/J554	Figure 21	16	Tray Module PWB
P/J555	Figure 21	2	Tray Module PWB
P/J602	Figure 10	4	Relay Connector
P/J603	Figure 8	11	Relay Connector
P/J605	Figure 8	8	Relay Connector
P/J606	Figure 8	9	Relay Connector
P/J607	Figure 9	9	Relay Connector
P/J613	Figure 13		Relay Connector
P/J614	Figure 6	14	Relay Connector
P/J614	Figure 11	1	Fuser

Table 1 Plug/Jack Location List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J608	Figure 6	3	Relay Connector
P/J615	Figure 5	17	Relay Connector
P/J616	Figure 9	10	Relay Connector
P/J617	Figure 8	10	Relay Connector
P/J618	Figure 8	7	Relay Connector
P/J620	Figure 19		ROS Motor
J621	Figure 11		Fuser
P/J662	Figure 20	8	Relay Connector
P/J663	Figure 20	15	Relay Connector
P/J671	Figure 20	7	Relay connector
P/J672	Figure 20	9	Relay Connector
P/J673	Figure 20	14	Relay Connector
P/J674	Figure 20	13	Relay Connector
P/J700	Figure 4	4	IIT (CCD Lens Assembly)
P/J710	Figure 4	18	IIT PWB
P/J720	Figure 4	14	IIT PWB
P/J721	Figure 4	3	IIT PWB
P/J722	Figure 4	13	IIT PWB
P/J723	Figure 4	2	IIT PWB
P/J724	Figure 4	19	IIT PWB
P/J751	Figure 3	12	DADF
P/J752	Figure 3	11	DADF
P/J753	Figure 3	10	DADF
P/J754	Figure 3	4	DADF
P/J755	Figure 3	9	DADF
P/J756	Figure 3	3	DADF
P/J757	Figure 3	1	DADF PWB
P/J758	Figure 3	2	DADF PWB
J759	Figure 3	14	
J760	Figure 3	13	
P/J761	Figure 2	18	DADF PWB
P/J762	Figure 2	3	
P/J763	Figure 2	2	
P/J764	Figure 2	1	DADF PWB
P/J765	Figure 2	17	
P/J766	Figure 2	10	Relay Connector
P/J767	Figure 2	4	
P/J768	Figure 2	5	
P/J769	Figure 2	6	
P/J770	Figure 2	11	Relay Connector
P/J771	Figure 3	5	

Table 1 Plug/Jack Location List

P/J No.	Figure No.	Item No.	Remarks (where to connect)
P/J772	Figure 3	6	DADF PWB
P/J773	Figure 2	7	
P/J774	Figure 2	9	
P/J775	Figure 2	8	
P/J776	Figure 3	8	
P/J777	Figure 3	7	
P/J778	Figure 2	15	
P/J779	Figure 2	14	
P/J780	Figure 2	16	
P/J791	Figure 2	19	
P/J903	Figure 17	1	Relay Connector
P930/J96	Figure 4	1	
P/J931	Figure 4	8	Heater
P/J932	Figure 4	9	Heater
P/J999	Figure 5	16	CRUM PWB
P/J1310	Figure 14	1	
P/J1323	Figure 14	11	ESS PWB
P/J1324	Figure 14	13	
P/J7001	Figure 4	21	LED Lamp
P/J7191	Figure 4	17	IIT
P/J7192	Figure 4	5	IIT
P/J7251	Figure 4	12	IIT
P/J7252	Figure 4	11	
P/J7253	Figure 4	10	
P/J7254	Figure 4	6	
P/J7256	Figure 4	7	
P/J7258	Figure 4	20	Carriage Motor
P/J7501	Figure 4	16	IIT
P/J7502	Figure 4	15	IIT

Integrated Office Finisher Plug/Jack Location List

Table 2 Integrated Office Finisher Plug/Jack Location List

Connector Number	Figure Number	Item Number	Figure Title
P/J8700	2	2	Integrated Office Finisher PWB Location
P/J8701	2	1	Integrated Office Finisher PWB Location
P/J8702	2	11	Integrated Office Finisher PWB Location
P/J8703	2	10	Integrated Office Finisher PWB Location
P/J8704	2	13	Integrated Office Finisher PWB Location
P/J8705	2	12	Integrated Office Finisher PWB Location
P/J8706	2	8	Integrated Office Finisher PWB Location
P/J8707	2	3	Integrated Office Finisher PWB Location
P/J8708	2	17	Integrated Office Finisher PWB Location
P/J8709	2	16	Integrated Office Finisher PWB Location
P/J8710	2	9	Integrated Office Finisher PWB Location
P/J8711	2	4	Integrated Office Finisher PWB Location
P/J8721	3	2	Integrated Office Finisher Bottom Location
P/J8722	3	1	Integrated Office Finisher Bottom Location
P/J8723	3	6	Integrated Office Finisher Bottom Location
P/J8724	1	1	Integrated Office Finisher Front Location
P/J8725	3	11	Integrated Office Finisher Bottom Location
P/J8726	1	7	Integrated Office Finisher Front Location
P/J8727	1	9	Integrated Office Finisher Front Location
P/J8728	1	8	Integrated Office Finisher Front Location
P/J8729	1	6	Integrated Office Finisher Front Location
P/J8730	1	2	Integrated Office Finisher Front Location
P/J8731	1	4	Integrated Office Finisher Front Location
P/J8732	1	3	Integrated Office Finisher Front Location
P/J8733	2	14	Integrated Office Finisher PWB Location
P/J8734	2	15	Integrated Office Finisher PWB Location
P/J8735	1	5	Integrated Office Finisher Front Location
P/J8736	3	5	Integrated Office Finisher Bottom Location
J8737A	3	9	Integrated Office Finisher Bottom Location
J8737B	3	9	Integrated Office Finisher Bottom Location
J8738A	3	10	Integrated Office Finisher Bottom Location
J8738B	3	10	Integrated Office Finisher Bottom Location
P/J8739	2	7	Integrated Office Finisher PWB Location
P/J8740	2	5	Integrated Office Finisher PWB Location
P/J8741	2	6	Integrated Office Finisher PWB Location
J8742A	3	7	Integrated Office Finisher Bottom Location
J8742B	3	8	Integrated Office Finisher Bottom Location
CN3	3	4	Integrated Office Finisher Bottom Location

Table 2 Integrated Office Finisher Plug/Jack Location List

Connector Number	Figure Number	Item Number	Figure Title
CN4	3	3	Integrated Office Finisher Bottom Location

Office Finisher LX Plug/Jack Location List

Table 3 Office Finisher (LX) Plug/Jack List

Connector Number	Figure Number	Item Number	Figure Title
P/J590	3	15	Finisher (LX) Rear
P/J591	3	14	Finisher (LX) Rear
J8860	1	1	Finisher (LX) Horizontal Transport
J8861	1	4	Finisher (LX) Horizontal Transport
P/J8862	1	2	Finisher (LX) Horizontal Transport
J8863	1	7	Finisher (LX) Horizontal Transport
P8863	1	5	Finisher (LX) Horizontal Transport
J8864	1	8	Finisher (LX) Horizontal Transport
J8865	1	10	Finisher (LX) Horizontal Transport
J8866	1	6	Finisher (LX) Horizontal Transport
P/J8867	1	9	Finisher (LX) Horizontal Transport
J8868	4	4	Finisher (LX) Eject
J8869	4	3	Finisher (LX) Eject
J8870	3	24	Finisher (LX) Rear
J8871	3	23	Finisher (LX) Rear
J8872	3	21	Finisher (LX) Rear
J8873	3	2	Finisher (LX) Rear
J8874	3	1	Finisher (LX) Rear
J8875	3	22	Finisher (LX) Rear
P/J8876	4	5	Finisher (LX) Eject
P/J8877	3	20	Finisher (LX) Rear
P/J8878	3	7	Finisher (LX) Rear
P/J8879	3	5	Finisher (LX) Rear
J8880	4	7	Finisher (LX) Eject
J8881	4	11	Finisher (LX) Eject
J8882	4	6	Finisher (LX) Eject
P/J8883	4	8	Finisher (LX) Eject
P/J8884	4	10	Finisher (LX) Eject
J8885	2	7	Finisher (LX) Front
J8886	2	6	Finisher (LX) Front
J8887	2	5	Finisher (LX) Front
P/J8888	4	9	Finisher (LX) Eject
J8889	3	3	Finisher (LX) Rear
J8890	3	4	Finisher (LX) Rear
J8891	4	2	Finisher (LX) Eject
P/J8892	5	1	Booklet Maker Stapler Assembly
P/J8893	5	2	Booklet Maker Stapler Assembly

Table 3 Office Finisher (LX) Plug/Jack List

Connector Number	Figure Number	Item Number	Figure Title
J8894	6	1	Booklet Maker PWB
J8895	6	3	Booklet Maker PWB
P/J8896	5	7	Booklet Maker Stapler Assembly
J8897	5	4	Booklet Maker Stapler Assembly
J8898	5	5	Booklet Maker Stapler Assembly
J8899	5	6	Booklet Maker Stapler Assembly
J8900	5	8	Booklet Maker Stapler Assembly
J8901	5	3	Booklet Maker Stapler Assembly
P/J8903	2	2	Finisher (LX) Front
P8903	4	1	Finisher (LX) Eject
J8904	2	3	Finisher (LX) Front
P/J8905	2	4	Finisher (LX) Front
P/J8906	6	2	Booklet Maker PWB
J8980	3	19	Finisher (LX) Rear
P/J8981	3	10	Finisher (LX) Rear
J8982	3	18	Finisher (LX) Rear
P/J8983	3	9	Finisher (LX) Rear
J8984	3	6	Finisher (LX) Rear
J8985	6	4	Booklet Maker PWB
P8985	3	17	Finisher (LX) Rear
P/J8986	3	8	Finisher (LX) Rear
J8987	1	3	Finisher (LX) Horizontal Transport
P8987	3	16	Finisher (LX) Rear
P/J8988	3	11	Finisher (LX) Rear
J8989	3	13	Finisher (LX) Rear
P/J8990	3	12	Finisher (LX) Rear
P/J8991	6	9	Booklet Maker PWB
P/J8992	6	7	Booklet Maker PWB
P/J8993	6	6	Booklet Maker PWB
P/J8994	6	5	Booklet Maker PWB
P/J8995	6	8	Booklet Maker PWB

HCF Plug/Jack Location List

Table 4 Plug/Jack List

Connector Number	Figure Number	Item Number	Remarks
FS001	Figure 1	4	HCF Top Cover Interlock
FS002	Figure 1	4	HCF Top Cover Interlock
FS003	Figure 1	9	HCF Docking Interlock Switch

Table 4 Plug/Jack List

Connector Number	Figure Number	Item Number	Remarks
FS004	Figure 1	9	HCF Docking Interlock Switch
PF/JF01	Figure 2	4	HCF PWB
PF/JF02	Figure 2	5	HCF PWB
PF/JF03	Figure 2	6	HCF PWB
PF/JF04	Figure 2	7	HCF PWB
PF/JF05	Figure 2	8	HCF PWB
PF/JF06	Figure 2	9	HCF PWB
PF/JF08	Figure 2	3	HCF PWB
PF/JF51	Figure 2	2	HCF (Tray 6 Size Sensor (Letter))
PF/JF52	Figure 2	1	HCF (Tray 6 Size Sensor (A4))
PF/JF53	Figure 2	10	HCF (Tray 6 In Sensor)
PF/JF54	Figure 1	3	HCF
PF/JF56	Figure 1	10	HCF
PF/JF56A	Figure 1	10	HCF
PF/JF56B	Figure 1	10	HCF
PF/JF57	Figure 2	11	HCF (Tray 6 Takeaway Motor)
PF/JF58	Figure 1	1	HCF (Tray 6 Lift Feed Motor)
PF/JF59	Figure 1	2	HCF
PF/JF60	Figure 1	8	HCF
PF/JF61	Figure 1	6	HCF (Tray 6 Pre Feed Sensor)
PF/JF62	Figure 1	7	HCF (Tray 6 Stack Height Sensor)
PF/JF67	Figure 1	5	HCF (Tray 6 Feed Out Sensor)

IOT Plug/Jack Illustrations

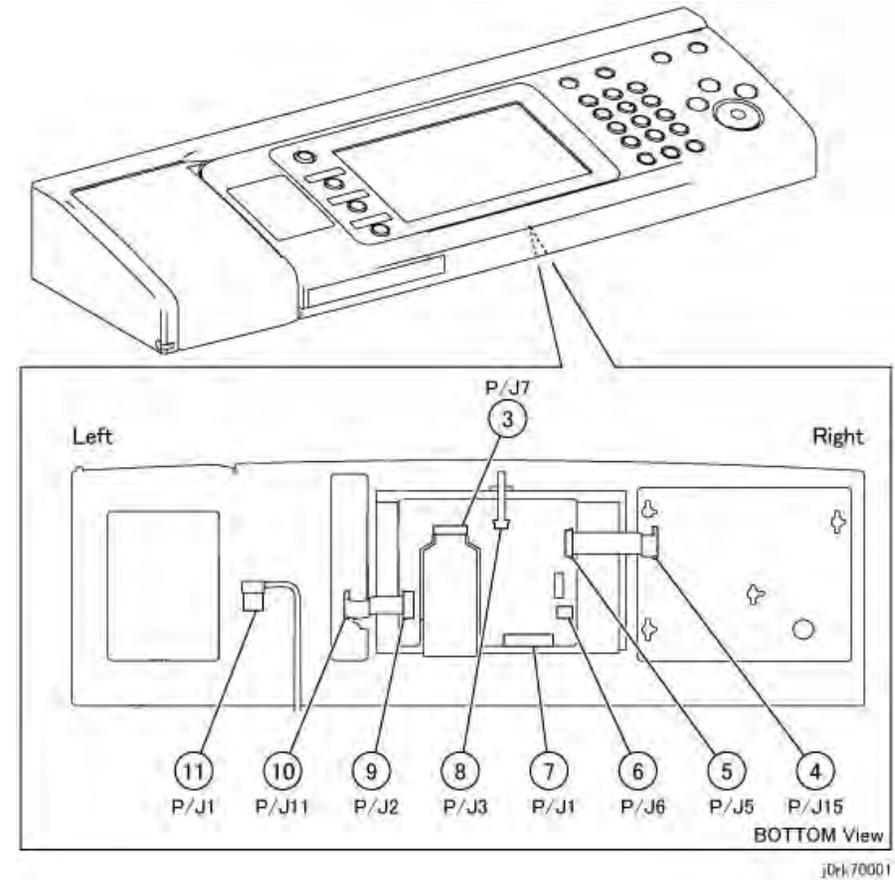


Figure 1 UI

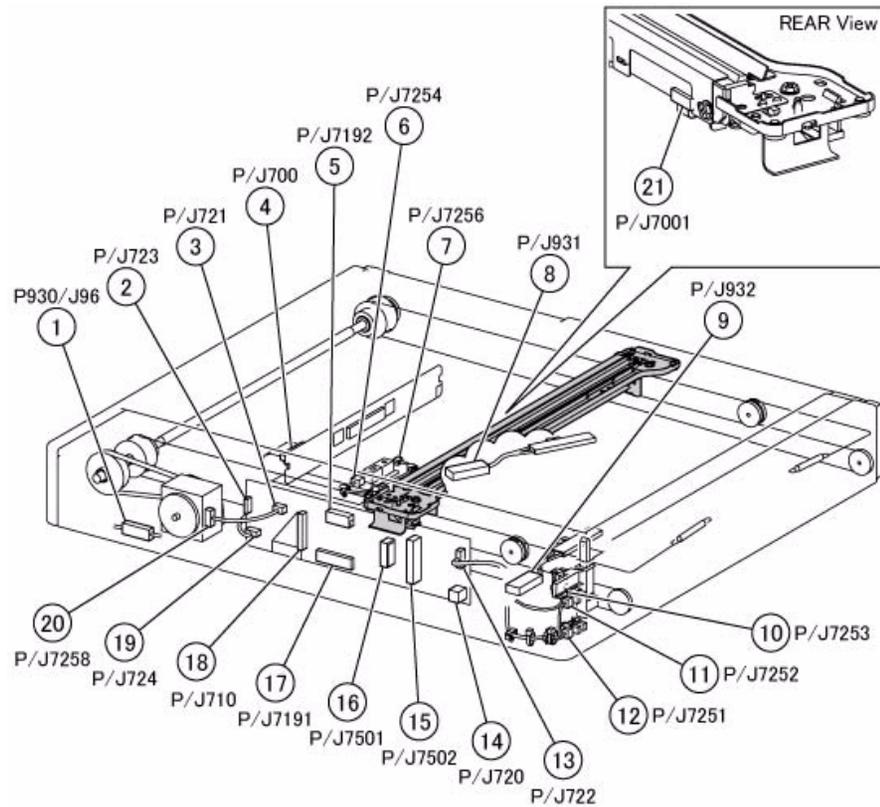


Figure 4 IIT

j0rk70004

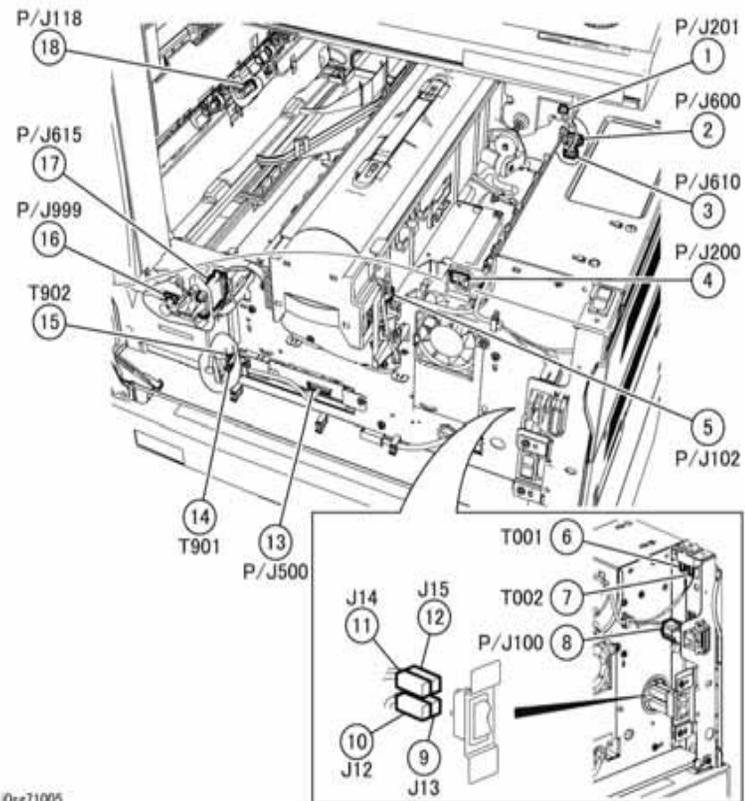


Figure 5 Main Power/FrontCover Interlock Switch

j0sg71005

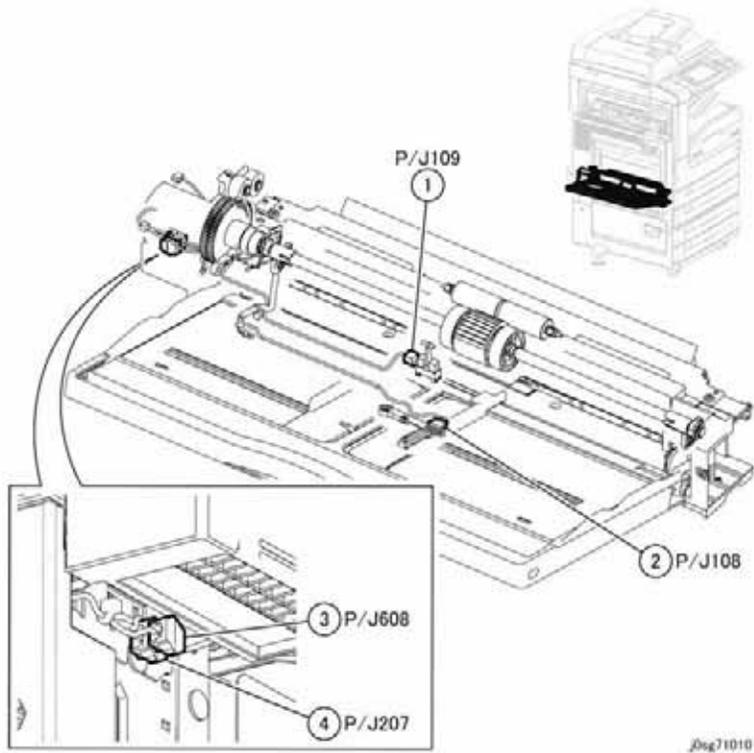


Figure 6 MSI

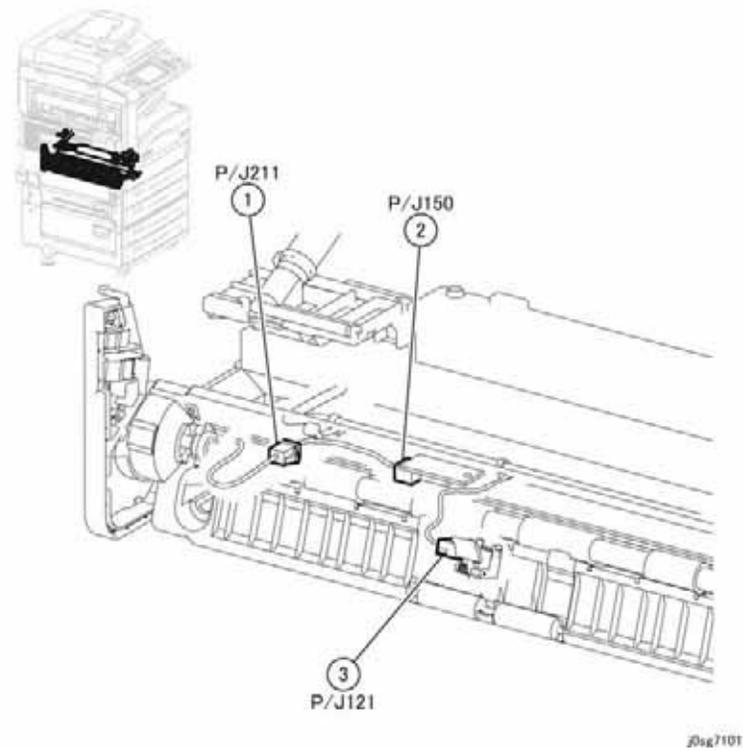


Figure 7 Registration

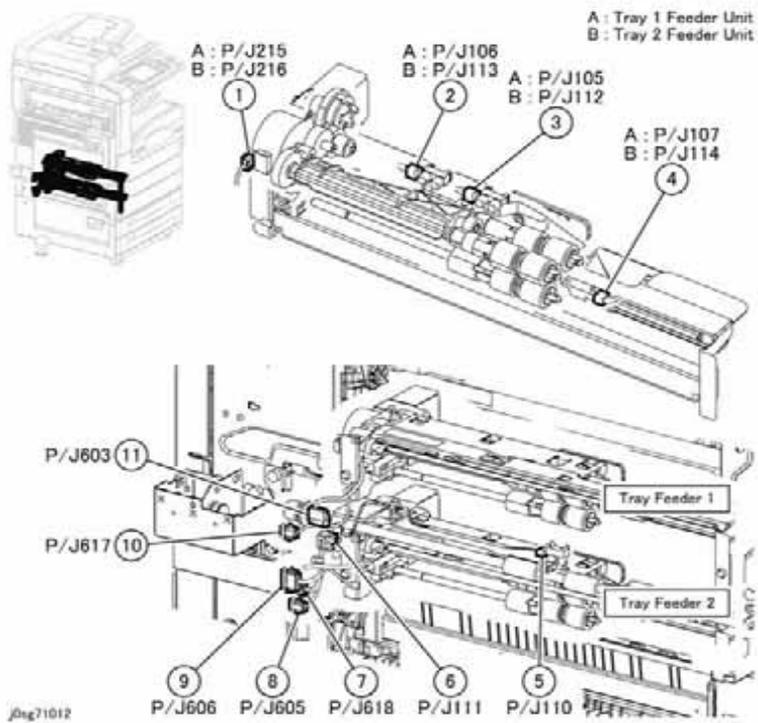


Figure 8 Tray1/2 Feeder

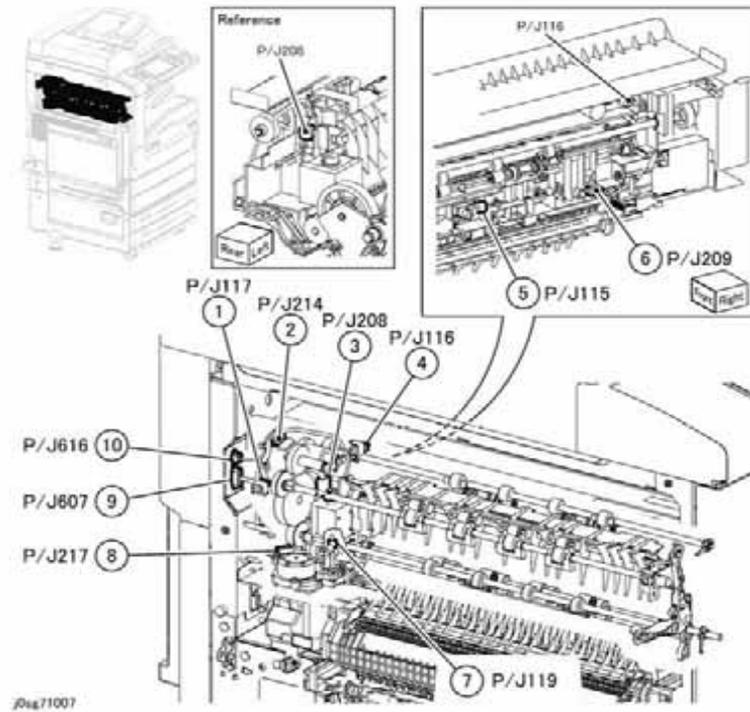


Figure 9 L/H Side

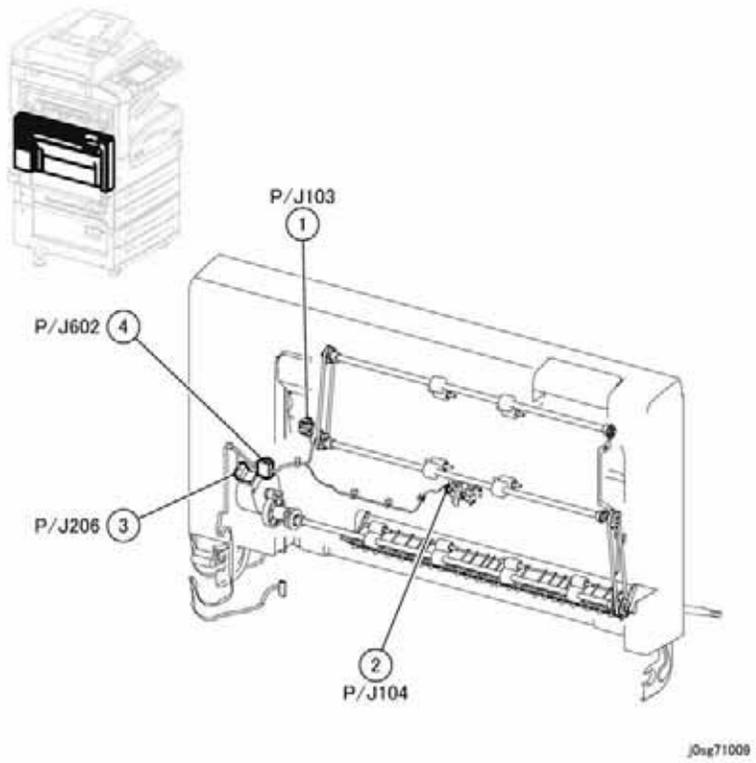


Figure 10 Duplex Cover

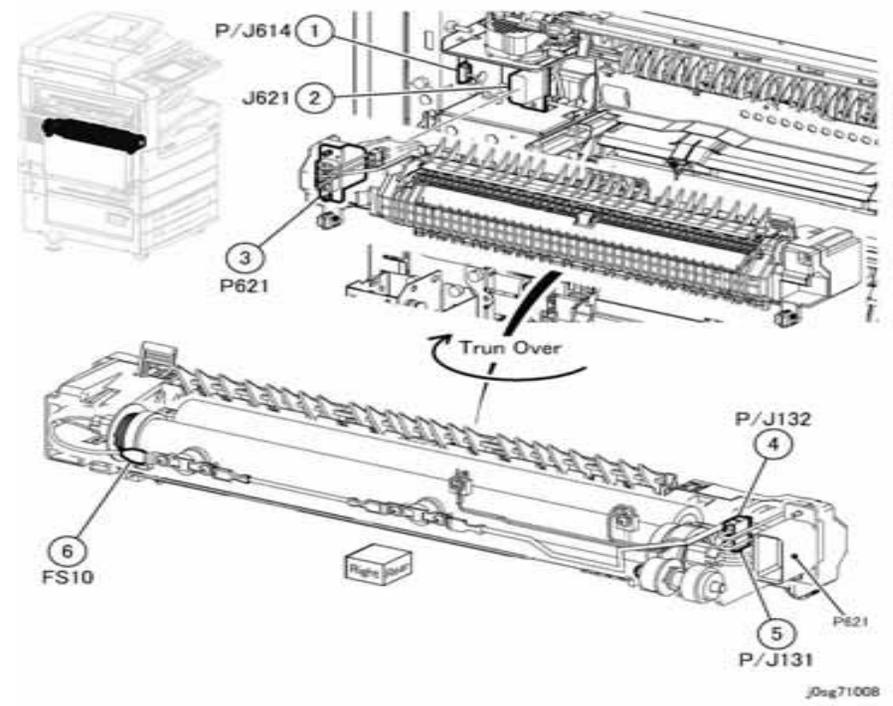


Figure 11 Fuser

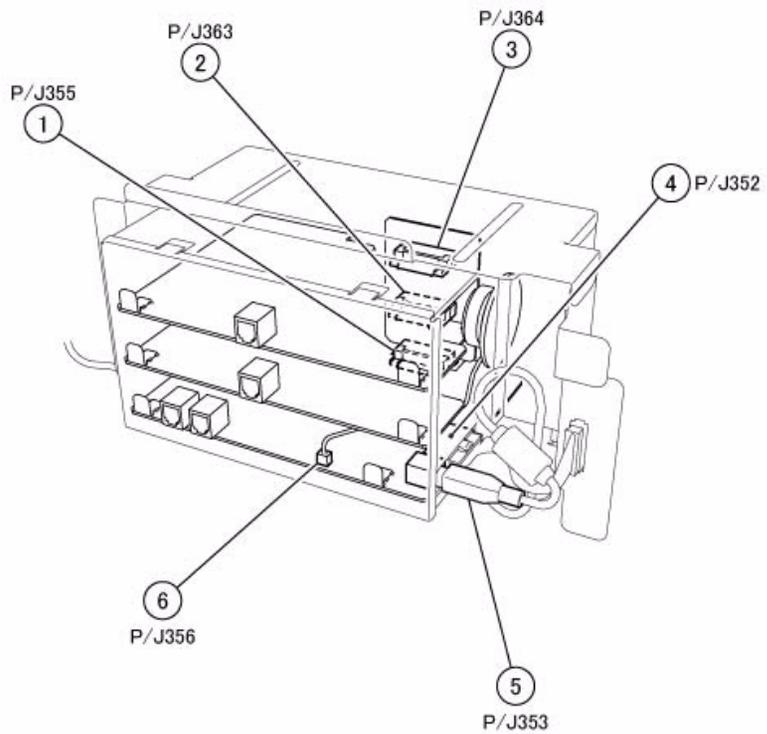


Figure 12 Fax

j0rk70010

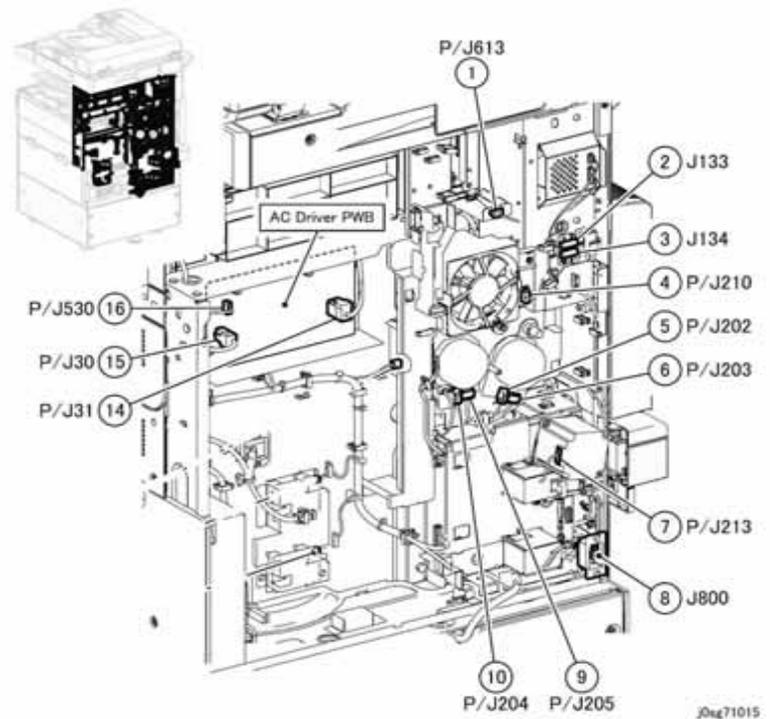


Figure 13 AC Driver PWB, Dev, Drive Motor

j0ng71015

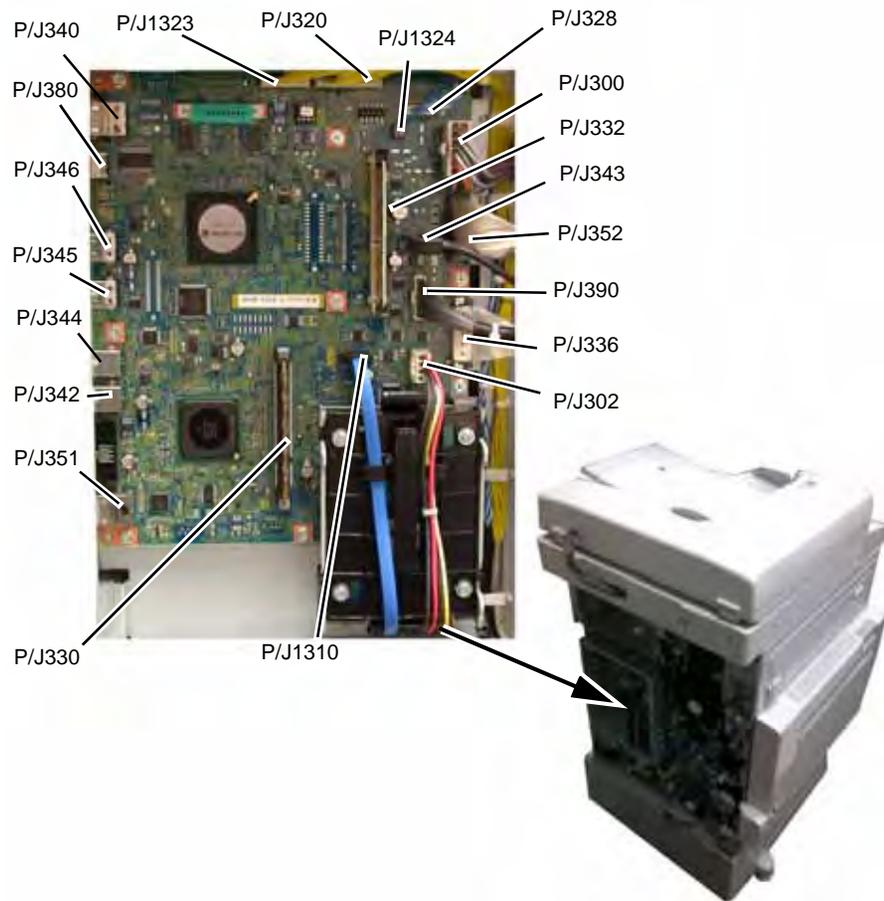


Figure 14 ESS

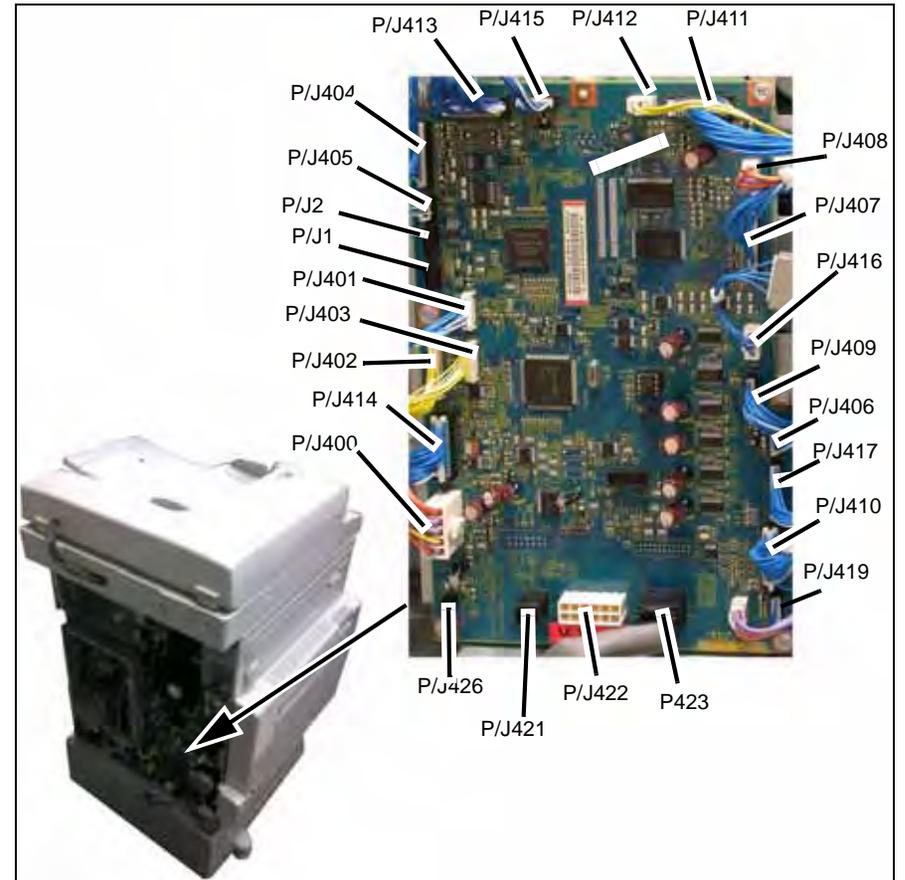


Figure 15 MCU PWB

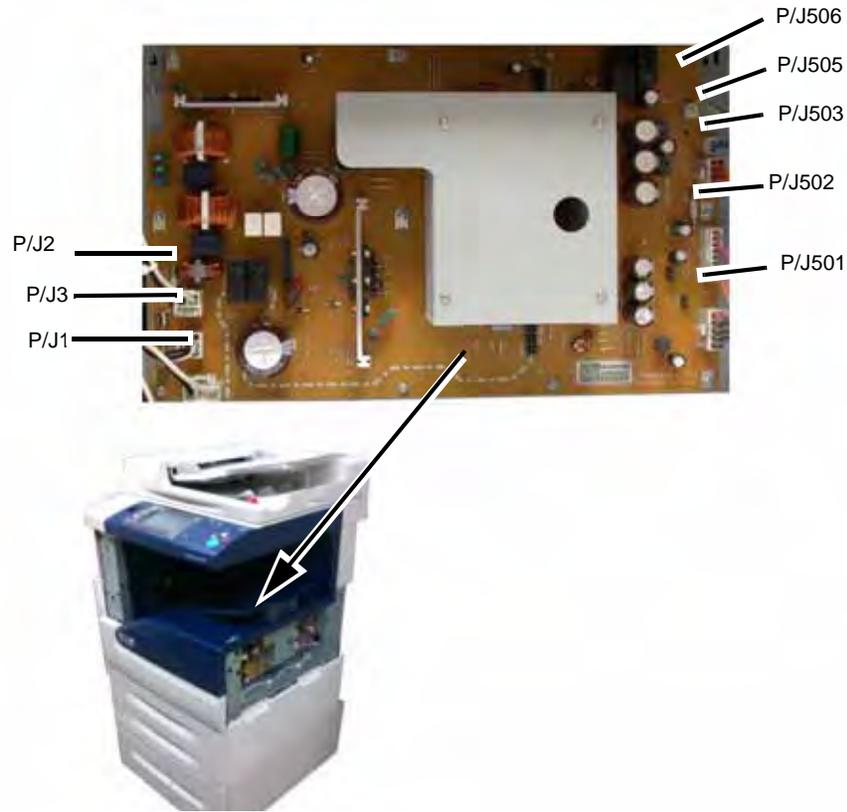


Figure 16 LVPS PWB

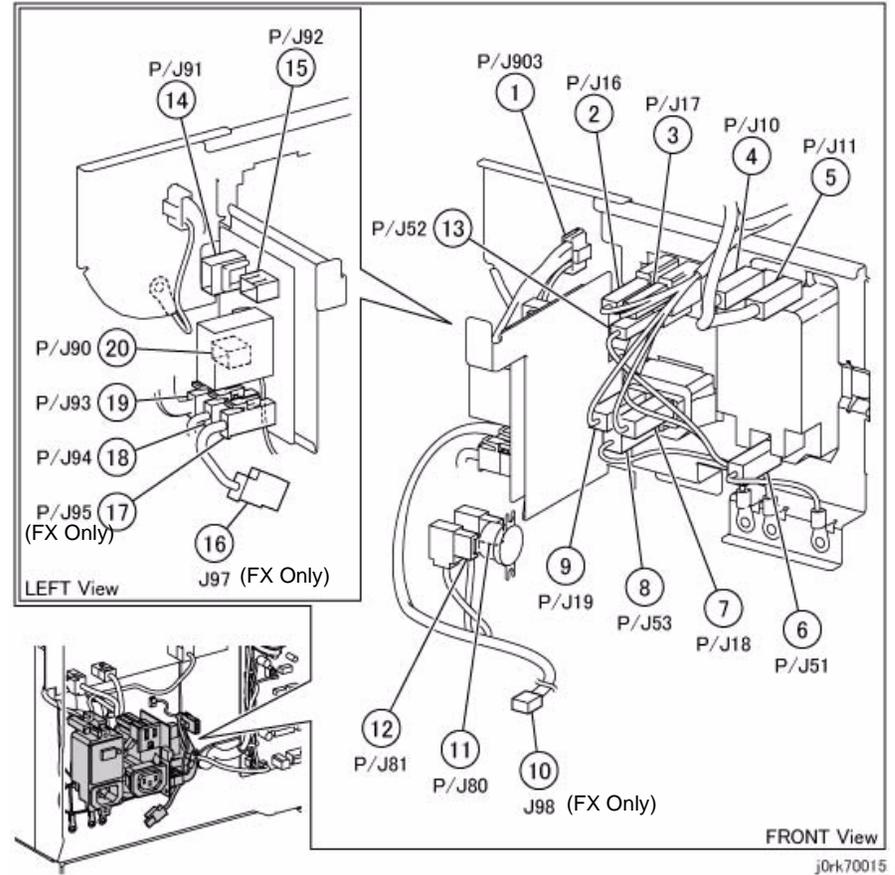


Figure 17 GFI Chassis

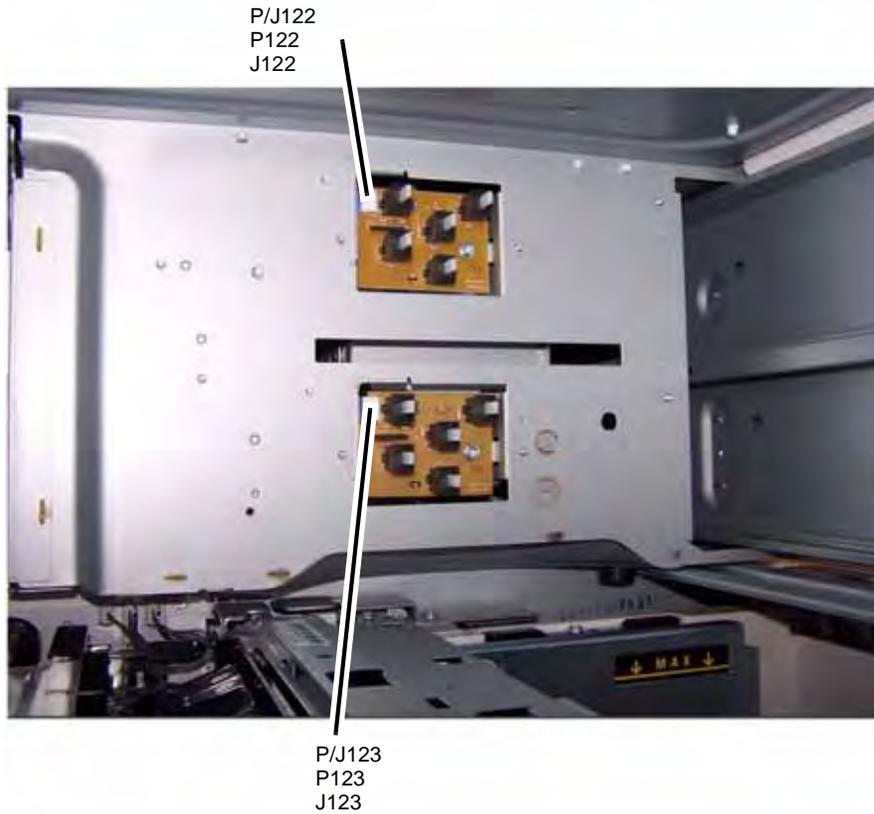


Figure 18 Tray 1 / Tray 2 Paper Size Sensor

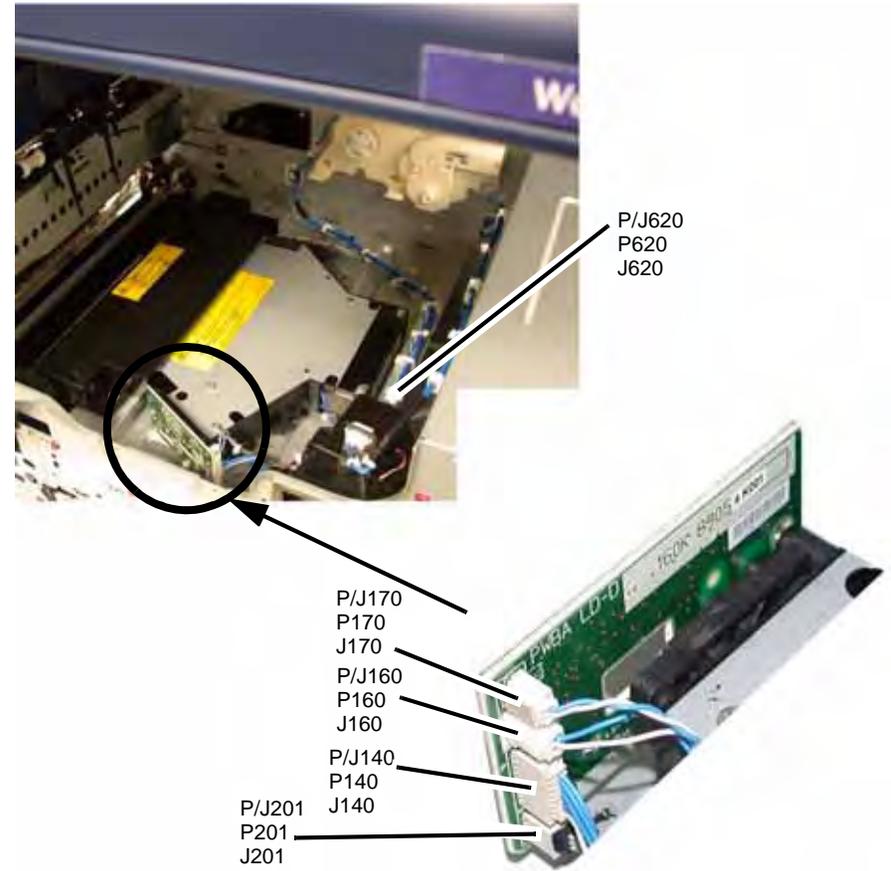


Figure 19 ROS

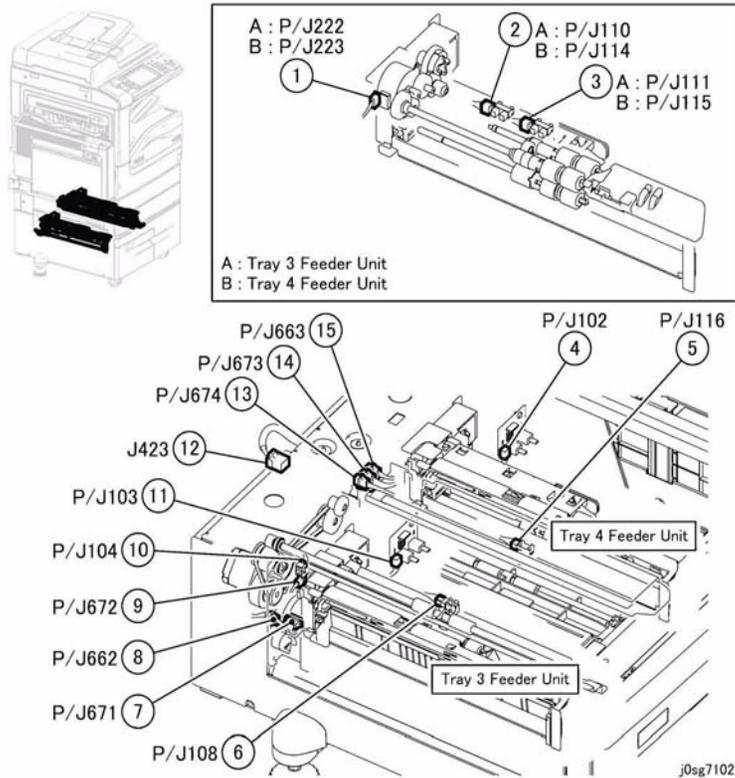


Figure 20 Tray 3/4 Feeder (TTM)

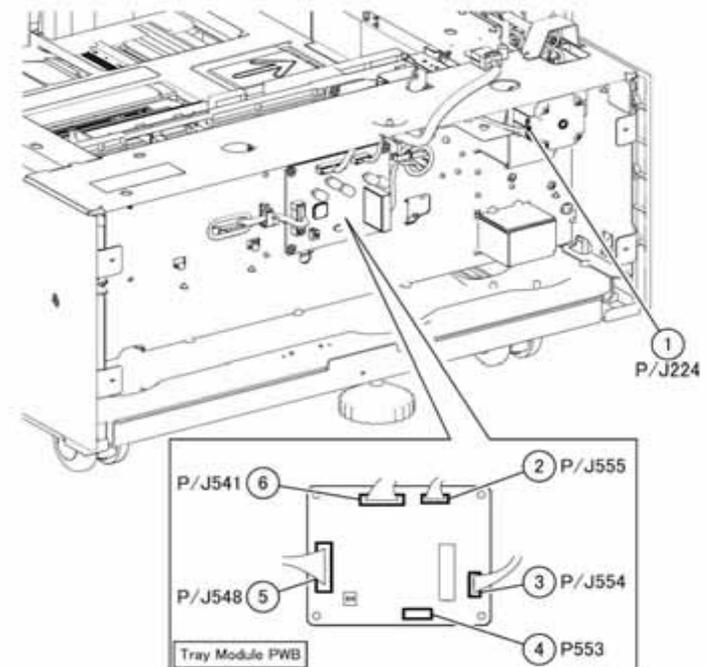


Figure 21 Tray3/4 Feeder, Tray Module PWB, TM Take Away Motor

Integrated Office Finisher Plug/Jack Illustrations

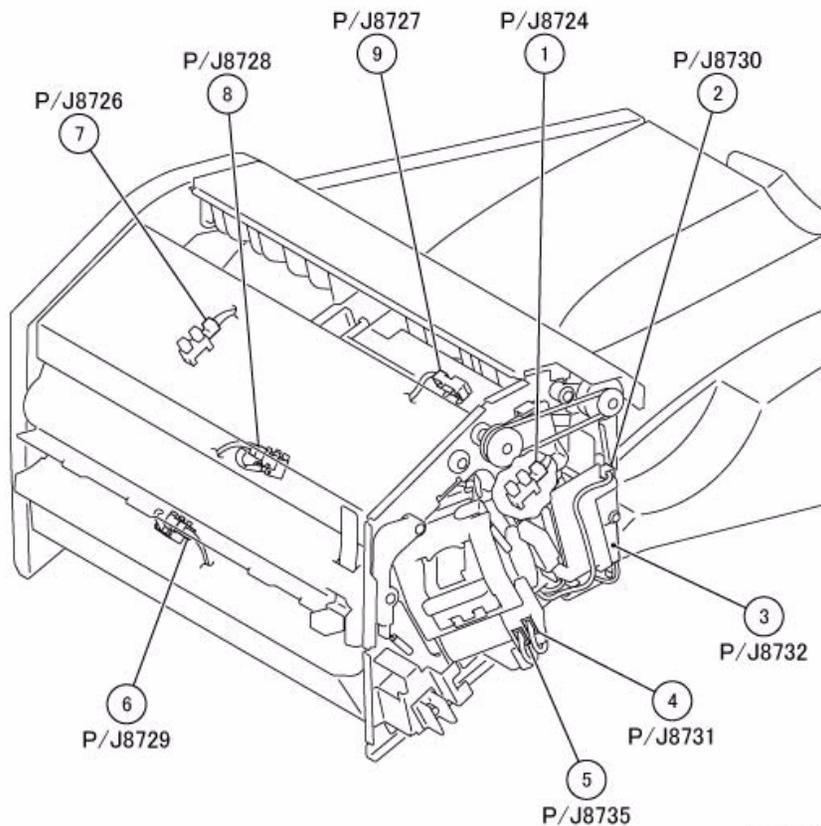


Figure 1 Integrated Office Finisher Front Location

j0fa71001

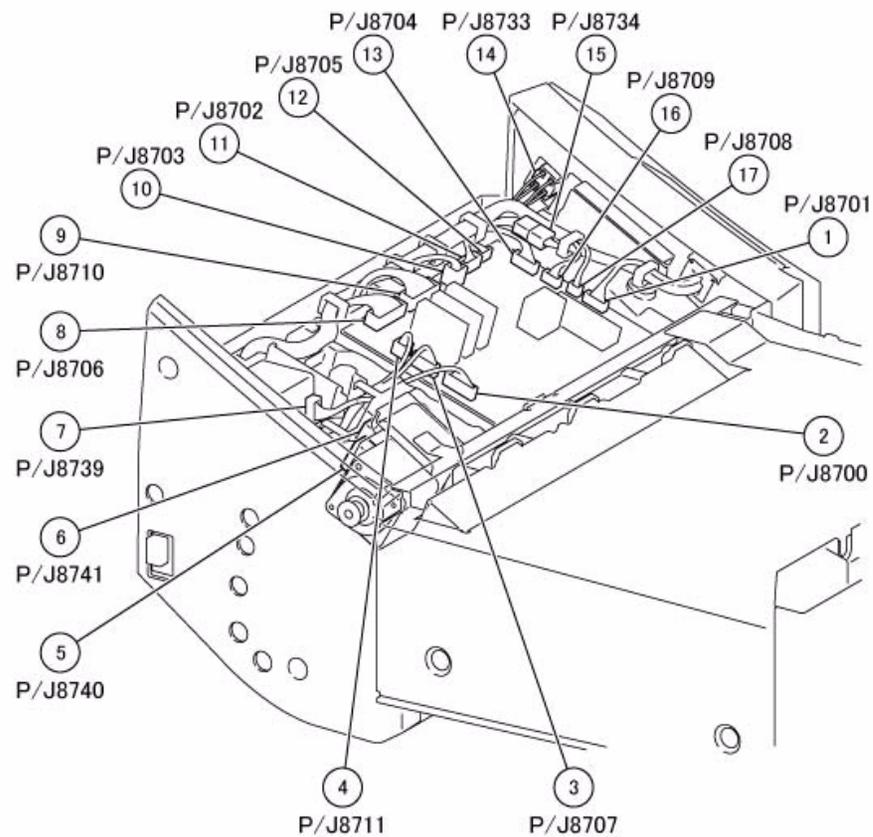


Figure 2 Integrated Office Finisher PWB Location

j0fa71002

Office Finisher LX Plug/Jack Illustrations

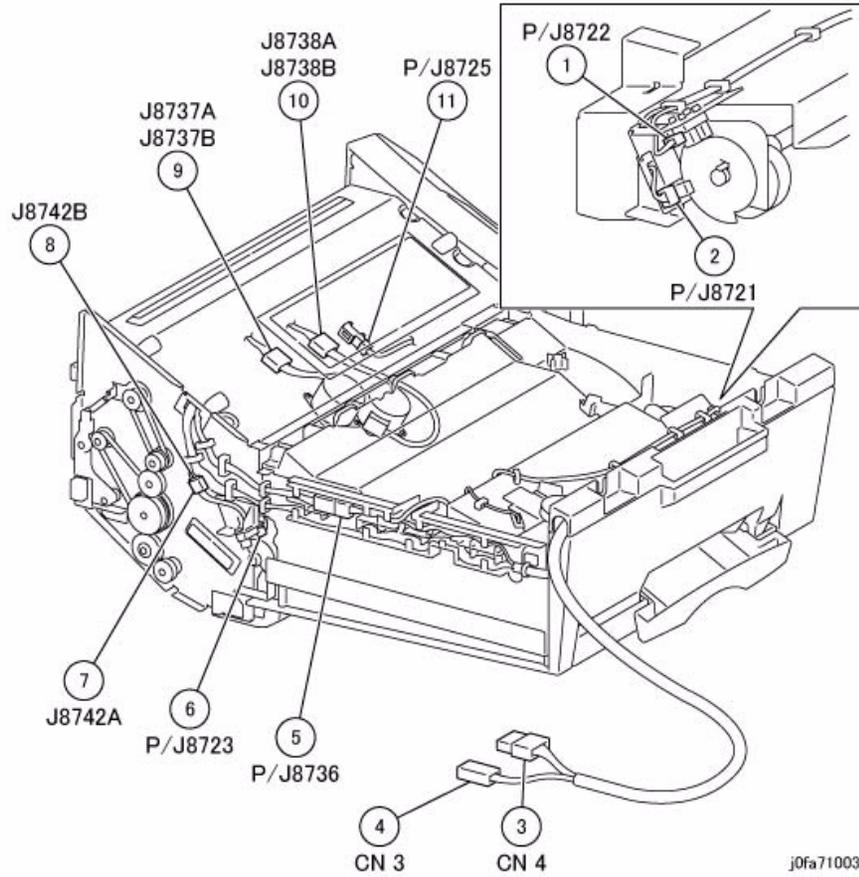


Figure 3 Integrated Office Finisher Bottom Location

Plug/Jack Illustrations

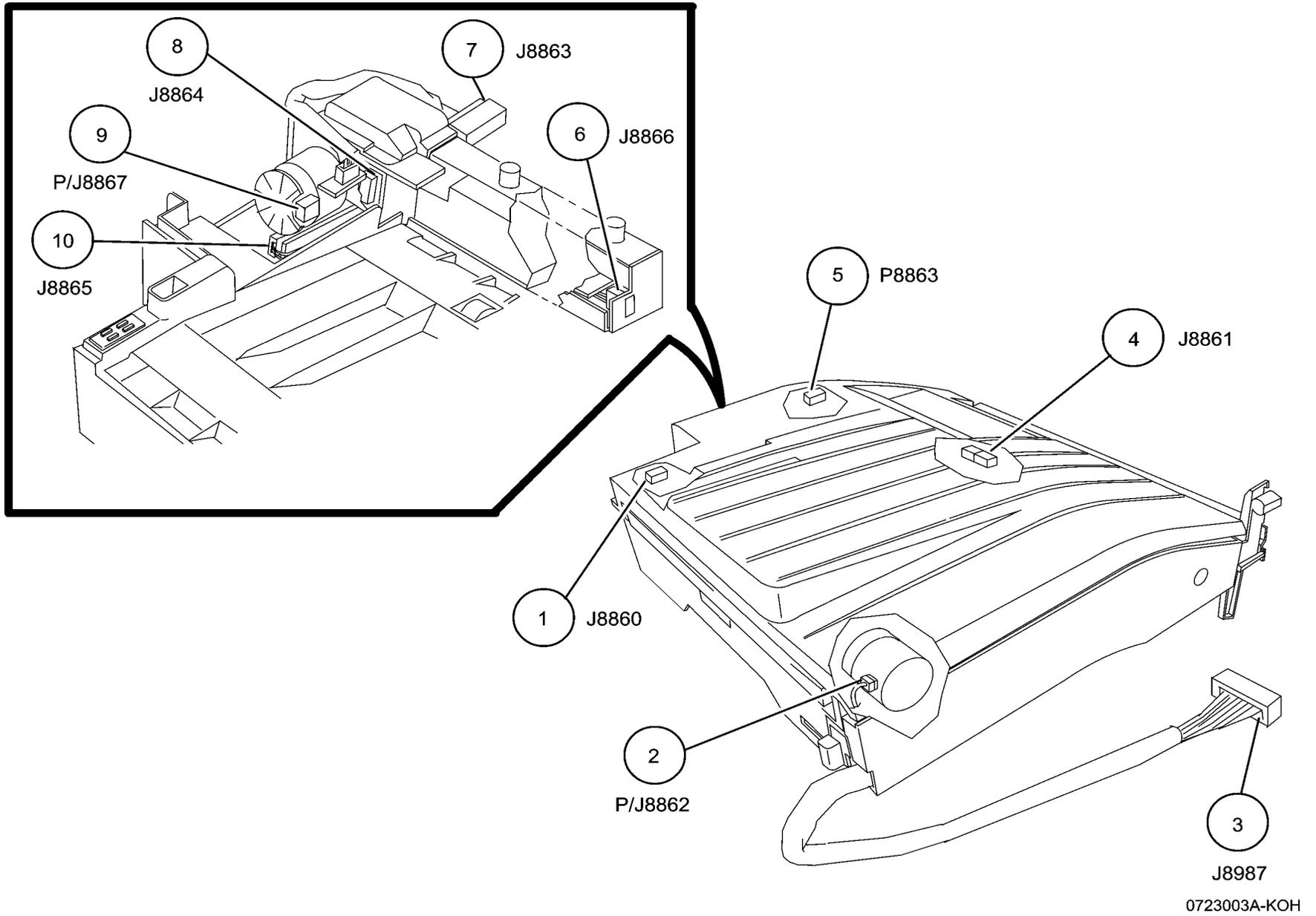
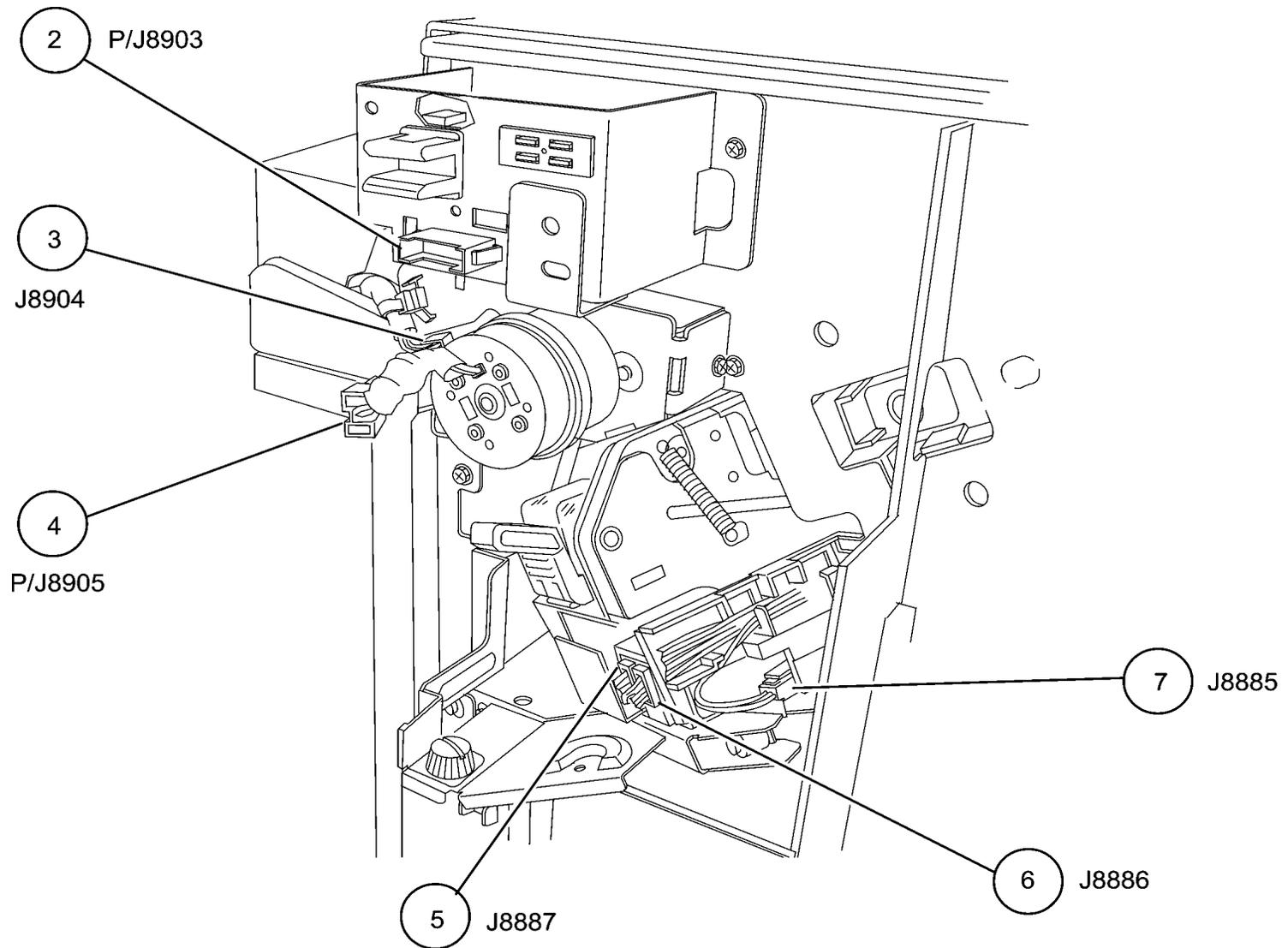
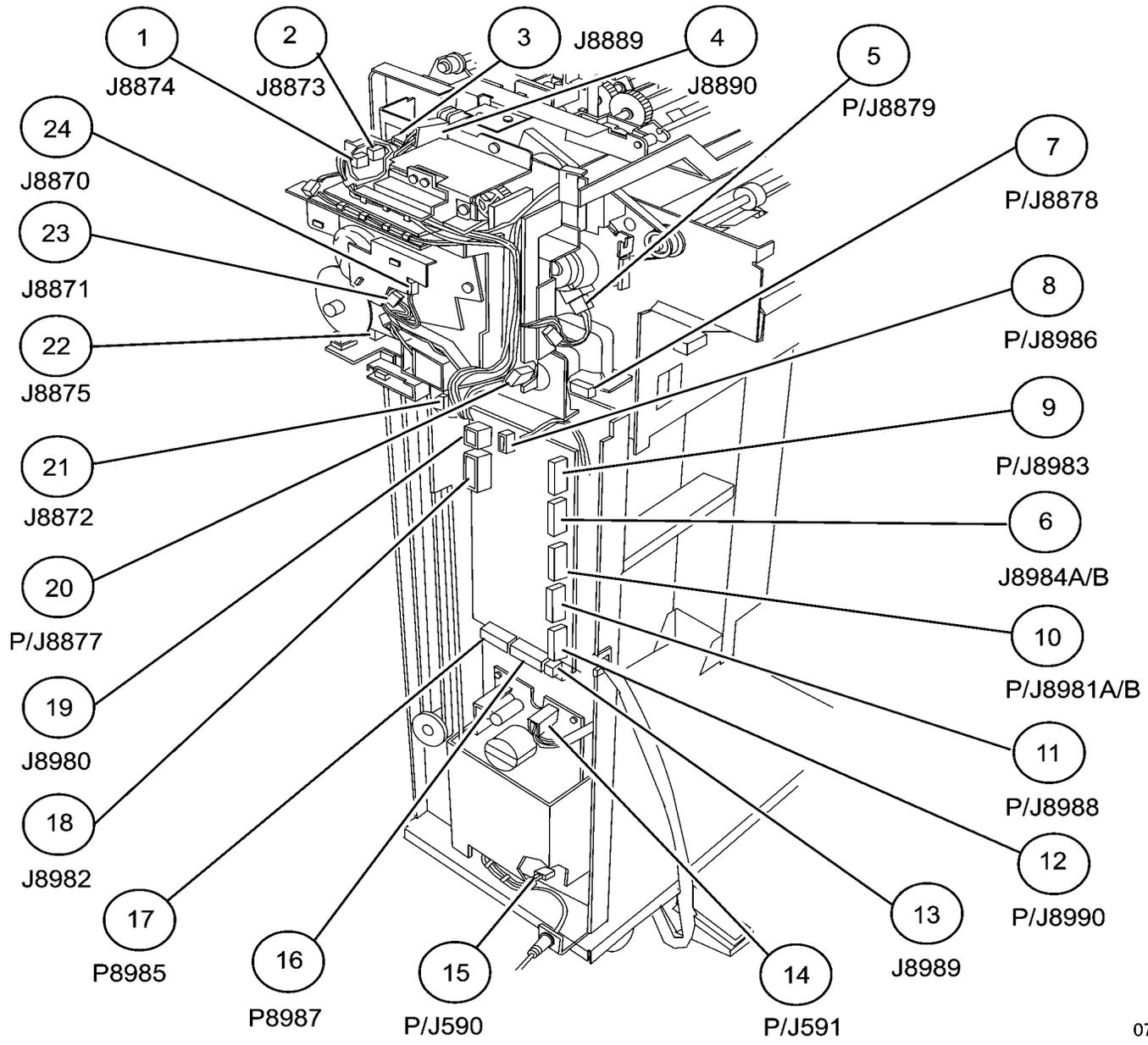


Figure 1 Finisher (LX) Horizontal Transport



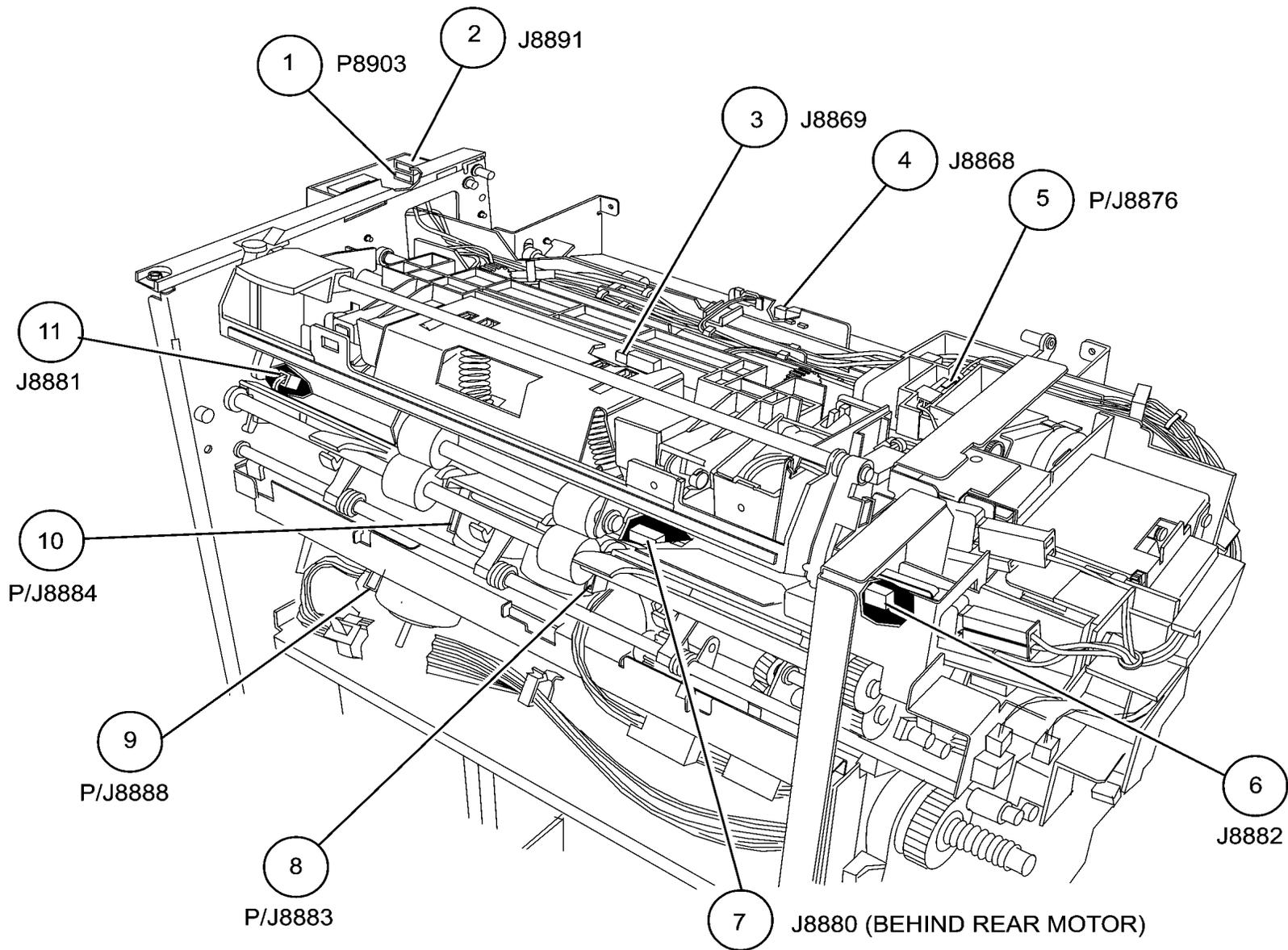
0723004A-KOH

Figure 2 Finisher (LX) Front



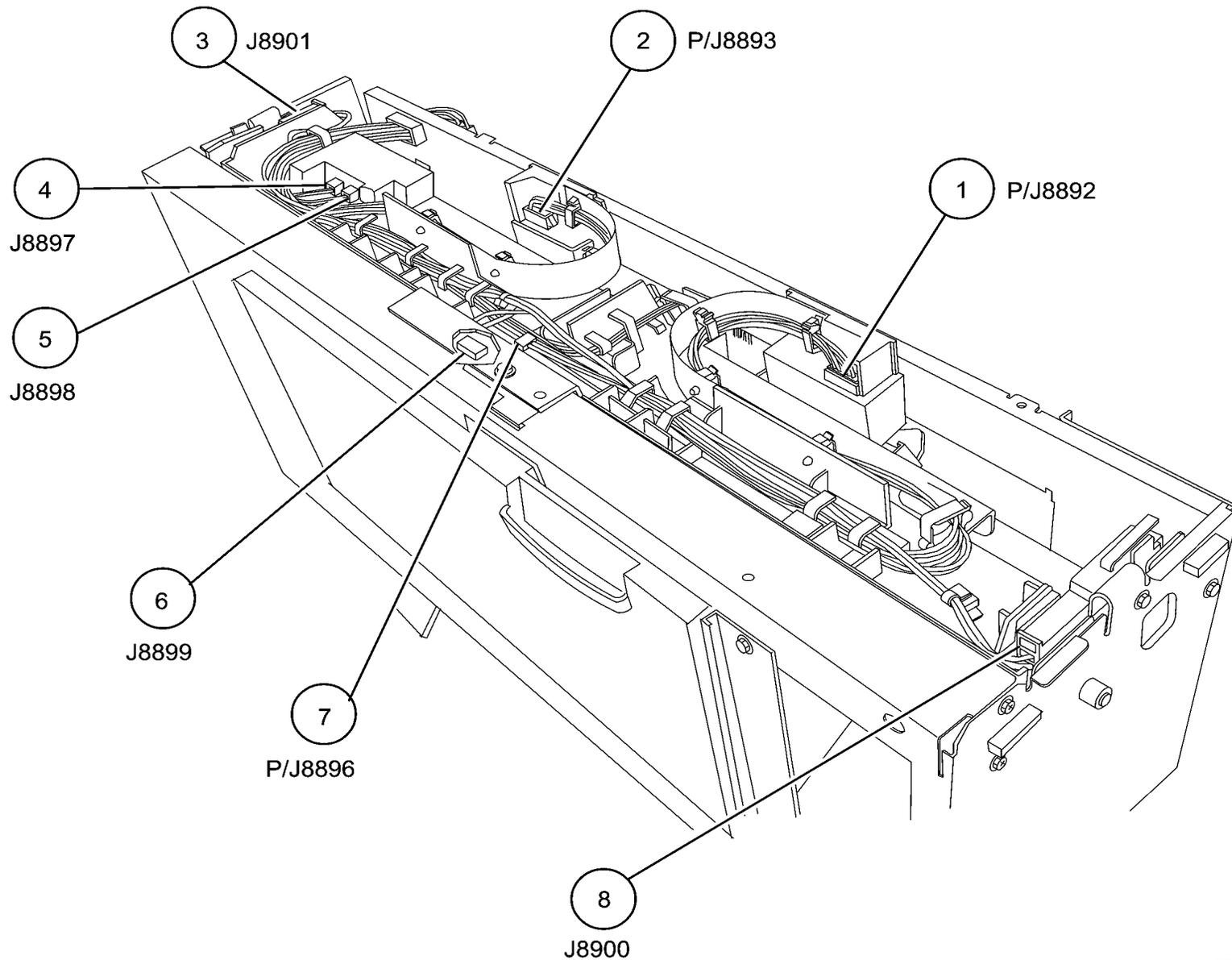
0723006A-KOH

Figure 3 Finisher (LX) Rear



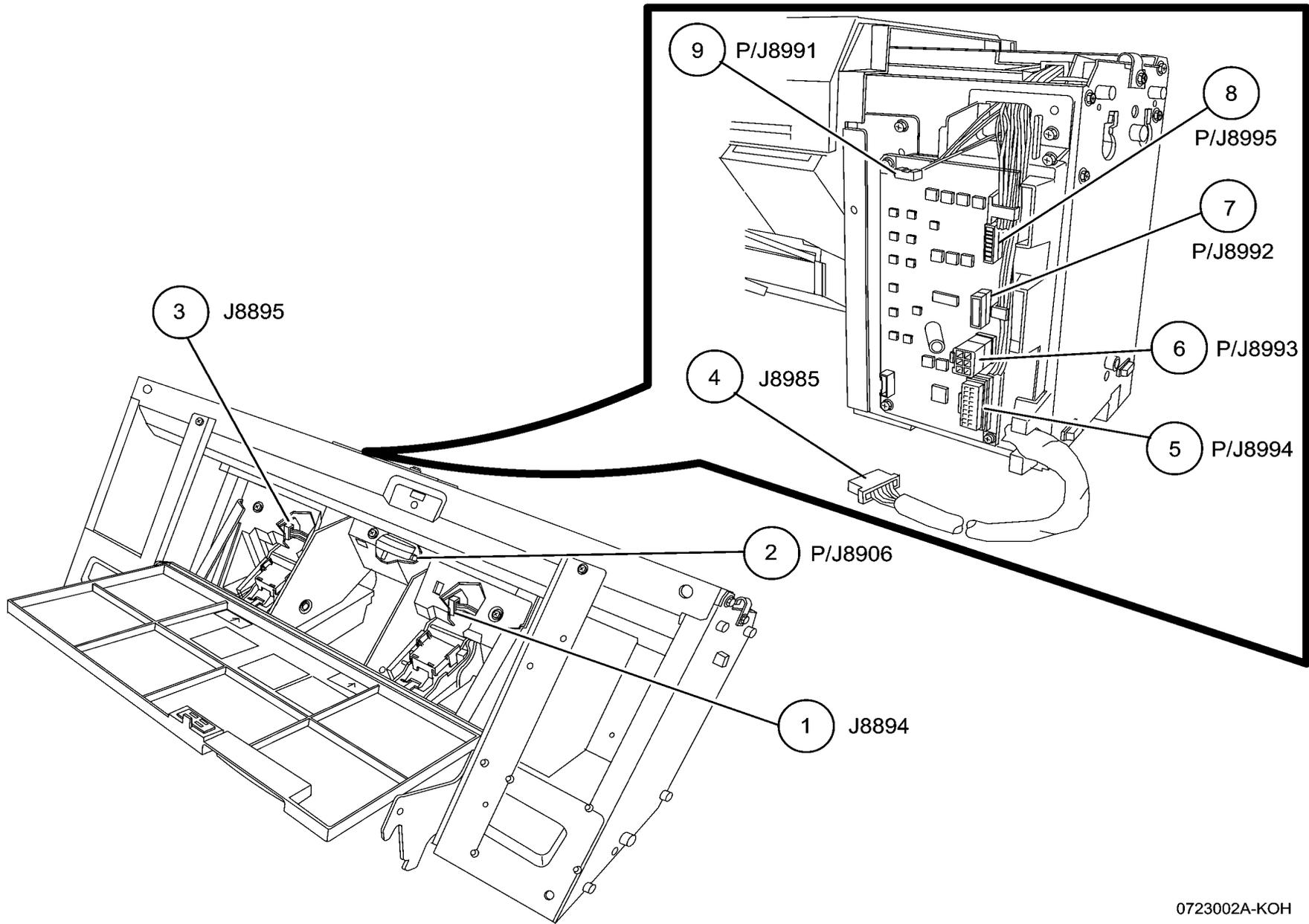
0723005A-KOH

Figure 4 Finisher (LX) Eject



0723001A-KOH

Figure 5 Booklet Maker Stapler Assembly



0723002A-KOH

Figure 6 Booklet Maker PWB

HCF Plug/Jack Illustrations

Plug/Jack Illustrations

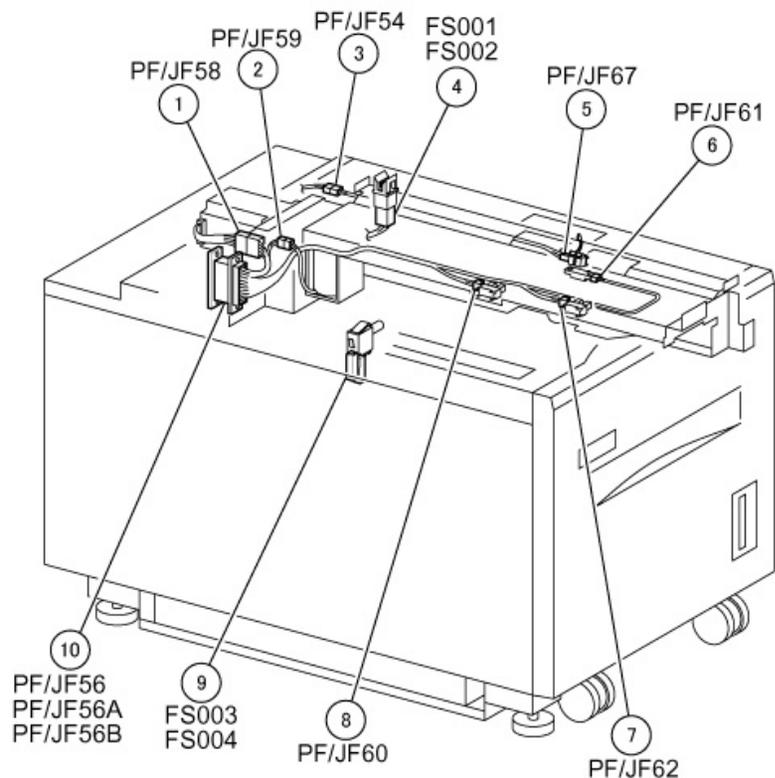


Figure 1 HCF 1/2

j0tz71043

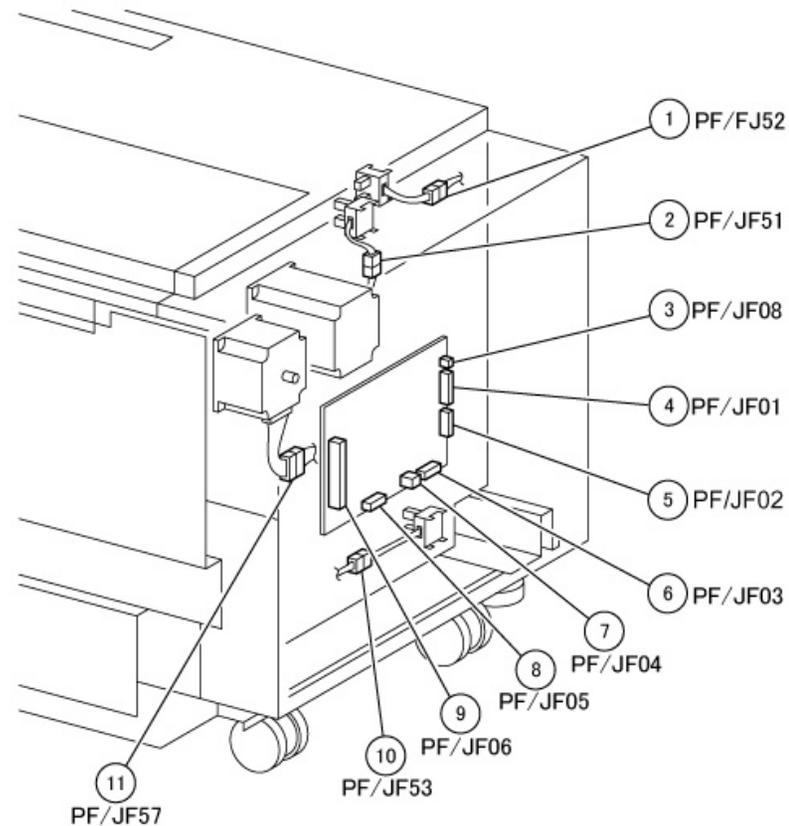
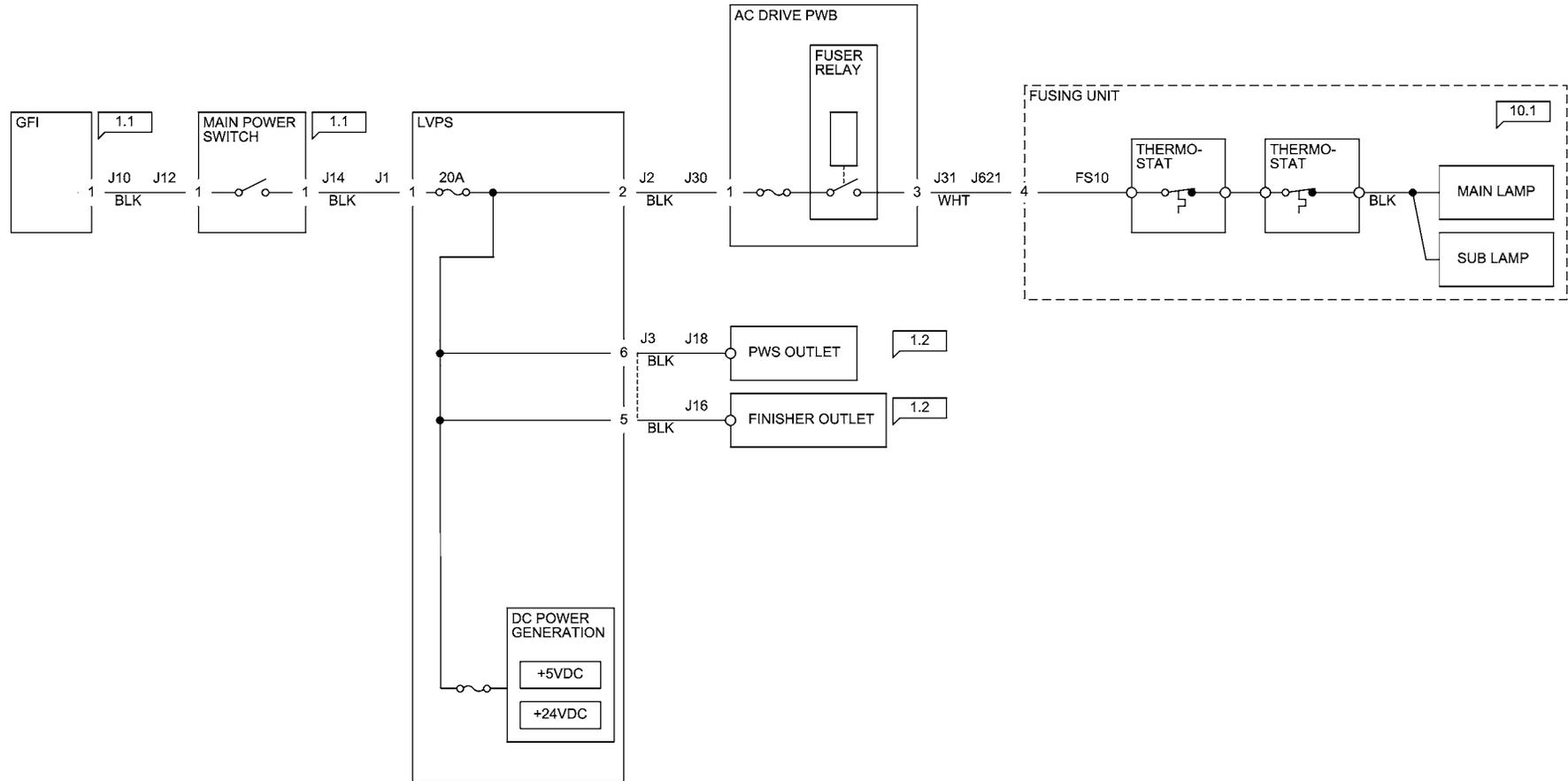


Figure 2 HCF 2/2

j0tz71044

IOT wirenets

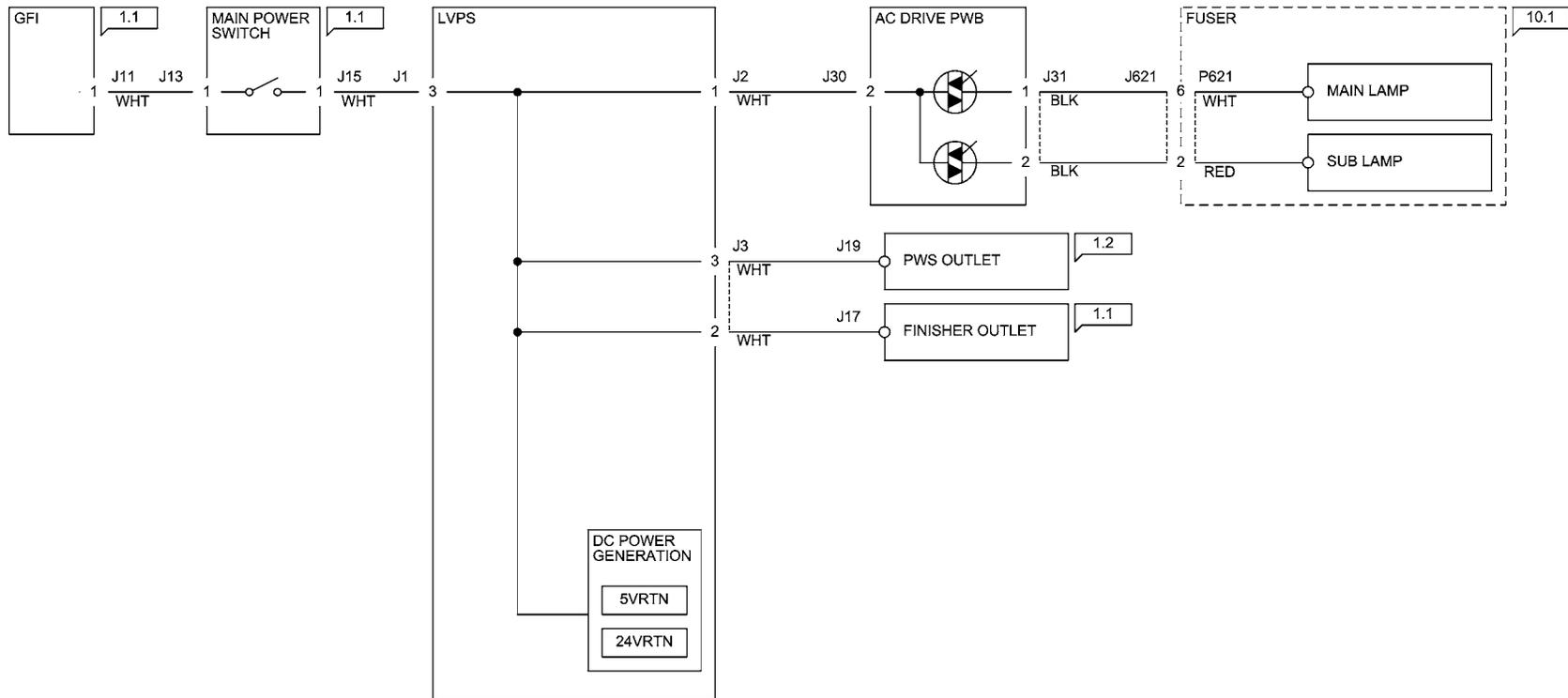
ACH WIRENET



T720001-SANG

Figure 1 ACH Wirenet

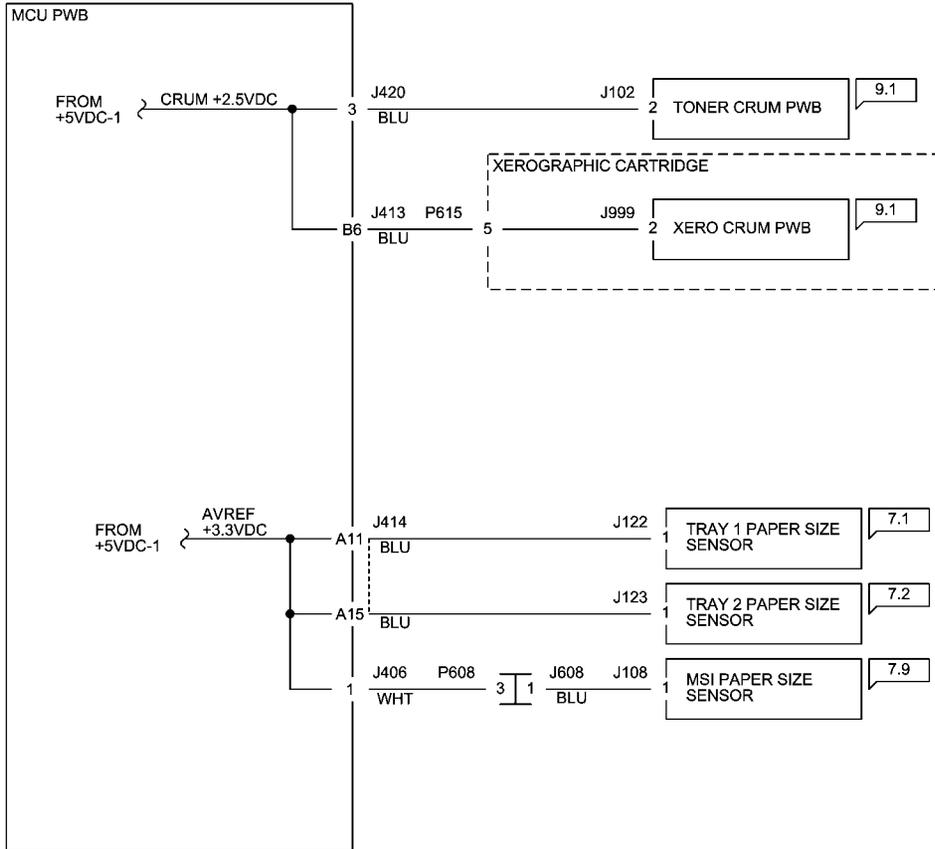
ACN WIRENET



T720002-SANG

Figure 2 ACN Wirenet

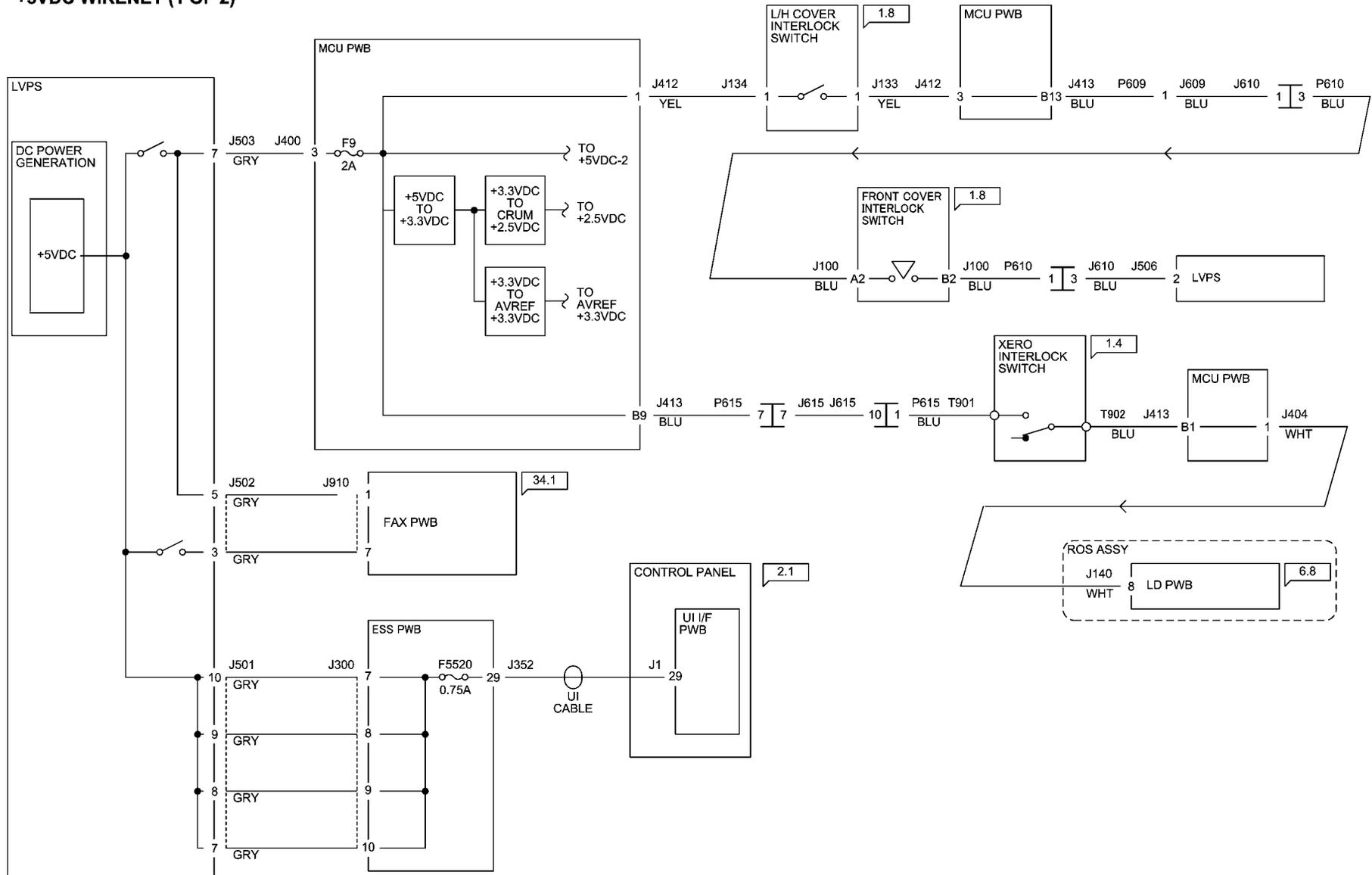
+2.5 VDC, AVREF 3.3 VDC WIRENETS



T720003-SANG

Figure 3 +2.5VDC/3.3VDC Wirenets

+5VDC WIRENET (1 OF 2)



T720004-SANG

Figure 4 +5VDC Wirenet (1 of 2)

+5VDC WIRENET 2 OF 2

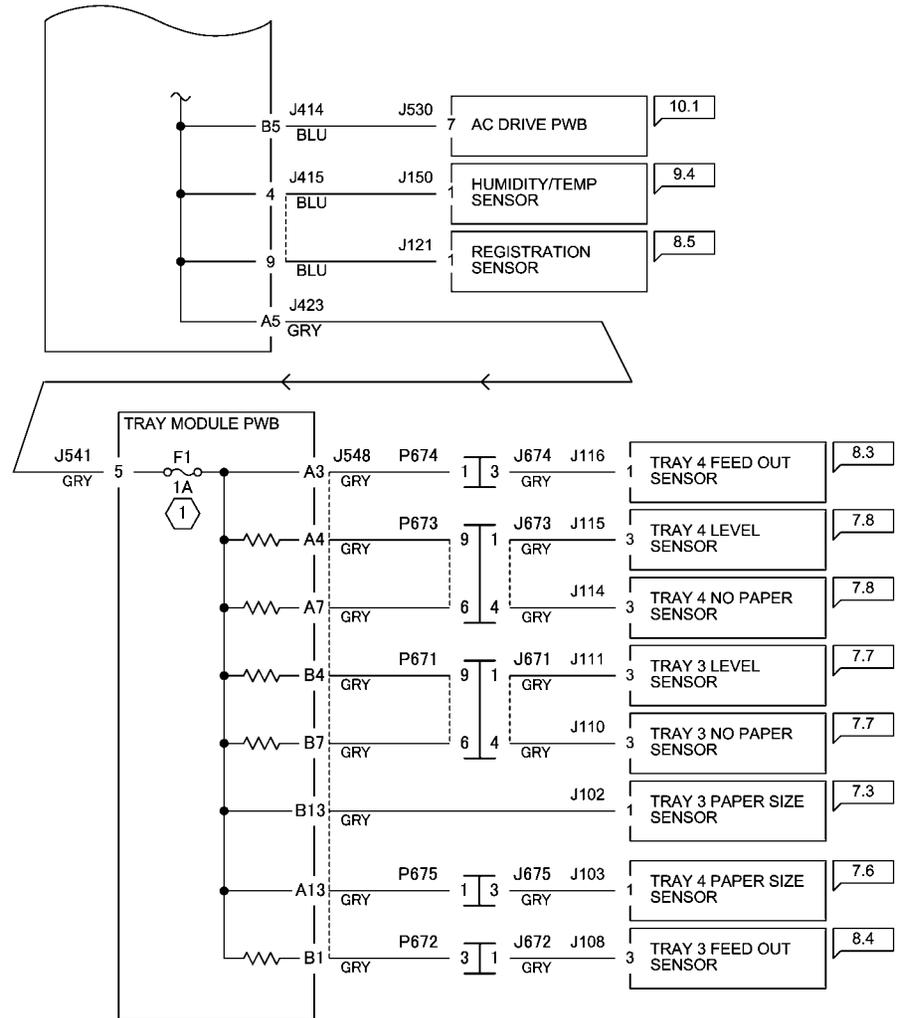
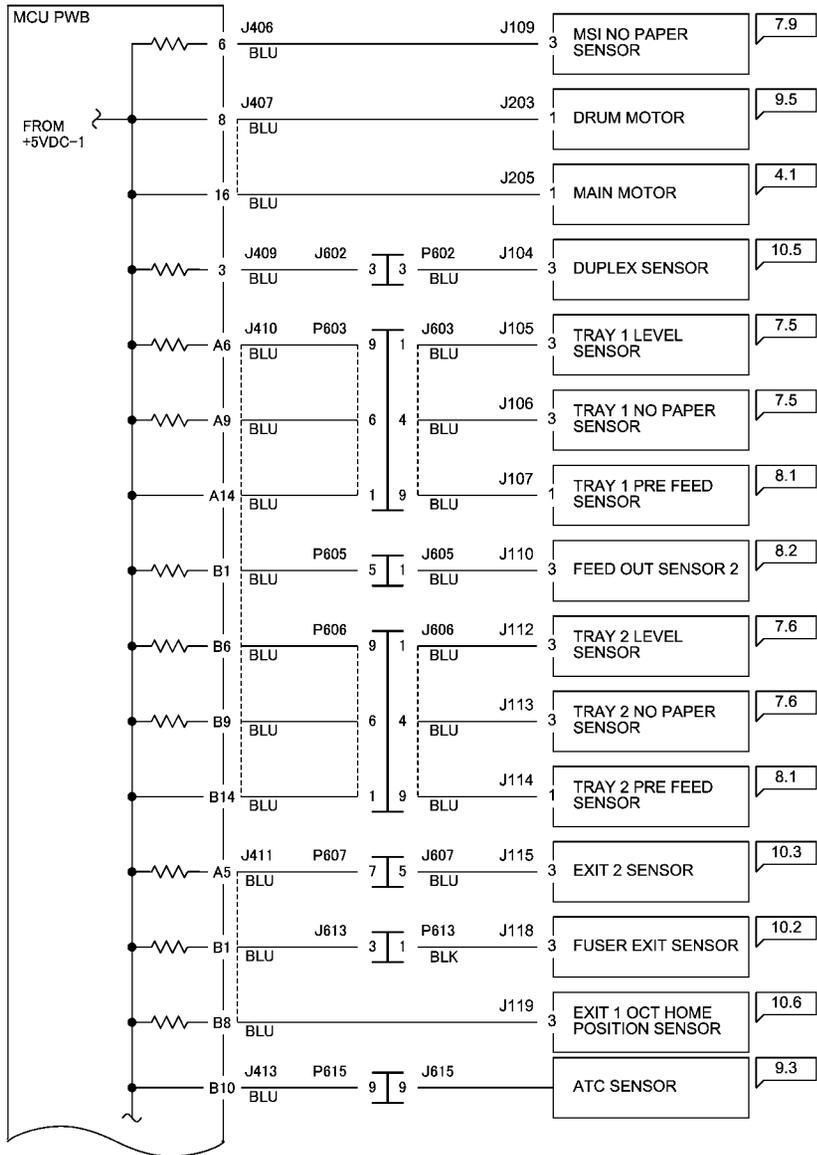


Figure 5 +5VDC Wirenet (2 of 2)

T720005-SANG

5V RTN WIRENET (1 OF 3)

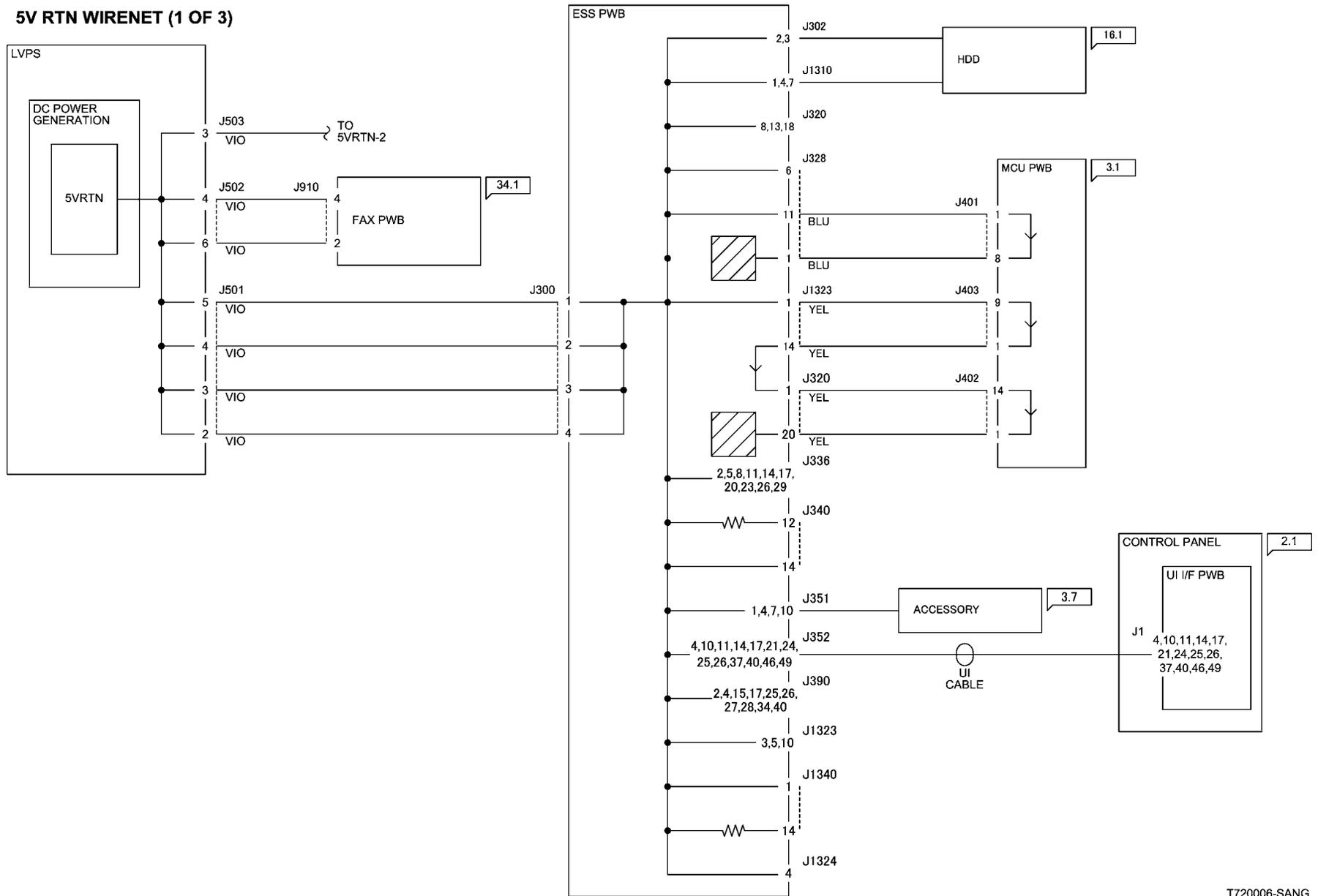
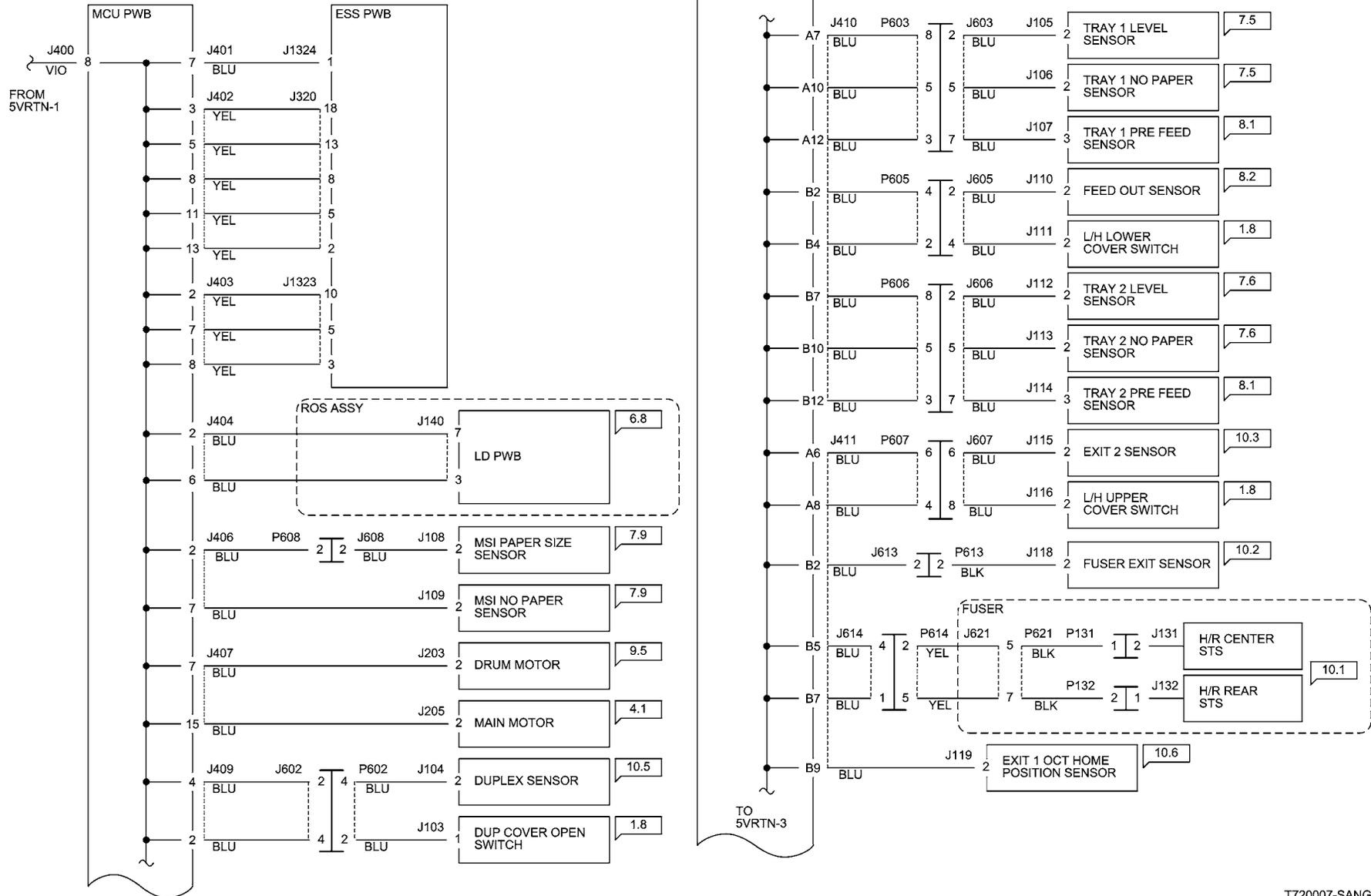


Figure 6 5V RTN Wirenet (1 of 3)

T720006-SANG

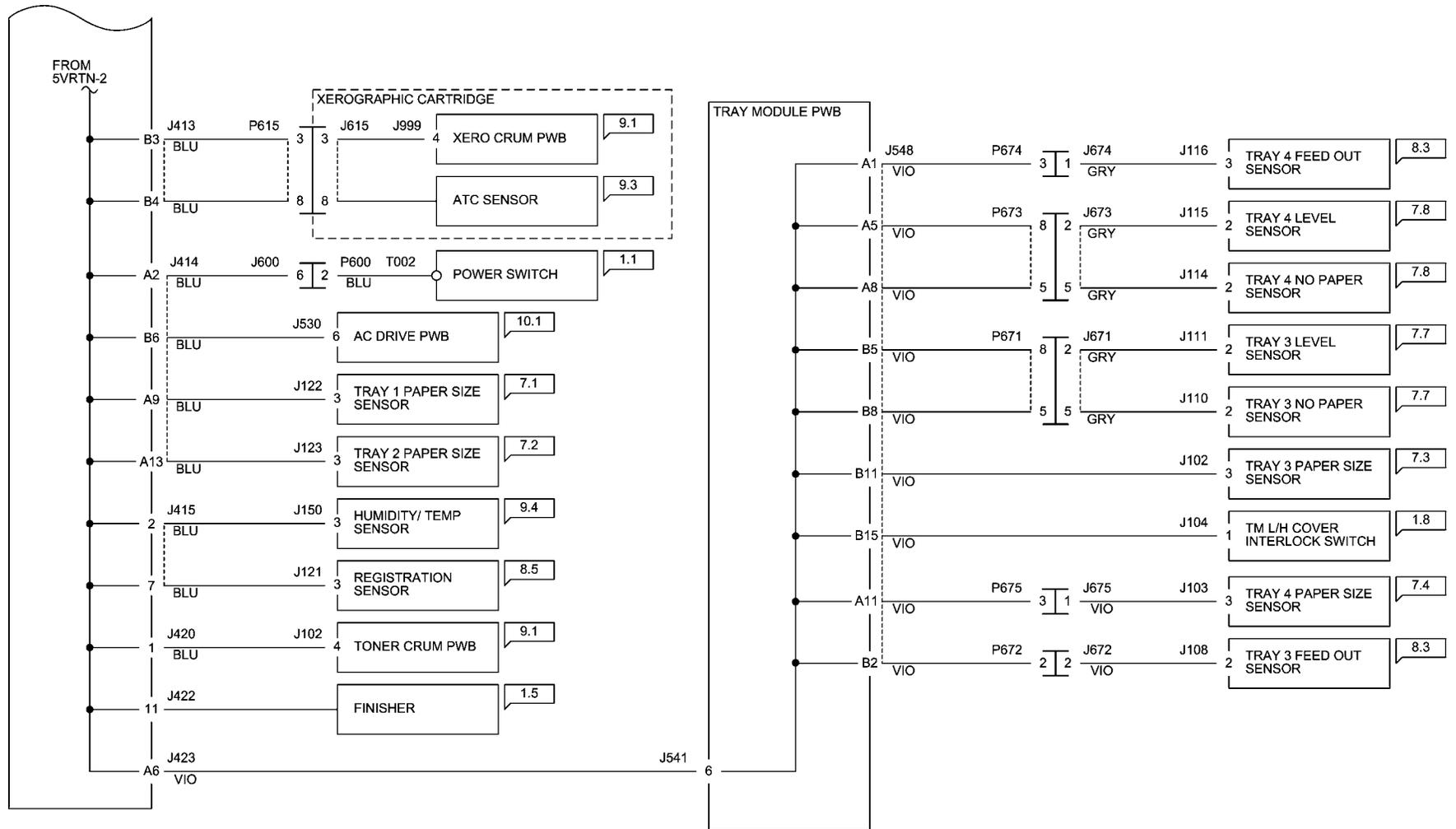
5V RTN WIRENET (2 OF 3)



T720007-SANG

Figure 7 5V RTN Wirenet (2 of 3)

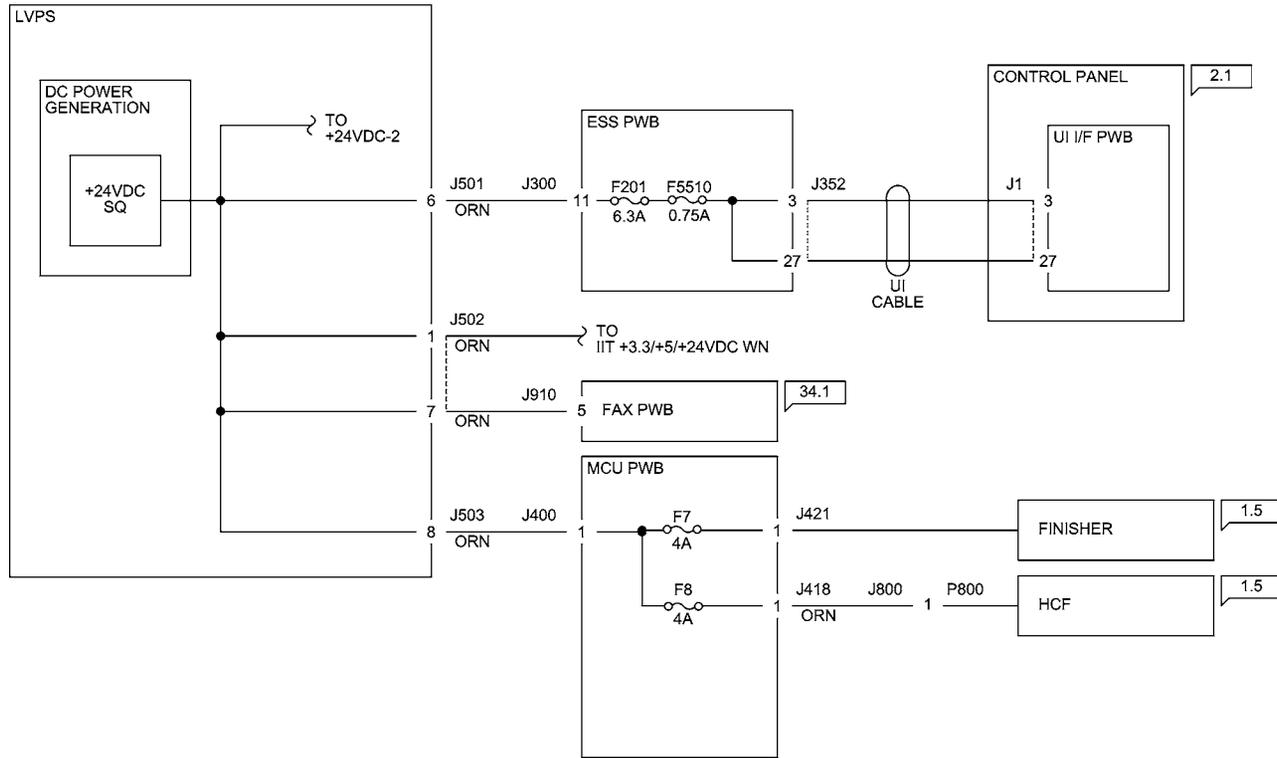
5V RTN WIRENET (3 OF 3)



T720008-SANG

Figure 8 5V RTN Wirenet (3 of 3)

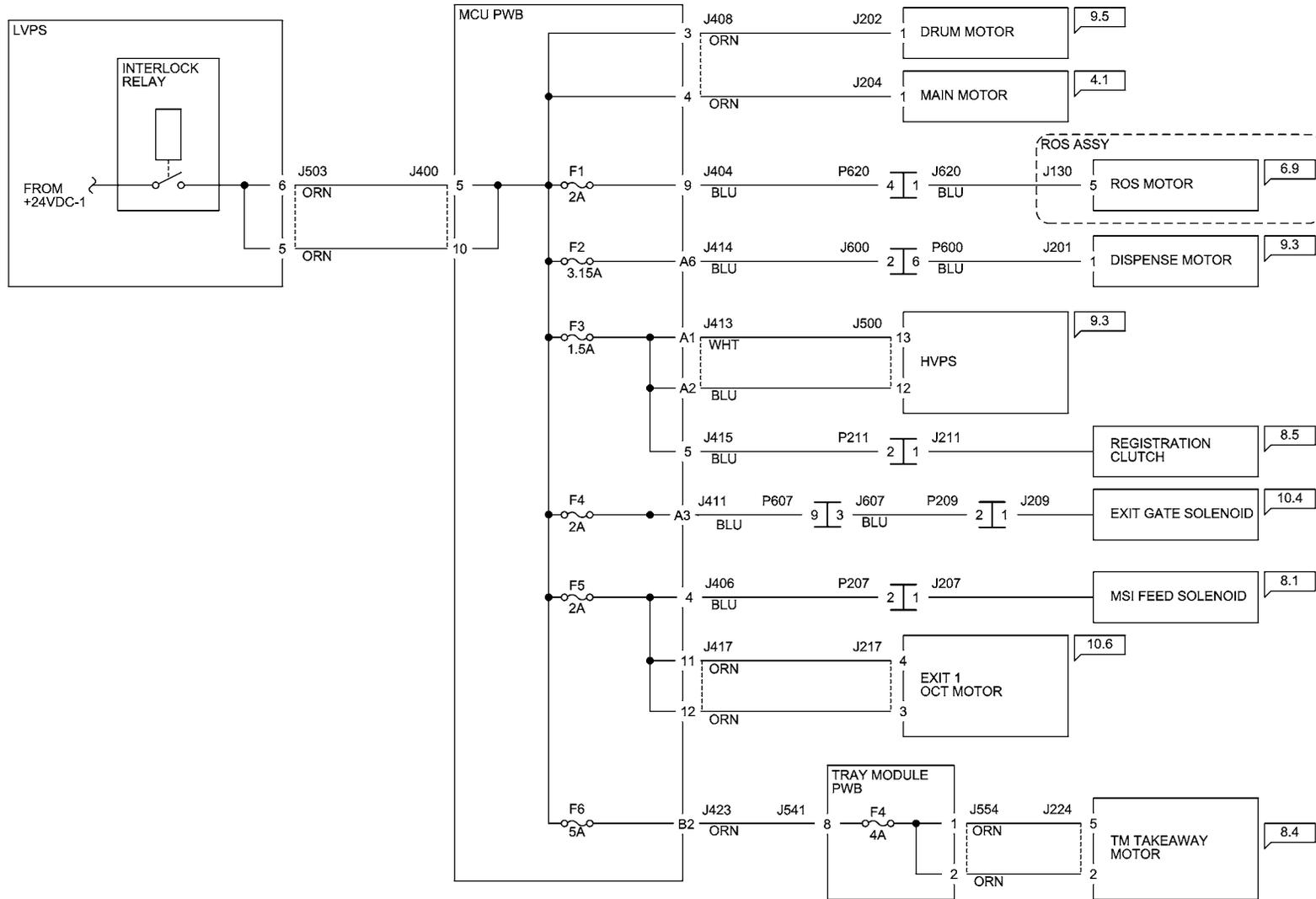
+24VDC WIRENET (1 OF 2)



T72009-SANG

Figure 9 +24 VDC Wirenet (1 of 2)

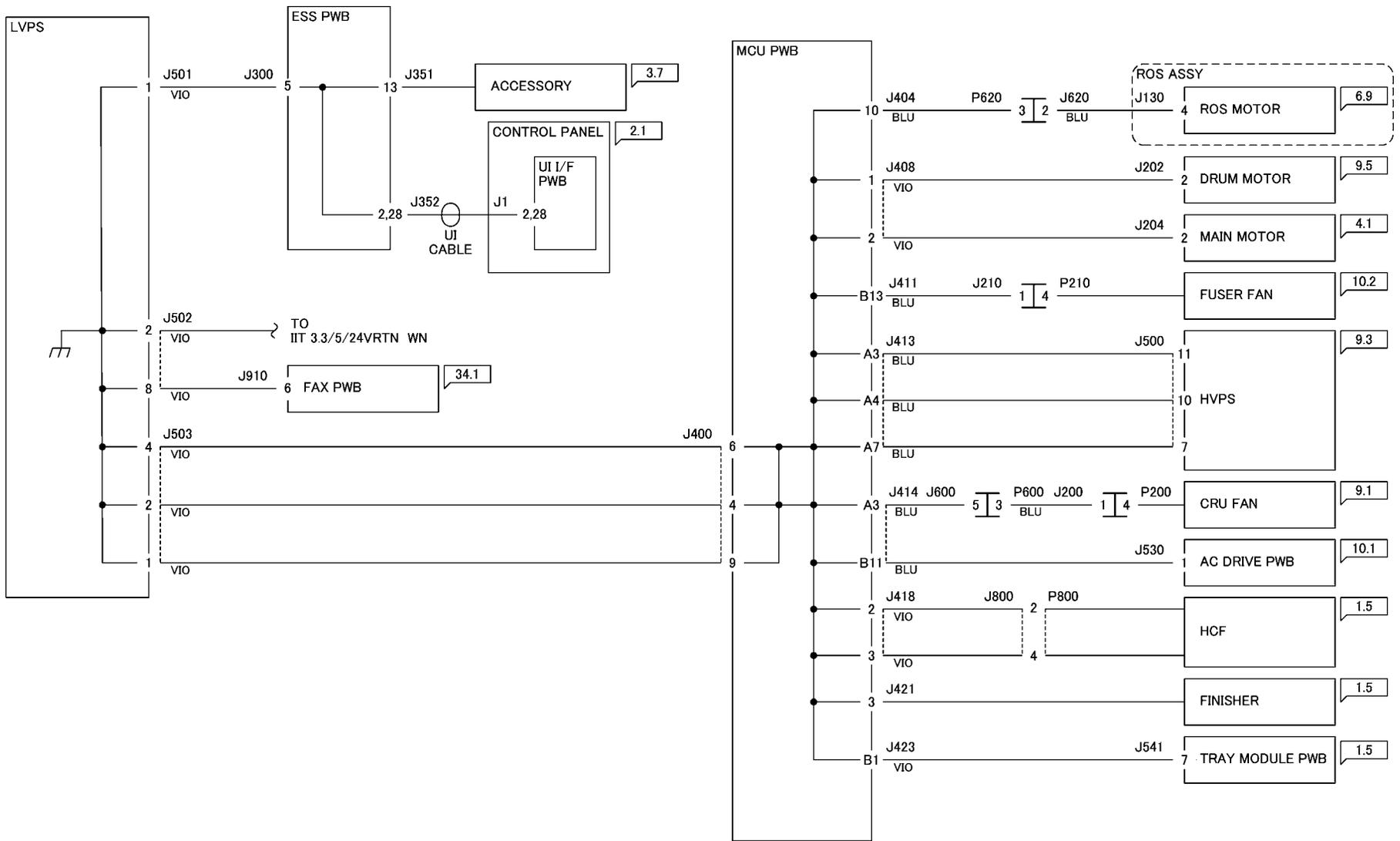
+24 VDC WIRENET (2 OF 2)



T720010-SANG

Figure 10 +24 VDC Wirenet (2 of 2)

24V RTN WIRENET

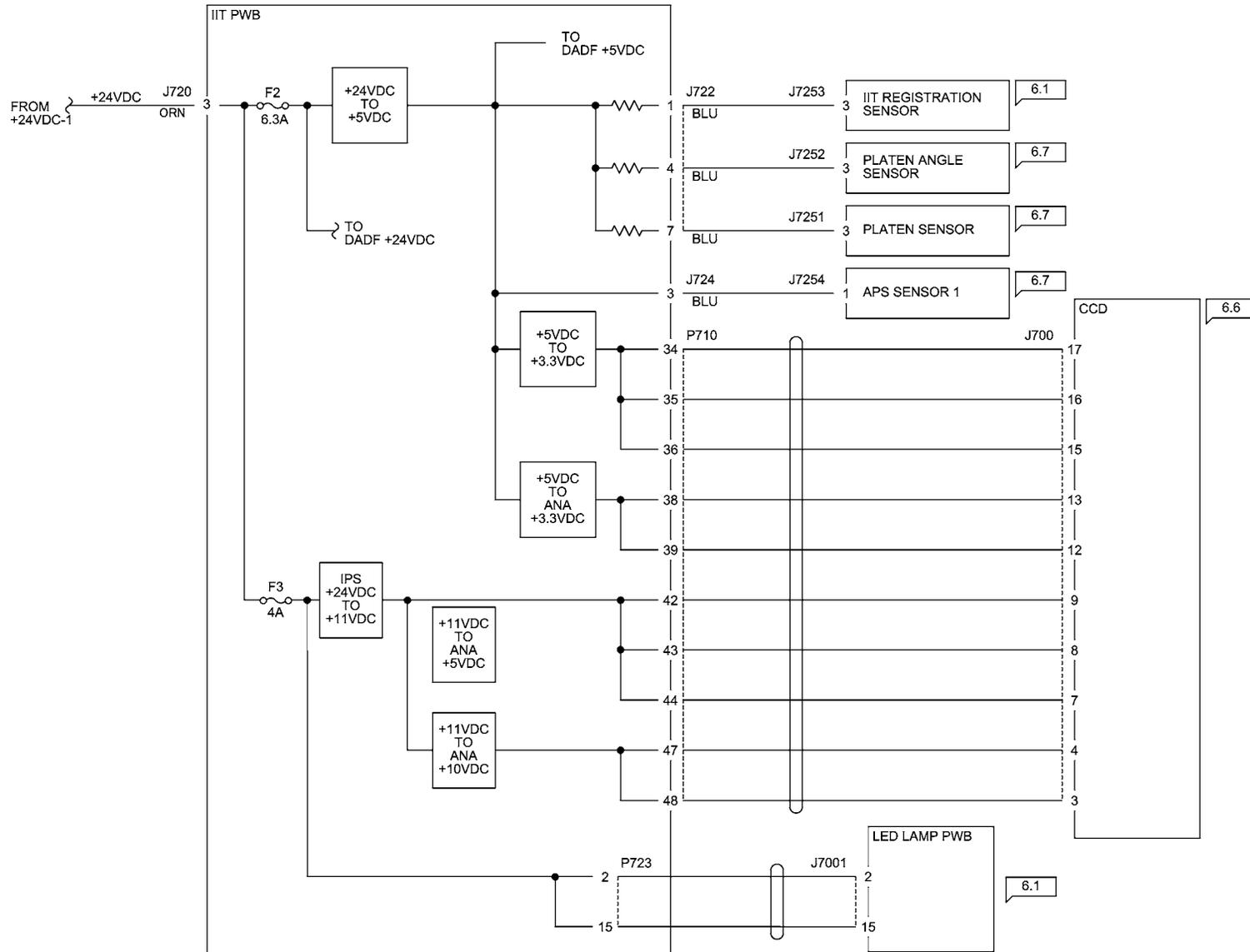


T720011-SANG

Figure 11 24V RTN Wirenet

IIT/DADF Wirenets

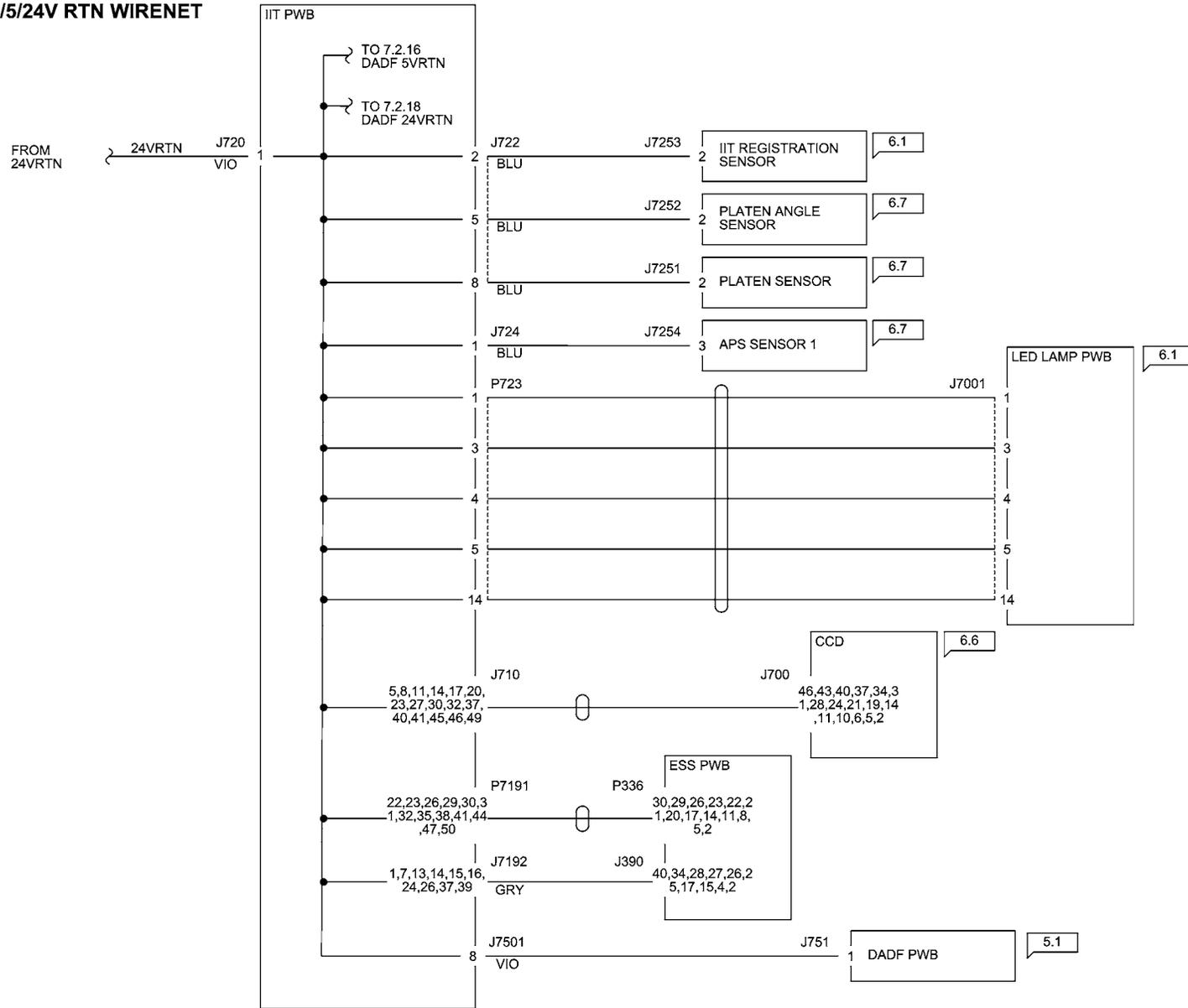
IIT +3.3/+5/+24VDC WIRENETS



T720012-SANG

Figure 1 IIT +3.3/+5/+24 VDC Wirenet

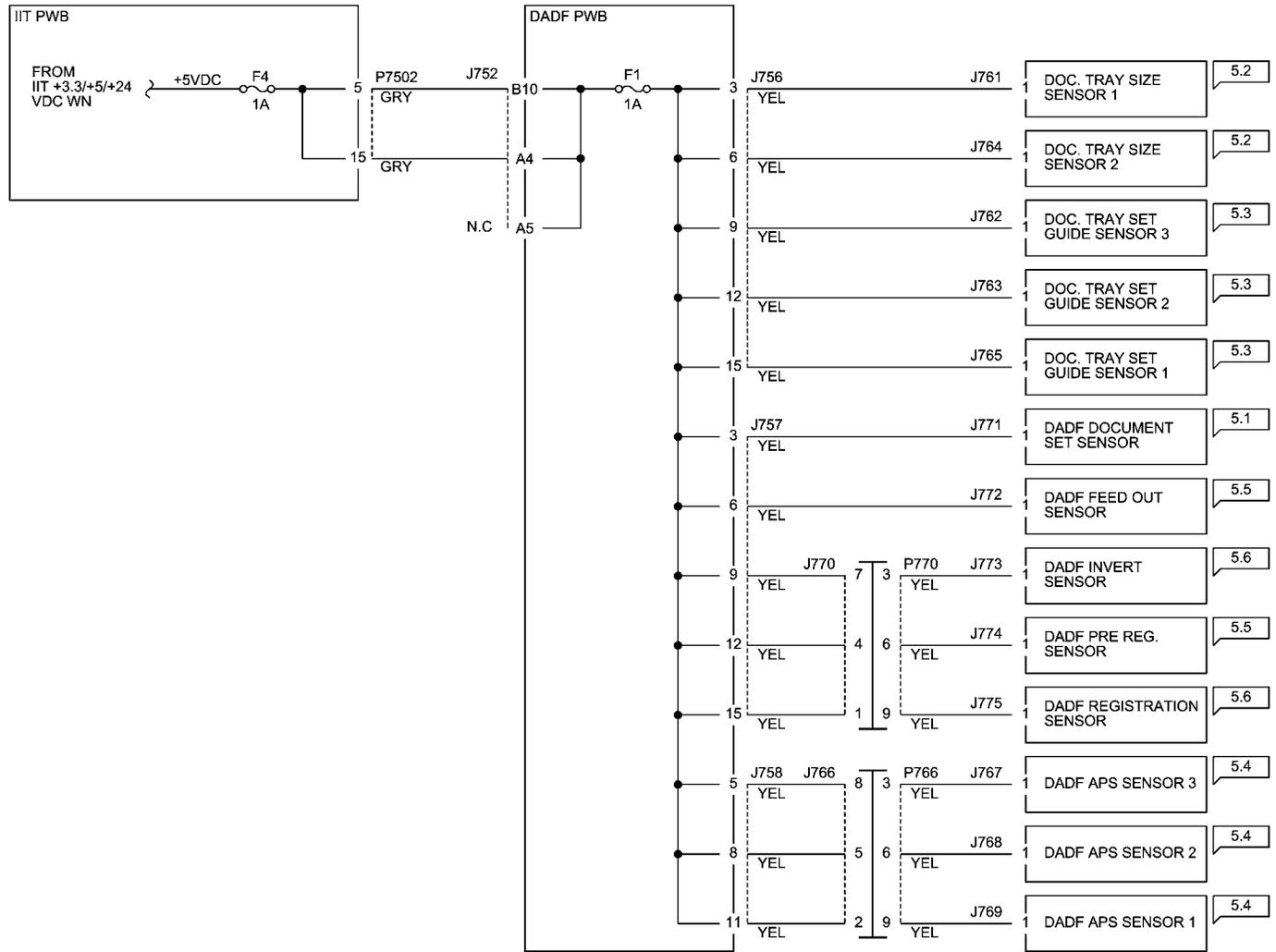
IIT 3.3/5/24V RTN WIRENET



T720013-SANG

Figure 2 IIT 3.3/5/24V RTN Wirenet

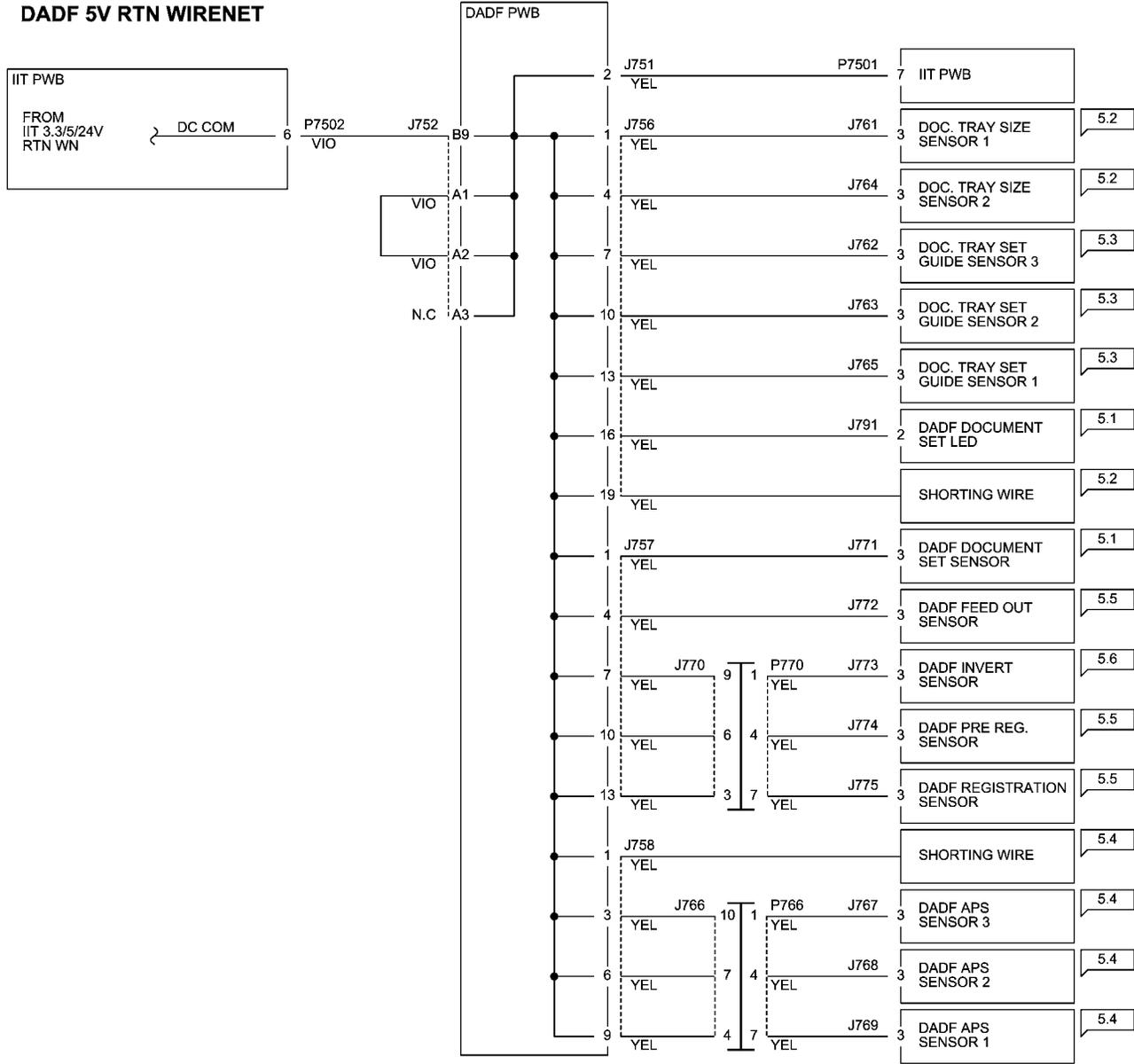
DADF +5VDC WIRENET



T720014-SANG

Figure 3 DADF +5VDC Wirenet

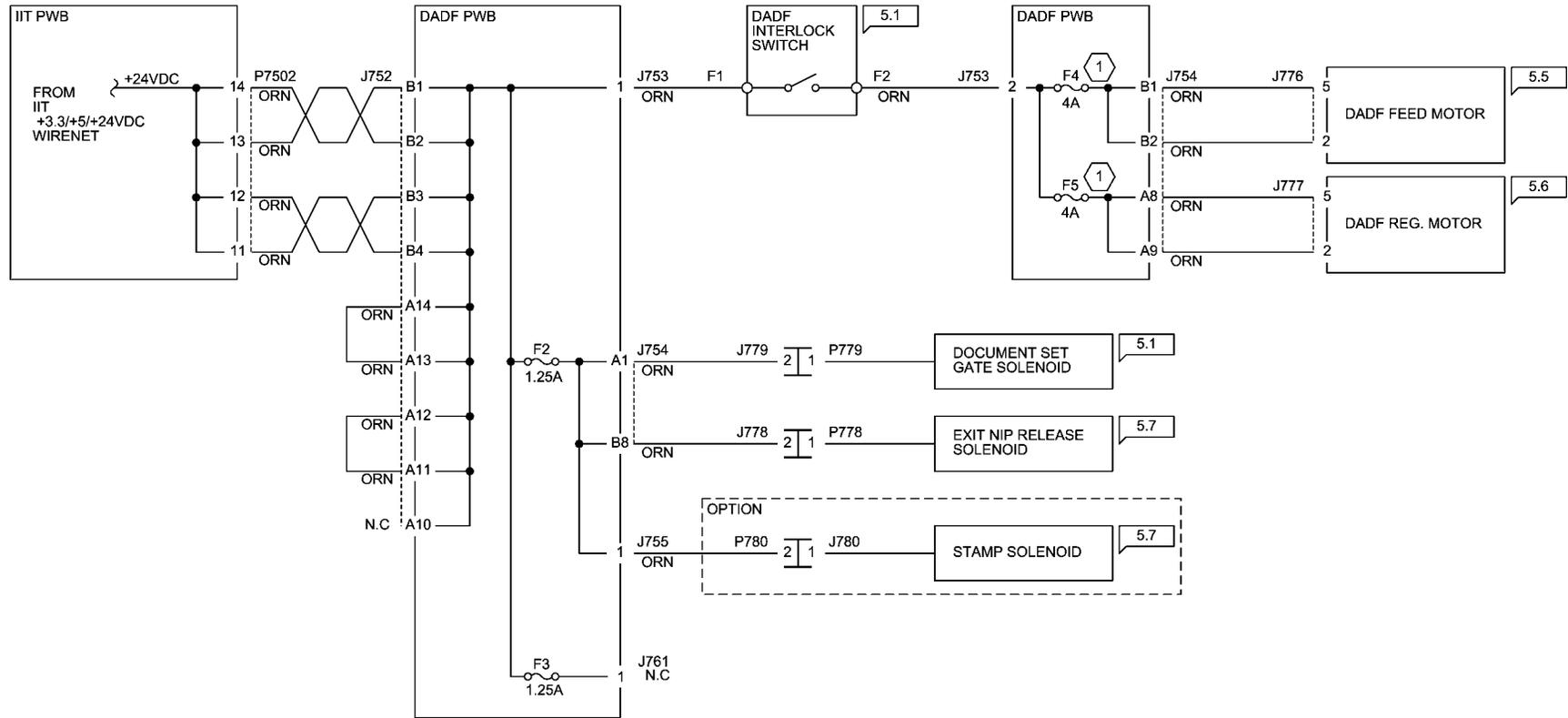
DADF 5V RTN WIRENET



T720015-SANG

Figure 4 DADF 5V RTN Wirenet

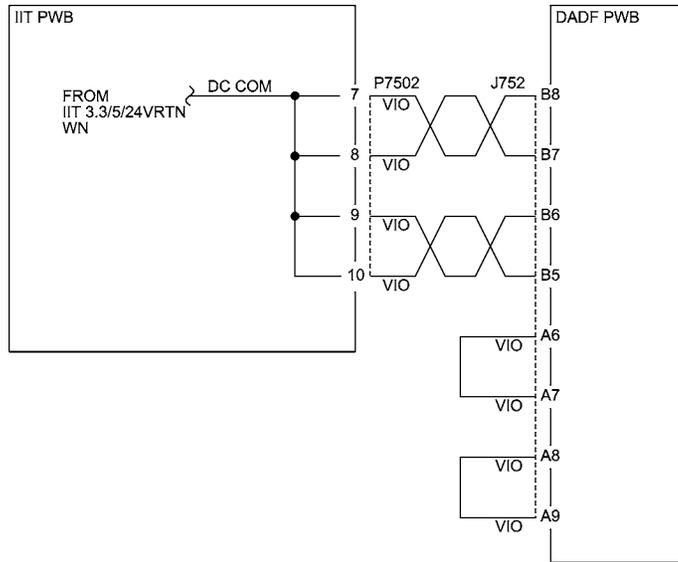
DADF +24VDC WIRENET



T720016-SANG

Figure 5 DADF +24VDC Wirenet

DADF 24V RTN WIRENET

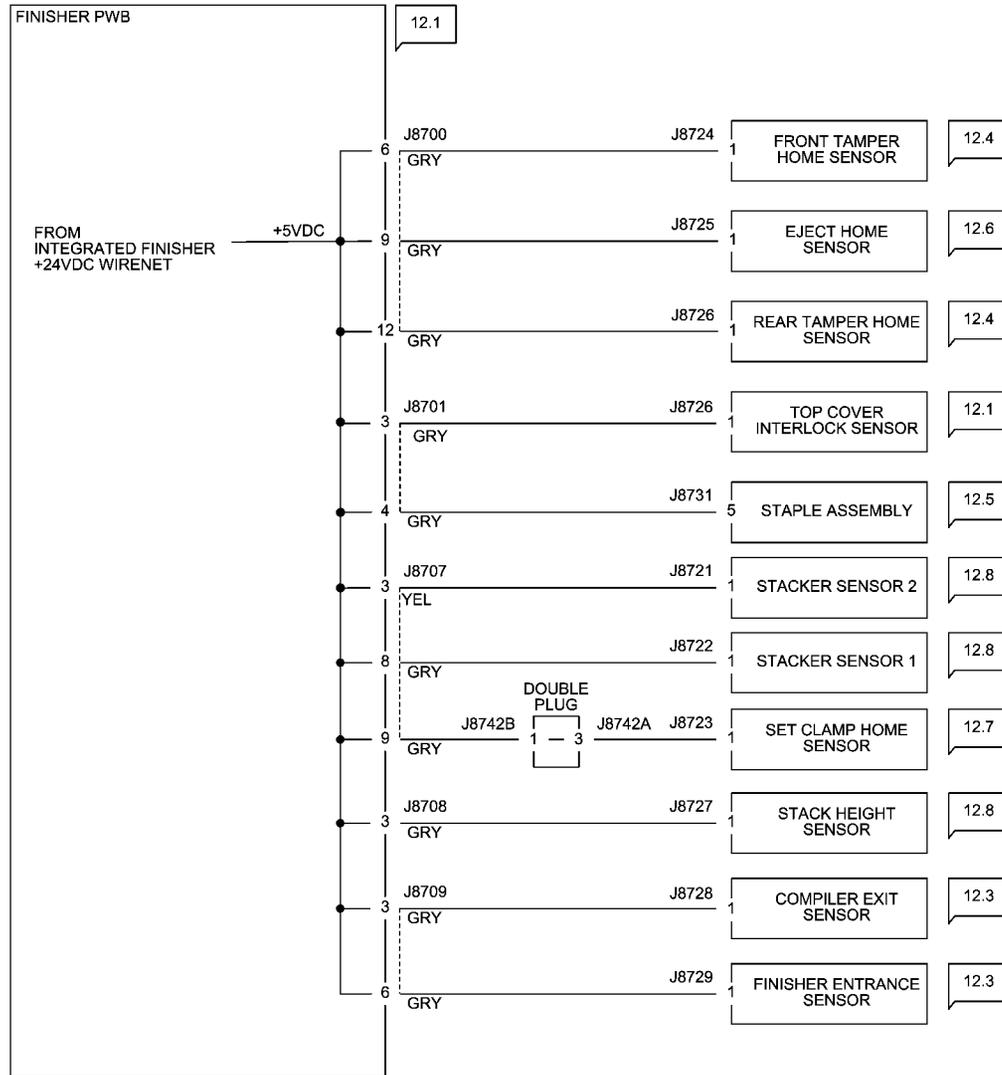


T720017-SANG

Figure 6 DADF 24V RTN Wirenet

Integrated Finisher Wirenets

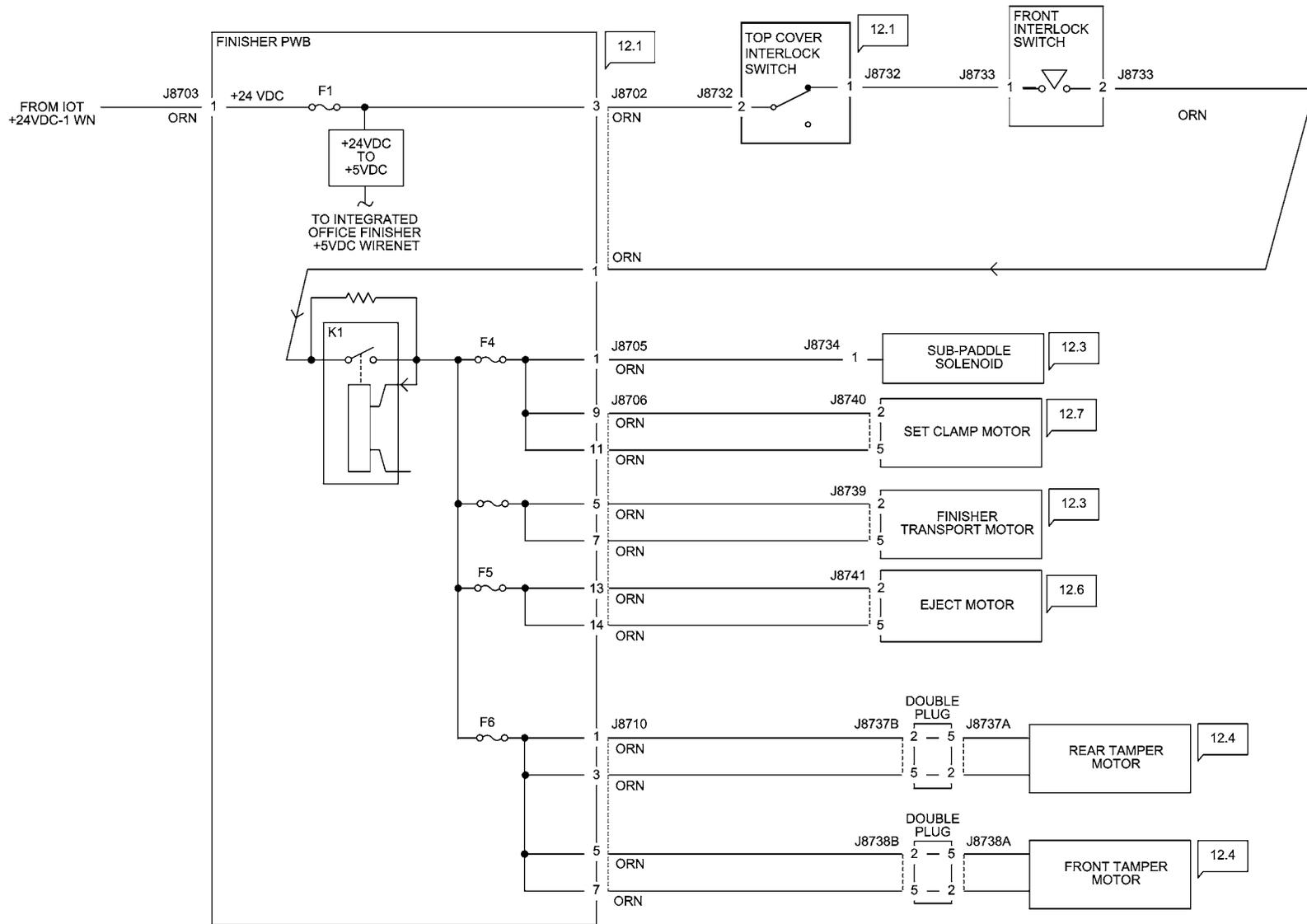
INTEGRATED OFFICE FINISHER +5VDC WIRENET



T720018-SANG

Figure 1 Integrated Office Finisher +5VDC Wirenet

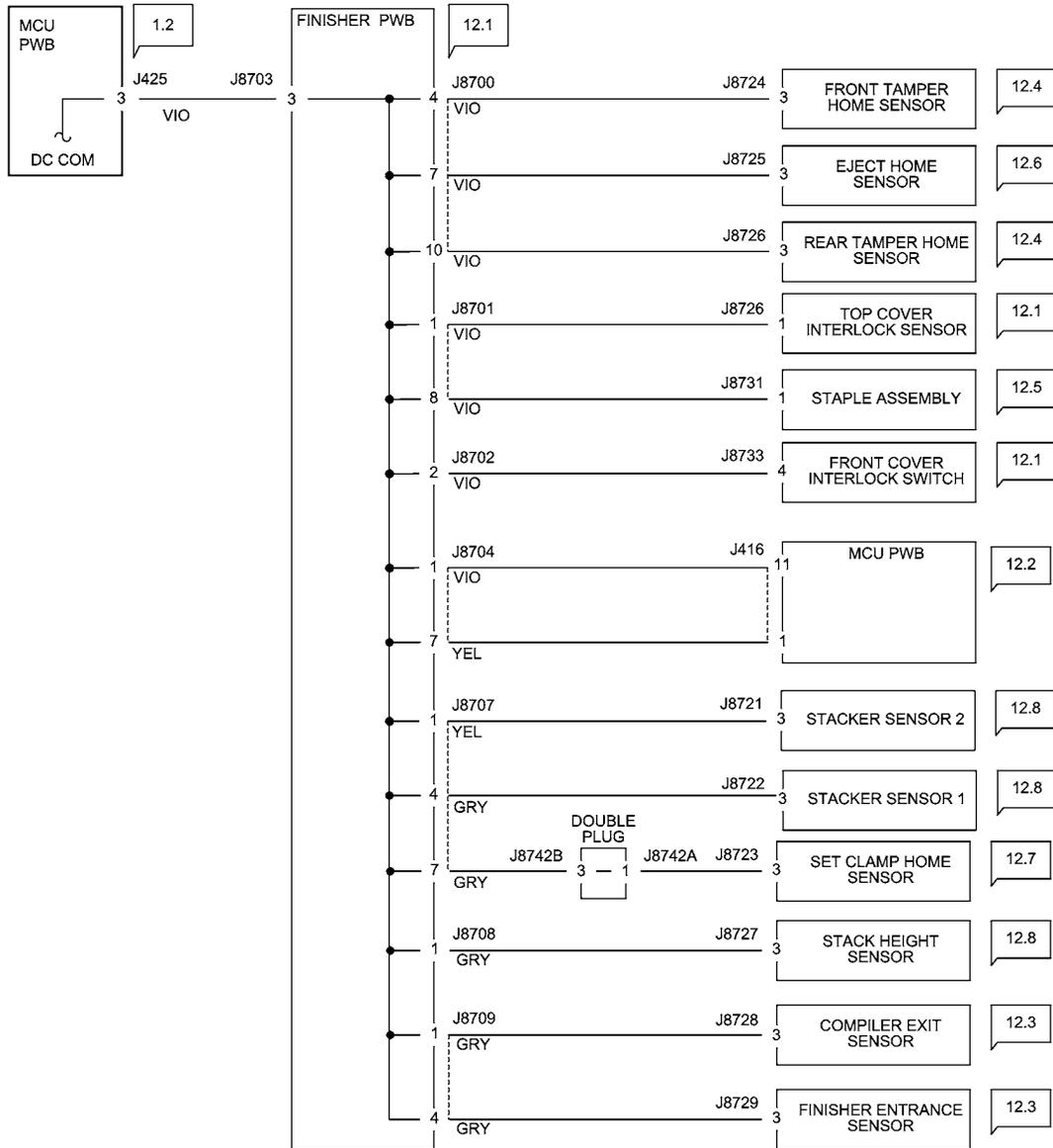
INTEGRATED OFFICE FINISHER +24VDC WIRENET



T720019-SANG

Figure 2 Integrated Office Finisher +24VDC Wirenet

INTEGRATED OFFICE FINISHER DC RTN WIRENET

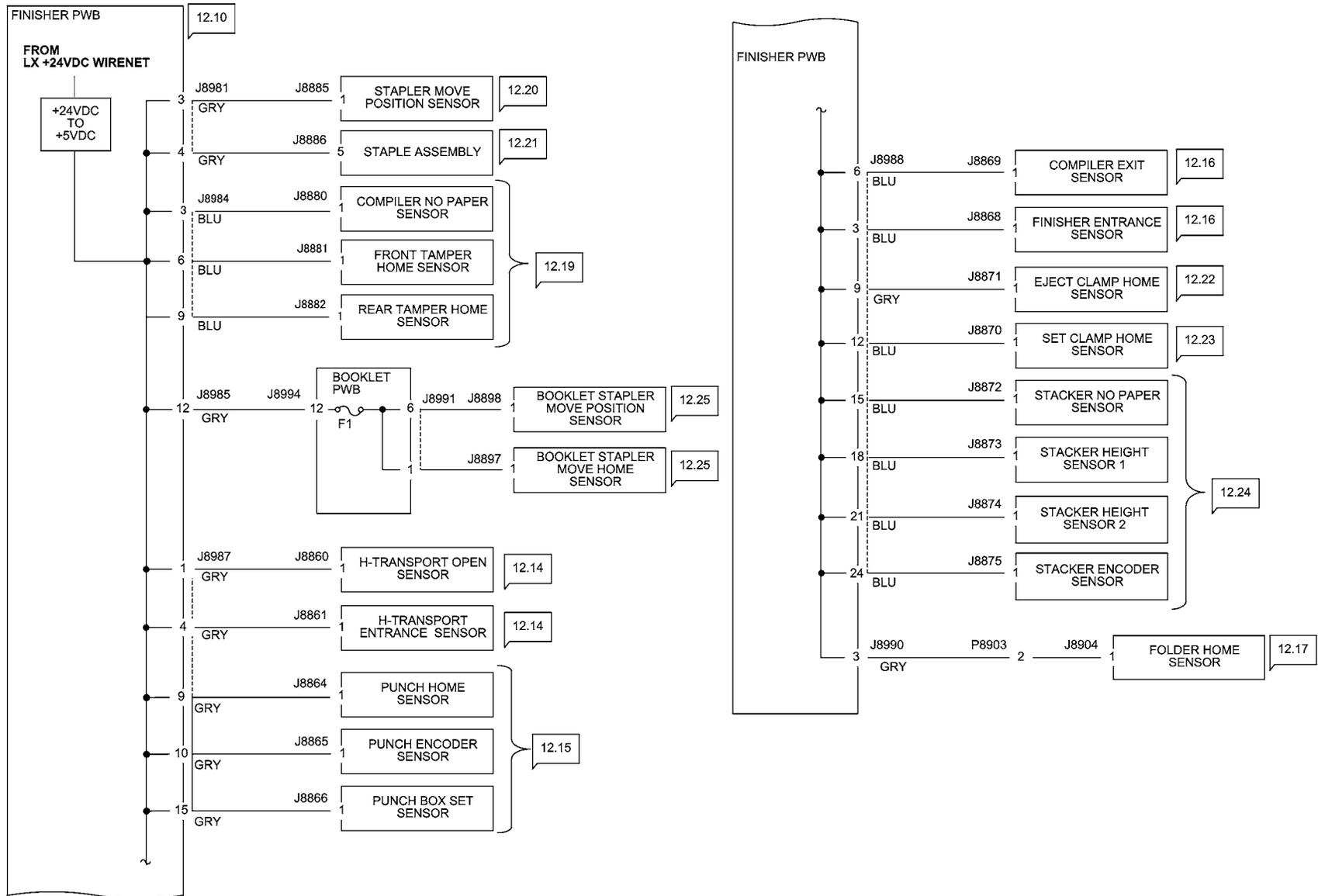


T720020-SANG

Figure 3 Integrated Office Finisher DC RTN Wirenet

LX Finisher Wirenets

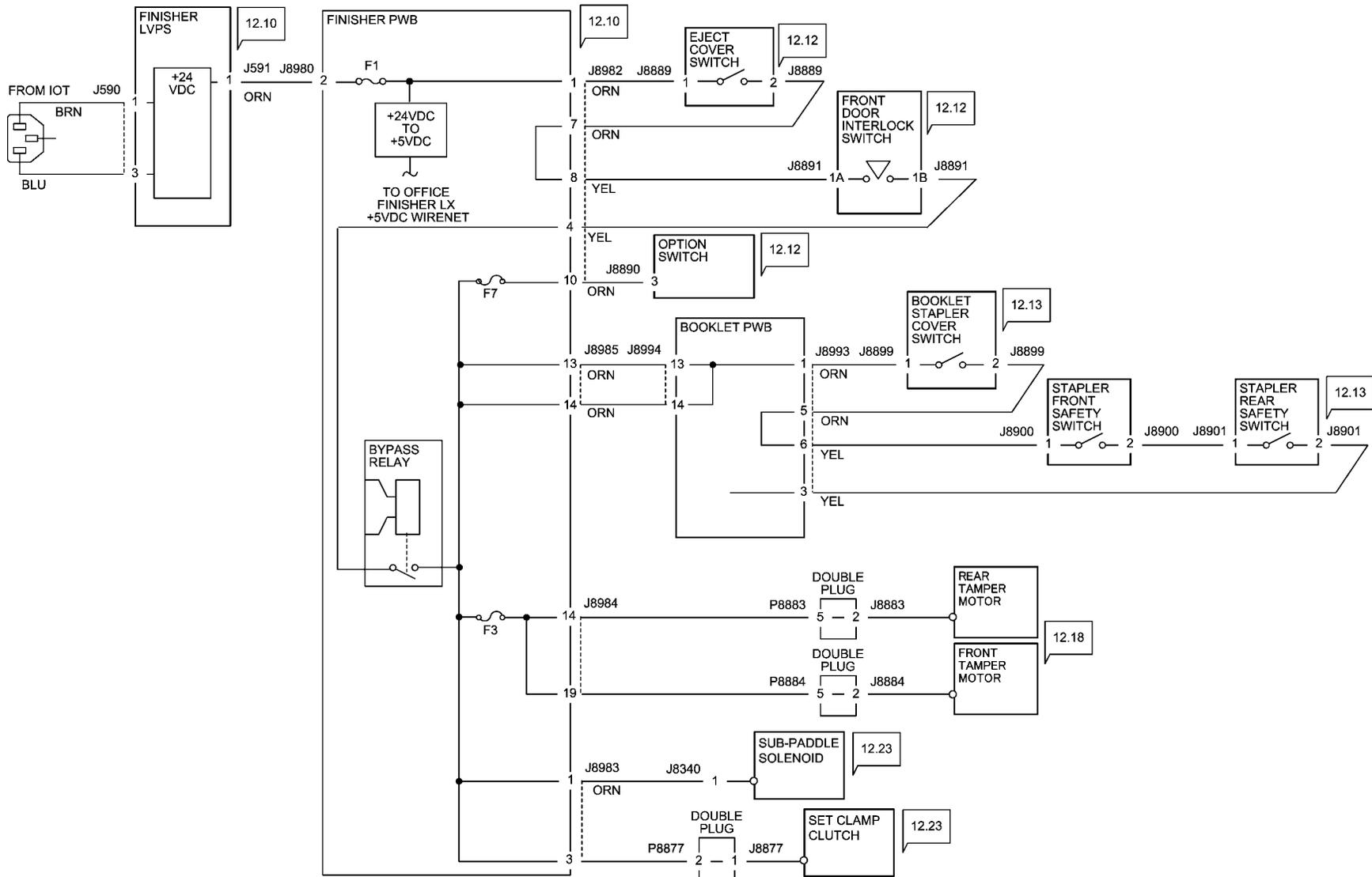
OFFICE FINISHER LX +5VDC WIRENET



T720021-SANG

Figure 1 Office Finisher LX +5VDC Wirenet

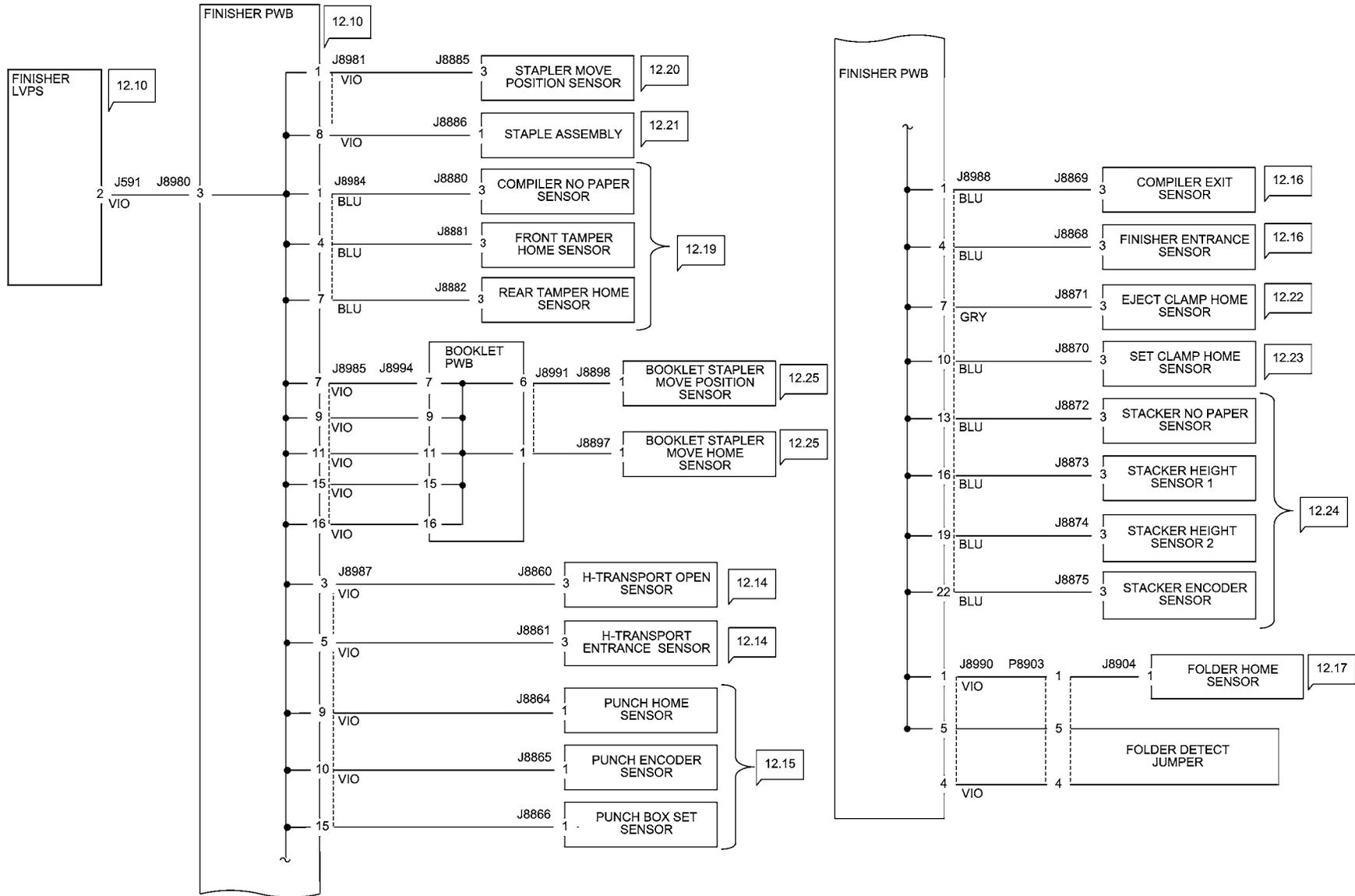
OFFICE FINISHER LX +24VDC WIRENET



T720022-SANG

Figure 2 Office Finisher LX +24VDC Wirenet

OFFICE FINISHER LX DC RTN WIRENET



T720023-SANG

Figure 3 Office Finisher LX DC RTN Wirenet

Block Schematic Diagrams (BSDs)

Chain 1

BSD 1.1 - Main Power on (1 of 2)

BSD 1.2 - Main Power on (2 of 2)

BSD 1.3 - LVPS Control

BSD 1.4 - DC Power Generation (1 of 2)

BSD 1.5 - DC Power Generation (2 of 2)

BSD 1.6 - IIT DC Power Distribution

BSD 1.7 - DC Power Distribution (options)

BSD 1.8 - Power Interlock Switching (1 of 2)

BSD 1.9 - Power Interlock Switching (2 of 2)

BSD 1.10 - PWB Location

BSD 1.11 - HCF Power Distribution

Chain 2

BSD 2.1 - User Interface (UI)

Chain 3

BSD 3.1 - ESS-MCU Communication

BSD 3.2 - -MCU-Tray Module Communication

BSD 3.3 - ESS-IIT Communication

BSD 3.4 - ESS-UI Communication

BSD 3.5 - ESS-DADF Communication

BSD 3.6 - IOT-Finisher Communication

BSD 3.7 - ESS-FDI Communication

BSD 3.8 - Electronic Billing

BSD 3.9 - Download Interface

BSD 3.10 - MCU-HCF Communications

Chain 4

BSD 4.1 - Main Drive Control

Chain 5

BSD 5.1 - Document Setting

BSD 5.2 - Document Size Sensing (1 of 2)

BSD 5.3 Document Size Sensing (2 of 2)

BSD 5.4 - Document Feed (1 of 2)

BSD 5.5 - Document Feed (2 of 2)

BSD 5.6 - Document Scan and Invert

BSD 5.7 - Document Exit Transportation

BSD 5.8 - Document Path

BSD 5.9 - Document Transmission

Chain 6

BSD 6.1 - Document Illumination

BSD 6.2 - Copy Image Flow

BSD 6.3 - Scan Image Flow

BSD 6.4 - Print Image Flow

BSD 6.5 - Fax Image Flow

BSD 6.6 - Image Input

BSD 6.7 - Platen Document Sensing

BSD 6.8 - ROS Laser Control (1 of 2)

BSD 6.9 - ROS Laser Control (2 of 2)

Chain 7

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 4 Paper Size Sensing (TTM)

BSD 7.5 - Tray 1 Paper Stacking

BSD 7.6 - Tray 2 Paper Stacking

BSD 7.7 - Tray 3 Paper Stacking (TTM)

BSD 7.8 - Tray 4 Paper Stacking (TTM)

BSD 7.9 - Tray 5 (MSI) Paper Stacking

BSD 7.10 - HCF (Tray 6) Paper Stacking

BSD 7.11 - HCF (Tray 6) Paper Size Sensing

Chain 8

BSD 8.1 - Trays 1~5 Paper Feeding

BSD 8.2 - IOT Paper Transportation

BSD 8.3 - Paper Transportation (Tandem Tray Module)

BSD 8.4 - Tandem Tray Module Takeaway Drive

BSD 8.5 - Registration

BSD 8.6 - HCF (Tray 6) Paper Feeding

8.7 HCF (Tray 6) Paper Transportation

Chain 9

BSD 9.1 - CRU Life Control

BSD 9.2 - Charging and Exposure

BSD 9.3 - Development and Toner Dispense Control

BSD 9.4 - Transfer

BSD 9.5 Drum Drive Control

Chain 10

BSD 10.1 - Fusing Heat Control

BSD 10.2 - Fusing

BSD 10.3 - Exit Transportation

BSD 10.4 - Exit 2 Drive

BSD 10.5 - Duplex

BSD 10.6 - Exit 1 Drive/OCT Control

Chain 12

BSD 12.1 - Integrated Finisher DC Power and Interlock Switching

BSD 12.2 - IOT-Integrated Finisher Communication

BSD 12.3 - Integrated Finisher Transportation

BSD 12.4 - Integrated Finisher Tamping and Offset

BSD 12.5 - Integrated Finisher Staple Control

BSD 12.6 - Integrated Finisher Set Eject (1 of 2)

BSD 12.7 - Integrated Finisher Set Eject (2 of 2)

BSD 12.8 - Integrated Finisher Stacker Tray Control

BSD 12.10 - Office Finisher LX DC Power Generation

BSD 12.11 - Office Finisher LX DC Power Distribution

BSD 12.12 - Office Finisher LX Interlock Switching

BSD 12.13 - Office Finisher LX Booklet Interlock Switching

BSD 12.14 - Office Finisher LX Horizontal Transportation

BSD 12.15 - Office Finisher LX Punch

BSD 12.16 - Office Finisher LX Transportation

BSD 12.17 - Office Finisher LX Folding

BSD 12.18 - Office Finisher LX Tamping & Offset (1 of 2)

BSD 12.19 - Office Finisher LX Tamping & Offset (2 of 2)

BSD 12.20 - Office Finisher LX Staple Positioning

BSD 12.21 - Office Finisher LX Staple Control

BSD 12.22 - Office Finisher LX Eject Control (1 of 2)

BSD 12.23 - Office Finisher LX Eject Control (2 of 2)

BSD 12.24 - Office Finisher LX Stacker Tray Control

BSD 12.25 - Office Finisher Booklet Staple Positioning

BSD 12.26 - Office Finisher Booklet Staple Control (1 of 2 - Front)

BSD 12.27 - Office Finisher Booklet Staple Control (2 of 2 - Rear)

Chain 16

BSD 16.1 - ESS

Chain 34

BSD 34.1 - FAX

Chain 1 - Input Power

Figure 1 BSD 1.1 - Main Power on (1 of 2)

Figure 2 BSD 1.2 - Main Power on (2 of 2)

Figure 3 BSD 1.3 - LVPS Control

Figure 4 BSD 1.4 - DC Power Generation (1 of 2)

Figure 5 BSD 1.5 - DC Power Generation (2 of 2)

Figure 6 BSD 1.6 - IIT DC Power Distribution

Figure 7 BSD 1.7 - DC Power Distribution (options)

Figure 8 BSD 1.8 - Power Interlock Switching (1 of 2)

Figure 9 BSD 1.9 - Power Interlock Switching (2 of 2)

Figure 10 BSD 1.10 - PWB Location

Figure 11 BSD 1.11 - HCF Power Distribution

Chain 2 - User Interface

Figure 1 BSD 2.1 - User Interface (UI)

Chain 3 - Machine Run Control

Figure 1 BSD 3.1 - ESS-MCU Communication

Figure 2 BSD 3.2 - -MCU-Tray Module Communication

Figure 3 BSD 3.3 - ESS-IIT Communication

Figure 4 BSD 3.4 - ESS-UI Communication

Figure 5 BSD 3.5 - ESS-DADF Communication

Figure 6 BSD 3.6 - IOT-Finisher Communication

Figure 7 BSD 3.7 - ESS-FDI Communication

Figure 8 BSD 3.8 - Electronic Billing

Figure 9 BSD 3.9 - Download Interface

Figure 10 BSD 3.10 - MCU-HCF Communications

Chain 4 - Drives

Figure 1 BSD 4.1 - Main Drive Control

Chain 5 - Document Input

Figure 1 BSD 5.1 - Document Setting

Figure 2 BSD 5.2 - Document Size Sensing (1 of 2)

Figure 3 BSD 5.3 Document Size Sensing (2 of 2)

Figure 4 BSD 5.4 - Document Feed (1 of 2)

Figure 5 BSD 5.5 - Document Feed (2 of 2)

Figure 6 BSD 5.6 - Document Scan and Invert

Figure 7 BSD 5.7 - Document Exit Transportation

Figure 8 BSD 5.8 - Document Path

Figure 9 BSD 5.9 - Document Transmission

Chain 6 - Scanning and Image Input

Figure 1 BSD 6.1 - Document Illumination

Figure 2 BSD 6.2 - Copy Image Flow

Figure 3 BSD 6.3 - Scan Image Flow

Figure 4 BSD 6.4 - Print Image Flow

Figure 5 BSD 6.5 - Fax Image Flow

Figure 6 BSD 6.6 - Image Input

Figure 7 BSD 6.7 - Platen Document Sensing

Figure 8 BSD 6.8 - Laser Control and Scanning

Figure 9 BSD 6.9 - ROS Motor Control

Chain 7 - Paper Supply

Figure 1 BSD 7.1 - Tray 1 Paper Size Sensing

Figure 2 BSD 7.2 - Tray 2 Paper Size Sensing

Figure 3 BSD 7.3 - Tray 3 Paper Size Sensing (TTM)

Figure 4 BSD 7.4 - Tray 4 Paper Size Sensing (TTM)

Figure 5 BSD 7.5 - Tray 1 Paper Stacking

Figure 6 BSD 7.6 - Tray 2 Paper Stacking

Figure 7 BSD 7.7 - Tray 3 Paper Stacking (TTM)

Figure 8 BSD 7.8 - Tray 4 Paper Stacking (TTM)

Figure 9 BSD 7.9 - Tray 5 (MSI) Paper Stacking

Figure 10 BSD 7.10 - HCF (Tray 6) Paper Stacking

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Chain 7 - Paper Supply

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Figure 11 BSD 7.11 - HCF (Tray 6) Paper Size Sensing

Chain 8 - Paper Feed

Figure 1 BSD 8.1 - Trays 1-5 Paper Feeding

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Figure 2 BSD 8.2 - IOT Paper Transportation

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Figure 3 BSD 8.3 - Paper Transportation (Tandem Tray Module)

Figure 4 BSD 8.4 - Tandem Tray Module Takeaway Drive

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Figure 5 BSD 8.5 - Registration

Figure 6 BSD 8.6 - HCF (Tray 6) Paper Feeding

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Figure 7 8.7 HCF (Tray 6) Paper Transportation

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Chain 9 - Xerographics and Marking

Figure 1 BSD 9.1 - CRU Life Control

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Figure 2 BSD 9.2 - Charging and Exposure

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Figure 3 BSD 9.3 - Development and Toner Dispense Control

Figure 4 BSD 9.4 - Transfer

Figure 5 BSD 9.5 Drum Drive Control

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Chain 10 - Fusing and Post-Fuser Transport

Figure 1 BSD 10.1 - Fusing Heat Control

Figure 2 BSD 10.2 - Fusing

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Chain 10 - Fusing and Post-Fuser Transport

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Figure 3 BSD 10.3 - Exit Transportation

Figure 4 BSD 10.4 - Exit 2 Drive

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Chain 10 - Fusing and Post-Fuser Transport

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Figure 5 BSD 10. 5 - Duplex

Figure 6 BSD Exit 1 Drive/OCT Control

Chain 12 - Integrated Office Finisher

Figure 1 BSD 12.1 - Integrated Finisher DC Power and Interlock Switching

Figure 2 BSD 12.2 - IOT-Integrated Finisher Communication

Figure 3 BSD 12.3 - Integrated Finisher Transportation

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Chain 12 - Integrated Office Finisher

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Figure 4 BSD 12.4 - Integrated Finisher Tamping and Offset

Wiring Data

Chain 12 - Integrated Office Finisher

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Figure 5 BSD 12.5 - Integrated Finisher Staple Control

Figure 6 BSD 12.6 - Integrated Finisher Set Eject (1 of 2)

Figure 7 BSD 12.7 - Integrated Finisher Set Eject (2 of 2)

Figure 8 BSD 12.8 - Integrated Finisher Stacker Tray Control

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Chain 12 - Integrated Office Finisher

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Chain 12 - Office Finisher LX

Figure 1 BSD 12.10 - Office Finisher LX DC Power Generation

Figure 2 BSD 12.11 - Office Finisher LX DC Power Distribution

Figure 3 BSD 12.12 - Office Finisher LX Interlock Switching

Figure 4 BSD 12.13 - Office Finisher LX Booklet Interlock Switching

Figure 5 BSD 12.14 - Office Finisher LX Horizontal Transportation

Figure 6 BSD 12.15 - Office Finisher LX Punch

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Chain 12 - Office Finisher LX

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Figure 7 BSD 12.16 - Office Finisher LX Transportation

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Chain 12 - Office Finisher LX

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Figure 8 BSD 12.17 - Office Finisher LX Folding

Wiring Data
Chain 12 - Office Finisher LX

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Figure 9 BSD 12.18 - Office Finisher LX Tamping & Offset (1 of 2)

Figure 10 BSD 12.19 - Office Finisher LX Tamping & Offset (2 of 2)

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Chain 12 - Office Finisher LX

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Figure 11 BSD 12.20 - Office Finisher LX Staple Positioning

Figure 12 BSD 12.21 - Office Finisher LX Staple Control

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Chain 12 - Office Finisher LX

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Figure 13 BSD 12.22 - Office Finisher LX Eject Control (1 of 2)

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Chain 12 - Office Finisher LX

Figure 14 BSD 12.23 - Office Finisher LX Eject Control (2 of 2)

Figure 15 BSD 12.24 - Office Finisher LX Stacker Tray Control

Figure 16 BSD 12.25 - Office Finisher Booklet Staple Positioning

Figure 17 BSD 12.26 - Office Finisher Booklet Staple Control (1 of 2 - Front)

Figure 18 BSD 12.27 - Office Finisher Booklet Staple Control (2 of 2 - Rear)

Wiring Data
Chain 12 - Office Finisher LX

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Figure 1 BSD 16.1 - ESS

Chain 34

Figure 1 BSD 34.1 - FAX