

705P01478

Initial Release: October 2023

# **Xerox<sup>®</sup> VersaLink<sup>®</sup> B620**

## **Mono Printer Service Manual**





Xerox® VersaLink® B620 Mono SFP

Service Manual

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705P01478

Initial Release

October 2023

Prepared for:

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# Introduction

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## About This Manual

This manual is part of a multinational service documentation system that is structured in the standard Xerox service manual format.

### Organization

The service manual is the document used as the primary information source for repairing and maintaining this family of products and is available as EDOC on a CDROM, or in PDF format on a CDROM. The information within the manual is divided into an introduction and 8 other sections.

#### Section 1 Service Call Procedures

This section is used to start and complete a service call. The procedures in this section will either direct you to a Repair Analysis Procedure (RAP), or identify a faulty component or subassembly.

#### Section 2 Status Indicator Repair Analysis Procedures

This section contains the Repair Analysis Procedures (RAPs) and checkouts necessary to diagnose, isolate and repair faults other than image quality faults.

#### Section 3 Image Quality

This section contains the Image Quality Repair Analysis Procedures (IQ RAPs), checkouts and setup procedures necessary to diagnose, isolate and repair image quality faults.

#### Section 4 Repairs and Adjustments

This section contains the instructions for removal, replacement, and adjustment of parts within the machine.

#### Section 5 Parts List

This section contains the detailed and illustrated spare parts list. Any part that is spared or that must be removed to access a spared part is illustrated.

#### Section 6 General Procedures and Information

This section contains all other procedures, product specifications and general information. It also contains Tag/MOD information. The abbreviations used in this Manual are in [GP 40 Glossary of Terms, Acronyms and Abbreviations](#).

#### Section 7 Wiring Data

This section contains the PJ locations, wiring diagrams and block schematic diagrams (BSDs).

#### Section 8 Product Technical Overview

This section contains technical details of the machine.

#### Publication Comments Sheet

A Publication Comment Sheet is provided at the rear of the PDF version of the manual.

## How To Use This Manual

Always start with the Section 1 Service Call Procedures, [SCP 1](#). Perform Initial Actions to verify the problem, then follow the directions given.

### How to Differentiate Between Machine Variants

When a procedure, parts list description, artwork, or other reference is unique across different machine variants, the applicable variant is identified. For example, VLB620

1. VL = VersaLink
2. B = Black (mono)
3. 6 = Workteam High Laser Printer
4. 2 = 2nd Family
5. 0 = Single-Function Printer (SFP)

VLB620 includes the following model variants:

- Xerox® VersaLink® B620 Mono Multifunctional Printer

### Warnings, Cautions And Notes



**WARNING:** A warning is used whenever an operating or maintenance procedure, practice, condition or statement, if not strictly observed, could result in personal injury.

A translated version of all warnings is in [Translation of Warnings](#).



**CAUTION:** A caution is used whenever an operation or maintenance procedure, practice, condition or statement, if not strictly observed, could result in damage to the equipment.

**Note:** A note is used where it is essential to highlight a procedure, practice, condition or statement.

### Use of the Wiring Diagrams and Plug/Jack (P/J) Maps

Wiring diagrams and P/J maps are included in Section 7 Wiring Data.

- [B620 Wiring Diagrams](#), show the connections of the electrical circuitry; electromechanical, power, and data transmission throughout the machine.
- [B620 PJ and Sensor Locations](#)
- P/J map tables list the plug at the PWB and the jack at the connected device.
- P/J maps show the plug on the PWB and the jack at the connected device in the machine.
- Sensor locations aid in locating a sensor within the IOT.

## Change History

Change History provides changes to the service manual after the launch version, initial release.

## Change Tags

### Change Tag Introduction

This section describes tags associated with the printer, as well as multinational applicability, classification codes, and permanent or temporary modification information. Important modifications to the printer are identified by a tag number which is recorded on a tag matrix inside the front door.

#### 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.

## Voltages Resistances and Tolerances

### DC Voltage Levels and Tolerances

DC voltages should be measured between an available test point and a machine ground. [Table 1](#) shows the range of the common voltages.

**Table 1 DC Voltage Levels**

Nominal Voltage	Voltage Tolerance Range
0V	0.00 to 0.10V
+3.3V standby	+3.23V to +3.43V
+3.3V	+3.23V to +3.43V
+5V and +5V standby	+4.75V to +5.25V
+12V	+11.4V to +12.6V
+24V	+23.28V to +25.73V

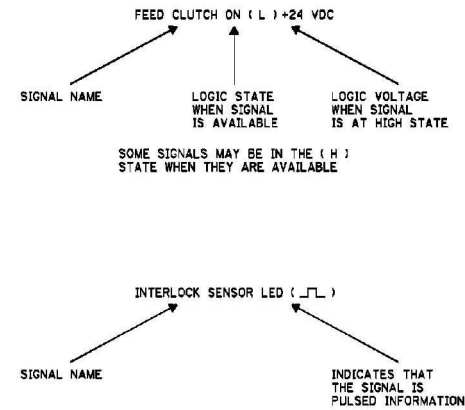
Non-standard voltage levels will be quoted on the relevant wiring diagram or BSD. All other voltage levels are plus or minus 10 %.

### Resistance Tolerances

All resistance measurement tolerances are plus or minus 10 %, unless otherwise stated in the procedure.

### DC Signal Nomenclature

[Figure 1](#) shows the signal nomenclature used in the BSDs.



TF-1-0629-A

**Figure 1 Signal Nomenclature**

[Table 2](#) shows the signal tolerances.

**Table 2 Signal tolerances**

Signal Voltage	(H) Logic Level	(L) Logic Level
+5V	+3.85V or greater	At or near 0.8V
+3.3V	+2V or greater	At or near 0.8V

Non standard signal tolerances will be quoted on the relevant circuit diagram.

**Note:** The logic level shown with the signal name will be the actual signal as measured with a service meter. This will not necessarily be the same as the logic state shown on the diagnostic screen.

## Safety Information

The WARNING that follows is for general guidance when live working.



**WARNING:** Do not work in a confined space. 1m (39 inches) space is needed for safe working.

### Safety Icons

The safety icons that follow are displayed on the machine:

#### ESD Caution Symbol



**CAUTION:** Certain components in this product are susceptible to damage from electrostatic discharge. Observe all ESD procedures to avoid component damage.

#### Location Arrow Symbol

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



#### Hot Surface Symbol

This symbol indicates hot surfaces. Take care when servicing the machine.



#### Lethal Voltage Symbol

This symbol indicates potentially lethal voltages. Take care when servicing the machine when the power cord is connected.



### Toner Cartridge

The product contains a toner cartridge that is recyclable. Under various state and local laws, it may be illegal to dispose of the cartridge into the municipal waste. Check with the local waste officials for details on recycling options or the proper disposal procedures.

### Fuses



**WARNING:** Do not install a fuse of a different type or rating. Installing the wrong type or rating of fuse can cause overheating and a risk of fire.

### Part Replacement

Only use genuine Xerox approved spare parts or components to maintain compliance with legislation and safety certification.

### Disassembly Precautions

Do not leave the machine with any covers removed at a customer location.

### Reassembly Precautions

Use extreme care during assembly. Check all harnesses to ensure they do not contact moving parts and do not get trapped between components.

### General Procedures

Observe all warnings displayed on the machine and written in the service procedures. Do not attempt to perform any task that is not specified in the service procedures.

# Health and Safety Incident reporting

## I. Summary

This section defines requirements for notification of health and safety incidents involving Xerox products (equipment and materials) at customer locations.

## II. Scope

Xerox Corporation and subsidiaries worldwide.

## III. Objective

To enable prompt resolution of health and safety incidents involving Xerox products and to ensure Xerox regulatory compliance.

## IV. Definitions

Incident:

An event or condition occurring in a customer account that has resulted in injury, illness or property damage. Examples of incidents include machine fires, smoke generation, physical injury to an operator or service representative. Alleged events and product conditions are included in this definition.

## V. Requirements

Initial Report:

1. Xerox organizations shall establish a process for individuals to report product incidents to Xerox Environment Health and Safety within 24 hours of becoming aware of the event.
2. The information to be provided at the time of reporting is contained in Appendix A (Health and Safety Incident Report involving a Xerox product).
3. The initial notification may be made by the method that follows:
  - Email Xerox EH&S at: [usa.product.incident@xerox.com](mailto:usa.product.incident@xerox.com).
  - Fax Xerox EH&S at: 585-422-2249.

**Note:** If sending a fax, please also send the original via internal mail.

Responsibilities for resolution:

1. Business Groups/Product Design Teams responsible for the product involved in the incident shall:
  - a. Manage field bulletins, customer correspondence, product recalls, safety retrofits.
  - b. Fund all field retrofits.
2. Field Service Operations shall:

- a. Preserve the Xerox product involved and the scene of the incident inclusive of any associated equipment located in the vicinity of the incident.
  - b. Return any affected equipment/part(s) to the location designated by Xerox EH&S and/or the Business Division.
  - c. Implement all safety retrofits.
3. Xerox EH&S shall:
    - a. Manage and report all incident investigation activities.
    - b. Review and approve proposed product corrective actions and retrofits, if necessary.
    - c. Manage all communications and correspondence with government agencies.
    - d. Define actions to correct confirmed incidents.

## VI. Appendices

The Health and Safety Incident Report involving a Xerox Product (Form # EH&S-700) is available in the following location:

- [GSN Library 1789](#)

## Translation of Warnings



**WARNING:** A warning is used whenever an operating or maintenance procedure, practice, condition or statement, if not strictly observed, could result in personal injury.

**DANGER:** Une note Danger est utilisée chaque fois qu'une procédure d'utilisation ou de maintenance peut être cause de blessure si elle n'est pas strictement respectée.

**AVVERTENZA:** Un segnale di avvertenza è utilizzato ogni volta che una procedura operativa o di manutenzione, una pratica, una condizione o un'istruzione, se non strettamente osservata, potrebbe causare lesioni personali.

**VORSICHT:** Weist darauf hin, dass ein Abweichen von den angeführten Arbeits- und Wartungsanweisungen gesundheitliche Schäden, möglicherweise sogar schwere Verletzungen zur Folge haben kann.

**AVISO:** Un aviso se utiliza siempre que un procedimiento de operación o mantenimiento, práctica o condición puede causar daños personales si no se respetan estrictamente.



**WARNING:** Do not work in a confined space. 1 m (39 inches) space is needed for safe working.

**DANGER :** Ne pas travailler dans un espace restreint. 1 mètre d'espace est nécessaire pour un dépannage en toute sécurité.

**AVVERTENZA:** Non lavorare in uno spazio limitato; è necessario uno spazio di almeno un metro attorno alla macchina per la sicurezza dell'operatore.

**VORSICHT:** Nur mit ausreichendem Bewegungsspielraum (1 m) arbeiten.

**AVISO:** No trabaje en un espacio reducido. Se necesita 1 metro de espacio para trabajar con seguridad.



**WARNING:** Do not install a fuse of a different type or rating. Installing the wrong type or rating of fuse can cause overheating and a risk of fire.

**DANGER :** Ne pas installer de fusible de type ou de calibre différent. Il existe un risque de surchauffe voire d'incendie.

**AVVERTENZA:** per evitare rischi di surriscaldamento o d'incendio, non installare un fusibile di tipo o carica diversi da quelli esistenti.

**VORSICHT:** Keine Sicherungen anderer Art oder anderer Leistung auf dem IOT-PWB installieren - Überhitzungs- und Brandgefahr.

**AVISO:** No instale un fusible de potencia o tipo distinto. Un fusible de potencia o tipo distinto puede producir sobrecalentamiento y el riesgo de incendio.



**WARNING:** Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP XX. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

**DANGER :** Assurez-vous que la machine est hors tension lorsque vous effectuez des tâches ne nécessitant pas d'alimentation électrique. Reportez-vous à GP XX. Débranchez le câble d'alimentation pour prévenir tout risque d'électrocution. Les chocs électriques peuvent présenter un danger de mort ou entraîner des blessures graves. De plus, certaines pièces, lorsqu'elles sont en mouvement, peuvent être source de blessures graves.

**AVVERTENZA:** Accertarsi di isolare la macchina dall'alimentazione elettrica quando si eseguono attività che non richiedono elettricità. Vedere GP XX. Scollegare il cavo di alimentazione. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

**VORSICHT:** Sicherstellen, dass die Stromversorgung des Geräts bei Arbeiten, die keinen Strom erfordern, ausgeschaltet ist. Siehe auch GP XX. Den Netzstecker ziehen. Andernfalls besteht Stromschlaggefahr und Verletzungsgefahr durch bewegliche Teile.

**AVISO:** Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte GP XX. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.





**WARNING:** Switch off the electricity to the machine. Refer to **GP 10** . Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

**DANGER :** Mettez la machine hors tension. Reportez-vous à **GP 10** . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles peuvent être à l'origine de blessures.

**AVVERTENZA:** Spegner la macchina. Vedere **GP 10** . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

**VORSICHT:** Schalten Sie die Stromversorgung der Maschine ab. Siehe auch **GP 10** . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

**AVISO:** Apague la electricidad de la máquina. Consulte el **GP 10** . Desconecte el cable de alimentación eléctrica de la toma de pared mientras esté realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.



**WARNING:** Take care when measuring AC mains (line) voltage. Electricity can cause death or injury.

**DANGER :** Prendre des précautions lors du relevé de la tension de la prise de courant alternatif. L'électricité peut entraîner des blessures graves voire mortelles.

**AVVERTENZA:** Procedere con cautela durante la misurazione della tensione CA della rete. L'elettricità può causare infortuni o morte.

**VORSICHT:** Bei der Netzspannungsprüfung stets vorsichtig vorgehen

**AVISO:** Tenga cuidado al medir la tensión de la línea de alimentación de corriente alterna. La electricidad puede causar lesiones e incluso la muerte.



**WARNING:** Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to **GP 10** . Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

**DANGER :** Assurez-vous que la machine est hors tension lorsque vous effectuez des tâches ne nécessitant pas d'alimentation électrique. Reportez-vous à **GP 10** . Débranchez le câble d'alimentation pour prévenir tout risque d'électrocution. Les chocs électriques peuvent présenter un danger de mort ou entraîner des blessures graves. De plus, certaines pièces, lorsqu'elles sont en mouvement, peuvent être source de blessures graves.

**AVVERTENZA:** Accertarsi di isolare la macchina dall'alimentazione elettrica quando si eseguono attività che non richiedono elettricità. Vedere **GP 10** . Scollegare il cavo di alimentazione. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

**VORSICHT:** Sicherstellen, dass die Stromversorgung des Geräts bei Arbeiten, die keinen Strom erfordern, ausgeschaltet ist. Siehe auch **GP 10** . Den Netzstecker ziehen. Andernfalls besteht Stromschlaggefahr und Verletzungsgefahr durch bewegliche Teile.

**AVISO:** Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte **GP XX** . Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.



**WARNING:** Do not touch the fuser while it is hot.

**DANGER :** Ne pas toucher au four pendant qu'il est encore chaud.

**AVVERTENZA:** Non toccare il fonditore quando è caldo.

**VORSICHT:** Fixierbereich erst berühren, wenn dieser abgekühlt ist.

**AVISO:** No toque el fusor mientras está caliente.



**WARNING:** Do not touch the fuser while it is hot.

**DANGER :** Ne pas toucher au four pendant qu'il est encore chaud.

**AVVERTENZA:** Non toccare il fonditore quando è caldo.

**VORSICHT:** Fixierbereich erst berühren, wenn dieser abgekühlt ist.

**AVISO:** No toque el fusor mientras está caliente.



**WARNING:** Take care during this procedure. Sharp edges may be present that can cause injury.

**DANGER :** Exécuter cette procédure avec précaution. La présence de bords tranchants peut entraîner des blessures.

**AVVERTENZA:** procedere con cautela durante questa procedura. Possono essere presenti oggetti con bordi taglienti pericolosi.

**VORSICHT:** Bei diesem Vorgang vorsichtig vorgehen, damit keine Verletzungen durch die scharfen Kanten entstehen.

**AVISO:** Tenga cuidado al efectuar este procedimiento. Puede haber bordes afilados que podrían producir lesiones.



**WARNING:** Do not use the power button as a safety disconnect device. The power button is not a disconnect device. Disconnect the power cord from the supply to isolate the equipment.

**DANGER :** Ne vous servez pas de l'interrupteur comme d'un dispositif de déconnexion. L'interrupteur n'est pas un dispositif de déconnexion. Débranchez le câble d'alimentation de la prise électrique pour isoler l'appareil.

**AVVERTENZA:** L'interruttore di alimentazione non è un dispositivo di disconnessione di sicurezza e pertanto non va utilizzato come tale. Per isolare la macchina, scollegare il cavo di alimentazione dalla presa elettrica.

**VORSICHT:** Zur Unterbrechung der Gerätestromzufuhr nicht den Betriebsschalter verwenden, sondern das Netzkabel aus der Steckdose ziehen, an die das Gerät angeschlossen ist. Nur dann ist der Drucker vollständig vom Stromnetz getrennt.

**AVISO:** No utilice el botón de encendido/apagado como dispositivo de desconexión de seguridad. El botón de encendido/apagado no es un dispositivo de desconexión. Desconecte el cable de alimentación de la fuente de energía para aislar el equipo.

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# 1 Service Call Procedures

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## SCP 1 Initial Actions

Service Call Procedures are used at the beginning of a service call. Use Initial Actions to collect information about the machine performance.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**CAUTION:** Do not work in a confined space. 1m (39 inches) space is needed for safe working.

1. Take note of problems, error messages or error codes. If necessary, refer to [dC122](#) Fault Codes and History Files.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ask the operator to describe or demonstrate the problem.
4. If the problem is the result of an incorrect action by the operator, refer the operator to the user documentation.
5. Check the steps that follow:
  - a. The power lead is connected to the wall outlet and to the machine.
  - b. The paper is loaded correctly.
  - c. All paper trays are closed.
  - d. All doors are closed.
6. Check the machine service log book for previous actions that are related to this call.
7. Go to [SCP 2](#) Call Actions.

## SCP 2 Call Actions

Use Call Actions to perform any general actions before starting to diagnose the fault.

### Procedure

1. If this is the first service call to this machine, if possible, perform the actions that follow:
  - a. Check the machine configuration with the customer. Check that all the required hardware and software is installed. Check that all the required hardware and software is enabled.
  - b. Check that all the machine settings are entered correctly.
  - c. Mark off the hardware options, software options or Tags installed on the Tag matrix cards.
  - d. Enter the machine information and the customer information in the service log book.
2. Review the print samples.
3. Ensure the user access settings are correct. If necessary refer to the user documentation.
4. If necessary, perform [GP 13](#) Cloning Network Configurations.
 

**Note:** The clone file must be taken whenever the customer changes the network controller setting or after the system software is changed.
5. Before switching off the machine or clearing the memory, check for a customer job in the memory.
6. Check and record the total impressions usage counter.
7. Go to [SCP 3](#) Fault Analysis.

## SCP 3 Fault Analysis

Use Fault Analysis to identify the appropriate RAP to perform based on the machine fault or symptoms.

- For network printing issues refer to, [OF 8](#), Network Printing Problems RAP.

### Procedure



**CAUTION:** Do not expose the drum cartridges, to light for more than 30 minutes. If necessary, remove the drum cartridges, then place in a black bag.

### Fault Codes

If a fault code is displayed, go to the relevant RAP.

### Image Quality Defects

If the image quality is defective, go to the [IQ 1](#) IOT Image Quality Entry RAP.

### Unresolved Faults

If a fault cannot be resolved using the appropriate RAP, and only if instructed by next level support, obtain a device log. Refer to [GP 19](#), Obtaining Audit and Device Logs. Escalate the problem to next level support.

### Other Problems

- For suspected power distribution faults, refer to the following:
  - [7 Wiring Data](#)
  - [B620 PJ and Sensor Locations](#)
- If the customer requires a billing plan change, go to [GP 26](#), PagePack Plan Activation.

### Additional Information

If necessary, refer to the general procedures and information that follow:

- [GP 1](#) Diagnostics Entry
- [GP 2](#) Fault Codes and Fault History
- [GP 3](#) Service Information.
- [GP 4](#) Machine Software
- [GP 5](#) Miscellaneous Checks
- [GP 6](#) How to Check a Motor
- [GP 7](#) How to Check a Sensor
- [GP 8](#) How to Check a Solenoid or Clutch
- [GP 9](#) How to Check a Switch
- [GP 10](#) How to Switch Off the Machine or Switch On the Machine
- [GP 11](#) How to Safely Lift or Move Heavy Modules
- [GP 12](#) Machine Lubrication
- [GP 13](#) Network Clone Procedure
- [GP 14](#) Printing Reports
- [GP 15](#) Cleaning the Printhead Lenses
- [GP 16](#) Installation Space Requirements
- [GP 17](#) Electrical Power Requirements

- [GP 19](#) Obtaining Audit and Device Logs
- [GP 20](#) First Print Out Time and Power On Time
- [GP 21](#) Restriction of Hazardous Substances (RoHS)
- [GP 22](#) Back Up and Restore Settings
- [GP 23](#) Customer Administration Tools
- [GP 24](#) How to Set the Date and Time
- [GP 25](#) Ethernet Crossover Cable Setup
- [GP 26](#) PagePack Plan Activation
- [GP 27](#) Intermittent or Noise Problem
- [GP 28](#) System Administrator Password Reset
- [GP 29](#) Print Orientation Definitions
- [GP 30](#) Paper and Media Size Specifications
- [GP 31](#) Environmental Data
- [GP 32](#) Device Specification
- [GP 33](#) Restoring Customer Mode
- [GP 34](#) How to Re-Enter Optional Feature Installation Keys
- [GP 35](#) Serial Number Synchronization Procedure
- [GP 36](#) Xerox USB Wireless Printing Troubleshooting
- [GP 37](#) Supplies Plan Conversion
- [GP 40](#) Glossary of Terms, Acronyms and Abbreviations

## SCP 4 Subsystem Maintenance

Use Subsystem Maintenance to identify potentially worn components that should be replaced to prevent further faults, and to perform routine cleaning and lubrication of the machine.

**Note:** Refer to, [dC135 HFSI Counters](#), to reset counters after installing new HFSI items.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

Go to the correct procedure:

- [Service Checks](#)
- [HFSI](#)
- [How to Clean the Machine](#)
- [Drum Cartridge Handling](#)

### Service Checks

Perform the actions in [Table 1](#) at the indicated service interval.

**Table 1 Service actions**

Servicing Items	Service Details	Service Interval
IQ check	Check the overall print quality using a test chart. Check for uneven density, blank areas, drum scratches, heat roll scratches, etc. in A3 halftone.	Every visit
Clean the machine interior	Check and clean the paper transport roller (including the bypass tray). Clean any toner residue in the paper transport path. Clean any contamination and paper dust from the jam sensors.	150K feeds
	Clean the operating parts around the imaging unit.	Every visit
Safety Check	Ensure that the power cords are not damaged and no wires are exposed. Ensure that an extension cord with insufficient length or power cord outside the specification, such as an off-the-shelf power strip, is not being used. Ensure that a single socket does not have multiple power plugs plugged into it.	Every visit

### HFSI

High Frequency Serviceable Items (HFSI) are listed in, [Table 2](#).

**Table 2 HFSI**

Part Name	Part Number	Kit Contents	Life	Manual Counter Reset	PL Ref.
Fuser Maintenance Kit (110V)	115R00163	Fuser (110V)	225K prints	Yes**	PL 10.10 item 1
Fuser Maintenance Kit (110V, A4)	115R00162	Fuser (110V, A4)	225K prints	Yes**	PL 10.10 item 1
Fuser Maintenance Kit (220V)	115R00161	Fuser (220V)	225K prints	Yes**	PL 10.10 item 2
Paper Tray Maintenance Kit*	116R00035	Separation Block Tray Pick Roller	400K prints	Yes**	PL 70.10 item 5
Bypass Tray Maintenance Kit	116R00037	Bypass Tray Pick Roller	400K feeds	Yes**	PL 70.15 item 6
Transfer Roll Maintenance Kit	116R00036	Transfer Roller	400K prints	Yes**	PL 90.05 item 1

\* Kit is for a single tray only; Kit is common with optional trays.  
 \*\*Customers will reset counters in Admin menu: Device > Tools > Supplies > Supply Counter Reset > select the counter to reset > Reset Counter.  
 Service will reset counters in Diagnostics, [dC135](#)

### How to Clean the Machine

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

#### 1. Feed Components (Rolls and Pads)

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

#### 2. Toner Dispense Units

Vacuum the toner dispense units.

#### 3. Jam Sensors

Clean the sensors with a dry cotton swab.

### Drum Cartridge Handling

- The drum cartridges must be protected from light shock and mechanical damage.
- Do not expose the photoreceptor drum to bright lights for extended periods.
- Whenever the drum cartridge is removed, place the drum cartridge in the black plastic bag supplied with the machine. Store the drum cartridge in a safe place on a clean flat surface, to avoid damage to the photoreceptor drum surface.

- Place the drum cartridge in the black bag if the left door is opened for long periods.

## SCP 5 Final Actions

Use Final Actions to verify the correct operation of the machine and to complete the service call.

### Procedure

Perform the steps that follow. If a fault is identified, go to [SCP 3](#) Fault Analysis:

1. If necessary, re-connect the machine to the customer's network.
2. If necessary, perform [GP 13](#) Cloning Network Configurations.  
  
**Note:** The clone file will need to be taken whenever the system software is changed.
3. Perform the relevant maintenance procedures. Refer to [SCP 4](#) Subsystem Maintenance.
4. Ensure that the machine has the latest available software loaded.
5. Operate the machine in all modes. Make the copies and prints from all trays.
6. Make prints from all trays. Check the registration quality. To reset the registration, perform [dC126](#) System Registration Adjustment.
7. Make a proof print of a customer document.
8. If some of the customer's selections were changed, return the selections to the customer settings.
9. Mark off the hardware options, software options or Tags installed on the Tag matrix cards.
10. If some changes were made to the configuration or options were added, print the configuration report. Store the configuration report with the machine log book. Discard the previous version of the configuration report.
11. Log the usage counters.
12. If necessary, provide the customer with training.
13. Remove and destroy all copies of test patterns.
14. Ensure the machine and service area are clean.

## 2 Status Indicator RAPs

<b>Chain 302</b> .....	<b>20</b>	310-652-00 Page reached input sensor but the mirror motor was not locked RAP .....	45
302-302-00, 302-306-00, 302-308-00 Software Failure RAP .....	20	310-653-00 Page reached input sensor but the printhead startup was not complete RAP .....	45
302-312-00 Application Checksum Failure RAP .....	21	340-144-00, 340-145-00, 340-152-00, 340-161-00, 340-162-00, 310-654-00SWERR TXP Error RAPs .....	46
302-315-00 Service Registry Bad Data / Corrupted RAP .....	21	310-656-00 Fuser Unsupported Error: Unsupported memory map version in smartchip RAP .....	48
302-316-00, 302-317-00 SRS Error RAP .....	22	310-657-00 Fuser Unsupported Error: Fail OEM check. RAP .....	48
302-318-00 Touch device not available RAP .....	22	310-658-00 Fuser Unsupported Error: Supply is on the revoked list. RAP .....	49
302-320-00, 302-321-00, 302-380-00, 302-381-00 UI Communication RAP .....	23	310-659-00 Fuser Unsupported Error: Fuser reported unsupported by EM - fuser type and license bundle mismatch RAP .....	49
302-390-00 Configurable Services Fail RAP .....	23	<b>Chain 316</b> .....	<b>50</b>
<b>Chain 303</b> .....	<b>24</b>	316E Network Fault Checkout RAP .....	50
303-306-00 Downgrade Not Permitted RAP .....	24	316-000-09 to 316-010-99, 316-015-14 to 316-016-99 Network Faults 1 .....	51
303-307-00 SW Upgrade Synchronization Failure RAP .....	25	316-012-00 Rolling Reboot Has Been Detected RAP .....	52
302-315-00 Service Registry Bad Data / Corrupted RAP .....	25	316-023-09 to 316-154-19 Network Faults 2 RAP .....	52
303-316-00 CCM Cannot Communicate with IOT RAP .....	26	316-156-19 to 316-436-00 Network Faults 3 RAP .....	53
303-317-00 to 303-319-00 IOT NVM Error RAP .....	26	316-501-00 to 316-544-00 Network Faults 4 RAP .....	53
303-320-00 Incompatible Product Type RAP .....	27	316-600-35 to 316-608-68 Network Faults 5 RAP .....	54
303-324-00, 303-327-00 Software Upgrade Failure RAP .....	27	316-609-105 to 316-612-68 Network Faults 6 RAP .....	55
303-325-00 System Detects That The Wall Clock Has Not Incremented Within 1-5 seconds During Power On- RAP .....	28	316-613-09 to 316-617-19 Network Faults 7 RAP .....	55
303-326-00 Upgrade Is Not Required RAP .....	28	316-621-00 to 316-625-67 Network Faults 8 RAP .....	56
303-329-00, 303-330-00 SW Upgrade Request During Active Diagnostics RAP .....	29	316-626-00 to 316-635-99 Network Faults 9 RAP .....	56
303-331-00, 303-332-00 Main Controller and Network Controller Communication Errors RAP .....	29	316-636-35 to 316-647-26 Network Faults 10 RAP .....	57
303-333-00 Invalid Value Detected For NVM 616-004 RAP .....	30	316-650-35 to 316-668-95 Network Faults 11 RAP .....	58
303-338-00, 303-338-01 CCS Reset RAP .....	30	316-669-28 to 316-730-00 Network Faults 12 RAP .....	59
303-346-00, 303-347-00 Controller PWB to UI Error RAP .....	31	316-718-00, 316-720-02 to 316-720-05, 316-722-01, 316-722-02, 316-726-00, 316-727-00 Hard Disk Faults RAP .....	60
303-381-00 to 303-383-00 Critical Parameter Write Fail RAP .....	31	316-732-01 to 316-750-95 Network Faults 13 RAP .....	61
303-450-00, 303-777-00 Power Loss Detected RAP .....	32	316-742-19 Hard Disk ODIO Failure RAP .....	61
303-451-00 SIGKILL Handled To Avoid CCS Restart RAP .....	32	316-751-11 to 316-753-95 Network Faults 14 RAP .....	62
303-778-00 Abnormal Power Down - Digital Copier RAP .....	33	316-754-09 to 316-756-93 Network Faults 15 RAP .....	63
303-788-00 Failed to Exit Power Save Mode RAP .....	33	316-757-09 to 316-760-99 Network Faults 16 RAP .....	64
303-790-00 Time Zone File Cannot Be Set RAP .....	34	316-761-14 to 316-765-93 Network Faults 17 RAP .....	65
303-805-00 GPU Is Hung RAP .....	34	316-766-19 to 316-772-95 Network Faults 18 RAP .....	66
<b>Chain 310</b> .....	<b>35</b>	316-773-19 to 316-779-95 Network Faults 19 RAP .....	66
310-327-00, 310-330-00, 310-341-00, 310-360-00 to 310-364-00, 310-368-00 to 310-370-00, 310-372-00 to 310-374-00, 310-376-00 to 310-379-00, 310-455-00 to 310-470-00, 310-646-00, 310-648-00 Fuser Temperature Error Service Check .....	35	316-780-19 to 316-789-19 Network Faults 20 RAP .....	67
305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs .....	37	316-790-19 to 316-799-47 Network Faults 21 RAP .....	67
310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs .....	37	316-800-09 to 316-809-47 Network Faults 22 RAP .....	68
310-406-00, 310-419-00, 310-422-00 to 310-427-00, 310-430-00, 310-431-00, 310-440-00 Printhead Error Service RAP .....	38	316-810-09 to 316-839-47 Network Faults 23 RAP .....	68
310-428-00 Unable to determine printhead type from printhead NVRAM RAP .....	39	316-840-47 to 316-879-47 Network Faults 24 RAP .....	69
310-429-00 Failure to read NVRAM RAP .....	39	316-880-47 to 316-929-19 Network Faults 25 RAP .....	70
310-471-00 Temperature out of range (Backup roller thermistor) RAP .....	40	316-930-19 to 316-971-19 Network Faults 26 RAP .....	71
310-472-00 Temperature change rate out of range (Backup roller thermistor) RAP .....	40	316-972-08 to 316-986-19 Network Faults 27 RAP .....	72
310-473-00 NVRAM chip failure with mirror part RAP .....	41	316-990-00 to 316-997-00 Network Faults 28 RAP .....	73
310-474-00 System Board NAND Failure RAP .....	41	<b>Chain 319</b> .....	<b>73</b>
310-475-00, 310-476-00, 310-655-00 Engine Timeout Error RAP .....	42	319-300-00 and 319-301-00 Hard Disk Read/Write Error RAP .....	74
310-484-00 Fuser Absolute EOL State Fuser Rev counter triggered RAP .....	43	319-401 Out Of Memory Caused By Stress Document .....	74
310-485-00 Fuser Absolute EOL State Quanta expired triggered RAP .....	43	319-402 Out Of Memory Caused By Stress Job .....	75
310-650-00 mirror motor never got first lock RAP .....	44	319-403-00 Out Of Memory With More Than 1 Job In EPC .....	75
310-651-00 mirror motor lock never stabilized RAP .....	44	319-409-01 Video Integrity Overflow Fault RAP .....	76
		319-409-02 Video Integrity Underflow Fault RAP .....	76
		319-409-03 Video Integrity No Block List Fault RAP .....	77
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319-410-00 Mark Output Timeout .....	78	340-135-00 SWERR_No_PPDRV_Response RAP .....	106
319-410-01 Mark Output Timeout/Video Decompressor Fault RAP .....	78	340-185-00 Invalid Paper Port Error RAP .....	107
319-410-02 Compress Image Timeout .....	79	340-186-00 Incompatible Option. Option Software Version is not Supported by the Engine .....	108
319-410-03 Decompress Image Timeout .....	79	340-193-00 Too Many Input Or Output Options Installed RAP .....	108
319-410-04 Merge Image Timeout .....	80	340-201-00 to 340-205-00 Device Configuration Errors RAP .....	109
319-410-05 Rotate Image Timeout .....	80	<b>Chain 341</b> .....	<b>109</b>
319-410-06 Network Input Failure .....	81	341-343-00 EEPROM Backup Fails RAP .....	110
319-410-07 E-Fax Send/Receive Failure .....	81	341-371-00 Speed Update Required RAP .....	110
319-410-08 Scan Input Failure RAP .....	82	<b>Chain 342</b> .....	<b>111</b>
319-410-09 Byte Count Error .....	82	342-200-00 to 342-204-00, 342-207-00 LVPS/Controller Error RAPs .....	111
319-410-10 Setup Too Late .....	83	<b>Chain 343</b> .....	<b>112</b>
319-410-11 DMA Master Abort .....	83	343-200-00 to 343-209-00 TDS and PC Faults RAP .....	113
319-410-12 Huffman Error .....	84	343-210-00, 344-200-00 to 344-202-00 Capacitive Toner Level Sensing (CTLS) Error RAPs .....	113
319-410-13 EOR Error .....	84	343-338-00, 343-349-00, 343-351-00, 343-352-00 Main Fan Error RAPs .....	114
319-410-14 Scan Output Timeout Fault RAP .....	85	<b>Chain 344</b> .....	<b>115</b>
319-410-15 Image Path Response Error From CIPS RAP .....	85	344-203-00 to 344-206-00, 344-214-00 to 344-216-00 Transport Motor Error RAP .....	115
319-410-17 Insufficient Memory Allocation RAP .....	86	344-207-00 to 344-213-00 K Bottle Motor Error RAP .....	116
319-410-18 Video Fatal error from CIPS RAP .....	86	344-217-00 to 344-223-00, 344-238-00 to 344-244-00 Staging Motor MPF Motor Error RAPs .....	117
319-411-01 Scan Image Capture DMA Setup Too Late RAP .....	87	344-224-00 to 344-230-00 Redrive Motor Error RAP .....	118
319-411-04 Scan Image Capture DMA Incomplete RAP .....	87	344-231-00 to 344-237-00 Duplex Motor Error RAP .....	118
319-411-05 Scan Image Capture DMA Timeout RAP .....	88	<b>Chain 345</b> .....	<b>119</b>
319-420 Image Processing Error At Power UP RAP .....	88	305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs .....	119
319-422 Image Processing Error At Standby RAP .....	89	<b>Chain 346</b> .....	<b>120</b>
319-424 Image Processing Error With Job RAP .....	89	346-207-00 to 346-213-00, 364-217-00 to 364-223-00, 364-225-00 to 364-238-00 K Bottle Motor Error RAPs .....	120
319-426 Image Processing Error During Print RAP .....	90	<b>Chain 351</b> .....	<b>121</b>
319-476-00 PageNotAvailable Fault RAP .....	90	351-214-00, 351-216-00, 351-218-00, 351-220-00, 351-222-00, 351-224-10, 351-226-10, 351-228-00 Autocomp Pick / Lift Motor Error RAPs .....	122
319-476-01 to 319-476-03 Band Fault RAP .....	91	<b>Chain 352</b> .....	<b>123</b>
319-750 EPC Memory Size Changed Configuration At Power Up RAP .....	91	352-214-00, 352-216-00, 352-218-00, 352-220-00, 352-222-00, 352-226-10, 352-228-00, 353-214-00, 353-216-00, 353-218-00, 353-220-00, 353-222-00, 353-226-10, 353-228-00, 354-214-00, 354-216-00, 354-218-00, 354-220-00, 354-222-00, 354-226-10, 354-228-00 Tray Pick Motor Error RAPs .....	123
319-752 Image Rotation Detected RAP .....	92	352-224-10, 353-224-10, 354-224-10 Tray Autocomp Pick / Lift Motor Did Not Lift Properly Since The Lift Plate Sensor Never Changed State RAPs .....	125
319-754 Image Disk Configuration Changed At Power Up .....	92	352-314-00, 352-316-00, 352-318-00, 352-320-00, 352-322-00, 352-326-10, 352-328-00, 353-314-00, 353-316-00, 353-318-00, 353-320-00, 353-322-00, 353-326-10, 353-328-00, 354-314-00, 354-316-00, 354-318-00, 354-320-00, 354-322-00, 354-326-10, 354-328-00 Tray Pass Through Motor Error RAPs .....	126
319-760-00 Test Patterns Missing From EPC RAP .....	93	<b>Chain 353</b> .....	<b>128</b>
<b>Chain 322</b> .....	<b>93</b>	352-214-00, 352-216-00, 352-218-00, 352-220-00, 352-222-00, 352-226-10, 352-228-00, 353-214-00, 353-216-00, 353-218-00, 353-220-00, 353-222-00, 353-226-10, 353-228-00, 354-214-00, 354-216-00, 354-218-00, 354-220-00, 354-222-00, 354-226-10, 354-228-00 Tray Pick Motor Error RAPs .....	128
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322-309-04 NO Accepts Received Fault RAP .....	94	<b>Chain 354</b> .....	<b>131</b>
322-310-04 to 322-318-04 Paper Supply Errors RAP .....	95	352-214-00, 352-216-00, 352-218-00, 352-220-00, 352-222-00, 352-226-10, 352-228-00, 353-214-00, 353-216-00, 353-218-00, 353-220-00, 353-222-00, 353-226-10, 353-228-00, 354-214-00, 354-216-00, 354-218-00, 354-220-00, 354-222-00, 354-226-10, 354-228-00 Tray Pick Motor Error RAPs .....	132
322-319-04 IOT Integrity Problem While Printing a Job RAP .....	95		
322-320-04 to 322-327-00, 322-335-00 to 322-340-00 Software Install Failed RAP .....	96		
322-328-00 Incomplete System Information .....	96		
332-330-00 and 322-332-00 Supplies Plan Errors RAP .....	97		
322-352-00 Serial Number Missing From Memory RAP .....	97		
322-360-00 to 322-363-00 3-way Sync (Service Plan) Faults RAP .....	98		
322-364-00 Critical Parameters Restored from Mirror RAP .....	99		
322-365-00 Engine Serial Number Needs Recovery RAP .....	99		
322-370-00 Unable To Communicate With XSA Database .....	100		
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340-107-00, 340-117-00, 340-119-00, 340-129-00, 340-144-00, 340-145-00, 340-152-00, 340-161-00, 340-162-00, 340-165-00 SWERR Error RAP 2 .....	102		
340-108-00, 340-109-00, 340-113-00 to 340-116-00, 340-120-00, 340-122-00 to 340-124-00, 340-126-00 to 340-128-00, 340-130-00 to 340-132-00, 340-142-00, 340-143-00, 340-146-00 to 340-151-00, 340-153-00 to 340-160-00, 340-163-00, 340-164-00, 340-166-00 SWERR_ERROR RAP 3 .....	104		
340-110-00, 340-167-00 to 340-169-00, 340-171-00 to 340-184-00 Paperport Communication Device Errors RAP .....	105		

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371-106-00 Rogue Page Showed Up When Flushing the Paperpath RAP.....	138	372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs.....	173
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371-300-00, 371-308-00, 371-316-00, 371-322-00, 374-300-00 Sensor Input Early Arriving Jam RAP.....	139	372-142-00, 372-902-00, 374-142-00, 375-142-00, 377-149-00 Tray 3/4 Pass-through Sensor Static Jam RAP.....	175
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## 302-302-00, 302-306-00, 302-308-00 Software Failure RAP

**302-302-00** Rewrite Failure.

**302-306-00** Erase Failure.

**302-308-00** Download Failure.

### Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine, **GP 10**. If the fault continues, perform the procedure.
2. Perform Software Upgrade, **GP 4**, using the ALTBOOT method.

## 302-312-00 Application Checksum Failure RAP

### 302-312-00 Application Checksum Failure RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 302-315-00 Service Registry Bad Data / Corrupted RAP

### 302-315-00 Service Registry Bad Data / Corrupted RAP.

#### Initial Actions



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

Switch off, then switch on the machine, GP 10. If the fault continues, perform the procedure.

#### Procedure

1. Perform Software Upgrade GP 4, using the ALTBOOT method.
2. If the fault persists, install a new controller PWB, PL 3.05 item 1.

## 302-316-00, 302-317-00 SRS Error RAP

### B620 Wiring Diagrams

302-316-00 SRS returns to LUI Invalid fields, invalid data, or missing data.

302-317-00 LUI gets no response from SRS.

### Initial Actions



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

Switch off, then switch on the machine, GP 10. If the fault continues, perform the procedure.

### Procedure

1. Perform an AltBoot, GP 4.
2. If the fault persists, install a new controller PWB, PL 3.05 item 1.

## 302–318–00 Touch device not available RAP

LUI gets stuck after upgrade or popo (home/power button works)

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

Switch OFF, then switch ON the machine, GP 10.

## 302–320–00, 302-321-00, 302–380-00, 302–381-00 UI Communication RAP

302–320–00 Data Time Out Error.

302-321-00 XEIP Browser Dead

302-380-00 UI Communication Fault

302-381-00 UI Communication Fault

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine, [GP 10](#). If the fault persists, continue with the following procedure.
2. Check the UI control panel cable, [PL 2.10 item 2](#), between the UI control panel, [PL 2.10 item 1](#), and the Controller PWB, [PL 3.05 item 1](#). Verify the control panel cable is fully seated and no damage exists.
  - Install a new, UI control panel cable, [PL 2.10 item 2](#), as required.
3. Perform an AltBoot software installation to the latest version of software, [GP 4](#).
4. Install new components as required:
  - UI control panel, [PL 2.10 item 1](#)
  - Controller PWB, [PL 3.05 item 1](#)

## 302-390-00 Configurable Services Fail RAP

302-390-00 During power up all configurable services failed to achieve a stable state after 5 minutes from power up.

### Procedure



**WARNING:** Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to [GP 14](#). Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch off then switch on the machine, [GP 14](#). If the fault persists, perform the procedure.
2. Perform Software Upgrade, [GP 4](#).



## 303-306-00 Downgrade Not Permitted RAP

**303-306-00** Software downgrade not permitted.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Perform Software Upgrade GP 4, using the FORCED\_ALTBOOT method.

## 303-307-00 SW Upgrade Synchronization Failure RAP

303-307-00 Unable to enter Software Upgrade mode.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine GP 10.
2. Retry Software Upgrade, GP 4.

## 302-315-00 Service Registry Bad Data / Corrupted RAP

302-315-00 is an internal machine fault code, and is never displayed or logged in the fault history.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine,GP 10.
2. Enter Diagnostics, GP 1.
  - a. Touch **Adjustments**, then touch dC301.
  - b. Follow the procedures to initialize NVM.
3. If the fault persists, perform Software Upgrade, GP 4, using the USB FORCED\_ALTBOOT method.

## 303-316-00 CCM Cannot Communicate with IOT RAP

### B620 Wiring Diagrams

303-316-00 CCM cannot communicate with IOT.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

1. Switch off, then switch on the machine, GP 10.
2. Perform Software Upgrade GP 4.
3. Check for electrical noise in the machine following, GP 27 Intermittent or Noise Problem.
4. Install a new controller PWB, PL 3.05 item 1.

## 303-317-00 to 303-319-00 IOT NVM Error RAP

303-317-00 IOT NVM Save Failure RAP

303-318-00 IOT NVM Init Failure RAP

303-319-00 IOT NVM Restore Failure RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine,GP 10.
2. Enter Diagnostics, GP 1.
  - a. Touch **Adjustments**, then touch dC301.
  - b. Follow the procedures to initialize NVM.
3. If the fault persists, perform Software Upgrade, GP 4, using the USB FORCED\_ALTBOOT method.

## 303-320-00 Incompatible Product Type RAP

303-320-00 Incompatible Product Type RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch off, then switch on the machine, GP 10. If the fault persists, call 2nd level support.

## 303-324-00, 303-327-00 Software Upgrade Failure RAP

303-324-00 Software Upgrade File Transfer Failure RAP.

303-327-00 Software Upgrade Failure RAP.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine GP 10
2. Perform Software Upgrade GP 4.
3. Check for electrical noise in the machine using GP 27.
4. If the fault persists, Upgrade the Software GP 4, using the USB FORCED\_ALTBOOT method.

## 303-325-00 System Detects That The Wall Clock Has Not Incremented Within 1-5 seconds During Power On- RAP

The software detected that the machine clock failed to increment within 1.5 seconds during the power on self test operation.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine, [GP 10](#).
2. Perform, [GP 4](#) Software Upgrade, using the USB FORCED\_ALTBOOT method.
3. Install a new controller PWB, [PL 3.05](#).

## 303-326-00 Upgrade Is Not Required RAP

**303-326-00** Software upgrade not required, the same version is already on the machine.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the electrical noise in the machine, perform the [GP 28](#).
2. Switch off, then switch on the machine [GP 10](#). If the faults persists, contact the second level support.

## 303-329-00, 303-330-00 SW Upgrade Request During Active Diagnostics RAP

**303-329-00** Software upgrade requested during active diagnostics.

**303-330-00** Software upgrade requested during active security feature.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Exit diagnostics or the active security feature, then reload the software, GP 4
2. Verify the electrical noise in the machine, perform the GP 28.
3. Switch off, then switch on the machine GP 10. If the faults persists contact second level support.

## 303-331-00, 303-332-00 Main Controller and Network Controller Communication Errors RAP

**303-331-00** Main controller board cannot communicate with NC.

**303-332-00** Unable to reestablish communications with the NC after 5 minutes.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine, GP 10.
2. If the fault persists, contact next level support.

### 303-333-00 Invalid Value Detected For NVM 616-004 RAP

303-333-00 Invalid value detected for NVM 616-004 RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine,GP 10. If the fault persists, call 2nd level support.

### 303-338-00, 303-338-01 CCS Reset RAP

**303-338-00** CCS Reset: System detects that the Main Controller on CCS has been reset because either the watch dog timer timed out or because the application SW wrote to an illegal address.

**303-338-01** CCS Reset: System detects that CCS has been reset unexpectedly due to a crash.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

No action required. The system will auto reboot.

## 303-346-00, 303-347-00 Controller PWB to UI Error RAP

**303-346-00** UI dead. Unable to establish communication with the UI after 5 minutes.

**303-347-00** Main Controller PWBA cannot communicate with UI PWBA. UI Communications lost.

### Initial Actions

Check for electrical noise in the machine, perform [GP 27](#) Intermittent or Noise Problem.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Perform Software Upgrade, [GP 4](#), using the USB FORCED\_ALBOOT method.
2. Check the wiring between UI control panel [PL 2.10](#) and the controller PWB, [PL 3.05](#), repair as required.
3. Install new components as required;
  1. Controller PWB, [PL 3.05](#).
  2. Control panel, [PL 2.10](#).

## 303-381-00 to 303-383-00 Critical Parameter Write Fail RAP

**303-381-00** MCB Critical Parameter Write Fail

**303-382-00** Mirror Critical Parameter Write Fail

**303-383-00** CRUM Critical Parameter Write Fail

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, [GP 10](#)
2. Check the UI shows each toner cartridge level is read. This ensures the CRUMs and readers are engaged.
3. Open the toner cover, [PL 28.10 item 3](#), remove each toner cartridge and check the CRUM for damage or dirt. Clean or install a new cartridge as required.
4. Reseat all toner cartridges so the CRUM and CRUM reader are engaged fully.
5. Close the toner door.
6. If the fault persists, contact next level support.



## 303-450-00, 303-777-00 Power Loss Detected RAP

**303-450-00** The IOT has reset unexpectedly.

**303-777-00** This fault code in the fault history file indicates that the system has previously detected a power input loss.

### Initial Actions

Ask the customer to check the items that follow:

- If the AC mains (line) input power supply is experiencing interruptions.
- That the machine does not share a power supply with any other equipment.

**Note:** Sharing a power supply may cause the safety over-current device to switch off the electrical supply to the machine. This would cause a 303-777-00 fault. If possible, ensure the machine is connected to a dedicated power supply.

### Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Perform the **OF 3** AC Power RAP. Check the power input circuit and its connectors.
2. Check electrical noise in the machine, perform, **GP 27** Intermittent or Noise Problem.
3. Check the HVPS for loose wires or connections and damage to the wires or the connectors. Repair or replace as required.
4. If the fault persists, install a new HVPS, **PL 1.10**.

## 303-451-00 SIGKILL Handled To Avoid CCS Restart RAP

303-451-00 SIGKILL handled to avoid ccs restart RAP

### Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, **GP 10**. If the fault persists, call 2nd level support.

## 303-778-00 Abnormal Power Down - Digital Copier RAP

The machine powered down unexpectedly or in a non-normal way.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 303-788-00 Failed to Exit Power Save Mode RAP

**303-788-00** The operating system failed to return the system to Ready mode after request from Power Saver System Manager

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Check the settings in the UI control panel to ensure the sleep and power save modes are correctly set.
2. Check EWS sleep and power save settings are correct and not in conflict with the UI control panel settings.
3. Perform, GP 4, Software Upgrade.

## 303-790-00 Time Zone File Cannot Be Set RAP

At power up, the time zone was not valid due to NVM corruption, or an OS file system problem. Time zone overridden to GMT: DST disabled.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Reset the time zone in Customer Administration Tools, refer to GP 24 How to Set the Date and Time.
2. Perform, GP 4, Software Upgrade.
3. Verify the time and date settings in the UI control panel are correctly set.

## 303-805-00 GPU Is Hung RAP

**303-805-00** GPU is hung RAP

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine,GP 10. If the fault persists, call 2nd level support.

**310-327-00, 310-330-00, 310-341-00, 310-360-00 to 310-364-00, 310-368-00 to 310-370-00, 310-372-00 to 310-374-00, 310-376-00 to 310-379-00, 310-455-00 to 310-470-00, 310-646-00,310-648-00 Fuser Temperature Error Service Check**

310-327-00 Fusing On Time Fail RAP

310-330-00 Fuser Motor Fail RAP

310-341-00 Fuser powerup Fail RAP

310-360-00 IH Driver Input High Voltage Fail RAP

310-361-00 IH Driver Input Low Voltage Fail RAP

310-362-00 IH Driver Surge Fail RAP

310-363-00 IGBT Temperature High Fail RAP

310-364-00 Fuser warm up fail RAP

310-368-00 Fuser EWC line temp fail RAP

310-369-00 Fuser EWC / Line long RAP

310-370-00 Fuser is heating too fast. Designed to catch a triac that is latched on. RAP

310-372-00 Fuser power up untertemp too long RAP

310-373-00 Fuser feed untertemp too long RAP

310-374-00 Fuser under temp fail RAP

310-376-00 Fuser under temp check RAP

310-377-00 Fuser On Time Fail RAP

310-378-00 Fuser Main temp fail RAP

310-379-00 Fuser Main therm open RAP

310-455-00 Fuser High Power Trace heated to final EWC / Line Detection temperature too fast. RAP

310-456-00 Fuser Low Power Trace heating rate from 165C -> 180C exceeded error threshold RAP

310-457-00 Open fuser relay detected. RAP

310-458-00 Fuser has been on for more than allowed after a gap blowout, and the temperature is still too cold. RAP

310-459-00 Fuser has gotten too hot (secondary heater). Global overtemp check. RAP

310-460-00 Temperature out of range (Edge thermistor) RAP

310-461-00 Temperature change rate out of range (Edge thermistor) RAP

310-462-00 Temperature out of range (Belt contact thermistor) RAP

310-463-00 Temperature change rate out of range (Belt contact thermistor) RAP

310-464-00 Temperature out of range (Narrow media thermistor) RAP

310-465-00 Temperature change rate out of range (Narrow media thermistor) RAP

310-466-00 Open fuser edge thermistor. RAP

310-467-00 Open contact belt thermistor. RAP

310-468-00 Open fuser backup roll thermistor. RAP

310-469-00 Open fuser second backup roll thermistor. RAP

310-470-00 Open fuser narrow media backup roll thermistor RAP

310-646-00 Fuser undertemp during steady state control. Can occur in printing or standby modes. RAP

310-648-00 Fuser failed to reach EP warmup temp in time RAP



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the fuser for proper installation. The fuser is properly installed.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reinstall the fuser. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the fuser is a genuine and supported Xerox unit. The fuser is a genuine and supported Xerox unit.	Go to step 4.	Go to step 6.
<b>Step 4</b> Check if the fuser type is compatible with the specific model of the printer. The fuser and printer is compatible.	Go to step 5.	Go to step 6.
<b>Step 5</b> Check the fuser life. The fuser is still within its rated or recommended life.	Go to step 7.	Go to step 6.
<b>Step 6</b> Install a new fuser. See PL 10.10.  <b>Note:</b> Ensure that the new fuser is supported by the specific model of the printer. The fault persists.	Go to step 7.	The problem is solved.

Action	Yes	No
<b>Step 7</b> Ensure that the voltage output of the electrical outlet matches the voltage rating of the printer. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the cable J66 on the controller board for proper connection. The cable is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Reconnect the cables. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the cables on the LVPS for proper connection. The cables are properly connected.	Go to step 12.	Go to step 11.
<b>Step 11</b> Reconnect the cables. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Ensure that the LVPS voltage selection switch is set to match with the voltage rating of the electrical outlet. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Restart the printer. The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> Install a new LVPS. See PL 1.15 item 3. The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

**305-211-00** Laser Safety interlock RAP

**305-212-00** Mirror motor lock fail RAP

**310-383-00** Fuser heater was too cold when page entered fuser nip RAP

**310-649-00** Lost hsyncs during servo RAP

**345-101-00** EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

**345-102-00** EP started a runin late, with less time than it takes to do the motor ramp RAP

**345-103-00** Page at X before EP is ready image RAP

**345-104-00** Input ISR occurred and the printhead was not ready RAP

**371-329-00** Tray 1 fails to become input source ready for picking RAP

**372-322-00** Tray 2 fails to become input source ready for picking RAP

**373-322-00** Tray 3 fails to become input source ready for picking RAP

**374-328-00** Tray 4 fails to become input source ready for picking RAP

**377-230-00** Video never started RAP

**377-231-00** Transfer Servo never started RAP

**377-232-00** Duplex page never picked RAP

**377-280-00** Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

**310-383-00** Fuser heater was too cold when page entered fuser nip RAP

**310-649-00** Lost hsyncs during servo RAP

**345-101-00** EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

**345-102-00** EP started a runin late, with less time than it takes to do the motor ramp RAP

**345-103-00** Page at X before EP is ready image RAP

**345-104-00** Input ISR occurred and the printhead was not ready RAP

**371-329-00** Tray 1 fails to become input source ready for picking RAP

**372-322-00** Tray 2 fails to become input source ready for picking RAP

**373-322-00** Tray 3 fails to become input source ready for picking RAP

**374-328-00** Tray 4 fails to become input source ready for picking RAP

**377-230-00** Video never started RAP

**377-231-00** Transfer Servo never started RAP

**377-232-00** Duplex page never picked RAP

**377-280-00** Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 310–406-00, 310–419-00, 310–422-00 to 310–427-00, 310–430-00, 310–431-00, 310–440-00 Printhead Error Service RAP

310-406-00 Mirror Motor Lock Is Asserted Before The Motor Is Turned On RAP

310-419-00 The Printhead +5v Power Was Not On When Starting The Laser Servo RAP

310-422-00 No First Hsync RAP

310-423-00 Lost Hsyncs RAP

310-424-00 Lost Hsyncs During Servo RAP

310-425-00 Mirror Motor Lost Lock RAP

310-426-00 Mirror Motor Never Got First Lock RAP

310-427-00 Mirror Motor Lock Never Stabilized RAP

310-430-00 Wrong Printhead Installed RAP

310-431-00 Printhead Failed Initial Power On Tests RAP

310-440-00 Failure To Read NVRAM RAP



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Restart the printer. The fault persists.	Go to step 2.	The problem is solved.
<b>Step 2</b> Check if the cables J6 and J19 on the controller board are properly connected and free of damage. The cables are properly connected and free of damage.	Go to step 4.	Go to step 3.
<b>Step 3</b> Reconnect the cables or install a new printhead. See PL 60.05. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Reconnect the cables on the printhead. The fault persists.	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Step 5</b> Restart the printer. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Install a new controller board. See PL 3.05 item 1. The fault persists.	Contact the next level of support.	The problem is solved.

**310-428-00 Unable to determine printhead type from print-head NVRAM RAP**

**310-429-00 Failure to read NVRAM RAP**



**310-471-00 Temperature out of range (Backup roller thermistor) RAP**

**310-472-00 Temperature change rate out of range (Backup roller thermistor) RAP**

**310-473-00 NVRAM chip failure with mirror part RAP**

**310-474-00 System Board NAND Failure RAP**

## 310-475-00, 310-476-00, 310-655-00 Engine Timeout Error RAP

**310-475-00** The engine timed out waiting for a mechanical reset or an intervention required clear to complete after tray insert RAP

**310-476-00** The engine timed out waiting for an option to quiescent RAP

**310-655-00** Engine timed out waiting for options to respond RAP



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> Perform the print test on each optional tray. The error occurs in any of the optional trays.	Go to step 6.	Go to step 5.
<b>Step 5</b> 1 Remove the optional trays. 2 Reinstall the optional trays one at a time, and then identify which tray is causing the error. The error occurs in any of the optional trays.	Go to step 6.	Contact the next level of support.
<b>Step 6</b>	Go to step 7.	The problem is solved.

Action	Yes	No
Ensure that the interface cable of the affected tray is properly installed. The fault persists.		
<b>Step 7</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 9.	Go to step 8.
<b>Step 8</b> Install a new optional tray interface cable. See PL 70.15 item 1. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

**310-484-00 Fuser Absolute EOL State Fuser Rev counter triggered RAP**

**310-485-00 Fuser Absolute EOL State Quanta expired triggered RAP**

310-650-00 mirror motor never got first lock RAP

310-651-00 mirror motor lock never stabilized RAP

**310-652-00 Page reached input sensor but the mirror motor was not locked RAP**

**310-653-00 Page reached input sensor but the printhead start-up was not complete RAP**

## 340-144-00, 340-145-00, 340-152-00, 340-161-00, 340-162-00, 310-654-00 SWERR TXP Error RAPs

340-144-00 SWERR TXP Error RAP

340-145-00 SWERR Cartridge Error RAP

340-152-00 SWERR Invalid PG SUV SEQ RAP

340-161-00 SWERR EP Direct XFER RAP

340-162-00 SWERR Invalid Page Ahead PTR RAP

310-654-00 A Bad Cal Cap On The System Card (This Was A 31.25 Error On Denali/Pirate And A31.60Z Until FW5.2 On Glacier/Goldfinger). Z Code CTL5 Card Failure. RAP



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

ACTION	YES	NO
<b>Step 1</b> 1 Perform a POR. 2 Check if a 900.xx error code appears on the display. A 900.xx error code appears.	Go to step 4.	Go to step 2.
<b>Step 2</b> Check if another type of error code appears instead of the 900.xx error code. A different error code appears.	Go to step 3.	Go to step 4.
<b>Step 3</b> See the error code and its service instructions in the printer Service Manual. The fault persists.	Go to step 4.	Perform, SCP 5 Final Actions.
<b>Step 4</b> 1 Turn OFF the printer. 2 At the rear of the printer, disconnect the network cable, USB cable, and fax line. 3 Turn ON the printer. The fault persists.	Go to step 12.	Go to step 5.
<b>Step 5</b> 1 From the control panel, navigate to the <b>Reports</b> menu. 2 Select <b>Device Statistics</b> and <b>Device Settings</b> . The fault persists.	Go to step 12.	Go to step 6.

ACTION	YES	NO
<b>Step 6</b> Check if the printer has a scanner. The printer has a scanner.	Go to step 7.	Go to step 8.
<b>Step 7</b> Using the scanner, perform a one-page copy job in color. The fault persists.	Go to step 12.	Go to step 8.
<b>Step 8</b> 1 Turn OFF the printer. 2 At the rear of the printer, connect the network cable, USB cable, and fax line. 3 Turn ON the printer. The fault persists.	Go to step 9.	Go to step 10.
<b>Step 9</b> 1 Switch OFF, then switch ON the machine, GP 10. The fault persists.	Go to step 10.	Contact the next level of support.
<b>Step 10</b> Using the Device Settings report that is printed in step 5, check if the software level is older than the latest available version. The software version is older, and the customer agrees to update the software.	Go to step 11.	Contact the next level of support.
<b>Step 11</b> Update the software to the latest version, GP 4. The fault persists.	Go to step 12.	Perform, SCP 5 Final Actions.
<b>Step 12</b> 1 Turn OFF the printer. 2 Reconnect all FFC type cables on the controller PWB, and then make sure that the cables are properly connected. 3 Make sure that all the cables on the controller PWB and scanner are properly connected. 4 Turn ON the printer. 5 From the control panel, navigate to the <b>Reports</b> menu, and then select	Go to step 13.	Perform, SCP 5 Final Actions.

ACTION	YES	NO
<b>Device Statistics and Device Settings.</b> 6 For MFPs, perform a one-page copy and scan job in color. The fault persists.		
<b>Step 13</b> Check if a hard disk is installed. A hard disk is installed.	Go to step 14.	Go to step 17.
<b>Step 14</b> 1 Enter Diagnostics, <a href="#">GP 1</a> . 2 Touch <b>Diagnostics &gt; dC301 NVM</b> Initialization. 3 Follow the procedure. The fault persists.	Go to step 15.	Perform, <a href="#">SCP 5</a> Final Actions.
<b>Step 15</b> 1 Switch OFF the machine, <a href="#">GP 10</a> . 2 Remove the hard disk. 3 Switch ON the machine, <a href="#">GP 10</a> . The fault persists.	Go to step 17.	Go to step 16.
<b>Step 16</b> Install a new 500+GB Hard Disk, <a href="#">PL 25.05</a> item 2. The fault persists.	Go to step 17.	Perform, <a href="#">SCP 5</a> Final Actions.
<b>Step 17</b> Check if the printer has any of the following components installed: <ul style="list-style-type: none"> <li>• Memory options</li> <li>• Fax card</li> <li>• Modem</li> <li>• Wireless and network option cards</li> </ul> Any of the components is installed.	Go to step 18.	Go to step 21.
<b>Step 18</b> 1 Turn OFF the printer. 2 Remove all the installed components. 3 Turn ON the printer. The fault persists.	Go to step 21.	Go to step 19.
<b>Step 19</b> 1 Turn OFF the printer.	Go to step 20.	Perform, <a href="#">SCP 5</a> Final Actions.

ACTION	YES	NO
2 Install the following components one at a time: <ul style="list-style-type: none"> <li>• Memory options</li> <li>• Fax card</li> <li>• Modem</li> <li>• Wireless and network option cards</li> </ul> Note: Make sure to perform a POR after installing each component. The fault persists.		
<b>Step 20</b> 1 Turn OFF the printer. 2 Install a new components that caused the error. 3 Turn ON the printer. The fault persists.	Go to step 21.	Perform, <a href="#">SCP 5</a> Final Actions.
<b>Step 21</b> Install a new controller PWB, <a href="#">PL 3.05</a> item 1. The fault persists.	Contact the next level of support.	Perform, <a href="#">SCP 5</a> Final Actions.



**310-656-00 Fuser Unsupported Error: Unsupported memory map version in smartchip RAP**

**310-657-00 Fuser Unsupported Error: Fail OEM check. RAP**

**310-658-00 Fuser Unsupported Error: Supply is on the revoked list. RAP**

**310-659-00 Fuser Unsupported Error: Fuser reported unsupported by EM - fuser type and license bundle mismatch RAP**

## 316E Network Fault Checkout RAP

### Initial Actions

Switch off, then switch on the machine, [GP 10](#).

### Procedure

Refer to the Active Messages and Fault History to determine under what situation the fault is occurring.

**The fault is related to a specific job, client or Page Description Language (PDL).**

Y N

Reload the software, [GP 4](#).

**The fault persists.**

Y N

Perform [SCP 5](#) Final Actions.

Install new components as necessary:

- Optional 500+GB Hard Disk, if installed, [PL 25.05 item 2](#).
- Controller PWBPL [3.05](#).

If the fault persists, perform the [OF 1](#) Machine Not Ready RAP.

**The fault occurs on one particular job from one particular client.**

Y N

**The fault occurs on all jobs sent from one client.**

Y N

**The fault occurs with one job from any client.**

Y N

Install new components as necessary:

- Optional 500+GB Hard Disk, if installed, [PL 25.05 item 2](#).
- Controller PWBPL [3.05](#).

If the fault persists, perform the [OF 1](#) Machine Not Ready RAP.

**Another VersaLink® machine is available.**

Y N

Escalate the service call.

Perform the job causing the fault on another VersaLink® machine

**The fault is repeatable on both machines.**

Y N

Reload the software, [GP 4](#), on the faulty machine. If the fault persists, escalate the service call.

Contact next level support, then explain that a Software Problem Action Report (SPAR) needs to be generated.

Ask the System Administrator to:

- Check the network configuration on the client (compare to a working client).
- Ensure that the client has the required resources.
- Reload the print driver on the client.

If the fault persists, ask the customer to contact the customer support centre.

Ask the customer to reload the print driver on the affected workstation.

## 316-000-09 to 316-010-99, 316-015-14 to 316-016-99 Network Faults 1

**316-000-09** Cannot create RPC connection with ENS.

**316-000-19** Unable to Create RPC Connection with ENS.

**316-001-09** Unable to do startup synchronization.

**316-001-14** Unable to do startup synchronization.

**316-001-19** Unable to do start up synchronization.

**316-001-26** Unable to Start up and Sync with SC.

**316-001-47** Unable to do Start Up Synchronization.

**316-002-09** Unable to register as RPC server.

**316-002-14** Unable to register as RPC server.

**316-002-19** Unable to Register as an RPC Server.

**316-002-26** Could not become an RPC Server.

**316-003-09** Too many IPC Handles.

**316-003-14** Too many IPC Handles.

**316-003-19** Too many IPC Handlers.

**316-004-14** RPC call failure to NC registration service.

**316-004-19** RPC Connect Failure to NC Registration Service.

**316-005-14** RPC call failure to NC registration service.

**316-005-19** RPC Call Failure to NC Registration Service.

**316-005-68** RPC Call Failure to NC Registration Service.

**316-005-92** RPC Call Failure to NC Registration Service.

**316-006-09** Cannot register for events.

**316-006-19** Cannot register for events.

**316-009-09** Invalid IPC Data Received.

**316-010-14** Unable to send IPC.

**316-010-99** IPC open, create, signal queue failed.

**316-015-14** SESS data store environmental variable not set.

**316-015-19** SESS data store environmental variable not set.

**316-016-14** Data Store init- failed.

**316-016-19** Data Store init- failed.

**316-016-99** Data Store init- failed.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-012-00 Rolling Reboot Has Been Detected RAP

316-012-00 Rolling reboot has been detected.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. If a single occurrence, take no action.
2. For multiple occurrences perform, RAP 316E

## 316-023-09 to 316-154-19 Network Faults 2 RAP

316-023-09 RPC Call Failure to ENS.

316-026-09 Memory allocation failure.

316-026-14 MALLOC error.

316-030-19 Unable to Obtain Client RPC handle to EJS.

316-031-09 Invalid Event Notification Received.

316-048-09 Unable to set binding.

316-048-14 Can not set NC client binding.

316-048-99 Unable to set client binding.

316-101-93 Swap memory usage exceeds 90 percent.

316-150-19 Unable to sync peer (within NC) infrastructure services.

316-150-26 Fault Service Failed to Write to Log.

316-151-09 Invalid IPC command.

316-151-26 Fault Service Failed to get a Log Handle.

316-152-09 Internal IPC failure.

316-152-14 Empty internal event received by ENS.

316-152-19 Unable to send request to SESS.

316-152-26 Fault Service could not open Fault Log.

316-153-09 Unable to obtain IPC queue.

316-153-14 Can not initialize internal event list.

316-153-19 NVM Save Failure.

316-154-14 Cannot create internal event queue.

316-154-19 NVM Read Failure.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, RAP 316E.

## 316-156-19 to 316-436-00 Network Faults 3 RAP

- 316-156-19 Service Run loop failed.
- 316-161-09 Cannot send registration event.
- 316-164-09 List access failure (Create, Add, Find, delete).
- 316-165-01 SLC wear level at 90 %.
- 316-165-02 MLC wear level at 90 %.
- 316-165-03 SLC wear level at 100 %.
- 316-165-04 MLC wear level at 100 %.
- 316-330-00 System Startup Process Crash.
- 316-331-00 UI Panel Communication Failure.
- 316-331-01 UI Panel Communication Failure After Retry.
- 316-333-00 Device DLM process unloaded after causing repeated resets.
- 316-338-00 NC Platform Death.
- 316-339-00 UI Platform Death.
- 316-340-00 UI Power On Failure.
- 316-400-19 NVM Connection Failure.
- 316-428-00 NVM Save to FPGA Failure.
- 316-435-00 UI thread not running 10s warning.
- 316-435-01 UI thread not running 30s warning.
- 316-436-00 UI Serial Comm Not Present.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-501-00 to 316-544-00 Network Faults 4 RAP

- 316-501-00 Ethernet cable not connected.
- 316-502-00 USB WiFi adapter not installed.
- 316-503-00 Ethernet 802.1X connection failure.
- 316-504-00 WiFi connection failure. Cannot connect to the WiFi network.
- 316-505-00 WiFi connection lost.
- 316-506-00 Ethernet DHCP/BOOTP Error: DHCP/BOOTP failure.
- 316-507-00 Ethernet DHCP/BOOTP Error: DHCP/BOOTP failure.
- 316-508-00 Ethernet DHCP/BOOTP Error: DHCP/BOOTP failure.
- 316-509-00 Ethernet DHCP/BOOTP Error: DHCP/BOOTP failure.
- 316-514-00 Ethernet DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address.
- 316-517-00 WiFi DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address.
- 316-518-00 Ethernet DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address.
- 316-519-00 WiFi DHCP/BOOTP Error: DHCP/BOOTP failed to obtain an address.
- 316-524-00 Ethernet: Duplicate IPv4 address detected.
- 316-525-00 WiFi Duplicate IPv4 address detected.
- 316-526-00 Ethernet: No IPv4 router configured.
- 316-527-00 WiFi: No IPv4 router configured.
- 316-528-00 Ethernet: No IPv6 router advertisement. No routable IPv6 address configured.
- 316-529-00 WiFi: No IPv6 router advertisement. No routable IPv6 address configured.
- 316-531-00 Ethernet: Duplicate IPv6 address detected.
- 316-533-00 WiFi: Duplicate IPv6 address detected.
- 316-535-00 Ethernet DHCPv6 Error: DHCPv6 failed to obtain an address.
- 316-536-00 WiFi DHCPv6 Error: DHCPv6 failed to obtain an address.
- 316-540-00 Ethernet DHCPv6 Error: DHCPv6 failed to obtain an address.
- 316-544-00 WiFi DHCPv6 Error: DHCPv6 failed to obtain an address.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-600-35 to 316-608-68 Network Faults 5 RAP

**316-600-35** Can not create RPC connection to ENS.

**316-600-66** Unable to Create RPC Connection with ENS.

**316-600-67** Unable to Create RPC Connection with ENS.

**316-601-19** Client Bridge Communication Timeout (EAGAIN).

**316-601-26** Fault Service Failed IPC Queue Setup.

**316-601-35** System Control initialization failed.

**316-601-47** Diag Service Failed IPC Queue Setup.

**316-601-66** Unable to do start up synchronization.

**316-601-67** Unable to do start up synchronization.

**316-601-68** Unable to start up and sync with SC.

**316-602-105** Unable to Register as an RPC Server.

**316-602-19** UI Client Bridge Communication Timeout (EAGAIN).

**316-602-28** RPC Server Registration failed.

**316-602-35** RPC Server Registration.

**316-602-38** RPC Server Registration Failed.

**316-602-66** Unable to Register as an RPC Server.

**316-602-67** Unable to Register as an RPC Server.

**316-602-68** Unable to Register as an RPC Server.

**316-603-105** RPC call failure to NC registration service.

**316-603-11** Replace Handler call failed.

**316-603-28** Replace Handler call failed.

**316-603-66** Too many IPC Handlers.

**316-603-67** Too many IPC Handlers.

**316-603-68** Replace Handler call failed.

**316-604-105** SESS data store environmental variable not set.

**316-604-14** RPC call failure to NC registration service.

**316-604-38** Could not register with Registration Service.

**316-604-99** Could not register with Registration Service.

**316-605-14** RPC call failure to NC registration service.

**316-605-26** Fault Service timed out registering with registration service.

**316-605-35** RPC Call Failure to NC Registration Service.

**316-605-47** RPC Call Failure to NC Registration Service.

**316-605-66** RPC Call Failure to NC Registration Service.

**316-605-67** RPC Call Failure to NC Registration Service.

**316-606-105** OS problem.

**316-606-19** Corrupt System Event Log detected.

**316-606-35** Can not register for events.

**316-606-99** Cannot register for events.

**316-607-105** Service Run loop failed.

**316-607-19** Invalid RPC Data Received.

**316-607-47** Invalid RPC disk diagnostics Data Received.

**316-607-92** Invalid RPC Data Received.

**316-608-09** Unable to free IPC resources.

**316-608-105** Build UI SVC obtain client failed.

**316-608-14** Unable to free IPC resources.

**316-608-26** Fault Service Failed to Unbind with SC.

**316-608-28** IPC un-register failure.

**316-608-35** Unable to Free IPC Resources.

**316-608-66** Unable to Free IPC resources.

**316-608-67** Unable to Free IPC resources.

**316-608-68** Unable to Free IPC Resources.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-609-105 to 316-612-68 Network Faults 6 RAP

**316-609-105** Too many IPC Handlers.

**316-609-19** Invalid IPC Data Received.

**316-609-26** Fault Service Encountered Error Trying to get IPC Message.

**316-609-47** Invalid IPC Data Received- Get SC diag handle failed.

**316-609-92** Invalid IPC Data Received.

**316-610-00** IPC send failure to NC Triple A service for queue command authorization.

**316-610-09** Cannot send IPC message to NC Platform Manage.

**316-610-11** IPC communication failed.

**316-610-19** Unable to Send IPC Message.

**316-610-26** Unable to ; Send IPC Message.

**316-610-28** IPC communication failed.

**316-610-35** Unable to send IPC Message.

**316-610-92** Failure to send Queue Status.

**316-610-99** Unable to send IPC Message.

**316-611-14** Cannot remove RPC connection.

**316-611-19** Unable to Remove RPC Connection.

**316-611-26** Cannot Remove RPC Connection.

**316-611-38** Client Removal Failed.

**316-611-47** Cannot remove RPC connection.

**316-611-66** Unable to Remove RPC Connection.

**316-611-67** Unable to Remove RPC Connection.

**316-611-99** Cannot remove RPC connection.

**316-612-09** Unable to do shutdown synchronization.

**316-612-14** Unable to do shutdown synchronization.

**316-612-35** Unable to do shutdown synchronization.

**316-612-68** Unable to do shutdown synchronization.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-613-09 to 316-617-19 Network Faults 7 RAP

**316-613-09** DC Registration synchronization error.

**316-613-14** DC ENS synchronization error.

**316-613-19** DC Sys Mgr sync error.

**316-614-09** DC Registration communications error.

**316-614-14** Digital Copier ENS registration error.

**316-614-19** DC Sys Mgr communications error.

**316-615-35** SESS Data Store Environmental Variable not set.

**316-615-66** SESS data store environmental variable not set.

**316-615-67** SESS data store environmental variable not set.

**316-616-35** Data Store initialization failure.

**316-616-38** Error - Shared Memory Failure.

**316-616-67** Submission of Email or IFax Job Failed.

**316-617-19** Send Event Failure Unable to send event to NC ENS.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).



## 316-621-00 to 316-625-67 Network Faults 8 RAP

**316-621-00** Unable to get host name.

**316-621-11** Unable to get host name.

**316-621-28** Unable to get host name.

**316-621-35** Get Host Name failed.

**316-621-38** Unable to get host name.

**316-621-47** Get Host Name failed.

**316-621-66** Unable to get the host name.

**316-621-67** Unable to get the host name.

**316-621-93** Unable to get host name.

**316-621-99** Get Host Name failed.

**316-623-35** RPC Call Failure to ENS.

**316-623-47** RPC Call Failure to ENS.

**316-625-35** Invalid IPC Type.

**316-625-66** Invalid IPC message Type.

**316-625-67** Invalid IPC message Type.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-626-00 to 316-635-99 Network Faults 9 RAP

**316-626-00** Memory Allocation Error.

**316-626-11** Can't allocate memory to load a template.

**316-626-38** Memory Allocation Error.

**316-626-47** Memory Allocation Error.

**316-626-66** Memory allocation failed.

**316-626-67** Memory allocation failed.

**316-628-09** Unable to complete RPC call.

**316-628-35** Range String calculation failed.

**316-628-66** Cannot get range environment variable.

**316-628-67** Cannot get range environment variable.

**316-629-11** RPC call failure.

**316-629-26** Fault Service Call to PSW Callback failed.

**316-629-66** No acknowledgement for RPC message.

**316-629-67** No acknowledgement for RPC message.

**316-629-68** No acknowledgement for RPC message.

**316-629-92** No Acknowledgment to RPC Message- RPC timeout.

**316-629-93** No Acknowledgment to RPC Message- RPC timeout.

**316-630-26** Fault Service Failed to get RPC Client Handle.

**316-630-35** Unable to Get RPC Client Handle.

**316-630-38** Client Create Failed.

**316-630-47** Unable to Get RPC Client Handle.

**316-630-66** Unable to get RPC client handle.

**316-630-67** Unable to get RPC client handle.

**316-630-68** Unable to get RPC client handle.

**316-630-99** Unable to Get RPC Client Handle.

**316-631-19** Invalid Event Notification Received.

**316-633-19** NVM Detach Error.

**316-635-35** Can not free XDR data.

**316-635-99** Can not free XDR data.

### Procedure

1. If a single occurrence, take no action.

2. For multiple occurrences, perform, [RAP 316E](#).

## 316-636-35 to 316-647-26 Network Faults 10 RAP

**316-636-35** Unable to unmarshall XDR data.

**316-636-99** Unable to unmarshall XDR data.

**316-637-11** Can't open template cache file.

**316-637-26** Unable to open file- RAP.

**316-637-38** Unable to Open File for Write.

**316-637-47** Failed to Open File.

**316-637-66** File I/O Error.

**316-637-67** File I/O Error.

**316-637-93** Unable to open local file.

**316-637-95** Unable to open local file.

**316-638-66** Unable to initialize with Queue Library.

**316-638-67** Unable to initialize with Queue Library.

**316-639-38** Create Thread Fault.

**316-640-00** System date is invalid for the Apache HTTPS device certificate.

**316-640-35** RPC send.

**316-641-26** Cannot log fault to ess fault log.

**316-642-47** Invalid Internal Parameters

**316-643-19** Unable to close file.

**316-643-26** Unable to close file.

**316-643-47** Failed to Close File.

**316-644-11** Can't read template cache file.

**316-644-26** Unable to read from file.

**316-644-47** SWVerify Get\_next\_proc failed.

**316-644-66** File I/O Error.

**316-644-67** File I/O Error.

**316-645-11** Can't write updated template cache file.

**316-645-26** Unable to write to file.

**316-645-47** Failed to Write File.

**316-645-66** File I/O Error.

**316-645-67** File I/O Error.

**316-646-26** Failed to delete file.

**316-647-19** Unable to get Time and Date.

**316-647-26** Unable to become Client of Diag Service.

#### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-650-35 to 316-668-95 Network Faults 11 RAP

**316-650-35** Invalid service attribute requested.

**316-650-68** Network or authentication server setup problem.

**316-650-99** Invalid service attribute requested.

**316-651-19** Cannot register for SESS Events.

**316-651-35** Can not register for SESS events.

**316-651-99** SPI register failed.

**316-652-38** Unable to Enroll Spi Callbacks.

**316-652-68** Device configuration of remote server may be incorrect.

**316-652-99** SPI enroll failed.

**316-653-38** Error - Invalid Job Handle Fault.

**316-653-68** Smart card error.

**316-654-14** Log\_Init/Log\_Close Fault.

**316-654-38** Return from spi\_register Fault.

**316-654-99** Return from Log\_init Fault.

**316-655-38** Return from spi\_register Fault.

**316-656-38** RPC Processing Fault.

**316-656-68** OCSP Error.

**316-657-68** Certificate is not FIPS 140 compliant.

**316-658-68** Expired certificate.

**316-659-11** Parser Utility open failure.

**316-659-28** Parser Utility open failure.

**316-659-68** Certificate key length error.

**316-659-93** Parser Utility open failure.

**316-659-95** Parser Utility open failure.

**316-660-68** Card is locked.

**316-660-95** Cannot read local directory entries.

**316-660-99** Service initialization failed.

**316-661-95** Cannot create spool directory.

**316-662-11** Parser utility template failed to parse.

**316-662-28** Parser utility template failed to parse.

**316-662-68** Authentication credentials locked.

**316-662-93** Parser utility template failed to parse.  
**316-662-95** Parser utility template failed to parse.  
**316-663-11** Parser utility destroy template failed.  
**316-663-28** Parser utility destroy template failed.  
**316-663-68** Authentication server clock mismatch.  
**316-663-93** Parser utility destroy template failed.  
**316-663-95** Parser utility destroy template failed.  
**316-664-11** Parser utility parser closing failed.  
**316-664-28** Parser utility parser closing failed.  
**316-664-68** Invalid authentication server certificate.  
**316-664-93** Parser utility parser closing failed.  
**316-664-95** Parser utility parser closing failed.  
**316-665-95** Unable to detach from child thread.  
**316-666-11** Parser utility invocation failed.  
**316-666-28** Parser utility invocation failed.  
**316-666-93** Parser utility invocation failed.  
**316-666-95** Parser utility invocation failed.  
**316-667-11** Parser utility set status failed.  
**316-667-28** Parser utility set status failed.  
**316-667-68** SMB local system error.  
**316-667-95** Parser utility set status failed.  
**316-668-68** SMB remote system error.  
**316-668-93** Unable to determine local file statistics.  
**316-668-95** Unable to determine local file statistics.

#### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-669-28 to 316-730-00 Network Faults 12 RAP

**316-669-28** Unable to write job template file to NC disk.  
**316-669-68** Parameter error to SMB client.  
**316-669-93** Unable to write job template file to NC disk.  
**316-669-95** Unable to write job template file to NC disk.  
**316-670-00** Unable to lock/unlock data store.  
**316-670-11** Unable to decode template file.  
**316-670-28** Unable to decode template file.  
**316-670-68** SMB internal system error.  
**316-670-93** Unable to decode template file.  
**316-671-00** Sort jobs failed.  
**316-671-68** SMB server error.  
**316-671-93** Unable to encode template file.  
**316-671-95** Unable to encode template file.  
**316-672-09** Unable to remove file from system.  
**316-672-68** SMB authentication error.  
**316-672-95** Unable to remove file from system.  
**316-673-95** Cannot remove local directory.  
**316-679-68** Device user database unavailable.  
**316-697-68** Kerberos error.  
**316-698-68** LDAP Error.  
**316-699-68** Failed to open Azure IoT Hub Connection.  
**316-700-00** Unknown Attribute Requested.  
**316-700-68** gSOAP Server Error.  
**316-701-110** Unable to communicate with XSA Database.  
**316-701-68** Unable to communicate with Postgre database.  
**316-701-99** Unable to communicate with XSA database.  
**316-702-68** gSOAP Client Error.  
**316-702-95** Unable to communicate with XSA database.  
**316-703-68** GetSecurityToken error.  
**316-707-00** Unknown Queue Request received.  
**316-710-00** NC Internal Communication Failure

**316-716-00** Data Store init failed.

**316-728-00** Unable to compute Range String.

**316-730-00** Unable to create Client Handle.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## **316-718-00, 316-720-02 to 316-720-05, 316-722-01, 316-722-02, 316-726-00, 316-727-00 Hard Disk Faults RAP**

**316-718-00** Data Store Threshold Exceeded.

**316-720-02** Disk Partition /opt Threshold Exceeded

**316-720-03** Disk Partition /tmp Threshold Exceeded

**316-720-04** Disk Partition /persistent Threshold Exceeded

**316-720-05** Disk Partition /var/log Threshold Exceeded

**316-722-01** Disk Partition /var Threshold Exceeded.

**316-722-02** Disk Partition /var/userdata Threshold Exceeded.

**316-726-00** RPC connections exhausted.

**316-727-00** RPC connections approaching limit.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-732-01 to 316-750-95 Network Faults 13 RAP

- 316-732-01 Disk Partition /var/spool/nc/scan Threshold Exceeded.
- 316-732-02 Disk Partition /var/spool/nc/image\_store: "File Cabinet Service" Threshold Exceeded.
- 316-732-03 Disk Partition /var/spool/nc/image\_store: "Transfer service" Threshold Exceeded.
- 316-732-05 Disk Partition /var/spool/CIPS/image\_store Threshold Exceeded.
- 316-732-06 Disk Partition /var/spool/nc/net Threshold Exceeded.
- 316-732-07 Disk Partition /var/fonts Threshold Exceeded.
- 316-740-19 Error - NC Hard Disk IIO Failure.
- 316-743-19 SSD Data Removal failure.
- 316-747-00 Productivity Kit Error.
- 316-748-00 Remote Services Download Failed.
- 316-750-11 Template cache file is missing.
- 316-750-19 Invalid Online/ Offline request.
- 316-750-26 Invalid number of faults requested.
- 316-750-35 Queue Service library Initialization failed.
- 316-750-38 Error - SPI Init Fault.
- 316-750-47 SC Diag Startup failed.
- 316-750-66 Failure to set service state.
- 316-750-67 Failure to set service state.
- 316-750-92 Bad file descriptor.
- 316-750-93 IFS error when requesting memory.
- 316-750-95 Local Spool area does not exist.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-742-19 Hard Disk ODIO Failure RAP

316-742-19 Hard disk ODIO failure.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Print a configuration report.
2. If the configuration report shows Image Overwrite as installed/disabled, perform the following:
  - a. Enter Customer Administration Tools, [GP 2](#).
  - b. Select the **Tools** tab.
  - c. Select **Security Settings**.
  - d. Select **Image Overwrite Security**.
  - e. Enable the required feature.

## 316-751-11 to 316-753-95 Network Faults 14 RAP

**316-751-11** Initialization procedure fails.

**316-751-112** Database Error or Service Registry not available.

**316-751-14** SESS SC event registration failed.

**316-751-19** Unable to set time / date.

**316-751-26** Unrecognized Fault Code.

**316-751-28** Template attributes are invalid, or syntax error.

**316-751-35** Failure to initialize with DM Agent.

**316-751-38** Warning - Unknown Attribute.

**316-751-47** SWVerify RepairDir failed.

**316-751-66** Unable to send event to NC ENS.

**316-751-92** Job State Fault.

**316-751-93** Invalid template attribute.

**316-752-09** Attempt to register too many services.

**316-752-14** Retry SESS Sys Control event registration.

**316-752-19** Cannot Acknowledge System Mode Change.

**316-752-26** Unrecognized SESS Error Code.

**316-752-28** Template cache file is missing.

**316-752-35** Failure to initialize with PrintSpi

**316-752-47** Invalid Test Pattern Source.

**316-752-66** Scan to FAX services registration error.

**316-752-67** Scan to Distribution services registration error.

**316-752-92** Printspi can't read frame type from data store.

**316-752-93** Error accessing job(s) in job list.

**316-752-95** File transfer operation failure.

**316-753-14** Invalid event number error received by ENS.

**316-753-19** Unable to send event to NC ENS.

**316-753-26** Unable to become Client of PSW.

**316-753-28** Cannot communicate with UI for template list request.

**316-753-35** Unable to change EJS state to OFF line.

**316-753-47** Failed to Close Directory.

**316-753-66** Data Store Read Failure.

**316-753-67** Data Store Read Failure.

**316-753-92** Printspi can't read frame type from data store.

**316-753-93** Error adding job(s) in job list.

**316-753-95** Requested transfer protocol not supported.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-754-09 to 316-756-93 Network Faults 15 RAP

**316-754-19** Shutdown Request Reason Unknown.

**316-754-26** Fault Service encountered error reading fault log.

**316-754-35** Can not generate SESS event.

**316-754-47** SWVerify Repair file failed.

**316-754-66** OS problem.

**316-754-68** Initialization procedure fails.

**316-754-92** Consumer Interface Fault.

**316-754-93** Error deleting job(s) from job list.

**316-754-95** Unable to remove advisory lock on network server.

**316-755-09** Unable to register requested service.

**316-755-112** Unable to initialize the Service Registry Table.

**316-755-14** Event notification via IPC error - full queue.

**316-755-19** Unable to provide new s/w config- to SESS.

**316-755-26** Fault Service failed to Clear Fault Log.

**316-755-28** Cancel Request Failed.

**316-755-35** Unable to update Data Store attribute.

**316-755-47** SWVerify Repair permission failed.

**316-755-67** Cancel Request Failed.

**316-755-92** Invalid IPC Data Received.

**316-755-93** Unable to initialize with IFS.

**316-755-99** Unable to abort job fault.

**316-756-14** RPC creation error: unable to create RPC communication to client services.

**316-756-26** Memory Allocation Failure.

**316-756-28** Range String Error.

**316-756-35** Unable to read NVM value.

**316-756-47** SC Run Diagnostic failed.

**316-756-67** Unable to read NVM value.

**316-756-92** Invalid IPC Data Received.

**316-756-93** IPA operation failed.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, RAP 316E



## 316-757-09 to 316-760-99 Network Faults 16 RAP

**316-757-09** Invalid RPC parameters.

**316-757-14** RPC Control error.

**316-757-19** System Manager callback sm\_operation \_complete failed.

**316-757-26** Fault Service could not close Fault Log

**316-757-28** Unknown Message Received.

**316-757-35** Unable to write NVM value.

**316-757-47** SWVerify Repair chksum failed.

**316-757-66** Unable to write NVM value.

**316-757-67** Unable to write NVM value.

**316-757-92** Invalid IPC Data Received.

**316-757-92** Invalid IPC Data Received.

**316-757-93** Unable to set ICS document state.

**316-758-14** RPC communication error to client.

**316-758-26** Fault Service Encountered Error Trying to access its own queue ID.

**316-758-28** State Error.

**316-758-35** Unable to change EJS state to OFF line.

**316-758-47** Error Finding Job Id.

**316-758-66** ServiceRun loop failed.

**316-758-67** ServiceRun loop failed.

**316-758-93** Unable to obtain data store object handle.

**316-759-14** Request for wildcard from non-NC.

**316-759-19** NC Failed Cold Reset 3 Times in a Row.

**316-759-26** Unrecognized Service ID requesting Fault Information.

**316-759-28** SC Init Fault.

**316-759-47** Failed to Abort Process.

**316-759-66** OA Event register Failed.

**316-759-67** OA Event register Failed.

**316-759-93** Unable to create -DAT file.

**316-760-26** Unable to become Client of RDT.

**316-760-28** Unable to Ack SC.

**316-760-47** Incorrect Checksum partition 1.

**316-760-67** Create List Failed.

**316-760-68** SRS returns to Login Service "invalid fields, invalid data, or missing data".

**316-760-93** Job report failure from CCM.

**316-760-99** Request for system policy failed.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-761-14 to 316-765-93 Network Faults 17 RAP

**316-761-14** Invalid RPC data.

**316-761-26** Unable to become Client of UI.

**316-761-28** Unable to submit a job.

**316-761-47** SWVerify Init File failed.

**316-761-67** Failed to Retrieve Public List.

**316-761-68** Login gets no response from SRS.

**316-761-93** Image conversion to TIFF failed.

**316-761-95** Unable to read template pool configuration information.

**316-762-14** Invalid internal table type.

**316-762-19** DC Platform Mgr Comm Error.

**316-762-26** Unable to become client of SCS Diag Service.

**316-762-28** Scan Image Compressor Error.

**316-762-47** Missing File.

**316-762-67** Invalid Index for Recipient List.

**316-762-68** Service Registry Bad data / Corrupted.

**316-762-93** IFSImageDoneX call failed.

**316-762-95** Unable to read document repository configuration information.

**316-763-14** Reached internal limit for events.

**316-763-19** System Manager Comm Error.

**316-763-26** No acknowledgment to RPC message- RPC time-out.

**316-763-47** Invalid Permission.

**316-763-67** Failed to Retrieve LDAP List.

**316-763-93** Document image count not found.

**316-763-95** Internal destination error.

**316-764-14** Internal Logic error.

**316-764-19** Set Up of the SIGALRM Signal failed.

**316-764-26** Fault Service Encountered Error Trying to get IPC Message.

**316-764-47** Incorrect Checksum partition 2.

**316-764-67** Create List Failed.

**316-765-19** SystemMgr call failed.

**316-765-26** Fault Service Call to PSW Callback failed.

**316-765-67** Failed to Retrieve Recipient List.

**316-765-93** Unable to access data store.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-766-19 to 316-772-95 Network Faults 18 RAP

**316-766-19** DM admin error.

**316-766-26** Fault Service Call to UI Callback failed.

**316-766-47** No Servers Responded.

**316-766-67** Failed to Bind to LDAP Server.

**316-766-93** TIFF handle has become null.

**316-766-95** Cannot create Image file name.

**316-767-19** Request to cancel spooling job error.

**316-767-26** Fault Service Call to RDT Callback failed.

**316-767-47** Server in Config list not up.

**316-767-67** Error performing LDAP search.

**316-767-93** Get Document Image Count failed.

**316-767-95** Cannot determine filing policy for transfer.

**316-768-19** Hold/release of jobs error.

**316-768-47** NC Not Attached to Server.

**316-768-67** Error performing Public search.

**316-768-93** Increment image count failed.

**316-768-95** Cannot get Network advisory lock file name.

**316-769-47** NC Not Attached to print queue.

**316-769-67** Failed to Cancel Search Request

**316-769-93** IFS deregister call failed.

**316-769-95** Cannot determine appropriate lock name/address.

**316-770-19** Online/Offline request time out.

**316-770-47** Attached to Queue and Server.

**316-770-67** Required attribute missing.

**316-771-19** Online/Offline callback failure.

**316-772-19** Failure to set NC Platform Manager service state.

**316-772-47** RPC Failure for communication.

**316-772-95** Invalid transfer request.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-773-19 to 316-779-95 Network Faults 19 RAP

**316-773-19** Unknown client requested online/offline.

**316-774-19** Can not obtain RPC connection.

**316-775-19** Can not obtain Data Store handle for server object.

**316-775-95** Cannot create temporary file name.

**316-776-19** Can not delete jobs using Job Map library.

**316-776-95** Cannot clean up after job completion.

**316-777-19** Can not access Data Store element.

**316-777-95** Cannot log into requested network server.

**316-778-19** Invalid Enable Demo Job setting.

**316-778-95** Cannot generate confirmation sheet.

**316-779-19** System Manager callback sm power saver completed failed.

**316-779-95** Cannot create the template / job log name.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-780-19 to 316-789-19 Network Faults 20 RAP

**316-780-19** Power Saver request time out.

**316-780-95** Cannot determine the remote directory.

**316-781-19** Network Upgrade Checksum Error.

**316-782-09** NC Configuration Synchronization process failure.

**316-782-19** SW Upgrade manifest mismatch.

**316-783-09** Unable to send sc\_proc\_disable.

**316-783-19** NC Failure to enter upgrade mode.

**316-784-19** SW Upgrade aborted - IOT failed to enter Upgrade Mode.

**316-785-09** NC SNMP Agent process failure.

**316-785-19** SW Upgrade aborted - UI failed to enter Upgrade Mode.

**316-786-19** NC failure to uncompress upgrade file.

**316-787-19** IOT SW Upgrade failed.

**316-788-19** NC PM Failed to install Scan to File.

**316-789-19** NC PM Failed to install LAN FAX.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-790-19 to 316-799-47 Network Faults 21 RAP

**316-790-19** NC PM Failed to install Job Based Accounting.

**316-790-47** SESS Banyan test unknown error.

**316-791-19** Scan to File DLM is not defined.

**316-791-47** SESS Banyan test no network.

**316-792-19** Lan Fax DLM is not defined.

**316-792-47** SESS Banyan test open failure.

**316-793-19** Job Based Accounting DLM is not defined.

**316-793-47** SESS Banyan test echo failure.

**316-794-09** Cross platform synchronization error.

**316-794-19** Install Password mismatch.

**316-794-47** SESS Banyan test no servers.

**316-795-19** NC PM Failed to remove LAN FAX.

**316-795-47** SESS NetBIOS test no lanas found.

**316-796-19** NC PM Failed to remove Scan to File.

**316-796-47** SESS NetBIOS test invalid command.

**316-797-19** NC PM Failed to remove Job Based Accounting.

**316-797-47** SESS NetBIOS test interface busy.

**316-798-19** Option already enabled.

**316-798-47** SESS NetBIOS test too many commands.

**316-799-19** Option already enabled.

**316-799-47** SESS NetBIOS test invalid adapter.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-800-09 to 316-809-47 Network Faults 22 RAP

- 316-800-09 List access failure ( Create, add, find, delete).
- 316-800-19 Option not supported.
- 316-800-47 SESS NetBIOS test cannot cancel.
- 316-801-09 Invalid SESS event/IPC error.
- 316-801-19 Serial Number mismatch.
- 316-801-47 SESS NetBIOS test oem x (unusual network problem).
- 316-802-19 Counters do not match.
- 316-802-47 SESS NetBIOS test adapter malfunction.
- 316-803-47 SESS NetBIOS test cannot init token ring.
- 316-804-47 SESS NetBIOS test no cable connected to board.
- 316-805-19 Accounting install failed.
- 316-805-47 SESS NetBIOS test could not join ring.
- 316-806-09 CPI service unavailable.
- 316-806-19 Counters did not increment.
- 316-806-47 SESS NetBIOS test cable not connected to MAU.
- 316-807-09 Job Log service unavailable.
- 316-807-19 State change failed.
- 316-807-47 SESS NetBIOS test memory allocation error.
- 316-808-09 JobTracker service unavailable.
- 316-808-47 SESS NetBIOS test no more minor devices available.
- 316-809-09 Kerberos service unavailable.
- 316-809-47 SESS NetBIOS test token ring board was stopped.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-810-09 to 316-839-47 Network Faults 23 RAP

- 316-810-09 Scan Service unavailable.
- 316-810-19 Failed to remove Accounting.
- 316-810-47 SESS NetBIOS test network is bad.
- 316-811-09 SMB service unavailable.
- 316-811-19 Failed to initiate operation.
- 316-811-47 SESS NetBIOS test command timed out.
- 316-812-19 Failed to change the enable upgrade flag.
- 316-812-47 SESS NetBIOS test message incomplete.
- 316-813-09 Scan Service unavailable.
- 316-813-19 DEF error occurred on NC.
- 316-813-47 SESS NetBIOS test no resources on local adapter
- 316-814-09 Scan Compressor service unavailable.
- 316-814-19 DEF was enabled on the NC.
- 316-814-47 SESS NetBIOS test duplicate name in local name table.
- 316-815-47 SESS NetBIOS test name table is full.
- 316-816-09 EIP Service not responding.
- 316-816-47 SESS NetBIOS test unexpected protocol received.
- 316-817-47 SESS NetBIOS test NetBIOS/ix being reset.
- 316-818-47 SESS NetBIOS test NetBIOS/ix being stopped.
- 316-819-47 SESS NetBIOS test NetBIOS/ix not loaded.
- 316-820-47 SESS NetBIOS test NetBIOS/ix not running.
- 316-821-47 SESS NetBIOS test MAC driver went offline.
- 316-822-47 SESS NetBIOS test error during reset.
- 316-823-47 SESS NetBIOS test unknown error.
- 316-824-47 SESS UNIX test unknown error.
- 316-825-47 Echo Test Failure; SESS diag name not found.
- 316-830-47 GetNetData IP Diagnostic - failed to get default router.
- 316-831-47 GetNetData IP Diagnostic - failed to get subnet mask.
- 316-832-47 GetNetData IP Diagnostic - failed to get local devices
- 316-833-47 GetNetData IP Diagnostic - failed on ARP.
- 316-837-47 GetNetData - Diagnostic Name not found.

**316-838-47** SWVerify Setup Alarm Failed.

**316-839-47** SWVerify Repair File length Failed.

Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## **316-840-47 to 316-879-47 Network Faults 24 RAP**

**316-840-47** System call failed.

**316-841-47** SWVerify Missing Directory.

**316-842-47** SWVerify Process Not Running.

**316-843-47** SWVerify Repair Timeout.

**316-844-47** Failed to save data to NVM.

**316-845-47** Failed to initialize NVM.

**316-846-47** Failed to restore contents of NVM.

**316-847-47** Failed to write value to NVM.

**316-848-47** Failed to read faults.

**316-849-47** Failed to create command array.

**316-850-47** Failed to add substitution string.

**316-851-47** Failed calling stream editor.

**316-852-47** Failed to process fault for error report.

**316-853-47** Failed to get last reset time.

**316-854-47** Failed on call to fault service.

**316-855-47** Failed on call send event.

**316-856-47** Failed on system command.

**316-857-47** Failed to find process.

**316-858-47** Failed to dump log.

**316-859-47** Failed on software verify.

**316-860-47** No response for IP Ping Test.

**316-861-47** Registration Monitor Failure.

**316-862-47** SESS NETBIOS test invalid cancel command.

**316-863-47** SESS NETBIOS test illegal buffer length.

**316-864-47** SESS NETBIOS test illegal local session number.

**316-865-47** SESS NETBIOS test session closed.

**316-866-47** SESS NETBIOS test command canceled.

**316-867-47** SESS NETBIOS test name deregistered.

**316-868-47** SESS NETBIOS test local session table full.

**316-869-47** SESS NETBIOS test no listen in remote computer.

**316-870-47** SESS NETBIOS test illegal name number.

**316-871-47** SESS NETBIOS test cannot find name or no answer.

**316-872-47** SESS NETBIOS test name in use.

**316-873-47** SESS NETBIOS test name deleted.

**316-874-47** SESS NETBIOS test session abended.

**316-875-47** SESS NETBIOS test name conflict.

**316-876-47** SW verify setup SIGTERM Failed.

**316-877-47** SESS PCI test unknown error.

**316-878-47** SESS PCI test failed to open driver.

**316-879-47** SESS PCI test failed flushing stream buffer.

#### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-880-47 to 316-929-19 Network Faults 25 RAP

**316-880-47** SESS PCI test failed on put msg call.

**316-881-47** SESS PCI test invalid argument.

**316-882-47** SESS PCI test failed on put msg call.

**316-883-47** SESS PCI test failed on ioctl call.

**316-884-47** SESS PCI test control flag area too small.

**316-885-47** SESS PCI test driver not initialized.

**316-886-47** SESS PCI test info request failed.

**316-887-47** SESS PCI test driver failed to register.

**316-888-47** SESS PCI test driver failed to unregister.

**316-889-47** SW verify get data failed.

**316-890-47** SW verify get next proc failed.

**316-891-19** Remote Services failed to register.

**316-891-47** Invalid RPC submit job Data Received.

**316-891-89** Edge server auto registration failed.

**316-892-19** Remote Services cannot contact Remote Services datacenter.

**316-892-47** Invalid RPC Data Received; Unknown diagnostic action.

**316-892-89** Edge server communication failed.

**316-893-47** Invalid RPC Data Received; Invalid job type.

**316-894-47** Invalid RPC disk diagnostics Data Received.

**316-896-00** Remote Services Sync Failed.

**316-896-01** Remote Services Data Push Failed.

**316-896-02** Remote Services Data Collection Incomplete.

**316-900-19** Failed to open on SMC driver.

**316-901-19** Failed to make ioctl call using SMC driver.

**316-903-19** Result from ioctl does not match FD.

**316-904-19** Invalid ioctl request.

**316-905-19** Unknown ioctl failure.

**316-906-19** Malloc failed for net upgrade.

**316-907-19** Attempt to get pinned memory failed.

**316-908-19** Error opening File.

**316-909-19** Error transfer data to CCM.

- 316-910-19** Failed to untar File.
- 316-911-19** Error changing directory.
- 316-912-19** Install script did not execute.
- 316-913-19** Write failure to File.
- 316-914-19** Shared memory was corrupted.
- 316-915-19** Open failed.
- 316-916-19** CRC Failed.
- 316-917-19** Failed to close on checksum.
- 316-918-19** CRC comparison failed.
- 316-919-19** Restart request failed.
- 316-920-19** ELT Daemon start failed.
- 316-922-19** NVM store failed.
- 316-923-19** Failed saving persistent data.
- 316-924-19** Failed in restoring persistent data.
- 316-925-19** Failed saving web config data.
- 316-926-19** Failed to save data store values.
- 316-927-19** Failed to restore web config data.
- 316-928-19** Failed to install files.
- 316-929-19** Failed to restore data store values.

#### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-930-19 to 316-971-19 Network Faults 26 RAP

- 316-930-19** Failed to remove jobs.
- 316-931-19** Failed to close on SMC driver.
- 316-932-19** NVM write failure.
- 316-933-19** Failed to remove File.
- 316-934-19** Job Based Accounting not enough dc memory.
- 316-935-19** Auto-Upgrade failed Cannot read/write attributes to machine.
- 316-936-19** Auto-Upgrade failed Cannot connect to remote server.
- 316-937-19** Auto-Upgrade failed Cannot login to remote server.
- 316-938-19** Auto-Upgrade failed Cannot access directory on remote server.
- 316-939-19** Auto-Upgrade failed Multiple upgrade files found on remote server.
- 316-940-19** Auto-Upgrade failed Machine is in diagnostics mode.
- 316-941-19** Auto-Upgrade failed Network controller cannot communicate with main controller.
- 316-942-19** Auto-Upgrade failed Upgrade file is invalid - Incompatible with main controller.
- 316-944-19** Auto-Upgrade failed Upgrade file is invalid - File corruption detected.
- 316-945-19** Auto-Upgrade failed Upgrade file is invalid - File is not appropriate for current machine software.
- 316-946-19** Failed to install Scan to Email.
- 316-947-19** Failed to install internet Fax.
- 316-948-19** Remove of Scan to Email option failed.
- 316-949-19** Remove of Internet Fax option failed.
- 316-950-19** Scan to Email image processing hardware not available.
- 316-951-19** Internet fax image processing hardware not available.
- 316-952-19** Scan to Email memory size error.
- 316-953-19** Internet fax memory size error.
- 316-958-19** Failed to install Kerberos.
- 316-959-19** Failed to install SMB.
- 316-960-19** Failed to install SMTP.
- 316-961-19** Failed to remove Kerberos.
- 316-962-19** Failed to remove SMB.
- 316-963-19** Failed to remove SMTP.
- 316-964-19** Failed to Cancel operation.



**316-965-19** Failed to send Platform Unavailable.

**316-966-19** Failed to install job tracker.

**316-967-19** Failed to remove job tracker.

**316-968-19** Failed to install POP3.

**316-969-19** Failed to remove POP3.

**316-970-19** Over allocation of contiguous memory.

**316-971-19** Auto-Upgrade not attempted due to machine being offline.

#### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-972-08 to 316-986-19 Network Faults 27 RAP

**316-972-08** Bootmgr's SW verify failed.

**316-972-09** SWUP Signature Verification Fails.

**316-972-15** DLM signature fails.

**316-975-19** Failed to install Disk Overwrite.

**316-976-19** Failed to install Immediate Image Overwrite.

**316-977-00** Queue List Jobs failure.

**316-977-19** NC PM failed to remove Disk Overwrite.

**316-978-19** NC PM failed to remove Job Overwrite.

**316-979-19** NC PM failed to remove Embedded Fax.

**316-980-19** NC PM failed to install G4.

**316-981-00** Unable to Obtain Job Handle.

**316-982-19** Failed to remove Embedded Fax.

**316-983-19** Failed to remove G4.

**316-984-19** CPSR Memory Size Error.

**316-985-19** Workflow Scanning Application Registration Error.

**316-986-19** Workflow Scanning Application Un-Registration Error.

#### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 316-990-00 to 316-997-00 Network Faults 28 RAP

**316-990-00** Promote Response from DM received with errors.

**316-990-19** Lockdown Security Remediation Failed.

**316-991-00** Request to DM to promote Job Failed.

**316-991-19** Xerox Configuration Watchdog Remediation Failed.

**316-992-00** Unable to build SESS Job Identifier for promote.

**316-992-19** A security-related item being monitored by the Xerox Configuration Watchdog feature has changed.

**316-994-00** Cancel Response from DM received with errors.

**316-995-00** Request to DM to Cancel Job Failed.

**316-997-00** Unable to get admin - name from data store.

### Procedure

1. If a single occurrence, take no action.
2. For multiple occurrences, perform, [RAP 316E](#).

## 319-300-00 and 319-301-00 Hard Disk Read/Write Error RAP

319-300-00 Unable to read or write data from the Image Disk

319-301-00 Unable to write data to the Image Disk RAP

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10.

The fault persists.

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| Perform, SCP 5 Final Actions, then log the problem in the Logbook.

- Perform Software Upgrade, GP 4.
- If installed, verify the harness between the optional 500Gb+ hard disk, PL 25.05 item 2, and the controller PWB PL 3.05, is fully seated and has no damage. Repair any damage to the harness as required.
- If the fault persists, install new components as required:
  1. Optional 500Gb+ hard disk, PL 25.05 item 2
  2. Controller PWB, PL 3.05.

## 319-401 Out Of Memory Caused By Stress Document

Out of memory caused by a stress document

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

No action is required. If 319-401 remains for more than 5 minutes, Switch OFF, then switch ON the machine, GP 10. If the problem continues, reload software using GP 4.

## 319-402 Out Of Memory Caused By Stress Job

Out of memory caused by a stress job

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**CAUTION:** Software downgrades cannot be performed by a customer. When using the FORCED\_ALTBOOT method, follow the procedure in [GP 4](#), Software Upgrade. Inform the customer that customer data will not be retained using the FORCED\_ALTBOOT method for downgrading machine software.

No action is required. If the fault remains for more than 5 minutes, Switch OFF, then switch ON the machine, [GP 10](#). If the problem continues, go to [GP 4](#) and perform the Regular AltBoot procedure.

## 319-403–00 Out Of Memory With More Than 1 Job In EPC

Out of memory with greater than one job in EPC.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**CAUTION:** Software downgrades cannot be performed by a customer. When using the FORCED\_ALTBOOT method, follow the procedure in [GP 4](#), Software Upgrade. Inform the customer that customer data will not be retained using the FORCED\_ALTBOOT method for downgrading machine software.

No action is required. If the fault remains for more than 5 minutes, Switch OFF, then switch ON the machine, [GP 10](#). If the problem continues, go to [GP 4](#) and perform the Regular AltBoot procedure.

## 319-409-01 Video Integrity Overflow Fault RAP

Video Integrity not Guaranteed due to an Overflow Condition.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-409-02 Video Integrity Underflow Fault RAP

Video Integrity not guaranteed due to an Underflow Condition.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

### 319-409-03 Video Integrity No Block List Fault RAP

Video Integrity not guaranteed due to a No Block List error.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

### 319-409-04 Video Integrity End Of Block List Fault RAP

Video Integrity not guaranteed due to End of Block List Error.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-00 Mark Output Timeout

Mark Output Timeout. Incomplete image data transfer within the prescribed period. Machine will attempt to recover (may take more than 30 sec.).

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-01 Mark Output Timeout/Video Decompressor Fault RAP

Incomplete image data transfer within the prescribed period.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machineGP 10.
2. Run the job creating the fault. If the fault persists, upgrade the software, GP 4.

## 319-410-02 Compress Image Timeout

Compress Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**CAUTION:** Software downgrades cannot be performed by a customer. When using the FORCED\_ALTBOOT method, follow the procedure in GP 4, Software Upgrade. Inform the customer that customer data will not be retained using the FORCED\_ALTBOOT method for downgrading machine software.

Perform the following in order:

1. Switch OFF, then switch ON the machine GP 10 and rerun the job.
2. Go to GP 9 and perform the Regular AltBoot procedure.

## 319-410-03 Decompress Image Timeout

Decompress Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine GP 10. Rerun uncompleted jobs.



## 319-410-04 Merge Image Timeout

Merge Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF , then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-05 Rotate Image Timeout

Rotate Image timeout. Incomplete image data transfer within the prescribed period. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-06 Network Input Failure

Network Input Failure. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-07 E-Fax Send/Receive Failure

E-Fax Send/Receive Failure. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-08 Scan Input Failure RAP

Scan Input Failure. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine GP 10.
2. Run the job creating the fault. If the fault persists, upgrade the software, GP 4.

## 319-410-09 Byte Count Error

Byte Count Error. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine GP 10. Rerun uncompleted jobs.

## 319-410-10 Setup Too Late

Set Up Too Late. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-11 DMA Master Abort

DMA Master Abort. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-12 Huffman Error

Huffman Error. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-13 EOR Error

EOR Error. Incomplete image data transfer. Job has been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

### 319-410-14 Scan Output Timeout Fault RAP

Intel IAP did not return from function call for Set Scan Path

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

### 319-410-15 Image Path Response Error From CIPS RAP

Image Path Response Error from CIPS

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-410-17 Insufficient Memory Allocation RAP

CIPS is not able to allocate enough memory when CCS requests buffer for mark image path set up.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. Rerun the uncompleted jobs.

## 319-410-18 Video Fatal error from CIPS RAP

319-410-18 Video Fatal error from CIPS RAP

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Delete all files possible from memory.
2. Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 319-411-01 Scan Image Capture DMA Setup Too Late RAP

Scan Image Capture DMA is not setup in time and does not capture all of the data.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.

## 319-411-04 Scan Image Capture DMA Incomplete RAP

The Scan Image Capture DMA failed to receive all the data expected.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machineGP 10. Rerun uncompleted jobs.



## 319-411-05 Scan Image Capture DMA Timeout RAP

The Scan Image Capture DMA didn't complete in the prescribed period.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine GP 10. Rerun uncompleted jobs.

## 319-420 Image Processing Error At Power UP RAP

Unable to communicate with image processing service at power up.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. Rerun uncompleted jobs.

## 319-422 Image Processing Error At Standby RAP

Communication with image processing service is lost.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. Rerun uncompleted jobs.

## 319-424 Image Processing Error With Job RAP

Communication with image processing service is lost during a job. Current copy/scan jobs may have been deleted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. Rerun uncompleted jobs.

## 319-426 Image Processing Error During Print RAP

Communication with image processing service is lost during a print/fax job.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, [GP 10](#). Rerun uncompleted jobs.

## 319-476-00 PageNotAvailable Fault RAP

The RIP did not make the page's imaging parameters available by the time the imaging needed to begin.

### Procedure

1. Delete the job, then perform the same operation again.
2. If fault persists, switch OFF, then switch ON the machine, [GP 10](#)
3. Upgrade the software, [GP 4](#).
4. Perform the operation again.

## 319-476-01 to 319-476-03 Band Fault RAP

**319-476-01** Band Not Available Fault RAP

**319-476-02** Band Error Fault RAP

**319-476-03** Incomplete Error RAP

Similar to Page Not Available, but for an individual band. The imaging was set up and may have partially completed, but incoming image data was not available by the time it needed to be sent to the laser.

DMA of a band to the laser failed. This can be caused by the RIP sending unsupported image parameters, a band of incorrect size, or a software error in the engine that caused a real-time deadline to be missed.

Imaging stopped successfully before sending all the lines of an image. This can happen if the paper is physically shorter than the incoming image data.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Delete all jobs, then run the job causing the fault.
2. Switch OFF, then switch ON the machine, GP 10. Run the job again causing the fault.
3. If the fault persists, upgrade the software, GP 4.

## 319-750 EPC Memory Size Changed Configuration At Power Up RAP

The System detects that the EPC Memory Size configuration has changed during the Power On sequence.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. Rerun uncompleted jobs.

## 319-752 Image Rotation Detected RAP

The system detected that the image rotation configuration had changed during the Power On sequence.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10. Run the job again causing the fault.
2. If the fault persists, upgrade the software, GP 4.

## 319-754 Image Disk Configuration Changed At Power Up

The System detects that the Image Disk Configuration (present vs. not present) has changed during the Power On sequence

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10. Run the job again causing the fault.
2. If the fault persists, upgrade the software, GP 4.

## 319-760–00 Test Patterns Missing From EPC RAP

Unable to communicate with image processing service at power up.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. Rerun uncompleted jobs.



## 322-310-04 to 322-318-04 Paper Supply Errors RAP

**322-310-04** Pages received from extended job service out of sequence.

**322-311-04** Sequencer failed to respond with proposal within the required time.

**322-314-04** Module registration error.

**322-315-04** One or more modules failed to respond with a completion message.

**322-316-04** Job required paper tray that does not exist.

**322-317-04** Job required finishing capability that does not exist.

**322-318-04** Job required an IOT capability that does not exist.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the UI control panel tray settings and the tray configuration are correct for the job requested.
2. Switch OFF, then switch ON the machine, GP 10.
3. Delete the original job, then rerun the job causing the fault.

## 322-319-04 IOT Integrity Problem While Printing a Job RAP

Mark Service broadcasts an event identifying the Job ID and the reason for the time out:

1. If the deleted job is a Copy job, the UI uses the event information to inform the user that the job has been deleted and needs to be rescanned.
2. If the deleted job is a Print Job, the ESS uses the information to delete the job.

This fault can result in two ways:

1. IOT Cycles down and back up 10 times without printing a page within the same job causing a 322-319-04 fault.
2. Five consecutive 322-309-04 faults will also cause a 322-319-04 fault.

### Procedure

1. Switch OFF, then switch ON the machine GP 10.
2. If the fault persists, check fault history for 322-309–04. Perform RAP 322-309-04 to resolve the fault.



## 322-320-04 to 322-327-00, 322-335-00 to 322-340-00 Software Install Failed RAP

322-320-00 SM Failed to install scan to file.

322-321-00 SM Failed to remove Scan to file.

322-322-00 SM Failed to install LAN FAX.

322-323-00 SM Failed to remove LAN FAX.

322-324-00 SM Failed to install Scan to Email.

322-325-00 SM Failed to remove Scan to Email.

322-326-00 SM Failed to install IFAX.

322-327-00 SM Failed to remove IFAX.

322-335-00 SM Failed to install Job Based Accounting.

322-336-00 SM Failed to remove Job Based Accounting.

322-337-00 SM Failed to install disk overwrite.

322-338-00 SM Failed to remove Disk Overwrite.

322-339-00 SM Failed to install Job Overwrite.

322-340-00 SM Failed to remove Job Overwrite.

### Initial Actions

Check the Service Log for the frequency of occurrence of this fault.

Check dC122 Fault History for the frequency of occurrence of this fault

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine,GP 10.

The fault persists.

Y	N
Return to SCP 3.	

**Note:** Record the fault in the Logbook. If the same fault recurs frequently, perform the actions listed in the Y branch of this RAP.

1. Perform, Software Upgrade GP 4, using the FORCED\_ALTBOOT method.
2. Install a new controller PWB,PL 3.05.

## 322-328-00 Incomplete System Information

Incomplete System Information.

### Procedure

Restart the machine, GP 10 How to Switch Off, or Switch On the Machine.

## 332–330–00 and 322-332–00 Supplies Plan Errors RAP

322-330-00 PagePack PIN (Supplies Plan Activation Code) Entry Locked RAP

322-332-00 Invalid Plan Conversion RAP

Plan conversion invalid due to repeated incorrect entry attempts.

### Initial Actions

Ensure that this fault code did not occur during an attempt to perform plan conversion. Refer to, [GP 26](#) PagePack (Supplies Plan) Plan Conversion.

Check the [Service Log](#) for the frequency of occurrence of this fault.

Check [dC122](#) Fault History for the frequency of occurrence of this fault

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, [GP 10](#).

The fault persists.

Y N

Return to, [SCP 3](#).

**Note:** Record the fault in the [Service Log](#). If fault recurs frequently, perform the actions listed in the Y branch of this RAP.

Perform the following in order:

1. Upgrade the software, [GP 4](#).
2. Install a new controller PWB, [PL 3.05](#).

If the fault persists, contact next level support.

## 322-352-00 Serial Number Missing From Memory RAP

Serial Number Update Required or Serial number lost/missing. A password routine may be required to write serial number to machine.

### Initial Actions

1. Confirm that the machine serial number displayed on the UI and on the label on machine frame match. If they do not match notify the FE/NTS.
  - a. Select, **Machine Status > Machine Information Screen**.
  - b. Print a Configuration Sheet, [GP 14](#) Printing Reports, if the UI is unavailable.

Check all P/J connectors for loose or unseated connectors on the following PWBs.

1. Control panel display, [PL 2.10 item 1](#).
2. Controller PWB, [PL 3.05 item 1](#).
3. Check the Fault History, [dC122](#), for communications faults. These can prevent serial number synchronization and must be addressed before proceeding.
4. Enter Diagnostics, [GP 1](#), then touch **[Clear Counters]**. **[Exit and Reboot]** at Diagnostics Exit.
5. If the fault persists, order new PWBs as per listed below before troubleshooting the fault.
  - Control panel display, [PL 2.10 item 1](#).
  - Controller PWB, [PL 3.05 item 1](#).



**WARNING:** Do not swap PWBs between machines.



**WARNING:** Do not remove the batteries from any PWBs while making voltage checks in this RAP.



**CAUTION:** The serial number is stored and synchronized between the control panel display, controller PWB, and black toner cartridge. Always install these items individually. After installation of one of these items, switch on the machine, [GP 1](#), to allow the serial number to synchronize before proceeding to install the next part. Refer to [dC132](#) Machine Serial Number.



**CAUTION:** Never install a new control panel display, new controller PWB, or black toner cartridge at the same time. First install one of the parts, then switch on the machine, [GP 10](#). If the installation is successful, switch off the machine, then install another part item if necessary.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

Switch OFF, then switch ON the machine, [GP 10](#). If the fault persists, wait 5 minutes, then perform [GP 10](#) again.

### Procedure

Match the serial numbers on the UI. Select, **[Machine Status > Machine Information]**, and the serial number on the plate inside the front cover and the Configuration Report printed at the beginning of this RAP.



**WARNING:** Do not remove the black (K) toner cartridge or the imaging unit from the machine unless instructed to do so. Removing may cause the serial number synchronization to fail. The black (K) CRUM holds serial number information and is synced with the drive PWB and controller PWB.

#### The serial numbers match.

Y N

1. Switch OFF the machine, [GP 10](#), then disconnect the power cord for the source.
2. Contact next level support, then go to [GP 35](#) Serial Number Synchronization Procedure.

#### A new control panel display and controller PWB were installed at the same time.

Y N

Install the original controller PWB back into the machine, then perform, [GP 10](#).

#### The fault persists.

Y N

1. Check the Fault History, [dC122](#). If no other fault codes exist perform, [SCP 5](#) Final Actions.
2. If more faults are listed, perform the corresponding RAP to clear the fault.

Reseat all connectors on the controller PWB, [PL 3.05](#) item 1.

#### The fault persists.

Y N

Perform, [SCP 5](#) Final Actions.

Perform, [dC132](#) to restore serial number integrity.

#### The fault persists.

Y N

1. Check the Fault History, [dC122](#). If no other fault codes exist perform, [SCP 5](#) Final Actions.
  2. If more faults are listed, perform the corresponding RAP to clear the fault.
1. Enter Diagnostics, [GP 1](#), then perform [dC122](#). If other fault codes are present, go to the specific fault code RAP.
  2. Switch off the machine, [GP 10](#).
  3. Install the original control panel display back into the machine.
  4. Perform, [dC132](#) to restore serial number integrity.
  5. Perform Software Upgrade, [GP 4](#). If the fault persists, contact next level support for assistance.
  6. Check the fault log for fault code 322-365-00. If the fault is listed, perform RAP, [322-365-00](#) Engine Serial Number Needs Recovery RAP.
  7. Perform, [SCP 5](#), Final Actions.

## 322-360-00 to 322-363-00 3-way Sync (Service Plan) Faults RAP

### 322-360-00 Service Plan Mismatch

Three way sync of Service Plan could not be resolved or is associated with incorrect Region.

### 322-361-00 Product ID Mismatch RAP

Three way sync of ProductID could not be resolved

### 322-362-00 Product Class Mismatch RAP

Three way sync of Product Class could not be resolved

### 322-363-00 Billing Counter Mismatch RAP

Three way sync of Billing Counters could not be resolved

## Primary Causes

Typically these faults are caused by the installation of a new controller PWB, new drive PWB, black (K) toner cartridge, or a combination of these installed in the same task.

## Procedure

1. Perform, [GP 35](#), Serial Number Synchronization Procedure.
2. If the fault persists, contact next level support.

### 322-364-00 Critical Parameters Restored from Mirror RAP

Three way sync determined that the primary NVM storage has been replaced or corrupted.

Procedure

1. Perform, [GP 35](#) Serial Number Synchronization Procedure.

### 322-365-00 Engine Serial Number Needs Recovery RAP

Three way sync determined that the engine Critical Parameter File is lost or corrupted.

Procedure

- Perform [GP 35](#) Serial Number Synchronization Procedure.

## 322-370-00 Unable To Communicate With XSA Database

XSA communication lost, SW issue internal to the device.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

Switch OFF, then switch ON the machine GP 10.

## 322-701-04, 322-720-00, 322-721-00, 322-751-04, 322-754-17 Configuration Mismatch Fault RAP

**322-701-04** Module completion message received after IOT returned to standby.

**322-720-00** Service Registry Bad data / Corrupted.

**322-721-00** Triple A gets no response from SRS.

**322-751-04** Paper Tray Configuration Mismatch.

**322-754-17** When the System detects the UI Configuration has changed during the Power On Sequence.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the tray configuration is the same in the UI control panel as is physically configured in the machine.
2. Change the UI control panel configuration to match the job required.
3. Switch OFF, then switch ON the machine, GP 10.
4. Check the UI control panel input tray required is set correctly, then run the job again causing the fault.
5. If the fault persists, contact next level support.

**340-100-00 to 340-106-00, 340-112-00, 340-133-00, 340-134-00, 340-136-00 to 340-141-00 SWERR\_ERROR RAP 1****340-100-00** SWERR\_PS\_2\_EM\_STATE\_NONZERO**340-101-00** SWERR\_UNKPSR**340-102-00** SWERR\_STUB\_EXECUTION**340-103-00** SWERR\_NOSUPVIPS**340-104-00** SWERR\_NFYQFULL**340-105-00** SWERR\_NFYQEMPTY**340-106-00** SWERR\_NVRAM\_ADDRESSING\_ERROR**340-112-00** SWERR\_NO\_VALID\_PMI\_FOUND**340-133-00** SWERR\_PST1\_MAXSTATE**340-134-00** SWERR\_PST2\_MAXSTATE**340-136-00** SWERR\_STEP\_EP\_SM\_NOT\_READY**340-137-00** SWERR\_TIMER2\_NOT\_READY**340-138-00** SWERR\_RESTART\_TOO\_LONG**340-139-00** SWERR\_T2\_DIDNT\_FINISH\_TE**340-140-00** SWERR\_COOLED\_TOO\_LONG**340-141-00** SWERR\_TXPRAMPDN

**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10.

## 340-107-00, 340-117-00, 340-119-00, 340-129-00, 340-144-00, 340-145-00, 340-152-00, 340-161-00, 340-162-00, 340-165-00 SWERR Error RAP 2

340-107-00 SWERR\_ENG\_NV\_INTF RAP

340-117-00 SWERR\_Incorrect\_Code\_Load RAP

340-119-00 SWERR\_Gap\_CALC\_Problem RAP

340-129-00 SWERR\_Fuser\_MECH RAP

340-144-00 SWERR\_TXP\_Error RAP

340-145-00 SWERR\_Cartridge\_Error RAP

340-152-00 SWERR\_Invalid\_PG\_SUV\_SEQ RAP

340-161-00 SWERR\_EP\_Direct\_XFER RAP

340-162-00 SWERR\_Invalid\_Page\_Ahead\_PTR RAP

340-165-00 SWERR\_Timeout\_Laser\_Servo RAP



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> 1 Perform a POR. 2 Check if a 900.xx error code appears on the display. A 900.xx error code will appear.	Go to step 4.	Go to step 2.
<b>Step 2</b> Check if another type of error code appears instead of the 900.xx error code. A different error code will appear.	Go to step 3.	Go to step 4.
<b>Step 3</b> See the error code and its service instructions in the printer Service Manual. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Turn off the printer. 2 At the rear of the printer, disconnect the network cable, USB cable, and fax line. 3 Turn on the printer.	Go to step 12.	Go to step 5.

Action	Yes	No
The fault persists.		
<b>Step 5</b> 1 From the control panel, navigate to the <b>Reports</b> menu. 2 Select <b>Device Statistics</b> and <b>Device Settings</b> . The fault persists.	Go to step 12.	Go to step 6.
<b>Step 6</b> Check if the printer has a scanner. The printer will have a scanner.	Go to step 7.	Go to step 8.
<b>Step 7</b> Using the scanner, perform a one-page copy job in color. The fault persists.	Go to step 12.	Go to step 8.
<b>Step 8</b> 1 Turn off the printer. 2 At the rear of the printer, connect the network cable, USB cable, and fax line. 3 Turn on the printer. The fault persists.	Go to step 9.	Go to step 10.
<b>Step 9</b> 1 Switch OFF, then switch ON the machine, GP 10. The fault persists.	Go to step 10.	Contact the next level of support.
<b>Step 10</b> Using the Device Settings report that is printed in step 5, check if the software level is older than the latest available version. The software version is older, and the customer agrees to update the software.	Go to step 11.	Contact the next level of support.
<b>Step 11</b> Update the software to the latest version. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> 1 Turn off the printer. 2 Reconnect all FFC type cables on the controller	Go to step 13.	The problem is solved.

Action	Yes	No
<p>PWB, and then ensure that the cables are properly connected.</p> <p>3 Ensure that all the cables on the controller PWB and scanner are properly connected.</p> <p>4 Turn on the printer.</p> <p>5 From the control panel, navigate to the <b>Reports</b> menu, and then select <b>Device Statistics</b> and <b>Device Settings</b>.</p> <p>6 For MFPs, perform a one-page copy and scan job in color.</p> <p>The fault persists.</p>		
<p><b>Step 13</b> Check if a hard disk is installed. A hard disk is installed.</p>	Go to step 14.	Go to step 17.
<p><b>Step 14</b> 1 Enter <b>Diagnostics</b>, GP 1. 2 Touch <b>Diagnostics &gt; dC301</b> NVM Initialization. 3 Follow the procedure. The fault persists.</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b> 1 Turn off the printer. 2 Uninstall the hard disk. 3 Perform a POR. The fault persists.</p>	Go to step 17.	Go to step 16.
<p><b>Step 16</b> Install a new hard disk. The fault persists.</p>	Go to step 17.	The problem is solved.
<p><b>Step 17</b> Check if the printer has any of the following components installed:</p> <ul style="list-style-type: none"> <li>• Memory options</li> <li>• Fax card</li> <li>• Modem</li> <li>• Wireless and network option cards</li> </ul> <p>Any of the components is installed.</p>	Go to step 18.	Go to step 21.
<p><b>Step 18</b> 1 Turn off the printer.</p>	Go to step 21.	Go to step 19.

Action	Yes	No
<p>2 Remove all the installed components.</p> <p>3 Turn on the printer. The fault persists.</p>		
<p><b>Step 19</b> 1 Turn off the printer. 2 Install the following components one at a time:</p> <ul style="list-style-type: none"> <li>• Memory options</li> <li>• Fax card</li> <li>• Modem</li> <li>• Wireless and network option cards</li> </ul> <p>Note: Ensure to perform a POR after installing each component. The fault persists.n?</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> 1 Turn off the printer. 2 Replace the components that caused the error. 3 Turn on the printer. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Install a new controller PWB. See PL 3.05 item 1. The fault persists.</p>	Contact the next level of support.	The problem is solved.



340-108-00, 340-109-00, 340-113-00 to 340-116-00, 340-120-00, 340-122-00 to 340-124-00, 340-126-00 to 340-128-00, 340-130-00 to 340-132-00, 340-142-00, 340-143-00, 340-146-00 to 340-151-00, 340-153-00 to 340-160-00, 340-163-00, 340-164-00, 340-166-00 SWERR\_ERROR RAP 3

340-108-00 Swerr\_Printhead\_Error.

340-109-00 Swerr\_Fuser\_Error.

340-113-00 SWERR\_What\_Happened.

340-114-00 SWERR\_Supply\_Security.

340-115-00 SWERR\_Unknown\_Value.

340-116-00 SWERR\_Invalid\_EM\_Sequence.

340-120-00 SWERR\_HW\_Code\_Incompat.

340-122-00 SWERR\_Busy\_Hang.

340-123-00 SWERR\_Illegal\_EM\_Sequence.

340-124-00 SWERR\_KMALLOC\_Failed.

340-126-00 SWERR\_Supply.

340-127-00 SWERR\_Timeout\_Waiting\_For\_Sleep.

340-128-00 SWERR\_Timeout\_Waiting\_For\_Power.

340-130-00 SWERR\_PH\_Relay\_Error.

340-131-00 SWERR\_Too\_Many\_Event\_Callbacks.

340-132-00 SWERR\_Invalid\_Event\_List.

340-142-00 SWERR\_Unknown\_TNR\_State.

340-143-00 SWERR\_Math\_Overflow\_Toner\_LVL.

340-146-00 SWERR\_TDS.

340-147-00 SWERR\_Pick\_Timeout.

340-148-00 SWERR\_Alive\_Too\_Long.

340-149-00 SWERR\_Location\_Too\_Large.

340-150-00 SWERR\_XFERPWM\_Too\_High.

340-151-00 SWERR\_Bad\_Cart\_Data.

340-153-00 SWERR\_No\_Message\_From\_EM.

340-154-00 SWERR\_Invalid\_Autogen\_Data.

340-155-00 SWERR\_Unknown\_SC\_Sequence.

340-156-00 SWERR\_Unknown\_SC\_MGR\_State.

340-157-00 SWERR\_Finished\_Sheet\_Not\_Located.

340-158-00 SWERR\_Exceeded\_Buffer\_Size.

340-159-00 SWERR\_No\_Valid\_PMI\_Found\_2.

340-160-00 SWERR\_FIC\_RIP\_NV\_Timeout.

340-163-00 SWERR\_Motors\_Error.

340-164-00 SWERR\_Wrong\_RIP\_Model\_Index.

340-166-00 SWERR\_Invalid\_EM\_State.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10.

## 340-110-00, 340-167-00 to 340-169-00, 340-171-00 to 340-184-00 Paperport Communication Device Errors RAP

**340-110-00** SWERR\_Option\_Error

**340-167-00** Paperport communication device detected a validation failure.

**340-168-00** Paperport communication device detected a framing error or the receive buffer overflowed.

**340-169-00** Paperport communication device timed out during communication.

**340-171-00** An option did not echo the last communication byte sent within allotted time.

**340-172-00** An option declared a link reset.

**340-173-00** Command response error on the paperport. Response is too large for the communications buffer.

**340-174-00** The printer has detected a hot plug of an optional device. Low-level error on paperport.

**340-175-00** Invalid Paper port protocol.

**340-176-00** Paper port framing error.

**340-177-00** Paper port overrun error.

**340-178-00** Paper port parity error.

**340-179-00** Paper port other paper port error.

**340-180-00** Paper port encountered multiple communication error.

**340-181-00** Invalid paper port echo.

**340-182-00** Unsupported Paperport command.

**340-183-00** Invalid paperport parameter.

**340-184-00** Option device software error.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.

Action	Yes	No
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> Perform the print test on each optional tray. The error occurs in any of the optional trays.	Go to step 6.	Go to step 5.
<b>Step 5</b> 1 Remove the optional trays. 2 Reinstall the optional trays one at a time, and then identify which tray is causing the error. The error occurs in any of the optional trays.	Go to step 6.	Contact the next level of support.
<b>Step 6</b> Ensure that the interface cable of the affected tray is properly installed. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 9.	Go to step 8.
<b>Step 8</b> Install a new optional tray interface cable. See PL 70.15 item 1. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 10.	The problem is solved.

Action	Yes	No
<b>Step 10</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### 340-135-00 SWERR\_No\_PPDRV\_Response RAP

The machine software reported a no paperport driver error.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

ACTION	YES	NO
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print</b> Perform the print test on each optional tray. The error occurs in any of the optional trays.	Go to step 6.	Go to step 5.
<b>Step 5</b> 1 Remove the optional trays. 2 Reinstall the optional trays one at a time, and then identify which tray is causing the error. The error occurs in any of the optional trays.	Go to step 6.	Contact the next level of support.
<b>Step 6</b> Ensure that the interface cable of the affected tray is properly installed. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b>	Go to step 9.	Go to step 8.

ACTION	YES	NO
Check the interface cable and its connector pins for damage. The interface cable is free of damage.		
<b>Step 8</b> Install a new optional tray interface cable. See <a href="#">PL 70.15 item 1</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 340-185-00 Invalid Paper Port Error RAP

The machine reported an error at the requested paper port.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the UI settings machine paper tray selections are correct for the job requested, then rerun the requested job.
2. Switch OFF, then switch ON the machine, [GP 10](#).

## 340-186-00 Incompatible Option. Option Software Version is not Supported by the Engine

The machine reported an incompatible option installed or incompatible software version installed.

### Initial Actions

Print a Configuration Report, [GP 14](#), to compare software versions with the latest available in GSN Library #17800. Refer to, [GP 4](#) Software Upgrade.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF the machine, [GP 10](#), then disconnect the power cord.
2. Remove the incompatible option.
3. Connect the power cord, then switch ON the machine, [GP 10](#).
4. If the fault persists, check the version of the software to the Configuration Report printed in the Initial Actions of this procedure. Perform [GP 4](#) Software Upgrade as required.

## 340-193-00 Too Many Input Or Output Options Installed RAP

More options are installed on the machine than the machine is capable of. Remove the excess options.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<ol style="list-style-type: none"> <li>1 Switch OFF the machine, <a href="#">GP 10</a>, then disconnect the power cord.</li> <li>2 Remove the excess optional trays or optional bins.</li> <li>3 Connect the power cord, switch ON the machine, <a href="#">GP 10</a>.</li> </ol> The fault persists.	Contact the next level of support.	Perform, <a href="#">SCP 5</a> , final actions.

## 340-201-00 to 340-205-00 Device Configuration Errors RAP

**340-201-00** Invalid Device Configuration

**340-302-00** Unsupported Device Configuration

**340-203-00** Invalid Software detected

**340-204-00** Too many input trays installed

**340-205-00** Too many output trays/bins installed

### Initial Actions

If the UI is available, print a configuration report to compare the software version to the latest available.

1. Check the UI is correctly configured for the machine configuration, i.e... number of trays, WiFi installed, fax line connected, etc...
2. Switch OFF, then switch ON the machine, [GP 10](#).
3. Upgrade the software, [GP 4](#).

## 341-343-00 EEPROM Backup Fails RAP

341-343-00 EEPROM backup fails RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine,GP 10. If the fault persists, call 2nd level support.

## 341-371-00 Speed Update Required RAP

341-371-00 Speed Update Required RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine,GP 10. If the fault persists, call 2nd level support.

## 342-200-00 to 342-204-00, 342-207-00 LVPS/Controller Error RAPs

**342-200-00** LVPS/controller (switched power rails that determine the PGOOD signal state) dropped while not sleeping RAP

**342-201-00** LVPS/controller (switched power rails that determine the PGOOD signal state) line not up by timeout from POR/sleep exit RAP

**342-202-00** Sensor rail down at POR RAP

**342-203-00** No line frequency detected RAP

**342-204-00** Line Frequency outside operating range of device RAP

**342-207-00** Line Frequency outside operating range of device RAP

### Procedure

Action	Yes	No
<b>Step 1</b> Check if the printer is plugged to a power strip or UPS. Ensure that the printer is directly plugged to the electrical outlet. The fault persists.	Go to step 2.	The problem is solved.
<b>Step 2</b> Ensure that the voltage output of the electrical outlet matches the voltage rating of the printer. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the J62 cable on the controller board for proper connection. The cable is properly connected.	Go to step 5.	Go to step 4.
<b>Step 4</b> Reconnect the cable. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the cables on the LVPS for proper connection. The cables are properly connected.	Go to step 7.	Go to step 6.
<b>Step 6</b> Reconnect the cables. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b>	Go to step 8.	The problem is solved.



Action	Yes	No
Ensure that the LVPS voltage selection switch is set to match with the voltage rating of the electrical outlet. The fault persists.		
<b>Step 8</b> Restart the printer. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Install a new LVPS. See <a href="#">PL 1.15 item 3</a> . The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Restart the printer. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install a new controller PWB. See <a href="#">PL 3.05 item 1</a> . The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 343–200–00 to 343–209–00 TDS and PC Faults RAP

TDS and PC baseline, calibration, and drum range out of specification.

**343-200-00** TDS baseline too low.

**343-201-00** TDS baseline too high.

**343-202-00** TDS baseline excessive range.

**343-203-00** TDS calibration at max.

**343-204-00** TDS calibration too low.

**343-205-00** TDS calibration too close to baseline.

**343-206-00** PC drum measurement too high.

**343-207-00** PC drum measurement too different from calibration.

**343-208-00** PC drum measurement too close to baseline.

**343-209-00** Not enough PC drum measurement data.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10.
2. If the fault persists, contact 2nd Level Support for assistance.

## 343-210-00, 344-200-00 to 344-202-00 Capacitive Toner Level Sensing (CTLS) Error RAPs

**343-210-00** Capacitive Toner Level Sensing (CTLS) timeout parking paddle after auger RAP

**344-200-00** Capacitive Toner Level Sensing (CTLS) reading above maximum expected value. RAP

**344-201-00** Capacitive Toner Level Sensing (CTLS) reading below minimum expected value. RAP

**344-202-00** Excessive CTLS Noise. RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the imaging unit for proper installation. The imaging unit is properly installed.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reinstall the imaging unit. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Install a new imaging unit. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Check if the cables J88 and JCTLS1 on the controller PWB are properly connected and free of damage. The cables are properly connected and free of damage.	Go to step 6.	Go to step 5.
<b>Step 5</b> Install the new cables. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the imaging unit high voltage contacts for damage. The high voltage contacts are free of damage.	Go to step 8.	Go to step 7.

Action	Yes	No
<b>Step 7</b> Install a new high voltage contact guide, <a href="#">PL 90.05 item 7</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 343-338-00, 343-349-00, 343-351-00, 343-352-00 Main Fan Error RAPs

343-338-00 Main Fan fail RAP

343-349-00 Main Fan Stall RAP

343-351-00 Main Fan underspeed RAP

343-352-00 Main Fan overspeed RAP

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected: <ul style="list-style-type: none"> <li>• cable J71 on the controller PWB</li> <li>• main fan cable</li> </ul> The cables are properly connected.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect the cable. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new main fan. See <a href="#">PL 40.10 item 1</a> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 344-203-00 to 344-206-00, 344-214-00 to 344-216-00 Transport Motor Error RAP

**344-203-00** Transport Motor loss of encoders (motor stall) RAP

**344-204-00** Transport Motor underspeed RAP

**344-205-00** Transport Motor overspeed RAP

**344-206-00** Transport Motor moved too long RAP

**344-214-00** Transport Motor does not turn on RAP

**344-215-00** Transport Motor does not turn off RAP

**344-216-00** Transport Motor failed to achieve expected speed RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected: <ul style="list-style-type: none"> <li>• cable J71 on the controller PWB</li> <li>• main fan cable</li> </ul> The cables are properly connected.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect the cable. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new main fan. See PL 40.10 item 1. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 344-207-00 to 344-213-00 K Bottle Motor Error RAP

**344-207-00** K Bottle Motor does not turn on RAP

**344-208-00** K Bottle Motor does not turn off RAP

**344-209-00** K Bottle Motor failed to achieve expected speed RAP

**344-210-00** K Bottle Motor loss of encoders (motor stall) RAP

**344-211-00** K Bottle Motor underspeed RAP

**344-212-00** K Bottle Motor overspeed RAP

**344-213-00** K Bottle Motor moved too long RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> 1 Remove the toner cartridge, and then check it for damage. 2 Manually turn the toner cartridge gear, and then check if it is stuck. The toner cartridge is functional and free of damage.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a new toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the following cables are properly connected and free of damage: <ul style="list-style-type: none"> <li>• cable J71 on the controller PWB</li> <li>• toner cartridge motor cable</li> </ul> The cables are properly connected and free of damage.	Go to step 5.	Go to step 4.
<b>Step 4</b> Install the new cables. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Go to step 6.	The problem is solved.

Action	Yes	No
<b>Step 6</b> Install a new toner cartridge drive. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 344-217-00 to 344-223-00, 344-238-00 to 344-244-00 Staging Motor MPF Motor Error RAPs

**344-217-00** Staging Motor does not turn on.

**344-218-00** Staging Motor does not turn off.

**344-219-00** Staging Motor failed to achieve expected speed.

**344-220-00** Staging Motor loss of encoders (motor stall).

**344-221-00** Staging Motor underspeed.

**344-222-00** Staging Motor overspeed.

**344-223-00** Staging Motor moved too long.

**344-238-00** MPF Motor does not turn on.

**344-239-00** MPF Motor does not turn off.

**344-240-00** MPF Motor failed to achieve expected speed.

**344-241-00** MPF Motor loss of encoders (motor stall).

**344-242-00** MPF Motor underspeed.

**344-243-00** MPF Motor overspeed.

**344-244-00** MPF Motor moved too long.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected and free of damage: <ul style="list-style-type: none"> <li>• cable J71 on the controller PWB</li> <li>• MPF motor cable</li> </ul> The cables are properly connected and free of damage.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install the new cables. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new motor (MPF). See <a href="#">REP 40.3</a> .	Go to step 5.	The problem is solved.

Action	Yes	No
The fault persists.		
<b>Step 5</b> Replace the controller PWB. See <a href="#">PL 3.05 item 1</a> . The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 344-224-00 to 344-230-00 Redrive Motor Error RAP

**344-224-00** Redrive Motor does not turn on.

**344-225-00** Redrive Motor does not turn off.

**344-226-00** Redrive Motor failed to achieve expected speed.

**344-227-00** Redrive Motor loss of encoders (motor stall).

**344-228-00** Redrive Motor underspeed.

**344-229-00** Redrive Motor overspeed.

**344-230-00** Redrive Motor moved too long.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected and free of damage: <ul style="list-style-type: none"> <li>• cable J66 on the controller PWB</li> <li>• redrive motor cable</li> </ul> The cables are properly connected and free of damage.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install new cables. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new motor (redrive). See PL 80.10 item 11. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 344-231-00 to 344-237-00 Duplex Motor Error RAP

**344-231-00** Duplex Motor does not turn on RAP

**344-232-00** Duplex Motor does not turn off RAP

**344-233-00** Duplex Motor failed to achieve expected speed RAP

**344-234-00** Duplex Motor loss of encoders (motor stall) RAP

**344-235-00** Duplex Motor underspeed RAP

**344-236-00** Duplex Motor overspeed RAP

**344-237-00** Duplex Motor moved too long RAP

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected and free of damage: <ul style="list-style-type: none"> <li>• cable J27 on the controller PWB</li> <li>• duplex motor cable</li> </ul> The cables are properly connected and free of damage.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect the cables. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new motor (duplex). See PL 80.05 item 10. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

**305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs**

**305-211-00** Laser Safety interlock RAP

**305-212-00** Mirror motor lock fail RAP

**310-383-00** Fuser heater was too cold when page entered fuser nip RAP

**310-649-00** Lost hsyncs during servo RAP

**345-101-00** EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

**345-102-00** EP started a runin late, with less time than it takes to do the motor ramp RAP

**345-103-00** Page at X before EP is ready image RAP

**345-104-00** Input ISR occurred and the printhead was not ready RAP

**371-329-00** Tray 1 fails to become input source ready for picking RAP

**372-322-00** Tray 2 fails to become input source ready for picking RAP

**373-322-00** Tray 3 fails to become input source ready for picking RAP

**374-328-00** Tray 4 fails to become input source ready for picking RAP

**377-230-00** Video never started RAP

**377-231-00** Transfer Servo never started RAP

**377-232-00** Duplex page never picked RAP

**377-280-00** Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.



**346-207-00 to 346-213-00, 364-217-00 to 364-223-00, 364-225-00 to 364-238-00 K Bottle Motor Error RAPs**

**346-207-00** K Bottle Motor does not turn on RAP

**346-208-00** K Bottle Motor does not turn off RAP

**346-209-00** K Bottle Motor failed to achieve expected speed RAP

**346-210-00** K Bottle Motor loss of encoders (motor stall) RAP

**346-211-00** K Bottle Motor underspeed RAP

**346-212-00** K Bottle Motor overspeed RAP

**346-213-00** K Bottle Motor moved too long RAP

**364-217-00** Staging Motor does not turn on RAP

**364-218-00** Staging Motor does not turn off RAP

**364-219-00** Staging Motor failed to achieve expected speed RAP

**364-220-00** Staging Motor loss of encoders (motor stall) RAP

**364-221-00** Staging Motor underspeed RAP

**364-222-00** Staging Motor overspeed RAP

**364-223-00** Staging Motor moved too long RAP

**364-225-00** Redrive Motor does not turn off RAP

**364-226-00** Redrive Motor failed to achieve expected speed RAP

**364-227-00** Redrive Motor loss of encoders (motor stall) RAP

**364-228-00** Redrive Motor underspeed RAP

**364-229-00** Redrive Motor overspeed RAP

**364-230-00** Redrive Motor moved too long RAP

**364-231-00** Duplex Motor does not turn on RAP

**364-232-00** Duplex Motor does not turn off RAP

**364-233-00** Duplex Motor failed to achieve expected speed RAP

**364-234-00** Duplex Motor loss of encoders (motor stall) RAP

**364-235-00** Duplex Motor underspeed RAP

**364-236-00** Duplex Motor overspeed RAP

**364-237-00** Duplex Motor moved too long RAP

**364-238-00.80** Redrive Motor does not turn on RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 351-214-00, 351-216-00, 351-218-00, 351-220-00, 351-222-00, 351-224-10, 351-226-10, 351-228-00 Autocomp Pick / Lift Motor Error RAPs

### B620 Wiring Diagrams

351-214-00 Autocomp Pick / Lift Motor failed to achieve expected speed RAP

351-216-00 Autocomp Pick / Lift Motor loss of encoders (motor stall) RAP

351-218-00 Autocomp Pick / Lift Motor underspeed RAP

351-220-00 Autocomp Pick / Lift Motor overspeed RAP

351-222-00 Autocomp Pick / Lift Motor moved too long RAP

351-224-10 Tray 1 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

351-226-10 Autocomp Pick / Lift Motor does not turn on RAP

351-228-00 Autocomp Pick / Lift Motor does not turn off RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Pull out tray 1, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.	Go to step 3.	Go to step 2.
<b>Step 2</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if tray 1 is overfilled. The tray is overfilled.	Go to step 4.	Go to step 5.
<b>Step 4</b> Remove the excess paper from the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check tray 1 for crumpled, damaged, or deformed paper.	Go to step 7.	Go to step 6.

Action	Yes	No
The sheets of paper on the tray are still in good condition.		
<b>Step 6</b> Replace the affected sheets. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Remove the left cover. See REP 28.1. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Pick (tray 1)), and then touch <b>Start</b> . The motor will run.	Go to step 10.	Go to step 8.
<b>Step 8</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J73 on the controller PWB. 3 Reconnect the paper feeder cable. 4 Restart the printer. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Install a new paper feeder. See PL 80.25 item 2. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

352-214-00, 352-216-00, 352-218-00, 352-220-00, 352-222-00, 352-226-10, 352-228-00, 353-214-00, 353-216-00, 353-218-00, 353-220-00, 353-222-00, 353-226-10, 353-228-00, 354-214-00, 354-216-00, 354-218-00, 354-220-00, 354-222-00, 354-226-10, 354-228-00 Tray Pick Motor Error RAPs

#### B620 Wiring Diagrams

352-214-00 Tray 2 Pick Motor failed to achieve expected speed RAP

352-216-00 Tray 2 Pick Motor loss of encoders (motor stall) RAP

352-218-00 Tray 2 pick Motor underspeed RAP

352-220-00 Tray 2 Pick Motor overspeed RAP

352-222-00 Tray 2 pick Motor moved too long RAP

352-226-10 Tray 2 Pick Motor does not turn on RAP

352-228-00 Tray 2 Pick Motor does not turn off RAP

353-214-00 Tray 3 Pick Motor failed to achieve expected speed RAP

353-216-00 Tray 3 pick Motor loss of encoders (motor stall) RAP

353-218-00 Tray 3 pick Motor underspeed RAP

353-220-00 Tray 3 Pick Motor overspeed RAP

353-222-00 Tray 3 Pick Motor moved too long RAP

353-226-10 Tray 3 pick Motor does not turn on RAP

353-228-00 Tray 3 Pick Motor does not turn off RAP

354-214-00 Tray 4 pick Motor failed to achieve expected speed RAP

354-216-00 Tray 4 Pick Motor loss of encoders (motor stall) RAP

354-218-00 Tray 4 pick Motor underspeed RAP

354-220-00 Tray 4 pick Motor overspeed RAP

354-222-00 Tray 4 Pick Motor moved too long RAP

354-226-10 Tray 4 Pick Motor does not turn on RAP

354-228-00 Tray 4 pick Motor does not turn off RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> . <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 9.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional,	Go to step 9.	Go to step 8.

Action	Yes	No
properly installed, and free of damage.		
<b>Step 8</b> Install a new paper feeder. See PL 80.25 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Ensure that the source tray controller board is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 11.
<b>Step 11</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

## 352-224-10, 353-224-10, 354-224-10 Tray Autocomp Pick / Lift Motor Did Not Lift Properly Since The Lift Plate Sensor Never Changed State RAPs

### B620 Wiring Diagrams

**352-224-10** Tray 2 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

**353-224-10** Tray 3 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

**354-224-10** Tray 4 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pick roller index (tray x)).	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Note:</b> For tray x, choose the tray number of the affected source tray. The sensor status will change while toggling the sensor.		
<b>Step 6</b> Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 14. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new tray insert. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b>	Go to step 13.	The problem is solved.

Action	Yes	No
Install a new paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.		
<b>Step 13</b> Ensure that the interface cable of the affected tray is properly installed. The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 16.	Go to step 15.
<b>Step 15</b> Install a new optional tray interface cable. See <a href="#">PL 70.15 item 1</a> . The fault persists.	Go to step 16.	The problem is solved.
<b>Step 16</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 17.
<b>Step 17</b> Install a new source tray controller PWB. See <a href="#">PL 3.05 item 1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

352-314-00, 352-316-00, 352-318-00, 352-320-00, 352-322-00, 352-326-10, 352-328-00, 353-314-00, 353-316-00, 353-318-00, 353-320-00, 353-322-00, 353-326-10, 353-328-00, 354-314-00, 354-316-00, 354-318-00, 354-320-00, 354-322-00, 354-326-10, 354-328-00 Tray Pass Through Motor Error RAPs

#### B620 Wiring Diagrams

352-314-00 Tray 2 Pass Through Motor failed to achieve expected speed RAP  
 352-316-00 Tray 2 Pass Through Motor loss of encoders (motor stall) RAP  
 352-318-00 Tray 2 Pass Through Motor underspeed RAP  
 352-320-00 Tray 2 Pass Through Motor overspeed RAP  
 352-322-00 Tray 2 Pass Through Motor moved too long RAP  
 352-326-10 Tray 2 Pass Through Motor does not turn on RAP  
 352-328-00 Tray 2 Pass Through Motor does not turn off RAP  
 353-314-00 Tray 3 Pass Through Motor failed to achieve expected speed RAP  
 353-316-00 Tray 3 Pass Through Motor loss of encoders (motor stall) RAP  
 353-318-00 Tray 3 Pass Through Motor underspeed RAP  
 353-320-00 Tray 3 Pass Through Motor overspeed RAP  
 353-322-00 Tray 3 Pass Through Motor moved too long RAP  
 353-326-10 Tray 3 Pass Through Motor does not turn on RAP  
 353-328-00 Tray 3 Pass Through Motor does not turn off RAP  
 354-314-00 Tray 4 Pass Through Motor failed to achieve expected speed RAP  
 354-316-00 Tray 4 Pass Through Motor loss of encoders (motor stall) RAP  
 354-318-00 Tray 4 Pass Through Motor underspeed RAP  
 354-320-00 Tray 4 Pass Through Motor overspeed RAP  
 354-322-00 Tray 4 Pass Through Motor moved too long RAP  
 354-326-10 Tray 4 Pass Through Motor does not turn on RAP  
 354-328-00 Tray 4 Pass Through Motor does not turn off RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics</b> > <b>Motor tests</b> 2 Select the motor (Pass-through (tray x)), and then touch <b>Start</b> . <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor (transport) of the affected optional tray. See <b>PL 70.15 item 9</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b>	Go to step 9.	The problem is solved.

Action	Yes	No
Ensure that the interface cable of the affected tray is properly installed. The fault persists.		
<b>Step 9</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new optional tray interface cable. See <b>PL 70.15 item 1</b> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 13.
<b>Step 13</b> Install a new source tray controller PWB. See <b>PL 3.05 item 1</b> . The fault persists.	Contact the next level of support.	The problem is solved.



352-214-00, 352-216-00, 352-218-00, 352-220-00, 352-222-00, 352-226-10, 352-228-00, 353-214-00, 353-216-00, 353-218-00, 353-220-00, 353-222-00, 353-226-10, 353-228-00, 354-214-00, 354-216-00, 354-218-00, 354-220-00, 354-222-00, 354-226-10, 354-228-00 Tray Pick Motor Error RAPs

#### B620 Wiring Diagrams

352-214-00 Tray 2 Pick Motor failed to achieve expected speed RAP

352-216-00 Tray 2 Pick Motor loss of encoders (motor stall) RAP

352-218-00 Tray 2 pick Motor underspeed RAP

352-220-00 Tray 2 Pick Motor overspeed RAP

352-222-00 Tray 2 pick Motor moved too long RAP

352-226-10 Tray 2 Pick Motor does not turn on RAP

352-228-00 Tray 2 Pick Motor does not turn off RAP

353-214-00 Tray 3 Pick Motor failed to achieve expected speed RAP

353-216-00 Tray 3 pick Motor loss of encoders (motor stall) RAP

353-218-00 Tray 3 pick Motor underspeed RAP

353-220-00 Tray 3 Pick Motor overspeed RAP

353-222-00 Tray 3 Pick Motor moved too long RAP

353-226-10 Tray 3 pick Motor does not turn on RAP

353-228-00 Tray 3 Pick Motor does not turn off RAP

354-214-00 Tray 4 pick Motor failed to achieve expected speed RAP

354-216-00 Tray 4 Pick Motor loss of encoders (motor stall) RAP

354-218-00 Tray 4 pick Motor underspeed RAP

354-220-00 Tray 4 pick Motor overspeed RAP

354-222-00 Tray 4 Pick Motor moved too long RAP

354-226-10 Tray 4 Pick Motor does not turn on RAP

354-228-00 Tray 4 pick Motor does not turn off RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> . <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 9.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional,	Go to step 9.	Go to step 8.

Action	Yes	No
properly installed, and free of damage.		
<b>Step 8</b> Install a new paper feeder. See PL 80.25 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Ensure that the source tray controller board is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 11.
<b>Step 11</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

## 352-224-10, 353-224-10, 354-224-10 Tray Autocomp Pick / Lift Motor Did Not Lift Properly Since The Lift Plate Sensor Never Changed State RAPs

### B620 Wiring Diagrams

**352-224-10** Tray 2 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

**353-224-10** Tray 3 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

**354-224-10** Tray 4 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pick roller index (tray x)).	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Note:</b> For tray x, choose the tray number of the affected source tray. The sensor status will change while toggling the sensor.		
<b>Step 6</b> Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 14. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> <li>Lift plate</li> <li></li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new tray insert. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b>	Go to step 13.	The problem is solved.

Action	Yes	No
Install a new paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.		
<b>Step 13</b> Ensure that the interface cable of the affected tray is properly installed. The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 16.	Go to step 15.
<b>Step 15</b> Install a new optional tray interface cable. See <a href="#">PL 70.15 item 1</a> . The fault persists.	Go to step 16.	The problem is solved.
<b>Step 16</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 17.
<b>Step 17</b> Install a new source tray controller PWB. See <a href="#">PL 3.05 item 1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

352-214-00, 352-216-00, 352-218-00, 352-220-00, 352-222-00, 352-226-10, 352-228-00, 353-214-00, 353-216-00, 353-218-00, 353-220-00, 353-222-00, 353-226-10, 353-228-00, 354-214-00, 354-216-00, 354-218-00, 354-220-00, 354-222-00, 354-226-10, 354-228-00 Tray Pick Motor Error RAPs

### B620 Wiring Diagrams

352-214-00 Tray 2 Pick Motor failed to achieve expected speed RAP

352-216-00 Tray 2 Pick Motor loss of encoders (motor stall) RAP

352-218-00 Tray 2 pick Motor underspeed RAP

352-220-00 Tray 2 Pick Motor overspeed RAP

352-222-00 Tray 2 pick Motor moved too long RAP

352-226-10 Tray 2 Pick Motor does not turn on RAP

352-228-00 Tray 2 Pick Motor does not turn off RAP

353-214-00 Tray 3 Pick Motor failed to achieve expected speed RAP

353-216-00 Tray 3 pick Motor loss of encoders (motor stall) RAP

353-218-00 Tray 3 pick Motor underspeed RAP

353-220-00 Tray 3 Pick Motor overspeed RAP

353-222-00 Tray 3 Pick Motor moved too long RAP

353-226-10 Tray 3 pick Motor does not turn on RAP

353-228-00 Tray 3 Pick Motor does not turn off RAP

354-214-00 Tray 4 pick Motor failed to achieve expected speed RAP

354-216-00 Tray 4 Pick Motor loss of encoders (motor stall) RAP

354-218-00 Tray 4 pick Motor underspeed RAP

354-220-00 Tray 4 pick Motor overspeed RAP

354-222-00 Tray 4 Pick Motor moved too long RAP

354-226-10 Tray 4 Pick Motor does not turn on RAP

354-228-00 Tray 4 pick Motor does not turn off RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt;select source tray &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> . <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 9.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional,	Go to step 9.	Go to step 8.

Action	Yes	No
properly installed, and free of damage.		
<b>Step 8</b> Install a new paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Ensure that the source tray controller board is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 11.
<b>Step 11</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 352-224-10, 353-224-10, 354-224-10 Tray Autocomp Pick / Lift Motor Did Not Lift Properly Since The Lift Plate Sensor Never Changed State RAPs

### B620 Wiring Diagrams

**352-224-10** Tray 2 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

**353-224-10** Tray 3 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

**354-224-10** Tray 4 Autocomp Pick / Lift Motor did not lift properly since the lift plate sensor never changed state RAP

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print</b> > select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics</b> > <b>Sensor tests</b> 2 Find the sensor (Pick roller index (tray x)).	Go to step 9.	Go to step 6.

Action	Yes	No
<p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The sensor status will change while toggling the sensor.</p>		
<p><b>Step 6</b> Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b> Reconnect the cable. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Install a new sensor. See <a href="#">PL 70.15 item 14</a>. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Remove the source tray insert, and then check if the following components are functional and free of damage:</p> <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Install a new tray insert. The fault persists.</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b></p>	Go to step 13.	The problem is solved.

Action	Yes	No
<p>Install a new paper feeder. See <a href="#">PL 80.25 item 2</a>. The fault persists.</p>		
<p><b>Step 13</b> Ensure that the interface cable of the affected tray is properly installed. The fault persists.</p>	Go to step 14.	The problem is solved.
<p><b>Step 14</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.</p>	Go to step 16.	Go to step 15.
<p><b>Step 15</b> Install a new optional tray interface cable. See <a href="#">PL 70.15 item 1</a>. The fault persists.</p>	Go to step 16.	The problem is solved.
<p><b>Step 16</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	Go to step 17.
<p><b>Step 17</b> Install a new source tray controller PWB. See <a href="#">PL 3.05 item 1</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 352-314-00, 352-316-00, 352-318-00, 352-320-00, 352-322-00, 352-326-10, 352-328-00, 353-314-00, 353-316-00, 353-318-00, 353-320-00, 353-322-00, 353-326-10, 353-328-00, 354-314-00, 354-316-00, 354-318-00, 354-320-00, 354-322-00, 354-326-10, 354-328-00 Tray Pass Through Motor Error RAPs

### B620 Wiring Diagrams

352-314-00 Tray 2 Pass Through Motor failed to achieve expected speed RAP

352-316-00 Tray 2 Pass Through Motor loss of encoders (motor stall) RAP

352-318-00 Tray 2 Pass Through Motor underspeed RAP

352-320-00 Tray 2 Pass Through Motor overspeed RAP

352-322-00 Tray 2 Pass Through Motor moved too long RAP

352-326-10 Tray 2 Pass Through Motor does not turn on RAP

352-328-00 Tray 2 Pass Through Motor does not turn off RAP

353-314-00 Tray 3 Pass Through Motor failed to achieve expected speed RAP

353-316-00 Tray 3 Pass Through Motor loss of encoders (motor stall) RAP

353-318-00 Tray 3 Pass Through Motor underspeed RAP

353-320-00 Tray 3 Pass Through Motor overspeed RAP

353-322-00 Tray 3 Pass Through Motor moved too long RAP

353-326-10 Tray 3 Pass Through Motor does not turn on RAP

353-328-00 Tray 3 Pass Through Motor does not turn off RAP

354-314-00 Tray 4 Pass Through Motor failed to achieve expected speed RAP

354-316-00 Tray 4 Pass Through Motor loss of encoders (motor stall) RAP

354-318-00 Tray 4 Pass Through Motor underspeed RAP

354-320-00 Tray 4 Pass Through Motor overspeed RAP

354-322-00 Tray 4 Pass Through Motor moved too long RAP

354-326-10 Tray 4 Pass Through Motor does not turn on RAP

354-328-00 Tray 4 Pass Through Motor does not turn off RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt;select source tray &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray x)), and then touch <b>Start</b> . <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor (transport) of the affected optional tray. See PL 70.15 item 9. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b>	Go to step 9.	The problem is solved.



Action	Yes	No
Ensure that the interface cable of the affected tray is properly installed. The fault persists.		
<b>Step 9</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new optional tray interface cable. See <a href="#">PL 70.15 item 1</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 13.
<b>Step 13</b> Install a new source tray controller PWB. See <a href="#">PL 3.05 item 1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 346-207-00 to 346-213-00, 364-217-00 to 364-223-00, 364-225-00 to 364-238-00 K Bottle Motor Error RAPs

346-207-00 K Bottle Motor does not turn on RAP

346-208-00 K Bottle Motor does not turn off RAP

346-209-00 K Bottle Motor failed to achieve expected speed RAP

346-210-00 K Bottle Motor loss of encoders (motor stall) RAP

346-211-00 K Bottle Motor underspeed RAP

346-212-00 K Bottle Motor overspeed RAP

346-213-00 K Bottle Motor moved too long RAP

364-217-00 Staging Motor does not turn on RAP

364-218-00 Staging Motor does not turn off RAP

364-219-00 Staging Motor failed to achieve expected speed RAP

364-220-00 Staging Motor loss of encoders (motor stall) RAP

364-221-00 Staging Motor underspeed RAP

364-222-00 Staging Motor overspeed RAP

364-223-00 Staging Motor moved too long RAP

364-225-00 Redrive Motor does not turn off RAP

364-226-00 Redrive Motor failed to achieve expected speed RAP

364-227-00 Redrive Motor loss of encoders (motor stall) RAP

364-228-00 Redrive Motor underspeed RAP

364-229-00 Redrive Motor overspeed RAP

364-230-00 Redrive Motor moved too long RAP

364-231-00 Duplex Motor does not turn on RAP

364-232-00 Duplex Motor does not turn off RAP

364-233-00 Duplex Motor failed to achieve expected speed RAP

364-234-00 Duplex Motor loss of encoders (motor stall) RAP

364-235-00 Duplex Motor underspeed RAP

364-236-00 Duplex Motor overspeed RAP

364-237-00 Duplex Motor moved too long RAP

364-238-00.80Redrive Motor does not turn on RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 371-106-00 Rogue Page Showed Up When Flushing the Paper-path RAP

371-106-00 Rogue page showed up when flushing the paper path.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10.
2. If the fault persists, contact 2nd Level Support for assistance.

### 371-210-00, 371-212-00, 371-214-00, 371-216-00, 371-218-00, 371-220-00, 371-222-00 Tray 1 Pick Drive Failure RAP

- 371-210-00 Tray 1 Lift On Fail.
- 371-212-00 Tray 1 Lift Off Fail.
- 371-214-00 Autocomp Pick / Lift Motor failed to achieve expected speed.
- 371-216-00 Autocomp Pick / Lift Motor loss of encoders (motor stall).
- 371-218-00 Autocomp Pick / Lift Motor underspeed.
- 371-220-00 Autocomp Pick / Lift Motor overspeed.
- 371-222-00 Autocomp Pick / Lift Motor moved too long.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected and free of damage: <ul style="list-style-type: none"> <li>• cable J73 on the controller board</li> <li>• tray 1 pick motor cable</li> </ul> The cables are properly connected and free of damage.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect or install new cables. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new tray 1 paper feeder. See PL 80.25 item 2. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

### 371-300-00, 371-308-00, 371-316-00, 371-322-00, 374-300-00 Sensor Input Early Arriving Jam RAP

- 371-300-00 S1/Input sensor covered too soon. Source is MPF.
- 371-308-00 Bump exit sensor covered too soon. Source is tray 1.
- 371-316-00 S1/Input sensor covered too soon. Source is tray 2.
- 371-322-00 S1/Input sensor covered too soon. Source is tray 3.
- 374-300-00 S1/Input sensor covered too soon. Source is tray 4.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Identify the source tray. The MPF is the source tray.	Go to step 2.	Go to step 7.
<b>Step 2</b> Check the MPF pick roller for excess wear and contamination. The pick roller is free of excess wear and contamination.	Go to step 4.	Go to step 3.
<b>Step 3</b> Clean or install a new MPF pick roller. See REP 80.12. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Remove the left cover. See REP 28.1. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor MPF pick, and then touch <b>Start</b> . The motor will run.	Go to step 6.	Go to step 5.
<b>Step 5</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 6.	The problem is solved.

Action	Yes	No
<b>Step 6</b> Install a new motor. See <a href="#">REP 40.3</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check if paper is properly loaded in each tray. Paper is properly loaded in each tray.	Go to step 9.	Go to step 8.
<b>Step 8</b> Remove the paper, and then properly load it to the tray. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check each tray for paper fragments and partially fed paper. The trays are free of paper fragments and partially fed paper.	Go to step 11.	Go to step 10.
<b>Step 10</b> Remove all paper fragments and partially fed paper. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 15.	Go to step 12.
<b>Step 12</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 14.	Go to step 13.
<b>Step 13</b> Reconnect the cable. The fault persists.	Go to step 14.	The problem is solved.

Action	Yes	No
<b>Step 14</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-302-00, 371-310-00, 371-318-00, 371-324-00, 371-327-00, 374-318-00 Input Sensor Never Or Late Arriving Jam RAP

**371-302-00** Sensor never made by leading edge of page . Source is mpf/manual.

**371-310-00** Sensor never made by leading edge of page.

**371-318-00** Jam at S1/Input/stage - never reached s1/Input/stage sensor. Source is Tray 2.

**371-324-00** Jam at Bump Exit - never reached bump exit sensor. Source is Tray 3.

**371-327-00** S1/Input sensor never made by leading edge after pick. Source is tray 3.

**374-318-00** Jam at S1/Input - never reached s1 sensor. Source is Tray 4.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if blank pages were fed out before the error occurred. There is any blank pages fed out prior to the error.	Go to step 10.	Go to step 2.
<b>Step 2</b> Pull out all the source trays, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.	Go to step 4.	Go to step 3.
<b>Step 3</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Check if the tray is overfilled. The tray is overfilled.	Go to step 5.	Go to step 6.
<b>Step 5</b> Remove the excess paper from the tray. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the tray for crumpled, damaged, or deformed paper. The sheets of paper on the tray are still in good condition.	Go to step 8.	Go to step 7.

Action	Yes	No
<b>Step 7</b> Check whether the affected sheets are removed and new sheets are inserted. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the aligner rollers for obstructions. The aligner rollers are free of obstructions.	Go to step 10.	Go to step 9.
<b>Step 9</b> Remove the obstructions. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 14.	Go to step 11.
<b>Step 11</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller board for proper connection. The cable is properly connected.	Go to step 13.	Go to step 12.
<b>Step 12</b> Reconnect the cable. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> 1 Remove the left cover. See <a href="#">REP 28.1</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to:	Go to step 17.	Go to step 15.

Action	Yes	No
<b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Imaging unit), and then touch <b>Start</b> . The motor will run.		
<b>Step 15</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 16.	The problem is solved.
<b>Step 16</b> Install a new motor. See <a href="#">REP 40.1</a> . The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-303-00, 371-305-00, 372-305-00, 373-305-00, 374-305-00 S1/Input Sensor Cleared By Page Too Soon RAPS

**371-303-00** S1/Input sensor cleared by page too soon.

**371-305-00** S1/Input sensor cleared by page too soon.

**372-305-00** S1/Input sensor cleared by page too soon.

**373-305-00** S1/Input sensor cleared by page too soon.

**374-305-00** S1/Input sensor cleared by page too soon.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if paper is properly loaded in each tray. The paper is properly loaded in each tray.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper, and then properly load it to the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-304-00, 371-312-00, 371-320-00, 371-326-00, 374-320-00 Sensor (input) Late-leaving Or Did Not Clear Jam RAP

**371-304-00** S1/Input/Stage sensor never cleared by trailing edge of page. Source is mpf/manual.

**371-312-00** Bump exit/stage sensor never cleared by trailing edge of page. Source is tray 1.

**371-320-00** S1/Input sensor never cleared by trailing edge of page. Source is tray 2.

**371-326-00** S1/Input sensor never cleared by trailing edge of page. Source is tray 3.

**374-320-00** S1/Input sensor never cleared by trailing edge of page. Source is tray 4.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Pull out all the source trays, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.	Go to step 3.	Go to step 2.
<b>Step 2</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the tray is overfilled. The tray is overfilled.	Go to step 4.	Go to step 5.
<b>Step 4</b> Remove the excess paper from the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the tray for crumpled, damaged, or deformed paper. The sheets of paper on the tray are still in good condition.	Go to step 7.	Go to step 6.
<b>Step 6</b> Check whether the affected sheets are removed and insert new sheets. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b>	Go to step 8.	Go to step 13.

Action	Yes	No
Identify the source tray. The MPF is the source tray.		
<b>Step 8</b> Check the MPF pick roller for excess wear and contamination. The pick roller is free of excess wear and contamination.	Go to step 10.	Go to step 9.
<b>Step 9</b> Clean or install a new MPF pick roller. See REP 80.12. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> 1 Remove the left cover. See REP 28.1. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor MPF pick, and then touch <b>Start</b> . The motor will run.	Go to step 13.	Go to step 11.
<b>Step 11</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Install a new motor. See REP 40.3. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the pick roller of the source tray for dirt, excess wear, and contamination. <b>Note:</b> Check also the gears for debris and toner. The pick roller components are free of dirt, excess wear, and contamination.	Go to step 15.	Go to step 14.
<b>Step 14</b>	Go to step 15.	The problem is solved.



Action	Yes	No
Clean or install a new pick roller. The fault persists.		
<b>Step 15</b> Check the aligner rollers for obstructions. The aligner rollers are free of obstructions.	Go to step 17.	Go to step 16.
<b>Step 16</b> Remove the obstructions. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor Input. The sensor status will change while toggling the sensor.	Go to step 21.	Go to step 18.
<b>Step 18</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 20.	Go to step 19.
<b>Step 19</b> Reconnect the cable. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Perform a print test on each tray, and then check if the paper is properly picked and transported out of the source tray by the paper feeder. The paper is properly transported by the paper feeder.	Go to step 23.	Go to step 22.
<b>Step 22</b>	Go to step 23.	The problem is solved.

Action	Yes	No
Check whether the affected paper feeder is removed and install a new paper feeder. The fault persists.		
<b>Step 23</b> Perform a print test, and then check if the paper is properly transported by the main motor drive to the sensor input. The paper is properly transported by the main motor drive.	Go to step 25.	Go to step 24.
<b>Step 24</b> Install a new main motor drive. See <a href="#">REP 40.1</a> . The fault persists.	Go to step 25.	The problem is solved.
<b>Step 25</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 371-307-00, 371-321-00, 371-330-00 to 371-332-00, 371-337-00 Tray 1 Pass Through Sensor Error RAP

**371-307-00** Tray 1 pass through sensor did not make.

**371-321-00** Tray 1 pass through sensor did not clear.

**371-330-00** Tray 1 pass through sensor did not make.

**371-331-00** Tray 1 pass through sensor did not clear.

**371-332-00** Tray 1 pass through sensor did not clear.

**371-337-00** Tray 1 pass through sensor did not make.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10.
2. If the fault persists, contact 2nd Level Support for assistance.

### 371-309-00, 371-311-00, 371-313-00, 371-333-00 Tray 1 Pass Through Sensor Did Not Make RAPs

**371-309-00** Tray 1 Pass Through Sensor Did Not Make.

**371-311-00** Tray 1 Pass Through Sensor Did Not Make.

**371-313-00** Tray 1 Pass Through Sensor Did Not Make.

**371-333-00** Tray 1 Pass Through Sensor Did Not Clear.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the duplex/MPF tray. See Duplex/MPF tray removal REP 70.2. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments</b> > <b>Sensor tests</b> 3 Find the sensor (Tray 1 pass-through).	Go to step 9.	Go to step 6.

Action	Yes	No
The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J73 on the controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See <a href="#">PL 80.15 item 3</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean, or install a new pick roller. See <a href="#">Pick roller removal PL 70.15 item 6</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> <li>Lift plate</li> </ul>	Go to step 13.	Go to step 12.

Action	Yes	No
<b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.		
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean, or install a new separator pad. See <a href="#">Separator pad removal PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover. See <a href="#">Left cover removal-REP 28.1</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor MPF pick/aligner, and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> .	Go to step 21.	Go to step 19.

Action	Yes	No
<p>2 Enter the Diagnostics menu <b>GP 1</b>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor Pick tray x, and then touch <b>Start</b>.</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</p>		
<p><b>Step 18</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 19</b> Install a new source tray paper feeder. See <b>PL 70.15 item 12</b>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 20</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 21</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	Go to step 23.
<p><b>Step 22</b> Install a new controller PWB. See <b>PL 70.15 item 10</b>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### 371-317-00, 374-317-00 Tray 1 paper feeder control failure RAP

**371-317-00** Autocomp Motor underspeed; source = tray 2.

**374-317-00** Autocomp Motor underspeed.

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Pull out tray 1, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Change the paper size or adjust the size setting in the tray. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check if tray 1 is overfilled. The tray is overfilled.</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b> Remove the excess paper from the tray. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Check tray 1 for crumpled, damaged, or deformed paper. The sheets of paper are on the tray still in good condition.</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Check whether the affected sheets are removed and new sheets are inserted. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> 1 Remove the left cover. See <b>REP 28.1</b>. 2 Enter the Diagnostics menu <b>GP 1</b>, and then navigate to:</p>	Go to step 10.	Go to step 8.

Action	Yes	No
<p><b>Printer diagnostics and adjustments &gt; Motor tests</b></p> <p>3 Select the motor (Pick (tray 1)), and then touch <b>Start</b>. The motor will run.</p>		
<p><b>Step 8</b></p> <p>1 Remove the right cover. See <a href="#">REP 28.4</a>. 2 Reconnect the motor cable J73 on the controller PWB. 3 Reconnect the paper feeder cable. 4 Restart the printer. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <p>Install a new paper feeder. See <a href="#">PL 80.25 item 2</a>. The fault persists.</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p>Restart the printer. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### 371-319-00 Tray 1 Pass-through Sensor Covered During Warm-up RAP

371-319-00 Tray 1 pass through sensor covered during warmup RAP

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b></p> <p>Check the paper path for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Remove the paper fragments and partially fed paper. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>1 Ensure that the actuator of the sensor tray 1 pass-through is not dislodged or stuck. 2 Check the actuator for damage. The sensor actuator is functional and free of damage.</p>	Go to step 4.	Go to step 7.
<p><b>Step 4</b></p> <p>1 Remove the duplex/MPF tray. See <a href="#">REP 70.2</a>. 2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 3 Find the sensor Tray 1 pass-through. The sensor status will change while toggling the sensor.</p>	Go to step 8.	Go to step 5.
<p><b>Step 5</b></p> <p>1 Remove the right cover. See <a href="#">REP 28.4</a>. 2 Check the sensor cable J73 on the controller PWB for proper connection.</p>	Go to step 7.	Go to step 6.

Action	Yes	No
The cable is properly connected.		
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See PL 80.15 item 3. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-328-00 Input Sensor Static Jam RAP

371-328-00 S1/Input sensor covered at warmup RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor Input. The sensor status will change while toggling the sensor.	Go to step 7.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.
<b>Step 5</b> Reconnect the cable. The fault persists.	Go to step 6.	The problem is solved.

Action	Yes	No
<b>Step 6</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

305-211-00 Laser Safety interlock RAP

305-212-00 Mirror motor lock fail RAP

310-383-00 Fuser heater was too cold when page entered fuser nip RAP

310-649-00 Lost hsyncs during servo RAP

345-101-00 EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

345-102-00 EP started a runin late, with less time than it takes to do the motor ramp RAP

345-103-00 Page at X before EP is ready image RAP

345-104-00 Input ISR occurred and the printhead was not ready RAP

371-329-00 Tray 1 fails to become input source ready for picking RAP

372-322-00 Tray 2 fails to become input source ready for picking RAP

373-322-00 Tray 3 fails to become input source ready for picking RAP

374-328-00 Tray 4 fails to become input source ready for picking RAP

377-230-00 Video never started RAP

377-231-00 Transfer Servo never started RAP

377-232-00 Duplex page never picked RAP

377-280-00 Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, [GP 10](#). If the fault persists, call 2nd level support.

## 371-334-00, 371-335-00 Tray 1 Pass-through Sensor Late-Leaving Or Did Not Clear Jam RAPs

**371-334-00** Tray 1 pass through sensor did not clear source = tray 3.

**371-335-00** Tray 1 pass through sensor did not clear source = tray 4.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Pull out all the source trays, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.	Go to step 3.	Go to step 2.
<b>Step 2</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the tray is overfilled. The tray is overfilled.	Go to step 4.	Go to step 5.
<b>Step 4</b> Remove the excess paper from the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the tray for crumpled, damaged, or deformed paper. The sheets of paper on the tray are still in good condition.	Go to step 7.	Go to step 6.
<b>Step 6</b> Check whether the affected sheets are removed and insert new sheets. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the pick roller of the source tray for dirt, excess wear, and contamination.	Go to step 9.	Go to step 8.

Action	Yes	No
<b>Note:</b> Check also the gears for debris and toner. The pick roller components are free of dirt, excess wear, and contamination.		
<b>Step 8</b> Clean or replace the pick roller. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the aligner rollers for obstructions. The aligner rollers are free of obstructions.	Go to step 11.	Go to step 10.
<b>Step 10</b> Remove the obstructions. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> 1 Remove the duplex/MPF tray. See REP 70.2. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 3 Find the sensor (Tray 1 pass-through). The sensor status will change while toggling the sensor.	Go to step 15.	Go to step 12.
<b>Step 12</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J73 on the controller PWB for proper connection. The cable is properly connected.	Go to step 14.	Go to step 13.
<b>Step 13</b> Reconnect the cable. The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> Install a new sensor. See PL 80.15 item 3. The fault persists.	Go to step 15.	The problem is solved.



Action	Yes	No
<b>Step 15</b> Perform a print test on each tray, and then check if the paper is properly picked and transported out of the source tray by the paper feeder. The paper is properly transported by the paper feeder.	Go to step 17.	Go to step 16.
<b>Step 16</b> Check whether the affected paper feeder is removed and install a new paper feeder. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Perform a print test, and then check if the paper is properly transported by the MPF motor drive to the sensor (tray 1 pass-through). The paper is properly transported by the MPF motor drive.	Go to step 19.	Go to step 18.
<b>Step 18</b> Install a new motor (MPF). See <a href="#">REP 40.3</a> . The fault persists.	Go to step 19.	The problem is solved.
<b>Step 19</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 372-100-00 Tray 2 Pick Jam RAP

## 372-100-00 Tray 2 Misfeed Empty RAP

## Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 2 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the source tray separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 7.	Go to step 6.
<b>Step 6</b> Clean or install a new separator pad. See PL 80.25 item 1. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the source tray pick roller for improper installation, contamination, and damage.	Go to step 9.	Go to step 8.

Action	Yes	No
<b>Note:</b> Make sure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.		
<b>Step 8</b> Clean or install a new pick roller. See PL 70.15 item 6. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new tray insert. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Tray 1 pass-through). The sensor status will change while toggling the sensor.	Go to step 15.	Go to step 12.
<b>Step 12</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J73 on the controller PWB for proper connection. The cable is properly connected.	Go to step 14.	Go to step 13.
<b>Step 13</b> Reconnect the cable.	Go to step 14.	The problem is solved.

Action	Yes	No
The fault persists.		
<b>Step 14</b> Install a new sensor. See <a href="#">PL 80.15 item 3</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pick (tray 2)). The sensor status will change while toggling the sensor.	Go to step 19.	Go to step 16.
<b>Step 16</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 18.	Go to step 17.
<b>Step 17</b> Reconnect the cable. The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> Install a new sensor. See <a href="#">PL 70.15 item 3</a> . The fault persists.	Go to step 19.	The problem is solved.
<b>Step 19</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Media out (tray 2)). The sensor status will change while toggling the sensor.	Go to step 23.	Go to step 20.
<b>Step 20</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 22.	Go to step 21.
<b>Step 21</b>	Go to step 22.	The problem is solved.

Action	Yes	No
Reconnect the cable. The fault persists.		
<b>Step 22</b> Install a new sensor. See <a href="#">PL 70.15 item 12</a> . The fault persists.	Go to step 23.	The problem is solved.
<b>Step 23</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pick roller index (tray 2)). The sensor status will change while toggling the sensor.	Go to step 27.	Go to step 24.
<b>Step 24</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 26.	Go to step 25.
<b>Step 25</b> Reconnect the cable. The fault persists.	Go to step 26.	The problem is solved.
<b>Step 26</b> Install a new sensor. See <a href="#">PL 70.15 item 14</a> . The fault persists.	Go to step 27.	The problem is solved.
<b>Step 27</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 29.	Go to step 28.
<b>Step 28</b> Install a new paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.	Go to step 29.	The problem is solved.
<b>Step 29</b> 1 Remove the source tray left cover. See <a href="#">REP 70.6</a> . 2 Ensure that the source tray controller PWB is properly	Go to step 30.	The problem is solved.

Action	Yes	No
installed. Reconnect all the cables on the controller PWB. The fault persists.		
<b>Step 30</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 31.
<b>Step 31</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

### 372-102-00, 372-223-00, 372-225-00 Tray 2 Paper Jam Error RAP

**372-102-00** Early arriving jam. Source was tray 2.

**372-223-00** Static jam. Source was tray 2.

**372-225-00** Never arriving jam from normal path. Source was tray 2.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF and then switch ON the machine GP 10
2. If the problem still persists, contact the 2nd level of service support for assistance.

## 372-110-00, 372-112-00, 372-323-00, 372-335-00, 372-337-00, 374-146-00, 374-148-00, 374-152-00 Tray 2 Pass-through Sensor Late Arriving Jam RAPs

**372-110-00** Never arriving jam from normal path. Source was tray 3.

**372-112-00** Late leaving jam. Source was tray 3.

**372-323-00** Sensor did not clear. Source was tray 5.

**372-335-00** Never arriving jam from normal path. Source was tray 5.

**372-337-00** Late leaving jam. Source was tray 5.

**374-146-00** Never arriving jam from normal path. Source was tray 4.

**374-148-00** Late leaving jam. Source was tray 4.

**374-152-00** Sensor did not clear. Source was tray 4.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray pick roller for improper installation, contamination, and damage. <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See PL 70.15 item 6. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> <li>Lift plate</li> <li></li> </ul>	Go to step 13.	Go to step 12.

Action	Yes	No
<p><b>Note:</b> Move the components or turn gears to check for proper mechanisms.</p> <p>The tray insert and its components are functional and free of damage.</p>		
<p><b>Step 12</b> Install a new tray insert. The fault persists.</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a>. The fault persists.</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b></p> <ol style="list-style-type: none"> <li>Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</li> <li>Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>Select the motor (Pass-through (tray 2)), and then touch <b>Start</b>. The motor will run.</li> </ol>	Go to step 18.	Go to step 16.
<p><b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 17.	The problem is solved.
<p><b>Step 17</b> Install a new motor (tray 2 transport). See <a href="#">PL 70.15 item 9</a>. The fault persists.</p>	Go to step 18.	The problem is solved.
<p><b>Step 18</b></p>	Go to step 21.	Go to step 19.

Action	Yes	No
<ol style="list-style-type: none"> <li>Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</li> <li>Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>Select the motor (Pick (tray x)), and then touch <b>Start</b>.  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</li> </ol>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Install a new source tray paper feeder. See <a href="#">PL 80.25 item 2</a>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 372-114-00, 372-116-00, 372-118-00, 372-120-00, 372-122-00, 372-124-00, 372-126-00 250- and 550-Sheet Tray Transport Drive Jam RAPs

**372-114-00** Tray 2 Transport (550) or lift (HCIT) Motor does not turn on.

**372-116-00** Tray 2 Transport (550) or lift (HCIT) Motor does not turn off.

**372-118-00** Tray 2 Transport (550) or lift (HCIT) Motor failed to achieve expected speed.

**372-120-00** Tray 2 Transport (550) or lift (HCIT) Motor loss of encoders.

**372-122-00** Tray 2 Transport (550) or lift (HCIT) Motor underspeed.

**372-126-00** Tray 2 Transport (550) or lift (HCIT) Motor moved too long.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the left cover from the optional tray whose motor will be tested. See REP 70.6. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics</b> > <b>Motor tests</b> 3 Select the motor (Pass-through (tray x)), and then touch <b>Start</b> .	Go to step 8.	Go to step 6.

Action	Yes	No
<b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.		
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor. See PL 70.15 item 9. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Ensure that the controller PWB of the affected tray is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check the affected tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 12</b> Install a new tray controller PWB. See PL 70.15 item 9. The fault persists.	Contact the next level of support.	The problem is solved.

**372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs**

- 372-128-00 Tray 2 Motor does not turn on.
- 372-130-00 Tray 2 Motor does not turn off.
- 372-132-00 Tray 2 Motor failed to achieve expected speed.
- 372-134-00 Tray 2 Motor loss of encoders.
- 372-138-00 Tray 2 Motor overspeed.
- 372-140-00 Tray 2 Motor moved too long.
- 372-210-00 Tray 2 Lift On Fail.
- 372-212-00 Tray 2 Lift Off Fail.
- 372-214-00 Tray 2 Pick Motor failed to achieve expected speed.
- 372-216-00 Tray 2 Pick Motor loss of encoders.
- 372-218-00 Tray 2 pick Motor underspeed.
- 372-220-00 Tray 2 Pick Motor overspeed
- 372-222-00 Tray 2 pick Motor moved too long.
- 373-210-00 Tray 3 Lift On Fail.
- 373-212-00 Tray 3 Lift Off Fail.
- 373-214-00 Tray 3 Pick Motor failed to achieve expected speed.
- 373-216-00 Tray 3 Pick Motor loss of encoders.
- 373-218-00 Tray 3 pick Motor underspeed.
- 373-220-00 Tray 3 Pick Motor overspeed
- 373-222-00 Tray 3 pick Motor moved too long.
- 373-128-00 Tray 3 Motor does not turn on.
- 373-130-00 Tray 3 Motor does not turn off.
- 373-132-00 Tray 3 Motor failed to achieve expected speed.
- 373-134-00 Tray 3 Motor loss of encoders (motor stall).

- 373-136-00 Tray 3 Motor underspeed.
- 373-138-00 Tray 3 Motor overspeed.
- 373-140-00 Tray 3 Motor moved too long.
- 374-128-00 Tray 4 Motor does not turn on.
- 374-130-00 Tray 4 Motor does not turn off.
- 374-132-00 Tray 4 Motor failed to achieve expected speed.
- 374-134-00 Tray 4 Motor loss of encoders (motor stall).
- 374-136-00 Tray 4 Motor underspeed.
- 374-138-00 Tray 4 Motor overspeed.
- 374-140-00 Tray 4 Motor moved too long.
- 374-218-00 Tray 4 Pick Motor does not turn on.
- 374-219-00 Tray 4 pick Motor does not turn off.
- 374-220-00 Tray 4 pick Motor failed to achieve expected speed.
- 374-221-00 Tray 4 Pick Motor loss of encoders.
- 374-222-00 Tray 4 pick Motor underspeed.
- 374-223-00 Tray 4 pick Motor overspeed.
- 374-224-00 Tray 4 Pick Motor moved too long.

**Procedure**

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 5.	The problem is solved.



Action	Yes	No
<b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.		
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 9</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b> . The fault persists.	Contact the next level of support.	The problem is solved.

## 372-142-00, 372-902-00, 374-142-00, 375-142-00, 377-149-00 Tray 3/4 Pass-through Sensor Static Jam RAP

**372-142-00** Static jam. Option declared jam, or warmup jam with no known page source.

**372-902-00** Static jam. Source was tray 3.

**374-142-00** Static jam. Source was tray 4.

**375-142-00** Static jam. Source was tray 5.

**377-149-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 5.
<b>Step 5</b> 1 Remove the tray 2 left cover. See <b>REP 70.6</b> . 2 Check the sensor cable on the optional tray controller PWB for proper connection.	Go to step 7.	Go to step 6.

Action	Yes	No
The cable is properly connected.		
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See REP 70.6. 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

### 372-146-00, 372-148-00, 377-148-00 Tray 2 Pass-through Sensor Unknown Source Late-arriving Or Late-Leaving Jam RAP

**372-146-00** Never arriving jam from normal path. Option declared jam, or warmup jam with no known page source.

**372-148-00** Late leaving jam. Option declared jam, or warmup jam with no known page source.

**377-148-00** Sensor did not clear. Option declared jam, or warmup jam with no known page source

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 2 to 5. Check if the same error occurs. The fault persists.	Go to step 5.	Perform the appropriate service check for the specific error.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Step 6</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the affected source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See <a href="#">PL 70.15 item 6</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms.	Go to step 13.	Go to step 12.

Action	Yes	No
The tray insert and its components are functional and free of damage.		
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 2 transport). See <a href="#">PL 70.15 item 9</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> .	Go to step 21.	Go to step 19.

Action	Yes	No
<p>2 Enter the Diagnostics menu <b>GP 1</b>, and then navigate to:</p> <p><b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor (Pick (tray x)), and then touch <b>Start</b>.</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</p>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Ensure that the affected source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 23</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 372-150-00 Tray 2 Pass-through Sensor Unknown Source Pick Jam RAP

**372-150-00** Fail to pick from tray.Option declared jam, or warmup jam with no known page source.

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <ol style="list-style-type: none"> <li>1 Enter the Diagnostics menu <b>GP 1</b>, and then navigate to: <b>Input tray quick print</b></li> <li>2 Do feed tests from trays 2 to 5. Check if the same error occurs. The same problem persists..</li> </ol>	Go to step 5.	Perform the appropriate service check for the specific error.
<p><b>Step 5</b> Check the affected source tray separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b> Clean or install a new separator pad. See <b>PL 80.25 item 1</b>. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check the affected source tray pick roller for improper installation, contamination, and damage.</p>	Go to step 9.	Go to step 8.

Action	Yes	No
<p><b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.</p>		
<p><b>Step 8</b> Clean or install a new pick roller. See <a href="#">PL 70.15 item 6</a>. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage:</p> <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Install a new tray insert. The fault persists.</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.</p>	Go to step 15.	Go to step 12.
<p><b>Step 12</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a>. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.</p>	Go to step 14.	Go to step 13.
<p><b>Step 13</b> Reconnect the cable. The fault persists.</p>	Go to step 14.	The problem is solved.
<p><b>Step 14</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a>. The fault persists.</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b></p>	Go to step 19.	Go to step 16.

Action	Yes	No
<p>1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pick (tray x)).</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The sensor status will change while toggling the sensor.</p>		
<p><b>Step 16</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a>. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.</p>	Go to step 18.	Go to step 17.
<p><b>Step 17</b> Reconnect the cable. The fault persists.</p>	Go to step 18.	The problem is solved.
<p><b>Step 18</b> Install a new sensor. See <a href="#">PL 70.15 item 3</a>. The fault persists.</p>	Go to step 19.	The problem is solved.
<p><b>Step 19</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (pass-through).</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The sensor status will change while toggling the sensor.</p>	Go to step 23.	Go to step 20.
<p><b>Step 20</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a>. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.</p>	Go to step 22.	Go to step 21.
<p><b>Step 21</b> Reconnect the cable. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a>. The fault persists.</p>	Go to step 23.	The problem is solved.
<p><b>Step 23</b></p>	Go to step 27.	Go to step 24.

Action	Yes	No
<p>1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b></p> <p>2 Find the sensor (Pick roller index (tray x)).</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The sensor status will change while toggling the sensor.</p>		
<p><b>Step 24</b></p> <p>1 Remove the optional tray left cover. See <a href="#">REP 70.6</a>.</p> <p>2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.</p>	Go to step 26.	Go to step 25.
<p><b>Step 25</b></p> <p>Reconnect the cable. The fault persists.</p>	Go to step 26.	The problem is solved.
<p><b>Step 26</b></p> <p>Install a new sensor. See <a href="#">PL 70.15 item 14</a>. The fault persists.</p>	Go to step 27.	The problem is solved.
<p><b>Step 27</b></p> <p>1 Remove the optional tray left cover. See <a href="#">REP 70.6</a>.</p> <p>2 Check if the affected source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.</p>	Go to step 29.	Go to step 28.
<p><b>Step 28</b></p> <p>Install a new paper feeder. See <a href="#">PL 80.25 item 2</a>. The fault persists.</p>	Go to step 29.	The problem is solved.
<p><b>Step 29</b></p> <p>Ensure that the affected source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 30.	The problem is solved.

Action	Yes	No
<p><b>Step 30</b></p> <p>Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	Go to step 31.
<p><b>Step 31</b></p> <p>Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

**372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs**

**372-128-00** Tray 2 Motor does not turn on.

**372-130-00** Tray 2 Motor does not turn off.

**372-132-00** Tray 2 Motor failed to achieve expected speed.

**372-134-00** Tray 2 Motor loss of encoders.

**372-138-00** Tray 2 Motor overspeed.

**372-140-00** Tray 2 Motor moved too long.

**372-210-00** Tray 2 Lift On Fail.

**372-212-00** Tray 2 Lift Off Fail.

**372-214-00** Tray 2 Pick Motor failed to achieve expected speed.

**372-216-00** Tray 2 Pick Motor loss of encoders.

**372-218-00** Tray 2 pick Motor underspeed.

**372-220-00** Tray 2 Pick Motor overspeed

**372-222-00** Tray 2 pick Motor moved too long.

**373-210-00** Tray 3 Lift On Fail.

**373-212-00** Tray 3 Lift Off Fail.

**373-214-00** Tray 3 Pick Motor failed to achieve expected speed.

**373-216-00** Tray 3 Pick Motor loss of encoders.

**373-218-00** Tray 3 pick Motor underspeed.

**373-220-00** Tray 3 Pick Motor overspeed

**373-222-00** Tray 3 pick Motor moved too long.

**373-128-00** Tray 3 Motor does not turn on.

**373-130-00** Tray 3 Motor does not turn off.

**373-132-00** Tray 3 Motor failed to achieve expected speed.

**373-134-00** Tray 3 Motor loss of encoders (motor stall).

**373-136-00** Tray 3 Motor underspeed.

**373-138-00** Tray 3 Motor overspeed.

**373-140-00** Tray 3 Motor moved too long.

**374-128-00** Tray 4 Motor does not turn on.

**374-130-00** Tray 4 Motor does not turn off.

**374-132-00** Tray 4 Motor failed to achieve expected speed.

**374-134-00** Tray 4 Motor loss of encoders (motor stall).

**374-136-00** Tray 4 Motor underspeed.

**374-138-00** Tray 4 Motor overspeed.

**374-140-00** Tray 4 Motor moved too long.

**374-218-00** Tray 4 Pick Motor does not turn on.

**374-219-00** Tray 4 pick Motor does not turn off.

**374-220-00** Tray 4 pick Motor failed to achieve expected speed.

**374-221-00** Tray 4 Pick Motor loss of encoders.

**374-222-00** Tray 4 pick Motor underspeed.

**374-223-00** Tray 4 pick Motor overspeed.

**374-224-00** Tray 4 Pick Motor moved too long.

**Procedure**

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to:	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.		
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 9</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b> . The fault persists.	Contact the next level of support.	The problem is solved.

## 372-300-00, 372-302-00 Tray 2 Transport Motor Failure

**372-300-00** Tray 2 transport Motor On Fail.

**372-302-00** Tray 2 transport Motor Off Fail.

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Input tray quick print &gt; Tray 3 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b> . The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor (tray 2 transport). See <b>PL 70.15 item 9</b> .	Go to step 8.	The problem is solved.



Action	Yes	No
The fault persists.		
<b>Step 8</b> Ensure that the tray 2 interface cable is properly installed. Reconnect the interface cable on the optional tray controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new optional tray interface cable. See <a href="#">PL 70.15 item 1</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Ensure that the optional tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 13</b> Install a new optional tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 372-304-00, to 372-306-00, 372-308-00, 372-310-00, 372-312-00 Tray 2 Transport Drive Failure

**372-304-00** Tray 2 transport Motor Speed Fail.

**372-305-00** S1/Input sensor cleared by page too soon. Source is tray 2

**372-306-00** Tray 2 transport Motor loss of encoders (motor stall).

**372-308-00** Tray 2 transport Motor underspeed.

**372-310-00** Tray 2 transport Motor overspeed.

**372-312-00** Tray 2 transport Motor moved too long.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print &gt; Tray 3 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b> . The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b>	Go to step 7.	The problem is solved.

Action	Yes	No
Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.		
<b>Step 7</b> Install a new motor (tray 2 transport). See <a href="#">PL 70.15 item 9</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the optional tray insert, and then check if its transport rollers are functional and free of damage.  <b>Note:</b> Turn the transport roller gear to check for proper mechanism. The tray insert and its rollers are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new optional tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### 373-304-00, 373-306-00, 373-308-00, 373-310-00, 373-312-00 Tray 3 Transport Motor Error RAPs

#### B620 Wiring Diagrams

373-304-00 Tray 3 transport Motor Speed Fail.

373-306-00 Tray 3 transport Motor loss of encoders (motor stall).

373-308-00 Tray 3 transport Motor underspeed.

373-310-00 Tray 3 transport Motor overspeed.

373-312-00 Tray 3 transport Motor moved too long.

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print &gt; Tray4 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> .	Go to step 8.	Go to step 6.

Action	Yes	No
The motor will run.		
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor (tray 3 transport). See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the optional tray insert, and then check if its transport rollers are functional and free of damage.  <b>Note:</b> Turn the transport roller gear to check for proper mechanism. The tray insert and its rollers are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new optional tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 372-304-00, to 372-306-00, 372-308-00, 372-310-00, 372-312-00 Tray 2 Transport Drive Failure

**372-304-00** Tray 2 transport Motor Speed Fail.

**372-305-00** S1/Input sensor cleared by page too soon. Source is tray 2

**372-306-00** Tray 2 transport Motor loss of encoders (motor stall).

**372-308-00** Tray 2 transport Motor underspeed.

**372-310-00** Tray 2 transport Motor overspeed.

**372-312-00** Tray 2 transport Motor moved too long.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print &gt; Tray 3 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b> . The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b>	Go to step 7.	The problem is solved.

Action	Yes	No
Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.		
<b>Step 7</b> Install a new motor (tray 2 transport). See <a href="#">PL 70.15 item 9</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the optional tray insert, and then check if its transport rollers are functional and free of damage.  <b>Note:</b> Turn the transport roller gear to check for proper mechanism. The tray insert and its rollers are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new optional tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 372-313-00 to 372-319-00, 373-314-00 to 373-320-00, 374-321-00 to 374-327-00 Tray 3/4 Lift Motor Error RAP

**372-313-00** Tray 2 lift Motor does not turn on.

**372-314-00** Tray 2 lift Motor does not turn off.

**372-315-00** Tray 2 lift Motor failed to achieve expected speed.

**372-316-00** Tray 2 lift Motor loss of encoders (motor stall).

**372-317-00** Tray 2 lift Motor underspeed.

**372-318-00** Tray 2 lift Motor overspeed.

**372-319-00** Tray 2 lift Motor moved too long.

**373-314-00** Tray 3 lift Motor does not turn on.

**373-315-00** Tray 3 lift Motor does not turn off.

**373-316-00** Tray 3 lift Motor failed to achieve expected speed.

**373-317-00** Tray 3 lift Motor loss of encoders (motor stall).

**373-318-00** Tray 3 lift Motor underspeed.

**373-319-00** Tray 3 lift Motor overspeed.

**373-320-00** Tray 3 lift Motor moved too long.

**374-321-00** Tray 4 lift Motor does not turn on.

**374-322-00** Tray 4 lift Motor does not turn off.

**374-323-00** Tray 4 lift Motor failed to achieve expected speed.

**374-324-00** Tray 4 lift Motor loss of encoders (motor stall).

**374-325-00** Tray 4 lift Motor underspeed.

**374-326-00** Tray 4 lift Motor overspeed.

**374-327-00** Tray 4 lift Motor moved too long.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test again, and then observe if the motor (2100-sheet tray transport) is running. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor. See <b>PL 70.25 item 5</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics</b> > <b>Motor tests</b> 2 Select the motor (High capacity tray lift), and then touch <b>Start</b> . The motor will run.	Go to step 11.	Go to step 9.

Action	Yes	No
<b>Step 9</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new motor drive. See <b>REP 80.28</b> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 12</b> Install a new optional tray controller PWB. See <b>PL 70.25 item 6</b> . The fault persists.	Contact the next level of support.	The problem is solved.

**372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs**

- 372-128-00 Tray 2 Motor does not turn on.
- 372-130-00 Tray 2 Motor does not turn off.
- 372-132-00 Tray 2 Motor failed to achieve expected speed.
- 372-134-00 Tray 2 Motor loss of encoders.
- 372-138-00 Tray 2 Motor overspeed.
- 372-140-00 Tray 2 Motor moved too long.
- 372-210-00 Tray 2 Lift On Fail.
- 372-212-00 Tray 2 Lift Off Fail.
- 372-214-00 Tray 2 Pick Motor failed to achieve expected speed.
- 372-216-00 Tray 2 Pick Motor loss of encoders.
- 372-218-00 Tray 2 pick Motor underspeed.
- 372-220-00 Tray 2 Pick Motor overspeed
- 372-222-00 Tray 2 pick Motor moved too long.
- 373-210-00 Tray 3 Lift On Fail.
- 373-212-00 Tray 3 Lift Off Fail.
- 373-214-00 Tray 3 Pick Motor failed to achieve expected speed.
- 373-216-00 Tray 3 Pick Motor loss of encoders.
- 373-218-00 Tray 3 pick Motor underspeed.
- 373-220-00 Tray 3 Pick Motor overspeed
- 373-222-00 Tray 3 pick Motor moved too long.
- 373-128-00 Tray 3 Motor does not turn on.
- 373-130-00 Tray 3 Motor does not turn off.
- 373-132-00 Tray 3 Motor failed to achieve expected speed.
- 373-134-00 Tray 3 Motor loss of encoders (motor stall).

- 373-136-00 Tray 3 Motor underspeed.
- 373-138-00 Tray 3 Motor overspeed.
- 373-140-00 Tray 3 Motor moved too long.
- 374-128-00 Tray 4 Motor does not turn on.
- 374-130-00 Tray 4 Motor does not turn off.
- 374-132-00 Tray 4 Motor failed to achieve expected speed.
- 374-134-00 Tray 4 Motor loss of encoders (motor stall).
- 374-136-00 Tray 4 Motor underspeed.
- 374-138-00 Tray 4 Motor overspeed.
- 374-140-00 Tray 4 Motor moved too long.
- 374-218-00 Tray 4 Pick Motor does not turn on.
- 374-219-00 Tray 4 pick Motor does not turn off.
- 374-220-00 Tray 4 pick Motor failed to achieve expected speed.
- 374-221-00 Tray 4 Pick Motor loss of encoders.
- 374-222-00 Tray 4 pick Motor underspeed.
- 374-223-00 Tray 4 pick Motor overspeed.
- 374-224-00 Tray 4 Pick Motor moved too long.

**Procedure**

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.		
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 9</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b> . The fault persists.	Contact the next level of support.	The problem is solved.

305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

305-211-00 Laser Safety interlock RAP

305-212-00 Mirror motor lock fail RAP

310-383-00 Fuser heater was too cold when page entered fuser nip RAP

310-649-00 Lost hsyncs during servo RAP

345-101-00 EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

345-102-00 EP started a runin late, with less time than it takes to do the motor ramp RAP

345-103-00 Page at X before EP is ready image RAP

345-104-00 Input ISR occurred and the printhead was not ready RAP

371-329-00 Tray 1 fails to become input source ready for picking RAP

372-322-00 Tray 2 fails to become input source ready for picking RAP

373-322-00 Tray 3 fails to become input source ready for picking RAP

374-328-00 Tray 4 fails to become input source ready for picking RAP

377-230-00 Video never started RAP

377-231-00 Transfer Servo never started RAP

377-232-00 Duplex page never picked RAP

377-280-00 Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, **GP 10**. If the fault persists, call 2nd level support.

## 372-142-00, 372-902-00, 374-142-00, 375-142-00, 377-149-00 Tray 3/4 Pass-through Sensor Static Jam RAP

**372-142-00** Static jam. Option declared jam, or warmup jam with no known page source.

**372-902-00** Static jam. Source was tray 3.

**374-142-00** Static jam. Source was tray 4.

**375-142-00** Static jam. Source was tray 5.

**377-149-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 5.
<b>Step 5</b> 1 Remove the tray 2 left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection.	Go to step 7.	Go to step 6.

Action	Yes	No
The cable is properly connected.		
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See REP 70.6. 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.



## 373-100-00 Tray 3 Misfeed\_Empty RAP

### B620 Wiring Diagrams

373-100-00 Tray 3 Misfeed\_Empty.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 3 &gt; Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 7.	Go to step 6.
<b>Step 6</b> Clean or install a new pick roller. See PL 70.15 item 6.	Go to step 7.	The problem is solved.

Action	Yes	No
The fault persists.		
<b>Step 7</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt;Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 11.	Go to step 8.
<b>Step 8</b> 1 Remove the optional tray left cover. See <b>REP 70.6</b> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Reconnect the cable. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new sensor. See <b>PL 70.15 item 2</b> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b>	Go to step 15.	Go to step 14.

Action	Yes	No
Check the source tray separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.		
<b>Step 14</b> Clean or install a new separator pad. See Separator pad removal <b>PL 80.25 item 1</b> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <b>REP 70.6</b> . 2 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt;Motor tests</b> 3 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 2 transport). See <b>PL 70.15 item 9</b> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <b>REP 70.6</b> . 2 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt;Motor tests</b> 3 Select the motor (Pick (tray 3)), and then touch <b>Start</b> .	Go to step 20.	Go to step 19.

Action	Yes	No
The motor will run.		
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 22.	Go to step 21.
<b>Step 21</b> Install a new paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 23.	The problem is solved.
<b>Step 23</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 24.
<b>Step 24</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 373-116-00, 373-118-00, 373-120-00, 373-122-00, 373-124-00, 373-126-00, 373-321-00 Tray 3 Transport (550) Or Lift (HCIT) Motor Error RAPs

**373-116-00** Tray 3 Transport (550) or lift (HCIT)Motor does not turn off.

**373-118-00** Tray 3 Transport (550) or lift (HCIT)Motor failed to achieve expected speed.

**373-120-00** Tray 3 Transport (550) or lift (HCIT)Motor loss of encoders (motor stall).

**373-122-00** Tray 3 Transport (550) or lift (HCIT)Motor underspeed.

**373-124-00** Tray 3 Transport (550) or lift (HCIT)Motor overspeed.

**373-126-00** Tray 3 Transport (550) or lift (HCIT)Motor moved too long

**373-321-00** Tray 3 Transport (550) or lift (HCIT) Motor does not turn on

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> .	Go to step 8.	Go to step 6.

Action	Yes	No
<p>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to:</p> <p><b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor (Pass-through (tray x)), and then touch <b>Start</b>.</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</p>		
<p><b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Install a new motor. See <a href="#">PL 70.15 item 9</a>. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Remove the source tray insert, and then check if the following components are functional and free of damage:</p> <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.</p>	Go to step 10.	Go to step 9.
<p><b>Step 9</b> Install a new tray insert. The fault persists.</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b> Ensure that the controller PWB of the affected tray is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 11.	The problem is solved.

Action	Yes	No
<p><b>Step 11</b> Check the affected tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 12</b> Check whether the affected tray controller PWB is removed and install a new tray controller PWB. See <a href="#">PL 70.15 item 10</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

**372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs**

**372-128-00** Tray 2 Motor does not turn on.

**372-130-00** Tray 2 Motor does not turn off.

**372-132-00** Tray 2 Motor failed to achieve expected speed.

**372-134-00** Tray 2 Motor loss of encoders.

**372-138-00** Tray 2 Motor overspeed.

**372-140-00** Tray 2 Motor moved too long.

**372-210-00** Tray 2 Lift On Fail.

**372-212-00** Tray 2 Lift Off Fail.

**372-214-00** Tray 2 Pick Motor failed to achieve expected speed.

**372-216-00** Tray 2 Pick Motor loss of encoders.

**372-218-00** Tray 2 pick Motor underspeed.

**372-220-00** Tray 2 Pick Motor overspeed

**372-222-00** Tray 2 pick Motor moved too long.

**373-210-00** Tray 3 Lift On Fail.

**373-212-00** Tray 3 Lift Off Fail.

**373-214-00** Tray 3 Pick Motor failed to achieve expected speed.

**373-216-00** Tray 3 Pick Motor loss of encoders.

**373-218-00** Tray 3 pick Motor underspeed.

**373-220-00** Tray 3 Pick Motor overspeed

**373-222-00** Tray 3 pick Motor moved too long.

**373-128-00** Tray 3 Motor does not turn on.

**373-130-00** Tray 3 Motor does not turn off.

**373-132-00** Tray 3 Motor failed to achieve expected speed.

**373-134-00** Tray 3 Motor loss of encoders (motor stall).

**373-136-00** Tray 3 Motor underspeed.

**373-138-00** Tray 3 Motor overspeed.

**373-140-00** Tray 3 Motor moved too long.

**374-128-00** Tray 4 Motor does not turn on.

**374-130-00** Tray 4 Motor does not turn off.

**374-132-00** Tray 4 Motor failed to achieve expected speed.

**374-134-00** Tray 4 Motor loss of encoders (motor stall).

**374-136-00** Tray 4 Motor underspeed.

**374-138-00** Tray 4 Motor overspeed.

**374-140-00** Tray 4 Motor moved too long.

**374-218-00** Tray 4 Pick Motor does not turn on.

**374-219-00** Tray 4 pick Motor does not turn off.

**374-220-00** Tray 4 pick Motor failed to achieve expected speed.

**374-221-00** Tray 4 Pick Motor loss of encoders.

**374-222-00** Tray 4 pick Motor underspeed.

**374-223-00** Tray 4 pick Motor overspeed.

**374-224-00** Tray 4 Pick Motor moved too long.

**Procedure**

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to:	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.		
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 9</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b> . The fault persists.	Contact the next level of support.	The problem is solved.

## 373-142-00, 373-333-00, 374-143-00 Static Jam Error RAPs

**373-142-00** Static Jam (Paper at sensor at start, cover closed or idle. Jam not cleared). Option declared jam, or warmup jam with no known page source.

**373-333-00** Static Jam (Paper at sensor at start, cover closed or idle. Jam not cleared). Source was tray5.

**374-143-00** Static Jam. Source was tray4.

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.	Go to step 8.	Go to step 5.
<b>Step 5</b> 1 Remove the optional tray left cover. See <b>REP 70.6</b> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 7.	Go to step 6.

Action	Yes	No
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See <a href="#">REP 70.6</a> . 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 373-144-00, 373-146-00, 373-148-00 Tray Pass Through Error RAPs

**373-144-00** Early Arriving Jam (Paper reaches the sensor too soon, or unexpected). Option declared jam, or warmup jam with no known page source.

**373-146-00** Never Arriving Jam From Normal Path (Paper didn't reach the specified sensor, but did reach the previous sensor). Option declared jam, or warm up jam with no known page source.

**373-148-00** Late Leaving Jam (Paper reaches sensor but clears it late. (Long media, double feed). Option declared jam, or warmup jam with no known page source.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 3 to 5. Check if the same error occurs. The same fault persists.	Go to step 5.	Perform the appropriate service check for the specific error.
<b>Step 5</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)).	Go to step 9.	Go to step 6.

Action	Yes	No
The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the affected source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See <a href="#">PL 70.15 item 6</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul>	Go to step 13.	Go to step 12.

Action	Yes	No
<b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.		
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">Separator pad removal PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 3 transport). See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b>	Go to step 21.	Go to step 19.



Action	Yes	No
<p>1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</p> <p>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor (Pick (tray x)), and then touch <b>Start</b>.</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</p>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Install a new source tray paper feeder. See <a href="#">PL 80.25 item 2</a>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Ensure that the affected source tray controller PWB is properly installed. Reseat all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### 373-150-00 Fail To Pick From Tray RAP

#### B620 Wiring Diagrams

**373-150-00** Fail To Pick From Tray (Paper did not reach first sensor; Miss-feed, tray empty). Option declared jam, or warm up jam with no known page source.

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 3 to 5. Check if the same error occurs. The same fault persists.</p>	Go to step 5.	Perform the appropriate service check for the specific error.
<p><b>Step 5</b> Check the affected source tray pick roller for improper installation, contamination, and damage. <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft.</p>	Go to step 7.	Go to step 6.

Action	Yes	No
The pick roller is properly installed and free of contamination and damage.		
<b>Step 6</b> Clean or install a new pick roller. See <a href="#">PL 70.15 item 6</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.	Go to step 11.	Go to step 8.
<b>Step 8</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Reconnect the cable. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> <li>Lift plate</li> <li></li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms.</p>	Go to step 13.	Go to step 12.

Action	Yes	No
The tray insert and its components are functional and free of damage.		
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">Separator pad removal PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 3 transport). See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> .	Go to step 20.	Go to step 19.

Action	Yes	No
<p>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor (Pick (tray x)), and then touch <b>Start</b>.</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</p>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Check if the affected source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.</p>	Go to step 22.	Go to step 21.
<p><b>Step 21</b> Install a new paper feeder. See <a href="#">PL 80.25 item 2</a>. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Ensure that the affected source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 23.	The problem is solved.

Action	Yes	No
<p><b>Step 23</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	Go to step 24.
<p><b>Step 24</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### 372-110-00, 372-112-00, 372-323-00, 372-335-00, 372-337-00, 373-152-00, 374-146-00, 374-148-00, 374-152-00 Sensor Late-Arriving Or Late-Leaving Jam Error RAPs

#### B620 Wiring Diagrams

372-110-00 Never Arriving Jam From Normal Path.

372-112-00 Late Leaving Jam RAP

372-323-00 Sensor Did Not Clear.

372-335-00 Never Arriving Jam From Normal Path.

372-337-00 Late Leaving Jam.

373-152-00 Sensor Did Not Clear.

374-146-00 Never Arriving Jam From Normal Path.

374-148-00 Late Leaving Jam.

374-152-00 Sensor Did Not Clear.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 6.
<b>Step 6</b> 1 Remove the optional tray left cover. See 250- and 550-sheet tray left cover removalREP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See Sensor (250- and 550-sheet tray pass-through) removalPL 70.15 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray pick roller for improper installation, contamination, and damage. <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See Pick roller removalPL 70.15 item 6. The fault persists.	Go to step 11.	The problem is solved.

Action	Yes	No
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms.</p> The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See Separator pad removal <a href="#">PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> <ol style="list-style-type: none"> <li>1 Remove the left cover from the optional tray whose motor will be tested. See 250- and 550-sheet tray left cover removal <a href="#">REP 70.6</a>.</li> <li>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>3 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b>. The motor will run.</li> </ol>	Go to step 18.	Go to step 16.
<b>Step 16</b>	Go to step 17.	The problem is solved.

Action	Yes	No
Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.		
<b>Step 17</b> Install a new motor (tray 2 transport). See Motor (250- and 550-sheet tray transport) removal <a href="#">PL 70.15 item 9</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> <ol style="list-style-type: none"> <li>1 Remove the left cover from the optional tray whose motor will be tested. See 250- and 550-sheet tray left cover removal <a href="#">REP 70.6</a>.</li> <li>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>3 Select the motor (Pick (tray x)), and then touch <b>Start</b>.  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</li> </ol>	Go to step 21.	Go to step 19.
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new source tray paper feeder. See 250- and 550-sheet tray paper feeder removal <a href="#">PL 70.15 item 12</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 22.	The problem is solved.

Action	Yes	No
<b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 23</b> Install a new source tray controller PWB. See 250- and 550-sheet tray controller PWB removal <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs

**372-128-00** Tray 2 Motor does not turn on.

**372-130-00** Tray 2 Motor does not turn off.

**372-132-00** Tray 2 Motor failed to achieve expected speed.

**372-134-00** Tray 2 Motor loss of encoders.

**372-138-00** Tray 2 Motor overspeed.

**372-140-00** Tray 2 Motor moved too long.

**372-210-00** Tray 2 Lift On Fail.

**372-212-00** Tray 2 Lift Off Fail.

**372-214-00** Tray 2 Pick Motor failed to achieve expected speed.

**372-216-00** Tray 2 Pick Motor loss of encoders.

**372-218-00** Tray 2 pick Motor underspeed.

**372-220-00** Tray 2 Pick Motor overspeed

**372-222-00** Tray 2 pick Motor moved too long.

**373-210-00** Tray 3 Lift On Fail.

**373-212-00** Tray 3 Lift Off Fail.

**373-214-00** Tray 3 Pick Motor failed to achieve expected speed.

**373-216-00** Tray 3 Pick Motor loss of encoders.

**373-218-00** Tray 3 pick Motor underspeed.

**373-220-00** Tray 3 Pick Motor overspeed

**373-222-00** Tray 3 pick Motor moved too long.

**373-128-00** Tray 3 Motor does not turn on.

**373-130-00** Tray 3 Motor does not turn off.

**373-132-00** Tray 3 Motor failed to achieve expected speed.

**373-134-00** Tray 3 Motor loss of encoders (motor stall).

373-136-00 Tray 3 Motor underspeed.

373-138-00 Tray 3 Motor overspeed.

373-140-00 Tray 3 Motor moved too long.

374-128-00 Tray 4 Motor does not turn on.

374-130-00 Tray 4 Motor does not turn off.

374-132-00 Tray 4 Motor failed to achieve expected speed.

374-134-00 Tray 4 Motor loss of encoders (motor stall).

374-136-00 Tray 4 Motor underspeed.

374-138-00 Tray 4 Motor overspeed.

374-140-00 Tray 4 Motor moved too long.

374-218-00 Tray 4 Pick Motor does not turn on.

374-219-00 Tray 4 pick Motor does not turn off.

374-220-00 Tray 4 pick Motor failed to achieve expected speed.

374-221-00 Tray 4 Pick Motor loss of encoders.

374-222-00 Tray 4 pick Motor underspeed.

374-223-00 Tray 4 pick Motor overspeed.

374-224-00 Tray 4 Pick Motor moved too long.

#### Procedure

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to:	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.		
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 9</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b> . The fault persists.	Contact the next level of support.	The problem is solved.

## 373-300-00, 373-302-00 Tray 3 Transport Motor On/Off Fail RAPs

### B620 Wiring Diagrams

373-300-00 Tray 3 transport Motor On Fail.

373-302-00 Tray 3 transport Motor Off Fail.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 4 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b>	Go to step 7.	The problem is solved.

Action	Yes	No
Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.		
<b>Step 7</b> Install a new motor (tray 3 transport). See PL 70.25 item 5. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Ensure that the tray 3 interface cable is properly installed. Reconnect the interface cable on the optional tray controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new optional tray interface cable. See PL 70.15 item 1. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Ensure that the optional tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 13</b> Install a new optional tray controller PWB. See PL 70.25 item 6. The fault persists.	Contact the next level of support.	The problem is solved.



## 373-304-00, 373-306-00, 373-308-00, 373-310-00, 373-312-00 Tray 3 Transport Motor Error RAPs

### B620 Wiring Diagrams

373-304-00 Tray 3 transport Motor Speed Fail.

373-306-00 Tray 3 transport Motor loss of encoders (motor stall).

373-308-00 Tray 3 transport Motor underspeed.

373-310-00 Tray 3 transport Motor overspeed.

373-312-00 Tray 3 transport Motor moved too long.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray4 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> .	Go to step 8.	Go to step 6.

Action	Yes	No
The motor will run.		
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor (tray 3 transport). See PL 70.25 item 5. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the optional tray insert, and then check if its transport rollers are functional and free of damage.  <b>Note:</b> Turn the transport roller gear to check for proper mechanism. The tray insert and its rollers are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new optional tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-303-00, 371-305-00, 372-305-00, 373-305-00, 374-305-00 S1/Input Sensor Cleared By Page Too Soon RAPs

**371-303-00** S1/Input sensor cleared by page too soon.

**371-305-00** S1/Input sensor cleared by page too soon.

**372-305-00** S1/Input sensor cleared by page too soon.

**373-305-00** S1/Input sensor cleared by page too soon.

**374-305-00** S1/Input sensor cleared by page too soon.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if paper is properly loaded in each tray. The paper is properly loaded in each tray.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper, and then properly load it to the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 372-313-00 to 372-319-00, 373-314-00 to 373-320-00, 374-321-00 to 374-327-00 Tray 3/4 Lift Motor Error RAP

**372-313-00** Tray 2 lift Motor does not turn on.

**372-314-00** Tray 2 lift Motor does not turn off.

**372-315-00** Tray 2 lift Motor failed to achieve expected speed.

**372-316-00** Tray 2 lift Motor loss of encoders (motor stall).

**372-317-00** Tray 2 lift Motor underspeed.

**372-318-00** Tray 2 lift Motor overspeed.

**372-319-00** Tray 2 lift Motor moved too long.

**373-314-00** Tray 3 lift Motor does not turn on.

**373-315-00** Tray 3 lift Motor does not turn off.

**373-316-00** Tray 3 lift Motor failed to achieve expected speed.

**373-317-00** Tray 3 lift Motor loss of encoders (motor stall).

**373-318-00** Tray 3 lift Motor underspeed.

**373-319-00** Tray 3 lift Motor overspeed.

**373-320-00** Tray 3 lift Motor moved too long.

**374-321-00** Tray 4 lift Motor does not turn on.

**374-322-00** Tray 4 lift Motor does not turn off.

**374-323-00** Tray 4 lift Motor failed to achieve expected speed.

**374-324-00** Tray 4 lift Motor loss of encoders (motor stall).

**374-325-00** Tray 4 lift Motor underspeed.

**374-326-00** Tray 4 lift Motor overspeed.

**374-327-00** Tray 4 lift Motor moved too long.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test again, and then observe if the motor (2100-sheet tray transport) is running. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor. See <b>PL 70.25 item 5</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics</b> > <b>Motor tests</b> 2 Select the motor (High capacity tray lift), and then touch <b>Start</b> . The motor will run.	Go to step 11.	Go to step 9.

Action	Yes	No
<b>Step 9</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new motor drive. See <b>REP 80.28</b> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 12</b> Install a new optional tray controller PWB. See <b>PL 70.25 item 6</b> . The fault persists.	Contact the next level of support.	The problem is solved.

### 373-116-00, 373-118-00, 373-120-00, 373-122-00, 373-124-00, 373-126-00, 373-321-00 Tray 3 Transport (550) Or Lift (HCIT) Motor Error RAPs

**373-116-00** Tray 3 Transport (550) or lift (HCIT)Motor does not turn off.

**373-118-00** Tray 3 Transport (550) or lift (HCIT)Motor failed to achieve expected speed.

**373-120-00** Tray 3 Transport (550) or lift (HCIT)Motor loss of encoders (motor stall).

**373-122-00** Tray 3 Transport (550) or lift (HCIT)Motor underspeed.

**373-124-00** Tray 3 Transport (550) or lift (HCIT)Motor overspeed.

**373-126-00** Tray 3 Transport (550) or lift (HCIT)Motor moved too long

**373-321-00** Tray 3 Transport (550) or lift (HCIT) Motor does not turn on

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the left cover from the optional tray whose motor will be tested. See REP 70.6.	Go to step 8.	Go to step 6.

Action	Yes	No
2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.		
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor. See PL 70.15 item 9. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Ensure that the controller PWB of the affected tray is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 11.	The problem is solved.

Action	Yes	No
<b>Step 11</b> Check the affected tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 12</b> Check whether the affected tray controller PWB is removed and install a new tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

305-211-00 Laser Safety interlock RAP

305-212-00 Mirror motor lock fail RAP

310-383-00 Fuser heater was too cold when page entered fuser nip RAP

310-649-00 Lost hsyncs during servo RAP

345-101-00 EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

345-102-00 EP started a runin late, with less time than it takes to do the motor ramp RAP

345-103-00 Page at X before EP is ready image RAP

345-104-00 Input ISR occurred and the printhead was not ready RAP

371-329-00 Tray 1 fails to become input source ready for picking RAP

372-322-00 Tray 2 fails to become input source ready for picking RAP

373-322-00 Tray 3 fails to become input source ready for picking RAP

374-328-00 Tray 4 fails to become input source ready for picking RAP

377-230-00 Video never started RAP

377-231-00 Transfer Servo never started RAP

377-232-00 Duplex page never picked RAP

377-280-00 Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, [GP 10](#). If the fault persists, call 2nd level support.

## 373-142-00, 373-333-00, 374-143-00 Static Jam Error RAPs

**373-142-00** Static Jam (Paper at sensor at start, cover closed or idle. Jam not cleared). Option declared jam, or warmup jam with no known page source.

**373-333-00** Static Jam (Paper at sensor at start, cover closed or idle. Jam not cleared). Source was tray5.

**374-143-00** Static Jam. Source was tray4.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.	Go to step 8.	Go to step 5.
<b>Step 5</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 7.	Go to step 6.

Action	Yes	No
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See REP 70.6. 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

## 374–100–01 and 374–950–00 Tray 4 to Wrong Media RAP

**374–100–01** Change tray 4 to different media, correct orientation.

**374–950–00** Change tray 4 to different media, incorrect orientation.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Check the UI setting are correct for the job being performed.
2. Verify the paper in tray 4 is correct for the job being performed.
3. Change the paper orientation in tray 4.

## 374-112-00, 374-147-00, 374-153-00, 375-239-00 to 375-241-00 Tray 3 Pass-through Sensor Late-Arriving RAP

### B620 Wiring Diagrams

374-114-00 .70 = Tray 4 Transport (550) or lift (HCIT) Motor does not turn on.

374-147-00 Never arriving jam from normal path.Source was tray 4.

374-153-00 Sensor did not clear.Source was tray 4.

375-239-00 Never arriving jam from normal path. Source was tray 5.

375-240-00 Late leaving jam. Source was tray 5.

375-241-00 Sensor did not clear.Source was tray 5.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 3 to 5. Check if the same error occurs. The fault persists.	Go to step 5.	Perform the appropriate service check for the specific error.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the affected source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See PL 70.15 item 6. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> </ul>	Go to step 13.	Go to step 12.



Action	Yes	No
<ul style="list-style-type: none"> <li>Lift plate</li> <li></li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.</p>		
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a> The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 3 transport). See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.

Action	Yes	No
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 21.	Go to step 19.
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new source tray paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Ensure that the affected source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

**374-116-00 -71 = Tray 4 Transport (550) or lift (HCIT) Motor does not turn off RAP**

**374-118-00 -72 = Tray 4 Transport (550) or lift (HCIT) Motor failed to achieve expected speed RAP**

374-120-00 -73 = Tray 4 Transport (550) or lift (HCIT) Motor  
loss of encoders (motor stall) RAP

374-122-00 -74 = Tray 4 Transport (550) or lift (HCIT) Motor  
underspeed RAP

374-124-00 -75 = Tray 4 Transport (550) or lift (HCIT) Motor  
overspeed RAP

374-126-00 -76 = Tray 4 Transport (550) or lift (HCIT) Motor  
moved too long RAP

**372-128-00, 372-130-00, 372-132-00, 372-134-00, 372-138-00, 372-140-00, 372-210-00, 372-212-00, 372-214-00, 372-216-00, 372-218-00, 372-220-00, 372-222-00, 373-210-00, 373-212-00, 373-214-00, 373-216-00, 373-218-00, 373-220-00, 373-222-00, 373-128-00, 373-130-00, 373-132-00, 373-134-00, 373-136-00, 373-138-00, 373-140-00, 374-128-00, 374-130-00, 374-132-00, 374-134-00, 374-136-00, 374-138-00, 374-140-00, 374-218-00 to 374-224-00 Tray 3/4 Motor Error RAPs**

**372-128-00** Tray 2 Motor does not turn on.

**372-130-00** Tray 2 Motor does not turn off.

**372-132-00** Tray 2 Motor failed to achieve expected speed.

**372-134-00** Tray 2 Motor loss of encoders.

**372-138-00** Tray 2 Motor overspeed.

**372-140-00** Tray 2 Motor moved too long.

**372-210-00** Tray 2 Lift On Fail.

**372-212-00** Tray 2 Lift Off Fail.

**372-214-00** Tray 2 Pick Motor failed to achieve expected speed.

**372-216-00** Tray 2 Pick Motor loss of encoders.

**372-218-00** Tray 2 pick Motor underspeed.

**372-220-00** Tray 2 Pick Motor overspeed

**372-222-00** Tray 2 pick Motor moved too long.

**373-210-00** Tray 3 Lift On Fail.

**373-212-00** Tray 3 Lift Off Fail.

**373-214-00** Tray 3 Pick Motor failed to achieve expected speed.

**373-216-00** Tray 3 Pick Motor loss of encoders.

**373-218-00** Tray 3 pick Motor underspeed.

**373-220-00** Tray 3 Pick Motor overspeed

**373-222-00** Tray 3 pick Motor moved too long.

**373-128-00** Tray 3 Motor does not turn on.

**373-130-00** Tray 3 Motor does not turn off.

**373-132-00** Tray 3 Motor failed to achieve expected speed.

**373-134-00** Tray 3 Motor loss of encoders (motor stall).

**373-136-00** Tray 3 Motor underspeed.

**373-138-00** Tray 3 Motor overspeed.

**373-140-00** Tray 3 Motor moved too long.

**374-128-00** Tray 4 Motor does not turn on.

**374-130-00** Tray 4 Motor does not turn off.

**374-132-00** Tray 4 Motor failed to achieve expected speed.

**374-134-00** Tray 4 Motor loss of encoders (motor stall).

**374-136-00** Tray 4 Motor underspeed.

**374-138-00** Tray 4 Motor overspeed.

**374-140-00** Tray 4 Motor moved too long.

**374-218-00** Tray 4 Pick Motor does not turn on.

**374-219-00** Tray 4 pick Motor does not turn off.

**374-220-00** Tray 4 pick Motor failed to achieve expected speed.

**374-221-00** Tray 4 Pick Motor loss of encoders.

**374-222-00** Tray 4 pick Motor underspeed.

**374-223-00** Tray 4 pick Motor overspeed.

**374-224-00** Tray 4 Pick Motor moved too long.

**Procedure**

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to:	Go to step 5.	The problem is solved.

Action	Yes	No
<b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.		
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new source tray paper feeder. See <b>PL 80.25 item 2</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 9</b> Install a new source tray controller PWB. See <b>PL 70.15 item 10</b> . The fault persists.	Contact the next level of support.	The problem is solved.

### 372-142-00, 372-902-00, 374-142-00, 375-142-00, 377-149-00 Tray 3/4 Pass-through Sensor Static Jam RAP

**372-142-00** Static jam.Option declared jam, or warmup jam with no known page source.

**372-902-00** Static jam. Source was tray 3.

**374-142-00** Static jam. Source was tray 4.

**375-142-00** Static jam. Source was tray 5.

**377-149-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 5.
<b>Step 5</b> 1 Remove the tray 2 left cover. See <b>REP 70.6</b> . 2 Check the sensor cable on the optional tray controller PWB for proper connection.	Go to step 7.	Go to step 6.

Action	Yes	No
The cable is properly connected.		
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See <a href="#">REP 70.6</a> . 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### 373-142-00, 373-333-00, 374-143-00 Static Jam Error RAPs

**373-142-00** Static Jam (Paper at sensor at start, cover closed or idle. Jam not cleared). Option declared jam, or warmup jam with no known page source.

**373-333-00** Static Jam (Paper at sensor at start, cover closed or idle. Jam not cleared). Source was tray5.

**374-143-00** Static Jam. Source was tray4.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.	Go to step 8.	Go to step 5.
<b>Step 5</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 7.	Go to step 6.

Action	Yes	No
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See <a href="#">REP 70.6</a> . 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### 372-110-00, 372-112-00, 372-323-00, 372-335-00, 372-337-00, 373-152-00, 374-146-00, 374-148-00, 374-152-00 Sensor Late-Arriving Or Late-Leaving Jam Error RAPs

#### B620 Wiring Diagrams

**372-110-00** Never Arriving Jam From Normal Path.

**372-112-00** Late Leaving Jam RAP

**372-323-00** Sensor Did Not Clear.

**372-335-00** Never Arriving Jam From Normal Path.

**372-337-00** Late Leaving Jam.

**373-152-00** Sensor Did Not Clear.

**374-146-00** Never Arriving Jam From Normal Path.

**374-148-00** Late Leaving Jam.

**374-152-00** Sensor Did Not Clear.

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> The fault persists.	Go to step 5.	The problem is solved.



Action	Yes	No
<p><b>Step 5</b></p> <p>1 Enter the Diagnostics menu <b>GP 1</b>, and then navigate to:</p> <p><b>Additional input tray diagnostics &gt; Sensor tests</b></p> <p>2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.</p>	Go to step 9.	Go to step 6.
<p><b>Step 6</b></p> <p>1 Remove the optional tray left cover. See 250- and 550-sheet tray left cover removal <b>REP 70.6</b>.</p> <p>2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.</p>	Go to step 8.	Go to step 7.
<p><b>Step 7</b></p> <p>Reconnect the cable. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Install a new sensor. See Sensor (250- and 550-sheet tray pass-through) removal <b>PL 70.15 item 2</b>. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <p>Check the source tray pick roller for improper installation, contamination, and damage.</p> <p><b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b></p> <p>Clean or install a new pick roller. See Pick roller removal <b>PL 70.15 item 6</b>. The fault persists.</p>	Go to step 11.	The problem is solved.

Action	Yes	No
<p><b>Step 11</b></p> <p>Remove the source tray insert, and then check if the following components are functional and free of damage:</p> <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.</p>	Go to step 13.	Go to step 12.
<p><b>Step 12</b></p> <p>Install a new tray insert. The fault persists.</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b></p> <p>Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b></p> <p>Clean or install a new separator pad. See Separator pad removal <b>PL 80.25 item 1</b>. The fault persists.</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b></p> <p>1 Remove the left cover from the optional tray whose motor will be tested. See 250- and 550-sheet tray left cover removal <b>REP 70.6</b>.</p> <p>2 Enter the Diagnostics menu <b>GP 1</b>, and then navigate to:</p> <p><b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b>. The motor will run.</p>	Go to step 18.	Go to step 16.
<p><b>Step 16</b></p>	Go to step 17.	The problem is solved.

Action	Yes	No
Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.		
<b>Step 17</b> Install a new motor (tray 2 transport). See Motor (250- and 550-sheet tray transport) removal <a href="#">PL 70.15 item 9</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See 250- and 550-sheet tray left cover removal <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 21.	Go to step 19.
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new source tray paper feeder. See 250- and 550-sheet tray paper feeder removal <a href="#">PL 70.15 item 12</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 22.	The problem is solved.

Action	Yes	No
<b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 23</b> Install a new source tray controller PWB. See 250- and 550-sheet tray controller PWB removal <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 374-150-00 Tray 4 Pick Jam Service Check

### B620 Wiring Diagrams

374-150-00 Fail to pick from tray. Source was tray 4. RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 4 &gt; Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 7.	Go to step 6.
<b>Step 6</b> Clean or install a new pick roller. See PL 70.15 item 6.	Go to step 7.	The problem is solved.

Action	Yes	No
The fault persists.		
<b>Step 7</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.	Go to step 11.	Go to step 8.
<b>Step 8</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Reconnect the cable. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b>	Go to step 15.	Go to step 14.

Action	Yes	No
Check the source tray separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.		
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor. See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray 4)), and then touch <b>Start</b> . The motor will run.	Go to step 20.	Go to step 19.

Action	Yes	No
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Check if the source tray paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 22.	Go to step 21.
<b>Step 21</b> Install a new paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 23.	The problem is solved.
<b>Step 23</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 24.
<b>Step 24</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 374-225-00, 374-226-00 Tray 4 Transport Motor Failure RAP

## B620 Wiring Diagrams

374-225-00 Tray 4 transport Motor does not turn on.

374-226-00 Tray 4 transport Motor does not turn off.

## Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 5 &gt; Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 4)), and then touch <b>Start</b> . The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.

Action	Yes	No
<b>Step 7</b> Install a new motor (tray 4 transport). See PL 70.25 item 5. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Ensure that the tray 4 interface cable is properly installed. Reconnect the interface cable on the optional tray controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the interface cable and its connector pins for damage. The interface cable is free of damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new optional tray interface cable. See PL 70.15 item 9. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Ensure that the optional tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 13</b> Install a new optional tray controller PWB. See PL 70.25 item 6. The fault persists.	Contact the next level of support.	The problem is solved.

## 374-227-00 to 374-231-00 Tray 4 Transport Drive Failure RAP

### B620 Wiring Diagrams

**374-227-00** Tray 4 transport Motor failed to achieve expected speed.

**374-228-00** Tray 4 transport Motor loss of encoders (motor stall).

**374-229-00** Tray 4 transport Motor underspeed.

**374-230-00** Tray 4 transport Motor overspeed.

**374-231-00** Tray 4 transport Motor moved too long.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 5 &gt; Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 2 Select the motor (Pass-through (tray 4)), and then touch <b>Start</b> . The motor will run.	Go to step 8.	Go to step 6.

Action	Yes	No
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor (tray 4 transport). See PL 70.25 item 5. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Remove the optional tray insert, and then check if its transport rollers are functional and free of damage.  <b>Note:</b> Turn the transport roller gear to check for proper mechanism. The tray insert and its rollers are functional and free of damage.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install a new tray insert. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 11</b> Install a new optional tray controller PWB. See PL 70.25 item 6. The fault persists.	Contact the next level of support.	The problem is solved.

## 374-232-00 Sensor (input) Late-Arriving Jam (during duplex print) RAP

### B620 Wiring Diagrams

374-232-00 S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 4.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions.  <b>Note:</b> Ensure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 7.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.
<b>Step 5</b> Reconnect the cable. The fault persists.	Go to step 6.	The problem is solved.

Action	Yes	No
<b>Step 6</b> Install a new sensor. See PL 90.05. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Remove the rear door. See REP 28.10. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Duplex), and then touch <b>Start</b> . The motor will run.	Go to step 10.	Go to step 8.
<b>Step 8</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J27 on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Install a new motor. See PL 80.05. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-300-00, 371-308-00, 371-316-00, 371-322-00, 374-300-00 Sensor Input Early Arriving Jam RAP

**371-300-00** S1/Input sensor covered too soon. Source is MPF.

**371-308-00** Bump exit sensor covered too soon. Source is tray 1.

**371-316-00** S1/Input sensor covered too soon. Source is tray 2.

**371-322-00** S1/Input sensor covered too soon. Source is tray 3.

**374-300-00** S1/Input sensor covered too soon. Source is tray 4.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Identify the source tray. The MPF is the source tray.	Go to step 2.	Go to step 7.
<b>Step 2</b> Check the MPF pick roller for excess wear and contamination. The pick roller is free of excess wear and contamination.	Go to step 4.	Go to step 3.
<b>Step 3</b> Clean or install a new MPF pick roller. See REP 80.12. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Remove the left cover. See REP 28.1. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor MPF pick, and then touch <b>Start</b> . The motor will run.	Go to step 6.	Go to step 5.
<b>Step 5</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 6.	The problem is solved.

Action	Yes	No
<b>Step 6</b> Install a new motor. See REP 40.3. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check if paper is properly loaded in each tray. Paper is properly loaded in each tray.	Go to step 9.	Go to step 8.
<b>Step 8</b> Remove the paper, and then properly load it to the tray. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check each tray for paper fragments and partially fed paper. The trays are free of paper fragments and partially fed paper.	Go to step 11.	Go to step 10.
<b>Step 10</b> Remove all paper fragments and partially fed paper. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 15.	Go to step 12.
<b>Step 12</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 14.	Go to step 13.
<b>Step 13</b> Reconnect the cable. The fault persists.	Go to step 14.	The problem is solved.



Action	Yes	No
<b>Step 14</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 371-303-00, 371-305-00, 374-305-00, 377-219-00 to 377-223-00 Sensor (input) early-leaving jam RAP

**371-303-00** S1/Input sensor cleared by page too soon. Source is mpf/manual.

**371-305-00** S1/Input sensor cleared by page too soon. Source is tray 1.

**374-305-00** S1/Input sensor cleared by page too soon. Source is tray 4.

**377-219-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = MPF.

**377-220-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 1.

**377-221-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 2.

**377-222-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 3.

**377-223-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 4.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions. Note: Make sure that all paper fragments are removed. Is the duplex path area free of jammed paper and obstructions?	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. Does the problem remain?	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the sensor (input) area for paper fragments and partially fed paper. Is the area free of paper fragments and partially fed paper?	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper fragments and partially fed paper. Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test. Does the problem remain?	Contact the next level of support.	The problem is solved.

### 371-317-00, 374-317-00 Tray 1 paper feeder control failure RAP

**371-317-00** Autocomp Motor underspeed; source = tray 2.

**374-317-00** Autocomp Motor underspeed.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Pull out tray 1, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.	Go to step 3.	Go to step 2.
<b>Step 2</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if tray 1 is overfilled. The tray is overfilled.	Go to step 4.	Go to step 5.
<b>Step 4</b> Remove the excess paper from the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check tray 1 for crumpled, damaged, or deformed paper. The sheets of paper are on the tray still in good condition.	Go to step 7.	Go to step 6.
<b>Step 6</b> Check whether the affected sheets are removed and new sheets are inserted. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Remove the left cover. See REP 28.1. 2 Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 10.	Go to step 8.

Action	Yes	No
<b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Pick (tray 1)), and then touch <b>Start</b> . The motor will run.		
<b>Step 8</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J73 on the controller PWB. 3 Reconnect the paper feeder cable. 4 Restart the printer. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Install a new paper feeder. See PL 80.25 item 2. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-302-00, 371-310-00, 371-318-00, 371-324-00, 371-327-00, 374-318-00 Input Sensor Never Or Late Arriving Jam RAP

**371-302-00** Sensor never made by leading edge of page . Source is mpf/manual.

**371-310-00** Sensor never made by leading edge of page.

**371-318-00** Jam at S1/Input/stage - never reached s1/Input/stage sensor. Source is Tray 2.

**371-324-00** Jam at Bump Exit - never reached bump exit sensor. Source is Tray 3.

**371-327-00** S1/Input sensor never made by leading edge after pick. Source is tray 3.

**374-318-00** Jam at S1/Input - never reached s1 sensor. Source is Tray 4.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if blank pages were fed out before the error occurred. There is any blank pages fed out prior to the error.	Go to step 10.	Go to step 2.
<b>Step 2</b> Pull out all the source trays, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.	Go to step 4.	Go to step 3.
<b>Step 3</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Check if the tray is overfilled. The tray is overfilled.	Go to step 5.	Go to step 6.
<b>Step 5</b> Remove the excess paper from the tray. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the tray for crumpled, damaged, or deformed paper. The sheets of paper on the tray are still in good condition.	Go to step 8.	Go to step 7.

Action	Yes	No
<b>Step 7</b> Check whether the affected sheets are removed and new sheets are inserted. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Check the aligner rollers for obstructions. The aligner rollers are free of obstructions.	Go to step 10.	Go to step 9.
<b>Step 9</b> Remove the obstructions. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 14.	Go to step 11.
<b>Step 11</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller board for proper connection. The cable is properly connected.	Go to step 13.	Go to step 12.
<b>Step 12</b> Reconnect the cable. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> 1 Remove the left cover. See <a href="#">REP 28.1</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to:	Go to step 17.	Go to step 15.

Action	Yes	No
<p><b>Printer diagnostics and adjustments &gt; Motor tests</b></p> <p>3 Select the motor (Imaging unit), and then touch <b>Start</b>. The motor will run.</p>		
<p><b>Step 15</b></p> <p>1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.</p>	Go to step 16.	The problem is solved.
<p><b>Step 16</b></p> <p>Install a new motor. See REP 40.1. The fault persists.</p>	Go to step 17.	The problem is solved.
<p><b>Step 17</b></p> <p>Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### 371-304-00, 371-312-00, 371-320-00, 371-326-00, 374-320-00 Sensor (input) Late-leaving Or Did Not Clear Jam RAP

**371-304-00** S1/Input/Stage sensor never cleared by trailing edge of page. Source is mpf/manual.

**371-312-00** Bump exit/stage sensor never cleared by trailing edge of page. Source is tray 1.

**371-320-00** S1/Input sensor never cleared by trailing edge of page. Source is tray 2.

**371-326-00** S1/Input sensor never cleared by trailing edge of page. Source is tray 3.

**374-320-00** S1/Input sensor never cleared by trailing edge of page. Source is tray 4.

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b></p> <p>Pull out all the source trays, and then check if the paper size matches the size set on the tray guides. The paper size will match the size set on the tray.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b></p> <p>Change the paper size or adjust the size setting in the tray. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p>Check if the tray is overfilled. The tray is overfilled.</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b></p> <p>Remove the excess paper from the tray. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Check the tray for crumpled, damaged, or deformed paper. The sheets of paper on the tray are still in good condition.</p>	Go to step 7.	Go to step 6.
<p><b>Step 6</b></p> <p>Check whether the affected sheets are removed and insert new sheets. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b></p>	Go to step 8.	Go to step 13.

Action	Yes	No
Identify the source tray. The MPF is the source tray.		
<b>Step 8</b> Check the MPF pick roller for excess wear and contamination. The pick roller is free of excess wear and contamination.	Go to step 10.	Go to step 9.
<b>Step 9</b> Clean or install a new MPF pick roller. See <a href="#">REP 80.12</a> . The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> 1 Remove the left cover. See <a href="#">REP 28.1</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor MPF pick, and then touch <b>Start</b> . The motor will run.	Go to step 13.	Go to step 11.
<b>Step 11</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Install a new motor. See <a href="#">REP 40.3</a> . The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the pick roller of the source tray for dirt, excess wear, and contamination. <b>Note:</b> Check also the gears for debris and toner. The pick roller components are free of dirt, excess wear, and contamination.	Go to step 15.	Go to step 14.
<b>Step 14</b>	Go to step 15.	The problem is solved.

Action	Yes	No
Clean or install a new pick roller. The fault persists.		
<b>Step 15</b> Check the aligner rollers for obstructions. The aligner rollers are free of obstructions.	Go to step 17.	Go to step 16.
<b>Step 16</b> Remove the obstructions. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor Input. The sensor status will change while toggling the sensor.	Go to step 21.	Go to step 18.
<b>Step 18</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 20.	Go to step 19.
<b>Step 19</b> Reconnect the cable. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Perform a print test on each tray, and then check if the paper is properly picked and transported out of the source tray by the paper feeder. The paper is properly transported by the paper feeder.	Go to step 23.	Go to step 22.
<b>Step 22</b>	Go to step 23.	The problem is solved.

Action	Yes	No
Check whether the affected paper feeder is removed and install a new paper feeder. The fault persists.		
<b>Step 23</b> Perform a print test, and then check if the paper is properly transported by the main motor drive to the sensor input. The paper is properly transported by the main motor drive.	Go to step 25.	Go to step 24.
<b>Step 24</b> Install a new main motor drive. See <a href="#">REP 40.1</a> . The fault persists.	Go to step 25.	The problem is solved.
<b>Step 25</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 372-313-00 to 372-319-00, 373-314-00 to 373-320-00, 374-321-00 to 374-327-00 Tray 3/4 Lift Motor Error RAP

**372-313-00** Tray 2 lift Motor does not turn on.

**372-314-00** Tray 2 lift Motor does not turn off.

**372-315-00** Tray 2 lift Motor failed to achieve expected speed.

**372-316-00** Tray 2 lift Motor loss of encoders (motor stall).

**372-317-00** Tray 2 lift Motor underspeed.

**372-318-00** Tray 2 lift Motor overspeed.

**372-319-00** Tray 2 lift Motor moved too long.

**373-314-00** Tray 3 lift Motor does not turn on.

**373-315-00** Tray 3 lift Motor does not turn off.

**373-316-00** Tray 3 lift Motor failed to achieve expected speed.

**373-317-00** Tray 3 lift Motor loss of encoders (motor stall).

**373-318-00** Tray 3 lift Motor underspeed.

**373-319-00** Tray 3 lift Motor overspeed.

**373-320-00** Tray 3 lift Motor moved too long.

**374-321-00** Tray 4 lift Motor does not turn on.

**374-322-00** Tray 4 lift Motor does not turn off.

**374-323-00** Tray 4 lift Motor failed to achieve expected speed.

**374-324-00** Tray 4 lift Motor loss of encoders (motor stall).

**374-325-00** Tray 4 lift Motor underspeed.

**374-326-00** Tray 4 lift Motor overspeed.

**374-327-00** Tray 4 lift Motor moved too long.

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Input tray quick print</b> >select source tray > <b>Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test again, and then observe if the motor (2100-sheet tray transport) is running. The motor will run.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor. See <b>PL 70.25 item 5</b> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics</b> > <b>Motor tests</b> 2 Select the motor (High capacity tray lift), and then touch <b>Start</b> . The motor will run.	Go to step 11.	Go to step 9.

Action	Yes	No
<b>Step 9</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new motor drive. See <b>REP 80.28</b> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check the optional tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 12</b> Install a new optional tray controller PWB. See <b>PL 70.25 item 6</b> . The fault persists.	Contact the next level of support.	The problem is solved.

305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

305-211-00 Laser Safety interlock RAP

305-212-00 Mirror motor lock fail RAP

310-383-00 Fuser heater was too cold when page entered fuser nip RAP

310-649-00 Lost hsyncs during servo RAP

345-101-00 EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

345-102-00 EP started a runin late, with less time than it takes to do the motor ramp RAP

345-103-00 Page at X before EP is ready image RAP

345-104-00 Input ISR occurred and the printhead was not ready RAP

371-329-00 Tray 1 fails to become input source ready for picking RAP

372-322-00 Tray 2 fails to become input source ready for picking RAP

373-322-00 Tray 3 fails to become input source ready for picking RAP

374-328-00 Tray 4 fails to become input source ready for picking RAP

377-230-00 Video never started RAP

377-231-00 Transfer Servo never started RAP

377-232-00 Duplex page never picked RAP

377-280-00 Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.



## 372-142-00, 372-902-00, 374-142-00, 375-142-00, 377-149-00 Tray 3/4 Pass-through Sensor Static Jam RAP

**372-142-00** Static jam. Option declared jam, or warmup jam with no known page source.

**372-902-00** Static jam. Source was tray 3.

**374-142-00** Static jam. Source was tray 4.

**375-142-00** Static jam. Source was tray 5.

**377-149-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 5.
<b>Step 5</b> 1 Remove the tray 2 left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection.	Go to step 7.	Go to step 6.

Action	Yes	No
The cable is properly connected.		
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See REP 70.6. 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See PL 70.15 item 10. The fault persists.	Contact the next level of support.	The problem is solved.

## 374-112-00, 374-147-00, 374-153-00, 375-239-00 to 375-241-00 Tray 3 Pass-through Sensor Late-Arriving RAP

### B620 Wiring Diagrams

374-114-00 .70 = Tray 4 Transport (550) or lift (HCIT) Motor does not turn on.

374-147-00 Never arriving jam from normal path.Source was tray 4.

374-153-00 Sensor did not clear.Source was tray 4.

375-239-00 Never arriving jam from normal path. Source was tray 5.

375-240-00 Late leaving jam. Source was tray 5.

375-241-00 Sensor did not clear.Source was tray 5.

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 3 to 5. Check if the same error occurs. The fault persists.	Go to step 5.	Perform the appropriate service check for the specific error.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the affected source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See PL 70.15 item 6. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> </ul>	Go to step 13.	Go to step 12.

Action	Yes	No
<ul style="list-style-type: none"> <li>Lift plate</li> <li></li> </ul> <p><b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.</p>		
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a> The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 3 transport). See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.

Action	Yes	No
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray x)), and then touch <b>Start</b> .  <b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.	Go to step 21.	Go to step 19.
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new source tray paper feeder. See <a href="#">PL 80.25 item 2</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Ensure that the affected source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 375-242-00, 377-279-00 Tray 5 Pass-through Sensor Static Jam RAP

### B620 Wiring Diagrams

**375-242-00** Static jam. Source was tray 5.

**377-279-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 4)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 5.
<b>Step 5</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 7.	Go to step 6.
<b>Step 6</b> Reconnect the cable.	Go to step 7.	The problem is solved.

Action	Yes	No
The fault persists.		
<b>Step 7</b> Install a new sensor. See PL 80.15 item 3. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See REP 28.1. 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See PL 70.25 item 6. The fault persists.	Contact the next level of support.	The problem is solved.

## 375-243-00 to 375-245-00, 377-275-00, 377-276-00, 377-278-00 Tray 5 Pass-through Sensor Late-arriving Or Late-leaving Jam RAP

### B620 Wiring Diagrams

**375-243-00** Never arriving jam from normal path. Source was tray 5.

**375-244-00** Late leaving jam. Source was tray 5.

**375-245-00** Sensor did not clear. Source was tray 5.

**377-275-00** Never arriving jam from normal path. Option declared jam, or warmup jam with no known page source.

**377-276-00** Late leaving jam. Option declared jam, or warmup jam with no known page source.

**377-278-00** Sensor did not clear. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 5 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b>	Go to step 9.	Go to step 6.

Action	Yes	No
2 Find the sensor (Pass-through (tray 4)). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the tray 5 pick roller for improper installation, contamination, and damage. <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul>	Go to step 13.	Go to step 12.

Action	Yes	No
<p><b>Note:</b> Move the components or turn gears to check for proper mechanisms.</p> <p>The tray insert and its components are functional and free of damage.</p>		
<p><b>Step 12</b> Install a new tray insert. The fault persists.</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b> Clean or install a new separator pad. The fault persists.</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b></p> <ol style="list-style-type: none"> <li>1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</li> <li>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>3 Select the motor (Pass-through (tray 4)), and then touch <b>Start</b>. The motor will run.</li> </ol>	Go to step 18.	Go to step 16.
<p><b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 17.	The problem is solved.
<p><b>Step 17</b> Install a new motor (tray 4 transport). See <a href="#">PL 70.25 item 5</a>. The fault persists.</p>	Go to step 18.	The problem is solved.
<p><b>Step 18</b></p>	Go to step 21.	Go to step 19.

Action	Yes	No
<ol style="list-style-type: none"> <li>1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</li> <li>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>3 Select the motor (Pick (tray 5)), and then touch <b>Start</b>. The motor will run.</li> </ol>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Install a new tray 5 paper feeder. See <a href="#">PL 70.15 item 12</a>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.25 item 6</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 375-246-00, 377-277-00 Tray 5 Pick Jam RAP

## B620 Wiring Diagrams

375-246-00 Tray 5 failed to pick from tray.

377-277-00 Failed to pick from tray. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 5 &gt; Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the tray 5 pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 7.	Go to step 6.
<b>Step 6</b>	Go to step 7.	The problem is solved.

Action	Yes	No
Clean or install a new pick roller. See PL 70.15 item 6. The fault persists.		
<b>Step 7</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 4)). The sensor status will change while toggling the sensor.	Go to step 11.	Go to step 8.
<b>Step 8</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Reconnect the cable. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the tray 5 tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.

Action	Yes	No
<b>Step 13</b> Check the tray 5 separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 4)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor. See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray 5)), and then touch <b>Start</b> . The motor will run.	Go to step 20.	Go to step 19.

Action	Yes	No
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Check if the tray 5 paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 22.	Go to step 21.
<b>Step 21</b> Install a new paper feeder. See <a href="#">PL 70.15 item 12</a> . The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Ensure that the tray 5 controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 23.	The problem is solved.
<b>Step 23</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 24.
<b>Step 24</b> Install a new source tray controller PWB. See <a href="#">PL 70.25 item 6</a> . The fault persists.	Contact the next level of support.	The problem is solved.



## 376-104-00 Load MP feeder with media (orientation not supported) RAP

## 376-105-00 Load MP feeder with media (orientation supported) RAP

## 377-102-00, 377-105-00, 377-106-00, 377-109-00, 377-204-00, 377-206-00, 377-209-00 Sensor fuser exit late-arriving jam RAP

**377-102-00** Fuser exit sensor never made by leading edge of page. Source is tray 2.

**377-105-00** Fuser Exit late (Tray 1).

**377-106-00** Fuser Exit Sensor Early (MPF).

**377-109-00** Fuser Exit Sensor late (Tray 3).

**377-204-00** Fuser exit sensor never made by leading edge of page. Source is tray 4.

**377-206-00** Fuser exit sensor never made by page found over input sensor that triggered a flush action.

**377-209-00** Duplex park sensor never hit. Source is tray 4.

Notes:

- Make sure to install a genuine and supported toner cartridge.
- Do not replace a fuser due to a wrinkled backup roller (A).

Action	Yes	No
<b>Step 1</b> 1 Remove the toner cartridge. 2 Inside the printer on the left side, check if the roller (A) is missing. 2 <b>Note:</b> A dislodged or missing roller may cause a grinding noise when the printer is operating. The roller is missing.	Go to step 2.	Go to step 3.
<b>Step 2</b> 1 Find the missing roller at the following locations: <ul style="list-style-type: none"> <li>• Check inside the printer.</li> <li>• Remove, and then check the toner cartridge drive.</li> </ul> 2 Reinstall the roller (if found) or Install a new toner cartridge drive. The fault persists	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the fuser for damage and life expiration. The fuser is damaged or has it reached end of life.	Go to step 4.	Go to step 5.

Action	Yes	No
<b>Step 4</b> Install a new fuser. See <a href="#">REP 10.1</a> . The fault persists	Go to step 5.	The problem is solved.
<b>Step 5</b> Remove obstructions from the fuser. The fault persists	Go to step 6.	The problem is solved.
<b>Step 6</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Fuser exit). The sensor status will change while toggling the sensor.	Go to step 10.	Go to step 7.
<b>Step 7</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the cable J60 on the controller board for proper connection. The cable is properly connected.	Go to step 10.	Go to step 8.
<b>Step 8</b> Reconnect the cable, and then perform a print test. The fault persists	Go to step 9.	The problem is solved.
<b>Step 9</b> Install a new fuser. See <a href="#">REP 10.1</a> . The fault persists	Go to step 10.	The problem is solved.
<b>Step 10</b> Check the transfer roller for damage. The transfer roller is free of damage.	Go to step 12.	Go to step 11.
<b>Step 11</b> Install a new transfer roller. See <a href="#">REP 90.4</a> . The fault persists	Go to step 12.	The problem is solved.
<b>Step 12</b>	Go to step 14.	Go to step 13.

Action	Yes	No
<p>1 Remove the fuser. See <a href="#">REP 10.1</a>.</p> <p>2 Manually rotate the fuser drive gear (A).</p> <p><b>Note:</b> The gear should turn smoothly, but with some resistance. The gear rotates properly.</p>		
<p><b>Step 13</b> Install a new fuser drive gear. See <a href="#">REP 10.2</a>. The fault persists</p>	Go to step 14.	The problem is solved.
<p><b>Step 14</b> Check the aligner rollers for obstructions and damage. The aligner rollers are free of obstructions and damage.</p>	Go to step 16.	Go to step 15.
<p><b>Step 15</b> Remove the obstructions or Install a new aligner rollers. See <a href="#">REP 80.15</a>. The fault persists</p>	Go to step 16.	The problem is solved.
<p><b>Step 16</b> Perform a print test, and then check if the paper is properly transported by the fuser drive motor assembly to the sensor (fuser exit). The paper is properly transported by the fuser drive motor assembly.</p>	Go to step 19.	Go to step 17.
<p><b>Step 17</b> Reconnect the cable J71 on the controller board. The fault persists</p>	Go to step 18.	The problem is solved.
<p><b>Step 18</b> Install a new motor (fuser). See <a href="#">REP 40.1</a>. The fault persists</p>	Go to step 19.	The problem is solved.
<p><b>Step 19</b> Perform a print test. The fault persists</p>	Contact the next level of support.	The problem is solved.

### 377-103-00, 377-108-00, 377-111-00, 377-205-00, 377-207-00, 377-210-00 Fuser Exit Sensor Late-Leaving Jam RAP

**377-103-00** Fuser Exit trailedge (MPF).

**377-108-00** Fuser exit sensor never cleared by trailing edge of page. Source is tray 2.

**377-111-00** Fuser exit sensor never cleared by trailing edge of page. Source is tray 3.

**377-205-00** Fuser exit sensor never cleared by trailing edge of page. Source is tray 4.

**377-207-00** Fuser exit sensor never cleared by trailing edge of page. Source is Unknown.

**377-210-00** Duplex park sensor never cleared by trailing edge of page. Source is tray 4.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the rear door for damage. Ensure that the rear door properly closes. The rear door is functional and free of damage.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a new rear door. See <a href="#">PL 28.10 item 1</a>. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Check the fuser for damage and life expiration. The fuser is damaged or has it reached end of life.</p>	Go to step 4.	Go to step 5.
<p><b>Step 4</b> Install a new fuser. See <a href="#">PL 10.10</a>. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Fuser exit). The sensor status will change while toggling the sensor.</p>	Go to step 9.	Go to step 6.
<p><b>Step 6</b></p>	Go to step 8.	Go to step 7.

Action	Yes	No
<p>1 Remove the right cover. See <a href="#">REP 28.4</a>.</p> <p>2 Check the cable J60 on the controller PWB for proper connection. The cable is properly connected.</p>		
<p><b>Step 7</b> Reconnect the cable, and then perform a print test. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Install a new fuser. See <a href="#">PL 10.10</a>. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Check the upper redrive for damage. The upper redrive is free of damage.</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Install a new upper redrive. See <a href="#">PL 80.10 item 12</a>. The fault persists.</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 2 Select the motor (redrive), and then touch <b>Start</b>. The motor will run.</p>	Go to step 14.	Go to step 12.
<p><b>Step 12</b> Reconnect the cable J66 on the controller PWB. The fault persists.</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Install a new motor (redrive). See <a href="#">PL 80.10 item 11</a>. The fault persists.</p>	Go to step 14.	The problem is solved.
<p><b>Step 14</b> Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 377-112-00 Sensor fuser exit static jam RAP

377-112-00 Fuser exit sensor covered at warmup.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the paper path and the trays for paper fragments and partially fed paper. The paper path and trays are free of paper fragments and partially fed paper.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Fuser exit). The sensor status will change while toggling the sensor.</p>	Go to step 6.	Go to step 4.
<p><b>Step 4</b> 1 Remove the right cover. See <a href="#">REP 28.4</a>. 2 Check the cable J60 on the controller board for proper connection. The cable is properly connected.</p>	Go to step 6.	Go to step 5.
<p><b>Step 5</b> Reconnect the cable, and then perform a print test. The fault persists.</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Install a new fuser. See <a href="#">PL 10.10</a>. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 377-130-00 Duplex Path Lead Edge Jam RAP

The MPF Duplex stage sensor never made by leading edge of page.

**377-130-00** Duplex Path lead edge jam.

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Check for the defect in the Duplex Out Sensor operation.
2. Check for the Invert Motor defect and working proper.
3. Check the defect of Duplex Motor operation
4. Verify the Transport failure since the Roll wear sensor identifies.
5. Verify the Transport failure since the paper jamed on Paper Path in the machine.
6. If the fault persist, contact 2nd level support.

## 377-131-00 Duplex Path Trail Edge Jam RAP

The MPF Duplex stage sensor never cleared by trailing edge of page.

**377-131-00** Duplex Path trail edge jam.

Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. The machine detects no paper in paper jam notification area (including LHH zone and LHD zone), when Duplex Path Cover is closed properly.
2. Switch OFF, then switch ON the machine, **GP 10**.
3. If the fault persists, contact 2nd Level Support for assistance.

## 377-137-00 Tray 3 Duplex Stage Sensor Never Cleared by Trailing Edge of Page RAP

The paper fed from tray 3 never cleared the sensor (redrive/duplex path 1) during a duplex print job.

**377-137-00** Tray 3 Duplex stage sensor never cleared by trailing edge of page.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10.
2. If the fault persists, contact 2nd Level Support for assistance.

## 377-148-00 Sensor Did Not Clear RAP

**377-148-00** Sensor Did Not Clear.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 2 to 5. Check if the same error occurs. The same problem persists.	Go to step 5.	Perform the appropriate service check for the specific error.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 6.
<b>Step 6</b> 1 Remove the optional tray left cover. See 250- and 550-sheet tray left cover removal REP 70.6.	Go to step 8.	Go to step 7.

Action	Yes	No
2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.		
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See <a href="#">PL 80.15 item 3</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the affected source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See <a href="#">PL 70.10 item 5</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.

Action	Yes	No
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 70.10 item 2</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 2)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 2 transport). See <a href="#">PL 70.15 item 9</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to:	Go to step 21.	Go to step 19.



Action	Yes	No
<p><b>Additional input tray diagnostics &gt; Motor tests</b></p> <p>3 Select the motor (Pick (tray x)), and then touch <b>Start</b>.</p> <p><b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.</p>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Install a new source tray paper feeder. See <a href="#">PL 70.15 item 12</a>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Ensure that the affected source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 372-142-00, 372-902-00, 374-142-00, 375-142-00, 377-149-00 Tray 3/4 Pass-through Sensor Static Jam RAP

**372-142-00** Static jam. Option declared jam, or warmup jam with no known page source.

**372-902-00** Static jam. Source was tray 3.

**374-142-00** Static jam. Source was tray 4.

**375-142-00** Static jam. Source was tray 5.

**377-149-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 2)). The sensor status will change while toggling the sensor.</p>	Go to step 9.	Go to step 5.
<p><b>Step 5</b> 1 Remove the tray 2 left cover. See <a href="#">REP 70.6</a>. 2 Check the sensor cable on the optional tray controller PWB for proper connection.</p>	Go to step 7.	Go to step 6.

Action	Yes	No
The cable is properly connected.		
<b>Step 6</b> Reconnect the cable. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new sensor. See <a href="#">PL 70.15 item 2</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See <a href="#">REP 70.6</a> . 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 377-208-00 Narrow Media Sensor Covered At Warmup RAP

377-208-00 Narrow Media sensor covered at warmup.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path and trays are free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Narrow media). The sensor status will change while toggling the sensor.	Go to step 6.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the cable J60 on the controller board for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.
<b>Step 5</b> Reconnect the cable, and then perform a print test. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Install a new fuser. See <a href="#">PL 10.10</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 377-209-00, 377-251-00, 377-254-00, 377-258-00, 377-262-00, 377-267-00 Duplex Park Sensor Never Hit RAPs

**377-209-00** Duplex Park Sensor Never Hit.

**377-251-00** Duplex Entry/Park Sensor Never Made By Leading Edge Of Page.

**377-254-00** Duplex Park Sensor Never Made By Leading Edge Of Page.

**377-258-00** Duplex Park Sensor Never Hit.

**377-262-00** Duplex Park Sensor Never Hit.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the fuser access area on the rear door for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The fuser access area is free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the duplex path area for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the duplex/MPF tray. See PL 80.05 item 1. 2 Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 9.	Go to step 6.

Action	Yes	No
<b>Printer diagnostics and adjustments &gt; Sensor tests</b> 3 Find the sensor (Duplex path). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller board for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 80.05 item 8. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> 1 Remove the rear door. See REP 28.10. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Duplex), and then touch <b>Start</b> . The motor will run.	Go to step 12.	Go to step 10.
<b>Step 10</b> Reconnect the motor cable J27 on the controller board. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install a new motor. See PL 80.05 item 10. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 377-210-00, 377-252-00, 377-256-00, 377-260-00, 377-264-00 Duplex Park Sensor Never Cleared By Trailing Edge Of Page RAPS

**377-210-00** Duplex Park Sensor Never Cleared By Trailing Edge Of Page.

**377-252-00** Duplex Entry/Park Sensor Never Cleared By Trailing Edge Of Page.

**377-256-00** Duplex Park Sensor Never Cleared By Trailing Edge Of Page.

**377-260-00** Duplex Park Sensor Never Cleared By Trailing Edge Of Page.

**377-264-00** Duplex Park Sensor Never Cleared By Trailing Edge Of Page.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the duplex path area for jammed paper and obstructions.</p> <p><b>Note:</b> Make sure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <ol style="list-style-type: none"> <li>Remove the duplex/MPF tray. See PL 80.05 item 1.</li> <li>Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b></li> <li>Find the sensor (Duplex path). The sensor status will change while toggling the sensor.</li> </ol>	Go to step 7.	Go to step 4.
<p><b>Step 4</b></p> <ol style="list-style-type: none"> <li>Remove the right cover. See REP 28.4.</li> <li>Check the sensor cable J27 on the controller board for proper connection.</li> </ol>	Go to step 6.	Go to step 5.

Action	Yes	No
The cable is properly connected.		
<p><b>Step 5</b> Reconnect the cable. The fault persists.</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Install a new sensor. See PL 80.05 item 8. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check the upper redrive for damage. The upper redrive is free of damage.</p>	Go to step 9.	Go to step 8.
<p><b>Step 8</b> Install a new upper redrive. See PL 80.10 item 12. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <ol style="list-style-type: none"> <li>Remove the rear door. See REP 28.10.</li> <li>Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b></li> <li>Select the motor (Duplex), and then touch <b>Start</b>. The motor will run.</li> </ol>	Go to step 12.	Go to step 10.
<p><b>Step 10</b> Reconnect the motor cable J27 on the controller board. The fault persists.</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Install a new motor. See PL 80.05 item 10. The fault persists.</p>	Go to step 12.	The problem is solved.
<p><b>Step 12</b> Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 377-218-00 duplex path sensor static jam service check

**377-219-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = MPF.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Remove the duplex/MPF tray. See REP 70.2. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 3 Find the sensor (Duplex path). The sensor status will change while toggling the sensor.	Go to step 7.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller board for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.
<b>Step 5</b> Reconnect the cable. The fault persists.	Go to step 6.	The problem is solved.

Action	Yes	No
<b>Step 6</b> Install a new sensor. See PL 80.05 item 8. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 371-303-00, 371-305-00, 374-305-00, 377-219-00 to 377-223-00 Sensor (input) early-leaving jam RAP

**371-303-00** S1/Input sensor cleared by page too soon. Source is mpf/manual.

**371-305-00** S1/Input sensor cleared by page too soon. Source is tray 1.

**374-305-00** S1/Input sensor cleared by page too soon. Source is tray 4.

**377-219-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = MPF.

**377-220-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 1.

**377-221-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 2.

**377-222-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 3.

**377-223-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass. source = tray 4.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions. Note: Make sure that all paper fragments are removed. Is the duplex path area free of jammed paper and obstructions?	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. Does the problem remain?	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the sensor (input) area for paper fragments and partially fed paper. Is the area free of paper fragments and partially fed paper?	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper fragments and partially fed paper. Does the problem remain?	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test. Does the problem remain?	Contact the next level of support.	The problem is solved.

## 377-225-00, 377-409-00, 377-419-00, 377-420-00 S1/Input sensor Error Service RAP

**377-225-00** S1/Input sensor cleared too soon by trailing edge of page during duplex pass.

**377-409-00** S1/Input sensor made too early during duplex pass source = tray 3.

**377-419-00** S1/Input/stage sensor never made by leading edge of page during duplex pass.

**377-420-00** S1/Input/stage sensor never cleared by trailing edge of page during duplex pass.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, GP 10.
2. If the fault persists, contact 2nd Level Support for assistance.

305-211-00, 305-212-00, 310-383-00, 310-649-00, 345-101-00 to 345-104-00, 371-329-00, 372-322-00, 373-322-00, 374-328-00, 377-230-00 to 377-232-00, 377-280-00 EP Error RAPs

305-211-00 Laser Safety interlock RAP

305-212-00 Mirror motor lock fail RAP

310-383-00 Fuser heater was too cold when page entered fuser nip RAP

310-649-00 Lost hsyncs during servo RAP

345-101-00 EP received update for recently completed side. Likely cause is a short make on input sensor, that did not pass filtering by page supervisor. RAP

345-102-00 EP started a runin late, with less time than it takes to do the motor ramp RAP

345-103-00 Page at X before EP is ready image RAP

345-104-00 Input ISR occurred and the printhead was not ready RAP

371-329-00 Tray 1 fails to become input source ready for picking RAP

372-322-00 Tray 2 fails to become input source ready for picking RAP

373-322-00 Tray 3 fails to become input source ready for picking RAP

374-328-00 Tray 4 fails to become input source ready for picking RAP

377-230-00 Video never started RAP

377-231-00 Transfer Servo never started RAP

377-232-00 Duplex page never picked RAP

377-280-00 Purposefully declared jam from the RIP. Typically used to prevent a kiosk user from printing free pages RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

377-235-00, 377-237-00, 377-239-00, 377-241-00, 377-243-00 Sensor Fuser Exit Early-Arriving Jam RAP

377-235-00 Fuser exit sensor covered too soon. Source is MPF/manual.

377-237-00 Fuser exit sensor covered too soon. Source is tray 1.

377-239-00 Fuser exit sensor covered too soon. Source is tray 2.

377-241-00 Fuser exit sensor covered too soon. Source is tray 3.

377-243-00 Fuser exit sensor covered too soon. Source is tray 4.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if paper is properly loaded in each tray. The paper is properly loaded in each tray.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper, and then properly load it to the tray. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path and trays are free of paper fragments and partially fed paper.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove all paper fragments and partially fed paper. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Fuser exit). The sensor status will change while toggling the sensor.	Go to step 8.	Go to step 6.
<b>Step 6</b>	Go to step 8.	Go to step 7.

Action	Yes	No
<p>1 Remove the right cover. See <a href="#">REP 28.4</a>.</p> <p>2 Check the cable J60 on the controller board for proper connection. The cable is properly connected.</p>		
<p><b>Step 7</b> Reconnect the cable, and then perform a print test. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Install a new fuser. See <a href="#">PL 10.10</a>. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### 377-236-00, 377-238-00, 377-240-00, 377-242-00, 377-244-00 Sensor Fuser Exit Early-Leaving Jam RAP

**377-236-00** Page trailing edge left exit sensor too soon - possible fuser wrap jam.

**377-238-00** Fuser exit sensor cleared by page too soon. Source is tray 1.

**377-240-00** Fuser exit sensor cleared by page too soon. Source is tray 2.

**377-242-00** Fuser exit sensor cleared by page too soon. Source is tray 3.

**377-244-00** Fuser exit sensor cleared by page too soon. Source is tray 4.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path and trays are free of paper fragments and partially fed paper.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove all paper fragments and partially fed paper. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Perform a print test. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Install a new fuser. See <a href="#">PL 10.10</a>. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.



## 377-249-00 Jammed Waiting For Redrive Motor To Stop At Reverse Point RAP

377-249-00 Jammed waiting for redrive motor to stop at reverse point.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, [GP 10](#).
2. If the fault persists, contact 2nd Level Support for assistance.

## 377-250-00 Sensor narrow media late-arriving jam RAP

377-250-00 Narrow media sensor not reached by a page that is expected to be wide.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the fuser for damage and life expiration. The fuser is damaged or has it reached end of life.	Go to step 2.	Go to step 3.
<b>Step 2</b> Install a new fuser. See <a href="#">PL 10.10</a> . The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Remove obstructions from the fuser. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Narrow media). The sensor status will change while toggling the sensor.	Go to step 8.	Go to step 5.
<b>Step 5</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the cable J60 on the controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 6.
<b>Step 6</b> Reconnect the cable, and then perform a print test. The fault persists.	Go to step 7.	The problem is solved.

Action	Yes	No
<b>Step 7</b> Install a new fuser. See <a href="#">PL 10.10</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 377-251-00, 377-254-00, 377-258-00, 377-262-00 Sensor duplex path late-arriving jam RAP

**377-251-00** Duplex entry/park sensor never made by leading edge of page. Source is MPF.

**377-254-00** Duplex park sensor never made by leading edge of page. Source is tray 1.

**377-258-00** Duplex park sensor never hit. Source is tray 2.

**377-262-00** Duplex park sensor never hit. Source is tray 3.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the fuser access area on the rear door for jammed paper and obstructions. <b>Note:</b> Make sure that all paper fragments are removed. The fuser access area is free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the duplex path area for jammed paper and obstructions. <b>Note:</b> Make sure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the duplex/MPF tray. See <a href="#">REP 70.2</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b>	Go to step 9.	Go to step 6.

Action	Yes	No
3 Find the sensor (Duplex path). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See <a href="#">PL 80.05 item 8</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> 1 Remove the rear door. See <a href="#">REP 28.10</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Duplex), and then touch <b>Start</b> . The motor will run.	Go to step 12.	Go to step 10.
<b>Step 10</b> Reconnect the motor cable J27 on the controller PWB. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install a new motor. See <a href="#">PL 80.05 item 10</a> . The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 377-252-00, 377-256-00, 377-260-00, 377-264-00 Sensor Duplex Path Late-Leaving Jam RAP

**377-252-00** Duplex entry/park sensor never cleared by trailing edge of page. Source is tray MPF.

**377-256-00** Duplex park sensor never cleared by trailing edge of page. Source is tray 1.

**377-260-00** Duplex park sensor never cleared by trailing edge of page. Source is tray 2.

**377-264-00** Duplex park sensor never cleared by trailing edge of page. Source is tray 3.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Remove the duplex/MPF tray. See <a href="#">REP 70.2</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 3 Find the sensor (Duplex path). The sensor status will change while toggling the sensor.	Go to step 7.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.

Action	Yes	No
<b>Step 5</b> Reconnect the cable. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Install a new sensor. See <a href="#">PL 80.05 item 8</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the upper redrive for damage. The upper redrive is free of damage.	Go to step 9.	Go to step 8.
<b>Step 8</b> Install a new upper redrive. See <a href="#">PL 80.10 item 12</a> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> 1 Remove the rear door. See <a href="#">REP 28.10</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Duplex), and then touch <b>Start</b> . The motor will run.	Go to step 12.	Go to step 10.
<b>Step 10</b> Reconnect the motor cable J27 on the controller PWB. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install a new motor. See <a href="#">PL 80.05 item 10</a> . The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 377-255-00, 377-259-00, 377-263-00, 377-266-00 Sensor Duplex Path Early-Leaving Jam RAP

**377-255-00** Duplex park sensor cleared by page too soon. Source is tray 1.

**377-259-00** Duplex park sensor cleared by page too soon. Source is tray 2.

**377-263-00** Duplex park sensor cleared by page too soon. Source is tray 3.

**377-266-00** Duplex park sensor cleared by page too soon. Source is tray 4.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if paper is properly loaded in each tray. The paper is properly loaded in each tray.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper, and then properly load it to the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 377-253-00, 377-257-00, 377-261-00, 377-265-00 Sensor Duplex Path Early-Arriving Jam RAP

**377-253-00** Duplex park sensor covered too soon. Source is tray 1.

**377-257-00** Duplex park sensor covered too soon. Source is tray 2.

**377-261-00** Duplex park sensor covered too soon. Source is tray 3.

**377-265-00** Duplex park sensor covered too soon. Source is tray 4.



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the duplex paper path for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The duplex paper is path free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Remove the duplex/MPF tray. See <b>REP 70.2</b> . 2 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 3 Find the sensor (Duplex path). The sensor status will change while toggling the sensor.	Go to step 6.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See <b>REP 28.4</b> . 2 Check the sensor cable J27 on the controller board for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.

Action	Yes	No
<b>Step 5</b> Reconnect the cable. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Install a new sensor. See <b>PL 80.05 item 8</b> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 377-270-00, 377-404-00, 377-407-00, 377-410-00 Input Sensor Late-Arriving Jam During Duplex Print RAP

**377-270-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = MPF.

**377-404-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 1.

**377-407-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 2.

**377-410-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 3.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check the duplex path area for jammed paper and obstructions.</p> <p><b>Note:</b> Make sure that all paper fragments are removed. The duplex path is area free of jammed paper and obstructions.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.</p>	Go to step 7.	Go to step 4.
<p><b>Step 4</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.</p>	Go to step 6.	Go to step 5.

Action	Yes	No
<p><b>Step 5</b> Reconnect the cable. The fault persists.</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Install a new sensor. See PL 90.05 item 3. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> 1 Remove the rear door. See REP 28.10. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Duplex), and then touch <b>Start</b>. The motor will run.</p>	Go to step 10.	Go to step 8.
<p><b>Step 8</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J27 on the controller PWB. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b> Install a new motor. See PL 80.05 item 10. The fault persists.</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b> Perform a print test. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 377-271-00 MPF Passthrough Sensor Never Cleared by Trailing Edge of Page from MPF RAP

377-271-00 MPF Passthrough sensor never cleared by trailing edge of page from MPF.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, [GP 10](#).
2. If the fault persists, contact 2nd Level Support for assistance.

## 377-272-00, 377-273-00 MPF Drive Control Failure RAP

377-272-00 MPF Motor stall.

377-273-00 MPF Motor underspeed.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the paper size matches the size set on the MPF tray guides. The paper size will match the size set on the tray.	Go to step 3.	Go to step 2.
<b>Step 2</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the MPF tray is overfilled. The tray is overfilled.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the excess paper from the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the MPF tray for crumpled, damaged, or deformed paper. The sheets of paper are on the tray still in good condition.	Go to step 7.	Go to step 6.
<b>Step 6</b> Check whether the affected sheets are removed and insert new sheets. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Remove the left cover. See <a href="#">REP 28.1</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to:	Go to step 10.	Go to step 8.

Action	Yes	No
<p><b>Printer diagnostics and adjustments &gt; Motor tests</b></p> <p>3 Select the motor (MPF pick/aligner), and then touch <b>Start</b>. The motor will run.</p>		
<p><b>Step 8</b></p> <p>1 Remove the right cover. See <a href="#">REP 28.4</a>.</p> <p>2 Reconnect the motor cable J71 on the controller PWB.</p> <p>3 Reconnect the motor cable.</p> <p>4 Restart the printer. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <p>Install a new motor (MPF). See <a href="#">REP 40.3</a>. The fault persists.</p>	Go to step 10.	The problem is solved.
<p><b>Step 10</b></p> <p>Restart the printer. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 377-274-00 Early Arriving Jam Option Declared Jam, or Warmup Jam RAP

377-274-00 EARLY ARRIVING JAM (Paper reaches the sensor too soon, or unexpected). Option declared jam, or warmup jam with no known page source.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, [GP 10](#).
2. If the fault persists, contact 2nd Level Support for assistance.



## 375-243-00 to 375-245-00, 377-275-00, 377-276-00, 377-278-00 Tray 5 Pass-through Sensor Late-arriving Or Late-leaving Jam RAP

### B620 Wiring Diagrams

**375-243-00** Never arriving jam from normal path. Source was tray 5.

**375-244-00** Late leaving jam. Source was tray 5.

**375-245-00** Sensor did not clear. Source was tray 5.

**377-275-00** Never arriving jam from normal path. Option declared jam, or warmup jam with no known page source.

**377-276-00** Late leaving jam. Option declared jam, or warmup jam with no known page source.

**377-278-00** Sensor did not clear. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 5 &gt; Single</b> The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b>	Go to step 9.	Go to step 6.

Action	Yes	No
2 Find the sensor (Pass-through (tray 4)). The sensor status will change while toggling the sensor.		
<b>Step 6</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 8.	Go to step 7.
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the tray 5 pick roller for improper installation, contamination, and damage. <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul>	Go to step 13.	Go to step 12.

Action	Yes	No
<p><b>Note:</b> Move the components or turn gears to check for proper mechanisms.</p> <p>The tray insert and its components are functional and free of damage.</p>		
<p><b>Step 12</b> Install a new tray insert. The fault persists.</p>	Go to step 13.	The problem is solved.
<p><b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.</p>	Go to step 15.	Go to step 14.
<p><b>Step 14</b> Clean or install a new separator pad. The fault persists.</p>	Go to step 15.	The problem is solved.
<p><b>Step 15</b></p> <ol style="list-style-type: none"> <li>1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</li> <li>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>3 Select the motor (Pass-through (tray 4)), and then touch <b>Start</b>. The motor will run.</li> </ol>	Go to step 18.	Go to step 16.
<p><b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 17.	The problem is solved.
<p><b>Step 17</b> Install a new motor (tray 4 transport). See <a href="#">PL 70.25 item 5</a>. The fault persists.</p>	Go to step 18.	The problem is solved.
<p><b>Step 18</b></p>	Go to step 21.	Go to step 19.

Action	Yes	No
<ol style="list-style-type: none"> <li>1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a>.</li> <li>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b></li> <li>3 Select the motor (Pick (tray 5)), and then touch <b>Start</b>. The motor will run.</li> </ol>		
<p><b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.</p>	Go to step 20.	The problem is solved.
<p><b>Step 20</b> Install a new tray 5 paper feeder. See <a href="#">PL 70.15 item 12</a>. The fault persists.</p>	Go to step 21.	The problem is solved.
<p><b>Step 21</b> Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.</p>	Go to step 22.	The problem is solved.
<p><b>Step 22</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.</p>	Contact the next level of support.	The problem is solved.
<p><b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.25 item 6</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 375-246-00, 377-277-00 Tray 5 Pick Jam RAP

## B620 Wiring Diagrams

375-246-00 Tray 5 failed to pick from tray.

377-277-00 Failed to pick from tray. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Enter the Diagnostics menu GP 1, and then navigate to: <b>Input tray quick print &gt; Tray 5 &gt; Single</b> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check the tray 5 pick roller for improper installation, contamination, and damage.  <b>Note:</b> Ensure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 7.	Go to step 6.
<b>Step 6</b>	Go to step 7.	The problem is solved.

Action	Yes	No
Clean or install a new pick roller. See PL 70.15 item 6. The fault persists.		
<b>Step 7</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 4)). The sensor status will change while toggling the sensor.	Go to step 11.	Go to step 8.
<b>Step 8</b> 1 Remove the optional tray left cover. See REP 70.6. 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Reconnect the cable. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new sensor. See PL 70.15 item 2. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the tray 5 tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>• Paper guides</li> <li>• Lift plate</li> <li>•</li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b> Install a new tray insert. The fault persists.	Go to step 13.	The problem is solved.

Action	Yes	No
<b>Step 13</b> Check the tray 5 separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 80.25 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 4)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor. See <a href="#">PL 70.25 item 5</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray 5)), and then touch <b>Start</b> . The motor will run.	Go to step 20.	Go to step 19.

Action	Yes	No
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Check if the tray 5 paper feeder and its actuators are functional, properly installed, and free of damage. The paper feeder and its components are functional, properly installed, and free of damage.	Go to step 22.	Go to step 21.
<b>Step 21</b> Install a new paper feeder. See <a href="#">PL 70.15 item 12</a> . The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Ensure that the tray 5 controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 23.	The problem is solved.
<b>Step 23</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 24.
<b>Step 24</b> Install a new source tray controller PWB. See <a href="#">PL 70.25 item 6</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 375-242-00, 377-279-00 Tray 5 Pass-through Sensor Static Jam RAP

### B620 Wiring Diagrams

**375-242-00** Static jam. Source was tray 5.

**377-279-00** Static jam. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 4)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 5.
<b>Step 5</b> 1 Remove the optional tray left cover. See <a href="#">REP 70.6</a> . 2 Check the sensor cable on the optional tray controller PWB for proper connection. The cable is properly connected.	Go to step 7.	Go to step 6.
<b>Step 6</b> Reconnect the cable.	Go to step 7.	The problem is solved.

Action	Yes	No
The fault persists.		
<b>Step 7</b> Install a new sensor. See <a href="#">PL 80.15 item 3</a> . The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Remove the source tray left cover. See <a href="#">REP 28.1</a> . 2 Ensure that the source tray controller PWB is properly installed. Reconnect all the cables on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the source tray controller PWB and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	Go to step 10.
<b>Step 10</b> Install a new source tray controller PWB. See <a href="#">PL 70.25 item 6</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 377-281-00 Tray 3 Pass-through Sensor Unknown Source Late-Arriving or Late-Leaving Jam RAP

**377-281-00** Sensor did not clear. Option declared jam, or warmup jam with no known page source.



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the paper path and trays for paper fragments and partially fed paper. The paper path is free of paper fragments and partially fed paper.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that all the trays and tray inserts are properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Input tray quick print</b> 2 Do feed tests from trays 3 to 5. Check if the same error occurs. The same fault persists.	Go to step 5.	Perform the appropriate service check for the specific error.
<b>Step 5</b> 1 Enter the Diagnostics menu <b>GP 1</b> , and then navigate to: <b>Additional input tray diagnostics &gt; Sensor tests</b> 2 Find the sensor (Pass-through (tray 3)). The sensor status will change while toggling the sensor.	Go to step 9.	Go to step 6.
<b>Step 6</b> 1 Remove the optional tray left cover. See <b>REP 70.6</b> . 2 Check the sensor cable on the optional tray	Go to step 8.	Go to step 7.

Action	Yes	No
controller PWB for proper connection. The cable is properly connected.		
<b>Step 7</b> Reconnect the cable. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Install a new sensor. See <b>PL 70.15 item 2</b> . The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Check the affected source tray pick roller for improper installation, contamination, and damage.  <b>Note:</b> Make sure that the pick roller is fully pressed to its feeder shaft. A click will be heard indicating a proper engagement between the latches and the shaft. The pick roller is properly installed and free of contamination and damage.	Go to step 11.	Go to step 10.
<b>Step 10</b> Clean or install a new pick roller. See <b>PL 70.10 item 5</b> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Remove the affected source tray insert, and then check if the following components are functional and free of damage: <ul style="list-style-type: none"> <li>Paper guides</li> <li>Lift plate</li> <li></li> </ul> <b>Note:</b> Move the components or turn gears to check for proper mechanisms. The tray insert and its components are functional and free of damage.	Go to step 13.	Go to step 12.
<b>Step 12</b>	Go to step 13.	The problem is solved.

Action	Yes	No
Install a new tray insert. The fault persists.		
<b>Step 13</b> Check the separator pad for improper installation, contamination, wear, and damage. The separator pad is properly installed and free of contamination, wear, and damage.	Go to step 15.	Go to step 14.
<b>Step 14</b> Clean or install a new separator pad. See <a href="#">PL 70.10 item 2</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pass-through (tray 3)), and then touch <b>Start</b> . The motor will run.	Go to step 18.	Go to step 16.
<b>Step 16</b> Reconnect the cable on the motor and on the optional tray controller PWB. The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new motor (tray 3 transport). See <a href="#">REP 80.16</a> . The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Remove the left cover from the optional tray whose motor will be tested. See <a href="#">REP 70.6</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Additional input tray diagnostics &gt; Motor tests</b> 3 Select the motor (Pick (tray x)), and then touch <b>Start</b> .	Go to step 21.	Go to step 19.

Action	Yes	No
<b>Note:</b> For tray x, choose the tray number of the affected source tray. The motor will run.		
<b>Step 19</b> Reconnect the cable on the motor and on the optional tray controller board. The fault persists.	Go to step 20.	The problem is solved.
<b>Step 20</b> Install a new source tray paper feeder. See <a href="#">PL 70.15 item 12</a> . The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Ensure that the affected source tray controller board is properly installed. Reconnect all the cables on the controller board. The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> Check the source tray controller board and its connector pins for damage. The tray controller PWB and its connectors are free of damage.	Contact the next level of support.	The problem is solved.
<b>Step 23</b> Install a new source tray controller PWB. See <a href="#">PL 70.15 item 10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## 377-282-00 MPF Passthrough / Input Sensor Never Reached On Pick From MPF RAP

377-282-00 MPF Passthrough / Input Sensor Never Reached On Pick From MPF RAP



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the printer supports the paper loaded.  <b>Note:</b> For a complete list of supported paper, see the printer User's Guide. The paper is supported.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the paper, and then load a supported one. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the paper size matches the size set on the MPF tray guides. The paper size will match the size set on the tray.	Go to step 7.	Go to step 4.
<b>Step 4</b> Change the paper size or adjust the size setting in the tray. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Check if the MPF tray is overfilled. The tray is overfilled.	Go to step 6.	Go to step 5.
<b>Step 6</b> Remove the excess paper from the tray. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the MPF tray for crumpled, damaged, or deformed paper. The sheets of paper are on the tray still in good condition.	Go to step 9.	Go to step 8.
<b>Step 8</b>	Go to step 9.	The problem is solved.

Action	Yes	No
Check whether the affected sheets are removed and insert new sheets. The fault persists.		
<b>Step 9</b> Check the MPF tray pick roller for proper installation. The pick roller is properly installed.	Go to step 11.	Go to step 10.
<b>Step 10</b> Install a new pick roller. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check the MPF pick roller for excess wear, damage, and contamination. The pick roller is free of excess wear, damage, and contamination.	Go to step 13.	Go to step 12.
<b>Step 12</b> Install a new bypass tray pick roller, <a href="#">PL 80.05 item 2</a> . The fault persists.	Go to step 13.	The problem is solved.
<b>Step 13</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (MPF media present). The sensor status will change while toggling the sensor.	Go to step 18.	Go to step 14.
<b>Step 14</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J73 on the controller PWB for proper connection. The cable is properly connected.	Go to step 16.	Go to step 15.
<b>Step 15</b> Reconnect the cable. The fault persists.	Go to step 16.	The problem is solved.



Action	Yes	No
<b>Step 16</b> Install a new duplex/MPF tray. See <a href="#">PL 80.05 item 1</a> . The fault persists.	Go to step 17.	The problem is solved.
<b>Step 17</b> Install a new sensor (MPF paper present). The fault persists.	Go to step 18.	The problem is solved.
<b>Step 18</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 22.	Go to step 19.
<b>Step 19</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 21.	Go to step 20.
<b>Step 20</b> Reconnect the cable. The fault persists.	Go to step 21.	The problem is solved.
<b>Step 21</b> Install a new sensor. See <a href="#">PL 90.05 item 3</a> . The fault persists.	Go to step 22.	The problem is solved.
<b>Step 22</b> 1 Remove the left cover. See <a href="#">REP 28.1</a> . 2 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (MPF pick), and then touch <b>Start</b> . The motor will run.	Go to step 25.	Go to step 23.

Action	Yes	No
<b>Step 23</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 24.	The problem is solved.
<b>Step 24</b> Install a new motor. See <a href="#">REP 80.6</a> . The fault persists.	Go to step 25.	The problem is solved.
<b>Step 25</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

### 377-402-00, 377-405-00, 377-408-00, 377-411-00 Input Sensor late-leaving Jam during Duplex Print RAP

**377-402-00** S1/Input/stage sensor never cleared by trailing edge of page during duplex pass.  
source = MPF.

**377-405-00** S1/Input/stage sensor never cleared by trailing edge of page during duplex pass.  
source=tray 1.

**377-408-00** S1/Input/stage sensor never cleared by trailing edge of page during duplex pass.  
source = tray2.

**377-411-00** S1/Input/stage sensor never cleared by trailing edge of page during duplex pass.  
source = tray 3.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The duplex path area is free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check the sensor (input) area for paper fragments and partially fed paper. The area is free of paper fragments and partially fed paper.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper fragments and partially fed paper. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the left cover. See REP 28.1. 2 Enter the Diagnostics menu GP 1, and then navigate to:	Go to step 8.	Go to step 6.

Action	Yes	No
<b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Imaging unit), and then touch <b>Start</b> . The motor will run.		
<b>Step 6</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J71 on the controller PWB. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new motor. See REP 40.1. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 377-270-00, 377-404-00, 377-407-00, 377-410-00 Input Sensor Late-Arriving Jam During Duplex Print RAP

**377-270-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = MPF.

**377-404-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 1.

**377-407-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 2.

**377-410-00** S1/Input/stage sensor never made by leading edge of page during duplex pass; source = tray 3.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check the duplex path area for jammed paper and obstructions.  <b>Note:</b> Make sure that all paper fragments are removed. The duplex path is area free of jammed paper and obstructions.	Go to step 3.	Go to step 2.
<b>Step 2</b> Remove the jammed paper and obstructions. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Sensor tests</b> 2 Find the sensor (Input). The sensor status will change while toggling the sensor.	Go to step 7.	Go to step 4.
<b>Step 4</b> 1 Remove the right cover. See REP 28.4. 2 Check the sensor cable J27 on the controller PWB for proper connection. The cable is properly connected.	Go to step 6.	Go to step 5.

Action	Yes	No
<b>Step 5</b> Reconnect the cable. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Install a new sensor. See PL 90.05 item 3. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Remove the rear door. See REP 28.10. 2 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Motor tests</b> 3 Select the motor (Duplex), and then touch <b>Start</b> . The motor will run.	Go to step 10.	Go to step 8.
<b>Step 8</b> 1 Remove the right cover. See REP 28.4. 2 Reconnect the motor cable J27 on the controller PWB. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Install a new motor. See PL 80.05 item 10. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Perform a print test. The fault persists.	Contact the next level of support.	The problem is solved.

## 310-656-00 to 310-659-00, 391-100-00 to 391-105-00, 393-101-00 to 393-105-00, 393-108-00 Unsupported third party supply service check RAPs

**310-656-00** Fuser Unsupported Error: Unsupported memory map version in smartchip RAP

**310-657-00** Fuser Unsupported Error: Fail OEM check. RAP

**310-658-00** Fuser Unsupported Error: Supply is on the revoked list. RAP

**310-659-00** Fuser Unsupported Error: Fuser reported unsupported by EM - fuser type and license bundle mismatch RAP

**391-100-00** Black IU or Photoconductor Unsupported Error: Unsupported memory map version in smartchip.

**391-101-00** Black IU or Photoconductor Unsupported Error: Fail capacity class/model compatibility check.

**391-102-00** Black IU or Photoconductor Unsupported Error: Fail OEM check.

**391-103-00** Black IU or Photoconductor Unsupported Error: Fail SWE marriage check.

**391-105-00** Black IU or Photoconductor Unsupported Error: IU is MICR, and this FW release does not support MICR.

**393-101-00** Black Toner Bottle Unsupported Error: Fail capacity class/model compatibility check.

**393-102-00** Black Toner Bottle Unsupported Error: Fail OEM check.

**393-103-00** Black Toner Bottle Unsupported Error: Fail SWE marriage check.

**393-104-00** Black Toner Bottle Unsupported Error: Supply is on the revoked list.

**393-105-00** Black Toner Bottle Unsupported Error: Bottle is MICR, and this FW release does not support MICR.

**393-108-00** Barrel shutter sensor failure.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check whether the correct toner cartridge is used. Notes:</p> <ul style="list-style-type: none"> <li>The original or first toner cartridge used is called an SWE toner cartridge. SWE stands for <i>shipped with equipment</i>. The SWE toner cartridge cannot be installed to another printer.</li> <li>If the SWE toner cartridge is used by another printer, then a 32.40D error occurs.</li> </ul> <p>The printer is using the incorrect toner cartridge.</p>	Go to step 2.	Contact the next level of support.
<p><b>Step 2</b> Do either of the following:</p> <ul style="list-style-type: none"> <li>Find the SWE toner cartridge, and then reinstall it.</li> <li>Install a new cartridge with the correct and genuine Xerox part.</li> </ul> <p>The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 391-106-00, 391-126-00, 391-127-00 Estimated pgs remain AEOL RAP

**391-106-00** Replace imaging unit / Photoconductor , 0 estimated pgs remain AEOL due to Waste Toner.

**391-126-00** Replace imaging unit / Photoconductor , 0 estimated pgs remain AEOL due to PC Rev counter.

**391-127-00** Replace imaging unit / Photoconductor , 0 estimated pgs remain AEOL due to Quanta exhausted.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Install a new imaging unit.

## 391-112-00, 393-109-00 to 393-111-00 Cartridge fan failure RAPs

**391-112-00** Toner Cartridge Fan Error - Fan overspeed.

**393-109-00** Toner Cartridge Fan Error - Fan did not reach rampup threshold speed within timeout.

**393-110-00** Toner Cartridge Fan Error - Fan stall or invalid measured fan tach feedback after fan had achieved desired operating speed window.

**393-111-00** Toner Cartridge Fan Error - Fan underspeed.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected: <ul style="list-style-type: none"> <li>• cable J15 on the controller PWB</li> <li>• cartridge fan cable</li> </ul> The cables are properly connected.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect the cable. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new cartridge fan. See PL 40.10 item 1. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 391-900-00 Supplies security error RAP

**391-900-00** Supplies security is not enabled.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Turn off the printer, wait for 10 seconds, and then turn on the printer. The fault persists.	Go to step 2.	The problem is solved.
<b>Step 2</b> 1 Turn OFF the printer. 2 Remove, and then reinstall the toner cartridge, imaging unit, and fuser. 3 Wait for 10 seconds, and then turn on the printer. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Turn OFF the printer. 2 Ensure that all the cables on the controller PWB are properly connected. Note: Reconnect the flexible flat cables (FFC) on the controller PWB. 3 Wait for 10 seconds, and then turn on the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Turn OFF the printer. 2 Install a new controller PWB. See PL 3.05 item 1. 3 Wait for 10 seconds, and then turn on the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 391-940-00, 391-941-00 Non-genuine supply Error RAP

**391-940-00** Non-genuine supply - Black imaging unit or kit, or photoconductor.

**391-941-00** Non-genuine supply - Fuser or maintenance kit.

### Procedure



**WARNING:** Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to [GP 4](#). Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

1. Switch OFF, then switch ON the machine, [GP 10](#).
2. If the fault persists, contact 2nd Level Support for assistance.

## 392-332-00 Tune Mode ATC Warning K RAP

### 392-332-00 Tune Mode ATC Warning K RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 392-621-00 ADC Tone Patch Fail K RAP

### 392-621-00 ADC Tone Patch Fail K RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.



## 392-649-00, 392-650-00 ADC Shutter Open/Close Error RAP

392-649-00 ADC Shutter Open Fail RAP

392-650-00 ADC Shutter Close Fail RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the ADC Sensor Transfer Belt reflection output value and fix the ADC Sensor fail.
2. Verify Shutter operation with I/O ShutterOpen refer (64-004), and then ShutterClose refer (64-005).
3. Verify the Harness/Connector is installed properly and then install a new MOB/ADC\_Assy.
4. Check whether any error in Reference plate measured value and Transfer Belt are close to each other.
5. If the fault persists, call 2nd level support.

## 392-651-00 ADC Sensor Fail RAP

392-651-00 ADC Sensor Fail RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the Harness/Connector is connected properly, and if no fault persists install a new MOB/ADC\_Assy.
2. If fault persists, install a new Transfer belt

## 392-660-00 ATC Sensor K Amplitude Fail RAP

### 392-660-00 ATC Sensor K Amplitude Fail RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the Harness/Connector is connected properly, and if no fault persists install a new MOB/ADC\_Assy.
2. If fault persists, install a new Transfer belt
3. If the Drive of Development Unit (Auger rotation) stops, verify dev unit drive system

## 392-661-00 Environment Temperature Sensor Fail RAP

### 392-661-00 Environment Temperature Sensor Fail RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the Harness/Connector is connected properly.
2. If no fault persists, install a new Environment Sensor.

## 392-662-00 Environment Humidity Sensor Fail RAP

### 392-662-00 Environment Humidity Sensor Fail RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify the Harness/Connector is connected properly.
2. If no fault persists, install a new Humidity Sensor.

## 392-668-00 ATC Average Fail K RAP

### 392-668-00 ATC Average Fail K RAP

#### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 392-669-00, 392-681-00 ADC Elec Rough/Fine Patch Fail K RAP

392-669-00 ADC Elec Rough Patch Fail K RAP

392-681-00 ADC Elec Fine Patch Fail K RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

## 392-673-00 ADC Patch Fail [K] RAP

392-673-00 ADC Patch Fail [K] RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Verify whether density of a color is too light and adjust the density.
2. Verify the wiring for harness/connector is proper, then install a new MOB/ADC Assy.

## 392-678-00 ADC\_MiniSetup\_Fail [K] RAP

392-678-00 ADC\_MiniSetup\_Fail [K] RAP

Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Switch OFF, then switch ON the machine, GP 10. If the fault persists, call 2nd level support.

### 310-656-00 to 310-659-00, 391-100-00 to 391-105-00, 393-101-00 to 393-105-00, 393-108-00 Unsupported third party supply service check RAPs

**310-656-00** Fuser Unsupported Error: Unsupported memory map version in smartchip RAP

**310-657-00** Fuser Unsupported Error: Fail OEM check. RAP

**310-658-00** Fuser Unsupported Error: Supply is on the revoked list. RAP

**310-659-00** Fuser Unsupported Error: Fuser reported unsupported by EM - fuser type and license bundle mismatch RAP

**391-100-00** Black IU or Photoconductor Unsupported Error: Unsupported memory map version in smartchip.

**391-101-00** Black IU or Photoconductor Unsupported Error: Fail capacity class/model compatibility check.

**391-102-00** Black IU or Photoconductor Unsupported Error: Fail OEM check.

**391-103-00** Black IU or Photoconductor Unsupported Error: Fail SWE marriage check.

**391-105-00** Black IU or Photoconductor Unsupported Error: IU is MICR, and this FW release does not support MICR.

**393-101-00** Black Toner Bottle Unsupported Error: Fail capacity class/model compatibility check.

**393-102-00** Black Toner Bottle Unsupported Error: Fail OEM check.

**393-103-00** Black Toner Bottle Unsupported Error: Fail SWE marriage check.

**393-104-00** Black Toner Bottle Unsupported Error: Supply is on the revoked list.

**393-105-00** Black Toner Bottle Unsupported Error: Bottle is MICR, and this FW release does not support MICR.

**393-108-00** Barrel shutter sensor failure.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<p><b>Step 1</b> Check whether the correct toner cartridge is used. Notes:</p> <ul style="list-style-type: none"> <li>The original or first toner cartridge used is called an SWE toner cartridge. SWE stands for <i>shipped with equipment</i>. The SWE toner cartridge cannot be installed to another printer.</li> <li>If the SWE toner cartridge is used by another printer, then a 32.40D error occurs.</li> </ul> <p>The printer is using the incorrect toner cartridge.</p>	Go to step 2.	Contact the next level of support.
<p><b>Step 2</b> Do either of the following:</p> <ul style="list-style-type: none"> <li>Find the SWE toner cartridge, and then reinstall it.</li> <li>Install a new cartridge with the correct and genuine Xerox part.</li> </ul> <p>The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 393-109-00 to 393-111-00, 391-112-00 Toner Cartridge Fan Error RAPs

**393-109-00** Toner Cartridge Fan Error - Fan Did Not Reach Rampup Threshold Speed Within Timeout.

**393-110-00** Toner Cartridge Fan Error - Fan Stall Or Invalid Measured Fan Tach Feedback After Fan Had Achieved Desired Operating Speed Window.

**393-111-00** Toner Cartridge Fan Error - Fan Underspeed.

**391-112-00** Toner Cartridge Fan Error - Fan Overspeed.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected: <ul style="list-style-type: none"> <li>• cable J15 on the controller board</li> <li>• cartridge fan cable</li> </ul> The cables are properly connected.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect the cable. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new cartridge fan. See <a href="#">PL 40.10 item 1</a> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## 393-425-00, 393-428-00, 393-912-00 Toner Cartridge Empty RAP

**393-425-00** K Toner Cartridge Near Empty.

**393-428-00** Replace K Toner cartridge – quanta – hard stop.

**393-912-00** K Toner Cartridge Empty.

Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Install a new toner cartridge.

## 393-426-00, 393-427-00, 393-430-00, 393-431-00 K Toner Cartridge out of Quanta error RAP

**393-426-00** K Toner Cartridge out of Quanta (nearly low).

**393-427-00** K Toner Cartridge out of Quanta (low).

**393-430-00** K Toner Cartridge out of Quanta (very low).

**393-431-00** K Toner Cartridge out of Quanta (end of life).

### Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF and then switch ON the machine **GP 10**
2. If the problem still persists, contact the 2nd level of service support for assistance.

## 393-924-00 Toner cartridge smart chip error RAP

**393-924-00** Black Toner Bottle smartchip or sensor common problem.



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported Xerox toner cartridge. Note: If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer is using a genuine and supported Xerox toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine Xerox toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Ensure that the toner cartridge is properly installed. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Remove the toner cartridge, and then install a different unit. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the left cover. See <b>PL 28.10 item 9</b> . 2 Remove the right cover. See <b>PL 28.10 item 4</b> . 3 Reconnect the cable at the sensor (toner smart chip) and the cable J66 on the controller PWB. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the sensor (toner smart chip) and its contact for damage. The sensor and its contact is free of damage.	Go to step 8.	Go to step 7.
<b>Step 7</b>	Go to step 8.	The problem is solved.



Action	Yes	No
Install a new sensor (toner smart chip). See <a href="#">REP 90.5</a> . The fault persists.		
<b>Step 8</b> Check the RIP software version. The RIP software has the latest version.	Go to step 10.	Go to step 9.
<b>Step 9</b> Update the RIP software. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Restart the printer. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check the printer software version. The printer software has the latest version.	Contact the next level of support.	Go to step 12.
<b>Step 12</b> Update the printer software. The fault persists.	Contact the next level of support.	The problem is solved.

## 393-978-00 Non-Xerox string read on new K unit RAP

**393-978-00** Non-Xerox string read on new K unit.



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. The error closes automatically on LUI
2. Switch OFF, then switch ON the machine, [GP 10](#).
3. If the fault persists, contact 2nd Level Support for assistance.

## 395-001-00 to 395-168-00 and 395-216 to 395-324-00 Software Upgrade Failure RAP

395-001-00 Software Upgrade Failure : DC software failed to upgrade.

395-002-00 Software Upgrade Failure : DC Application RAP.

395-008-00 Software Upgrade Failure : DC OS RAP

395-009-00 Software Upgrade Failure : DC CIPS RAP

395-011-00 Software Upgrade Failure : XUI Application RAP

395-019-00 Software Upgrade Failure : UI Panel Firmware RAP

395-038-00 Software Upgrade Failure : Embedded Fax LCF Application RAP

395-042-00 Software Upgrade Failure : IOT Application RAP

395-140-00 Software Upgrade Failure : DC NC Applications RAP

395-168-00 Software Upgrade Failure : DADH Single Pass RAP

395-216-00 Software Upgrade Failure : DC Glue RAP

395-226-00 Software Upgrade Failure : SOK RAP

395-255-00 Software Upgrade Failure : DC SCD RAP

395-300-00 Software Upgrade Failure : Incompatible Product RAP

395-301-00 Software Upgrade Failure : Incompatible Hardware RAP

395-302-00 Software Upgrade Failure : Incompatible Firmware RAP

395-303-00 Software Upgrade Failure : DLM Downgrade RAP

395-304-00 Software Upgrade Failure : DLM Sidegrade RAP

395-305-00 Software Upgrade Failure : Platform Synchronisation Error RAP

395-306-00 Software Upgrade Failure : CCS Platform Synchronisation Error RAP

395-307-00 Software Upgrade Failure : NC Platform Synchronisation Error RAP

395-308-00 Software Upgrade Failure : UI Platform Synchronisation Error RAP

395-310-00 Software Upgrade Failure : IOT Platform Synchronisation Error RAP

395-313-00 Differential DLM Installation Failure: Launch DLM Missing RAP

395-313-01 Differential DLM Installation Failure: Launch DLM Corrupt RAP

395-313-02 Differential DLM Installation Failure: Launch DLM MISMATCH RAP

395-313-03 Launch DLM installation failure RAP

395-314-00 Software Upgrade Failure :SDCARD Full Error RAP

395-315-00 Software Upgrade Failure : Bios RAP

395-316-00 Software Upgrade Failure : FPGA RAP

395-318-00 Software Upgrade Failure : USB pendrive not detected RAP  
 395-319-00 Software Upgrade Failure : USB pendrive not detected 2nd time RAP  
 395-321-00 Software Upgrade Failure : Failure to revert flash contents RAP  
 395-322-00 USB drive filesystem unsupported RAP  
 395-323-00 Multiple USB drives detected RAP  
 395-324-00 Disk is blank or cannot be mounted RAP  
 316-745 -00 Optional Drive not detected  
 316-746 -00 Optional drive pairing unsuccessful

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



### CAUTION:

1. Verify the correct DLM for the device is being used.
  2. Obtain the correct Launch DLM Recovery Patch (LDRP) for the device being upgraded from GSN Library 16910 or Library 500 for Approved Service Providers
1. Perform a Software Upgrade, [GP 4](#), using the FORCED\_ALTBOOT method.
  2. If the 500+GB Hard Disk, [PL 25.05 item 2](#) is installed, check the connections at the controller PWB are firmly seated and no damage to the harness exists. Repair or install a new 500+GB Hard Disk as required.
  3. If the fault persists install a new controller PWB, [PL 3.05 item 1](#).

## 395–171–00, 395–172–00, 395–173–00 Software Upgrade Failure Error RAP

**395–171–00** Device does not have enough RAM to continue with upgrade.

**395–172–00** Device does not have enough storage memory to continue with upgrade.

**395–173–00** Device could not decrypt the DLM.

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch off, then switch on the machine, [GP 10](#).
2. Perform a Software Upgrade, [GP 4](#) using the FORCED\_ALTBOOT method.
3. If the fault persists, use the FORCED\_ALTBOOT method with DISABLE\_DATA\_BACKUP flag.

## 399-350-00, 399-355-00, 399-364-00, 399-373-00, 399-375-00, 399-377-00, 399-395-00 Fuser drive failure RAPs

**399-350-00** Fuser Motor does not turn on.

**399-355-00** Fuser Motor does not turn off.

**399-364-00** Fuser Motor loss of encoders (motor stall).

**399-373-00** Fuser Motor underspeed.

**399-375-00** Fuser Motor overspeed.

**399-377-00** Fuser Motor moved too long.

**399-395-00** Fuser Motor failed to achieve expected speed.



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Action	Yes	No
<b>Step 1</b> Check if the following cables are properly connected and free of damage: <ul style="list-style-type: none"> <li>• cable J71 on the controller PWB</li> <li>• fuser motor cable</li> </ul> The cables are properly connected and free of damage.	Go to step 3.	Go to step 2.
<b>Step 2</b> Reconnect or Install new cables. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Restart the printer. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new motor (main). See REP 40.1. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Restart the printer. The fault persists.	Contact the next level of support.	The problem is solved.

## OF1 Machine Not Ready RAP

### B620 Wiring Diagrams

**Machine Not Ready**, is defined as any condition where the machine is not capable of performing its basic tasks (Copy or Print). **Not Ready**, ranges from a machine that is totally inert, without any indication of power, to a machine that appears ready but does not respond to either Control Panel commands or network input.

### Initial Actions

- Switch off the machine, [GP 10](#).
- Check all connections at and between the LVPS, [PL 1.15 item 3](#) and Controller PWB, [PL 3.05 item 1](#).

### Procedure

The first step is to categorize the problem. Decide which of the following condition best describes the problem:

- [Dead Machine](#)
- [Boots up; does not respond to Control Panel](#)
- [Boots up; does not print \(or other Network problem\)](#)

#### Dead Machine

1. If the machine shows no sign of power (fans or motors running, backlight on UI display, LEDs on Control Panel), check for AC line voltage at the customer supply outlet. Refer to, [OF 3](#).
2. If AC voltage is measured within specifications, [GP 17](#), measure the voltage at the connector on the LVPS.
3. If the voltage at each connector is within specification, measure the voltage at [JPWR2](#), and [JPWR1](#) on the Controller PWB.

Install new components as required:

1. LVPS, [PL 1.15 item 3](#).
2. Controller PWB, [PL 3.05 item 1](#).

#### Boots up; does not respond to Control Panel

Perform the following:

1. Switch off, then switch on the machine, [GP 10](#)
2. Perform RAP, [OF 2](#).
3. Install new components as required:
  - Control panel display, [PL 2.10 item 1](#).
  - Controller PWB, [PL 3.05 item 1](#).

#### Boots up; does not print (or other Network problem)

Perform RAP, [OF 11](#), Job Prints Incorrectly RAP.

## OF2 UI Touch Screen Failure RAP

### B620 Wiring Diagrams

Use this RAP to solve user interface touch screen problems when the machine has power but either the display is Black, blank, too dark, responds incorrectly or does not refresh.

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Switch OFF, then switch ON the machine, [GP 10](#).
2. Check the control panel cable and connector, cntrl pnl FFC, [PL 2.10 item 5](#), are fully seated at the control panel and the controller PWB. Verify no damage or severe creasing to the FFC exists and the connector-ends are not frayed. Install a new components as required:
  - a. Control panel cable
  - a.
    - If no problems are found, install new components as required:
      - Control panel cable, [PL 2.10 item 3](#).
      - Controller PWB, [PL 3.05 item 1](#).
      - Control panel, [PL 2.10 item 1](#).

## OF3 AC Power RAP

### B620 Wiring Diagrams

Use this procedure to identify AC power input and output failures.

#### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



**WARNING:** Take care when measuring AC mains (line) voltage. Electricity can cause death or injury.

1. Switch off the machine, [GP 10](#).
2. Measure the voltage connecting the LVPS, [PL 1.10 item 3](#) to the controller PWB, [PL 3.05 item 1](#)

The voltage measured is within electrical power requirements, [GP 11](#).

Y N

Disconnect the power cord from the outlet. Check the AC mains (line) voltage at the customer's power outlet.

The voltage measured is within electrical power requirements, [GP 17](#).

Y N

The voltage is incorrect, or the wiring of the main supply is found to be defective, inform your technical manager and the customer. Do not attempt to repair or adjust the customer supply.

Verify the power cord is not frayed or damaged and is fully seated into the machine socket.

The main power cord is good.

Y N

Install a new power cord.

Install a new LVPS, [PL 1.15 item 3](#).

1. Switch ON the machine, [GP 10](#).
2. Measure the voltage connecting the LVPS, [PL 1.10 item 3](#) to the controller PWB, [PL 3.05 item 1](#)

The AC power supply is within specification, [GP 17](#).

Y N

Install a new LVPS, [PL 1.15 item 3](#).

Install a new controller PWB, [PL 3.05 item 1](#).

## OF4 +5VDC Power Fault RAP

### B620 Wiring Diagrams

#### Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**WARNING:** Take care when measuring AC mains (line) voltage. Electricity can cause death or injury.

Check the voltage between the LVPS pin 1 and ground.

**+5VDC is measured.**

Y	N	Check the voltage between pin 1 and pin 4 on the LVPS, <b>PL 1.15 item 3</b> .
---	---	--

**The AC power supply is within specification, GP 17.**

Y	N	Perform the <b>OF 3 AC Power RAP</b> .
---	---	--

Switch off the machine, **GP 10**. Disconnect the harness from the LVPS. Wait 15 seconds, then switch on the machine, **GP 10**. Check the voltage between the LVPS **PL 1.15 item 3**, pin 1 and ground.

**+5VDC is measured.**

Y	N	Install a new LVPS, <b>PL 1.15 item 3</b> .
---	---	---

Check the +5VDC circuit for a short circuit to frame.

Check the wiring of the suspect component for an open circuit or poor contact.

## OF5 +24VDC Power Fault RAP

### B620 Wiring Diagrams

#### Procedure



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**WARNING:** Take care when measuring AC mains (line) voltage. Electricity can cause death or injury.

Check the voltage between the LVPS pin 1 and ground.

**+24VDC is measured.**

Y	N	Check the voltage between pin 1 and pin 4 on the LVPS.
---	---	--

**The AC power supply is within specification, GP 17.**

Y	N	Perform the <b>OF 3 AC Power RAP</b> .
---	---	--

Switch off the machine, **GP 10**. Disconnect the harness from the LVPS. Wait 15 seconds, then switch on the machine, **GP 10**. Check the voltage between the LVPS pin 1 and ground.

**+24VDC is measured.**

Y	N	Install a new LVPS, <b>PL 1.15 item 3</b> .
---	---	---

Check the +24VDC circuit for a short circuit to frame.

Check the wiring of the suspect component for an open circuit or poor contact.

## OF8 Network Printing Problems RAP

This Procedure is provided to help identify and diagnose network printing problems.

### Initial Actions

- Ensure the machine is online.
- Ensure that no IOT faults exist that prevent the IOT from functioning. That is, copies can be made, or prints can be printed from the UI.

Determine the following:

- Are any jobs printing on the printer?
- Is the problem related to one workstation?
- Is the problem related to one job?
- Have any changes been made to the network prior to a printing problem?
- Was a backup log of network configuration data created? If so, was it last created by a CSE or the customer/SA?

If there are multiple protocols enabled on the printer, and the problems are ONLY occurring with one network protocol, go to the procedure appropriate for that protocol:

- Switch OFF, then switch ON the machine, [GP 10](#).
- TCP/IP: [OF 9](#), TCP/IP Checkout RAP.

### Procedure

**No printing occurs (jobs won't print, can't see printer, or can't connect to printer)**

Y N  
| If, instead of job printing normally, there is a literal printing of the PDL (many pages of code, or the job prints, but looks wrong fonts, missing fonts, other image quality problems), go to the [OF 10](#).

**The problem occurs in all print jobs from all clients.**

Y N  
| **The problem occurs in a specific job from all clients.**

Y N  
| **The problem occurs in all jobs from a specific client or group of clients,**

Y N  
| If the problem is with a specific job from a specific client, the problem is likely with the client; either not connected to the network, wrong or old driver, bad application files or a hardware failure in the client.

If no printing can be done from a specific client or group, while other clients or group function normally, the likely cause is a problem in the customer's network.

If the problem is specific to a single application or group of applications, ensure that current drivers are loaded.

If the problem occurs in only one job, go to the [OF 10](#).

Check that the printer is physically connected to the network cable and that the cable/connections are OK. Disconnect and reseal the cable at both ends. Check to see if the problem is corrected.

**The fault persists.**

Y N  
| Return to [SCP 1](#).

Go to [GP 14](#) (Network Printing Simulation) and send a print job.

**An acceptable print is produced:**

Y N  
|

- verify machine settings .
- reload system software, [GP 9](#).
- If the fault persists, install a new, Controller PWB [PL 3.05 item 1](#).

Print out a Configuration Report, [GP 14](#). Review the, TCP/IP, and Microsoft Networking (NETBIOS) settings.

**At least one networking protocol is enabled.**

Y N  
| The printer is not installed properly. Inform the customer/system administrator that the printer needs to be installed and setup for the appropriate networking protocol.

Enter Diagnostics, [GP 1](#), then go to [dC312](#). Check for a selectable protocol (not grayed out).

**There is at least one selectable protocol.**

Y N  
| Switch OFF, then switch ON the machine, [GP 10](#). When machine is ready, reenter Diagnostics, [GP 1](#), the select [dC312](#) again. Check for a selectable protocol (not grayed out).

**There is at least one selectable protocol.**

Y N  
| Open software update, [GP 4](#), then perform the Regular AltBoot procedure.

If the fault persists, return to the start of this procedure.

Select **Start**. Observe the test results.

**The test passed.**

Y N  
| Enter Diagnostics, [GP 1](#), then go to [dC312](#). Check for a selectable protocol (not grayed out).

**The test passed.**

Y N  
| Perform the following:

- Ask the system administrator to test the network port.
- Open software update, [GP 4](#), then perform the Regular AltBoot procedure.
- Install a new Ethernet cable from the machine to the source connector.
- Check fault history for faults related to networking, then perform the RAP associated with any faults listed.
- TCP/IP: [OF 9](#), TCP/IP Checkout RAP
- If the fault persists, install a new Controller PWB, [PL 3.05](#).

Verify that the problem is corrected. If the problem continues, go to [GP 4](#) and perform the Regular AltBoot procedure.



**CAUTION:** The AltBoot procedure in Software Upgrade, [GP 4](#), will delete all stored data on the System Disk Drive, including E-mail addresses, Xerox Standard Accounting data, and network configuration information. **ALWAYS** backup the machine, [GP 22](#), if possible, before performing AltBoot. If the machine failure is such that cloning is not possible, ensure that the customer is aware of the data loss.

Reload software via AltBoot, [GP 4](#).

**The problem continues.**

Y N  
| Return to [SCP 1](#).

Select the most appropriate from the following:

- Jobs Won't Print, Can't See Printer, Can't Connect to Printer





A	B	Y	N
			Perform the following:
			<ul style="list-style-type: none"> <li>There may be a problem with the network port. Ask the system administrator to test the port.</li> <li>If the fault persists, request the customer's system administrator install a new Ethernet cable.</li> <li>Go to <a href="#">GP 4</a> and perform the Regular AltBoot procedure.</li> <li>If the fault persists, install a new Controller PWB, <a href="#">PL 3.05</a>.</li> </ul>
			Request the system administrator install the printer.
			<ul style="list-style-type: none"> <li>Ensure that all configurations and IP addresses are valid.</li> </ul>
			Request the system administrator install the printer.
			<ul style="list-style-type: none"> <li>Ensure that all configurations and IP addresses are valid.</li> </ul>
			<b>The problem occurs only on one job</b>
		Y	Have the customer's system administrator Ping the IP address of the printer from the affected workstation.
			Observe results.
			<b>The workstation can ping the printer successfully.</b>
		Y	Have the customer's system administrator Ping another known good static IP address on the network.
			<b>The workstation can successfully ping another static IP address on the network.</b>
		Y	Inform the customer's system administrator there is a problem with the workstation.
			Request the system administrator check the workstation configuration is correct for the network.
			Request the system administrator check the workstation configuration is correct for the network.
			<b>The same job prints ok from another workstation.</b>
		Y	Have the customer's system administrator reload the print driver on the affected workstation.
			If the problem continues, escalate the call to the Customer Service Center (CSC).
			There is an application problem. Request the customer contact the Customer Service Center.

## OF10 Problem Printing Job RAP

Use this RAP when a particular job won't print. Other jobs print OK.

### Procedure

Check the output to see if a PDL error sheet was printed.

**An error sheet was printed.**

Y N

On the machine UI, select Job Status, Other Queues, All Completed Jobs, Save.

Check the queue for the job in question.

**The job is in the log.**

Y N

Select Other Queues, All Incomplete Jobs, Save.

**The job is stuck in the queue.**

Y N

Check for a fault listed against the job in question.

**There is a fault(s) listed with the job.**

Y N

Go to Software Upgrade, [GP 4](#), and perform the Regular AltBoot procedure.

Go to the appropriate RAP for the fault(s) listed with the job.

Switch the machine power off/on to reboot the SBC PWB.

**The job printed OK.**

Y N

Inform the customer the job must be deleted. Delete the job. Instruct the customer to recreate and re-send the job.

**The job printed OK.**

Y N

Go to Software Upgrade, [GP 4](#), and perform the Regular AltBoot procedure.

If the problem continues, there may be a problem with the job. See if other jobs print OK. If not, instruct the customer/System administrator to reload the print driver on the affected workstation.

If the problem continues have the customer call the Customer Service Center.

Done. Return to [SCP 1](#).

Done. Return to [SCP 1](#).

The job must have been printed. Check for the possibility that the job was removed from the printer by another user.

Go to Software Upgrade, [GP 4](#), and perform the Regular AltBoot procedure.

If the problem continues, there may be a problem with the job. See if other jobs print OK. If not, instruct the customer/System administrator to reload the print driver on the affected workstation.

If the problem continues have the customer call the Customer Service Center.

## OF 11 Job Prints Incorrectly RAP

The job prints, but incorrectly.

### Procedure

Discuss the problem with the customer and/or inspect the incorrect output.

**There is a font problem.**

Y N

**The problem is occurring on all jobs from all clients.**

Y N

**The problem is occurring on jobs from one particular client.**

Y N

The problem is related to a particular job. Have the customer call the Customer Support Center.

There may be a problem with the client workstation. Check/perform the following:

- See if problem is related to a particular job. If so, go to the [OF 10](#).
- Ensure that the client meets minimum specifications for the Embedded Web Server software drivers.
- Ensure the latest printer drivers are loaded.
- Have the customer/System administrator reload the printer driver.

Have the customer/system administrator replace the print drivers. Ensure that the latest drivers available are loaded.

**The problem persists.**

Y N

Return to [SCP 3](#).

Go to [GP 4](#) and perform the Regular AltBoot procedure.

Have the customer view the job in Print Preview of the application.

**The problem appears in Print Preview.**

Y N

There may be a font substitution that is not acceptable to the customer. In the Printer Setup for the print driver, if Always Send to Printer is selected, the actual fonts will be sent to the printer from the workstation. This will slow down the printer performance, but will usually solve the font problem.

There may be a problem with the client workstation. Check/perform the following:

- See if problem is related to a particular job. If so, go to the [OF 10](#).
- Ensure the client meets minimum specifications for the Embedded Web Server drivers.
- Ensure the latest printer drivers are loaded.
- Have the customer/System administrator reload the printer driver.

## OF13 Secure Access RAP

### Overview

Xerox Secure Access uses an external device, such as a card reader or biometric device, to authorize access to the machine. This reader then passes the information to the controller, which handles the authentication process including, which GUI screens are displayed, accepting GUI responses, that defines their content and order. The controller can pass user identities and passwords directly to the machine after gathering the data from an external server. All communication is via a secure network link, [Figure 1 Network Diagnostic](#).

Xerox Secure Access shall be controlled via the Embedded Web Server GUI. The active status is displayed in tools within Access Control. If communication cannot be established with the Xerox Secure Access Server the service may be temporarily disabled by touching the now enabled Off button within the Xerox Secure Access tools window. Once communication is reestablished the stored Xerox Secure Access setting shall be restored.

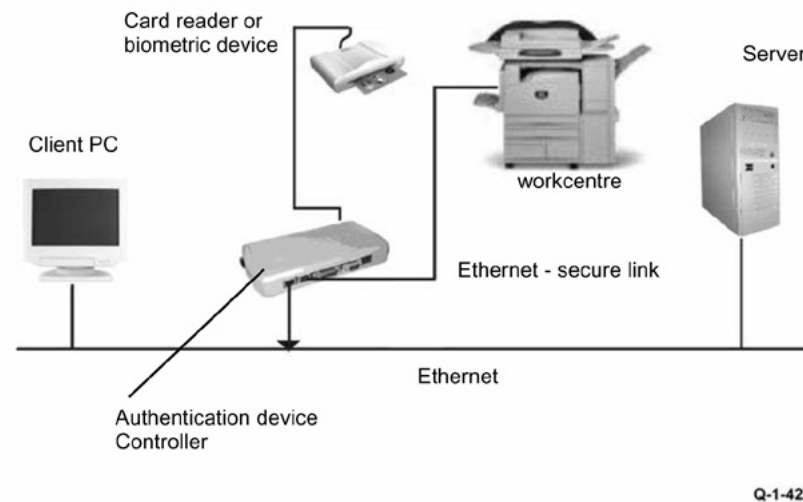


Figure 1 Network Diagnostic

### Initial Action

Before working on the Xerox Secure Access, check out the machine in the service mode to insure no faults are displayed and that the machine is functioning properly. If it is not, repair any problems before proceeding with diagnosing the Secure Access Accessory. Diagnostics can be entered to test copier functionality when Secure Access is installed.

**Note:** To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch ([GP 4](#)).

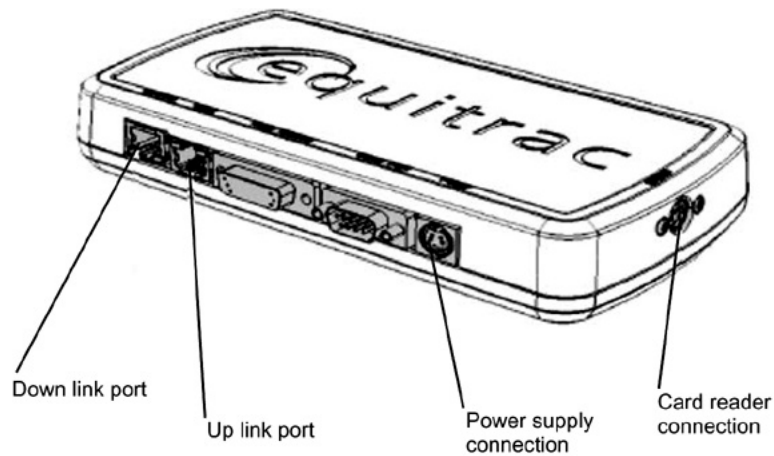
Perform the following steps

- Check the connection between the Card Reader and the Secure Access Authentication Device.
- Check for the LEDs are on or blinking on the Secure Access Authentication Device. If the LEDs on the Secure Access Authentication Device are not operating, go to Secure Access Authentication Device Failure.
- Check for the LEDs are on or blinking on the Card Reader. If the LEDs on the Card Reader are not operating, go to Card Reader Failure.

- If customers have problems of install / setting up, or any other problems related to their Secure Access Administrator, they should refer to the Secure Access System Administrator's Guide or contact Xerox Technical Support.

#### Secure Access Authentication Device Failure

The primary failure modes are power problems or failed hardware components. The symptom of these failures can be detected by observing the LEDs on the Secure Access Authentication Device, [Figure 2](#).



Q-1-4272-A

**Figure 2 Authentication Device**

Check the power to the Secure Access Authentication Device.

- Check the power supply at the wall socket. If there is no power at the wall socket, have the customer restore power and continue when confirmed.
- Disconnect the power cord from the wall socket and the power supply. Check the power cord for continuity and damage. If necessary install a new power cord. Disconnect the power cord from the power supply and plug the power cord into the wall outlet. Using a multi meter, check for line voltage at the end of the power cord disconnected from the power supply. If there is power at the wall but not at the end of the power cord. Install a new power cord.
- Disconnect the small power cord from the Secure Access Authentication Device. Check there is +5V at the connector that plugs into the Secure Access Authentication Device. If there is no +5V, install a new power supply.
- There is a 'Keyed' switch on the end of the Secure Access Authentication Device. Obtain the key from the customer. Insert the key into the 'keyed' switch and cycle the switch 1 quarter turn clockwise and then back to its start position. Observe the LEDs and listen for an audible tone.
- If the LEDs on the Secure Access Authentication Device "Uplink" and "Downlink" Ethernet ports do not cycle on and off as the controller goes through its boot-up process, or if the audible tone is not heard. Install a new Secure Access Authentication Device.

**Note:** A new device will require the Secure Access Administrator to reconfigure the server with the new MAC address for the new part. Be sure to inform the Secure Access Administrator of the MAC address of the device being removed and the MAC address of the new device.

#### Card Reader Failure

The primary failure modes are power problems or failed hardware components. The symptom of these failures can be detected by observing the LED on the Card Reader. Refer to [Figure 2](#).

- The Green LED on the Card Reader is On
- The Green LED on the Card Reader Flashes Rapidly
- The Red LED on the Card Reader is On
- The Red LED on Card Reader Flashes Slowly
- The Red LED on Card Reader Flashes Rapidly
- The Card Reader LEDs are not On or Blinking

**Table 1 Fault Indications**

When the LED on the card Reader is	Description
Red	The authentication device is in idle mode; there is no active session.
Green	The authentication device is in ready mode; a session is active.
Slow Flashing Red	The authentication device has no connection to the server.
Slow Flashing Green	The authentication device is communicating to the server.
Fast flashing red	Invalid card / password; access denied.

The Green LED on the Card Reader is On

- This indicates an active Secure Access Session and the Card Read correctly corresponds to a valid Secure Access Account.
- If the UI on the machine is locked, check with the customer for a second PIN number for additional security. This PIN number will need to be entered via the soft keys on the UI.
- Ensure that the card corresponds to a valid Secure Access Account.

The Green LED on the Card Reader Flashes Rapidly

- This indicates a valid card swipe and in the process of authentication on the server.
- If the UI on the machine is locked, check with the customer for a second PIN number for additional security. This PIN number will need to be entered via the soft keys on the UI.
- If the UI on the machine is locked and no secondary PIN is required. Check that the Xerox Secure Access is installed correctly, and ask customer to check the configuration at the server.

The Red LED on the Card Reader is On

- This indicates the Card Reader is in an idle state. If the red LED remains on, and the UI remains locked after a card is swiped, re-orient the card and re-swipe.
- Try a known good card in the reader. If the other card is working on the problem Card Reader. Ask customer to make sure the card corresponds to a valid Secure Access Account.
- Try the card in a known good reader. If the card is working on a known good Card Reader, it may be a problem with the Secure Access Authentication Device. Check to see if the LEDs on the Secure Access Authentication Device are on.

The Red LED on Card Reader Flashes Slowly

- This indicates the reader is connected to the controller but the controller is not connected to the server. Check the Ethernet green LED on the Authentication Device.

- If the Ethernet green LED on the Authentication Device is off, make sure the connectors of the LAN connections are working properly. If the connections are working, this indicates the network may not work properly. Ask customer to check with Network Administrator.
- If the Ethernet green LED on the Authentication Device is either on or flashing, contact the Secure Access Administrator

#### The Red LED on Card Reader Flashes Rapidly

- This indicates a valid card but does not correspond to a valid Secure Access Account at the server, test with a known valid user's card.
- If all cards react the same way, this indicates the Server Configuration may not be correct. Ask customer to check the Server Configuration.
- If all the card react this way, this indicates the cards are not valid. Ask customer to check the Server Configuration

#### The Card Reader LEDs are not On or Blinking

- Check to see is 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.

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## 3 Image Quality

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## IQ1 IOT Image Quality Entry RAP

Use this RAP to identify the causes of Image Quality defects and provides steps to working through each Image Quality RAP.

### Initial Actions

During initial actions, a set of copies and prints are produced. These, along with any copies or prints from the customer, enable you to analyze and correct image quality problems.

1. Ensure that fresh dry paper that meets Xerox specifications is loaded in all paper trays. If possible, use paper listed in, [Table 1](#).
2. Ask the customer to make ten 2-sided prints of the file that is showing the defect. If possible, ask that the file be printed from several different computers.
3. If step 2 cannot be completed, make ten 2-sided prints of an appropriate test pattern using [dC612](#).

**Table 1 Recommended Papers**

Paper	Size / Weight
Plain	8.5x11 or A4 (20lb.)

Check the set of prints for the presence of the defect.

1. Check machine customer selectable image quality settings on the UI and the Print Driver. Determine if adjustments to these settings should be made to tune image output to meet customer IQ requirements.
2. Make a set of prints using [dC612](#) to aid in further defect analysis.
3. Examine the complete set of prints to determine which Image Quality RAP to perform listed in, [Table 2](#).

**Table 2 Image Quality Defects: Process (Slow Scan) Direction Streaks and Lines**

Defect	Description	Corrective Action
IQ3 Blank Or White Pages Check RAP	Full page blank or white print.	Go to the RAP <a href="#">IQ3</a>
IQ4 Compressed Images Appear On Prints RAP	Image appears compressed into part of the page.	Go to the RAP <a href="#">IQ4</a>
IQ5 Dark Print RAP	Images appear to have excessive toner fused.	Go to the RAP <a href="#">IQ5</a>
IQ6 Fine Lines Are Not Printed Correctly RAP	The image or tex appears to be fuzzy and blurred vs. crisp and clean.	Go to the RAP <a href="#">IQ6</a>
IQ7 Folded Or Wrinkled Paper RAP	The print looks folded or wrinkled.	Go to the RAP <a href="#">IQ7</a>
IQ8 Gray Background RAP	The print background appears over 20 % to 30 % print density.	Go to the RAP <a href="#">IQ8</a>

Defect	Description	Corrective Action
IQ9 Horizontal Light Bands RAP	Horizontal bands of light to no print appear on the page.	Go to the RAP <a href="#">IQ9</a>
IQ10 Incorrect Margins On Prints RAP	Dots and irregular print appearing at the at random and in the middle of the page.	Go to the RAP <a href="#">IQ10</a>
IQ11 Light Print RAP	The print background appears under 20 % to 30% print density.	Go to the RAP <a href="#">IQ11</a>
IQ12 Mottled Print And Dots RAP	Dots and irregular print appearing at the top and bottom of the page.	Go to the RAP <a href="#">IQ12</a>
IQ13 Paper Curl RAP	The image apperas curled on the page.	Go to the RAP <a href="#">IQ13</a>
IQ14 Print Crooked Or Skewed RAP	The print is skewed or crooked.	Go to the RAP <a href="#">IQ14</a>
IQ15 Repeating Defects RAP	The print is poorly fused to the page.	Go to the RAP <a href="#">IQ15</a>
IQ16 Solid Black Pages RAP	The page prints a solid density or black.	Go to the RAP <a href="#">IQ16</a>
IQ17 Text Or Images Cut Off RAP	The print is incomplete or cut off the page.	Go to the RAP <a href="#">IQ17</a>
IQ18 Toner Easily Rubs Off RAP	Toner is not fully fused to the media.	Go to the RAP <a href="#">IQ18</a>
IQ19 Vertical Dark Bands RAP	Dark bands on the page top to bottom.	Go to the RAP <a href="#">IQ19</a>
IQ20 Vertical Dark Lines RAP	Gaps in the fused toner or only half the page prints.	Go to the RAP <a href="#">IQ20</a>
IQ21 Vertical Dark Streaks With Print Missing RAP	Text and images missing with only dark streaks on the page top to bottom.	Go to the RAP <a href="#">IQ21</a>
IQ22 Vertical Light Bands RAP	Images on the page appear missing vertically top to bottom.	Go to the RAP <a href="#">IQ22</a>
IQ23 Vertical White Lines RAP	Vertical white lines or missing print appears on the page.	Go to the RAP <a href="#">IQ23</a>

## IQ3 Blank Or White Pages Check

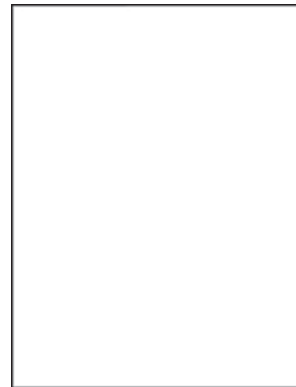




Figure 1 Blank Or White Pages

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported xerox toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> 1 Check and remove any packing material left on the imaging unit. 2 Firmly shake the imaging unit to redistribute the toner, and then reinstall it. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b>	Go to step 5.	The problem is solved.



Action	Yes	No
Check the imaging unit for damage and proper installation, and replace if necessary. The fault persists.		
<b>Step 5</b> Check the transfer roller for proper installation. The transfer roller is properly installed.	Go to step 7.	Go to step 6.
<b>Step 6</b> Install a new transfer roller. See Transfer roller removal <a href="#">PL 90.05 item 1</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the transfer roller for surface contamination and damage. The transfer roller is free of contamination and damage.	Go to step 8.	Go to step 14.
<b>Step 8</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check all the connections on the HVPS for proper connection. The HVPS is properly connected.	Go to step 10.	Go to step 9.
<b>Step 9</b> Install new connections. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Reconnect connection J15 on the controller PWB. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install new connection. The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> 1 Check the coupler for signs of damage. The coupler is located on the main motor drive of the printer. • Good condition	Go to step 13.	The problem is solved.

Action	Yes	No
 <ul style="list-style-type: none"> <li>• Bad condition</li> </ul>  <p>2 If the coupler is damaged, then install a new main motor drive. See <a href="#">PL 40.05 item 1</a>. The fault persists.</p>		
<b>Step 13</b> Reseat the cable J71 on the Controller PWB. The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> Install a new transfer roller. See <a href="#">PL 90.05 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> Install a new laser Printhead. See <a href="#">PL 60.05 item 1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ4 Dark Print RAP



Figure 1 Dark Print

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer is using a genuine and supported toner cartridge.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <ol style="list-style-type: none"> <li>Turn off the printer, wait for 10 seconds, and then turn on the printer.</li> <li>Reduce the toner darkness. From the control panel, navigate to: <b>Settings &gt; Print Settings &gt; Quality menu</b></li> </ol>	Go to step 4.	The problem is solved.

Action	Yes	No
<p><b>Note:</b> 8 is the factory default setting. The fault persists.</p>		
<p><b>Step 4</b> From the control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b> Depending on the operating system, specify the paper type, texture, and weight from Printing Preferences or Print dialog. The fault persists.</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <ol style="list-style-type: none"> <li>Check if the paper loaded has texture or rough finishes.</li> <li>From the control panel, set the paper texture in the Paper menu to match the texture of the paper loaded. The fault persists.</li> </ol>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Ensure that the paper loaded is from a fresh package.</p> <p><b>Note:</b> Paper may absorb moisture due to high humidity. Store paper in its original wrapper until it is ready to be used. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b> Install a new imaging unit. The fault persists.</p>	Go to step 9.	The problem is solved.
<p><b>Step 9</b></p> <ol style="list-style-type: none"> <li>Remove the right cover. See <a href="#">REP 28.4</a>.</li> <li>Check all the connections on the HVPS for proper connection. The HVPS is properly connected.</li> </ol>	Contact the next level of support.	Go to step 10.

Action	Yes	No
<b>Step 10</b> Install new connections. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install a new HVPS. See <a href="#">PL 1.10 item 4</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ5 Compressed Images Appear On Prints Check

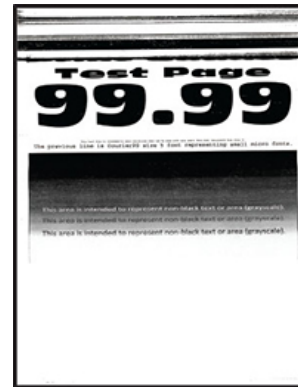
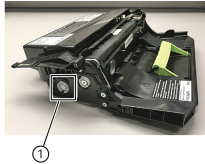


Figure 1 Compressed Image

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<p><b>Step 1</b> Remove the imaging unit, and then inspect the white photo conductor coupler (1). The coupler should be firmly connected to the imaging unit and should not freely rotate.</p>  <p>The coupler move freely or appear damaged.</p>	Go to step 2.	Go to step 3.
<p><b>Step 2</b> Install a new imaging unit. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Install a new motor (main). See <a href="#">PL 40.05 item 1</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### IQ6 Fine Lines Are Not Printed Correctly Check



Figure 1 Fine Lines Are Not Printed Correctly

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <ol style="list-style-type: none"> <li>From the control panel, navigate to: <b>Print &gt; Quality &gt; Pixel Boost &gt; Fonts</b></li> <li>From the Quality menu, select <b>Toner Darkness</b>, and then adjust the setting to 7.</li> <li>Submit the changes.</li> </ol> <p><b>Note:</b> Adjusting the Toner Darkness setting to 7 results in a slightly lighter print. You may leave the Toner Darkness value at 8 in order to maintain the darkness that you have grown accustomed to, but this will result in reduced toner yield. The fault persists.</p>	Contact the next level of support.	The problem is solved.

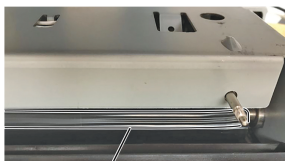
## IQ7 Folded Or Wrinkled Paper Check



**Figure 1** Folded Or Wrinkled Image

### Procedure

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)



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Action	Yes	No
<p><b>Step 1</b></p> <p>1 Check if the printer is using a toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier.</p> <p>2 Ensure that the toner cartridge is compatible with the imaging unit.</p> <p>The fault persists.</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>1 Check if the paper loaded is from a fresh package.</p>	Go to step 3.	The problem is solved.

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

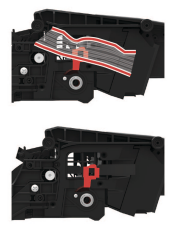
### IQ8 Gray Background Check



Figure 1 Gray Background Image

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<p><b>Step 1</b></p> <ol style="list-style-type: none"> <li>1 Turn off the printer, wait for 10 seconds, and then turn on the printer.</li> <li>2 From the printer control panel:                             <ol style="list-style-type: none"> <li>1 Increase the toner darkness in the Quality menu.</li> </ol> <p><b>Note:</b> 8 is the factory default setting.</p></li> <li>2 Set the paper type, texture, and weight in the Paper menu to match the paper loaded.</li> </ol> <p>The fault persists.</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p>Check if the printer is using a genuine and supported toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer is using a genuine and supported toner cartridge.</p>	Go to step 4.	Go to step 3.

Action	Yes	No
<p><b>Step 3</b></p> <p>Install a genuine and supported toner cartridge. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p>Remove any packing material left on the imaging unit, including pieces of tape on the side of the unit and the red separator plastic.</p>  <p><b>Note:</b> You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p>Install a new imaging unit. The fault persists.</p>	Go to step 6.	The problem is solved.
<p><b>Step 6</b></p> <ol style="list-style-type: none"> <li>1 Remove the right cover. See <a href="#">REP 28.4</a>.</li> <li>2 Ensure that connection J15 on the controller board and the connections on the HVPS are properly connected. The connections are properly connected.</li> </ol>	Go to step 8.	Go to step 7.
<p><b>Step 7</b></p> <p>Reseat the connections. The fault persists.</p>	Go to step 8.	The problem is solved.
<p><b>Step 8</b></p> <p>Check all connections in the HVPS for proper connection. The HVPS is properly connected.</p>	Go to step 10.	Go to step 9.

Action	Yes	No
<b>Step 9</b> Install new connections. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new HVPS. See <a href="#">PL 1.10 item 4</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ9 Horizontal Light Bands Check



Figure 1 Horizontal Light Bands

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Remove, and then clean the imaging unit contacts. The fault persists.	Go to step 2.	The problem is solved.
<b>Step 2</b> Check if the printer is using a genuine and supported imaging unit. The printer uses a genuine and supported imaging unit.	Go to step 4.	Go to step 3.
<b>Step 3</b> Install a genuine and supported imaging unit. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Turn off the printer, wait for 10 seconds, and then turn on the printer. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 Remove the HVPS. See <a href="#">REP 1.1</a> . 2 Check if the HVPS wire connectors are pinched or damaged. The wire connectors are pinched or damaged.	Go to step 6.	Go to step 7.

Action	Yes	No
<b>Step 6</b> Repair or install new wire connectors. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check connection J15 from the Controller PWB to the HVPS, and then check all other connections on the HVPS. The connections are properly connected.	Go to step 9.	Go to step 8.
<b>Step 8</b> Install new connections. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> Install new HVPS. See <a href="#">PL 1.10 item 4</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ10 Incorrect Margins On Prints Check



Figure 1 Incorrect Margins On Prints

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Adjust the guides in the tray according to the size of the paper loaded. The fault persists.	Go to step 2.	The problem is solved.
<b>Step 2</b> Do one of the following: <ul style="list-style-type: none"> <li>From the printer control panel, set the paper size in the Paper menu to match the paper loaded in the tray.</li> <li>Change the paper loaded in the tray to match the paper size specified in the tray settings.</li> </ul> The fault persists.	Go to step 3.	The problem is solved.



Action	Yes	No
<b>Step 3</b> Depending on the operating system used, specify the paper size from Printing Preferences or from the Print dialog. The fault persists.	Go to step 4 or contact the next level of support.	The problem is solved.
<b>Step 4</b> 1 Enter the Diagnostics menu GP 1, and then navigate to: <b>Printer diagnostics and adjustments &gt; Registration adjust</b> 2 Adjust the margins. The fault persists.	Contact the next level of support.	The problem is solved.

## IQ11 Light Print Check



Figure 1 Light Print Image

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

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

Action	Yes	No
match the paper loaded. The fault persists.		
<b>Step 4</b> 1 Remove the toner cartridge and imaging unit. 2 Push either side of the transfer roller, located below the imaging unit, to check if it depresses and bounces back into place. 3 If the transfer roller does not depress and bounce back into place, then reinstall it by pulling up the blue gear and pulling it out from the right side to the left. 4 Firmly shake the imaging unit to redistribute the toner, and then reinstall it. 5 Install a new toner cartridge. 6 Turn off the printer, wait for 10 seconds, and then turn on the printer. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> 1 If the issue happens after installing a new maintenance kit, then check whether the transfer roller included with the kit is installed in the printer. 2 If necessary, install a new transfer roller. See <a href="#">PL 90.05 item 1</a> . The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Check the shutter on the imaging unit for signs of damage.  <b>Note:</b> The shutter opens to receive toner from the toner cartridge. The shutter on the imaging unit is working properly.	Go to step 7.	Go to step 8.
<b>Step 7</b>	Go to step 8.	Go to step 9.

Action	Yes	No
1 Check the status of the imaging unit. 1 From the Home screen, select <b>Status/Supplies</b> . 2 Select <b>Supplies</b> . 3 Check the condition of the imaging unit. The imaging unit near end of life and/or showing signs of toner leakage.		
<b>Step 8</b> Install a new imaging unit. The fault persists.	Go to step 9.	The problem is solved.
<b>Step 9</b> 1 Remove the HVPS shield. See <a href="#">REP 1.1</a> . 2 Verify if all the cables on the HVPS are properly installed. If necessary, reinstall the cables. The fault persists.	Go to step 10.	The problem is solved.
<b>Step 10</b> Install a new transfer roller. See <a href="#">PL 90.05 item 1</a> . The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Install a new HVPS. See <a href="#">PL 1.10 item 4</a> . The fault persists.	Go to step 12.	The problem is solved.
<b>Step 12</b> Check connection J71 on the controller board and the connection on the toner add motor for proper connection. The connections are properly connected.	Go to step 14.	Go to step 13.
<b>Step 13</b> Install new connections. The fault persists.	Go to step 14.	The problem is solved.
<b>Step 14</b> Install a new controller PWB. See <a href="#">PL 3.05 item 1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## IQ12 Mottled Print And Dots Check



Figure 1 Mottled Print And Dots Image

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if toner specks appear only on the edges or back side of the pages. Toner specks appear only on the edges or back side of the pages.	Go to step 4.	Go to step 5.
<b>Step 4</b> Install a new transfer roller. See <a href="#">PL 90.05 item 1</a> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b>	Go to step 6.	Go to step 7.

Action	Yes	No
<b>1</b> Check the status of the imaging unit. 1 From the Home screen, select <b>Status/ supplies</b> . 2 Select <b>Supplies</b> . 3 Check the condition of the imaging unit. The imaging unit near end of life and/or showing signs of toner leakage.		
<b>Step 6</b> Install a new imaging unit. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Check the printer for stray toner contamination. The printer is contaminated with stray toner.	Go to step 8.	Contact the next level of support.
<b>Step 8</b> Using an approved toner vacuum cleaner, completely clean the printer, toner cartridge, and imaging unit of toner contamination. The fault persists.	Contact the next level of support.	The problem is solved.

## IQ13 Paper Curl Check



Figure 1 Paper Curl Image

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported Lexmark toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Adjust the guides in the tray to the correct position for the paper loaded. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> From the control panel, set the paper size, type, and weight in the Paper menu to match the paper loaded. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b>	Go to step 6.	The problem is solved.

Action	Yes	No
Depending on the operating system, specify the paper size from Printing Preferences or Print dialog. The fault persists.		
<b>Step 6</b> Remove paper from the tray, and then turn it over. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Ensure that the paper loaded is from a fresh package.  <b>Note:</b> Paper may absorb moisture due to high humidity. Store paper in its original wrapper until it is ready to be used. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> Ensure that the printer supports the paper loaded. If the paper supports.	Contact the next level of support.	Go to step 9.
<b>Step 9</b> Load a supported paper. The fault persists.	Contact the next level of support.	The problem is solved.

## IQ14 Print Crooked Or Skewed Check



Figure 1 Print Crooked Or Skewed Image

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check the guides in the tray where the skewed prints are sourced from.  <b>Note:</b> If paper is sourced from the MPF, then proceed to step 9. The position of the guides matches the paper loaded.	Go to step 3.	Go to step 2.
<b>Step 2</b> Adjust the guides to match the paper loaded. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Check if the printer supports the paper loaded.  <b>Note:</b> For a complete list of supported paper, see the printer User's Guide. If the paper supports.	Go to step 5.	Go to step 4.
<b>Step 4</b> Remove the paper, and then load a supported one. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b>	Go to step 7.	Go to step 6.

Action	Yes	No
Check the tray pick roller for excess wear and contamination. The pick roller is free from excess wear and contamination.		
<b>Step 6</b> Install a new pick roller. See <a href="#">PL 70.15 item 6</a> . The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Perform a print test. Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Input tray quick print &gt; Tray [x] &gt; Single</b>  <b>Note:</b> [x] refers to the tray where the skewed prints are sourced from. The fault persists.	Go to step 8.	The problem is solved.
<b>Step 8</b> 1 Enter the Diagnostics menu <a href="#">GP 1</a> , and then navigate to: <b>Printer diagnostics and adjustments &gt; Registration adjust</b> 2 Adjust the margins. The fault persists.	Go to step 15.	The problem is solved.
<b>Step 9</b> Check the guides in the MPF tray. The position of the guides match the paper loaded.	Go to step 11.	Go to step 10.
<b>Step 10</b> Adjust the guides to match the paper loaded. The fault persists.	Go to step 11.	The problem is solved.
<b>Step 11</b> Check if the printer supports the paper loaded.  <b>Note:</b> For a complete list of supported paper, see the printer User's Guide. If the paper supports.	Go to step 13.	Go to step 12.
<b>Step 12</b>	Go to step 13.	The problem is solved.

Action	Yes	No
Remove the paper, and then load a supported one. The fault persists.		
<b>Step 13</b> Check the MPF pick roller for excess wear and contamination. The MPF pick roller is free from excess wear and contamination.	Go to step 15.	Go to step 14.
<b>Step 14</b> Install a new MPF pick roller. See <a href="#">PL 80.05 item 1</a> . The fault persists.	Go to step 15.	The problem is solved.
<b>Step 15</b> Perform the paper skew adjustment. See <a href="#">Adjustment-ADJ 90.1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ15 Repeating Defects Check



Figure 1 Repeating Defects

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> 1 From the control panel, navigate to: <b>Menu &gt; Help &gt; Print Defects Guide</b> 2 Using the Print Defects Guide, check if the distance between defects is equal to any of the following: <ul style="list-style-type: none"> <li>• 96 mm (3.78 in.)</li> <li>• 49 mm (1.93 in.)</li> <li>• 47.5 mm (1.87 in.)</li> <li>• 30.2 mm (1.18 in.)</li> </ul> <b>Note:</b> Make sure to measure the defect interval accurately. The distance measured matches any of the items listed.	Go to step 2.	Go to step 3.
<b>Step 2</b> Install a new imaging unit. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Measure the distance between repeating defects, and then check if it matches any of the following: <ul style="list-style-type: none"> <li>• 3.71 in. (94.25 mm)</li> </ul>	Go to step 4.	Contact the next level of support.

Action	Yes	No
<ul style="list-style-type: none"> <li>3.75 in. (95.2 mm) The distance measured matches any of the items listed.</li> </ul>		
<b>Step 4</b> Install a new fuser. See <a href="#">PL 10.10</a> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Install a new transfer roller. See <a href="#">PL 90.05 item 1</a> . The fault persists.	Contact the next level of support.	The problem is solved.

## IQ16 Solid Black Pages Check

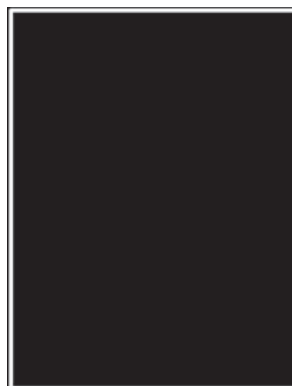
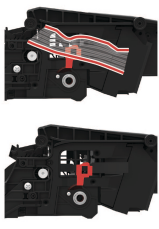


Figure 1 Solid Black Pages

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer uses a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Remove any packing material left on the imaging unit, including pieces of tape on the side of the unit and the red separator plastic.	Go to step 4.	The problem is solved.

Action	Yes	No
 <p><b>Note:</b> You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit. The fault persists.</p>		
<p><b>Step 4</b> Install a new imaging unit. The fault persists.</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <ol style="list-style-type: none"> <li>1 Remove the right cover. See <a href="#">REP 28.4</a>.</li> <li>2 Check the cable connections between the HVPS and J15 on the controller board. If necessary, re-seat the cables. The fault persists.</li> </ol>	Go to step 6.	The problem is solved.
<p><b>Step 6</b> Install a new HVPS. See <a href="#">PL 1.10 item 4</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

### IQ17 Text Or Images Cut Off Check



Figure 1 Text Or Images Cut Off

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b> Remove, and then install a new imaging unit. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Install a new imaging unit. The fault persists.</p>	Contact the next level of support.	The problem is solved.

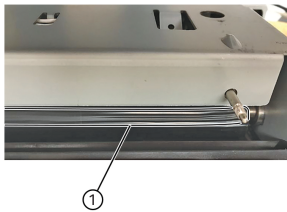


## IQ18 Toner Easily Rubs Off Check



Figure 1 Toner Easily Rubs Off

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)



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Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> From the control panel, set the paper type, texture, and	Go to step 4.	The problem is solved.

Action	Yes	No
weight in the Paper menu to match the paper loaded. The fault persists.		
<b>Step 4</b> Remove, and then install a new fuser. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Install a new fuser. See <a href="#">PL 10.10</a> . The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Reseat the connections on the LVPS. The fault persists.	Go to step 7.	The problem is solved.
<b>Step 7</b> Install a new LVPS. See <a href="#">PL 1.15 item 3</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ19 Vertical Dark Bands Check

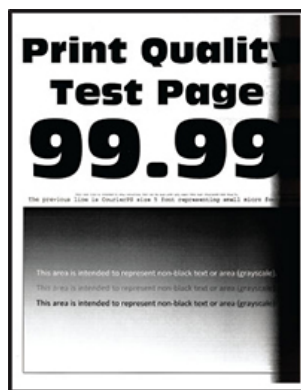
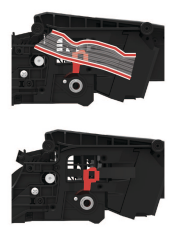


Figure 1 Vertical Dark Bands

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<p><b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.</p> <p><b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.</p>	Go to step 3.	Go to step 2.
<p><b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p><b>Step 3</b> Remove any packing material left on the imaging unit, including pieces of tape on the side of the unit and the red separator plastic.</p>  <p><b>Note:</b> You may need a pair of pliers to remove a piece of broken plastic inside the imaging unit. The fault persists.</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b> Install a new imaging unit. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## IQ20 Vertical Dark Lines Check



Figure 1 Vertical Dark Lines

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Remove, and then install a new imaging unit. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new imaging unit. The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Remove the hot roll fuser, and then check for scratches and other damage.	Contact the next level of support.	Go to step 6.

Action	Yes	No
The fuser is free of scratches and other damage.		
<b>Step 6</b> Install a new hot roll fuser. See <a href="#">PL 10.10</a> . The fault persists.	Contact the next level of support.	The problem is solved.
<b>Step 7</b> Remove the fuser, and then check the rollers and belts for damage or debris. The rollers and belts are free of damage or debris.	Contact the next level of support.	Go to step 8.
<b>Step 8</b> Install a new fuser. See <a href="#">PL 10.10</a> . The fault persists.	Contact the next level of support.	The problem is solved.

### IQ21 Vertical Dark Streaks With Print Missing Check

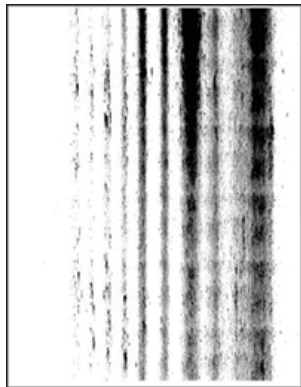


Figure 1 Vertical Dark Streaks With Print Missing

Action	Yes	No
<b>Step 5</b> Reconnect the cables. The fault persists.	Go to step 6.	The problem is solved.
<b>Step 6</b> Install a new HVPS. See <a href="#">PL 1.10 item 4</a> . The fault persists.	Contact the next level of support.	The problem is solved.

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Install a new imaging unit. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> 1 Remove the right cover. See <a href="#">REP 28.4</a> . 2 Check connection J15 from the controller PWB to the HVPS, and then check all other connections on the HVPS. The connections are properly connected.	Go to step 6.	Go to step 5.

## IQ22 Vertical Light Bands Check



Figure 1 Vertical Light Bands

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Clean the printhead glass. See <a href="#">GP 15</a> . The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b> Install a new printhead. See <a href="#">PL 60.05 item 1</a> . The fault persists.	Go to step 5.	The problem is solved.
<b>Step 5</b> Install a new imaging unit. The fault persists.	Contact the next level of support.	The problem is solved.

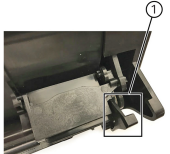
## IQ23 Vertical White Lines Check



Figure 1 Vertical White Lines

**Note:** Before performing this print quality check, print the Print Quality Test Pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**, and then perform the initial print quality check. See [IQ 1](#)

Action	Yes	No
<b>Step 1</b> Check if the printer is using a genuine and supported toner cartridge.  <b>Note:</b> If the printer is using a third-party cartridge, then refer the users to their cartridge supplier. The printer use a genuine and supported toner cartridge.	Go to step 3.	Go to step 2.
<b>Step 2</b> Install a genuine and supported toner cartridge. The fault persists.	Go to step 3.	The problem is solved.
<b>Step 3</b> Set the paper type and weight settings in the Paper menu to match the paper loaded.  <b>Note:</b> Make sure that the printer supports the paper loaded. For a complete list of supported paper, see the printer User's Guide. The fault persists.	Go to step 4.	The problem is solved.
<b>Step 4</b>	Go to step 6.	Go to step 5.

Action	Yes	No
<p>1 Update the firmware to the latest version available.</p> <p>2 Enter the Diagnostics menu <a href="#">GP 1</a>, and then change the Eng Setting 14 value to 48.</p> <p><b>Note:</b> You can also change the setting through a bundle file or NPA command.</p> <p>3 Set Quite mode to Off.</p> <p>4 Review the Event Log Summary sheets and check if either error code 31.46 or 31.66 events occurred for the imaging unit. If they did, check if they are occurring with the current toner cartridge.</p> <p>If the errors occur with the current toner cartridge.</p>		
<p><b>Step 5</b> Check the shutter tab (A) on the toner cartridge for signs of damage.</p>  <p>The shutter tab is damaged.</p>	Go to step 6.	Go to step 7.
<p><b>Step 6</b> Install a new imaging unit and the toner cartridge. The fault persists.</p>	Go to step 7.	The problem is solved.
<p><b>Step 7</b> Check the printhead glass for contamination. The printhead glass is free from dust and debris.</p>	Go to step 8.	Go to step 9.
<p><b>Step 8</b> Clean the printhead glass. See <a href="#">GP 15</a>.</p>	Go to step 9.	The problem is solved.

Action	Yes	No
<p>Warning—Potential Damage: When cleaning the printhead glass, do not use compressed air. The fault persists.</p>		
<p><b>Step 9</b> 1 Remove the right cover. See <a href="#">REP 28.4</a>. 2 Check connection J15 from the controller PWB to the HVPS, and then check all other connections on the HVPS. The connections are properly connected.</p>	Go to step 11.	Go to step 10.
<p><b>Step 10</b> Install new connections. The fault persists.</p>	Go to step 11.	The problem is solved.
<p><b>Step 11</b> Install a new HVPS. See <a href="#">PL 1.10 item 4</a>. The fault persists.</p>	Go to step 12.	The problem is solved.
<p><b>Step 12</b> Install a new laser printhead. See <a href="#">Printhead removal PL 60.05 item 1</a>. The fault persists.</p>	Contact the next level of support.	The problem is solved.

## 4 Repairs- Adjustments

<b>Chain 1 REPs - Standby Power</b> .....	<b>319</b>	REP 80.5 Sensor (rear door interlock).....	360
REP 1.1 HVPS .....	319	REP 80.6 Upper Redrive .....	360
REP 1.2 LVPS .....	320	REP 80.7 MPF/Duplex Motor.....	361
REP 1.3 High Voltage Contact Guide .....	321	REP 80.8 Duplex Pinch Roller.....	361
<b>Chain 2 REPs - User Interface</b> .....	<b>322</b>	REP 80.9 Transfer Roller Contact.....	362
REP 2.1 Control Panel Display.....	323	REP 80.10 Sensor (standard bin full) .....	363
<b>Chain 3 REPs - Machine Run Control</b> .....	<b>324</b>	REP 80.11 Sensor (duplex path) .....	363
REP 3.1 Controller PWB .....	324	REP 80.12 MPF Pick Roller.....	364
<b>Chain 10 REPs- Print Transport and Fusing</b> .....	<b>325</b>	REP 80.13 Sensor (tray 1 pass-through).....	364
REP 10.1 Fuser .....	326	REP 80.14 Sensor (tray 1 pick) .....	365
REP 10.2 Fuser Drive Gear.....	326	REP 80.15 Aligner.....	365
REP 10.3 Motor (exit/redrive) .....	327	REP 80.16 Optional 550-Sheet Tray Transport Motor .....	366
REP 10.4 Upper Redrive .....	328	REP 80.17 Optional 550-Sheet Tray Paper Feeder.....	366
<b>Chain 28 REPs Covers</b> .....	<b>328</b>	REP 80.18 Optional 550-Sheet Tray Controller PWB.....	367
REP 28.1 Left Cover.....	329	REP 80.19 Optional 550-Sheet Tray Sensor (pass-through).....	367
REP 28.3 Right Inner Column Cover .....	330	REP 80.20 Optional 550-Sheet Tray Sensor (pick) .....	368
REP 28.4 Right Cover .....	331	REP 80.21 Optional 550-Sheet Tray Sensor (pick roller index) .....	368
REP 28.5 Right Outer Column Cover.....	332	REP 80.22 Optional 550-Sheet Tray Interface Cable .....	369
REP 28.6 Front Door Bracket .....	333	REP 80.23 Optional 550-Sheet Tray Sensor (paper size) .....	369
REP 28.7 Front Door.....	334	REP 80.24 Optional 550-Sheet Tray Actuator (paper size).....	370
REP 28.8 Inner Left Cover .....	334	REP 80.25 Optional 2100-Sheet Tray Transport Motor.....	371
REP 28.9 Bin Cover .....	335	REP 80.26 Optional 2100-Sheet Tray Sensor (pick).....	371
REP 28.10 Rear Door .....	338	REP 80.27 Optional 2100-Sheet Tray Controller PWB .....	372
REP 28.11 Rear Cover .....	339	REP 80.28 Optional 2100-Sheet Tray Elevator Drive .....	372
<b>Chain 40 REPs - Main Drives</b> .....	<b>339</b>	REP 80.29 Optional 2100-Sheet Tray Sensor (paper size).....	373
REP 40.1 Main Motor Drive .....	340	REP 80.30 Optional 2100-Sheet Tray Interface Cable.....	373
REP 40.2 Toner Cartridge Drive .....	341	REP 80.31 Optional 2100-Sheet Tray Bell Crank.....	374
REP 40.3 Motor MPF .....	342	REP 80.32 Optional 2100-Sheet Tray Rails.....	374
<b>Chain 60 REPs - Imaging and NOHAD</b> .....	<b>342</b>	REP 80.33 Optional 2100-Sheet Tray Sensor (near empty) .....	375
REP 60.1 Print Head .....	343	REP 80.34 Optional 2100-Sheet Tray Sensor (A5 length guide) .....	375
REP 60.2 Main Fan .....	344	REP 80.35 Optional 2100-Sheet Tray Sensor (pick roller index).....	376
REP 60.3 Cartridge Fan.....	344	REP 80.36 Optional 2100-Sheet Tray Sensor (paper present).....	376
<b>Chain 70 REPs- Paper Supply</b> .....	<b>345</b>	REP 80.37 Optional 2100-Sheet Tray Paper Feeder .....	377
REP 70.1 Paper Size Sensor .....	345	REP 80.38 Optional 2100-Sheet Tray Right Cover.....	377
REP 70.2 Duplex/MPF Tray.....	346	<b>Chain 90 REPs- Xerographics</b> .....	<b>378</b>
REP 70.3 Pick Roller.....	347	REP 90.1 Toner Cartridge Shutter Actuator .....	379
REP 70.4 Optional Tray Drive Gear .....	347	REP 90.2 Sensor (Toner Cartridge Shutter).....	379
REP 70.5 Optional 550-Sheet Tray.....	348	REP 90.3 Sensor (low toner).....	380
REP 70.6 Optional 550-Sheet Tray Left Cover .....	348	REP 90.4 Transfer Roller .....	381
REP 70.7 Optional 550-Sheet Tray Right Cover .....	350	REP 90.5 Sensor CRUM Sensor.....	381
REP 70.8 Optional 550-Sheet Tray Rear Cover .....	352	REP 90.6 Sensor (toner density) .....	382
REP 70.9 Optional 550-Sheet Tray Front Cover .....	352	<b>Chain 90 ADJs - Xerographics</b> .....	<b>383</b>
REP 70.12 Optional 2100-Sheet Tray Removal .....	353	ADJ 90.1 Registration Adjustment.....	383
REP 70.13 Optional 2100-Sheet Tray Insert .....	354	ADJ 90.2 Aligner Roller Adjustment .....	383
REP 70.14 Optional 2100-Sheet Tray Rear Cover.....	354	ADJ 90.3 Polygon Printhead Mechanical Registration Adjustment .....	385
REP 70.15 Optional 2100-Sheet Tray Left Cover.....	355		
REP 70.16 Optional 2100-Sheet Tray Right Cover.....	356		
<b>Chain 80 REPs- Paper Transport</b> .....	<b>357</b>		
REP 80.1 Paper Feeder .....	358		
REP 80.2 Inner Guide Deflector.....	358		
REP 80.3 Sensor (duplex interlock) .....	359		
REP 80.4 Sensor (input) .....	359		

## REP 1.1 HVPS

Parts List on [PL 1.10](#)

### Removal

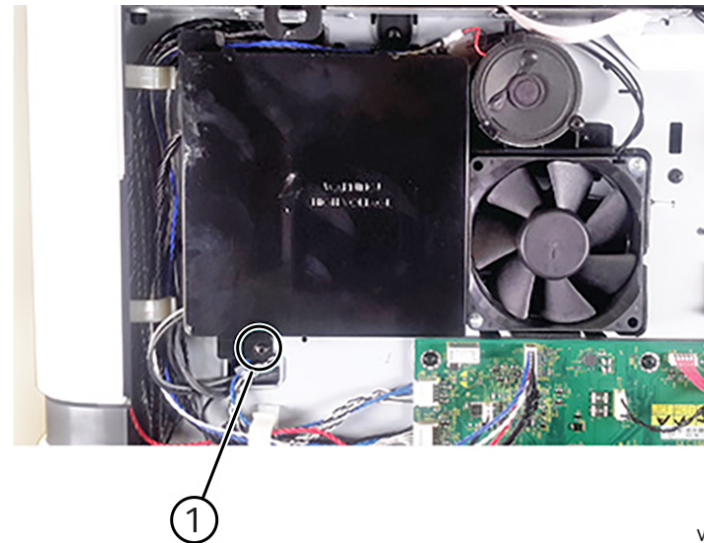


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**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.

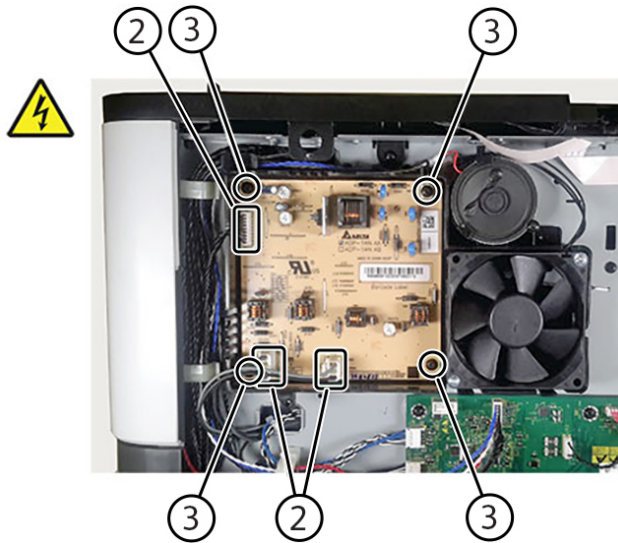
1. Turn off the printer, and then unplug the power cord from the electrical outlet.
2. Remove the right cover, [REP 28.4](#).
3. Remove the screw (1), and then remove the HVPS shield.



VLB6255\_4175

4. Disconnect three cables (2), remove four screws (3), then remove the HVPS.





VLB625S\_4176

### Replacement

Replacement is the reverse of the removal procedure.

### REP 1.2 LVPS

Parts List on [PL 1.15](#)

#### Removal

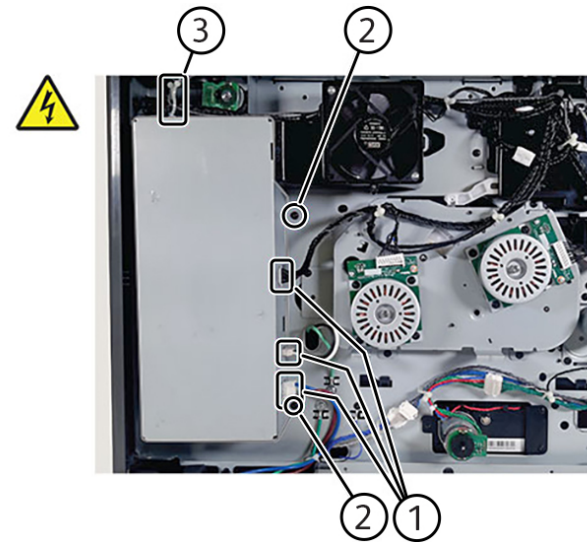


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



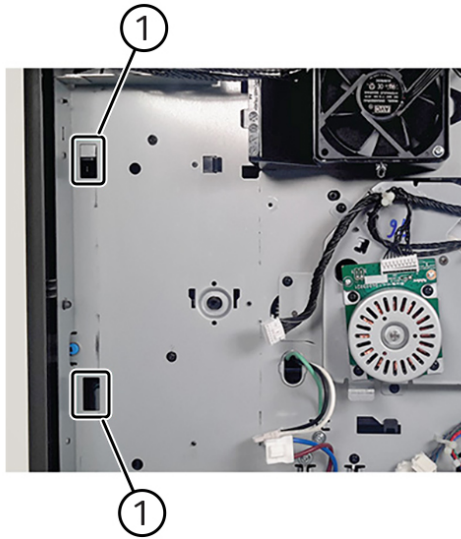
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.
2. Remove the left cover, [REP 28.1](#).
3. Disconnect the three cables (1), and then remove the two screws (2).
4. Release the cables from their holder (3), and then remove the LVPS.



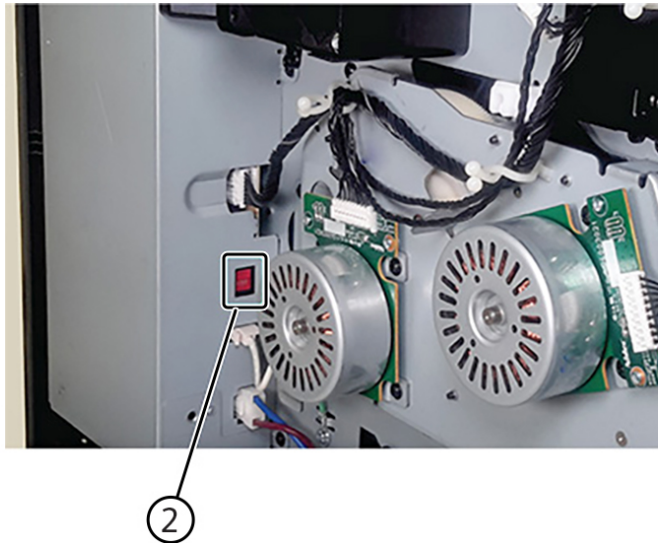
VLB625S\_4205

**Note:** Make sure that LVPS tabs are properly engaged with their appropriate slots (1) on the printer frame.



VLB625S\_4206

**Note:** Make sure that the voltage selector switch (2) is set to the proper voltage.



VLB625S\_4207

### Replacement

Replacement is the reverse of the removal procedure

## REP 1.3 High Voltage Contact Guide

Parts List on [PL 90.05](#)

### Removal

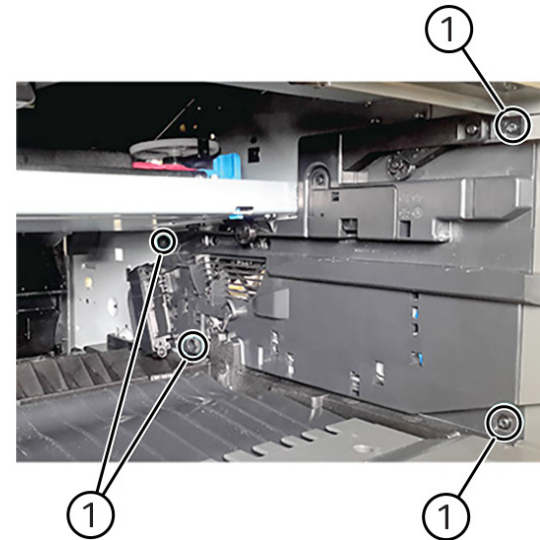


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



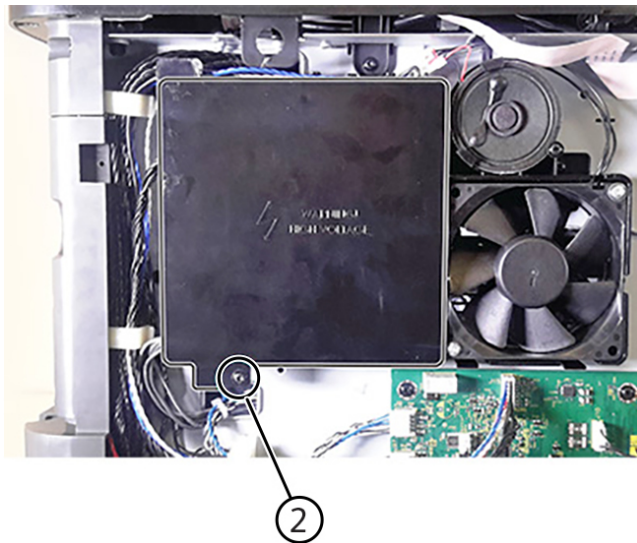
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the right cover. See [REP 28.4](#).
3. Remove the four screws (1).



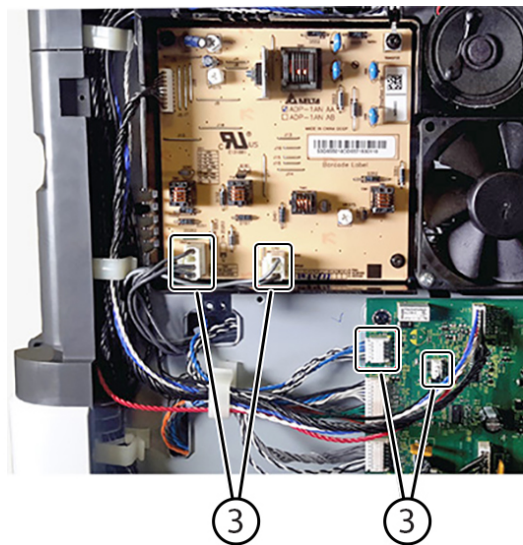
VLB625S\_4177

4. Remove the screw (2), and then remove the HVPS shield.



VLB625S\_4178

5. Disconnect the four cables (3), and then remove the imaging unit contact guide.



VLB625S\_4179

### Replacement

Replacement is the reverse of the removal procedure.

## REP 2.1 Control Panel Display

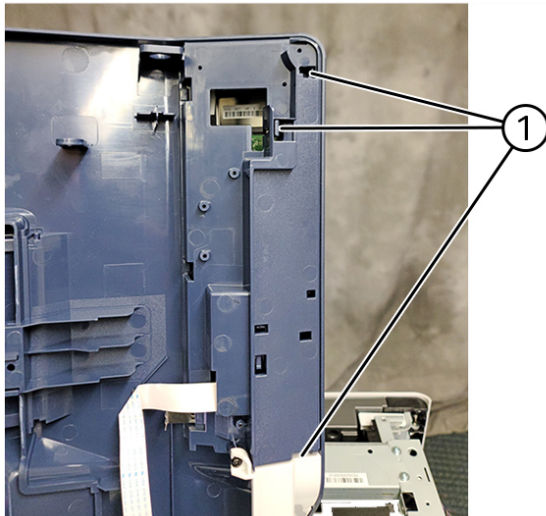
Parts List on [PL 2.10](#)

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Remove the bin cover, [REP 28.9](#).
2. Release the UI ribbon cable from the guides in the bin cover, then release the tabs attaching the control panel base cover to the bin cover, [Figure 1](#).



VLB620S\_4216

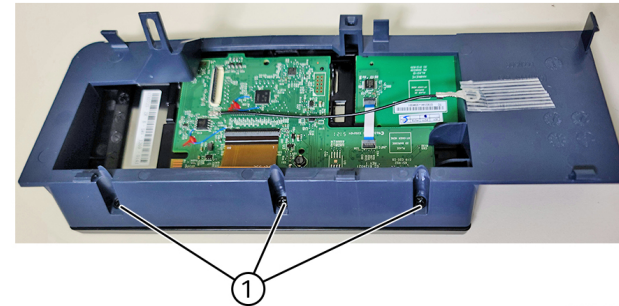
Figure 1 Control panel and control panel base cover removal.

3. Disconnect the ribbon cable, remove three screws (3) [Figure 2](#), then separate the UI control panel from the control panel base cover to remove [Figure 3](#).



**WARNING:** Hold the control panel display after releasing it to avoid damaging the FFC.

Figure 2 UI control panel screws removal.



VLB620S\_4199



VLB620S\_4208

Figure 3 UI control panel and base separated.

### Replacement

Replacement is the reverse of the removal procedure.



## REP 3.1 Controller PWB

Parts List on [PL 3.05](#)



**CAUTION:** The serial number is stored and synchronized between the control panel display, controller PWB, and black toner cartridge. Always install these items individually. After installation of one of these items, switch on the machine, [GP 1](#), to allow the serial number to synchronize before proceeding to install the next part. Refer to [dC132](#) Machine Serial Number.

### Initial Actions

#### Pre-Removal Requirements

1. Check the UI control panel, if available, for any active faults. Resolve as required in the corresponding RAP.

#### Removal

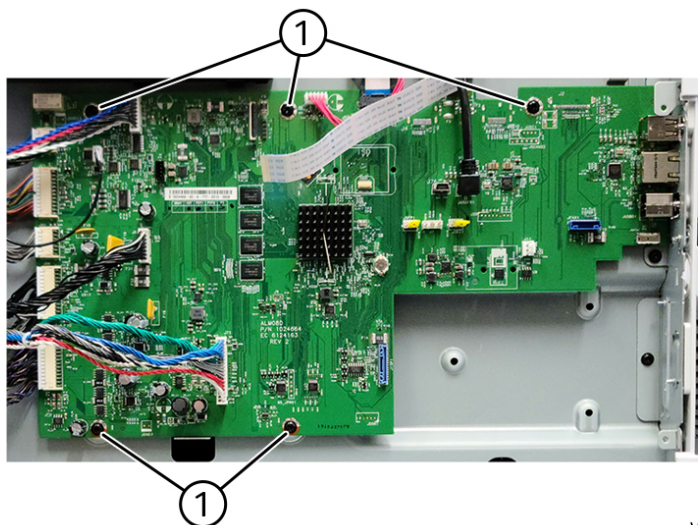


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove the right cover, [REP 28.4](#).
2. Disconnect all the cables from the controller PWB, then remove five screws (1) and two screws in the rear, [Figure 2](#)



VLB620S\_4214

**Figure 2 Controller PWB removal.**

3. Remove the controller PWB.



**CAUTION:** When removing and inserting the ribbon cables into the connector, take care not to damage the ends of the ribbon cables. Also, take notice of the lock orientation when removing to ensure the lock is correct after insertion.

### Replacement



**CAUTION:** The serial number is stored and synchronized between the control panel display, controller PWB, and black toner cartridge. Always install these items individually. After installation of one of these items, switch on the machine, **GP 1**, to allow the serial number to synchronize before proceeding to install the next part. Refer to **dC132** Machine Serial Number.

The replacement is the reverse of the removal procedure.

### Post—Replacement Requirements

Perform the following steps to return the machine to **Customer Mode** after installation of a new controller PWB.

1. Switch on the machine, **GP 10**.

**Note:** While the machine is booting up for the first time after the controller PWB replacement, encryption will initiate. Allow time for encryption to complete before the machine comes to **Ready**.

2. Enter Diagnostics, **GP 1**.
3. Enter **dC131** NVM Read/Write.
  - a. Enter the chain-link **[616–014]**, then change the value to **4** and save.
  - b. Exit Diagnostics, **GP 1**.
4. Restart the machine, **GP 10**.

## REP 10.1 Fuser

Parts List on [PL 10.10](#)

### Removal

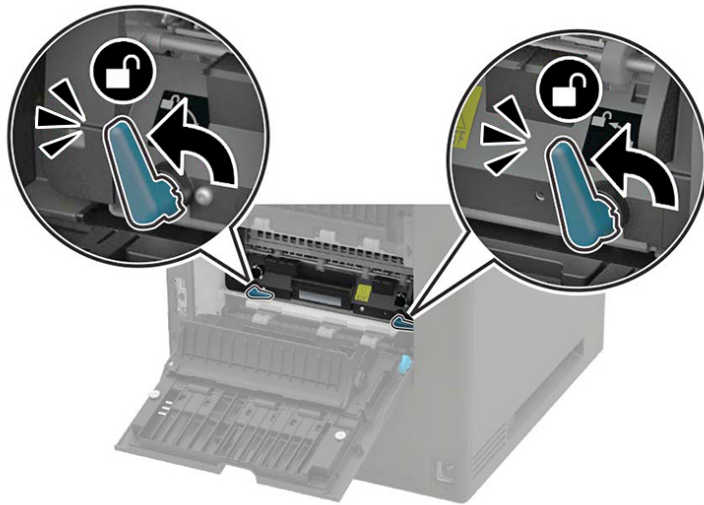


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



**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. For models using a hot roll type of fuser, remove the printhead access cover, [REP 60.1](#).
2. Open the rear door.
3. Rotate the latches to release, and then remove the fuser.



VLB625S\_4119

### Replacement

Replacement is the reverse of the removal procedure.

## REP 10.2 Fuser Drive Gear

Parts List on [PL 40.05](#)

### Removal

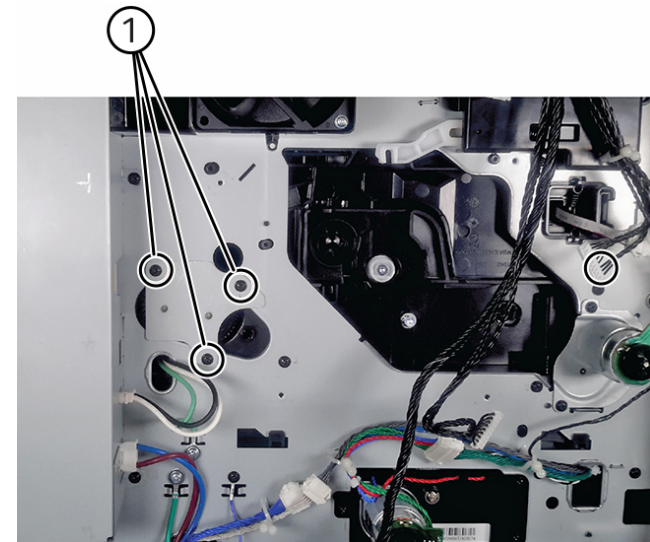


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**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. Remove the fuser, [REP 10.1](#).
2. Remove the left cover, [REP 28.1](#).
3. Remove the main motor drive, [REP 40.1](#).
4. Remove three screws (1), and then remove the drive gear.



VLB625S\_4120

### Replacement

Replacement is the reverse of the removal procedure.

## REP 10.3 Motor (exit/redrive)

Parts List on [PL 80.10](#)

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



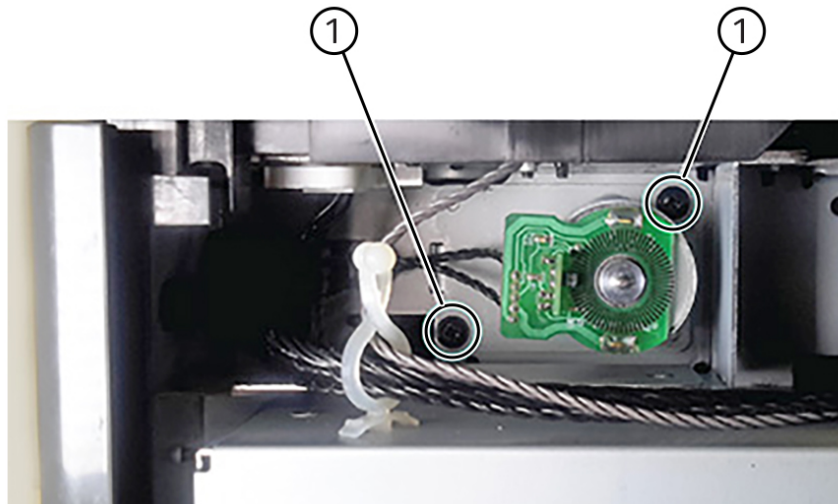
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Remove the left cover, [REP 28.1](#).
2. Remove two screws (1), and then release the motor.

**Note:** If the top cover is not removed yet, then the motor cannot be released.



2



VLB625S\_4229

3. Swing the motor to the right, and then disconnect the cable (2).

4. Remove the motor.

### Replacement

Replacement is the reverse of the removal procedure.

VLB625S\_4230



## REP 10.4 Upper Redrive

Parts List on [PL 80.10](#)

### Removal

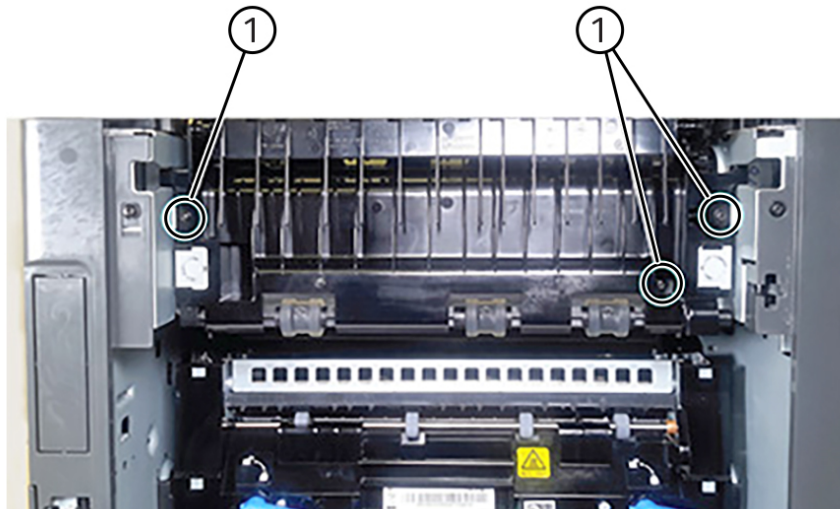


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



**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. Open the rear door.
2. Remove three screws (1), and then remove the redrive.



VLB625S\_4226

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.1 Left Cover

Parts List on [PL 28.10](#)

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**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. Open the front cover, then remove the screw (1), [Figure 1](#).

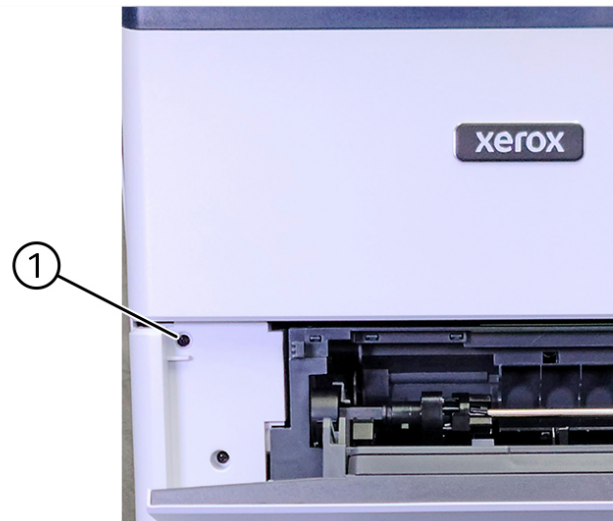
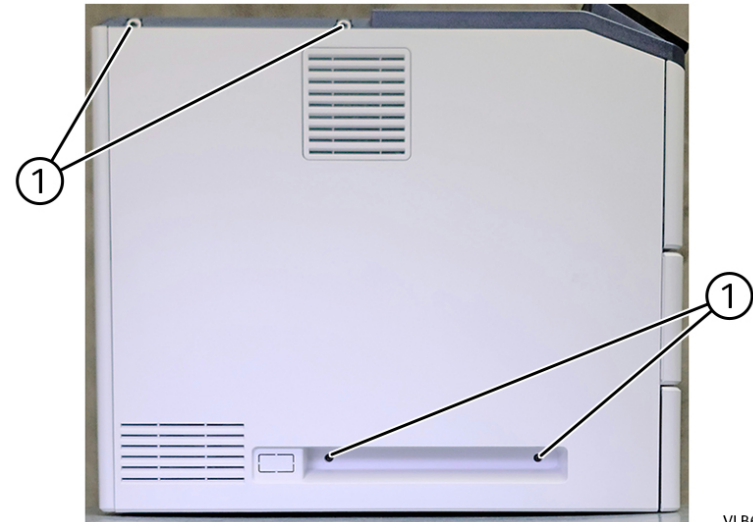


Figure 1 Front screw removal.

VLB620S\_4206

2. Remove four screws (1), then remove the left cover, [Figure 2](#).



VLB620S\_4205

Figure 2 Left cover removal

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.3 Right Inner Column Cover

### Removal

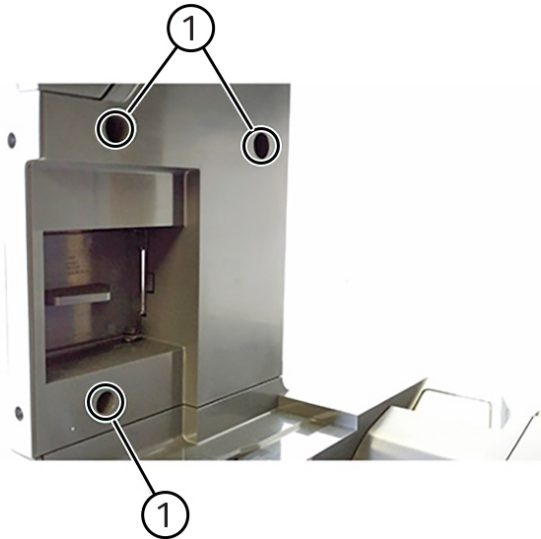


**WARNING:** Switch off the electricity to the machine, GP 10 . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



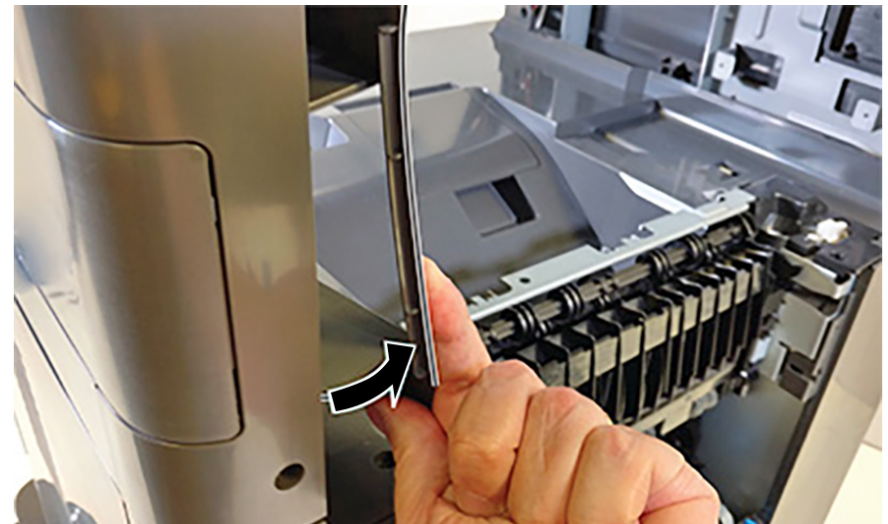
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. From the inner right side, remove three screws (1).



VLB625S\_4240

2. Release the rear side of the cover.



VLB625S\_4241

3. Release the front side of the cover.



VLB625S\_4242

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.4 Right Cover

Parts List on [PL 28.10](#)

### Removal

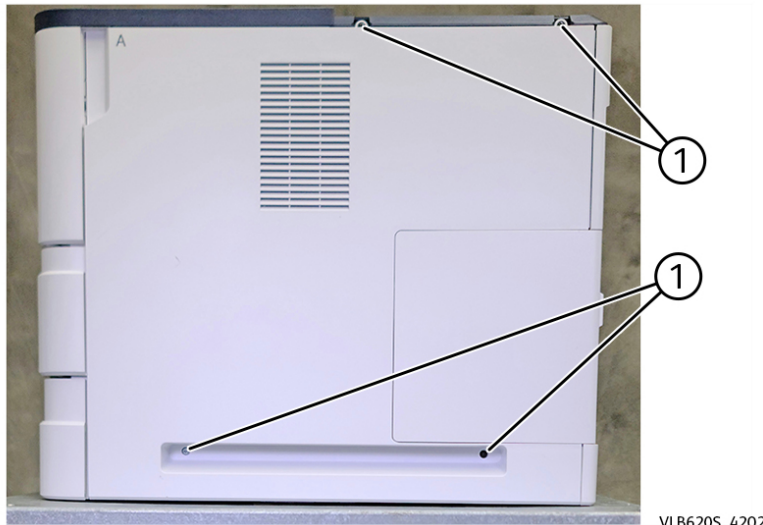


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



**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. Remove four screws (1), [Figure 1](#).



VLB620S\_4202

Figure 1 Left cover screws removal.

2. Remove the controller PWB access door screw (2), [Figure 2](#).



VLB620S\_4166

Figure 2 Controller PWB access door screw.

3. Remove the right cover.

### Replacement

Replacement is the reverse of the removal procedure.



## REP 28.5 Right Outer Column Cover

### Removal

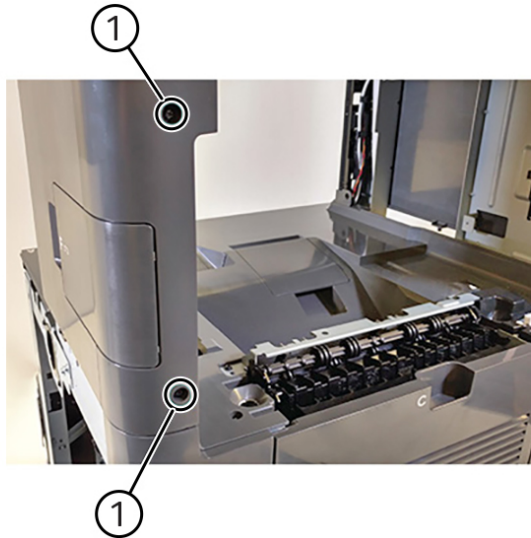


**WARNING:** Switch off the electricity to the machine, GP 10 . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



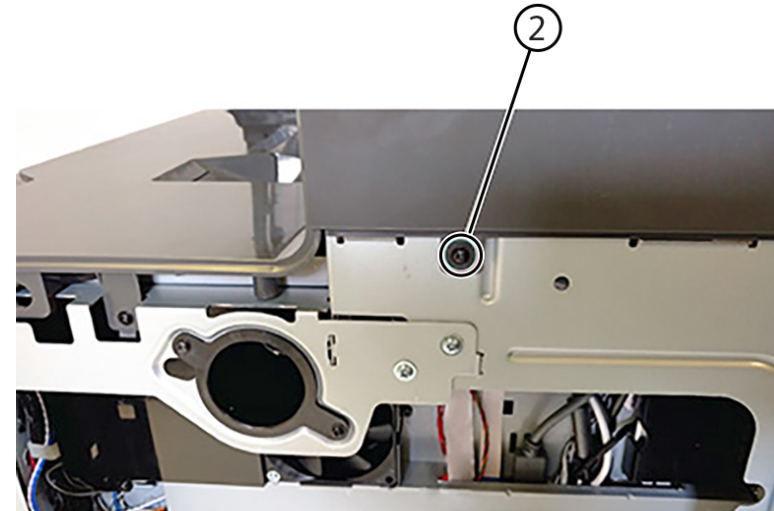
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Remove the right cover, REP 28.4.
2. Remove two screws (1).



VLB625S\_4243

3. Remove the screw (2).



VLB625S\_4244

4. Remove the cover.



VLB625S\_4245

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.6 Front Door Bracket

Parts List on [PL 28.10](#)

### Removal

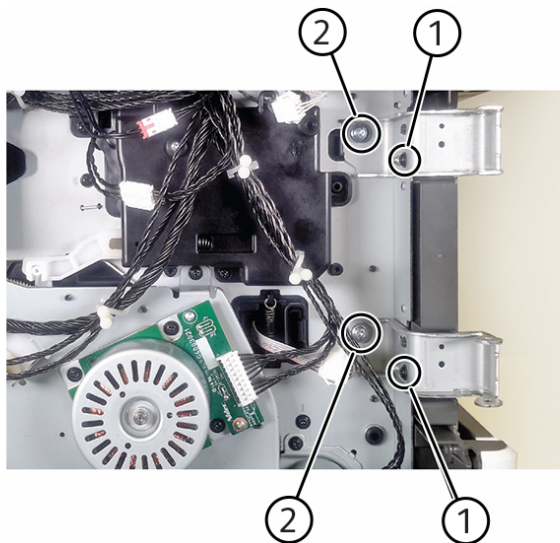


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



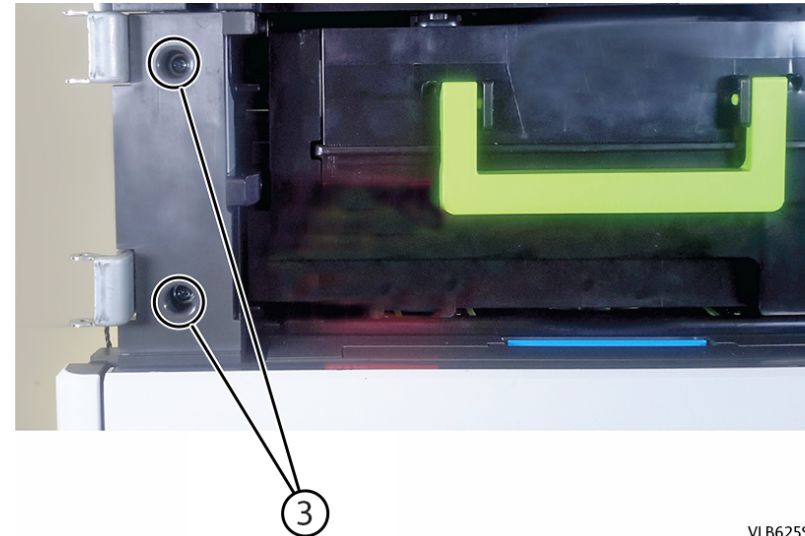
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Remove the left cover, [REP 28.1](#).
2. Loosen two screws (1), and then remove the two screws (2).



VLB6255\_4116

3. Remove two screws (3).



VLB6255\_4117

4. Remove the bracket. Installation warning: Make sure that the screws are not overtightened.

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.7 Front Door

Parts List on [PL 28.10](#)

### Removal

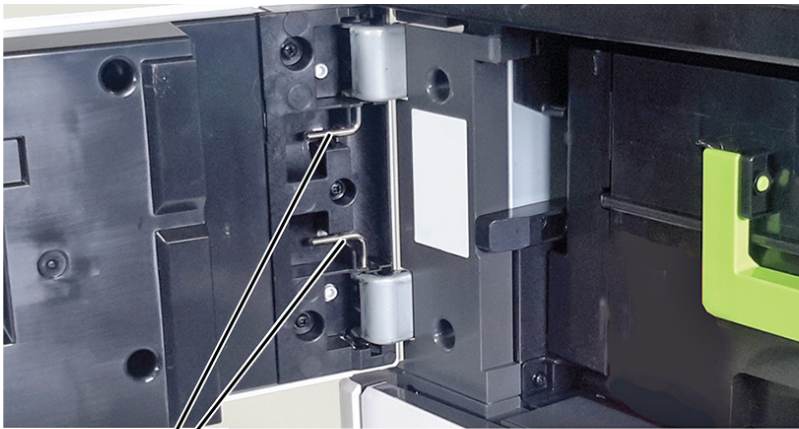


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



**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. Open the front door.
2. Swing the front door pins (1) inward to release, and then remove them.



1

VLB625S\_4115

3. Remove the door.

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.8 Inner Left Cover

Parts List on [PL 28.10](#)

### Removal

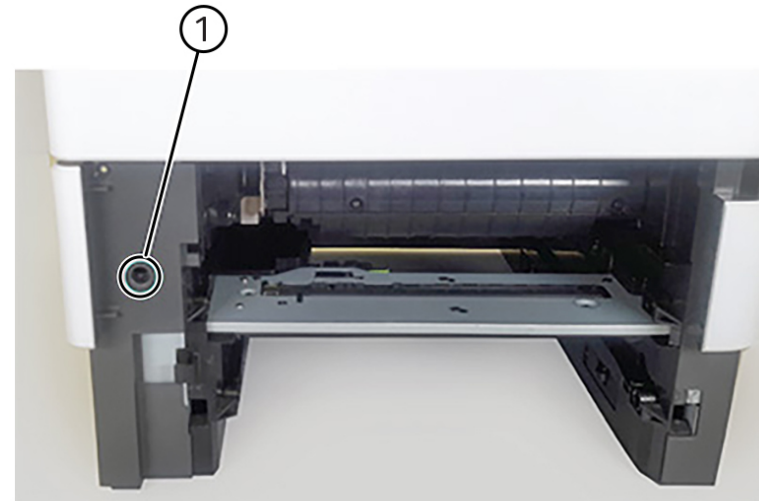


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



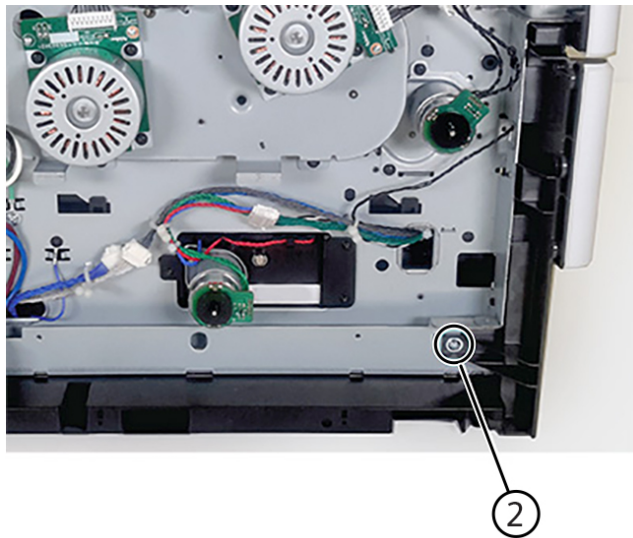
**CAUTION:** Static electricity may damage electrical parts. Always wear a wrist band during servicing. If a wrist band is not available, touch some metallic parts before servicing to discharge the static electricity.

1. Remove tray 1.
2. Remove the duplex/MPF tray, [REP 70.2](#).
3. Remove the left cover, [REP 28.1](#).
4. Remove the screw (1).



VLB625S\_4181

5. From the left side, remove the screw (2), and then remove the cover.



VLB625S\_4182

### Replacement

Replacement is the reverse of the removal procedure.

## REP 28.9 Bin Cover

### Removal

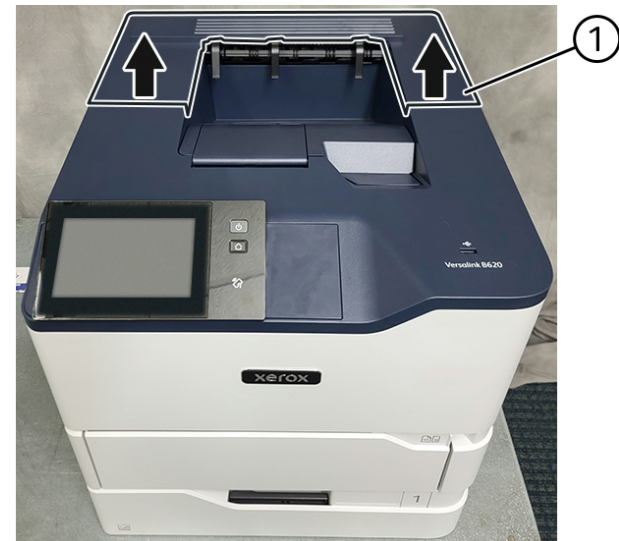


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



**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. Remove the top cover, Figure 1.

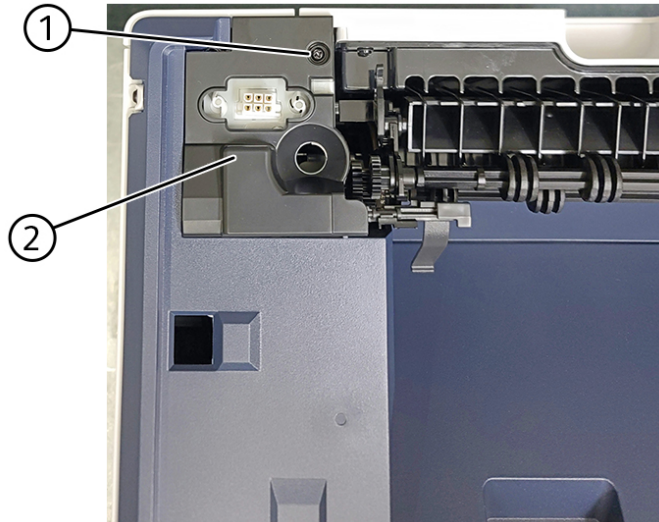


VLB620S\_4200

Figure 1 Top cover removal.

2. Remove the left cover, REP 28.1.
3. Remove the right cover, REP 28.4.
4. Open the rear door, PL 28.10 item 1.
5. Remove the upper redrive, REP 80.6.
6. Remove the screw (1), then remove the full bin sensor cover (2), Figure 2.

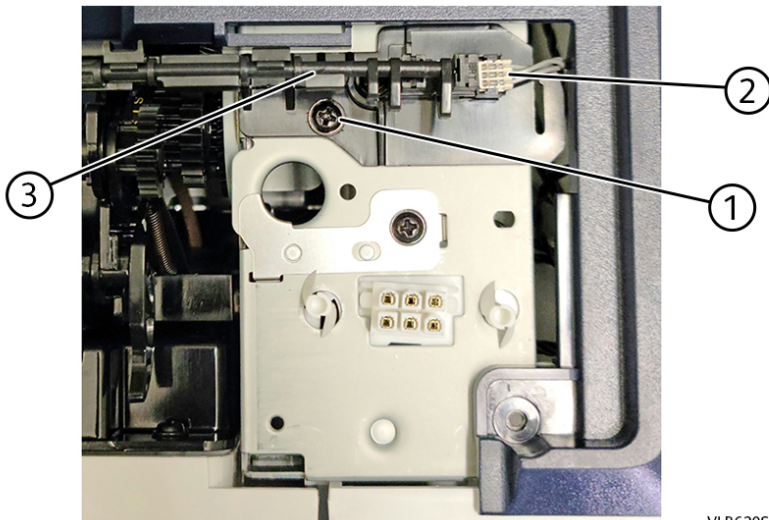




VLB620S\_4210

**Figure 2 Full bin sensor cover removal.**

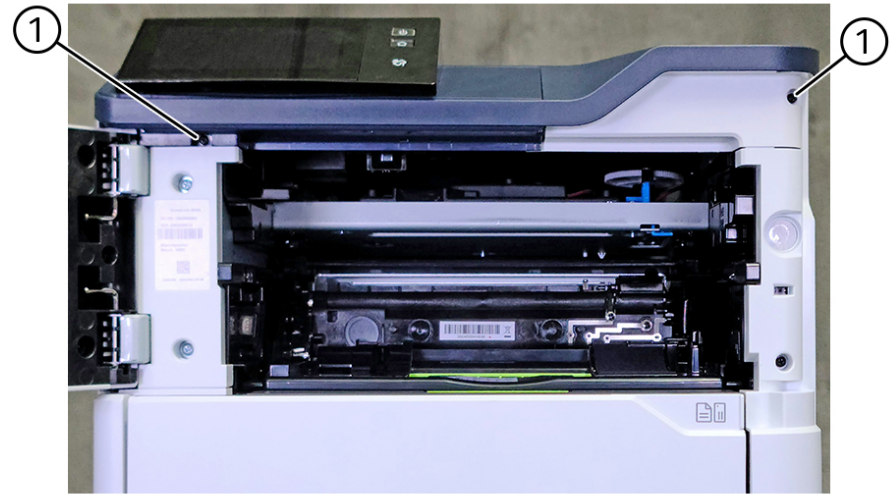
7. Remove the screw (1), disconnect the connector (2), then remove the bin full sensor (3), [Figure 3](#).



VLB620S\_4209

**Figure 3 Full bin sensor removal.**

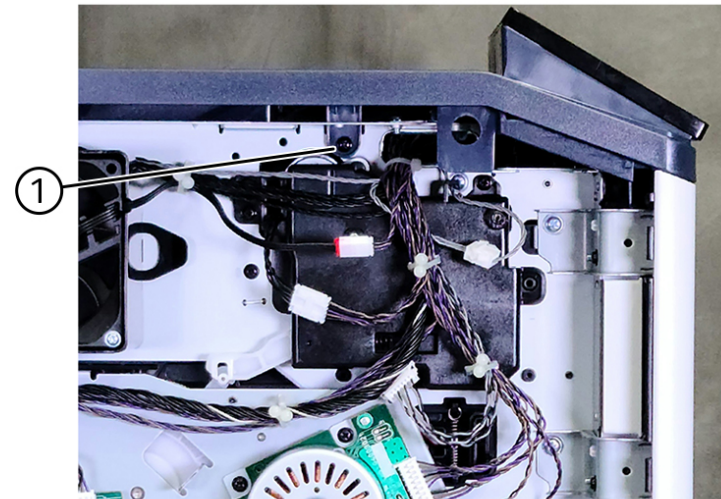
8. Remove the bin cover:
- a. Remove two front cover screws (1), [Figure 4](#).



VLB620S\_4207

**Figure 4 Front cover screws removal.**

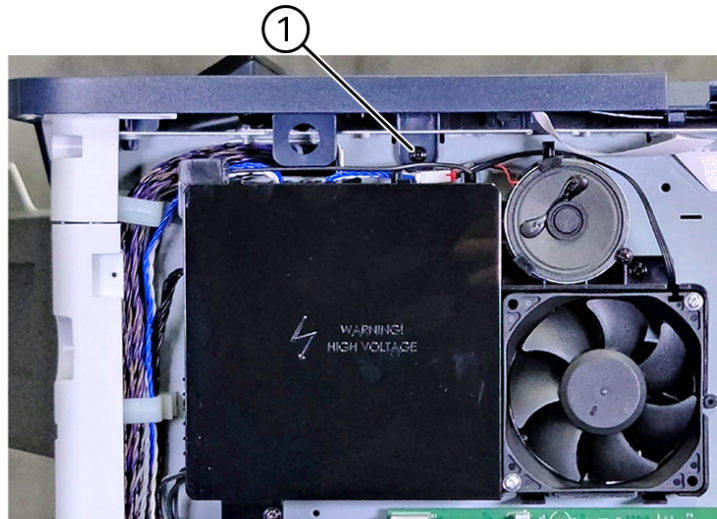
- b. Remove the left inner screw (1), [Figure 5](#).



VLB620S\_4213

**Figure 5 Left inner screw removal.**

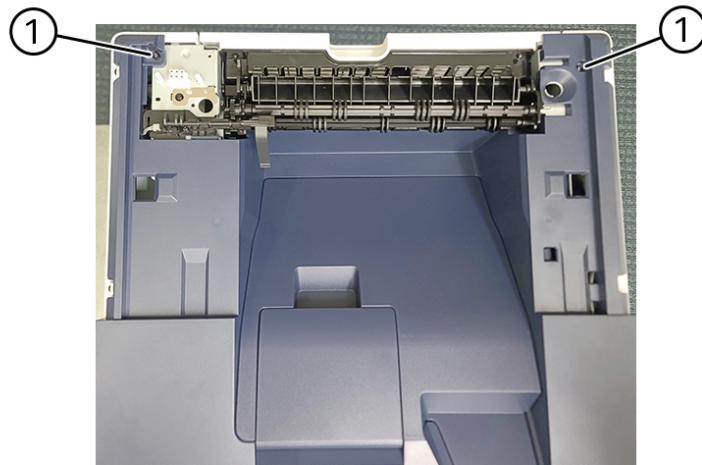
- c. Remove the right inner screw (1), [Figure 6](#).



VLB620S\_4212

**Figure 6** Right inner screw removal.

- d. Remove two screws (1), then lift the bin cover from the machine, [Figure 7](#)



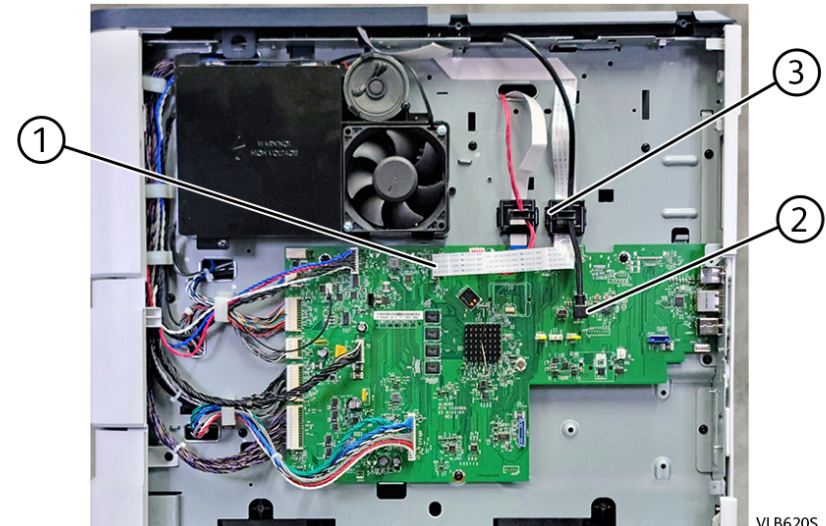
VLB620S\_4211

**Figure 7** Screws removal

- e. Disconnect the UI ribbon cable from the controller PWB (1), disconnect the USB connector (2), release the holder from the frame (3), then carefully release the UI ribbon cable from the holder, [Figure 8](#).



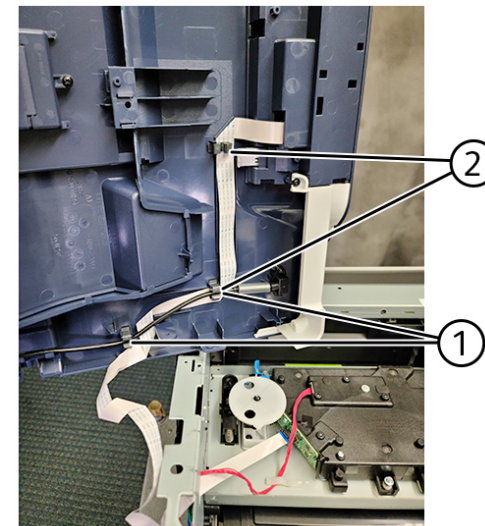
**CAUTION:** The UI ribbon cable is attached to the frame with double sided tape. Use extreme caution not to cause damage when detaching the UI ribbon cable.



VLB620S\_4201

**Figure 8** UI ribbon cable release.

- f. Disconnect the USB cable from the bin cover and remove from the cable harness guides, [Figure 9](#).



VLB620S\_4217

**Figure 9** Cables from harness guides removal

- g. Remove the bin cover.



## Replacement

Replacement is the reverse of the removal procedure.

## REP 28.10 Rear Door

### Removal

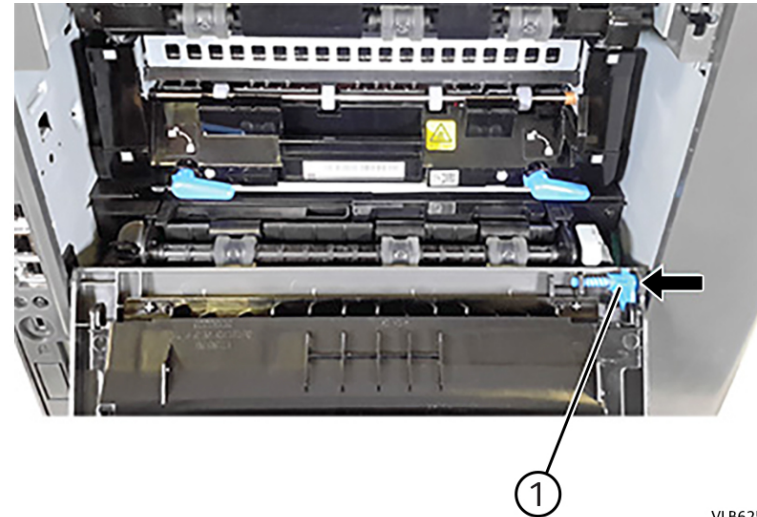


**WARNING:** Switch off the electricity to the machine, GP 10 . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Open the rear door.
2. Press the latch (1) to release the hinge, and then remove the door.



VLB625S\_4225

## REP 28.11 Rear Cover

### Removal

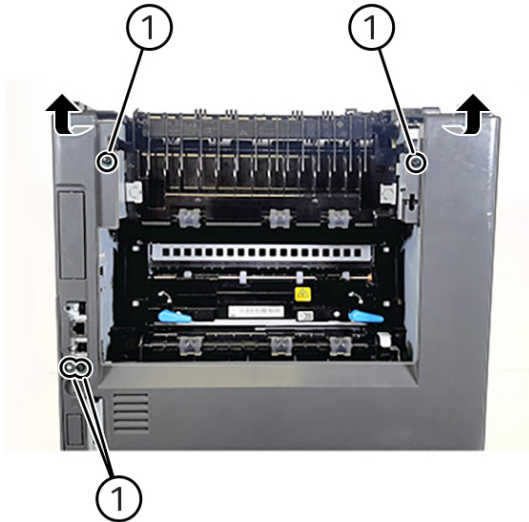


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Remove the rear door. See [REP 28.10](#).
2. Remove the four screws (1).



VLB625S\_4220

3. Gently pull the top and middle section of the cover to release, and then remove the cover.

## REP 40.1 Main Motor Drive

### Removal

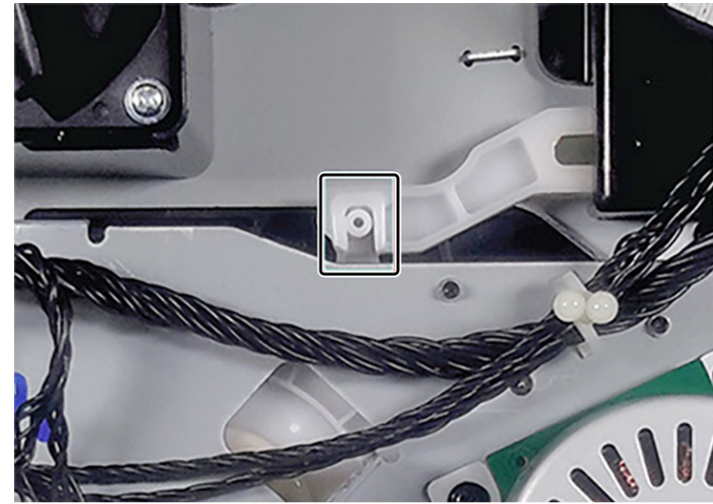


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.

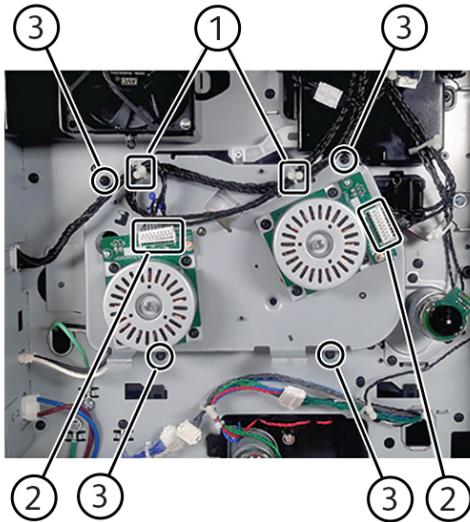


Figure 1 ESD Symbol

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the left cover. See [REP 28.1](#).
3. Release the cables from the cable holders (1), and then disconnect the two cables (2).
4. Remove the four screws (3), and then remove the motor drive.



VLB6255\_4210



VLB6255\_4209

Installation warning: Make sure that the imaging unit is not reinstalled before the main motor drive Installation warning: Make sure that the motor actuator and lever are properly engaged.

## REP 40.2 Toner Cartridge Drive

### Removal

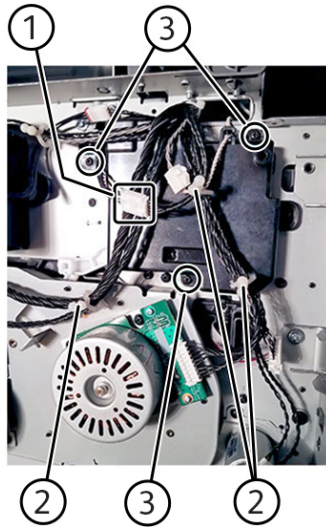


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



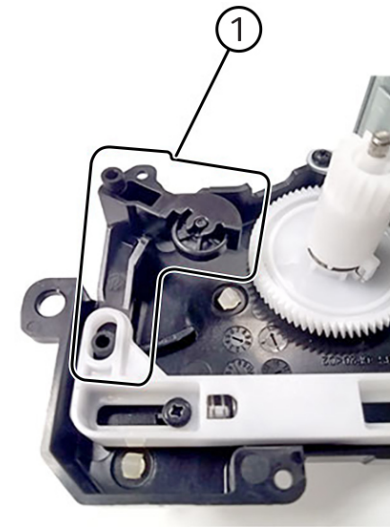
Figure 1 ESD Symbol

1. Remove the toner cartridge.
2. Remove the left cover. See [REP 28.1](#).
3. Disconnect the connector (1), release the cables from the three cable clamps (2), and then remove the three screws (3).



VLB6255\_4275

Installation note: Make sure that the lever (1) is properly installed before installing the toner cartridge drive.



VLB6255\_4276

## REP 40.3 Motor MPF

### Removal

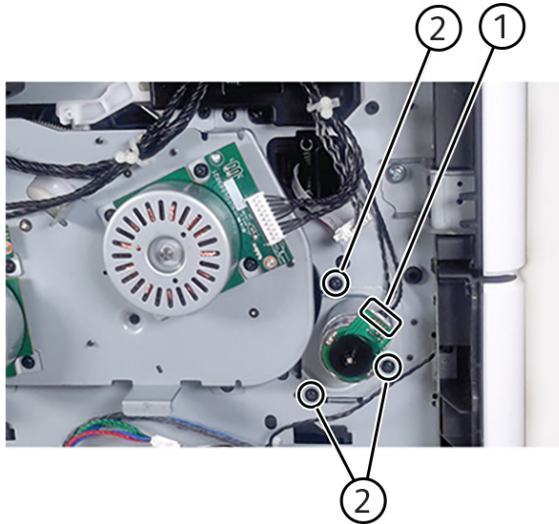


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Remove the left cover. See [REP 28.1](#).
2. Disconnect the cable (1), and then remove the three screws (2).



VLB625S\_4214

3. Remove the motor.

## REP 60.1 Print Head

### Removal



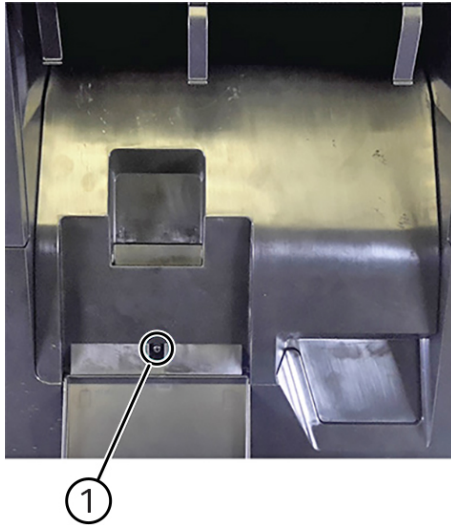
**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

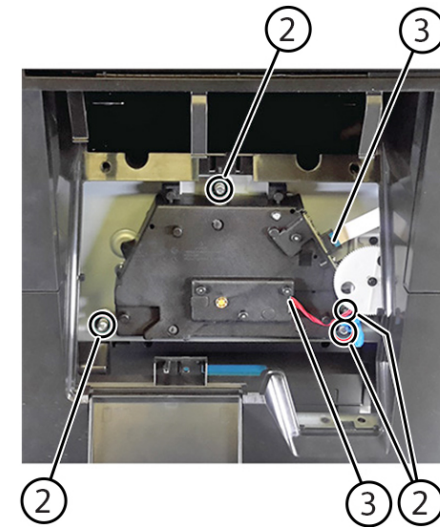
1. Remove the right cover. See [REP 28.4](#).
2. Remove the screw (1) under the bin extender, and then remove the printhead access cover.

**Note:** For models using a hot roll type of fuser, the cover can be removed immediately (no screw to be removed) by lifting it.



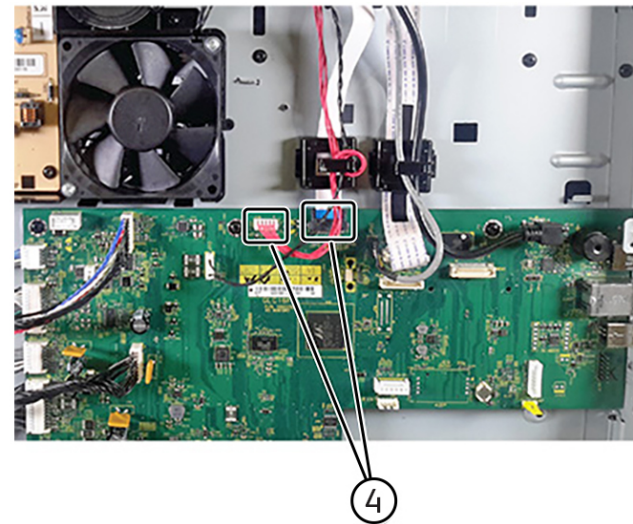
VLB625S\_4185

3. Remove the four screws (2), and then disconnect the two cables (3).



VLB625S\_4186

4. Disconnect the two cables (4) from the controller board.



VLB625S\_4187

5. Remove the printhead. Installation note: Make sure that the printhead is aligned first before tightening the screws. See [ADJ 90.3](#).



## REP 60.2 Main Fan

### Removal

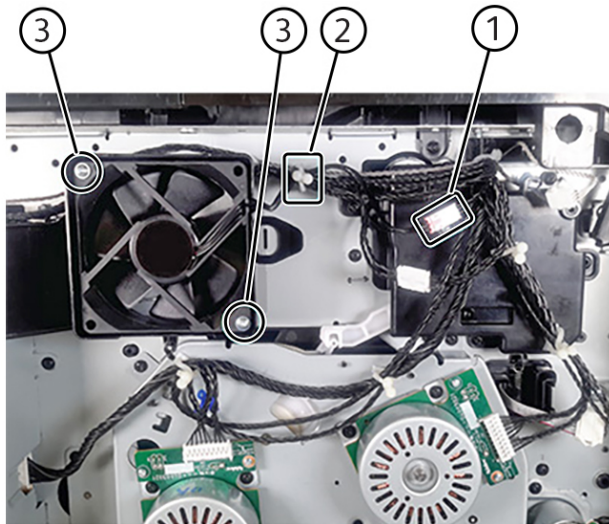


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Remove the left cover. See [REP 28.1](#).
2. Disconnect the cable (1), and then release it from its holder (2).
3. Remove the two screws (3), and then remove the fan.



VLB6255\_4208

## REP 60.3 Cartridge Fan

### Removal

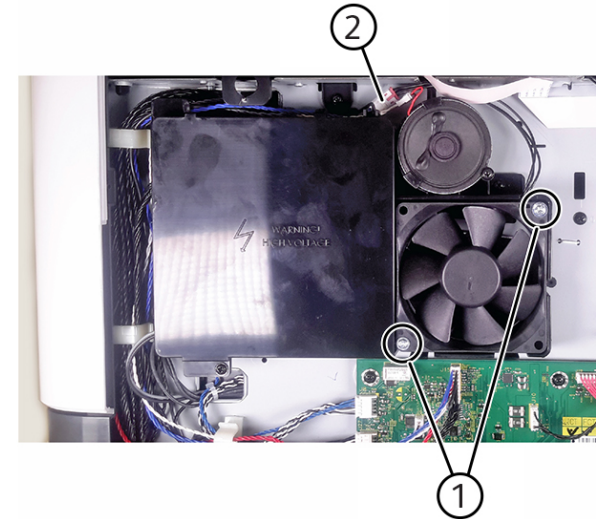


**WARNING:** Switch off the electricity to the machine, [GP 10](#) . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Remove the right cover. See [REP 28.4](#).
2. Remove the two screws (1), and then disconnect the cable (2).



VLB6255\_4092

3. Remove the fan.

## REP 70.1 Paper Size Sensor

Parts List on [PL 70.15](#)

### Removal

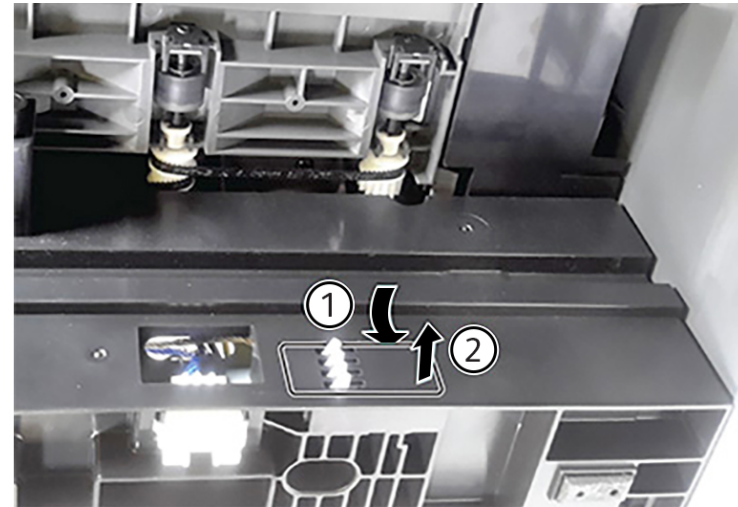


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



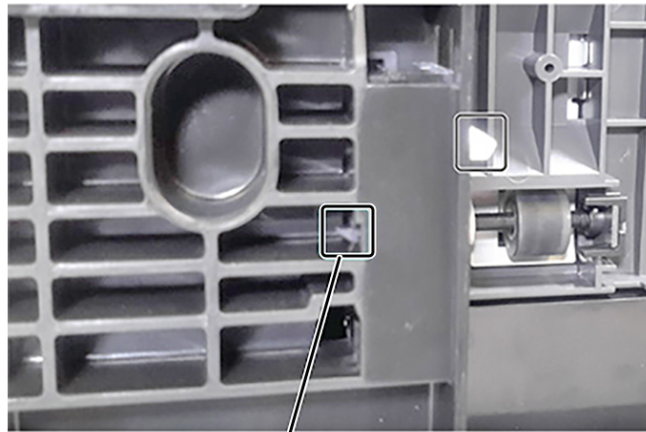
Figure 1 ESD Symbol

1. Remove all optional trays from the printer.
2. Remove tray 1.
3. To access the bottom, lay the printer on its back on a sturdy surface.
4. Release the paper size sensor cover using a flat screwdriver, and then remove it.



VLB625S\_4259

5. Release the sensor latch (1), and then release the sensor from the frame.



1

VLB625S\_4260

6. Disconnect the sensor cable, and then remove the sensor.

## REP 70.2 Duplex/MPF Tray

### Removal

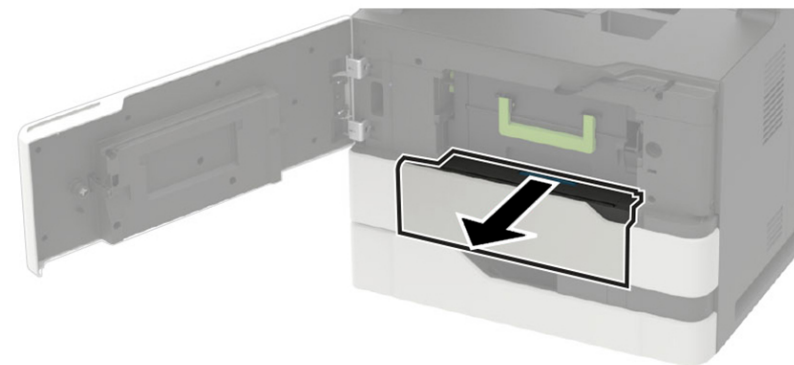


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Open the front door.
2. Press the handle, and then pull out the duplex/MPF tray.



VLB625S\_4103

## REP 70.3 Pick Roller

### Removal

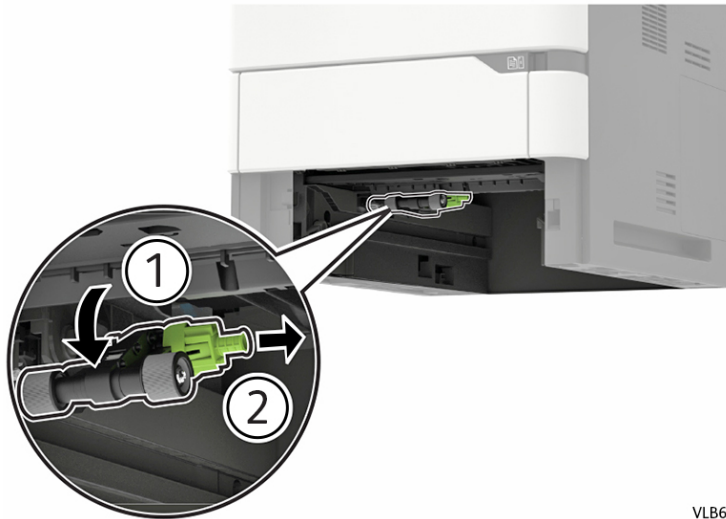


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove tray 1.
2. Remove the pick roller.



VLB625S\_4294

## REP 70.4 Optional Tray Drive Gear

### Removal

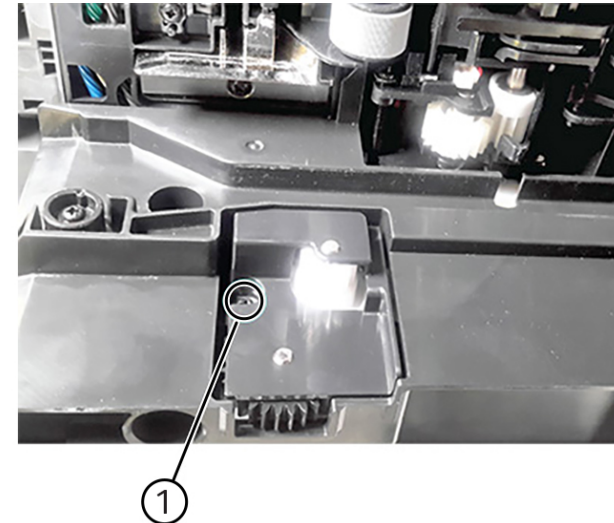


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove tray 1.
2. Remove the screw (1), and then remove the drive gear and cover.



VLB625S\_4183

3. Remove the gears from the gear cover.

## REP 70.5 Optional 550-Sheet Tray

### Removal

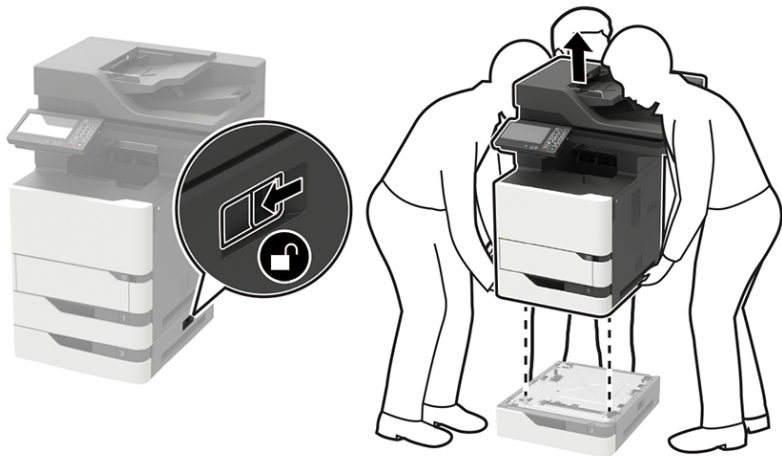


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Press the latch to unlock.
2. Lift the printer or optional tray above the 550-sheet tray, and then separate the 550-sheet tray.



VLB625S\_4019

## REP 70.6 Optional 550-Sheet Tray Left Cover

### Removal

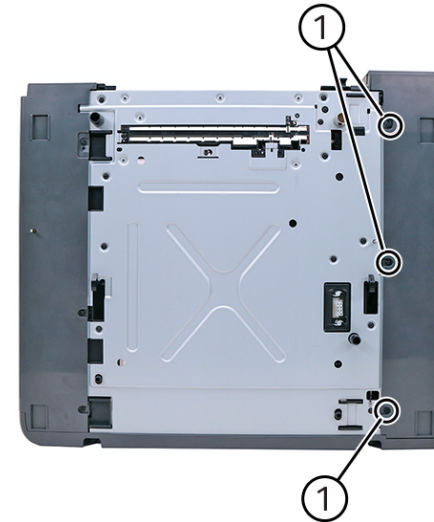


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

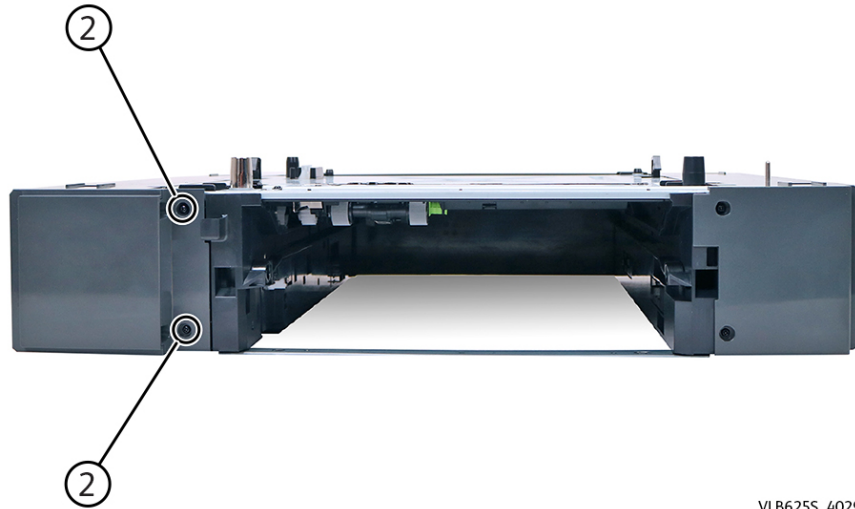
1. Remove the tray insert.
2. From the top side, remove the three screws (1).



VLB625S\_4048

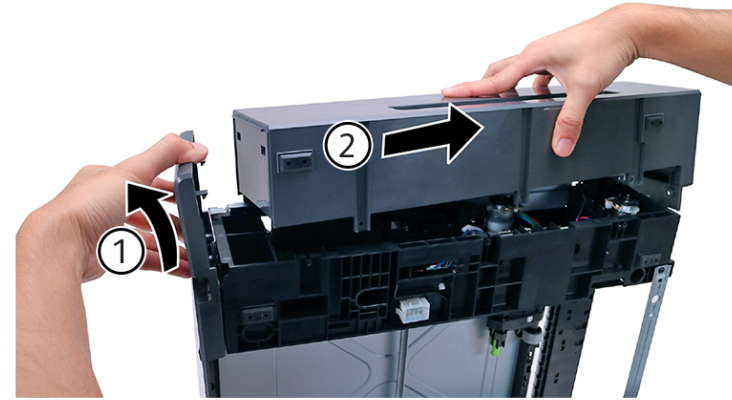
3. From the front side, remove the two screws (2).



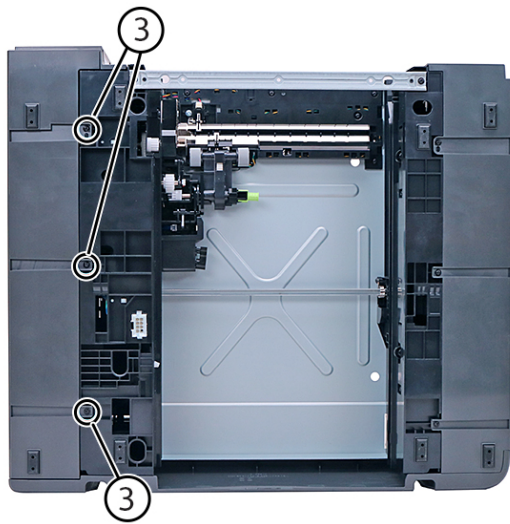


VLB625S\_4029

4. From the bottom side, remove the three screws (3).



VLB625S\_4043



VLB625S\_4023

5. Slightly pull the rear cover to release, and then remove the left cover.

## REP 70.7 Optional 550-Sheet Tray Right Cover

### Removal

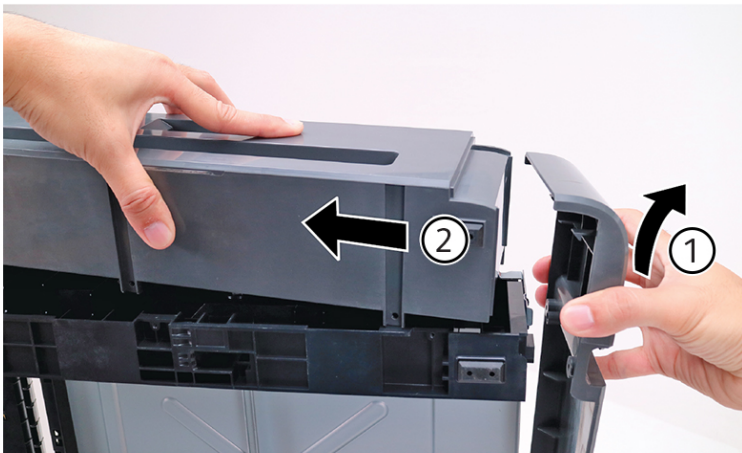


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



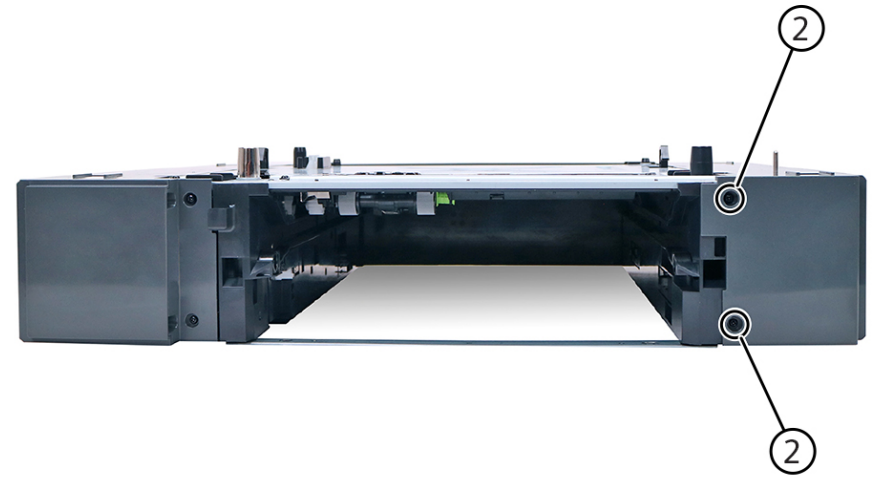
Figure 1 ESD Symbol

1. Remove the tray insert.
2. From the top side, remove the three screws (1).



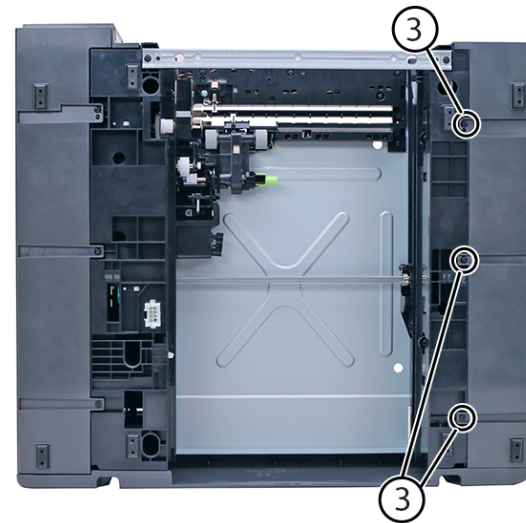
VLB625S\_4044

3. From the front side, remove the two screws (2).



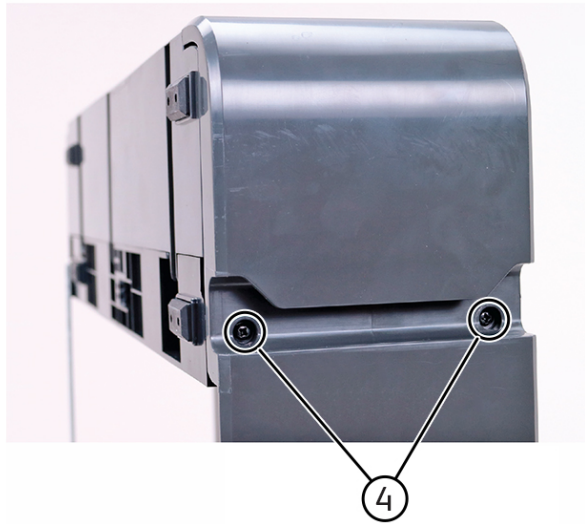
VLB625S\_4030

4. From the bottom side, remove the three screws (3).



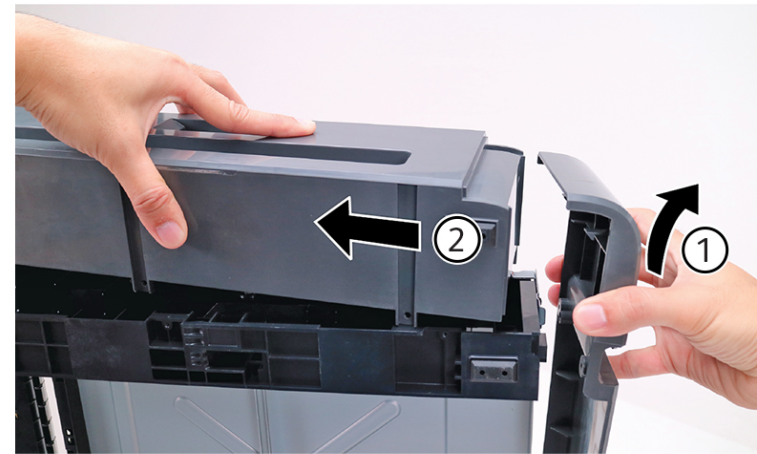
VLB625S\_4024

5. From the rear side, remove the two screws (4).



VLB625S\_4046

6. Pry the top and bottom tabs to release the cover.



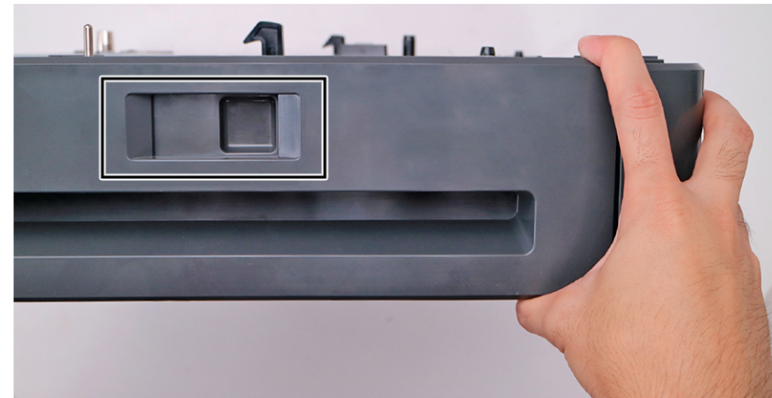
VLB625S\_4044

Installation note: When installing the right cover, make sure that the latch is positioned as shown. After installation, make sure that the latch is working



VLB625S\_4025

7. Slightly pull the rear cover to release, and then remove the right cover.



VLB625S\_4047



## REP 70.8 Optional 550-Sheet Tray Rear Cover

### Removal

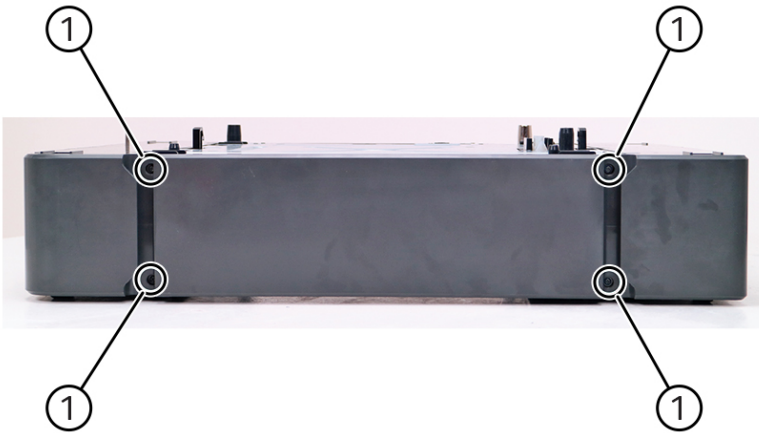


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove the tray insert.
2. Remove the four screws (1), and then remove the cover.



VLB625S\_4045

## REP 70.9 Optional 550-Sheet Tray Front Cover

### Removal

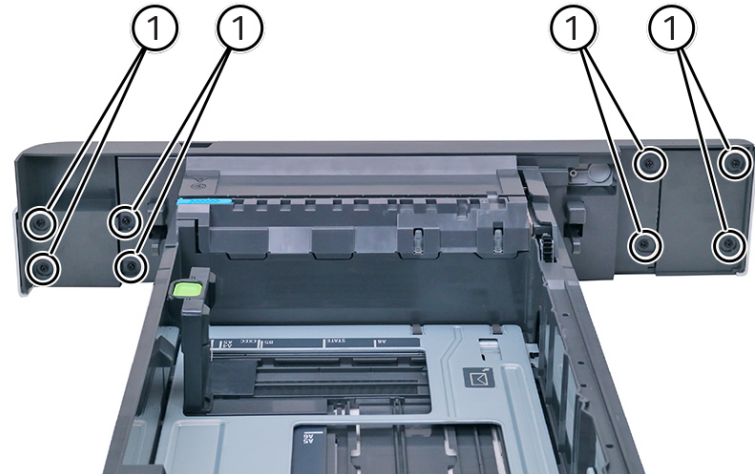


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



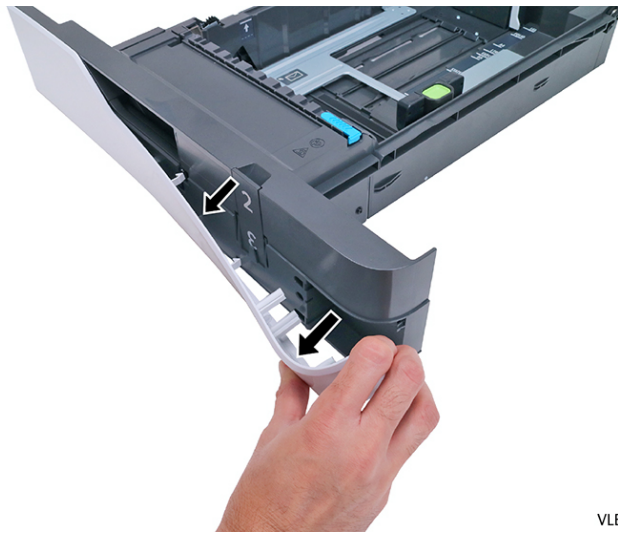
Figure 1 ESD Symbol

1. Remove the tray insert.
2. Behind the cover, remove the eight screws (1).



VLB625S\_4052

3. Remove the cover.



VLB625S\_4053

## REP 70.12 Optional 2100-Sheet Tray Removal

### Removal

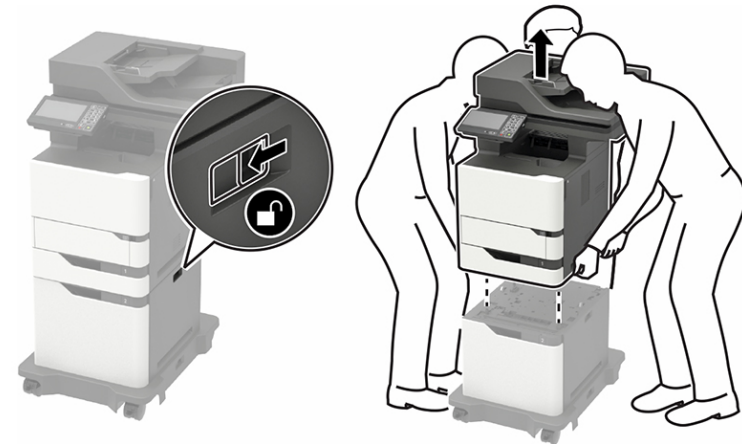


**WARNING:** Switch off the electricity to the machine, GP 10 . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Press the latch to unlock.
2. Lift the printer or optional tray above the 2100-sheet tray, and then separate the 2100-sheet tray.



VLB625S\_4145

## REP 70.13 Optional 2100-Sheet Tray Insert

### Removal



**WARNING:** Switch off the electricity to the machine, GP 10 . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Fully extend the tray, and then press the left and right latches to release it.



VLB625S\_4147

2. Remove the tray insert.

## REP 70.14 Optional 2100-Sheet Tray Rear Cover

### Removal

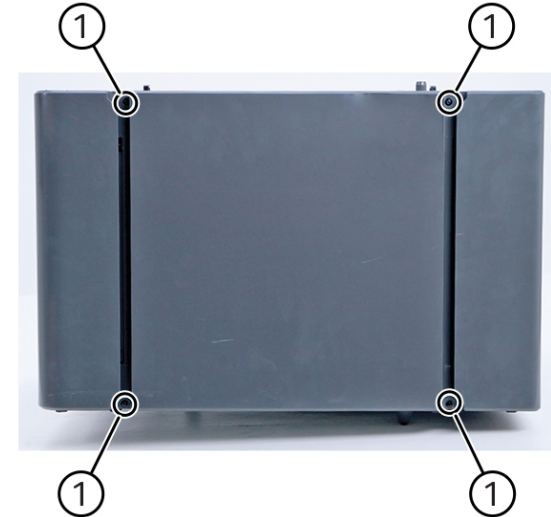


**WARNING:** Switch off the electricity to the machine, GP 10 . Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



Figure 1 ESD Symbol

1. Remove the four screws (1).



VLB625S\_4138

2. Remove the cover.

## REP 70.15 Optional 2100-Sheet Tray Left Cover

### Removal

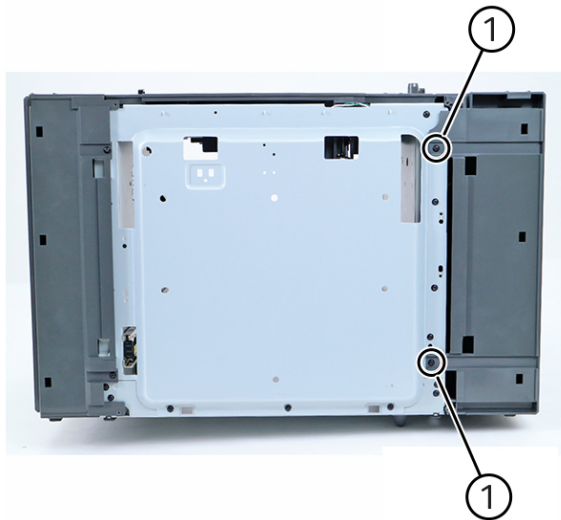


**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. From the rear side, remove the two screws (1).



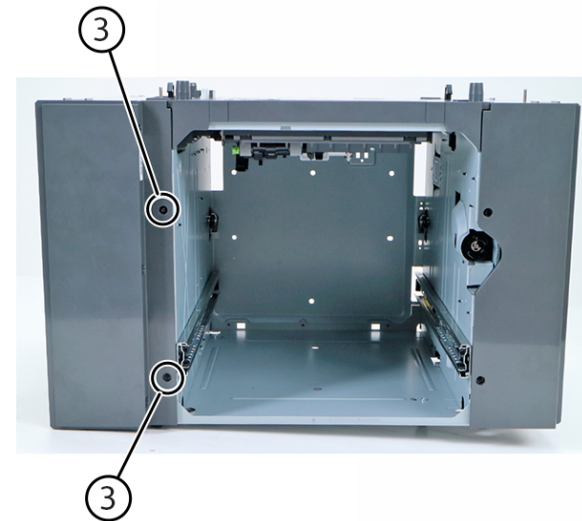
VLB625S\_4129

4. From the top side, remove the two screws (2).



VLB625S\_4130

5. From the front side, remove the two screws (3).



VLB625S\_4131

6. Remove the cover.

## REP 70.16 Optional 2100-Sheet Tray Right Cover

### Removal

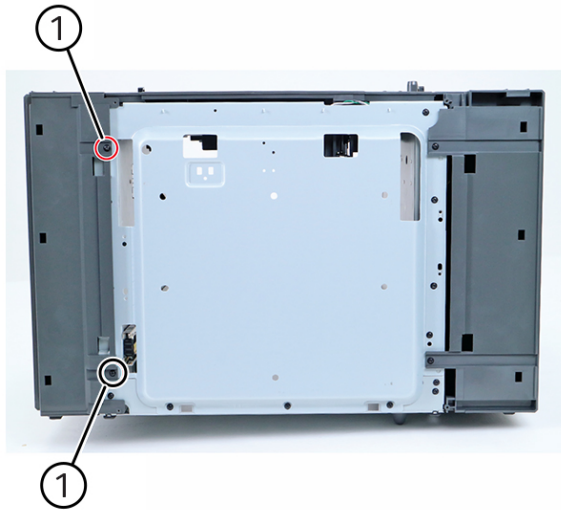


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



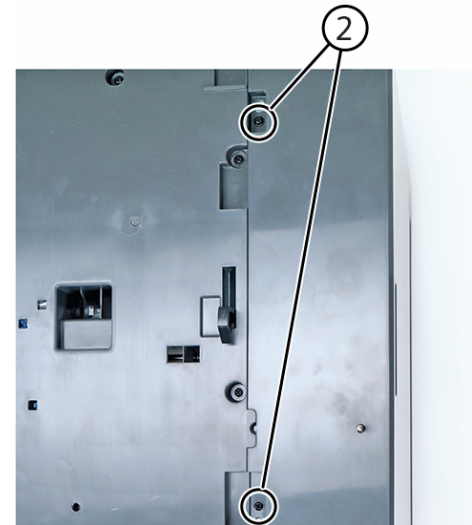
Figure 1 ESD Symbol

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.15](#).
3. From the rear side, remove the two screws (1).



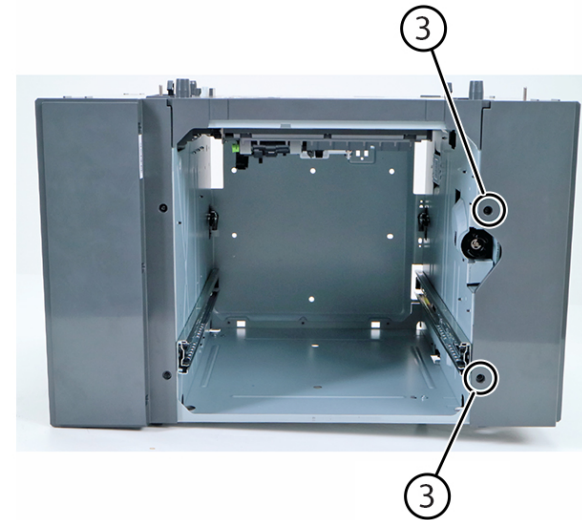
VLB625S\_4139

4. From the top side, remove the two screws (2).



VLB625S\_4140

5. From the front side, remove the two screws (3).

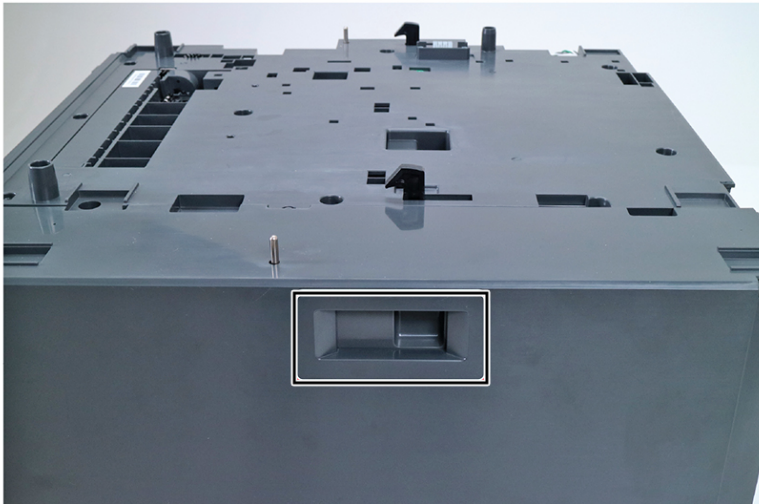


VLB625S\_4141

6. Remove the cover.

Installation note: When installing the right cover, make sure that the latch is positioned as shown.





VLB6255\_4142

## REP 80.1 Paper Feeder

### Removal

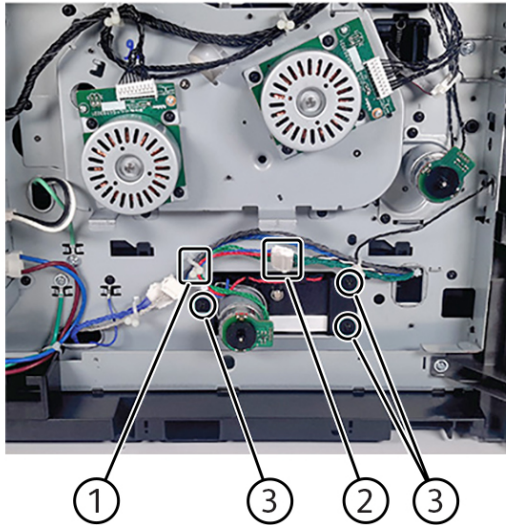


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove tray 1, and then remove the pick roller. See [REP 70.3](#).
2. Remove the left cover. See [REP 28.1](#).
3. Release the cable holder (1), and then disconnect the cable (2).
4. Remove the three screws (3), and then remove the paper feeder.



VLB625S\_4213

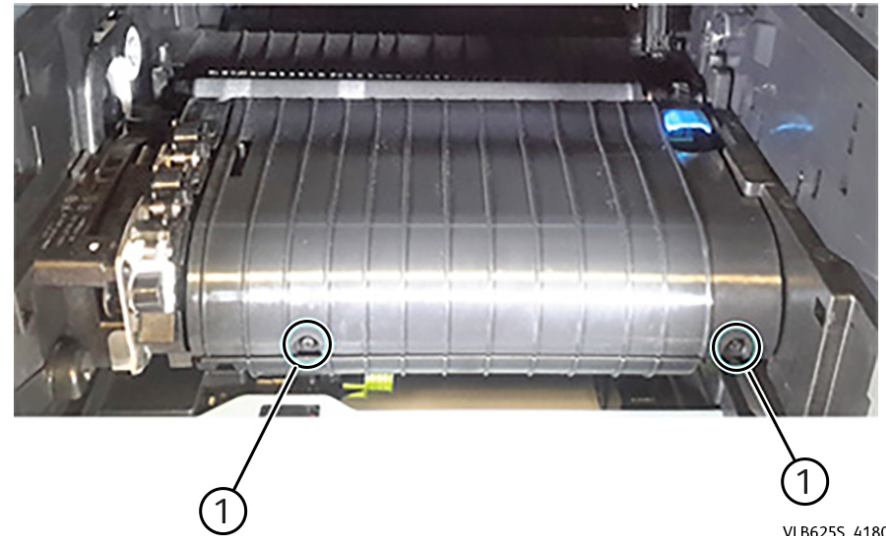
## REP 80.2 Inner Guide Deflector

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the duplex/MPF tray. See [REP 70.2](#).
3. Remove the two screws (1), and then remove the deflector.



VLB625S\_4180

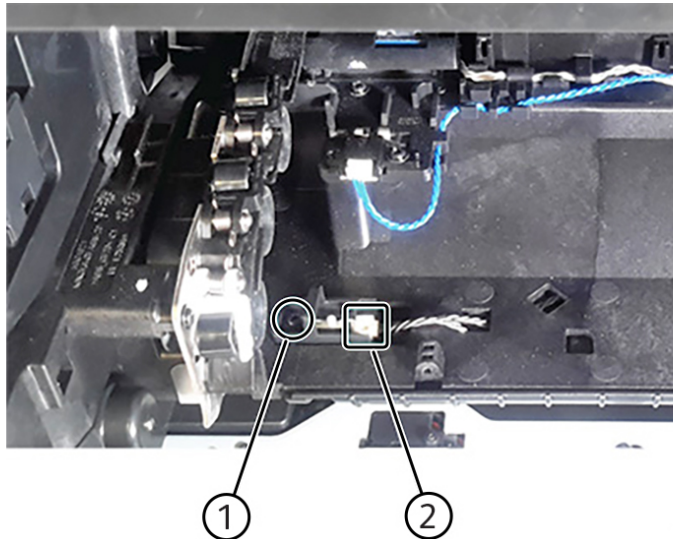
## REP 80.3 Sensor (duplex interlock)

### Removal



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the duplex/MPF tray. See [REP 70.2](#).
3. Remove the inner guide deflector. See [REP 80.2](#).
4. Remove the screw (1), and then disconnect the sensor cable (2).



VLB625S\_4256

5. Remove the sensor.

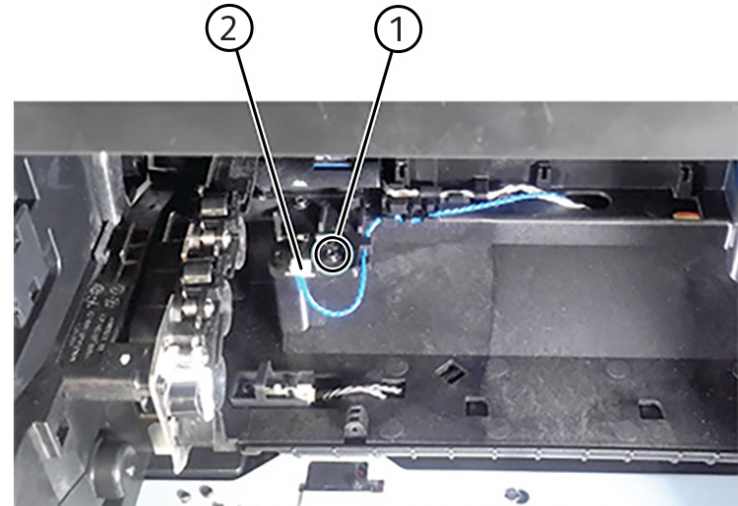
## REP 80.4 Sensor (input)

### Removal



**WARNING:** Switch off the electricity to the machine, **GP 10**. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the duplex/MPF tray. See [REP 70.2](#).
3. Remove the inner guide deflector. See [REP 80.2](#).
4. Remove the screw (1), and then disconnect the sensor cable (2).



VLB625S\_4258

5. Remove the sensor.



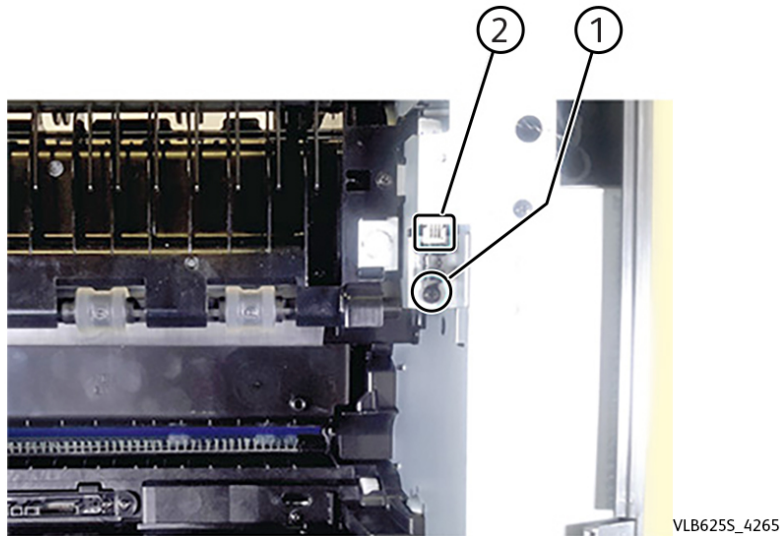
## REP 80.5 Sensor (rear door interlock)

### Removal



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Remove the rear door. See REP 28.10.
2. Remove the rear cover. See REP 28.11.
3. Remove the screw, and then disconnect the sensor cable (2).



4. Remove the sensor.

## REP 80.6 Upper Redrive

### Removal



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the rear door.
2. Remove three screws (1), then remove the redrive (2), Figure 1.

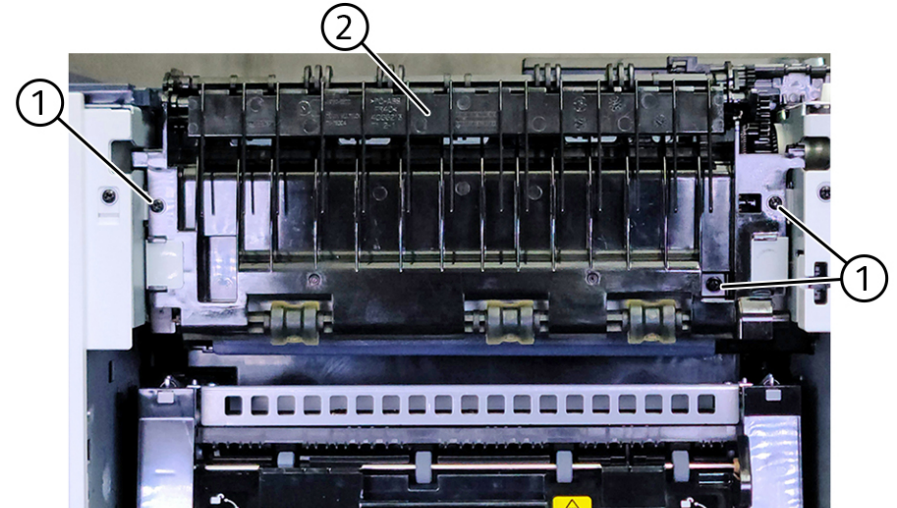


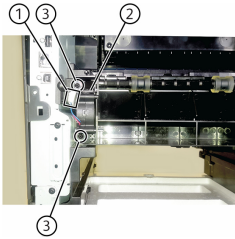
Figure 1 Redrive removal

## REP 80.7 MPF/Duplex Motor

Parts List on [PL 80.05](#)

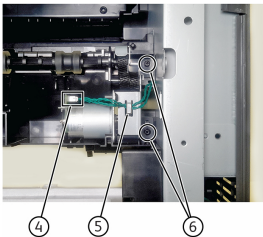
### Removal

1. Remove the rear door. See [REP 28.10](#).
2. Remove the rear cover. See [REP 28.11](#).
3. Disconnect the cable (1), and then release it from its holder (2).
4. Remove the two screws (3).



VLB6255\_4101

5. Disconnect the cable (4), and then release it from its guide (5).
6. Remove the two screws (6), and then remove the motor. **Warning—Potential Damage:** Make sure that the motor cables are disconnected before removing the motor.



VLB6255\_4102

## REP 80.8 Duplex Pinch Roller

Parts List on [PL 80.05](#)

### Removal

1. Remove the rear door. See [REP 28.10](#)
2. Remove the five screws (1), and then remove the paper guide.
3. Place the paper guide over.
4. Lift the spring (3) from each pinch roller, and then remove the pinch roller (2).

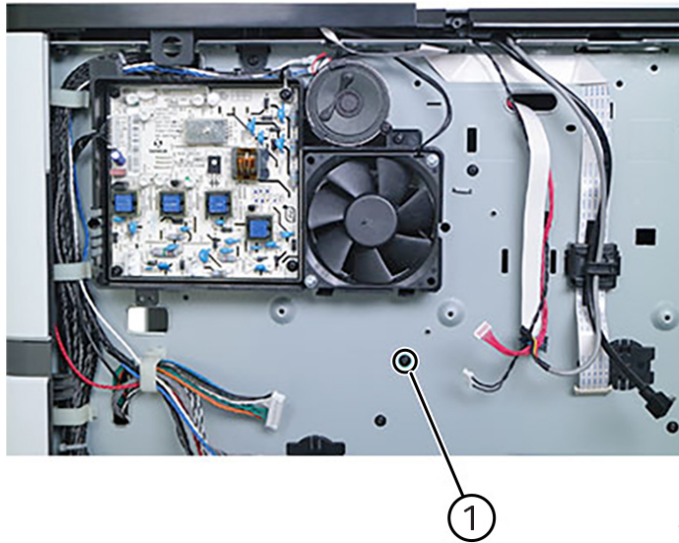
## REP 80.9 Transfer Roller Contact

### Removal



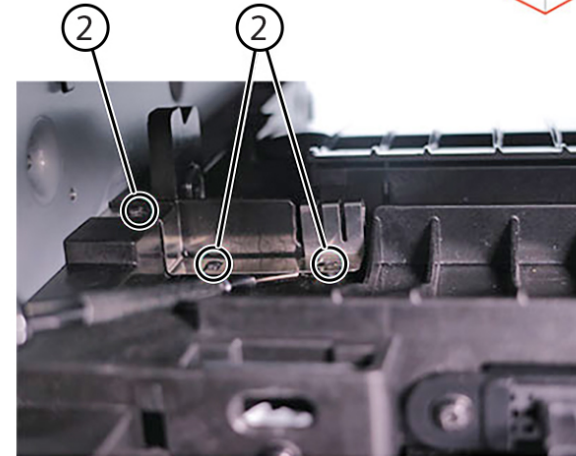
**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the transfer roller. See [REP 90.4](#).
3. Remove the right cover. See [REP 28.4](#).
4. Remove the fuser. See [REP 10.1](#).
5. Remove the high voltage contacts guide. See [REP 1.3](#).
6. Remove the controller PWB. See [REP 3.1](#).
7. Remove screw 5 (1) from the right side frame.



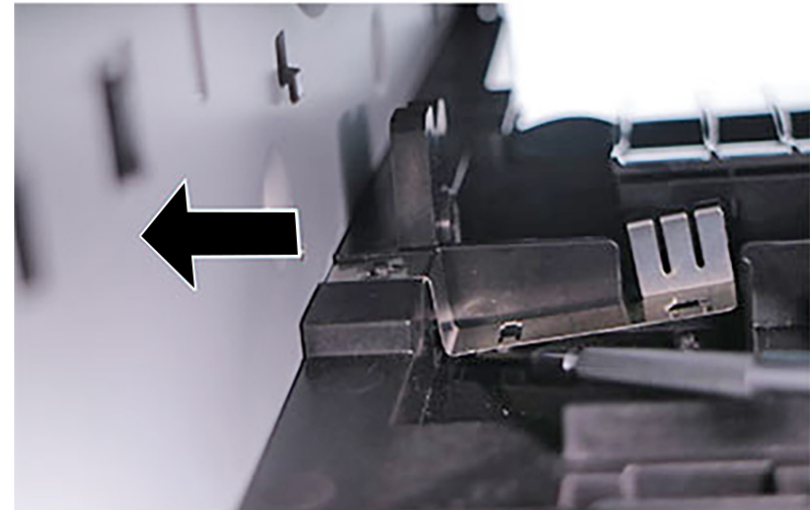
VLB625S\_4289

8. Inside the printer, release the contact from its posts (2) using a prying tool.



VLB625S\_4290

**Note:** If necessary, push the frame to loosen the contact.



VLB625S\_4291

Installation note: Make sure that the contact is properly engaged with its posts.

## REP 80.10 Sensor (standard bin full)

### Removal

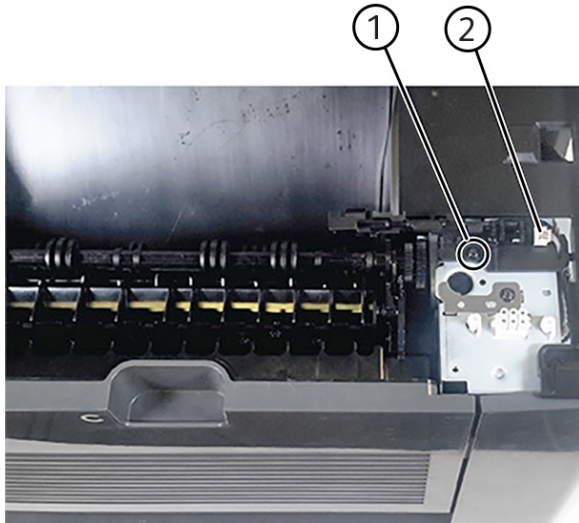


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove the bin full sensor cover. See [REP 80.10](#).
2. Remove the screw (1), and then disconnect the sensor cable (2).



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3. Remove the sensor.

## REP 80.11 Sensor (duplex path)

### Removal

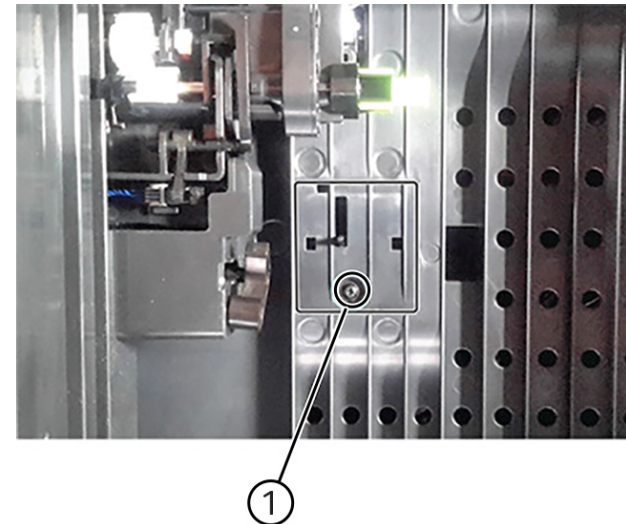


**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Remove all optional trays from the printer.
2. Remove tray 1.
3. Remove the duplex/MPF tray. See [REP 70.2](#).
4. To access the bottom, lay the printer on its back on a sturdy surface.
5. Remove the screw (1), and then disconnect the sensor cable.



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6. Remove the sensor and cover.



## REP 80.12 MPF Pick Roller

Parts List on

### Removal

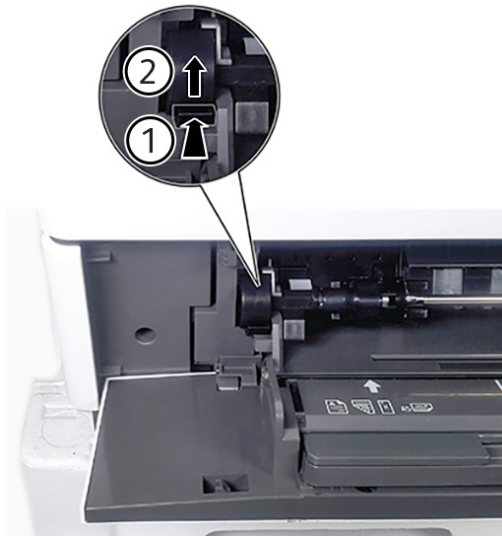


**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.



Figure 1 ESD Symbol

1. Open the MPF door.
2. Press the latch to release, and then remove the pick roller.



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### Replacement

Replacement is the reverse of the removal procedure.

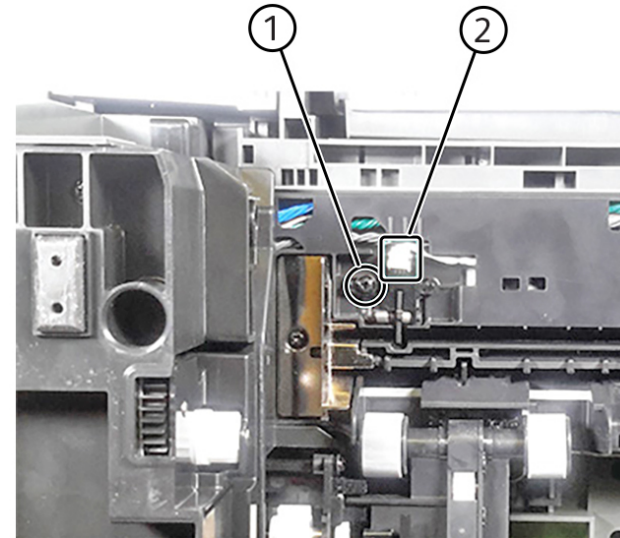
## REP 80.13 Sensor (tray 1 pass-through)

### Removal



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Remove all optional trays from the printer.
2. Remove tray 1.
3. To access the bottom, lay the printer on its back on a sturdy surface.
4. Remove the screw (1), and then disconnect the sensor cable (2).



VLB625S\_4263

5. Remove the sensor.

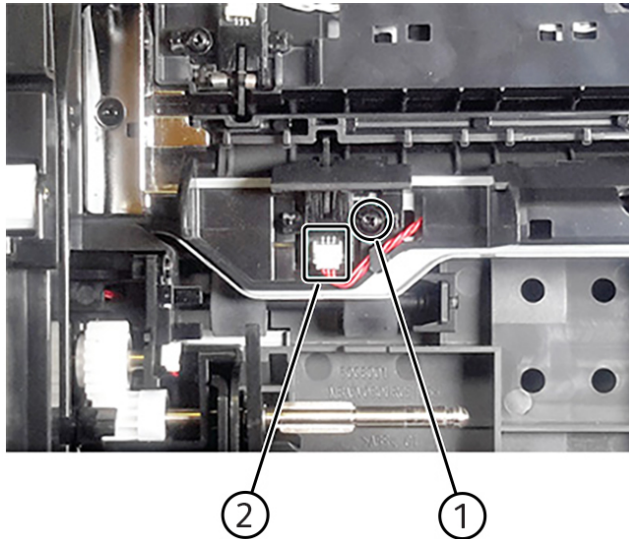
## REP 80.14 Sensor (tray 1 pick)

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Remove all optional trays from the printer.
2. Remove tray 1.
3. To access the bottom, lay the printer on its back on a sturdy surface.
4. Remove the screw (1), and then disconnect the sensor cable (2).



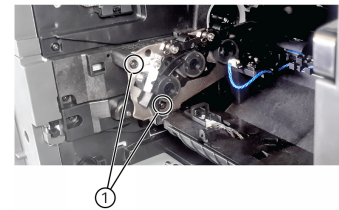
5. Remove the sensor.

## REP 80.15 Aligner

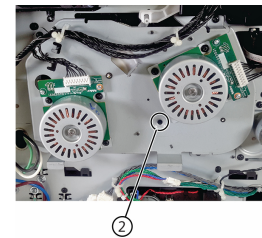
Parts List on [PL 80.10](#)

### Removal

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove tray 1.
3. Remove the left cover. See [REP 28.1](#).
4. Remove the duplex/MPF tray. See [REP 70.2](#).
5. Remove the inner guide deflector. See [REP 80.2](#).
6. Remove the two screws (1).



7. Remove the aligner screw (2).

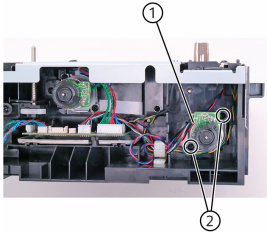


8. Remove the aligner. Installation note: Make sure that the aligner roller adjustment is performed to avoid paper skews. See [ADJ 90.2](#).

## REP 80.16 Optional 550-Sheet Tray Transport Motor

### Removal

1. Remove the 550-sheet tray left cover. See [REP 70.6](#).
2. Disconnect the cable (1), and then remove the two screws (2).



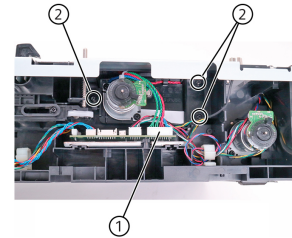
VLB625\_4019

3. Remove the motor.

## REP 80.17 Optional 550-Sheet Tray Paper Feeder

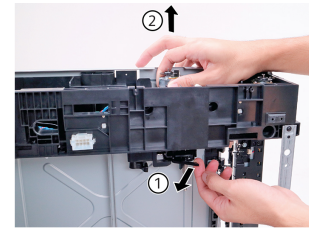
### Removal

1. Remove the 550-sheet tray left cover. See [REP 70.6](#).
2. Remove the pick roller. See [REP 70.3](#).
3. Disconnect the cable (1), and then remove the three screws (2).



VLB625\_4037

4. Slightly pull the flag to release, and then remove the paper feeder.

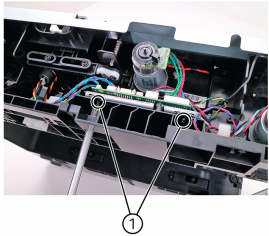


VLB625\_4038

## REP 80.18 Optional 550-Sheet Tray Controller PWB

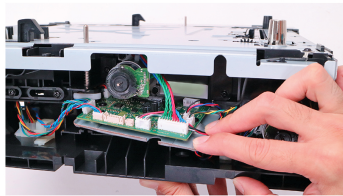
### Removal

1. Remove the 550-sheet tray left cover. See [REP 70.6](#).
2. Remove the two screws (1), and then release the controller PWB bracket.



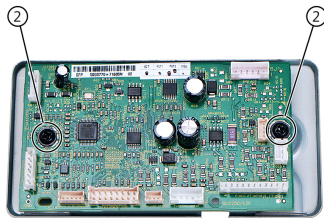
VLB6255\_6026

3. Disconnect all the cables from the controller PWB.



VLB6255\_6027

4. Remove the two screws (2), and then remove the controller PWB.

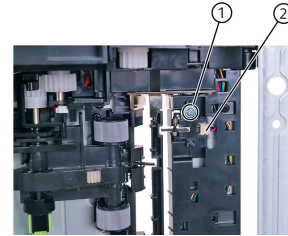


VLB6255\_6028

## REP 80.19 Optional 550-Sheet Tray Sensor (pass-through)

### Removal

1. Remove the tray insert.
2. Remove the screw (1), and then disconnect the sensor cable (2).



VLB6255\_6030

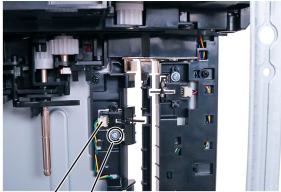
3. Remove the sensor.



## REP 80.20 Optional 550-Sheet Tray Sensor (pick)

### Removal

1. Remove the tray insert.
2. Remove the pick roller. See [REP 70.3](#).
3. Remove the screw (1), and then disconnect the sensor cable (2).



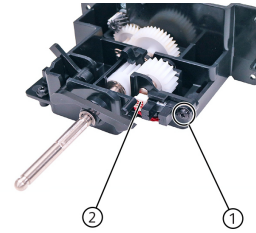
V1B6255\_40A2

4. Remove the sensor.

## REP 80.21 Optional 550-Sheet Tray Sensor (pick roller index)

### Removal

1. Remove the tray insert.
2. Remove the 550-sheet tray left cover. See [REP 70.6](#).
3. Remove the pick roller. See [REP 70.3](#).
4. Remove the 550-sheet tray paper feeder. See [REP 80.17](#).
5. Remove the screw (1), and then disconnect the sensor cable (2).



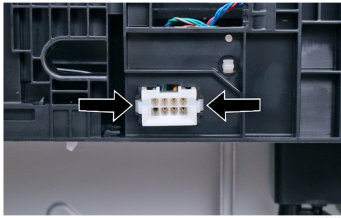
V1B6255\_40A1

6. Remove the sensor.

## REP 80.22 Optional 550-Sheet Tray Interface Cable

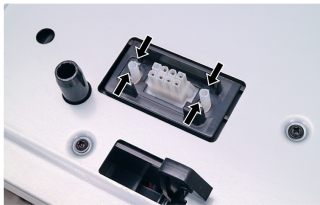
### Removal

1. Remove the 550-sheet tray left cover. See [REP 70.6](#).
2. Release the controller board bracket. See [REP 80.18](#).
3. Press the latches to release, and then dislodge the connector from the bottom side.



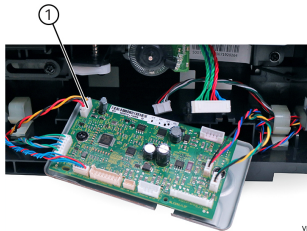
VLB6255\_4031

4. Pinch the latches to release, and then dislodge the connector from the top side.



VLB6255\_4032

5. Disconnect the cable (1), and then remove it.

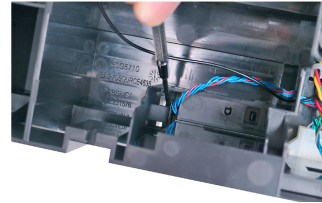


VLB6255\_4033

## REP 80.23 Optional 550-Sheet Tray Sensor (paper size)

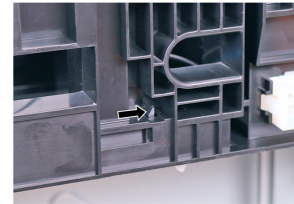
### Removal

1. Remove the 550-sheet tray left cover. See [REP 70.6](#).
2. From the left side, pry the latch to release the sensor cover.



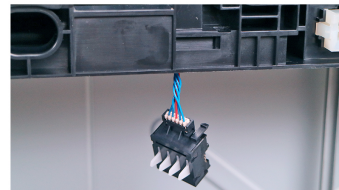
VLB6255\_4034

3. From the bottom side, press the latch to release the sensor.



VLB6255\_4035

4. Disconnect the cable, and then remove the sensor.

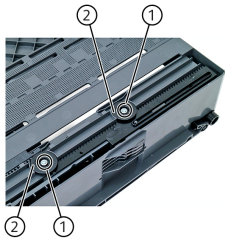


VLB6255\_4036

## REP 80.24 Optional 550-Sheet Tray Actuator (paper size)

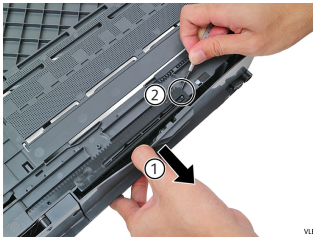
### Removal

1. Remove the tray insert.
2. On the tray, move the paper guide to the front side.
3. Under the tray insert, position the racks and pinions as shown.  
Remove the two screws (1), and then remove the two pinions (2).



VLB6255\_6020

4. Slightly pull the left cover to release, and then pry the rack to release.

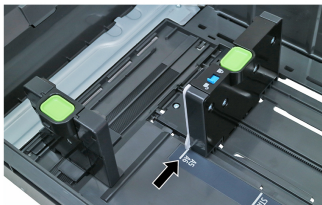


VLB6255\_6021

5. Remove the rack.

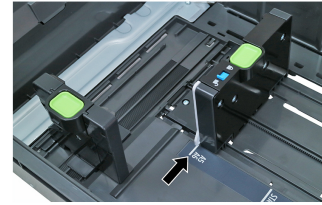
#### Installation notes:

- a. Make sure that the white indicator on the paper guide is aligned with the A5 and A6 label.



VLB6255\_6054

- b. Move the paper guide all the way to the front side of the tray to match the positions of the racks and pinions shown. Align the triangle and square icons on the pinions to the corresponding triangle and square icons on the racks.



VLB6255\_6054

- c. Make sure that the screws are not too tight so that the gears can still move.
6. Release the latch, and then remove the actuator.

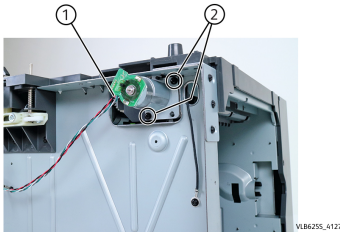


VLB6255\_6022

## REP 80.25 Optional 2100-Sheet Tray Transport Motor

### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. Remove the 2100-sheet tray left cover. See [REP 70.15](#).
4. Disconnect the cable (1), and then remove the two screws (2).

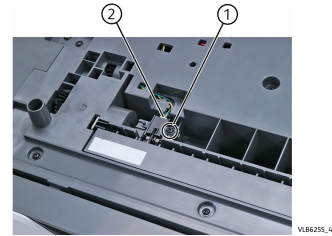


5. Remove the motor.

## REP 80.26 Optional 2100-Sheet Tray Sensor (pick)

### Removal

1. Remove the screw (1), and then disconnect the cable (2).

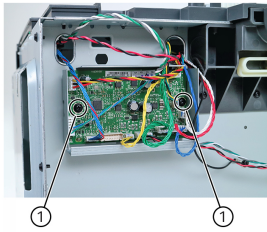


2. Remove the sensor.

## REP 80.27 Optional 2100-Sheet Tray Controller PWB

### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. Remove the 2100-sheet tray left cover. See [REP 70.15](#).
4. Disconnect all the PWB cables, and then remove the two screws (1).



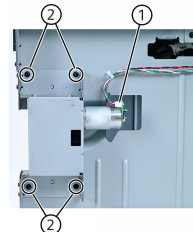
VLB6255\_4122

5. Remove the PWB.

## REP 80.28 Optional 2100-Sheet Tray Elevator Drive

### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. Remove the 2100-sheet tray right cover. See [REP 70.16](#).
4. Disconnect the cable (1), and then remove the four screws (2).



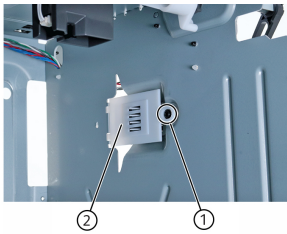
VLB6255\_4123

5. Remove the elevator drive.

## REP 80.29 Optional 2100-Sheet Tray Sensor (paper size)

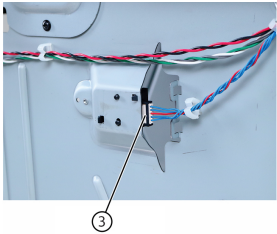
### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. Remove the 2100-sheet tray right cover. See [REP 70.16](#).
4. Remove the screw (1), and then remove the cover (2).



VIB6255\_4133

5. Disconnect the sensor cable (3), and then remove the sensor.

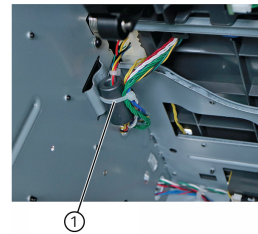


VIB6255\_4134

## REP 80.30 Optional 2100-Sheet Tray Interface Cable

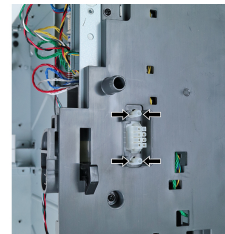
### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. Remove the 2100-sheet tray left cover. See [REP 70.15](#).
4. Cut the cable tie, and then disconnect the interface cable from the controller PWB.



VIB6255\_4125

5. Release, and then dislodge the connector from the cover.



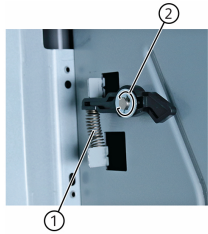
VIB6255\_4128

6. Remove the cable.

## REP 80.31 Optional 2100-Sheet Tray Bell Crank

### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the spring (1), and then remove the E-clip (2).



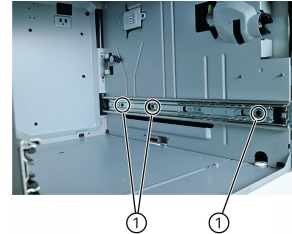
VLB6255\_4121

3. Remove the bellcrank.

## REP 80.32 Optional 2100-Sheet Tray Rails

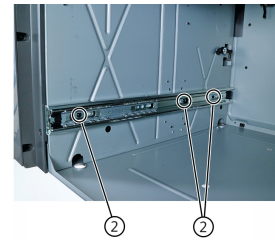
### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the three screws (1) from the inner right side of the tray.



VLB6255\_4130

3. Remove the three screws (2) from the inner left side of the tray.



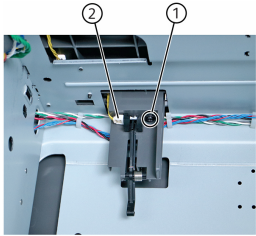
VLB6255\_4131

4. Remove the rails.

## REP 80.33 Optional 2100-Sheet Tray Sensor (near empty)

### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the screw (1), and then disconnect the sensor cable (2).



VLB625\_4148

3. Remove the sensor.

## REP 80.34 Optional 2100-Sheet Tray Sensor (A5 length guide)

### Removal

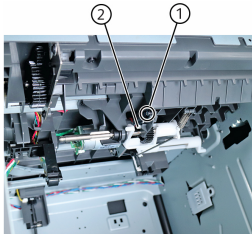
1. Remove the 2100-sheet tray insert. See [REP 70.15](#).
2. Remove the screw (1), and then disconnect the sensor cable (2).
3. Remove the sensor.



## REP 80.35 Optional 2100-Sheet Tray Sensor (pick roller index)

### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray pick roller.
3. Remove the screw (1), and then disconnect the sensor cable (2).



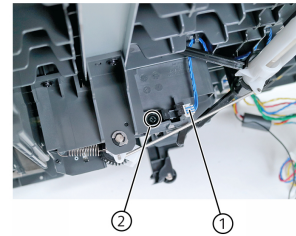
VIB6255\_4137

4. Remove the sensor.

## REP 80.36 Optional 2100-Sheet Tray Sensor (paper present)

### Removal

1. Remove the top cover.
2. Disconnect the sensor cable (1), and then remove the screw (2).



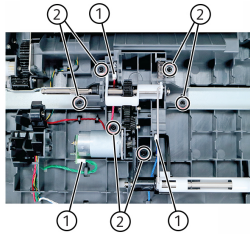
VIB6255\_4146

3. Remove the sensor.

## REP 80.37 Optional 2100-Sheet Tray Paper Feeder

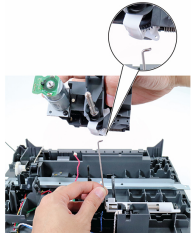
### Removal

1. Remove the 2100-sheet tray top cover.
2. Remove the 2100-sheet tray pick roller.
3. Disconnect the cables (1), and then remove the six screws (2).



VLB6255\_A135

4. Release the rod.



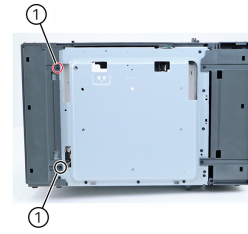
VLB6255\_A136

5. Remove the paper feeder.

## REP 80.38 Optional 2100-Sheet Tray Right Cover

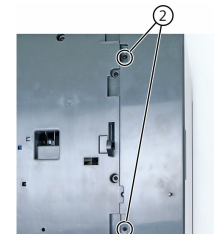
### Removal

1. Remove the 2100-sheet tray insert. See [REP 70.13](#).
2. Remove the 2100-sheet tray rear cover. See [REP 70.14](#).
3. From the rear side, remove the two screws (1).



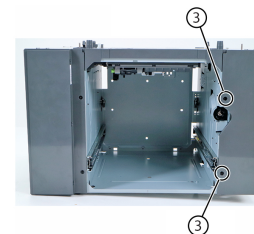
VLB6255\_A139

4. From the top side, remove the two screws (2).



VLB6255\_A140

5. From the front side, remove the two screws (3).



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6. Remove the cover.

Installation note: When installing the right cover, make sure that the latch is positioned as shown.



VLB625\_A142

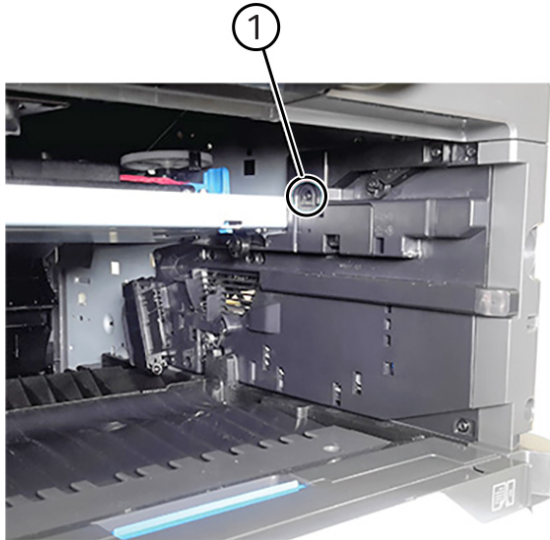
## REP 90.1 Toner Cartridge Shutter Actuator

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the screw (1), and then remove the actuator.



VLB625S\_4277

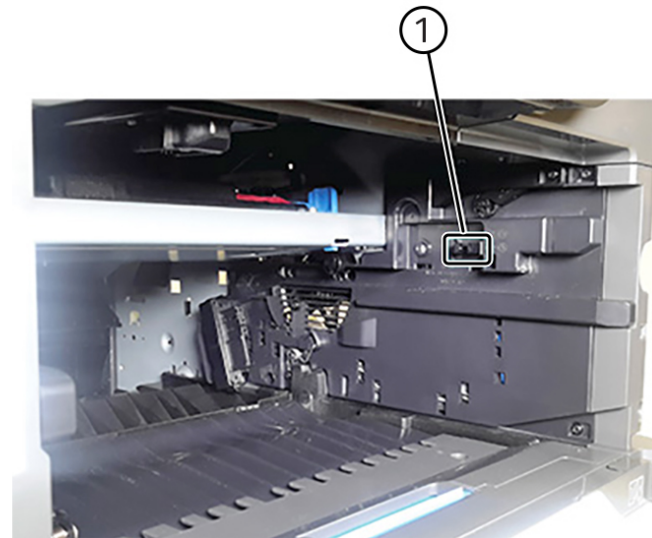
## REP 90.2 Sensor (Toner Cartridge Shutter)

### Removal



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the toner cartridge shutter actuator. See [REP 90.1](#).
3. Release the sensor (1) from the inner side, and then disconnect its cable.



VLB625S\_4271

4. Remove the sensor.

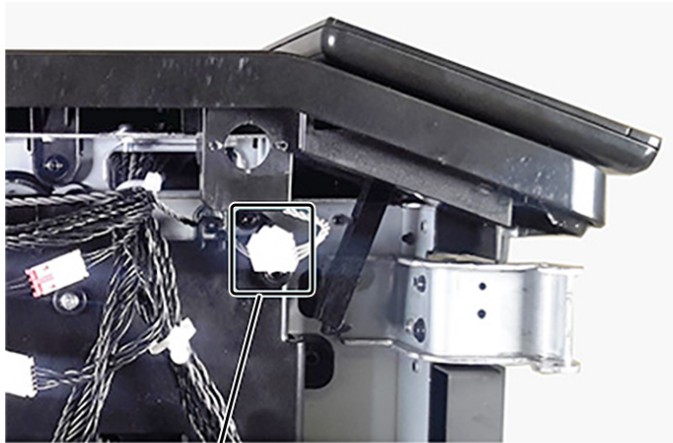
## REP 90.3 Sensor (low toner)

### Removal



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

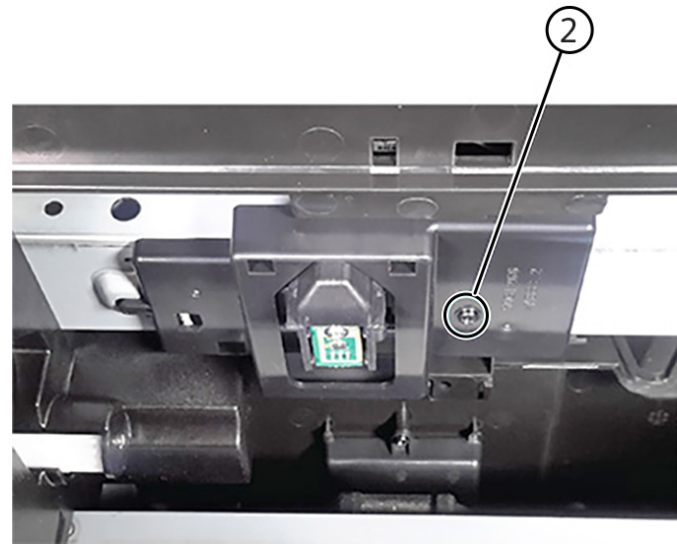
1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the left cover. See REP 28.1.
3. Disconnect the sensor cable (1).



1

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4. Inside the printer from the front side, remove the screw (2).



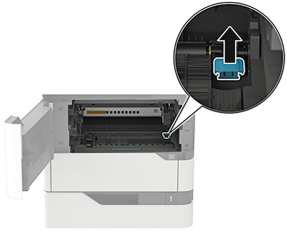
VLB625S\_4270

5. Remove the sensor.

## REP 90.4 Transfer Roller

### Removal

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Release the latch, and then remove the transfer roller.

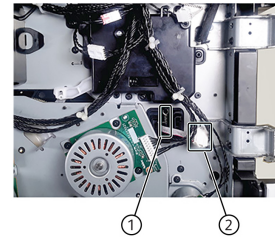


## REP 90.5 Sensor CRUM Sensor

Parts List on [PL 90.10](#)

### Removal

1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the left cover, [REP 28.1](#).
3. Unhook the toner smart chip spring (1), and then disconnect the sensor cable (2).



4. Remove the toner CRUM sensor.

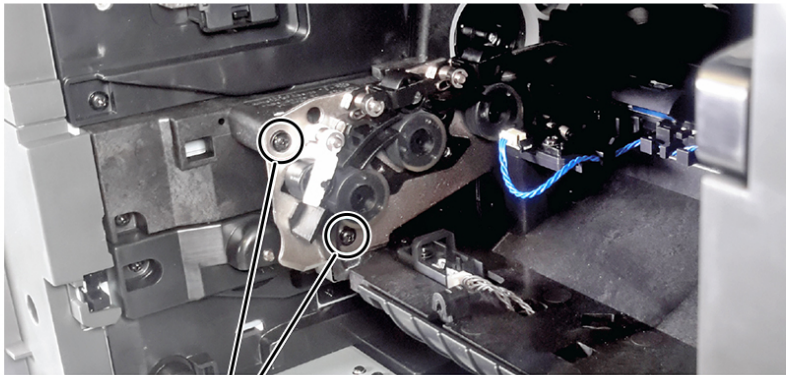
## REP 90.6 Sensor (toner density)

### Removal



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

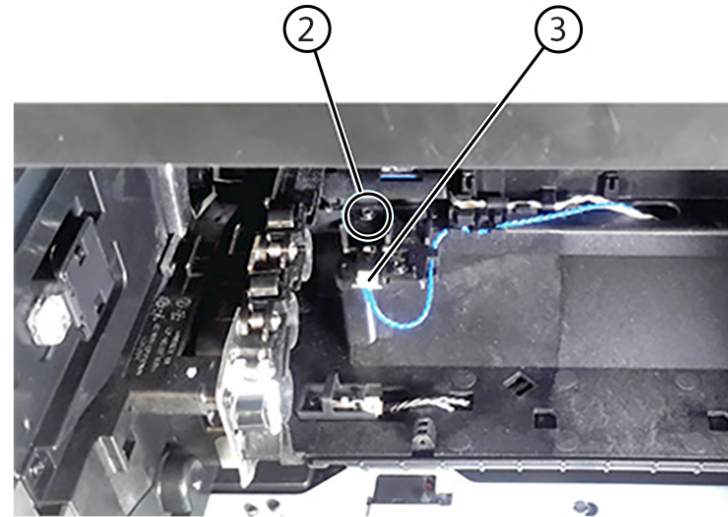
1. Open the front door, and then remove the toner cartridge and imaging unit.
2. Remove the duplex/MPF tray. See REP 70.4.
3. Remove the inner guide deflector. See REP 80.2.
4. Loosen the two aligner screws (1) to allow space for the sensor removal.



1

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5. Remove the screw (2), and then disconnect the sensor cable (3).



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6. Remove the sensor. Installation note: Ensure that the aligner screws are properly screwed back.

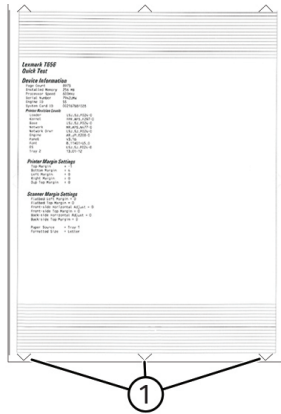


## ADJ 90.1 Registration Adjustment

### Procedure

The allowable image skew on the test page is one dot (0.5 mm) or less delta measured between the left and right alignment indicators for the top and bottom margins.

**Note:** The following sample test page shows the alignment indicators at the bottom margin.



VLB625S\_4016

The amount of skew may vary from sheet to sheet, so multiple test pages may need to be printed.

### Generating a Test Page for Margin Alignment

**Note:** Before printing a test page, make sure that the paper guides on the source tray are positioned correctly. The test page should be printed only on Letter or A4 paper from tray 1.

1. Enter **Diagnostics**, GP 1.
2. Select, **Adjustments > dc126 System Registration > Registration Adjust > Quick Test**, a test page showing the margins is generated.
3. Review the test page to check for skews at the alignment indicators:
  - The alignment indicator arrows must be completely visible along the edge.
  - The tip of the arrows must point to the edge.

If the top margin is skewed (or if the aligner rollers have been replaced), perform [ADJ 90.2 Aligner Roller Adjustment](#).

If both the top and bottom margins are skewed (or mostly the bottom margin), then do the following:

- Adjust the aligner roller to make the leading edge parallel with the trailing edge, perform [ADJ 90.2 Aligner Roller Adjustment](#).
- Adjust the printhead to align both margins, perform [ADJ 90.3 Polygon Printhead Mechanical Registration Adjustment](#).
- The aligner roller may need adjustment again after the bottom skew is aligned.

## ADJ 90.2 Aligner Roller Adjustment

### Procedure

Perform the aligner roller adjustment after replacing the aligner roller. Always print a copy of the Quick Test Page before making any adjustments to the aligner roller.

**Note:** When installing a new aligner roller, unscrew the reference adjustment screw just far enough to remove the old aligner roller and install the new one. It is not necessary to completely remove the screw.

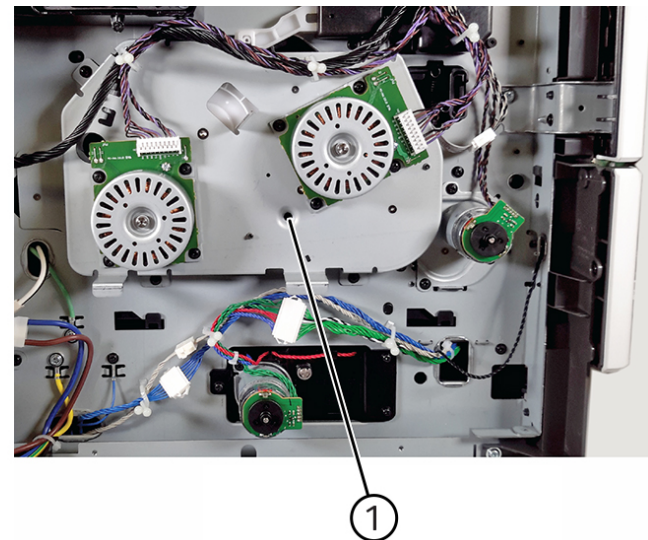
- If you have just installed a new aligner roller, perform [Step A](#).
- If you are only correcting the top margin skew, perform [Step B](#).
- If you are correcting the bottom margin skew or both top and bottom margin skews, perform [Step C](#).

### Printing a Quick Test Page

1. Enter **Diagnostics**, GP 1.
2. Touch **Adjustments > dc126 System Registration > Margin Offset > Quick Test**.

### Step A

1. Set the initial position of the aligner roller plate using a 3-mm hex wrench at the aligner roller reference adjustment screw (1), [Figure 1](#).

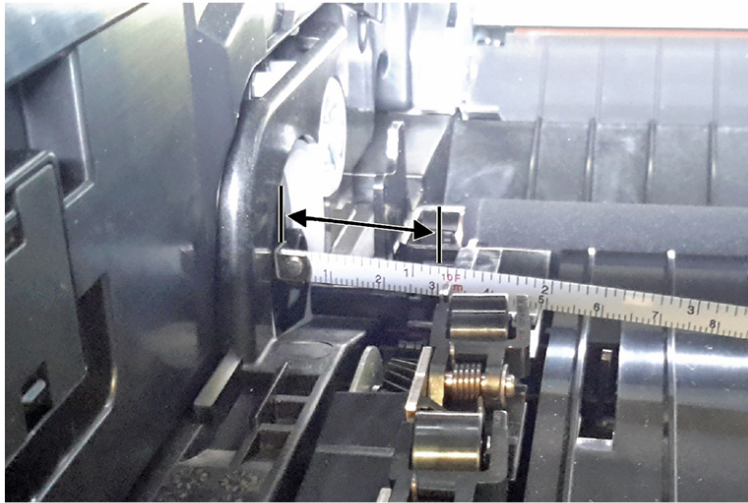


VLB625S\_4089

**Figure 1 Adjustment Screw**

2. Adjust the screw until the aligner roller plate is offset by 31 mm as shown in the following image, [Figure 2](#). This setting is the nominal point to minimize the amount of adjustment needed.





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**Figure 2 Offset Distance**

Continue to Step B.

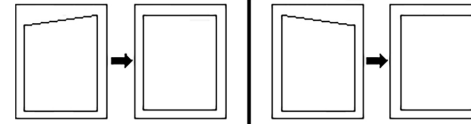
**Step B**

Print a Quick Test Page, and then check the top alignment indicators on the test page.

1. The difference in the print location to the top edge of the paper between the left and right alignment indicators should be 0.5 mm (one dot) or less.
2. Depending on the skew, turn the screw either clockwise or counterclockwise using a 3-mm hex wrench, and print a copy of the Quick Test Page to check the arrow indicators on the top and bottom margins, [Figure 4](#).
3. Continue adjusting the screw as you check the results of each adjustment on a new test page until the top image skew is below 0.5 mm.
4. One full 360-degree turn of the aligner screw changes the top edge skew by roughly 1 mm (2 alignment indicator dots).

**Note:** Adjustment is typically 0–2 rotations. More than 3–4 turns, in either direction from the 31 mm nominal spot, is not necessary and may indicate other issues with the tray (such as problems with the tray paper guides, pick rollers, or transfer roller).

5. If the top and bottom skew are below 0.5 mm, then the alignment process is complete, [Figure 3](#).



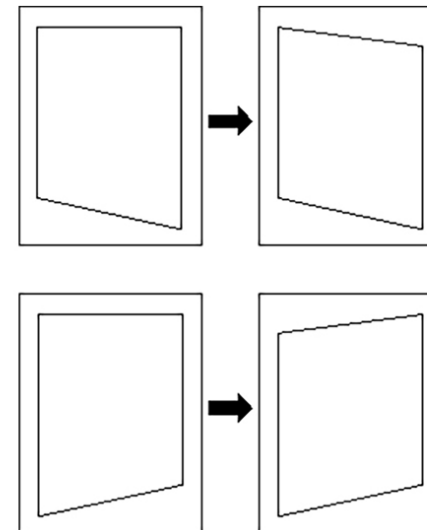
VLB625S\_4211

**Figure 3 Top and Bottom Skew Reference****Step C**

Print a Quick Test Page, and then check the top and bottom alignment indicators on the test page. The goal is to make the skew at the top and bottom of the page parallel.

1. Depending on the skew, turn the screw either clockwise or counterclockwise using a 3-mm hex wrench, and print a Quick Test Page to check the arrow indicators on the top and bottom margins, [Figure 4](#).
2. Continue adjusting the screw as you check the results of each adjustment on a new test page until you obtain the results you want.

**Note:** One full 360-degree turn of the aligner adjustment screw changes the leading edge skew by roughly 1 mm (2 alignment indicator dots).



VLB625S\_4212

**Figure 4**

After the aligner roller adjustment is done, perform the polygon printhead mechanical registration adjustment, [ADJ 90.3 Polygon Printhead Mechanical Registration Adjustment](#).

## ADJ 90.3 Polygon Printhead Mechanical Registration Adjustment

### Procedure



**WARNING:** Switch off the electricity to the machine, [GP 10](#). Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

Perform the printhead mechanical registration adjustment procedure after you remove or replace the printhead, or loosen the mounting screws.

Install the new printhead with the mounting screws lightly tightened before printing the Quick Test Page to see if adjustment is needed.

To perform the printhead mechanical registration adjustment:

1. Print a Quick Test Page.

From the Diagnostics menu, navigate to:

**Printer diagnostics & adjustments > Registration adjust > Quick test**

If the skew between the bottom left and bottom right alignment indicators is greater than 0.5 mm (1 dot), then proceed with adjustment. Otherwise, printhead adjustment is not needed.

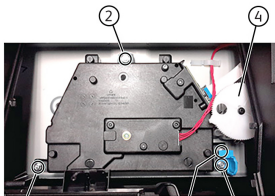
2. Remove the screw (1) under the bin extender, and then remove the cover.



1

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3. Loosen, by a half turn, each of the three printhead mounting screws (2) securing the printhead to the printer frame. Use a 5.5-mm hex-socket screwdriver.
4. Loosen the printhead alignment lock screw (3). With the printhead unlocked, its alignment can now be adjusted by the printhead adjustment wheel (4).



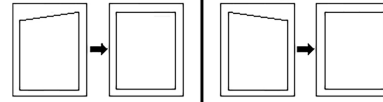
2

2

3

VLB6255\_A218

5. Check the Quick Test Page for any sign of misalignment by checking the alignment indicators at the bottom left and bottom right of the test page for equal distance from the bottom of the page. If necessary, rotate the printhead adjustment wheel either clockwise (to rotate the image clockwise) or counterclockwise (to rotate the image counterclockwise), and then print another Quick Test Page. You may need to repeat this step two times or more before you get satisfactory bottom skew results.



VLB6255_A211	
1	To correct, turn the printhead adjustment wheel clockwise to rotate both edges clockwise.
2	To correct, turn the printhead adjustment wheel counterclockwise to rotate both edges counterclockwise.

**Warning—Potential Damage:** Do not rotate the printhead adjustment wheel at a full clockwise or counterclockwise turn.

**Warning—Potential Damage:** In some cases the adjustment process may take several cycles of tightening and loosening of the printhead mounting screws. Care should be taken to avoid striping the mounting screw bosses. Use only a manual hex head screwdriver to avoid damage.

6. When you have the correct alignment, ensure that the printhead alignment screw is properly tightened, and then print a final Quick Test Page for verification.
7. Check the top edge skew and perform the aligner roller adjustment if required. Refer to, [ADJ 90.2 Aligner Roller Adjustment](#).

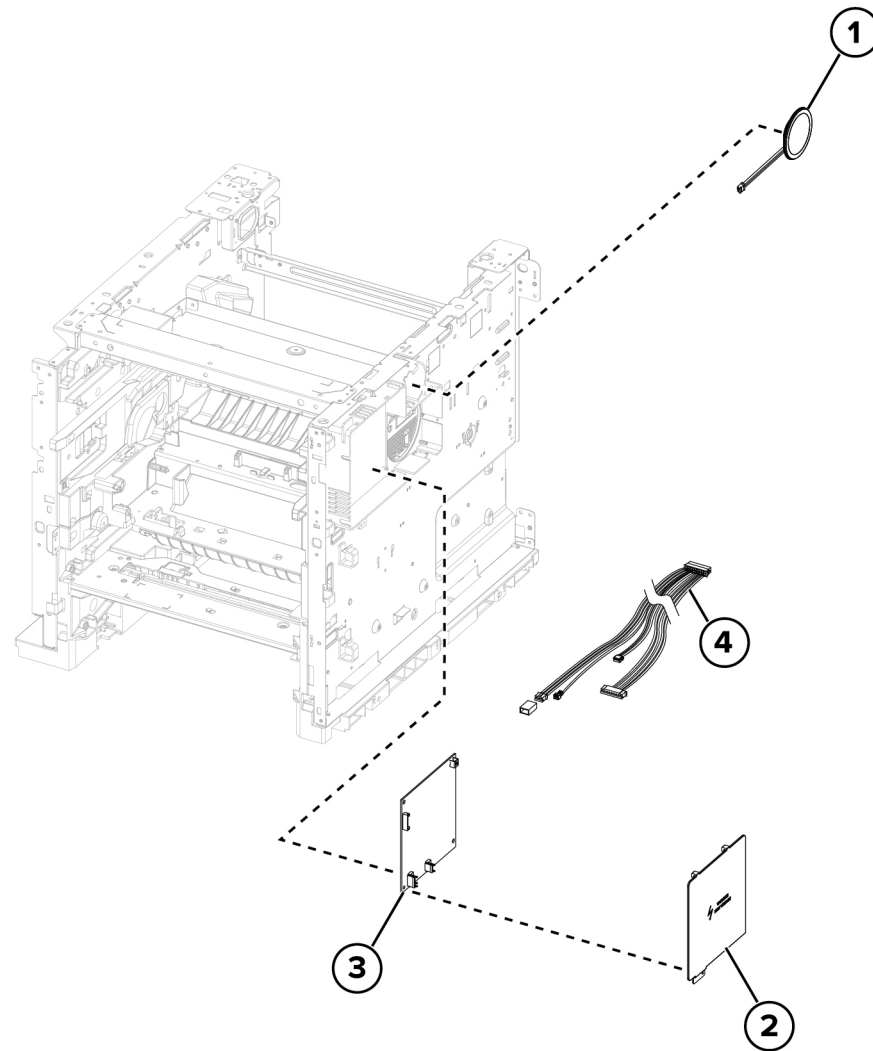
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**PL 1.10 Electrical 1 (SFP)**

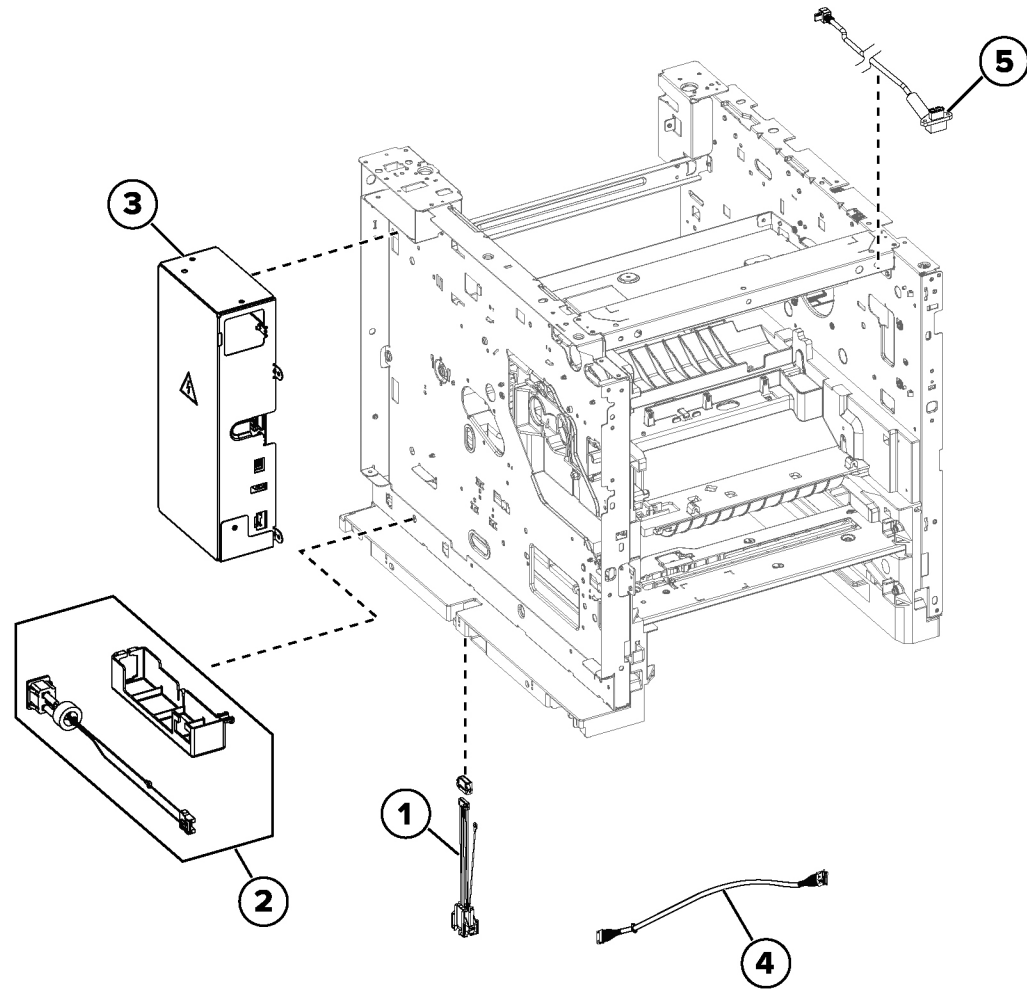
Item	Part	Description
1	—	Speaker
2	117N02394	HVPS shield
3	105N02408	HVPS (REP 1.1)
4	117N02422	Harness (HVPS, speaker, fan, front door interlock sensor)



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**PL 1.15 Electrical 2 (SFP)**

Item	Part	Description
1	050N00756	550-sheet optional tray harness
2	112N00271	AC power socket
3	105N02409	LVPS (110V/220V) (REP 1.2)
4	105N02411	LVPS harness
5	117N02423	USB host harness



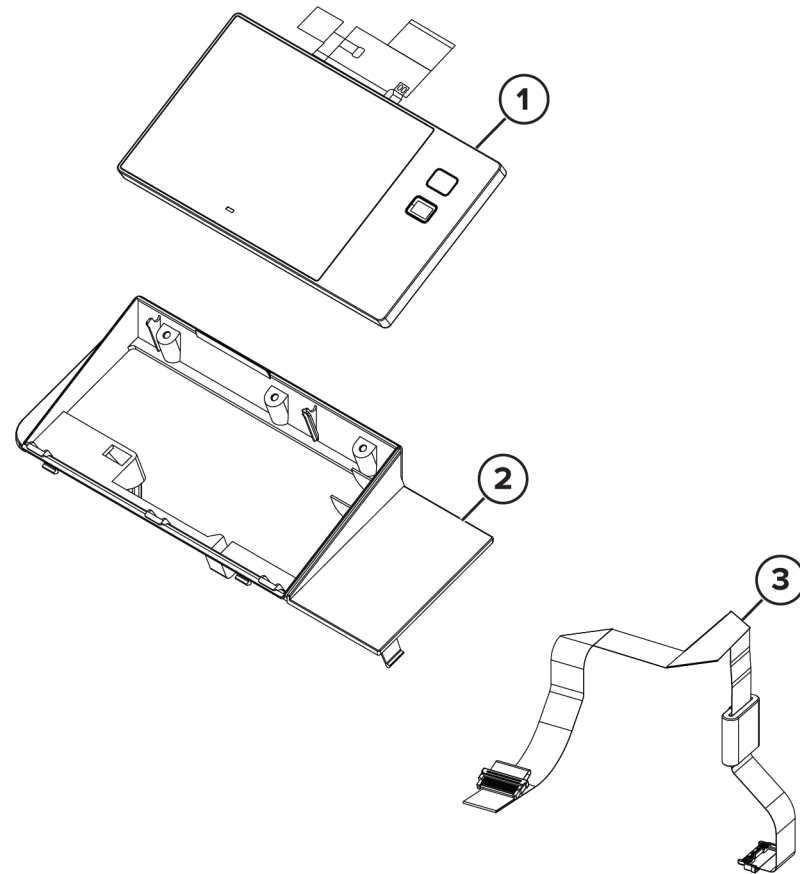
vlb625s5002a





## PL 2.10 User Interface (SFP)

Item	Part	Description
1	002N03771	Control panel display, 5-inch
2	—	Control panel base cover
3	117N02424	Control panel cable

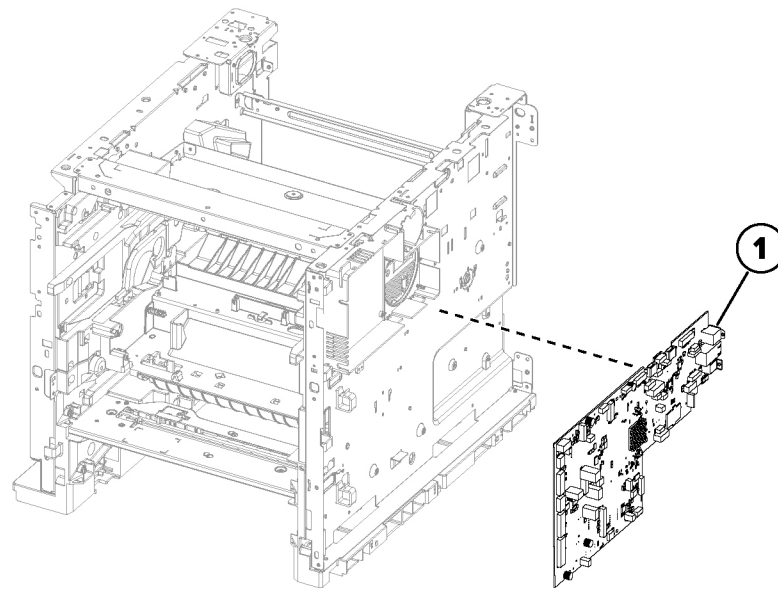


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### PL 3.05 Controller PWB Assembly (SFP)

Item	Part	Description
1	109N00930	Controller PWB (REP 3.1)



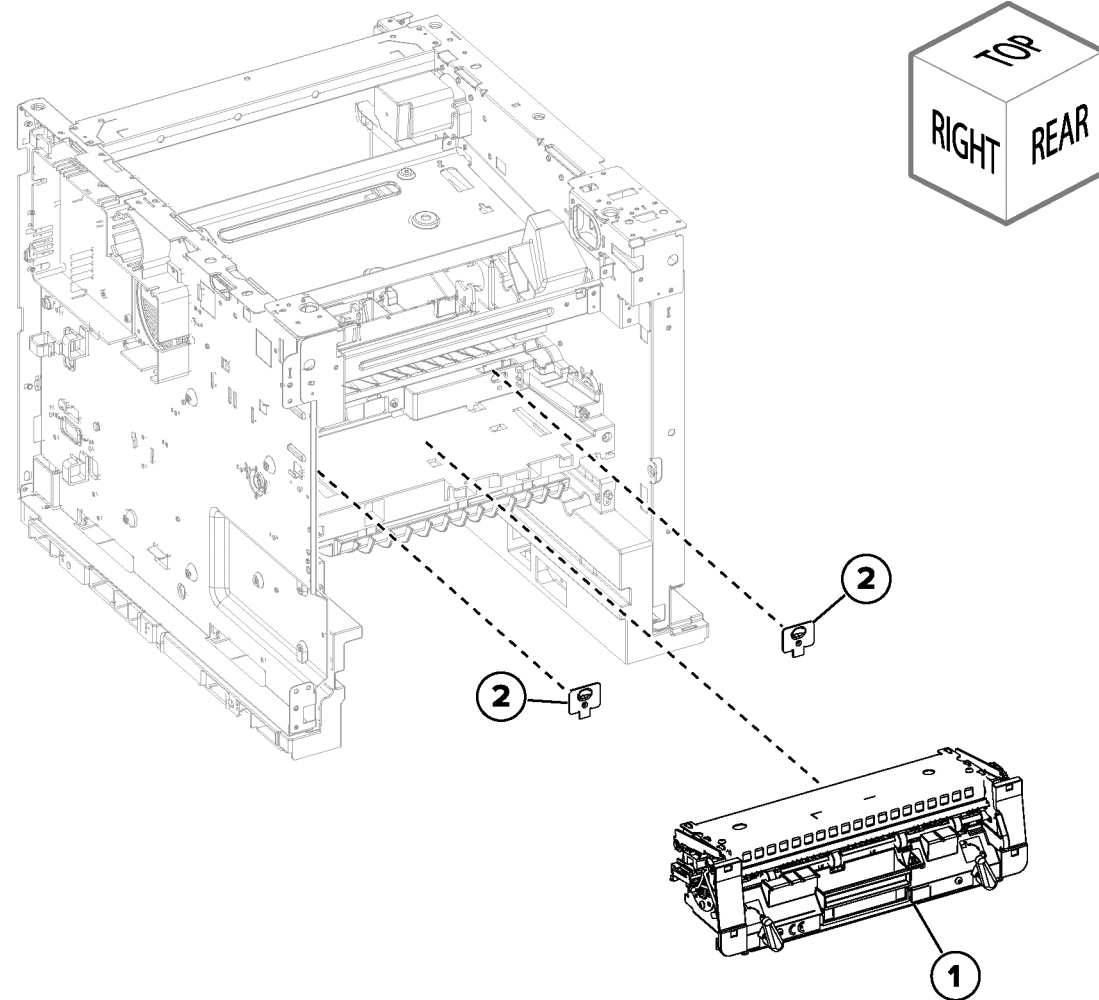
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**PL 10.10 Fuser**

Item	Part	Description
1	115R00163	Fuser, 110V (REP 10.1)
—	115R00161	Fuser, 220V (REP 10.1)
—	115R00162	Fuser, 110V A4 (See Note) (REP 10.1)
—	126N00509	Fuser, 220V LTR (See Note) (REP 10.1)
2	—	Fuser attach bracket

**Note:** This fuser is for specialized LATAM (DMO-W) customers only. Usage will be closely monitored.



v1b625s5010a



**PL 25.05 Accessories**

Item	Part	Description
1	097N02444	Wifi Network Adapter
2	097N02443	500+GB Hard Disk
3	097S05244	Printer Stand
4	097N02447	Caster base
5	020N00981	Caster base wheel
6	497N07994	Adjustable stand
7	017N00320	Adjustable stand non-locking caster
8	017N00319	Adjustable stand locking caster
9	097N02445	550 Sheet tray
10	097N02446	2100 Sheet tray (HCF)

**No exploded  
View Provided**

**vlc625s5031a**





**PL 26.05 Consumables and Tools**

Item	Part	Description
1	006R04668	Std-Capacity NA/XE Sold
2	006R04669	High-Capacity NA/XE Sold
3	006R04670	Extra High-Capacity NA/XE Sold
4	006R04671	Std-Capacity DMO Sold
5	006R04672	High-Capacity DMO Sold
6	006R04673	Extra High-Capacity DMO Sold
7	013R00699	Imaging Kit
8	006R04674	WW Metered
9	006R04676	WW Sold (See Note)

**Note:** Not widely distributed. For specific accounts only.

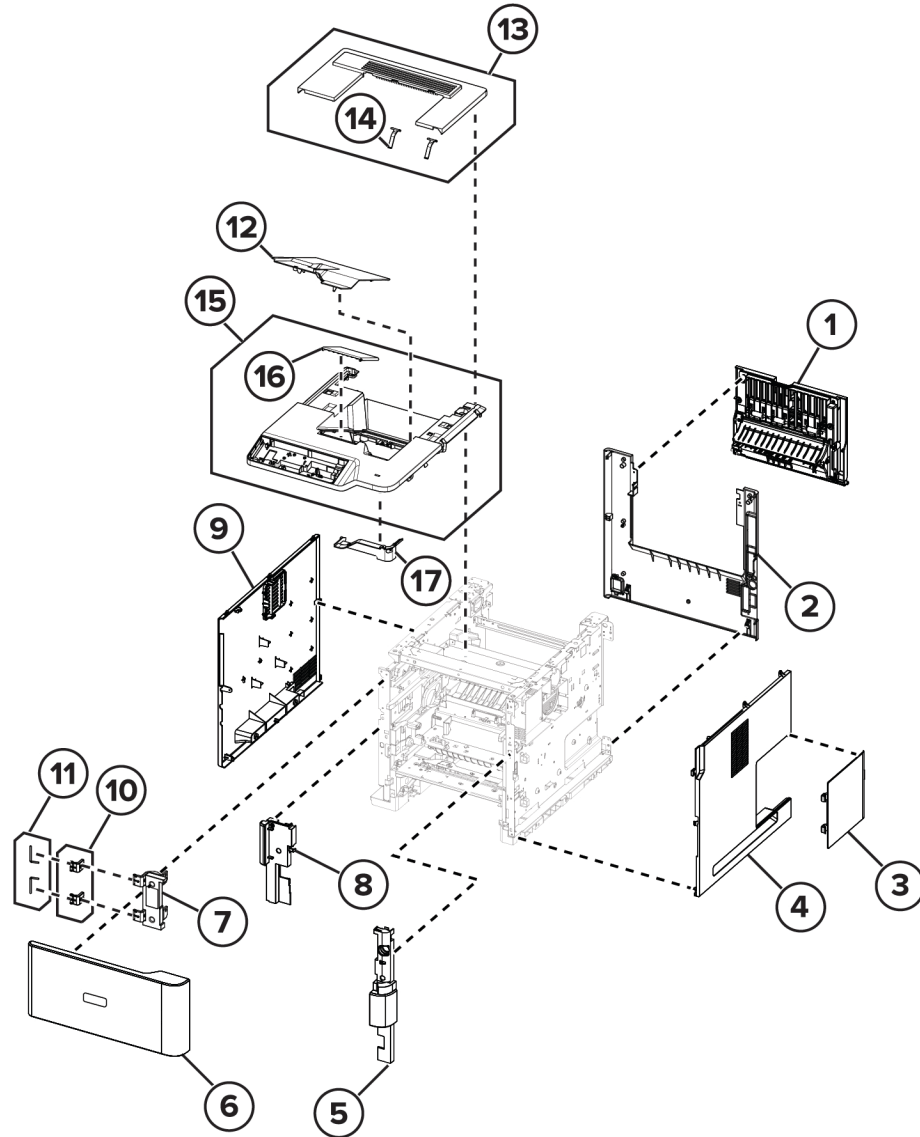
**No exploded  
View Provided**

**vlc625s5031a**



**PL 28.10 Covers (SFP)**

Item	Part	Description
1	002N03711	Rear door (REP 28.10)
2	—	Rear cover (REP 28.11)
3	—	Controller board access door
4	—	Right cover (REP 28.4)
5	—	Inner right cover
6	002N03778	Front door (REP 28.7)
7	002N03777	Front door bracket (REP 28.6)
8	—	Inner left cover (REP 28.8)
9	—	Left cover (REP 28.1)
10	—	Front door pivot
11	—	Front door pins
12	—	Printhead access cover (P/O PL 28.10 Item 15)
13	—	Top cover with static brush
14	—	Paper stacking bail (P/O PL 28.10 Item 13)
15	—	Bin cover
16	—	Bin extender (P/O PL 28.10 Item 15)
17	—	Trim cover (P/O PL 28.10 Item 15)



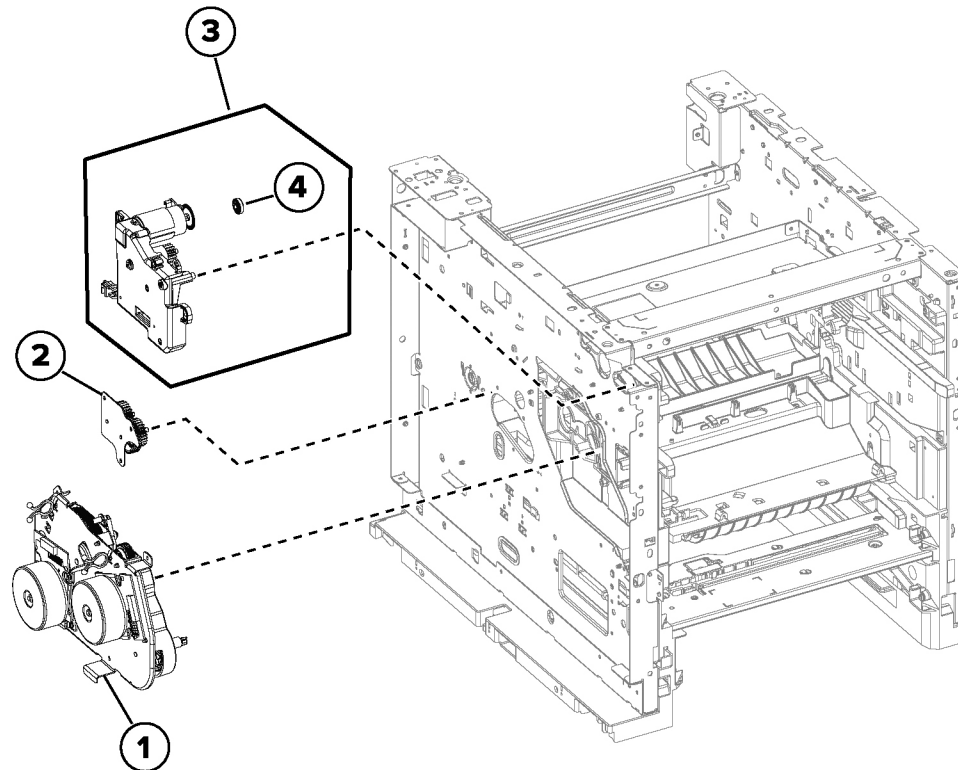
v1b620s5003a



## PL 40.05 Drive Components

Item	Part	Description
1	007N01919	Main Drive Assy (REP 40.1)
2	126N00510	Fuser Drive Assy
3	007N01920	Toner Drive Assy (REP 40.2)
4	032N00586	Guide Roller (P/O PL 40.05 Item 3) (See Note)

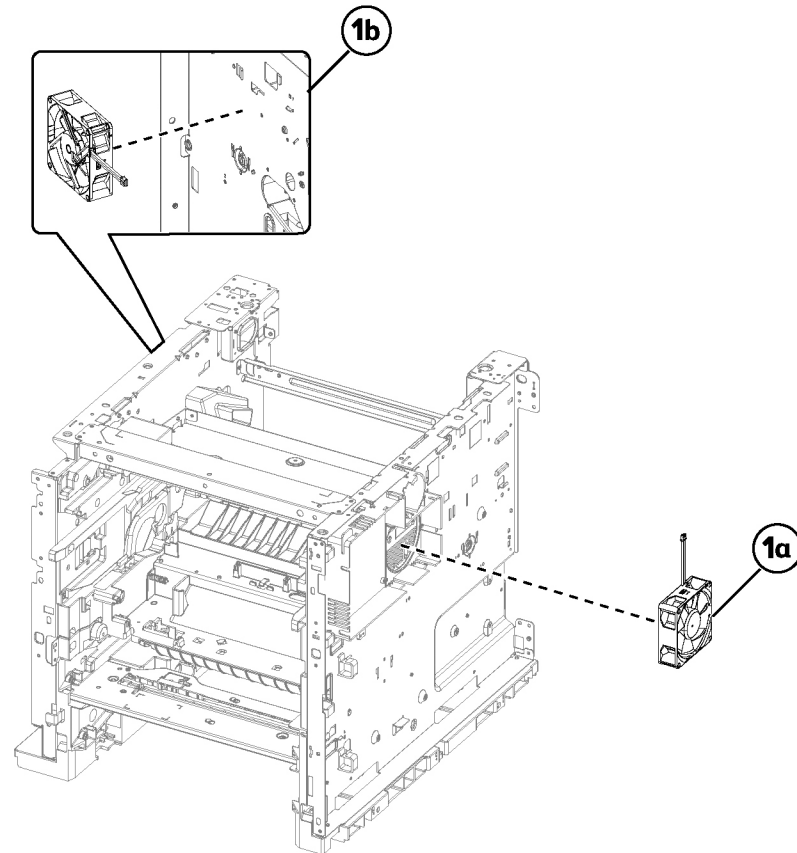
**Note:** Package contains 4 individual guide rollers, only one required for replacement.



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# PL 40.10 NOHAD

Item	Part	Description
1	127N08066	Cartridge Fan (1a)/Main Fan (1b)

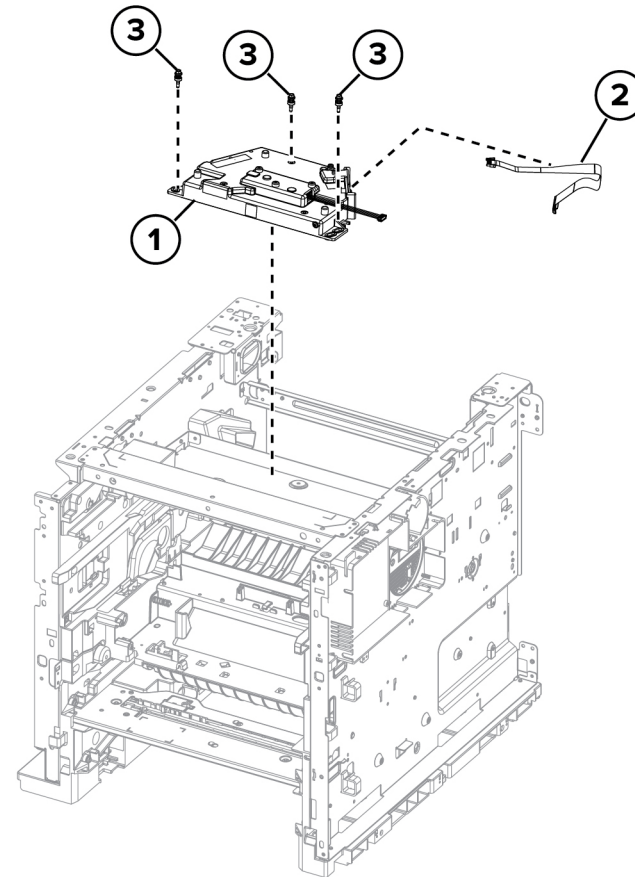


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**PL 60.05 Print Head (SFP)**

Item	Part	Description
1	046N00247	Printhead (REP 60.1)
2	117N02393	PH video harness
3	026N00903	PH Screw Assy



vlb620s5002a



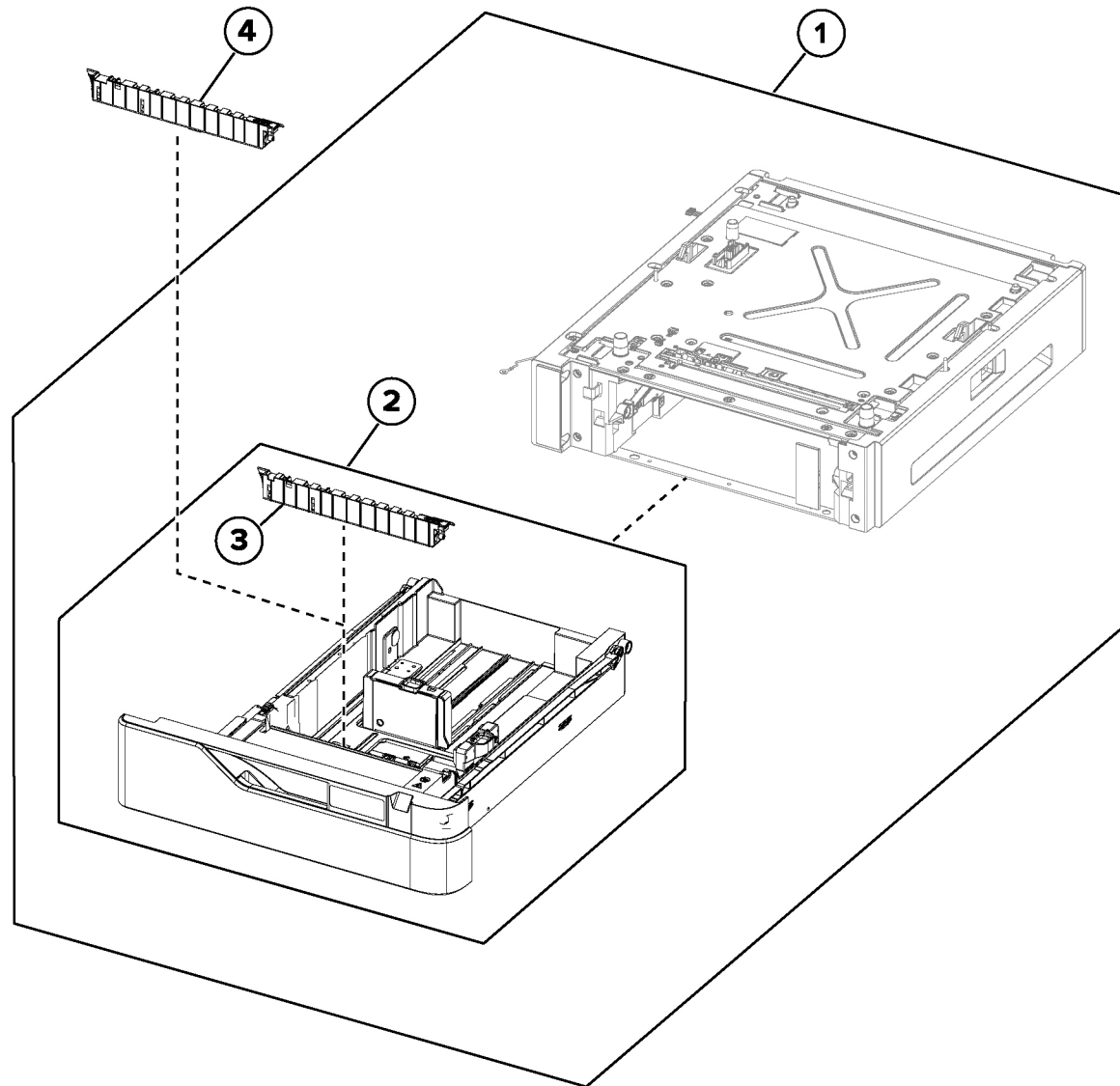


## PL 70.10 550 Sheet Tray Option 1

Item	Part	Description
1	—	550 Sheet Tray Assy (REP 70.5)
2	050N00761	550 Sheet Tray Insert (P/O PL 70.10 Item 1)
3	—	Separator pad (P/O PL 70.10 Item 2) (P/O PL 70.10 Item 5)
4	014N00526	Special media separator pad (See Note 2)
5	116R00035	Paper tray maintenance kit (See Note 1)

**Note:** 1. HFSI. To reset HFSI counter, refer to [dC135](#)

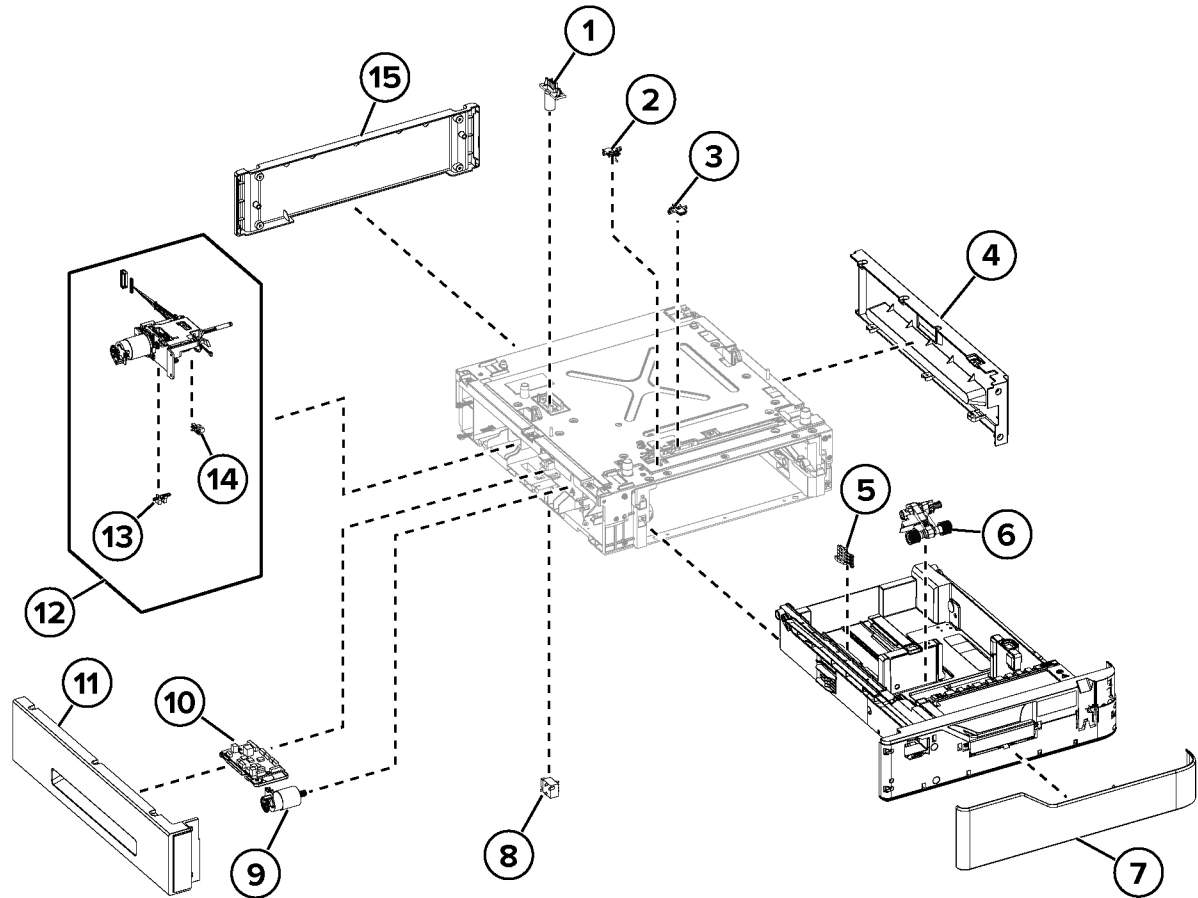
**Note:** 2. This part should only be used for customers having issues feeding special media (Heavy cardstock, Labels, Envelopes, etc)



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## PL 70.15 550 Sheet Tray Option 2

Item	Part	Description
1	117N02395	Interface harness
2	130N01998	Pass-through sensor
3	130N01997	Pick Sensor
4	—	Right cover (REP 70.7)
5	—	Paper size sensor actuator
6	—	Pick roller (P/O PL 70.10 Item 5) (REP 70.3)
7	—	Front cover (REP 70.9)
8	130N01984	Paper size sensor (REP 70.1)
9	127N08067	Transport motor
10	109N00915	Controller PWB
11	—	Left cover (REP 70.6)
12	022N02958	Paper feeder
13	—	Paper present sensor (P/O PL 70.15 Item 12)
14	—	Pick roller index sensor (P/O PL 70.15 Item 12)
15	—	Rear cover (REP 70.8)



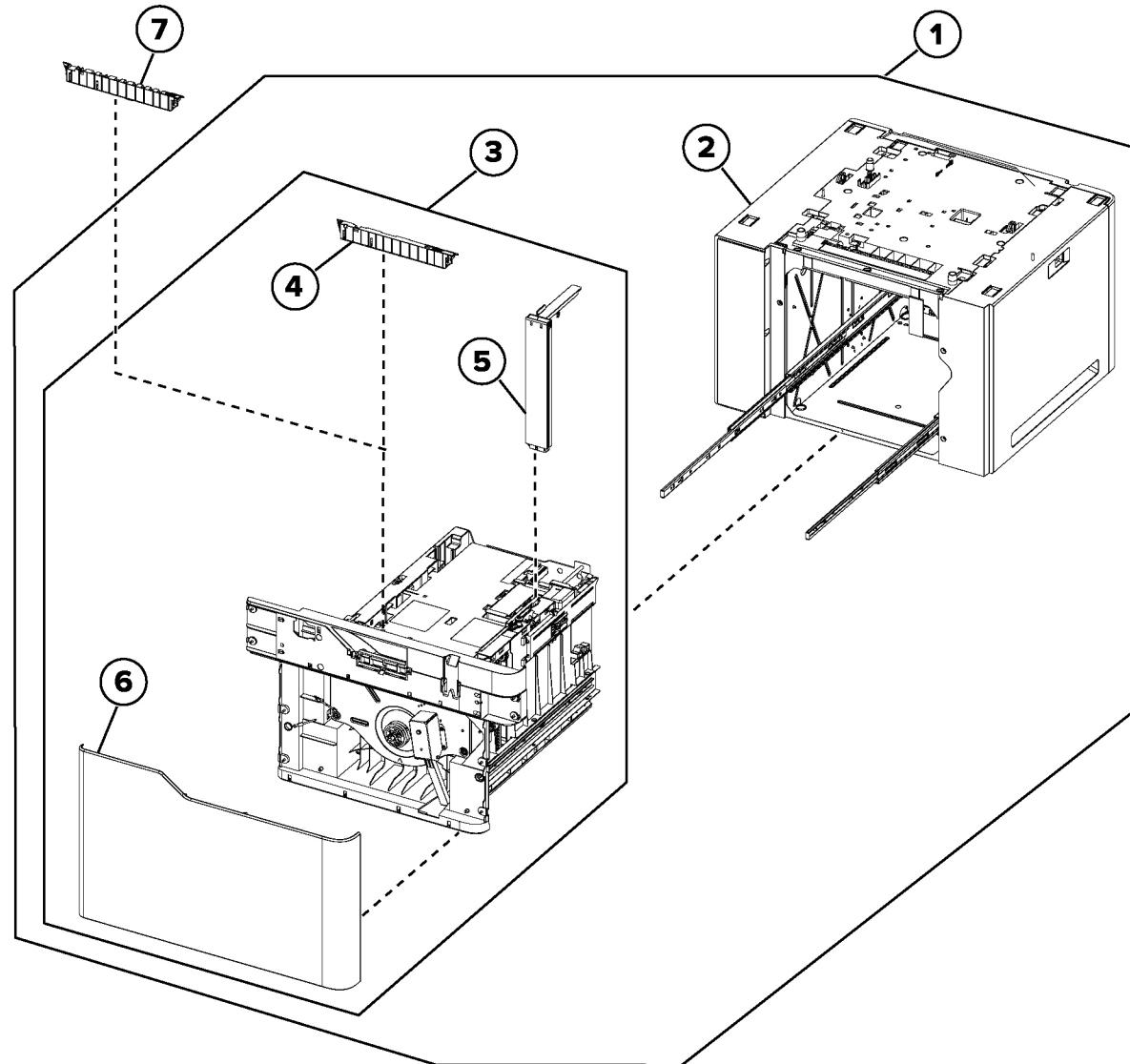
v1b625s5017a

## PL 70.20 2100 Sheet Tray Option 1

Item	Part	Description
1	—	HCF tray assembly (REP 70.12)
2	—	HCF base (P/O PL 70.20 Item 1)
3	050N00763	HCF tray insert (P/O PL 70.20 Item 1) (REP 70.13)
4	—	HCF separator pad (P/O PL 70.20 Item 3) (P/O PL 70.10 Item 5) (See Note 1)
5	—	HCF A5 length guide (P/O PL 70.20 Item 3)
6	—	HCF front cover (P/O PL 70.20 Item 3)
7	014N00526	Special media separator pad (See Note 2)
8	—	HCF tray level indicator

**Note:** 1. HFSI. To reset HFSI counter, refer to [dC135](#)

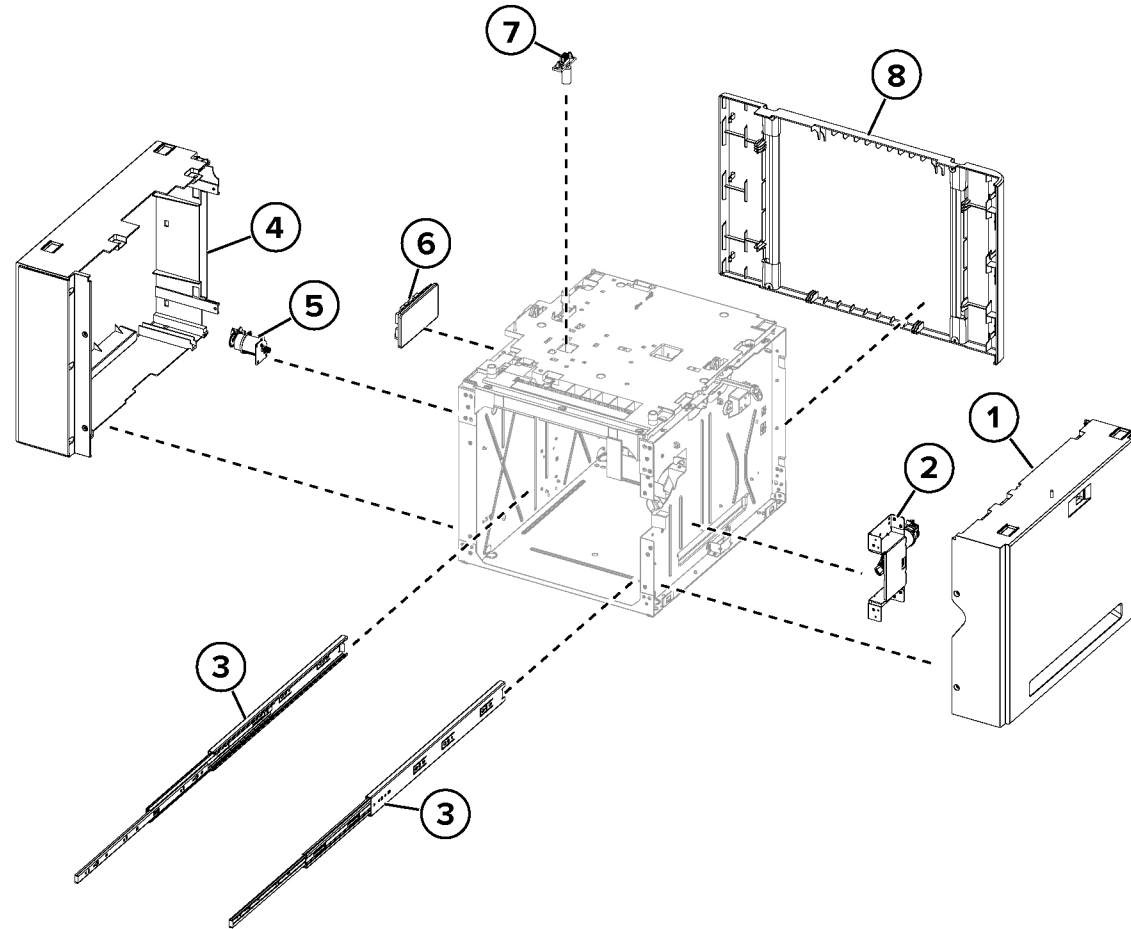
**Note:** 2. This part should only be used for customers having issues feeding special media (Heavy cardstock, Labels, Envelopes, etc)



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## PL 70.25 2100 Sheet Tray Option 2

Item	Part	Description
1	—	HCF right cover (REP 70.16)
2	007N01923	HCF elevator drive
3	—	HCF tray rails
4	—	HCF left cover (REP 70.15)
5	127N08068	HCF transport motor
6	109N00911	HCF controller PWB
7	117N02396	HCF interface harness
8	—	HCF rear cover (REP 70.14)

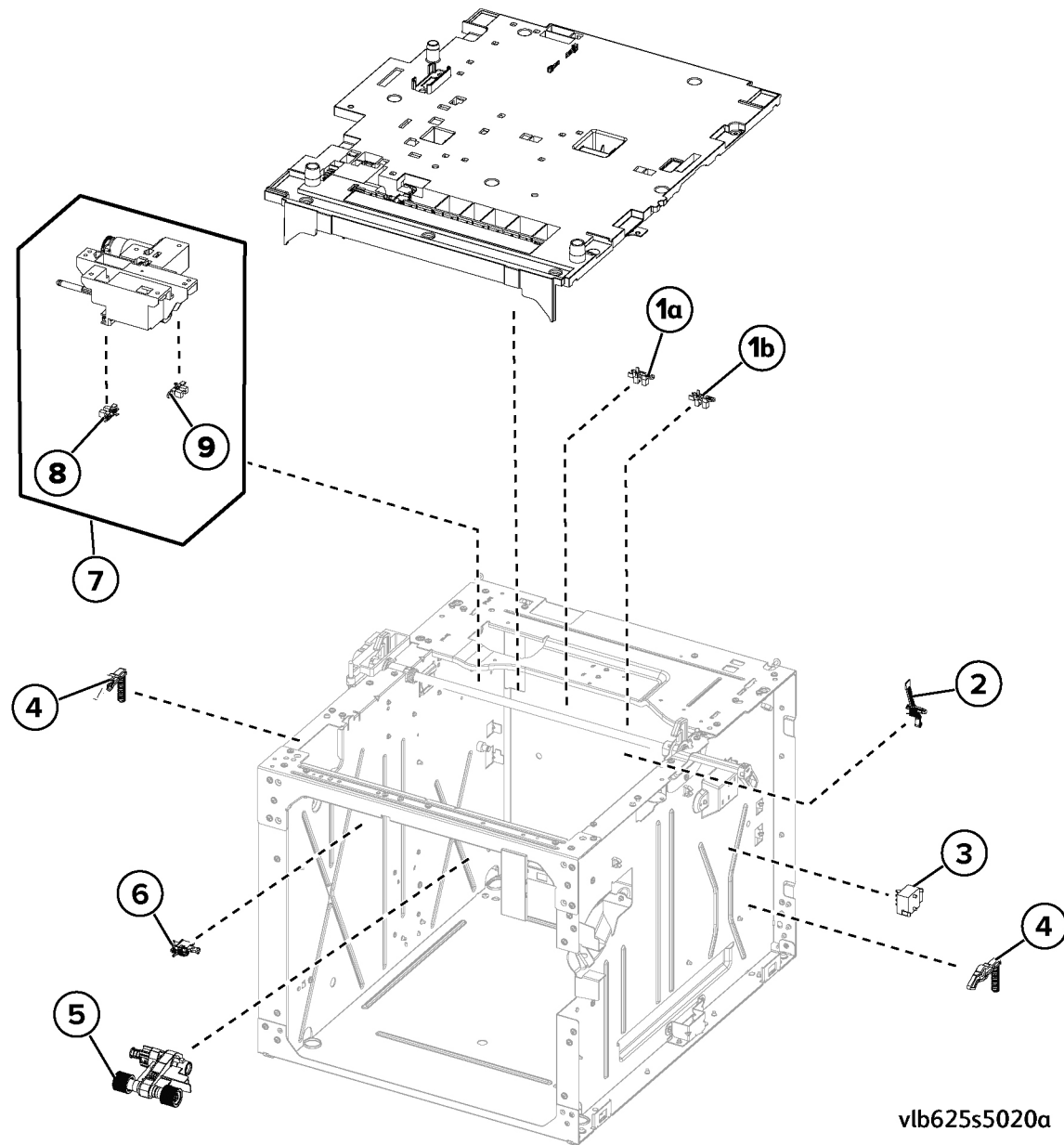


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### PL 70.30 2100 Sheet Tray Option 3

Item	Part	Description
1	130N01897	HCF near empty sensor (1a)/HCF A5 length sensor (1b)
2	130N01985	HCF elevator sensor actuator
3	130N01984	HCF paper size sensor
4	—	HCF bellcrank
5	—	HCF pick roller (P/O PL 70.10 Item 5) (See Note)
6	130N01998	HCF pick sensor
7	022N02959	HCF paper feeder
8	—	HCF pick roller index sensor (P/O PL 70.30 Item 7)
9	—	HCF paper present sensor (P/O PL 70.30 Item 7)

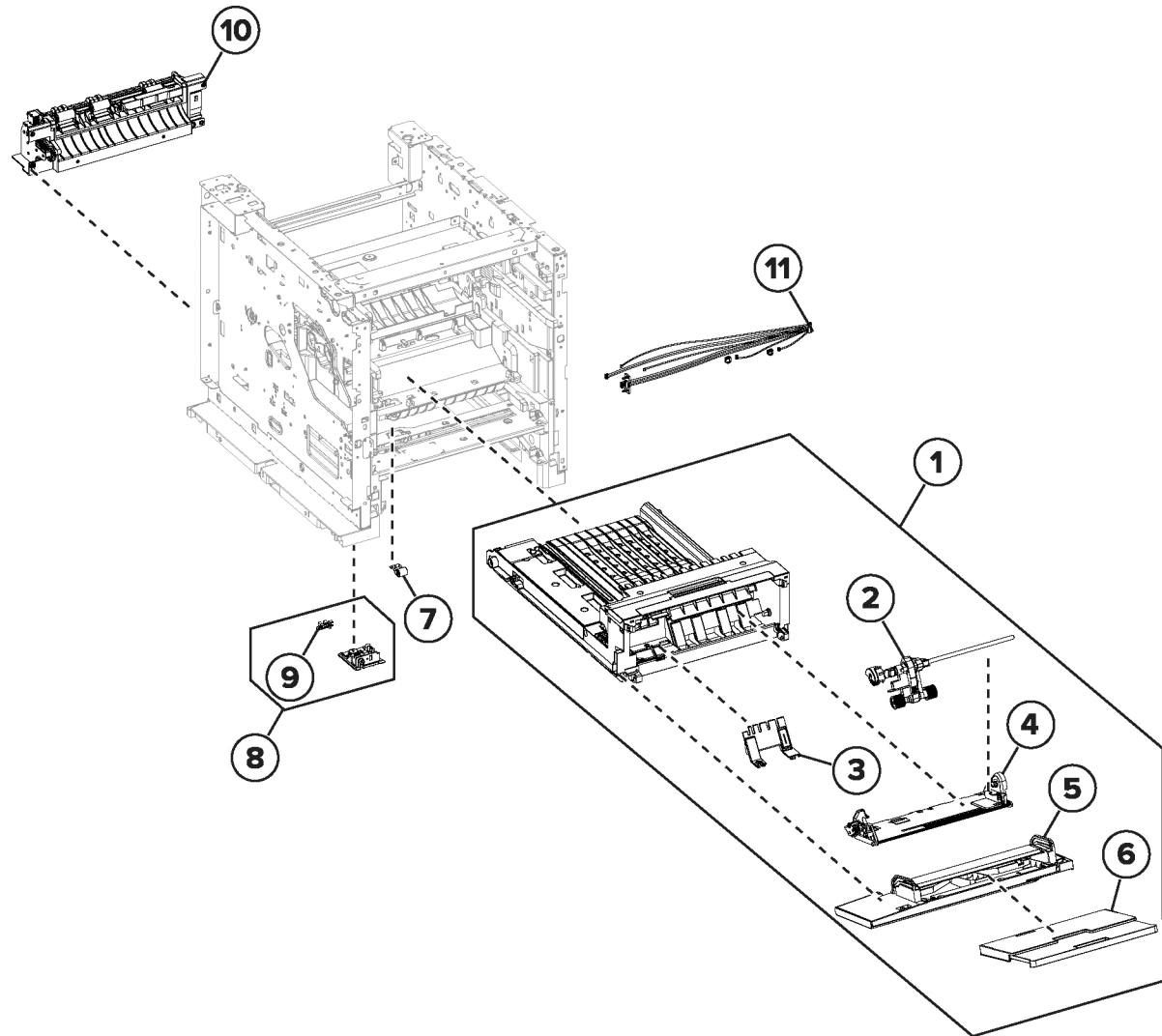
**Note:** HFSI. To reset HFSI counter, refer to [dC135](#)





## PL 80.05 Duplex Paper Path

Item	Part	Description
1	050N00760	Bypass tray
2	116R00037	Bypass tray pick roller (P/O PL 80.05 Item 1) (See Note)
3	019N01168	Bypass tray retard pad (P/O PL 80.05 Item 1)
4	—	Bypass tray drive/support (P/O PL 80.05 Item 1)
5	—	Bypass tray front door (P/O PL 80.05 Item 1)
6	—	Bypass tray extension (P/O PL 80.05 Item 1)
7	—	Duplex pinch roller (REP 80.8)
8	130N01995	Duplex sensor assembly
9	—	Duplex sensor (P/O PL 80.05 Item 8)
10	127N08061	Duplex motor (REP 80.7)
11	117N02398	Sensor/redrive motor harness



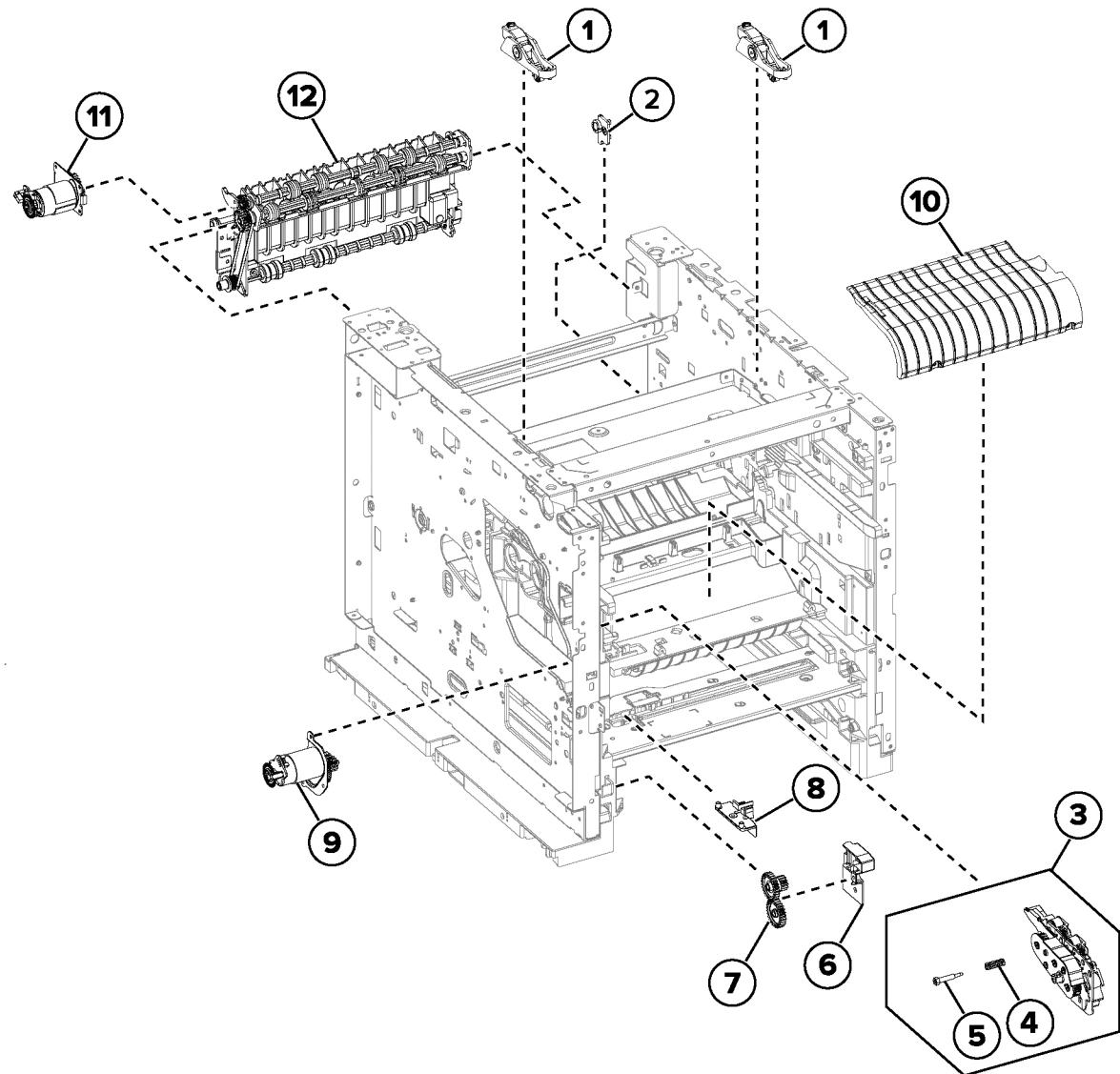
**Note:** HFSI. To reset HFSI counter, refer to [dC135](#)

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## PL 80.10 Paper Path

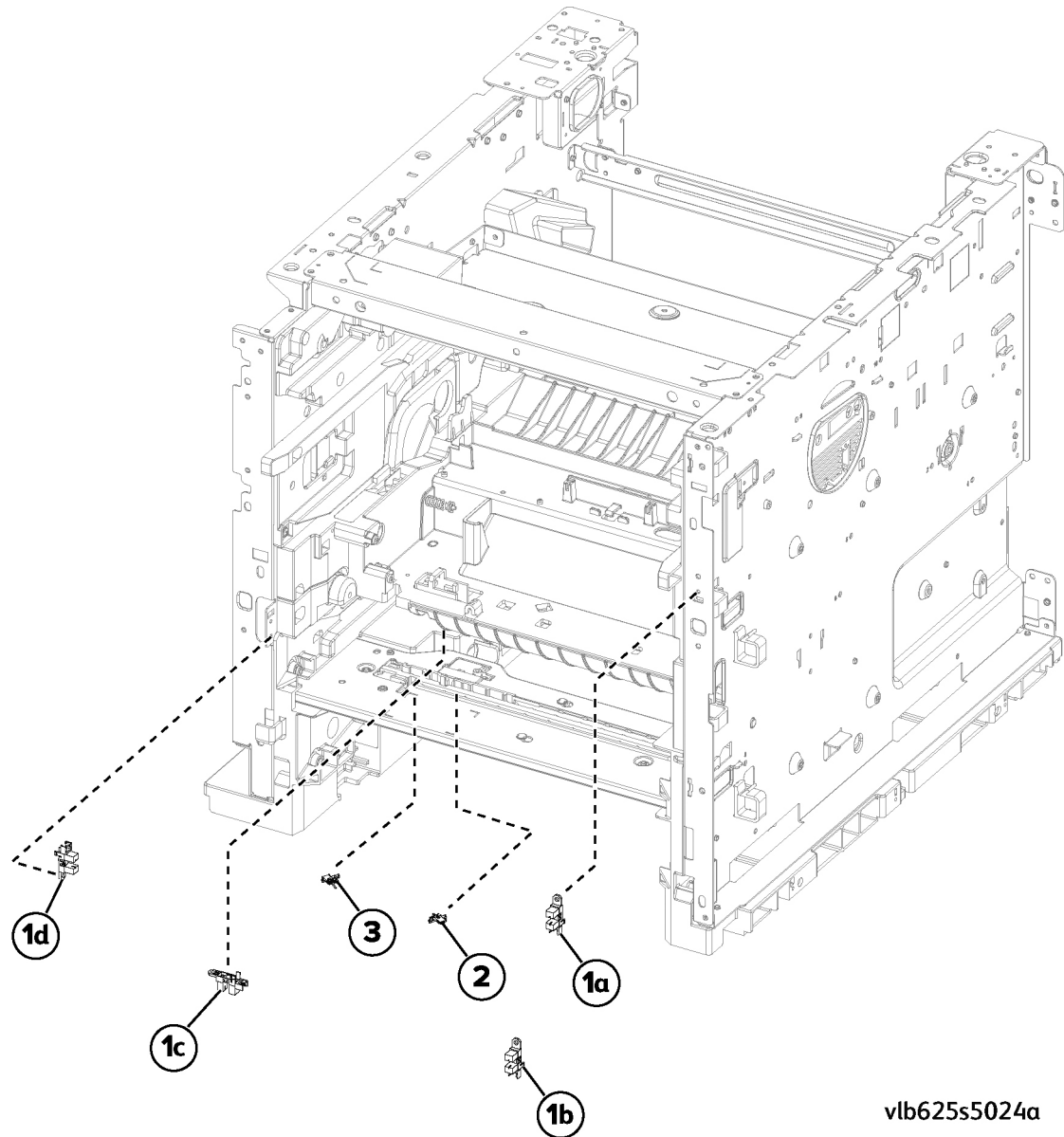
Item	Part	Description
1	—	Imaging unit clamp
2	002N03699	Rear door pivot
3	026N00902	Aligner (REP 80.15)
4	009N01774	Aligner spring (P/O PL 80.10 Item 3)
5	022N02957	Aligner screw (P/O PL 80.10 Item 3)
6	—	Gear cover
7	007N01922	Optional tray drive gear
8	—	Reference edge aligner
9	127N08065	Bypass motor
10	—	Inner guide deflector (REP 80.2)
11	127N08064	Redrive motor
12	600N03582	Upper redrive Kit (REP 80.6)



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**PL 80.15 Sensors 1**

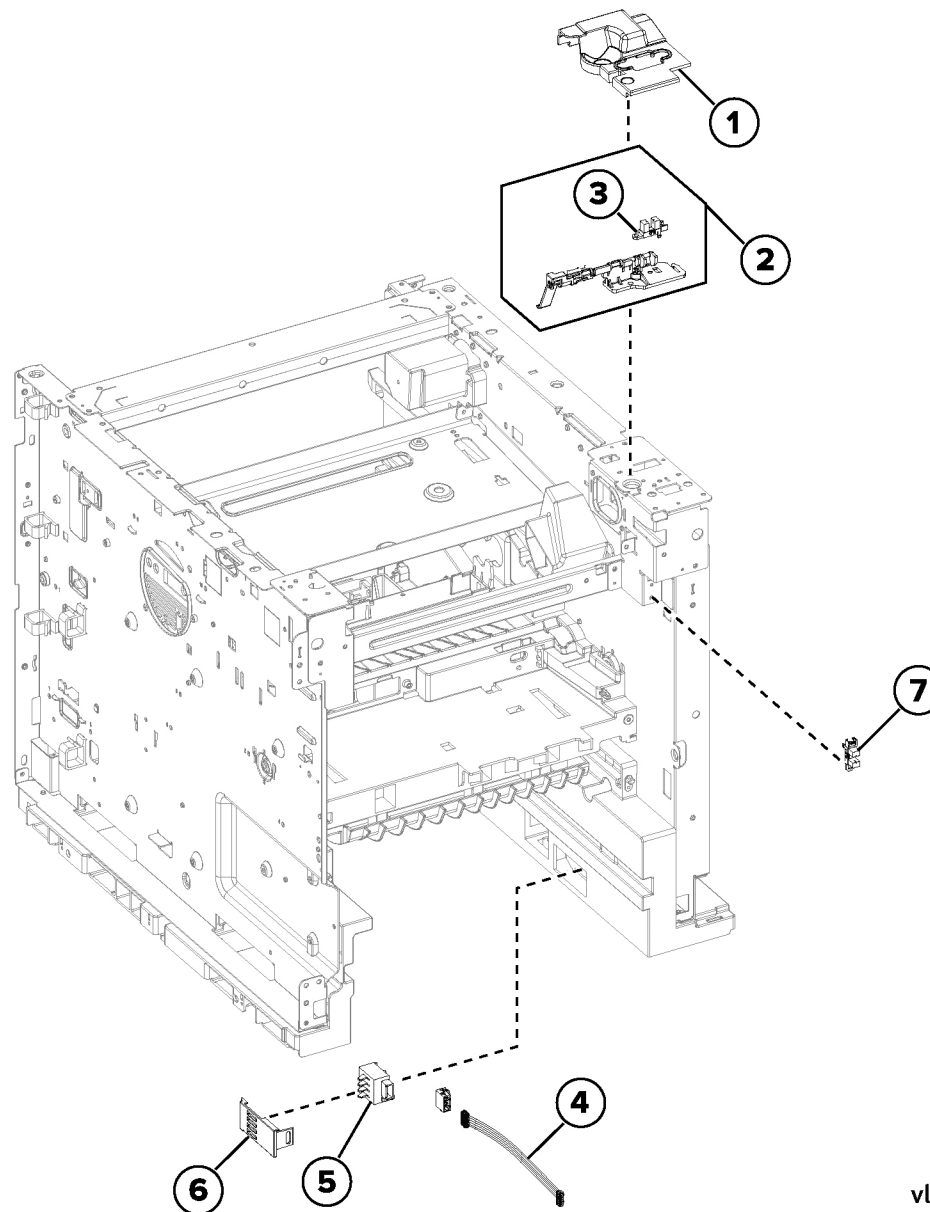
Item	Part	Description
1	130N01897	Front door interlock sensor (1a)/ Toner cartridge shutter sensor (1b)/Duplex interlock sensor(1c)/ Bypass paper present sensor(1d) (REP 80.3)
2	130N01997	Tray 1 pick sensor (REP 80.14)
3	130N01998	Pass-through sensor (REP 80.13)



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## PL 80.20 Sensors 2

Item	Part	Description
1	—	Bin full sensor cover
2	130N02001	Bin Full Sensor assembly
3	—	Bin full sensor (P/O PL 80.20 Item 2) (REP 80.10)
4	117N02401	Paper Size sensor cble
5	130N01984	Paper Size Sensor
6	—	Paper size sensor cover
7	130N01897	Rear door interlock sensor (REP 80.5)



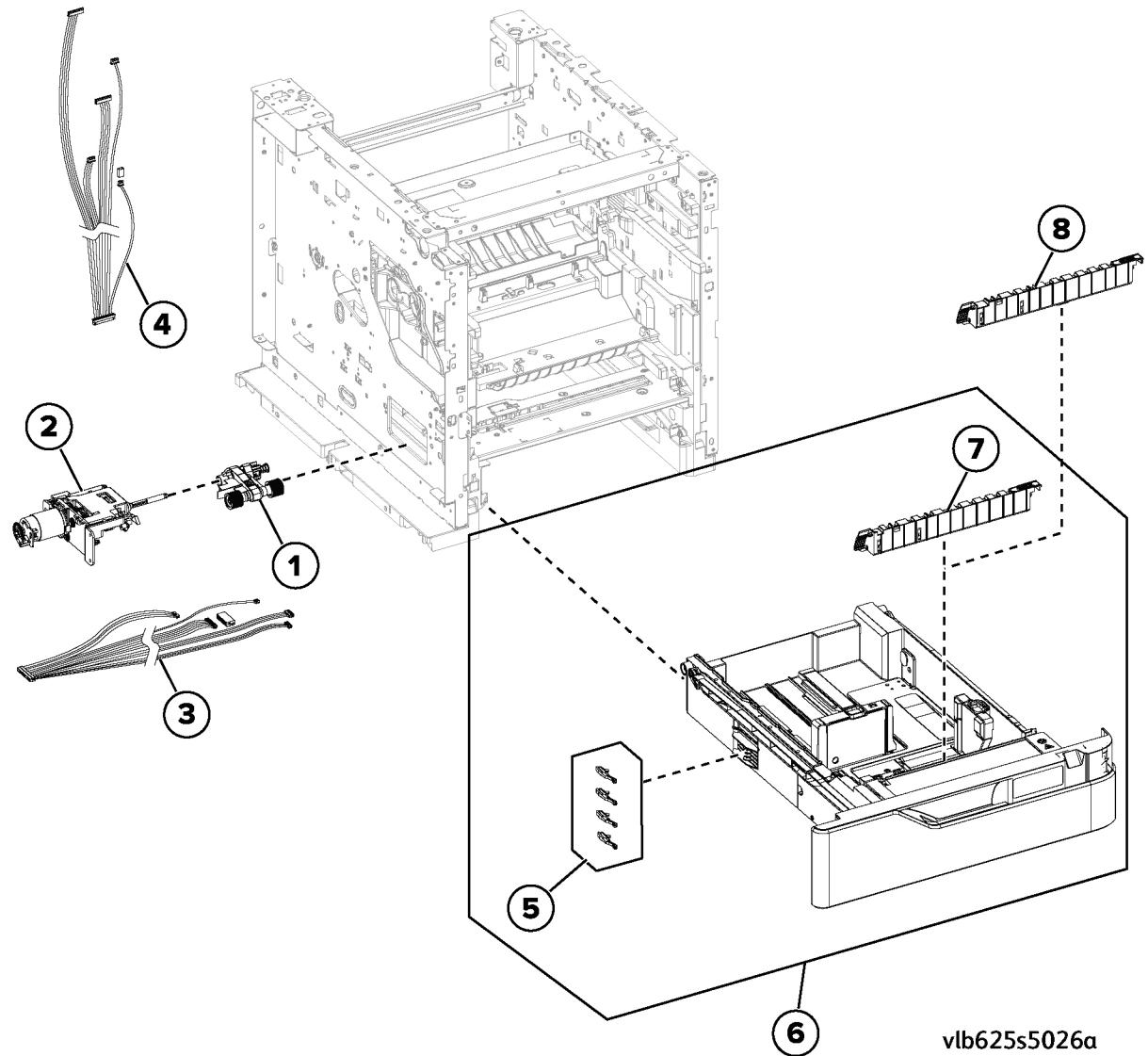
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## PL 80.25 Paper Feed Assembly

Item	Part	Description
1	—	Pick roller (P/O PL 70.10 Item 5) (See Note 1)
2	022N02958	Paper feeder (REP 80.1)
3	117N02397	Feeder/Paper path harness (A)
4	117N02399	Feeder/Paper path harness (B)
5	—	Paper size sensor actuator (P/O PL 80.25 Item 6) (See Note 1)
6	050N00761	550 Sheet tray insert
7	—	Separator pad (P/O PL 80.25 Item 6) (P/O PL 70.10 Item 5) (See Note 1)
8	014N00526	Special media separator pad (See Note 2)

**Note:** 1. HFSI. To reset HFSI counter, refer to [dC135](#)

**Note:** 2. This part should only be used for customers having issues feeding special media (Heavy cardstock, Labels, Envelopes, etc).



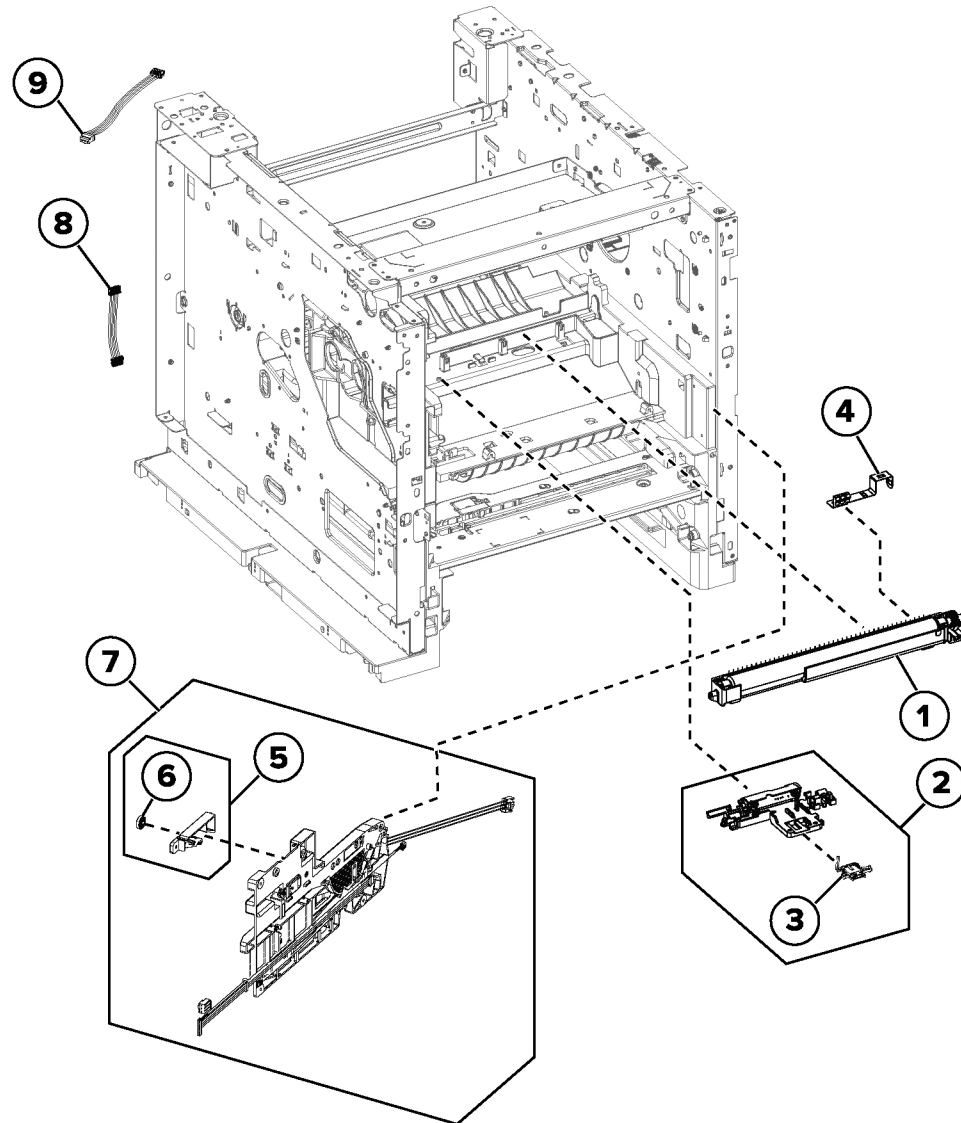
v1b625s5026a



## PL 90.05 Xerographic Components 1

Item	Part	Description
1	116R00036	Transfer roller (See Note) (REP 90.4)
2	130N01994	Toner density sensor (REP 90.6)
3	130N02000	Input sensor (P/O PL 90.05 Item 2)
4	022N02960	Transfer roller contact
5	—	Toner cartridge bias roller (P/O PL 90.05 Item 7)
6	—	Guide roller (P/O PL 90.05 Item 5)
7	032N00585	High voltage contact guide
8	117N02400	Toner sensor harness
9	117N02402	Toner motor harness

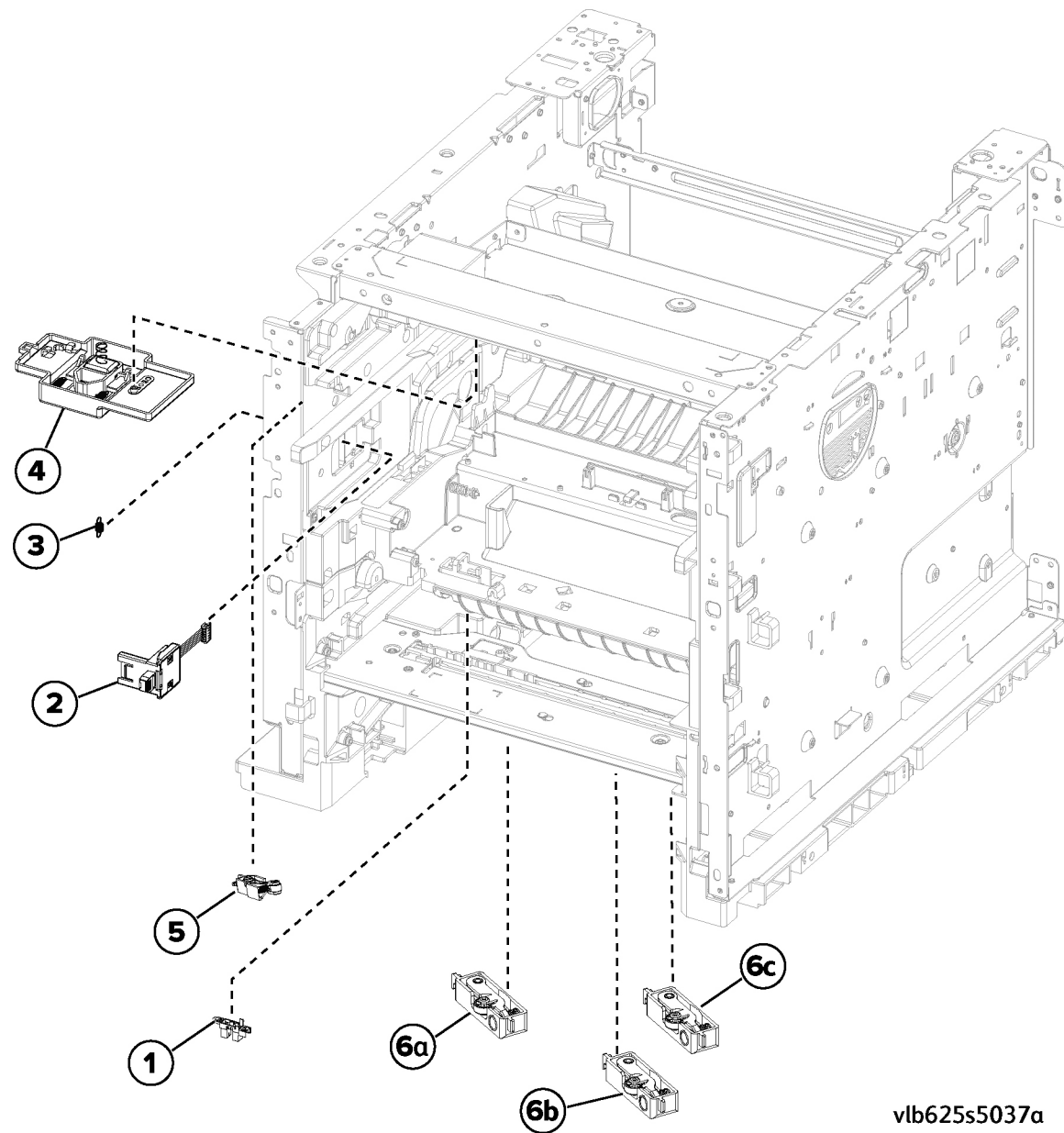
**Note:** HFSI. To reset HFSI counter, refer to dC135



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## PL 90.10 Xerographic Components 2

Item	Part	Description
1	055N00344	TC shutter sensor actuator (REP 90.1) (REP 90.1)
2	130N01996	Toner CRUM sensor
3	009N01773	Toner smart chip spring (REP 90.5)
4	130N01993	Toner low sensor (REP 90.3)
5	—	Imaging unit side bias roller
6	—	Tray bias roller, rear(6a)/Tray bias roller, top(6b)/Tray bias roller, front(6c)



vlb625s5037a

## 6 General Procedures and Information

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## Service Copy (Tools) Mode

### Service Copy Mode

Service copy mode provides access to the machine that is greater than that of a user, but less than that of the System Administrator. This mode allows the CSE to perform a number of checks and run copies without compromising the customer's security settings. This mode can be used if the Administrator user name and passcode are not at the default, and the Administrator is not available to enter the admin passcode. Perform the steps that follow:

1. Press and hold the **Home** button for 7 seconds. The passcode screen will display when the button is released.
2. Enter the passcode 2732. press the **OK** button on the UI.

**Note:** Five incorrect entries cause the entry screen to lock for 3 minutes.

3. The **Log In** button will change to display **CSE**.

**Note:** The tools available in this mode are a subset of those available in Administrator mode. CSE service copy mode remains active until the **login/CSE** button is pressed again. When finished with always log out of service copy mode by pressing the **CSE** button and confirming log out.

## dC104 Usage Counters

### Purpose

Displays a history of system usage.

### Procedure

1. Enter **GP 1**.
2. Select **Service Information**.
3. Select **dc104 Usage Counters**.
4. Touch the **Diagnostic Counters** button to filter the results:
  - **Diagnostic Counters** - lists sheet counters for service operations and tray totals.
  - **Impression Counters** - lists all impressions, categorized by Large, Small, Print.
  - **Sheet Counters** - B/W printed sheets.
  - **Images Sent Counters** - Server Fax, Internet Fax, E-mail images, and Network Scan.
  - **All Usage Counters** - all the above.

Press the **Update** button for the most current count.

## dC108 Software Version

### Purpose

Displays the installed software versions for the various modules installed in the system.

### Procedure

1. Enter **GP 1**.
2. Select **Service Information**.
3. Select **dc108 Software Version**. Depending on installed options, software version information appears for these modules:
  - Software Upgrade
  - UI Panel Firmware
  - Imaging Output Terminal
  - Network Controller
  - Image Input Terminal
  - User Interface
  - XUI Language Version

## dC122 Fault History

### Purpose

Displays the Last 40 faults.

### Note:

1. Faults detected while in Service Mode are not counted.
2. An Interlock open while the machine is stopped is not counted.
3. If multiple faults occurred in the machine, the primary fault is recorded.

### Procedure

1. Enter **GP 1**.
2. Select **Service Information**.
3. Select **dc122 Fault History**.

**Note:** In dC122 Fault History, you can print in the right upper corner depending on software release 105.xxx.009.34422.

4. A five-column table will appear, listing the **Fault Name**, **Code**, **Date/Time**, **Total Impression**, and **Size** of the last 40 machine faults.
5. To clear the fault history, select **Reset Counters** on the **Call Closeout** screen.

## dC126 Paper Registration

### Purpose

This procedure is used to align the Lead Edge and Side Edge of the developed image with media fed from the various paper trays.

For instructions, refer to [ADJ 90.1](#).

## dC131 NVM Read/Write

**Note:** NVM values are listed in the procedures where they are called out.

To access the complete [VCL625 and VLB625 NVM Tables](#).

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Select **Adjustments**.
3. Select **dc131 NVM Read/Write**.
4. Enter the NVM Chain and Link in the **Chain** and **Link** windows.

**Note:** It is not necessary to re-enter NVM locations that have already been entered. You can select previously entered locations by touching the row in the table where that location is listed. If more than four NVM locations are entered, a scroll bar will appear on the right side of the table.

5. Select the **Read** button.

**Note:** When an NVM is displayed in the table, it will remain displayed until **Clear** is selected. The **Clear** button only clears the table display, not an NVM value.

6. Touch the **Value of:** window and use the keypad to enter the new NVM Value. Use the **+/-** button to enter negative numbers.
7. Select **Write** to load the new value.

## dC132 Machine Serial Number

### Purpose

This procedure synchronizes the serial number information on the components where it is stored.

Serial number information is stored at these locations:

- **Controller PWB**, PL 3.05.
- **Drive PWB**, PL 1.10.



**CAUTION:** When installing a new Controller PWB and Drive PWB in the same call, each must be installed independently, then the machine restarted to see if the fault persists. The new component's serial number data will synchronize automatically with the data on the other components. In such instances, dC132 need not be performed. **When both PWBs are installed at the same time, then the machine restarted, serial number mismatch and machine inoperability will occur, and dC132 must be performed.**

### Initial Action

Check dC122 for Communications faults (Chain 303 and 316). These faults can prevent serial number synchronization. Resolve these faults before continuing. Please obtain a serial number re-synchronization request form from GSN Library 15053.

### Procedure

#### Part 1 - Notify service support.

**Note:** It may take up to 24 – 72 hours to receive a password from A-CAST.

1. Enter GP 1.
2. Select **Maintenance**.
3. Select **dc132 Machine Serial Number**.
4. Select **Generate New Identifier Code**. Record the Unique Machine Identifier.



**CAUTION:** After the Unique Machine Identifier is generated, **DO NOT** touch the **Generate New Identifier Code** button a second time, as this will invalidate the Password that will be provided.

5. Contact service support for instructions on how to complete the form.

**Note:** Follow all instructions included in the form. You must complete the form, print it, obtain required signatures and data, then scan it. There is a cost for this service.

6. Have the National Technical Specialist (NTS, RSE or FE) forward a copy of service log and proof of the location of the machine to A-CAST. This information must indicate machine location, customer name and address.

The proof must be a screen capture of the NTS/FE/RSE customer support database (account management database), FWSS, ICSS, DFM BT, VQMS, VALE, STPR, eSAP, etc. The information on the proof must match the information on the form.

#### Part 2 - Re-serialize machine

1. Enter Diagnostics, GP 1.
2. Select **Maintenance**.
3. Select **dc132 Machine Serial Number**.
4. Select **Enter Passcode**.
5. Enter the Passcode received from A-CAST in the box named **Enter Passcode**.
6. Select **OK**.
7. Please verify UI screen indicated **Serial Number Verification Complete, Your machine serial number has been verified**.
8. Exit Diagnostic mode and select Reboot.
9. Print a configuration report and verify that the serial number is corrected. The serial numbers are now synchronized.

## dC135 HFSI Counters

### Purpose

This routine displays the percentage of service life remaining for periodic replacement parts.

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Select **Maintenance**.
3. Select **dc135 CRU/HFSI**.
4. The CRU/HFSI screen lists the serviceable items and displays **Estimated Pages Remaining**.
5. Refer to [SCP 4](#) Subsystem Maintenance. Perform the listed Service Action for all HFSI counters that are at or near end of life.
6. To reset the count after replacing the parts, select the appropriate HFSI item, then select **Reset Counter**.

## dC301 NVM Initialization

### Purpose

This procedure may be needed when the machine cannot recover for some unknown reason, including problems such as producing blank copies/prints, continuously declaring system faults, etc.



**CAUTION:** Before Initializing NVM on any subsystem, perform [dC361](#) NVM Save and Restore. Performing NVM Initialization on any subsystem may cause damage or degradation of machine performance.

### Initial Actions

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

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Select **Adjustments**.
3. Select **dC301 NVM Initialization**.
4. Select the desired **Controller** and **NVM Data** using the features on the UI screen.
5. Select **Initialize** to run the routine. Select the **[X]** button to exit the routine without running it.
6. When prompted by the message **Are you sure you want to initialize NVM?**, select **Initialize**.

**Note:** If the screen displays the message **The device is in a non-customer mode** after completing this step, perform [dC361](#) to restore the machine to customer mode.

7. After the initialization is complete, the machine will restart into the Startup Wizard.

## dC312 Network Echo Tests

### Purpose

Tests the machine's ability to communicate on the network.

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Select **Diagnostics**.
3. Select **dC312 Network Echo Test**.
4. Select the **Protocol** to be tested.

**Note:** Protocols not available will be greyed out.

5. Select the **Start Network Echo Test** button. The test will run. A message will be displayed on the UI indicating whether the test was successful.

## dC330 Component Control

### Purpose

To show the status of input components e.g. sensors, and to run or energize output components e.g. motors, solenoids.

### Description

Output and input component codes are entered into the Component Control Table on the UI, and then checked individually or in permitted groups. The codes in the tables are grouped in function chain order. Refer to [GP 2](#) Fault Codes and History Files.

Go to the appropriate procedure:

- [Input Components](#)
- [Output Components](#)

### Input Components

Component control codes are not used with the VLB620 dC330 procedures. Direct access to components are listed in the dC330 procedures of the Control Panel interface.

The displayed status of the input component can be changed by causing the component status to change, e.g. operating a sensor with a sheet of paper.

### Output Components

Component control codes are not used with the VLB620 dC330 procedures. Direct access to components are listed in the dC330 procedures of the Control Panel interface.

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch Diagnostics.
3. Touch dC330 Component Control (Print Engine).
4. Touch the dC330 component control list desired:
  - a. Sensor Tests
  - b. Motor Tests
5. Scroll the list for the component to be checked.
6. Touch the component name.
7. Touch Start.

**Note:**

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

The screen provides the following information:

- Component status.
  - Component change state.
  - Operation counter.
8. Toggle Cyclic Motion to repeat the operation.
  9. Touch Stop All to stop component operation.
  10. Touch Close to return to the Diagnostics screen.
  11. Exit diagnostics, [GP 1](#).

**Print Engine Tests**

**Table 1 Print Engine Tests**

Test	Sub Menu	Action	Sub Menu	General
Sensor Tests				
	MPF Media Present			
	Pick Roller Index (tray 1)			
	Tray 1 Media Out			
	Tray 1 pick			
	Tray 1 Pass-through			
	Input			

Test	Sub Menu	Action	Sub Menu	General
	Narrow media			
	Fuser exit			
	Duplex path			
	Duplex interlock			
	Output bin full			
	Front door interlock			
	Rear door interlock			
	Media size (tray 1) switch 1			
	Media size (tray 1) switch 2			
	Media size (tray 1) switch 3			
	Media size (tray 1) switch 4			
Additional Tray-Sensor Tests				
	Tray 2 pick roller index			
	Tray 2 media out			

Test	Sub Menu	Action	Sub Menu	General
	Tray 2 pass-through			
	Tray 2 media size switch 1			
	Tray 2 media size switch 2			
	Tray 2 media size switch 3			
	Tray 2 media size switch 4			
Motor Tests				
	MPF pick			
	Pick (tray 1) picking			
	Pick (tray 1) lifting			
	Fuser (fusing)			
	Fuser (retracing)			
	Redrive (forward)			
	Redrive (reverse)			
	Imaging unit			
	K toner add			
	Fan (main)			

Test	Sub Menu	Action	Sub Menu	General
	Fan (cartridge)			
Additional Tray-Motor Tests				
	Pick (tray 2) picking			
	Pick (tray 2) lifting			
	Pass-through (tray 2)			



## dC361 NVM Save and Restore

### Purpose

1. To capture the state of NVM to a file stored on the machine's controller PWB.
2. Copy the selected NVM to a USB device or restore NVM back to the device when required.

This routine supports the save and restore of the following NVM platforms:

- Print Engine

### Procedure



**CAUTION:** In this procedure it is important to follow the steps in order, read and understand all notes, and perform all actions correctly for each step. Failure to do so may result in saving an old and/or incorrect NVM file, then inadvertently reloading it when NVM is restored.

#### Note:

- NVM data files are first saved to the controller PWB.  
Saved NVM platforms can be copied to a USB device by selecting the saved platform, then selecting **[Copy to USB Device]**.
- When an AltBoot or Forced AltBoot is performed, the files are first copied to the controller PWB from the USB drive, then written to the machine.

**Note:** Always save NVM data to a USB drive before performing an AltBoot or Forced AltBoot. Performing an AltBoot or Forced AltBoot deletes all data from the controller PWB.

#### To Save NVM

1. Enter Diagnostics, [GP 1](#).
2. If you are saving NVM to a USB device, connect the USB device to one of the USB ports on the machine.
3. Select **[Adjustments]**.
4. Select **[dc361 NVM Save and Restore]**.

**Note:** The top line represents the NVM data stored in the various locations in the machine. Subsequent lines represent the NVM platform saved in the controller PWB. Each time NVM is saved to the controller PWB a new file is created on the controller PWB. Each file displays as a separate line in the window with a unique date and time. Upon controller PWB replacement or a AltBoot or Forced AltBoot is performed, these files persist each time dc361 is accessed. When inserted, the USB device files are listed at the bottom.

5. Touch the **[Machine NVM]** line. A popup menu will open.

6. Select **[Save To Hard Drive]** from the popup menu.  
A screen with a progress bar will display and the NVM data will be saved to the HDD/SSD immediately. No confirmation popup displays.
7. New line(s) are added to the screen in date and time order.
8. If it is necessary to copy the NVM files to a USB drive, touch the **[Hard Drive]** line from the save you just made. A popup menu displays.
9. Select **[Copy To USB Device]** from the popup menu.  
A screen with a progress bar will display and the NVM data will be saved to the USB device immediately. No confirmation popup displays.

#### To Restore NVM

1. Enter Diagnostics, [GP 1](#).
2. If restoring NVM from a USB drive, connect the USB Drive to a USB port on the machine.
3. Select **[Adjustments]**.
4. Select **[dc361 NVM Save and Restore]**.

**Note:** The top line represents the NVM data stored in the various locations in the machine. Subsequent lines represent the data stored on the controller PWB and USB drive. Each time NVM is saved to the controller PWB a new file is created on the controller PWB. Each file displays as a separate line in the window with a unique date and time. Unless the controller PWB is replaced, or an AltBoot or Forced AltBoot is performed, these files persist each time dc361 is accessed. The USB Device files are always listed at the bottom.

5. Touch the **[Hard Drive]** line corresponding to either the save made previously or to the copy just made from the USB drive.
6. Select **[Restore Machine NVM]**.

**Note:** You must switch OFF, then switch ON the machine, [GP 10](#).

## dC612 Print Test Patterns

### Purpose

Prints the built-in test patterns to help identify Image Quality problems, [Table 1](#).

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Select **Diagnostics**.
3. Select **dc612 Print Test Patterns**.
4. Select **[Start]** from the **[Advanced Print Quality Samples]** menu.

**Table 1 Test Patterns**

#	Description	Paper Size	Color Mode
1	Vertically repeating defects - [Print Cartridges]	8.5x11/A4	Y, M, C, K
2	Vertically repeating defects - [Transfer Module]	8.5x11/A4	Y, M, C, K
3	PQTEST-A	8.5x11/A4	Y, M, C, K
4	PQTEST-B	8.5x11/A4	C
5	PQTEST-C	8.5x11/A4	M
6	PQTEST-D	8.5x11/A4	Y
7	PQTEST-E	8.5x11/A4	K
8	PQTEST-F	8.5x11/A4	Blank
9	PQTEST-G	8.5x11/A4	Y, M, C, K
10	PQTEST-H	8.5x11/A4	Y, M, C, K
11	PQTEST-I	8.5x11/A4	Y, M, C, K
12	PQTEST-J	8.5x11/A4	Y, M, C, K

## dC727 Tray Quick Print Tests

### Purpose

Performs a single or continuous Quick Print Test.

### Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch **[Diagnostics]** to open the diagnostics procedures menu.
3. Touch **[dc727 Tray Quick Print Tests]**.
4. Select the desired test from one of the three available options:
  - a. Touch **>Duplex**, to open the Duplex Quick Print Test menu.
    1. **[Paper size]**, touch the button to change the paper size.
      - Letter (default).
      - A4
    2. Two quick print test options are available:
      - **[Single]**, prints a single page.
      - **[Continuous]**, prints a minimum of 20 continuous pages.

**Note:** Load the MPF tray with a minimum of 20 sheets of the desired paper size, **[Letter]** or **[A4]**, before touching **[Start]**.
    3. **[Single]**, touch **[Start]** to print a single quick print test page.
    4. **[Continuous]**, touch **[Start]** to print continuous quick print test pages.
  - b. Touch **>MPF Tray**, to open the MPF Tray tests:
    1. **[Paper size]**, touch the button to change the paper size.
      - Letter (default).

- A4
2. Two quick print test options are available:
    - **[Single]**, prints a single page.
    - **[Continuous]**, prints a minimum of 20 continuous pages.

**Note:** Load the MPF tray with a minimum of 20 sheets of the desired paper size, **[Letter]** or **[A4]**, before touching **[Start]**.
  3. **[Single]**, touch **[Start]** to print a single quick print test page.
  4. **[Continuous]**, touch **[Start]** to print continuous quick print test pages.
- c. Touch **>Tray 1**, to open the Tray 1 tests:
1. Two quick print test options are available:
    - **[Single]**, prints a single page.
    - **[Continuous]**, prints a minimum of 20 continuous pages.

**Note:** Load Tray 1 with a minimum of 20 sheets of the desired paper size, **[Letter]** or **[A4]**, before touching **[Start]**.
  2. **[Single]**, touch **[Start]** to print a single quick print test page.
  3. **[Continuous]**, touch **[Start]** to print continuous quick print test pages.

## dC925 Printer Setup

### Purpose

Adjusts the EP settings of the printer and calibrates the waste tone sensor for optimal accuracy.

### Procedure

Three adjustments can be performed in dC925 Printer Setup:

1. Enter Diagnostics, [GP 1](#).
2. Scroll to **[Adjustments > dc925 Printer Setup]**, then touch **[dc925 Printer Setup]** to open the menu.
3. Touch the adjustment required:
  - a. **Engine Settings:** Not Used.
  - b. **EP Setup:** increase or reduce bias voltage on the drum from the bias charge roll.

Two settings are available for either **[Charge Adjust]** or **[Developer Adjust]**:

- **Charge Adjust:**

1. Black (DC bias voltage)
  - 1) Touch the button to change the black bias voltage as required:
    - **[Low]**
    - **[Normal]** (default)
    - **[High]**
  - 2) Touch **[Save]** to set the change active.

- **Developer Adjust:**

1. Black (DC bias voltage)
  - 1) Touch the button to change the black bias voltage as required:
    - **[Low]**
    - **[Normal]** (default)
    - **[High]**
  - 2) Touch **[Save]** to set the change active.

- c. **Waste toner sensor calibration:** calibrates the waste toner sensor, ensuring the accuracy of the waste toner level detection.

1. Touch **[Start]** to begin the sensor calibration.
4. Exit Diagnostics, [GP 1](#).

## GP 1 Diagnostics Mode Entry

### Purpose

This procedure describes how to enter and exit diagnostics mode and the available diagnostics routines.

**Note:** When diagnostics mode is entered, all existing copy jobs are cancelled and an 'Offline' screen message is displayed.

### How to Enter Service Mode

**Note:** Do not enter diagnostics mode if the Replace Toner Cartridge dialog box is displayed. Entry to diagnostics mode with the dialog box displayed will stop the machine printing test patterns. Confirm either yes or no, then enter diagnostics mode.

1. Switch on the machine, [GP 10](#).
2. When the machine is ready press and hold the **Home** button for 7 seconds. The passcode screen will display when the button is released.
3. Enter the passcode, 6789. Press the **OK** button on the UI.

**Note:** Five incorrect entries cause the entry screen to lock for 3 minutes.

4. Select the relevant tab:
  - [General Information Tab](#)
  - [Service Information Tab](#)
  - [Diagnostics Tab](#)
  - [Adjustments Tab](#)
  - [Maintenance Tab](#)

### Call Closeout Button

**Note:** Do not exit service mode until the machine has recovered from all diagnostic routines.

1. Select the Call Closeout button to exit service mode.
2. If necessary, select Reset Counters.
3. Select Exit or Exit and Reboot.

### General Information Tab

- Product code:
- Serial number:
- Total images:

- Images since last call:
- System software version:
- IPV4 address:
- Device name:
- IPV6 address:

#### Service Information Tab

The service info tab contains routines used to track; use counts, SW versions, fault history, and consumable status. Refer to [Table 1](#), Service Information Tab.

**Table 1 Service Information Tab**

Routine	Description
dC104 dC104	Usage Counters
dC108 dC108	Software Version
dC122 dC122	Fault History
dC135 dC135	CRU / HSF1 Status

#### Diagnostics Tab

The diagnostic tab contains routines used to test specific areas of the machine. Refer to [Table 2](#), Diagnostics Tab.

**Table 2 Diagnostics Tab**

Routine	Description
dC312 dC312	Network Echo Test
dC330 dC330	Component Control (Print Engine)
dC612 dC612	Print Test Pattern
dC727 dC727	Tray Quick Print Tests

#### Adjustments Tab

The adjustment tab contains routines used to modify the set-up or to calibrate specific areas of the machine. Refer to [Table 3](#), Adjustments Tab.

**Table 3 Adjustments Tab**

Routine	Description
dC126 dC126	System Registration
dC131 dC131	NVM Read/Write
dC301 dC301	NVM Initialization
dC361 dC361	NVM Save and Restore
dC925 dC925	Printer Setup

#### Maintenance Tab

The maintenance tab contains routines that give information about the fault history of the machine, serial number, and consumable. Refer to [Table 4](#), Maintenance Tab.

**Table 4 Maintenance Tab**

Routine	Description
dC122 dC122	Fault History
dC132 dC132	Machine Serial Number
dC135 dC135	CRU / HSF1

#### Service Mode

Service mode provides access to the machine that is greater than that of a user, but less than that of the System Administrator. This mode allows the CSE to perform a number of checks compromising the customer's security settings. This mode can be used if the Administrator user name and passcode are not at the default, and the Administrator is not available to enter the admin passcode. Perform the steps that follow:

1. Press and hold the **Home** button for 7 seconds. The passcode screen will display when the button is released.

2. Enter the passcode 2732, press the **OK** button on the UI.

**Note:** Five incorrect entries cause the entry screen to lock for 3 minutes.

3. The **Log In** button will change to display **CSE**.

**Note:** The tools available in this mode are a subset of those available in Administrator mode. CSE service mode remains active until the **login/CSE** button is pressed again. When finished with always log out of service mode by pressing the **CSE** button and confirming log out.

## GP 2 Fault Codes and History Files

### Purpose

To describe access to fault history information and explain the fault code structure.

- Fault History files can be accessed from the UI:
  1. Touch Device > Notifications > Fault History.

### Fault Data Available from Service Mode

1. Enter Service Mode, [GP 1](#):
2. Touch Service Information > dC122 Fault History, [dC122](#).

### Function, Fault, Component Codes

Refer to, [Table 1](#), Function and fault code prefixes. Also known as the chain code.

For example, displayed code 373-215-00, Tray 3 hoist failure.

- 3 - Indicates that this is an Atlantis software platform fault code.
- 73 - The fault is located in chain 7 — paper supply, tray 3.
- 215 - This is the link code.
- 00 - This is the extension code.

**Table 1 Function and fault code prefixes**

Chain Code	Function
301	Standby power
302	User interface
303	Machine run control
305	Document transportation
310	Fusing and copy/print transportation
312	Finishers
316	Network controller
319	Video image manipulation
320	Fax
322	System Errors
340	Main drives
36X	LED print head, scanners

Chain Code	Function
37X (X = tray No.)	Paper supply (paper trays and bypass)
38X	Paper feed and transport
39X	Xerographics
395	Software upgrade errors

## GP 3 Service Information

### Purpose

To provide machine hardware and software information.

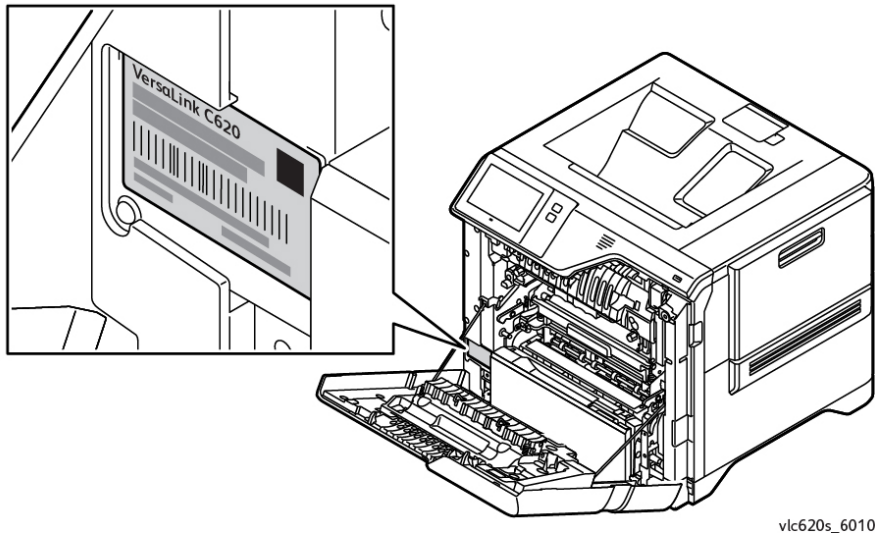
### Diagnostics Mode Screen

Enter service/diagnostics mode, [GP 1](#). The screen displays the following sections:

- **Initial View:**
  - [General Information Tab.](#)
  - [Service Information Tab.](#)
  - [Diagnostics Tab](#)
  - [Adjustments Tab.](#)
  - [Maintenance Tab.](#)
- **General Information:**
  - Product Code:
  - Serial Number:
  - Total Images:
  - Images Since Last Call:
  - System Software Version:
  - IPV4 Address:
  - Device Name:
  - IPV6 Address:
- **Service Information:**
  - [dC104](#) Usage Counters
  - [dC108](#) Software Version
  - [dC122](#) Fault History
  - [dC135](#) CRU/HFSI

### Machine Serial Number

To locate the machine serial number, open the front door, the serial number plate is located on the upper left frame of the machine, [Figure 1](#).



vlc620s\_6010

**Figure 1 Machine Serial Number**

The serial number for the NA markets is in the format: XXX #####. Where XXX is the product code (see [Product Code](#)) and ##### is the serial number.

The serial number for the XE markets is in the format: MMM#####C. MMM is the manufacturing location code, ##### is the serial number and C is the check digit, for example 2327020103.

#### Product Code

The machine product codes are shown below, [Table 1](#).


**Table 1 Machine product codes**

Machine Configuration	Product Code	Comments
B620_DN, (110VAC)	UNQ	
B620V_DN, (220VAC)	UNZ	
B620_YDN, (110VAC)	UNQN	TAA configuration
B620V_YDN, (220VAC)	UNZN	TAA configuration



## GP 4 Software Upgrade

### Preparation

 **CAUTION:** The Altboot procedure may delete all stored data on the System Disk Drive, including e-mail addresses, Xerox Standard Accounting data, and network configuration information. If possible, clone the machine, [GP 13](#), and back up customer settings, [GP 22](#), before performing Altboot. If the machine failure is such that a Backup and Restore cannot be performed, notify the customer that data will be lost.

Perform the following, if possible:

1. Save NVM to a USB drive, [dC361](#).
2. Print a Configuration Report, [GP 14](#).
3. Clone the network configuration, [GP 13](#).
4. Create a backup file of customer settings, [GP 22](#).

### Purpose

This procedure provides installation instructions for upgrading, downgrading, or restoring system software:

Additional software installation options are available using EWS when software updates are enabled. Customers can upload system software using EWS or they can configure EWS to monitor an FTP site and automatically upgrade when a newer version is detected. [Table 1](#) lists the available software installation procedures and their effects on each module.

**Note:** If a newly installed component has a different version of software than the software set that is on the controller PWB, the software on the new component may be upgraded or downgraded at system startup.

**Note:** To power down the machine, press the UI Power Button and then respond to the on-screen prompts. Wait until the Power Button LED turns off, then switch off the Main Power Switch, [GP 10](#).

**Note:** The following table provides an overview of the procedures that follow. The table is not intended as a procedure for the type of software installation. A link to the procedure is provided in the table.

Table 1 Software Loading Options

Full DLM download location: <a href="#">GSN Library 17861</a>		Phase 1 - BIOS / Flash Update			Phase 2 - Platform Upgrade						
Software Platform	Procedure Overview	Controller (SBC)									
Platform Components		OS kernel & FPGAs	SW Upgrade	BIOS	Network Controller	Fax	UI App	OS	OS kernel & FPGAs	UI Panel Firmware	IOT
HW Location	Physical location of the software component.	eMMC		eMMC	eMMC					UI PWB	Controller PWB
<b>USB Altboot</b> (Standard Altboot) Used for software upgrade or downgrade. Based on the drive setup, the printer reads the folders, finds the Altboot folder, checks the versions of software against the .DLM file, and then installs the .DLM file associated with the printer. The printer retains the customer data.	<a href="#">Standard USB Altboot Procedure</a>  <b>Also called standard Altboot, this is the base procedure: Based on the drive setup, the printer reads the folders, finds the Altboot folder, checks the versions of software against the .DLM file, and then installs the .DLM file associated with the printer. The printer retains the customer data.</b> <ul style="list-style-type: none"> <li>• USB Port on the machine must be <b>Enabled</b>.</li> <li>• Do not partition the USB drive.</li> <li>• Format the USB drive for FAT32 (other formats are not supported).</li> <li>• Only place one .DLM file per product number in the folder.</li> <li>• Altboot .DLMs are larger files.</li> </ul>	Upgrade Downgrade Reload									none
<b>Forced USB Altboot:</b> Method used for failed SW Upgrade recovery.	<a href="#">Forced USB Altboot Procedure</a>  <b>In a USB drive formatted for Altboot, add a blank text file in the Altboot directory and call it FORCED_UPGRADE (the filename is case-sensitive).</b> <ul style="list-style-type: none"> <li>• This flag bypasses the printer's version checks and verification of each option and accessory, and installs the whole software package at once. FORCED_UPGRADE also overwrites the customer settings and sets the printer back to factory defaults.</li> <li>• Use this method when the printer is refusing to update, if the customer wants the printer settings reset, or to revert the printer back to an older software version.</li> </ul>	Upgrade Downgrade Reload									
<b>Special Altboot:</b> Use in the event of EMMC or Controller Board failure, the machine may lose the encryption keys for the EMMC.	<a href="#">Special Altboot Procedure</a>  <b>In the event of EMMC or Controller Board failure, the machine may lose the encryption keys for the EMMC.</b> <ul style="list-style-type: none"> <li>• Place the <b>swup_usb</b> file in the root directory to restore the keys and recover the printer.</li> <li>• This file is version and product specific, so be sure to download a fresh version of this file when you download the .DLM file from where you get firmware files. Both files are packaged together in the same folder.</li> </ul>	Upgrade Downgrade Reload									

Full DLM download location: <a href="#">GSN Library 17861</a>		Phase 1 - BIOS / Flash Update			Phase 2 - Platform Upgrade						
<p><b>PWS ALTBOOT:</b> Allows upgrade when USB is not available at the customer site.</p>	<p><b>PWS Altboot Procedure</b>  <b>Sometimes the need to perform an Altboot procedure but the customer does not allow USB drives to be connected with their network.</b></p> <ul style="list-style-type: none"> <li>In this case, connect the laptop (with PWS software installed) using a standard crossover Ethernet cable.</li> </ul> <p><b>Note:</b> Unlike AltaLink products, there is no special custom serial or USB cable needed.</p> <ul style="list-style-type: none"> <li>Run the PWS Altboot utility to connect with the printer and download the software. There are settings for Forced, Special or Secure, and regular Altboot processes.</li> </ul> <p><b>Note:</b> When connecting with a crossover cable, assign both the printer and computer, a static IP address on the same subnet (like 192.168.1.1 and 192.168.1.2). When finished, return the printer to its previous IP address settings.</p>	Upgrade Downgrade Reload									
<b>Other software upgrade methods (for reference only).</b>											
<p><b>Normal USB Upgrade</b></p> <p><b>Note:</b> Recommended CSE method, customer data should always be preserved.</p>	<p><b>DLM file placed in \Upgrade folder on a USB drive and inserted after the machine has come to ready.</b></p> <ul style="list-style-type: none"> <li>Uses smaller "differential" DLM (only changes from Launch DLM)</li> <li>Machine must be Online</li> <li>USB Ports must be Enabled</li> <li>Software Upgrade must be enabled</li> </ul>	Version Check: Up/Down	Version Check: Up/Down	Version Check: Up/Down	Up/Down / Reload	Up/Down / Reload	Up/Down / Reload	Up/Down / Reload	Up/Down / Reload	Up/Down / Reload	Version Check: Up Only
<p><b>Customer Manual Upgrade via EWS</b></p>	<p><b>DLM file is loaded through [EWS Properties &gt; General Setup &gt; Machine Software &gt; Manual Upgrade]</b></p> <ul style="list-style-type: none"> <li>Both the Customer DLM, downloaded from Xerox.com, and the full DLM file types can be used during EWS upgrade.</li> <li>Machine must be Online</li> <li>Software Upgrade must be enabled</li> </ul>										
<p><b>SWUP Utility</b></p>	<p><b>DLM file is loaded through SWUP utility.</b></p> <ul style="list-style-type: none"> <li>Uses smaller differential DLM (only changes from Launch DLM)</li> <li>Machine must be Online</li> <li>Software Upgrade must be enabled</li> </ul>										
<p><b>Customer Automatic FTP Upgrade</b></p>	<p><b>DLM file is placed on an FTP server and EWS is configured [Properties &gt; General Setup &gt; Machine Software &gt; Auto Upgrade] to periodically check the FTP site for updated SW.</b></p> <ul style="list-style-type: none"> <li>Uses smaller "differential" DLM (only changes from Launch DLM)</li> <li>Machine must be Online</li> <li>Software Upgrade must be enabled</li> </ul>										

Full DLM download location: <a href="#">GSN Library 17861</a>		Phase 1 - BIOS / Flash Update			Phase 2 - Platform Upgrade						
Remote Services	<p><b>New major SW releases are automatically pushed to connected machines.</b></p> <ul style="list-style-type: none"> <li>• Uses smaller 'differential' DLM (only changes from Launch DLM)</li> <li>• Machine must be Online</li> <li>• Software Upgrade via Remote Services must be enabled with device communicating with Xerox.</li> </ul>										
Fleet Orchestrator	<p><b>Contents of the different platform behaviors (upgrade/downgrade/re-load) is same as all customer upgrades (EWS/Normal USB upgrade/Etc).</b></p>										

## Software Installation Types

- [Loading Software Using a USB Flash Drive](#)
- [Embedded Web Server \(EWS\) upgrade using the network](#)
- [Altboot Software Loading using a USB Flash Drive](#)
  - [Standard Altboot Procedure](#)
  - [Forced Altboot Procedure](#)
  - [Special Altboot Procedure](#)
- [PWS Altboot Procedure using PWS Altboot tools](#)

## Additional Tools

- [Troubleshooting](#)
- [Fleet Orchestrator](#)

System software sets are compilations of software modules and a software compatibility database (SCD). The SCD lists software versions suitable for the system and its installed options. System software is supplied as a .DLM file.

Two versions of the software DLM file are available.



**CAUTION:** The full DLM is required for all forms of Altboot Software Updates.

1. The full Altboot versions of the DLM files will be made available on the TCIP Site and [GSN Library 17861](#) for Service to use during Altboot upgrades:

**Note:** Example: XeroxVersaLink\_X620\_ALTBOOT\_system-sw#11802400220120#.DLM (The X will be B if mono, C if Color)

- Product Type: VersaLink
- Product Number: X620
- Version number is a numeric series to identify product, version, and release date.
- ENG\_MOD is not part of the file name.



**CAUTION:** The software will not load if no pound (#) signs appear in the file name.



**CAUTION:** Do not attempt to open this file. Attempting to open the file may corrupt it, making it unusable.

**Note:** The Altboot DLM can be used even when the shipped DLM is missing in the machine.

2. The smaller, Thin/BDC or Customer File, DLM files downloaded from Xerox.com, contain changes from the manufactured release software that ships in the machine:

**Note:** Example: XeroxVersaLink\_X620\_system-sw#11902500304611# (The X will be B if mono, C if Color)

- Product Type: VersaLink
- Product Number: X620

- Version number is a numeric series to identify product, version, and release date.
- ENG\_MOD appears in the file name.
- If the Launch DLM is missing from the drive, the BDC upgrade will fail and the launch DLM recovery patch (LDRP) will be required.
- Software upgrade instructions and instructions on how to recover from failed upgrades are posted with the upgrade files on Xerox.com.

**Note:** Software version information appears in **Service Information > Service Mode, dC108** .

**Note:** If the screen displays the message **The device is in non-customer mode** after completing Power On, it will be necessary to perform **GP 33** to restore the machine to customer mode. If the Billing Counters have been lost, follow **GP 26** to report Billing Meter reset.

At Power On, the system checks the version information for each installed module and compares it to locally stored SCDs.

## Software Installation Procedures

**Note:** Depending on the procedure used, the software installation could require up to 60 minutes. If the installation fails, refer to **OF 1, Machine Not Ready RAP** .

### Initial Actions:

- Verify the machine is fully operational, if possible. Clear any active faults or jams.
- Obtain a USB Flash drive with a minimum capacity of 1GB, formatted for FAT32.
- Print a Configuration Report, if possible, to check the software version on the machine.
- Download the current version .dlm file from Xerox.com
- USB port must be enabled.
- Software updating must be enabled.

## Software Upgrade Installation

### Customer USB DLM Software Upgrade

1. Either allow all pending print jobs to finish or delete the.

**Note:** If the print jobs cannot be deleted, inform the customer that all pending jobs will be lost.



### CAUTION:

**Check the Release Notes to ensure upgrades can be applied.**

**Note:** Before inserting the USB drive, ensure the machine is in a **[Ready]** state.

2. Log in as Admin.
3. Enable SW Upgrade via UI Tools or the EWS.
4. Connect the USB Flash drive containing the .DLM file to one of the USB ports.



**CAUTION:** The USB should only contain the DLM for the machine being updated. No other DLM should exist.

**Note:** Use a USB thumb drive that is compatible with Xerox approved models.

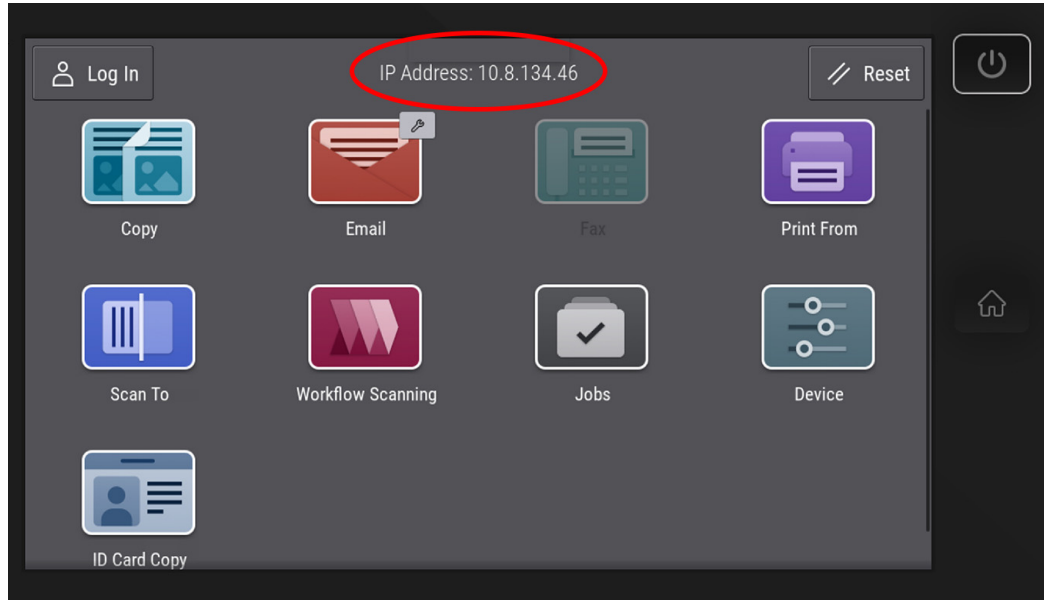
**Note:** It is not necessary to switch off the system to perform a software upgrade.

5. Touch **[Install File]** on the USB Drive Detected popup, then select the .DLM file for the upgrade to initiate.
6. Do not remove the USB drive until the message **[Software upgrade is completed. Remove the USB drive to restart the system]**, displays on the UI.
7. If the upgrade fails, use the **Forced Altboot** procedure to recover.
8. The system may restart several times completing the installation before returning to a ready state.
9. After the software has been upgraded a software upgrade report will print automatically.

### Embedded Web Server (EWS) upgrade using the network

1. Open a web browser, enter the machine IP address in the address field, then press **Enter** on the keyboard. The system EWS will open.

**Note:** The machine IP address is listed at the top-center of the UI screen.



vlc625s6005

**Figure 1** UI Home Screen IP Address

2. Click **[Properties]**, then login as Admin.
3. Select **General Setup > Software Upgrade**.  
The Screen will open to **[Fleet Orchestrator]**.

4. Select **Create / Install File**.
5. Select **Software Upgrade File**
6. Scroll to **[Details] > [Installation Policy]**. Verify the link is set to **[Allowed]**.  
To set to Allowed from Not Allowed:
  - a. Click on the link, **[Not Allowed]**.
  - b. Check the box **[Allow Software Upgrade]**.
  - c. Click **[Apply]**.
7. Select **Install a File**, then **Browse**. Select the .DLM file from the upgrade directory.

**Note:** Both the Customer DLM downloaded from Xerox.com and the full DLM file types can be used for EWS upgrade. Download the full DLM file here: [GSN Library 17861](#)

8. Select **Install**.

**Note:** All network connectivity is lost. Progress can be monitored from the UI.

9. The system reboots several times before returning to a ready state.

## Altboot Software Installation

There are four altboot software configurations. Each is listed below:

- [Loading Software Using a USB Flash Drive](#)
- [Embedded Web Server \(EWS\) upgrade using the network](#)
- [Altboot Software Loading using a USB Flash Drive](#)
  - [Standard Altboot Procedure](#)
  - [Forced Altboot Procedure](#)
  - [Special Altboot Procedure](#)
- [PWS Altboot Procedure using PWS Altboot tools](#)

## Additional Tools

- [Troubleshooting](#)
- [Fleet Orchestrator](#)

## Altboot Software Loading using a USB Flash Drive

Altboot reloads system software. It is used to upgrade, downgrade, or reload software on systems that will not come to a ready state. It also can be used to upgrade or downgrade the software on system options.




**CAUTION:** Altboot should only be used when a loss of operation occurs and the standard customer software upgrade is not possible.



**Note:** If the customer purchased Adobe PS or McAfee Trellix features, perform the following:

- Login as Admin. Refer to, [GP 23](#).
- Install features as required. Refer to, [GP 35](#) How to Re-Enter Optional Feature Installation Keys.

 **CAUTION:** The system may appear to hang during the Altboot process while loading software in the background. Wait a minimum of 10 minutes before switching the system off. Switching the system off while software is loading will corrupt the software installation requiring the Altboot installation to be restarted.

#### Standard Altboot Procedure

1. Perform [dC361](#) NVM Save and Restore.
2. USB Port must be **[Enabled]**.
3. Format the USB drive for **FAT32** (other formats not supported).

**Note:** Do not partition the USB drive.

4. Confirm USB file and directory structure is configured correctly. The below structure is required in the root level of the USB drive.

**Note:** It is best practice to start the procedure with a clean formatted USB drive having no files or folders.

#### Table 2 USB structure at root level

```
\...  
  
\Altboot\XeroxVersaLink_X620_ALTBOOT_system-sw#11802400227150#.DLM (example only)
```

**Note:** Ensure the Microsoft Windows Safely remove hardware procedure is followed before the USB Flash drive is removed.

5. Copy the required .DLM software file into the \altboot folder of the USB drive.

**Note:** Typically, only one .DLM file per product number should be in the folder.


6. Insert the USB into an active port in the machine.
7. Restart the printer.
8. Press and hold the **[Home]** button as soon as the printer restarts.
9. When the **[Install File]** message appears, release the **[Home]** button.
10. Touch the altboot file to be installed, then touch **[OK]**.
11. The UI control panel will instruct to remove the USB device to restart the printer and continue the installation.

**Note:** The printer may restart several times during the installation.


12. Upon Software Update completion, the machine will print a Software Upgrade Report.

**Note:** A **[Revert to Previous Settings]** file is automatically created and is automatically restored.

**Forced Altboot Procedure**


 **CAUTION:** Use Forced Altboot with extreme caution! Forced Altboot replaces boot and application code. Power failure during a Forced Altboot may result in PWBs becoming unrecoverable.

1. Perform dC361 NVM Save and Restore.
2. Start with a USB drive as per the [Standard Altboot Procedure](#).
3. Create a flag labeled **FORCED\_UPGRADE** inside the `\altboot` folder.

 **CAUTION:** Forced Altboot uses the available .DLM file to upgrade or downgrade every component in the system, regardless of installed software. Forced Altboot is required to recover from corrupt application code for all machine devices.

**Note:** This is an empty file and must not have an extension. The Altboot routine checks to see that a file with this name is present.

4. **To create the FORCED\_UPGRADE flag:**
  - a. Open Windows File Explorer, then check view properties to **Show File Name Extensions**.
  - b. Open the `\altboot` folder on USB drive.
  - c. Right click on a blank area of the screen and select **New**.
  - d. Select **Text Document**.
  - e. The name [New Text Document.txt] will be highlighted.
  - f. Type **FORCED\_UPGRADE** (the file name is case-sensitive), then press **Enter**.
  - g. A pop-up with the message, **If you change a file name extension, the file might become unusable. Are you sure you want to change it?**, will appear.

 **CAUTION:** Make sure the .txt extension is removed. The filename should have **NO EXTENSION** on the file.

- h. Click **Yes**.
- i. The folder structure should be as below:

**Table 3 Structure at root level**

```

\...
  \altboot\XeroxVersaLink_X620_ALTBOOT_system-sw#11802400227150#.DLM (example only)
  \altboot\FORCED_UPGRADE

```

5. **To create the DISABLE\_DATA\_BACKUP flag:**
  - a. Open Windows File Explorer, then check the **View** properties to **Show File Name Extensions**.
  - b. Open the `\altboot` folder
  - c. In a blank area of the screen, right click and select **New**.
  - d. Select **Text Document**.

- e. The name **New Text Document.txt** will be highlighted.
- f. Type **DISABLE\_DATA\_BACKUP** (the file name is case sensitive), then press **Enter**.
- g. A pop-up with the message, **If you change a file name extension, the file might become unusable. Are you sure you want to change it?** will appear.



**CAUTION:** Make sure the .txt extension is removed. The filename should have **NO EXTENSION** on the file.

- h. Click on **Yes**.
- i. The folder structure should be as below:

**Table 4 Structure at root level**

```

\...

\altboot\XeroxVersaLink_X620_ALTBOOT_system-sw#11802400227150#.DLM (example only)

\altboot\FORCED_UPGRADE

\altboot\DISABLE_DATA_BACKUP

```



**CAUTION:** The **DISABLE\_DATA\_BACKUP** intentionally prevents backup of the data on the machine. There is nothing for the **Revert to previous settings** operation to restore. A Forced Altboot enables the **Revert to previous settings** feature to display. This feature restores machine-specific information, **IF**, the **DISABLE\_DATA\_BACKUP** flag is used, all machine-specific information will be lost.

#### 6. Installation of the altboot .DLM:

- a. Switch OFF the machine, [GP 10](#)
- b. Insert the USB drive into an available USB port on the machine.
- c. Switch on the machine, immediately press and hold the **[HOME]** button.
- d. Release the **[HOME]** button when the UI screen shows the installation starting.
- e. The installation progress indicator appears on the UI.
- f. When the installation is complete, the UI will state, **Remove the USB drive for the system to restart**.
- g. After restart, the machine will print a Software Upgrade Report.
- h. When the machine is at Ready, on the UI control panel touch the **Device** icon, then touch **Tools > General > Revert to previous settings**.
- i. The machine will restart to the ready UI screen.

#### Special Altboot Procedure

Perform this step **ONLY** if executing a Special Altboot:



**CAUTION:** Only perform Special Altboot procedure when a new Optional Hard Disk Drive (HDD) or controller PWB is installed or the files have become corrupted

1. Download the **SpecialAltboot\X620\_SpecialAltboot\_.zip** (example) file that is specific to the product from [GSN Library 17861](#).

**Note:** Example: X620\_105.0xx.009.34422\_SpecialAltboot.zip (The X will be B if mono, C if Color). These files are product specific and **MUST** match the Altboot system software DLM being used.

**Note:** Special Altboot files will only be provided for general releases. Recovering to a SPAR is a two step upgrade.

2. Extract the SpecialAltboot.zip content into the root folder of USB drive, **not the \altboot folder**.

**Note:** The default extract location for a specific unzip tool used may not be at the root level. Verify the root level of the USB drive is the destination for the extracted files before proceeding.

3. **Perform this step ONLY if executing a Disable data backup:** This prevents the NC from keeping data normally retained through an Altboot. This file is used to eliminate backup of corrupt customer settings

**To create the DISABLE\_DATA\_BACKUP flag:**

- a. Open Windows File Explorer, then check the **View** properties to **Show File Name Extensions**.
- b. Open the `\altboot` folder
- c. In a blank area of the screen, right click and select **New**.
- d. Select **Text Document**.
- e. The name **New Text Document.txt** will be highlighted.
- f. Type **DISABLE\_DATA\_BACKUP** (the file name is **case sensitive**), then press **Enter**.
- g. A pop-up with the message, **If you change a file name extension, the file might become unusable. Are you sure you want to change it?** will appear.



**CAUTION:** Make sure the .txt extension is removed. The filename should have **NO EXTENSION** on the file.

- h. Click on **Yes**.
4. **Confirm USB file and directory structure is configured correctly. Below structure is required in the root level of the USB drive.**

**Confirm:**

**Note:** It is best practice to start the procedure with a clean formatted USB drive having no files or folders.

**Table 5 Structure at root level**

\...

\altboot\XeroxVersaLink\_X620\_ALTBOOT\_system-sw#11802400227150#.DLM (example only)

\altboot\FORCED\_UPGRADE

\altboot\DISABLE\_DATA\_BACKUP

\swup\_usb

\XeroxVersaLink\_X620\_118.024.002.27150 (example only)

**Note:** Ensure the Microsoft Windows Safely remove hardware procedure is followed before the USB Flash drive is removed.

5. Insert the USB Flash drive into the system.
6. Save the NVM settings, [dC361](#). Verify that the NVM data were saved to the USB Flash drive before proceeding.

**Note:** The same USB Flash drive that has the .dlm file can be used to store NVM data.

7. Perform Backup and Restore of customer settings through EWS, [GP 22](#).
8. Complete or delete all pending print jobs. If the jobs cannot be deleted, inform the customer that all pending jobs will be lost.
9. Switch OFF, then switch ON the machine, [GP 10](#). The Altboot process starts automatically. No button presses are required to initiate the Altboot.
10. The upgrade start screen displays.
- 11.

**Note:** If the USB Flash drive is incompatible with the system, the upgrade start screen will display continuously. If the screen has not changed after 10 minutes, use a different known compatible USB drive, then restart the process.

12. The upgrade begins and the progress screen opens in about 2 minutes.


**Note:** If the upgrade process screen is not displayed after 4 minutes, restart the process.

13. The Altboot process may take up to 60 minutes to complete. When the Altboot complete screen opens, follow the on screen instructions.

14. If the Altboot process fails, the Altboot failed screen opens. Follow the on screen instructions. Restart the procedure and troubleshoot as necessary.

**Note:** Do not switch the machine Off unless directed to on the UI.

15. The system may reboot several times before returning to a ready state.
16. Check that the software set has installed. Refer to the printed software upgrade report or press the **Status** button.
17. Restore the customer settings, [GP 12](#).
18. When performing a Forced Altboot, select the **Device** icon, then **Tools > General > Revert to previous settings**.

 **CAUTION:** The **DISABLE\_DATA\_BACKUP** intentionally prevents backup of the data on the machine. There is nothing for the **Revert to previous settings** operation to restore. A Forced Altboot enables the **Revert to previous settings** feature to display. This feature restores machine-specific information, **IF**, the **DISABLE\_DATA\_BACKUP** flag is used, all machine-specific information will be lost.

## PWS Altboot Procedure

PWS-Altboot function is to perform full functional recovery of an MFP or printer with damaged SW and other recovery methods had failed. Also, it is used to provide a viable solution for customers that do not allow thumb drives and/or internet connectivity to perform software upgrades.

Before beginning the procedure perform the following:

1. Go to [GSN Library 17861](#), then download the following items:
  - **VersaLink\_X620X\_Family\_Altboot\_Tool\_PWS**
  - **Altboot\_SW\_and\_support\_files\_VersaLink\_X620X\_system\_sw**. Download the version for the machine you are working on and store it in a folder named **Altboot\_SW\_and\_support\_files** on the PWS. The support files are paired with the software version. The support files will only work for that specific software version.

2. Connect an Ethernet crossover cable to the PWS Ethernet port and to the printer Ethernet port.
3. Install the Altboot tool downloaded in Step 1 on the PWS. Use the instructions in the Readme file included with the tool.

**Note:** Before loading system software, the system should be fully operational and the UI control panel fully operational. If possible, clear any active faults or jams before starting this procedure.

1. Perform an NVM Save, [dC361](#).
2. Back up customer settings, [GP 22](#).
3. Print a Configuration Report, [GP 14](#).
4. If possible, complete or delete all pending print jobs. If jobs cannot be deleted, warn the customer that all pending jobs will be lost.
5. If the machine is equipped with a Wireless Network Interface, enter Tools mode using CSE Tools (Service Copy Mode), [Service Copy \(Tools\) Mode](#), disable wireless, then Switch OFF and Switch ON the Machine, [GP 10](#).
6. Use these steps to configure a PWS LAN connection so the PWS can communicate with the system Network Controller. Once established, settings remain in effect until changed.



**CAUTION:** Record the original data for every place you make a change. You may or may not need to reset the IP address, depending on PWS usage and local network practice.

- a. Right click on the **My Network Places** icon.
  - b. Select **Properties** to bring up the Network and Dial-up Connections window.
  - c. Right click on **Local Area Connection** and select **Properties**.
  - d. Select the **General** tab and scroll down to Internet Protocol (TCP/IP). Highlight **TCP/IP** and select **Properties**.
  - e. Select the **Use the following IP address** radio button.
  - f. Enter the IP address 192.168.0.2.
  - g. Enter 255.255.255.0 for Subnet mask.
  - h. Select **OK** to close the **TCP/IP Properties** window
  - i. Select **OK** to close the **Local Area Connection Properties** window.
  - j. You may need to reboot the PWS to load the settings.
7. Disable the customer's WiFi network connection if enabled.
  8. Connect the PWS to the printer Ethernet port using an Ethernet crossover cable.
  9. Start the PWS Altboot tool on the PWS and follow the instruction in the file AltaLink-PWS-Altboot-Instructions.pdf to configure the Altboot tool. The file is in the Altboot tool package that was downloaded at the beginning of the PWS Altboot Procedure.
  10. Switch on the machine using the Main Power Switch. After approximately 10 seconds, the transfer of the uImage and uboot files begins.
  11. After file transfer, the settings menu appears in the terminal window. Check that the 'Received packet' line is displayed and that the IP address is set one digit away from the packet was received from address.  
Press **Y** at the prompt and continue. If the valid netmask is not set, press **n** and change it to 255.255.255.0
  12. From the next menu, select **5 > Install SBC software**.

13. At the **Proceed?** prompt, select **Y**.
14. At the second **Proceed?** prompt, select **Y**.
15. From the next menu, select **4 > Continue**.
16. A list will display the .DLM file in the directory identified in step 2, select the DLM file to download to the machine. A transfer progress window will then open.
17. After the DLM file has been downloaded to the machine, the Software Upgrade start screen will display on the UI.
18. After approximately 1 minute the upgrade will begin and the Software Upgrade in progress screen will open. If the upgrade process screen is not displayed after 2 minutes, restart the process.
19. The Altboot process should complete after approximately 5 minutes, and the Upgrade Complete screen will open. Ignore the instruction to remove the USB flash drive, only press **0** to continue.
20. The machine will reboot several times before returning to a ready state. During the reboot, the Hard Disk Drive is encrypted. Switching off the machine can cause only partial encryption of the Hard Disk's partitions. The Altboot process may need to be re-run if power is removed at this step. The UI displays the Data Encryption/Decryption in Progress screen.
21. After the reboots have finished the machine will come to ready. In the SBC-AlternateBoot window on the PWS should display SBC System is OPERATIONAL.
22. Disconnect the crossover Ethernet cable from the PWS network and the machine.
23. Connect the customer's network cable to the machine or re-enable the WiFi card adapter if installed.
24. Compare the configuration report printed at the start of the procedure to the software version in the **[Device]** UI control panel settings to verify the software upgrade is successful.
25. Perform an NVM Restore, [dC361](#).
26. Restore the customer settings, [GP 22](#).

**Note:** If the screen displays the message the device is in a non-customer mode, perform [GP 33](#) Restoring Customer Mode.

## Additional Tools

- [Troubleshooting](#)
- [Fleet Orchestrator](#)

## Troubleshooting

Listed below are possible problems that may stop Altboot software loading:

Possible causes and solutions are:

- Incompatible/or not working USB drive. Change the USB drive to a known good USB drive, or, use a Xerox approved model of USB drive.
- Corrupt.dlm file. Install a new .dlm file.
- Incorrect spelling of the \altboot directory on USB drive. Correct the spelling of the \altboot folder.
- Altboot and upgrade folders on the USB drive.
- Bad data connection to the optional hard disk drive. Reseat the optional hard disk drive harnesses.
- Hard disk drive corruption or failure.
- USB port or cable damage. Use a different USB port or cable.
- UI failure. Troubleshoot the UI control panel failure to resolve.

- Controller PWB failure. Troubleshoot the controller PWB.
- Check the +5V supply to the USB ports on the controller PWB. Troubleshoot the controller PWB.
- Failure to disable wireless networking when using a PWS. Disable the WiFi card.
- Pound [#] signs missing from the .dlm file name. Correct the .dlm file name.

### Fleet Orchestrator

The Fleet Orchestrator feature allows you to configure many devices in similar ways, automatically. After you configure one device, you can distribute any of the configuration settings to other devices, as needed. You can set up schedules to share configuration settings regularly and automatically. The Fleet Orchestrator feature enables you to share the following types of configuration files

- **Software upgrade files:** A software upgrade file contains the latest firmware for the device. Xerox releases upgrades when needed. **Refer to the System Administrator Guide**
- **Clone files:** A clone file contains configuration settings from a device. When you install a clone file on another device, the clone file changes the configuration settings to match the settings on the cloned device. **Refer to the System Administrator Guide**
- **1-Touch Add-On files:** A 1-Touch Add-On file adds workflows to a device without overwriting existing apps or workflows. **Refer to the System Administrator Guide**

**Software Upgrade Files:** When Xerox releases a new version of software for the device, Fleet Orchestrator can be used to install the software upgrade file. Software upgrade files do not overwrite printer configuration settings.



## GP 5 Miscellaneous Checks

### Purpose

To indicate which types of problems to look for when checking or inspecting parts of the machine.

### Procedure

1. Assess the fault. Check if the part is broken, too loose or too tight. Check if it needs cleaning or lubricating.
2. Check the components that follow as appropriate:
  - [Actuators](#)
  - [Bearings](#)
  - [Drive Belts](#)
  - [Gears](#)
  - [Gravity Fingers and Stripper Fingers](#)
  - [Harnesses and Wiring](#)
  - [Rollers](#)
  - [Shafts](#)

#### Actuators

- Free movement.
- Damage
- Contamination.

#### Bearings

- Wear.
- Damage.
- Contamination.

#### Drive Belts

- Wear.
- Damaged teeth.
- Correct tension.
- Contamination of tension rollers and support shafts.

#### Gears

- Contamination.

- Chips or cracks.
- Wear.
- Misalignment.

#### Gravity Fingers and Stripper Fingers

- Free movement.
- Missing fingers.
- Damage.
- Contamination on the fingers, rollers or on the pivot shaft.

#### Harnesses and Wiring

- Continuity.
- Short circuits caused by physical damage or contamination of conductors, terminals or connectors.
- Overheated insulation.
- Damaged insulation near moving parts and sharp edges.
- Pin and receptacle damage on connectors.

#### Rollers

- Flats.
- Tears.
- Contamination.
- Secure E-clips and other retainers.

#### Shafts

- Contamination.
- Misalignment.
- Rotates without binding.

## GP 6 How to Check a Motor

This procedure describes how to check a motor:

### Initial Actions



**WARNING:** Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 10. Electricity can cause death or injury. Moving parts can cause injury.

1. Check that the motor is free to rotate.
2. Check that all the motors mechanisms are clean, free to move and lubricated correctly.
3. Enable 24V with chain-link 041-001 and test motor operability using dC330. Run the motor for 30 seconds, if the motor shows signs of or can be heard to slow down, the motor is defective. Install a new motor.
4. Perform the appropriate procedure:
  - Two Wire DC Motor
  - DC Motor with Integral Encoder
  - Four Wire Stepper Motor

**Note:** The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

**Note:** In cases where the motor may be driven forward or backward, the same two feed wires are used, but the voltages on them are reversed, to reverse the motor direction. Such motors may have two component control codes, for forward and reverse. A typical application is a tray lift motor with a tray-up and a tray-down direction.

1. Check the drive voltage when the component control code for the motor is entered. If the drive voltage is present at the motor, but the motor does not turn, install a new motor. If the drive voltage is not present, go to step 2.
2. Check that the drive voltage is correct at the driver output pins of the PWB when the component control code for the motor is entered. If the drive voltage is present, check the wiring and connectors to the motor. If the drive voltage is not present, check the power to the driver PWB. If the power to the PWB is good, install a new driver PWB.

**Note:** This type of motor has the normal drive voltages for a DC motor, plus the +3.3VDC and 0V lines for the encoder. The encoder has two outputs, A and B, producing pulses when the motor is on. When the motor is running in one direction, the encoder A pulses lead the encoder B pulses. In the other direction, encoder B pulses lead encoder A pulses. In this way the controller can detect that the motor is running in the correct direction.

Check the operation of the motor as follows:

1. Check the drive voltage when the component control code for the motor is entered. If the drive voltage is present at the motor, but the motor does not turn, install a new motor. If the drive voltage is not present, go to step 2.
2. Check that the drive voltage is correct at the output pins of the driver PWB when the component control code for the motor is entered. If the drive voltage is present, check the wiring and connectors to the motor. If the drive voltage is not present, check the power to the driver PWB. If the power to the PWB is good, install a new driver PWB.

**Note:** When checking for pulses, use a standard digital multimeter. Using the DC volts range, or the AC volts range, expect to obtain a reading greater than 1V and less than 4 volts, while the motor is running. The actual value depends on the meter's reaction to square waves and to the particular frequency of the pulses. It is common to obtain a reading of 2 to 3 volts. If the meter has a minimum and maximum recording facility, expect a maximum value of around +4.9 volts DC, and a minimum value of around +0.2 volts DC.

Check the operation of the encoder as follows:

Check for pulses when the motor is running. If pulses are present at the motor, but not present at the PWB, check the wiring to the motor and repair or install new wiring. If pulses are present at the PWB, but there is still an error indicating that the motor is failing, install a new driver PWB.

**Note:** A stepper motor with an internal open circuit may appear to be fully functional under dC330 component control. However, under normal operation it will run with intermittent failure. Use the multimeter to check stepper motor coil resistance.

1. Refer to Figure 1 as an example. Disconnect PJ111. Check the +24VDC supply and the phase pulses to GND when the component control code for the motor is entered. If the supply and pulses are present, install a new motor.
2. Check the connectors and wiring to the motor. Repair or install new wiring, as necessary.
3. Disconnect PJ11. Check the +24VDC. If +24VDC is not present, check the power to the PWB. If the power is good, install a new PWB. Check the phase pulses at the PWB. If the phase pulses are not present at the PWB, install a new PWB.

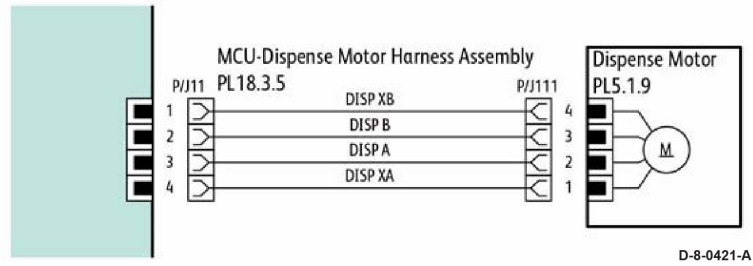


Figure 1 Motor wiring diagram

## GP 7 How to Check a Switch

Use this procedure to check the operation of a switch.

**Note:** Figure 1 shows an interlock switch actuated by the closing of a door.

### Initial Actions



**WARNING:** Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 10. Electricity can cause death or injury. Moving parts can cause injury.

Manually check that the switch operates. Ensure that the magnet or other actuator has enough mechanical movement to operate the switch.

**Note:** The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

### Procedure

1. Enter Diagnostics, GP 1, then dC330 to enable the switch to test. Actuate the switch. If the display changes, the switch operates correctly. If the display does not change, perform the following steps.
2. Inspect the mechanism intended to actuate the switch. Adjust, repair or install a new part as needed if it is not actuating the switch.
3. Disconnect the switch and measure the resistance between the two connector pins. If it does not change from infinite to 0 ohms as the switch is actuated, install a new switch. If the resistance changes correctly, go to the next step.
4. Check the continuity of the wire harness between the switch and its control PWB. If open, repair or install a new harness.
5. If the switch and wire harness have tested good, install a new PWB that the switch is connected to.

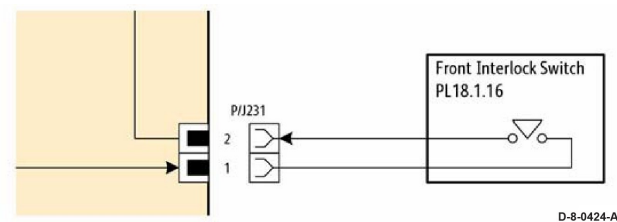


Figure 1 Switch wiring diagram

## GP 8 How to Check a Solenoid or Clutch

Use this procedure to check a clutch or solenoid.

### Initial Actions



**WARNING:** Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to GP 10. Electricity can cause death or injury. Moving parts can cause injury.

1. For a clutch, check that the shafts, gears, rolls etc., associated with the clutch are free to rotate, clean and lubricated where applicable.
2. For a solenoid, check that the solenoid is free to actuate and that the mechanisms associated with the solenoid are free to move.

### Procedure

**Note:** The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

**Note:** When a solenoid is energized in diagnostics, movement is seen. When a clutch is energized in diagnostics, the sound of the clutch action is heard. If possible, run the motor connected to the clutch to confirm when the clutch is energized.

1. Enter the dC330 output code for the clutch or solenoid. If the clutch or solenoid does not energize, continue with step 2.
2. Refer to Figure 1 (as an example). Disconnect PJ17, check for +24VDC at pin 1 on the wiring side of the connector. If the voltage is correct, install a new solenoid or clutch.
3. Reconnect PJ17, enter the dC330 output code for the clutch or solenoid, while measuring the voltage between pin 1 and ground. If the voltage does not change when the code is entered, install a new PWB.
4. If the fault is intermittent, perform the actions that follow:
  - a. Check the wiring. Repair or replace as necessary.
  - b. Operate the clutch or solenoid under normal running conditions. If the clutch or solenoid operates intermittently or with hesitation, install new parts.
  - c. Check that the clutch or solenoid has enough drive to operate the mechanism to which it is attached; if necessary, install a new clutch or solenoid.

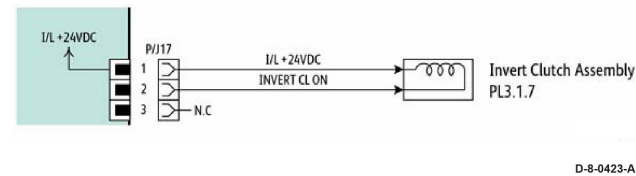


Figure 1 Clutch wiring diagram

## GP 9 How to Check a Sensor

Use this procedure to check the operation of all types of sensors.

**Note:** Some sensors have a resistor within the sensor and other sensors require a resistor on the PWB. The resistor limits the current through the LED. The voltage to the sensor LED with an external resistor, is typically 1.2V

**Note:** The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

**Note:** In some cases, two sensors are used to form an interruptible beam of light. In these cases, the LED of one sensor and the sensing element of the other sensor are used. Treat the two sensors as if they were housed in the same body for diagnostic purposes, ignoring the unused part of each sensor. If the combined sensors do not operate correctly and the beam path is clear of obstruction, it may be necessary to install both new sensors.

### Quick Sensor Check

Enter the component control code for the sensor, refer to [dC330](#). Actuate the sensor. If the display changes, the sensor operates correctly. If the display does not change, perform the procedure.

### Procedure



**WARNING:** Isolate the machine from the electrical supply while performing tasks that do not need electricity. Refer to [GP 10](#). Electricity can cause death or injury. Moving parts can cause injury.

For the sensor in the example wiring diagram shown in [Figure 1](#) :

1. Actuate the sensor and check for a change in voltage at PJ27, pin 3. If the voltage changes, install a new PWB. If the voltage does not change, continue to the next step.
2. Disconnect PJ271 at the sensor. Check for +3.3VDC and 0V (GND) on the harness (between pins 2 and 3). If the voltage is correct, install a new sensor. If voltage is not present, go to the next step.
3. Disconnect PJ27 and PJ271. Check the harness and the connectors for continuity. Repair or install a new harness if continuity test indicates an open wire. If harness is good, go to the next step.
4. Check for +3.3VDC and 0V (GND) between pins 2 and 3. If voltage is not correct, install a new PWB.

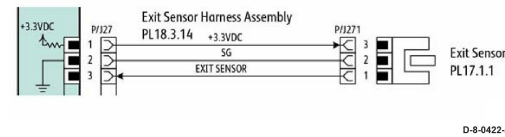


Figure 1 Sensor wiring diagram

## GP 10 How to Switch Off the Machine or Switch On the Machine

### Purpose

To properly instruct the user, how to switch off, or switch on the machine. The following procedures will provide the greatest security of customer data or damage to the machine.

Refer to:

- [Switch Off Procedure](#)
- [Shutdown Procedure](#)
- [Quick Restart](#)
- [Switch On Procedure](#)
- [Restart](#)
- [Sleep Mode](#)

### Switch Off Procedure

1. Press and hold the **power button** on the UI control panel for 5 seconds, then release the **power button**.
2. After 5 seconds from releasing the power button, the machine shuts down automatically

### Shutdown Procedure

**Note:** Do not disconnect the power cord or interrupt the electricity supply before the power down is complete unless advised. The data and software can become damaged.

1. Press then release the **power button** on the UI control panel. The **Power Down Options window** will display.
2. Touch **Power Off**.
3. When the power button stops blinking and is fully dark, remove the power cord from the customer's power supply outlet.

### Quick Restart

The quick restart causes the system to reset the software of the controller PWB, the drive PWB and the UI.

1. Press the **power button** on the UI control panel. The **Power Down Options window** will display.
2. Touch **quick restart** on the UI touch screen.

### Switch On Procedure

#### Note:

- After the machine has been switched off, wait a **minimum of 2 minutes** before the machine is switched on.
  - After a service call, ensure that all service tools are removed from the machine.
1. Connect the power cord from the customer's power supply outlet to the machine.
  2. Press the **power button** on the UI control panel.
  3. The machine will perform a power on self test (POST) as it comes to Ready.

### Restart

**Restart** is selected from the **Power Down Options** window.

**Note:** The machine will restart within 2–3 minutes.

### Sleep Mode

**Sleep** is selected from the **Power Down Options** window.

**Note:** When sleep is touched, the machine should immediately enter sleep mode.

**Note:** Issues that may cause the machine to not enter sleep mode:

1. There is an active fault or status needing attention. Check the UI for a page up arrow are UI fault log for active faults.
2. The system is busy doing something in the back ground (e.g. a data push, or there is a software bug and some process is hung).
3. An active job is in process of completion. Check the UI Jobs for activity.

## GP 11 How to Safely Lift or Move Heavy Modules

### Purpose

Use this procedure when lifting or moving heavy modules.

### Procedure

When removing heavy modules from the machine, the instructions that follow must be observed:

1. Ensure that a suitable stable surface to support the module after removal is located in close proximity to the machine.

**Note:** Other parts of the machine are not a suitable stable surface.

2. Ensure that the height of the support surface is between 750mm and 1000mm (30 inches and 39 inches).
3. Ensure that there are no hazards or obstacles between the machine and the support surface.
4. If instructed to remove the module toward the rear of the machine and only 1 person is available, the module must be removed while standing at the rear of the machine. If 2 people are available, the module may be removed while standing at the front of the machine.
5. Two people are required if the module is to be lifted on to the floor or lifted from the floor.

## GP 12 Machine Lubrication

### Purpose

To give information on the use of lubricants.

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause the death or injury. Moving components can cause the injury.



**CAUTION:** Only use lubricants as directed. Incorrect use of lubricants could seriously affect the performance of the machine.

Take the precautions that follow when performing machine lubrication:

- Wear disposable gloves.
- Only use lubricants that are specified in the Parts List.
- Only lubricate parts of the machine as directed in the relevant RAPs, Repairs, Adjustments and General Procedures.
- Apply only the smallest amount of lubricant, sufficient to lubricate the parts. To prevent contamination, remove any surplus lubricant before the machine is run.
- Take great care not to contaminate other parts of the machine with the lubricant.

## GP 13 Cloning Machine Settings

### Purpose

Use this procedure to overwrite existing machine settings on one machine or multiple same-machines from a common settings machine via EWS in a web browser.

### Procedure

Refer to the relevant procedure:

- [Creating the Clone File.](#)
- [Using the Clone File.](#)

### Creating the Clone File

1. Refer to [GP 22 Backup & Restore Settings](#).
2. Follow the procedure, [Create & Import Backup File](#) to create the clone DLM.

### Using the Clone File

1. Open EWS on the target machine.
2. Login as **admin**; click admin in the upper right corner of the screen, the Login screen appears.
3. enter the username [**admin**], password [**1111**], then click **OK**.

**Note:** The Login icon is now changed to admin in the upper right of the screen.

4. Scroll to the bottom of the **Home** screen, then click on **Cloning**.
5. The **Install Configuration File** screen appears and **Clone File** is selected.
6. The **Details** sections provides information on:
  - **Last Attempt** Clone DLM.
  - **Last Attempt Status** if a clone file installation has been attempted the status will show success or failed.
  - **Installation Policy** shows two policies:
    - Cloning **Allowed or Not Allowed** — click the link to jump to the **Installation Policies** to change as required.
    - Cloning via **Print Submission** — Print Submission Allowed or Not Allowed.

**Note:** Print Submission is not the recommended mechanism for deliver of cloned DLM files. Print Submission allows the device to receive clone files via the print path? This may result in unauthenticated clone files being installed on this device. Consider turning this feature on temporarily when needed.

## GP 14 Printing Reports

Reports can be produced by two methods:

1. Through use of Embedded Web Server (refer to the User Guide or the System Administrator Guide for more information).
2. From the local UI.

### Purpose

To list reports available from the UI:

**Note:** Depending on policy setting, you may have to enter SA mode to print reports.

- [Basic Configuration Report](#)
- [Detailed Configuration Report](#)
- [Billing Summary](#)
- [Getting Started](#)
- [Troubleshooting Print Quality](#)
- [Supplies Usage Page](#)
- [Graphics Demo Page](#)
- [PCL Font List](#)
- [PostScript Font List](#)

### Procedure

At the UI panel **Home** screen:

1. Touch **Device** icon on the UI.
2. Touch **Information Pages**.
3. Touch the report required, then press **Print**.

### Basic Configuration Report

### Detailed Configuration Report

The Detailed Configuration Report lists the current state of system configuration parameters including installed options and network settings.

### Billing Summary

The Billing Summary Report lists Device Information, Billing Meter impression counters (for customers on billing meter supplies plans only) and Sheet Count by Paper Type.



**Getting Started**

**Troubleshooting Print Quality**

**Supplies Usage Page**

The Supplies Usage report includes the current status of printer consumables and routine maintenance items. Installation dates and replacement part numbers are listed.

**Graphics Demo Page**

This report shows a brief synopsis of the device.

**PCL Font List**

This report provides a list of the installed PCL fonts.

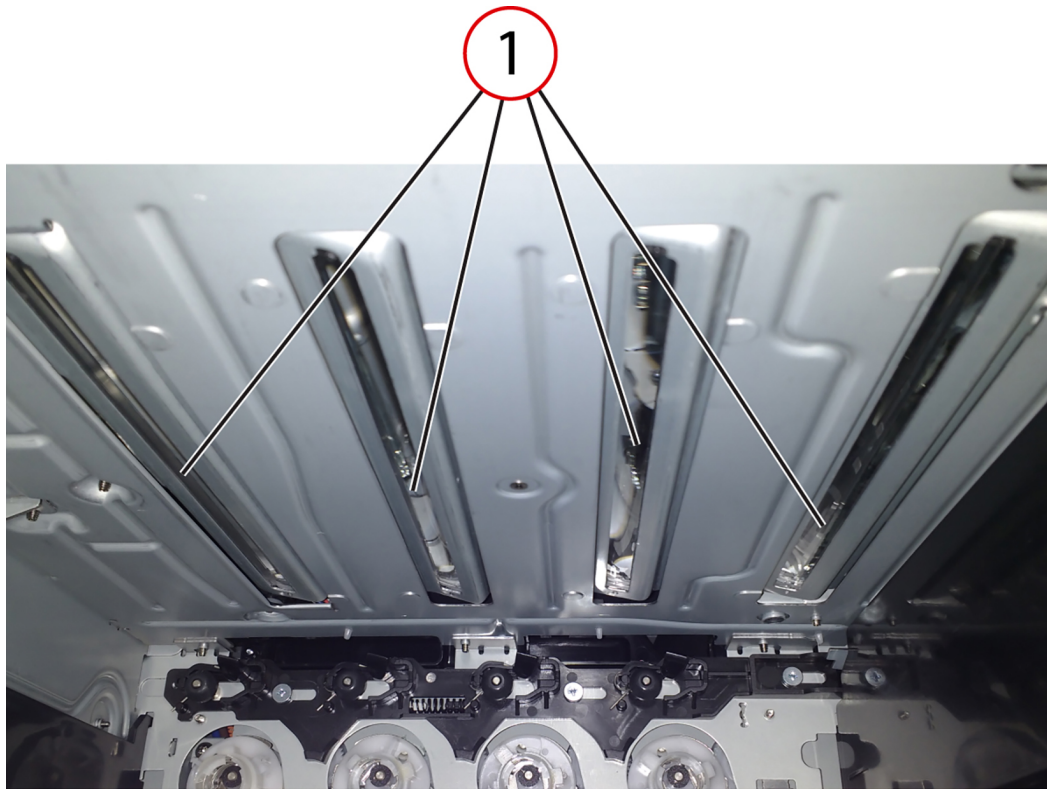
**PostScript Font List**

This report provides a list of the installed PostScript fonts.

## GP 15 Cleaning the Printhead Lens

### Cleaning the Printhead Lens

1. Remove the waste toner bottle, [REP 90.3](#)
2. Remove the imaging kits:
  - Black Imaging Kit (150K) [013R00697]
  - 3 Color Imaging Kit (150K) [013R00698]
3. Using a lint-free cloth, wipe the printhead lenses (1).



vlc625s\_6006

Figure 1 Printhead lenses

## GP 16 Installation Space Requirements

### Purpose

To outline the general space requirements to enable safe use and adequate access for service.



**WARNING:** Do not work in a confined space. 1 m (39 inches) space is needed for safe working.



**WARNING:** USA and Canada. Do not install this machine in a hallway or exit route that does not have 1.12 m (44 inches) of space additional to the normal space requirements in front of the machine. To conform with fire regulations this additional 1.12 m (44 inches) of space is needed in front of the machine in hallway and exit routes

### Machine Dimensions & Weight

Unpackaged Dimensions & Weight		Individual Unit			
		Width	Depth	Height	Weight
Printer B620					
IOT Only	in./lbs.	16.85	20.1	17.5	56.0
	mm/kg.	428	510	445	25.4
Installed Dimensions & Weight		Individual Unit			
		Width	Depth	Height	Weight
Printer B620				<i>added to printer</i>	
550-Sheet Tray	in./lbs.	16.85	20.1	4.3	13.5
	mm/kg.	428	510	110	6.2

Installed Dimensions & Weight		Individual Unit			
		Width	Depth	Height	Weight
550-Sheet Lockable Tray	in./lbs.	16.85	20.1	4.3	13.5
	mm/kg.	428	510	110	6.2
2100-Sheet Tray	in./lbs.	16.85	20.1	13.8	39.0
	mm/kg.	428	510	350	17.7
Unpackaged Dimensions & Weight		Individual Unit			
		Width	Depth	Height	Weight
Printer B620				<i>added to printer</i>	
Caster Base	in./lbs.	20.5	27.3	5.0	17.4
	mm/kg.	521	693	126	7.9

### Machine Operating Clearance Requirements

Table 1, Dimensions and Space Requirements, shows the dimensions and the installation space required for safe operation.

**Note:** The installation dimensions in Table 1, Dimensions and Space Requirements, allow for a 1 metre (39.4 inches) minimum safety work space around the machine. To acquire this minimum safety work space, it may be necessary to move the machine within the area specified. A gap of 100mm (4 inches) is required at the rear for airflow to fans.

Figure 1, Installation Plan, represents a plan view of a machine installation and is to be read in conjunction with this information.

**Table 1 Operating Clearance Requirements**

Minimum Clearance (SFP)		Requirement
Top	3 inches (76.2 mm)	Remove paper from output bin
Left Side	3 inches (76.2 mm)	Printer cooling and airflow
Right Side	3 inches (76.2 mm)	Printer cooling and airflow
Rear	6 inches (152.4 mm)	Open rear door for jam clearance
Front	16 inches (406.0 mm)	Open front door; load standard paper tray

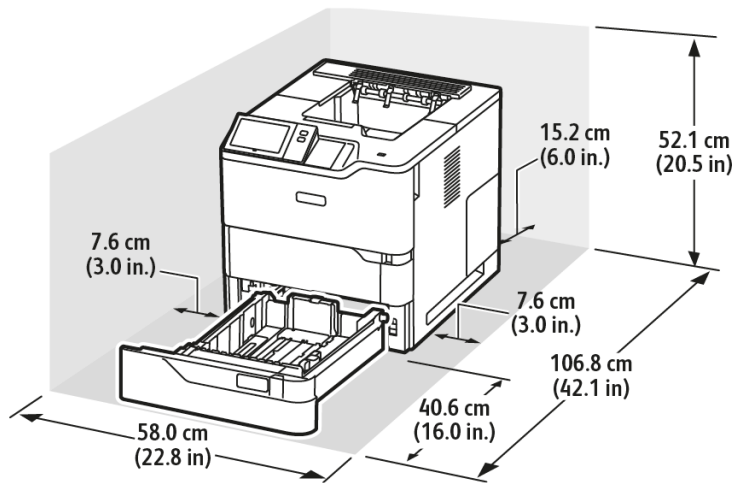


Figure 1 Installation Plan

## GP 17 Electrical Power Requirements

### List of Tables:

1. [Table 1](#), Electrical Power Usage
2. [Table 2](#), Power Modes, supports up to six (6) power modes.
3. [Table 3](#), Operation Modes

### Power Usage

Table 1 Power Usage

State	Watts(W)/Amps(A)
Off (W)	0.3W
Hibernate (W)	0.3W
Sleep State (W)	1.6W
Ready State - Tier 1	NA
Ready State - Tier 2	40.8W
Typical Electricity Consumption (Default)	0.88W
Continuous Printing:	
1-sided	789W
2-sided	551W
Average Current While Operating 100-110V (A)	NA
Average Current While Operating 110-127V (A)	8.1A
Average Current While Operating 220-240V (A)	3.9A
Rated (Maximum) Current 100-110V (A)	11.0A
Rated (Maximum) Current 110-127V (A)	9.8A
Rated (Maximum) Current 220-240V (A)	4.9A

## Power Modes

Table 2 Operation modes

Mode	State
<b>Active Mode:</b> <ul style="list-style-type: none"> <li>Machine producing output.</li> </ul>	<ul style="list-style-type: none"> <li>Power Used: Varies with job and includes maximum AC power.</li> <li>Active Mode Entry: From Ready or Sleep Modes, upon receipt of a print or scan job</li> <li>Active Mode Exit: Upon job complete</li> <li>UI state: By default, the UI is active, with backlight on, and indicator light blinking blue.</li> </ul>
<b>Ready Mode:</b> <ul style="list-style-type: none"> <li>Machine can respond to jobs with minimal delay.</li> </ul>	<ul style="list-style-type: none"> <li>Ready Mode Entry: <ul style="list-style-type: none"> <li>From Active Mode, on job completion.</li> <li>From Sleep Mode upon wake event*</li> <li>From Hibernate Mode, upon scheduled wake, or touch of Power Button</li> <li>From Off Mode via touch of Power Button</li> </ul> </li> <li>Ready Mode Exit: <ul style="list-style-type: none"> <li>To Sleep Mode, upon Power Button touch, Sleep timeout of scheduled Sleep event.</li> <li>To Hibernate Mode, upon scheduled event</li> <li>To Off Mode, via a 5 second press of the Power Button</li> </ul> </li> <li>UI state: At home screen, by default, with the indicator light illuminated blue.</li> </ul>
<b>Sleep Mode:</b> <ul style="list-style-type: none"> <li>Primary power saving mode.</li> <li>UI dark.</li> <li>Machine can respond to jobs with some delay.</li> </ul>	<ul style="list-style-type: none"> <li>Sleep Mode Entry <ul style="list-style-type: none"> <li>From Ready Mode only, via Sleep mode timeout, power button press, or scheduled day/time.</li> </ul> </li> <li>Sleep Mode Exit <ul style="list-style-type: none"> <li>To Ready Mode, via wake events*, or cycling AC power.</li> <li>To Deep Sleep Mode, via a 6 minute timeout from entering Sleep mode</li> <li>To Hibernate Mode, via scheduled Hibernate, or Hibernate inactivity timeout.</li> <li>To Off Mode, via a 5 second press of the Power Button.</li> </ul> </li> <li>UI State: <ul style="list-style-type: none"> <li>Indicator light is lit solid amber with panel dark</li> <li>Touch screen is active, in Sleep</li> </ul> </li> </ul>
<b>Deep Sleep Mode:</b> <ul style="list-style-type: none"> <li>Enhanced power saving mode.</li> <li>UI is dark.</li> <li>Machine can respond to jobs with some delay.</li> </ul>	<ul style="list-style-type: none"> <li>Deep Sleep Mode Entry <ul style="list-style-type: none"> <li>From Sleep Mode only, via 6-minute timeout after entering Sleep Mode</li> </ul> </li> <li>Deep Sleep Mode Exit <ul style="list-style-type: none"> <li>To Ready Mode, via wake events*, or cycling AC power.</li> <li>To Hibernate Mode, via scheduled Hibernate, or Hibernate inactivity timeout</li> <li>To Off Mode, via a 5 second press of the Power Button</li> </ul> </li> <li>UI State: <ul style="list-style-type: none"> <li>Indicator light blinks amber, with panel dark</li> <li>Touch screen is active, in Deep Sleep</li> </ul> </li> </ul>
<b>Hibernate Mode:</b> <ul style="list-style-type: none"> <li>Panel not lit.</li> <li>Touch not active.</li> </ul>	<ul style="list-style-type: none"> <li>Hibernate Mode Entry <ul style="list-style-type: none"> <li>Via scheduled date/time</li> <li>Via inactivity timeout. <ul style="list-style-type: none"> <li>3 days, by default</li> </ul> </li> </ul> </li> </ul>

Mode	State
<ul style="list-style-type: none"> <li>Minimal wake events recognized.</li> <li>MACHINE IS NOT RESPONSIVE TO PRINT OR FAX JOBS IN THE HIBERNATE STATE.</li> <li>Supports ultra-low power, via scheduled times when printer is not being actively used.</li> </ul>	<ul style="list-style-type: none"> <li>By default, the inactivity timer is disabled, if the machine is connected via network, USB, or FAX</li> <li>Hibernate Mode Exit <ul style="list-style-type: none"> <li>Press of the Power Button</li> <li>Scheduled Wake</li> <li>Cycling AC power.</li> </ul> </li> <li>UI State: The indicator light will pulse amber, otherwise, the machine appears to be unpowered.</li> </ul>
<b>Off (Soft Off) Mode:</b> <ul style="list-style-type: none"> <li>Lowest Power machine state.</li> <li>MACHINE IS NOT RESPONSIVE TO PRINT JOBS IN THE OFF MODE.</li> </ul>	<ul style="list-style-type: none"> <li>Off Mode Entry: <ul style="list-style-type: none"> <li>Via sustained, five second, Power Button Press <ul style="list-style-type: none"> <li>After five second press, UI will turn off</li> </ul> </li> <li>If the machine is in Off Mode, and AC power is cycled <ul style="list-style-type: none"> <li>Machine will return to Off Mode</li> <li>The Power Button LED will pulse for 30 seconds, after AC power is reapplied, before the machine re-enters Off Mode.</li> </ul> </li> </ul> </li> <li>Off Mode Exit to Ready Mode: <ul style="list-style-type: none"> <li>Via momentary Power Button press only.</li> </ul> </li> <li>UI State: Panel, buttons, and all lights, are off, in Off Mode. The machine is unpowered, except for low power uC and some portions of the Low Voltage Power Supply (LVPS).</li> </ul>

Mode	State
<p>Wake:</p> <ul style="list-style-type: none"> <li>The device is in the Wake state during printing, scanning, copying, or any time the display is active.</li> <li>Responsiveness and performance are most important in Wake, thus fewer power savings features are enabled in this state.</li> </ul>	<p>Device may transition to a Wake state upon:</p> <ul style="list-style-type: none"> <li>Physical activity: <ul style="list-style-type: none"> <li>Wake sources vary depending on prior state, but may include <ul style="list-style-type: none"> <li>Cover/Door open</li> <li>Touch Screen Press</li> <li>Power Button Press: always active</li> </ul> </li> <li>Print or Scan Jobs initiated via USB, Ethernet, or WiFi. <ul style="list-style-type: none"> <li>Note that some devices support ISP's (Internal Solutions Ports) to provide IEEE 1284 Parallel Port, Serial, and Fiber. These would also remain active during Sleep and wake the machine upon job receipt.</li> </ul> </li> </ul> </li> </ul>

Table 3 IOT states

Sub-System	Run Mode	Ready Mode	Low Power Mode	Sleep Mode	Sub Power Off Mode
Fuser	Maintaining operating temperature	Maintaining standby temperature	Maintaining low temperature	Off	Off
Xerographics	Operating state	Off	Off	Off	Off
Print Head Assembly	Operating state	Off	Off	Off	Off
Fusing Fan	Temperature controlled slow or fast rotation	Temperature control in stop or rotate (slow)	Temperature control in stop or rotate (slow)	Off	Off
Marking Fan	Temperature controlled, either stopped or slow or fast rotation	Temperature control led either stop or slow rotation	Temperature control led either stop or slow rotation	Off	Off
ESS (Reference only)	Operating state	Standby	Standby	Ready to receive	Inactive

## GP 19 Obtaining Audit and Device Logs

### Purpose

To obtain then download device data for analysis by 2nd level support. The machine needs to be out of Diagnostics GP 1, if you need to enable HTTPS or you will get an error.

**Note:** It may not be possible to obtain a device log if the device executed a reboot after an error occurred. To enable the device log collection enter Diagnostics, enter **dC131**, then set the NVM chain-link code 700-530 value to 0. Repeat the device log procedure then reset the NVM chain-link code 700-530 value back to 1.

### Initial Actions

- Print a configuration report, GP 14 Printing Reports, to locate the machine's IPv4 address.
- The machine IPv4 address is also located at the top of the UI screen.

### Procedure

#### User Panel (UI) on the Machine

- Login as Admin.
- Touch, **Device > Tools > Network Settings > Advanced Network Settings > HTTP Settings**.
- Verify HTTP is **[Enabled]**.

#### Audit Log

- Enter the **IPv4 address** from the Configuration Report, into the address line in a web browser, then press **Enter** on the keyboard to access the WebUI.

**Note:** The computer accessing the WebUI must be on the same TCP/IP network address as the machine.

- Within the WebUI, login to admin mode, GP 23 Customer Administration Tools.

- Click the tab, **[Properties]**, at the top of the screen.
- On the left side of the screen click, **Connectivity > Setup**.
- Scroll down to **[Protocol]**, then **[HTTP]**, verify the **[Enabled]** box is checked.

If unchecked:

- Click **[Edit]**, to open the HTTP settings.
- In the **[Configuration]** section, click **[Enabled]**.
- Enter the port number, **[80]** is the default.
- [Force Traffic over Secure Connection (HTTPS)]**, check **[Yes]**, port number **[443]** is default.
- Click **[Save]** to save settings.

1. Within EWS, click the tab, **[Properties]**, at the top of the screen.
2. On the left side of the screen, open the **Security** menu.
3. Open the **[Logs]** menu, then click **[Audit Log]**.
  - a. Click the **Export Audit Log** radio button.
  - b. Click the **Download Log** link. A file named [UQA188055\_2022-12-28T15\_46-0800\_auditfile.zip], **example**, is downloaded to the **Downloads** folder on the computer.

**Note:** The instructions state to **Right click on the link to download**. This is a typo and should be ignored. Left click the link to download the log file.
  - c. Extract the zip file, then find the file named "auditfile.txt".

**Note:** To view the file, open with a text editor such as; Notepad, Notepad ++, Wordpad, or other text editing/viewing application.
4. If uploading to the **SFTP Transfer Server**, check the box to enable **[Automatic Log Transfer]**.
  - a. Enter the **[Log Transfer SFTP Server]**:
    - **[IPv4 Address]**, [xxx][xxx][xxx][xxx] and port :[xxxx].or
    - **[Host Name]**, [xxx.xxx.xxx.xxx] :[xxxx].
  - b. **[Path]**, enter the HTTPS server address, if known.
  - c. **[Authentication]**, select the appropriate method.
  - d. Enter the **[Login Name]** and **[Password]**.
  - e. Click, **[Apply]**.

#### Support Logs

1. Obtain the machine's IP address by printing a configuration report. Refer to **GP 14** Printing Reports.
2. Access the web UI by entering the IP address into a web browser on a PC on the same network as the machine.
3. Log in to the web UI as an administrator. Refer to **GP 23** Customer Administration Tools.
4. Click **Properties**, at the top of the screen.
5. On the left side screen menu, click **Security > Logs > Support Logs**.
6. Click **Start Download**.

7. Click **Download File Now**. A file named [UMQ000530\_20230208\_153932.zip], **example** is downloaded to the **Downloads** folder on the computer.
8. Support Logs can also be downloaded to a USB drive by using the Control Panel (UI):
  - a. Login as admin.
  - b. At the Control Panel (UI), Touch; **Device > Tools > Network Settings > Support Logs > Download Log Files**.

**Note:** If a USB drive is not detected, the **USB Drive Not Found** screen appears. Insert a USB drive or remove, then insert the USB drive again. Select **OK**, the download will begin to the USB drive.



## GP 20 First Print Out Time and Power On Time

The first print out time (FPOT) is the duration from the print job request to the delivery of the print in the centre catch tray. Values are based on paper fed from tray 1.

## GP 21 Restriction of Hazardous Substances (RoHS)

### Purpose

To provide information on the RoHS Directive.

The RoHS Directive restricts the use of certain hazardous substances in electrical and electronic equipment. It applies to equipment placed in the European Union (EU) market. The directive takes effect from 1st July 2006.

**Note:** Currently these restrictions are only for the European Union (EU) market and some associated countries. For more information go to [www.Xerox.com](http://www.Xerox.com). However, Xerox has mandated that all Xerox® VersaLink® machines must be maintained as RoHS compliant.

The hazardous substances are:

- Lead (Pb)
- Mercury (Hg)
- Cadmium (Cd)
- Hexavalent Chromium (Cr 6+, Cr [VI])
- Polybrominated Diphenyl Ethers (PBDEs)
- Polybrominated Biphenyls (PBBs)

### Identification of a RoHS Compliant Machine

Xerox will maintain a central list of RoHS compliant machines.

All Xerox® VersaLink® machines are RoHS compliant at time of manufacture.

### Procedure



**CAUTION:** Failure to comply with RoHS guidelines can result in product recalls, imprisonment, fines or penalties.

Use only spares that are listed in the Xerox® VersaLink® Spare Parts List. Do not use spare parts from other similar machines, even if the parts look identical. All Xerox® VersaLink® machines are RoHS compliant at time of manufacture and must be maintained as RoHS compliant.

## GP 22 Backup & Restore Settings

### Purpose

The Backup & Restore feature takes a snapshot of your device's settings and saves them as a backup file to the device itself. Xerox recommends backing up your device settings when the device is operating as desired. This practice is useful for restoring (applying settings) to your device, such as when the settings have changed in error. Note that settings contained in the Daily backup file will be reapplied after a software upgrade. Updating this file before upgrading software will maintain your device's most recent settings.

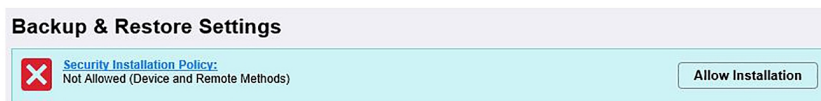


**CAUTION:** Before starting the procedure, inform the system administrator when any service procedure may result in the loss of saved customer settings.

### Procedure

#### Setting the Security Installation Policy for Backup & Restore

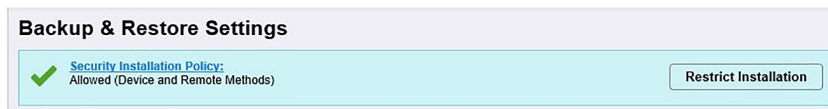
1. Open a web browser, then enter the machine IP address in the browser address line.
2. When EWS loads, click on **admin** in the upper right of the screen.
3. Enter the username [**admin**] and password [**11111**] to log in as admin.
4. Click **Properties > Security > Installation Policies**.
5. **Backup & Restore** is the first policy listed. Check the box, then click **Take me there...**, to the right.
6. The first line, highlighted in blue, lists the active Security Installation Policy.
  - **Figure 1**, shows backup and restore as not allowed. Click the **Allow Installation** button to allow installation.



Q-1-0017-A

#### Figure 1 Allow Installation

- **Figure 2**, shows backup and restore is allowed. Click the **Restrict Installation** button to not allow installation.



Q-1-0016-A

#### Figure 2 Restrict Installation

### Locally Stored Backup Files

Backup files stored in the machine's memory are listed by Date/Time and action, **Figure 3**.

File Type	Backup Date/Time	Backup	Restore	Other actions
Daily	2023-04-24T00-00-13	<a href="#">Update Now</a>	<a href="#">Restore</a>	
Automatic - Upgrade	2023-02-21T13-47-31		<a href="#">Restore</a>	
Manual	2023-04-24T15-05-10	<a href="#">Update Now</a>	<a href="#">Restore</a>	<a href="#">Delete</a>

vic6256000

#### Figure 3 Locally Stored Backup Files and Actions

Available actions that can be performed:

- **Backup**
  - Backup/update files immediately.
- **Restore**
  - Restore files immediately.
- **Other Actions**
  - Delete Manual backups immediately.

### Import & Restore Backup File

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.
2. Click **Browse**, then navigate to the file to be restored. The file name appears in the **[Choose File]** window.
3. Click the **Import & Restore** button to restore the machine settings from the selected file.

### Create & Export Backup File

#### Creating and Downloading a Backup File

1. In the Embedded Web Server, click **Properties > General Setup > Backup & Restore Settings**.

2. Click **Create and Export**.
3. The **Backup Instructions** page appears with a checked box stating **The backup file has been successfully created**.
4. To download the new backup file, left click the file name link [2023-04-24T15-47-49\_UPQ100574.bkup] example. The file begins downloading to the computer's Downloads folder.

## GP 23 Customer Administration Tools

### Purpose

To gain access to Customer Administration Tools in the UI control panel or to login as an administrator via the Embedded Web Server (EWS).

Refer to the relevant procedure:

- [How to Enter Customer Administration Tools](#)
- [How to Enter Admin Mode via the EWS](#)

### How to Enter Customer Administration Tools

1. Switch on the machine, [GP 10](#).
2. When the machine completes startup to ready, touch **Log In** in the top left corner of the UI.
3. Touch the keys in the UI to type the user name, **admin**, in the box.
4. Touch **Next**.
5. Enter the password **1111** (default setting).

**Note:** If the administrator password is not 1111, ask the customer for the current password. If the administrator password is unknown, perform [GP 29](#) System Administrator Password Reset.

6. Touch **Done**.
7. The user **Admin** is displayed in the top left corner of the UI control panel.

### Call Closeout

1. Touch **Admin** in the top left corner of the UI control panel.
2. Touch **Log Out**, then at the next screen touch:
  - a. **Cancel** to remain in admin mode.
  - b. **Log Out** to exit admin mode.

### How to Enter Admin Mode via the EWS

1. Type the device IP address into a web browser.

**Note:** The machine IP address can be found:

- At the top center of the UI control panel.
  - The EWS Home Screen.
  - The machine Configuration Report, refer to [GP 14](#) Printing Reports.
2. Select **Login** at the top right corner.
  3. The **Login** screen is displayed:

- a. In the **User ID** box enter **admin**.
  - b. In the **Password** box enter **1111**.
  - c. Click **Login**.
4. The user **admin** is displayed in the top right corner of the EWS screen.

**Note:** If the admin password is not 1111, ask the customer for the current password. If the admin password is unknown, perform [GP 29 System Administrator Password Reset](#).

**Note:** A new device will have a default password of the device Serial Number (case sensitive).

**Note:** If the customer set password is changed during call, return the password to the customer password from the admin pull down menu, before logout. Refer to, [GP 29 System Administrator Password Reset](#).

### Call Closeout

1. Select **admin** in the top right corner of the UI control panel.
2. Select **Logout** from the pull down menu.

## GP 24 How to Set the Date and Time

### Purpose

To set the machine's date and time.

### Procedure

Perform the steps that follow:

1. Enter Customer Administration Tools, [GP 23](#).
2. Touch Device.
3. Touch General.
4. Touch Date & Time.
5. Again, touch Date & Time.
6. Correctly set the date and time. Touch OK.
7. Log out of Customer Administration Tools.

## GP 25 Ethernet Crossover Cable Setup

### Purpose

To connect and then configure the PWS to communicate with a device via a ethernet crossover cable (600T02252).

### Procedure



**WARNING:** Switch off the electricity to the machine, GP 10. Disconnect the power lead from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving components can cause injury.

1. Print a configuration report, GP 14.
2. Ensure that Windows firewall and wireless network connectivity on the PWS are turned off.
3. Record the IP address and Subnet Mask of the PWS.



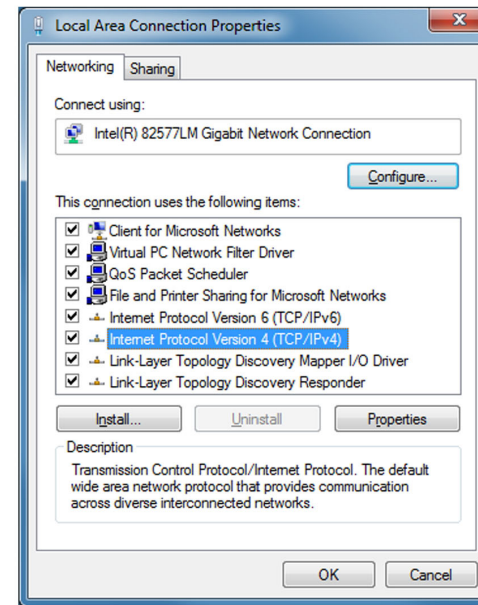
**CAUTION:** Before changing the value of a setting ensure the original value is recorded. All the original values will need to be restored to the PWS at the end of the procedure.

- a. Open a command window on the PWS:
    - Select **Start** and in the Search box above the Start button, type **CMD**, then press **Enter**.
  - b. Type **ipconfig** at the command prompt, then record the Local Area Connection: IPv4 Address and Subnet Mask.
4. Configure the LAN connection of the PWS to enable communication with the device. Go to the relevant procedure:
    - [Windows 7](#).
    - [Windows 10](#).

### Windows 7

Perform the steps that follow:

1. Select the Windows **Start** button, then **Control Panel**, then **Network and Sharing Center**.
2. From the left pane, select **Change adapter settings**.
3. Right-click on the **Local Area Connection** icon. Select **Properties**. The Local Area Connection Properties window will open.
4. Select **Internet Protocol Version 4 (TCP/IPv4)**. Select **Properties**, [Figure 1](#). The Internet Protocol Version 4 (TCP/IPv4) Properties window will open.



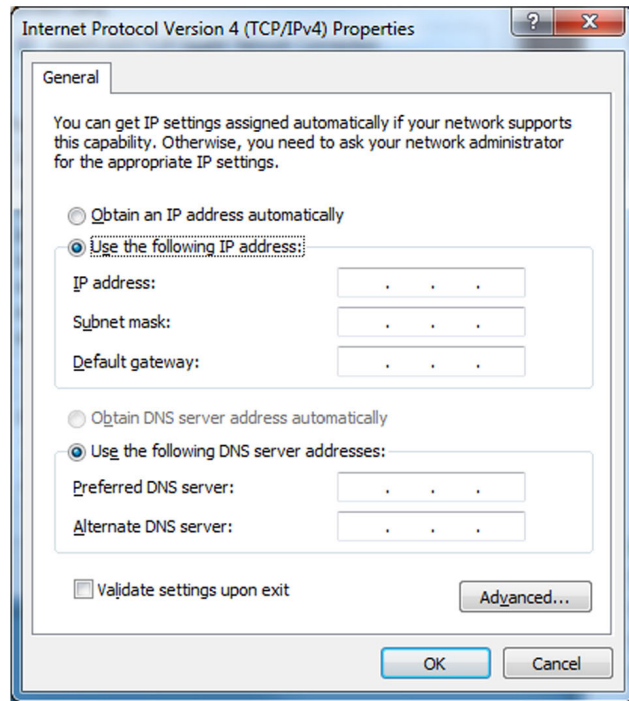
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**Figure 1** Properties window

5. Double-click the entry **Internet Protocol Version 4 (TCP/IPv4)**.
6. Select **Use the following IP address**, then enter the IP address and subnet mask.

Refer to the configuration report then:

- Set the IP address of the laptop one number higher than the device. For example, if the IP address of the device is 192.168.196.112, set the IP address of the laptop to 192.168.196.113.
- Set the Subnet mask of the laptop to the same as the Subnet mask of the device, [Figure 2](#).



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**Figure 2 Properties window**

7. Click on **OK** to close the properties dialog box, then **OK** to close the second properties dialog box.
8. Close the Local Area Connection Status dialog box.
9. Connect the ethernet crossover cable to the device, then continue with your procedure.

## Windows 10

Perform the steps that follow:

1. Select the Windows **Start** button, then select **Settings**.
2. Select **Network & Internet**.
3. Under Related settings select **Network and Sharing Center**, then from the task list on the left of the screen select **Change adapter settings**.
4. Right click on **Local Area Connection (Ethernet)**, then select **Properties**.

5. Select **Internet Protocol Version 4(TCP/IPv4)**, then select **Properties**. The Internet Protocol Version 4 (TCP/IPv4) Properties window will open.
6. Select **Use the following IP address**, then enter the IP address and subnet mask.

Refer to the configuration report then:

- Set the IP address of the laptop one number higher than the device. For example, if the IP address of the device is 192.168.196.112, set the IP address of the laptop to 192.168.196.113.
  - Set the Subnet mask of the laptop to the same as the Subnet mask of the device.
7. Select **OK** to close the properties dialog box, then **OK** to close the second properties dialog box.
  8. Close the Local Area Connection Status dialog box.
  9. Connect the ethernet crossover cable to the device, then continue with your procedure.

## GP 26 PagePack Supplies Plan Activation

### Purpose

To assist in activation of a new or changed PagePack Supplies Plan.

### Introduction

The machine is typically shipped with a Neutral and Factory supplies plan coded CRUM in the toner cartridge. Refer to, [Table 1](#), Supplies Plan Variables and Regional Differentiations. When the first replacement toner cartridge is installed, the Regional Differentiation Code and Toner Cartridge Type in the machine settings are automatically changed to the same settings as the cartridge.

**Note:** Factory Learning Mode is Service Plan = **Neutral** and Regional Differentiation = **Factory**. It is also possible on this product to be in Regional Learning Mode, where a Service Plan = Sold or Metered and the Region = Factory.

**Note:** US devices will automatically set to metered without a PIN entry when a metered toner is inserted as the first toner after SWE.

**Note:** When a device has been set to sold, possibly upon a Sold cartridge inserted as the first toner after SWE, then any metered toner should be disallowed. Once Sold is set, only a Supplies Plan (formerly known as PagePack) PIN or a Plan Conversion, [GP 37](#), can be used to set Metered/Supplies Plan (formerly known as PagePack).

There are four service Plan Variables and six Regional Differentiations:

#### Plan Variables

- Neutral — as shipped
- Sold
- Metered
- PagePack

#### Regional Differentiations

- NA
- XE
- NAXE
- DMO
- Metered
- Factory — as shipped

**Note:** Refer to, [PL 26.05](#) for part numbers.

#### Verify the current machine PagePack Plan configuration:

##### At the Machine UI:

1. Print a Configuration Report [GP 14](#).
2. The supplies plan is shown on the configuration report under the General Setup heading.

##### In EWS:

1. Open a web browser.
2. Enter the machine IP address.
3. On the **Home** screen scroll to the bottom and select **Configuration Report**.
4. The screen displays the configuration report in alphabetical order. Select **General Setup**.
5. The **Service Plan** is shown in the list. Typical **as shipped** service Supplies Plan is **Neutral**.

**Note:** Do not attempt to change the NVM settings in [Table 1](#), they are for reference only.

**Table 1 Supplies Plan Variables and Regional Differentiations**

Device Configuration	Xerox Toner						
<b>Plan Variables:</b> Neutral Sold Metered PagePack <b>Regional Differentiation:</b> NA XE NAXE DMO Factory	SWE (Starter) Sold PagePack	Metered Metered_Learning	Sold NA	Sold XE	Sold DMO	Sold NAXE	Sold Sold_Learning
Metered_Learning Metered_NA Metered_XE Metered_NA/XE Metered_DMO	Y	Y	Y	Y	Y	Y	Y
Sold_NA	Y	N	Y	N	N	Y	Y
Sold_XE	Y	N	N	Y	N	Y	Y
Sold_DMO	Y	N	N	N	Y	N	Y
Sold_Learning	Y	N	Y	Y	Y	Y	Y
Sold_NA/XE	Y	N	Y	Y	N	Y	Y



**Note:** If a problem occurs after several toner replacements, the customer may have received the wrong toner in a consumable order; either because the wrong part number was ordered, or the shipment did not match the order. Resolution in this case is simple; the customer should exchange the toner for the correct part.

**Note:** If an incorrect toner cartridge was installed at the first toner replacement after install, or if the machine's configuration changed due to software or NVM corruption, resolve the issue, then perform the following procedure:

**Note:** 220VAC machines:

- May ask for a Supplies Plan (formerly known as PagePack) Activation Code with a courtesy print time.
- This may happen when a metered toner is inserted into a neutral machine still running on SWE toner.
- This will appear automatically in Europe.
- A Supplies Plan (formerly known as PagePack) Activation Code can also be entered at any time by navigating through the following procedures.

### Obtaining a PagePack Supplies Plan Activation Code

- **XE:** Contact: office.europe.page.pack.pin@xerox.com.
- **NA:** Follow Local Process.

**Note:** The machine Serial Number and the Supplies Plan (formerly known as PagePack) Sequence number are required.

### PagePack Supplies Plan Activation via Web UI (EWS)

1. In the Embedded Web Server window, enter the machine IP address, then login as **[admin]**.
2. Select the **[Properties]** tab, then in the left column select **[General Setup]**.
3. Select **[Supplies Plan Activation Code]**.



**CAUTION:** Compare the serial number on the screen with the serial number on the configuration report to ensure the correct machine is being changed.

4. Enter the 6-character PagePack Supplies Plan Activation Code provided above, in **[Supplies Plan Activation Code]**, then select **[Apply]**.

The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

### PagePack Supplies Plan Activation via Remote Control Panel (RPC)

1. Open a browser window, then enter the machine IP address to open Embedded Web Server.

2. Scroll down to remote control panel and start remote session, then login at the admin login screen.
3. At the **[Home]** screen, select **[Device]**.
4. Select **[Tools]**.
5. Select **[Device Settings]**.
6. Scroll down, touch **[Supplies]**, then select **[Enter PagePack Activation Code]**.



**CAUTION:** Compare the serial number on the screen with the serial number on the configuration report to ensure the correct machine is being changed.

7. Enter the 6-character PagePack Activation Code provided.
8. Select **[OK]**.

The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

### PagePack Supplies Plan Activation via Machine UI

1. At the **[Home]** screen, (Log In to Admin mode is not required).
2. Touch **[Device]** on the UI, touch **[Tools]**.
3. Touch **[Device Settings]**.
4. Scroll down, touch **[Supplies]**, then touch **[Enter PagePack Activation Code]**.



**CAUTION:** Compare the serial number on the screen with the serial number on the configuration report to ensure the correct machine is being changed.

5. Enter the 6-character PagePack Supplies Plan Activation Code provided in step above.
6. Touch **[OK]**.

The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

## GP 27 Intermittent or Noise Problem

### Purpose

The purpose of this RAP is to provide guidance for resolving an intermittent or noise problem. This is not an exact procedure, but a set of recommended actions that use the resources of the service manual to help locate the cause of an intermittent or noise problem.

### Procedure

1. Check the service log. Recent service actions may provide information about the problem. For example, a component that was recently replaced to correct another problem may be the cause of the new intermittent problem.
2. Noise problems may be due to improper installation. Check for packing materials that have not been removed. Check for loose or missing hardware.
3. Run the machine in a mode that vigorously exercises the function that is suspected. The machine may fail more frequently or may fail completely under these conditions. Look for signs of failure or abnormal operation.

An intermittent problem can usually be associated with a RAP, since when it does fail, it results in a fault code, a jam code, or some other observable symptom.

4. Using the RAP that is associated with the symptom of the intermittent problem, examine all of the components that are referenced in the RAP. Look for:
  - contamination, such as a feed roller that has a build up of dirt or toner
  - wear, such as gear teeth that are rounded or have excessive backlash
  - HFSI, even if they are not near or have not exceeded the SPEC LIFE or COPY COUNT value
  - wires chafing against components of the machine, especially against moving components
  - misaligned, maladjusted, or incorrectly installed components
  - slow or slipping clutches; slow or binding solenoids
  - damaged components
  - excessive heat, or symptoms of excessive heat, such as the discoloration of a component
  - loose cables or wires
5. Using the RAP that is associated with the symptom of the intermittent problem, perform all of the adjustments for the components or functions that are referred to in the RAP. Check to ensure that the adjustment can be made and that there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an

indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may be an indication of the cause of the problem.

6. Operate all of the components in the appropriate RAP that is associated with the symptom of the intermittent problem with Component Control. Observe the components for any symptoms of abnormal operation, such as a hesitation or an unusual sound.
7. Check that the AC and DC power are within specification.
8. Get technical advice or assistance when it is appropriate. This will depend upon the situation and the established local procedures.
9. Examine the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSDs. Look for:
  - contamination, such as a feed roller that has a build up of dirt or toner
  - wear, such as gear teeth that are rounded or have excessive backlash
  - HFSI, even if they are not near or have not exceeded the SPEC LIFE or COPY COUNT value
  - wires chafing against components of the machine, especially against moving components
  - misaligned, maladjusted, or incorrectly installed components
  - slow or slipping clutches; slow or binding solenoids
  - damaged components
  - excessive heat, or symptoms of excessive heat, such as the discoloration of a component
  - loose cables or wires
10. Perform the adjustments for the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSDs. Check to ensure that the adjustment CAN BE MADE and that there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may be an indication of the cause of the problem.
11. Operate all of the components that are not in the RAP, but are associated with the function that is failing with Component Control. Refer to the BSDs. Observe the components for any symptoms of abnormal operation, such as a hesitation, or an unusual sound.
12. Replace any components or consumables that are known to be a frequent cause of the problem. When doing this, consider the cost and time required. If the suspected item is inexpensive, can be installed quickly, and has a high probability of resolving the problem, then it is reasonable to replace it.

13. Leave an accurate and detailed record of your actions in the service log. Describe what you have observed, what actions you took, and the recommended next steps.

## GP 28 System Administrator Password Reset

When a customer requires a new administrator password, the customer must call the Welcome Center and request an administrator password reset.

**Note:** Check to see if the machine password is set at the default. The default password is the Serial Number and is case sensitive.

1. The Welcome Center will request the machine serial number and current copy count.
2. The Welcome Center generates a 12 digit Feature Key number.
3. Press the **Device** icon, then select **Tools**.
4. If necessary, select **Device Settings**, then select **General > Feature Installation**.

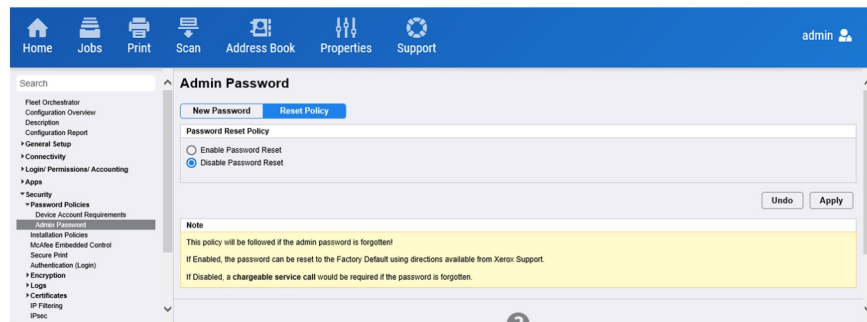
**Note:** The UI control panel **Feature Installation** menu is accessible without logging in to the admin account.

5. Enter the Feature Key on the Feature Installation Key screen to reset the admin log in credentials to the default values **admin** and **1111**.



**CAUTION:** The next step calls for a Forced AltBoot procedure to be performed. In this case, **DO NOT** back up or restore customer settings using, [GP 22](#). Doing so will re-lock the administrator password. Instead, tell the customer that the settings will need to be restored manually. Ask the customer to record all appropriate settings so that they can restore them after the procedure is complete.

6. After performing Steps 1–5 above, the password is not reset, check EWS to verify the password reset has been disabled by the customer, [Figure 1](#). The password can only be reset by a CSE arriving on site and performing a **Forced AltBoot**. Refer to, [GP 4](#) Software Upgrade.



Q-1-0015-A

Figure 1 Disable Password Reset EWS screen

## GP 29 Print Orientation Definitions

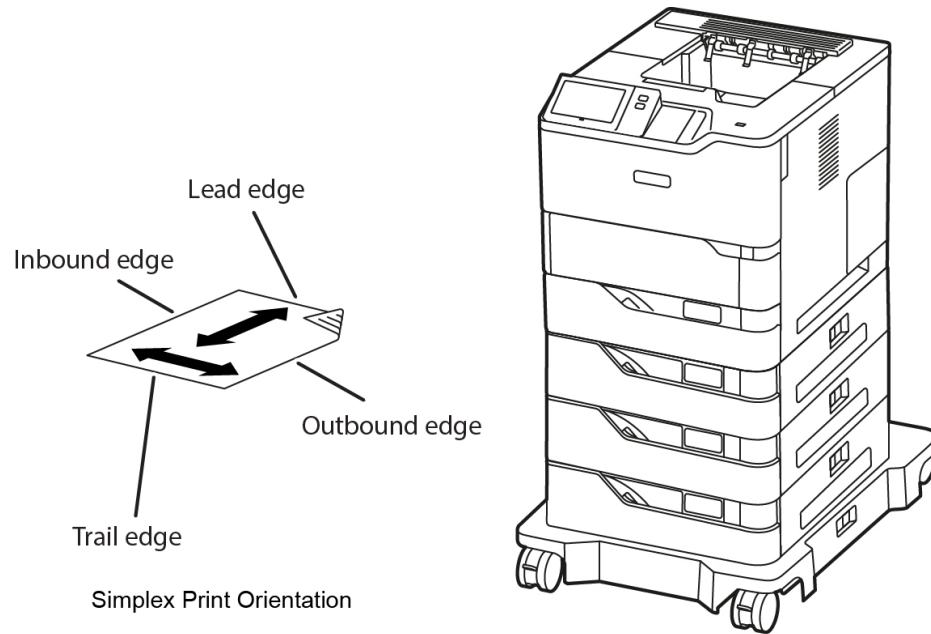
### Purpose

To describe the print/copy orientation definitions.

### Definitions

Refer to [Figure 1](#). Be aware of the points that follow:

- **Inbound edge** - can also be described as the top edge or side edge.



**Figure 1** Print/copy orientation definitions

## GP 30 Paper and Media Size Specifications

### Purpose

As a reference of Xerox supported I/O media capacities, media types, media sizes, and media bonds and weights.

### Specifications

**Note:** Check that the paper tray settings match the paper size in the tray.

Refer to the tables that follow:

- [Table 1](#) Input/Output Media Capacities.
- [Table 2](#) Media Sizes.
- [Table 3](#) Media Bonds and Weights.

Table 1 Input/Output Media Capacities

Input/Output Capacity by Media and Source			
Source	Media	Stack Height	Approximate Reference Capacity
<b>Input</b>			
Standard Trays <sup>2</sup> : 550-sheet Tray	Plain Paper <sup>1</sup>	59 mm	550 sheets (75 g/m <sup>2</sup> )
	Labels		200 labels <sup>3</sup>
Optional Trays <sup>2</sup> : 550-sheet Tray	Plain Paper <sup>1</sup>	59 mm	550 sheets (75 g/m <sup>2</sup> )
	Labels		200 labels <sup>3</sup>
Multi-Purpose Feeder Tray <sup>2</sup>	Plain paper <sup>1</sup>	11 mm	100 sheets (75 g/m <sup>2</sup> )
	Envelopes, Other		Various quantities <sup>4</sup>
<b>Output</b>			
Standard output bin	Plain Paper	~ 44 mm	300 sheets (75 g/m <sup>2</sup> )
<sup>1</sup> 20 lb. xerographic paper at ambient environment <sup>2</sup> Capacity may vary and is subject to media specifications and printer operating environment. <sup>3</sup> Capacity will vary with label material and construction. <sup>4</sup> Capacity will vary depending on weight and type of media			

**Table 2 Media Sizes**

Name	Duplex	550-sheet Tray	Bypass Tray	Output Tray	550-sheet Option Tray
Letter (8.5 x 11") 215.9mm x 279.4mm	•	•	•	•	•
Legal (8.5 x 14") 215.9mm x 355.6mm	•	•	•	•	•
3 x 5" 76.2mm x 127.0mm			•	•	
Postcard (4 x 6") 101.6mm x 152.4mm			•	•	
Postcard (4.25 x 5.5") 108.0mm x 139.7mm			•	•	
5 x 7" 127.0mm x 177.8mm	•	•	•	•	•
Statement (5.5 x 8.5") 139.7mm x 215.9mm	•	•	•	•	•
Executive (7.25 x 10.5") 187.2mm x 266.7mm	•	•	•	•	•
8 x 10" 202.3mm x 254.0mm	•	•	•	•	•
8.5 x 13" 215.9mm x 330.2mm	•	•	•	•	•
8.5 x 13.4" 215.9mm x 340.2mm	•	•	•	•	•
A4 (210 x 297 mm)	•	•	•	•	•
A5 (148 x 210 mm)	•	•	•	•	•
A5 (148 x 210 mm)	•	•	•	•	•
A6 (105 x 148 mm)	•	•	•	•	•
B5 (176 x 250 mm)	•	•	•	•	•
JIS B5 (182 x 257 mm)	•	•	•	•	•
215 x 315 mm	•	•	•	•	•



Name	Duplex	550-sheet Tray	Bypass Tray	Output Tray	550-sheet Option Tray
C5 Envelope (162 x 229 mm)		•	•	•	•
C6 Envelope (114 x 162 mm)		•	•	•	•
DL Envelope (110 x 220 mm)		•	•	•	•
Envelope (6 x 9") 152.4mm x 228.6mm		•	•	•	•
Monarch Envelope (3.9 x 7.5") 98.4mm x 190.5mm			•	•	
No. 9 Envelope (3.9 x 8.9") 98.4mm x 225.4mm			•	•	
No. 10 Envelope (4.1 x 9.5") 104.8mm x 241.3mm		•	•	•	•
<p><b>Note:</b> These constraints apply only to size. In respect of Envelopes, the size may be able to be duplex or invert, where the type may not. To fully understand the constraint for a given media, both size and type must be taken into account.</p>					

**Table 3 Media Bonds and Weights.**

Media Types	Weight Range	Duplex	550-sheet Tray	Bypass Tray	Output Tray	550-sheet Option Trays
Plain	75 - 90 gsm	•	•	•	•	•
Hole Punched	75 - 90 gsm	•	•	•	•	•
Letterhead	75 - 105 gsm	•	•	•	•	•
Lightweight Cardstock	120 - 162 gsm	•	•	•	•	•
Cardstock	163 - 200 gsm	•	•	•	•	•
Recycled	75 - 90 gsm	•	•	•	•	•
Bond	75 - 105 gsm	•	•	•	•	•
Labels	75 - 131 gsm	•	•	•	•	•
Pre-Printed	75 - 90 gsm	•	•	•	•	•
Envelope	60 - 105 gsm	•	•	•	•	•
Light Glossy Cardstock	105 - 162 gsm	•	•	•	•	•
Glossy Cardstock	163 - 200 gsm	•	•	•	•	•
Lightweight	60 - 74 gsm	•	•	•	•	•
Custom Type 1	75 - 90 gsm	•	•	•	•	•
Custom Type 2	75 - 90 gsm	•	•	•	•	•
Custom Type 3	75 - 90 gsm	•	•	•	•	•
Custom Type 4	75 - 90 gsm	•	•	•	•	•
Custom Type 5	75 - 90 gsm	•	•	•	•	•
Custom Type 6	75 - 90 gsm	•	•	•	•	•

Custom Type 7	75 - 90 gsm	.	.	.	.	.
<p><b>Note:</b> These constraints apply only to type. In respect of Envelopes, the size may be able to be duplex or invert, where the type may not. To fully understand the constraint for a given media, both size and type must be taken into account.</p>						

## GP 31 Environmental Data

### Operating Environment

**Table 1** Temperature and Humidity, lists the minimum and maximum range of temperature and humidity limitations during normal operation of the machine.

**Table 1 Temperature and Humidity**

Environment	Specifications
Operating Temperature and Relative Humidity	10 to 32.2°C (50 to 90°F) and 15 to 80% RH 15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature (2): 22.8°C (73°F) Non-condensing environment
Operating Altitude	TBD
Printer / Cartridge / IU Long-Term Storage (1)	15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature (2): 22.8°C (73°F)
Printer / Cartridge / IU Short-Term Shipping	-40 to 40°C (-40 to 104°F)

<sup>1</sup> Supplies shelf life is approximately 2 years.

**Note:** This shelf-life estimate is based on storage in standard office environment at 72°F (22.2°C) and 45% humidity.

<sup>2</sup> Wet-bulb temperature is determined by the air temperature and the relative humidity.

#### Noise

- **Table 2** Sound Pressure Levels, contains the maximum sound pressure in decibels.
- **Table 3** Sound Power Levels, contains the maximum audible power in decibels during operation.

**Table 2 Sound Pressure Levels**

Sound Pressure Levels	dB Value
Idle	14
Simplex Print - Mono	53
Simplex Print - Color	53
Duplex Print - Mono	55
Duplex Print - Mono	55

Quiet Mode Print (Simplex) Mono	47
Quiet Mode Print (Simplex) Color	47
Scan to file - Mono	51
Scan to file - Color	45
ADF Copy - Mono	56
ADF Copy - Color	52

**Table 3 Sound Power Levels**

Sound Power Levels	dB Value
Idle	3.1
Simplex Print - Mono	6.7
Simplex Print - Color	6.8
Duplex Print - Mono	7
Duplex Print - Mono	7
Quiet Mode Print (Simplex) Mono	6.2
Quiet Mode Print (Simplex) Color	6.2
ADF Scan to file - Mono	6.8
ADF Scan to file - Color	6.6
ADF Copy - Mono	7.1
ADF Copy - Color	6.8

## GP 32 Device Specification

### Configuration Options

The Xerox® VersaLink® B620 Mono Multifunction Printer is available as a basic machine with tray 1. It is also available in various configurations using the options that follow:

#### General

For the space requirements, environment range and the print out time. Refer to:

- [GP 16](#) Installation Space Requirements.
- [GP 31](#) Environmental Data.
- [GP 20](#) First Print Out Time and Power On / Off Time.

#### Paper Supply and Paper Handling Options

- One 550 sheet paper tray (tray 1).
- 100 sheet bypass tray.
- Optional 550 sheet single tray module (STM) (tray 2, 3, 4).

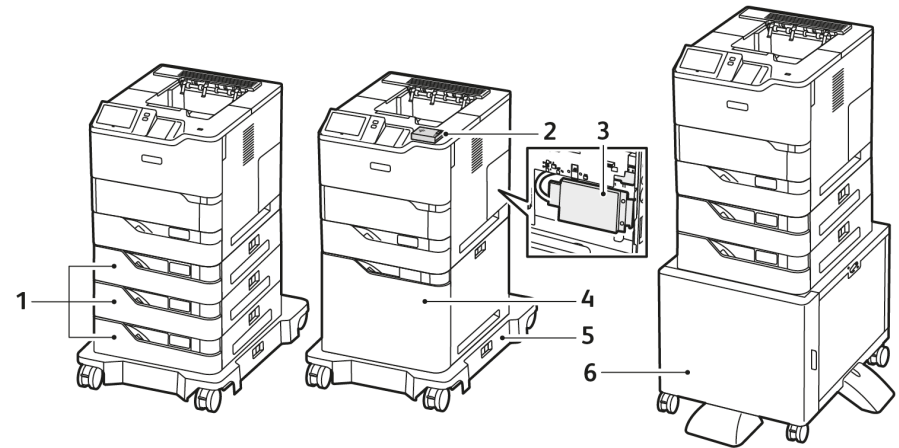
#### Accessories and Kits

- Wifi Network Adapter.
- 500+GB Hard Disk.
- Printer stand
- Caster base
- Caster base wheel
- Adjustable stand
- Adjustable stand non-locking caster
- Adjustable stand locking caster
- 550 Sheet tray
- 2100 Sheet tray (HCF)

#### Machine Identification

The diagram that follows illustrate some of the machine configurations:

- Xerox® VersaLink® B620



**Figure 1 VLB620 with printer and options**

1. Optional 550 Sheet tray (2,3,4), [PL 25.05 item 9](#).
2. Wifi Network Adapter, [PL 25.05 item 1](#).
3. 500+GB Hard Disk, [PL 25.05 item 2](#).
4. Printer stand, [PL 25.05 item 3](#).
5. Caster base, [PL 25.05 item 4](#), with caster base wheels, [PL 25.05 item 5](#).
6. 2100 Sheet tray (HCF), [PL 25.05 item 10](#).

## GP 33 Restoring Customer Mode

### Purpose

This procedure provides a method to restore normal customer mode in the event that a procedure such as a software load, or NVM initialization has reset NVM 616-014 system install phase to the default value of 0 (non-customer mode).



**CAUTION:** NEVER change the controller PWB, control panel display, or start the machine with the black toner cartridge out of the machine while NVM 616-014 is set to 0, as three-way synchronization is not performed.

### Overview

During some service procedures, NVM 616-014 may be set to the default value of 0. When this occurs, the screen will display the message **The device is in a non-customer mode**, Figure 1.

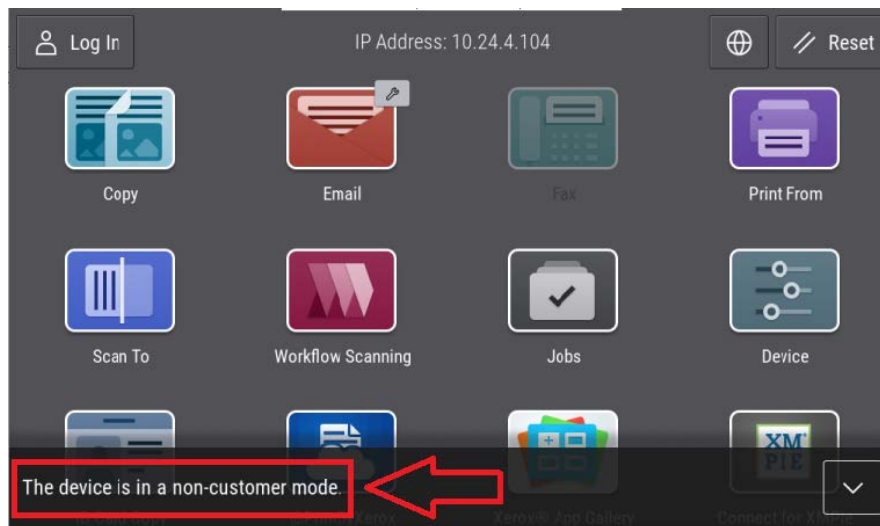


Figure 1 UI Display

The EWS UI screen will show no serial number, Figure 2.



Figure 2 EWS UI Screen

When the NVM value is reset to 2, using the procedure listed below, it will cause the machine to re-start in Install Wizard mode. Re-running the Install Wizard will restore other customer data that also may have been lost.

After the Install Wizard completes, the value of NVM 616-014 is automatically set to 4.



**CAUTION:** POSU will NOT run if the machine is in non-customer mode, even though it may appear that SW load has completed successfully. For some SW upgrades, it is necessary for POSU to run to finish installing upgrades in all platforms.

### Procedure

1. Enter Diagnostics, GP 1.
2. Select **Adjustments**.
3. Select **dc131**.
4. Enter **616-014** and select **Read**.
5. Set the NVM value to 2. Figure 3.

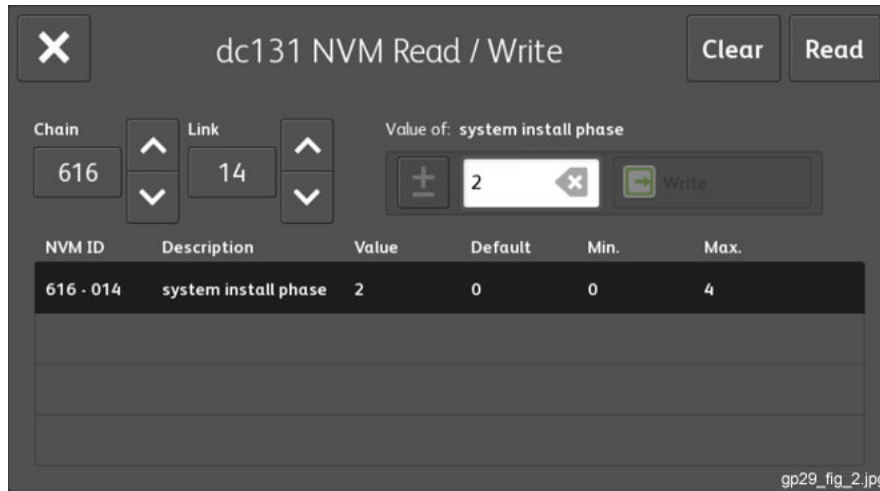


Figure 3 NVM 616-014 set to 2

6. Touch **Write**.
7. Touch the **X** to close , then select the **Call Closeout** button.
8. Select **Exit & Reboot**.

When the machine completes rebooting the Install Wizard will prompt to enter the initial settings. Follow the instructions on the screen to enter appropriate values as required. When the Install Wizard process completes the machine will reboot and the value of **NVM 616-014** will automatically be set to 4 (customer mode). During this reboot, if POSU is required, it will be performed.

**Note:** There is no indication on the screen when the machine is in customer mode. The only time any indication appears on the UI screen is when the machine is in non-customer mode.

## GP 34 How to Re-Enter Optional Feature Installation Keys

### Purpose

To explain how to re-enter optional feature installation keys.

### Procedure

Perform the following:

1. Obtain the valid Feature Installation key(s) by either:
  - a. Asking the customer.
  - b. Logging into the SWAP portal, <https://www.xeroxlicensing.xerox.com/fik/>.  
From the Welcome screen, select **Find** and existing key.  
Enter the machine serial number in the window, then select **Next**.
  - c. Contacting the Licensing Admin Centre (USSG/XCL) or the Xerox sales representative (XE/DMO).
2. Enter the Feature Installation keys(s). Perform the following:
  - a. Select the **Device** icon on the UI.
  - b. Select **Tools**.
  - c. Select **Device Settings > General**.
  - d. Select **Feature Installation**. Enter the Feature Installation key, then select **OK**. If necessary, enter the second Feature Installation key.

## GP 35 Serial Number Synchronization Procedure

### Purpose

This procedure is used to maintain serial number and billing data integrity when certain part items must be replaced. This data is stored at three locations; controller PWB, control panel display, and the black (K) toner cartridge. This procedure instructs how the data in all three locations is synchronized when one or more of the part items is replaced, or when data corruption associated when the 322–352-00 Serial Number Missing From Memory fault occurs.

### Initial Actions

If possible, print a Configuration Report. Refer to, [GP 14 Printing Reports](#).

**Note:** Compare the serial number displayed on the control panel display with the serial number on the configuration report and the serial number on the data plate inside the front cover. If the serial numbers do not match, contact next level support.

### Procedure



**CAUTION:** Check the machine is in **Customer Mode** before removing the controller PWB, control panel display, or the black toner cartridge. Refer to, [GP 33](#).



**CAUTION:** To maintain the integrity of the serial number and billing data, never install all three part items listed below in the same task.

- Control panel display, [PL 2.10 item 1](#).
- Controller PWB, [PL 3.05 item 1](#).
- Black (K) Toner Cartridge.

Install **ONE ITEM AT A TIME**, as per the following procedure steps.



**CAUTION:** Installing all three part items in the same task **will cause** unrecoverable NVM corruption. After installing **one of the new part items**, restart the machine, [GP 10](#), then check the machine for the fault cleared. If the fault persists, reinstall the original part item, restart the machine, [GP 10](#), then if required re-enter the serial number, [dC132](#) Machine Serial Number, before attempting installation of the next part item.

## Controller PWB Replacement Precautions



**CAUTION:** Spare controller PWBs are shipped in Manufacturing Mode NVM **616–14**, value = **0**.

1. When a machine is in Manufacturing Mode, three way sync is inhibited.
  - a. During the install phase, NVM 616-14 is Saved and Restored, as long as, [dC361](#) is performed restoring from the USB drive backup immediately after installing a new controller PWB.
  - b. The install phase should return to Customer Mode, NVM **616–14 = 4**.
  - c. the system will sync thereafter.
2. In the case that a new controller PWB was installed:
  - a. An immediate machine startup and [dC361](#) must immediately be performed for the NVM change to take affect and cause a sync to occur.
3. In the event that a machine is found in such a condition that an NVM Save cannot be performed before any work on the machine is done, then a manual NVM write to **616-14 = 4** will be necessary following the installation of a new controller PWB. Refer to, [dC131](#) NVM Read/Write.

1. Check the fault log on the control panel display, [PL 2.10 item 1](#), if available, for any active faults. Resolve all faults possible before removing the controller PWB, control panel display, or black toner cartridge, as required in the corresponding RAP.



**CAUTION:**

- a. When fault code 322–352–00 is active, reinstall the **original** controller PWB, control panel display, black toner cartridge, or any combination of these as required, then restart the machine to allow synchronization.
  - b. if the fault persists, continue this procedure as outlined below.
2. Enter Diagnostics, [GP 1](#). Enter, [dC361](#) NVM Save and Restore, then touch **Machine NVM** to save all device platform settings to the hard drive.
  3. While still in [dC361](#), click on each file listed, then select each device platform setting and **Copy to USB device** as a second backup.
  4. Exit Diagnostics, [GP 1](#).
  5. Shutdown the machine, [GP 10](#).
  6. Remove the suspect failed part, then install the new part in the machine.





**CAUTION:** Mark the original part item removed from the machine, if replaced.

7. Install the first suspected failed item, switch ON the machine, GP 10, then check the machine for the fault cleared.
8. If the installation is successful and no fault remains, compare the serial number displayed on the control panel display with the serial number on the configuration report and the serial number on the data plate inside the front cover.

**Note:** When any one of the following conditions occurs, escalate the call to next level support:

- The serial number displayed on the control panel display does not match the data plate inside the front cover of the machine.
  - The serial number displayed on the control panel display does not match the configuration report printed in, **Initial Actions**.
  - Fault code 322–365–00 is raised.
9. If the fault persists, or, the fault code 322–365–00 is raised, reinstall the original part item, restart the machine, GP 10, then if required, re-enter the serial number, dC132 Machine Serial Number, before attempting installation of the next part item.

Fault code 322–365–00 may flag when the device platform settings restore is unsuccessful or the

**Note:** When any one of the following conditions occurs, escalate the call to next level support:

- The serial number displayed on the control panel display does not match the data plate inside the front cover of the machine.
- The serial number displayed on the control panel display does not match the configuration report printed in, **Initial Actions**.
- Fault code 322–365–00 is raised.

After contacting next level support, perform, dC132 Machine Serial Number.

## GP 36 Xerox USB Wireless Printing Troubleshooting

Use this troubleshooting guide when the customer reports wireless network failures when using the Xerox wireless print kit.

### Initial Actions

Consult your manager before troubleshooting the customer's network, as the policy varies according to region.

### Procedure

Perform the following:

1. Check that the USB wireless network adapter is plugged into a USB port on the machine.
2. If the USB wireless network adapter is connected using the USB extension cable, check that the extension cable is also plugged into a USB port on the machine.
3. Print a configuration report.
  - a. Check with the customer that printing of configuration reports is enabled. If necessary, ask the customer to enable printing of the configuration report.
4. Ensure that the USB ports are enabled.
  - a. Check the configuration report under the heading Connectivity Physical Connections.
  - b. If Software Tools is not listed next to USB Connection Mode, ask the customer to enable USB.
    1. Refer to the System Administrator Guide > USB Port Security Setting Check.
    2. Refer to the System Administrator Guide > Configuring USB Settings and set USB Connection Mode.
5. Confirm the USB port is functional.
  - a. Check that the LED on the wireless network adapter flashes when the machine is in standby.
  - b. Connect the wireless network adapter to a different USB port if available.
  - c. Insert a USB flash drive into the USB port, then perform dC361 NVM Save and Restore to test the port functionality.
 

**Note:** If the NVM can be saved to a USB flash drive, the USB port is functional.

**Note:** It is not necessary to perform the NVM restore procedure.
6. Ensure that the machine is configured for wireless printing.

- a. Check the configuration report under the heading **Connectivity Physical Connections**.
  - b. If wireless is disabled, ask the customer to enable wireless printing. Or enter Customer Administration Tools:
    1. Touch **Network Settings**.
    2. Touch **Network Connectivity**.
    3. Touch **Wireless**.
    4. Touch **OK**.
  - c. Check the network name listed next to SSID on the configuration report.
  - d. If the network name does not match the customer's wireless network, ask the customer to configure the wireless network setup before continuing.
  - e. Check the network name under the heading **Connectivity Protocols**.
  - f. If an IP address is not listed under TCP/IPv4 or TCP/IPv6, ask the customer to configure the wireless network setup before continuing.
7. Confirm that the customer's wireless network can be detected at the machine's location.
- a. Ask the customer to confirm that the wireless network is switched on and can be received at the machine's location. You the PWS or a smartphone to detect the customer's wireless network.
8. If the wireless network signal strength is weak, ensure that the wireless network adapter is connected via the USB extension lead. If possible change the mounting position of the adapter to improve the reception. To view the signal strength, enter System Administration Tools and perform the following:
- a. Touch **Network Settings**.
  - b. Touch **Network Connectivity**.
  - c. Touch **Wireless**.
  - d. The signal strength is displayed in the text frame.
  - e. Move the wireless network adapter and extension lead until the strongest signal strength is found.
9. Install a new wireless network adapter.

## GP 37 Supplies Plan Conversion

### Purpose

The procedure explains how to convert the supplies plan from Sold to Metered or Metered to Sold.

### Introduction

Unless special ordered, machines are shipped with Factory-Neutral toner cartridges. The machine supplies plan is set by the toner cartridges. When toner cartridges are first replaced, the Geographic Differentiation Code and Toner Cartridge Type in NVM are automatically changed to the same settings as the replacement cartridge. Once these NVM are set, the toner configuration can only be changed with a Supplies Plan Conversion PIN

**Table 1 Supplies Plan Variables and Regional Differentiations**

Device Configuration	Xerox Toner						
<b>Plan Variables:</b> Neutral Sold Metered PagePack <b>Regional Differentiation:</b> NA XE NAXE DMO Factory	SWE (Starter) Sold PagePack	Metered Metered_Learning	Sold NA	Sold XE	Sold DMO	Sold NAXE	Sold Sold_Learning
Metered_Learning Metered_NA Metered_XE Metered_NA/XE Metered_DMO	Y	Y	Y	Y	Y	Y	Y
Sold_NA	Y	N	Y	N	N	Y	Y
Sold_XE	Y	N	N	Y	N	Y	Y
Sold_DMO	Y	N	N	N	Y	N	Y
Sold_Learning	Y	N	Y	Y	Y	Y	Y
Sold_NA/XE	Y	N	Y	Y	N	Y	Y

Check the current Supply Plan:

**At the Machine UI:**

1. Print Configuration Report [GP 14](#).
2. The supplies plan is shown on the configuration report under the **General Setup** heading.

**At the Web UI:**

1. Enter the machine IP address.
2. On the **Home** screen scroll to the bottom and select **Configuration Report**.
3. The screen displays the configuration report in alphabetical order. Select **General Setup**.
4. The **Supplies Plan** is shown in the list. Typical **as shipped** supplies plan is **Neutral**.

**Obtain the Supplies Plan Conversion PIN**

1. Press the **Device** icon on the UI and select **About**.
2. Record the Serial Number.
3. Select **X**
4. Select **Billing/Usage** and record the number of Total Impressions
5. Contact the relevant OPCO, provide the machine Serial Number and the number of Total Impressions.
  - **US:** Call Xerox Corporate Licensing Systems (XDSS) directly on 1-800-890-3260 or 1-800-635-8054 prompt 8 (license strings) for toner conversions. Provide the machine serial number and the number of total impressions.
  - **Xerox Business Solution (XBS):** All requests for such conversions must be approved by the XBS Headquarter VP of Service. Technicians should request that their field service manager contact their XBS Company VP of Service for directions. The XBS Core Company VP of Service will require authorization to convert the machine from sold to metered and provide a status of your request. Do not call field engineering to obtain a Service Plan Conversion PIN.
  - **US Authorized Service Provider (ASP):** Call PageConnect at 1-888-892-6483 or send an email to pageconnectprogram@xerox.com requesting a PIN. Provide the machine serial number and the total number of impressions.
  - **Canada:** Call the Customer Delivery Organization (CDO) field support number 1-800-647-1331 prompt 8 (license strings) for a Supplies Plan Conversion PIN. Provide the machine serial number and the total number of impressions.
  - **LATAM (Latin America):** Follow Local Process.

6. You will be given a 6-character Supplies Plan Conversion PIN.

**Note:** The Supplies Plan Conversion PIN must be entered within 500 Total Impressions counts of when it was issued, or it will not be valid.

**Supplies Plan Conversion via Machine UI**

1. Log in to **Admin** mode.
2. At the **Home** screen touch **Device > Tools > Device Settings > Supplies**.
3. Touch **Enter Plan Conversion**.

**Note:** The current Service Plan and Supplies Plan Number are listed.

4. Touch **+ Convert Supplies Plan**.
5. Enter the 6-character **Convert Supplies Plan** PIN provided.
6. Select **OK**.

The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

**Supplies Plan Conversion via Remote Control Panel**

1. Open a web browser then enter the machine IP in the address bar.
2. At the EWS Home screen, click on **Support > Remote Control Panel > Start Remote Session**.
3. Log in to **Admin** mode.
4. At the **Home** screen touch **Device > Tools > Device Settings > Supplies**.
5. Touch **Enter Plan Conversion**.

**Note:** The current Service Plan and Supplies Plan Number are listed.

6. Touch **+ Convert Supplies Plan**.
7. Enter the 6-character **Convert Supplies Plan** PIN provided.
8. Select **OK**.

The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

## GP 40 Glossary of Terms, Acronyms and Abbreviations

Where possible unit designations as appear in ISO 1000 (International Organization for Standardization) and Xerox Standard MN2-905 have been used. All measurements appear in ISO units followed by any conversion in brackets e.g.; 22.5mm (0.885 inches)

Refer to [Table 1](#).

**Table 1 Abbreviations**

Term	Description
1TM	One Tray Module
3TM	Three Tray Module
AAA	Authentication, Authorisation and Accounting
ABS	Automatic Background Suppression.
AC	Alternating Current
ACAST	Anti Counterfeiting Activities Support/Strategy Team
ACL	Alternating Current Live
ACN	Alternating Current Neutral
AGC	Automatic Gain Control
AHA	Advanced Hardware Architecture
AMPV	Average Monthly Print Volume
ANSAM	Answer Tone, Amplitude Modulated
APS	Auto Paper Selection
ARP	Address Resolution Protocol. Converts an IP address to a MAC address. See RARP.
ASIC	Application Specific Integrated Circuit
B	Bels (applies to sound power level units)
Binding	Part of the communication between modules.
BM	Booklet Maker
BootP	Boot Protocol. AN IP protocol for automatically assigning IP addresses.
BPS	Bits Per Second
BS	Behavior Specification

Term	Description
BT	Busy Tone
BCR	Bias Charge Roll
BTR	Bias Transfer Roll
C	Celsius
CAT	Customer Admin Tool
CBC	Customer Business Center
CCD	Charged Coupled Device
CCM	Copy Controller Module
CCS	Copy Controller Service
CentreWare	CentreWare internet services is the embedded HTTP server application that is available on network enabled machines. It enables access to printing, faxing and scanning over the internet.
CIPS	Common Image Path Software
CIS	Contact Image Sensor
CL	Copy Lighter. A copy density setting
CQ	Copy Quality
CRC	Cyclic Redundancy Check
CRU	Customer Replaceable Unit
CRUM	Customer Replaceable Unit Monitor
CSE	Customer Service Engineer
CVT	Constant Velocity Transport
CWIS	CentreWare Internet Services (also known as Web UI)
DADF	Dual Auto Document Feeder
dB	Decibel (applies to sound pressure level units)
dC	Diagnostic code
DC	Device Controller, generic term for any module that acts as a image handling device e.g., SIP. Digital Copier
DC	Direct Current
DCN	Disconnect

Term	Description
DCS	Digital Command Signal
DDNS	Dynamic Domain Name System
DH	Document Handler
DHCP	Dynamic Host Config Protocol (similar to BootP)
DIMM	Dual In-line Memory Module
DIP	Dual In-line Package (switch)
DIS	Digital Identification Signal
DLM	Dynamically Loadable Module
DM	Document Manager
DMA	Direct Memory Access
DMO	Developing Markets Operations
DMO-E	Developing Markets Operations East
DMO-W	Developing Markets Operations West
DPI	Dots per inch
DRAM	Dynamic Random Access Memory
DST	Daylight Saving Time
DT	Dial Tone
DTMF	Dual Tone Multiple Frequency
DTS	Detack Saw
Dust Off	Routine to return machine to pre-install state
DVMA	Direct Virtual Memory Access
EH&S	Environmental Health and Safety
EJS	Easy Java Simulation
ELT	Extract, Load, Transform
Embedded Fax	A fax system included in a system device
EMC	Electromagnetic Compatibility
EME	Electromagnetic Emission

Term	Description
ENS	Event Notification Service. Used by a software module to alert another module of an event.
EOM	End Of Message
EOP	End Of Procedure
EOR	End Of Retransmission
EPA	Environmental Protection Agency
EPC	Electronic Page Collation (memory dedicated to temporary retention of images captured from the scanner and network controller)
EPROM	Erasable / Programmable Read Only Memory
ERR	End Retransmission Response
ERU	Engineer Replaceable Unit
ESD	Electrostatic Discharge
ESS	Electronic Sub-System (equivalent to NC)
EU	European Union
EUR	Europe
FAR	Fully Active Retard feeder
Fax	Facsimile
FCOT	First Copy Out Time
FDI	Foreign Device Interface
FIFO	First In First Out
Firmware	Software in a ROM
FLASH	On board erasable and re-programmable non volatile memory
FOIP	Fax Over Internet Protocol
FPGA	Field Programmable Gate Array
FPOT	First Print Out Time
FRU	Field Replaceable Unit
FRU	Fuser Replacement Unit
FTP	File Transfer Protocol

Term	Description
FX	Fuji Xerox
G3	Group 3
GMT	Greenwich Mean Time
GND	Ground
GSM	Grams per square metre
GUI	Graphical User Interface
HCF	High Capacity Feeder
HDD	Hard Disk Drive
HFSI	High Frequency Service Intervals
HTTP	Hyper Text Transfer Protocol
HVPS	High Voltage Power Supply
Hz	Hertz
I/O	Input/Output
I2C-bus	Inter Integrated Circuit bus. This provides a simple bidirectional 2-wire bus for efficient inter-IC control. All I2C-bus compatible devices incorporate an interface which allows them to communicate directly with each other via the I2C-bus.
ID	Identification
IDG	Inter document gap
IFax	Internet Fax
IIT	Image Input Terminal
Intlk	Interlock
ioctl	input/output control
IOT	Image Output Terminal
IP	Internet Protocol
IPA	Image Processing Accelerator. Used by the machine scanning services to convert scanned images to a standard format e.g. for scan to file / scan to E-mail for network transmission.
IPS	Image Processing Service
IPSec	Internet Protocol Security

Term	Description
IPX	Internetwork Protocol eXchange
IQ	Image Quality
IQS	Image Quality Specification
IR	Intelligent Ready
ISDN	Integrated Services Digital Network / International Standard Data Network
ISO	International Standards Organization
ITP	Internal Test Pattern
JBA	Job Based Accounting (Network Accounting)
JIS	Japanese Industrial Standards
kg	kilogram
kHz	kilohertz
Kill All	Routine to return all NVM, including protected NVM, to a virgin state. Factory use only
KO	Key Operator
LAN	Local Area Network
LCD	Liquid Crystal Display
LCSS	Low Capacity Stapler Stacker
LDAP	Lightweight Directory Access Protocol (allows sharing of corporate phone book information)
LE	Lead edge
LED	Light Emitting Diode
LEF	Long Edge Feed
LOA	Load Object Attributes
LPD	Line Printer Daemon
LPH	LED Print Head. An LED array in close proximity to and the same width as the photoreceptor. Individual LEDs are switched on/off to develop the image on the xerographic drum.
lpi	Lines per inch
LVF BM	Low Volume Finisher Booklet maker

Term	Description
LVDS	Low Voltage Differential Signal
LVPS	Low Voltage Power Supply
LUI	Local user Interface
m	metre
MAC Address	Media Access Code. This is the basic, unique identifier of a networked device. An incoming message is analysed and an address in another form, such as an IP address, is resolved by a lookup table to a MAC address. The message is then directed to, and accepted by the equipment thus identified. It is the burnt-in, hardware address of a NIC.
Mark Service	Mark Service is the software module that tells the hardware to put toner on paper.
MB	Megabyte (one MB = 1,048,576 bytes = 1024 kilobytes). Mail Box
Mb	Mega bit (one million bits)
MCF	Message Confirmation
MF	Multifunction
mm	millimeter
Modem	MOdulator/DEModulator. Hardware unit that converts the 'one' and 'zero' binary values from the computer to 2 frequencies for transmission over the public telephone network (modulation). It also converts the 2 frequencies received from the telephone network to the binary values for the computer (demodulation).
Moire	Image quality defect caused by interference between patterned originals and the digital imaging process. Moire patterns are repetitive and visible as bands, plaids or other texture.
MSG	Management Steering Group
ms	millisecond
N	Newton
NA	North America
NC	Network Controller (equivalent to ESS)
NC	Normal Contrast. Copy contrast setting
NCR	No Copying Required
NetBIOS	Network Basic Input / Output System. Software developed by IBM that provides the interface between the PC operating system, the I/O bus, and the network. Since its design, NetBIOS has become a de facto standard.

Term	Description
Nm	Newton metre
NOHAD	Noise, Ozone, Heat, Airflow and Dust
NTP	Network Time Protocol
NVM	Non-Volatile Memory
OA	Open Architecture
OCT	Offsetting Catch Tray
ODIO	On Demand Image Overwrite
OEM	Original Equipment Manufacturer
OPC	Organic Photo Conductor
OpCo	Operating Company
OS	Operating System
P/R	Photoreceptor
PABX	Private Automatic Branch Exchange
PC	Personal Computer
PC Fax	Personal Computer Fax
PCI	Peripheral Component Interface
PCL	Printer Control Language
PDF	Adobe Acrobat Portable Document Format
PFM	Paper Feed Module
PIN	Procedural Interrupt Negative
PIN	Personal Identification Number
ping	Packet InterNet Groper. Tool to test connections between nodes by sending and returning test data.
PME	Power Management Event
POPO	Power Off Power On
POO or P of O	Principles of Operation
POST	Power On Self Test



Term	Description
POTS	Plain Old Telephone System
PPM	Prints per minute / Parts Per Million
PR	Photo-Receptor
Process Death	A process has stopped working.
PS	Post Script
PS	Power Supply
PSTN	Private Switched Telephone Network
PSW	Portable Service Workstation
Pthread	Process Thread. A very low level operating system concept for code execution.
PWB	Printed Wiring Board
PWBA	Printed Wiring Board Assembly
PWM	Pulse-Width Modulation
PWS	Portable Work Station
RAM	Random Access Memory
RARP	Reverse Address Resolution. Reverse of ARP. Converts a MAC address to an IP address. The document centre resolves its address using RARP. See also MAC, NIC and ARP.
RDT	Remote Data Transfer
Reg	Registration
Registration Service	Monitors when RPC services go on and offline.
RF	Radio Frequency
RFID	Radio Frequency Identification
RPC	Remote Procedure Call. How the device communicates internally between software modules.
RH	Relative humidity
RMS	Root Mean Square (AC effective voltage)
RNR	Receive Not Ready
RoHS	Restriction of Hazardous Substances

Term	Description
ROM	Read Only Memory
RR	Receive Ready
RS-232, RS-423, RS-422, RS-485	Series of standards for serial communication of data by wire. RS-232 operates at 20kbits/s, RS-423 operates at 100kbits/s, RS-422 and RS-485 operate at 10Mbits/s. See FireWire and USB.
RTC	Real Time Clock
Rx	Receive
S2F	Scan-to-File
SA	Systems Administration
SAKO	Systems Administration Key Operator
SAR	Semi-Active Retard feeder
SBC	Single board controller. Copy, print and UI controllers all on one PWB within the image processing module.
SCD	Software Compatibility Database
SD	Secure Digital, memory card format
Server Fax	A fax system that uses a remote Fax server. Faxes transmit as a Scan to File job sent to the server. Fax receive as print jobs submitted to the Connection Device.
SEF	Short Edge Feed
Semaphore	A variable or abstract data type.
SESS	Strategic Electronic Sub-System
SH	Staple Head
SIM	Subscriber Identity Module (also known as a SOK-Software Option Key)
SIM	Scanner Input Module
SIP	Scanning and Image Processing
SIR	Standard Image Reference
SLP	Service Location Protocol (finds servers)
SM	Scheduled Maintenance
SMART	Systematic Material Acquisition Release Technique
SMB	Server Message Block. Microsoft Server / Client Communications protocol

Term	Description
SMP	Service Maintenance Pack (contains a software package)
SNMP	Simple Network Management Protocol
Snr	Sensor
SOK	Software Option Key (also known as a SOIM-Subscriber Identity Module)
SPAR	Software Problem Action Request
spi	Spots per inch
SPI	Service Provider Interface. Steps to process a job.
SR	Service Representative
SRS	Service Registry Service
SS or S/S	Sub System
SSDP	Simple Service Discovery Protocol
SSID	Service Set Identifier (wireless network name)
STM	Single Tray Module
SU	Staple Unit
SW	Switch
SW or S/W	Software
sync	synchronize
TAR	Take Away Roll
TAR or tar	An archive file format, derived from Tape ARchive
TBC	To Be Confirmed
TBD	To Be Defined
TC	Toner Concentration
TCF	Training Check Field
TCO	Thermal Cutout
TCP/IP	Transmission Control Protocol/Internet Protocol
TE	Trail Edge
Template	A collection of Scan to File attributes that can be conveniently re-used.

Term	Description
TIFF	Tagged Image File Format
TP	Test Point
TRC	Toner Reproduction Curve
TTM	Tandem Tray Module
TTY	Teletype Terminal
Tx	Transmit
UART	Universal Asynchronous Receiver Transmitter
U-boot	Universal Boot Loader
UI	User Interface (display screen)
UK	United Kingdom
UM	Unscheduled Maintenance
USB	Universal Serial Bus. High speed successor to parallel port for local device communications. Operates at 12Mbits/s. See FireWire and RS-232.
USCO	United States Customer Operations
USSG	United States Solutions Group
V.17 / V.29 / V.34	Modem standards
VOIP	Voice Over Internet Protocol
WC	WorkCentre
WEB UI	CentreWare Internet Services
XCL	Xerox Canada Limited
XE	Xerox Europe
XEIP	Xerox Extensible Interface Platform
XLA	Xerox Latin America
XML	eXtensible Markup Language
XPS	XML Paper Specification (printing format)
XRU	Xerographic Replacement Unit
XSA	Xerox Standard Accounting

## Change Tags

### Change Tag Introduction

This section describes tags associated with the printer, as well as multinational applicability, classification codes, and permanent or temporary modification information. Important modifications to the printer are identified by a tag number which is recorded on a tag matrix inside the front door.

### 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.

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# 7 Wiring Data

<b>7.1 Plug/Jack Locations</b> .....	<b>508</b>
B620 PJ and Sensor Locations .....	509
<b>7.2 Wiring Diagrams</b> .....	<b>523</b>
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## B620 PJ and Sensor Locations

### PJ and Sensor Location Tables:

To locate a connector, go to the appropriate table.

- Controller PWB Connectors, [Table 1](#).
- IOT Sensor Locations, [Table 2](#)

### P/J and Sensor Location Figures:

- Controller PWB Connectors, [Figure 1](#).
- IOT Sensor Locations, [Figure 2](#)
- 550–Sheet Tray Connectors, [Figure 3](#).
- 2100–Sheet Tray Wiring Diagram, [Figure 4](#)

**Table 1 Controller PWB Connectors**

Connector	Connects to	Pin no.	Signal
J8	Imaging unit, CTLS, Sensor (toner cartridge shutter)	1	Toner Port Signal
		2	Smart Chip Data
		3	GND
		4	+3.3V Supply Voltage
		5	Toner Port LED
		6	Smart Chip Clock
		7	not used
		8	GND
		9	25V Interlock to IU
		10	25V Interlock - RETURN
JCTLS1	CTLS, Imaging unit	1	CTLS_Signal
		2	Signal Guard
		3	not used
J27	Duplex fan, Sensor (toner density), Sensor (input), Motor (duplex), Sensor (duplex interlock), Sensor (duplex path)	1	not used

Connector	Connects to	Pin no.	Signal
		2	Duplex fan—Fan Encoder Feedback
		3	Sensor (toner density)—Ambient Temp Signal
		4	Duplex fan—GND
		5	Sensor (toner density)—TDS PWM Signal
		6	Duplex fan—Fan Supply Voltage
		7	Sensor (toner density)—TDS Feedback Signal
		8	Sensor (input)—Sensor Feedback Signal
		9	Sensor (toner density)—GND
		10	Sensor (input)—GND
J27	Duplex fan, Sensor (toner density), Sensor (input), Motor (duplex), Sensor (duplex path)	11	Sensor (toner density)—TDS 5V Supply
		12	Sensor (input)—Sensor Supply Voltage
		13	Motor (duplex)—Motor Encoder LED supply V
		14	Sensor (duplex interlock)—Sensor Feedback Signal
		15	Motor (duplex)—Motor Encoder Signal Feedback
		16	Sensor (duplex interlock)—GND
		17	Motor (duplex)—GND
		18	Sensor (duplex interlock)—Sensor Supply Voltage
		19	Motor (duplex)—Motor -V supply
		20	Sensor (duplex path)—Sensor Feedback Signal
		21	Motor (duplex)—Motor +V supply
		22	Sensor (duplex path)—GND
		23	not used

Connector	Connects to	Pin no.	Signal
		24	Sensor (duplex path)—Sensor Supply Voltage
J60	Fuser, Sensor (fuser exit), Sensor (narrow media)	1	Paper Sensor - Narrow Media
		2	GND
		3	Main Thermistor Signal
		4	Belt Fuser ID Signal
		5	Edge Thermistor Signal
		6	+5V Supply Voltage
		7	Back-up Roll Thermistor Signal
		8	Paper Sensor - Fuser Exit
		9	+3.3V Supply Voltage
		10	Smart Chip Clock Signal
		11	Smart Chip Data
		12	Fuser Present Signal
		13	GND
		14	not used
J66	Optional bin, Sensor (toner smart chip), Sensor (toner low), Motor (redrive), Sensor (rear door interlock), Sensor (standard bin full)	1	Motor (redrive)—Motor Encoder LED supply V
		2	Optional bin—+25V Supply Voltage
		3	Motor (redrive)—Motor Encoder Signal Feedback
		4	Optional bin—GND
		5	Motor (redrive)—GND
		6	Optional bin—
		7	Motor (redrive)—Motor -V supply



Connector	Connects to	Pin no.	Signal
		8	Optional bin—Option Comm. Receive Signal
		9	Motor (redrive)—Motor +V supply
		10	Optional bin—Option Comm. Transmit Signal
J66	Optional bin, Sensor (toner smart chip), Sensor (toner low), Motor (redrive), Sensor (rear door interlock), Sensor (standard bin full)	11	Sensor (rear door interlock)—Sensor Feedback Signal
		12	Optional bin—+5V Supply Voltage
		13	Sensor (rear door interlock)—GND
		14	Sensor (standard bin full)—Sensor Feedback Signal
		15	Sensor (rear door interlock)—Sensor Supply Voltage
		16	Sensor (standard bin full)—GND
		17	Sensor (toner smart chip)—Smart Chip Data
		18	Sensor (standard bin full)—Sensor Supply Voltage
		19	Sensor (toner smart chip)—+3.3V Supply Voltage
		20	Sensor (toner low)—Sensor Assembly Feedback
		21	Sensor (toner smart chip)—Smart Chip Clock Signal
		22	Sensor (toner low)—GND
		23	Sensor (toner smart chip)—GND
		24	Sensor (toner low)—+5V Supply Voltage
25	Sensor (toner smart chip)—+25V Interlock "Return"		
26	–		
J71	Motor (fuser), Motor (toner cartridge), Motor (main), Motor (MPF), Main fan	1	Motor (fuser)—V Winding Hall Feedback
		2	Motor (fuser)—U Winding Hall Feedback
		3	Motor (fuser)—FG Signal Feedback

Connector	Connects to	Pin no.	Signal
		4	Motor (fuser)—W Winding Hall Feedback
		5	Motor (fuser)—+5V Supply Voltage
		6	Motor (fuser)—GND
		7	Motor (fuser)—U Winding Power
		8	Motor (toner cartridge)—Motor Encoder LED supply V
		9	Motor (fuser)—V Winding Power
		10	Motor (toner cartridge)—Motor Encoder Signal Feedback
J71	Motor (fuser), Motor (toner cartridge), Motor (main), Motor (MPF), Main fan	11	Motor (fuser)—W Winding Power
		12	Motor (toner cartridge)—GND
		13	not used
		14	Motor (toner cartridge)—Motor -V supply
		15	Motor (toner cartridge)—U Winding Hall Feedback
		16	Motor (toner cartridge)—Motor +V supply
		17	Motor (toner cartridge)—V Winding Hall Feedback
		18	Motor (MPF)—Motor Encoder LED supply V
		19	Motor (toner cartridge)—W Winding Hall Feedback
J71	Motor (fuser), Motor (toner cartridge), Motor (main), Motor (MPF), Main fan	20	Motor (MPF)—Motor Encoder Signal Feedback
		21	Motor (toner cartridge)—FG Signal Feedback
		22	Motor (MPF)—GND
		23	Motor (toner cartridge)—GND
		24	Motor (MPF)—Motor -V supply

Connector	Connects to	Pin no.	Signal
		25	Motor (toner cartridge)—+5V Supply Voltage
		26	Motor (MPF)—Motor +V supply
		27	Motor (toner cartridge)—U Winding Power
		28	Main fan—Fan Supply Voltage
		29	Motor (toner cartridge)—V Winding Power
		30	Main fan—GND
		31	Motor (toner cartridge)—W Winding Power
		32	Main fan—Fan Encoder Feedback
J15	HVPS, Right frame fan, Sensor (front door interlock), Speaker	1	Supply Voltage (+25V)
		2	Supply Voltage
		3	HVPS_SRVO
		4	GND
		5	Transfer Enable
		6	Encoder Feedback Signal
		7	Transfer PWM
		8	Signal Feedback
		9	Charge Roll PWM
		10	GND
		11	GND
		12	LED Supply Voltage
		13	Developer PWM
		14	Speaker +
		15	Toner Adder Roll PWM

Connector	Connects to	Pin no.	Signal
		16	Speaker -
		17	HVPS Vendor ID
		18	not used
J62	LVPS	1	+25V Enable Signal
		2	Heat "ON" Signal
		3	Zero Crossing Signal
		4	Relay "ON" signal
		5	GND
		6	+25V Supply
		7	GND
		8	+25V Supply
		9	GND
		10	+25V Supply
		11	GND
		12	+6.5V Supply
		13	GND
		14	+6.5V Supply
		15	GND
		16	+6.5V Supply
J73	Motor (pick), Sensor (paper present), Sensor (pick position), Sensor (pick), Sensor (tray 1 pass-through), Sensor (MPF paper present), Optional tray, Sensor (paper size)	1	Optional tray—+25V Supply Voltage
		2	Motor (pick)—Motor Encoder LED supply V
		3	Optional tray—GND
		4	Motor (pick)—Motor Encoder Signal Feedback

Connector	Connects to	Pin no.	Signal
		5	Optional tray—Option Comm. Receive Signal
		6	Motor (pick)—GND
		7	Optional tray—GND
		8	Motor (pick)—Motor -V supply
		9	Optional tray—Option Comm. Transmit Signal
		10	Motor (pick)—Motor +V supply
J73	Motor (pick), Sensor (paper present), Sensor (pick position), Sensor (pick), Sensor (tray 1 pass-through), Sensor (MPF paper present), Optional tray, Sensor (paper size)	11	Optional tray—+5V Supply Voltage
		12	Sensor (pick position)—Sensor Feedback Signal
		13	Sensor (paper size)—Sensor Feedback Signal - 0
		14	Sensor (pick position)—GND
		15	Sensor (paper size)—GND
		16	Sensor (pick position)—Sensor Supply Voltage
		17	Sensor (paper size)—Sensor Feedback Signal - 1
		18	Sensor (paper present)—Sensor Feedback Signal
		19	Sensor (paper size)—Sensor Feedback Signal - 2
		20	Sensor (paper present)—GND
J73	Motor (pick), Sensor (paper present), Sensor (pick position), Sensor (pick), Sensor (tray 1 pass-through), Sensor (MPF paper present), Optional tray, Sensor (paper size)	21	Sensor (paper size)—Sensor Feedback Signal - 3
		22	Sensor (paper present)—Sensor Supply Voltage
		23	Sensor (pick)—Sensor Feedback Signal
		24	Sensor (MPF paper present)—Sensor Feedback Signal
		25	Sensor (pick)—GND
		26	Sensor (MPF paper present)—GND

Connector	Connects to	Pin no.	Signal
		27	Sensor (pick)—Sensor Supply Voltage
		28	Sensor (MPF paper present)—Sensor Supply Voltage
		29	Sensor (tray 1 pass-through)—Sensor Feedback Signal
		30	not used
		31	Sensor (tray 1 pass-through)—GND
		32	not used
		33	Sensor (tray 1 pass-through)—Sensor Supply Voltage
		34	not used
J19	Printhead	1	Mirror Motor Clock
		2	Mirror Motor LOCK Signal
		3	Mirror Motor START Signal
		4	GND
		5	+25V Supply Voltage
J6	Printhead FFC	–	not measurable
JISP1	ISP cable	–	not measurable
JLCD1	Control panel FFC	–	not measurable

Table 2 IOT Sensor Locations

Sensor Location	Sensor Name
1	Sensor (paper size)
2	Sensor (tray 1 paper presernt)
3	Sensor ( pick position)
4	Sensor (pick)

5	Sensor (tray 1 pass-through)
6	Sensor (MPF/Duplex paper present)
7	Sensor (input)
8	Sensor (fuser exit)
9	Sensor (narrow media) <b>Note:</b> This part is found in hot roll fusers only.
10	Sensor (exit)
11	Sensor (duplex path)

### 550-Sheet Tray PWB Connectors

Table 3 550-Sheet Tray PWB Connectors

PWB Connector	Connection
J1	Printer
J2	NA
J3	Sensor (paper size)
J6	Interface cable
J7	Sensor (pass-through)
J8	Sensor (pick)
J10	Motor (transport)
J11	Paper Feeder <ul style="list-style-type: none"> <li>• Motor (pick/left)</li> <li>• Sensor (pick roller index)</li> <li>• Sensor (paper present)</li> </ul>

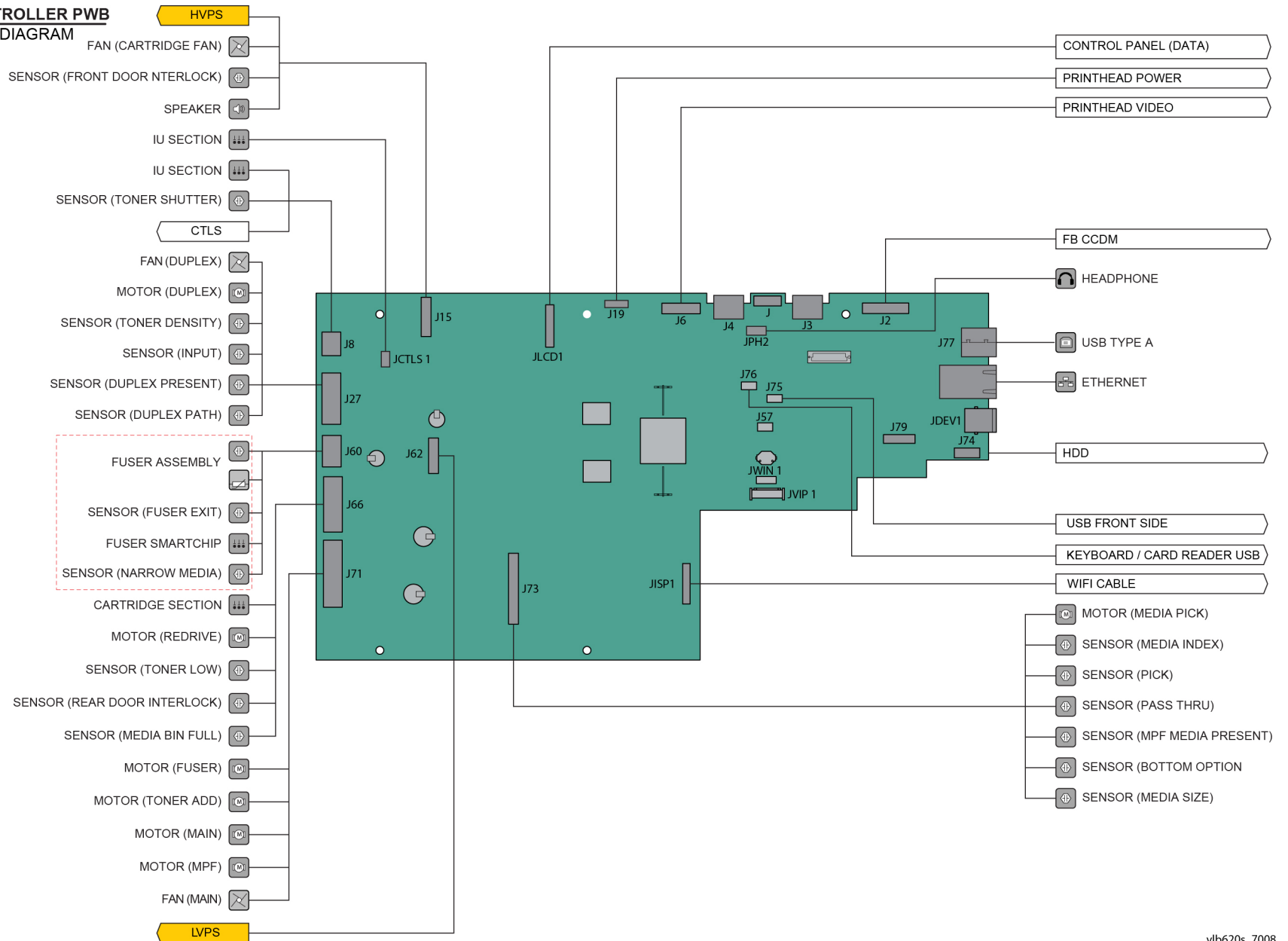
## 2100–Sheet Tray PWB Connectors

Table 4 2100–Sheet Tray PWB Connectors

Connector	Connection
J1	Power In
J2	N/A
J3	Sensor (2100–sheet tray paper size)
J5	Motor (2100–sheet tray elevator)
J6	2100–sheet Tray Inteface Cable
J7	Sensor (2100–sheet tray pick)
J8	Sensor (2100–sheet tray length guide)
J9	Sensor (2100–sheet tray near empty)
J10	Motor (2100–sheet tray transport)
J11	2100–sheet PaperFeeder <ul style="list-style-type: none"> <li>• Motor (2100–sheet tray pick)</li> <li>• Sensor (2100–sheet tray pick roller index)</li> <li>• Sensor (2100–sheet tray paper present)</li> </ul>



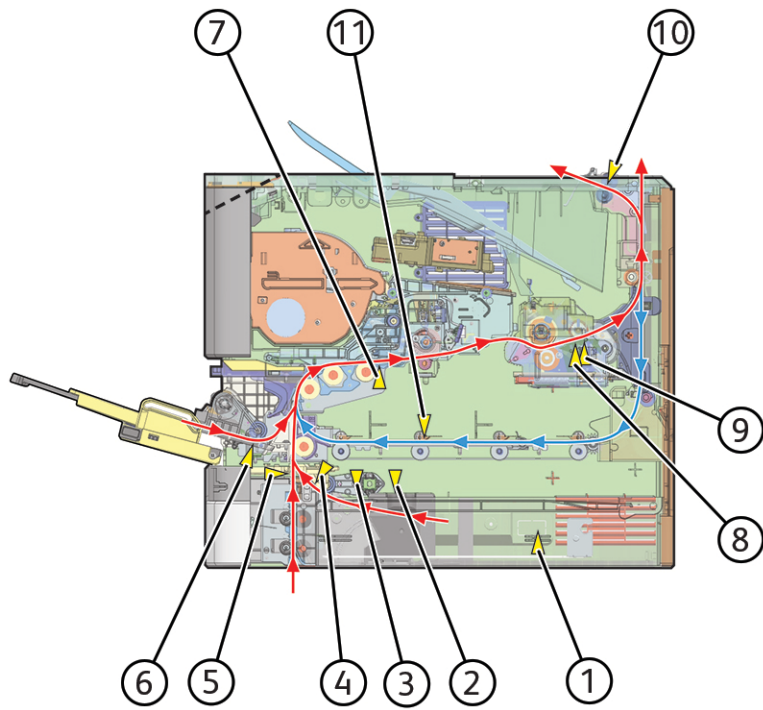
**PJ2 Controller PWB**  
**WD1 - CONTROLLER PWB**  
**WIRING DIAGRAM**



vlb620s\_7008

Figure 1 PJ2 Controller PWB

### PJ4 IOT Sensor Locations

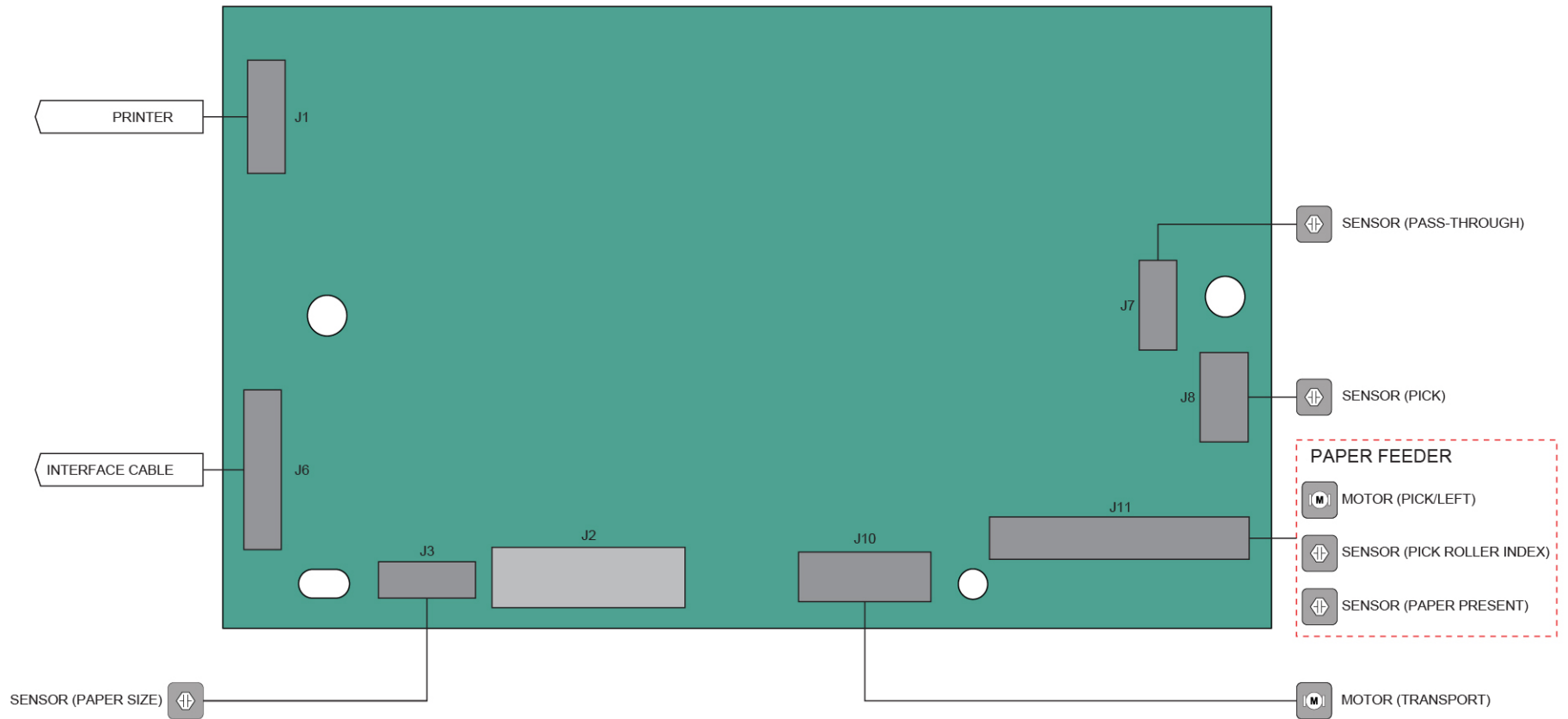


VLB625S\_7007

Figure 2 PJ4 IOT Sensor Locations

### PJ6 550-Sheet Tray PWB Wiring Diagram

**WD3 - 550-SHEET TRAY**  
WIRING DIAGRAM

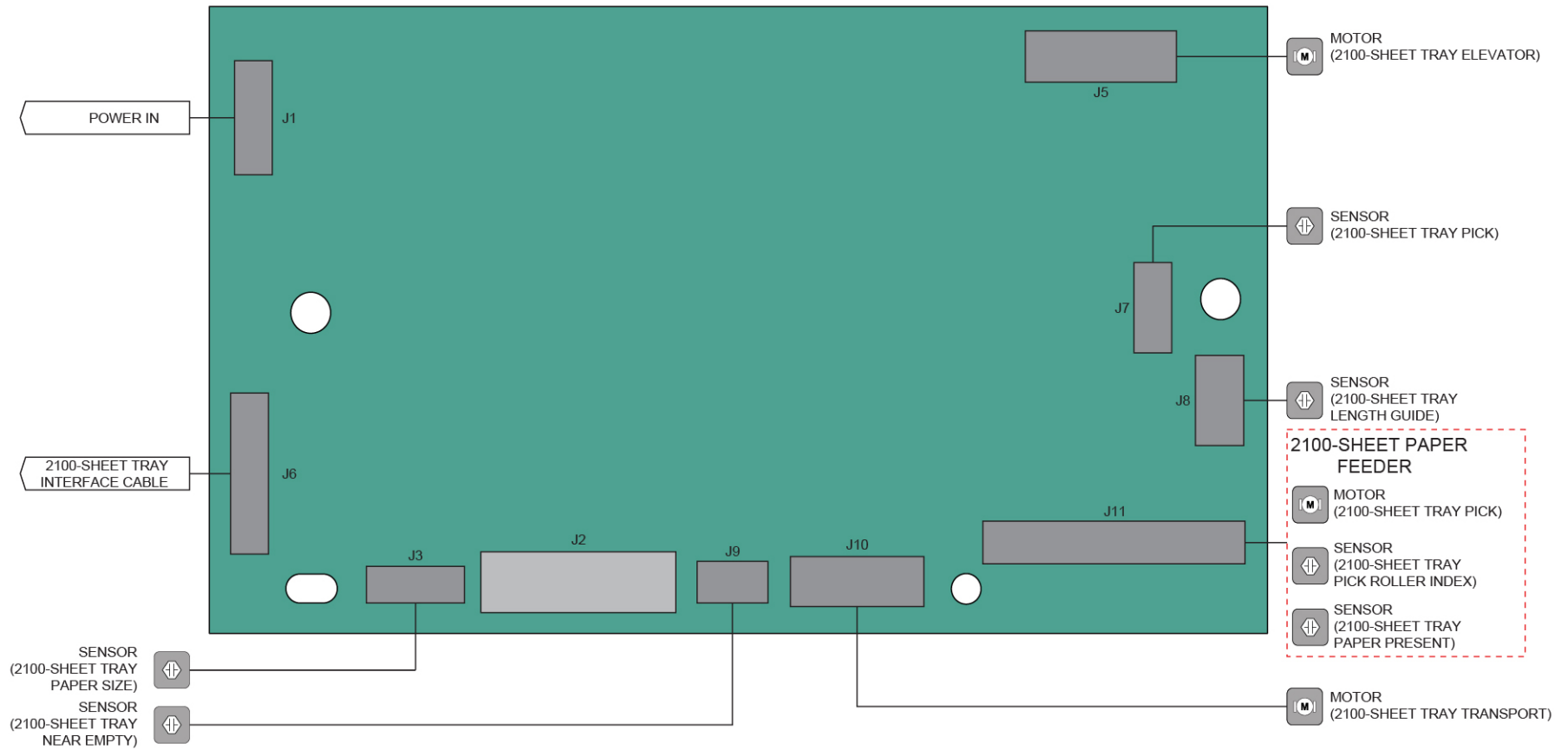


v1b625s\_7010

Figure 3 PJ6 550-Sheet Tray PWB Wiring Diagram

**PJ7 2100-Sheet Tray PWB Wiring Diagram**

**WD4 - 2100-SHEET TRAY  
WIRING DIAGRAM**



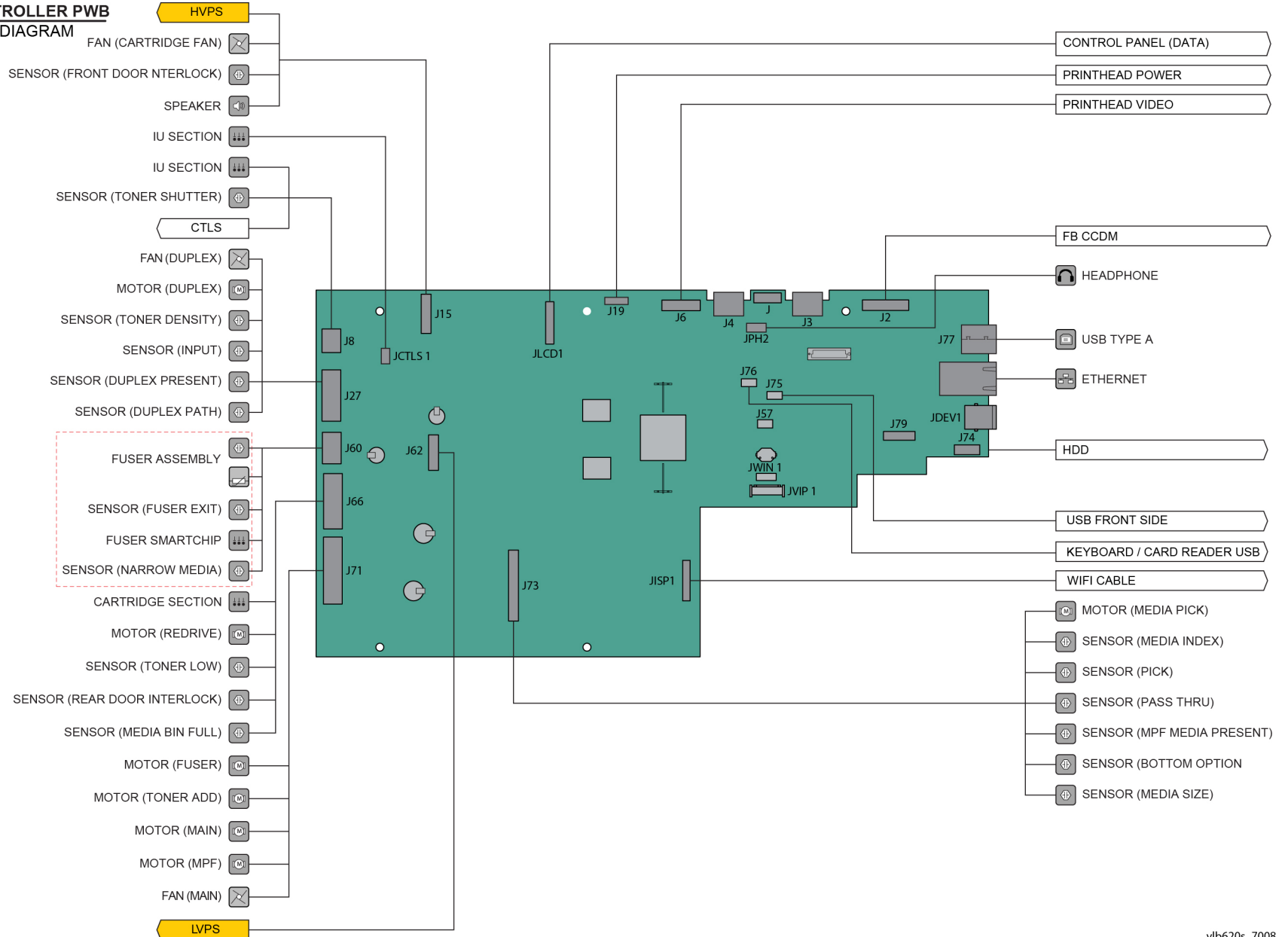
v1b625s\_7011

**Figure 4 PJ7 2100-Sheet Tray PWB Wiring Diagram**

# B620 Wiring Diagrams

## WD1 Controller PWB Wiring Diagram

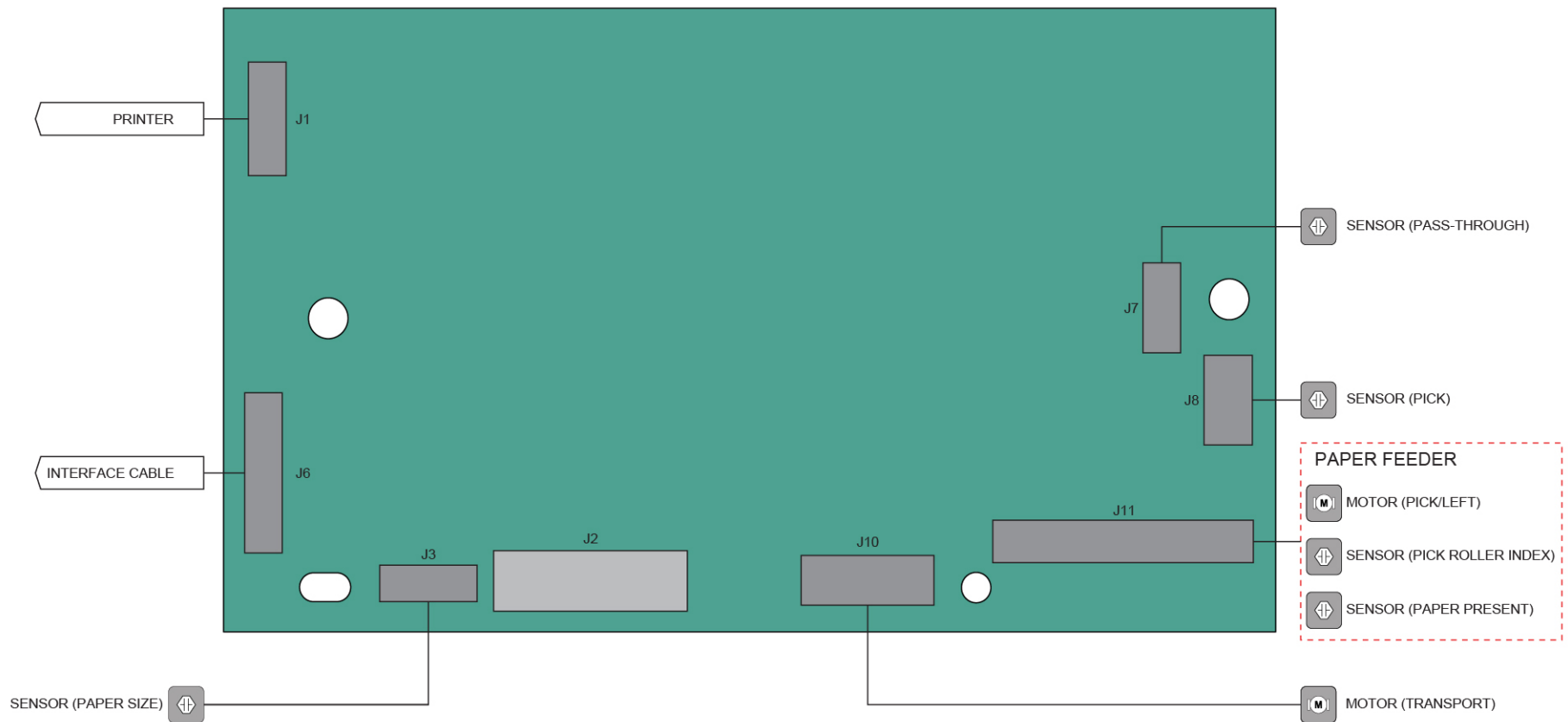
### WD1 - CONTROLLER PWB WIRING DIAGRAM



v1b620s\_7008

### WD3 550-Sheet Tray Wiring Diagram

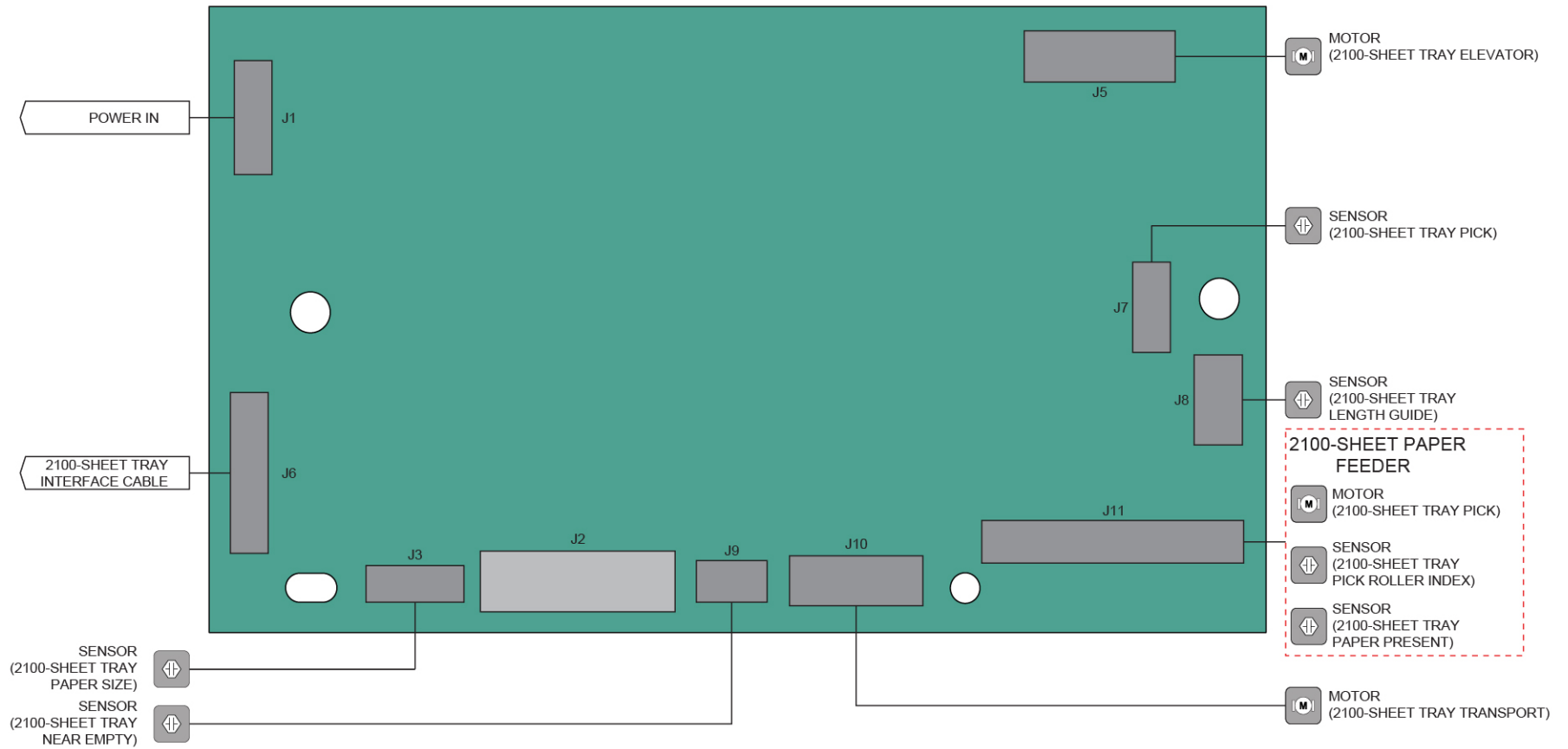
#### WD3 - 550-SHEET TRAY WIRING DIAGRAM



v1b625s\_7010

### WD4 2100-Sheet Tray Wiring Diagram

#### WD4 - 2100-SHEET TRAY WIRING DIAGRAM



v1b625s\_7011

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NVMID- Index	Tools		Display Mode	dc131 Display Name	Category	Type	Reset After Forced Altboot Software Installation	External Reference	Version	Machine Configure Parameter	Is part of Diagnostics Database?
	Description	Setting Information									
600-009	BlockSize in K		RW	BlockSize in K	NVMConfiguration	natural	No		1.686		
600-012	Frame Size		RW	Frame Size	NVMConfiguration	natural	No		1.686		
600-015	Fault Counter 19-750-00: VideoEPCSizeMisMatchCntr		RW	Ram Size Mismatch FaultFC	NVMFaultCounter	shortNatural	No	Fault Counter:19-750-00:	1.813		
600-016	Fault Counter 19-754-00: VideoDiskMismatchCntr		RW	Disk Mode Mismatch FaultFC	NVMFaultCounter	shortNatural	No	Fault Counter:19-754-00:	1.813		
600-017	Fault Counter 19-401-00: Out of Memory Fault - Stress Document		RW	Out Memory Fault - StrNC docFC	NVMFaultCounter	shortNatural	No	Fault Counter:19-401-00: Out of Memory Fault - Stress	1.153		
600-018	Fault Counter 19-402-00: FaultVideoDVMSTimeOutFault		RW	Compressor DVMA Timeout FaultFC	NVMFaultCounter	shortNatural	No	Fault Counter:19-402-00:	1.153		
600-020	Fault Counter 22-300-10: AHA End of Record Fault		RW	AHA End of Record Fault	NVMFaultCounter	shortNatural	No	Fault Counter:22-300-10: AHA End of Record Fault	1.000		
600-059	Toner Coverage Plane1-2		RO	Toner Coverage Plane1-2	NVMSystemUsageCounter	longNatural	No	System Usage	1.813		
600-060	Toner Coverage Plane1-3		RO	Toner Coverage Plane1-3	NVMSystemUsageCounter	longNatural	No	System Usage	1.813		
600-061	Toner Coverage Plane1-4		RO	Toner Coverage Plane1-4	NVMSystemUsageCounter	longNatural	No	System Usage	1.813		
600-071	Toner Coverage Plane1-14		RO	Toner Coverage Plane1-14	NVMSystemUsageCounter	longNatural	No	System Usage	1.813		
600-073	Toner Coverage Plane1-16		RO	Toner Coverage Plane1-16	NVMSystemUsageCounter	longNatural	No	System Usage Counter:226: Black	1.813		
600-074	Toner Coverage Plane1-17		RO	Toner Coverage Plane1-17	NVMSystemUsageCounter	longNatural	No	System Usage Counter:227: Black	1.813		
600-076	Toner Coverage Plane1-19		RO	Toner Coverage Plane1-19	NVMSystemUsageCounter	longNatural	No	System Usage Counter:229: Black >90 to 100% Area Coverage Impressions	1.813		
600-117	Toner Coverage Plane4-3		RO	Toner Coverage Plane4-3	NVMSystemUsageCounter	longNatural	No	System Usage Counter:278: Yellow >2 to 3% Area Coverage	1.813		
600-209	Fault Counter 19-420: Image Processing	no. of faults	RW	Fault Counter 19-420	NVMFaultCounter	shortNatural	No	Fault Counter:19-420-	1.660		
600-210	Fault Counter 19-422: Image Processing	no of faults	RW	Fault Counter 19-422	NVMFaultCounter	shortNatural	No	Fault Counter:19-422-	1.660		
600-211	Fault Counter 19-424: Image Processing	no of faults	RW	Fault Counter 19-424	NVMFaultCounter	shortNatural	No	Fault Counter:19-424-	1.660		
600-212	Fault Counter 19-426: Image Processing	no of faults	RW	Fault Counter 19-426	NVMFaultCounter	shortNatural	No	Fault Counter:19-426-	1.663		
600-213	Fault Counter 19-410-14: Scan Output	no of faults	RW	Fault Counter 19-410-14	NVMFaultCounter	shortNatural	No	Fault Counter:19-410-	1.668		
600-214	Fault Counter 19-340 :SIC Crash	no of faults	RW	Fault Counter 19-340-00	NVMFaultCounter	shortNatural	No	Fault Counter:19-340-	1.813		
603-002	Determines whether APS requires input to		RW	APSSStandardSizeRequired	NVMSAKOSetting	boolean	No		1.000		
603-013	Counter-COPYLargeSheets		ND		NVMBillingCounter	byteArray	No	Billing Counter:16:	1.799		
603-041	Counter-COPYLargeColorSheets		ND		NVMBillingCounter	byteArray	No	Billing Counter:19: Color Copied Large Sheets	1.799		
604-025	Counter-CollatedSheets		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:186: All collated sheets	1.799		

604-028	Counter-DualStaples		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:192: All dual staples	1.799		
604-037	Counter-PunchedSheets		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:187: All punched sheets	1.799		
604-046	Counter-StapledSheets		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:189: All stapled sheets	1.799		
604-055	Counter-All Uncollated Stapled sheets		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:188: All uncollated stapled sheets	1.799		
604-061	Counter-DualPitchImages		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:56: Number of developed dual-pitch images	1.799		
604-064	Counter-Stapled2_15		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:180: Number of stapled output sets with 2 to 15 sheets	1.799		
604-067	Counter-Stapled16_30		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:181: Number of stapled output sets with 16 to 30 sheets	1.799		
604-090	-Images During Service Call		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:299: Images During Service	1.799		
604-092	-Images Between Service Calls		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:300: Images Between Service	1.000		
604-094	Fault Counter 22-310-04:PageTKTSOutOfOrder (SheetsOutOfSequence)	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-310-04: PageTKTSOutOfOrder	1.153		
604-099	Fault Counter 22-314-04: ModuleRegistrationError	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-314-04: ModuleRegistrationError	1.000		
604-101	Fault Counter 22-315-04: NoCompletionsError	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-315-04: NoCompletionsError	1.143		
604-105	Fault Counter 22-701-04: CompletionWhileIdle	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-701-04: CompletionWhileIdle	1.000		

604-107	Fault Counter 22-316-04: trayDoesNotExist	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-316-04: trayDoesNotExist	1.000		
604-109	Fault Counter 22-317-04: noFinisherCapabilityFound	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-317-04: noFinisherCapabilityFound	1.000		
604-111	Fault Counter 22-318-04: noOTCCapabilityFound	no. of faults	ND		NVMFaultCounter	byteArray	No	Fault Counter:22-318-04: noOTCCapabilityFound	1.000		
604-127	Enable Offset policy	Enable Offset policy 0=Off 1=On	RW	MsoffsetEnabledPolicy	NVMSAKOSetting	boolean	No		1.754		
604-132	ProdCfgNvm	Northwood	RW	ProdCfgNvm	NVMConfiguration	shortNatural	No		1.266		
604-132	ProdCfgNvm	Burgundy	RW	ProdCfgNvm	NVMConfiguration	shortNatural	No		1.507		
604-132	ProdCfgNvm	Barolo	RW	ProdCfgNvm	NVMConfiguration	shortNatural	No		1.507		
604-135	Counter-Stapled31_50		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:182: Number of stapled output sets with 31 to 50 sheets	1.799		
604-136	Counter-Stapled51_100		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:183: Number of stapled output sets with 51 to 100 sheets	1.799		
604-160	Fault Counter 03-316: CCMCannotCommunicateWithlotFC		RW	CCMCannotCommunicateWithlotFC	NVMFaultCounter	shortNatural	No	Fault Counter:03-316-00: CCMCannotCommunicateWithlotFC	1.813		
604-161	Fault Counter 10-311: FuserHeatRollStsDisconnectFailCountFC		RW	FuserHeatRollStsDisconnectFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-311-00: FuserHeatRollStsDisconnectFailCountFC	1.159		
604-162	Fault Counter 10-319: FuserNcSnrDifferentialFailCountFC		RW	FuserNcSnrDifferentialFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-319-00: FuserNcSnrDifferentialFailCountFC	1.159		
604-163	Fault Counter 10-320: HeatRolloverTempFailCountFC		RW	HeatRolloverTempFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-320-00: HeatRolloverTempFailCountFC	1.159		
604-164	Fault Counter 10-321: FuserNipFailCountFC		RW	FuserNipFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-321-00: FuserNipFailCountFC	1.159		

604-165	Fault Counter 10-323: FuserRearNcSnrDisconnectFailCountFC		RW	FuserRearNcSnrDisconnectFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-323-00: FuserRearNcSnrDisconnectFailCountFC	1.159		
604-166	Fault Counter 10-324: FuserNvmFailCountFC		RW	FuserNvmFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-324-00: FuserNvmFailCountFC	1.159		
604-167	Fault Counter 10-326: WaitHeatRollFuserOnTimeFailCountFC		RW	WaitHeatRollFuserOnTimeFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-326-00: WaitHeatRollFuserOnTimeFailCountFC	1.159		
604-168	Fault Counter 10-327: StandbyHeatRollFuserOnTimeFailCountFC		RW	StandbyHeatRollFuserOnTimeFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-327-00: StandbyHeatRollFuserOnTimeFailCountFC	1.159		
604-169	Fault Counter 10-330: FuserMotorFailFC		RW	FuserMotorFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-330-00: FuserMotorFailFC	1.813		
604-170	Fault Counter 12-112: HxportEntSnrOnJamFaultCountFC		RW	HxportEntSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-112-00: HxportEntSnrOnJamFaultCountFC	1.813		
604-171	Fault Counter 12-113: BookletInSnrOnJamFaultCountFC		RW	BookletInSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-113-00: BookletInSnrOnJamFaultCountFC	1.813		
604-172	Fault Counter 12-114: BookletInSnrOffJamFaultCountFC		RW	BookletInSnrOffJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-114-00: BookletInSnrOffJamFaultCountFC	1.813		
604-173	Fault Counter 12-115: BookletFolderRollExitSnrOnJamFaultCountFC		RW	BookletFolderRollExitSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-115-00: BookletFolderRollExitSnrOnJamFaultCountFC	1.813		
604-174	Fault Counter 12-125: GateSnrOnJamFaultCountFC		RW	GateSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: GateSnrOnJamFaultCountFC	1.521		
604-175	Fault Counter 12-132: XportEntSnrOnJamFaultCountFC		RW	XportEntSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-132-00: XportEntSnrOnJamFaultCountFC	1.813		
604-176	Fault Counter 12-142: BufferPathSnrOnJamFaultCountFC		RW	BufferPathSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-142-00: BufferPathSnrOnJamFaultCountFC	1.521		
604-177	Fault Counter 12-151: CompileExitSnrOffJamFaultCountFC		RW	CompileExitSnrOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-151-00: CompileExitSnrOffJamFaultCountFC	1.813		

604-178	Fault Counter 12-152: CompileExitSnrOnJamFaultCountFC		RW	CompileExitSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-152-00: CompileExitSnrOnJamFaultCountFC	1.813		
604-179	Fault Counter 12-161: SetEjectJamFaultCountFC		RW	SetEjectJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-161-00: SetEjectJamFaultCountFC	1.813		
604-180	Fault Counter 12-162: HxportExitSnrOnJamFaultCountFC		RW	HxportExitSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-162-00: HxportExitSnrOnJamFaultCountFC	1.521		
604-181	Fault Counter 12-171: TopTrayExitSnrOnJamFaultCountFC		RW	TopTrayExitSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-171-00: TopTrayExitSnrOnJamFaultCountFC	1.813		
604-182	Fault Counter 12-172: TopTrayExitSnrOffJamFaultCountFC		RW	TopTrayExitSnrOffJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-172-00: TopTrayExitSnrOffJamFaultCountFC	1.813		
604-183	Fault Counter 12-180: BookletFolderRollExitSnrOffJamFaultCountFC		RW	BookletFolderRollExitSnrOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-180-00: BookletFolderRollExitSnrOffJamFaultCountFC	1.813		
604-184	Fault Counter 12-211: StackerTrayFailFaultCountFC		RW	StackerTrayFailFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-211-00: StackerTrayFailFaultCountFC	1.813		
604-185	Fault Counter 12-212: StackerUpperLimitFailFaultCountFC		RW	StackerUpperLimitFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-212-00: StackerUpperLimitFailFaultCountFC	1.813		
604-186	Fault Counter 12-213: StackerLowerLimitFailFaultCountFC		RW	StackerLowerLimitFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-213-00: StackerLowerLimitFailFaultCountFC	1.813		
604-187	Fault Counter 12-221: FrontTamperHomeSnrOnFailFaultCountFC		RW	FrontTamperHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-221-00: FrontTamperHomeSnrOnFailFaultCountFC	1.813		
604-188	Fault Counter 12-223: FrontTamperHomeSnrOffFailFaultCountFC		RW	FrontTamperHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-223-00: FrontTamperHomeSnrOffFailFaultCountFC	1.813		
604-189	Fault Counter 12-224: RearTamperHomeSnrOffFailFaultCountFC		RW	RearTamperHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-224-00: RearTamperHomeSnrOffFailFaultCountFC	1.813		
604-190	Fault Counter 12-225: BookletTamperFHomeSnrOnFailFaultCountFC		RW	BookletTamperFHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-225-00: BookletTamperFHomeSnrOnFailFaultCountFC	1.813		

604-191	Fault Counter 12-226: BookletTamperFHomeSnrOffFailFaultCountFC		RW	BookletTamperFHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-226-00: BookletTamperFHomeSnrOffFailFaultCountF	1.521		
604-192	Fault Counter 12-227: BookletEndGuideHomeSnrOffFailFaultCountFC		RW	BookletEndGuideHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-227-00: BookletEndGuideHomeSnrOffFailFaultCount	1.813		
604-193	Fault Counter 12-228: BookletEndGuideHomeSnrOnFailFaultCountFC		RW	BookletEndGuideHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-228-00: BookletEndGuideHomeSnrOnFailFaultCount	1.813		
604-194	Fault Counter 12-229: BookletTamperRHomeSnrOnFailFaultCountFC		RW	BookletTamperRHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-229-00: BookletTamperRHomeSnrOnFailFaultCountF	1.521		
604-195	Fault Counter 12-230: BookletTamperRHomeSnrOffFailFaultCountFC		RW	BookletTamperRHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-230-00: BookletTamperRHomeSnrOffFailFaultCountF	1.521		
604-196	Fault Counter 12-243: BookletKnifeHomeSnrOnFailFaultCountFC		RW	BookletKnifeHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-243-00:	1.521		
604-197	Fault Counter 12-246: BookletStaplerFailCountFC		RW	BookletStaplerFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-246-00: BookletStaplerFailCountFC	1.813		
604-198	Fault Counter 12-247: SideRegiSnrOffFailFaultCountFC		RW	SideRegiSnrOffFailFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-247-00:	1.813		
604-199	Fault Counter 12-260: EjectClampHomeSnrOnFailFaultCountFC		RW	EjectClampHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-260-00: EjectClampHomeSnrOnFailFaultCountFC	1.813		
604-200	Fault Counter 12-261: BookletKnifeFoldingSnrFailFaultCountFC		RW	BookletKnifeFoldingSnrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-261-00: BookletKnifeFoldingSnrFailFaultCountFC	1.521		
604-201	Fault Counter 12-263: RearTsmperHomeSnrOnFailFaultCountFC		RW	RearTsmperHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-263-00: RearTsmperHomeSnrOnFailFaultCountFC	1.813		
604-202	Fault Counter 12-264: BookletDrawerBrokenFailFaultCountFC		RW	BookletDrawerBrokenFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-264-00: BookletDrawerBrokenFailFaultCountFC	1.521		
604-203	Fault Counter 12-265: BookletKnifeHomeSnrOffFailFaultCountFC		RW	BookletKnifeHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-265-00:	1.813		
604-204	Fault Counter 12-266: BookletCompilerNoPaperSnrFailFaultCountFC		RW	BookletCompilerNoPaperSnrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-266-00: BookletCompilerNoPaperSnrFailFaultCountFC	1.813		
604-205	Fault Counter 12-270: TopOffsetHomeSnrOnFailCountFC		RW	TopOffsetHomeSnrOnFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-270-00: TopOffsetHomeSnrOnFailCountFC	1.810		

604-205	Fault Counter 12-601: TopOffsetHomeSnrOnFailCountFC		RW	TopOffsetHomeSnrOnFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-601-00: TopOffsetHomeSnrOnFailCountFC	1.813		
604-206	Fault Counter 12-271: TopOffsetHomeSnrOffFailCountFC		RW	TopOffsetHomeSnrOffFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-271-00: TopOffsetHomeSnrOffFailCountFC	1.810		
604-206	Fault Counter 12-602: TopOffsetHomeSnrOffFailCountFC		RW	TopOffsetHomeSnrOffFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-602-00: TopOffsetHomeSnrOffFailCountFC	1.813		
604-207	Fault Counter 12-282: EjectClampHomeSnrOffFailFaultCountFC		RW	EjectClampHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-282-00: EjectClampHomeSnrOffFailFaultCountFC	1.813		
604-208	Fault Counter 12-283: SetClampHomeSnrOnFailFaultCountFC		RW	SetClampHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-283-00: SetClampHomeSnrOnFailFaultCountFC	1.813		
604-209	Fault Counter 12-284: SetClampHomeSnrOffFailFaultCountFC		RW	SetClampHomeSnrOffFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-284-00: SetClampHomeSnrOffFailFaultCountFC	1.813		
604-210	Fault Counter 12-291: StapleFailCountFC		RW	StapleFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-291-00: StapleFailCountFC	1.813		
604-211	Fault Counter 12-295: StaplerMovePositionSnrOnFailFaultCountFC		RW	StaplerMovePositionSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-295-00: StaplerMovePositionSnrOnFailFaultCountFC	1.813		
604-212	Fault Counter 12-296: StaplerMovePositionSnrOffFailFaultCountFC		RW	StaplerMovePositionSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-296-00: StaplerMovePositionSnrOffFailFaultCountFC	1.813		
604-213	Fault Counter 12-320: PunchHomeSnrOnFailFaultCountFC		RW	PunchHomeSnrOnFailFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-320-00: PunchHomeSnrOnFailFaultCountFC	1.813		
604-214	Fault Counter 12-321: PunchHomeSnrOffFailFaultCountFC		RW	PunchHomeSnrOffFailFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-321-00: PunchHomeSnrOffFailFaultCountFC	1.813		
604-215	Fault Counter 12-322: PuncherMoveHomeSnrOffFailFaultCountFC		RW	PuncherMoveHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-322-00: PuncherMoveHomeSnrOffFailFaultCountFC	1.813		
604-216	Fault Counter 12-323: PuncherMoveHomeSnrOnFailFaultCountFC		RW	PuncherMoveHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-323-00: PuncherMoveHomeSnrOnFailFaultCountFC	1.813		



604-217	Fault Counter 12-330: DeculerHomeSnrOffFailFaultCountFC		RW	DeculerHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-330-00: DeculerHomeSnrOffFailFaultCountFC	1.521		
604-218	Fault Counter 12-332: DecurlerHomeSnrOnFailFaultCountFC		RW	DecurlerHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-332-00: DecurlerHomeSnrOnFailFaultCountFC	1.521		
604-219	Fault Counter 12-334: FinisherDownLoadFailCountFC		RW	FinisherDownLoadFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-334-00: FinisherDownLoadFailCountFC	1.813		
604-220	SPARE ( was Fault Counter 12-335: BookletSubCpuCommFailFaultCountFC)		RW	SPARE 604-220	NVMFaultCounter	shortNatural	No	Fault Counter:12-335-00: BookletSubCpuCommFailFaultCountFC	1.687		
604-221	Fault Counter 13-902: PaperRemainAtBookletCompileNoPaperSnrFaultCountFC		RW	PaperAtBookletCompileNoPaperSnrFC	NVMFaultCounter	shortNatural	No	Fault Counter:13-902-00: PaperRemainAtBookletCompileNoPaperSnrFa	1.159		
604-222	Fault Counter 13-903: PaperRemainAtBookletFolderRollExitSnrFaultCountFC		RW	PaperAtBookletFolderRollExitSnrFC	NVMFaultCounter	shortNatural	No	Fault Counter:13-903-00: PaperRemainAtBookletFolderRollExitSnrFault	1.159		
604-223	Fault Counter 42-313: RearCoolingFanFailCountFC		RW	RearCoolingFanFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-313-00: RearCoolingFanFailCountFC	1.159		
604-224	Fault Counter 42-320: DrumMotorYFailCountFC		RW	DrumMotorYFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-320-00: DrumMotorYFailCountFC	1.813		
604-225	Fault Counter 42-321: DrumMotorMFailCountFC		RW	DrumMotorMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-321-00: DrumMotorMFailCountFC	1.743		
604-226	Fault Counter 42-322: DrumMotorCFailCountFC		RW	DrumMotorCFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-322-00: DrumMotorCFailCountFC	1.743		
604-227	Fault Counter 42-323: DrumMotorKFailCountFC		RW	DrumMotorKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-323-00: DrumMotorKFailCountFC	1.813		
604-228	Fault Counter 42-324: IBTDriveMotorFailCountFC		RW	IBTDriveMotorFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-324-00: IBTDriveMotorFailCountFC	1.813		
604-229	Fault Counter 42-325: MainMotorFailCountFC		RW	MainMotorFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-325-00: MainMotorFailCountFC	1.813		

604-230	Fault Counter 42-326: BeltHomePositionTooLongCountFC		RW	BeltHomePositionTooLongCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-326-00: BeltHomePositionTooLongCountFC	1.159		
604-231	Fault Counter 42-327: BeltPositionFailCountFC		RW	BeltPositionFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-327-00: BeltPositionFailCountFC	1.159		
604-232	Fault Counter 42-328: BeltEdgeSnrFailFC		RW	BeltEdgeSnrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-328-00: BeltEdgeSnrFailFC	1.159		
604-233	Fault Counter 42-330: FuserExhaustFanFailCountFC		RW	FuserExhaustFanFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-330-00: FuserExhaustFanFailCountFC	1.813		
604-234	Fault Counter 42-331: BlowerMotorFanFailCountFC		RW	BlowerMotorFanFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-331-00: BlowerMotorFanFailCountFC	1.159		
604-235	Fault Counter 42-600: BeltWalkFailCountFC		RW	BeltWalkFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-600-00: BeltWalkFailCountFC	1.159		
604-236	Fault Counter 42-601: BeltEdgeLearnFailCountFC		RW	BeltEdgeLearnFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-601-00: BeltEdgeLearnFailCountFC	1.159		
604-237	Fault Counter 42-602: BeltEdgeCheckFailCountFC		RW	BeltEdgeCheckFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-602-00: BeltEdgeCheckFailCountFC	1.159		
604-238	Fault Counter 42-603: SuctionFilterLifeFailCountFC		RW	SuctionFilterLifeFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:42-603-00: SuctionFilterLifeFailCountFC	1.159		
604-239	Fault Counter 45-310: ImageReadyNgCountFC		RW	ImageReadyNgCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:45-310-00: ImageReadyNgCountFC	1.813		
604-240	Fault Counter 45-311: ControllerCommFailCountFC		RW	ControllerCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:45-311-00:	1.813		
604-241	Fault Counter 47-210:		RW	OctOffsetFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:47-210-	1.153		
604-241	Fault Counter 12-701: OctOffsetFailCountFC		RW	OctOffsetFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-701-00: OutputFinisherCommFailCountFC	1.521		
604-242	Fault Counter 47-310: OutputFinisherCommFailCountFC		RW	OutputFinisherCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:47-310-00: OutputFinisherCommFailCountFC	1.813		
604-243	Fault Counter 61-600: RosDataYFailCountFC		RW	RosDataYFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-600-00: RosDataYFailCountFC	1.766		

604-244	Fault Counter 61-601: RosDataYFailCountFC		RW	RosDataMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-601-00: RosDataMFailCountFC	1.766		
604-245	Fault Counter 61-602: RosDataCFailCountFC		RW	RosDataCFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-602-00: RosDataCFailCountFC	1.766		
604-246	Fault Counter 61-603: RosDataKFailCountFC		RW	RosDataKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-603-00: RosDataKFailCountFC	1.159		
604-247	Fault Counter 61-310: Clapper1FailCountFC		RW	Clapper1FailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-310-00: Clapper1FailCountFC	1.159		
604-248	Fault Counter 61-311: Clapper2FailCountFC		RW	Clapper2FailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-311-00: Clapper2FailCountFC	1.159		
604-249	Fault Counter 61-313: SOSLongMFailCountFC		RW	SOSLongMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-313-00: SOSLongMFailCountFC	1.159		
604-250	Fault Counter 61-315: SOSLongKFailCountFC		RW	SOSLongKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-315-00: SOSLongKFailCountFC	1.159		
604-251	Fault Counter 61-317: SOSShortMFailCountFC		RW	SOSShortMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-317-00: SOSShortMFailCountFC	1.159		
604-252	Fault Counter 61-319: SOSShortKFailCountFC		RW	SOSShortKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-319-00: SOSShortKFailCountFC	1.159		
604-253	Fault Counter 61-320: PolygonMotor1FailCountFC		RW	PolygonMotor1FailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-320-00: PolygonMotor1FailCountFC	1.159		
604-254	Fault Counter 61-321: PolygonMotor2FailCountFC		RW	PolygonMotor2FailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-321-00: PolygonMotor2FailCountFC	1.159		
604-255	Fault Counter 61-323: NoSOSMFailCountFC		RW	NoSOSMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-323-00: NoSOSMFailCountFC	1.159		
604-256	Fault Counter 61-325: NoSOSKFailCountFC		RW	NoSOSKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-325-00: NoSOSKFailCountFC	1.159		

604-257	Fault Counter 61-326: ROSCConnectYFailCountFC		RW	ROSCConnectYFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-326-00: ROSCConnectYFailCountFC	1.766		
604-258	Fault Counter 61-327: ROSCConnectMFailCountFC		RW	ROSCConnectMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-327-00: ROSCConnectMFailCou	1.766		
604-259	Fault Counter 61-328: ROSCConnectCFailCountFC		RW	ROSCConnectCFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-328-00: ROSCConnectCFailCou	1.766		
604-260	Fault Counter 61-329: ROSCConnectKFailCountFC		RW	ROSCConnectKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-329-00: ROSCConnectKFailCou	1.159		
604-261	Fault Counter 61-334: ROSYMVddFailCountFC		RW	ROSYMVddFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-334-00:	1.159		
604-262	Fault Counter 61-335: ROSCKVddFailCountFC		RW	ROSCKVddFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-335-00: ROSCKVddFailCountF	1.159		
604-263	Fault Counter 61-336: ROSYMVddDownFailCountFC		RW	ROSYMVddDownFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-336-00: ROSYMVddDownFailC ountFC	1.159		
604-264	Fault Counter 61-337: ROSCKVddDownFailCountFC		RW	ROSCKVddDownFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-337-00: ROSCKVddDownFailC ountFC	1.159		

604-265	Fault Counter 61-338: SOSStopMFailCountFC		RW	SOSStopMFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-338-00: SOSStopMFailCountFC	1.159		
604-266	Fault Counter 61-339: SOSStopKFailCountFC		RW	SOSStopKFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-339-00: SOSStopKFailCountFC	1.159		
604-267	Fault Counter 61-604: LDAalarmYCountFC		RW	LDAalarmYCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-604-00: LDAalarmYCountFC	1.766		
604-268	Fault Counter 61-605: LDAalarmMCountFC		RW	LDAalarmMCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-605-00: LDAalarmMCountFC	1.766		
604-269	Fault Counter 61-606: LDAalarmCCountFC		RW	LDAalarmCCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-606-00: LDAalarmCCountFC	1.766		
604-270	Fault Counter 61-607: LDAalarmKCountFC		RW	LDAalarmKCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-607-00: LDAalarmKCountFC	1.159		
604-271	Fault Counter 71-101: Tray1MisfeedJamCountFC		RW	Tray1MisfeedJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:71-101-00: Tray1MisfeedJamCountFC	1.159		
604-272	Fault Counter 71-104: Tray1PreRegiSnrOnJamCountFC		RW	Tray1PreRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:71-104-00:	1.159		
604-273	Fault Counter 71-105: Tray1RegiSnrOnJamCountFC		RW	Tray1RegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:71-105-00: Tray1RegiSnrOnJamCountFC	1.813		
604-274	Fault Counter 71-210: Tray1LiftUpFailCountFC		RW	Tray1LiftUpFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:71-210-00: Tray1LiftUpFailCountFC	1.813		
604-275	Fault Counter 72-101:		RW	Tray2MisfeedJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-101-	1.810		
604-276	Fault Counter 72-102: Tray2FeedOutSnr1OnJamCountFC		RW	Tray2FeedOutSnr1OnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-102-00: Tray2FeedOutSnr1OnJamCountFC	1.159		
604-277	Fault Counter 72-104:		RW	Tray2PreRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-104-	1.159		
604-278	Fault Counter 72-105:		RW	Tray2RegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-105-	1.159		
604-279	Fault Counter 72-210: Tray2LiftUpFailCountFC		RW	Tray2LiftUpFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-210-00: Tray2LiftUpFailCountFC	1.813		
604-280	Fault Counter 73-101:		RW	Tray3MisfeedJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-101-	1.813		
604-281	Fault Counter 73-102:		RW	Tray3FeedOutSnr1OnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-102-	1.813		
604-282	Fault Counter 73-104:		RW	Tray3PreRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-104-	1.159		
604-283	Fault Counter 73-105:		RW	Tray3RegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-105-	1.159		
604-284	Fault Counter 73-210:		RW	Tray3LiftUpFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-210-	1.813		
604-285	Fault Counter 74-101:		RW	Tray4MisfeedJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-101-	1.813		
604-286	Fault Counter 74-102:		RW	Tray4FeedOutSnr1OnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-102-	1.159		
604-287	Fault Counter 74-103:		RW	Tray4FeedOutSnr3OnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-103-	1.159		

604-288	Fault Counter 74-104: Tray4PreRegiSnrOnJamCountFC		RW	Tray4PreRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-104-00: Tray4PreRegiSnrOnJamCountFC	1.159		
604-289	Fault Counter 74-105: Tray4RegiSnrOnJamCountFC		RW	Tray4RegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-105-00: Tray4RegiSnrOnJamCountFC	1.159		
604-290	Fault Counter 74-210: Tray4LiftUpFailCountFC		RW	Tray4LiftUpFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-210-00: Tray4LiftUpFailCountFC	1.813		
604-291	Fault Counter 75-100:		RW	MSIMisfeedJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:75-100-	1.813		
604-292	Fault Counter 75-109:		RW	MSIPreRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:75-109-	1.159		
604-293	Fault Counter 75-135:		RW	MSIRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:75-135-	1.813		
604-294	Fault Counter 75-210: MSILiftUpFailCountFC		RW	MSILiftUpFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:75-210-00:	1.159		
604-295	Fault Counter 75-211:		RW	MSILiftDownFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:75-211-	1.159		
604-296	Fault Counter 77-103: FuserExitSnrOffJamStraightCountFC		RW	FuserExitSnrOffJamStraightFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-103-00: FuserExitSnrOffJamStraightCountFC	1.159		
604-297	Fault Counter 77-106: FuserExitSnrOnJamCountFC		RW	FuserExitSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-106-00: FuserExitSnrOnJamCountFC	1.159		
604-298	Fault Counter 77-107: FuserExitSnrOffJamInvertCountFC		RW	FuserExitSnrOffJamInvertCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-107-00: FuserExitSnrOffJamInvertCountFC	1.159		
604-299	Fault Counter 77-109: IOTExitSnrOnJamStraightCountFC		RW	IOTExitSnrOnJamStraightCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-109-00: IOTExitSnrOnJamStraightCountFC	1.813		
604-300	Fault Counter 77-111: IOTExitSnrOnJamInvertCountFC		RW	IOTExitSnrOnJamInvertCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-111-00: IOTExitSnrOnJamInvertCountFC	1.159		
604-301	Fault Counter 77-113: IOTExitSnrOffJamStraightCountFC		RW	IOTExitSnrOffJamStraightCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-113-00: IOTExitSnrOffJamStraightCountFC	1.159		

604-302	Fault Counter 77-115: IOTExitSnrOffJamInvertCountFC		RW	IOTExitSnrOffJamInvertCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-115-00: IOTExitSnrOffJamInvertCountFC	1.159		
604-303	Fault Counter 77-118:		RW	PreRegiSnrOnDuplexJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-118-00:	1.159		
604-304	Fault Counter 77-120: Post2ndBTRSnrOnJamCountFC		RW	Post2ndBTRSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-120-00: Post2ndBTRSnrOnJamCountFC	1.159		
604-305	Fault Counter 77-123: RegiSnrOnDuplexJamCountFC		RW	RegiSnrOnDuplexJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-123-00:	1.159		
604-306	Fault Counter 77-129:		RW	DuplexInSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-129-00:	1.159		
604-307	Fault Counter 77-130: DuplexOutSnrOnJamCountFC		RW	DuplexOutSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-130-00: DuplexOutSnrOnJamC	1.813		
604-308	Fault Counter 77-312: FeederCommFailCountFC		RW	FeederCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-312-00:	1.813		
604-309	Fault Counter 77-909: IOTStaticJamCountFC		RW	IOTStaticJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:77-909-00:	1.159		
604-310	Fault Counter 78-100: HCF1PreRegiSnrOnJamCountFC		RW	HCF1PreRegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:78-100-00:	1.159		
604-311	Fault Counter 78-101: HCF1FeedOutSnr1OnJamCountFC		RW	HCF1FeedOutSnr1OnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:78-101-00: HCF1FeedOutSnr1On	1.159		
604-312	Fault Counter 78-102: HCF1RegiSnrOnJamCountFC		RW	HCF1RegiSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:78-102-00:	1.159		
604-313	Fault Counter 78-151: HCF1FeedOutSnrOnJamCountFC		RW	HCF1FeedOutSnrOnJamCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:78-151-00: HCF1FeedOutSnrOnJ	1.813		
604-314	Fault Counter 78-250: HCF1TrayLiftUpFailCountFC		RW	HCF1TrayLiftUpFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:78-250-00:	1.813		
604-315	Fault Counter 78-901: HCF1FeedOutSnrStaticJamFC		RW	HCF1FeedOutSnrStaticJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:78-901-00: HCF1FeedOutSnrStati	1.813		
604-316	Fault Counter 89-600: RCSampleLateralFailA1CountFC		RW	RCSampleLateralFailA1CountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-600-00: RCSampleLateralFailA	1.813		
604-317	Fault Counter 89-601: RCSampleBlockFailA1InCountFC		RW	RCSampleBlockFailA1InCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-601-00: RCSampleBlockFailA1InCountFC	1.813		
604-318	Fault Counter 89-602: RCSampleBlockFailA1CntCountFC		RW	RCSampleBlockFailA1CntCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-602-00:	1.159		
604-319	Fault Counter 89-603: RCSampleBlockFailA1OutCountFC		RW	RCSampleBlockFailA1OutCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-603-00:	1.813		
604-320	Fault Counter 89-604: RCSampleBlockFailB1InCountFC		RW	RCSampleBlockFailB1InCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-604-00:	1.813		
604-321	Fault Counter 89-605: RCSampleBlockFailB1CntCountFC		RW	RCSampleBlockFailB1CntCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-605-00:	1.159		
604-322	Fault Counter 89-606: RCSampleBlockFailB1OutCountFC		RW	RCSampleBlockFailB1OutCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-606-00:	1.813		

604-323	Fault Counter 89-607: RCSampleBlockFailB2InCountFC		RW	RCSampleBlockFailB2InCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-607-00: RCSampleBlockFailB2I	1.813		
604-324	Fault Counter 89-608: RCSampleBlockFailB2CntCountFC		RW	RCSampleBlockFailB2CntCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-608-00: RCSampleBlockFailB2	1.159		
604-325	Fault Counter 89-609: RCSampleBlockFailB2OutCountFC		RW	RCSampleBlockFailB2OutCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-609-00:	1.813		
604-326	Fault Counter 89-610: RCSampleBlockFailB3InCountFC		RW	RCSampleBlockFailB3InCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-610-00: RCSampleBlockFailB3I	1.813		
604-327	Fault Counter 89-611: RCSampleBlockFailB3CntCountFC		RW	RCSampleBlockFailB3CntCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-611-00: RCSampleBlockFailB3 CntCountFC	1.159		
604-328	Fault Counter 89-612: RCSampleBlockFailB3OutCountFC		RW	RCSampleBlockFailB3OutCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-612-00: RCSampleBlockFailB3	1.813		
604-329	Fault Counter 89-613: RCSampleBlockFailB4InCountFC		RW	RCSampleBlockFailB4InCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-613-00: RCSampleBlockFailB4I	1.813		
604-330	Fault Counter 89-614: RCSampleBlockFailB4CntCountFC		RW	RCSampleBlockFailB4CntCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-614-00: RCSampleBlockFailB4 CntCountFC	1.159		
604-331	Fault Counter 89-615: RCSampleBlockFailB4OutCountFC		RW	RCSampleBlockFailB4OutCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-615-00: RCSampleBlockFailB4 OutCountFC	1.813		
604-332	Fault Counter 89-616: RCDataOverFlowFailCountFC		RW	RCDataOverFlowFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-616-00: RCDataOverFlowFailC ountFC	1.813		
604-333	Fault Counter 89-617: RCDataOverRangeFailCountFC		RW	RCDataOverRangeFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:89-617-00: RCDataOverRangeFail CountFC	1.813		
604-334	Fault Counter 91-311: BCRCCCleanerMotorFailCountFC		RW	BCRCCCleanerMotorFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-311-00: BCRCCCleanerMotorF	1.159		
604-335	Fault Counter 91-312: CCHvpsBrokenFailCountFC		RW	CCHvpsBrokenFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-312-00: CCHvpsBrokenFailCou	1.159		
604-336	Fault Counter 91-313:		RW	CrumAsicCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-313-	1.813		
604-337	Fault Counter 91-320:		RW	CCWireCutFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-320-	1.159		
604-338	Fault Counter 91-914:		RW	DrumKCrumCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-914-	1.813		
604-339	Fault Counter 91-917: DrumYCrumCommFailCountFC		RW	DrumYCrumCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-917-00:	1.813		
604-340	Fault Counter 91-918:		RW	DrumMCrumCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-918-	1.813		
604-341	Fault Counter 91-919:		RW	DrumCCrumCommFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-919-	1.813		
604-342	Fault Counter 92-649: ADCShutterOpenFailCountFC		RW	ADCShutterOpenFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-649-00: ADCShutterOpenFailC ountFC	1.813		
604-343	Fault Counter 92-650:		RW	ADCShutterCloseFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-650-	1.813		



604-344	Fault Counter 92-651:		RW	ADCSensorFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-651-	1.813		
604-345	Fault Counter 92-652:		RW	ADCPatchFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-652-	1.159		
604-346	Fault Counter 92-653:		RW	ATCSensorYOutputFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-653-	1.766		
604-347	Fault Counter 92-654:		RW	ATCSensorMOutputFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-654-	1.766		
604-348	Fault Counter 92-655:		RW	ATCSensorCOutputFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-655-	1.766		
604-349	Fault Counter 92-656:		RW	ATCSensorKOutputFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-656-	1.159		
604-350	Fault Counter 92-657:		RW	ATCSensorYAmplitudeFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-657-	1.766		
604-351	Fault Counter 92-658:		RW	ATCSensorMAmplitudeFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-658-	1.766		
604-352	Fault Counter 92-659:		RW	ATCSensorCAmplitudeFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-659-	1.766		
604-353	Fault Counter 92-660:		RW	ATCSensorKAmplitudeFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-660-	1.813		
604-354	Fault Counter 92-661:		RW	EnvironTemperatureSnrFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-661-	1.813		
604-355	Fault Counter 92-662:		RW	EnvironHumiditySensorFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-662-	1.813		
604-356	Fault Counter 92-663:		RW	MiniSetupADCFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-663-	1.159		
604-357	Fault Counter 94-320:		RW	FistBTRRetractFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-320-	1.159		
604-358	Fault Counter 94-321:		RW	FirstBTRContactFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-321-	1.159		
604-359	Fault Counter 94-322:		RW	SecondBTRRetractFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-322-	1.159		
604-360	Fault Counter 94-323:		RW	SecondBTRContactFailCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-323-	1.159		
604-361	Fault Counter 12-100:		RW	DFinDeculerInSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-100-	1.521		
604-362	Fault Counter 12-101:		RW	DFinDeculerOutSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-101-	1.521		
604-363	Fault Counter 12-102:		RW	DFinPunchOutSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-102-	1.521		
604-364	Fault Counter 12-103:		RW	DFinPunchOutSnrOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-103-	1.521		
604-365	Fault Counter 12-104:		RW	DFinInterposeFeedOutSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-104-	1.521		
604-366	Fault Counter 12-108:		RW	DFinFolderPathSnr3OffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-108-	1.813		
604-367	Fault Counter 12-109:		RW	DFinInterposerFeedOutSnrOffJamF	NVMFaultCounter	shortNatural	No	Fault Counter:12-109-	1.521		
604-368	Fault Counter 12-117:		RW	DFinFolderPathExitSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-117-	1.813		
604-369	Fault Counter 12-118: DFinFolderPathSnr2OnJamFC		RW	DFinFolderPathSnr2OnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-118- 00: DFinFolderPathSnr2O nJamFC	1.813		
604-370	Fault Counter 12-119: DFi FolderPathSnr3OnJamFC		RW	DFi FolderPathSnr3OnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-119- 00: DFi FolderPathSnr3OnJam FC	1.813		
604-371	Fault Counter 12-120: DFinFolderPathSnr4OnJamFC		RW	DFinFolderPathSnr4OnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-120- 00: DFinFolderPathSnr4O nJamFC	1.813		
604-372	Fault Counter 12-141: DFinBufferPathSnrOffJam FC		RW	DFinBufferPathSnrOffJam FC	NVMFaultCounter	shortNatural	No	Fault Counter:12-141- 00: DFinBufferPathSnrOffJ	1.521		
604-373	Fault Counter 12-159: DFinEjectSnrOnJamFC		RW	DFinEjectSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-159- 00: DFinEjectSnrOnJamF C	1.521		
604-374	Fault Counter 12-160:		RW	DFinEjectSnrOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-160-	1.521		
604-375	Fault Counter 12-214: DFinEndWallHomeSnrOffFailFC		RW	DFinEndWallHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-214- 00: DFinEndWallHomeSnr OffFailFC	1.521		
604-376	Fault Counter 12-215: DFinEndWallOpenSnrOnFailFC		RW	DFinEndWallOpenSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-215- 00: DFinEndWallOpenSnr OnFailFC	1.521		

604-377	Fault Counter 12-216: DFinEndWallHomeSnrOnFailFC		RW	DFinEndWallHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-216-00: DFinEndWallHomeSnrOnFailFC	1.521		
604-378	Fault Counter 12-217: DFinEndWallOpenSnrOffFailFC		RW	DFinEndWallOpenSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-217-00: DFinEndWallOpenSnrOffFailFC	1.521		
604-379	Fault Counter 12-218: DFinShelfHomeSnrOnFailFC		RW	DFinShelfHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-218-00: DFinShelfHomeSnrOnFailFC	1.521		
604-380	Fault Counter 12-219: DFinShelfHomeSnrOffFailFC		RW	DFinShelfHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-219-00: DFinShelfHomeSnrOffFailFC	1.521		
604-381	Fault Counter 12-235: DFinStapleMoveHomeSnrOffFailFC		RW	DFinStapleMoveHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-235-00: DFinStapleMoveHomeSnrOffFailFC	1.521		
604-382	Fault Counter 12-236: DFinStapleMoveHomeSnrOnFailFC		RW	DFinStapleMoveHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-236-00: DFinStapleMoveHomeSnrOnFailFC	1.521		
604-383	Fault Counter 12-237: DFinStapleCenterPositionSnrOnFailFC		RW	DFinStapleCenterPositionSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-237-00: DFinStapleCenterPositionSnrOnFailFC	1.521		
604-384	Fault Counter 12-238: DFinStapleCenterPositionSnrOffFailFC		RW	DFinStapleCenterPositionSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-238-00: DFinStapleCenterPositionSnrOffFailFC	1.521		
604-385	Fault Counter 12-239: DFinSubPaddleHomeSnrOnFailFC		RW	DFinSubPaddleHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-239-00: DFinSubPaddleHomeSnrOnFailFC	1.521		
604-386	Fault Counter 12-240: DFinSubPaddleHomeSnrOffFailFC		RW	DFinSubPaddleHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-240-00: DFinSubPaddleHomeSnrOffFailFC	1.521		
604-387	Fault Counter 12-241: DFinBookletKnifeFoldingSnrFailFC		RW	DFinBookletKnifeFoldingSnrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-241-00: DFinBookletKnifeFoldingSnrFailFC	1.521		
604-388	Fault Counter 12-248: DFinCompileStackerTrayOffsetFailFC		RW	DFinCompileStackerTrayOffsetFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-248-00: DFinCompileStackerTrayOffsetFailFC	1.521		
604-389	Fault Counter 12-250: DFinEndGuideMot1StartFailFC		RW	DFinEndGuideMot1StartFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-250-00: DFinEndGuideMot1StartFailFC	1.521		
604-390	Fault Counter 12-251: DFinEndGuideMot2StartFailFC		RW	DFinEndGuideMot2StartFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-251-00: DFinEndGuideMot2StartFailFC	1.521		

604-391	Fault Counter 12-252: DFinEndGuideMot1HomeFailFC		RW	DFinEndGuideMot1HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-252-00: DFinEndGuideMot1HomeFailFC	1.521		
604-392	Fault Counter 12-253: DFinEndGuideMot2HomeFailFC		RW	DFinEndGuideMot2HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-253-00:	1.521		
604-393	Fault Counter 12-254: DFinEnvelopeFolderTrayBrokenFC		RW	DFinEnvelopeFolderTrayBrokenFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-254-00: DFinEnvelopeFolderTrayBrokenFC	1.813		
604-394	Fault Counter 12-255: DFinInterposerTrayUpFailFC		RW	DFinInterposerTrayUpFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-255-00: DFinInterposerTrayUpFailFC	1.521		
604-395	Fault Counter 12-324: DFinSideRegiHomeSnrOffFailFC		RW	DFinSideRegiHomeSnrOffFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-324-00: DFinSideRegiHomeSnrOffFailFC	1.521		
604-396	Fault Counter 12-325: DFinSideRegiHomeSnrOnFailFC		RW	DFinSideRegiHomeSnrOnFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-325-00: DFinSideRegiHomeSnrOnFailFC	1.521		
604-402	KnownJamsinFinishingdevicesC31- KnownJamsinFinishingdevicesC31		ND		NVMBillingCounter	byteArray	No	Billing Counter:302: Known Jams in Finishing Devices	1.799		
604-403	AllsheetsfedfromTray1- AllsheetsfedfromTray1		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:59: All sheets fed from Tray #1	1.799		
604-404	AllsheetsfedfromTray2- AllsheetsfedfromTray2		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:60: All sheets fed from Tray #2	1.799		
604-405	AllsheetsfedfromTray3- AllsheetsfedfromTray3		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:61: All sheets fed from Tray #3	1.799		
604-406	AllsheetsfedfromTray4- AllsheetsfedfromTray4		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:62: All sheets fed from Tray #4	1.810		
604-407	AllsheetsfedfromBypassTray- AllsheetsfedfromBypassTray		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:41: All sheets fed from MSI	1.813		
604-408	TotalSheetsside1-TotalSheetsside1		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:184: Total Sheets (Side 1)	1.799		

604-409	TotalSheetsside1and2- TotalSheetsside1and2		ND		NVMDiagCounter	byteArray	No	Diagnostic Counter:185: Total Sheets (Side 1 and 2)	1.799		
604-415	# of bins		RW	MSDefaultPrintBin	NVMSAKOSetting	shortNatural	No		1.260		
604-415	# of bins		RW	MSDefaultPrintBin	NVMSAKOSetting	shortNatural	No		1.416		
604-416	# of bins		RW	MSDefaultCopyBin	NVMSAKOSetting	shortNatural	No		1.260		
604-416	# of bins		RW	MSDefaultCopyBin	NVMSAKOSetting	shortNatural	No		1.416		
604-416	# of bins		RW	MSDefaultCopyBin	NVMSAKOSetting	shortNatural	No		1.574		
604-417	# of bins		RW	MSDefaultFaxBin	NVMSAKOSetting	shortNatural	No		1.260		
604-417	# of bins		RW	MSDefaultFaxBin	NVMSAKOSetting	shortNatural	No		1.802		
604-418	# of bins		RW	MSDefaultOtherBin	NVMSAKOSetting	shortNatural	No		1.260		
604-418	# of bins		RW	MSDefaultOtherBin	NVMSAKOSetting	shortNatural	No		1.416		
604-438	-OCT Total Sheets		ND		NVMSystemUsageCounter	byteArray	No	System Usage	1.799		
604-439	1 Tiered billing (Traditional):	Stores the count of all	ND		NVMBillingCounter	byteArray	No	Billing Counter:8: Black	1.799		
604-441	TOTAL MARK COUNTER: Tier 1	TOTAL MARK	ND		NVMBillingCounter	byteArray	No	Billing Counter:10:	1.000		
604-442	Media Order Group	1 = MSGXc 2 = MSGXe 3 = MSGFx 4 = MSGFxap 5 = MSGGco	RW	MSMediaSizeGroup	NVMSAKOSetting	shortNatural	No		1.796		
604-444	Conditional Finisher Offset Policy OFF /	0=Off (No conditional	RW	ConditionalFinisherOffsetPolicy	NVMSAKOSetting	boolean	No		1.799		
604-833	Fault Counter 12-024: Paddle Home Fault	no. of faults	RW	PaddleHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-024-	1.521		
604-834	Fault Counter 12-025: Paddle Move Fault	no. of faults	RW	PaddleMoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-025-	1.521		
604-835	Fault Counter 12-043: Hole Punch Motor Move Fault	no. of faults	RW	PunchMotorMoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-043-00: Hole Punch Motor	1.521		

604-836	Fault Counter 12-044: Hole Punch Head	no. of faults	RW	PunchHeadHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-044-	1.521		
604-837	Fault Counter 12-045: Hole Punch Head Move Fault	no. of faults	RW	PunchHeadMoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-045-00: Hole Punch Head	1.521		
604-838	Fault Counter 12-046: Hole Punch Motor Home Fault	no. of faults	RW	PunchMotorHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-046-00: Hole Punch Motor	1.521		
604-839	Fault Counter 12-047: Punch Unit Move Fault	no. of faults	RW	PunchUnitMoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-047-00: Punch Unit Move	1.521		
604-840	Fault Counter 12-056: Inserter Bottom Plate Home Fault	no. of faults	RW	InserterBottPltHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-056-00: Inserter Bottom	1.521		
604-841	Fault Counter 12-057: Inserter Bottom Plate Lift Fault	no. of faults	RW	InserterBottPltLiftFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-057-00: Inserter Bottom	1.521		
604-842	Fault Counter 12-061: Crease Blade Move	no. of faults	RW	CreaseBladeMoveFFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-061-	1.521		
604-843	Fault Counter 12-062: Crease Roll Motor	no. of faults	RW	CreaseRollMotorFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-062-	1.521		
604-844	Fault Counter 12-063: Booklet Maker	no. of faults	RW	BMStaplerMoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-063-	1.521		
604-845	Fault Counter 12-065: Back Stop Motor	no. of faults	RW	BackStopMotorMoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-065-	1.521		
604-846	Fault Counter 12-066: Tamper Move Fault	no. of faults	RW	TampermoveFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-066-00: Tamper Move Fault	1.521		
604-847	Fault Counter 12-083: Paper Pusher Motor Stalled	no. of faults	RW	PaperPushMotorStalledFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-083-00: Paper Pusher	1.521		
604-848	Fault Counter 12-126: Entrance Sensor OFF Jam	no. of faults	RW	EntSnsOfJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-126-00: Entrance Sensor	1.521		
604-849	Fault Counter 12-127: Punch Sensor ON Jam	no. of faults	RW	PunchSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-127-00: Punch Sensor ON	1.521		
604-850	Fault Counter 12-157: Buffer Point Sensor ON Jam	no. of faults	RW	BuffPointSnsOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-157-00: Buffer Point Sensor	1.521		
604-851	Fault Counter 12-158: Buffer Point Sensor OFF Jam	no. of faults	RW	BuffPointSnsOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-158-00: Buffer Point Sensor	1.521		
604-852	Fault Counter 12-166: Booklet Compiler Exit Sensor OFF Jam	no. of faults	RW	BookletCompExitSenOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-166-00: Booklet Compiler	1.521		
604-853	Fault Counter 12-181: Booklet Maker Exit	no. of faults	RW	BMExitSnrOnJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-181-	1.521		
604-854	Fault Counter 12-182: Booklet Maker Exit Sensor OFF Jam	no. of faults	RW	BMExitSnrOffJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-182-00: Booklet Maker Exit	1.521		
604-855	Fault Counter 12-183: Booklet Maker	no. of faults	RW	BMUnexpectedSheetFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-183-	1.678		
604-856	Fault Counter 12-184: Booklet Maker Stray Sheet	no. of faults	RW	BMStraySheetFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-184-00: BMStraySheet	1.678		
604-857	Fault Counter 12-185: Trifold Exit Sensor ON Jam	no. of faults	RW	TrifoldExitSnrOnJFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-185-00: Trifold Exit Sensor	1.521		
604-858	Fault Counter 12-186: Trifold Exit Sensor OFF Jam	no. of faults	RW	TrifoldExitSnrOffJFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-186-00: Trifold Exit Sensor	1.521		
604-859	Fault Counter 12-187: Trifold Assist Sensor ON Jam	no. of faults	RW	TrifoldAssistSnrOnJFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-187-00: Trifold Assist	1.521		
604-860	Fault Counter 12-190: Sheet late to BB	no. of faults	RW	LELateBBEntrySnrFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-190-	1.521		
604-861	Fault Counter 12-191: Lead edge late to	no. of faults	RW	LELateInserterTabStandbySFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-191-	1.521		
604-862	Fault Counter 12-192: Sheet late from BB	no. of faults	RW	TELatefromBBentrySFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-192-	1.521		
604-863	Fault Counter 12-193: Trail edge late from	no. of faults	RW	TELateInserterTabSnrFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-193-	1.521		
604-864	Fault Counter 12-194: Lead edge late to Inserter Pick Up Sensor	no. of faults	RW	LeadedgelatetoInserterPickUpSFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-194-00: Lead edge late to	1.521		
604-865	Fault Counter 12-196: Trail edge late from Inserter Tray Pick Up Sensor	no. of faults	RW	TELatefromInserterPickUpSFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-196-00: Trail edge late from	1.521		
604-866	Fault Counter 12-198: Stray sheet is detected after jam clearance	no. of faults	RW	FinStraySheetFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-198-00: Stray sheet is	1.521		
604-867	Fault Counter 12-199: Unexpected Sheet at Finisher Entry	no. of faults	RW	UnexpectedSheetatFinEntFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-199-00: Unexpected Sheet	1.521		
604-868	Fault Counter 12-273: Offset Unit Init Fault	no. of faults	RW	OffsetUnitInitFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-273-00: Offset Unit Init	1.521		

604-869	Fault Counter 12-274: Offset Unit Home Fault	no. of faults	RW	OffsetUnitHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-274-00: Offset Unit Home	1.521		
604-870	Fault Counter 12-275: Offset Unit Home	no. of faults	RW	OffsetUnitHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-275-	1.521		
604-871	Fault Counter 12-276: Offset Unit Away	no. of faults	RW	OffsetUnitAwayHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-276-	1.521		
604-872	Fault Counter 12-277: Offset Unit Away	no. of faults	RW	OffsetUnitAwayHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-277-	1.521		
604-873	Fault Counter 12-288: Nip Split Failure	no. of faults	RW	NipSplitFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-288-	1.521		
604-874	Fault Counter 12-289: Nip Home Failure	no. of faults	RW	NipHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-289-	1.521		
604-875	Fault Counter 12-310: Finisher Undocked	no. of faults	RW	FinUndockedDuringRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-310-	1.521		
604-876	Fault Counter 12-312: Top Cover Open in Run	no. of faults	RW	TopCoverOpeninRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-312-00: Top Cover Open in	1.521		
604-877	Fault Counter 12-313: Finisher Door Open	no. of faults	RW	FinDoorOpenInRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-313-	1.521		
604-878	Fault Counter 12-316: Inserter Top Cover	no. of faults	RW	InserterTopCoverOpenInRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-316-	1.521		
604-879	Fault Counter 12-317: Trifold Cover Open In Run	no. of faults	RW	TrifoldCoverOpenInRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-317-00: Trifold Cover Open	1.521		
604-880	Fault Counter 12-318: Trifold Front Door Open In Run	no. of faults	RW	TrifoldFDDoorOpenInRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-318-00: Trifold Front Door	1.521		
604-881	Fault Counter 12-319: Inserter Hand Door Open In run	no. of faults	RW	InserterHandDoorOpenInRFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-319-00: Inserter Hand Door	1.521		
604-882	Fault Counter 12-340: Compiler Home Fault	no. of faults	RW	CompHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-340-00: Compiler Home	1.521		
604-883	Fault Counter 12-341: Compiler Out Fault	no. of faults	RW	CompOutFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-341-	1.521		
604-884	Fault Counter 12-342: Compiler Move	no. of faults	RW	CompMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-342-	1.521		
604-885	Fault Counter 12-371: Stapler Move Fault	no. of faults	RW	StapleMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-371-	1.521		
604-886	Fault Counter 12-372: Stapler Home Fault	no. of faults	RW	StapleHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-372-00: Stapler Home Fault	1.521		
604-887	Fault Counter 12-373: Stapler Middle	no. of faults	RW	StapleMiddleHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-373-	1.521		
604-888	Fault Counter 12-374: Stapler Middle	no. of faults	RW	StapleMiddleMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-374-	1.521		
604-889	Fault Counter 12-375: Stapler Jaw Home	no. of faults	RW	StapleJawHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-375-	1.521		
604-890	Fault Counter 12-376: Stapler Jaw Move	no. of faults	RW	StapleJawMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-376-	1.521		
604-891	Fault Counter 12-377: Stapler Priming Fault	no. of faults	RW	StaplePrimingFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-377-00: Stapler Priming	1.521		
604-892	Fault Counter 12-378: LCSS Stapler index	no. of faults	RW	LCSSStapleIndexFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-378-	1.521		
604-893	Fault Counter 12-380: Punch Unit Side	no. of faults	RW	PunchUnitSideEdgeDetectFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-380-	1.521		
604-894	Fault Counter 12-383: Back Stop Home	no. of faults	RW	BackStopHomeFFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-383-	1.521		
604-895	Fault Counter 12-384: Tamper Home Fault	no. of faults	RW	TampHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-384-	1.521		
604-896	Fault Counter 12-392: Front Tamper Move	no. of faults	RW	FTampMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-392-	1.521		
604-897	Fault Counter 12-393: Front Tamper	no. of faults	RW	FTampHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-393-	1.521		
604-898	Fault Counter 12-394: Front Tamper Away	no. of faults	RW	FTampAwayFromHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-394-	1.521		
604-899	Fault Counter 12-395: Front Tamper Away	no. of faults	RW	FTampAwayFromHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-395-	1.521		
604-900	Fault Counter 12-396: Rear Tamper Move	no. of faults	RW	RTampMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-396-	1.521		
604-901	Fault Counter 12-397: Rear Tamper Home	no. of faults	RW	RTampHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-397-	1.521		
604-902	Fault Counter 12-398: Rear Tamper Away	no. of faults	RW	RTampAwayFromHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-398-	1.521		
604-903	Fault Counter 12-399: Rear Tamper Away	no. of faults	RW	RTampAwayFromHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-399-	1.521		
604-904	Fault Counter 12-403: Booklet Staple	no. of faults	RW	BMStapleHead2MvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-403-	1.521		
604-905	Fault Counter 12-411: Booklet Stapler	no. of faults	RW	BMStapleHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-411-	1.521		
604-906	Fault Counter 12-413: Booklet Staple	no. of faults	RW	BMStapleHead2HomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-413-	1.521		
604-907	Fault Counter 12-414: Booklet Stapler Not	no. of faults	RW	BMStapleNotHomeForInFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-414-	1.521		
604-908	Fault Counter 12-415: Roll Gate Home	no. of faults	RW	RollGateHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-415-	1.521		
604-909	Fault Counter 12-416: Crease Blade Home Fault	no. of faults	RW	CreaseBladeHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-416-00: Crease Blade	1.521		
604-910	Fault Counter 12-417: Booklet Maker	no. of faults	RW	BMFlapperHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-417-	1.521		
604-911	Fault Counter 12-418: Booklet Maker	no. of faults	RW	BMFlappermvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-418-	1.521		
604-912	Fault Counter 12-419: Booklet Maker	no. of faults	RW	BMTamp2HomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-419-	1.521		

604-913	Fault Counter 12-420: Booklet Maker	no. of faults	RW	BMTamp2MvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-420-	1.521		
604-914	Fault Counter 12-440: Paper Pusher	no. of faults	RW	PapPushHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-440-	1.521		
604-915	Fault Counter 12-441: Paper Pusher	no. of faults	RW	PapPushHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-441-	1.521		
604-916	Fault Counter 12-442: Paper Pusher Away	no. of faults	RW	PapPushAwayHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-442-	1.521		
604-917	Fault Counter 12-443: Paper Pusher Away	no. of faults	RW	PapPushAwayHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-443-	1.521		
604-918	Fault Counter 12-450: Ejector Module	no. of faults	RW	EjectModMotorStallFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-450-	1.521		
604-919	Fault Counter 12-451: Ejector Plate Motor	no. of faults	RW	EjectPlateMotorStallFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-451-	1.521		
604-920	Fault Counter 12-452: Ejector Plate Home	no. of faults	RW	EjectPlateHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-452-	1.521		
604-921	Fault Counter 12-453: Ejector Plate Move	no. of faults	RW	EjectPlateMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-453-	1.521		
604-922	Fault Counter 12-454: Lower Paddle Home	no. of faults	RW	LwrPaddHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-454-	1.521		
604-923	Fault Counter 12-455: Lower Paddle Move	no. of faults	RW	LwrPaddMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-455-	1.521		
604-924	Fault Counter 12-456: Ejector Module Home Fault	no. of faults	RW	EjectModHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-456-00: Ejector Module Home Fault	1.521		
604-925	Fault Counter 12-457: Ejector Module Home Move Fault	no. of faults	RW	EjectModHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-457-00: Ejector Module	1.521		
604-926	Fault Counter 12-458: Ejector Module Out	no. of faults	RW	EjectModOutPosFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-458-	1.521		
604-927	Fault Counter 12-459: Ejector Module Out Position Move Fault	no. of faults	RW	EjectModOutPosMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-459-00: Ejector Module	1.521		
604-928	Fault Counter 12-460: Stacker Bin 1 Motor Stall	no. of faults	RW	StackBin1MotorStallFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-460-00: Stacker Bin 1	1.521		
604-929	Fault Counter 12-461: Stacker Bin 1 Level Fault	no. of faults	RW	StackBin1LevelFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-461-00: Stacker Bin 1Level Fault	1.521		
604-930	Fault Counter 12-462: Stacker Bin 1 Elevator Failure	no. of faults	RW	StackBin1ElevatorFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-462-00: Stacker Bin 1 Elevator Failure	1.521		
604-931	Fault Counter 12-463: Booklet Maker Power Not Present Fault	no. of faults	RW	BMPwrNotPresentFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-463-00: Booklet Maker	1.521		
604-932	Fault Counter 12-464: Booklet Maker Power Fault	no. of faults	RW	BMPwrFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-464-00: Booklet Maker	1.521		
604-933	Fault Counter 12-465: Paddle Upper Position Fault	no. of faults	RW	PaddUpprPosFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-465-00: Paddle Upper	1.521		
604-934	Fault Counter 12-466: Paddle Upper Position Move Fault	no. of faults	RW	PaddUpprPosMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-466-00: Paddle Upper	1.521		
604-935	Fault Counter 12-467: Paddle Lower Position Fault	no. of faults	RW	PaddLwrPosFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-467-00: Paddle Lower	1.521		
604-936	Fault Counter 12-468: Paddle Lower Position Move Fault	no. of faults	RW	PaddLwrPosMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-468-00: Paddle Lower	1.521		
604-937	Fault Counter 12-469: Curl Suppressor Home Fault	no. of faults	RW	CurlSupprHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-469-00: Curl Suppressor	1.521		
604-938	Fault Counter 12-470: Curl Suppressor Move Fault	no. of faults	RW	CurlSupprMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-470-00: Curl Suppressor	1.521		
604-939	Fault Counter 12-471: Curl Suppressor	no. of faults	RW	CurlSupprAwayPosFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-471-	1.521		
604-940	Fault Counter 12-472: Curl Suppressor	no. of faults	RW	CurlSupprAwayPosMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-472-	1.521		
604-941	Fault Counter 12-473: Pressing Motor Init	no. of faults	RW	PressMotorInitFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-473-	1.521		
604-942	Fault Counter 12-474: Pressing Motor Init	no. of faults	RW	PressMotorInitMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-474-	1.521		
604-943	Fault Counter 12-475: Pressing Motor Home Fault	no. of faults	RW	PressMotorHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-475-00: Pressing Motor	1.521		

604-944	Fault Counter 12-476: Pressing Motor Home Move Fault	no. of faults	RW	PressMotorHomeMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-476-00: Pressing Motor	1.521		
604-945	Fault Counter 12-477: Pressing Motor Out Position Fault	no. of faults	RW	PressMotorOutPosFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-477-00: Pressing Motor Out	1.521		
604-946	Fault Counter 12-478: Pressing Motor Out Position Move Fault	no. of faults	RW	PressMtrOutPosMvFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-478-00: Pressing Motor Out	1.521		
604-947	Fault Counter 12-479: Insert Sheet Too Short	no. of faults	RW	InsShitTooShortFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-479-00: Insert Sheet Too	1.521		
604-951	Total no. of Black and Color Duplex (Copy sheets +	Stores the count when	ND		NVMBillingCounter	byteArray	No		1.810		
604-952	Total no. of Black and Color Simplex (Copy sheets +	Stores the count when	ND		NVMBillingCounter	byteArray	No		1.810		
604-953	Total no. of Black simplex and duplex (Copy sheets + Print Sheets , including Blank and Banner Sheets	Stores the count when traditional billing	ND		NVMBillingCounter	byteArray	No		1.810		
604-954	Total number of (embedded Fax Images Successfully Sent and Scanned Image using Platen	Stores the count when traditional billing	ND		NVMBillingCounter	byteArray	No		1.810		
604-979	Finisher Hole Punch Configuration		RW	HolePunchConfiguration	NVMConfiguration	shortNatural	No		1.299		
604-979	Finisher Hole Punch Configuration	Corvo and Kiska uses finisher NVM 763-605	RW	HolePunchConfiguration	NVMConfiguration	shortNatural	No		1.769		
604-980	Fault Counter 12-762-00: Cannot communicate with finisher.	no. of faults	RW	ImeFinCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-762-00: Cannot communicate with	1.521		
604-981	Fault Counter 12-764-00: Finisher is not present.	no. of faults	RW	ImeFinMissingFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-764-00: Finisher is not present.	1.521		
604-995	Fault Counter 12-492-00: CDI communications failure with finisher.	no. of faults	RW	FINISHERCDICOMMSFAILFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-492-00: CDI communications failure	1.521		
604-996	Fault Counter 12-493-00: Finisher failure to Cycle Up in time	no. of faults	RW	FINISHERFAILCYCLEUPFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-493-00: Finisher failure to Cycle Up in time	1.521		
604-997	Fault Counter 12-494-00: Finisher failure to return prep time	no. of faults	RW	FINISHERFAILPREPTIMEFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-494-00: Finisher failure to	1.521		
604-998	Fault Counter 12-100-00: Finisher Late to Entry Sensor	no. of faults	RW	DfFnlinkLateToEntry	NVMFaultCounter	shortNatural	No	Fault Counter:12-100-00: Finisher Late to	1.521		
604-999	Fault Counter 12-102-00: Late IME Exit	no. of faults	RW	DfFnlinkLateImeExit	NVMFaultCounter	shortNatural	No	Fault Counter:12-102-00: Late IME Exit	1.521		
605-011	Counter-MFPRINTLargeSheets		ND		NVMBillingCounter	byteArray	No	Billing Counter:31: Black Printed Large Sheets	1.799		
605-015	Counter-PrintIFAXJobs		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:48: Total	1.799		
605-025	Counter-MFPRINTLargeColorSheets		ND		NVMBillingCounter	byteArray	No	Billing Counter:34: Color Printed Large	1.799		
605-027	Counter-MFPRINTSuccessfulFaxImagesReceived		ND		NVMBillingCounter	byteArray	No	Billing Counter:12: Internet Fax	1.799		
606-003	Tray 1 Media Weight		RW	Tray 1 Media Weight	NVMSAKOSetting	shortNatural	No		1.042		
606-005	Tray 1 Priority		RW	Tray 1 Priority	NVMSAKOSetting	shortNatural	No		1.730		
606-006	Tray 1 Width	Range and default size in	RW	Tray 1 Width	NVMSAKOSetting	natural	No		1.333		
606-006	Tray 1 Width	Range and default size in	RW	Tray 1 Width	NVMSAKOSetting	natural	No		1.380		
606-006	Tray 1 Width	Range and default size in	RW	Tray 1 Width	NVMSAKOSetting	natural	No		1.488		
606-006	Tray 1 Width	Range and default size in	RW	Tray 1 Width	NVMSAKOSetting	natural	No		1.495		
606-006	Tray 1 Width	Range and default size in	RW	Tray 1 Width	NVMSAKOSetting	natural	No		1.696		



606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.333		
606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.380		
606-007	Tray 1 Length	Range and default size in mm	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.629		
606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.495		
606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.568		
606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.696		
606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.787		
606-007	Tray 1 Length	Range and default size in	RW	Tray 1 Length	NVMSAKOSetting	natural	No		1.804		
606-023	Tray 2 Media Weight		RW	Tray 2 Media Weight	NVMSAKOSetting	shortNatural	No		1.042		
606-025	Tray 2 Priority		RW	Tray 2 Priority	NVMSAKOSetting	shortNatural	No		1.730		
606-026	Tray 2 Width		RW	Tray 2 Width	NVMSAKOSetting	natural	No		1.253		
606-026	Tray 2 Width	Range and default size in	RW	Tray 2 Width	NVMSAKOSetting	natural	No		1.380		
606-026	Tray 2 Width	Range and default size in	RW	Tray 2 Width	NVMSAKOSetting	natural	No		1.640		
606-026	Tray 2 Width		RW	Tray 2 Width	NVMSAKOSetting	natural	No		1.495		
606-026	Tray 2 Width		RW	Tray 2 Width	NVMSAKOSetting	natural	No		1.696		
606-026	Tray 2 Width	Range and default size in	RW	Tray 2 Width	NVMSAKOSetting	natural	No		1.787		
606-027	Tray 2 Length	Range and default size in	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.253		
606-027	Tray 2 Length	Range and default size in mm	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.380		
606-027	Tray 2 Length	Range and default size in	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.640		
606-027	Tray 2 Length	Range and default size in	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.495		
606-027	Tray 2 Length	Range and default size in	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.568		
606-027	Tray 2 Length	Range and default size in	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.696		
606-027	Tray 2 Length	Range and default size in mm	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.787		
606-027	Tray 2 Length	Range and default size in mm	RW	Tray 2 Length	NVMSAKOSetting	natural	No		1.804		
606-032	Tray 2 Usage: Standard Tray / Envelope	specialMaterials = 0,	RW	Tray 2 Usage:Standard/Envelope	NVMSAKOSetting	shortNatural	No		1.524		
606-043	Tray 3 Media Weight		RW	Tray 3 Media Weight	NVMSAKOSetting	shortNatural	No		1.042		
606-045	Tray 3 Priority		RW	Tray 3 Priority	NVMSAKOSetting	shortNatural	No		1.730		
606-045	Tray 3 Priority		RW	Tray 3 Priority	NVMSAKOSetting	shortNatural	No		1.462		
606-045	Tray 3 Priority		RW	Tray 3 Priority	NVMSAKOSetting	shortNatural	No		1.507		
606-045	Tray 3 Priority		RW	Tray 3 Priority	NVMSAKOSetting	shortNatural	No		1.561		
606-046	Tray 3 Width	Range and default size in mm	RW	Tray 3 Width	NVMSAKOSetting	natural	No		1.042		
606-046	Tray 3 Width	Range and default size in	RW	Tray 3 Width	NVMSAKOSetting	natural	No		1.380	Yes	
606-046	Tray 3 Width	Range and default size in	RW	Tray 3 Width	NVMSAKOSetting	natural	No		1.495		

606-046	Tray 3 Width	Range and default size in	RW	Tray 3 Width	NVMSAKOSetting	natural	No		1.787		
606-047	Tray 3 Length	Range and default size in	RW	Tray 3 Length	NVMSAKOSetting	natural	No		1.615		
606-047	Tray 3 Length	Range and default size in	RO	Tray 3 Length	NVMSAKOSetting	natural	No		1.380	Yes	
606-047	Tray 3 Length	Range and default size in	RW	Tray 3 Length	NVMSAKOSetting	natural	No		1.495		
606-047	Tray 3 Length	Range and default size in	RW	Tray 3 Length	NVMSAKOSetting	natural	No		1.787		
606-047	Tray 3 Length	Range and default size in	RW	Tray 3 Length	NVMSAKOSetting	natural	No		1.804		
606-049	Tray 3 User Type	0 = TAFixed 1 = TAAadjustableAll	RW	Tray 3 User Type	NVMSAKOSetting	shortNatural	No		1.448		
606-063	Tray 4 Media Weight		RW	Tray 4 Media Weight	NVMSAKOSetting	shortNatural	No		1.042		
606-065	Tray 4 Priority		RW	Tray 4 Priority	NVMSAKOSetting	shortNatural	No		1.730		
606-065	Tray 4 Priority		RW	Tray 4 Priority	NVMSAKOSetting	shortNatural	No		1.462		
606-065	Tray 4 Priority		RW	Tray 4 Priority	NVMSAKOSetting	shortNatural	No		1.507		
606-066	Tray 4 Width	Range and default size in	RW	Tray 4 Width	NVMSAKOSetting	natural	No		1.042		
606-066	Tray 4 Width	Range and default size in	RW	Tray 4 Width	NVMSAKOSetting	natural	No		1.380	Yes	
606-066	Tray 4 Width	Range and default size in	RW	Tray 4 Width	NVMSAKOSetting	natural	No		1.495		
606-066	Tray 4 Width	Range and default size in	RW	Tray 4 Width	NVMSAKOSetting	natural	No		1.787		
606-067	Tray 4 Length	Range and default size in mm	RW	Tray 4 Length	NVMSAKOSetting	natural	No		1.615		
606-067	Tray 4 Length	Range and default size in	RW	Tray 4 Length	NVMSAKOSetting	natural	No		1.380	Yes	
606-067	Tray 4 Length	Range and default size in mm	RW	Tray 4 Length	NVMSAKOSetting	natural	No		1.495		
606-067	Tray 4 Length	Range and default size in mm	RW	Tray 4 Length	NVMSAKOSetting	natural	No		1.787		
606-067	Tray 4 Length	Range and default size in mm	RW	Tray 4 Length	NVMSAKOSetting	natural	No		1.804		
606-069	Tray 4 User Type	0 = TAFixed 1 = TAAadjustableAll	RW	Tray 4 User Type	NVMSAKOSetting	shortNatural	No		1.380		
606-083	Tray 5 Media Weight		RW	Tray 5 Media Weight	NVMSAKOSetting	shortNatural	No		1.042		
606-084	Tray 5 Direct Select	TSDirectOnly = 0, TSDirectAndAuto = 1	RW	Tray 5 Direct Select	NVMSAKOSetting	shortNatural	No		1.380		
606-085	Tray 5 Priority		RW	Tray 5 Priority	NVMSAKOSetting	shortNatural	No		1.793		
606-085	Tray 5 Priority Note: Tray 5 is manual feed slot on		RW	Tray 5 Priority	NVMSAKOSetting	shortNatural	No		1.814		
606-086	Tray 5 Width	Range and default size in mm	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.332		
606-086	Tray 5 Width	Range and default size in mm	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.380		
606-086	Tray 5 Width	Range and default size in	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.495		
606-086	Tray 5 Width	Range and default size in	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.629		
606-086	Tray 5 Width	Range and default size in	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.629		
606-086	Tray 5 Width	Range and default size in mm	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.700		
606-086	Tray 5 Width	Range and default size in mm	RW	Tray 5 Width	NVMSAKOSetting	natural	No		1.793		
606-087	Tray 5 Length	Range and default size in mm	RW	Tray 5 Length	NVMSAKOSetting	natural	No		1.332		
606-087	Tray 5 Length	Range and default size in mm	RW	Tray 5 Length	NVMSAKOSetting	natural	No		1.380		
606-087	Tray 5 Length	Range and default size in mm	RW	Tray 5 Length	NVMSAKOSetting	natural	No		1.495		
606-087	Tray 5 Length	Range and default size in mm	RW	Tray 5 Length	NVMSAKOSetting	natural	No		1.629		

606-087	Tray 5 Length	Range and default size in mm	RW	Tray 5 Length	NVMSAKOSetting	natural	No		1.675		
606-087	Tray 5 Length	Range and default size in mm	RW	Tray 5 Length	NVMSAKOSetting	natural	No		1.793		
606-088	Tray 5 Percent Full		RW	Tray 5 Percent Full	NVMSAKOSetting	shortNatural	No		1.016		
606-089	Tray 5 User Type	TAFixed = 0,	RW	Tray 5 User Type	NVMSAKOSetting	shortNatural	No		1.793		
606-103	Tray 6 Media Weight		RW	Tray 6 Media Weight	NVMSAKOSetting	shortNatural	No		1.042		
606-104	Tray 6 Direct Select	TSDirectOnly = 0,	RW	Tray 6 Direct Select	NVMSAKOSetting	shortNatural	No		1.340		
606-105	Tray 6 Priority		RW	Tray 6 Priority	NVMSAKOSetting	shortNatural	No		1.793		
606-105	Tray 6 Priority		RW	Tray 6 Priority	NVMSAKOSetting	shortNatural	No		1.380		
606-106	Tray 6 Width	Range and default size in mm	RW	Tray 6 Width	NVMSAKOSetting	natural	No		1.253		
606-106	Tray 6 Width	Range and default size in mm	RW	Tray 6 Width	NVMSAKOSetting	natural	No		1.610	Yes	
606-106	Tray 6 Width	Range and default size in mm	RW	Tray 6 Width	NVMSAKOSetting	natural	No		1.610	Yes	
606-106	Tray 6 Width Note: In Melody tray 6 is Optional HCF 2	Range and default size in mm	RW	Tray 6 Width	NVMSAKOSetting	natural	No		1.793		
606-107	Tray 6 Length	Range and default size in mm	RW	Tray 6 Length	NVMSAKOSetting	natural	No		1.042		
606-107	Tray 6 Length	Range and default size in mm	RW	Tray 6 Length	NVMSAKOSetting	natural	No		1.610	Yes	
606-107	Tray 6 Length	Range and default size in mm	RW	Tray 6 Length	NVMSAKOSetting	natural	No		1.610	Yes	
606-107	Tray 6 Length	Range and default size in mm	RW	Tray 6 Length	NVMSAKOSetting	natural	No		1.793		
606-109	Tray 6 User Type	TAFixed = 0,	RW	Tray 6 User Type	NVMSAKOSetting	shortNatural	No		1.793		
606-109	Tray 6 User Type	TAFixed = 0,	RW	Tray 6 User Type	NVMSAKOSetting	shortNatural	No		1.268		
606-109	Tray 6 User Type	TAFixed = 0,	RW	Tray 6 User Type	NVMSAKOSetting	shortNatural	No		1.610		
606-121	Tray 7 Media Type	MTStandard = 0,	RW	Tray 7 Media Type	NVMSAKOSetting	shortNatural	No		1.670		
606-122	Tray 7 Media Color	MCWhite = 0,	RW	Tray 7 Media Color	NVMSAKOSetting	shortNatural	No		1.670		
606-123	Tray 7 Media Weight		RW	Tray 7 Media Weight	NVMSAKOSetting	shortNatural	No		1.268		
606-123	Tray 7 Media Weight		RW	Tray 7 Media Weight	NVMSAKOSetting	shortNatural	No		1.670		
606-124	Tray 7 Direct Select	TSDirectOnly = 0,	RW	Tray 7 Direct Select	NVMSAKOSetting	shortNatural	No		1.793		
606-125	Tray 7 Priority		RW	Tray 7 Priority	NVMSAKOSetting	shortNatural	No		1.380		
606-125	Tray 7 Priority		RW	Tray 7 Priority	NVMSAKOSetting	shortNatural	No		1.670		
606-125	Tray 7 Priority		RW	Tray 7 Priority	NVMSAKOSetting	shortNatural	No		1.793		
606-126	Tray 7 Width	Range and default size in mm	RW	Tray 7 Width	NVMSAKOSetting	natural	No		1.380		
606-126	Tray 7 Width Note : In FX product, this Tray 7 NVM's is	Range and default size in mm	RW	Tray 7 Width	NVMSAKOSetting	natural	No		1.670		
606-126	Tray 7 Width	Range and default size in mm	RW	Tray 7 Width	NVMSAKOSetting	natural	No		1.696		
606-126	Tray 7 Width	Range and default size in mm	RW	Tray 7 Width	NVMSAKOSetting	natural	No		1.793		
606-127	Tray 7 Length	Range and default size in mm	RW	Tray 7 Length	NVMSAKOSetting	natural	No		1.380		
606-127	Tray 7 Length Note : In FX product, this Tray 7 NVM's is	Range and default size in mm	RW	Tray 7 Length	NVMSAKOSetting	natural	No		1.670		
606-127	Tray 7 Length Note : In FX product, this Tray 7 NVM's is used by 3TM tray config for Tray 3 setting.	Range and default size in mm	RW	Tray 7 Length	NVMSAKOSetting	natural	No		1.696		
606-127	Tray 7 Length Note : In Melody, tray 7 is Optional HCF 3	Range and default size in mm	RW	Tray 7 Length	NVMSAKOSetting	natural	No		1.793		

606-128	Tray 7 Percent Full Note : In FX product, this Tray 7 NVM's is used by 3TM tray config for Tray 3 setting. TTM tray config will use the Tray 3 NVM similar to other products.		RW	Tray 7 Percent Full	NVMSAKOSetting	shortNatural	No		1.670		
606-129	Tray 7 User Type	TAFixed = 0, TAAdjustableAll = 1,	RW	Tray 7 User Type	NVMSAKOSetting	shortNatural	No		1.380		
606-129	Tray 7 User Type	TAFixed = 0,	RW	Tray 7 User Type	NVMSAKOSetting	shortNatural	No		1.793		
606-130	Tray 7 Modulus Note : In FX product, this Tray 7 NVM's is		RW	Tray 7 Modulus	NVMSAKOSetting	shortNatural	No		1.670		
606-131	Tray 7 Modulus Position Note : In FX product, this Tray 7 NVM's is		RW	Tray 7 Modulus Position	NVMSAKOSetting	shortNatural	No		1.670		
606-141	Tray 8 Media Type	MTStandard = 0,	RW	Tray 8 Media Type	NVMSAKOSetting	shortNatural	No		1.670		
606-142	Tray 8 Media Color Note : In FX product, this Tray 8 NVM's is	MCWhite = 0, MCGreen = 1,	RW	Tray 8 Media Color	NVMSAKOSetting	shortNatural	No		1.670		
606-143	Tray 8 Media Weight Note : In FX product, this Tray 8 NVM's is		RW	Tray 8 Media Weight	NVMSAKOSetting	shortNatural	No		1.670		
606-144	Tray 8 Direct Select Note : In FX product, this Tray 8 NVM's is	TSDirectOnly = 0, TSDirectAndAuto = 1	RW	Tray 8 Direct Select	NVMSAKOSetting	shortNatural	No		1.793		
606-145	Tray 8 Priority		RW	Tray 8 Priority	NVMSAKOSetting	shortNatural	No		1.670		
606-145	Tray 8 Priority Note : In Melody, Tray 8 is Optional HCF 4		RW	Tray 8 Priority	NVMSAKOSetting	shortNatural	No		1.793		
606-146	Tray 8 Width	Range and default size in	RW	Tray 8 Width	NVMSAKOSetting	natural	No		1.670		
606-146	Tray 8 Width	Range and default size in	RW	Tray 8 Width	NVMSAKOSetting	natural	No		1.696		
606-146	Tray 8 Width Note : In Melody, Tray 8 is Optional HCF 4	Range and default size in mm	RW	Tray 8 Width	NVMSAKOSetting	natural	No		1.793		
606-147	Tray 8 Length Note : In FX product, this Tray 8 NVM's is	Range and default size in mm	RW	Tray 8 Length	NVMSAKOSetting	natural	No		1.670		
606-147	Tray 8 Length Note : In FX product, this Tray 8 NVM's is	Range and default size in mm	RW	Tray 8 Length	NVMSAKOSetting	natural	No		1.696		
606-147	Tray 8 Length	Range and default size in	RW	Tray 8 Length	NVMSAKOSetting	natural	No		1.793		
606-148	Tray 8 Percent Full Note : In FX product, this Tray 8 NVM's is used by 3TM tray config for Tray 4 setting. TTM tray config will use the Tray 4 NVM similar to other products.		RW	Tray 8 Percent Full	NVMSAKOSetting	shortNatural	No		1.670		
606-149	Tray 8 User Type	TAFixed = 0,	RW	Tray 8 User Type	NVMSAKOSetting	shortNatural	No		1.793		
606-150	Tray 8 Modulus Note : In FX product, this Tray 8 NVM's is		RW	Tray 8 Modulus	NVMSAKOSetting	shortNatural	No		1.670		
606-151	Tray 8 Modulus Position Note : In FX product, this Tray 8 NVM's is		RW	Tray 8 Modulus Position	NVMSAKOSetting	shortNatural	No		1.670		
606-190	Plain Large Sheets Used Total of large size Plain media sheets since activation date numLargePlainMedia	Plain Large Sheets Used Total of large size Plain media sheets since activation date numLargePlainMedia	ND	Plain Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:98: Plain Large Sheets Used	1.799		
606-191	Bond Large Sheets Used Total of large size Bond media sheets since activation date	Bond Large Sheets Used Total of large size Bond media sheets since	ND	Bond Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:99: Bond Large Sheets Used	1.799		

606-192	LetterHead Large Sheets Used Total of large size Leterhead media sheets	LetterHead Large Sheets Used	ND	LetterHead Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:100:	1.799		
606-193	Pre-Printed Large Sheets Used Total of large size Pre-Printed media	Pre-Printed Large Sheets Used	ND	Pre-Printed Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:101: Pre-	1.799		
606-199	Gloss Coating Large Sheets Used Total of large size Gloss Coating media	Gloss Coating Large Sheets Used	ND	Gloss Coating Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:108: Gloss	1.799		
606-205	Recycled Large Sheets Used Total of large size Recycled media sheets	Recycled Large Sheets Used	ND	Recycled Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:114: Recycled	1.799		
606-206	Hole Punched Large Sheets Used Total of large size Holepunched media	Hole Punched Large Sheets Used	ND	Hole Punched Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:115: Punched	1.799		
606-207	Other Paper Type Large Sheets Used Total of large size Other media (not	Other Paper Type Large Sheets Used	ND	Other Paper Type Large Sheets	NVMSystemUsageCounter	byteArray	No	System Usage Counter:116: Other	1.799		
606-209	Tabloid (11 x 17") Sheets Used Total of 11x17" sheets since activation	Tabloid (11 x 17") Sheets Used	ND	Tabloid Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:118: Tabloid	1.799		
606-214	12 x 18" Sheets Used	12 x 18" Sheets Used	ND	12 x 18 Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage	1.799		
606-215	12 x 19" Sheets Used Total of 12x19" sheets since activation	12 x 19" Sheets Used Total of 12x19" sheets	ND	12 x 19 Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:124: 12 x 19"	1.799		
606-218	A3 Sheets Used Total of A3 sheets since activation date numA3Sheets	A3 Sheets Used Total of A3 sheets since activation date	ND	A3 Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:127: A3 Sheets Used	1.061		
606-219	SRA3 Sheets Used	SRA3 Sheets Used	ND	SRA3 Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage	1.799		
606-249	All sheets fed from Tray #7	All sheets fed from Tray	ND	All sheets fed from Tray #7	NVMSystemUsageCounter	byteArray	No	System Usage	1.061		
606-250	All sheets fed from Tray #8	All sheets fed from Tray	ND	All sheets fed from Tray #8	NVMSystemUsageCounter	byteArray	No	System Usage	1.061		
606-269	Service Plan (Contract - with leaning mode	Sold = 0, Metered =	RO	Service Plan	NVMcontrolledAccess	shortNatural	No		1.790	Yes	Yes, as Text
606-399	SPARED (was Tray 7 Jams - Usage	Tray 7 Jams	ND	SPARE 606-399	NVMSystemUsageCounter	longNatural	No	System Usage	1.044		
606-400	Tray 8 Jams - Usage Counter	Tray 8 Jams	RO	Tray 8 Jams	NVMSystemUsageCounter	longNatural	No	System Usage	1.044		
606-403	Protocol comm faults counter	Protocol comm faults	RO	Protocol comm faults counter	NVMSystemUsageCounter	longNatural	No	System Usage	1.678		
606-483	Tray 7 (PPI) Feed Rolls life counter	Feeds - counted by	RW	Tray7FeedRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
606-488	Tray 6 (PFP) Feed Rolls life counter	Feeds - counted by	RW	Tray6FeedRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
606-493	Tray 7 (PPI) Feed Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray7FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
606-494	Tray 1 Feed Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray1FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
606-495	Tray 2 Feed Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray2FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
606-496	Tray 3 Feed Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray3FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
606-497	Tray 5 (MSI) Feed Rolls replacement counter	Replacements - incremented when user	RW	Tray5FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
606-498	Tray 6 (PFP) Feed Rolls replacements	Replacements - incremented when user resets life counter	RW	Tray6FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
606-513	Transfer Roller replacements	system increments counter	RO	XferRollReplacements	NVMSystemUsageCounter	natural	No	Unknown	1.265		
606-514	Transfer Belt replacements	system increments	RO	XferBeltReplacements	NVMSystemUsageCounter	natural	No	Unknown	1.799		
606-514	Transfer Belt Cleaner replacements	system increments counter	RO	BeltCleanerReplacements	NVMSystemUsageCounter	natural	No	Unknown	1.799		

606-516	SPDH Feed Roll Life Expectancy	Modifiable via DC131	RW	SPDHRollLife	NVMConfiguration	longNatural	No		1.434		
606-516	SPDH Feed Roll Life Expectancy	Modifiable via DC131	RW	SPDHRollLife	NVMConfiguration	longNatural	No		1.600		
606-516	ADF Roller- Forward Roller – Separation	Feeds - adjustable by	RW	SPDHRollLife	NVMConfiguration	longNatural	No		1.805		
606-517	Tray 7 (PPI) Feed Rolls Life Expectancy	Feeds - adjustable by CSE	RW	Tray7FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
606-518	Tray 1 Feed Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray1FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
606-518	Tray 1 Pick & Separator Roller life expectancy	Feeds - adjustable by CSE	RW	Tray1FeedRollsExpLife	NVMConfiguration	longNatural	No		1.805		
606-519	Tray 2 Feed Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray2FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
606-519	Tray 2 Pick & Separator Roller life expectancy	Feeds - adjustable by CSE	RW	Tray2FeedRollsExpLife	NVMConfiguration	longNatural	No		1.805		
606-520	Tray 3 Feed Rolls Life Expectancy	Feeds - adjustable by CSE	RW	Tray3FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
606-520	Tray 3 Pick & Separator Roller Life Expectancy	Feeds - adjustable by CSE	RW	Tray3FeedRollsExpLife	NVMConfiguration	longNatural	No		1.805		
606-521	Tray 5 (MSI) Feed Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray5FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
606-522	Tray 6 (PFP) Feed Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray6FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
606-523	Fuser Life Expectancy	Modifiable via DC131	RW	FuserLife	NVMConfiguration	longNatural	No		1.206		
606-523	Fuser Life Expectancy	Modifiable via DC131	RW	FuserLife	NVMConfiguration	longNatural	No		1.805		
606-527	Tray 7 (PPI) Feed Rolls install date	unix timedate - set when user resets count	ND	Tray7FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		
606-528	Tray 1 Feed Rolls install date	unix timedate - set when user resets count	ND	Tray1FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		
606-529	Tray 2 Feed Rolls install date	unix timedate - set when user resets count	ND	Tray2FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		
606-530	Tray 3 Feed Rolls install date	unix timedate - set when user resets count	ND	Tray3FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		
606-531	Tray 5 (MSI) Feed Rolls install date	unix timedate - set when user resets count	ND	Tray5FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		
606-532	Tray 6 (PFP) Feed Rolls install date	unix timedate - set when user resets count	ND	Tray6FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		
606-538	Label Enablement for T1 / T2	0=disabled 1=enabled	RW	T1/ T2 Label Enablement	NVMConfiguration	shortNatural	No		1.510		

606-540	Bias Transfer Roll Install Date	Bias Transfer Roller installation date	ND		NVMConfiguration	longNatural	No		1.667		
606-572	Fault Counter 12-098: FinisherFlashROMFailFC	no. of faults	RW	FinisherFlashROMFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-098-00:	1.521		
606-573	Fault Counter 12-099: FinisherCommErrorFC	no. of faults	RW	FinisherCommErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-099-00:	1.521		
606-578	Fault Counter 12-480:	no. of faults	RW	FinisherElevationDriveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-480-	1.521		
606-579	Fault Counter 12-481: FinisherPaperPressDriveFailFC	no. of faults	RW	FinisherPaperPressDriveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-481-00: FinisherPaperPressDriveFailFC	1.521		
606-580	Fault Counter 12-482: FinisherAlignPlateDriveFailFC	no. of faults	RW	FinisherAlignPlateDriveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-482-00: FinisherAlignPlateDriveFailFC	1.521		
606-581	Fault Counter 12-483: FinisherEjectRollerContactFailFC	no. of faults	RW	FinisherEjectRollerContactFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-483-00: FinisherEjectRollerContactFailFC	1.521		
606-582	Fault Counter 12-484: FinisherStorageBeltContactFailFC	no. of faults	RW	FinisherStorageBeltContactFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-484-00: FinisherStorageBeltContactFailFC	1.521		
606-583	Fault Counter 12-485: FinisherBundleEjectMotorFailFC	no. of faults	RW	FinisherBundleEjectMotorFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-485-00: FinisherBundleEjectMo	1.521		
606-604	Fault Counter 12-487: JamFinisherTransportAreaFC	no. of faults	RW	JamFinisherTransportAreaFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-487-00: JamFinisherTransport	1.521		
606-605	Fault Counter 12-488: JamFinisherUpperOutputTrayFC	no. of faults	RW	JamFinisherUpperOutputTrayFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-488-00: JamFinisherUpperOutp	1.521		
606-606	Fault Counter 12-489: JamFinisherStackerOutputTrayFC	no. of faults	RW	JamFinisherStackerOutputTrayFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-489-00: JamFinisherStackerOu	1.521		
606-607	Fault Counter 12-491: StaplerJamFC	no. of faults	RW	StaplerJamFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-491-00: StaplerJamFC	1.521		
606-629	IOTTOTALXCRUREPLACEMENTS_C This supports the AIF counter Color Drum Cartridge in Position R2		ND		NVMSystemUsageCounter	natural	No	System Usage Counter:342: Color Drum Cartridge in	1.799		
606-630	IOTTOTALXCRUREPLACEMENTS_M This supports the AIF counter Color Drum Cartridge in Position R3		ND		NVMSystemUsageCounter	natural	No	System Usage Counter:343: Color Drum Cartridge in	1.799		
606-631	IOTTOTALXCRUREPLACEMENTS_Y This supports the AIF counter Color Drum Cartridge in Position R4		ND		NVMSystemUsageCounter	natural	No	System Usage Counter:344: Color Drum Cartridge in	1.799		
606-787	Default is the version number of the Excel	Table Version used to	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.707		
606-787	Default is the version number of the Excel	Table Version used to	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.781		
606-787	Default is the version number of the Excel table used to create the NVM	Table Version used to create the NVM ie V1.234 = 1234	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.781		
606-787	Default is the version number of the Excel table used to create the NVM	Table Version used to create the NVM ie V1.234	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.781		

606-787	Default is the version number of the Excel table used to create the NVM	Table Version used to create the NVM ie V1.774 = 1774	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.800		
606-787	Default is the version number of the Excel table used to create the NVM	Table Version used to create the NVM ie V1.774 = 1774	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.800		
606-787	Default is the version number of the Excel table used to create the NVM	Table Version used to create the NVM ie V1.765 = 1765	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.816		
606-787	Default is the version number of the Excel table used to create the NVM	Table Version used to create the NVM ie V1.791 = 1791	RW	FS23.201 Table Version	NVMConfiguration	natural	No		1.807		
606-801	Fault Counter 12-444: Paper Pusher Switch Fault	no. of faults	RW	PapPusherSwitchFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-444-00: Paper Pusher	1.521		
606-806	Default Staple position (HVF only)	1 = Staple head moves to	RW	Default Staple Position	NVMSAKOSetting	shortNatural	No		1.189		
606-820	Number of Grams of toner in a Standard size cartridge - Burgundy	Grams	RW	TonerGramsStd	NVMConfiguration	natural	No		1.526		
606-821	Number of Grams of toner in a High Capacity cartridge - Burgundy	Grams	RW	TonerGramsHiCap	NVMConfiguration	natural	No		1.526		
606-821	Number of Grams of toner in a High Capacity cartridge - Barolo	Grams	RW	TonerGramsHiCap	NVMConfiguration	natural	No		1.526		
606-834	B4 Sheets Used Total of B4 sheets since activation date	B4 Sheets Used Total of B4 sheets since	ND	B4 Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:???: B4	1.799		
606-838	Number of Grams of toner in a Standard size cartridge - Yellow	Grams	RW	TonerGramsStdYellow	NVMConfiguration	natural	No		1.572		
606-839	Number of Grams of toner in a Standard size cartridge - Magenta	Grams	RW	TonerGramsStdMagenta	NVMConfiguration	natural	No		1.572		
606-840	Number of Grams of toner in a Standard size cartridge - Cyan	Grams	RW	TonerGramsStdCyan	NVMConfiguration	natural	No		1.572		
606-842	Number of Grams of toner in a High Capacity cartridge - Yellow	Grams	RW	TonerGramsHiCapYellow	NVMConfiguration	natural	No		1.572		
606-843	Number of Grams of toner in a High Capacity cartridge - Magenta	Grams	RW	TonerGramsHiCapMagenta	NVMConfiguration	natural	No		1.572		



606-844	Number of Grams of toner in a High Capacity cartridge - Cyan	Grams	RW	TonerGramsHiCapCyan	NVMConfiguration	natural	No		1.572		
606-845	Number of Grams of toner in a High Capacity cartridge - Black	Grams	RW	TonerGramsHiCapBlack	NVMConfiguration	natural	No		1.572		
606-867	Tray 1 Envelopes: Width	Range and default size in mm	RW	Tray 1 Envelopes: Width	NVMSAKOSetting	natural	No		1.354		
606-868	Tray 1 Envelopes: Length	Range and default size in mm	RW	Tray 1 Envelopes: Length	NVMSAKOSetting	natural	No		1.354		

606-874	Fault Counter 12-259-00: EJECTHOMESENSORONFAILCTR	no. of faults	RW	EjectHomeSensorONFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-259-00:EJECTHOMESENSORONFAILCTR	1.813		
606-875	Fault Counter 12-280-00: EJECTHOMESENSOROFFFAILCTR	no. of faults	RW	EjectHomeSensorOFFFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-280-00:EJECTHOMESENSOROFFFAILCTR	1.813		
606-876	Fault Counter 12-917-00: STACKERTRAYSTAPLESETOVERCOUN	no. of faults	RW	StackerTrayStapleSetOverCount	NVMFaultCounter	shortNatural	No	Fault Counter:12-917-00:STACKERTRAYST	1.521		
606-877	Fault Counter 12-928-00:	no. of faults	RW	ScratchSheetCompile	NVMFaultCounter	shortNatural	No	Fault Counter:12-928-	1.521		
606-878	Fault Counter 12-976-00: STAPLENGCTR	no. of faults	RW	StapleNG	NVMFaultCounter	shortNatural	No	Fault Counter:12-976-00:STAPLENGCTR	1.813		
606-879	Fault Counter 12-977-00:	no. of faults	RW	StaplerFeedReadyFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-977-	1.813		
606-880	Fault Counter 12-982-00:	no. of faults	RW	StackerLowerSafetyWarning	NVMFaultCounter	shortNatural	No	Fault Counter:12-982-	1.521		

606-881	Fault Counter 12-269-00: BOOKLETSSUBCPUCOMMFAILCTR	no. of faults	RW	BookletSubCPUCommFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-269-00:BOOKLETSSUBCPU COMMFAILCTR	1.813		
606-882	Fault Counter 12-111-00: H_XPORTENTSNROFFJAMCTR	no. of faults	RW	H_XportEntSnrOFFJam	NVMFaultCounter	shortNatural	No	Fault Counter:12-111-00:H_XPORTENTSNR OFFJAMCTR	1.521		

606-883	Fault Counter 12-249-00: BOOKLETFRONTSTAPLERFAILCTR	no. of faults	RW	BookletFrontStaplerFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-249-00:BOOKLETFRONTST	1.813		
606-884	Fault Counter 12-268-00: BOOKLETREARSTAPLERFAILCTR	no. of faults	RW	BookletRearStaplerFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-268-00:BOOKLETREARST	1.813		
606-885	Fault Counter 12-212-00: BOOKLETSTAPLEMOVEPOSI_SNRONF	no. of faults	RW	BookletStapleMovePosi_SnrONFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-212-00:BOOKLETSTAPLE	1.813		
606-886	Fault Counter 12-213-00:	no. of faults	RW	BookletStapleMovePosi_SnrOFFFail	NVMFaultCounter	shortNatural	No	Fault Counter:12-213-	1.813		
606-887	IBT Cleaner Install Date	System sets this upon new unit detection or confirmation	ND		NVMConfiguration	longNatural	No		1.751		
606-887	IBT Cleaner Install Date	System sets this upon	ND		NVMConfiguration	longNatural	No		1.751		
606-888	Second BTR Unit Install Date	System sets this upon	ND		NVMConfiguration	longNatural	No		1.751		
606-888	Second BTR Unit Install Date	System sets this upon new unit detection or confirmation	ND		NVMConfiguration	longNatural	No		1.751		
606-922	Number of Grams of toner in a Extra High Capacity cartridge - Burgundy	Grams	RW	TonerGramsExtraHiCap	NVMConfiguration	natural	No		1.526		
606-923	Number of Grams of toner in previous cartridge - Burgundy	Grams	RW	TonerGramsPrevious	NVMConfiguration	natural	No		1.526		
606-923	Number of Grams of toner in previous K	Grams	RW	TonerGramsPreviousK	NVMConfiguration	natural	No		1.572		
606-925	Number of Grams of toner in previous Y cartridge - Barolo Default is Starter cartridge Size	Grams	RW	TonerGramsPreviousY	NVMConfiguration	natural	No		1.572		
606-926	Number of Grams of toner in previous M	Grams	RW	TonerGramsPreviousM	NVMConfiguration	natural	No		1.572		

606-927	Number of Grams of toner in previous C	Grams	RW	TonerGramsPreviousC	NVMConfiguration	natural	No		1.572		
606-928	Fan Filter replacements	system increments counter	RO	FanFilterReplacements	NVMSystemUsageCounter	natural	No	System Usage Counter:???: FANFILTERREPLACEMENTS	1.799		
606-930	Counter-DualStapleFreeStapled		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter 10884: All dual Staple Free Staples	1.799		
606-931	Counter-StapleFreeStapledSheets		ND		NVMSystemUsageCounter	byteArray	No	System Usage Counter:10883: All	1.799		
606-932	Counter-All Uncollated StapleFreeStapled		ND		NVMSystemUsageCounter	byteArray	No	System Usage	1.799		
606-933	Counter-StapleFreeStapled2_15		ND		NVMSystemUsageCounter	byteArray	No	System Usage	1.799		
606-934	Total of 3xA4 Long Banner Sheet Used that is Larger than A3 Total of 3xA4 Long Banner Sheet Used since activation date	3xA4 Long Sheets Used that is Larger than A3 Total of Long 3xA4 sheets since activation date	ND	3xA4 Long Sheets	NVMSystemUsageCounter	byteArray	No		1.799		
606-935	Total of 4xA4 Long Banner Sheet Used	4xA4 Long Sheets Used	ND	4xA4 Long Sheets	NVMSystemUsageCounter	byteArray	No		1.799		
606-936	Total of 5xA4 Long Banner Sheet Used	5xA4 Long Sheets Used	ND	5xA4 Long Sheets	NVMSystemUsageCounter	byteArray	No		1.799		

606-937	Total of 6xA4 Long Banner Sheet Used that is Larger than A3 Total of 6xA4 Long Banner Sheet Used since activation date	6xA4 Long Sheets Used that is Larger than A3 Total of Long 6xA4 sheets since activation date	ND	6xA4 Long Sheets	NVMSystemUsageCounter	byteArray	No		1.799		
606-938	Total of Extra Long Black Banner Sheet made that is Larger than A3 Total of Extra Long Black Banner Sheet made since activation date	Black Banner Sheets Used that is Larger than A3 Total of Black Banner sheets since activation date	ND	Black Extra Long Sheets	NVMSystemUsageCounter	byteArray	No		1.799		

606-939	Total of Extra Long Color Banner Sheet Made that is Larger than A3 Total of Extra Long Color Banner Sheet Made since activation date	Color Banner Sheets Used that is Larger than A3 Total of Color Banner sheets since activation	ND	Color Extra Long Sheets	NVMSystemUsageCounter	byteArray	No		1.799		
606-940	Fault Counter 12-128: H-tra ExtSnrOnJamFaultCountFC	no.of times fault occurred	RW	H-tra ExtSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-128-00:	1.813		
606-941	Fault Counter 12-129: H-tra ExtSnrOnJamFaultCountFC	no.of times fault occurred	RW	S-tra ExtSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-129-00: H-tra	1.813		
606-942	Fault Counter 12-110: H-tra	no.of times fault occurred	RW	V-tra ExtSnrOnJamFaultCountFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-110-	1.813		
606-943	Fault Counter 12-355-00: STAPLELESSSUBCPUDOWNLOADMODEFAILFAULTCOUNT	no.of times fault occurred	RW	STAPLELESSCPUDOWNLOADMOD	NVMFaultCounter	shortNatural	No	Fault Counter:12-355-00: STAPLELESSSUBCPUDOWNLOADMODEFAILFAULTCOUNT	1.813		
606-944	Fault Counter 12-333-00:	no.of times fault occurred	RW	PUNCHCPUDOWNLOADMODEFAI	NVMFaultCounter	shortNatural	No	Fault Counter:12-333-	1.813		
606-945	Fault Counter 12-250-00:	no.of times fault occurred	RW	PUNCHSUBCPUCOMMFAILFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:12-250-	1.813		
606-946	Fault Counter 12-991-00: STAPLELESSSUBCPUCOMMUNICATIONFAILFAULTCOUNT	no.of times fault occurred	RW	STAPLELESSSUBCPUCOMMFAILFAULTCNT	NVMFaultCounter	shortNatural	No	Fault Counter:12-991-00: STAPLELESSSUBCPUCOMMUNICATIONFAILFAULT	1.813		

606-947	Fault Counter 12-990-00: HNSTAPLEFAILFAULTCOUNT	no.of times fault occurred	RW	HNSTAPLEFAILFAULTCOUNT	NVMFaultCounter	shortNatural	No	Fault Counter:12-990-00: HNSTAPLEFAILFAULT	1.813		
606-948	Fault Counter 13-210-00: BOOKLETSTAPLEMOVEPOSITIONSNRONFAILFAULTCOUNT	no.of times fault occurred	RW	BOOKLETSTAPLEMOVEPOSSNRONFAILFC	NVMFaultCounter	shortNatural	No	Fault Counter:13-210-00: BOOKLETSTAPLEMOVEPOSITIONSNRONFAILFAULT	1.813		
606-949	Fault Counter 13-211-00: BOOKLETSTAPLEMOVEPOSITIONSNROFFFAILFAULTCOUNT	no.of times fault occurred	RW	BOOKLETSTAPLEMOVEPOSSNRFFFAILFC	NVMFaultCounter	shortNatural	No	Fault Counter:13-210-00: BOOKLETSTAPLEMOVEPOSITIONSNROFFFAILFAULT	1.813		
606-950	Fault Counter 12-992-00: HN Stacker Stapler Move Position SNR ON Fail	no.of times fault occurred	RW	HNSTACKERSTAPLEMOVEPOSSNRONFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-992-00: HNSTACKERSTAPLEMOVEPOSSNRONFAULT	1.813		
606-951	Fault Counter 12-993-00: Stacker Stapler Move Position SNR OFF Fail	no.of times fault occurred	RW	STACKERSTAPLEMOVEPOSSNRFFFCC	NVMFaultCounter	shortNatural	No	Fault Counter:12-993-00: STACKERSTAPLEMOVEPOSSNRFFFFAULT	1.813		



606-952	No. of Print calibration attempts		RW	Print Calibration attempts	NVMSystemUsageCounter	natural	No		1.808		
606-953	No. of Copy calibration attempts		RW	Copy Calibration attempts	NVMSystemUsageCounter	natural	No		1.808		

606-954	Toner Darkness Control for Alexandra Mono Engines	1 (Lightest) to 10 (Darkest) Default = 8	RW	TonerDarknessCtrl	NVMSAKOSetting	shortNatural	No		1.797		
606-959	Bias Transfer Roller (BTR) Life Counter	Feeds - counted by system	RW	BTRLifeCount	NVMHFSICounter	longNatural	No		1.813		
606-960	Bias Transfer Roller (BTR) Life Expectancy	Modifiable via DC131	RW	BTRExpLife	NVMConfiguration	longNatural	No		1.805		
608-411	Fault Counter 12-370-00: Stapler End Home Failure	no. of faults	RW	Stapler End Home Failure	NVMFaultCounter	shortNatural	No	Fault Counter:12-370-00: Stapler End Home	1.521		
608-412	Fault Counter 12-369-00: Stapler Return End Home Failure	no. of faults	RW	Stapler Return End Home Failure	NVMFaultCounter	shortNatural	No	Fault Counter:12-369-00: Stapler Return End Home Failure	1.521		
608-413	Fault Counter 12-368-00: Punch Unit paper side edge 2 detecting failure	no. of faults	RW	Punch - side edge2 detect fail	NVMFaultCounter	shortNatural	No	Fault Counter:12-368-00: Punch Unit paper side edge 2 detecting failure	1.521		
608-414	Fault Counter 12-367-00: Punch Unit paper side edge 3 detecting failure	no. of faults	RW	Punch - side edge3 detect fail	NVMFaultCounter	shortNatural	No	Fault Counter:12-367-00: Punch Unit paper side edge 3 detecting failure	1.521		
608-565	Fault Counter 45-321-00:MK_Panel_NG	no. of faults	RW	MK_Panel_NG	NVMFaultCounter	shortNatural	No	Fault Counter:45-321-	1.254		
608-566	Fault Counter 45-322-00:MK_Pitch_NG	no. of faults	RW	MK_Pitch_NG	NVMFaultCounter	shortNatural	No	Fault Counter:45-322-	1.254		
608-567	Fault Counter 45-331-00:MK_MKIF_MSG_Reject	no. of faults	RW	MK_MKIF_MSG_Reject	NVMFaultCounter	shortNatural	No	Fault Counter:45-331-00:MK_MKIF_MSG_Reject	1.254		
608-568	Fault Counter 45-332-00:MK_MMIF_MSG_Reject	no. of faults	RW	MK_MMIF_MSG_Reject	NVMFaultCounter	shortNatural	No	Fault Counter:45-332-00:	1.254		
608-569	Fault Counter 45-350-00:MK_Emergency_Over_Wait	no. of faults	RW	MK_Emergency_Over_Wait	NVMFaultCounter	shortNatural	No	Fault Counter:45-350-00:	1.254		
608-570	Fault Counter 45-351-00:MK_Emergency_No_Timer	no. of faults	RW	MK_Emergency_No_Timer	NVMFaultCounter	shortNatural	No	Fault Counter:45-351-00:	1.254		
608-571	Fault Counter 45-352-00:MK_Emergency_Enforced_Stop	no. of faults	RW	MK_Emergency_Enforced_Stop	NVMFaultCounter	shortNatural	No	Fault Counter:45-352-00:	1.254		
608-572	Fault Counter 45-313-00:ENG_LOGIC_FAIL	no. of faults	RW	ENG_LOGIC_FAIL	NVMFaultCounter	shortNatural	No	Fault Counter:45-313-00:ENG_LOGIC_FAIL	1.254		
608-573	Fault Counter 72-108-00:Feed Out	no. of faults	RW	Feed Out Sensor2 On Jam_Tray3/4	NVMFaultCounter	shortNatural	No	Fault Counter:72-108-	1.254		
608-574	Fault Counter 72-109-00:Regi Sensor On	no. of faults	RW	Regi Sensor On Jam_Tray1-4	NVMFaultCounter	shortNatural	No	Fault Counter:72-109-	1.254		
608-575	Fault Counter 77-200-00:POB Sensor On	no. of faults	RW	POB Sensor On Jam	NVMFaultCounter	shortNatural	No	Fault Counter:77-200-	1.813		
608-576	Fault Counter 77-101-00:Regi Sensor Off Jam	no. of faults	RW	Regi Sensor Off Jam	NVMFaultCounter	shortNatural	No	Fault Counter:77-201-00: Regi Sensor Off Jam	1.813		
608-577	Fault Counter 77-202-00:Exit Sensor1 On	no. of faults	RW	Exit Sensor1 On Jam	NVMFaultCounter	shortNatural	No	Fault Counter:77-202-	1.254		
608-578	Fault Counter 77-203-00:Exit Sensor2 On	no. of faults	RW	Exit Sensor2 On Jam	NVMFaultCounter	shortNatural	No	Fault Counter:77-203-	1.254		

608-579	Fault Counter 77-204-00:Exit Sensor1 Off	no. of faults	RW	Exit Sensor1 Off Jam_Long	NVMFaultCounter	shortNatural	No	Fault Counter:77-204-	1.254		
608-580	Fault Counter 77-104-00:Exit Sensor1 Off	no. of faults	RW	Exit Sensor1 Off Jam_Short	NVMFaultCounter	shortNatural	No	Fault Counter:77-104-	1.813		
608-581	Fault Counter 77-105-00:Exit Sensor2 Off	no. of faults	RW	Exit Sensor2 Off Jam	NVMFaultCounter	shortNatural	No	Fault Counter:77-105-	1.813		
608-582	Fault Counter 77-131-00:Duplex Path	no. of faults	RW	Duplex Path Sensor On Jam	NVMFaultCounter	shortNatural	No	Fault Counter:77-131-	1.813		
608-583	Fault Counter 77-900-00:IOT Static Jam	no. of faults	RW	IOT Static Jam_Regi Sensor	NVMFaultCounter	shortNatural	No	Fault Counter:77-900-	1.813		
608-584	Fault Counter 77-903-00:IOT Static Jam	no. of faults	RW	IOT Static Jam_POB Sensor	NVMFaultCounter	shortNatural	No	Fault Counter:77-903-	1.813		
608-585	Fault Counter 77-901-00:IOT Static Jam	no. of faults	RW	IOT Static Jam_Exit Sensor1	NVMFaultCounter	shortNatural	No	Fault Counter:77-901-	1.813		
608-586	Fault Counter 77-902-00:IOT Static Jam (@Exit Sensor2)	no. of faults	RW	IOT Static Jam_Exit Sensor2	NVMFaultCounter	shortNatural	No	Fault Counter:77-902-00: IOT Static Jam (@Exit Sensor2)	1.813		
608-587	Fault Counter 77-907-00:IOT Static Jam (@Duplex Path Sensor)	no. of faults	RW	IOT StaticJam Duplex Path Sensor	NVMFaultCounter	shortNatural	No	Fault Counter:77-907-00: IOT Static Jam (@Duplex Path Sensor)	1.813		
608-588	Fault Counter 78-214-00:TTM #2 3 Lift Up Fail	no. of faults	RW	TTM #2 3 Lift Up Fail	NVMFaultCounter	shortNatural	No	Fault Counter:78-214-00: TTM #2 3 Lift Up Fail	1.254		
608-589	Fault Counter 78-211-00:TTM #3 4 Lift Up Fail	no. of faults	RW	TTM #3 4 Lift Up Fail	NVMFaultCounter	shortNatural	No	Fault Counter:78-211-00: TTM #3 4 Lift Up Fail	1.254		
608-590	Fault Counter 71-940-00:#1 Lift Up NG	no. of faults	RW	#1 Lift Up NG	NVMFaultCounter	shortNatural	No	Fault Counter:71-940-00: #1 Lift Up NG	1.254		
608-591	Fault Counter 72-940-00:#2 Lift Up NG	no. of faults	RW	#2 Lift Up NG	NVMFaultCounter	shortNatural	No	Fault Counter:72-940-00: #2 Lift Up NG	1.254		
608-592	Fault Counter 73-940-00:#3 Lift Up NG	no. of faults	RW	#3 Lift Up NG	NVMFaultCounter	shortNatural	No	Fault Counter:73-940-00: #3 Lift Up NG	1.254		
608-593	Fault Counter 74-940-00:#4 Lift Up NG	no. of faults	RW	#4 Lift Up NG	NVMFaultCounter	shortNatural	No	Fault Counter:74-940-00: #4 Lift Up NG	1.254		
608-594	Fault Counter 78-945-00:TTM #2 3 Lift Up NG	no. of faults	RW	TTM #2 3 Lift Up NG	NVMFaultCounter	shortNatural	No	Fault Counter:78-945-00: TTM #2 3 Lift Up NG	1.254		
608-595	Fault Counter 78-946-00:TTM #3 4 Lift Up NG	no. of faults	RW	TTM #3 4 Lift Up NG	NVMFaultCounter	shortNatural	No	Fault Counter:78-946-00: TTM #3 4 Lift Up NG	1.254		
608-596	Fault Counter 47-211-00:Exit1 OCT Home Fail	no. of faults	RW	Exit1 OCT Home Fail	NVMFaultCounter	shortNatural	No	Fault Counter:47-211-00: Exit1 OCT Home Fail	1.813		

608-597	Fault Counter 47-212-00:Exit2 OCT Home Fail	no. of faults	RW	Exit2 OCT Home Fail	NVMFaultCounter	shortNatural	No	Fault Counter:47-212-00: Exit2 OCT Home Fail	1.813		
608-598	Fault Counter 71-212-00:TRAY1 Sensor Fail	no. of faults	RW	TRAY1 Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:71-212-00: TRAY1 Sensor Fail	1.813		
608-599	Fault Counter 72-212-00:TRAY2 Sensor Fail	no. of faults	RW	TRAY2 Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:72-212-00: TRAY2 Sensor Fail	1.813		
608-600	Fault Counter 73-212-00:TRAY3 Sensor Fail	no. of faults	RW	TRAY3 Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:73-212-00: TRAY3 Sensor Fail	1.813		
608-601	Fault Counter 74-212-00:TRAY4 Sensor Fail	no. of faults	RW	TRAY4 Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:74-212-00: TRAY4 Sensor Fail	1.813		
608-602	Fault Counter 77-214-00:P/H Module Logic Fail	no. of faults	RW	P/H Module Logic Fail	NVMFaultCounter	shortNatural	No	Fault Counter:77-214-00: P/H Module Logic Fail	1.813		
608-603	Fault Counter 77-215-00:Tray Module Comm Fail	no. of faults	RW	Tray Module Comm Fail	NVMFaultCounter	shortNatural	No	Fault Counter:77-215-00: Tray Module Comm Fail	1.813		
608-604	Fault Counter 77-602-00:OHP Sensor Fail	no. of faults	RW	OHP Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:77-602-00: OHP Sensor Fail	1.813		
608-605	Fault Counter 77-212-00:Tray Module Reset Fail	no. of faults	RW	Tray Module Reset Fail	NVMFaultCounter	shortNatural	No	Fault Counter:77-212-00: Tray Module Reset	1.813		
608-606	Fault Counter 77-214-00:Tray Module Logic Fail	no. of faults	RW	Tray Module Logic Fail	NVMFaultCounter	shortNatural	No	Fault Counter:77-214-00: Tray Module Logic Fail	1.813		
608-607	Fault Counter 77-211-00:Tray Module Kind Mismatch	no. of faults	RW	Tray Module Kind Mismatch	NVMFaultCounter	shortNatural	No	Fault Counter:77-211-00: Tray Module Kind Mismatch	1.813		
608-608	Fault Counter 78-216-00:HCF Logic Fail	no. of faults	RW	HCF Logic Fail	NVMFaultCounter	shortNatural	No	Fault Counter:78-216-00: HCF Logic Fail	1.813		
608-609	Fault Counter 77-320-00:ALL Feed Tray Broken	no. of faults	RW	ALL Feed Tray Broken	NVMFaultCounter	shortNatural	No	Fault Counter:77-320-00: ALL Feed Tray Broken	1.813		
608-610	Fault Counter 47-320-00:ALL Destination Tray Broken	no. of faults	RW	ALL Destination Tray Broken	NVMFaultCounter	shortNatural	No	Fault Counter:47-320-00: ALL Destination Tray Broken	1.813		

608-611	Fault Counter 94-300-00:IBT Front Cover	no. of faults	RW	IBT Front Cover	NVMFaultCounter	shortNatural	No	Fault Counter:94-300-00: IBT Front Cover	1.254		
608-612	Fault Counter 78-219-00:HCF PF2 Soft Download Fail	no. of faults	RW	HCF PF2 Soft Download Fail	NVMFaultCounter	shortNatural	No	Fault Counter:78-219-00: HCF PF2 Soft Download Fail	1.813		
608-613	Fault Counter 78-213-00:Finisher Kind Mismatch	no. of faults	RW	Finisher Kind Mismatch	NVMFaultCounter	shortNatural	No	Fault Counter:78-213-00: Finisher Kind Mismatch	1.813		
608-614	Fault Counter 75-103-00:MSI Feed Out Sensor Off Jam	no. of faults	RW	MSI Feed Out Sensor Off Jam	NVMFaultCounter	shortNatural	No	Fault Counter:75-103-00: MSI Feed Out Sensor Off Jam	1.813		
608-615	Fault Counter 94-400-00:1st BTR Contact/Retract Fail	no. of faults	RW	1st BTR Contact/Retract Fail	NVMFaultCounter	shortNatural	No	Fault Counter:94-400-00: 1st BTR Contact/Retract Fail	1.813		
608-616	Fault Counter 94-401-00:2nd BTR Contact/Retract Fail	no. of faults	RW	2nd BTR Contact/Retract Fail	NVMFaultCounter	shortNatural	No	Fault Counter:94-401-00: 2nd BTR Contact/Retract Fail	1.254		
608-617	Fault Counter 94-417-00:IBT Unit Near End Warning	no. of faults	RW	IBT Unit Near End Warning	NVMFaultCounter	shortNatural	No	Fault Counter:94-417-00: IBT Unit Near End Warning	1.254		
608-618	Fault Counter 94-418-00:IBT CLN Unit Near End Warning	no. of faults	RW	IBT CLN Unit Near End Warning	NVMFaultCounter	shortNatural	No	Fault Counter:94-418-00: IBT CLN Unit Near End Warning	1.254		
608-619	Fault Counter 94-419-00:2nd BTR Unit Near End Warning	no. of faults	RW	2nd BTR Unit Near End Warning	NVMFaultCounter	shortNatural	No	Fault Counter:94-419-00: 2nd BTR Unit Near End Warning	1.254		
608-620	Fault Counter 94-420-00:IBT Unit End Warning	no. of faults	RW	IBT Unit End Warning	NVMFaultCounter	shortNatural	No	Fault Counter:94-420-00: IBT Unit End Warning	1.254		
608-621	Fault Counter 94-421-00:IBT CLN Unit End Warning	no. of faults	RW	IBT CLN Unit End Warning	NVMFaultCounter	shortNatural	No	Fault Counter:94-421-00: IBT CLN Unit End Warning	1.254		
608-622	Fault Counter 94-422-00:2nd BTR Unit End Warning	no. of faults	RW	2nd BTR Unit End Warning	NVMFaultCounter	shortNatural	No	Fault Counter:94-422-00: 2nd BTR Unit End Warning	1.254		
608-623	Fault Counter 91-310-00:Auger Broken	no. of faults	RW	Auger Broken	NVMFaultCounter	shortNatural	No	Fault Counter:91-310-00: Auger Broken	1.254		
608-624	Fault Counter 10-371-00:Heat Belt STS Center Disconnection Fail	no. of faults	RW	HeatBelt STSCenterDisconnectFail	NVMFaultCounter	shortNatural	No	Fault Counter:10-371-00: Heat Belt STS Center Disconnection Fail	1.813		

608-625	Fault Counter 10-372-00:Heat Belt STS Center Over Temperature Fail	no. of faults	RW	HeatBelt STSCenterOverTempFail	NVMFaultCounter	shortNatural	No	Fault Counter:10-372-00: Heat Belt STS Center Over Temperature Fail	1.813		
608-626	Fault Counter 10-375-00:Heat Belt STS Center Warm Up Time Fail	no. of faults	RW	HeatBeltSTSCenterWarmUpTimeFail	NVMFaultCounter	shortNatural	No	Fault Counter:10-375-00: Heat Belt STS Center Warm Up Time Fail	1.813		
608-627	Fault Counter 10-376-00:Heat Belt STS Rear Warm Up Time Fail	no. of faults	RW	HeatBeltSTSRearWarmUpTimeFail	NVMFaultCounter	shortNatural	No	Fault Counter:10-376-00: Heat Belt STS Rear Warm Up Time Fail	1.813		
608-628	Fault Counter 10-378-00:Heat Belt Rotation Fail	no. of faults	RW	Heat Belt Rotation Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-378-00: Heat Belt Rotation Fail	1.813		
608-629	Fault Counter 10-380-00:P/Roll Latch Motor Fail	no. of faults	RW	P/Roll Latch Motor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-380-00: P/Roll Latch Motor Fail	1.813		
608-630	Fault Counter 10-381-00:Fuser Assy Illegal Fail	no. of faults	RW	Fuser Assy Illegal Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-381-00: Fuser Assy Illegal Fail	1.813		
608-631	Fault Counter 10-382-00:Fuser Thermostat Fail	no. of faults	RW	Fuser Thermostat Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-382-00: Fuser Thermostat Fail	1.813		
608-632	Fault Counter 61-350-00:LPH Power On Fail Y	no. of faults	RW	LPH Power On Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-350-00: LPH Power On Fail Y	1.813		
608-633	Fault Counter 61-351-00:LPH Power On Fail M	no. of faults	RW	LPH Power On Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-351-00: LPH Power On Fail M	1.813		
608-634	Fault Counter 61-352-00:LPH Power On Fail C	no. of faults	RW	LPH Power On Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-352-00: LPH Power On Fail C	1.813		
608-635	Fault Counter 61-353-00:LPH Power On Fail K	no. of faults	RW	LPH Power On Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-353-00: LPH Power On Fail K	1.813		
608-636	Fault Counter 45-370-00:LPH Power On Fail Multi	no. of faults	RW	LPH Power On Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-370-00: LPH Power On Fail Multi	1.813		

608-637	Fault Counter 61-354-00:LPH Download Data Fail Y	no. of faults	RW	LPH Download Data Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-354-00: LPH Download Data Fail Y	1.813		
608-638	Fault Counter 61-355-00:LPH Download Data Fail M	no. of faults	RW	LPH Download Data Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-355-00: LPH Download Data Fail M	1.813		
608-639	Fault Counter 61-356-00:LPH Download Data Fail C	no. of faults	RW	LPH Download Data Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-356-00: LPH Download Data Fail C	1.813		
608-640	Fault Counter 61-357-00:LPH Download Data Fail K	no. of faults	RW	LPH Download Data Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-357-00: LPH Download Data Fail K	1.813		
608-641	Fault Counter 45-371-00:LPH Download Data Fail Multi	no. of faults	RW	LPH Download Data Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-371-00: LPH Download Data Fail Multi	1.813		
608-642	Fault Counter 61-358-00:LPH Mismatch Fail Y	no. of faults	RW	LPH Mismatch Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-358-00: LPH Mismatch Fail Y	1.813		
608-643	Fault Counter 61-359-00:LPH Mismatch Fail M	no. of faults	RW	LPH Mismatch Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-359-00: LPH Mismatch Fail M	1.813		
608-644	Fault Counter 61-360-00:LPH Mismatch Fail C	no. of faults	RW	LPH Mismatch Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-360-00: LPH Mismatch Fail C	1.813		
608-645	Fault Counter 61-361-00:LPH Mismatch Fail K	no. of faults	RW	LPH Mismatch Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-361-00: LPH Mismatch Fail K	1.813		
608-646	Fault Counter 45-372-00:LPH Mismatch Fail Multi	no. of faults	RW	LPH Mismatch Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-372-00: LPH Mismatch Fail Multi	1.813		
608-647	Fault Counter 61-362-00:LPH Read Fail Y	no. of faults	RW	LPH Read Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-362-00: LPH Read Fail Y	1.813		
608-648	Fault Counter 61-363-00:LPH Read Fail M	no. of faults	RW	LPH Read Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-363-00: LPH Read Fail M	1.813		

608-649	Fault Counter 61-364-00:LPH Read Fail C	no. of faults	RW	LPH Read Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-364-00: LPH Read Fail C	1.813		
608-650	Fault Counter 61-365-00:LPH Read Fail K	no. of faults	RW	LPH Read Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-365-00: LPH Read Fail K	1.813		
608-651	Fault Counter 45-373-00:LPH Read Fail Multi	no. of faults	RW	LPH Read Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-373-00: LPH Read Fail Multi	1.813		
608-652	Fault Counter 61-366-00:LPH Write Fail Y	no. of faults	RW	LPH Write Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-366-00: LPH Write Fail Y	1.813		
608-653	Fault Counter 61-367-00:LPH Write Fail M	no. of faults	RW	LPH Write Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-367-00: LPH Write Fail M	1.813		
608-654	Fault Counter 61-368-00:LPH Write Fail C	no. of faults	RW	LPH Write Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-368-00: LPH Write Fail C	1.813		
608-655	Fault Counter 61-369-00:LPH Write Fail K	no. of faults	RW	LPH Write Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-369-00: LPH Write Fail K	1.813		
608-656	Fault Counter 45-374-00:LPH Write Fail Multi	no. of faults	RW	LPH Write Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-374-00: LPH Write Fail Multi	1.813		
608-657	Fault Counter 61-370-00:LPH Act Fail Y	no. of faults	RW	LPH Act Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-370-00: LPH Act Fail Y	1.813		
608-658	Fault Counter 61-371-00:LPH Act Fail M	no. of faults	RW	LPH Act Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-371-00: LPH Act Fail M	1.813		
608-659	Fault Counter 61-372-00:LPH Act Fail C	no. of faults	RW	LPH Act Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-372-00: LPH Act Fail C	1.813		
608-660	Fault Counter 61-373-00:LPH Act Fail K	no. of faults	RW	LPH Act Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-373-00: LPH Act Fail K	1.813		
608-661	Fault Counter 45-375-00:LPH Act Fail Multi	no. of faults	RW	LPH Act Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-375-00: LPH Act Fail Multi	1.813		
608-662	Fault Counter 61-374-00:LPH Chip Fail Y	no. of faults	RW	LPH Chip Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-374-00: LPH Chip Fail Y	1.813		



608-663	Fault Counter 61-375-00:LPH Chip Fail M	no. of faults	RW	LPH Chip Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-375-00: LPH Chip Fail M	1.813		
608-664	Fault Counter 61-376-00:LPH Chip Fail C	no. of faults	RW	LPH Chip Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-376-00: LPH Chip Fail C	1.813		
608-665	Fault Counter 61-377-00:LPH Chip Fail K	no. of faults	RW	LPH Chip Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-377-00: LPH Chip Fail K	1.813		
608-666	Fault Counter 61-378-00:LPH Ltrg Fail Y	no. of faults	RW	LPH Ltrg Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-378-00: LPH Ltrg Fail Y	1.813		
608-667	Fault Counter 61-379-00:LPH Ltrg Fail M	no. of faults	RW	LPH Ltrg Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-379-00: LPH Ltrg Fail M	1.813		
608-668	Fault Counter 61-384-00:LPH Ltrg Fail C	no. of faults	RW	LPH Ltrg Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-384-00: LPH Ltrg Fail C	1.813		
608-669	Fault Counter 61-385-00:LPH Ltrg Fail K	no. of faults	RW	LPH Ltrg Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-385-00: LPH Ltrg Fail K	1.813		
608-670	Fault Counter 61-386-00:LPH PLL Lock Fail Y	no. of faults	RW	LPH PLL Lock Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-386-00: LPH PLL Lock Fail Y	1.813		
608-671	Fault Counter 61-387-00:LPH PLL Lock Fail M	no. of faults	RW	LPH PLL Lock Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-387-00: LPH PLL Lock Fail M	1.813		
608-672	Fault Counter 61-388-00:LPH PLL Lock Fail C	no. of faults	RW	LPH PLL Lock Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-388-00: LPH PLL Lock Fail C	1.813		
608-673	Fault Counter 61-389-00:LPH PLL Lock Fail K	no. of faults	RW	LPH PLL Lock Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-389-00: LPH PLL Lock Fail K	1.813		
608-674	Fault Counter 45-376-00:LPH PLL Lock Fail Multi	no. of faults	RW	LPH PLL Lock Fail Multi	NVMFaultCounter	shortNatural	No	Fault Counter:45-376-00: LPH PLL Lock Fail Multi	1.813		
608-675	Fault Counter 61-390-00:LPH FFC Connect Posi Fail Y	no. of faults	RW	LPH FFC Connect Posi Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-390-00: LPH FFC Connect Posi Fail Y	1.813		
608-676	Fault Counter 61-391-00:LPH FFC Connect Posi Fail M	no. of faults	RW	LPH FFC Connect Posi Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-391-00: LPH FFC Connect Posi Fail M	1.813		
608-677	Fault Counter 61-392-00:LPH FFC Connect Posi Fail C	no. of faults	RW	LPH FFC Connect Posi Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-392-00: LPH FFC Connect Posi Fail C	1.813		
608-678	Fault Counter 61-393-00:LPH FFC Connect Posi Fail K	no. of faults	RW	LPH FFC Connect Posi Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-393-00: LPH FFC Connect Posi Fail K	1.813		
608-679	Fault Counter 61-394-00:LPH FFC Connect Nega Fail Y	no. of faults	RW	LPH FFC Connect Nega Fail Y	NVMFaultCounter	shortNatural	No	Fault Counter:61-394-00: LPH FFC Connect Nega Fail Y	1.813		
608-680	Fault Counter 61-395-00:LPH FFC Connect Nega Fail M	no. of faults	RW	LPH FFC Connect Nega Fail M	NVMFaultCounter	shortNatural	No	Fault Counter:61-395-00: LPH FFC Connect Nega Fail M	1.813		
608-681	Fault Counter 61-396-00:LPH FFC Connect Nega Fail C	no. of faults	RW	LPH FFC Connect Nega Fail C	NVMFaultCounter	shortNatural	No	Fault Counter:61-396-00: LPH FFC Connect Nega Fail C	1.813		

608-682	Fault Counter 61-397-00:LPH FFC Connect Nega Fail K	no. of faults	RW	LPH FFC Connect Nega Fail K	NVMFaultCounter	shortNatural	No	Fault Counter:61-397-00: LPH FFC Connect Nega Fail K	1.813		
608-683	Fault Counter 61-398-00:BITZ1 Initialize Fail	no. of faults	RW	BITZ1 Initialize Fail	NVMFaultCounter	shortNatural	No	Fault Counter:61-398-00: BITZ1 Initialize Fail	1.813		
608-684	Fault Counter 61-399-00:BITZ2 Initialize Fail	no. of faults	RW	BITZ2 Initialize Fail	NVMFaultCounter	shortNatural	No	Fault Counter:61-399-00: BITZ2 Initialize Fail	1.813		
608-685	Fault Counter 61-610-00:Bitz1 CONTIF Fail	no. of faults	RW	Bitz1 CONTIF Fail	NVMFaultCounter	shortNatural	No	Fault Counter:61-610-00: Bitz1 CONTIF Fail	1.813		
608-686	Fault Counter 61-611-00:Bitz2 CONTIF Fail	no. of faults	RW	Bitz2 CONTIF Fail	NVMFaultCounter	shortNatural	No	Fault Counter:61-611-00: Bitz2 CONTIF Fail	1.813		
608-687	Fault Counter 10-360-00:IH Driver Input High Voltage Fail	no. of faults	RW	IH Driver Input HighVoltage Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-360-00: IH Driver Input High Voltage Fail	1.813		
608-688	Fault Counter 10-361-00:IH Driver Input Low Voltage Fail	no. of faults	RW	IH Driver Input LowVoltage Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-361-00: IH Driver Input Low Voltage Fail	1.813		

608-689	Fault Counter 10-362-00:IH Driver Surge Fail	no. of faults	RW	IH Driver Surge Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-362-00: IH Driver Surge Fail	1.813		
608-690	Fault Counter 10-363-00:IGBT High Temperature Fail	no. of faults	RW	IGBT High Temperature Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-363-00: IGBT High Temperature Fail	1.813		
608-691	Fault Counter 10-364-00:IGBT Temperature Sensor Fail	no. of faults	RW	IGBT Temperature Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-364-00: IGBT temperature disconnect	1.813		
608-692	Fault Counter 10-367-00:Input Low Current Fail	no. of faults	RW	Input Low Current Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-367-00: Input Low Current Fail	1.813		
608-693	Fault Counter 10-368-00:Encoder Pulse Fail	no. of faults	RW	Encoder Pulse Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-368-00: Encoder Pulse Fail	1.813		
608-694	Fault Counter 10-369-00:IH Driver Communication Fail	no. of faults	RW	IH Driver Communication Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-369-00: IH Driver Communication Fail	1.813		

608-695	Fault Counter 10-370-00:IH Driver Freeze Fail	no. of faults	RW	IH Driver Freeze Fail	NVMFaultCounter	shortNatural	No	Fault Counter:10-370-00: IH Driver Freeze Fail	1.813		
608-696	Fault Counter 92-670-00:ADC Patch Fail [Y]	no. of faults	RW	ADC Patch Fail [Y]	NVMFaultCounter	shortNatural	No	Fault Counter:92-670-00: ADC Patch Fail [Y]	1.751		
608-697	Fault Counter 92-671-00:ADC Patch Fail [M]	no. of faults	RW	ADC Patch Fail [M]	NVMFaultCounter	shortNatural	No	Fault Counter:92-671-00: ADC Patch Fail [M]	1.751		
608-698	Fault Counter 92-672-00:ADC Patch Fail [C]	no. of faults	RW	ADC Patch Fail [C]	NVMFaultCounter	shortNatural	No	Fault Counter:92-672-00: ADC Patch Fail [C]	1.751		
608-699	Fault Counter 92-673-00:ADC Patch Fail [K]	no. of faults	RW	ADC Patch Fail [K]	NVMFaultCounter	shortNatural	No	Fault Counter:92-673-00: ADC Patch Fail [K]	1.813		
608-700	Fault Counter 92-675-00:ADC_MiniSetup_Fail [Y]	no. of faults	RW	ADC_MiniSetup_Fail [Y]	NVMFaultCounter	shortNatural	No	Fault Counter:92-675-00: ADC_MiniSetup_Fail [Y]	1.766		
608-701	Fault Counter 92-676-00:ADC_MiniSetup_Fail [M]	no. of faults	RW	ADC_MiniSetup_Fail [M]	NVMFaultCounter	shortNatural	No	Fault Counter:92-676-00: ADC_MiniSetup_Fail [M]	1.766		
608-702	Fault Counter 92-677-00:ADC_MiniSetup_Fail [C]	no. of faults	RW	ADC_MiniSetup_Fail [C]	NVMFaultCounter	shortNatural	No	Fault Counter:92-677-00: ADC_MiniSetup_Fail [C]	1.766		

608-703	Fault Counter 92-678-00:ADC_MiniSetup_Fail [K]	no. of faults	RW	ADC_MiniSetup_Fail [K]	NVMFaultCounter	shortNatural	No	Fault Counter:92-678-00: ADC_MiniSetup_Fail [K]	1.813		
608-704	Fault Counter 89-621-00:RC Temp Sensor Fail	no. of faults	RW	RC Temp Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:89-621-00: RC Temp Sensor Fail	1.254		
608-705	Fault Counter 89-622-00:RC Data Linearity Fail	no. of faults	RW	RC Data Linearity Fail	NVMFaultCounter	shortNatural	No	Fault Counter:89-622-00: RC Data Linearity Fail	1.254		
608-706	Fault Counter 89-624-00:PS Zphase Sensor Fail	no. of faults	RW	PS Zphase Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:89-624-00: PS Zphase Sensor Fail	1.254		
608-707	Fault Counter 89-625-00:RC Data Linearity Fail-#1	no. of faults	RW	RC Data Linearity Fail-#1	NVMFaultCounter	shortNatural	No	Fault Counter:89-625-00: RC Data Linearity Fail-#1	1.813		
608-708	Fault Counter 89-626-00:RC Data Linearity Fail-#2	no. of faults	RW	RC Data Linearity Fail-#2	NVMFaultCounter	shortNatural	No	Fault Counter:89-626-00: RC Data Linearity Fail-#2	1.813		
608-709	Fault Counter 89-627-00:RC Data Linearity Fail-#3	no. of faults	RW	RC Data Linearity Fail-#3	NVMFaultCounter	shortNatural	No	Fault Counter:89-627-00: RC Data Linearity Fail-#3	1.813		

608-710	Fault Counter 89-628-00:RC Data Linearity Fail-#4	no. of faults	RW	RC Data Linearity Fail-#4	NVMFaultCounter	shortNatural	No	Fault Counter:89-628-00: RC Data Linearity Fail-#4	1.813		
608-711	Fault Counter 42-319-00:Drum YMC Motor Fail	no. of faults	RW	Drum YMC Motor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-319-00: Drum YMC Motor Fail	1.813		
608-712	Fault Counter 42-605-00:Drive Fan Fail	no. of faults	RW	Drive Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-605-00: Drive Fan Fail	1.813		
608-713	Fault Counter 42-334-00:IBT Fan Fail	no. of faults	RW	IBT Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-334-00: IBT Fan Fail	1.813		
608-714	Fault Counter 42-335-00:Process1 Fan Fail	no. of faults	RW	Process1 Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-335-00: Process1 Fan Fail	1.813		
608-715	Fault Counter 42-336-00:Process2 Fan Fail	no. of faults	RW	Process2 Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-336-00: Process2 Fan Fail	1.813		

608-716	Fault Counter 42-343-00:Rear Bottom Fan Fail	no. of faults	RW	Rear Bottom Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-343-00: Rear Bottom Fan Fail	1.813		
608-717	Fault Counter 42-338-00:LVPS Exhaust Fan Fail	no. of faults	RW	LVPS Exhaust Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-338-00: LVPS Exhaust Fan Fail	1.813		
608-718	Fault Counter 42-340-00:Cartridge Fan Fail	no. of faults	RW	Cartridge Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-340-00: Cartridge Fan Fail	1.813		
608-719	Fault Counter 42-341-00:MHVPS Fan Fail	no. of faults	RW	MHVPS Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-341-00: MHVPS Fan Fail	1.254		
608-720	Fault Counter 42-342-00:Suction Fan Fail	no. of faults	RW	Suction Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-342-00: Suction Fan Fail	1.254		
608-721	Fault Counter 42-316-00:Front Fan Fail	no. of faults	RW	Front Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-316-00: Front Fan Fail	1.254		
608-722	Fault Counter 43-344-00:C Exhaust Fan Fail	no. of faults	RW	C Exhaust Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:43-344-00: C Exhaust Fan Fail	1.813		
608-723	Fault Counter 42-332-00:IH INTAKE Fan Fail	no. of faults	RW	IH INTAKE Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-332-00: IH INTAKE Fan Fail	1.813		
608-724	Fault Counter 42-604-00:NOHAD Temperature Sensor Fail	no. of faults	RW	NOHAD Temperature Sensor Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-604-00: NOHAD Temperature Sensor Fail	1.813		
608-725	Fault Counter 42-337-00:NOHAD Logic Fail	no. of faults	RW	NOHAD Logic Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-337-00: NOHAD Logic Fail	1.254		
608-726	Fault Counter 42-609-00:B Fan Fail	no. of faults	RW	B Fan Fail	NVMFaultCounter	shortNatural	No	Fault Counter:42-609-00: B Fan Fail	1.254		

608-727	Fault Counter 42-400-00: Fan Filter Life End	no. of faults	RW	Fan Filter Life End	NVMFaultCounter	shortNatural	No	Fault Counter:42-400-00: FANFILTEREOLCOUN T	1.813		
608-825	Tray 1 Detected Width	Tray 1 Detected Width (Custom Size Support)	RW	Tray 1 Detected Width	NVMSAKOSetting	natural	No		1.503		
608-826	Tray 1 Detected Length	Tray 1 Detected Length (Custom Size Support)	RW	Tray 1 Detected Length	NVMSAKOSetting	natural	No		1.503		
608-827	Tray 2 Detected Width	Tray 2 Detected Width (Custom Size Support)	RW	Tray 2 Detected Width	NVMSAKOSetting	natural	No		1.503		
608-828	Tray 2 Detected Length	Tray 2 Detected Length (Custom Size Support)	RW	Tray 2 Detected Length	NVMSAKOSetting	natural	No		1.503		
608-829	Tray 3 Detected Width	Tray 3 Detected Width (Custom Size Support)	RW	Tray 3 Detected Width	NVMSAKOSetting	natural	No		1.503		
608-830	Tray 3 Detected Length	Tray 3 Detected Length (Custom Size Support)	RW	Tray 3 Detected Length	NVMSAKOSetting	natural	No		1.503		
608-831	Tray 4 Detected Width	Tray 4 Detected Width (Custom Size Support)	RW	Tray 4 Detected Width	NVMSAKOSetting	natural	No		1.503		
608-832	Tray 4 Detected Length	Tray 4 Detected Length (Custom Size Support)	RW	Tray 4 Detected Length	NVMSAKOSetting	natural	No		1.503		



608-931	Fault Counter 12-765-00: Incompatible Finisher detected.	no. of faults	RW	ImelIncompatibleFinisherFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-765-00: Incompatible Finisher detected.	1.521		
608-933	Fault Counter 12-195: Paper Detect Sensor not made Jam	no. of faults	RW	PaperDetectSensorNotMade	NVMFaultCounter	shortNatural	No	Fault Counter:12-195-00: PaperDetectSensorNot Made	1.521		
608-934	Fault Counter 12-125: Finisher Entry Sensor not made Jam	no. of faults	RW	LELateEntrySensor	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: Finisher Entry Sensor not made Jam	1.521		
608-935	Fault Counter 12-101: Finisher Entry Sensor no cleared Jam	no. of faults	RW	TELateEntrySensor	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: Finisher Entry Sensor not made Jam	1.521		
608-936	Fault Counter 12-336: Rear Staple Door Opened in Run	no. of faults	RW	StapleDoorOpenIR	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: Finisher Entry Sensor not made Jam	1.521		
608-937	Fault Counter 12-283: Ejector Clamp Motor Stall Failure	no. of faults	RW	EjectorClampMotorStall	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: Finisher Entry Sensor not made Jam	1.521		
608-938	Fault Counter 12-284: Ejector Clamp Return Home Failure	no. of faults	RW	EjectorClampReturnHome	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: Finisher Entry Sensor not made Jam	1.521		

608-939	Fault Counter 12-950: Preparation time violation on finisher entry sensor	no. of faults	RW	LEEntrySensorTriggered	NVMFaultCounter	shortNatural	No	Fault Counter:12-125-00: Finisher Entry Sensor not made Jam	1.521		
608-943	Lightweight Large Sheets Used Total of large size Lightweight media sheets since activation date numLargeLWMedia	Lightweight Large Sheets Used Total of large size Lightweight media sheets	ND	Lightweight Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter:909: Heavyweight Large Sheets Used	1.799		
608-951	Tray 1 Top Edge Reg Simp (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 1 Simplex	NVMMachVarRegistration	natural	No		1.362		
608-951	Tray 1 Top Edge Reg Simp (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 1 Simplex	NVMMachVarRegistration	natural	No		1.485		
608-952	Tray 2 Top Edge Reg Simp (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 2 Simplex	NVMMachVarRegistration	natural	No		1.362		
608-952	Tray 2 Top Edge Reg Simp (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 2 Simplex	NVMMachVarRegistration	natural	No		1.485		
608-953	Tray 3 Top Edge Reg Simp (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 3 Simplex	NVMMachVarRegistration	natural	No		1.362		
608-953	Tray 3 Top Edge Reg Simp (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 3 Simplex	NVMMachVarRegistration	natural	No		1.485		
608-954	Tray 4 Top Edge Reg Simp (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 4 Simplex	NVMMachVarRegistration	natural	No		1.362		
608-954	Tray 4 Top Edge Reg Simp (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 4 Simplex	NVMMachVarRegistration	natural	No		1.485		
608-955	Tray 5 (MSI) Top Edge Reg Simp (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 5 Simplex	NVMMachVarRegistration	natural	No		1.438		

608-955	Tray 5 (MSI) Top Edge Reg Simp (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 5 Simplex	NVMMachVarRegistration	natural	No		1.485		
608-956	Tray 6 (PFP) Top Edge Reg Simp (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 6 Simplex	NVMMachVarRegistration	natural	No		1.438		
608-956	Tray 6 (PFP) Top Edge Reg Simp (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 6 Simplex	NVMMachVarRegistration	natural	No		1.485		
608-957	Tray 1 Top Edge Reg Dup (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 1 Duplex	NVMMachVarRegistration	natural	No		1.362		
608-957	Tray 1 Top Edge Reg Dup (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 1 Duplex	NVMMachVarRegistration	natural	No		1.485		
608-958	Tray 2 Top Edge Reg Dup (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 2 Duplex	NVMMachVarRegistration	natural	No		1.362		
608-958	Tray 2 Top Edge Reg Dup (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 2 Duplex	NVMMachVarRegistration	natural	No		1.485		

608-959	Tray 3 Top Edge Reg Dup (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 3 Duplex	NVMMachVarRegistration	natural	No		1.362		
608-959	Tray 3 Top Edge Reg Dup (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 3 Duplex	NVMMachVarRegistration	natural	No		1.485		
608-960	Tray 4 Top Edge Reg Dup (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 4 Duplex	NVMMachVarRegistration	natural	No		1.362		
608-960	Tray 4 Top Edge Reg Dup (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 4 Duplex	NVMMachVarRegistration	natural	No		1.485		
608-961	Tray 5 (MSI) Top Edge Reg Dup (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 5 Duplex	NVMMachVarRegistration	natural	No		1.438		
608-961	Tray 5 (MSI) Top Edge Reg Dup (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 5 Duplex	NVMMachVarRegistration	natural	No		1.485		
608-962	Tray 6 (PFP) Top Edge Reg Dup (FD 3.2.2)	pixels (600 dpi)	RW	Top Edge Reg Tray 6 Duplex	NVMMachVarRegistration	natural	No		1.438		
608-962	Tray 6 (PFP) Top Edge Reg Dup (FS23.604)	pixels (600 dpi)	RW	Top Edge Reg Tray 6 Duplex	NVMMachVarRegistration	natural	No		1.485		

608-963	IOT Lead Edge Reg Simp (FD 23.110)	scan lines	RW	IOT LE Reg Simp	NVMMachVarRegistration	natural	No		1.362		
608-963	IOT Lead Edge Reg Simp (FS23.604)	scan lines @600dpi	RW	IOT LE Reg Simp	NVMMachVarRegistration	natural	No		1.485		
608-964	IOT Lead Edge Reg Dup (FD 23.110)	scan lines	RW	IOT LE Reg Dup	NVMMachVarRegistration	natural	No		1.362		
608-964	IOT Lead Edge Reg Dup (FS23.604)	scan lines @600dpi	RW	IOT LE Reg Dup	NVMMachVarRegistration	natural	No		1.485		
608-976	Fault Counter 12-484-00: BMENDSTOPMIDHOMESENSORNOTMADE	no. of faults	RW	BMENDSTOPMIDHOMESENSORNOTMADE	NVMFaultCounter	shortNatural	No	Fault Counter:12-484-00: BMENDSTOPMIDHOMESENSORNOTMADE	1.678		
608-977	Fault Counter 12-486-00: BMENDSTOPMIDHOMESENSORNOTCLEARED	no. of faults	RW	BMENDSTOPMIDHOMESENSORNOTCLEARED	NVMFaultCounter	shortNatural	No	Fault Counter:12-486-00: BMENDSTOPMIDHOMESENSORNOTCLEARED	1.678		
608-978	Fault Counter 12-488-00: BMSTAPLEUNITMOVETOHOMEFAULT	no. of faults	RW	BMSTAPLEUNITMOVETOHOMEFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:12-488-00: BMSTAPLEUNITMOVETOHOMEFAULT	1.678		

608-979	Fault Counter 12-490-00: BMSTAPLEUNITMOVETOAWAYFAULT	no. of faults	RW	BMSTAPLEUNITMOVETOAWAYFA ULT	NVMFaultCounter	shortNatural	No	Fault Counter:12-490- 00: BMSTAPLEUNITMOV ETOAWAYFAULT	1.678		
608-980	Fault Counter 11-492-00: BMSTAPLEUNITNOTHOMEFAULT	no. of faults	RW	Fault Counter 11-492-00	NVMFaultCounter	shortNatural	No	Fault Counter:11-492- 00: BMSTAPLEUNITNOT HOMEFAULT	1.417		
608-981	Toner CRU install date	System sets this upon new unit detection or confirmation	ND		NVMConfiguration	longNatural	No		1.417		
608-982	XRU CRU install date	unix time (seconds since start of 1970)	ND	XruInstallDate	NVMSAKOSetting	longNatural	No		1.421		
608-993	Toner Waste Control	Set/changed by a tools setting. 0=disabled, 1=enabled	RW	TonerWasteControlEnabled	NVMConfiguration	boolean	No		1.443		
608-996	Custom display names - Custom media type List initialized flag	Refer to FS 16.027	RO	CMT List Initialized	NVMSAKOSetting	boolean	No		1.693		

608-999	Display Media Resource Screen for jobs held for resources	Refer to FS 16.020 0 = Disabled (SR3 Status, no pop-up) 1 = Enabled (SR3 Status and pop-up)	ND		NVMSAKOSetting	shortNatural	No		1.796		
609-001	Fault Counter 01-300-00: FrontCoverOpenInRunFault	no. of faults	RW	FrontCoverOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:01-300-00: FrontCoverOpenInRun Fault	1.370		
609-002	Fault Counter 01-305-00: SideCoverOpenInRunFault	no. of faults	RW	SideCoverOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:01-305-00: SideCoverOpenInRun Fault	1.370		
609-003	Fault Counter 10-101-00: LeadEdgeLateToPostFuserSensorSimpFault	no. of faults	RW	LELateToPostFuserSnsrSimpFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-101-00: LeadEdgeLateToPostFuserSensorSimpFault	1.370		
609-004	Fault Counter 10-102-00: LeadEdgeLateToPostFuserSensorDup1Fault	no. of faults	RW	LELateToPostFuserSnsrDup1FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-102-00: LeadEdgeLateToPostFuserSensorDup1Fault	1.370		
609-005	Fault Counter 10-103-00: LeadEdgeLateToPostFuserSensorDup2Fault	no. of faults	RW	LELateToPostFuserSnsrDup2FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-103-00: LeadEdgeLateToPostFuserSensorDup2Fault	1.370		
609-006	Fault Counter 10-107-00: TrailEdgeLateFromPostFuserSensorSimpNonInvFault	no. of faults	RW	TELateFmPostFuseSnsrSimpNonInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-107-00: TrailEdgeLateFromPostFuserSensorSimpNonInvFault	1.370		
609-007	Fault Counter 10-108-00: TrailEdgeLateFromPostFuserSensorSimpInvFault	no. of faults	RW	TELateFmPostFuserSnsrSimpInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-108-00:	1.370		
609-008	Fault Counter 10-109-00:	no. of faults	RW	TELateFmPostFuserSnsrDup1FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-109-	1.370		

609-009	Fault Counter 10-110-00: TrailEdgeLateFromPostFuserSensorDup2 Fault	no. of faults	RW	TELateFmPostFuserSnsrDup2FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-110-00: TrailEdgeLateFromPostFuserSensorDup2Fault	1.370		
609-010	Fault Counter 10-120-00: LeadEdgeLateTolotExitSensorInvFault	no. of faults	RW	LELateTolotExitSnsrInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-120-00: LeadEdgeLateTolotExitSensorInvFault	1.370		
609-011	Fault Counter 10-121-00: LeadEdgeLateTolotExitSensorNonInvFault	no. of faults	RW	LELateTolotExitSnsrNonInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-121-00: LeadEdgeLateTolotExitSensorNonInvFault	1.370		
609-012	Fault Counter 10-126-00: TrailEdgeLateFromlotExitSensorFault	no. of faults	RW	TELateFmlotExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-126-00:	1.370		
609-013	Fault Counter 10-130-00: LeadEdgeLateToTopExitSensorFault	no. of faults	RW	LELateToTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-130-00: LeadEdgeLateToTopExitSensorFault	1.370		
609-014	Fault Counter 10-131-00: TrailEdgeLateFromTopExitSensorFault	no. of faults	RW	TELateFmTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-131-00: TrailEdgeLateFromTopExitSensorFault	1.370		



609-015	Fault Counter 10-132-00: LeadEdgeLateToInvertSensorSimpFault	no. of faults	RW	LELateToInvertSnsrSimpFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-132-00: LeadEdgeLateToInvertSensorSimpFault	1.370		
609-016	Fault Counter 10-133-00: LeadEdgeLateToInvertSensorDup1Fault	no. of faults	RW	LELateToInvertSnsrDup1FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-133-00: LeadEdgeLateToInvertSensorDup1Fault	1.370		
609-017	Fault Counter 10-134-00: LeadEdgeLateToInvertSensorDup2Fault	no. of faults	RW	LELateToInvertSnsrDup2FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-134-00: LeadEdgeLateToInvertSensorDup2Fault	1.370		
609-018	Fault Counter 10-135-00: TrailEdgeLateFromInvertSensorSimpNonInvertFault	no. of faults	RW	TELateFmInvertSnsrSimpNonInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-135-00: TrailEdgeLateFromInvertSensorSimpNonInvertFault	1.370		
609-019	Fault Counter 10-136-00: TrailEdgeLateFromInvertSensorSimpInvFault	no. of faults	RW	TELateFmInvertSnsrSimpInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-136-00: TrailEdgeLateFromInvertSensorSimpInvFault	1.370		
609-020	Fault Counter 10-137-00: TrailEdgeLateFromInvertSensorDup1Fault	no. of faults	RW	TELateFmInvertSnsrDup1FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-137-00: TrailEdgeLateFromInvertSensorDup1Fault	1.370		

609-021	Fault Counter 10-138-00: TrailEdgeLateFromInvertSensorDup2Fault	no. of faults	RW	TELateFmInvertSnsrDup2FC	NVMFaultCounter	shortNatural	No	Fault Counter:10-138-00: TrailEdgeLateFromInvertSensorDup2Fault	1.370		
609-022	Fault Counter 10-315-00: FuserThermFaultFault	no. of faults	RW	FuserThermFCFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-315-00: FuserThermFaultFault	1.370		
609-023	Fault Counter 10-320-00: FuserControlFailureFault	no. of faults	RW	FuserCtrlFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-320-00: FuserControlFailureFault	1.370		
609-024	Fault Counter 10-321-00: FuserControlFailureStandbyOverTempFault	no. of faults	RW	FuserCtrlFailStandbyOverTempFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-321-00: FuserControlFailureStandbyOverTempFault	1.370		
609-025	Fault Counter 10-322-00: FuserControlFailureStandbyUnderTempFault	no. of faults	RW	FuserCtrlFailStandbyUnderTempFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-322-00: FuserControlFailureStandbyUnderTempFault	1.370		
609-026	Fault Counter 10-323-00: FuserControlFailureRunOverTempFault	no. of faults	RW	FuserCtrlFailRunOverTempFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-323-00: FuserControlFailureRunOverTempFault	1.370		

609-027	Fault Counter 10-324-00: FuserControlFailureRunUnderTempFault	no. of faults	RW	FuserCtrlFailRunUnderTempFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-324-00: FuserControlFailureRunUnderTempFault	1.370		
609-028	Fault Counter 10-325-00:	no. of faults	RW	FuserNotBeingCtrlledFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-325-	1.370		
609-029	Fault Counter 10-330-00: FuserWarmupFailureFault	no. of faults	RW	FuserWarmupFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-330-00: FuserWarmupFailureFault	1.370		
609-030	Fault Counter 10-340-00: FuserAOverTemperatureFault	no. of faults	RW	FuserAOverTemperatureFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-340-00: FuserAOverTemperatureFault	1.370		
609-031	Fault Counter 10-350-00: FuserOverTempOrShortCircuitFault	no. of faults	RW	FuserOverTempOrShortCircuitFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-350-00: FuserOverTempOrSho	1.370		
609-032	Fault Counter 10-360-00: FuserBOverTemperatureFault	no. of faults	RW	FuserBOverTemperatureFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-360-00: FuserBOverTemperatureFault	1.370		
609-033	Fault Counter 10-365-00: FuserCOverTemperatureFault	no. of faults	RW	FuserCOverTemperatureFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-365-00: FuserCOverTemperatureFault	1.370		

609-034	Fault Counter 10-370-00: FuserPowerSaveControlFailureFault	no. of faults	RW	FuserPowerSaveCtrlFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-370-00: FuserPowerSaveControlFailureFault	1.370		
609-035	Fault Counter 10-380-00: FuserTempGradientTooHighFault	no. of faults	RW	FuserTempGradientTooHighFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-380-00: FuserTempGradientTooHighFault	1.370		
609-036	Fault Counter 10-399-00: FruAuthorisationFailureFault	no. of faults	RW	FruAuthorisationFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-399-00: FruAuthorisationFailureFault	1.370		
609-037	Fault Counter 10-821-00: SorFuserControlFailureStandbyOverTempFault	no. of faults	RW	SFuserCtrlFailStandbyOverTempFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-821-00: SorFuserControlFailureStandbyOverTempFault	1.370		
609-038	Fault Counter 10-822-00: SorFuserControlFailureStandbyUnderTempFault	no. of faults	RW	SFuserCtrlFailStandbyUnderTempFC	NVMFaultCounter	shortNatural	No	Fault Counter:10-822-00: SorFuserControlFailureStandbyUnderTempFault	1.370		
609-039	Fault Counter 41-350-00: PfmCommsFailureFault	no. of faults	RW	PfmCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-350-00: PfmCommsFailureFault	1.370		
609-040	Fault Counter 41-351-00: PfmFeedBufferOverflowFault	no. of faults	RW	PfmFeedBufferOverflowFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-351-00:	1.370		

609-041	Fault Counter 41-354-00: PfmI2CFrameFailureFault	no. of faults	RW	PfmI2CFrameFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-354-00: PfmI2CFrameFailureFault	1.370		
609-042	Fault Counter 41-359-00: HcfCommsFailureFault	no. of faults	RW	FinisherCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-359-00:	1.370		
609-043	Fault Counter 03-360-00: FinisherCommsFailureFault	no. of faults	RW	FINCOMMSFAILFLT	NVMFaultCounter	shortNatural	No	Fault Counter:03-360-00: FINCOMMSFAILFLT	1.678		
609-044	Fault Counter 41-363-00: FinToBmCommsFailureFault	no. of faults	RW	PfpCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-363-00: FinToBmCommsFailureFault	1.370		
609-045	Fault Counter 03-350-00: PfpCommsFailureFault	no. of faults	RW	FruCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:03-350-00: PfpCommsFailure	1.678		
609-046	Fault Counter 41-371-00: FruCommsFailureFault	no. of faults	RW	XruCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-371-00: FruCommsFailureFault	1.370		

609-047	Fault Counter 41-372-00: XruCommsFailureFault	no. of faults	RW	IOTCycledInWithoutPrintingFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-372-00: XruCommsFailureFault	1.370		
609-048	Fault Counter 41-395-00: IOTCycledInWithoutPrintingFault	no. of faults	RW	LaserOnWithoutPrTurningFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-395-00: IOTCycledInWithoutPrintingFault	1.370		
609-049	Fault Counter 41-396-00: LaserOnWithoutPrTurningFault	no. of faults	RW	MainMtrNotBeingCtrlledFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-396-00: LaserOnWithoutPrTurningFault	1.370		
609-050	Fault Counter 41-397-00: MainMotorNotBeingControlledFault	no. of faults	RW	HcfCommsFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-397-00: MainMotorNotBeingControlledFault	1.370		
609-051	Fault Counter 41-423-00: PrintCommandLateToPageSyncSimplex3 Fault	no. of faults	RW	PrintCmdLateToPageSyncSplx3FC	NVMFaultCounter	shortNatural	No	Fault Counter:41-423-00: PrintCommandLateToPageSyncSimplex3Fault	1.370		
609-052	Fault Counter 41-480-00: Failure24VFault	no. of faults	RW	Fail24VFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-480-00: Failure24VFault	1.370		

609-053	Fault Counter 41-805-00: IgnorestatFault	no. of faults	RW	IgnorestatFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-805-00: IgnorestatFault	1.370		
609-054	Fault Counter 41-852-00: OutOfTimersFault	no. of faults	RW	OutOfTmrsFC	NVMFaultCounter	shortNatural	No	Fault Counter:41-852-00: OutOfTimersFault	1.370		
609-055	Fault Counter 91-365-00: IOTRelativeHumiditySensorFault	no. of faults	RW	IOTRelativeHumiditySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-365-00: FAULT9_365	1.678		
609-056	Fault Counter 91-375-00: IOTAmbientTemperatureSensorFault	no. of faults	RW	IOTAmbientTemperatureSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-375-00: FAULT9_375	1.678		
609-057	Fault Counter 46-060-00: HighVoltagePowerSupplyFailureFault	no. of faults	RW	HighVoltagePowerSupplyFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:46-060-00: HighVoltagePowerSupplyFailureFault	1.370		

609-058	Fault Counter 61-020-00: RosMotorFailureFault	no. of faults	RW	RosMtrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-020-00: RosMotorFailureFault	1.370		
609-059	Fault Counter 61-340-00: RosSystemFailureFault	no. of faults	RW	RosSystemFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-340-00: RosSystemFailureFault	1.370		
609-060	Fault Counter 61-350-00: RosLaserNotBeingControlledFault	no. of faults	RW	RosLaserNotBeingCtrlledFC	NVMFaultCounter	shortNatural	No	Fault Counter:61-350-00: RosLaserNotBeingControlledFault	1.370		
609-061	Fault Counter 92-399-00: XruAuthorisationFailureFault	no. of faults	RW	XruAuthorisationFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:92-399-00: XruAuthorisationFailureFault	1.370		



609-062	Fault Counter 93-310-00: ReplenisherLevelSensorFailureFault	no. of faults	RW	ReplenisherLevelSnsrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-310-00: ReplenisherLevelSensorFailureFault	1.370		
609-063	Fault Counter 93-360-00: TonerConcentrationSensorFailureFault	no. of faults	RW	TonerConcSnsrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-360-00: TonerConcentrationSensorFailureFault	1.370		
609-064	Fault Counter 93-361-00: TonerConcentrationControlFailureLowFault	no. of faults	RW	TonerConcCtrlFailLowFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-361-00: TonerConcentrationControlFailureLowFault	1.370		
609-065	Fault Counter 93-362-00: TonerConcentrationControlFailureHighFault	no. of faults	RW	TonerConcCtrlFailHighFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-362-00: TonerConcentrationControlFailureHighFault	1.370		

609-066	Fault Counter 93-363-00: TonerConcentrationIsolatedControlFailLowFault	no. of faults	RW	TonerConclsolatedCtrlFailLowFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-363-00: TonerConcentrationIsolatedControlFailLowFault	1.370		
609-067	Fault Counter 93-380-00: WasteTonerBottleMissingFault	no. of faults	RW	WasteTonerBottleMissingFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-380-00: WasteTonerBottleMissingFault	1.370		
609-068	Fault Counter 93-390-00: TonerCartridgeEmptyFault	no. of faults	RW	TonerCartridgeEmptyFC	NVMFaultCounter	shortNatural	No	Fault Counter:93-390-00: TonerCartridgeEmptyFault	1.370		
609-069	Fault Counter 94-341-00: ScrotronCleaningFailedFault	no. of faults	RW	ScrotronCleaningFailedFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-341-00: ScrotronCleaningFailedFault	1.370		

609-070	Fault Counter 94-342-00: ScorotronCleanngWarningFault	no. of faults	RW	ScorotronCleanngWarningFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-342-00: ScorotronCleanngWarningFault	1.370		
609-071	Fault Counter 94-345-00: TransferDetackCleaningFailedFault	no. of faults	RW	TransferDetackCleaningFailedFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-345-00: TransferDetackCleaningFailedFault	1.370		
609-072	Fault Counter 94-346-00: TransferDetackCleanngWarningFault	no. of faults	RW	TransferDetackCleanngWarningFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-346-00: TransferDetackCleanngWarningFault	1.370		
609-073	Fault Counter 94-350-00: PhotoreceptorEraseLampFailureFault	no. of faults	RW	PhotoreceptorEraseLampFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-350-00: PhotoreceptorEraseLampFailureFault	1.370		
609-074	Fault Counter 94-370-00: IOTDeveloperTemperatureSensorFault	no. of faults	RW	IOTDeveloperTemperatureSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:94-370-00: IOTDeveloperTemperatureSensorFault	1.370		
609-075	Fault Counter 81-100-00: LeadEdgeLateToPfmWaitPointSensorFault	no. of faults	RW	LELateToPfmWaitPointSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-100-00: LeadEdgeLateToPfmWaitPointSensorFault	1.374		
609-076	Fault Counter 81-101-00: LeadEdgeLateToTray1FeedSensorFault	no. of faults	RW	LELateToTray1FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-101-00: LeadEdgeLateToTray1FeedSensorFault	1.374		
609-077	Fault Counter 81-102-00: LeadEdgeLateToTray2FeedSensorFault	no. of faults	RW	LELateToTray2FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-102-00:	1.374		

609-078	Fault Counter 81-103-00: LeadEdgeLateToTray3FeedSensorFault	no. of faults	RW	LELateToTray3FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-103-00: LeadEdgeLateToTray3	1.374		
609-079	Fault Counter 81-104-00: LeadEdgeLateToTray4FeedSensorFault	no. of faults	RW	LELateToTray4FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-104-00: LeadEdgeLateToTray4	1.374		
609-080	Fault Counter 81-106-00: LeadEdgeLateToTray1SensorFromTray2Fault	no. of faults	RW	LELateToTray1SnsrFmTray2FC	NVMFaultCounter	shortNatural	No	Fault Counter:81-106-00: LeadEdgeLateToTray1	1.374		
609-081	Fault Counter 81-107-00: LeadEdgeLateToTray4SensorFromTray3Fault	no. of faults	RW	LELateToTray4SnsrFmTray3FC	NVMFaultCounter	shortNatural	No	Fault Counter:81-107-00: LeadEdgeLateToTray4	1.374		
609-082	Fault Counter 81-108-00: LeadEdgeLateToTray2SensorFromTray4Fault	no. of faults	RW	LELateToTray2SnsrFmTray4FC	NVMFaultCounter	shortNatural	No	Fault Counter:81-108-00: LeadEdgeLateToTray2	1.374		
609-083	Fault Counter 81-111-00: TrailEdgeLateFromTray1FeedSensorFault	no. of faults	RW	TELateFmTray1FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-111-00: TrailEdgeLateFromTra	1.374		
609-084	Fault Counter 81-112-00: TrailEdgeLateFromTray2FeedSensorFault	no. of faults	RW	TELateFmTray2FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-112-00: TrailEdgeLateFromTra	1.374		
609-085	Fault Counter 81-113-00: TrailEdgeLateFromTray3FeedSensorFault	no. of faults	RW	TELateFmTray3FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-113-00: TrailEdgeLateFromTra	1.374		
609-086	Fault Counter 81-114-00: TrailEdgeLateFromTray4FeedSensorFault	no. of faults	RW	TELateFmTray4FeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-114-00: TrailEdgeLateFromTra	1.374		
609-087	Fault Counter 71-100-00: Tray1HoistFailureFault	no. of faults	RW	Tray1HoistFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:71-100-00: Tray1HoistFailureFault	1.374		
609-088	Fault Counter 71-500-00: Tray1OpenWhileFeedingFault	no. of faults	RW	Tray1OpenWhileFeedingFC	NVMFaultCounter	shortNatural	No	Fault Counter:71-500-00:	1.374		
609-089	Fault Counter 72-100-00: Tray2HoistFailureFault	no. of faults	RW	Tray2HoistFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-100-00: Tray2HoistFailureFault	1.374		
609-090	Fault Counter 72-500-00: Tray2OpenWhileFeedingFault	no. of faults	RW	Tray2OpenWhileFeedingFC	NVMFaultCounter	shortNatural	No	Fault Counter:72-500-00: Tray2OpenWhileFeedi	1.374		
609-091	Fault Counter 73-100-00: Tray3HoistFailureFault	no. of faults	RW	Tray3HoistFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-100-00: Tray3HoistFailureFault	1.374		
609-092	Fault Counter 73-500-00: Tray3OpenWhileFeedingFault	no. of faults	RW	Tray3OpenWhileFeedingFC	NVMFaultCounter	shortNatural	No	Fault Counter:73-500-00: Tray3OpenWhileFeedi	1.374		
609-093	Fault Counter 74-100-00: Tray4HoistFailureFault	no. of faults	RW	Tray4HoistFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-100-00: Tray4HoistFailureFault	1.374		
609-094	Fault Counter 74-500-00: Tray4OpenWhileFeedingFault	no. of faults	RW	Tray4OpenWhileFeedingFC	NVMFaultCounter	shortNatural	No	Fault Counter:74-500-00: Tray4OpenWhileFeedi	1.374		

609-095	Fault Counter 76-100-00: PfpTrayHoistFailureFault	no. of faults	RW	PfpTrayHoistFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:76-100-00: PfpTrayHoistFailureFa	1.374		
609-096	Fault Counter 76-101-00: PfpTrayLowerFailureFault	no. of faults	RW	PfpTrayLowerFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:76-101-00: PfpTrayLowerFailure	1.678		
609-097	Fault Counter 76-500-00: PfpOpenWhileFeedingFault	no. of faults	RW	PfpOpenWhileFeedingFC	NVMFaultCounter	shortNatural	No	Fault Counter:76-500-00: PfpOpenWhileFeeding	1.678		
609-098	Fault Counter 76-510-00: PfpUndockedInRunFault	no. of faults	RW	PfpUndockedInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:76-510-00: PfpUndockedInRun	1.678		
609-099	Fault Counter 81-115-00: LeadEdgeLateToPfpWaitPointSensorFault	no. of faults	RW	LELateToPfpWaitPointSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-115-00: LeadEdgeLateToPfpW aitPointSensorFault	1.374		
609-100	Fault Counter 81-117-00: LeadEdgeLateToPfpFeedSensorFault	no. of faults	RW	LELateToPfpFeedSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-117-00: LeadEdgeLateToPfpFe edSensorFault	1.374		
609-101	Fault Counter 81-150-00: LeadEdgeLateToRegistrationSensorFrom PfmFault	no. of faults	RW	LELateToRegSnsrFmPfmFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-150-00: LeadEdgeLateToRegis trationSensorFromPfm Fault	1.374		
609-102	Fault Counter 81-151-00: TrailEdgeLateToRegSensorAfterClutchOn Fault	no. of faults	RW	TELateToRegSnsrAfterClutchOnFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-151-00: TrailEdgeLateToRegS ensorAfterClutchOnFa ult	1.374		
609-103	Fault Counter 81-155-00: LeadEdgeLateToRegistrationSensorFrom MsiFault	no. of faults	RW	LELateToRegSnsrFmMsiFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-155-00: LeadEdgeLateToRegis trationSensorFromMsi Fault	1.374		
609-104	Fault Counter 81-156-00: StraySheetFromMsiAtRegSensorFault	no. of faults	RW	StrayShtFmMsiAtRegSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-156-00: StraySheetFromMsiAt RegSensorFault	1.374		
609-105	Fault Counter 81-171-00: UnexpectedTimeoutForSheetTypeFault	no. of faults	RW	UnexpTmoutForShtTypeFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-171-00: UnexpectedTimeoutFo rSheetTypeFault	1.374		
609-106	Fault Counter 81-174-00: PpMissingPreReleasedSheetFault	no. of faults	RW	PpMissingPreReleasedShtFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-174-00: PpMissingPreReleased SheetFault	1.374		
609-107	Fault Counter 81-180-00: UnableToFeedNextSheetFault	no. of faults	RW	UnableToFeedNextShtFC	NVMFaultCounter	shortNatural	No	Fault Counter:81-180-00: UnableToFeedNextSh	1.374		

609-108	Fault Counter 83-160-00: LeadEdgeLateToDuplexSensorFault	no. of faults	RW	LELateToDplxSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:83-160-00: LeadEdgeLateToDuple	1.374		
609-109	Fault Counter 83-161-00: TrailEdgeLateToDuplexSensorAfterClutch	no. of faults	RW	TELateToDplxSnsrAfterClutchOnFC	NVMFaultCounter	shortNatural	No	Fault Counter:83-161-00:	1.374		
609-110	Fault Counter 83-181-00: PpUnexpectedTimeoutForSheetTypeSimplInvFault	no. of faults	RW	PpUnexpTmoutForShtTypeSimplInvFC	NVMFaultCounter	shortNatural	No	Fault Counter:83-181-00: PpUnexpectedTimeoutForSheetTypeSimplInvFault	1.374		
609-111	Fault Counter 83-182-00: PpUnexpectedTimeoutForSheetTypeDuplexFault	no. of faults	RW	PpUnexpTmoutForShtTypeDplxFC	NVMFaultCounter	shortNatural	No	Fault Counter:83-182-00: PpUnexpectedTimeoutForSheetTypeDuplexFault	1.374		
609-112	Fault Counter 83-190-00: StraySheetDetectedPostJamClearanceFault	no. of faults	RW	StrayShtDetectPostJamClearFC	NVMFaultCounter	shortNatural	No	Fault Counter:83-190-00: StraySheetDetectedPo	1.374		
609-113	Fault Counter 01-310-00: TopCoverOpenInRunFault	no. of faults	RW	TopCoverOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:01-310-00: TopCoverOpenInRunF	1.374		
609-114	Fault Counter 11-005-00: FinTamper1FrontMoveFailureFault	no. of faults	RW	FinTamp1FrontMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-005-00: FinTamper1FrontMove	1.374		
609-115	Fault Counter 11-006-00: FinTamper1RearMoveFailureFault	no. of faults	RW	FinTamp1RearMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-006-00: FinTamper1RearMove	1.374		
609-116	Fault Counter 11-007-00: FinTamper2FrontMoveFailureFault	no. of faults	RW	FinTamp2FrontMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-007-00: FinTamper2FrontMove	1.374		
609-117	Fault Counter 11-008-00: FinTamper2RearMoveFailureFault	no. of faults	RW	FinTamp2RearMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-008-00: FinTamper2RearMove	1.374		
609-118	Fault Counter 11-012-00: FinCompilerCarriageHomeFailureFault	no. of faults	RW	FinCompilerCarriageHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-012-00: FinCompilerCarriageH	1.374		

609-119	Fault Counter 11-014-00: FinCompilerCarriageMoveFailureFault	no. of faults	RW	FinCompilerCarriageMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-014-00: FinCompilerCarriageM	1.374		
609-120	Fault Counter 11-024-00: FinPaddleRollHomeFailureFault	no. of faults	RW	FinPaddleRollHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-024-00: FinPaddleRollHomeFai	1.374		
609-121	Fault Counter 11-025-00: FinPaddleRollCycleFailureFault	no. of faults	RW	FinPaddleRollCycleFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-025-00: FinPaddleRollCycleFail	1.374		
609-122	Fault Counter 11-026-00: FinPaddleRollerNotHomeFailureFault	no. of faults	RW	FinPaddleRollerNotHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-026-00: FinPaddleRollerNotHomeFailureFault	1.374		
609-123	Fault Counter 11-030-00: FinBin1MoveFailureFault	no. of faults	RW	FinBin1MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-030-00:	1.374		
609-124	Fault Counter 11-031-00: FinBin1OffsetMoveFailureFault	no. of faults	RW	FinBin1OffsetMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-031-00: FinBin1OffsetMoveFailureFault	1.374		
609-125	Fault Counter 11-036-00: FinBin2MoveFailureFault	no. of faults	RW	FinBin2MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-036-00: FinBin2MoveFailureFault	1.374		
609-126	Fault Counter 11-040-00: FinBin2OffsetMoveFailureFault	no. of faults	RW	FinBin2OffsetMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-040-00: FinBin2OffsetMoveFailureFault	1.374		
609-127	Fault Counter 11-043-00: FinPunchHeadCycleFailureFault	no. of faults	RW	FinPunchHeadCycleFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-043-00: FinPunchHeadCycleFailureFault	1.374		

609-128	Fault Counter 11-044-00: FinPunchHeadReturnHomeFailureFault	no. of faults	RW	FinPunchHeadRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-044-00: FinPunchHeadReturnHomeFailureFault	1.374		
609-129	Fault Counter 11-045-00: FinPunchHeadStuckHomeFailureFault	no. of faults	RW	FinPunchHeadStuckHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-045-00:	1.374		
609-130	Fault Counter 11-046-00: FinPunchUnitHomeFlagFailureFault	no. of faults	RW	FinPunchUnitHomeFlagFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-046-00:	1.374		
609-131	Fault Counter 11-047-00: FinPunchUnitHomeFailureFault	no. of faults	RW	FinPunchUnitHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-047-00: FinPunchUnitHomeFail	1.374		
609-132	Fault Counter 11-050-00: FinStapleHead1CycleFailureFault	no. of faults	RW	FinStapleHead1CycleFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-050-00: FinStapleHead1CycleF ailureFault	1.374		
609-133	Fault Counter 11-053-00: FinStapleUnit1MoveFailureFault	no. of faults	RW	FinStapleUnit1MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-053-00: FinStapleUnit1MoveFai lureFault	1.374		
609-134	Fault Counter 11-056-00: FinPPIBottomPlateHomeFailureFault	no. of faults	RW	FinPPIBottomPlateHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-056-00: FinPPIBottomPlateHo meFailureFault	1.374		
609-135	Fault Counter 11-057-00: FinPPIBottomPlateLiftFailureFault	no. of faults	RW	FinPPIBottomPlateLiftFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-057-00: FinPPIBottomPlateLiftF ailureFault	1.374		
609-136	Fault Counter 11-061-00: FinBBCreaseBladeMoveFailureFault	no. of faults	RW	FinBBCreaseBladeMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-061-00: FinBBCreaseBladeMov eFailureFault	1.374		
609-137	Fault Counter 11-062-00: FinBBCreaseRollFailureFault	no. of faults	RW	FinBBCreaseRollFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-062-00: FinBBCreaseRollFailur eFault	1.374		
609-138	Fault Counter 11-063-00: FinBBStapleHead1MoveFailureFault	no. of faults	RW	FinBBStapleHead1MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-063-00: FinBBStapleHead1Mov eFailureFault	1.374		
609-139	Fault Counter 11-065-00: FinBBBackStopStartFailureFault	no. of faults	RW	FinBBBackStopStartFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-065-00: FinBBBackStopStartFa ilureFault	1.374		
609-140	Fault Counter 11-066-00: FinBBTamp1MoveFailureFault	no. of faults	RW	FinBBTamp1MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-066-00: FinBBTamp1MoveFa ilureFault	1.374		
609-141	Fault Counter 11-072-00: FinBBTapeFeedMoveFaultFault	no. of faults	RW	FinBBTapeFeedMoveFCFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-072-00: FinBBTapeFeedMoveF aultFault	1.374		



609-142	Fault Counter 11-073-00: FinBBCoolingFanFault	no. of faults	RW	FinBBCoolingFanFCFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-073-00:	1.374		
609-143	Fault Counter 11-077-00:	no. of faults	RW	FinBBHeaterUnderTemperatureFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-077-	1.374		
609-144	Fault Counter 11-078-00:	no. of faults	RW	FinBBHeaterOverTemperatureFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-078-	1.374		
609-145	Fault Counter 11-083-00:	no. of faults	RW	FinPaperPusherMtrStalledFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-083-	1.374		
609-146	Fault Counter 11-100-00:	no. of faults	RW	LELateToFinEntrySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-100-	1.374		
609-147	Fault Counter 11-101-00:	no. of faults	RW	FinTELateFmEntranceSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-101-	1.374		
609-148	Fault Counter 11-110-00:	no. of faults	RW	LELateToFinPunchSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-110-	1.374		
609-149	Fault Counter 11-120-00:	no. of faults	RW	LELateToFinCompilerEntrySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-120-	1.374		
609-150	Fault Counter 11-122-00: TrailEdgeLateFromFinCompilerEntrySnsrFault	no. of faults	RW	TELateFmFinCompilerEntrySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-122-00: TrailEdgeLateFromFin	1.374		
609-151	Fault Counter 11-130-00: LeadEdgeLateToFinTopExitSensorFault	no. of faults	RW	LELateToFinTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-130-00: LeadEdgeLateToFinTo	1.374		
609-152	Fault Counter 11-132-00: TrailEdgeLateFromFinTopExitSensorFault	no. of faults	RW	TELateFmFinTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-132-00: TrailEdgeLateFromFin	1.374		
609-153	Fault Counter 11-140-00: LeadEdgeLateToFin2ndTopExitSensorFault	no. of faults	RW	LELateToFin2ndTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-140-00: LeadEdgeLateToFin2n	1.374		
609-154	Fault Counter 11-142-00: TrailEdgeLateFromFin2ndTopExitSensorFault	no. of faults	RW	TELateFmFin2ndTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-142-00: TrailEdgeLateFromFin	1.374		
609-155	Fault Counter 11-150-00: LeadEdgeLateToFin3rdTopExitSensorFault	no. of faults	RW	LELateToFin3rdTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-150-00: LeadEdgeLateToFin3r	1.374		
609-156	Fault Counter 11-152-00: TrailEdgeLateFromFin3rdTopExitSensorFault	no. of faults	RW	TELateFmFin3rdTopExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-152-00: TrailEdgeLateFromFin	1.374		
609-157	Fault Counter 11-157-00: FinLELateToBufferPositionSensorFault	no. of faults	RW	FinLELateToBufferPosSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-157-00: FinLELateToBufferPosi	1.374		
609-158	Fault Counter 11-158-00: FinLELateToExitHVFIntoBMSensorFault	no. of faults	RW	FinLELateToExitHVFIntoBMSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-158-00: FinLELateToExitHVFIn toBMSensorFault	1.374		
609-159	Fault Counter 12-160-00: LeadEdgeLateToBBEntrySensorFault	no. of faults	RW	LELateToBBEntrySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-160-00: FAULT11_160	1.678		
609-160	Fault Counter 11-161-00: FinTELateFromBufferPositionSensorFault	no. of faults	RW	FinTELateFmBufferPosSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-161-00: FinTELateFromBufferP ositionSensorFault	1.374		
609-161	Fault Counter 12-162-00: TrailEdgeLateFromBBEntrySensorFault	no. of faults	RW	TELateFmBBEntrySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-162-00: TrailEdgeLateFromBB	1.678		
609-162	Fault Counter 11-163-00: FinTELateFromExitHVFIntoBMSensorFault	no. of faults	RW	FinTELateFmExitHVFIntoBMSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-163-00: FinTELateFromExitHV	1.374		
609-163	Fault Counter 11-164-00: FinTELateFromBufferPathSensorFault	no. of faults	RW	FinTELateFmBufferPathSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-164-00: FinTELateFromBufferP	1.374		

609-164	Fault Counter 11-165-00: FinLELateToBufferPathSensorFault	no. of faults	RW	FinLELateToBufferPathSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-165-00: FinLELateToBufferPat	1.374		
609-165	Fault Counter 11-170-00: LeadEdgeLateToBBCompilerExitSensorFault	no. of faults	RW	LELateToBBCompilerExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-170-00: LeadEdgeLateToBBCo	1.374		
609-166	Fault Counter 11-172-00: TrailEdgeLateFromBBCompilerSensorFault	no. of faults	RW	TELateFmBBCompilerSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-172-00: TrailEdgeLateFromBB CompilerSensorFault	1.374		
609-167	Fault Counter 11-173-00: FinOffsetUnitInitializationFailureFault	no. of faults	RW	FinOffsetUnitInitFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-173-00: FinOffsetUnitInitializati onFailureFault	1.374		
609-168	Fault Counter 11-174-00: FinOffsetUnitReturnHomeFailureFault	no. of faults	RW	FinOffsetUnitRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-174-00: FinOffsetUnitReturnHo	1.374		
609-169	Fault Counter 11-175-00: FinOffsetUnitHomeFailureFault	no. of faults	RW	FinOffsetUnitHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-175-00: FinOffsetUnitHomeFail ureFault	1.374		
609-170	Fault Counter 11-176-00: FinOffsetUnitReturnAwayHomeFailureFault	no. of faults	RW	FinOffsetUnitRtrnAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-176-00: FinOffsetUnitReturnAw ayHomeFailureFault	1.374		
609-171	Fault Counter 11-177-00: FinOffsetUnitAwayHomeFailureFault	no. of faults	RW	FinOffsetUnitAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-177-00: FinOffsetUnitAwayHom eFailureFault	1.374		
609-172	Fault Counter 12-180-00: LeadEdgeLateToBBExitSensorFault	no. of faults	RW	LELateToBBExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:12-180-00: FAULT11_180	1.678		
609-173	Fault Counter 11-182-00: TrailEdgeLateFromBBExitSensorFault	no. of faults	RW	TELateFmBBExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-182-00: TrailEdgeLateFromBB ExitSensorFault	1.374		
609-174	Fault Counter 11-183-00: FinBMUnexpectedSheetDetectedFault	no. of faults	RW	FinBMUnexpShtDetectFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-183-00: FinBMUnexpectedShe etDetectedFault	1.374		
609-175	Fault Counter 11-184-00: FinBMStraySheetDetectedPostJamClearanceFault	no. of faults	RW	FinBMStryShtDetectPostJamClearFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-184-00: FinBMStraySheetDetec	1.374		
609-176	Fault Counter 11-185-00: FinLELateToTFExitSensorFault	no. of faults	RW	FinLELateToTFExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-185-00: FinLELateToTFExitSen	1.374		
609-177	Fault Counter 11-186-00: FinTELateFromTFExitSensorFault	no. of faults	RW	FinTELateFmTFExitSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-186-00: FinTELateFromTFExit SensorFault	1.374		

609-178	Fault Counter 11-187-00: FinLELateToTFAssistSensorFault	no. of faults	RW	FinLELateToTFAssistSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-187-00: FinLELateToTFAssistS	1.374		
609-179	Fault Counter 11-188-00: FinNipSplitFailureFault	no. of faults	RW	FinNipSplitFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-188-00: FinNipSplitFailureFault	1.374		
609-180	Fault Counter 11-189-00: FinNipHomeFailureFault	no. of faults	RW	FinNipHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-189-00: FinNipHomeFailureFau lt	1.374		
609-181	Fault Counter 11-191-00: FinLELateToPPITabStandbySensorFault	no. of faults	RW	FinLELateToPPITabStandbySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-191-00: FinLELateToPPITabSt	1.374		
609-182	Fault Counter 11-193-00: FinTELateFromPPITabStandbySensorFau lt	no. of faults	RW	FinTELateFmPPITabStandbySnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-193-00: FinTELateFromPPITab StandbySensorFault	1.374		
609-183	Fault Counter 11-194-00: FinLELateToPPIPickupSensorFault	no. of faults	RW	FinLELateToPPIPickupSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-194-00: FinLELateToPPIPickup	1.374		
609-184	Fault Counter 11-196-00: FinTELateFromPPITrayPickupSensorFault	no. of faults	RW	FinTELateFmPPITrayPickupSnsrFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-196-00: FinTELateFromPPITra yPickupSensorFault	1.374		
609-185	Fault Counter 11-198-00: FinStraySheetDetectedPostJamClearance Fault	no. of faults	RW	FinStrayShtDetectPostJamClearFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-198-00: FinStraySheetDetected PostJamClearanceFau lt	1.374		
609-186	Fault Counter 11-199-00: UnexpectedSheetDetectedFault	no. of faults	RW	UnexpShtDetectFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-199-00: UnexpectedSheetDete ctedFault	1.374		
609-187	Fault Counter 11-300-00: FinUnDockedInterlockInRunFault	no. of faults	RW	FinUnDockedIntlckInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-300-00: FinUnDockedInterlockl nRunFault	1.374		

609-188	Fault Counter 11-301-00: FinEntryGateInterlockOpenInRunFault	no. of faults	RW	FinEntryGateIntlckOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-301-00: FinEntryGateInterlock OpenInRunFault	1.374		
609-189	Fault Counter 11-302-00: FinTopCoverInterlockOpenInRunFault	no. of faults	RW	FinTopCoverIntlckOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-302-00: FinTopCoverInterlockO	1.374		
609-190	Fault Counter 11-303-00: FinFrontDoorInterlockOpenInRunFault	no. of faults	RW	FinFrontDoorIntlckOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-303-00: FinFrontDoorInterlock	1.374		
609-191	Fault Counter 11-304-00: FinTopGateInterlockOpenInRunFault	no. of faults	RW	FinTopGateIntlckOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-304-00: FinTopGateInterlockO	1.374		
609-192	Fault Counter 11-305-00: FinBottomExitGateInterlockOpenInRunFault	no. of faults	RW	FinBotExitGateIntlckOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-305-00: FinBottomExitGateInter	1.374		
609-193	Fault Counter 11-306-00: FinPPITopCoverInterlockOpenInRunFault	no. of faults	RW	FinPPITopCoverIntlckOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-306-00: FinPPITopCoverInterlo	1.374		
609-194	Fault Counter 11-307-00: FinTrifoldTopCoverOpenInRunFault	no. of faults	RW	FinTrifoldTopCoverOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-307-00: FinTrifoldTopCoverOp enInRunFault	1.374		
609-195	Fault Counter 11-308-00: FinTrifoldFrontDoorOpenInRunFault	no. of faults	RW	FinTrifoldFrontDoorOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-308-00:	1.374		
609-196	Fault Counter 11-309-00: FinInserterLeftHandDoorOpenInRunFault	no. of faults	RW	FinInsLeftHandDoorOpenInRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-309-00: FinInserterLeftHandDo	1.374		
609-197	Fault Counter 11-310-00: FinTamper1FrontHomeFailureFault	no. of faults	RW	FinTamp1FrontHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-310-00: FinTamper1FrontHom	1.374		
609-198	Fault Counter 11-311-00: FinTamper1RearHomeFailureFault	no. of faults	RW	FinTamp1RearHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-311-00: FinTamper1RearHome	1.374		
609-199	Fault Counter 11-312-00: FinTamper2FrontHomeFailureFault	no. of faults	RW	FinTamp2FrontHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-312-00: FinTamper2FrontHom eFailureFault	1.374		
609-200	Fault Counter 11-313-00: FinTamper2RearHomeFailureFault	no. of faults	RW	FinTamp2RearHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-313-00: FinTamper2RearHome	1.374		
609-201	Fault Counter 11-315-00: FinCompilerCarriageOverTravelFailureUp Fault	no. of faults	RW	FinComplerCarriageTravelFailUpFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-315-00: FinCompilerCarriageO	1.374		
609-202	Fault Counter 11-316-00: FinCompilerCarriageOverTravelFailureLo wFault	no. of faults	RW	FinComplrCarriageTravelFailLowFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-316-00: FinCompilerCarriageO verTravelFailureLowFa	1.374		

609-203	Fault Counter 11-319-00: FinRearTamperAwayHomeSensorFailureFault	no. of faults	RW	FinRearTampAwayHomeSnsrFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-319-00: FinRearTamperAwayHomeSensorFailureFault	1.374		
609-204	Fault Counter 11-320-00: FinCompilerEjectorHomeFailureFault	no. of faults	RW	FinCompilerEjectorHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-320-00: FinCompilerEjectorHo	1.374		
609-205	Fault Counter 11-322-00: FinCompilerEjectorCycleFailureFault	no. of faults	RW	FinCompilerEjectorCycleFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-322-00: FinCompilerEjectorCyc	1.374		
609-206	Fault Counter 11-334-00: FinBin1OverTravelFailureUpperFault	no. of faults	RW	FinBin1OverTravelFailUpperFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-334-00: FinBin1OverTravelFail	1.374		
609-207	Fault Counter 11-335-00: FinBin1OverTravelFailureLowerFault	no. of faults	RW	FinBin1OverTravelFailLowerFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-335-00: FinBin1OverTravelFail	1.374		
609-208	Fault Counter 11-336-00: FinBin1HomeFailureFault	no. of faults	RW	FinBin1HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-336-00: FinBin1HomeFailureFault	1.374		
609-209	Fault Counter 11-337-00: FinBin1OffsetHomeFailureFault	no. of faults	RW	FinBin1OffsetHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-337-00: FinBin1OffsetHomeFailureFault	1.374		
609-210	Fault Counter 11-344-00: FinBin2OverTravelFailureUpperFault	no. of faults	RW	FinBin2OverTravelFailUpperFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-344-00: FinBin2OverTravelFailureUpperFault	1.374		
609-211	Fault Counter 11-345-00: FinBin2OverTravelFailureLowerFault	no. of faults	RW	FinBin2OverTravelFailLowerFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-345-00: FinBin2OverTravelFailureLowerFault	1.374		
609-212	Fault Counter 11-346-00: FinBin2HomeFailureFault	no. of faults	RW	FinBin2HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-346-00: FinBin2HomeFailureFault	1.374		
609-213	Fault Counter 11-347-00: FinBin2OffsetHomeFailureFault	no. of faults	RW	FinBin2OffsetHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-347-00: FinBin2OffsetHomeFailureFault	1.374		
609-214	Fault Counter 11-350-00: FinPunchHeadHomeFailureFault	no. of faults	RW	FinPunchHeadHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-350-00: FinPunchHeadHomeFailureFault	1.374		
609-215	Fault Counter 11-360-00:	no. of faults	RW	FinStapleHead1HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-360-	1.374		

609-216	Fault Counter 11-364-00: FinStapleHead1NotPrimedFault	no. of faults	RW	FinStapleHead1NotPrimedFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-364-00: FinStapleHead1NotPri	1.374		
609-217	Fault Counter 11-370-00: FinStapleUnit1HomeFailureFault	no. of faults	RW	FinStapleUnit1HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-370-00: FinStapleUnit1HomeFa	1.374		
609-218	Fault Counter 11-371-00:	no. of faults	RW	FinStaplerHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-371-	1.374		
609-219	Fault Counter 11-372-00: FinStaplerReturnHomeFailureFault	no. of faults	RW	FinStaplerRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-372-00:	1.374		
609-220	Fault Counter 11-373-00: FinStaplerMiddleHomeFailureFault	no. of faults	RW	FinStaplerMiddleHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-373-00: FinStaplerMiddleHome	1.374		
609-221	Fault Counter 11-374-00: FinStaplerStuckMiddleHomeFailureFault	no. of faults	RW	FinStaplerStuckMiddleHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-374-00: FinStaplerStuckMiddle	1.374		
609-222	Fault Counter 11-375-00: FinStaplerJawHomeFailureFault	no. of faults	RW	FinStaplerJawHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-375-00: FinStaplerJawHomeFai	1.374		
609-223	Fault Counter 11-376-00: FinStaplerJawStuckHomeFailureFault	no. of faults	RW	FinStaplerJawStuckHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-376-00:	1.374		
609-224	Fault Counter 11-377-00: FinStaplerPrimingFailureFault	no. of faults	RW	FinStaplerPrimingFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-377-00: FinStaplerPrimingFailu reFault	1.374		
609-225	Fault Counter 11-380-00: FinPunchUnitPaperSideEdgeDetectingFail ureFault	no. of faults	RW	FinPunchPaprSideEdgeDetectFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-380-00: FinPunchUnitPaperSid eEdgeDetectingFailure	1.374		
609-226	Fault Counter 11-383-00: FinBBBackStopHomeFailureFault	no. of faults	RW	FinBBBackStopHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-383-00: FinBBBackStopHomeF ailureFault	1.374		
609-227	Fault Counter 11-384-00: FinBBTamper1HomeFailureFault	no. of faults	RW	FinBBTamp1HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-384-00: FinBBTamper1HomeF ailureFault	1.374		
609-228	Fault Counter 11-391-00: FinBBFlapperHomeFailureFault	no. of faults	RW	FinBBFlapperHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-391-00: FinBBFlapperHomeFail ureFault	1.374		
609-229	Fault Counter 11-392-00: FinFrontTamperTrayHomeFailureFault	no. of faults	RW	FinFrontTampTrayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-392-00: FinFrontTamperTrayH omeFailureFault	1.374		
609-230	Fault Counter 11-393-00: FinFrontTamperTrayReturnHomeFailureF ault	no. of faults	RW	FinFrontTampTrayRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-393-00: FinFrontTamperTrayR eturnHomeFailureFault	1.374		
609-231	Fault Counter 11-394-00: FinFrontTamperTrayAwayHomeFailureFa ult	no. of faults	RW	FinFrontTampTrayAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-394-00: FinFrontTamperTrayA wayHomeFailureFault	1.374		

609-232	Fault Counter 11-395-00: FinFrontTamperTrayStuckAwayHomeFailureFault	no. of faults	RW	FinFrontTampStuckAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-395-00: FinFrontTamperTrayStuckAwayHomeFailureF	1.374		
609-233	Fault Counter 11-396-00: FinRearTamperTrayHomeFailureFault	no. of faults	RW	FinRearTampTrayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-396-00:	1.374		
609-234	Fault Counter 11-397-00: FinRearTamperTrayReturnHomeFailureFault	no. of faults	RW	FinRearTampTrayRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-397-00: FinRearTamperTrayRe	1.374		
609-235	Fault Counter 11-398-00: FinRearTamperTrayAwayHomeFailureFault	no. of faults	RW	FinRearTampTrayAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-398-00:	1.374		
609-236	Fault Counter 11-399-00: FinRearTamperTrayReturnAwayHomeFailureFault	no. of faults	RW	FinRearTampRtrnAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-399-00: FinRearTamperTrayRe	1.374		
609-237	Fault Counter 11-403-00: FinBBStapleHead2MoveFailureFault	no. of faults	RW	FinBBStapleHead2MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-403-00: FinBBStapleHead2MoveFailureFault	1.374		
609-238	Fault Counter 11-411-00: FinBBStapleHead1HomeFailureFault	no. of faults	RW	FinBBStapleHead1HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-411-00: FinBBStapleHead1HomeFailureFault	1.374		
609-239	Fault Counter 11-413-00: FinBBStapleHead2HomeFailureFault	no. of faults	RW	FinBBStapleHead2HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-413-00: FinBBStapleHead2HomeFailureFault	1.374		
609-240	Fault Counter 11-414-00: FinBMStaplerModuleHomeFault	no. of faults	RW	FinBMStaplerModuleHomeFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-414-00: FinBMStaplerModuleHomeFault	1.374		
609-241	Fault Counter 11-415-00: FinBBCreaseRollGateHomeFailureFault	no. of faults	RW	FinBBCreaseRollGateHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-415-00: FinBBCreaseRollGate	1.374		
609-242	Fault Counter 11-416-00: FinBBCreaseBladeHomeFailureFault	no. of faults	RW	FinBBCreaseBladeHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-416-00: FinBBCreaseBladeHomeFailureFault	1.374		
609-243	Fault Counter 11-417-00: FinBMFlapperHomeFailureFault	no. of faults	RW	FinBMFlapperHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-417-00: FinBMFlapperHomeFailureFault	1.374		
609-244	Fault Counter 11-418-00: FinBMFlapperMoveFailureFault	no. of faults	RW	FinBMFlapperMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-418-00: FinBMFlapperMoveFailureFault	1.374		
609-245	Fault Counter 11-419-00: FinBMTamper2HomeFailureFault	no. of faults	RW	FinBMTamp2HomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-419-00: FinBMTamper2HomeFailureFault	1.374		
609-246	Fault Counter 11-420-00: FinBMTamper2MoveFailureFault	no. of faults	RW	FinBMTamp2MoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-420-00: FinBMTamper2MoveFailureFault	1.374		

609-247	Fault Counter 11-430-00: FinKickerCycleFailureFault	no. of faults	RW	FinKickerCycleFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-430-00: FinKickerCycleFailureFault	1.374		
609-248	Fault Counter 11-440-00: FinPaperPusherReturnHomeFailureFault	no. of faults	RW	FinPaperPusherRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-440-00: FinPaperPusherReturnHomeFailureFault	1.374		
609-249	Fault Counter 11-441-00: FinPaperPusherHomeFailureFault	no. of faults	RW	FinPaperPusherHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-441-00: FinPaperPusherHomeFailureFault	1.374		
609-250	Fault Counter 11-442-00: FinPaperPusherReturnAwayHomeFailureFault	no. of faults	RW	FinPaperPusherRtrnAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-442-00: FinPaperPusherReturnAwayHomeFailureFault	1.374		
609-251	Fault Counter 11-443-00: FinPaperPusherAwayHomeFailureFault	no. of faults	RW	FinPaperPusherAwayHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-443-00: FinPaperPusherAwayHomeFailureFault	1.374		
609-252	Fault Counter 11-450-00: FinEjectorModuleMotorStallFault	no. of faults	RW	FinEjectorModuleMtrStallFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-450-00: FinEjectorModuleMotorStallFault	1.374		
609-253	Fault Counter 11-451-00: FinEjectorPlateMotorStallFailureFault	no. of faults	RW	FinEjectorPlateMtrStallFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-451-00: FinEjectorPlateMotorStallFailureFault	1.374		
609-254	Fault Counter 11-452-00: FinEjectorPlateReturnHomeFailureFault	no. of faults	RW	FinEjectorPlateRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-452-00: FinEjectorPlateReturnHomeFailureFault	1.374		
609-255	Fault Counter 11-453-00: FinEjectorPlateHomeFailureFault	no. of faults	RW	FinEjectorPlateHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-453-00: FinEjectorPlateHomeFailureFault	1.374		
609-256	Fault Counter 11-454-00: FinLowerPaddleReturnHomeFailureFault	no. of faults	RW	FinLowerPaddleRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-454-00: FinLowerPaddleReturnHomeFailureFault	1.374		
609-257	Fault Counter 11-455-00: FinLowerPaddleHomeFailureFault	no. of faults	RW	FinLowerPaddleHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-455-00: FinLowerPaddleHomeFailureFault	1.374		
609-258	Fault Counter 11-456-00: FinEjectorModuleReturnHomeFailureFault	no. of faults	RW	FinEjectorModuleRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-456-00: FinEjectorModuleReturnHomeFailureFault	1.374		



609-259	Fault Counter 11-457-00: FinEjectorModuleHomeFailureFault	no. of faults	RW	FinEjectorModuleHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-457-00: FinEjectorModuleHomeFailureFault	1.374		
609-260	Fault Counter 11-458-00: FinEjectorModuleReturnOutFailureFault	no. of faults	RW	FinEjectorModuleRtrnOutFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-458-00: FinEjectorModuleReturnOutFailureFault	1.374		
609-261	Fault Counter 11-459-00: FinEjectorModuleOutFailureFault	no. of faults	RW	FinEjectorModuleOutFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-459-00: FinEjectorModuleOutFailureFault	1.374		
609-262	Fault Counter 11-460-00: FinStackerMotorStallFailureFault	no. of faults	RW	FinStackerMtrStallFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-460-00: FinStackerMotorStallF	1.374		
609-263	Fault Counter 11-461-00: FinStackerBinHomeFailureFault	no. of faults	RW	FinStackerBinHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-461-00: FinStackerBinHomeFai	1.374		
609-264	Fault Counter 11-462-00: FinStackerBinMoveFailureFault	no. of faults	RW	FinStackerBinMoveFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-462-00: FinStackerBinMoveFailureFault	1.374		
609-265	Fault Counter 11-463-00: FinBM24vUnavailableAtInputFault	no. of faults	RW	FinBM24vUnavailableAtInputFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-463-00: FinBM24vUnavailableA	1.374		
609-266	Fault Counter 11-464-00: FinBM24vInternalFailureFault	no. of faults	RW	FinBM24vInternalFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-464-00:	1.374		
609-267	Fault Counter 11-465-00: FinPaddleUnitReturnUpperFailureFault	no. of faults	RW	FinPaddleUnitRtrnUpperFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-465-00: FinPaddleUnitReturnUpperFailureFault	1.374		
609-268	Fault Counter 11-466-00: FinPaddleUnitNotUpperFailureFault	no. of faults	RW	FinPaddleUnitNotUpperFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-466-00: FinPaddleUnitNotUpperFailureFault	1.374		
609-269	Fault Counter 11-467-00: FinPaddleUnitReturnLowerFailureFault	no. of faults	RW	FinPaddleUnitRtrnLowerFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-467-00: FinPaddleUnitReturnLowerFailureFault	1.374		
609-270	Fault Counter 11-468-00: FinPaddleUnitNotLowerFailureFault	no. of faults	RW	FinPaddleUnitNotLowerFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-468-00: FinPaddleUnitNotLowerFailureFault	1.374		

609-271	Fault Counter 11-469-00: FinCurlSuppressorReturnHomeFailureFault	no. of faults	RW	FinCurlSuppressorRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-469-00: FinCurlSuppressorReturnHomeFailureFault	1.374		
609-272	Fault Counter 11-470-00: FinCurlSuppressorHomeFailureFault	no. of faults	RW	FinCurlSuppressorHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-470-00: FinCurlSuppressorHo	1.374		
609-273	Fault Counter 11-471-00: FinCurlSuppressorReturnAwayFailureFault	no. of faults	RW	FinCurlSuppressorRtrnAwayFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-471-00: FinCurlSuppressorRet	1.374		
609-274	Fault Counter 11-472-00: FinCurlSuppressorAwayFailureFault	no. of faults	RW	FinCurlSuppressorAwayFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-472-00: FinCurlSuppressorAwa yFailureFault	1.374		
609-275	Fault Counter 11-473-00: FinPressingSupportMotorReturnInitFailureFault	no. of faults	RW	FinPressSupportMtrRtrnInitFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-473-00: FinPressingSupportMo torReturnInitFailureFau lt	1.374		
609-276	Fault Counter 11-474-00: FinPressingSupportMotorInitFailureFault	no. of faults	RW	FinPressSupportMtrInitFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-474-00: FinPressingSupportMo torInitFailureFault	1.374		
609-277	Fault Counter 11-475-00: FinPressingSupportMotorReturnHomeFailureFault	no. of faults	RW	FinPressSupportMtrRtrnHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-475-00: FinPressingSupportMo torReturnHomeFailure Fault	1.374		
609-278	Fault Counter 11-476-00: FinPressingSupportMotorHomeFailureFault	no. of faults	RW	FinPressSupportMtrHomeFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-476-00: FinPressingSupportMo torHomeFailureFault	1.374		
609-279	Fault Counter 11-477-00: FinPressingSupportMotorReturnOutFailureFault	no. of faults	RW	FinPressSupportMtrRtrnOutFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-477-00: FinPressingSupportMo torReturnOutFailureFa ult	1.374		
609-280	Fault Counter 11-478-00: FinPressingSupportMotorOutFailureFault	no. of faults	RW	FinPressSupportMtrOutFailFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-478-00: FinPressingSupportMo torOutFailureFault	1.374		
609-281	Fault Counter 11-479-00: FinShortSheetFedFromInserterFault	no. of faults	RW	FinShortShtFedFmInserterFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-479-00: FinShortSheetFedFro mInserterFault	1.374		

609-282	Fault Counter 11-701-00: OctNotInIndexPositionFault	no. of faults	RW	OctNotInIndexPosFC	NVMFaultCounter	shortNatural	No	Fault Counter:11-701-00: OctNotInIndexPosition Fault	1.374		
609-283	Tray 9 Media Type	MTStandard = 0, MTDrilled = 1, MTEvelope = 3, ... MTRoughStock = 58,	RW	Tray 9 Media Type	NVMSAKOSetting	shortNatural	No		1.554		
609-284	Tray 9 Media Color	MCWhite = 0, MCGreen = 1, MCBuff = 2, ... MCCustom6 = 19,	RW	Tray 9 Media Color	NVMSAKOSetting	shortNatural	No		1.380		
609-285	Tray 9 Media Weight		RW	Tray 9 Media Weight	NVMSAKOSetting	shortNatural	No		1.380		
609-286	Tray 9 Direct Select	TSDirectOnly = 0, TSDirectAndAuto = 1	RW	Tray 9 Direct Select	NVMSAKOSetting	shortNatural	No		1.380		
609-287	Tray 9 Priority		RW	Tray 9 Priority	NVMSAKOSetting	shortNatural	No		1.380		
609-288	Tray 9 Width	Range and default size in mm	RW	Tray 9 Width	NVMSAKOSetting	natural	No		1.380		
609-289	Tray 9 Length	Range and default size in mm	RW	Tray 9 Length	NVMSAKOSetting	natural	No		1.380		
609-290	Tray 9 Percent Full		RW	Tray 9 Percent Full	NVMSAKOSetting	shortNatural	No		1.380		
609-291	Tray 9 User Type	TAFixed = 0, TAAdjustableAll = 1, ----- [TAAdjustableSizeOnly = 2]	RW	Tray 9 User Type	NVMSAKOSetting	shortNatural	No		1.380		
609-292	Tray 9 Modulus		RW	Tray 9 Modulus	NVMSAKOSetting	shortNatural	No		1.380		
609-293	Tray 9 Modulus Position		RW	Tray 9 Modulus Position	NVMSAKOSetting	shortNatural	No		1.380		

609-294	Tray 10 Media Type	MTStandard = 0, MTDrilled = 1, MTEvelope = 3,	RW	Tray 10 Media Type	NVMSAKOSetting	shortNatural	No		1.554		
609-295	Tray 10 Media Color	MCWhite = 0, MCGreen = 1, MCBuff = 2, ... MCCustom6 = 19,	RW	Tray 10 Media Color	NVMSAKOSetting	shortNatural	No		1.380		
609-296	Tray 10 Media Weight		RW	Tray 10 Media Weight	NVMSAKOSetting	shortNatural	No		1.380		
609-297	Tray 10 Direct Select	TSDirectOnly = 0, TSDirectAndAuto = 1	RW	Tray 10 Direct Select	NVMSAKOSetting	shortNatural	No		1.380		
609-298	Tray 10 Priority		RW	Tray 10 Priority	NVMSAKOSetting	shortNatural	No		1.380		
609-299	Tray 10 Width	Range and default size in mm	RW	Tray 10 Width	NVMSAKOSetting	natural	No		1.380		
609-300	Tray 10 Length	Range and default size in mm	RW	Tray 10 Length	NVMSAKOSetting	natural	No		1.380		
609-301	Tray 10 Percent Full		RW	Tray 10 Percent Full	NVMSAKOSetting	shortNatural	No		1.380		
609-302	Tray 10 User Type	TAFixed = 0, TAAdjustableAll = 1, ----- [TAAdjustableSizeOnly =	RW	Tray 10 User Type	NVMSAKOSetting	shortNatural	No		1.380		
609-303	Tray 10 Modulus		RW	Tray 10 Modulus	NVMSAKOSetting	shortNatural	No		1.380		
609-304	Tray 10 Modulus Position		RW	Tray 10 Modulus Position	NVMSAKOSetting	shortNatural	No		1.380		
609-305	Tray 11 Media Type	MTStandard = 0, MTDrilled = 1, MTEvelope = 3, ...	RW	Tray 11 Media Type	NVMSAKOSetting	shortNatural	No		1.554		
609-306	Tray 11 Media Color	MCWhite = 0, MCGreen = 1, MCBuff = 2, ...	RW	Tray 11 Media Color	NVMSAKOSetting	shortNatural	No		1.380		

609-307	Tray 11 Media Weight		RW	Tray 11 Media Weight	NVMSAKOSetting	shortNatural	No		1.380		
609-308	Tray 11 Direct Select	TSDirectOnly = 0, TSDirectAndAuto = 1	RW	Tray 11 Direct Select	NVMSAKOSetting	shortNatural	No		1.380		
609-309	Tray 11 Priority		RW	Tray 11 Priority	NVMSAKOSetting	shortNatural	No		1.380		
609-310	Tray 11 Width	Range and default size in mm	RW	Tray 11 Width	NVMSAKOSetting	natural	No		1.380		
609-311	Tray 11 Length	Range and default size in mm	RW	Tray 11 Length	NVMSAKOSetting	natural	No		1.380		
609-312	Tray 11 Percent Full		RW	Tray 11 Percent Full	NVMSAKOSetting	shortNatural	No		1.380		
609-313	Tray 11 User Type	TAFixed = 0, TAAdjustableAll = 1, ----- [TAAdjustableSizeOnly = 2]	RW	Tray 11 User Type	NVMSAKOSetting	shortNatural	No		1.380		
609-314	Tray 11 Modulus		RW	Tray 11 Modulus	NVMSAKOSetting	shortNatural	No		1.380		
609-315	Tray 11 Modulus Position		RW	Tray 11 Modulus Position	NVMSAKOSetting	shortNatural	No		1.380		
609-316	PFP Kit Type installed in PFP	0=Standard (A4 & Letter LEF) 1=Kit A (A3 SEF & A4 LEF) 2=Kit A (11x17 SEF &	RW	PFP Kit Type	NVMSAKOSetting	shortNatural	No		1.380		
609-319	Tray 4 Feed Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray4FeedRollsExpLife	NVMConfiguration	longNatural	No		1.434		
609-319	Tray 4 Pick & Separator Roller life expectancy	Feeds - adjustable by CSE	RW	Tray4FeedRollsExpLife	NVMConfiguration	longNatural	No		1.805		
609-320	Tray 4 Feed Rolls install date	unix timedate - set when	ND	Tray4FeedRollsInstDate	NVMConfiguration	longNatural	No		1.667		

609-321	Tray 4 Feed Rolls replacement counter	Replacements - incremented when user	RW	Tray4FeedRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-322	Tray 1 Transport Rolls life counter	Feeds - counted by	RW	Tray1TransportRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-323	Tray 1 Transport Rolls life expectancy	Feeds - adjustable by	RW	Tray1TransportRollsExpLife	NVMConfiguration	longNatural	No		1.426		
609-324	Tray 1 Transport Rolls install date	unix timedate - set when user resets count	ND	Tray1TransportRollsInstDate	NVMConfiguration	longNatural	No		1.667		
609-325	Tray 1 Transport Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray1TransportRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-326	Tray 2 Transport Rolls life counter	Feeds - counted by system	RW	Tray2TransportRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-327	Tray 2 Transport Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray2TransportRollsExpLife	NVMConfiguration	longNatural	No		1.426		
609-328	Tray 2 Transport Rolls install date	unix timedate - set when user resets count	ND	Tray2TransportRollsInstDate	NVMConfiguration	longNatural	No		1.667		
609-329	Tray 2 Transport Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray2TransportRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-330	Tray 3/4 Transport Rolls life counter	Feeds - counted by system	RW	Tray3/4TransportRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-331	Tray 3/4 Transport Rolls life expectancy	Feeds - adjustable by CSE	RW	Tray3/4TransportRollsLimit	NVMConfiguration	longNatural	No		1.426		
609-332	Tray 3/4 Transport Rolls install date	unix timedate - set when user resets count	ND	Tray3/4TransportRollsInstDate	NVMConfiguration	longNatural	No		1.667		

609-333	Tray 3/4 Transport Rolls replacement counter	Replacements - incremented when user resets life counter	RW	Tray3/4TransportRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-334	Split Drive Rolls life counter	Feeds - counted by system	RW	SplitDriveRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-335	Split Drive Rolls life expectancy	Feeds - adjustable by CSE	RW	SplitDriveRollsExpLife	NVMConfiguration	longNatural	No		1.426		
609-336	Split Drive Rolls install date	unix timedate - set when user resets count	ND	SplitDriveRollsInstDate	NVMConfiguration	longNatural	No		1.667		
609-337	Split Drive Rolls replacement counter	Replacements - incremented when user resets life counter	RW	SplitDriveRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-338	Duplex Sensor Rolls life counter	Feeds - counted by system	RW	DuplexSensorRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-339	Duplex Sensor Rolls life expectancy	Feeds - adjustable by CSE	RW	DuplexSensorRollsExpLife	NVMConfiguration	longNatural	No		1.426		

609-340	Duplex Sensor Rolls install date	unix timedate - set when user resets count	ND	DuplexSensorRollsInstDate	NVMConfiguration	longNatural	No		1.667		
609-341	Duplex Sensor Rolls replacement counter	Replacements - incremented when user resets life counter	RW	DuplexSensorRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-342	Bias Foam life counter	Feeds - counted by system	RW	BiasFoamLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-343	Bias Foam life expectancy	Feeds - adjustable by CSE	RW	BiasFoamExpLife	NVMConfiguration	longNatural	No		1.434		
609-344	Bias Foam install date	unix timedate - set when user resets count	ND	BiasFoamInstDate	NVMConfiguration	longNatural	No		1.667		
609-345	Bias Foam replacement counter	Replacements - incremented when user resets life counter	RW	BiasFoamRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-346	Developer Drive Gear life counter	Feeds - counted by system	RW	DeveloperDriveGearLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-347	Developer Drive Gear life expectancy	Feeds - adjustable by CSE	RW	DeveloperDriveGearExpLife	NVMConfiguration	longNatural	No		1.426		
609-348	Developer Drive Gear install date	unix timedate - set when user resets count	ND	DeveloperDriveGearInstDate	NVMConfiguration	longNatural	No		1.667		
609-349	Developer Drive Gear replacement counter	Replacements - incremented when user resets life counter	RW	DeveloperDriveGearRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		



609-350	Post Fuser Rolls life counter	Feeds - counted by system	RW	PostFuserRollsLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-351	Post Fuser Rolls life expectancy	Feeds - adjustable by CSE	RW	PostFuserRollsExpLife	NVMConfiguration	longNatural	No		1.426		
609-352	Post Fuser Rolls install date	unix timedate - set when user resets count	ND	PostFuserRollsInstDate	NVMConfiguration	longNatural	No		1.667		
609-353	Post Fuser Rolls replacement counter	Replacements - incremented when user	RW	PostFuserRollsRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-354	HVF Paddle life counter	Feeds - counted by system	RW	HVFPaddleLifeCount	NVMHFSICounter	longNatural	No		1.426		
609-355	HVF Paddle life expectancy	Feeds - adjustable by CSE	RW	HVFPaddleExpLife	NVMConfiguration	longNatural	No		1.434		
609-356	HVF Paddle install date	unix timedate - set when user resets count	ND	HVFPaddleInstDate	NVMConfiguration	longNatural	No		1.667		
609-357	HVF Paddle replacement counter	Replacements - incremented when user resets life counter	RW	HVFPaddleRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.426		
609-358	Fault Counter 12-494-00: BMLELateToBMDetectSensor	no. of faults	RW	BMLELateToBMDetectSensor	NVMFaultCounter	shortNatural	No	Fault Counter:12-494-00:	1.678		
609-359	Fault Counter 12-496-00: BMTELateFromBMDetectSensor	no. of faults	RW	BMTELateFromBMDetectSensor	NVMFaultCounter	shortNatural	No	Fault Counter:12-496-00:	1.678		
609-364	Total since activation date	Total since activation date	ND	LW Cardstock Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter 926: Lightweight Cardstock Large Sheets Used	1.799		
609-368	Total since activation date	Total since activation date	ND	Cardstock Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter 928: Cardstock Large Sheets Used	1.799		
609-372	Total since activation date	Total since activation date	ND	HW Cardstock Large Sheets Used	NVMSystemUsageCounter	byteArray	No	System Usage Counter 930: Heavyweight Cardstock Large	1.799		
609-373	Total since activation date	Total since activation date	ND	HW Cardstock LG Reload Sheets	NVMSystemUsageCounter	byteArray	No	System Usage Counter 931: Heavyweight Cardstock Reloaded	1.799		
609-374	Stores local density adjustment for DC1037	Degrees (Range -3 to +3)	RW	Density Adjustment	NVMSAKOSetting	shortInteger	No		1.513		
609-375	Fault Counter 12-352-00: BMSTAPLEHEAD1PRIMINGFAULT	no. of faults	RW	BMSTAPLEHEAD1PRIMINGFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:12-352-00: BMSTAPLEHEAD1PRI	1.515		
609-376	Fault Counter 12-353-00: BMSTAPLEHEAD2PRIMINGFAULT	no. of faults	RW	BMSTAPLEHEAD2PRIMINGFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:12-353-00: BMSTAPLEHEAD2PRI	1.515		

609-377	Fault Counter 61-100-00: LEDPRINTEADDDATAINTEGRITYFAILURE	no. of faults	RW	LEDPRINTEADDDATAINTEGRITYFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:61-100-00: LEDPRINTEADDDATA	1.515		
609-378	Fault Counter 10-702-00: OFFSETCENTRETRAYMOTORFAILURE	no. of faults	RW	OFFSETCENTRETRAYMOTORFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:10-702-00: OFFSETCENTRETRA	1.515		
609-379	Fault Counter 93-364-00: TCNOTINRANGEFAULT	no. of faults	RW	TCNOTINRANGEFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:93-364-00: TCNOTINRANGEFAU	1.515		
609-380	Fault Counter 10-170-00: LELATETO HORIZONTALTRANSPORT	no. of faults	RW	LELATETO HORIZONTALTRANSPORT	NVMFaultCounter	shortNatural	No	Fault Counter:10-170-00: LELATETO HORIZONTAL	1.515		
609-381	Fault Counter 10-171-00: TELATEFROMHORIZONTALTRANSPORT	no. of faults	RW	TELATEFROMHORIZONTALTRANSPORT	NVMFaultCounter	shortNatural	No	Fault Counter:10-171-00: TELATEFROMHORIZ	1.515		
609-382	Fault Counter 10-338-00: HORIZONTALTRANSPORTOPENINRUN	no. of faults	RW	HORIZONTALTRANSPORTOPENINRUN	NVMFaultCounter	shortNatural	No	Fault Counter:10-338-00: HORIZONTALTRANSPORTOPENINRUN	1.515		
609-383	Fault Counter 81-151-00: LELATETO REGSENSORSIMPLEX	no. of faults	RW	LELATETO REGSENSORSIMPLEX	NVMFaultCounter	shortNatural	No	Fault Counter:81-151-00: LELATETO REGSENS	1.515		
609-384	Fault Counter 81-152-00:	no. of faults	RW	TELATETO REGSENSORSIMPLEX	NVMFaultCounter	shortNatural	No	Fault Counter:81-152-	1.515		
609-385	Fault Counter 10-153-00:	no. of faults	RW	LELATETOPOSTFUSERSENSORSIMPLEX	NVMFaultCounter	shortNatural	No	Fault Counter:10-153-	1.515		
609-386	Fault Counter 10-154-00: TELATETOPOSTFUSERSENSORSIMPLEX	no. of faults	RW	TELATETOPOSTFUSERSENSORSIMPLEX	NVMFaultCounter	shortNatural	No	Fault Counter:10-154-00:	1.515		
609-387	Fault Counter 83-155-00: LELATETODUPLEXSENSOR	no. of faults	RW	LELATETODUPLEXSENSOR	NVMFaultCounter	shortNatural	No	Fault Counter:83-155-00:	1.515		
609-388	Fault Counter 83-156-00: TELATETODUPLEXSENSOR	no. of faults	RW	TELATETODUPLEXSENSOR	NVMFaultCounter	shortNatural	No	Fault Counter:83-156-00: TELATETODUPLEXSENSOR	1.515		
609-389	Fault Counter 81-136-00: LELATETOFEEDHCFLH	no. of faults	RW	LELATETOFEEDHCFLH	NVMFaultCounter	shortNatural	No	Fault Counter:81-136-00: LELATETOFEEDHCFL	1.515		
609-390	Fault Counter 81-137-00: TELATETOFEEDHCFLH	no. of faults	RW	TELATETOFEEDHCFLH	NVMFaultCounter	shortNatural	No	Fault Counter:81-137-00: TELATETOFEEDHCF	1.515		
609-391	Fault Counter 81-159-00: LELATETOHCXFEXITFROMTRAY3	no. of faults	RW	LELATETOHCXFEXITFROMTRAY3	NVMFaultCounter	shortNatural	No	Fault Counter:81-159-00: LELATETOHCXFEXITF	1.515		
609-392	Fault Counter 81-160-00: TELATETOFEEDERRHTARSENSOR	no. of faults	RW	TELATETOFEEDERRHTARSENSOR	NVMFaultCounter	shortNatural	No	Fault Counter:81-160-00: TELATETOFEEDERR	1.515		
609-393	Fault Counter 81-146-00: LELATETOFEEDHCFRH	no. of faults	RW	LELATETOFEEDHCFRH	NVMFaultCounter	shortNatural	No	Fault Counter:81-146-00:	1.515		
609-394	Fault Counter 81-147-00: TELATETOFEEDHCFRH	no. of faults	RW	TELATETOFEEDHCFRH	NVMFaultCounter	shortNatural	No	Fault Counter:81-147-00:	1.515		

609-395	Fault Counter 81-106-00: LELATETOTAR1SENSORFROMTRAY1	no. of faults	RW	LELATETOTAR1SENSORFROMTRAY1	NVMFaultCounter	shortNatural	No	Fault Counter:81-106-00: LELATETOTAR1SENSORFROMTRAY1	1.515		
609-396	Fault Counter 81-126-00:	no. of faults	RW	LELATETOTAR2SENSORFROMTRAY1	NVMFaultCounter	shortNatural	No	Fault Counter:81-126-00:	1.515		
609-397	Fault Counter 81-107-00: TELATETOTAR1SENSORFROMTRAY1	no. of faults	RW	TELATETOTAR1SENSORFROMTRAY1	NVMFaultCounter	shortNatural	No	Fault Counter:81-107-00: TELATETOTAR1SEN	1.515		
609-398	Fault Counter 81-127-00: TELATETOTAR2SENSORFROMTRAY2	no. of faults	RW	TELATETOTAR2SENSORFROMTRAY2	NVMFaultCounter	shortNatural	No	Fault Counter:81-127-00: TELATETOTAR2SEN	1.515		
609-399	Fault Counter 10-400-00: FRUMISSINGORCOMMSFAILUREFAULT	no. of faults	RW	FRUMISSINGORCOMMSFAILUREFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:10-400-00: FRUMISSINGORCOM	1.515		
609-400	Fault Counter 92-400-00: PCMISSINGORCOMMSFAILUREFAULT	no. of faults	RW	PCMISSINGORCOMMSFAILUREFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:92-400-00: PCMISSINGORCOMM	1.515		
609-401	Fault Counter 10-163-00: LELATETOPOSTFUSERSENSORDUPL X	no. of faults	RW	LELATETOPOSTFUSERSENSORDUPL X	NVMFaultCounter	shortNatural	No	Fault Counter:10-163-00: LELATETOPOSTFUS ERSENSORDUPL X	1.515		
609-402	Fault Counter 10-164-00: TELATETOPOSTFUSERSENSORDUPL X	no. of faults	RW	TELATETOPOSTFUSERSENSORDUPL X	NVMFaultCounter	shortNatural	No	Fault Counter:10-164-00: TELATETOPOSTFUS ERSENSORDUPL X	1.515		
609-403	Fault Counter 71-217-00: TRAY1BUMPUPFAILURE	no. of faults	RW	TRAY1BUMPUPFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:71-217-00: TRAY1BUMPUPFAILU RE	1.515		
609-404	Fault Counter 81-161-00: LELATETOREGSENSORDUPL X	no. of faults	RW	LELATETOREGSENSORDUPL X	NVMFaultCounter	shortNatural	No	Fault Counter:81-161-00: LELATETOREGSENS	1.515		
609-405	Fault Counter 81-162-00: TELATETOREGSENSORDUPL X	no. of faults	RW	TELATETOREGSENSORDUPL X	NVMFaultCounter	shortNatural	No	Fault Counter:81-162-00: TELATETOREGSENS ORDUPL X	1.515		
609-406	Fault Counter 81-167-00: LELATETOHCFTTRANSPORT	no. of faults	RW	LELATETOHCFTTRANSPORT	NVMFaultCounter	shortNatural	No	Fault Counter:81-167-00: LELATETOHCFTTRAN SPORT	1.515		

609-407	SPARED ( was Fault Counter 81-168-00: TELATETOHCFTTRANSPORT)	no. of faults	ND	SPARE 609-407	NVMFaultCounter	shortNatural	No	Fault Counter:81-168-00: TELATETOHCFTTRANSPORT	1.515		
609-408	Fault Counter 10-399-00: FUSERINCOMPATIBLEFAULT	no. of faults	RW	FUSERINCOMPATIBLEFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:10-399-00: FUSERINCOMPATIBLEFAULT	1.515		
609-409	Fault Counter 10-340-00: FUSERTEMPERATUREREADINGFAILURE	no. of faults	RW	FUSERTEMPERATUREREADINGFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:10-340-00: FUSERTEMPERATUREREADINGFAILURE	1.515		
609-410	Fault Counter 81-155-00: LELATETOREGSENSORFROMTRAY5	no. of faults	RW	LELATETOREGSENSORFROMTRAY5	NVMFaultCounter	shortNatural	No	Fault Counter:81-155-00: LELATETOREGSENSORFROMTRAY5	1.515		
609-411	Fault Counter 93-401-00: TONEBOTTLERMISSINGFAULT	no. of faults	RW	TONEBOTTLERMISSINGFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:93-401-00: TONEBOTTLERMISSINGFAULT	1.515		
609-412	Fault Counter 93-399-00: TONERCARTRIDGEINCOMPATIBLEFAULT	no. of faults	RW	TONERCARTRIDGEINCOMPATIBLEFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:93-399-00: TONERCARTRIDGEINCOMPATIBLEFAULT	1.515		
609-413	Fault Counter 93-365-00: HIGHACMODERECOVERYFAULT	no. of faults	RW	HIGHACMODERECOVERYFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:93-365-00: HIGHACMODERECOVERYFAULT	1.515		
609-414	Fault Counter 81-190-00: LELATETOREGFROMTRAY1	no. of faults	RW	LELATETOREGFROMTRAY1	NVMFaultCounter	shortNatural	No	Fault Counter:81-190-00: LELATETOREGFROMTRAY1	1.515		
609-415	Fault Counter 81-191-00: LELATETOREGFROMTRAY2	no. of faults	RW	LELATETOREGFROMTRAY2	NVMFaultCounter	shortNatural	No	Fault Counter:81-191-00: LELATETOREGFROMTRAY2	1.515		
609-416	Fault Counter 81-192-00: LELATETOREGFROMTRAY3	no. of faults	RW	LELATETOREGFROMTRAY3	NVMFaultCounter	shortNatural	No	Fault Counter:81-192-00: LELATETOREGFROMTRAY3	1.515		
609-417	Fault Counter 81-193-00: LELATETOREGFROMTRAY4	no. of faults	RW	LELATETOREGFROMTRAY4	NVMFaultCounter	shortNatural	No	Fault Counter:81-193-00: LELATETOREGFROMTRAY4	1.515		
609-418	Fault Counter 81-194-00: LELATETOTAR1FROMTRAY2	no. of faults	RW	LELATETOTAR1FROMTRAY2	NVMFaultCounter	shortNatural	No	Fault Counter:81-194-00: LELATETOTAR1FROMTRAY2	1.515		
609-419	Fault Counter 81-195-00: LELATETOTAR1FROMTRAY3	no. of faults	RW	LELATETOTAR1FROMTRAY3	NVMFaultCounter	shortNatural	No	Fault Counter:81-195-00: LELATETOTAR1FROMTRAY3	1.515		

609-420	Fault Counter 81-196-00: LELATETOTAR1FROMTRAY4	no. of faults	RW	LELATETOTAR1FROMTRAY4	NVMFaultCounter	shortNatural	No	Fault Counter:81-196-00: LELATETOTAR1FRO	1.515		
609-421	Fault Counter 81-197-00: LELATETOTAR2FROMTRAY3	no. of faults	RW	LELATETOTAR2FROMTRAY3	NVMFaultCounter	shortNatural	No	Fault Counter:81-197-00: LELATETOTAR2FRO	1.515		
609-422	Fault Counter 81-198-00: LELATETOTAR2FROMTRAY4	no. of faults	RW	LELATETOTAR2FROMTRAY4	NVMFaultCounter	shortNatural	No	Fault Counter:81-198-00: LELATETOTAR2FRO	1.515		
609-423	Fault Counter 81-199-00: LELATETOHCXFEXITFROMTRAY4	no. of faults	RW	LELATETOHCXFEXITFROMTRAY4	NVMFaultCounter	shortNatural	No	Fault Counter:81-199-00: LELATETOHCXFEXITF	1.515		
609-424	Fault Counter 81-200-00: UNEXPECTEDSHEETATREG	no. of faults	RW	UNEXPECTEDSHEETATREG	NVMFaultCounter	shortNatural	No	Fault Counter:81-200-00: UNEXPECTEDSHEET ATREG	1.515		
609-425	Fault Counter 10-201-00: UNEXPECTEDSHEETATPOSTFUSER	no. of faults	RW	UNEXPECTEDSHEETATPOSTFUSER	NVMFaultCounter	shortNatural	No	Fault Counter:10-201-00: UNEXPECTEDSHEET ATPOSTFUSER	1.678		
609-426	Fault Counter 83-157-00: UNEXPECTEDSHEETATDUPLEX	no. of faults	RW	UNEXPECTEDSHEETATDUPLEX	NVMFaultCounter	shortNatural	No	Fault Counter:83-157-00: UNEXPECTEDSHEET	1.515		
609-427	Fault Counter 10-172-00: UNEXPECTEDSHEETATFINXPORT	no. of faults	RW	UNEXPECTEDSHEETATFINXPORT	NVMFaultCounter	shortNatural	No	Fault Counter:10-172-00: UNEXPECTEDSHEET ATFINXPORT	1.515		
609-428	Fault Counter 75-100-00: TRAY5(MSI)HOISTFAILURE	no. of faults	RW	TRAY5(MSI)HOISTFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:75-100-00: TRAY5(MSI)HOISTFAI LURE	1.515		
609-429	Fault Counter 03-800-00: FINISHERCOMMSRESETAFTERACRASH	no. of faults	RW	FINISHERCOMMSRESETAFTERACRASH	NVMFaultCounter	shortNatural	No	Fault Counter:03-800-00: FINISHERCOMMSRE SETAFTERACRASH	1.678		
609-430	Fault Counter 12-984-00: BOOKLETLOWSTAPLEFRONTFAULTCOUNT	no. of faults	RW	BOOKLETLOWSTAPLEFRONTFAULTCOUNT	NVMFaultCounter	shortNatural	No	Fault Counter:12-984-00: BOOKLETLOWSTAPL EFRONTFAULTCOUN T	1.813		
609-431	Fault Counter 12-989-00: BOOKLETLOWSTAPLEREARFAULTCOUNT	no. of faults	RW	BOOKLETLOWSTAPLEREARFAULTCOUNT	NVMFaultCounter	shortNatural	No	Fault Counter:12-989-00: BOOKLETLOWSTAPL EREARFAULTCOUNT	1.813		

609-432	Fault Counter 12-130-00: FOLDERPATHSNR1ONJAMFAULTCOUN T	no. of faults	RW	FOLDERPATHSNR1ONJAMFAULTC	NVMFaultCounter	shortNatural	No	Fault Counter:12-130- 00: FOLDERPATHSNR1O NJAMFAULTCOUNT	1.813		
609-433	Fault Counter 12-131-00: COMPILEEXITSNRONJAMBUFFERFAUL TCOUNT	no. of faults	RW	COMPILEEXITSNRONJAMBUFFERFAU	NVMFaultCounter	shortNatural	No	Fault Counter:12-131- 00: COMPILEEXITSNRON JAMBUFFERFAULTC OUNT	1.813		
609-434	Fault Counter 12-135-00: COMPILEEXITSNRONJAMSTRBUFFAU	no. of faults	RW	COMPILEEXITSNRONJAMSTRBUFF	NVMFaultCounter	shortNatural	No	Fault Counter:12-135- 00:	1.813		
609-435	Fault Counter 12-136-00: FOLDEREXITSNRONJAMFOLDFAULTC OUNT	no. of faults	RW	FOLDEREXITSNRONJAMFOLDFAU	NVMFaultCounter	shortNatural	No	Fault Counter:12-136- 00: FOLDEREXITSNRON JAMFOLDFAULTCOU NT	1.813		
609-436	Fault Counter 12-222-00: UPENDGUIDEHOMESNROFFFAILFAUL TCOUNT	no. of faults	RW	UPENDGUIDEHOMESNROFFFAILF	NVMFaultCounter	shortNatural	No	Fault Counter:12-222- 00: UPENDGUIDEHOMES NROFFFAILFAULTCO	1.813		
609-437	Fault Counter 12-274-00: LOWENDGUIDEHOMESNROFFFAILFAU LTCOUNT	no. of faults	RW	LOWENDGUIDEHOMESNROFFFAIL	NVMFaultCounter	shortNatural	No	Fault Counter:12-274- 00: LOWENDGUIDEHOM ESNROFFFAILFAULT	1.813		
609-438	Fault Counter 12-279-00: UPENDGUIDEHOMESNRONFAILFAUL TCOUNT	no. of faults	RW	UPENDGUIDEHOMESNRONFAILFL	NVMFaultCounter	shortNatural	No	Fault Counter:12-279- 00: UPENDGUIDEHOMES	1.813		
609-439	Fault Counter 12-288-00: LOWENDGUIDEHOMESNRONFAILFAUL TCOUNT	no. of faults	RW	LOWENDGUIDEHOMESNRONFAIL	NVMFaultCounter	shortNatural	No	Fault Counter:12-288- 00: LOWENDGUIDEHOM ESNRONFAILFAULTC	1.813		
609-440	Fault Counter 12-289-00: FOLDERFANBROKENFAILFAULTCOUN	no. of faults	RW	FOLDERFANBROKENFAILFAULTC	NVMFaultCounter	shortNatural	No	Fault Counter:12-289- 00:	1.813		
609-441	Fault Counter 12-290-00: INTERLOCK24VDISCONNECTFAULTCO UNT	no. of faults	RW	INTERLOCK24VDISCONNECTFAUL	NVMFaultCounter	shortNatural	No	Fault Counter:12-290- 00: INTERLOCK24VDISC ONNECTFAULTCOUN	1.813		
609-442	Fault Counter 12-292-00: BOOKLETTAMPERHOMESNRONFAILFA ULTCOUNT	no. of faults	RW	BOOKLETTAMPERHOMESNRONFA	NVMFaultCounter	shortNatural	No	Fault Counter:12-292- 00: BOOKLETTAMPERHO MESNRONFAILFAULT	1.813		
609-443	Fault Counter 12-297-00: BOOKLETTAMPERHOMESNROFFFAILF AULTCOUNT	no. of faults	RW	BOOKLETTAMPHOMESNROFFFAIL	NVMFaultCounter	shortNatural	No	Fault Counter:12-297- 00: BOOKLETTAMPERHO MESNROFFFAILFAUL	1.813		

609-444	Fault Counter 12-298-00: FOLDERSUBCPUCOMMFAILFAULTCOU	no. of faults	RW	FOLDERSUBCPUCOMMFAILFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:12-298-00:	1.813		
609-445	Fault Counter 12-299-00: COMPILENOPAPERSNRONFAILFAULTC	no. of faults	RW	COMPILENOPAPERSNRONFAILFAI	NVMFaultCounter	shortNatural	No	Fault Counter:12-299-00:	1.813		
609-446	Fault Counter 12-319-00: BOOKLETSCPUDOWNLOADMODEFAI LFAULTCOUNT	no. of faults	RW	BOOKLETSCPUDOWNLOADMODEFAI	NVMFaultCounter	shortNatural	No	Fault Counter:12-319-00: BOOKLETSCPUDOWN LOADMODEFAILF AULTCOUNT	1.813		
609-447	Fault Counter 12-326-00: FOLDERSUBCPUDOWNLOADMODEFAI	no. of faults	RW	FOLDERCPUDOWNLOADMODEFAI	NVMFaultCounter	shortNatural	No	Fault Counter:12-326-00:	1.813		
609-448	Fault Counter 12-912-00: FINISHERSTATICJAMFAULTCOUNT	no. of faults	RW	FINISHERSTATICJAMFAULTCOUN	NVMFaultCounter	shortNatural	No	Fault Counter:12-912-00:	1.813		
609-449	Fault Counter 13-300-00: FOLDERFRONTDOOROPENFAULTCOU	no. of faults	RW	FOLDERFRONTDOOROPENFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:13-300-00:	1.813		
609-450	Punch errors	Punch errors	RO	Punch errors	NVMSystemUsageCounter	longNatural	No	System Usage Counter:933:	1.813		
609-455	Defines the period of time before beeping occurs when left side door is open.	seconds	RW	LSDOpenTimeBeforeBeep	NVMConfiguration	shortNatural	No		1.529		
609-456	Enables/Disables 3mm border on print	0= disable border, 1= enable border (default)	RW	IMAGEBORDERENABLE	NVMSAKOSetting	boolean	No		1.535		
609-457	Fault Counter 91-377: PC cooling event	no. of faults	RW	PcCoolingEventFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-377-00: PcCoolingEvent	1.697		
609-459	Lead Edge Registration		RW	LE Registration	NVMMachVarRegistration	integer	No		1.543		
609-469	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConLeftYellow	NVMMachVarRegistration	shortInteger	No		1.565		
609-470	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConLeftMagenta	NVMMachVarRegistration	shortInteger	No		1.565		
609-471	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConLeftCyan	NVMMachVarRegistration	shortInteger	No		1.565		
609-472	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConRightYellow	NVMMachVarRegistration	shortInteger	No		1.565		
609-473	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConRightMagenta	NVMMachVarRegistration	shortInteger	No		1.565		
609-474	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConRightCyan	NVMMachVarRegistration	shortInteger	No		1.565		
609-475	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConProcessLeftYellow	NVMMachVarRegistration	shortInteger	No		1.565		
609-476	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConProcessLeftMagenta	NVMMachVarRegistration	shortInteger	No		1.565		
609-477	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConProcessLeftCyan	NVMMachVarRegistration	shortInteger	No		1.565		
609-478	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConProcessRightYellow	NVMMachVarRegistration	shortInteger	No		1.565		

609-479	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConProcessRightMagenta	NVMMachVarRegistration	shortInteger	No		1.565		
609-480	Provides capability for manufacturing to adjust color registration and also allows a CSE to set it via DC131.		RW	ManRegiConProcessRightCyan	NVMMachVarRegistration	shortInteger	No		1.565		
609-481	Fault Counter 81-132-00: LELATETOHCXFEXITSENSORFROMTRAY3	no. of faults	RW	LELATETOHCXFEXITSENSORFROMTRAY3	NVMFaultCounter	shortNatural	No	Fault Counter:81-132-00: LELATETOHCXFEXITSENSORFROMTRAY3	1.573		
609-482	Fault Counter 81-133-00: LELATETOHCXFEXITSENSORFROMTRAY4	no. of faults	RW	LELATETOHCXFEXITSENSORFROMTRAY4	NVMFaultCounter	shortNatural	No	Fault Counter:81-133-00: LELATETOHCXFEXITSENSORFROMTRAY4	1.573		
609-483	Fault Counter 93-974-00: GENUINETONERNULLSTRINGCOUNTERK		RO	NullStringCounterK	NVMFaultCounter	shortNatural	No	Fault Counter:93-974-00: GENUINETONERNULLSTRINGCOUNTERK	1.584		
609-484	Fault Counter 93-975-00: GENUINETONERNULLSTRINGCOUNTERC		RO	NullStringCounterC	NVMFaultCounter	shortNatural	No	Fault Counter:93-975-00: GENUINETONERNULLSTRINGCOUNTERC	1.810		
609-485	Fault Counter 93-976-00: GENUINETONERNULLSTRINGCOUNTERM		RO	NullStringCounterM	NVMFaultCounter	shortNatural	No	Fault Counter:93-976-00: GENUINETONERNULLSTRINGCOUNTERM	1.810		
609-486	Fault Counter 93-974-00: GENUINETONERNULLSTRINGCOUNTERY		RO	NullStringCounterY	NVMFaultCounter	shortNatural	No	Fault Counter:93-974-00: GENUINETONERNULLSTRINGCOUNTERY	1.810		
609-487	Fault Counter 93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERK		RO	NonGenuineStringCounterK	NVMFaultCounter	shortNatural	No	Fault Counter:93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERK	1.584		
609-488	Fault Counter 93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERC		RO	NonGenuineStringCounterC	NVMFaultCounter	shortNatural	No	Fault Counter:93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERC	1.810		
609-489	Fault Counter 93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERM		RO	NonGenuineStringCounterM	NVMFaultCounter	shortNatural	No	Fault Counter:93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERM	1.810		
609-490	Fault Counter 93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERY		RO	NonGenuineStringCounterY	NVMFaultCounter	shortNatural	No	Fault Counter:93-974-00: GENUINETONERNONXEROXSTRINGCOUNTERY	1.810		
609-491	IOTCommunicationsTimeout If the IOT fails to respond within the period defined by this NVM then communication	Timer in milliseconds	RW	IOTCommunicationsTimeout	NVMcrashRecoveryType	natural	No		1.589		
609-492	Fault Counter 81-180-00: LELATETOTAR1FROMTRAY6	no. of faults	RW	LELateToTAR1FromTray6	NVMFaultCounter	shortNatural	No	Fault Counter:81-180-00: LELATETOTAR1FROMTRAY6	1.616		
609-493	Fault Counter 81-182-00: LELATETOREGFROMTRAY6	no. of faults	RW	LELateToRegFromTray6	NVMFaultCounter	shortNatural	No	Fault Counter:81-182-00: LELATETOREGFROMTRAY6	1.616		
609-494	Fault Counter 81-184-00: LELATETOFEEDTRAY6	no. of faults	RW	LELateToFEEDTray6	NVMFaultCounter	shortNatural	No	Fault Counter:81-184-00: LELATETOFEEDTRAY6	1.616		
609-496	Enable JobOffset policy	Enable JobOffset policy 0=Off 1=On	RW	MSJobOffsetEnabledPolicy	NVMSAKOSetting	boolean	No		1.754		



609-497	Tray 1 detected width Min	Range and default size in mm	RW	Tray 1 detected width Min	NVMSAKOSetting	natural	No		1.669		
609-498	Tray 1 detected width Max	Range and default size in mm	RW	Tray 1 detected width Max	NVMSAKOSetting	natural	No		1.669		
609-499	Tray 1 detected Length Min	Range and default size in mm	RW	Tray 1 detected Length Min	NVMSAKOSetting	natural	No		1.669		
609-500	Tray 1 detected Length Max	Range and default size in mm	RW	Tray 1 detected Length Max	NVMSAKOSetting	natural	No		1.669		
609-501	Tray 2 detected width Min	Range and default size in mm	RW	Tray 2 detected width Min	NVMSAKOSetting	natural	No		1.669		
609-502	Tray 2 detected width Max	Range and default size in mm	RW	Tray 2 detected width Max	NVMSAKOSetting	natural	No		1.669		
609-503	Tray 2 detected Length Min	Range and default size in mm	RW	Tray 2 detected Length Min	NVMSAKOSetting	natural	No		1.669		
609-504	Tray 2 detected Length Max	Range and default size in mm	RW	Tray 2 detected Length Max	NVMSAKOSetting	natural	No		1.669		
609-505	Tray 3 detected width Min	Range and default size in mm	RW	Tray 3 detected width Min	NVMSAKOSetting	natural	No		1.669		
609-506	Tray 3 detected width Max	Range and default size in mm	RW	Tray 3 detected width Max	NVMSAKOSetting	natural	No		1.669		
609-507	Tray 3 detected Length Min	Range and default size in mm	RW	Tray 3 detected Length Min	NVMSAKOSetting	natural	No		1.669		
609-508	Tray 3 detected Length Max	Range and default size in mm	RW	Tray 3 detected Length Max	NVMSAKOSetting	natural	No		1.669		
609-509	Tray 4 detected width Min	Range and default size in mm	RW	Tray 4 detected width Min	NVMSAKOSetting	natural	No		1.669		

609-510	Tray 4 detected width Max	Range and default size in mm	RW	Tray 4 detected width Max	NVMSAKOSetting	natural	No		1.669		
609-511	Tray 4 detected Length Min	Range and default size in mm	RW	Tray 4 detected Length Min	NVMSAKOSetting	natural	No		1.669		
609-512	Tray 4 detected Length Max	Range and default size in mm	RW	Tray 4 detected Length Max	NVMSAKOSetting	natural	No		1.669		
609-513	Tray 5 detected Length Min	Range and default size in mm	RW	Tray 5 detected Length Min	NVMSAKOSetting	natural	No		1.669		
609-514	Tray 5 detected Length Max	Range and default size in mm	RW	Tray 5 detected Length Max	NVMSAKOSetting	natural	No		1.669		

609-515	Tray 7 detected width	Range and default size in mm	RW	Tray 7 Last detected width	NVMSAKOSetting	natural	No		1.669		
609-516	Tray 7 detected Length	Range and default size in mm	RW	Tray 7 Last detected Length	NVMSAKOSetting	natural	No		1.669		
609-518	Fault Counter 03-450:IOT crash unexpectedly	no of faults	RW	Fault Counter 03-450	NVMFaultCounter	shortNatural	No	Fault Counter:03-450-00: IOTCRASHCOUNT	1.658		
609-519	Fault Counter 74-900:Tray4SheetOverFeedFault	no of faults	RW	Fault Counter 74-900	NVMFaultCounter	shortNatural	No	Fault Counter:74-900-00: TRAY4SHEETOVERFEEDSNRCOUNT	1.664		

609-520	Fault Counter 76-900: Tray6SheetOverFeedFault	no.of faults	RW	Fault Counter 76-900	NVMFaultCounter	shortNatural	No	Fault Counter:76-900-00: TRAY6SHEETOVERFEEDSNRCOUNT	1.664		
609-521	Transport Drive Belt replacement counter	Replacements - incremented when user	RW	TransportDriveBeltRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.677		
609-522	Transport Roll replacement counter	Replacements -	RW	TransportRollRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.677		
609-523	Drive Pulley replacement counter	Replacements - incremented when user	RW	DrivePulleyRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.677		
609-524	Pressure Blade replacement counter	Replacements -	RW	PressureBladeRepCount	NVMSystemUsageCounter	natural	No	Unknown	1.677		
609-525	Transport Drive Belt Life Counter	Feeds - counted by system	RW	TransportDriveBeltLifeCount	NVMHFSICounter	longNatural	No	Unknown	1.677		
609-526	Transport Drive Belt Life Expectancy	Modifiable via DC131	RW	TransportDriveBeltExpLife	NVMConfiguration	longNatural	No	Unknown	1.677		
609-527	Transport Drive Belt Install Date	Transport Belt install date	ND	TransportDriveBeltInstallDate	NVMConfiguration	longNatural	No	Unknown	1.677		
609-528	Transport Roll Life Counter	Feeds - counted by system	RW	TransportRollLifeCount	NVMHFSICounter	longNatural	No	Unknown	1.677		
609-529	Transport Roll Life Expectancy	Modifiable via DC131	RW	TransportRollExpLife	NVMConfiguration	longNatural	No	Unknown	1.677		
609-530	Transport Roll Install Date	Transport Belt install date	ND	TransportRollInstallDate	NVMConfiguration	longNatural	No	Unknown	1.677		
609-531	Drive Pulley Life Counter	Feeds - counted by	RW	DrivePulleyLifeCount	NVMHFSICounter	longNatural	No	Unknown	1.677		
609-532	Drive Pulley Life Expectancy	Modifiable via DC131	RW	DrivePulleyExpLife	NVMConfiguration	longNatural	No	Unknown	1.677		

609-533	Drive Pulley Install Date	Transport Belt install date	ND	DrivePulleyInstallDate	NVMConfiguration	longNatural	No	Unknown	1.677		
609-534	Pressure Blade Life Counter	Feeds - counted by	RW	PressureBladeLifeCount	NVMHFSICounter	longNatural	No	Unknown	1.677		
609-535	Pressure Blade Life Expectancy	Modifiable via DC131	RW	PressureBladeExpLife	NVMConfiguration	longNatural	No	Unknown	1.677		
609-536	Pressure Blade Install Date	Transport Belt install date	ND	PressureBladeInstallDate	NVMConfiguration	longNatural	No	Unknown	1.677		
609-537	Fault Counter 72-217-00: TRAY2BUMPUPFAILURE	no. of faults	RW	TRAY2BUMPUPFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:72-217-00: T2BUMPUPFAILUREC OUNT	1.678		
609-538	Fault Counter 73-217-00: TRAY3BUMPUPFAILURE	no. of faults	RW	TRAY3BUMPUPFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:73-217-00: T3BUMPUPFAILUREC OUNT	1.678		
609-539	Fault Counter 74-217-00: TRAY4BUMPUPFAILURE	no. of faults	RW	TRAY4BUMPUPFAILURE	NVMFaultCounter	shortNatural	No	Fault Counter:74-217-00: T4BUMPUPFAILUREC OUNT	1.678		
609-540	Fault Counter 10-316: Fuser T1 or T2	no. of faults	RW	FUSERT1ORT2EXCEED250DEGC	NVMFaultCounter	shortNatural	No	Fault Counter:10-316-	1.810		
609-541	Fault Counter 10-317: Fuser T1 or T2 sensor reached or exceeded soft cycle out	no. of faults	RW	FUSERT1ORT2BEYONDCYCLOUT THRSHLD	NVMFaultCounter	shortNatural	No	Fault Counter:10-317-00:	1.679		
609-542	Fault Counter 10-318: Fuser T1 or T2 have not dropped to run temperature after	no. of faults	RW	FUSERT1ORT2NOTATRUNTMPAF TRCOOLNG	NVMFaultCounter	shortNatural	No	Fault Counter:10-318-00:	1.679		
609-543	Fault Counter 91-379: PC cooling event timeout	no. of faults	RW	PcCoolingTimeoutFC	NVMFaultCounter	shortNatural	No	Fault Counter:91-379-00: PcCoolingTimeout	1.697		
609-545	Enable OCT offset policy	Enable OCT Offset policy 0=Off	RW	OCT offset enablement	NVMSAKOSetting	boolean	No		1.761		
609-546	Plain paper type setting	KisyuPlainTypes PlainA = 0,	RW	Plain paper type setting	NVMConfiguration	shortNatural	No		1.741		
610-005	Auto Contrast level for platen		RW	Copy Auto Contrast Level Platen	NVMSAKOSetting	shortNatural	No		1.807		
610-006	Auto Contrast level for DADH		RW	Copy Auto Contrast Level DADH	NVMSAKOSetting	shortNatural	No		1.807		
610-007	Auto Color detection window fast scan start, defined in tenth of percentage point of document fast scan dimension. Values from 0 to 1000 (e.g. 1% is 10, 10% is 100,		ND	Copy Auto Color Detect FS Start	NVMSAKOSetting	natural	No		1.622		
610-007	Auto Color detection window fast scan start, defined in tenth of percentage point of document fast scan dimension. Values		ND	Copy Auto Color Detect FS Start	NVMSAKOSetting	natural	No		1.737		
610-008	Auto Color detection window slow scan start, defined in tenth of percentage point of document slow scan dimension. Values from 0 to 1000 (e.g. 1% is 10, 10% is 100,		ND	Copy Auto Color Detect SS Start	NVMSAKOSetting	natural	No		1.622		

610-008	Auto Color detection window slow scan start, defined in tenth of percentage point of document slow scan dimension. Values from 0 to 1000 (e.g. 1% is 10, 10% is 100,		ND	Copy Auto Color Detect SS Start	NVMSAKOSetting	natural	No		1.737		
610-009	Auto Color Detection Level for platen at pixel level. Defines a value that dictates how chromatic a pixel has to be in order to		ND	Copy Auto Color Level Pixel Plat	NVMSAKOSetting	shortNatural	No		1.737		
610-011	Auto Color Detection Level for DADH at pixel level. Defines a value that dictates how many color pixels have to be on a		ND	Copy Auto Color Level Pixel DADH	NVMSAKOSetting	shortNatural	No		1.737		
610-015	Defines the type of paper used		ND	Copy White Reference	NVMSAKOSetting	shortNatural	No		1.622		
610-021	Auto Contrast level for platen		RW	Scan Auto Contrast Level Platen	NVMSAKOSetting	shortNatural	No		1.807		
610-022	Auto Contrast level for DADH		RW	Scan Auto Contrast Level DADH	NVMSAKOSetting	shortNatural	No		1.807		
610-030	Defines the type of paper used (4024, 4200, Xpressions, recyclable, etc)		ND	Scan White Reference	NVMSAKOSetting	shortNatural	No		1.622		
610-035	Auto Contrast level for platen		RW	Fax Auto Contrast Level Platen	NVMSAKOSetting	shortNatural	No		1.019		
610-036	Auto Contrast level for DADH		RW	Fax Auto Contrast Level DADH	NVMSAKOSetting	shortNatural	No		1.019		
610-037	Photo/Text Segmentation Threshold will control the Galileo segmentation. When it changes, the part of the input that will be		ND	Fax Photo/Text Segment'n Control	NVMSAKOSetting	shortNatural	No		1.622		
610-038	Defines the type of paper used		ND	Fax White Reference	NVMSAKOSetting	shortNatural	No		1.622		
610-047	Defines the binary vs. contone image path/printing	1 to 16	RW	Print ImagePath Type (bit depth)	NVMConfiguration	shortNatural	No		1.019		
610-052	Toner Saver Mode	0=standard 1=eco	RW	Toner Saver Mode	NVMConfiguration	shortNatural	No		1.477		
610-053	Scan Graph with CST2	0 - Without CST2 1 - With CST2	RW	IQ PARAMETER FAMILY	NVMConfiguration	natural	No		1.714		
612-001	Fault Counter 22-330-02: Queue To ESSPrint Timeout		RW	Queue To NC Print TimeoutFC	NVMFaultCounter	shortNatural	No	Fault Counter:22-330-02: Queue To ESSPrint Timeout	1.153		
612-002	Fault Counter 22-330-03: Queue To S2F Timeout		RW	Queue To S2F Timeout	NVMFaultCounter	shortNatural	No	Fault Counter:22-330-03: Queue To S2F Timeout	1.000		
612-003	Fault Counter 22-330-04: Queue To FaxSend Timeout		RW	Queue To FaxSend Timeout	NVMFaultCounter	shortNatural	No	Fault Counter:22-330-04: Queue To FaxSend Timeout	1.000		
612-004	Fault Counter 22-330-05: Queue To DCCopy Timeout		RW	Queue To DCCopy Timeout	NVMFaultCounter	shortNatural	No	Fault Counter:22-330-05: Queue To DCCopy Timeout	1.000		

612-005	Fault Counter 22-330-06: Queue To S2Distr Timeout		RW	Queue To S2Distr Timeout	NVMFaultCounter	shortNatural	No	Fault Counter:22-330-06: Queue To S2Distr Timeout	1.000		
616-001	Defines market region	Market Region settings: 0=US (North America) 1=XCL(Canada)	RO	Market Region	NVMcontrolledAccess	shortNatural	No		1.324	Yes	
616-002	Enable Power Saver feature - Most Programs	0=Disabled 1=Enabled	RW	power saver enabled	NVMSAKOSetting	boolean	No		1.631		
616-003	Northwood Family - Defines Machine PPM Speed (Product Configuration) 255 (PC0) = No Run. Speed set according to the SIM or via Mfg tool	255 = No Run 119 = 30 ppm 120 = 35 ppm 121 = 45 ppm	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.266		
616-003	Luminance Family - Defines Product Configuration	Machine Speed (Nominal ppm NOT ACTUAL): 32 = A1 class 32ppm (PCF32)	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.390	Yes	
616-003	Burgundy Family - Defines Machine PPM Speed (Product Configuration) See also ID250	152 = 47 ppm standard 153 = 47 ppm with Fax	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.507		
616-003	Brilliance Family - Defines Product Configuration	Machine Speed (Nominal ppm NOT ACTUAL): 145 = 40ppm (PCB40)	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.476	Yes	
616-003	Barolo Family - Defines Machine PPM Speed (Product Configuration) See also ID250	154 = 36ppm	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.507		
616-003	Snowdon Family - Defines Product Configuration	Machine Speed (Nominal ppm NOT ACTUAL): 163 = 45ppm (PCSN45)	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.732	Yes	
616-003	Snowdon2 Family - Defines Product Configuration	Machine Speed (Nominal ppm NOT ACTUAL): 174 = 45ppm (PCSN245)	RO	Product Configuration	NVMcontrolledAccess	shortNatural	No		1.732	Yes	
616-004	Lexington family - Defines system Configuration (type of System)	0 = Unknown (Not set) 1 = ST (Networked) 8 = Network Suppressed	RW	System Configuration	NVMConfiguration	shortNatural	No		1.099		
616-004	Defines System Configuration (type of system)	0 = Unknown (Not set) 1 = ST (Networked) 8 = Network Suppressed	RW	System Configuration	NVMConfiguration	shortNatural	No		1.028		
616-010	Defines time in "normal" mode where system has been idle to enabled transition into power saver.	The idle time in minutes before the machine will enter Low power	RW	powersaver idletime	NVMSAKOSetting	shortNatural	No		1.790		Yes, as Integer Value
616-010	Defines time in "normal" mode where system has been idle to enabled transition into power saver.	The idle time in minutes before the machine will enter Low power	RW	powersaver idletime	NVMSAKOSetting	shortNatural	No		1.790		Yes, as Integer Value
616-010	Defines time in "normal" mode where system has been idle to enabled transition into power saver.	The idle time in minutes before the machine will enter Low power	RW	powersaver idletime	NVMSAKOSetting	shortNatural	No		1.790		Yes, as Integer Value
616-010	Defines time in "normal" mode where system has been idle to enabled transition into power saver.	The idle time in minutes before the machine will enter Low power	RW	powersaver idletime	NVMSAKOSetting	shortNatural	No		1.790		Yes, as Integer Value
616-010	Defines time in "normal" mode where system has been idle to enabled transition into power saver.	The idle time in minutes before the machine will enter Low power	RW	powersaver idletime	NVMSAKOSetting	shortNatural	No		1.790		Yes, as Integer Value

616-011	Defines time in "mode 1" before transitioning to "mode 3" for appropriate configurations.	The idle time in minutes the machine will remain in Low power before entering	RW	power saver in mode 1 time	NVMSAKOSetting	shortNatural	No		1.321		
616-011	Defines time in "mode 1" before transitioning to "mode 3" for appropriate	The idle time in minutes the machine will remain in	RW	power saver in mode 1 time	NVMSAKOSetting	shortNatural	No		1.531		
616-014	Defines system's current installation phase.	0 = Manufacturing 2 = Pre Install (Default) 4 = Complete	RW	system install phase	NVMConfiguration	shortNatural	No		1.820	Yes	
616-015	SMFCustomerServiceNumber		ND		NVMSAKOSetting	byteArray	No		1.000		
616-052	Product Identifier (e.g. Marketing product name)	0 = Unknown (Not set) <b>Lexington Family 89 to</b>	RW	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.155	Yes	
616-052	Product Identifier (e.g. Marketing product name)	1000 = Unknown (Not set) <b>(Luminance values)</b> 191 = 35	RW	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.357	Yes	
616-052	Product Identifier (e.g. Marketing product name)	1000 = Unknown (Not set) <b>(Brilliance values)</b> 204 = 40 (note that this	RO	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.582	Yes	
616-052	Product Identifier (e.g. Marketing product name)	1000 = Unknown (Not set) <b>(Snowdon values)</b> 227 = 45	RO	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.598	Yes	
616-052	Product Identifier (e.g. Marketing product name)	1000 = Unknown (Not set) <b>(Skylight values)</b> 221=25	RO	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.734	Yes	
616-052	Product Identifier (e.g. Marketing product name)	1000 = Unknown (Not set) <b>(Snowdon2 values)</b> 238 = 45	RO	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.598	Yes	
616-052	Product Identifier (e.g. Marketing product name)	1000 = Unknown (Not set) (Kiska values)	RO	Product Identifier	NVMcontrolledAccess	natural	No	Device Profile:403: Model	1.734		
616-166	Intelligent Ready Yesterday's Activity IR1b array	Byte array containing 24 hourly activity bins (hr0 -->	ND	Yesterday's Activity IR1b array	NVMSAKOSetting	byteArray	No		1.781		
616-167	Intelligent Ready Yesterday's Activity IR2b array	Byte array containing 24	ND	Yesterday's Activity IR2b array	NVMSAKOSetting	byteArray	No		1.781		
616-168	Intelligent Ready Today's Activity IR1b array	Byte array containing 24 hourly activity bins (hr0 --> hr23)	ND	Today's Activity IR1b array	NVMSAKOSetting	byteArray	No		1.781		
616-169	Intelligent Ready Today's Activity IR2b array	Byte array containing 24 hourly activity bins (hr0 --> hr23)	ND	Today's Activity IR2b array	NVMSAKOSetting	byteArray	No		1.781		
616-170	Intelligent Ready IR3 week array	Byte array containing 168 hourly activity bins (hr0 --> hr167, 00=first bin Sunday 00hrs AM)	ND	IR3 week array	NVMSAKOSetting	byteArray	No		1.781		
616-171	Intelligent Ready Low Power Timeout	Used by IR1 algorithm	ND	IR Low Power Timeout	NVMSAKOSetting	shortNatural	No		1.781		
616-172	Intelligent Ready Sleep Timeout	Used by IR2 algorithm	ND	IR Sleep Timeout	NVMSAKOSetting	shortNatural	No		1.781		



616-173	Intelligent Ready - pre-populated array daily usage flags	Byte array containing 7 values indicating weekday use of IR3 data or initial pre-populated data	ND	IR pre-populated usage flags	NVMSAKOSetting	byteArray	No		1.781		
616-200	Fault Counter 22-330: number of times page pack pin has been locked out	no. of faults	RW	NumTimesPagePackPinlockedFC	NVMFaultCounter	shortNatural	No	Fault Counter:22-330-00: number of times page pack pin has been locked out	1.045		
616-206	Disk Encryption enabled/disabled	0 = disabled, 1 = enabled	RW	Disk Encryption Enabled/Disabled	NVMcontrolledAccess	boolean	No		1.130		
616-206	Disk Encryption enabled/disabled	0 = disabled, 1 = enabled	RW	Disk Encryption Enabled/Disabled	NVMcontrolledAccess	boolean	No		1.527		
616-206	Disk Encryption enabled/disabled	0 = disabled, 1 = enabled	RW	Disk Encryption Enabled/Disabled	NVMcontrolledAccess	boolean	No		1.744		
616-213	defines system manager full ODIO timeout	90 minutes	RW	FullODIOTimeout	NVMDebug	shortNatural	No		1.135		
616-214	defines system manager standard ODIO timeout	30 minutes	RW	StandardODIOTimeout	NVMDebug	shortNatural	No		1.135		
616-217	PagePack Grace Prints Left	0-6000	ND		NVMcontrolledAccess	longInteger	No		1.823		
616-217	PagePack Grace Prints Left	0-2000	ND		NVMcontrolledAccess	longInteger	No		1.341		
616-224	Intelligent Ready History Log	Byte array containing a circular log of Intelligent Ready bin values updated on a daily basis. Sized for	ND	IR log data	NVMSAKOSetting	byteArray	No		1.179		
616-225	IR1a byte array	Byte array containing IR1a: quarter hourly values for a day	ND	IR1a values day array	NVMSAKOSetting	byteArray	No		1.781		
616-226	IR2a byte array	Byte array containing IR2a: hourly values for a day	ND	IR2a values day array	NVMSAKOSetting	byteArray	No		1.781		
616-227	IR1a last updated binId	Identifies last bin updated with Ir1a value for the day	ND	IR1a last bin updated	NVMSAKOSetting	shortNatural	No		1.781		
616-228	IR2a last updated binId	Identifies last bin updated with Ir2a value for the day	ND	IR2a last bin updated	NVMSAKOSetting	shortNatural	No		1.781		
616-229	When the CCS instructs the IME to enter Snooze mode, it needs to remember that snooze was initiated since the IME does not report this mode. When a new unit is detected, the flag should be reset. Note	0 = IME Not in Snooze mode, 1 = IME in snooze mode	RW	Display Snooze Message	NVMConfiguration	boolean	No		1.183		

616-232	Defines time in "normal" mode where system has been idle to enabled transition into power saver WITH fast resume set. Only for Solid Ink programmes.	The idle time in minutes before the machine will enter Low power with Fast resume set	RW	powersaver fast resume idletime	NVMSAKOSetting	shortNatural	No		1.238		
616-233	Defines time in "mode 1" before transitioning to "mode 3" WITH fast resume set. Only for Solid Ink programmes; Only for Solid Ink	The idle time in minutes the machine will remain in Low power before entering Sleep with Fast Resume	RW	powersaver fast resume in mode1	NVMSAKOSetting	shortNatural	No		1.238		
616-234	UI system Timeout value	seconds	RW	UI system Timeout value	NVMSAKOSetting	integer	Yes		1.552		
616-235	Regional Differentiator value	NA_Classic = 1 (Default) NA_Enterprise = 2 XE_Classic = 3 XE_Enterprise = 4	RO	RegDiff	NVMcontrolledAccess	shortNatural	No		1.819		
616-241	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required per programme.	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status	NVMcontrolledAccess	boolean	No		1.729		
616-242	S-Config Enablement Status. This was developed for Mamba+ and used to interact with ID5612 but is no longer required. DEPRECATED FOR D3.6.		RO	S-Config EStarEnablement status	NVMSAKOSetting	boolean	No		1.673		
616-245	Install Wizard (FS22.020):SIM Required screen	Set by CCS when a SIM is required but not yet detected. For Northwood this is whenever Market =	ND	#	NVMConfiguration	boolean	No		1.733	Yes	
616-255	S/W UGD Fault Counter 95-011-00: XUI Application	no. of faults	RW	Fault Counter 95-011-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-011-00:XUI Application	1.813		
616-256	S/W UGD Fault Counter 95-001-00: DCSWUPCODEERROR	no. of faults	RW	Fault Counter 95-001-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-001-00:DCSWUPCODEERROR	1.636		
616-257	S/W UGD Fault Counter 95-002-00: DCAPPERROR	no. of faults	RW	Fault Counter 95-002-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-002-00:DCAPPERROR	1.636		
616-258	S/W UGD Fault Counter 95-008-00: DCOSERROR	no. of faults	RW	Fault Counter 95-008-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-008-00:DCOSERROR	1.813		
616-259	S/W UGD Fault Counter 95-009-00: DCCIPSERROR	no. of faults	RW	Fault Counter 95-009-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-009-00:DCCIPSERROR	1.636		
616-260	S/W UGD Fault Counter 95-019-00: SUIH8ERROR	no. of faults	RW	Fault Counter 95-019-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-019-00:SUIH8ERROR	1.813		

616-261	S/W UGD Fault Counter 95-020-00: DADHAPPERROR	no. of faults	RW	Fault Counter 95-020-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-020-00:DADHAPPERROR	1.810		
616-262	S/W UGD Fault Counter 95-038-00: EMBEDFAXERROR	no. of faults	RW	Fault Counter 95-038-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-038-00:EMBEDFAXERROR	1.813		
616-263	S/W UGD Fault Counter 95-040-00: IOTBOOTSTRAPERROR	no. of faults	RW	Fault Counter 95-040-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-040-00:IOTBOOTSTRAPERROR	1.636		
616-264	S/W UGD Fault Counter 95-041-00: IOTBOOTLOADERERROR	no. of faults	RW	Fault Counter 95-041-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-041-00:IOTBOOTLOADERERROR	1.636		
616-265	S/W UGD Fault Counter 95-042-00: IOTAPPERROR	no. of faults	RW	Fault Counter 95-042-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-042-00:IOTAPPERROR	1.813		
616-266	S/W UGD Fault Counter 95-060-00: LCSS2KAPPERROR	no. of faults	RW	Fault Counter 95-060-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-060-00:LCSS2KAPPERROR	1.636		
616-267	S/W UGD Fault Counter 95-140-00: DCNCAPPERROR	no. of faults	RW	Fault Counter 95-140-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-140-00:DCNCAPPERROR	1.813		
616-268	S/W UGD Fault Counter 95-150-00: IITAPPERROR	no. of faults	RW	Fault Counter 95-150-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-150-00:IITAPPERROR	1.813		
616-269	S/W UGD Fault Counter 95-153-00: IITKERNELError	no. of faults	RW	Fault Counter 95-153-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-153-00:IITKERNELError	1.813		
616-270	S/W UGD Fault Counter 95-180-00: HCFFWMODERROR	no. of faults	RW	Fault Counter 95-180-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-180-00:HCFFWMODERROR	1.813		
616-271	S/W UGD Fault Counter 95-191-00: PFPFWMODERROR	no. of faults	RW	Fault Counter 95-191-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-191-00:PFPFWMODERROR	1.636		
616-272	S/W UGD Fault Counter 95-192-00: HVFAPPERROR	no. of faults	RW	Fault Counter 95-192-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-192-00:HVFAPPERROR	1.636		
616-273	S/W UGD Fault Counter 95-193-00: HVFBMAPPERROR	no. of faults	RW	Fault Counter 95-193-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-193-00:HVFBMAPPERROR	1.636		
616-274	S/W UGD Fault Counter 95-195-00: HVFBMBCERROR	no. of faults	RW	Fault Counter 95-195-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-195-00:HVFBMBCERROR	1.636		

616-275	S/W UGD Fault Counter 95-200-00: CFINAPPERROR	no. of faults	RW	Fault Counter 95-200-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-200-00:CFINAPPERROR	1.636		
616-276	S/W UGD Fault Counter 95-007-00: CHFINAPPERROR	no. of faults	RW	Fault Counter 95-007-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-007-00:CHFINAPPERROR	1.813		
616-277	S/W UGD Fault Counter 95-203-00: AFINAPPERROR	no. of faults	RW	Fault Counter 95-203-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-203-00:AFINAPPERROR	1.813		
616-278	S/W UGD Fault Counter 95-204-00: SBFINAPPERROR	no. of faults	RW	Fault Counter 95-204-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-204-00:SBFINAPPERROR	1.813		
616-279	S/W UGD Fault Counter 95-161-00: IITSINDOHBCERROR	no. of faults	RW	Fault Counter 95-161-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-161-00:IITSINDOHBCERR	1.636		
616-280	S/W UGD Fault Counter 95-162-00: IITSINDOH2APPERROR	no. of faults	RW	Fault Counter 95-162-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-162-00:IITSINDOH2APPERROR	1.636		
616-281	S/W UGD Fault Counter 95-163-00: SPDHBOOTSINDOHERRO	no. of faults	RW	Fault Counter 95-163-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-163-00:IITSINDOH1FPGAE	1.636		
616-282	S/W UGD Fault Counter 95-164-00: SPDHAPPSINDOHERRO	no. of faults	RW	Fault Counter 95-164-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-164-00:IITSINDOHFPGAE	1.636		
616-283	S/W UGD Fault Counter 95-228-00: DADHSPB0DAPPERROR	no. of faults	RW	Fault Counter 95-228-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-228-00:DADHSPB0DAPPE	1.636		
616-284	S/W UGD Fault Counter 95-229-00: DADHSPB0DBCERROR	no. of faults	RW	Fault Counter 95-229-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-229-00:DADHSPB0DBCER	1.636		
616-285	S/W UGD Fault Counter 95-216-00: DCGLUEERROR	no. of faults	RW	Fault Counter 95-216-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-216-00:DCGLUEERROR	1.813		
616-286	S/W UGD Fault Counter 95-168-00: DADHSPERROR	no. of faults	RW	Fault Counter 95-168-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-168-00:DADHSPERROR	1.813		
616-287	S/W UGD Fault Counter 95-152-00: SICAPPERROR	no. of faults	RW	Fault Counter 95-152-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-152-00:SICAPPERROR	1.813		
616-288	S/W UGD Fault Counter 95-226-00: SOKAPPERROR	no. of faults	RW	Fault Counter 95-226-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-226-00:SOKAPPERROR	1.813		
616-289	S/W UGD Fault Counter 95-222-00: LVFAPPERROR	no. of faults	RW	Fault Counter 95-222-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-222-00:LVFAPPERROR	1.810		
616-290	S/W UGD Fault Counter 95-224-00: DCSCDERROR	no. of faults	RW	Fault Counter 95-224-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-224-00:DCSCDERROR	1.810		
616-291	S/W UGD Fault Counter 95-255-00: DCSCDERROR	no. of faults	RW	Fault Counter 95-255-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-255-00:DCSCDERROR	1.636		
616-292	S/W UGD Fault Counter 95-306-00: CCSSYNCERROR	no. of faults	RW	Fault Counter 95-306-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-306-00:CCSSYNCERROR	1.813		

616-293	S/W UGD Fault Counter 95-307-00: NCSYNCERROR	no. of faults	RW	Fault Counter 95-307-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-307-00:NCSYNCERROR	1.813		
616-294	S/W UGD Fault Counter 95-308-00: UISYNCERROR	no. of faults	RW	Fault Counter 95-308-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-308-00:UISYNCERROR	1.813		
616-295	S/W UGD Fault Counter 95-309-00: IITSYNCERROR	no. of faults	RW	Fault Counter 95-309-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-309-00:IITSYNCERROR	1.813		
616-296	S/W UGD Fault Counter 95-310-00: IOTSYNCERROR	no. of faults	RW	Fault Counter 95-310-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-310-00:IOTSYNCERROR	1.813		
616-297	S/W UGD Fault Counter 95-311-00: FINSYNCERROR	no. of faults	RW	Fault Counter 95-311-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-311-00:FINSYNCERROR	1.813		
616-298	S/W UGD Fault Counter 95-312-00: FDRSYNCERROR	no. of faults	RW	Fault Counter 95-312-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-312-00:FDRSYNCERROR	1.813		
616-299	S/W UGD Fault Counter 95-300-00: SWUPINCOMPATPRODERROR	no. of faults	RW	Fault Counter 95-300-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-300-00:SWUPINCOMPATPRODERROR	1.636		
616-300	S/W UGD Fault Counter 95-301-00: SWUPINCOMPATHWERROR	no. of faults	RW	Fault Counter 95-301-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-301-00:SWUPINCOMPATHWERROR	1.636		
616-301	S/W UGD Fault Counter 95-302-00: SWUPINCOMPATFWERROR	no. of faults	RW	Fault Counter 95-302-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-302-00:SWUPINCOMPATFWERROR	1.636		
616-302	S/W UGD Fault Counter 95-303-00: SWUPDLMDOWNGRADEERROR	no. of faults	RW	Fault Counter 95-303-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-303-00:SWUPDLMDOWNGRADEERROR	1.636		
616-303	S/W UGD Fault Counter 95-304-00: SWUPDLMSIDEGRADEERROR	no. of faults	RW	Fault Counter 95-304-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-304-00:SWUPDLMSIDEGRADEERROR	1.636		
616-304	S/W UGD Fault Counter 95-305-00: SWUPPLATSYNCEERROR	no. of faults	RW	Fault Counter 95-305-00	NVMFaultCounter	shortNatural	No	Fault Counter:95-305-00:SWUPPLATSYNCEERROR	1.636		
616-305	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		

616-306	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-307	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-308	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-309	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-310	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-311	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-312	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-313	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-314	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-315	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-316	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-317	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-318	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-319	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		

616-320	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-321	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-322	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-323	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-324	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-325	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-326	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-327	SPARE was s/w upgrade fault counter		ND	SPARE	NVMMachVar	shortNatural	No		1.636		
616-339	For Blue Angel when the energy saver is set to 0 minutes the system will take a	seconds	RW	power saver grace period	NVMSAKOSetting	shortNatural	No		1.726		
616-346	Touch Volume		RW	Touch Volume	NVMSAKOSetting	shortNatural	No		1.741		
616-347	Fault / Alert Volume		RW	Fault / Alert Volume	NVMSAKOSetting	shortNatural	No		1.741		
616-348	Job Completion Volume		RW	Job Completion Volume	NVMSAKOSetting	shortNatural	No		1.741		

616-349	Energy Saver Volume		RW	Energy Saver Volume	NVMSAKOSetting	shortNatural	No		1.741		
616-350	Power Volume		RW	Power Volume	NVMSAKOSetting	shortNatural	No		1.741		
616-351	Log In Volume		RW	Log In Volume	NVMSAKOSetting	shortNatural	No		1.741		
616-352	AirPrint Feature unhide/hide (for use in Manufacturing)	0 = Hidden 1 = Unhidden	ND		NVMcontrolledAccess	boolean	No		1.790		Yes, as Text
616-352	AirPrint Feature unhide/hide (for use in Manufacturing)	0 = Hidden 1 = Unhidden	ND		NVMcontrolledAccess	boolean	No		1.790		Yes, as Text
616-352	AirPrint Feature unhide/hide (for use in Manufacturing)	0 = Hidden 1 = Unhidden	ND		NVMcontrolledAccess	boolean	No		1.790		Yes, as Text
616-355	Policy for AdjustableTrayConfirmation Prompt	0 - Always show 1 - Delayed Close 2 - Auto confirmation	RW	AdjustableTrayConfirmationPolicy	NVMSAKOSetting	shortNatural	No		1.817		
616-361	Enable / Disable of the Reduced Power Print feature. (Default = disabled for D3.6-D4.0 programmes).	0=Disabled 1=Enabled	RW	Lower Power Print Feature Enable	NVMSAKOSetting	boolean	No		1.701	Yes	
616-363	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 22ppm machines	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status 22	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-364	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 25ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 25	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-365	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 28ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 28	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-366	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 35ppm machines	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status 30	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-367	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 35ppm machines	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status 35	NVMcontrolledAccess	boolean	No		1.750	Yes	
616-368	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 45ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 45	NVMcontrolledAccess	boolean	No		1.750	Yes	



616-369	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 55ppm machines	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status 55	NVMcontrolledAccess	boolean	No		1.750	Yes	
616-370	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 70ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 70	NVMcontrolledAccess	boolean	No		1.750	Yes	
616-372	Control for UI display of Energy Star Logo splash screen. Factory Default is not to	0 = Not ES compliant OR unknown - do not display	RO	Energy Star Compliant status 60	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-373	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 65ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 65	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-374	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 75ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 75	NVMcontrolledAccess	boolean	No		1.750	Yes	
616-375	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 90ppm machines	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status 90	NVMcontrolledAccess	boolean	No		1.750	Yes	
616-377	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 42ppm	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do	RO	Energy Star Compliant status 42	NVMcontrolledAccess	boolean	No		1.816	Yes	
616-378	Control for UI display of Energy Star Logo splash screen. Factory Default is not to display Logo and the appropriate value is set by the MITS tool as required for 50ppm machines	0 = Not ES compliant OR unknown - do not display ES Logo on LUI. 1 = ES compliant - do display ES Logo on LUI.	RO	Energy Star Compliant status 50	NVMcontrolledAccess	boolean	No		1.792	Yes	
616-384	Starter cartridge inserted count: Cyan	Cyan: To store the number of times the starter cartridge inserted count.	RO	CyanStrtrCartInstCnt	NVMSystemUsageCounter	shortNatural	No		1.764		
616-385	Starter cartridge inserted count: Magenta	Magenta: To store the number of times the	RO	MagStrtrCartInstCnt	NVMSystemUsageCounter	shortNatural	No		1.764		
616-386	Starter cartridge inserted count: Yellow	Yellow: To store the number of times the starter cartridge inserted count.	RO	YelStrtrCartInstCnt	NVMSystemUsageCounter	shortNatural	No		1.764		
616-387	Starter cartridge inserted count: Black	Black: To store the number of times the starter cartridge inserted count.	RO	BlkStrtrCartInstCnt	NVMSystemUsageCounter	shortNatural	No		1.764		

616-388	Toner billing mode	Stores the billing mode value that comes from the IOT. Enum TonerBillingMode	RO	TonerBillingMode	NVMcontrolledAccess	shortNatural	No		1.764		
616-389	Toner service plan mode	Stores the service plan value that comes from the IOT.	RO	TonerSvcPlanMode	NVMcontrolledAccess	shortNatural	No		1.764		
616-390	Toner regional differentiator	Stores the toner regional differentiator value that comes from the IOT.	RO	TonerRgnDifferentiator	NVMcontrolledAccess	shortNatural	No		1.764		
616-398	Fault Counter 16-972-15:DLM signature fails	no. of faults	RW	DLMSIGFAILSFAULT	NVMFaultCounter	shortNatural	No	Fault Counter:16-972-15:DLM signature fails	1.768		
616-399	Fault Counter 16-972-08:Bootmgr's SW verify failed.	no. of faults	RW	SWVERIFYBOOTFAILED	NVMFaultCounter	shortNatural	No	Fault Counter:16-972-08:Bootmgr's SW verify failed.	1.771		
616-400	Fault Counter 16-972-09:SWUP Signature Verification Fails	no. of faults	RW	SWUPSIGNATUREVERIFICATION FAILS	NVMFaultCounter	shortNatural	No	Fault Counter:16-972-09:SWUP Signature Verification Fails	1.768		
616-402	Type of fuser	0 = Letter Fuser 1 = A4 Fuser	RO	FuserType	NVMcontrolledAccess	shortNatural	No		1.803	Yes	Yes, as Text
617-001	Displayed faults-Fault Log		ND	Displayable Fault Log	NVMFaultLog	byteArray	No	Log Data:657: Last 250 Faults	1.707		
617-008	Hidden faults-Fault Log		ND	Hidden Fault Log	NVMFaultLog	byteArray	No	Unknown	1.707		
620-034	Fault Counter 05-110:		RW	05-110 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-110-00: Unknown	1.159		
620-035	Fault Counter 05-111: SPARED (was IIT fault counter)		ND	SPARE 620-035	NVMFaultCounter	shortNatural	No	Fault Counter:05-111-00: Unknown	1.159		
620-036	Fault Counter 05-112:		RW	05-112 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-112-00: Unknown	1.159		
620-037	Fault Counter 05-113: SPARED (was IIT fault counter)		ND	SPARE 620-037	NVMFaultCounter	shortNatural	No	Fault Counter:05-113-00: Unknown	1.159		

620-038	Fault Counter 05-115: SPARED (was IIT fault counter)		ND	SPARE 620-038	NVMFaultCounter	shortNatural	No	Fault Counter:05-115-00: Unknown	1.159		
620-039	Fault Counter 05-116: SPARED (was IIT fault counter)		ND	SPARE 620-039	NVMFaultCounter	shortNatural	No	Fault Counter:05-116-00: Unknown	1.159		
620-040	Fault Counter 05-121:		RW	05-121 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-121-00: Unknown	1.159		
620-041	Fault Counter 05-122:		RW	05-122 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-122-00: Unknown	1.159		
620-042	Fault Counter 05-123:		RW	05-123 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-123-00: Unknown	1.159		
620-043	Fault Counter 05-124:		RW	05-124 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-124-00: Unknown	1.159		
620-044	Fault Counter 05-125:		RW	05-125 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-125-00: Unknown	1.159		
620-045	Fault Counter 05-126:		RW	05-126 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-126-00: Unknown	1.813		
620-046	Fault Counter 05-127:		RW	05-127 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-127-00: Unknown	1.813		
620-047	Fault Counter 05-128:		RW	05-128 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-128-00: Unknown	1.813		
620-048	Fault Counter 05-129:		RW	05-129 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-129-00: Unknown	1.813		
620-049	Fault Counter 05-130:		RW	05-130 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-130-00: Unknown	1.813		
620-050	Fault Counter 05-133: SPARED (was IIT fault counter)		ND	SPARE 620-050	NVMFaultCounter	shortNatural	No	Fault Counter:05-133-00: Unknown	1.159		
620-051	Fault Counter 05-135:		RW	05-135 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-135-00: Unknown	1.813		

620-052	Fault Counter 05-136:		RW	05-136 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-136-00: Unknown	1.813		
620-053	Fault Counter 05-137: SPARED (was IIT fault counter)		ND	SPARE 620-053	NVMFaultCounter	shortNatural	No	Fault Counter:05-137-00: Unknown	1.159		
620-054	Fault Counter 05-138: SPARED (was IIT fault counter)		ND	SPARE 620-054	NVMFaultCounter	shortNatural	No	Fault Counter:05-138-00: Unknown	1.159		
620-055	Fault Counter 05-141:		RW	05-141 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-141-00: Unknown	1.813		
620-056	Fault Counter 05-142: SPARED (was IIT fault counter)		ND	SPARE 620-056	NVMFaultCounter	shortNatural	No	Fault Counter:05-142-00: Unknown	1.159		
620-057	Fault Counter 05-143: SPARED (was IIT fault counter)		ND	SPARE 620-057	NVMFaultCounter	shortNatural	No	Fault Counter:05-143-00: Unknown	1.159		
620-058	Fault Counter 05-144:		RW	05-144 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-144-00: Unknown	1.159		
620-059	Fault Counter 05-150: SPARED (was IIT fault counter)		ND	SPARE 620-059	NVMFaultCounter	shortNatural	No	Fault Counter:05-150-00: Unknown	1.159		
620-060	Fault Counter 05-151: SPARED (was IIT fault counter)		ND	SPARE 620-060	NVMFaultCounter	shortNatural	No	Fault Counter:05-151-00: Unknown	1.159		
620-061	Fault Counter 05-152: SPARED (was IIT fault counter)		ND	SPARE 620-061	NVMFaultCounter	shortNatural	No	Fault Counter:05-152-00: Unknown	1.159		
620-062	Fault Counter 05-153:		RW	05-153 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-153-00: Unknown	1.159		
620-063	Fault Counter 05-154: SPARED (was IIT fault counter)		ND	SPARE 620-063	NVMFaultCounter	shortNatural	No	Fault Counter:05-154-00: Unknown	1.159		
620-064	Fault Counter 05-155: SPARED (was IIT fault counter)		ND	SPARE 620-064	NVMFaultCounter	shortNatural	No	Fault Counter:05-155-00: Unknown	1.159		
620-065	Fault Counter 05-156: SPARED (was IIT		ND	SPARE 620-065	NVMFaultCounter	shortNatural	No	Fault Counter:05-156-	1.159		

620-066	Fault Counter 05-157: SPARED (was IIT fault counter)		ND	SPARE 620-066	NVMFaultCounter	shortNatural	No	Fault Counter:05-157-00: Unknown	1.159		
620-067	Fault Counter 05-158: SPARED (was IIT fault counter)		ND	SPARE 620-067	NVMFaultCounter	shortNatural	No	Fault Counter:05-158-00: Unknown	1.159		
620-068	Fault Counter 05-160:		RW	05-160 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-160-00: Unknown	1.159		
620-069	Fault Counter 05-190: SPARED (was IIT fault counter)		ND	SPARE 620-069	NVMFaultCounter	shortNatural	No	Fault Counter:05-190-00: Unknown	1.159		
620-070	Fault Counter 05-194:		RW	05-194 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-194-00: Unknown	1.813		
620-071	Fault Counter 05-195: SPARED (was IIT fault counter)		ND	SPARE 620-071	NVMFaultCounter	shortNatural	No	Fault Counter:05-195-00: Unknown	1.159		
620-072	Fault Counter 05-196:		RW	05-196 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-196-00: Unknown	1.813		
620-073	Fault Counter 05-197:		RW	05-197 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-197-00: Unknown	1.813		
620-074	Fault Counter 05-198:		RW	05-198 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-198-00: Unknown	1.813		
620-075	Fault Counter 05-199:		RW	05-199 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-199-00: Unknown	1.813		
620-076	Fault Counter 05-280:		RW	05-280 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-280-00: Unknown	1.813		
620-077	Fault Counter 05-304: SPARED (was IIT fault counter)		ND	SPARE 620-077	NVMFaultCounter	shortNatural	No	Fault Counter:05-304-00: Unknown	1.159		
620-078	Fault Counter 05-305:		RW	05-305 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-305-00: Unknown	1.159		

620-079	Fault Counter 05-306: SPARED (was IIT fault counter)		ND	SPARE 620-079	NVMFaultCounter	shortNatural	No	Fault Counter:05-306-00: Unknown	1.159		
620-080	Fault Counter 05-309:		RW	05-309 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-309-00: Unknown	1.159		
620-081	Fault Counter 05-900:		RW	05-900 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-900-00: Unknown	1.159		
620-082	Fault Counter 05-902: SPARED (was IIT fault counter)		ND	SPARE 620-082	NVMFaultCounter	shortNatural	No	Fault Counter:05-902-00: Unknown	1.159		
620-083	Fault Counter 05-903: SPARED (was IIT fault counter)		ND	SPARE 620-083	NVMFaultCounter	shortNatural	No	Fault Counter:05-903-00: Unknown	1.159		
620-084	Fault Counter 05-904: SPARED (was IIT fault counter)		ND	SPARE 620-084	NVMFaultCounter	shortNatural	No	Fault Counter:05-904-00: Unknown	1.159		
620-085	Fault Counter 05-906:		RW	05-906 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-906-00: Unknown	1.159		
620-086	Fault Counter 05-907:		RW	05-907 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-907-00: Unknown	1.159		
620-087	Fault Counter 05-908:		RW	05-908 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-908-00: Unknown	1.813		
620-088	Fault Counter 05-909:		RW	05-909 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-909-00: Unknown	1.813		
620-089	Fault Counter 05-910:		RW	05-910 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-910-00: Unknown	1.813		
620-090	Fault Counter 05-911:		RW	05-911 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-911-00: Unknown	1.813		
620-091	Fault Counter 05-912: SPARED (was IIT fault counter)		ND	SPARE 620-091	NVMFaultCounter	shortNatural	No	Fault Counter:05-912-00: Unknown	1.159		
620-092	Fault Counter 05-913:		RW	05-913 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-913-00: Unknown	1.813		

620-093	Fault Counter 05-914: SPARED (was IIT fault counter)		ND	SPARE 620-093	NVMFaultCounter	shortNatural	No	Fault Counter:05-914-00: Unknown	1.159		
620-094	Fault Counter 05-918: SPARED (was IIT fault counter)		ND	SPARE 620-094	NVMFaultCounter	shortNatural	No	Fault Counter:05-918-00: Unknown	1.159		
620-095	Fault Counter 05-919:		RW	05-919 counter	NVMFaultCounter	shortNatural	No	Fault Counter:05-919-00: Unknown	1.159		
620-096	Fault Counter 62-211: SPARED (was IIT fault counter)		ND	SPARE 620-096	NVMFaultCounter	shortNatural	No	Fault Counter:62-211-00: Unknown	1.159		
620-097	Fault Counter 62-277:		RW	62-277 counter	NVMFaultCounter	shortNatural	No	Fault Counter:62-277-00: Unknown	1.813		
620-098	Fault Counter 62-278: SPARED (was IIT fault counter)		ND	SPARE 620-098	NVMFaultCounter	shortNatural	No	Fault Counter:62-278-00: Unknown	1.159		
620-099	Fault Counter 62-310:		RW	62-310 counter	NVMFaultCounter	shortNatural	No	Fault Counter:62-310-00: Unknown	1.813		
620-100	Fault Counter 62-311:		RW	62-311 counter	NVMFaultCounter	shortNatural	No	Fault Counter:62-311-00: Unknown	1.810		
620-511	200 x 100 Scanned Lifetime Documents Number of jobs (not impressions) since activation that were scanned where the user selected 200 x 100 resolution	200 x 100 Scanned Lifetime Documents Number of jobs (not impressions) since	ND	200 x 100 Scanned Lifetime Docs	NVMSystemUsageCounter	byteArray	No	System Usage Counter:469: 200 x 100 Scanned Lifetime Documents	1.061		
620-522	Fault Counter 05-300: DADH open during run	DADH down sensor detects DADH opened whilst DADH in operation	RW	DADH OpenDuringRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-300-00: DADH open during run	1.037		
620-523	Fault Counter 05-307: DADH LH cover interlock opened during run	24 V LH cover interlock opened during DADH in operation.	RW	DADHLHCovIntlockOpenDuringRunFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-307-00: DADH LH cover interlock opened during run	1.037		
620-524	Fault Counter 05-310: DADH Source Doc Too Short For DADH	DADH ReportsDocument <110mm in length. See FD 8.3	RW	DADH Source Doc Too Short FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-310-00: DADH Source Doc Too Short For DADH	1.037		
620-525	Fault Counter 05-330: LE late to post feed sensor S5 (misfeed)	Lead edge of original does not make the post feed sensor S5 in time window	RW	LE late to post feed sensorS5 FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-330-00: LE late to post feed sensor S5 (misfeed)	1.037		
620-526	Fault Counter 05-331: TE late to post feed sensor S5 (multifeed)	Trail edge of original does not make the post feed sensor S5 in time window	RW	TE late to post feed sensorS5 FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-331-00: TE late to post feed sensor S5 (multifeed)	1.037		
620-527	Fault Counter 05-335: LE late to TAR sensor S6	Lead edge of original does not make the TAR sensor S6 in time window	RW	LE late to TAR sensor S6 FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-335-00: LE late to TAR sensor S6	1.037		
620-528	Fault Counter 05-340: LE late to Reg. Sensor S7	Lead edge of original does not make the Reg. sensor S7 in time window	RW	LE late to Reg. Sensor S7 FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-340-00: LE late to Reg. Sensor S7	1.037		
620-529	Fault Counter 05-342: IIT/Scan LE late to mid-scan sensor	Trail edge of original does not make the Reg. sensor	RW	LE late to Exit sensor S8 FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-345-00: LE late to Exit	1.810		
620-530	Fault Counter 05-346: TE late to Exit sensor S8 (FWD)	Trail edge of original does not make the Reg. sensor S8 in time window	RW	TE late to Exit sensor S8 FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-346-00: TE late to Exit sensor S8 (FWD)	1.037		

620-531	Fault Counter 05-350: LE late to CVT sensor S10 (FWD)	Lead edge (FWD) of original does not make CVT sensor S10 in time window.	RW	LE late to CVT sensor S10 FWD FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-350-00: LE late to CVT sensor S10 (FWD)	1.037		
620-532	Fault Counter 05-352: LE late to CVT sensor S10 (REV)	Lead edge (REV) of original does not make CVT sensor S10 in time window.	RW	LE late to CVT sensor S10 REV FC	NVMFaultCounter	shortNatural	No	Fault Counter:05-352-00: LE late to CVT sensor S10 (REV)	1.037		
620-548	Fault Counter 05-250-00: Kernel Checksum Error	DADH m/c corrupted flash memory	RW	KernelChecksumErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-250-00: Kernel Checksum Error	1.092		
620-549	Fault Counter 05-251-00: Application checksum error	DADH m/c corrupted flash memory	RW	ApplicationChecksumErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-251-00: Application checksum error	1.092		
620-550	Fault Counter 05-252-00: Stepper Controller Comms Error	Error when communicating between the stepper motor and DADH	RW	StepperControllerCommsErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-252-00: Stepper Controller Comms Error	1.092		
620-551	Fault Counter 05-253-00: IIT- DADH Comms Error	Error in comms between IIT and DADH	RW	IIT-DADHcommsErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-253-00: IIT- DADH Comms Error	1.721		
620-552	Fault Counter 05-254-00: Comms Sequence Error	When communications between IIT and DADH are out of sequence.	RW	CommsSequenceErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-254-00: Comms Sequence Error	1.092		
620-553	Fault Counter 05-259-00: DADH Hotline Error	The DADH hotline is in the wrong state during the scan	RW	DADHhotlineErrorFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-259-00: DADH Hotline Error	1.092		
620-554	Fault Counter 05-260-00: DADH not in standby	The DADH is not in standby at the start of the job	RW	DADHnotInStandbyFC	NVMFaultCounter	shortNatural	No	Fault Counter:05-260-00: DADH not in standby	1.092		
620-577	BES2toS1Calibration_1	For S1 to S2 color matching routine	RW	BES2toS1Calibration_1	NVMMachVar	natural	No		1.738		
620-578	BES2toS1Calibration_2	For S1 to S2 color matching routine	RW	BES2toS1Calibration_2	NVMMachVar	natural	No		1.738		
620-579	BES2toS1Calibration_3	For S1 to S2 color matching routine	RW	BES2toS1Calibration_3	NVMMachVar	natural	No		1.738		
620-580	BES2toS1Calibration_4	For S1 to S2 color matching routine	RW	BES2toS1Calibration_4	NVMMachVar	natural	No		1.738		



620-581	BES2toS1Calibration_5	For S1 to S2 color matching routine	RW	BES2toS1Calibration_5	NVMMachVar	natural	No		1.738		
620-582	BES2toS1Calibration_6	For S1 to S2 color matching routine	RW	BES2toS1Calibration_6	NVMMachVar	natural	No		1.738		
620-583	BES2toS1Calibration_7	For S1 to S2 color matching routine	RW	BES2toS1Calibration_7	NVMMachVar	natural	No		1.738		
620-584	BES2toS1Calibration_8	For S1 to S2 color matching routine	RW	BES2toS1Calibration_8	NVMMachVar	natural	No		1.738		
620-585	BES2toS1Calibration_9	For S1 to S2 color matching routine	RW	BES2toS1Calibration_9	NVMMachVar	natural	No		1.738		
620-588	Fault Counter 05-966-00: DOCNOTFULLYINSERTED	no. of faults	RW	Fault Counter 05-966-00	NVMFaultCounter	shortNatural	No	Fault Counter:05-966-00: Unknown	1.581		
620-589	Fault Counter 05-100: IIT/Scan IIT SPDH EEPROM	no. of faults	RW	Fault Counter 05-100	NVMFaultCounter	shortNatural	No	Fault Counter:05-100-00:	1.643		
620-590	Fault Counter 05-131: IIT/Scan CVT Invert Sensor On Jam while inverting (PF2)	no. of faults	RW	Fault Counter 05-131	NVMFaultCounter	shortNatural	No	Fault Counter:05-131-00: CVTINVERTSNRONPF2JAMINVERTINGCOUNT	1.813		
620-591	Fault Counter 05-132: IIT/Scan CVT Invert Sensor On Jam (PF2)	no. of faults	RW	Fault Counter 05-132	NVMFaultCounter	shortNatural	No	Fault Counter:05-132-00: CVTINVERTSNRONPF2JAMINVERTINGCOUNT	1.813		
620-592	Fault Counter 05-134: IIT/Scan CVT Invert Sensor Off Jam (Inv) (PF2)	no. of faults	RW	Fault Counter 05-134	NVMFaultCounter	shortNatural	No	Fault Counter:05-134-00: CVTINVERTSNROFFPF2JAMINVERTINGCOUNT	1.813		
620-593	Fault Counter 05-139: IIT/Scan CVT Invert Sensor Off Jam (PF2)	no. of faults	RW	Fault Counter 05-139	NVMFaultCounter	shortNatural	No	Fault Counter:05-139-00: CVTINVERTSNRPF2OFFJAMINVERTINGCOUNT	1.813		
620-594	Fault Counter 05-145: IIT/Scan CVT-DADF Registration Sensor Off - Jam on inverting	no. of faults	RW	Fault Counter 05-145	NVMFaultCounter	shortNatural	No	Fault Counter:05-145-00: CVTREGSNROFFINVERTINGJAMCOUNT	1.813		
620-595	Fault Counter 05-146: IIT/Scan CVT-DADF Pre Registration Sensor Off Jam	no. of faults	RW	Fault Counter 05-146	NVMFaultCounter	shortNatural	No	Fault Counter:05-146-00: CVTPREREKSNROFFJAMCOUNT	1.813		
620-596	Fault Counter 05-147: IIT/Scan CVT-DADF Pre Registration Sensor Off Jam - Jam on inverting	no. of faults	RW	Fault Counter 05-147	NVMFaultCounter	shortNatural	No	Fault Counter:05-147-00: CVTPREREKSNROFFINVERTINGJAMCOUNT	1.813		
620-597	Fault Counter 05-210: IIT/Scan DADF Download Fail	no. of faults	RW	Fault Counter 05-210	NVMFaultCounter	shortNatural	No	Fault Counter:05-210-00: DADFDOWNLOADFAILCOUNT	1.643		

620-598	Fault Counter 05-336: IIT/Scan Document Feeder: IIT/Scan Paper jam at TAR sensor.	no. of faults	RW	Fault Counter 05-336	NVMFaultCounter	shortNatural	No	Fault Counter:05-336-00: IITARSNRJAMCOUNT	1.643		
620-599	Fault Counter 05-341: IIT/Scan Document Feeder: IIT/Scan Paper jam at Pre-Scan sensor.	no. of faults	RW	Fault Counter 05-341	NVMFaultCounter	shortNatural	No	Fault Counter:05-341-00: IITPRESCANSNRJAMCOUNT	1.643		
620-600	Fault Counter 05-343: IIT/Scan Document Feeder: IIT/Scan Paper jam at Mid Scan sensor.	no. of faults	RW	Fault Counter 05-343	NVMFaultCounter	shortNatural	No	Fault Counter:05-343-00: IITMIDSCANSNRJAMCOUNT	1.643		
620-601	Fault Counter 05-905: IIT/Scan CVT Feedout Sensor Static Jam (PF1.5 & PF2.02)	no. of faults	RW	Fault Counter 05-905	NVMFaultCounter	shortNatural	No	Fault Counter:05-905-00: CVTFEEDSNRJAMCOUNT	1.813		
620-602	Fault Counter 05-915: IIT/Scan CVT APS No.1 Sensor Static Jam (PF2 & 2.01 & PF2.02 & PF2.03 & PF3.01)	no. of faults	RW	Fault Counter 05-915	NVMFaultCounter	shortNatural	No	Fault Counter:05-915-00: CVTAPS1SNRJAMCOUNT	1.813		
620-603	Fault Counter 05-916: IIT/Scan CVT APS No.2 Sensor Static Jam (PF2 & 2.01 & PF2.02 & PF2.03 & PF3.01)	no. of faults	RW	Fault Counter 05-916	NVMFaultCounter	shortNatural	No	Fault Counter:05-916-00: CVTAPS2SNRJAMCOUNT	1.813		
620-604	Fault Counter 05-917: IIT/Scan CVT APS No.3 Sensor Static Jam(PF2 & 2.01 & PF2.02 & PF2.03	no. of faults	RW	Fault Counter 05-917	NVMFaultCounter	shortNatural	No	Fault Counter:05-917-00: CVTAPS3SNRJAMCOUNT	1.813		
620-605	Fault Counter 05-940: IIT/Scan DADF Feeder Tray Empty Fail	no. of faults	RW	Fault Counter 05-940	NVMFaultCounter	shortNatural	No	Fault Counter:05-940-00: DADFFEEDTRAYEMPTYFAILCOUNT	1.813		
620-606	Fault Counter 05-941: IIT/Scan Not Enough Originals detected in the DADF during DADF Fault Recovery	no. of faults	RW	Fault Counter 05-941	NVMFaultCounter	shortNatural	No	Fault Counter:05-941-00: LESSORIGINALSINDADFA TFAULTRECVRYCOUNT	1.813		
620-607	Fault Counter 05-945: IIT/Scan Fast Scan - size mismatch	no. of faults	RW	Fault Counter 05-945	NVMFaultCounter	shortNatural	No	Fault Counter:05-945-00: IITFSSIZEMISMATCHCOUNT	1.813		
620-608	Fault Counter 05-946: IIT/Scan Slow Scan - size	no. of faults	RW	Fault Counter 05-946	NVMFaultCounter	shortNatural	No	Fault Counter:05-946-00:	1.813		
620-609	Fault Counter 05-947: IIT/Scan CVT FS - size mismatch	no. of faults	RW	Fault Counter 05-947	NVMFaultCounter	shortNatural	No	Fault Counter:05-947-00: CVTFSSIZEMISMATCHCOUNT	1.813		
620-610	Fault Counter 05-948: IIT/Scan CVT SS - size mismatch	no. of faults	RW	Fault Counter 05-948	NVMFaultCounter	shortNatural	No	Fault Counter:05-948-00: CVTSSSIZEMISMATCHCO	1.813		
620-611	Fault Counter 05-958: IIT/Scan Nisca Document Feeder: IIT/Scan Lift Home Sensor Error.	no. of faults	RW	Fault Counter 05-958	NVMFaultCounter	shortNatural	No	Fault Counter:05-958-00: IITLIFTHOMESNRFAILCOUNT	1.643		
620-612	Fault Counter 05-959: IIT/Scan Nisca Document	no. of faults	RW	Fault Counter 05-959	NVMFaultCounter	shortNatural	No	Fault Counter:05-959-00:	1.643		
620-613	Fault Counter 05-961: IIT/Scan Nisca Document Feeder: IIT/Scan Motor Fan Lock Alarm.	no. of faults	RW	Fault Counter 05-961	NVMFaultCounter	shortNatural	No	Fault Counter:05-961-00: IITMTRFANLOCKALARMCOUNT	1.643		
620-615	Fault Counter 62-396: Side1 IIT/Scan CIS 1	no. of faults	RW	Fault Counter 62-396	NVMFaultCounter	shortNatural	No	Fault Counter:62-396-00:	1.643		
620-616	Fault Counter 62-397: Side1 IIT/Scan CIS1 pixel clock missing	no. of faults	RW	Fault Counter 62-397	NVMFaultCounter	shortNatural	No	Fault Counter:62-397-00: IITCIS1PXLCLKMISSINGCOUNT	1.813		
620-617	Fault Counter 62-398: Side1 IIT/Scan IIT-Cont I/O Cable Connection Fail	no. of faults	RW	Fault Counter 62-398	NVMFaultCounter	shortNatural	No	Fault Counter:62-398-00: IITIOCABLECONNECTFAILCOUNT	1.643		
620-618	Fault Counter 62-399: Side1 IIT/Scan NISCA DADF	no. of faults	RW	Fault Counter 62-399	NVMFaultCounter	shortNatural	No	Fault Counter:62-399-00:	1.643		
620-619	Fault Counter 62-450: Side1 IIT/Scan Calibration	no. of faults	RW	Fault Counter 62-450	NVMFaultCounter	shortNatural	No	Fault Counter:62-450-00:	1.813		
620-620	Fault Counter 62-451: Side1 IIT/Scan Calibration	no. of faults	RW	Fault Counter 62-451	NVMFaultCounter	shortNatural	No	Fault Counter:62-451-00:	1.813		

620-621	Fault Counter 62-452: Side1 IIT/Scan Calibration Pixel Offset Not Clear	no. of faults	RW	Fault Counter 62-452	NVMFaultCounter	shortNatural	No	Fault Counter:62-452-00: IITCALSIDE1PXLOFFSETN OTCLEARCOUNT	1.813		
620-622	Fault Counter 62-453: Side1 IIT/Scan Calibration Pixel Offset Not Done	no. of faults	RW	Fault Counter 62-453	NVMFaultCounter	shortNatural	No	Fault Counter:62-453-00: IITCALSIDE1PXLOFFSETN OTDONECOUNT	1.813		
620-623	Fault Counter 62-454: Side1 IIT/Scan Calibration Gain Range Not Clear	no. of faults	RW	Fault Counter 62-454	NVMFaultCounter	shortNatural	No	Fault Counter:62-454-00: IITCALSIDE1GAINRNGNOT	1.813		
620-624	Fault Counter 62-455: Side1 IIT/Scan Calibration	no. of faults	RW	Fault Counter 62-455	NVMFaultCounter	shortNatural	No	Fault Counter:62-455-00:	1.813		
620-625	Fault Counter 62-457: Side1 IIT/Scan Calibration Pixel Gain Not Done	no. of faults	RW	Fault Counter 62-457	NVMFaultCounter	shortNatural	No	Fault Counter:62-457-00: IITCALSIDE1PXLGAINNOT DONECOUNT	1.813		
620-626	Fault Counter 62-458: Side1 IIT/Scan Calibration Dark Range Errors	no. of faults	RW	Fault Counter 62-458	NVMFaultCounter	shortNatural	No	Fault Counter:62-458-00: IITCALSIDE1PXLOFFSETN OTDONECOUNT	1.813		
620-627	Fault Counter 62-459: Side1 IIT/Scan Calibration Pixel Offset Hi Errors	no. of faults	RW	Fault Counter 62-459	NVMFaultCounter	shortNatural	No	Fault Counter:62-459-00: IITCALSIDE1PXLOFFSETHI GHERRORCOUNT	1.813		
620-628	Fault Counter 62-460: Side1 IIT/Scan Calibration	no. of faults	RW	Fault Counter 62-460	NVMFaultCounter	shortNatural	No	Fault Counter:62-460-00:	1.813		
620-629	Fault Counter 62-461: Side1 IIT/Scan Calibration Gain Range Errors	no. of faults	RW	Fault Counter 62-461	NVMFaultCounter	shortNatural	No	Fault Counter:62-461-00: IITCALSIDE1GAINRNGERR	1.813		
620-630	Fault Counter 62-462: Side1 IIT/Scan Calibration Pixel Gain Hi Errors	no. of faults	RW	Fault Counter 62-462	NVMFaultCounter	shortNatural	No	Fault Counter:62-462-00: IITCALSIDE1PXLGAINHIGH ERRORCOUNT	1.813		
620-631	Fault Counter 62-463: Side1 IIT/Scan Calibration Pixel Gain Lo Errors	no. of faults	RW	Fault Counter 62-463	NVMFaultCounter	shortNatural	No	Fault Counter:62-463-00: IITCALSIDE1PXLGAINLOW ERRORCOUNT	1.813		
620-632	Fault Counter 62-466: Side1 IIT/Scan Dark Range Rail Error	no. of faults	RW	Fault Counter 62-466	NVMFaultCounter	shortNatural	No	Fault Counter:62-466-00: IITSIDE1DARKRNGRAILER RORCOUNT	1.813		
620-633	Fault Counter 62-467: Side1 IIT/Scan Gain Range Rail Error	no. of faults	RW	Fault Counter 62-467	NVMFaultCounter	shortNatural	No	Fault Counter:62-467-00: IITSIDE1GAINRNGRAILER RORCOUNT	1.813		
620-634	Fault Counter 62-468: Side1 IIT/Scan Color State Errors	no. of faults	RW	Fault Counter 62-468	NVMFaultCounter	shortNatural	No	Fault Counter:62-468-00: IITSIDE1COLORSTATEER RORCOUNT	1.813		
620-635	Fault Counter 62-476: Side1 IIT/Scan Stepper Home Error	no. of faults	RW	Fault Counter 62-476	NVMFaultCounter	shortNatural	No	Fault Counter:62-476-00: IITSTEPPERHOMEERROR	1.813		

620-636	Fault Counter 62-481: Side1 IIT/Scan DADH Client Time Out	no. of faults	RW	Fault Counter 62-481	NVMFaultCounter	shortNatural	No	Fault Counter:62-481-00: DADHCLIENTTIMEOUTCOUNT	1.813		
620-637	Fault Counter 62-486: Side1 IIT/Scan Supply 24 Volt Error	no. of faults	RW	Fault Counter 62-486	NVMFaultCounter	shortNatural	No	Fault Counter:62-486-00: IIT24VERRORCOUNT	1.813		
620-638	Fault Counter 62-490: Side1 IIT/Scan Data Steerer Error - Taurus 1	no. of faults	RW	Fault Counter 62-490	NVMFaultCounter	shortNatural	No	Fault Counter:62-490-00: IITSIDE1DATASTEERERERRORCOUNT	1.813		
620-639	Fault Counter 62-491: Side1 IIT/Scan Data Steerer Tx Error - Taurus 1	no. of faults	RW	Fault Counter 62-491	NVMFaultCounter	shortNatural	No	Fault Counter:62-491-00: IITSIDE1DATASTEERERTXERRORCOUNT	1.813		
620-640	Fault Counter 62-492: Side1 IIT/Scan video failure	no. of faults	RW	Fault Counter 62-492	NVMFaultCounter	shortNatural	No	Fault Counter:62-492-00: IITSIDE1VIDEOFAILCOUNT	1.643		
620-641	Fault Counter 62-779: Side1 IIT/Scan FPGA not loaded	no. of faults	RW	Fault Counter 62-779	NVMFaultCounter	shortNatural	No	Fault Counter:62-779-00: IITSIDE1FPGANOTLOADEDFAILCOUNT	1.813		
620-642	Fault Counter 62-780: Side1 IIT/Scan FPGA CRC Error	no. of faults	RW	Fault Counter 62-780	NVMFaultCounter	shortNatural	No	Fault Counter:62-780-00: IITSIDE1FPGACRCERRORCOUNT	1.813		
620-643	Fault Counter 62-781: Side1 IIT/Scan IIT Remote Nvm Out of Range	no. of faults	RW	Fault Counter 62-781	NVMFaultCounter	shortNatural	No	Fault Counter:62-781-00: IITSIDE1REMOTENVMOUOFNRNGCOUNT	1.813		
620-644	Fault Counter 62-782: Side1 IIT/Scan IIT Remote Nvm Read Timeout	no. of faults	RW	Fault Counter 62-782	NVMFaultCounter	shortNatural	No	Fault Counter:62-782-00: IITSIDE1REMOTENVMRDTIMEOUTCOUNT	1.813		
620-645	Fault Counter 62-783: Side1 IIT/Scan SPDH hotline error.	no. of faults	RW	Fault Counter 62-783	NVMFaultCounter	shortNatural	No	Fault Counter:62-783-00: IITSIDE1SPDHHOTLINEERROR	1.813		
620-646	Fault Counter 62-784: Side1 IIT/Scan IIT Platen hotline error	no. of faults	RW	Fault Counter 62-784	NVMFaultCounter	shortNatural	No	Fault Counter:62-784-00: IITSIDE1PLATENHOTLINEERROR	1.813		
620-647	Fault Counter 62-785: Side1 IIT/Scan Taurus 2 capability retry	no. of faults	RW	Fault Counter 62-785	NVMFaultCounter	shortNatural	No	Fault Counter:62-785-00: IITSIDE1TAURUS2CAPBLTYRETRYCOUNT	1.813		
620-648	Fault Counter 62-786: Side1 IIT/Scan Taurus 2 capability timeout	no. of faults	RW	Fault Counter 62-786	NVMFaultCounter	shortNatural	No	Fault Counter:62-786-00: IITSIDE1TAURUS2CAPBLTYTIMEOUTCOUNT	1.813		
620-649	Fault Counter 62-790: Side1 IIT/Scan Side 1 doorbell reject	no. of faults	RW	Fault Counter 62-790	NVMFaultCounter	shortNatural	No	Fault Counter:62-790-00: IITSIDE1DOORBELLREJE	1.773		
620-650	Fault Counter 62-791: Side1 IIT/Scan Side 1 doorbell timeout	no. of faults	RW	Fault Counter 62-791	NVMFaultCounter	shortNatural	No	Fault Counter:62-791-00: IITSIDE1DOORBELLTIMEOUTCOUNT	1.813		
620-651	Fault Counter 62-792: Side1 IIT/Scan Side 1 doorbell failure	no. of faults	RW	Fault Counter 62-792	NVMFaultCounter	shortNatural	No	Fault Counter:62-792-00: IITSIDE1DOORBELLFAILC	1.773		
620-652	Fault Counter 66-396: Side2 IIT/Scan CIS 2 Communication failure	no. of faults	RW	Fault Counter 66-396	NVMFaultCounter	shortNatural	No	Fault Counter:66-396-00: IITCIS2COMMFAILCOUNT	1.772		
620-653	Fault Counter 66-397: Side2 IIT/Scan CIS 2 Pixel clock missing	no. of faults	RW	Fault Counter 66-397	NVMFaultCounter	shortNatural	No	Fault Counter:66-397-00: IITCIS2PXLCLKMISSINGC	1.813		
620-654	Fault Counter 66-450: Side2 IIT/Scan Calibration Dark Range Not Clear	no. of faults	RW	Fault Counter 66-450	NVMFaultCounter	shortNatural	No	Fault Counter:66-450-00: IITSIDE2CALDARKRNGNO	1.813		
620-655	Fault Counter 66-451: Side2 IIT/Scan Calibration Dark Range Not Done	no. of faults	RW	Fault Counter 66-451	NVMFaultCounter	shortNatural	No	Fault Counter:66-451-00: IITSIDE2CALDARKRNGNO	1.813		
620-656	Fault Counter 66-452: Side2 IIT/Scan Calibration Pixel Offset Not Clear	no. of faults	RW	Fault Counter 66-452	NVMFaultCounter	shortNatural	No	Fault Counter:66-452-00: IITCALSIDE2PXLOFFSETN	1.813		

620-657	Fault Counter 66-453: Side2 IIT/Scan Calibration Pixel Offset Not Done	no. of faults	RW	Fault Counter 66-453	NVMFaultCounter	shortNatural	No	Fault Counter:66-453-00: IITCALSIDE2PXLOFFSETN	1.813		
620-658	Fault Counter 66-454: Side2 IIT/Scan Calibration Gain Range Not Clear	no. of faults	RW	Fault Counter 66-454	NVMFaultCounter	shortNatural	No	Fault Counter:66-454-00: IITCALSIDE2GAINRNGNOT	1.813		
620-659	Fault Counter 66-455: Side2 IIT/Scan Calibration Gain Range Not Done	no. of faults	RW	Fault Counter 66-455	NVMFaultCounter	shortNatural	No	Fault Counter:66-455-00: IITCALSIDE2GAINRNGNOT DONECOUNT	1.813		
620-660	Fault Counter 66-457: Side2 IIT/Scan Calibration Pixel Gain Not Done	no. of faults	RW	Fault Counter 66-457	NVMFaultCounter	shortNatural	No	Fault Counter:66-457-00: IITCALSIDE2PXLGAINNOT DONECOUNT	1.813		
620-661	Fault Counter 66-458: Side2 IIT/Scan Calibration Dark Range Errors	no. of faults	RW	Fault Counter 66-458	NVMFaultCounter	shortNatural	No	Fault Counter:66-458-00: IITCALSIDE2PXLOFFSETN	1.813		
620-662	Fault Counter 66-459: Side2 IIT/Scan Calibration Pixel Offset Hi Errors	no. of faults	RW	Fault Counter 66-459	NVMFaultCounter	shortNatural	No	Fault Counter:66-459-00: IITCALSIDE2PXLOFFSETHIGHERRORCOUNT	1.813		
620-663	Fault Counter 66-460: Side2 IIT/Scan Calibration Pixel Offset Lo Errors	no. of faults	RW	Fault Counter 66-460	NVMFaultCounter	shortNatural	No	Fault Counter:66-460-00: IITCALSIDE2PXLOFFSETL	1.813		
620-664	Fault Counter 66-461: Side2 IIT/Scan Calibration Gain Range Errors	no. of faults	RW	Fault Counter 66-461	NVMFaultCounter	shortNatural	No	Fault Counter:66-461-00: IITCALSIDE2GAINRNGERRORCOUNT	1.813		
620-665	Fault Counter 66-462: Side2 IIT/Scan Calibration Pixel Gain Hi Errors	no. of faults	RW	Fault Counter 66-462	NVMFaultCounter	shortNatural	No	Fault Counter:66-462-00: IITCALSIDE2PXLGAINHIGH ERRORCOUNT	1.813		
620-666	Fault Counter 66-463: Side2 IIT/Scan Calibration Pixel Gain Lo Errors	no. of faults	RW	Fault Counter 66-463	NVMFaultCounter	shortNatural	No	Fault Counter:66-463-00: IITCALSIDE2PXLGAINLOW ERRORCOUNT	1.813		
620-667	Fault Counter 66-466: Side2 IIT/Scan Dark Range Rail Error	no. of faults	RW	Fault Counter 66-466	NVMFaultCounter	shortNatural	No	Fault Counter:66-466-00: IITSIDE2DARKRNGRAILER RORCOUNT	1.813		
620-668	Fault Counter 66-467: Side2 IIT/Scan Gain Range Rail Error	no. of faults	RW	Fault Counter 66-467	NVMFaultCounter	shortNatural	No	Fault Counter:66-467-00: IITSIDE2GAINRNGRAILER RORCOUNT	1.813		
620-669	Fault Counter 66-468: Side2 IIT/Scan Color State Errors	no. of faults	RW	Fault Counter 66-468	NVMFaultCounter	shortNatural	No	Fault Counter:66-468-00: IITSIDE2COLORSTATEER RORCOUNT	1.813		





# Machine Log Book

602E91901







### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1 _____	2 _____	3 _____	4 _____
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1 _____	2 _____	3 _____	4 _____
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

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Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			



### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

### Service Record

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			

Date: Time:	Eng. No.: Name:	Type of Call:	
Meter 1	2	3	4
Problem/Cause/Solution		Parts Replaced	
Notes:			











**CONFIDENTIAL**  
(When filled in)



## EHS 700 - Health & Safety Incident Report Form For Incidents Involving a Xerox Product

For incidents in Canada: PIPEDA consent given	<input type="checkbox"/> YES <input type="checkbox"/> NO	<b>EH&amp;S Office Use ONLY</b> EH&S Incident Reference Number:
PIPEDA is the Canadian "Personal Information Protection and Electronic Documents Act."		
For incidents in the EU: Safe Harbour Complaint	<input type="checkbox"/> YES <input type="checkbox"/> NO	

<b>*Date Of Incident</b> (mm / dd / yyyy):		
<b>Product Description</b>		
<b>*Model No. or Product Name:</b>		
Product Serial Number:	Serial Number(s) of Accessory(ies):	
Installation Date:	Total Copy Meter:	
Date of last service maintenance:		
List damaged and affected part(s) of the machine by description and part number:		
<b>*Description</b>	<b>Part Number</b>	
<b>*Location of product and affected part(s):</b>		
<b>Customer Identification</b>		
<b>*Customer Name:</b>		<b>*Name of Customer Contact Person:</b>
<b>*Address:</b>	<b>E-mail:</b>	<b>*Telephone:</b>
		<b>Fax:</b>
<b>Customer Service Engineer Identification</b>		
<b>*Name</b> (required for Xerox serviced equipment):	<b>Employee:</b>	<b>E-mail:</b>
<b>Location:</b>	<b>*Phone</b> (required for Xerox serviced equipment):	
<b>Individual Providing Notification</b>		
<b>*Name:</b>	<b>*Title:</b>	<b>*Telephone Number:</b>
<b>*Organization:</b>	<b>E-Mail:</b>	
<b>Mailing Address:</b>	<b>*Date Report Submitted:</b>	

## Details of Incident

**\*Description Of Incident: (Check all that apply)**

Smoke

**Describe quantity and duration of smoke:**

Fire with open flames seen

Electric shock to operator or service representative

Physical injury/illness to operator or service representative

**Describe:**

Other, describe:

**MANDATORY DESCRIPTION** (above): Provide a detailed description of all valid factors that may have contributed to the incident. Hardware involved in the incident should be preserved and retained for further investigation should investigation be deemed necessary by EH&S.

LIST INCIDENT DESCRIPTIONS AND SUPPORT DIAGRAMS/DATA INCLUDED OR ATTACHED:

**\*Any damage to customer property?** No  Yes  Describe:

**\*Did external emergency response provider(s) such as a fire department, ambulance, etc. respond?**

No  Yes  Identify: (i.e., source, names of individuals)

**Apparent cause of incident (identify part that is suspected to be responsible for the incident)**

**\*Preliminary actions taken to mitigate incident:**

**Instructions:** E-mail or fax both pages of this completed form to EH&S:

**e-mail:** [usa.product.incident@xerox.com](mailto:usa.product.incident@xerox.com) or fax 585-422-2249

\* Required information is preceded by asterisk, **title shown in red** with a tan wash background

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PART#: 705P01478

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