

VersaLink® B7135 Family Multifunction Printer

Xerox® VersaLink® B7135 Family Multifunction Printer

Service Manual

VersaLink® B7135 Family Multifunction Printer Service Manual

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Prepared for:

Xerox Corporation

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Webster, NY 14580

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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 Service Call Procedures, Section 1. Perform Initial Actions and verify the problem, then follow the directions given.

How to Differentiate Between Machine Variants

When a procedure, parts list description or other reference is unique across different speeds of machine, the appropriate speed will be quoted. For example, 25ppm or 35ppm. Any artwork will also be specific.

Note: This manual services all configurations of the machine. Ignore references to options not installed on the machine.

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.

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.



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 Block Schematic Diagrams

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

It should be noted that the BSDs do not contain an input power block referring to Chain 1. It will be necessary to refer to the [Wiring Diagrams](#) in order to trace a wire back to its source.

Change History

This page gives information on major changes to the service manual.

Update December 2022

- **The following procedures are updated**

OF1 POST Error RAP

OF2 Special Boot Modes RAP

REP 1.2 Drive PWB

REP 1.5 Drive PWB Bracket

GP 22 Special Boot Modes

GP 29 System Administrator Password Reset

dC135 HFSI Counter

PL 1.10 Electrical Lower Rear

PL 2.05 User Interface

PL 3.05 Control Unit

PL 3.10 ESS PWB Chassis Components

PL 5.10 DADF Components

PL 5.15 DADF Base Frame

PL 5.40 DADF Feeder Front Frame CIS Assembly

PL 5.45 DADF Tray and Chute

PL 5.65 Retard Chute Assembly

PL 20.05 Fax

PL 26.05 Consumables and Tools

PL 28.05 Covers (1 of 2)

PL 31.05 Maintenance / Installation / Removal Kits

PL 60.10 CCD Lens Assembly/Document Glass

PL 60.30 Motor/Transport PWB

PL 70.25 STM (1 of 4)

PL 70.60 HCF Electrical and Rails

PL 70.65 TTM (1 of 3)

PL 80.15 1TM Feeder

PL 80.30 3TM Feeders

- PL 80.40 LH Transport Components
- PL 80.65 TTM Tray 2 & Tray 3 Feeder
- PL 80.70 TTM Tray 4 Feeder
- PL 90.05 Toner Cartridge, Dispenser
- **The following procedures are new:**
 - 005-120 DADF Pre Registration Sensor On Jam RAP
 - 005-128, 005-129 DADF Simplex Exit Sensor Jam RAP
 - 005-144 DADF Skew Detect Jam RAP
 - 005-192 DADF APS Sensor Logic Jam RAP
 - 005-193 DADF Multi Feed Detection Jam RAP
 - 005-289 Initialize Motor Fail RAP
 - 005-400 DADF Paper Dirt Detected on CIS RAP
 - 005-600, 005-601 DADF Double Feed Detection Error RAP
 - 005-911 Letter SEF Detect Error RAP
 - 016-384 Runtime System Protection Fail RAP
 - 017-507 Disabled Direct Print RAP
 - 017-508 JobLimit Estimation No Sheet RAP
 - 017-516 File Name Acquisition From SFTP Server Fail RAP
 - 017-517 Folder delete in SFTP Fail RAP
 - 017-518 Data read from SFTP server Fail RAP
 - 017-519 Data write-in to SFTP server Fail RAP
 - 017-520 Login Name or a Password In SFTP Fail RAP
 - 017-521 File delete in SFTP Fail RAP
 - 017-522 File Creation in SFTP Fail RAP
 - 017-523 Folder Creation in SFTP Fail
 - 017-524 Scan Destination Path in SFTP Fail RAP
 - 017-525 Host name solution in SFTP Fail RAP
 - 017-526 Server Connection in SFTP Fail RAP
 - 017-526 Server Connection in SFTP Fail RAP
 - 017-546 PJJ file system commands are disabled RAP
 - 942 EP Accessory Color Error RAP
 - 024-322, 024-323 SEEPROM Refurbish RAP
 - 024-324 IOT NVM Backup Restore Fail RAP
 - 024-916 Mix Full Stack RAP
 - 024-917 Stacker Tray Staple Set Over Count RAP
 - 024-920 Face Down Tray 1 Full RAP
 - 024-926 Punch DustBox Miss Set RAP
 - 024-927 Exit1 OCT Full Stack RAP
 - 024-928 Scratch Sheet Compile RAP
 - 024-943 Booklet Low Staple RAP
 - 024-963 Finisher Punch DustBox FULL RAP
 - 024-967 Different width Mix Paper detect (Stapler job) RAP
 - 024-968 Stapler/Punch Batting RAP
 - 024-969 Different width Mix Punch RAP
 - 024-977, 978, 979 Finisher Staple Error RAP
 - 024-980 Finisher Stacker Tray Full RAP
 - 024-981 Finisher Top Tray Full RAP
 - 024-982 Stacker Lower Safety Warning RAP
 - 024-984 Booklet Low Staple F RAP
 - 024-989 Booklet Low Staple R RAP
 - 029-728, 729 Client Scan Data Transfer/Network Access Fail RAP
 - 047-213 Finisher Kind Mismatch RAP
 - 047-216 Finisher Comm Fail RAP
 - 058-376 DC100V Input Fail RAP
 - 060-363, 367 VBO Fault RAP
 - 060-371, 375, 379, 383, 387, 394, 398 LPH Fault RAP
 - 065-221 CIS AGC Fail RAP
 - 065-222 CIS AOC Fail RAP
 - 065-223 CIS Connection Fail RAP
 - 065-224 CIS Device Fail RAP
 - 065-225 CIS Fail RAP
 - 096-918 XC 3rd Party CRUM Detect Fail RAP

116-729 Punching Cancelled RAP
121-331 EP Operation Fail RAP
124-717 Changed IOT Speed Slow Mode RAP
CQ-00 IIT/DADF FIP RAP
REP 3.3 EMMC Assembly
BSD 3.10 ESS Status LED (1 of 5)
BSD 3.11 ESS Status LED (2 of 5)
BSD 3.12 ESS Status LED (3 of 5)
BSD 3.13 ESS Status LED (4 of 5)
BSD 3.14 ESS Status LED (5 of 5)

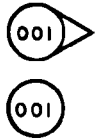
• **The following procedures are removed:**

005-942 Document Loading Fault RAP
005-949,950 SS size mismatch at CVT No-Mix LONG RAP
005-131, 005-132 DADF Invert Sensor On Jam During Inverting RAP
005-134, 005-139 DADF Invert Sensor Off Jam RAP
005-135 CVT-DADF Side2 Pre-Reg.Sensor On Jam RAP
005-136 CVT-DADF Side2 Reg.Sensor On Jam RAP
005-145 CVT-DADF Regi Sensor Off Jam on inverting RAP
005-147 CVT-DADF Pre Regi Sensor Off Jam on inverting RAP
005-288 Home Position Sensor Fail RAP
005-913 CVT-DADF Invert Sensor Static Jam RAP
010-418 Fuser Near Life Warning RAP
042-406 Deodorant Filter Near Life End RAP RAP
060-344 to 060-356 LPH Fault RAP
061-357,393 LPH Communications Fault RAP
061-361 LPH Config Fail K RAP
016-216 SW Option Fail (ExtMemory Not Exist) RAP
016-221 to 016-226, 240 S2X Error RAP
017-787 Google Cloud Print Data Error RAP
018-722 GCP Network Fail RAP
018-723, 018-740 GCP Certification Fail RAP

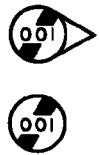
018-724 GCP SSL Connection Fail RAP
018-729, 730, 738, 739, 743, 744, 745, 746 GCP Network Fail RAP
018-731 GCP HDD Limit Fail RAP
018-737, 018-741 GCP Other Fail RAP
021-742 EP accessory - scan service paused by color mode restriction. RAP
024-919 Face UP Tray Close RAP
024-957 Interposer Empty RAP
026-402 Changed IOT Speed Slow Mode RAP
028-910 Wrong Fusing Unit Type Fail RAP
092-911 Toner Cartridge Uncertain Empty[Y] RAP
092-912 Toner Cartridge Uncertain Empty[M] RAP
092-913 Toner Cartridge Uncertain Empty[C] RAP
118-311 GCP Soft Fatal Error RAP

Mod/Tag Identification

Figure 1 shows the Mod/Tag identification symbols.



These with tag symbols are used to identify the components or configurations that are part of a machine change covered by this tag number.



These without tag symbols are used to identify the components or configurations that are used when this tag is not fitted.

Y-1-0419-A

External Service Manual References

The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

Voltages Resistances and Tolerances

For AC power specifications, refer to [GP 17](#) Electrical Power Requirements.

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

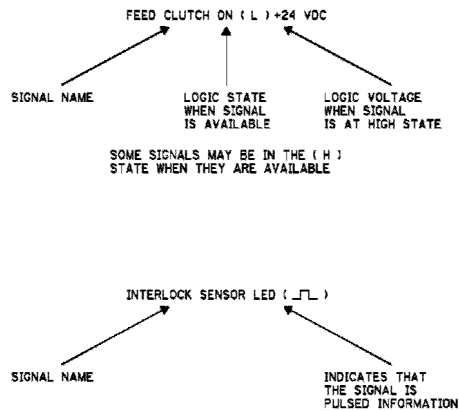
Non-standard voltage levels will be quoted on the relevant wiring diagram or BSD. All other voltage levels are plus or minus 10%.

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.



TY-1-0158-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. 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.

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.

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.

Part Replacement

Only use genuine Xerox approved spare parts or components to maintain compliance with legislation and safety certification. Also refer to [GP 21](#) Restriction of Hazardous Substances (RoHS).

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.
 - 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 location that follows:

- [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 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 10](#). 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 10**. 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: 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.

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.

Also refer to [SCP 6 Machine Features](#).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.



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.

1. Take note of problems, error messages or error codes. If necessary, refer to [GP 2 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. Documents are not loaded in the DADF or on the document glass.

- c. The paper is loaded correctly.
 - d. All paper trays are closed.
 - e. All doors are closed.
 - f. If telephone line cables are installed, ensure that the cables are connected between the line socket and the wall jack.
 - g. If telephone line cables are installed, ensure that the customer telephone line is functioning.
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. If the Install Wizard has failed to install the information from the dongle, obtain a new install dongle, go to [GP 26](#) Replacement Dongle Process.
 - b. 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.
 - c. Check that all the machine settings are entered correctly.
 - d. Mark off the hardware options, software options or Tags installed on the Tag matrix cards.
 - e. Enter the machine information and the customer information in the service log book.
2. Review the copy, print and fax samples.
3. Ensure the user access settings are correct. If necessary refer to the user documentation.
4. If necessary, perform [GP 13](#) Network Clone Procedure.

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.

Procedure



CAUTION: Do not expose the drum cartridge, [PL 90.20](#) to light for more than 30 minutes. If necessary, remove the drum cartridge, then place in a black bag.

Fault Codes

If a fault code is displayed, go to the relevant RAP. Also refer to [Unresolved Faults](#).

Image Quality Defects

If the image quality is defective, go to the [IQ1](#) Image Quality Entry RAP.

Unresolved Faults

If a fault cannot be resolved using the appropriate RAP, and only if instructed by 2nd level support, obtain a device log. Refer to [GP 19](#) Obtaining Audit and Device Logs. Escalate the problem to 2nd level support.

Other Problems

- For suspected power distribution faults, refer to the following:
 - [01A](#) AC Power RAP.
 - [01B](#) +5VDC Power Fault RAP.
 - [01C](#) +24VDC Power Fault RAP.
 - [Wiring Diagrams](#)
- Scan to file failure when using FTP or SMP protocols. Perform the [016A](#) Scan to Network Error Entry RAP.
- For unresolved faults that occur during start up of the device, perform the [OF1](#) POST Error RAP.
- For fax faults without a fault code, perform the [020A](#) Fax Entry RAP.
- If the customer requires a billing plan or region change, go to [GP 27](#) Billing Plan/Region Conversion Process.
- If the customer requires a billing impression mode change, go to [GP 28](#) Billing Impression Mode Change Process.

Additional Information

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

- [GP 1](#) Diagnostics Entry.
- [GP 2](#) Fault Codes and History Files.
- [GP 3](#) Device 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](#) Paper and Media Size Specifications.
- [GP 16](#) Installation Space Requirements.
- [GP 17](#) Electrical Power Requirements.
- [GP 18](#) Environmental Data.
- [GP 19](#) Obtaining Audit and Device Logs.
- [GP 20](#) First Copy/Print Out Time and Power On Time.
- [GP 21](#) Restriction of Hazardous Substances (RoHS).
- [GP 22](#) Special Boot Modes.
- [GP 23](#) Customer Administration Tools.
- [GP 24](#) How to Set the Date and Time.
- [GP 25](#) Ethernet Crossover Cable Setup.
- [GP 26](#) Speed Kit Enablement.
- [GP 27](#) Billing Plan/Region Conversion. Process.
- [GP 28](#) Billing Impression Mode Change Process.
- [GP 29](#) System Administrator Password Reset.
- [GP 30](#) How to Print the Fax Reports.
- [GP 31](#) Print/Copy Orientation Definitions.
- [GP 33](#) How to Re-Enter Optional Feature Installation Keys.
- [GP 40](#) Glossary of Terms, Acronyms and Abbreviations.
- [GP 41](#) Foreign Device Interface Setup.

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.

Procedure



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.

Go to the correct procedure:

- [Service Checks](#)
- [Installation of New Parts](#)
- [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 copy 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.	300K feeds
	Clean the operating parts around the toner cartridge, PL 90.05 Item 1 and drum cartridge, PL 90.20 Item 1 .	Every visit

Servicing Items	Service Details	Service Interval
	Use the cleaning tool, stored in the front door, to clean the print head assembly, PL 60.35 Item 1 .	
Clean the optics and DADF	<ol style="list-style-type: none"> Clean the document cushion, PL 5.05 Item 1. Use an optical cleaning cloth to clean the surface of the document glass, PL 60.10 Item 9 and the CVT glass, PL 60.10 Item 8. Clean the DADF nudger and feed rolls, PL 5.25 Item 2 and the retard roll, PL 5.65 Item 4. 	<ol style="list-style-type: none"> Every visit 10K feeds
Safety Check	<p>Ensure that the power cords are not cracked and no wires are exposed.</p> <p>Ensure that an extension cord with insufficient length or power cord outside the specification, such as an off-the-shelf power strip, is being used.</p> <p>Ensure that a single socket does not have multiple power plugs plugged into it.</p>	Every visit

Installation of New Parts

The design life of the major components is shown in [Table 2](#).

Table 2 Design life

Part	Life	PL Ref.
DADF feed, nudger and retard rolls	200K feeds	PL 5.25 Item 2 and PL 5.65 Item 4
Fuser	200K prints or when IOT power on time exceeds 18,000,000 seconds.	PL 10.05 Item 2
Drum cartridge	80K pages	PL 90.20 Item 1
Tray 1 feed, nudger and retard rolls	300K feeds	PL 80.11
Bypass tray feed and nudger rolls and retard pad	50K feeds	PL 70.40
Tray 2 feed, nudger and retard rolls	300K feeds	PL 80.25
Tray 3 feed, nudger and retard rolls	300K feeds	PL 80.25
Tray 4 feed, nudger and retard rolls	300K feeds	PL 80.25

HFSI

For High Frequency Service Items (HFSI), refer to [dC135 CRU/HFSI Status](#).

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.

4. Scanner

- Switch off the power and allow the exposure lamp to cool off.
- Using the optical cleaning cloth, clean the front and rear of the document glass, document cover, white reference strip, reflector, and mirror.
- Clean the exposure lamp with a clean cloth and film remover.
- Clean the lens with lens and mirror cleaner and lint free cloth.

5. DADF

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

6. Document Glass and Constant Velocity Transport Glass

Refer to [ADJ 60.5 Optics Cleaning Procedure](#).

7. Finisher

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

Drum Cartridge Handling

- The drum cartridge 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 Network Clone Procedure](#).

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. Use the DADF and the document glass.
6. Make copies and/or prints from all trays. Check the registration and copy quality. To reset the registration, perform [dC126 System Registration](#). For copy quality defects, perform the [IQ1 Image Quality Entry RAP](#).
7. Make a proof copy or 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.

SCP 6 Machine Features

Configuration Options

The Xerox® VersaLink® B7125/B7130/B7135 is available as a basic machine with tray 1. It is also available in various configurations using the options that follow:

General Information

Space requirements, environment range and the print out time. Refer to:

- [GP 16 Installation Space Requirements](#).
- [GP 18 Environmental Data](#).
- [GP 20 First Copy / Print Out Time and Power On / Off Time](#).

Paper Supply and Paper Handling Options

- One 560 sheet paper tray (tray 1).
- 100 sheet bypass tray.
- 130 sheet document feeder (DADF).
- Single tray module (STM) (tray 2).
- One tray module (1TM) (tray 2).
- Three tray module (3TM) (trays 2, 3 and 4).
- Tandem tray module (TTM) (trays 2, 3 and 4).
- 2000 sheet high capacity feeder (HCF).
- Envelope tray.
- Exit 2 tray.

Output Options

- Global A Integrated Office Finisher.
- Global B Office Finisher.
- Booklet maker.

Note: A horizontal transport is also installed when an office finisher LX is fitted.

Accessories and Kits

- 1 Line Fax kit.
- 3 Line Fax kit.
- Adobe PS.
- Common access card.
- Convenience stapler.
- Foreign device interface kit.
- Hard disk drive (standard on machines with more than 1 tray).
- VOIP fax.
- Wireless print kit.
- Work surface.

Note: The service manual covers all of the above configurations. Within the manual, ignore any references to options that are not installed.

Product Codes

- 2DA = Xerox® VersaLink® B7130F MFP with 1 Tray module 120V
- 5DA = Xerox® VersaLink® B7130F MFP with TTM 120V

Optional Accessories

- 2NX = 3 Tray module (one A3 Tray & two high capacity A4 Trays)
- 3FA = Global B Office Finisher
- 8NB = 1 Tray module with stand (520 sheet A3)
- 8NX = 1 Tray module (520 sheet A3)
- 9NB = 3 Tray module (520 sheet A3)
- 9NX = Global A Integrated Office Finisher
- B2W = High cap feeder - 2000 sheet (B7030 & B7035)

Machine Identification

The diagrams that follow illustrate some of the machine configurations:

- Xerox® VersaLink® B7130 with Global A Integrated Finisher and 1TM, [Figure 1](#).
- Xerox® VersaLink® B7135 with Global B Office Finisher and 3TM, [Figure 2](#).

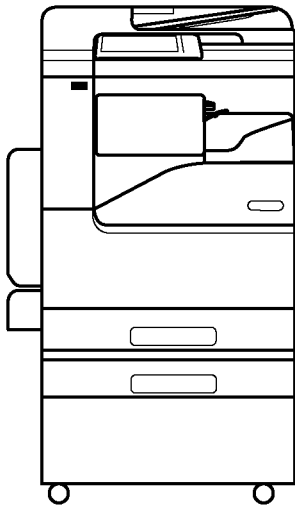


Figure 1 Machine with Global A Integrated Office Finisher and 1TM

Y-1-0563-A

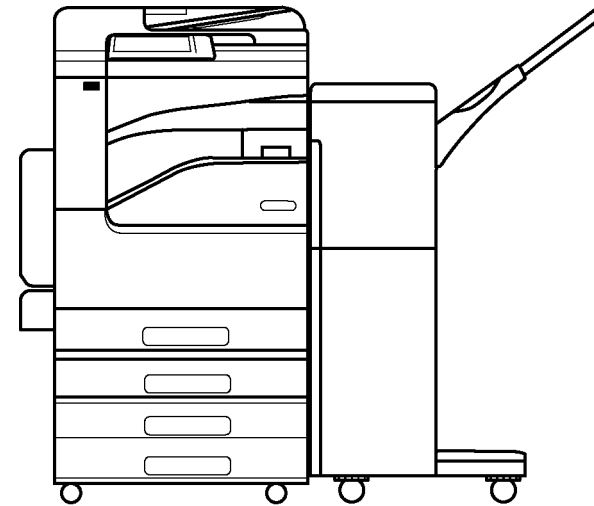


Figure 2 Machine with Global B Office Finisher and 3TM

Y-1-0564-A

2 Status Indicator RAPs

Chain 001	30	005-192 DADF APS Sensor Logic Jam RAP	58
01A AC Power RAP	30	005-193 DADF Multi Feed Detection Jam RAP	59
01B +5VDC Power Fault RAP	31	005-194 Size Mismatch Jam on SS Mix-Size RAP	59
01C +24VDC Power Fault RAP	32	005-196, 198, 199, 946, 948 Size Mismatch Jam RAP	60
Chain 002	33	005-197 Prohibited Size Combination RAP	60
002-500 UI Error RAP	34	005-210 DADF Download Fail RAP	61
Chain 003	34	005-275, 005-280 DADF RAM or EEPROM Write Fail RAP	61
003-311 IIT CDI I/F Mismatch RAP	35	005-289 Initialize Motor Fail RAP	62
003-318, 003-319 IIT Software Fail RAP	35	005-305 DADF Feeder Cover Interlock Open RAP	62
003-320 to 003-343 IISS-ESS Communication Fail RAP	36	005-400 DADF Paper Dirt Detected on CIS RAP	63
003-344 Hotline Fail RAP	37	005-500 Write to DADF-ROM Error RAP	64
003-345, 003-346 X PIO Mismatch RAP	37	005-600, 005-601 DADF Double Feed Detection Error RAP	64
003-700 Returned Documents Error RAP	38	005-907 DADF Pre Registration Sensor Static Jam RAP	65
003-701 Duplication Prevention Code RAP	38	005-908 DADF Registration Sensor Static Jam RAP	65
003-702 Different Magnification RAP	39	005-915 DADF APS Sensor 1 Static Jam RAP	66
003-703, 003-704 Color Correction RAP	39	005-916 DADF APS Sensor 2 Static Jam RAP	66
003-705 Energy Saving Paper Size Mismatch RAP	40	005-917 DADF APS Sensor 3 Static Jam RAP	67
003-750 Insufficient Documents Duplex Book RAP	40	005-921, 005-911 Letter SEF Detect Error RAP	67
003-751 Capacity RAP	41	005-940 DADF No Original RAP	68
003-752, 932, 935 600dpi Cannot be Scanned RAP	41	005-941 Not Enough Documents RAP	68
003-753, 930, 933 300dpi Cannot be Scanned RAP	42	005-945, 005-947 Fast Scan Size Mismatch Jam RAP	69
003-754 to 003-756 S2X Error RAP	42	Chain 010	69
003-757, 931, 934 400dpi Cannot be Scanned RAP	43	010-327 Fusing On Time Fail RAP	70
003-760, 003-761 Scan Settings Error RAP	43	010-329 Fuser Fuse Cut Fail RAP	70
003-764 Insufficient Documents RAP	44	010-331, 010-333 Over Temperature Fail RAP	71
003-780 Scan Image Compression Error RAP	44	010-332, 010-379 Heat Roll NC Sensor Fail RAP	72
003-795 AMS Limit Error RAP	45	010-334, 010-335 Heat Roll NC Sensor Fail RAP	72
003-940 Insufficient Memory RAP	45	010-337 Heat Roll Paper Winding RAP	73
003-941 Insufficient Page Memory RAP	46	010-420 Fuser Near Life Warning RAP	73
003-942, 956 Document Size Auto Detect RAP	46	010-421 Fuser Life Warning RAP	74
003-944 Repeat Image Count Fail RAP	47	Chain 016	74
003-946 Image Rotation (Copy APS) RAP	47	016-210, 506, 777, 780, 798 HDD Error RAP	75
003-947, 948, 951, 955 Document Error RAP	48	016-417 Invalid Network Settings RAP	75
003-952 Document Color Mismatch RAP	48	016-211, 016-212 SW Option Fail Memory Low RAP	76
003-963, 965, 966 APS RAP	49	016-213 SW Option Fail (Printer Card) RAP	76
003-968 Punch Position Error RAP	49	016-214 SW Option Fail (Fax Card) RAP	77
003-969 Punch Size Error RAP	50	016-215 SW Option Fail RAP	77
003-970, 003-976 Fax Line Memory RAP	50	016-217 SW Option Fail (Controller ROM) RAP	78
003-971 Copy Prevention Code RAP	51	016-218 PS Kit Not Installed for XDOD RAP	78
003-972 Maximum Stored Page RAP	51	016-219 License Required (Printer Kit) RAP	79
003-973 Image Rotation RAP	52	016-220 S2X Error RAP	79
003-974 Next Original Specification RAP	52	016-230 License Required (PS Image Log Kit) RAP	80
003-977 Document Mismatch (Multi Scan) RAP	53	016-232 MRC HW Initialize Error RAP	80
003-978 Color Document Mismatch (Multi Scan) RAP	53	016-233 SW Option Fail (USB Host Not Installed) RAP	81
003-980, 003-981 Staple Error RAP	54	016-234, 016-235 XCP Error RAP	81
Chain 005	54	016-242 System GMT Clock Fail RAP	82
005-120 DADF Pre Registration Sensor On Jam RAP	55	016-244 Self-Signed Certificate Auto Update Fail RAP	82
005-122 DADF Simplex/Side 1 Pre Registration Sensor On Jam RAP	55	016-245, 016-246 Invalid Accessory Mode RAP	83
005-123 DADF Simplex/Side 1 Registration Sensor On Jam RAP	56	016-310 SSMM Job Log Full RAP	83
005-125 DADF Registration Sensor Off Jam RAP	57	016-311, 315, 319 Scanner Not Detected RAP	84
005-128, 005-129 DADF Simplex Exit Sensor Jam RAP	57	016-312, 313, 314 SW Option Fail (Hybrid WaterMark) RAP	84
005-144 DADF Skew Detect Jam RAP	58	016-316, 317, 318, 329, 333, 334 Page Memory Error RAP	85

016-321 Fax Module Error RAP	85	016-522 LDAP SSL Error 112 RAP	114
016-322 JBA Account Full RAP	86	016-523 LDAP SSL Error 113 RAP	115
016-323 B-Formatter Fatal Error RAP	86	016-524, 016-525 LDAP SSL Error 114 and 115 RAP	115
016-324 Scheduled Image Overwrite RAP	87	016-526 LDAP SSL Error 116 RAP	116
016-325 Using Personal Certificate RAP	87	016-527 LDAP SSL Error 117 RAP	116
016-326, 016-607 UI Cable Connection Fail RAP	88	016-528 SmartCard Not Authorized RAP	117
016-327, 016-328 Connection Fail RAP	88	016-529 Remote Download Server Timeout RAP	117
016-330, 331, 332 Cont System Memory Fail RAP	89	016-533 Kerberos Attestation Protocol Error 37 RAP	118
016-335 to 016-351 Contoller Fail RAP	89	016-534 Kerberos Attestation Protocol Error 41 and 42 RAP	118
016-352 Internal Network Initialize Fail RAP	90	016-535 Remote Download File Access Error RAP	119
016-353, 016-354 IOT-Controller Communication Fail RAP	91	016-536 Host Name Solution Error in Remote Download RAP	119
016-355, 016-356 Contoller ASIC Fail RAP	91	016-537 Remote Download Server Connection Error RAP	120
016-357 Contoller EP Communication Fail RAP	92	016-538 Remote Download File Write Error RAP	120
016-358 Contoller Parallel Card Fail RAP	92	016-539 Kerberos Attestation Other Protocol Error RAP	121
016-359, 016-361 Contoller USB Fail RAP	93	016-543 Attestation Agent Error 543 RAP	121
016-360, 016-362 Contoller UI Fail RAP	93	016-545 Attestation Agent Error 545 RAP	122
016-363 Contoller LyraCard Fail RAP	94	016-546, 558, 569 Attestation Agent Errors RAP	122
016-364, 016-365 Contoller USB 2.0 Fail RAP	94	016-548 Attestation Agent Error 548 RAP	123
016-366, 016-367 Contoller HDD Fail RAP	95	016-553 Attestation Agent Error 553 RAP	123
016-368, 369, 370 Contoller Diagnostic Fail RAP	95	016-554 Attestation Agent Error 554 RAP	124
016-371 Contoller USB 1.1 Host Fail RAP	96	016-555 Attestation Agent Error 555 RAP	124
016-383 Contoller OS Communication Fail RAP	96	016-556 Attestation Agent Error 556 RAP	125
016-384 Runtime System Protection Fail RAP	97	016-557 Attestation Agent Error 557 RAP	125
016-400, 402, 427, 429 802.1x Authentication Failure RAP	97	016-559 Remote Download Parameter Error RAP	126
016-401 802.1x EAP Type Not Supported RAP	98	016-560 Attestation Agent Error 560 RAP	126
016-403, 016-430 802.1x Certificate Failure RAP	98	016-562 Detected User Duplication RAP	127
016-404, 016-431 802.1x Inside Failure RAP	99	016-564 Remote Download Server Authentication Failed RAP	127
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065-223 CIS Connection Fail RAP	447	099-364 to 099-399 Fuser Temperature Fault RAP	492
065-224 CIS Device Fail RAP	448	Chain 102	493
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071-212 Tray 1 Paper Size Sensor Fault RAP	453	Chain 116	496
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116-729 Punching Cancelled RAP	518	121-340 EP Accessory MisMatch RAP	547
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117-343 Log Sending Parameter Fail RAP	533	124-705, 124-706 Canceled Instructions RAP	564
117-344 Invalid User Job Type Fail RAP	533	124-708 Changed to Sub Tray RAP	564
117-345 SSMM Batch Setting Duration Fail RAP	534	124-709 Stapler Sheets Counts Over Warning RAP	565
117-347, 349, 350 Service Fail RAP	534	124-717 Changed IOT Speed Slow Mode RAP	565
117-348 Uninitialized Used SD Card RAP	535	Chain 125	566
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117-357 TPM Fail RAP	536	Chain 127	567
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01A AC Power RAP

BSD 1.1.Main Power On (1 of 2)

BSD 1.2 Main Power On (2 of 2)

Use this procedure to identify AC power input and output failures.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.



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.

Switch off the main power switch, **GP 10**. Check the voltage between **J10** and **J18** on the inlet GFI breaker.

The voltage measured is within electrical power requirements, **GP 17** .

Y N
|
A

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** .

A

Y N

If 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.

Check the power cord for open circuit and poor contact.

The main power cord is good.

Y N

Install a new power cord.

Install a new inlet GFI breaker, [PL 1.15 Item 7](#).

Switch on the main power switch, [GP 10](#). Check the voltage between **P1** pin 1 and pin 3 on the LVPS.

The AC power supply is within specification, GP 17 .

Y N

Switch off the power, then unplug the power cord from the outlet. Check the wiring:

- Between the GFI breaker (**J10** pin 1) and the main power switch (**P/J12** pin 1).
- Between the main power switch (**P/J14** pin 1) and the LVPS (**P1** pin 3).
- Between the inlet GFI breaker (**J18** pin 1) and the LVPS (**P1** pin 1).

Install new components as necessary:

- Main power switch, [PL 1.05 Item 6](#).
- LVPS, [PL 1.10 Item 4](#).

Check the AC circuit to each component. Refer to the [Wiring Diagrams](#).

01B +5VDC Power Fault RAP

BSD 1.2 Main Power On (2 of 2)

BSD 1.4 DC Power Generation (1 of 2)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.



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.

Check the voltage between the LVPS (**P/J501** pin 8) and ground.

+5VDC is measured.

Y N

Check the voltage between **P1** pin 1 and pin 3 on the LVPS.

The AC power supply is within specification, GP 17 .

Y N

Perform the [01A AC Power RAP](#).

Switch off the machine, [GP 10](#). Disconnect **P/J501** from the LVPS. Wait 15 seconds, then switch on the machine, [GP 10](#). Check the voltage between the LVPS (**P/J501** pin 8) and ground.

A

A

+5VDC is measured.

Y N

| Install a new LVPS, PL 1.10 Item 4.

Check the +5VDC circuit for a short circuit to frame. Refer to the [Wiring Diagrams](#).

Check the wiring of the suspect component for an open circuit or poor contact. Refer to the [Wiring Diagrams](#).

01C +24VDC Power Fault RAP

BSD 1.2 Main Power On (2 of 2)

BSD 1.5 DC Power Generation (2 of 2)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.



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.

Check the voltage between the LVPS ([P/J501](#) pin 1) and ground.

+24VDC is measured.

Y N

Check the voltage between [P1](#) pin 1 and pin 3 on the LVPS.

The AC power supply is within specification, [GP 17](#).

Y N

| Perform the [01A](#) AC Power RAP.

Switch off the machine, [GP 10](#). Disconnect [P/J501](#) from the LVPS. Wait 15 seconds, then switch on the machine, [GP 10](#). Check the voltage between the LVPS ([P/J501](#) pin 1) and ground.

A

A
+24VDC is measured.
Y N
| Install a new LVPS, [PL 1.10 Item 4](#).
Check the +24VDC circuit for a short circuit to frame. Refer to the [Wiring Diagrams](#).
Check the wiring of the suspect component for an open circuit or poor contact. Refer to the [Wiring Diagrams](#).

002-500 UI Error RAP

BSD 2.1 Control Panel

002-500 CUI scan panel UI detection error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the UI assembly, [PL 2.05 Item 7](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure that all surface mounted modules on the ESS PWB are securely connected.
3. Check the wiring between the ESS PWB and the UI assembly.
4. Reload the software, [GP 4](#).
5. If the fault persists, install a new components as necessary:
 - UI assembly, [PL 2.05 Item 7](#).
 - ESS PWB, [PL 3.10 Item 6](#).

003-311 IIT CDI I/F Mismatch RAP

003-311 During controller initialization, the IIT CDI I/F has insufficient information from the IIT.

Procedure

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

003-318, 003-319 IIT Software Fail RAP

003-318 IIT software is corrupt.

003-318 Video driver detection fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

003-320 to 003-343 IISS-ESS Communication Fail RAP

003-320 IISS sending error detected by the controller. An abnormal parameter is set as the argument for the send function.

003-321 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-322 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-323 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-324 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-325 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-326 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-327 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-328 IISS sending error detected by the controller. After commands were sent twice from the controller, the controller could not receive acknowledgment from the IISS.

003-329 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-330 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-331 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-332 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-333 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-334 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-335 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-336 IISS receiving error detected by the controller. The NAK that notifies of the occurrence of a transmission failure is received.

003-337 There was no response to the power on command sent to the IISS after restoring from power saver mode.

003-338 Incorrect argument error for sending.

003-339 Transmission establishing error for sending.

003-340 Synchronous send error.

003-341 Transmission error for sending.

003-342 Incorrect argument error for receiving.

003-343 Synchronous receive error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

003-344 Hotline Fail RAP

003-344 Hotline failure during power on.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.

003-345, 003-346 X PIO Mismatch RAP

003-345 When a job fail was received from the IISS, an error of the X hot line was detected.

003-345 When IIT image delivered was received from the IISS, an error of the X hot line was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.

003-700 Returned Documents Error RAP

003-700 When the originals are ejected, the number of ejected originals is more than the number that were fed.

Procedure

Reload the originals, then re-run the job.

003-701 Duplication Prevention Code RAP

003-701 A copy restriction code is detected in the document data.

Procedure

Perform the steps that follow:

1. Advise the customer not to attempt to copy documents that are restricted.
2. If the fault persists, reload the software, [GP 4](#).

003-702 Different Magnification RAP

003-702 Different magnification settings, for side 1 and side 2 of a document.

Procedure

Perform the steps that follow:

1. Advise the customer to correct the magnification settings.
2. If the fault persists, reload the software, [GP 4](#).

003-703, 003-704 Color Correction RAP

003-703 Color correction patch position error during 2 sided simultaneous scan.

003-704 Color correction color difference error during 2 sided simultaneous scan.

Procedure

Perform the steps that follow:

1. Advise the customer to load the 2 sided simultaneous scan correction chart correctly.
2. If the fault persists, reload the software, [GP 4](#).

003-705 Energy Saving Paper Size Mismatch RAP

003-705 A paper size mismatch error was detected when exiting energy saver mode.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-750 Insufficient Documents Duplex Book RAP

003-750 The number of documents is insufficient for duplex book print.

Procedure

Perform the steps that follow:

1. Advise the customer to change the parameters, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-751 Capacity RAP

003-751 According to the document area settings and the scan area, processing image data with a size smaller than the one that can be processed was detected.

Procedure

Perform the steps that follow:

1. Advise the customer to increase the resolution or enlarge the scan area (width x length), then re-try the job.
2. If the fault persists, reload the software, [GP 4](#).

003-752, 932, 935 600dpi Cannot be Scanned RAP

003-752 600dpi is unavailable for DADF mixed 2-sided mode scan.

003-932 For scanning in the DADF mix duplex mode, 600dpi is not available.

003-935 For scanning in the DADF mix duplex mode, 600dpi is not available (when the next document exists).

Procedure

Perform the steps that follow:

1. Advise the customer to perform scanning below 400 dpi resolution.
2. If the fault persists, reload the software, [GP 4](#).

003-753, 930, 933 300dpi Cannot be Scanned RAP

003-753 300/400/600dpi unavailable for DADF mixed 2-sided mode scan.

003-930 For scanning in the DADF mix duplex mode, 300dpi, 400dpi and 600dpi are not available.

003-933 For scanning in the DADF mix duplex mode, 300dpi, 400dpi and 600dpi are not available (when the next document exists).

Procedure

Perform the steps that follow:

1. Advise the customer to perform scanning below 200 dpi resolution or perform scanning in other than mixed mode.
2. If the fault persists, reload the software, [GP 4](#).

003-754 to 003-756 S2X Error RAP

003-754 A recoverable error was detected.

003-755 Command error returned from the PWB.

003-756 All scanned documents were detected as blank.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-757, 931, 934 400dpi Cannot be Scanned RAP

003-757 400/600dpi unavailable for DADF mixed 2-sided mode scan.

003-931 For scanning in the DADF mix duplex mode, 400dpi and 600dpi are not available.

003-934 For scanning in the DADF mix duplex mode, 400dpi and 600dpi are not available (when the next document exists).

Procedure

Perform the steps that follow:

1. Advise the customer to perform scanning below 300 dpi resolution or perform scanning in other than mixed mode.
2. If the fault persists, reload the software, [GP 4](#).

003-760, 003-761 Scan Settings Error RAP

003-760 The job properties are incorrect.

003-761 Tray selection error.

Procedure

Perform the steps that follow:

1. Advise the customer to correct the job properties.
2. If the fault persists, reload the software, [GP 4](#).

003-764 Insufficient Documents RAP

003-764 Insufficient documents for image overlay.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job.
2. If the fault persists, reload the software, [GP 4](#).

003-780 Scan Image Compression Error RAP

003-765 Fax scan compression error.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job then to change the scan resolution parameter and then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-795 AMS Limit Error RAP

003-795 AMS (auto reduce/enlarge) limit error.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job then to change the job properties.
2. If the fault persists, reload the software, [GP 4](#).

003-940 Insufficient Memory RAP

003-940 Insufficient memory detected.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job then to clear the B/W setting for color mode or the side 2 cover image setting, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-941 Insufficient Page Memory RAP

003-941 There is not enough page memory to store the image.

Procedure

Perform the steps that follow:

1. Advise the customer to change the job parameters, then retry the job.
2. Ensure the memory SD card, [PL 3.10 Item 11](#) is installed.
3. If the fault persists, reload the software, [GP 4](#).

003-942, 956 Document Size Auto Detect RAP

003-942 The original document size cannot be automatically detected.

003-956 Undefined document size was detected when platen is selected and only APS requires document size selection.

Initial Actions

Check for installation of the document sensor [PL 5.20 Item 11](#). The cause of fault, 003-942 Original Size not Detected, when scanning at the platen, and is most often the result of the document sensor not installed.

1. Install a new document sensor, [PL 5.20 Item 11](#).
2. The document sensor is installed, install a new document sensor, [PL 5.20 Item 11](#).
3. After installation of a new document sensor the fault persists, continue with the following procedure.

Procedure

Perform the steps that follow:

1. Perform the procedures that follow as it relates to the fault message:
 - [005-194](#) Size Mismatch Jam on SS Mix-Size RAP
 - [005-196,198,199,946,948](#) Size Mismatch Jam RAP
2. If the fault persists, reload the software, [GP 4](#).
3. If the fault continues to persist, install a new CCD lens kit, [PL 60.10 Item 24](#).

003-944 Repeat Image Count Fail RAP

003-944 Incorrect image repeat count (even one image cannot be pasted).

Procedure

Perform the steps that follow:

1. Advise the customer to change the image repeat count parameter, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-946 Image Rotation (Copy APS) RAP

003-946 Part of the image will be lost if the image is not rotated. However, a paper size that does not support rotation was selected.

Procedure

Perform the steps that follow:

1. Advise the customer to manually select an appropriate paper tray, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-947, 948, 951, 955 Document Error RAP

003-947 An additional number of documents are required.

003-948 Returned document size mismatch.

003-951 Stored pages limit for a job exceeded.

003-955 When loading a document with mixed size originals prohibited, a document of different size/orientation from the initial document was detected.

Procedure

Perform the steps that follow:

1. Advise the customer to reload the correct number and size of documents, and to correctly program the job on the UI. Retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-952 Document Color Mismatch RAP

003-952 Returned document color mismatch (different color detected before/after return).

Procedure

Perform the steps that follow:

1. Advise the customer to correct the job settings, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-963, 965, 966 APS RAP

003-963 No APS compatible tray to set the relevant size.

003-965 There was no paper in the tray that can be selected for APS.

003-966 There is no APS tray that is set to a specific size selected.

Procedure

Perform the steps that follow:

1. Advise the customer to select a tray that has the correct size of paper, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-968 Punch Position Error RAP

003-968 Unable to punch at the selected position.

Procedure

Perform the steps that follow:

1. Advise the customer to specify an appropriate punch position or cancel punch, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-969 Punch Size Error RAP

003-969 Punch unavailable for the selected paper size.

Procedure

Perform the steps that follow:

1. Advise the customer to specify correct job options or cancel punch, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-970, 003-976 Fax Line Memory RAP

003-970 The number of slow-scan lines has exceeded the upper limit due to Fax parallel composition, long- document enlargement, etc.

003-976 Number of lines in the slow scan direction exceeded during Fax N-up.

Procedure

Perform the steps that follow:

1. Advise the customer to press the continue button to store as much data as the memory capacity, then continue scanning the next document. Otherwise, cancel the job.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure the memory SD card, [PL 3.10 Item 11](#) is installed.
4. If the fault persists, reload the software, [GP 4](#).

003-971 Copy Prevention Code RAP

003-971 Copy restriction codes detected in document to be copied.

Procedure

For information only, no service action necessary.

003-972 Maximum Stored Page RAP

003-972 When scanning a document, the number of pages that has accumulated in the machine has exceeded the value of 'Maximum Stored Number of Copy Sheets' set in system data.

Procedure

Perform the steps that follow:

1. Advise the customer to set the number of pages of the document to be within the maximum number of pages that can be stored.
2. If the fault persists, reload the software, [GP 4](#).

003-973 Image Rotation RAP

003-973 The document and the image are different in orientation (except when poster is specified). When rotation is not available even though the orientation of the document and the image are different and part of the image will be lost if it is not rotated.

Procedure

Perform the steps that follow:

1. Advise the customer to verify the image loss and use a larger paper size if available. Or use reduction to make a smaller document, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-974 Next Original Specification RAP

003-974 Next document specified. Scanning has been completed for all loaded documents.

Procedure

Perform the steps that follow:

1. Ask the customer to verify that scanning is complete or if other documents should be loaded.
2. If the fault persists, reload the software, [GP 4](#).

003-977 Document Mismatch (Multi Scan) RAP

003-977 Document size mismatch (document exchange during multi scan).

Procedure

Perform the steps that follow:

1. Ask the customer to load a correct size document, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-978 Color Document Mismatch (Multi Scan) RAP

003-978 Document color mismatch (document replacement during multi scan).

Procedure

Perform the steps that follow:

1. Advise the customer to reload the correct size paper, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

003-980, 003-981 Staple Error RAP

003-980 Staple is not available at the specified position.

003-981 Staple could not be done for the selected paper size.

Procedure

Perform the steps that follow:

1. Advise the customer to specify a staple position again or cancel staple, then retry the job.
2. If the fault persists, reload the software, [GP 4](#).

005-120 DADF Pre Registration Sensor On Jam RAP

BSD 5.6 Document Registration

005-120 After Pre Feed has started (Feed Motor On (CW)), the Pre Regi Sensor did not turn ON within the specified time. (When Document Width is 114 mm or less)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for a foreign substance in the document path.
2. Check the surface of the feed roll and nudger roll for foreign substances or wear. Clean or install new components as necessary, [PL 5.25](#).
3. Enter Diagnostics, [GP 1](#). Enter [dC330](#), then test the following components for proper operation.
 - a. Enter code 005-206. Check the DADF pre registration sensor, [PL 5.50 Item 8](#).
 - b. Enter code 005-002. Check the DADF feed motor, [PL 5.30 Item 3](#).
 - c. Enter code 005-062. Check the DADF feed clutch, [PL 5.35 Item 2](#).
4. Check the drive gears, ([PL 5.36](#)) for wear or damage. Install new components as necessary.
5. Check the Timing Belt for skipped teeth and improper Belt tension.
6. Check the amount of grease at the Pulley and Gear.
7. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

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

BSD 5.4 Document Feeding (1 of 2)

005-122 After pre-feed started for the first sheet (DADF feed motor on (CCW)) in simplex and duplex, the DADF pre registration sensor did not turn on within the specified time.

After pre-feed started for the second sheet onwards (DADF feed motor on (CCW)) in duplex, the DADF pre registration sensor did not turn on within the specified time.

Initial Actions

Check for installation of the document sensor [PL 5.20 Item 11](#). The cause of fault 005-122 is most often the result of the document sensor not installed.

1. Check for a foreign substance in the document path.
2. Install a new document sensor, [PL 5.20 Item 11](#).
3. The document sensor is installed, install a new document sensor, [PL 5.20 Item 11](#).
4. After installation of a new document sensor the fault persists, continue with the following procedure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check the surface of the feed roll and nudger roll for foreign substances or wear. Clean or install new components as necessary, [PL 5.25](#).

2. Enter Diagnostics, [GP 1](#). Enter [dC330](#), then test the following components for proper operation.
 - a. Enter code 005-206. Check the DADF pre registration sensor, [PL 5.50 Item 8](#).
 - b. Enter code 005-062. Check the DADF feed clutch, [PL 5.35 Item 2](#).
 - c. Enter code 005-004. Check the DADF feed motor, [PL 5.30 Item 3](#).
3. Check the drive gears, [PL 5.35](#) for wear or damage. Install new components as necessary.
4. Install the Document Sensor Actuator, [PL 5.20 Item 11](#).
5. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

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

BSD 5.6 Document Scan, Invert and Exit Transportation

005-123 The DADF registration sensor does not turn on within the specified time after the DADF pre registration sensor on.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for a foreign substance in the document path.
2. Check the surface of the takeaway roll and registration roll for foreign substances or wear. Clean or install new components as necessary, [PL 5.50](#).
3. Enter [dC330](#), code 005-110. Check the DADF registration sensor, [PL 5.50 Item 8](#).
4. Enter [dC330](#), code 005-206. Check the DADF pre registration sensor, [PL 5.50 Item 8](#).
5. Enter [dC330](#), code 005-098. Check the DADF T/A clutch, [PL 5.35 Item 2](#).
6. Enter [dC330](#), code 005-008. Check the DADF feed motor, [PL 5.30 Item 3](#).
7. Check the drive gears, [PL 5.35](#) for wear or damage. Install new components as necessary.
8. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-125 DADF Registration Sensor Off Jam RAP

BSD 5.6 Document Scan, Invert and Exit Transportation

005-125 After the DADF pre registration sensor turned off at scan operation, the DADF registration sensor did not turn off within the specified time.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for a foreign substance in the document path.
2. Check the surface of the registration roll, out roll and exit roll for foreign substances or wear. Clean or install new components as necessary, [PL 5.50](#).
3. Enter [dC330](#), code 005-110. Check the DADF registration sensor, [PL 5.50 Item 8](#).
4. Enter [dC330](#), code 005-206. Check the DADF pre registration sensor, [PL 5.50 Item 8](#).
5. Enter [dC330](#), code 005-008. Check the DADF feed motor, [PL 5.30 Item 3](#).
6. Check the drive gears, [PL 5.35](#) for wear or damage. Install new components as necessary.
7. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-128, 005-129 DADF Simplex Exit Sensor Jam RAP

BSD 5.7 DADF Exit

005-128 After the DADF registration sensor ON, the DADF Exit Sensor did not turn ON within the specified time.

005-129 After the DADF registration sensor OFF, the DADF Exit Sensor did not turn OFF within the specified time.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for a foreign substance in the document path.
2. Check the surface of the Pre Regi Roll and Regi Roll for foreign substances or wear. Clean or install new components as necessary.
3. Enter Diagnostics, [GP 1](#). Enter [dC330](#), then test the following components for proper operation.
 - a. Enter code 005-209. Check the DADF Exit Sensor, [PL 5.60 Item 13](#).
 - b. Enter [dC330](#), code 005-206. Check the DADF registration sensor, [PL 5.50 Item 8](#).
 - c. Enter code 005-009. Check the DADF Regi Motor, [PL 5.35 Item 2](#).
4. Check the drive gears, [PL 5.36](#) for wear or damage. Install new components as necessary.
5. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-144 DADF Skew Detect Jam RAP

BSD 5.6 Document Registration

005-144 Due to document skew, the DADF Pre Regi Sensor turned ON earlier than the designated timing after Skew Sensor On.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check the document guides for improper placement.
2. Check if the Nudger Roll is in uniform contact with the document placement tray.
3. Check if the Feed Roll and Retard Roll are in uniform contact with the document.
4. Check if the document is badly curled.
5. Check if the combination is out of the size specifications. (Mixed Size)
6. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-192 DADF APS Sensor Logic Jam RAP

BSD 5.5 Document Feeding (2 of 2)

005-192 In Fast Scan direction size detection, it was detected that the combination of DADF APS Sensor 1 to 3 outputs is logically not right.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for a foreign substance in the document path.
2. Check the surface of the Pre Regi Roll and Regi Roll, for foreign substances or wear. Clean or install new components as necessary.
3. Enter Diagnostics, [GP 1](#). Enter [dC330](#), then test the following components for proper operation.
 - a. Enter code 005-220. DADF APS Sensor, [PL 5.50 Item 8](#).
4. Check DADF APS Sensor 1 to 3 ([DC330 \[005-218/219/220\]](#)) for operation failure. ([PL 5.50 Item 8](#))
5. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-193 DADF Multi Feed Detection Jam RAP

005-193 Multi-sheet document was detected when Multi-Feed Detection function is present.

Procedure

Advise the customer to follow the instructions on the UI screen.

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

BSD 5.3 DADF Document Size Sensing (2 of 2)

005-194 When 'Slow Scan MIX' is specified, it was detected that the size in the fast scan direction was different from that of the document guide width.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check the size of the document that was fed by the user.
2. Enter [dC330](#). Check the sensors that follow:
 - Code 005-215, tray APS sensor 1, [PL 5.55 Item 6](#).
 - Code 005-216, tray APS sensor 2, [PL 5.55 Item 6](#).
 - Code 005-217, tray APS sensor 3, [PL 5.55 Item 6](#).
 - Code 005-218, DADF APS sensor 1, [PL 5.50 Item 8](#).
 - Code 005-219, DADF APS sensor 2, [PL 5.50 Item 8](#).
 - Code 005-220, DADF APS sensor 3, [PL 5.50 Item 8](#).
3. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-196, 198, 199, 946, 948 Size Mismatch Jam RAP

BSD 5.5 Document Feeding (2 of 2)

005-196 The 2nd sheet or later of the set was detected to be of a different size to the 1st sheet.

005-198 The length of the vertical scanning direction is less than the specified value, simplex 85mm (3.3 inches), duplex 110mm (4.3 inches).

005-199 The length of vertical scanning direction is the specified value or more, simplex 1275mm (50.1 inches), duplex 480.1mm (18.9 inches).

005-946 In no mix mode, a document with a shorter size in slow scan (SS) direction was fed.

005-948 In no mix mode, a document with a shorter size in slow scan (SS) direction was fed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check the size of the document that was fed by the user.
2. Enter [dC330](#). Check the sensors that follow:
 - Code 005-206, DADF pre registration sensor, [PL 5.50 Item 8](#).
 - Code 005-221, tray size sensor 1, [PL 5.55 Item 6](#).
 - Code 005-222, tray size sensor 2, [PL 5.55 Item 6](#).
3. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-197 Prohibited Size Combination RAP

BSD 5.3 DADF Document Size Sensing (2 of 2)

005-197 A prohibited size combination was detected.

Procedure

Refer the customer to the user documentation regarding document size combinations.

005-210 DADF Download Fail RAP

BSD 3.5 PWB Communications (ESS PWB to DADF)

005-210 When the IISS starts up (including at power on and sleep recovery), it was detected that the DADF is in download mode. There was an error in DADF download, the ROM is corrupted.

Procedure

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

005-275, 005-280 DADF RAM or EEPROM Write Fail RAP

BSD 3.5 PWB Communications (ESS PWB to DADF)

005-275 RAM failure on the DADF PWB was detected at power on.

005-280 Write failure to the DADF EEPROM or communication failure with EEPROM was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the problem persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-289 Initialize Motor Fail RAP

005-289 The DADF Feed Motor Initialize operation does not complete within the specified time.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Enter Diagnostics, [GP 1](#). Enter [dC330](#), then test the following components for proper operation.
 - a. Enter code 005-002. Check the DADF Feed Motor, [PL 5.30 Item 3](#).
2. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-305 DADF Feeder Cover Interlock Open RAP

[BSD 5.1 DADF Interlock and Document Setting](#)

005-305 The DADF feeder cover was opened during DADF operation.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check the actuator on the upper feeder assembly, [PL 5.10 Item 10](#). If the actuator is damaged, install a new upper feeder assembly, [PL 5.10 Item 10](#).
2. If the fault persists, install a new DADF PWB, [PL 5.15 Item 3](#).

005-400 DADF Paper Dirt Detected on CIS RAP

005-400 Paper dirt detected on CIS during second side scanning

Procedure

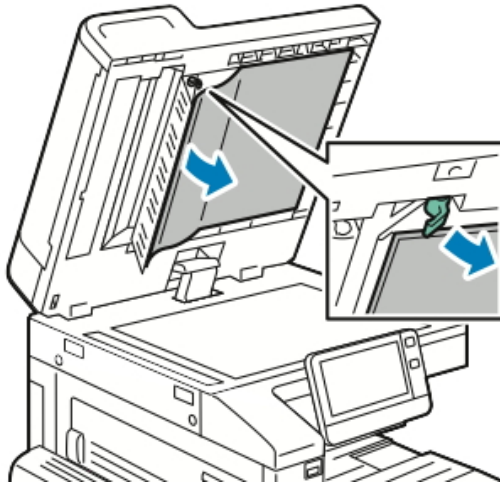
Cleaning the Second-Scanning Lens Assembly

The second-side scanning lens assembly allows you to make 2-sided scans and copies with a single pass of the original document. The assembly is on the left side of the document cover and includes a mirrored glass strip, a metal strip, a white-plastic strip, and rollers.

Note: It is recommended that you clean all parts of the second-side scanning lens assembly regularly.

Follow the below steps to clean the second-side scanning lens assembly

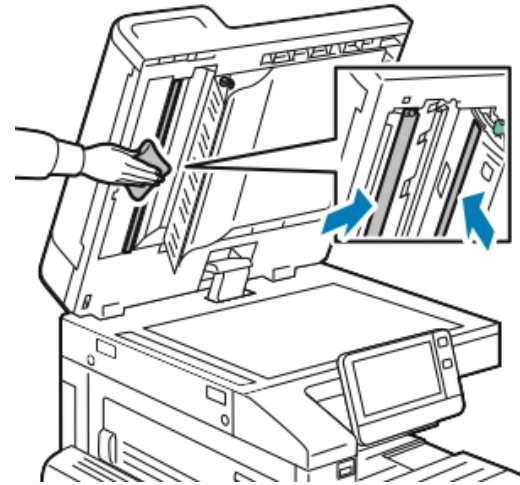
1. To access the second-side scanning lens assembly, do the following:



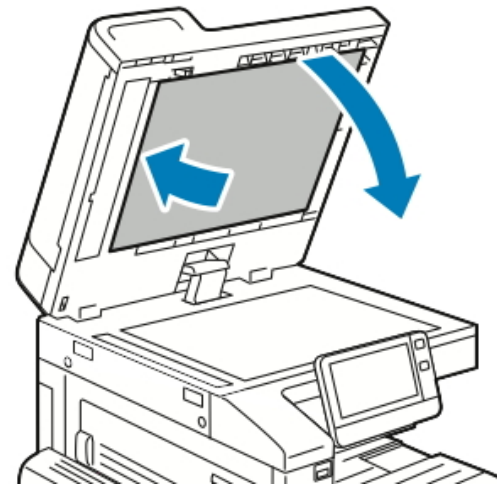
- a. On the left side of the document cover, lower the lever.
 - b. Separate the left end of the document cover from the lens assembly, and continue to lower the lever.
2. Using a soft, lint-free cloth moistened with water, wipe the mirrored glass, metal strip, both sides of the white-plastic strip, and the rollers. If dirt is difficult to remove, moisten the cloth with a small amount of neutral detergent, then wipe the parts dry with a dry, soft cloth.



CAUTION: To prevent damage to the film around the mirrored glass, do not press heavily on the mirrored glass.



3. Return the document cover to the original position, and ensure that the lever is locked in place. If you touch the document cover, before you close the document feeder, clean the cover.



005-500 Write to DADF-ROM Error RAP

005-500 An error has occurred during the process of writing data to the DADF-ROM.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Reload the software, [GP 4](#)
2. Install a new DADF PWB, [PL 5.10 Item 11](#).

005-600, 005-601 DADF Double Feed Detection Error RAP

005-600 Multi-Feed Detection Sensor failure was detected. (If Multi-Feed Detection Sensor is present)

005-601 The DADF Multi-Feed Detection AMP PWB was detected to be not connected. (If Multi-Feed Detection Sensor is present)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for a foreign substance adhered to DADF multi-feed detection sensor.
2. Check for the connection of harness of DADF multi-feed detection sensor.
3. Replace DADF multi-feed detection sensor kit.

005-907 DADF Pre Registration Sensor Static Jam RAP

BSD 5.4 Document Feeding (1 of 2)

005-907 DADF pre registration sensor detected paper when powering on, closing the feeder cover or closing the DADF.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 005-206. Check the DADF pre registration sensor, [PL 5.50 Item 8](#).
2. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#)

005-908 DADF Registration Sensor Static Jam RAP

BSD 5.6 Document Scan, Invert and Exit Transportation

005-908 DADF registration sensor detected paper when powering on, closing the feeder cover or closing the DADF.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 005-110. Check the DADF registration sensor, [PL 5.50 Item 8](#).
2. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-915 DADF APS Sensor 1 Static Jam RAP

BSD 5.5 Document Feeding (2 of 2)

005-915 DADF APS sensor 1 detected paper when powering on, closing the feeder cover or closing the DADF.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 005-218. Check the DADF APS sensor 1, [PL 5.50 Item 8](#).
2. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-916 DADF APS Sensor 2 Static Jam RAP

BSD 5.5 Document Feeding (2 of 2)

005-916 DADF APS sensor 2 detected paper when powering on, closing the feeder cover or closing the DADF.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 005-219. Check the DADF APS sensor 2, [PL 5.50 Item 8](#).
2. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-917 DADF APS Sensor 3 Static Jam RAP

BSD 5.5 Document Feeding (2 of 2)

005-917 DADF APS sensor 3 detected paper when powering on, closing the feeder cover or closing the DADF.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 005-220. Check the DADF APS sensor 3, [PL 5.50 Item 8](#).
2. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-921, 005-911 Letter SEF Detect Error RAP

BSD 5.3 DADF Document Size Sensing (2 of 2)

005-921 The DADF document guide width detected a letter SEF width.

005-911 DADF Exit Sensor Static Jam.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check the size of the document that was fed by the user.
2. Enter [dC330](#). Check the sensors that follow:
 - Code 005-215, tray APS sensor 1, [PL 5.55 Item 6](#).
 - Code 005-216, tray APS sensor 2, [PL 5.55 Item 6](#).
 - Code 005-217, tray APS sensor 3, [PL 5.55 Item 6](#).
3. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

005-940 DADF No Original RAP

BSD 5.1 DADF Interlock and Document Setting

005-940 A document was pulled out during document feed.

Procedure

Reload the document.

005-941 Not Enough Documents RAP

005-941 Some originals were missing after all originals were returned.

Procedure

Follow the instructions on the UI to reload the documents.

005-945, 005-947 Fast Scan Size Mismatch Jam RAP

BSD 5.5 Document Feeding (2 of 2)

005-945 Fast scan direction (width) size mismatch was detected during CVT no-mix, or CVT slow scan.

005-947 Fast scan direction (width) size mismatch was detected during CVT no-mix, or CVT slow scan.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check the size of the document that was fed by the user.
2. Enter [dC330](#). Check the sensors that follow:
 - Code 005-218, DADF APS sensor 1, [PL 5.50 Item 8](#).
 - Code 005-219, DADF APS sensor 2, [PL 5.50 Item 8](#).
 - Code 005-220, DADF APS sensor 3, [PL 5.50 Item 8](#).
3. If the fault persists, install a new DADF PWB, [PL 5.10 Item 11](#).

010-327 Fusing On Time Fail RAP

BSD 10.2 Fusing Heat Control (1 of 2)

BSD 10.3 Fusing Heat Control (2 of 2)

010-327 The main lamp or sub lamp has been on continuously for longer than the setting time.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fuser is installed correctly.
3. Ensure that the power supply voltage is within specification, refer to [GP 17](#) Electrical Power Requirements.
4. Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
5. Check the connections and wiring between the fuser ([DP612](#)) and the LVPS ([P2](#)) for an open circuit, short circuit or poor contact.
6. Check the connections and wiring between the fuser ([DP612](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
7. If the fault persists, install new components as required following the **CAUTION** below:
 - Fuser, [PL 10.05 Item 2](#).
 - LVPS, [PL 1.10 Item 8](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

010-329 Fuser Fuse Cut Fail RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-329 After installation of a new fuser, the fuse (F1) for detection is not open within the correct time.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fuser is installed correctly.
3. Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
4. Check the connections and wiring between the fuser fuse PWB ([P/J567](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
5. Check the connection between the fuser ([DP612](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
6. If the fault persists, install new components as required following the **CAUTION** below:
 - Fuser, [PL 10.05 Item 2](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

010-331, 010-333 Over Temperature Fail RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-331 Fuser thermistor detected temperature monitor AD value that is the specified value or more 10 consecutive times.

010-333 Fuser NC sensor detected a temperature that is the specified value or more 10 consecutive times.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Remove the fuser. Check whether foreign substances or paper is wound around the heat roll.
- Ensure J416 on the drive PWB is securely connected.

Procedure

Perform the steps that follow:

1. If the fault persists, install new components as required following the **CAUTION** below:
 - LVPS, [PL 1.10 Item 8](#).
 - Fuser, [PL 10.05 Item 2](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

2. To clear this fault, first remove the cause, then reset the value of NVM location 744-002 (Error Detection Flag) to 0. Switch off, then switch on the machine, [GP 10](#).

Note: The relationship between the displayed value and the sensor that detected the high temperature error is as follows:

- 0: Normal.
- 1: High temperature error of heat roll nc sensor.
- 2: High temperature error of heat roll thermistor.
- 3: Abnormal temperature increase of heat roll NC sensor, heat roll thermistor.
- 4: Hardware high temperature error of heat roll thermistor.

010-332, 010-379 Heat Roll NC Sensor Fail RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-332 Fuser NC Sensor compensation AD value or detection AD value was 1020 or more 10 consecutive times.

010-379 The time taken to recover from a high temperature not ready state has exceeded the specified time.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fuser is installed correctly.
3. Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
4. Check the connections and wiring between the fuser ([DP612](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
5. If the fault persists, install new components as required following the **CAUTION** below:
 - Fuser, [PL 10.05 Item 2](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

010-334, 010-335 Heat Roll NC Sensor Fail RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-334 Heat roll NC sensor temperature - heat roll thermistor temperature was detected at 90 (NVM) degrees or higher 10 consecutive times or more. Heat roll thermistor temperature - heat roll NC sensor temperature was detected at 70 (NVM) degrees or higher 10 consecutive times or more.

010-335 Fuser NC sensor compensation output AD value was detected below 130 degrees for 10 consecutive times or more. Fuser NC sensor detection output AD value was detected below 150 degrees for 10 consecutive times or more.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fuser is installed correctly.
3. Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
4. Check the connections and wiring between the heat roll sensor ([P/J124](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
5. If the fault persists, install new components as required following the **CAUTION** below:
 - Fuser, [PL 10.05 Item 2](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

010-337 Heat Roll Paper Winding RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-337 From the value of the fuser thermistor and NC sensor, paper was wrapped around the heat roll.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Remove any jammed paper from the fuser. Ensure the customer is using paper within specification, **GP 15**.
2. If no jammed paper was found, install a new fuser, **PL 10.05 Item 2**.
3. Reset the value of NVM location 744-002 (Error Detection Flag) to 0. Switch off, then switch on the machine, **GP 10**.

Note: The relationship between the displayed value and the sensor that detected the high temperature error is as follows:

- 0: Normal.
- 1: High temperature error of heat roll nc sensor.
- 2: High temperature error of heat roll thermistor.
- 3: Abnormal temperature increase of heat roll NC sensor, heat roll thermistor.
- 4: Hardware high temperature error of heat roll thermistor.

010-420 Fuser Near Life Warning RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-420 Fuser replacement time is approaching.

Procedure

No service action necessary. Advise the customer that the fuser is near of life.

010-421 Fuser Life Warning RAP

BSD 10.3 Fusing Heat Control (2 of 2)

010-421 Fuser replacement time.

Procedure

Install a new fuser, [PL 10.05 Item 2](#).

016-210, 506, 777, 780, 798 HDD Error RAP

BSD 3.9 ESS

016-210 One of the SW option functions cannot be executed due to a HDD error or HDD not installed.

016-506 The log image storage area on the disk is full, a job cannot be continued.

016-777 An error other than disk full was detected when opening/reading/writing file for compression conversion/image processing operation.

016-780 An error other than HDD full was detected when opening/writing file for operation.

016-798 A HDD unavailable error was returned when the decomposer called the S-image library.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk. Ensure that all surface mounted modules on the ESS PWB are securely connected.
3. Initialise the hard disk. Refer to [dC355](#) Image Disk Diagnostics.
4. Perform the [OF2](#) Special Boot Modes RAP.
5. Install a new hard disk, [PL 3.10 Item 2](#).

016-417 Invalid Network Settings RAP

016-417 An invalid or improper network setting has prevented communication.

Procedure

Ensure all network settings are correct.

016-211, 016-212 SW Option Fail Memory Low RAP

016-211 Insufficient system memory was detected.

016-212 Insufficient Page Memory was detected.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Refer the customer to the User Guide to check memory usage.

016-213 SW Option Fail (Printer Card) RAP

016-213 The PRT_CARD was not installed or an error was detected when optional function software (internet fax kit) was enabled.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

016-214 SW Option Fail (Fax Card) RAP

016-214 The fax card was not installed or an error was detected when SW optional function was enabled.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure all fax PWBs are correctly installed, [PL 20.05](#).

016-215 SW Option Fail RAP

016-215 The scanner functions cannot be executed due to a JPEG board error or JPEG board not installed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Install a new ESS PWB, [PL 3.10 Item 6](#).

016-217 SW Option Fail (Controller ROM) RAP

016-217 Controller ROM does not support printer kit.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

016-218 PS Kit Not Installed for XDOD RAP

016-218 The PS Kit required for XDOD function was not installed.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer that the postscript kit is required.

016-219 License Required (Printer Kit) RAP

016-219 The ROM was replaced without license (printer kit software key not set).

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Set the printer kit SW key to 'Enabled'.

016-220 S2X Error RAP

016-220 A unrecoverable error was detected at the S2X PWB.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-230 License Required (PS Image Log Kit) RAP

016-230 The PS-ROM was installed with 'SW key: Image Log Kit for PS' in disabled state.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Set the image log kit SW key to 'Enabled'.

016-232 MRC HW Initialize Error RAP

016-232 MRC HW initialize error. an error has occurred during high compression board initialization.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. Install a new ESS PWB, [PL 3.10 Item 6](#).

016-233 SW Option Fail (USB Host Not Installed) RAP

016-233 Any one of the SW optional functions cannot be used because the USB host has a failure or is not installed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. Install a new ESS PWB, [PL 3.10 Item 6](#).

016-234, 016-235 XCP Error RAP

016-234 Lack of memory causes the XCP to stop.

016-235 Another internal error causes the XCP function to stop.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Initialise the hard disk. Refer to [dC355 Hard Disk Diagnostics](#).

016-242 System GMT Clock Fail RAP

016-242 System GMT clock fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. Install a new ESS PWB, [PL 3.10 Item 6](#).

016-244 Self-Signed Certificate Auto Update Fail RAP

016-244 Self-signed certificate auto update failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

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

016-245, 016-246 Invalid Accessory Mode RAP

016-245 Invalid accessory in auth and account mode.

016-246 Invalid accessory kind in auth and account mode.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Disconnect the invalid accessory.

016-310 SSMM Job Log Full RAP

016-310 A job log file was not retrieved from the external application (AWAS) and the number of files stored exceeded the specified value (280).

Procedure

Perform the steps that follow:

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

016-311, 315, 319 Scanner Not Detected RAP

016-311 The system detected that the scanner was not installed.

016-315 An error in the I/F between the scanner and the main processor was detected.

016-319 An error in the I/F between the scanner and the main unit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-312, 313, 314 SW Option Fail (Hybrid WaterMark) RAP

016-312 When the SW optional function is being enabled, the system detected that the hybrid watermark detection H/W is not installed.

016-313 The hybrid watermark detection H/W was detected but the SW option (secure watermark kit) was not enabled.

016-314 The board for detecting the back (side 2) of a document is not installed. Therefore (paper security) is unavailable.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

016-316, 317, 318, 329, 333, 334 Page Memory Error RAP

016-316 The system detected that the page memory (standard) of the scanner was not installed.

016-317 The system detected an error in the Page Memory (standard) of the scanner.

016-318 The system detected an error in the Page Memory (option) of the scanner.

016-329 Long boot diag page memory not detected fail.

016-333 Long boot diag page memory broken standard fail.

016-334 Long boot diag page memory broken option fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-321 Fax Module Error RAP

016-321 Fax related error at booting.

Procedure

Perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

016-322 JBA Account Full RAP

016-322 The cumulated accounting data reached the specified value (15,000).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer to perform a manual retrieval of machine data from their accounting server.
3. Initialise the hard disk. Refer to [dC355 Hard Disk Diagnostics](#). Advise the customer to push the user accounts to the machine from their accounting server.
4. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
5. Reload the software, [GP 4](#).
6. Perform the [OF2 Special Boot Modes RAP](#).

016-323 B-Formatter Fatal Error RAP

016-323 Fatal error has occurred in the B-formatter task.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

016-324 Scheduled Image Overwrite RAP

016-324 Scheduled image overwrite.

Procedure

For information only, no service action necessary. Wait until the Scheduled Image Overwrite to complete.

016-325 Using Personal Certificate RAP

016-325 The IC card personal certificate is set in the certificate for signing.

Procedure

Perform the steps that follow:

1. Enter **dC131**. Set NVM value 790-389 to 0.

016-326, 016-607 UI Cable Connection Fail RAP

BSD 2.1 Control Panel

016-326 The controller has detected a failure at its cable connection with the UI.

016-607 Cont-UI Cable Connection Fail

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the wiring between the ESS PWB and the UI
2. Install new components as necessary:
 - ESS PWB, [PL 3.10 Item 6](#).
 - UI assembly, [PL 2.05 Item 7](#).

016-327, 016-328 Connection Fail RAP

016-327 Backplane connection fail.

016-328 The controller has detected a failure at its cable connection with the MCU.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).

016-330, 331, 332 Cont System Memory Fail RAP

016-330 Cont system memory diagnostic fail 1.

016-331 Cont system memory diagnostic fail 2.

016-332 Cont system memory diagnostic fail 3.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-335 to 016-351 Controller Fail RAP

016-335 Cont program ROM diagnostic fail 1.

016-336 Cont program ROM diagnostic fail 2.

016-337 Cont program ROM diagnostic fail 3.

016-338 Cont font ROM diagnostic fail 1.

016-339 Cont font ROM diagnostic fail 2.

016-340 Cont font ROM diagnostic fail 3.

016-341 Cont font ROM diagnostic fail 4.

016-342 Cont RTC diagnostic fail.

016-343 Long boot diag timer fail.

016-345 Cont NVM diagnostic fail.

016-346 Cont A4 fax modem diagnosis fail.

016-347 Cont page memory diagnostic fail 1.

016-348 Cont page memory fail 2.

016-349 Cont MAC address data fail.

016-350 Cont SEEP-ROM diagnostic fail 1.

016-351 Cont SEEP-ROM diagnostic fail 2.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-352 Internal Network Initialize Fail RAP

016-352 Internal network initialization error.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

016-353, 016-354 IOT-Controller Communication Fail RAP

016-353 Communication cannot be established between the IOT and the ESS.

016-354 Communication cannot be established between the IIT and the controller.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

016-355, 016-356 Controller ASIC Fail RAP

016-355 Cont IO ASIC diagnostic fail.

016-356 Cont video ASIC diagnostic fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-357 Controller EP Communication Fail RAP

016-357 Controller to EP-controller communication fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-358 Controller Parallel Card Fail RAP

016-358 Controller parallel port diagnostic fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-359, 016-361 Controller USB Fail RAP

016-359 Cont USB HUB diagnostic fail.

016-361 Cont USB 3.0 device diagnostic fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Install a new ESS PWB, [PL 3.10 Item 6](#).

016-360, 016-362 Controller UI Fail RAP

016-360 Cont UI diagnostic fail 1.

016-362 Cont UI diagnostic fail 2.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the wiring between the ESS PWB and the UI
3. Install new components as necessary:
 - ESS PWB, [PL 3.10 Item 6](#).
 - UI assembly, [PL 2.05 Item 7](#).

016-363 Controller LyraCard Fail RAP

016-363 Cont JPEG card diagnosed as having a failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-364, 016-365 Controller USB 2.0 Fail RAP

016-364 Cont USB 2.0 host diagnostic fail.

016-365 Cont USB 2.0 device diagnostic fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-366, 016-367 Controller HDD Fail RAP

BSD 3.9 ESS

016-366 Cont HDD diagnostic fail 1.

016-367 Cont HDD diagnostic fail 2.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
3. Reload the software, [GP 4](#).
4. Install new components as necessary:
 - ESS PWB, [PL 3.10 Item 6](#).
 - HDD, [PL 3.10 Item 2](#).

016-368, 369, 370 Controller Diagnostic Fail RAP

016-368 Cont torino diagnostic fail.

016-369 Cont S2X board diagnostic fail.

016-370 Cont rendering engine diagnosed as having a failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-371 Controller USB 1.1 Host Fail RAP

016-371 A defect was detected during a diagnostic check of USB 1.1 host (no communication with the fax card could be established).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the fax PWBs, [PL 20.05](#) are securely connected.
3. Reload the software, [GP 4](#).
4. Install new components as necessary:
 - Line 1 fax PWB, [PL 20.05 Item 10](#).
 - Line 2 fax PWB, [PL 20.05 Item 15](#).
 - Line 3 fax PWB, [PL 20.05 Item 15](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-383 Controller OS Communication Fail RAP

016-383 Communication failure between linux and VX works

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-384 Runtime System Protection Fail RAP

016-384 Runtime System Protection (Trellix (McAfee) Embedded Control)

Procedure



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 10. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Request that the customer access the Embedded Web Server, click System > Security.
2. Click Trellix (McAfee) Embedded Control.
3. Click Security Level and select Enhanced Security for monitoring only. Note: It is not possible to disable Trellix (McAfee) Embedded Control.
4. To save the security level configuration, click OK.

Note: When you change the security level setting, the printer restarts. The process takes several minutes.

5. If device did not auto restart, switch off, then switch on the machine, GP 10.

016-400, 402, 427, 429 802.1x Authentication Failure RAP

016-400 802.1x Authentication error (incorrect user name or password). The user name or password that has been set in the machine is incorrect. The settings are different from those in the authentication device switch that is physically connected to the machine via the network.

016-402 802.1x authentication time-out (there was no response signal from the authentication device). The authentication was timed-out because there was no response signal from the authentication device switch that is physically connected to the machine via the network.

016-427 802.1x authentication failure (network 2).

016-429 802.1x authentication failure by timing out (network 2).

Procedure

Advise the customer to:

1. Enter the correct user name or password for 802.1x authentication from the machine panel.
2. Check the switch settings and network connections of the authentication device switch that is physically connected to the machine via the network and connect it correctly.
3. Check the settings in the Authentication Device switch that is physically connected to the machine via the network.

016-401 802.1x EAP Type Not Supported RAP

016-401 802.1x Authentication method mismatch (the authentication server does not support the authentication method of the machine). A fail signal, which indicates that the authentication method set in the machine cannot be processed, was received from the authentication device switch that is physically connected to the machine via the network.

Procedure

Advise the customer to:

1. Set the authentication method of the machine to be the same as the one set in the authentication server.
2. Check the 802.1x authentication method from the UI.

016-403, 016-430 802.1x Certificate Failure RAP

016-403 802.1x authentication certificate mismatch. The root server certificate for the authentication server is not stored in the machine or it is mismatched.

016-430 The route certificate of the server certificate (for network 2) of the authentication server is not stored in the machine or it does not match.

Procedure

Advise the customer to:

1. Store the root server certificate for the authentication server in the machine.
2. If the root certificate of the server certificate cannot be obtained, disable the 802.1x setting item 'Verify Server Certificate' in the device.

016-404, 016-431 802.1x Inside Failure RAP

016-404 An internal error has occurred in the 802.1x supplicant function of the machine. An incorrect protocol signal was received from the authentication server.

016-431 An internal error has occurred in the 802.1x supplicant function of the machine. An incorrect protocol signal was received from the authentication server in network 2.

Procedure

Advise the customer to repeat the operation.

016-405 Certificate DB File Error RAP

016-405 Certificate database file is wrong.

Procedure

Advise the customer to start 'Initialize certificate' under Maintenance.

016-406 802.1x Client Certificate Failure RAP

016-406 An error in setting up client certificate for 802.1x authentication. Although 'EAP-TLS' is selected as the authentication method for 802.1x authentication, SSL client certificate is not set up or deleted.

Procedure

Advise the customer to:

1. Store SSL client certificate in this machine and set it up as SSL client certificate.
2. If SSL client certificate cannot be set up, select an authentication method other than 'EAP-TLS'.

016-407 to 016-412 XCP Error RAP

016-407 The package management function has detected security exception.

016-408 The package management function has detected the damaged JAR file.

016-409 The package management function has detected a version mismatch.

016-410 The package management function has detected the invalid definition file.

016-411 The package management function has detected an unsupported class file version.

016-412 The package management function has detected the plug-in has caused an error that is included in a miscellaneous group of errors.

Procedure

Advise the customer to modify the plug-in, then re-install.

016-421 Input Tray Removed RAP

016-421 The paper tray is removed.

Procedure

Ensure all paper trays are fully inserted.

016-422, 016-423 Offline RAP

016-422 Diag Offline

016-423 Offline

Procedure

Perform the steps that follow:

1. If a remote access session in progress, wait for it to end.
2. If the fault persists, switch off, then switch on the machine, [GP 10](#).

016-424, 016-425 Power Mode RAP

016-424 Low power mode.

016-425 Sleep mode.

Procedure

Perform the steps that follow:

1. Cancel the power save mode.
2. If the fault persists, switch off, then switch on the machine, [GP 10](#).

016-426 SMart eSolutions Connect Fail RAP

016-426 Could not connect to SMart eSolutions server.

Procedure

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

016-428 802.1x EAP Type Not Supported (Network 2) RAP

016-428 802.1x Authentication method mismatch (authentication server does not support the authentication method of this device: network 2)

Procedure

Advise the customer to:

1. Set the authentication method of network 2 of this machine to the same authentication method as the one set in the authentication server.
2. Check the 802.1x authenticating method on the UI.

016-432 802.1x Client Certificate Failure (Network 2) RAP

016-432 802.1x setting error of the client certificate of the authentication (network 2).

Procedure

Advise the customer to:

1. Store the client certificate to this machine SSL and set as SSL client certificate.
2. If the setting of SSL client certificate cannot be made, select other than (EAP-TLS) as the authentication method.

016-450 SMB Host Name Duplicated RAP

016-450 A PC of the same host name exists on the network.

Procedure

Advise the customer to:

1. Check whether the device host name setting of the same host name is the same as another device. If the setting is duplicated, change the host name of the device or duplicate device.
2. If a duplicated setting is not confirmed, change the device host name.

016-453, 016-454 Dynamic DNS - IPv6 NG RAP

016-453 Failed to update of the IPv6 address and host name to the DNS server.

016-454 Dynamic DNS - dynamic update failed.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check that DNS server address is set correctly in the device.
 - b. Check with the System Administrator whether the DNS server settings that allow dynamic DNS using IPv6 address have been set.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-455, 016-456 SNTP Time Out RAP

016-455 There is no response from the SNTP server within the specified time (60sec).

016-456 A standard time synchronized source message and an asynchronous message was received from the SNTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check the time on the machine, if the time on the machine is incorrect, manually set the time.
 - b. Check that the SNTP server address is set correctly in the device.
2. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

016-461 Under Non-transmitted Image Log Stagnation RAP

016-461 Creation of a new job is being restricted because image logs yet to be transferred are piled up and delayed.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check the image log management server status and the network status, and clear any cause that may impede the transfer of image logs to the image log server.
 - b. Check the transfer settings and transfer all logs that are yet to be transferred. Or, change the transfer guarantee level to 'Low'.

Note: Setting the transfer guarantee level to 'Low' may cause the image logs to get deleted in sequence even before they are transferred.

2. If the fault persists, reload the software, [GP 4](#).

016-500, 016-501 ROM Write Error (During DLD Method) RAP

016-500 An error has occurred during the process of writing data to the cont-ROM.

016-501 An error has occurred during the process of writing data to the S2X-ROM.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Reload the software, [GP 4](#).
2. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-502 ROM Write Error (During PJL Method) RAP

016-502 An error was detected when writing data to one of the ROMs in the machine.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
2. Reload the software, [GP 4](#).
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-503 SMTP Server Fail for Redirector RAP

016-503 The SMTP server name could not be resolved (though the machine tried to connect to the server).

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct SMTP server name or specify the IP address.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-504 POP Server Fail for Redirector RAP

016-504 The POP server name could not be resolved (though the machine tried to connect to the server).

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct POP server name or specify the IP address.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-505 POP Authentication Fail for Redirector RAP

016-505 Incorrect POP Server authentication information was detected.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct POP Server authentication information.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-507, 016-508 Image Log Send Fail RAP

016-507 A log image transfer fails, making it impossible to continue a target job which will consist of created images.

016-508 A log image transfer fails, making it impossible to continue an image transfer job.

Procedure

Perform the steps that follow:

1. Advise the customer to check the state of the destination image log control server and that of the network. Clear any factor preventing image logs from being transferred to the image log control server.
2. Initialise the hard disk. Refer to [dC355 Hard Disk Diagnostics](#).
3. If the fault persists, install a new hard disk, [PL 3.10 Item 2](#).

016-509, 016-510 Image Log No Send Rule RAP

016-509 Because rules for log image transfer are not registered, a job cannot be continued.

016-510 Rules for log image transfer are not registered.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to register rules for transfer from the destination image log control server to the device.
2. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
3. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
4. Install a new hard disk, [PL 3.10 Item 2](#).

016-511, 016-512 Image Log Invalid Send Rule RAP

016-511 Rules for log image transfer are illegal, causing a job to be discontinued.

016-512 Rules for log image transfer are illegal.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to overwrite rules for transfer from the destination image log control server to the device.
2. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
3. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
4. Install a new hard disk, [PL 3.10 Item 2](#).

016-513 SMTP Server Reception Error RAP

016-513 Error when receiving response from the SMTP server (after connecting to the server).

Procedure

Perform the steps that follow:

1. Advise the customer wait 5 minutes before resubmitting the job.
2. Check that SMTP send port number is correct.
3. Check the SSL/TLS settings and Port number:
On the embedded web server, under Connectivity, SMTP, Connection Security. Ensure that the customer is using the appropriate encryption type for their mail server.
4. If the fault persists, advise the customer to consult with their network administrator for the correct configuration.

016-514 XPS Error RAP

016-514 During XPS Bridge processing, invalid schema, parameter error, damage to XPS file, or an error internal to XPS decomposer occurred.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-515 XPS Short of Memory

016-515 During XPS Bridge processing, a lack of memory was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check the print mode. If print mode is set to High Resolution, change it to Standard. If print mode is set to Standard, change it to High Speed.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) and hard disk, [PL 3.10 Item 2](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-516 XPS Print Ticket Description Error RAP

016-516 XPS Print Ticket description error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check whether the application that sends a print job and the print instructions has a problem.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) and hard disk, [PL 3.10 Item 2](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).

016-517 PS Booklet Illegal Color Mode Change RAP

016-517 PS documents to be printed into a booklet have black and white and color areas.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to resubmit the job with corrected parameters. Rewrite the PostScript file so that the page device and process color model cannot be changed in the process.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) and hard disk, [PL 3.10 Item 2](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).

016-518 PS Booklet Conflict WM RAP

016-518 PS booklet and watermarks were specified at the same time.

Procedure



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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.

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Perform the steps that follow:

1. PS booklet and watermark/UUID cannot be specified at the same time. Advise the customer to cancel either one.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) and hard disk, [PL 3.10 Item 2](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).

016-519 Device DV Limit Reached RAP

016-519 Number of printable sides limit full.

Procedure

Ask the System Administrator to increase the limit of printable sides.

016-520 MRC HW Job Error RAP

016-520 An error has occurred during the usage of high compression board.

Procedure



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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.

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Perform the steps that follow:

1. Advise the customer to repeat the operation or change the output file format/color mode.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) and hard disk, [PL 3.10 Item 2](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).

016-521 SmartCard Not Found RAP

016-521 After a personal signature scan job has started up, the Smart Card was removed or the Card Reader was detached, which causes the personal signature to fail.

Procedure



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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.

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Perform the steps that follow:

1. Advise the customer to insert the smart card into the reader then recheck the PIN before performing the personal signature scan.
2. Check the wiring between the card reader and the machine.

016-522 LDAP SSL Error 112 RAP

016-522 LDAP-SSL authentication error 112 has occurred (the client certificate cannot be obtained).

Procedure

Advise the customer to install the SSL client certificate into the device as the LDAP server will request it.

016-523 LDAP SSL Error 113 RAP

016-523 LDAP-SSL authentication error 112 has occurred (the client certificate cannot be obtained).

Procedure

The device cannot trust the SSL certificate of the LDAP server. Advise the customer to register the root certificate of the LDAP server SSL certificate in the device.

016-524, 016-525 LDAP SSL Error 114 and 115 RAP

016-524 LDAP-SSL authentication error 114 has occurred (the server certificate is close to expiring).

016-525 LDAP-SSL authentication error 115 has occurred (the server certificate has expired).

Procedure

Advise the customer to change the LDAP server SSL certificate to one that is valid.

016-526 LDAP SSL Error 116 RAP

016-526 LDAP-SSL authentication error 116 has occurred (the server name and the certificate does not match)

Procedure

Advise the customer to ensure that the address of the LDAP server set in the device matches the address of the LDAP server defined in the SSL certificate.

016-527 LDAP SSL Error 117 RAP

016-526 LDAP-SSL authentication error 116 has occurred (the server name and the certificate does not match)

Procedure

For information only, an internal error has occurred in the program.

016-528 SmartCard Not Authorized RAP

016-528 After a personal signature scan job started, the smart card PIN check status was cleared, which causes the personal signature to fail.

Procedure

Advise the customer to check the PIN, then perform the personal signature scan.

016-529 Remote Download Server Timeout RAP

016-529 There was no response within the specified time (45 sec) when connecting to the remote download server.

Procedure

Check the network connection. Advise the customer to check that the remote download server is correctly configured and operating on the network.

016-533 Kerberos Attestation Protocol Error 37 RAP

016-533 A Kerberos server Attestation protocol error has occurred.

Procedure

Advise the customer to:

1. The clock difference between the device and the Kerberos server has exceeded the clock skew limit of the Kerberos server. Check that the clocks of the device and Kerberos server are set correctly.
2. Check that the daylight saving time and time zone settings for the device and the Kerberos server are the same.

016-534 Kerberos Attestation Protocol Error 41 and 42 RAP

016-534 A Kerberos server Attestation protocol error has occurred.

Procedure

Advise the customer to check that the realm name and server address in the Kerberos settings of the device are set correctly.

016-535 Remote Download File Access Error RAP

016-535 There are no FW update files in the remote download server.

Procedure

Advise the customer to check the remote download server for the FW update file.

016-536 Host Name Solution Error in Remote Download RAP

016-536 Remote download server name resolution error.

Procedure

Advise the customer to check the connection to the DNS and whether the remote download server name has been registered in the DNS.

016-537 Remote Download Server Connection Error RAP

016-537 Remote download server connection error.

Procedure

Advise the customer to check the network connection setting (port) of the remote download server.

016-538 Remote Download File Write Error RAP

BSD 3.9 ESS

016-538 Remote download file write to HDD error.

Procedure



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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.

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Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
3. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
4. Initialize the Sys - System NVM, refer to [dC301](#).
5. Install a new hard disk, [PL 3.10 Item 2](#).

016-539 Kerberos Attestation Other Protocol Error RAP

016-539 A Kerberos Server Attestation protocol error has occurred.

Procedure

For information only, an internal error has occurred in the program.

016-543 Attestation Agent Error 543 RAP

016-543 The specified realm/domain has disappeared from the ApeosWare authentication agent (the domain was manually deleted at the ApeosWare authentication agent after obtaining the realm name list from the device).

Procedure

Advise the customer to:

1. Update the realm list, using the Update Realm button on the device, or add the domain to the ApeosWare authentication agent. To update the device realm information, perform the steps that follow:
 - a. Press the Authentication Agent button on the Authentication window of the device.
 - b. The Authentication Agent window appears. Press the Update button.

016-545 Attestation Agent Error 545 RAP

016-545 A Clock skew error has occurred in attestation. The time of ApeosWare Authentication Agent and ActiveDirectory is out of sync with the upper limit of the Kerberos ClockSkew set in the ActiveDirectory.

Procedure

Advise the customer to match the time of the PC where the ApeosWare Authentication agent is installed with the time of the PC where the ActiveDirectory is. Furthermore, if the Windows Time Service in the PC where the ApeosWare Authentication Agent is installed is stopped, start it.

016-546, 558, 569 Attestation Agent Errors RAP

016-546 A general user has attempted to obtain other user's information.

016-558 The machine has received an unknown error from the ApeosWare Authentication Agent.

016-569 Attestation agent errors other than listed previously.

Procedure

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

016-548 Attestation Agent Error 548 RAP

016-548 The information of the machine that is performing the authentication operation is not in the database.

Procedure

Advise the customer to register the device in the ApeosWare Authentication Agent.

016-553 Attestation Agent Error 553 RAP

016-553 The version information written in the SOAP header cannot be understood. The ApeosWare Authentication Agent does not support the version of the device interface.

Procedure

The version of the ApeosWare Authentication Agent needs to be upgraded. Advise the customer to check that the machine is a product that is supported by the upgraded version of the ApeosWare Authentication Agent.

016-554 Attestation Agent Error 554 RAP

016-554 The existence check for the specified user in the event of an authentication error has failed.

Procedure

Advise the customer to correctly set the domain user reference login name or the reference password of the ApeosWare Authentication Agent domain.

016-555 Attestation Agent Error 555 RAP

016-555 The ApeosWare Authentication Agent cannot connect to the database or the Active Directory.

Procedure

Advise the customer to check that the ApeosWare Authentication Agent can connect to the database or the active directory.

016-556 Attestation Agent Error 556 RAP

016-556 Error has occurred in the database that the ApeosWare Authentication Agent is connected to due to overloading.

Procedure

Advise the customer to wait 5 minutes before authenticating again as the service is overloaded.

016-557 Attestation Agent Error 557 RAP

016-557 An internal error has occurred in the ApeosWare Authentication Agent.

Procedure

Advise the customer to check the ApeosWare Authentication Agent.

016-559 Remote Download Parameter Error RAP

016-559 When performing the remote download, an invalid value is set in the required system data.

Procedure

Advise the customer to check that all system data that must be set to perform the remote download are correct.

016-560 Attestation Agent Error 560 RAP

016-560 A communication error has occurred between the ApeosWare Authentication Agent and the machine.

Procedure

Advise the customer to:

1. Check that the network cable is connected and check the settings of the authentication agent function.
2. If DNS address of the server is set as the server name/IP address of the ApeosWare Authentication Agent in the printer function settings list, check that DNS is enabled.

016-562 Detected User Duplication RAP

016-562 Two or more entries with the same IC card information were found in the temporary user DB of Active Directory or Authentication Agent..

Procedure

Advise the customer to make corrections so that the temporary user entries of the Active Directory or Authentication Agent do not have the same IC card information.

016-564 Remote Download Server Authentication Failed RAP

016-564 When accessing the remote download server, an authentication error notification was issued from the server.

Procedure

Advise the customer to check that the correct user name and password was specified when accessing the remote download server.

016-565 Backup Restore Error RAP

016-565 Backup/restore error.

Procedure

Perform the steps that follow:

1. For USB backup, check that the USB memory is correctly installed. If the fault persists, use a PC to check the USB memory for a 'backup' directory. If it is not there, create it.
2. When performing restore or deletion of backup files from the USB backup file, check that the USB memory is correctly installed.

016-566 Backup Restore Condition Error RAP

016-566 NVM backup/restore condition error .

Procedure

Advise the customer to:

1. During backup, save the FW download file into the 'dwld' directory in the USB memory, connect it the machine, then perform the backup.
2. During restore, use the same IOT and IIT ROM versions as those during backup. When performing restore using a USB backup file, also use the same HDD configuration.
3. If there is no HDD, use the same ESS ROM versions as well. If the same configuration cannot be attained, delete the backup file from the panel.
4. If the problem occurred at an attempt to restore a backed-up file from an external place, check that the ESS/IIT/IOT/fax ROM version is still the same as the version used when the backed-up file was created. Furthermore, check the device is the same as the one that generated the backed-up file.

016-567 Backup Capacity Full RAP

016-567 NVM data to back up is over the capacity of the destination to save it.

Procedure

Perform the steps that follow:

1. Before performing the HDD backup, delete existing backup files through to increase the capacity.
2. Before performing USB backup, delete the backup files in the USB memory, or use a PC to delete unnecessary files on the USB memory to increase the capacity.

016-568 Backup Restore Failed RAP

016-568 NVM data could not be backed up or restored.

Procedure

Perform the steps that follow:

1. Format the hard disk. Refer to [dC355](#) Image Disk Diagnostics.
2. Before performing the restore using the HDD backup file, delete backup files.
3. For USB backup, check that the USB memory is correctly installed. If the fault persists, use a PC to format the USB Memory.
4. When performing restore using USB backup files, check that the USB memory is correctly installed. If the fault persists, delete the backup files.
5. If the problem still persists, use a PC to format the USB memory.

016-570 Job Ticket Out of Memory RAP

016-570 XPIF memory is low.

Procedure

Increase memory size for job ticket on UI Panel. Switch off, then switch on the machine, **GP 10**. Run the job.

016-571 Job Ticket Wrong Parameters RAP

016-571 XPIF parameter mismatch.

Procedure

Advise the customer to check for a mismatch between parameters specified by the job ticket. Correct the parameters, then resend the job.

016-572 Job Ticket Media Error RAP

016-572 XPIF media conversion error.

Procedure

Advise the customer to check that the device that receives data can print it onto paper whose properties (size/type/weight/color/punched) are specified by job ticket.

016-573 Job Ticket Parse Error RAP

016-573 XPIF Interpret error.

Procedure

Advise the customer to ensure that software is correctly installed on client that generates job ticket; operational requirements are met; and software version matches device version.

016-574 FTP Host Name Solution Error RAP

016-574 Unable to resolve host name during FTP scan.

Procedure

1. Advise the customer to check the connection to the DNS and whether the destination server name has been registered in the DNS.
2. Ask the customer to verify the FTP server host name is correct.

016-575 FTP DNS Server Error RAP

016-575 The DNS server was not set during FTP scan.

Procedure

Advise the customer to set the DNS address or set the destination server address using IP address.

016-576 FTP Server Connection Error RAP

016-576 Problem with connection to server during FTP scan.

Procedure

Advise the customer to check that the network communication between the transfer destination FTP server and the machine is available. For example:

- Check that the server IP address is correct.
- Check the connection of network cables.

016-577 FTP Service RAP

016-577 Failed to connect to the FTP service of the destination server.

Procedure

Advise the customer to:

1. Check that the server IP address is correct.
2. Check the connection of the network cables.

016-578 FTP Login Name or Password Error RAP

016-578 FTP scan login name or password error.

Procedure

Advise the customer to check that the login name (user name) and password are correct.

016-579 FTP Scanning Picture Preservation Place Error RAP

016-579 Problem with scanned image storage destination of FTP scan.

Procedure

Advise the customer to check that the scanned image storage destination on the FTP scan server is correct.

Note: Ensure the FTP user has proper permissions to the image storage destination.

016-580 FTP File Name Acquisition Failure RAP

016-580 Unable to obtain file name/folder name on the FTP scan server.

Procedure

1. Advise the customer to check the access rights to the FTP scan server.
2. Ask the customer to check the image storage destination folder name.

016-581 FTP File Name Suffix Limit RAP

016-581 The FTP scan file name/folder name suffix has exceeded the limit.

Procedure

Advise the customer to change the file name/destination folder or move or delete the files in the destination folder.

016-582, 016-588 FTP File Creation Failure RAP

016-582 When creating a file in the server after connecting to the FTP server, the file creation has failed.

016-588 Failed to write data into the server after connecting to the FTP server.

Procedure

Advise the customer to:

1. Check that the specified name is a file name that can be created in the storage destination.
2. Check that the storage destination has enough free space.

016-583, 016-584 FTP Folder Creation Failure RAP

016-583 When creating a lock folder in the server after connecting to the FTP server, the lock folder creation has failed.

016-584 When creating a folder in the server after connecting to the FTP server, the folder creation has failed.

Procedure

Advise the customer to:

1. If a lock directory (*.LCK) remains in the transfer destination, delete it then retry the job.
2. Check that the specified name is a folder name that can be created in the storage destination.
3. Check whether a folder with the same name as the specified name already exists.
4. Check that the storage destination has enough free space.
5. Confirm that the FTP user has correct permissions for the scanned image destination.

016-585, 587, 589 FTP File Delete/Read Failure RAP

016-585 When deleting a file in the server after connecting to the FTP server, the deletion has failed.

016-587 When deleting a folder in the server after connecting to the FTP server, the deletion has failed.

016-589 Failed to read data from the FTP server after connecting to the FTP server during scanner (save to PC) FTP transfer.

Procedure

Advise the customer to check whether there is access right to the FTP server and grant the proper rights.

016-586 FTP Lock Folder Delete Failure RAP

016-586 When deleting a lock folder in the server after connecting to the FTP server, the deletion has failed.

Procedure

Advise the customer to:

1. Check the access right to the server.
2. If a lock directory (*.LCK) remains in the transfer destination, delete it then retry the job.

016-590 FTP Data Reading Failure RAP

016-590 Unable to save a file after connecting to the FTP server during scanner (save to PC) FTP transfer because 'File Name Conflict' is set to 'Cancel Job'.

Procedure

Advise the customer to set 'File Name Conflict' to other than 'Cancel Job'.

016-591 FTP Scan Filing Policy RAP

016-591 Incorrect filing policy (when additional items are selected) was detected after connecting with the FTP server.

Procedure

When 'Add' is selected for 'File Name Conflict', advise the customer to check that the file format is not set to Multi-page.

016-592 FTP DAT File Access Error RAP

016-592 An error has occurred when accessing the NEXTNAME.DAT file after connecting to the FTP server during scanner (Save to PC) FTP transfer.

Procedure

When 'Add' is selected for 'File Name Conflict', advise the customer to check that the NEXTNAME.DAT file is correct.

016-593 to 016-596 FTP Error RAP

016-593 An internal error has occurred after connecting to the FTP server.

016-594 The TYPE command has failed after connecting to the FTP server.

016-595 The PORT command has failed after connecting to the FTP server.

016-596 The CDUP command has failed after connecting to the FTP server.

Procedure

Advise the customer to repeat the operation.

016-597 Same File on FTP Server RAP

016-597 The process was cancelled because a file/folder with the same name was detected after connecting to the FTP server.

Procedure

Advise the customer to perform the same operation again without multiple machines accessing the same folder in the same server.

016-598, 016-599 Email Message Size RAP

016-598 Email message size is over spec.

016-599 Email message size is over spec.

Procedure

Advise the customer to:

1. Reduce a resolution send parameter (image-to-send quality) then resend the job.
2. Reduce a magnification send parameter, then resend the job.
3. Increase the maximum message size (10MB recommended default).

016-600 KO Authentication Locked RAP

016-600 The number of incorrect Key Operator log in attempts reached the limit.

Procedure

If required, refer to [GP 19](#) to reset password to 1111 (default) if the System Administrator ID is unavailable.

Note: Default is 5 events. NVM value 700-563 can be set between 1 to 10 events.

With this feature enabled, the machine denies access when an incorrect System Administrator ID is entered the selected number of times.

016-601 Illegal Access Detection RAP

016-601 The number of incorrect authentication log in attempts reached the limit.

Procedure

If required, refer to [GP 19](#) to reset password to 1111 (default) if the System Administrator ID is unavailable.

Note: Default is 10 users. NVM value 700-564 can be set between 1 to 600 users.

016-604 Debug Log Created RAP

016-604 Debug log auto creation by system.

Procedure

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

016-606, 016-608 Controller Connection Fail RAP

016-606 Cont-BP cable connection fail.

016-608 Cont-drive PWB cable connection fail.

Procedure



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AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte [GP 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new components as necessary:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).

016-609, 016-610 PCI Option Fail RAP

016-609 PCI option no support device fail.

016-610 PCI EX option no support device fail.

Procedure

Remove unknown PCI or PCIEX option.

016-611 SD Card Connection Fail RAP

016-611 SD card connection fail.

Procedure

Ensure the SD card, [PL 3.10 Item 11](#) is correctly installed.

016-612 Log Image Creation Failure RAP

016-612 Creation of log image has failed.

Procedure

For information only, no service action necessary.

016-700 Password Below Minimum RAP

016-700 The number of digits used for the password for security and authentication prints is less than the minimum.

Procedure

Advise the customer to increase the number of password digits for the print job.

016-701 Out of ART EX Memory RAP

016-701 Insufficient memory was detected while using the ART EX.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Increase the allocated memory of the ART EX.
 - b. Lower the print mode.
 - c. Lower the resolution.
 - d. Set Page Print mode to Enabled.
 - e. Execute Image Compression in the Graphics tab of the printer driver.
2. If the fault persists, reload the software, [GP 4](#).

016-702 Out of Page Buffer RAP

016-702 Unable to compress any page due to insufficient print page buffer.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Set Print Mode to High Speed and reduce the print resolution. Retry the operation.
 - b. Increase the memory to increase the page buffer.
 - c. Retry the operation in Print Page Mode.
2. If the fault persists, reload the software, [GP 4](#).

016-703 Email To Invalid Box RAP

016-703 When receiving Email, fax or internet fax, an invalid (not setup) mailbox number is selected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. Check whether the selected mailbox is set up correctly.
 - b. Have Email, fax or internet fax sent to a valid mailbox.
2. Ensure all fax PWBs are correctly installed, [PL 20.05](#).
3. Reload the software, [GP 4](#).
4. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
5. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
6. Initialize the Sys - System NVM, refer to [dC301](#).
7. Install a new hard disk, [PL 3.10 Item 2](#).

016-704 Mailbox Full RAP

016-704 The system detected that a mailbox was full (it exceeded the maximum number of documents per box) and aborted a job.

Procedure

Perform the steps that follow:

1. Advise the customer to delete unnecessary documents, then repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

016-705 Secure Print Fail RAP

016-705 Unable to perform secure print/mailbox print/pay for print storing from the printer driver. Unable to store scanned documents into a mailbox.

Procedure

Perform the steps that follow:

1. Advise the customer to check that the required optional software is installed and enabled. Also check that the correct print driver is being used.
2. If the fault persists, perform the steps that follow:
 - a. Reload the software, [GP 4](#).
 - b. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
 - c. Initialise the hard disk. Refer to [dC355 Hard Disk Diagnostics](#).
 - d. Initialize the Sys - System NVM, refer to [dC301](#).
 - e. Install new components as necessary:
 - Hard disk, [PL 3.10 Item 2](#).
 - ESS PWB, [PL 3.10 Item 6](#).

016-706 Maximum User Number Exceeded RAP

016-706 The system detected that a job exceeded the maximum number of users for secure and sample prints and aborted the job.

Procedure

Perform the steps that follow:

1. Advise the customer to delete unnecessary documents or users, then repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

016-707 Sample Print Fail RAP

016-707 When receiving Email, fax or internet fax, an invalid (not setup) mailbox number is selected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. Remove the conditions that disable sample print.
 - b. If the fault occurred at installation, check whether the operations for Sample Print are correct.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
5. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
6. Initialize the Sys - System NVM, refer to [dC301](#).
7. Install a new hard disk, [PL 3.10 Item 2](#).
8. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-708 Annotation/Watermark HDD Full RAP

016-708 When an annotation or watermark image was to be stored in the HDD, full status was detected and the job was aborted.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. Cancel annotation or watermark, then repeat the operation.
 - b. Reduce the number of document pages. In Mixed Size mode, only a single size is available.
 - c. For printing Stored Document, delete unnecessary documents from the hard disk, then repeat the operation.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
5. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
6. Initialize the Sys - System NVM, refer to [dC301](#).
7. Install a new hard disk, [PL 3.10 Item 2](#).
8. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-709 ART EX Command Error RAP

016-709 An ART EX command error occurred during PLW processing.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. Switch off parallel bi-directional communication in the printer driver.
 - b. Set a longer time for Auto Output Time.
 - c. Change the PC BIOS settings.
 - d. Use a shorter, genuine, parallel cable.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
5. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
6. Initialize the Sys - System NVM, refer to [dC301](#).
7. Install a new hard disk, [PL 3.10 Item 2](#).
8. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-710 Delayed Print Fail RAP

016-710 Process conditions for delay print were not met.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. If secure print, proof print or knowledge storage print is specified, disable them.
 - b. Reduce the delay print jobs waiting to 100 jobs or less.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
5. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
6. Initialize the Sys - System NVM, refer to [dC301](#).
7. Install a new hard disk, [PL 3.10 Item 2](#).
8. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-711 Email Transmission Size Limit RAP

016-711 The size of data to send exceeds the system data value (before connection to the server).

Procedure

Advise the customer to:

1. Reduce the resolution level, which is a transmission parameter, then resend the job.
2. Reduce the magnification ratio, which is a transmission parameter, then resend the job
3. Use System Settings to raise the data size upper limit (recommended default is 2MB).

016-712 Panther Capacity RAP

016-712 Capability of Panther deteriorated.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to increase the resolution or enlarge the scan area.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-713 Security Box Password Error RAP

016-713 Password check error was detected during data storage in a mailbox.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to set a correct password and try again.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-714 Security Box Not Enabled RAP

016-714 The mailbox specified for the job does not exist.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to open the appropriate mailbox and then try again.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-715 ESCP Form Invalid Password RAP

016-715 Unable to access the ESCP form because ESCP form password did not match

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to input the correct password to use ESCP form.
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-716 TIFF Data Overflow RAP

016-716 The system detected that the files to be spooled in TIFF exceeded the disk capacity.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
2. Reload the software, [GP 4](#).
3. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
4. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
5. Initialize the Sys - System NVM, refer to [dC301](#).
6. Install a new hard disk, [PL 3.10 Item 2](#).
7. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-717 Fax Send Result Not Found RAP

016-717 The fax or internet fax send result information is not saved in the controller.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. Split any internet fax documents that would exceed 2GB in document storage size into several jobs and control the usage amount of memory.
 - b. If there is a large amount of scan or internet fax documents being processed, wait until the other jobs are completed before performing additional jobs.
2. Reload the software, [GP 4](#).
3. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
4. Initialise the hard disk. Refer to [dC355 Hard Disk Diagnostics](#).
5. Initialize the Sys - System NVM, refer to [dC301](#).
6. Install a new hard disk, [PL 3.10 Item 2](#).
7. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

016-718 Out of PCL6 Memory RAP

016-718 Insufficient PCL6 decomposer memory.

Procedure

Perform the steps that follow:

1. Advise the customer to decrease the resolution to reduce the PLW memory.
2. If the fault persists, reload the software, [GP 4](#).

016-719 Out of PCL Memory RAP

016-719 An insufficient memory was detected while using the PCL.

Procedure

Perform the steps that follow:

1. Advise the customer to increase the PCL memory size. Increasing the memory for the whole system will increase the memory to be allocated to the Decomposer in some measure.
2. If the fault persists, reload the software, [GP 4](#).

016-720 PCL Command Error RAP

016-720 A PCL command error occurred during PCL processing.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the job then execute the command again.
2. If the fault persists, reload the software, [GP 4](#).

016-721 to 016-724 Settings Error RAP

016-721 Paper types cannot be determined because all the settings for custom paper priority are set to disabled.

016-722 Staple position that is not supported by this machine or a paper size that is not supported by the Finisher was specified.

016-723 Punch position that is not supported by this machine or the paper size that is not supported by the Finisher was specified.

016-724 Job canceled due to invalid combination of staple and punch positions.

Procedure

Perform the steps that follow:

1. Advise the customer to correct the settings, then execute the command again.
2. If the fault persists, reload the software, [GP 4](#).

016-725 B-Formatter Library Image Conversion Error RAP

016-725 An error has occurred in the B-Formatter during the image conversion of scanned document to fax sending document.

Procedure

Perform the steps that follow:

1. Advise the customer to directly scan the document and send it to the fax recipient.
2. If the fault persists, reload the software, [GP 4](#).

016-726 PDL Auto Switch Fail RAP

016-726 Print language auto judgment fail.

Procedure

Perform the steps that follow:

1. Advise the customer to fix, then select the decomposer from the UI or with a command.
2. If the fault persists, reload the software, [GP 4](#).

016-727 Unstorable Document RAP

016-727 The 0 page condition is detected in the print job mailbox storage.

Procedure

Perform the steps that follow:

1. Advise the customer to switch off paper saving, then print the job again.
2. If the fault persists, reload the software, [GP 4](#).

016-728 Unsupported TIFF Data RAP

016-728 Unsupported TIFF data.

Procedure

For information only, no service action necessary. Refer the customer to the User Guide.

016-729 TIFF Data Size RAP

016-729 The files to be spooled in the TIFF exceeded the disk capacity.

Procedure

Perform the steps that follow:

1. Advise the customer to refer to the User Guide to correct the valid range.
2. If the fault persists, reload the software, [GP 4](#).

016-731, 016-732 Invalid Data RAP

016-731 The TIFF data is broken or discontinued halfway.

016-732 The decomposer detected that the form specified is not registered.

Procedure

Perform the steps that follow:

1. Advise the customer to resend the data or form data.
2. If the fault persists, reload the software, [GP 4](#).

016-733 Destination Address Resolution Error RAP

016-733 A failure to resolve a P2P address problem (before connection to the server).

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check if the destination address has been entered correctly.
 - b. Set a correct DNS server address.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

016-735 Updating Job Template RAP

016-735 The system attempted to output the job template list while the job template was being updated.

Procedure

Perform the steps that follow:

1. Advise the customer to perform the operation again after the Job Template update completes.
2. If the fault persists, reload the software, [GP 4](#).

016-738, 739, 740 Booklet Size RAP

016-738 Invalid paper size for PS booklet print.

016-739 The combination of the specified document/paper sizes is incorrect.

016-740 The specified tray is invalid.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct settings that allow booklet printing.
2. If the fault persists, reload the software, [GP 4](#).

016-741 Download Mode Fail RAP

016-741 Not able to change into download mode.

Procedure

Perform the steps that follow:

1. Advise the customer to cancel the download prohibited mode then check that the jobs have completed before retrying the operation.
2. Enter **dC131**. Set NVM value 700-420 to 0, the retry the operation.

016-742 Download Data Product ID Mismatch RAP

016-742 A mismatch in the product ID of download data was detected.

Procedure

Advise the customer to obtain the download data again, then retry the job.

016-743 Device Model/Panel Type Error RAP

016-743 The supported model in the download data does not match the device model.

Procedure

Advise the customer to source a download file that has the same model with the device VerUP then retry the job.

016-744 Download Data CheckSum Error RAP

016-744 CheckSum error of download data.

Procedure

Perform the steps that follow:

1. Ensure that the cable connected to the device is secured correctly, then retry the job.

016-745 Download Data XPJL Fatal Error RAP

016-744 XPJL fatal error during download.

Procedure

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

016-746, 016-751 Unsupported PDF File RAP

016-746 PDF error due to unsupported function sent.

016-751 Syntax error, usage of undefined command, parameter error, damaged PDF file, internal error of the PDF decomposer has occurred during PDF bridge process.

Procedure

Perform the steps that follow:

1. Advise the customer to print via the driver from Acrobat Reader.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

016-747 Drawing Annotation Memory RAP

016-747 When drawing an annotation image with the copy repeat function specified, there would be insufficient memory.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Increase the annotation image size.
 - b. Reduce the number of repeat images for the repeat function.
2. If the fault persists, reload the software, [GP 4](#).

016-748, 774, 775, 778, 981 HD Full RAP

016-748 HDD full when mailbox is accessed.

016-774 Disk full was detected when opening/writing file for compression type conversion.

016-775 Disk full was detected when opening/writing file for image processing operation.

016-778 HDD full was detected when opening/writing file for operation.

016-981 When accessing it, the HD is detected being full.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Split the job into pages in order to prevent the full state. Reduce the resolution if possible.
 - b. Delete documents that are no longer needed, such as; mailbox documents, fax send wait documents, secure print documents and delayed print documents.
 - c. Retrieve each page from the Embedded Web Server (EWS).
2. Log in as administrator via the EWS then perform a Disk Overwrite; touch **System** , **Security** , then in the Data Overwrite After Job Completion area touch **Edit** . Enable **Data Overwrite After Job Completion** , touch **Overwrite Now** , then **OK** .
3. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
4. Initialize the Sys - System NVM, refer to [dC301](#).
5. Install a new hard disk, [PL 3.10 Item 2](#).
6. If the fault persists, reload the software, [GP 4](#).

016-749 JCL Syntax Error RAP

016-749 The PJI/XPJI detected a print language that cannot be printed.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Use the printer driver of the machine to print.
 - b. Not use ContentsBridge to print a PDF file.
 - c. Request the other party to resend the internet fax document using a print language that can be printed by the machine.
2. If the fault persists, reload the software, [GP 4](#).

016-750 Print Job Ticket Description Error RAP

016-750 When the customer uses applications such as 'ContentsBridge2005', etc. to send PDF directly, the machine received the print job ticket that was sent together with the PDF. However, the print job ticket data has text that is not supported in this machine or print instruction that is not supported by the machine.

Procedure

Perform the steps that follow:

1. Advise the customer to refer to the user Guide.
2. If the fault persists, reload the software, [GP 4](#).

016-752 PDF Short of Memory RAP

016-752 Insufficient memory was detected during PDF bridge processing.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change the print mode. When the print mode is set to High Quality, change the setting to Normal. When the print mode is set to Standard, change the setting to High Speed.
 - b. Print using a driver from Acrobat Reader.
2. If the fault persists, reload the software, [GP 4](#).

016-753 PDF Password Mismatched RAP

016-753 When processing a PDF file that is protected by a password, the password in the UI panel settings and the password specified using XPL (set in the contents bridge utility) do not match.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct password using the UI or the contents bridge.
2. If the fault persists, reload the software, [GP 4](#).

016-755 PDF Print Prohibited RAP

016-755 The system processed a PDF file prohibited for printing.

Procedure

Perform the steps that follow:

1. Advise the customer to use Acrobat to clear the print prohibition setting then print the PDF file.
2. If the fault persists, reload the software, [GP 4](#).

016-756 Auditron Prohibited Service RAP

016-756 Illegal User Detected

Procedure

Perform the steps that follow:

1. Advise the customer to request the Account Administrator for access to use the service.
2. If the fault persists, reload the software, [GP 4](#).

016-757 Auditron Invalid User RAP

016-756 The account has not been registered.

Procedure

Perform the steps that follow:

1. Advise the customer to set the correct account, then resubmit the job.
2. If the fault persists, reload the software, [GP 4](#).

016-758 Auditron Disabled Function RAP

016-758 An illegal account was detected.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Set the new function that is allowed for that account then try again.
 - b. Try a different user account.
 - c. Configure the printer to permit user access to this feature.
 - d. Request that the Accounting Administrator add access rights to the account.
2. If the fault persists, reload the software, [GP 4](#).

016-759 Auditron Limit Reached RAP

016-759 The number of registered users reached the limit.

Procedure

Perform the steps that follow:

1. Advise the customer additional users can be added to the device with expanded storage options. The productivity kit increases the maximum amount of users available for this device.
2. Advise the customer to delete unnecessary users or combine user accounts
3. If the fault persists, reload the software, [GP 4](#).

016-760 PS Decompose Failure RAP

016-760 An error occurred in decompose processing.

Procedure

Perform the steps that follow:

1. Advise the customer to resend the job.
2. If the fault persists, reload the software, [GP 4](#).

016-761 FIFO Empty RAP

016-761 Image enlargement error (FIFO empty).

Procedure

Perform the steps that follow:

1. Advise the customer to print in the high speed mode. If the fault persists, use print guaranteed mode.
2. If the fault persists, reload the software, [GP 4](#).

016-762 Print Language Not Installed RAP

016-762 The system requested functions (print language, print utility, etc.) that are not installed.

Procedure

Perform the steps that follow:

1. Advise the customer to correct then select the decomposer from the UI or with a command.
2. If the fault persists, reload the software, [GP 4](#).

016-763 POP Server Connect RAP

016-763 The machine cannot connect to the POP server.

Procedure

Advise the customer to:

1. Print a configuration report and confirm that the DNS settings are correct.
2. Confirm that the POP3 server settings are correct.
3. Enter the IP Address of their POP3 server into the machine.
4. If the fault persists, refer the customer to the System Administrator Guide to check that the machine is correctly configured.

016-764 SMTP Server Connect RAP

016-764 The machine failed to connect to the SMTP server.

Procedure

Advise the customer to:

1. Print a configuration report and confirm that the DNS settings are correct.
2. Confirm that the SMTP server settings are correct.
3. Enter the IP Address of their SMTP server into the machine.
4. If the fault persists, refer the customer to the System Administrator Guide to check that the machine is correctly configured.

016-765, 016-766 SMTP Server Error RAP

016-765 The SMTP server HDD is full.

016-766 The memory capacity allocated by the SMTP server is exceeded.

Procedure

Advise the customer to:

1. Delete jobs on their server because the machine is receiving communication from their SMTP (email) server that the server disk drive or mailboxes are full.
2. If the fault persists, refer to the System Administrator Guide to ensure that the machine is configured correctly.

016-767 Invalid Email Address RAP

016-767 The system detected that the E-mail destination address is incorrect.

Procedure

Perform the steps that follow:

1. Check the email address is correct and is a valid email address.
2. If the fault persists, reload the software, [GP 4](#).

016-768 Invalid Sender Address RAP

016-768 The SMTP server refused to accept the sender address.

Procedure

Advise the customer to:

1. Check the sender address is valid and has been spelled correctly.
2. Check that the correct SMTP authentication settings have been enabled.
3. Check the SMTP user name and password.
4. Check that the sender address is correct.

016-769 SMTP Server Unsupported DSN RAP

016-769 The SMTP server refused to accept the sender address.

Procedure

Advise the customer to contact the network administrator for advice and ensure that the SMTP server supports DSN.

016-770 Direct Fax Function Canceled RAP

016-770 The direct fax function is canceled by NVM.

Procedure

Advise the customer to release the direct fax job prohibition (set the target system to 0).

016-772 Scan Data Repository Error RAP

016-772 An error occurred while recalling the DNS resolution library.

Procedure

Perform the steps that follow:

1. Advise the customer to set the DNS address. Or, set the scan data repository address using IP address.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-776 Image Conversion Error RAP

016-776 Error due to other than HDD access during image conversion processing by S-formatter.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. If a failure occurred during Salutation/Fax to Email, attempt to retrieve each page from the mailbox via the web browser.
 - b. For occurrences when the password, or signature is specified by the Digital Certificate, perform the steps that follow.
 - Check the validity of the certificate.
 - Set the correct date and time of the machine.
 - c. When scanning is done with the TWAIN driver, change the file format to JFIF, single-page TIFF.
 - d. Switch off FIPS mode, or remove PDF encryption setting in the instructions document.
 - e. Set to Single File for Each Page, or set the Image Format setting to Drawing Object.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-779 Scan Image Conversion Error RAP

016-779 An error was detected in the Image conversion library.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Repeat the operation.
 - b. Reduce the scan resolution to 400dpi or less then repeat the operation.
2. Reload the software, [GP 4](#).

016-781 Server Connect Error RAP

016-781 SMTP server not found.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Correctly set the device TCP/IP, IP address, subnet mask and gateway.
 - b. Check that the SMTP server, IP address or host name and port number are correct.
 - c. Check whether characters other than ASCII are set for the host name of the device. Set the host name of the device to ASCII characters.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

016-786 HD Full Scan Write Error RAP

016-786 When performing the scan function, files cannot be written in the HDD.

Procedure



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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.

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Perform the steps that follow:

1. Switch off, then switch on the machine, **GP 10**.
2. Ensure all paper trays are loaded.
3. If this occurs when sending email, advise the customer to:
 - Reduce the resolution then resend it.
 - Reduce the size then resend it.
 - Reduce the number of pages and separate the job into several batches when sending.
 - Set the output color to Black then resend it.
4. Check the wiring between the ESS PWB, **PL 3.10 Item 6** and the hard disk.
5. Initialise the hard disk. Refer to **dC355** Hard Disk Diagnostics.
6. Initialize the Sys - System NVM, refer to **dC301**.
7. Reload the software, **GP 4**.
8. Install a new hard disk, **PL 3.10 Item 2**.

016-788 Retrieve to Browser Failed RAP

016-788 SMTP server not found.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer to:
 - a. Reload the browser page then perform retrieval operation again.
 - b. Re-activate the browser, then perform retrieval operation again.
 - c. Improve the connection status to a network.
 - d. Check whether there are problems such as duplicated IP addresses.
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

016-790 Email Fragment Over RAP

016-790 Email fragment quantity is over spec.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Reduce resolution (image to send quality), then resend the job.
 - b. Reduce magnification, then resend the job.
 - c. Increase the maximum fragment quantity.
2. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

016-792 Specified Job Not Found RAP

016-792 An error was detected in the Image conversion library.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

016-794 Media Not Inserted RAP

016-794 Media not inserted.

Procedure

Perform the steps that follow:

1. Advise the customer to check that the media is inserted.
2. If the fault persists, reload the software, [GP 4](#).

016-795 Media Reader Format Error RAP

016-795 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Perform the steps that follow:

1. Advise the customer to check the media content from the PC. Check the file format/directory in the media and the selected mode (Digital Camera Print/Document Print), then reset the settings.
2. If the fault persists, reload the software, [GP 4](#).

016-796 Document Insert Operation Error RAP

016-796 The MediaLib detected this error while performing the operation that requires access to Media.

Procedure

Perform the steps that follow:

1. Advise the customer to check the media content from the PC. Check whether the print file attribute data is displayed on the PC, then reset the settings.
2. If the fault persists, reload the software, [GP 4](#).

016-797 Image File Read Error RAP

016-797 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Perform the steps that follow:

1. Advise the customer to check the media content from the PC. Check whether the print file images are displayed on the PC, then reset the settings.
2. If the fault persists, reload the software, [GP 4](#).

016-799 PLW Print Instruction Fail RAP

016-799 The specified print parameter is abnormal.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

016-910, 016-911 Required Resource Not Ready RAP

016-910 The paper and staples requested by the selected print parameters are not installed.

016-911 The paper and staples requested by the print specification are not loaded or different sizes and/or types of paper switching are requested from the same tray.

Procedure

Perform the steps that follow:

1. Advise the customer to correctly load paper or install the staples.
2. If the fault persists, reload the software, [GP 4](#).

016-920 Destination Error RAP

016-920 The paper specified for printing can not be detected.

Procedure

Perform the steps that follow:

1. Advise the customer to correctly set the paper settings.
2. Reload the software, [GP 4](#).

016-981, 982 HDD Access Error 2 RAP

BSD 3.9 ESS

016-981 HDD was determined to be full due to scan to email, scan to fax, secure print, delayed print or sample print was specified when the HDD capacity is low.

016-982 HDD was determined to be full due to collate, stored or interrupted jobs.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Process or delete the jobs (documents) stored in the same HDD partition, then repeat the operation.
 - b. If step A does not resolve the problem, expand the HDD partition size of the relevant service.
2. Reload the software, [GP 4](#).
3. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
4. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
5. Initialize the Sys - System NVM, refer to [dC301](#).
6. Install a new hard disk, [PL 3.10 Item 2](#).

016-983 Image Log HDD Full RAP

016-983 With the system data level of ensuring log image creation set to High, the log image storage area on the disk becomes full (during processing a copy/scan job).

Procedure

Advise the customer to:

1. Cancel the job.
2. Re-run the job.
3. Delete unnecessary documents saved on the machine or change the level of ensuring creation (to Low).

016-985 Scan to Email Data Size RAP

016-985 Scan to email data size exceeded.

Procedure

Perform the steps that follow:

1. Advise the customer to reduce the number of documents, reduce the resolution, or increase the compression ratio if the job is multi-value scan.
2. If the fault persists, reload the software, [GP 4](#).

016A Scan to Network Error Entry RAP

Use this RAP when the customer reports network failures. e.g. cannot connect to the scan server when using the FTP or SMB protocols or when a folder on the scan server cannot be opened.

Initial Actions

Consult with your manager before troubleshooting the customer's network, as the policy varies according to region. Also consult with the customer's IT personnel or System Administrator.

Procedure

Note: Network errors can be complex to diagnose and resolve. Actions are limited to checking for fundamental faults and to collect system information, before contacting 2nd level support.

Note: If it is possible to log in to the Embedded Web Server by entering the IP address of the machine, then the network controller on the ESS PWB is good.

Check that the date and time are set correctly on the machine, refer to [GP 24](#) How to Set the Date and Time.

The time and date are correct.

Y N

| Set the time and date parameters correctly.

Check the LED link lights at the ESS PWB ethernet connection.

The LEDs illuminate.

Y N

| If possible, perform the following to try and eliminate the problem of a faulty network port:

- Check the connections at the network port and ESS PWB are good.
- Connect the machine to another network port.
- Advise the customer to provide a new network port to ESS PWB cable.
- Check the operation of a known good machine to the network port.

If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

The LEDs illuminate.

Y N

| Contact 2nd level support.

Perform the [Final Actions](#).

Perform the [Final Actions](#).

Final Actions

Perform the steps that follow:

1. Attempt to ping the machine:
 - a. Print a configuration report to obtain the IP address of the machine, [GP 14](#).
 - b. Open a command window (CMD):
 - Select **Start** and in the Search box above the Start button, type **CMD**, then press **Enter**.
 - c. In the Command window (where the blinking cursor is) type ping. Press the space bar once, then enter the IP address of the machine. Press **Enter**.
 - d. If the ping command is successful, the machine will reply four times. This should not take more than two or three seconds.

- e. If the ping command times out, or responds with 'host unreachable', check the IP address that was entered. If the IP address is correct, contact 2nd level support.
2. Attempt to send a scan job from the machine, if the scan to job did not complete, contact 2nd level support.

017-500 Job Limit Illegal Response RAP

017-500 Invalid response from job limit server.

Procedure

Advise the customer to:

1. Check the job parameter settings, then re-run the job.
2. Check the response packet from the job limit server.

017-501 Multiple Permission Restrictions RAP

017-501 A print rights violation has occurred.

Procedure

Advise the customer to change the user privileges.

017-503 Password Over Maximum RAP

017-503 Password has exceeded maximum number of digits.

Procedure

Advise the customer to lower the number of password digits.

017-504, 017-505 Job Limit RAP

017-504 An error occurred when communicating with JobLimit server.

017-505 An error occurred when communicating with JobLimit server.

Procedure

Advise the customer to check the network status and the operating status of JobLimit server.

017-506 Job Limit Rejected RAP

017-506 The job was canceled because the JobLimit Server sent Reject.

Procedure

Advise the customer to contact the System Administrator.

017-507 Disabled Direct Print RAP

017-507 Direct prints are prohibited.

Procedure

Advise the customer to change direct print to [Do not prohibit (0)].

017-508 JobLimit Estimation No Sheet RAP

017-508 When attempting to acquire the JobLimit estimate, it was found that the estimate does not exist.

Procedure

1. Advise the customer to check whether the job parameters and print data are correct.

017-516 File Name Acquisition From SFTP Server Fail RAP

017-516 Communication failed to acquire the file/folder name on the server after connecting to the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check the access rights to the server.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-517 Folder delete in SFTP Fail RAP

017-517 Failed to delete folders in the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check the access rights to the server.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-518 Data read from SFTP server Fail RAP

017-518 Failed to read data from the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check the access rights to the server.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-519 Data write-in to SFTP server Fail RAP

017-519 Failed to write data into the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check that the storage destination has enough free space.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-520 Login Name or a Password In SFTP Fail RAP

017-520 Error due to Login name or a password in SFTP Fail

Procedure

Perform the steps that follow:

1. Advise the customer to check the login name (user name) and password are correct.
2. If the fault persists, advise the customer to consult with the Server Administrator.

017-521 File delete in SFTP Fail RAP

017-521 Failed to delete files in the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check the storage destination has enough free space.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-522 File Creation in SFTP Fail RAP

017-522 Failed to create files in the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check whether the specified file name is appropriate and that the storage destination has enough free space.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-523 Folder Creation in SFTP Fail

017-523 Failed to create folders in the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check whether the specified file name is appropriate and that the storage destination has enough free space.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-524 Scan Destination Path in SFTP Fail RAP

017-524 Failed to move to the file storage path on the server after connecting to the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check if the storage destination is correct.
2. Check if a prohibited character was detected in the specified storage destination or file name.
3. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-525 Host name solution in SFTP Fail RAP

017-525 Failed to resolve the host name (server name) during the DNS access before connecting to the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check the connection with the DNS and whether the destination server name has been registered in the DNS
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-526 Server Connection in SFTP Fail RAP

017-526 Failed to connect to the SFTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check the IP Address of the server and the connection of the network cable.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-527 SFTP Scan Internal Fail RAP

017-527 A Redirector internal error has occurred during SFTP scan.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. If the fault persists, advise the customer to check network and/or consult with server administrator.

017-546 Pjl file system commands are disabled RAP

017-546 A job containing Pjl File System Commands was performed with [Disable Pjl File System Commands] set to [ON] at CWIS/WebUI.

Procedure

Perform the steps that follow:

1. Advise the customer to Log in as KO User and use CWIS/WebUI to set [Disable Pjl File System Commands] to [OFF].

017-713 Start TLS Unsupported Fail RAP

017-713 Start TLS unsupported fail.

Procedure

Advise the customer to change the SSL operation mode setting to other than STARTTLS mode.

017-714 SMTP Over SSL Fail RAP

017-714 SSL communication failure with SMTP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check if this fault occurred in TLS Mode, it may be due to an incorrect port number. Check the Port Number settings of the SMTP Server.
2. Confirm that the SSL or TLS encryption type matches the appropriate port the customer selected.
3. If the fault persists, reload the software, [GP 4](#).

017-715 SSL Certificate Fail RAP

017-715 An SSL Server Authentication Error has occurred because there is something wrong in the Server Certificate Data.

Procedure

Advise the customer to register the root certificate of the SMTP server SSL certificate in the machine.

017-716, 717, 718 SSL Certificate (SMTP) Fail RAP

017-716 The validity period of the server certificate has not started.

017-717 The validity period of the server certificate has expired.

017-718 The server name does not match the server address of the server certificate.

Procedure

Advise the customer to:

1. Check that the SMTP server clock and machine clock are correct.
2. Check the validity period of the SMTP server certificate.
3. Check that the server name that are registered in the SMTP server certificate and the server address are correct.
4. If the clocks are correct, change the SMTP server SSL certificate to one that is valid.

Note: This problem can also be fixed by switching off the machines SSL Server Verification setting. This will render the machine unable to guarantee the authenticity of the SMTP server that it is connecting to.

017-719 SMTP Over SSL Internal Fail RAP

017-719 Internal software error has occurred during SMTP over SSL process.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

017-720, 017-721 PJI Command Fail RAP

017-720 Contract type value is incorrect.

017-721 Geographic region value is incorrect.

Procedure

Advise the customer to correct the contract type or geographic region value specified by PJI command, then try again.

017-722 Total Impressions Over Fail RAP

017-722 The total impressions of billing meter in the data for PJI diag is 9,999,900 or more.

Procedure

Advise the customer to perform the operation when the value of total impressions is between 0 and 9,999,900.

017-723 DocuWorks Unsupported Character Fail RAP

017-723 When the DocuWorks decomposer is working, it detected some text that cannot be output is in use.

Procedure

Perform the steps that follow:

1. Advise the customer to print from the DocuWorks viewer using the print driver (ART-EX, PCL, etc.).
2. If the fault persists, reload the software, [GP 4](#).

017-725 Forced Annotation Syntax Fail RAP

017-725 Syntax error in Forced Annotation instructions is detected.

Procedure

Perform the steps that follow:

1. Advise the customer to check the driver settings.
2. If the fault persists, reload the software, [GP 4](#).

017-728 Scan Job Flow Document Fail RAP

017-728 MS Word or MS Excel is specified as the output format in the instructions, but the target document for processing does not possess the conditions required for format processing.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change output format to other than MS Word, MS Excel.
 - b. Start Job Flow Service after satisfying all conditions below:
 - The document for processing is a scan document.
 - The document for processing is full color.
 - Size of the document for processing is 50x50mm or more, 297x432mm or less.
 - Color space of the document for processing is standard color space.
 - Resolution of the document for processing is 300dpi.
 - Magnification of the of the document for processing is 100 %.
2. If the fault persists, reload the software, [GP 4](#).

017-729 Temporary Error in PDL Transfer RAP

017-729 Temporary inability to send due to maximum jobs exceeded at the destination machine, or spool area of print data full, etc.

Procedure

Advise the customer to:

1. Set the spooling of the print data at the destination machine to hard disk.
2. Change spooling setting to Spool to Hard Disk.

017-730 Network Error in PDL Transfer RAP

017-730 Network occurred during PDL data transfer.

Procedure

Advise the customer to:

1. Check the connection of the network cable.
2. Check the destination machine is powered on.
3. Check that the IPP port of the destination machine is enabled.

017-731 POP Server Not Connected RAP

017-731 Failed to connect to the POP server.

Procedure

Perform the steps that follow:

1. Advise the customer to check that network communication between the POP server and the machine is available:
 - a. Check that the POP server IP address that is set in the machine is correct.
 - b. Check the connection of network cables.

017-732 Offline Error in PDL Transfer RAP

017-732 Unable to send because destination printer is offline.

Procedure

Advise the customer to disable the offline status of the destination machine.

017-733 Internal Error in PDL Transfer RAP

017-733 Unable to send because destination printer is offline.

Procedure

Advise the customer to repeat the operation.

017-734 IPP Data Error RAP

017-734 Syntax error, usage of undefined command, parameter error, damage of the file, or internal error of the decomposer has occurred during the decomposer process of a direct print job that used IPP in its network protocol.

Procedure

Perform the steps that follow:

1. Advise the customer to print by using a different print method (printer driver or utility other than print from IPP) that is supported by the machine.
2. If the fault persists, reload the software, [GP 4](#).

017-735 Unauthorized Auditron User RAP

017-735 Unauthorized user is detected.

Procedure

Perform the steps that follow:

1. Advise the customer to get permission to use the machine from the account administrator.
2. If the fault persists, reload the software, [GP 4](#).

017-737 Custom Transfer Out of Memory RAP

017-737 A HDD unavailable error was returned when the decomposer called the S-image library.

Procedure

Perform the steps that follow:

1. Advise the customer to deactivate or delete all unnecessary plug-ins.
2. Switch off, then switch on the machine, [GP 10](#).
3. Initialise the hard disk. Refer to [dC355](#) Image Disk Diagnostics.
4. Initialize the Sys - System NVM, refer to [dC301](#).

017-738, 017-746 HDD Internal Fail RAP

017-738 The system detected that the JVM has stopped due to internal error.

017-746 Custom transfer plug-in local disk malfunction.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Initialise the hard disk. Refer to [dC355](#) Image Disk Diagnostics.
3. Initialize the Sys - System NVM, refer to [dC301](#).

017-739, 017-740 Transfer Service Not Available RAP

017-739 Custom transfer XCP not activated error.

017-740 Custom transfer plug-in not activated error.

Procedure

Advise the customer to:

1. Enable the embedded plug-in feature.
2. Input the software key for the customization kit.

017-741 Custom Transfer Invalid Plug-In RAP

017-741 The instruction that was specified by the instruction set to the plug-in and the feature provided by the plug-in (API) are mismatched when the custom transfer job is in progress.

Procedure

Advise the customer to:

1. Upgrade the embedded plug-in feature (install the latest version).
2. Check the contents of the instruction set that is being used. If the instruction set was generated by a custom service, revise the custom service contents.

017-742, 743, 744 Custom Transfer Plug-In Connection RAP

017-742 Custom transfer plug-in server connection error.

017-743 Custom transfer plug-in authentication error.

017-744 Custom transfer plug-in server access error.

Procedure

Advise the customer to:

1. Check whether the transfer destination server, etc. and the machine are able to communicate via the network.
2. Check whether it is possible to log in to the transfer destination server, etc. by using the specified user name and password.
3. Check whether it is possible to log in to the transfer destination server, etc. by using the specified user name and password.

017-745 Custom Transfer Plug-in Disk Full RAP

017-745 Insufficient hard disk area for processing was detected.

Procedure

Perform the steps that follow:

1. Advise the customer to take any one of the actions that follow:
 - a. Lower the resolution, then re-send.
 - b. Reduce the size, then re-send.
 - c. Reduce the page count, then re-send the job in several batches.
 - d. Change the output color to black & white, then re-send.

017-747 Custom Transfer Plug-In Connection Timeout RAP

017-747 Custom transfer plug-in communication timed out error.

Procedure

Advise the customer to:

1. Wait a while, then re-run the job.
2. If the situation does not improve, consult with the Network Administrator.

017-748 Custom Transfer Plug-In Invalid machine RAP

017-748 Custom transfer plug-in invalid machine settings data error.

Procedure

Advise the customer to check the machine settings required for file transfer.

017-749 Custom Transfer Plug-In XML Fail RAP

017-749 When extracting the custom transfer parameter from XML file, the obtaining of the parameter has failed, the parameter format is inconsistent, or the parameter value cannot be processed due to wrong grammar.

Procedure

Advise the customer to check the contents of the instruction set that is being used. If the instruction set was generated by a custom service, revise the custom service contents.

017-750 Custom Transfer Plug-In Internal Fail RAP

017-750 An internal logic error was detected in the custom transfer plug-in.

Procedure

Perform the steps that follow:

1. Advise the customer to revise the custom transfer plug-in and then reinstall it.
2. Switch off, then switch on the machine, [GP 10](#).

017-751 Custom Transfer Plug-In Other Fail RAP

017-751 An error specific to the custom transfer plug-in was detected.

Procedure

Advise the customer to refer to the error details in the job undelivered transmission report, then take appropriate action.

017-755 Software Download Via Network Fail RAP

017-755 A software download via the network was performed when the software download via network set as prohibited.

Procedure

Perform the steps that follow:

1. Either set the software download via network to allowed or perform the software download using a USB.
2. If the fault persists, reload the software, [GP 4](#).

017-759 Download Data Inspection Error RAP

017-759 Electronic signature verification error of download data.

Procedure

Advise the customer to re-obtain the download data then perform the operation again.

017-760, 017-766 POP Over SSL Fail RAP

017-760 SSL communication failure with POP server.

017-766 SSL communication failure with POP Server.

Procedure

Perform the steps that follow:

1. If this had occurred in TSL mode, it may be due to different port number. Advise the customer to check the port number settings of the POP server.
2. If the fault persists, reload the software, [GP 4](#).

017-761, 017-767 SSL Server Cert Untrusted (POP) RAP

017-761 An SSL server authentication error has occurred as there is something wrong in the server certificate data.

017-767 An SSL server authentication error has occurred as there is something wrong in the server certificate data.

Procedure

The machine is unable to trust the SSL certificate of the POP server. Advise the customer to register the root certificate of the POP server SSL certificate in the machine.

017-762, 763, 764, 768, 769, 770 SSL Certificate (POP) Fail RAP

017-762 The validity period of the server certificate has not started yet.

017-763 The validity period of the server certificate has expired.

017-764 The server name does not match the server address of the server certificate.

017-768 The validity period of the Server Certificate has not started yet.

017-769 The validity period of the server certificate has expired.

017-770 The server name does not match the server address of the server certificate.

Procedure

Advise the customer to:

1. Check that the clock of the POP server and the machine are correct. If the clock is correct, change the POP server SSL certificate to one that is valid.
2. Check the validity period settings of the POP server certificate.
3. Check that the server name that are registered in the POP server certificate and the server address are correct.

Note: This problem can also be fixed by switching off the machines SSL Server Verification setting. This will render the machine unable to guarantee the authenticity of the POP server that it is connecting to.

017-765, 017-771 POP Over SSL Internal Fail RAP

017-765 Software internal error has occurred when POP over SSL process is in progress.

017-771 Software internal error has occurred when POP over SSL process is in progress.

Procedure

Advise the customer to repeat the operation.

017-772 Scan All Blank Page Fail RAP

017-772 It was detected that all the pages are blank.

Procedure

Advise the customer to:

1. Darken the density during scan.
2. Turn off the blank suppression instruction.

017-773 Netlog Task Error RAP

017-773 Detected fatal error during Netlog operation.

Procedure

Advise the customer to check the setting related to the Netlog function.

017-774 Message Lost Error RAP

017-774 Message discard error.

Procedure

For information only, no service action necessary.

017-775 Network API Error RAP

017-775 Sending message was discarded due to sending API error.

Procedure

Advise the customer to check if there is any issues on the network route to the Syslog server.

017-776, 017-777 Syslog Server Error RAP

017-776 The sending message was discarded because the server sent an invalid response or did not respond.

017-777 The sending queue became full and discarded the message sending request.

Procedure

Advise the customer to check the status of the Syslog server, address value of the Syslog that is set to the machine, whether there is an issue in the network route between the machine and the Syslog server, or a network cable failure.

017-778 Queue Error RAP

017-778 The sending queue became full due to no IP address being set or assigned, and discarded the message sending.

Procedure

Advise the customer to check if the IP address of the machine is set.

017-779 Link Error RAP

017-779 Detected unplugged network cable on the machine side.

Procedure

Check the connection state of the network cable.

017-780 Held Job Timeout RAP

017-780 Auto delete due to the timeout of held Job that has been overtaken.

Procedure

Perform the steps that follow:

1. Advise the customer to disable the auto delete setting or change the timer setting (1-7200 minutes) to an appropriate value.
2. Switch off, then switch on the machine, [GP 10](#).

017-782, 784, 785, 786 Custom Image Processing Plug-In RAP

017-782 Detected mismatch of the version of image processing module.

017-784 Custom image processing XML error.

017-785 Detected an error that is custom image processing plug-in specific.

017-786 Image processing error of custom image processing plug-in.

Procedure

Perform the steps that follow:

1. Advise the customer to reinstall after correcting the custom image processing plug-in.
2. Switch off, then switch on the machine, [GP 10](#).

017-783 Custom Image Processing Memory RAP

017-783 The operation was unable to continue due to the memory shortage of the image processing module that is executed in the controller.

Procedure

Perform the steps that follow:

1. Advise the customer to take any one of the actions that follow:
 - a. Lower the resolution.
 - b. Change the output color to black & white.
2. Switch off, then switch on the machine, [GP 10](#).

017-789 Job Limit Estimation Logic Fail RAP

017-789 During job limit estimate acquisition, a logic error was detected in the ComlDvm_GetEstimation.

Procedure

Advise the customer to check the job settings, then re-run the job.

017-790 to 017-799 Print Permission RAP

017-790 Color print made in a time zone that is prohibited.

017-791 Print made in a time zone that is prohibited.

017-792 Printing performed despite being prohibited.

017-793 Color printing performed despite being prohibited.

017-794 Print made from a prohibited application.

017-795 Color print made from a prohibited application.

017-796 Single sided print made from a prohibited application.

017-797 Print made from a paper tray that is prohibited.

017-798 Job type print made that is prohibited.

017-799 Single sided print made despite being prohibited.

Procedure

Advise the customer to set the permissions as required.

018-400 IPSEC Configuration Mismatch RAP

018-400 IPSEC error (setting mismatch).

Procedure

Advise the customer to clear the IPSEC setting mismatch and re-enable the IPSEC.

Note: Mismatched IPSEC settings occur when the password is not set because the authentication method is set to pre-shared key, or when IPSEC certificate is not set because the authentication method is set to digital signature.

018-405 User Account Disabled RAP

018-405 User account disabled error.

Procedure

Perform the steps that follow:

1. Advise the customer that there is a check mark at Account Invalid for the relevant user in the active directory of the LDAP authentication destination server. The server has been set to prohibit access from the relevant user.
2. Advise the customer to consult with the Server Administrator.

018-406 Setting Status of IP Address (IPv4) RAP

018-406 Setting state of the same IP address (IPv4).

Procedure

Perform the steps that follow:

1. Advise the customer to change the setting to a different IP address.
2. Change the IP address to DHCP.
3. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

018-407 Setting Status of IP Address (IPv6) RAP

018-407 Setting state of the same IP address (IPv6).

Procedure

1. Advise the customer to change the setting to a different IP address. Either that or allow the same IP address setting.
2. If the fault persists advise the customer try switching the DHCPv6 configuration to be directed by router and disable the manual address.

018-408 Duplicate IPv4 Address RAP

018-408 The same IP address machine as the IPv4 address of this machine exists on the network in the network environment where the Ether 2 side is connected.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change the IPv4 address of this machine or the IPv4 address of the network upper apparatus.
 - b. For manual address setting, ensure that the IP address specified by the client is not used in other places.
 - c. Check the respective server setting environments with the client.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

018-409, 412, 413 Duplicate IPv6 Address 1 RAP

018-409 The same IP address machine as the IPv6 of this machine exists on the network in the network environment where the Ether 2 is connected.

018-412 The same IP address machine as the state-less auto setting address 2 of this machine exists on the network in the network environment where Ether 2 is connected.

018-413 The same IP address machine as the IPv6 state-less auto setting address 3 of this machine exists on the network in the network environment where the Ether 2 is connected.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change the IPv6 address of the network upper apparatus that is duplicated to resolve the IP address duplication.
 - b. Check if the IP address that was set in state-less address auto setting is not used in other places.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

018-410, 018-411 Dynamic DNS Update Failure RAP

018-410 For Ethernet 2, failed to update the IPv4 address and host name to the DNS server.

018-411 For Ethernet 2, failed to update the IPv6 address and host name to the DNS server.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check if the DNS server address is correctly set to the machine.
 - b. Check if the DNS server is set so that the dynamic DNS can be operated.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

018-414 Duplicate IPv6 Address 2 RAP

018-414 The IPv6 manual setting address that was set in this machine in a network environment connected to Ether 2 is invalid.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change the IPv6 manual setting address of this machine to the IPv6 address that can be used in the machine address.
 - b. Check if the IPv6 address that was automatically set as manual address is a valid address.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

018-415 Duplicate IPv6 Address 3 RAP

018-415 The same IP address machine as the IPv6 manual setting address of this machine exists on the network in the network environment where the Ether 2 is connected.

Procedure

Advise the customer to change the IPv6 manual setting address of this machine or the IPv6 address of the network upper apparatus.

018-416 Duplicate IPv6 Address 4 RAP

018-416 The same IP address machine as the IPv6 link local address of this machine exists on the network in the network environment where Ether 2 is connected.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change the IPv6 address of the network upper apparatus that is duplicated to resolve the IP address duplication.
 - b. Check if the IPv6 address that was automatically set as link local address is not used in other places.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

018-424 to 018-426 WLAN WPA Enterprise Certificate Failure RAP

018-424 The WLAN WPA enterprise certificate is empty.

018-425 The WLAN WPA enterprise certificate is unavailable.

018-426 The WLAN WPA enterprise certificate has failed.

Procedure

Advise the customer to request their network administrator to configure the WPA-Enterprise and validate the server certificate.

018-427 Duplicate IP Address Range WiFi and WiFi Direct RAP

018-427 A duplicate range setting was detected in the machine's Wi-Fi IP addresses and Wi-Fi Direct IP addresses.

Procedure

Perform the following

1. Change the IP address of the machine's Wi-Fi Direct DHCP server to be outside the duplicate range of the IP addresses set for Wi-Fi.
2. If the fault persists modify the printer's Wifi Direct IP address to be outside the guest's DHCP range.

018-428 WLAN Module Connection Failure RAP

018-428 There is a connection failure between the WIFI module and the ESS PWBA.

Procedure

Perform the steps that follow:

1. Switch off the machine, GP 10. Remove, then install the WIFI module. Switch on the machine, GP 10.
2. If the fault persists, install new components as necessary:
 - WiFi dongle, PL 3.10 Item 10.
 - ESS PWB, PL 3.10 Item 6.

018-429 to 018-436 Duplicate IP Address IPv4 (WiFi) RAP

018-429 There is an IP address conflict with another system on the network (WIFI).

018-430 There is an IP address conflict with another system on the network (WIFI direct).

018-431 There is an IP address conflict with another system on the network (WIFI).

018-432 There is an IP address conflict with another system on the network (WIFI).

018-433 There is an IP address conflict with another system on the network (WIFI).

018-434 There is an IP address conflict with another system on the network (WIFI).

018-435 There is an IP address conflict with another system on the network (WIFI).

018-436 There is an IP address conflict with another system on the network (WIFI).

Procedure

Advise the customer to request their network administrator to change the IP address of the systems the machine is connected to, to something different.

018-439 WiFi Direct Setting Conflict RAP

018-439 When activating the Wi-Fi Direct, the conflict setting for Wi-Fi Network Type Ad-hoc is detected.

Procedure

Advise the customer to request their network administrator to change the setting for the Wi-Fi network type to Infrastructure.

018-440 WiFi Direct Setting IPv6 Conflict RAP

018-440 When activating the Wi-Fi Direct of this machine, the setting for the IPv6 mode is detected in the conflict configuration information related to the IP protocol stack.

Procedure

Advise the customer to request their network administrator to change the setting for the configuration information related to the IP protocol stack to Dual or the IPv4 mode.

018-441 WiFi Direct Setting 5GHz Conflict RAP

018-441 When activating the Wi-Fi Direct of this machine, the setting for the 5GHz mode is detected in the conflict Wi-Fi Band.

Procedure

Advise the customer to request their network administrator to change the setting for the Wi-Fi band of this machine to Auto or the 2.4GHz mode.

018-500, 501, 503, 504, 506, 507, 508 CA Server Error RAP

018-500 The SSL server that is necessary for CA could not start because there was no server certificate or private key at an attempt to start the machine.

018-501 The machine could not connect to the CA server when trying to do CA authentication. The machine has failed in communication.

018-503 The machine received a message from the CA server and was waiting for a JRM/UI judgment, but received no response in time.

018-504 During communication between the machine and the CA server for authentication, a mismatch in Session ID between both has occurred.

018-506 During communication between the machine and the CA server, a mismatch in Field ID between both has occurred.

018-507 The CA authentication server requested an entry of user info, and the server determined that the entered info was different.

018-508 In process of CA authentication, the machine has received a server exception message from the CA authentication server.

Procedure

Advise the customer to:

1. Enter the correct user name and password.
2. Make the IOT and the controller the same in agreement info.
3. Check the address of the CA server, or recheck the connection to the network.
4. Retry the authentication operation.
5. Set up the server certificate, or set the CA function to off.
6. Check the status of the CA server, then reboot the server if necessary.

018-502 SMB Login Failure RAP

018-502 When logging in to the SMB server, it was detected that the workstations that can log in during SMB scan are limited.

Procedure

Advise the customer to:

1. Check that the SMB login name and password are correct.
2. Check the printer software version is up to date, [GP 4](#).
3. Verify that the server SMB share is configured properly.
4. Verify that the server firewall is configured properly.
5. Check that they have not reached the maximum number of available connections to the share.

018-505 SMB-DOS Protocol Error RAP

018-505 SMB user authentication failed/unable to log into SMB scanner.

Procedure

1. Have the customer contact the network administrator to confirm the following: for the correct user name or password.
 - a. Server user name and password
 - b. Server host name or IP address
 - c. Share name
 - d. Server firewall settings
 - e. In the case of Windows Server 2003, ensure that the time of the SMB server is synchronized with that of the device.

Note: If the user forgets his/her password, he/she needs to set up a new password.

2. This is how to reset Password:
 - a. On the domain controller for the active directory that has user info, select (Start) menu > (All Programs) > (Management Tool) > (Active Directory Users and Computers).
 - b. From the left frame of the (Active Directory Users and Computers) window, select (Active Directory Users and Computers (Server) > (Domain) > (Users), and list user information.
 - c. Right-click the target user on the right frame of the (Active Directory Users and Computers) window and select (Reset Password)
 - d. Confirm users that are allowed to use Share Windows.
3. This is how to confirm users. (MacOS X v10.4)
 - a. From (Dock), start the (System Environment Settings) icon.
 - b. On the (System Environment Settings) window, click the (Share) icon.
 - c. From the Select Service window, select 'Share Windows' and click the (Account) button.

018-509 Template Parameter Conflict RAP

018-509 CUI scan: an invalid job template is specified.

Procedure

Advise the customer to check whether the settings in the job template are correct. For example:

1. A setting that cannot be used in the machine is set.
2. The transfer repository is not set correctly.
3. A nonexistent template name is specified.

018-524 Invalid machine Network Setting RAP

018-524 CUI scan: an invalid job template is specified.

Procedure

Advise the customer to:

1. Check whether the port and network related settings that are required to execute the scan job are set correctly in the machine.
2. Check whether the DNS server setting is correct.
3. Check whether the port for the specified protocol is activate.

018-525 HDD full or Access Error RAP

018-525 CUI scan: HDD-related error during processing of job template.

Procedure

Perform the steps that follow:

1. Advise the customer to wait for a while, then perform the same operation again.
2. If the fault persists, perform the [016-210](#), [506](#), [777](#), [780](#), [798](#) HDD Error RAP.

018-526 to 018-529, 531, 532 CUI Scan Error RAP

018-526 A CUI scan start request was received when the job template is being polled.

018-527 CUI scan: internal error occurred when processing job template.

018-528 CUI scan: soap argument error.

018-529 CUI scan: duplication of soap job startup request.

018-531 Other errors during start-up of a CUI scan job.

018-532 Failed to create CUI scan job.

Procedure

Advise the customer to wait for a while, then perform the same operation again.

018-530 Authentication Error RAP

018-530 Authentication/DV-related error during start-up of a CUI scan job.

Procedure

Advise the customer to either perform the correct authentication operation or check the limitations (color mode, number of sheets, services) that was set by the administrator.

018-543 Shared Name Error in SMB Server RAP

018-543 Problem with the shared name of the SMB scan server.

Procedure

Advise the customer to:

1. Check the shared name specified then set the correct name.
2. Check that the user has the right to access the shared name specified.

018-547 SMB Scan Users Restriction RAP

018-547 The number of SMB scan users has exceeded the limit.

Procedure

Advise the customer to:

1. Check the limit for the number of users that can connect to the shared folder.
2. Check whether the number of users who are concurrently using the server has exceeded the maximum number.

018-556 HTTP Server Script Error RAP

018-556 HTTP error - invalid script.

Procedure

Advise the customer to:

1. Check that the drive and directory that are specified in the HTTP server that sends scanned documents are accessible.
2. Repeat the operation.

018-557 HTTP Invalid Character in Filename RAP

018-557 HTTP file - invalid characters.

Procedure

Advise the customer to ensure that the file name that is specified in the scanned document destination does not contain any invalid characters.

018-558 HTTP File Not Found RAP

018-558 The HTTP directory/file name does not exist.

Procedure

Advise the customer to:

1. Check that the directory that is specified in the scanned document destination HTTP server exists.
2. Check that the file name that is specified in the scanned document destination HTTP server exists.

018-559 HTTP File Duplication Fail RAP

018-559 File name conflict stop.

Procedure

Advise the customer that when performing scan Jobs, set File Name Conflict to other than Cancel Job.

018-560 to 018-563 HTTP Server Login Fail RAP

018-560 HTTP user authentication error.

018-561 HTTP error - not found.

018-562 HTTP response client error.

018-563 HTTP response server error.

Procedure

Advise the customer to:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check the login user name.
3. Check the login password.
4. Check the name of scanned document destination HTTP server.
5. Check the server path name of scanned document destination HTTP server.

018-564 Host Name Solution Error in HTTP RAP

018-564 Failed to resolve host name in HTTP.

Procedure

Advise the customer to:

1. Check whether the scanned document destination HTTP server has been registered in the DNS.
2. Check whether it is connected to the DNS server.
3. Check whether the DNS server address is set.

018-565 Proxy Name Solution Error in HTTP RAP

018-565 Failed to resolve proxy name error in HTTP.

Procedure

Advise the customer to:

1. Check whether the proxy server name that is set in the machine has been registered in the DNS.
2. Check whether it is connected to the DNS server.
3. Check whether the DNS server address is set.

018-566, 018-567 Server Connect Error in HTTP RAP

018-566 Failed to connect to the HTTP server.

018-567 HTTP error - access error.

Procedure

Advise the customer to:

1. Check the network cable of the machine.
2. Check whether the scanned document destination HTTP server is accessible from the PC.

018-568 HTTP Server SSL Access Fail RAP

018-568 HTTP error - abnormal SSL connection.

Procedure

Advise the customer to:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL setting of the scanned document destination HTTP server is valid.
3. Check the name of scanned document destination HTTP server.
4. Check the server path name of scanned document destination HTTP server.

018-569 HTTP Server Certificate Fail RAP

018-569 HTTP error - invalid certificate.

Procedure

Advise the customer to:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL server certificate of the scanned document destination HTTP server is registered in the machine.
3. Check whether the SSL server certificate of the scanned document destination HTTP server is valid. For example, check the items that follow:
 - The certificate has not expired yet.
 - The time that is set in the machine is correct.
 - It is not in the discard list.
 - The certificate path of the SSL server certificate and import any necessary CA certificate.
4. If the certificate is not registered in the scanned document destination HTTP server, disable the machine certificate validation.

018-570 HTTP Certificate Fail RAP

018-570 HTTP error - invalid client certificate.

Procedure

Advise the customer to:

1. Check whether the scanned document destination HTTP server is accessible from the PC.
2. Check whether the SSL client certificate is set correctly in the machine.
3. Check whether a valid machine certificate is registered in the scanned document destination HTTP server.

018-571 Internal Error in Scan RAP

018-571 Scan network sending software internal error.

Procedure

Advise the customer to repeat the operation.

018-587 File Duplication Fail RAP

018-587 File name conflict stop.

Procedure

Advise the customer to set File Name Conflict to other than Cancel Job.

018-588 Scan Filing Policy Invalid RAP

018-588 Invalid filing policy.

Procedure

Advise the customer that when Add is selected for File Name Conflict, check that the file format is not set to Multi-page.

018-589 NEXTNAME File Error RAP

018-589 NEXTNAMEDAT file access error.

Procedure

Advise the customer that when Add is selected for File Name Conflict, check that the NEXTNAME.DAT file is correct.

018-590 Same Name Exists RAP

018-590 A file/folder with the same name was detected on the server.

Procedure

Advise the customer to:

1. Perform the same operation again without multiple machines accessing the same folder in the same server.
2. Change file name of scan, or move or delete files from the file server using that file name.

018-591 File Name Suffix Over Limit RAP

018-591 The scan file name has exceeded the suffix limit value.

Procedure

Advise the customer to change the file name/destination folder on the scan server. Else, move or delete the files in the destination folder.

018-592, 018-593 Lock Folder Fail RAP

018-592 Scan lock folder creation failed.

018-593 Failed to delete the scan lock folder.

Procedure

Advise the customer to:

1. Check if a lock directory (*.LCK) remains in the transfer destination, delete it manually then retry the job.
2. Check whether there is a folder that has the same name as the specified name.
3. Check user permissions to the share or file folder.

018-595 Detected User Duplication RAP

018-595 Duplicate IDs were detected at ICCG external authentication (LDAP protocol).

Procedure

Advise the customer to make corrections so that the user entries in the database of the LDAP server do not have the same IC card information.

018-596, 018-700 Network Error RAP

018-596 An undefined protocol error, and other errors with LDAP protocol.

018-700 Network stack is not initialized fail.

Procedure

Advise the customer to wait for a while, then perform the same operation again.

018-701 to 018-705 LDAP Protocol Errors 01 to 05 RAP

018-701 LDAP protocol error 01 at address book operation (operation error).

018-702 LDAP protocol error 02 at address book operation (operation error).

018-703 LDAP protocol error 03 at address book operation.

018-704 LDAP protocol error 04 at address book operation (too many search results to be processed).

018-705 LDAP protocol error 05 at Address Book operation (comparison request result is false)

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-706 LDAP Protocol Error 06 RAP

018-706 LDAP protocol error 06 at address book operation (comparison request result is true).

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. If the fault persists, switch off, then switch on the machine, [GP 10](#).

018-707, 018-708 LDAP Protocol Errors 07 and 08 RAP

018-707 LDAP protocol error 07 at address book operation (the specified authentication method is not supported).

018-708 LDAP protocol error 08 at address book operation (strong authentication is required)

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-709 Active Communication is Unavailable Now Fail RAP

018-709 Active communication is unavailable now fail.

Procedure

1. In case of IPv4 environment, advise the customer to:
 - a. Check whether the address that is being used as the IPv4 address of the machine is undefined, or whether it has become the Auto IP address.
 - b. Check if the network has been connected correctly.
 - c. Check with the network administrator on whether the DHCP server address has been exhausted.
2. In case of IPv6 environment, advise the customer to:
 - a. Check whether the address that is being used as the IPv6 address of the machine has been allocated with a global address that uses the network address distributed by the IPv6 router.
 - b. Check if the network has been connected correctly.
 - c. Check with the network administrator on whether the IPv6 router has been configured correctly.

018-710 to 018-714 LDAP Protocol Errors 10 to 14 RAP

018-710 LDAP protocol error 10 at address book operation (not registered in search range).

018-711 LDAP protocol error 11 at address book operation (admin limit is exceeded).

018-712 LDAP protocol error 12 at address book operation (extended function cannot be used).

018-713 LDAP protocol error 13 at address book operation (security is required).

018-714 LDAP protocol error 14 at Address Book operation (SASL bind in progress).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-715 Kerberos Attestation Protocol Error 73 RAP

018-715 Kerberos Attestation protocol error 73

Procedure

Advise the customer that:

1. If the error occurred in the case of smart card authentication, algorithm not supported by the machine is specified by KDC.
2. In the case of password authentication, KDC does not support any of the machine's algorithms.
3. KDC settings should be reviewed. Also, in the case of machines supporting FIPS, disabling FIPS mode may correct the problem.

018-716 to 018-721 LDAP Protocol Errors 16 to 21 RAP

018-716 LDAP protocol error 16 at address book operation (the requested attribute does not exist).

018-717 LDAP protocol error 17 at address book operation (the specified attribute is not defined)

018-718 LDAP protocol error 18 at address book operation (unsuitable combination).

018-719 LDAP protocol error 19 at address book operation (limit violation).

018-720 LDAP protocol error 20 at address book operation (the specified attribute already exists)

018-721 The server returned RFC2251 standard result message 21 (syntax error of the specified attribute value) in response to the address book inquiry.

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-725 Kerberos Attestation Protocol Error 22 RAP

018-725 Duplicate IDs were detected at ICCG external authentication (LDAP protocol).

Procedure

Advise the customer that the user Kerberos password set on the Kerberos server has expired, it is necessary to ask the server administrator to extend the expiration date of it.

018-726 Kerberos Attestation Protocol Error 70 RAP

018-726 Duplicate IDs were detected at ICCG external authentication (LDAP protocol).

Procedure

Advise the customer to check if a higher CA certificate in the user SmartCard is registered with the machine. If not, register it with the machine.

018-727 Kerberos Attestation Protocol Error 71 RAP

018-727 The certificate in the user SmartCard is incorrect (rejected by the Kerberos server).

Procedure

Advise the customer to check if the certificate in the user SmartCard is valid. If it has become invalid or expired, renew it, or if the Kerberos server prohibits the use of the certificate, it is necessary to ask the server administrator to authorise the server permit it.

018-728 Kerberos Attestation Protocol Error 72 RAP

018-728 The Kerbeors server KDC certificate is incorrect (the root CA certificate is not registered with the machine; the KDC certificate has expired; or the KDC certificate address is different from that written on the certificate.)

Procedure

Advise the customer to:

1. Check if the root CA certificate of KDC certificate is registered with the machine. If not, register the root CA certificate.
2. If the KDC certificate has expired, renew the Kerbeors server KDC certificate
3. Check that the Kerberos server address set on the machine is the same as that written on the Kerbeors server KDC certificate. If they are different, change the Kerbeors server address set on the machine, or check the Kerbeors server KDC certificate. In this case, there is a possibility of a wrong setting or Kerbeors server impersonation.

018-732 to 018-736 LDAP Protocol Errors 32 to 36 RAP

018-732 LDAP protocol error 32 at address book operation (applicable object does not exist).

018-733 LDAP protocol error 33 at address book operation (wrong alias).

018-734 LDAP protocol error 34 at address book operation (wrong DN format, wrong password).

018-735 LDAP protocol error 35 at address book operation (object is terminated).

018-736 LDAP protocol error 36 at address book operation (cannot refer to alias).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-747 Server Not Found in SMB RAP

018-747 Unable to find the SMB server during SMB scan.

Procedure

Advise the customer to:

1. Check the Communication Environment:

Check that network communication between the transfer destination SMB server and this machine is available, by the performing the steps that follow:

- a. Network cable connection.
- b. If the transfer destination address is specified using IP Address, check whether the IP address is correct.
- c. Check with the System Administrator on whether the SMB related ports (*1) are blocked (whether there are blocked ports at the transfer destination server, between the MFD and the server, etc.)

2. Check the SMB Server:

Check the network setting that follows to check if the computer operates as an SMB server:

- a. Whether the SMB related ports (*1) are blocked by software, such as anti-virus or a firewall, on the server.

3. Check the Resolution Server Name:

Check the network setting that follows to check if the computer operates as an SMB server:

- a. For communication that goes beyond the subnet and the server name is 15 characters or shorter, check the WINS server settings and check whether the server name address can be resolved correctly.
4. If there is no problem, login to the SMB server from another PC using the same user name. Check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

018-748, 018-750 to 018-754 LDAP Protocol Errors 48, 50 to 36 RAP

018-748 LDAP protocol error 48 at address book operation (authentication denied).

018-750 LDAP protocol error 49 at address book operation (the specified authentication certificate is invalid, login name is invalid).

018-751 LDAP protocol error 51 at address book operation (busy).

018-752 LDAP protocol error 52 at address book operation (cannot be processed).

018-753 LDAP protocol error 53 at address book operation (execution denied).

018-754 LDAP protocol error 54 at address book operation (loop detected).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-749 LDAP Protocol Error 49 RAP

018-749 There is a LDAP (Lightweight Directory Access Protocol) error (Designated authentication certificate is invalid/Login name is invalid).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server.

Ask the customer to re-verify user name and password to be used for authentication to cancel incorrect search login name. Check with the network administrator to verify authentication setting of server side when the status is not improved.

Verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-755 Server Connection Error in SMB RAP

018-755 There is no response from the server and failed to establish TCP/IP session.

Procedure

Advise the customer to:

1. Check the transfer destination server, the router that exists between the multifunction machine and the server, and the anti-virus software, firewall software, etc.
2. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

Note: If the situation does not improve, it is highly likely that there is a problem occurring at the server.

018-756 Server Login Response Timeout in SMB RAP

018-756 Unable to receive a response from the server within the specified time during the scanner (scan to PC) SMB authentication.

Procedure

Advise the customer to:

1. If the transfer destination server belongs to the Active Directory domain, check for delays in the communication between transfer destination server and Domain Controller by the method that follows:
 - a. Check whether it is taking a long time to access the transfer destination server from a PC client.
 - b. If it is taking a long time, consult with the System Administrator.
2. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

Note: If the situation does not improve, there is a possibility of bad connection status in the customers environment. Advise them to consult with the System Administrator.

018-757 Host Name Solution Error in SMB RAP

018-757 The system has failed to resolve the SMB server name of the SMB that is specified as the transfer destination during the scanner (scan to PC).

Procedure

Advise the customer to:

1. For communication that goes beyond the subnet, check the DNS server settings and check whether the server name address can be resolved correctly.
2. If there is no problem, login to the SMB server from another PC using the same user name and check whether a file can be written to the same storage destination on that SMB server. If write is possible, try to perform the same operation again from the machine.

018-758, 018-759 Picture Preservation or File Name Error RAP

018-758 SMB Scan image storage location or file name error.

018-759 SMB Scan image storage location or file name error.

Procedure

Advise the customer to:

1. Check whether the storage location is correct.
2. Check whether the specified file name is one that can be created on the SMB server.
3. Check whether the storage destination or file name of the scan image that is set at the main unit contains restricted characters.

018-760 DFS Link Error in SMB RAP

018-760 The specified storage location gets linked to other shared folder during scanner (scan to PC) SMB transfer as it is set to Distributed File System (DFS).

Procedure

Advise the customer to check the settings of the distributed file system (DFS) with the system administrator.

018-761 Out of Server Memory in SMB RAP

018-761 The memory at the storage destination PC was detected to have ran out during scanner (scan to PC) SMB transfer.

Procedure

Advise the customer to:

1. Check whether the usage condition at the storage destination PC has caused all the memory to be used.
2. Terminate the applications that are currently not in use.
3. Check the memory usage status and perform upgrades to increase the memory.
4. Reboot the server.

018-762 Server Response Timeout in SMB RAP

018-762 The response from the storage destination PC has taken a long time and caused a timeout during scanner (scan to PC) SMB transfer.

Procedure

Advise the customer to:

1. Check whether an anti-virus software is operating at the storage destination PC. If operating, reduce the number of document copies to make the transmission file smaller.
2. Check that there is no cable unplugged or any issues with the router or the hub in the network route.

018-763 Character Convert Error in SMB RAP

018-763 The character code conversion process in the multifunction machine has failed during the scanner (scan to PC) SMB transfer.

Procedure

Advise the customer to:

1. Check whether the server name, shared name, path name, etc. contains machine-dependent characters such as (special symbol), (number symbol), IV (roman numeral), and etc.
2. If it contains any machine-dependent characters, edit it so that the name no longer contain any and operate.

018-764 LDAP Protocol Errors 64 to 69 and 71 RAP

018-764 LDAP protocol error 64 at address book operation (naming violation).

018-765 LDAP protocol error 65 at address book operation (object class specification error).

018-766 LDAP protocol error 66 at address book operation (entries other than termination cannot be executed).

018-767 LDAP protocol error 67 at Address Book operation (cannot be executed at RDN).

018-768 LDAP protocol error 68 at address book operation (the specified entry already exists).

018-769 LDAP protocol error 69 at address book operation (object class cannot be changed).

018-771 LDAP protocol error 71 at address book operation (influence on multiple DSA).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-770 LDAP Protocol Error 70 RAP

018-770 LDAP protocol error 70 at Address Book operation (search target is too large).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

Ask the customer to retry search with narrower search target by changing search condition/search start position in Address Book internal data. If the check is OK, there may be a problem with the remote LDAP server.

018-772 Shared Name Not Found in Server RAP

018-772 The shared name that was set does not exist on the transfer destination server during scanner (scan to PC) SMB transfer.

Procedure

Advise the customer to check whether the shared name that is set at the main unit exists on the transfer destination PC.

018-773 Shared Name Error in Server RAP

018-773 Invalid shared name at the SMB scan server.

Procedure

Advise the customer to:

1. Check whether the shared name that is set at the main unit contains restricted characters.
2. Check whether the beginning or the end of the shared name that is set at the main unit contain any blank space.
3. Check whether the shared name that is set at the main unit is only specified by a period.
4. If the transfer destination is a Macintosh, the permission setting must be changed for the user of the shared folder. For the settings, check with the System Administrator.

018-780 to 018-784 LDAP Protocol Errors 80 and 82 to 84 RAP

018-780 LDAP protocol error 80 at address book operation (an unknown error has occurred).

018-782 LDAP protocol error 82 at address book operation (program error or SASL authentication error).

018-783 LDAP protocol error 83 at address book operation (outgoing message encoding error).

018-784 LDAP protocol error 84 at address book operation (incoming message decoding error).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

018-781 LDAP Protocol Error 81 RAP

018-781 LDAP protocol error 81 at address book operation (cannot connect to server).

Procedure

Advise the customer to:

1. Check if the network cable is connected.
2. If it is connected, check the start up state of the target request server.
3. Check whether the shared name that is set at the main unit is only specified by a period.
4. Check that the server name is correct.

018-785 LDAP Protocol Error 85 RAP

018-785 LDAP protocol error 85 at address book operation (search timeout).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Tell the customer that the network requires service.

Ask the customer to retry search with narrower search target by changing search condition/search start position in Address Book internal data. Ask the customer to verify the machine LDAP setups. If the check is OK, there may be a problem with the remote LDAP server.

018-786 LDAP Protocol Errors 86 to 97 RAP

018-786 LDAP protocol error 86 at address book operation (an unknown authentication method has been specified).

018-787 LDAP protocol error 87 at address book operation (mistake in definition of search filter).

018-788 LDAP protocol error 88 at address book operation (instruction canceled).

018-789 LDAP protocol error 89 at address book operation (an incorrect parameter was passed).

018-790 LDAP protocol error 90 at address book operation (insufficient memory).

018-791 LDAP protocol error 91 at address book operation (server connection prohibited).

018-792 LDAP protocol error 92 at address book operation (unsupported function).

018-793 LDAP protocol error 93 at address book operation (result is not returned).

018-794 LDAP protocol error 94 at address book operation (result no longer exist).

018-795 LDAP protocol error 95 at address book operation (result still exist).

018-796 LDAP protocol error 96 at address book operation (client loop detected).

018-797 LDAP protocol error 97 at address book operation (maximum hop number for reference is exceeded).

Procedure

Verify that print jobs are printing or print a configuration report and verify that network setup settings are indicated.

The printer is operational or the configuration report indicates valid network settings.

Y N

 | Check for damage with the network connection. If there is no damage then there is a problem with the network. Inform the customer that the network requires service.

There is a problem with the LDAP setups on the machine or with the remote LDAP server. Advise the customer to verify the machine LDAP setups. If the check is good, there may be a problem with the remote LDAP server.

020A Fax Entry RAP

Use this RAP to isolate components which contribute to a fax communications failure.

Initial Actions

- Check that the fax line cables are correctly connected. Fax Line 1 from the telephone line outlet connects to the line 1 socket on the machine. Fax line 2 (if installed) from the telephone line outlet connects to the line 2 socket on the machine. Fax line 3 (if installed) from the telephone line outlet connects to the line 3 socket on the machine.
- Use a hand set to dial a remote number. Listen to the dial type, Dual Tone Multiple Frequency (DTMF or 'tone') or 'pulse'.
- Check **dC125** Active Faults. If fax faults are listed, perform the appropriate RAP.
- Print a protocol report, **GP 30**. Check for error codes.
- From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **Apps**. From the Installed Apps list, select **Fax**. Check for any active feature that would inhibit the sending or receiving of a fax for each installed fax line, such as:
 - Fax Receive Mode is set to 'Auto Answer Fax'.
 - Incoming Fax Filtering.
 - Dialing Mode setting is correct (Tone/Pulse 10 pps/Pulse 20 pps).
 - Line Type setting is correct (PSTN/PBX).

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

The fax is connected to an analogue network.

Y N

| Perform the **020H** Fax Problems on Digital Networks RAP.

The Fax App is available.

Y N

| Perform the **020F** Fax App Not Available RAP.

The machine will send a fax to all machines.

Y N

| **The machine will send a fax to some machines.**

Y N

| Perform the **020B** Unable To Send A Fax RAP.

| Perform the **020C** Unable To Send A Fax To Some Machines RAP.

The machine will receive a fax from the remote machine.

Y N

| Perform the **020D** Unable To Receive A Fax RAP.

The fax prints out.

Y N

| Perform the **020E** Fax Will Not Print RAP.

The fault is cleared.

Y N

| Perform the **020G** Fax module Checkout RAP.

The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, **GP 30**. Check for errors.

Note: If applicable, ensure that any sending or receiving feature adjustments that were made during this procedure are reset to the customer's preferences.

020B Unable To Send A Fax RAP

Use this RAP to isolate components which contribute to a fax send failure.

Procedure

Note: Refer to the [020A Fax Entry RAP](#). Complete all of the Initial Actions.



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Verify with the customer that Public Switched Telephone Network/Private Automatic Branch Exchange (PSTN/PABX) line is operational. Connect a telephone handset into the line outlet. Listen for a dial tone. Use a known good telephone handset.

The dial tone is present.

Y N

Use a telephone handset to dial a known good number.

The ring back is heard.

Y N

Ask the customer to request a line check by the telephone company.

Enable audio line monitor. Refer to [How to Enable Audio Line Monitor](#).

Dial the fax number. Listen for dial tones or dialing and answer tones.

Fax tones are present.

Y N

Perform the [020G Fax Module Checkout](#).

Install new components as necessary:

- Line 1 fax PWB, [PL 20.05 Item 10](#).
- Line 2 or 3 fax PWB, [PL 20.05 Item 15](#).
- Telephone cable.

The dial tone/dialling answer tones are present.

A

A

Y N

The exchange is receiving the digits too quickly or is not processing the digits correctly. Ask the customer if the exchange uses 'tone' or 'pulse' dialing.

Perform the steps that follow:

- From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **Apps**. From the Installed Apps list, select **Fax**. Check that the Dialing Mode setting is correct (Tone/Pulse 10 pps/Pulse 20 pps).
- Advise the customer to insert a pause (,) between the first and second digit of the dial string.

The fax only dials once and hangs up, or the busy tone has unusual timing, frequency or level.

The busy tones are recognized.

Y N

Check the number for a voice or tone answer.

The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, [GP 30](#). Check for errors. Re-enter the details from the Fax options.

Check that the customer is dialing the correct number.

The number is correct.

Y N

Ask the customer to dial the number using the appropriate access codes.

Enable audio line monitor. Refer to [How to Enable Audio Line Monitor](#).

Dial the fax number. Listen for a dial tone or dialing and answer tones.

Fax tones are present.

Y N

Perform the [020G Fax Module Checkout](#).

Install new components as necessary:

- Line 1 fax PWB, [PL 20.05 Item 10](#).
- Line 2 or 3 fax PWB, [PL 20.05 Item 15](#).
- Telephone cable.

The dial tone/dialling answer tones are present.

Y N

The exchange is receiving the digits too quickly or is not processing the digits correctly. Ask the customer if the exchange uses 'tone' or 'pulse' dialing.

Perform the steps that follow:

- From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **Apps**. From the Installed Apps list, select **Fax**. Check that the Dialing Mode setting is correct (Tone/Pulse 10 pps/Pulse 20 pps).
- Advise the customer to insert a pause (,) between the first and second digit of the dial string.

The fax only dials once and hangs up, or the busy tone has unusual timing, frequency or level.

The busy tones are recognized.

Y N

Check the number for a voice or tone answer.

A

A

- From the Embedded Web Server Home screen, select **Log In** , then **Admin** . Enter the password '1111' (default setting). Select **Log In** . Select **Apps** . From the Installed Apps list, select **Fax** . Check that the country setting is correct.

The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, [GP 30](#). Check for errors.

How to Enable Audio Line Monitor

- Enter Customer Administration Tools, [GP 23](#).
- Touch **Device** .
- Touch **General** , then **Sounds** .
- Touch **Fax Processing Tones** :
 - 0 = Off (Default)
 - 1 = Low
 - 2 = Medium
 - 3 = High

020C Unable To Send A Fax To Some Machines RAP

Use this RAP to isolate components which contribute to a failure to send a fax to some machines.

Procedure

Note: Refer to the [020A Fax Entry RAP](#). Complete all of the Initial Actions.



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Ensure the correct number is being dialled to make the connection.

The connection is made.

Y N

The exchange is not processing the digits correctly. The machine needs a longer pause between digits. Advise the customer to insert a pause (,) between the first and second digit of the dial string.

Call the fax number from a known good telephone. Listen for the answer fax tones.

The fax tones are heard.

Y N

The fax on the remote end is not picking up, or no fax is connected. Advise the customer to check the machine at the remote end.

The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, [GP 30](#). The protocol report shows Receive Not Ready (RNR) is received from the remote fax repeatedly until timeout and Disconnect (DCN). Check for a communication failure after 'V34-PH2/V34-PH3' or 'DCS/TCF'.

The remote fax receives and prints the fax.

Y N

There is a compatibility problem with the remote fax. Check the items that follow:

- Check the protocol report for communication errors.

A

A

- The fax line quality is too poor for V34 (Super G3) to function correctly. This is possibly caused by mains interference on the line.
- From the Embedded Web Server Home screen, select **Log In** , then **Admin** . Enter the password '1111' (default setting). Select **Log In** . Select **Apps** . From the Installed Apps list, select **Fax** . Disable Super G3.

If mains noise persists, install and use line 2 or 3 instead of line 1 (if available).

The protocol report shows Message Confirmation (MCF) is not sent by the remote fax (last page), only DCN.

The failure report is printed, but the remote fax prints multiple copies of the job or failed page.

Y N

The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, [GP 30](#). Check for errors.

The machine will resend up to 5 times before printing the failure report.

Enter Customer Administration Tools, [GP 23](#). Select **Service Settings / Embedded Fax Settings / Transmission Defaults / Automatic Resend** . Set the number of resends to 1 or 2.

020D Unable To Receive A Fax RAP

Use this RAP to isolate components which contribute to a fax receive failure.

Procedure

Note: Refer to the [020A Fax Entry RAP](#). Complete all of the Initial Actions.



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Verify with the customer that Public Switched Telephone Network/Private Automatic Branch Exchange (PSTN/PABX) line is operational. Use a known good telephone handset or use a line test tool to check the fax line.

The dial tone is present.

Y N

Ask the customer to request a line check by the telephone company.

Ensure the fax service is enabled and supported on that line by a PBX administrator.

Call the handset from another telephone.

The phone rings.

Y N

Ask the customer to request a line check by the telephone company.

Ensure the fax service is enabled and supported on that line by a PBX administrator.

Reconnect the fax. Call the fax number from another telephone. Listen for fax tones.

The machine answers and fax tones are heard.

Y N

Print a fax activity report, [GP 30](#). Check for receive calls on the activity report. The machine probably does not 'beep' to indicate an incoming call.

Call the fax number from another telephone. Listen for fax tones.

The machine answers and fax tones are heard.

A

A	Y	N
	Perform the 020G Fax Module Checkout .	
	Install new components as necessary:	
	<ul style="list-style-type: none"> Line 1 fax PWB, PL 20.05 Item 10. Line 2 or 3 fax PWB, PL 20.05 Item 15. 	

The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, [GP 30](#). Check for errors.

Receive a 3 page test fax from the original fax machine. The fax is working correctly. Send a 3 page test fax to a known good fax machine. Print a protocol report, [GP 30](#). Check for errors. The protocol report may show a communication failure after 'Called Subscriber Identified/Digital Identification Signal' (CSI/DIS) or 'Digital Command Signal/Training Check' (DCS/TCF) or after 'V34-PH2/V34-PH3' or 'Eye Quality Monitor' (EQM) value greater than 5000.

The protocol report shows a communication failure.

Y	N
	The problem may be intermittent. Inform the operator of the remote machine that they should report the problem to the telephone company.

Perform the steps that follow:

- Confirm the fax line is a standard PSTN/PBX analogue line.
- The fax line quality is too poor for Super G3 or G3 to function correctly. There is possibly mains interference on the line. The DSL line may not be correctly filtered.
- Ask the customer to request a fax capable service from telephone company.
- If mains noise is apparent, install a new line 1 fax PWB, [PL 20.05 Item 10](#) or line 2 or 3 fax PWB, [PL 20.05 Item 15](#) as necessary.
- From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **Apps**. From the Installed Apps list, select **Fax**. Disable Super G3.
- Send a 3 page test fax from a known good fax machine.

020E Fax Will Not Print RAP

Use this RAP to solve fax printing problems.

Initial Actions

- Check the condition of the paper in all trays.
- Check that the paper trays are loaded with the appropriate paper sizes for printing the fax. Refer to [GP 15](#).
- Enter Customer Administration Tools, [GP 23](#). Touch **Device**, then **Apps**. Touch **Fax**, then ensure **Secure Fax Receive** is off.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **Apps**. From the Installed Apps list, select **Fax**. Check that:

- Auto Tray Switching is set to **Use Same or Larger Paper Size**.
- Auto Reduce on Receipt is set to **On**.
- Fax Receive Tray is set to all available trays.

020F Fax App Not Available RAP

Use this RAP to isolate the problem when the Fax App is not available, or is greyed out.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **System**, then **Fax**. Check that the fax is enabled.

Exit Customer Administration Tools, [GP 23](#). Press the Home button on the UI.

The Fax App is displayed.

Y N

Check that the fax PWBs, [PL 20.05](#) are installed correctly.

Perform the steps that follow:

1. Switch off the machine, [GP 10](#).
2. Check the fax USB harness, [PL 20.05 Item 2](#).
3. Switch on the machine, [GP 10](#).

The Fax App is displayed.

Y N

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

Note: Software should only be loaded on a working machine. Loading or reloading software onto a machine (or fax module) that has a fault will not work.

Perform [SCP 5](#) Final Actions.

Perform [SCP 5](#) Final Actions.

020G Fax Module Checkout RAP

Use this RAP to check for problems with the fax PWBs.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Switch off, then switch on the machine, [GP 10](#).
- For image quality defects, perform the [IQ27](#) Unacceptable Received Fax Image Quality RAP.
- Initialize the Sys - System NVM, refer to [dC301](#).

Procedure

Switch off the machine [GP 10](#). Disconnect the components that follow:

- If installed, the line 2 and 3 fax PWBs, [PL 20.05 Item 15](#).
- The line 1 fax PWB, [PL 20.05 Item 10](#) from the riser PWB.
- The the fax USB harness, [PL 20.05 Item 2](#) from the ESS PWB.

Check that the connectors are clean and not damaged. If the connectors are damaged, install new components as necessary:

- Line 1 fax PWB, [PL 20.05 Item 10](#).
- Line 2 or 3 fax PWB, [PL 20.05 Item 15](#).
- Riser PWB, [PL 20.05 Item 16](#).
- Fax USB harness, [PL 20.05 Item 2](#).
- ESS PWB, [PL 3.10 Item 6](#).

020H Fax Problems on Digital Networks RAP

Use this RAP to isolate fax problems when using digital networks.

The fax option was designed as an analogue Group 3 device. This will have the best performance when connected to a dedicated analogue phone Public Switched Telephone Network (PSTN) line or 'Plain Old Telephone System' (POTS).

- The fax option will function on the technologies that follow:
 - Asymmetric Digital Subscriber Line (ADSL).
 - Digital Subscriber Line (DSL).
 - Voice Over Internet Protocol (VOIP).
 - Fax Over Internet Protocol (FOIP), (T.38 protocol).
 - T1 Trunk/E1 Trunk (Europe).

Note: Due to the compression used on the technologies, the level of performance will be lower than on a PSTN or POTS.

- The fax option will not function on Integrated Services Digital Network (ISDN).
- The fax over IP is a customer option. The feature allows the machine to send and receive faxes over an IP based network using SIP and VoIP Gateway industry standard protocols and services. The FoIP enabled machine can send and receive faxes from a variety of analog and digital devices.

Fax over IP uses devices at each end of the IP network (fax modems) to decode the fax audio (analog) back into fax protocol (digital), and send the data over an IP network. This is known as Fax Relay and ITU standard is T.38.

If the customer is experiencing poor performance when using fax over IP, it may be because the machine is configured for embedded fax. The machine cannot run both fax over IP and embedded fax concurrently, the machine must be configured for one or the other.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Switch off, then switch on the machine, [GP 14](#).

- Check with the customer or IT person on what network the fax service is being used and what is the quality of service.
- Check that an analogue adapter or a connection for analogue terminals is available.
- Ask the customer to check with the service provider that an analogue port for fax service has been provided and enabled.

Procedure

Perform the steps that follow:

1. From the Embedded Web Server Home screen, select **Log In**, then **Admin**. Enter the password '1111' (default setting). Select **Log In**. Select **Apps**. From the Installed Apps list, select **Fax**. Disable Super G3.
2. If problems are still not resolved after these actions, escalate the problem using the normal escalation process.

021-210, 211, 212 USB IC Card Reader Error RAP

021-210 USB IC card reader connection status error.

021-211 The USB IC card reader is broken.

021-212 USB IC card reader activation failure.

Procedure



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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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the wiring between the card reader and the machine.
3. Enter [dC131](#). Ensure NVM value 700-885 is set correctly:
 - Internal IC card reader: 0
 - IC card reader (HID support): 1
4. If the fault persists, advise the customer that the card reader is faulty.

021-213 Controller Price Table Error RAP

021-213 An error in setting up EPA controller unit price table.

Procedure



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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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to save the unit price table to a file. Then set a value between 1 and 9999999 at the location(s) where a value out of the range is set. Then save the file containing the corrected unit price table.
2. To not use the new type of subtraction system (M/C Unit-Price Table system), enter [dC131](#). Set the value of NVM 850-027 to 0.
3. To use the new type of subtraction system, enter [dC131](#). Set every available unit price (NVM values 855-xxx) to a value between 1 and 9999999. Switch off, then switch on the machine, [GP 10](#).

Note: Obtain consent from the customer as to the values to set the prices to.

4. Perform the [OF2](#) Special Boot Modes RAP.

021-214 USB IC Card Reader Encryption Setting RAP

021-214 Failure in the USB IC card reader encryption settings.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer that the encryption settings of the connected USB IC card reader are wrong. Connect an USB IC card reader that has never been used before, or one that has had its encryption settings initialized as factory default settings to the machine. Switch off, then switch on the machine, [GP 10](#).

021-215 Invalid Accessory Type Setting RAP

021-215 Invalid accessory type setting.

Procedure

Perform the steps that follow:

1. Enter **dC131**. Set NVM value 850-007 to the appropriate one for the connected accessory. Switch off, then switch on the machine, **GP 10**.
2. Or replace the connected accessory with the appropriate one for the setting. Switch off, then switch on the machine, **GP 10**.

021-360 EP Accessory Fail RAP

021-360 An error occurred in the connection to the EP accessory. The accessory that should be installed is not found.

Procedure

Perform the **016-357** Controller EP Communication Fail RAP.

021-361 EP Accessory Type Configuration Error RAP

021-361 EP accessory type setting error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Enter [dC131](#). Ensure NVM value 850-007 is set correctly.
2. If the fault persists, perform the [016-357](#) Controller EP Communication Fail RAP.

021-401 USB IC Card Reader Connection Error RAP

021-401 USB IC card reader connection status is incorrect.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer to disconnect the USB IC card reader that caused this error to occur from the USB connector.

021-500 EP Accessory Job Exclusion RAP

021-500 When the fax send billing function is enabled, the errors that follow occurred:

- There was an attempt to start up a job for accessory billing in the middle of a fax send job operation.
- There was an attempt to start up a Fax send Job in the middle of a Job for accessory billing operation. This fault is not detected when the fax send billing function is disabled.

Procedure

Advise the customer to wait for the current running job to complete, and then restart the job.

021-501 Invalid URL Detected RAP

021-501 The server URL is grammatically incorrect.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer to check the URL of the EP server.

021-502, 503, 504 Couldn't Resolve Proxy Name RAP

021-502 Proxy server address resolution error.

021-503 Server address resolution error.

021-504 Server connection error.

Procedure

Advise the customer to:

1. Check the connection of the LAN cable.
2. Check the DNS server address settings.
3. Check the default gateway settings.
4. Check the subnet mask settings.

021-505, 021-506 SSL Error RAP

021-505 An error has occurred during SSL/TLS handshake.

021-506 The SSL certificate of the server is invalid.

Procedure

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

021-507 Unauthorized Proxy Access RAP

021-507 Authentication of the proxy server has failed.

Procedure

Advise the customer to:

1. Check the EP proxy server authentication user.
2. Check the EP proxy server authentication password.
3. If the problem persists after checking the settings, there may be a network failure or the proxy server settings may have changed/failed.

021-508, 520, 521 Host/Proxy Connection Timed Out RAP

021-508 Communication timeout has occurred.

021-520 CA communication error.

021-521 CA communication timeout.

Procedure

Advise the customer to:

1. Check the connection of the LAN cable.
2. Check the default gateway settings.
3. Check the subnet mask settings.

021-509, 515, 516, 522 Invalid Message Detected RAP

021-509 The server detected an invalid message.

021-515 Invalid product code.

021-516 Invalid serial number.

021-522 Certificate library error.

Procedure

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

021-510, 021-511 SOAP Fault RAP

021-510 Recall status mismatch (EP system).

021-511 Installation status mismatch (EP system)

Procedure

For information only. No service action required.

021-512, 513, 514, 517, 518, 519 Installation Conflict RAP

021-512 EP-SV installation conflict (EP system).

021-513 EP-DX installation conflict (EP system).

021-514 TRESS installation conflict (EP system).

021-517 Communication failure (EP center)

021-518 An internal error has occurred in the server.

021-519 High load status detected (EP center).

Procedure

Advise the customer to check with the EP Center for the EP contract status, registration status and system operation status.

021-523 Internal Error RAP

021-523 Software failure where processing can still continue was detected.

Procedure

Perform the steps that follow:

1. If the SOAP port has stopped, advise the customer to restart it.
2. If the fault persists, switch off, then switch on the machine, [GP 10](#).

021-524 to 012-527 Communications Error RAP

021-524 Installation status mismatch.

021-525 Recall status mismatch.

021-526 Communication library error.

021-527 Invalid communication message (edge server).

Procedure

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

021-528, 021-529 Communication Settings RAP

021-528 Communication setting error.

021-529 The latest version is detected (software update).

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, advise the customer to check with the EP Center for the EP contract status, registration status and system operation status.

021-530, 012-531 Update Server Error RAP

021-530 An error internal to the server (software update).

021-531 A large load on the server is detected (software update).

Procedure

Advise the customer to:

1. Wait a while, then perform the same operation again.
2. If the fault persists, advise the customer to check with the EP Center for the EP contract status, registration status and system operation status.

021-532 to 021-535 Unsupported ROM Set RAP

021-532 An unsupported set of ROM versions is detected.

021-533 The user cannot do an update.

021-534 An unsupported submodule is detected.

021-535 An unsupported accessory is detected.

Procedure

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

021-700 Accessory Failure RAP

021-700 EP accessory - service canceled by USB accessory failure or disconnect.

Procedure

Perform the steps that follow:

1. Check the fault history, **dC122** for fault 021-210, 021-211 or 021-212. If any of the faults is listed, perform the relevant RAP.
2. If none of the faults are listed, reload the software, **GP 4**.

021-701 Accessory Preparing RAP

021-701 EP accessory - service canceled by USB accessory preparing.

Procedure

Perform the steps that follow:

1. Advise the customer to wait for a minimum of 3 minutes for the USB accessory to start, then re-run the job
2. If the fault persists, reload the software, **GP 4**.

021-732, 941, 943, 945 EP Accessory Error RAP

021-732 EP accessory - service canceled by disable.

021-941 EP accessory - scan service paused by disable.

021-943 EP accessory - print service paused by disable.

021-945 EP accessory - service paused by disable.

Procedure

Perform the steps that follow:

1. Advise the customer to insert a Xerox card, copy card or cash into the accessory, and ensure that there are sufficient fees or card value.
2. If the fault persists, reload the software, [GP 4](#).

021-733, 942, 944, 946 EP Accessory Color Error RAP

021-733 EP accessory service canceled by color mode restriction.

021-742 EP accessory - scan service paused by color mode restriction.

021-942 EP accessory - scan service paused by color mode restriction.

021-944 EP accessory - print service paused by color mode restriction.

021-946 EP accessory - service paused by color mode restriction.

Procedure

Perform the steps that follow:

1. Advise the customer to operate the color restriction key SW to allow color. Or, replace the card with another card that does not reach its upper limit in color mode.
2. If the fault persists, reload the software, [GP 4](#).

021-947, 948, 949 Subtractive Accessory Disable (Scan) RAP

021-947 The remaining rate subtractive accessory is insufficient (scan service paused by subtractive accessory disable).

021-948 The remaining rate subtractive accessory has is insufficient (print service paused by subtractive accessory disable).

021-949 The remaining rate subtractive accessory has is insufficient (service paused by subtractive accessory disable).

Procedure

Advise the customer that in the case of dispenser, to insert a card that has a remaining rate enough to continue the job. In the case of coin kit, to add a necessary amount of money to continue the job.

023-500 UI ROM Download Fail RAP

023-500 Panel ROM data write processing error detection.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Reload the software, [GP 4](#).
2. If the fault persists, install a new UI assembly, [PL 2.05 Item 7](#).

023-600, 023-601 UI Key Error RAP

023-600 A hard key on the panel has been found to be held down for one or more consecutive minutes.

023-601 The touch panel has been found to be held down for one or more consecutive minutes.

Procedure

For information only, no service action necessary.

024-322, 024-323 SEEPROM Refurbish RAP

024-322 A refurbish request was detected when already using a refurbished ESS PWB

024-323 Refurbish is not possible because the count value has exceeded its maximum count.

Procedure

Perform the steps that follow:

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

024-324 IOT NVM Backup Restore Fail RAP

024-324 At start up, it was detected that the Restore had not been completed.

Procedure

Perform the steps that follow:

1. Advise the customer to perform IOT NVM Restore by using **dC363**. Or, change the system data (780-470: Auto Restore Request) to '0'.

024-340 to 024-360 IOT-ESS Communication Fail 1 RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

024-340 Sending error detected by controller (invalid parameter was used).

024-341 Sending error detected by controller (sequence number error).

024-342 Sending error detected by controller (packet number error).

024-343 Sending error detected by controller (message length error).

024-345 Sending error detected by controller (check code error).

024-346 Sending error detected by controller (parity error detected by the IOT).

024-347 Sending error detected by controller (framing error detected by the IOT).

024-348 Sending error detected by controller (overflow error detected by the IOT).

024-349 Sending error detected by controller (receive abort detected by the IOT after the header had been recognized).

024-350 Receiving error detected by controller (sequence number of the received message packet is incorrect).

024-351 Receiving error detected by controller (packet number error).

024-352 Receiving error detected by controller (message length error).

024-353 Receiving error detected by controller (check code error).

024-354 Receiving error detected by controller (parity error detected by the UART).

024-355 Receiving error detected by controller (framing error detected by the UART).

024-356 Receiving overflow error detected by controller (overflow error detected by the UART).

024-357 Receiving error detected by controller (receiving abort detected after the header had been recognized).

024-358 Print sequence error detected by controller (paper feed and paper output that are not applicable to the number detected.)

024-359 Transmission receiving error detected by controller (invalid parameter used).

024-360 Initialization error between IOT and ESS.

Procedure



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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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).
5. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-361 Invalid IOT Paper Size RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

024-361 Invalid IOT paper size group information.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Initialize the user NVM, refer to [dC301 NVM Initialization](#).
4. Reload the software, [GP 4](#).
5. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-362, 024-363 Page Sync Illegal Start or Stop RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

024-362 Page-sync occurred before video output preparation completes.

024-363 Page-sync completion error during video output.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).
5. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-364 DMA Transfer Fail RAP

024-364 DMA transfer error. Reduction/enlargement was not completed even though the specified data was entered.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure the connectors on the hard disk are securely connected.
3. Remove, then re-install the SD card, [PL 3.10 Item 11](#). If necessary, install a new memory card.
4. Format the hard disk drive, refer to [dC355 Hard Disk Diagnostics](#).
5. Reload the software, [GP 4](#).
6. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

024-365 Overflow on Loop Back Write RAP

024-365 Loopback write overflow.

Procedure

This fault is currently not displayed. No service action necessary.

024-366 JBIG Library Other Fail RAP

024-366 Other errors in JBIG Lib.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

024-367 Decompress Other Fail RAP

BSD 3.9 ESS

024-367 Incorrect line synchronization was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure the connectors on the hard disk are securely connected.
3. Format the hard disk drive, refer to [dC355](#) Hard Disk Diagnostics.
4. Reload the software, [GP 4](#).
5. Perform the [OF2](#) Special Boot Modes RAP.

024-368 PCI Error RAP

BSD 3.9 ESS

024-368 PCI access error occurred due to a faulty PCI bus.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure the connectors on the hard disk are securely connected.
3. Format the hard disk drive, refer to [dC355](#) Hard Disk Diagnostics.
4. Reload the software, [GP 4](#).
5. Perform the [OF2](#) Special Boot Modes RAP.

024-370 Marker Code Detection Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

024-370 Marker code detection error. During enlarge, when the file was enlarged only by the specified size, the end code (FF02) cannot be found in the compressed data.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Change the Print mode (Normal/High Quality/High Resolution). Inform the customer of any print mode setting changes.
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Remove, then re-install the SD card, [PL 3.10 Item 11](#).
5. Reload the software, [GP 4](#).
6. Perform the [OF2](#) Special Boot Modes RAP.
7. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).
 - SD card, [PL 3.10 Item 11](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-371 to 024-373, 024-375 IOT-ESS Communication Fail 2 RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

024-371 Communication between the ESS and IOT has not been established.

024-372 Sending error detected by the controller (incorrect parameter instruction).

024-373 DLL communication failure recovery error detected by the controller.

024-375 DLL receiving error detected by the controller (incorrect parameter instruction).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.
5. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-374 RegiCon PLL Parameter Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

024-374 RegiCon adjustment value setting error detected by the controller (incorrect parameter instruction).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-376 IOT-ESS Communication Fail 3 RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

BSD 6.4 Laser Control

024-376 Image signal truncation detected by the controller.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Check the FFC ribbon cable between the ESS PWB and the LPH, [PL 60.35 Item 9](#).
4. Reload the software, [GP 4](#).
5. Perform the [OF2 Special Boot Modes RAP](#).
6. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1 ESS PWB](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

024-600 to 024-614 Counter Repair RAP

024-600 The billing master counter is automatically repaired.

024-601 The billing backup counter 1 is automatically repaired.

024-602 The billing backup counter 2 is automatically repaired.

024-603 The SW key master counter is automatically repaired.

024-604 The SW key backup counter 1 is automatically repaired.

024-605 The SW key backup counter 2 is automatically repaired.

024-606 Billing meter type is automatically repaired (ESS SEEP repaired).

024-607 Billing meter type is automatically repaired (ESS NVM repaired).

024-608 Billing meter type is automatically repaired (IOT NVM repaired).

024-609 Billing count type is automatically repaired (ESS SEEP repaired).

024-610 Billing count type is automatically repaired (ESS NVM repaired).

024-611 Billing count type is automatically repaired (IOT NVM repaired).

024-612 Modal break point is automatically repaired (ESS SEEP repaired).

024-613 Modal break point is automatically repaired (ESS NVM repaired).

024-614 Modal break point is automatically repaired (IOT NVM repaired).

Procedure

For information only, no service action necessary.

024-615 IOT Unsupported Drum Shut Off RAP

024-615 IOT unsupported drum shut off.

Procedure

For information only, no service action necessary.

024-616 to 024-621 Serial/Product Number Restore RAP

024-616 Serial number master was restored automatically.

024-617 Serial number backup 1 was restored automatically.

024-618 Serial number backup 2 was restored automatically.

024-619 Product number master was restored automatically.

024-620 Product number backup 1 was restored automatically.

024-621 Product number backup 2 was restored automatically.

Procedure

For information only, no service action necessary.

024-700 Memory Shortage or No Hard Disk RAP

BSD 3.9 ESS

024-700 A job that could not be printed due to insufficient system memory or hard disk not installed was received.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Remove, then re-install the SD memory card, [PL 3.10 Item 11](#). If necessary, install a new memory card.
2. Ensure that the connectors from the hard disk drive, [PL 3.10 Item 2](#) to the ESS PWB, [PL 3.10 Item 6](#) are securely connected.
3. If the fault persists, install a new hard disk drive, [PL 3.10 Item 2](#).

024-701 Invalid Instruction of Face Inversion RAP

024-701 Job cancellation due to invalid invert instruction.

Procedure

Advise the customer to use paper that is in specification. Refer to [GP 15](#) Paper and Media Size Specifications.

024-702 Paper Jam RAP

024-702 Job cancellation due to paper jam.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Check the sensors that follow:

- Tray 2 feed out sensor. Refer to the [073-106](#) Tray 2 Feed Out Sensor RAP.
- Tray 4 feed out sensor. Refer to the [074-101, 103, 900](#) Tray 4 Misfeed RAP.
- Registration sensor. Refer to the [071-105](#) Registration Sensor Jam (Tray 1) RAP.
- Fuser Unit exit sensor. Refer to the [077-104, 109, 113, 901](#) Fuser Exit Sensor Jam RAP.
- Exit 2 sensor. Refer to the [077-105](#) Exit Sensor 2 Jam RAP.

024-703, 742, 775 Booklet Sheets Count Over RAP

024-703 Number of booklet sheets exceeded fail has occurred during printing.

024-742 The number of sheets per set exceeds a specific allowable number for a booklet.

024-775 A job that exceeds booklet paper quantity is cancelled.

Procedure

Perform the steps that follow:

1. Advise the customer to use paper of a lighter weight so as not to exceed the maximum output limit or use less pages.
2. If the fault persists, reload the software, [GP 4](#).

024-707 Duplex Inversion Prohibited (Duplex) RAP

024-707 A duplex print instruction was received for duplex/invert prohibited paper.

Procedure

Perform the steps that follow:

1. Advise the customer to use paper that is in specification or to print simplex. Refer to [GP 15](#) Paper and Media Size Specifications.
2. If the fault persists, reload the software, [GP 4](#).

024-708 Duplex Inversion Prohibited (Face Down) RAP

024-708 A face down output instruction was received for duplex/invert prohibited paper.

Procedure

Perform the steps that follow:

1. Advise the customer to use paper that is in specification or to print face up. Refer to [GP 15 Paper and Media Size Specifications](#).
2. If the fault persists, reload the software, [GP 4](#).

024-746, 024-747 Print Request Failure RAP

024-746 There are parameters that are incompatible with the specified paper type.

024-747 The specified combination of parameters (stored file size, paper size, paper tray, duplex command, output tray) cannot be executed or continued.

Procedure

Advise the customer to use the correct print parameters.

024-748 Bates Numbering Digit Exceeded RAP

024-748 The number of bates numbering digits is exceeded.

Procedure

Perform the steps that follow:

1. Advise the customer to reduce the number of documents to less than the user-specified number or reduce the number of numbering digits.
2. If the fault persists, reload the software, [GP 4](#).

024-910, 946, 959 Tray 1 Size Mismatch RAP

024-910 Size mismatch tray 1, measured length mismatch.

024-945 Tray 1 out of place.

024-959 Tray 1 size mismatch.

Procedure

Perform the [071-212](#) Tray 1 Paper Size Sensor Fault RAP.

024-911, 947, 960 Tray 2 Size Mismatch RAP

024-911 Size mismatch tray 2, measured length mismatch.

024-947 Tray 2 out of place.

024-960 Tray 2 size mismatch.

Procedure

Perform the [072-212](#) Tray 2 Paper Size Sensor Fault RAP.

024-912, 948, 961 Tray 3 Size Mismatch RAP

024-912 Size mismatch tray 3, measured length mismatch.

024-948 Tray 3 out of place.

024-961 Tray 3 size mismatch.

Procedure

Perform the [073-212](#) Tray 3 Paper Size Sensor Fault RAP.

024-913, 949, 962 Tray 4 Size Mismatch RAP

024-913 Size mismatch tray 4, measured length mismatch.

024-949 Tray 4 out of place.

024-962 Tray 4 size mismatch.

Procedure

Perform the [074-212](#) Tray 4 Paper Size Sensor Fault RAP.

024-914, 915 Tray 6 and 7 Size Mismatch RAP

024-914 Size mismatch tray 6, measured length mismatch.

024-915 Size mismatch tray 7, measured length mismatch.

Procedure

For information only, no service action necessary.

024-916 Mix Full Stack RAP

024-916 One of the following conditions was met during Mix Full position detection

- When paper size of the next job (either in feed direction or width direction) is larger than the uppermost paper size loaded for the previous job.
- When changed to staple mode when the uppermost paper size loaded for the previous job is less than 279.4mm.
- When uppermost paper size loaded for the previous job is 'unknown'.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to remove paper from the Stacker.
2. Verify the paper size is correct for the job performed and change either the settings on the UI or the paper in the tray.
3. Switch off, then switch on the machine, [GP 10](#).
4. Check [GP 7](#) How to Check a Sensor.
5. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-917 Stacker Tray Staple Set Over Count RAP

024-917 The Staple Set Count exceeded 50 sets on the Stacker Tray during the Staple Set Eject operation.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Replace the Staple No Paper Sensor, refer to the Finisher Manual for troubleshooting procedures.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-920 Face Down Tray 1 Full RAP

024-920 The paper output to the face down tray 1 is full.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to remove paper from the Stacker.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-926 Punch DustBox Miss Set RAP

024-926 Finisher Punch Dust Box Miss Set

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to install the punch dust box.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-927 Exit1 OCT Full Stack RAP

024-927 OCT Full Stack

Procedure

1. Advise the customer to remove paper from the OCT.
2. If the problem persists, Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-928 Scratch Sheet Compile RAP

024-928 When abnormal paper (Scratch Sheet), which is notified from the IOT via the Sheet Integrity command, was output to the Compiler.

Procedure

1. Advise the customer to remove paper from the compiler.
2. If the problem persists, Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-934 Paper Type Mismatch RAP

024-934 The fed paper is different from that specified in the controller (plain paper and heavy-weight cannot be recognized).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Load the specified media.
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).

024-939 OHP Type Mismatch RAP

024-939 Paper type mismatch. the system is shut down (stop) if transparencies with borders are detected regardless of the paper type setting in the controller.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the UI settings, ensure that bypass tray is selected and the correct media used.
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).

024-942 024-975 Booklet Sheet Count RAP

024-942 Booklet sheets over count . The number of sheets in a booklet is over the limit.

024-975 Number of Booklet sheets exceeded (occurs at process with no images).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure that the job is programmed in compliance with the maximum number of sheets for a booklet.
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).

024-943 Booklet Low Staple RAP

024-943 Staple needles for both Front and Rear are running low. Or, the Staple Cartridge was detected to be removed. Copying is performed until the set is finished and the instruction to replace the Staple Cartridge is displayed

Copying is performed until the set is finished and the instruction to replace the Staple Cartridge is displayed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to replace the Staple Cartridge, refer to the Finisher Manual for procedures.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-950 Tray 1 Empty RAP

BSD 7.7 Tray 1 Paper Stacking

024-950 Tray 1 is empty.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

Procedure

Enter [dC330](#), code 071-101, tray 1 no paper sensor. Manually actuate the tray 1 no paper sensor, [PL 80.10 Item 6](#).

The display changes.

Y N

| Check the tray 1 no paper sensor. Refer to [GP 7](#) How to Check a Sensor.

Perform the [071-210](#) Tray 1 Lift Fail RAP. Check the tray 1 feed/lift motor. If the fault persists, install new components as necessary:

- Tray 1 no paper sensor, [PL 80.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).

024-951 Tray 2 Empty RAP

BSD 7.8 Tray 2 Paper Stacking (STM)

BSD 7.9 Tray 2 Paper Stacking (1TM)

BSD 7.10 Tray 2 Paper Stacking (3TM)

BSD 7.19 Tray 2 Paper Stacking (TTM)

024-951 Tray 2 is empty.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

Procedure

Enter [dC330](#), code 072-101, tray 2 no paper sensor. Manually actuate the tray 2 no paper sensor, [PL 80.20 Item 6](#).

The display changes.

Y N

| Check the tray 2 no paper sensor. Refer to [GP 7](#) How to Check a Sensor.

Perform the [072-210](#) Tray 2 Lift Fail RAP. Check the tray 2 feed/lift motor. If the fault persists, install new components as necessary:

- Tray 2 no paper sensor [PL 80.20 Item 6](#).
- 1TM PWB, [PL 70.17 Item 5](#).
- 3TM PWB, [PL 70.23 Item 5](#).
- STM PWB, [PL 70.28 Item 4](#).
- TTM PWB, [PL 70.90 Item 1](#).

024-952 Tray 3 Empty RAP

BSD 7.11 Tray 3 Paper Stacking (3TM)

BSD 7.20 Tray 3 Paper Stacking (TTM)

024-952 Tray 3 is empty.

Initial Actions



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Switch off, then switch on the machine, **GP 10**.

Procedure

Enter **dC330**, code 073-101, tray 3 no paper sensor. Manually actuate the tray 3 no paper sensor, **PL 80.20 Item 6**.

The display changes.

Y N

| Check the tray 3 no paper sensor. Refer to **GP 7** How to Check a Sensor.

Perform the **073-210** Tray 3 Lift Fail RAP. Check the tray 3 feed/lift motor. If the fault persists, install new components as necessary:

- Tray 3 no paper sensor, **PL 80.20 Item 6**.
- 3TM PWB, **PL 70.23 Item 5**.
- TTM PWB, **PL 70.90 Item 1**

024-953 Tray 4 Empty RAP

BSD 7.12 Tray 4 Paper Stacking (3TM)

BSD 7.21 Tray 4 Paper Stacking (TTM)

024-953 Tray 4 is empty.

Initial Actions



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Switch off, then switch on the machine, **GP 10**.

Procedure

Enter **dC330**, code 074-101, tray 4 no paper sensor. Manually actuate the tray 4 no paper sensor, **PL 80.20 Item 6**.

The display changes.

Y N

| Check the tray 4 no paper sensor. Refer to **GP 7** How to Check a Sensor.

Perform the **074-210** Tray 4 Lift Fail RAP. Check the tray 4 feed/lift motor. If the fault persists, install new components as necessary:

- Tray 4 no paper sensor, **PL 80.20 Item 6**.
- 3TM PWB, **PL 70.23 Item 5**.
- TTM PWB, **PL 70.90 Item 1**.

024-954, 024-958 Bypass Tray Fault RAP

BSD 7.13 Bypass Tray Paper Sensing

024-954 The bypass tray is empty.

024-958 Bypass tray paper size mismatch.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

Procedure

Enter [dC330](#), code 075-100, bypass tray no paper sensor. Manually actuate the bypass tray no paper sensor, [PL 70.40 Item 12](#).

The display changes.

Y N

| Check the bypass tray no paper sensor, refer to [GP 7](#) How to Check a Sensor.

Install new components as necessary:

- Bypass tray no paper sensor, [PL 70.40 Item 12](#).
- Drive PWB, [PL 1.10 Item 3](#).

024-955 Tray 6 Empty RAP

BSD 7.15 HCF Paper Stacking

024-955 Tray 6 is empty.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

Procedure

Enter [dC330](#), code 078-200, HCF no paper sensor. Manually actuate the HCF no paper sensor, [PL 80.61 Item 19](#).

The display changes.

Y N

| Check the HCF no paper sensor. Refer to [GP 7](#) How to Check a Sensor.

Perform the [078-250](#) HCF Lift Fault RAP. Check the HCF feed/lift motor. If the fault persists, install new components as necessary:

- HCF no paper sensor, [PL 80.61 Item 19](#).
- HCF PWB, [PL 70.60 Item 9](#).

024-963 Finisher Punch DustBox FULL RAP

024-963 The number of chads has become equal to or over the number that makes the Punch Dust Box full.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to remove the chads.

024-965, 024-966 ATS/APS RAP

024-965 The paper specified for printing is not loaded in the tray.

024-966 The paper specified for printing cannot be detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Reload the relevant paper tray.
2. If the fault persists, perform the steps that follow:
 - a. Switch off, then switch on the machine, [GP 10](#).
 - b. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
 - c. Reload the software, [GP 4](#).

024-967 Different width Mix Paper detect (Stapler job) RAP

024-967 Mixed width was detected with settings only available for stapling the same paper width.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to cancel user staple
2. Verify the paper size is correct for the job performed and change either the settings on the UI or the paper in the tray.
3. Switch off, then switch on the machine, [GP 10](#).
4. Check [GP 7](#) How to Check a Sensor.
5. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-968 Stapler/Punch Batting RAP

024-968 Batting of Staple and Punch (Occurs in FCW-UI only).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Cancel the stapling or punching job. Refer the customer to the user documentation.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-969 Different width Mix Punch RAP

024-969 Paper with different widths was detected during printing in the Punch mode.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to cancel the punch mode (user intervention or auto cancellation).
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-970 Tray 6 Out of Place RAP

BSD 7.14 HCF Paper Size Sensing and Tray Set

024-970 Tray 6 out of place.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

Procedure

Enter [dC330](#), code 078-204, HCF tray in sensor. Manually actuate the HCF tray in sensor, [PL 70.45 Item 3](#).

The display changes.

Y N

| Check the HCF tray in sensor. Refer to [GP 7](#) How to Check a Sensor.

Check for damage to the actuator on the HCF tray. If the fault persists, install new components as necessary:

- HCF tray in sensor, [PL 70.45 Item 3](#).
- HCF PWB, [PL 70.60 Item 9](#).

024-972 Tray 6 Size Mismatch RAP

BSD 7.14 HCF Paper Size Sensing and Tray Set

024-972 Tray 6 size mismatch.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Ensure that the HCF is loaded correctly and the paper guides correctly set.
- Switch off, then switch on the machine, [GP 10](#).

Procedure

Enter [dC330](#), code 078-202, HCF size sensor A. Manually actuate the HCF size sensor A, [PL 70.60 Item 11](#).

The display changes.

Y N

| Check the HCF size sensor A. Refer to [GP 7](#) How to Check a Sensor.

Enter [dC330](#), code 078-203, HCF size sensor B. Manually actuate the HCF size sensor B, [PL 70.60 Item 11](#).

The display changes.

Y N

| Check the HCF size sensor B. Refer to [GP 7](#) How to Check a Sensor.

Check for damage to the actuator on the HCF tray. If the fault persists, install new components as necessary:

- HCF size sensor A, [PL 70.60 Item 11](#).
- HCF size sensor B, [PL 70.60 Item 11](#).
- HCF PWB, [PL 70.60 Item 9](#).

024-974 Interposer RAP

024-974 Interposer tray size mismatch.

Procedure

For information only, no service action necessary.

024-977, 978, 979 Finisher Staple Error RAP

024-977 Stapler feed ready fail.

024-978 Booklet stapler NG

024-979 Staple near empty or staple feed failure was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check for staple needles and reload them correctly.
2. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-980 Finisher Stacker Tray Full RAP

024-980 Finisher stacker tray full stack.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to remove paper from the stacker.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-981 Finisher TopTray Full RAP

024-981 Finisher top tray paper full.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to remove paper from the finisher top tray.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-982 Stacker Lower Safety Warning RAP

024-982 Stacker Tray Lower Safety SW ON was detected.

Height adjustment did not end within 250msec during Stacker Tray height adjustment for paper output.

Stacker Height SNR1 OFF was not detected three times sequentially within 500ms after it had started to descend.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to remove paper from the Stacker.
2. Remove obstacles from the Stacker.
 - a. The Stacker obstacles is detected.
 - b. The system stops after the last sheet of the set is output in the Staple mode. The system stops after the scheduled paper is output in the Staple OFF mode.
3. After that, the system prohibits use of the Stacker.
4. Check [GP 7](#) How to Check a Sensor.
5. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-984 Booklet Low Staple F RAP

024-984

1. Booklet Stapler Low Staple F signal ON was detected just before Stapling operation.
2. Booklet Stapler Low Staple F signal was detected at Power ON, at initialization, or when the interlock was closed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to replace the staple cartridge for Booklet.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

024-985 Bypass Tray Obstructed RAP

024-985 Bypass tray stopped due to an obstruction.

Procedure

Have the customer ensure the correct paper size or type is loaded in the bypass tray in the correct orientation. Resubmit the job.

024-989 Booklet Low Staple R RAP

024-989

1. Booklet Stapler Low Staple R signal ON was detected just before Stapling operation.
2. Booklet Stapler Low Staple R signal was detected at Power ON, at initialization, or when the interlock was closed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check for staple needles and reload them correctly.
2. Check [GP 7](#) How to Check a Sensor.
3. If the fault persists, refer to the Finisher Manual for further troubleshooting.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

025-596, 025-597 HDD Diagnostics RAP

025-596 An NG occurred when HDD fail forecast of diagnostics was executed.

025-597 An error occurred when HDD initialization of diagnostics was executed.

Procedure

Perform the [016-210](#), [506](#), [777](#), [780](#), [798](#) HDD Error RAP.

026-400 USB Host Connection Number Exceeded RAP

026-400 The number of machines that are connected to the USB Host Port of this machine has exceeded the maximum permissible number of connections.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer to disconnect some of the machines that are connected to this USB host port and ensure that the number of connected machines are below the maximum permissible number of connections.

026-403 Stop printing and wait for toner cooling RAP

026-403 When IOT sends notification that cooling related to the toner is required when the IOT internal temperature is high.

Procedure

Inform the customer to give the machine time to cool down before proceeding.

026-700 LDAP Protocol Error RAP

026-700 It was detected that the error response returned from the server does not exist in the LDAP protocol definitions.

Procedure

Perform the steps that follow:

1. Advise the customer that this fault is caused when the server uses an undefined LDAP protocol that is not supported by the machine. Correct any mistakes in server settings or client operation.
2. If the fault persists, reload the software, [GP 4](#).

026-701 Address Book Request Overflow RAP

026-701 The software in the machine was subjected to a large amount of simultaneous address queries from multiple machine panel and Web UI input machines. The processing capacity of the JRM directory service has been exceeded.

Procedure

Perform the steps that follow:

1. Advise the customer that when performing simultaneous queries on the address book in the machine from multiple machine panel and Web UI input machines, lower the query interval.
2. If the fault persists, reload the software, [GP 4](#).

026-702 Address Book Directory Service Overflow RAP

026-702 The JRM directory service, which is an internal software of the machine, has simultaneously received two or more requests for the same operation.

Procedure

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

026-703 Abort With Logout RAP

026-703 At installation of additional document, authentication is already cancelled.

Procedure

Advise the customer to make it impossible for authentication to be cancelled at additional document loading.

026-704 DocuWorks Error RAP

026-704 In process of operating DocuWorks decomposer, there has occurred; a syntax error, use of an undefined command, a parameter error, damage to DocuWorks file, or an internal error of DocuWorks decomposer.

Procedure

Advise the customer to print from DocuWorks viewer by use of printer driver (ART-EX, PCL, etc.).

026-705 DocuWorks Short of Memory RAP

026-705 In process of operating DocuWorks decomposer, lack of memory has been detected.

Procedure

Advise the customer to:

1. Change print mode from High Resolution to Standard or from Standard to High Speed.
2. Print from DocuWorks viewer by use of printer driver (ART-EX, PCL, etc.).

026-706, 026-707 DocuWorks Error RAP

026-706 DocuWorks decomposer has processed a DocuWorks document printing of which is prohibited.

026-707 In the processing of a security-protected DocuWorks file, either of the password set on the UI panel and the XPJL specified password (set in ContentsBridge utility) does not match.

Procedure

Advise the customer to:

1. Enter the correct password.
2. Enter Full Access Password, etc. from DocuWorks viewer then disable printing prohibited. Print using printer driver (ART-EX, PCL, etc.).

026-708 URL Data Over Size RAP

026-708 The size of a scan to URL job has exceeded the upper limit of the size of scanned data per job.

Procedure

Advise the customer to:

1. Reduce a resolution send parameter (image-to-send quality) then re-send the job.
2. Reduce a magnification send parameter, then re-send the job.
3. Increase the maximum file accumulated data size.

026-709 URL HDD Full RAP

026-709 The HDD partition for accumulated scan to URL data has become full, causing the job to fail.

Procedure

For information only, no service action necessary. Advise the customer to wait for approximately one day until an automatic deletion of documents makes space available. Then re-run the job.

026-710 S/MIME Unsupported Cipher RAP

026-710 The machine has received a S/MIME encrypted mail that is encrypted by an unsupported encryption method.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Ask the sender of the S/MIME encrypted mail to encrypt the mail by the encryption method (3DES), then re-send it.
 - b. Set FIPS140 Authentication Mode of the machine to off.
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

026-711 Multi-Page File Size RAP

026-711 The upper limit size of the multi-page file format generated in scan service has been exceeded.

Procedure

Advise the customer to:

1. Reduce the resolution level (scanned-image quality), then re-run the job.
2. Reduce the number of documents, then re-run the job.

026-712 HTTP Out Job Overlap Error RAP

026-712 The high compression/OCR processing module has detected that a job that specifies high compression/OCR processing and is to be taken out using HTTP has started while another job to be sent via the network is undergoing high compression/OCR processing.

Procedure

For information only, no service action necessary. Advise the customer that as a job specifying high compression/OCR processing is in progress, wait until the job is complete before running another job.

026-718 PS Print Instruction Fail RAP

026-718 An erroneous combination of print parameters selected (finishing, paper size, paper tray, Duplex instructions, output tray) prevents the machine from running the job.

Procedure

Perform the steps that follow:

1. Advise the customer to correctly set finishing, paper size, paper tray, duplex instructions, and output tray options, then re-run the job.
2. If the fault persists, reload the software, [GP 4](#).

026-719 Internal Error in Scan RAP

026-719 An internal error has occurred.

Procedure

Perform the steps that follow:

1. Advise the customer to retry the same operation.
2. If the fault persists, reload the software, [GP 4](#).

026-720 to 026-723 Media Error RAP

026-720 The media does not have enough space available.

026-721 An attempt to access media has failed.

026-722 The media is not formatted.

026-723 An attempt to access media has failed.

Procedure

Advise the customer to:

1. Check that the media exists where scanned documents will be sent.
2. Check that the PC can access the media where scanned documents will be sent.
3. Check that a file can be created in a specified storage.
4. Check that the media is neither removed nor reinserted while being referred to or that during that time, other media is not inserted.

026-724, 026-725 Remote Download File Error RAP

026-724 The size of the remote download file reported from the EP center is different from that of the actual downloaded file.

026-725 The checksum of the remote download file reported from the EP center does not match that of the downloaded file.

Procedure

Advise the customer that it is necessary to check the size of the file registered with the EP center and the size stored in the SW repository.

026-726 Inconsistent Options RAP

026-726 The machine configuration info included in XPJL does not match the actual configuration.

Procedure

Advise the customer to set up the machine configuration info on the printer driver screen so that it can match the actual configuration.

026-727 Media Filepath Fail RAP

026-727 The storage path with the specified character string length (including the filename) cannot be created in the media.

Procedure

Advise the customer to shorten the specified storage location or the filename.

026-728, 026-729 WSD Scan Error RAP

026-728 An error occurred during communication with the WSD scan client. WSD scan client cancelled the job.

026-729 An error occurred during communication with the WSD scan client. WSD scan client cancelled the job or a scan from the DADF was performed from an application other than Windows fax and scan.

Procedure

Advise the customer to:

1. Check whether the transfer destination WSD scan client and the machine are able to communicate via the network. For example:
 - Check whether the WSD scan client has enough free capacity.
 - Check the connection of the network cable.
2. When using DADF, perform the scan using Windows Fax & Scan. Or, change to the platen to perform the scan.

026-730 Tray Paper Size Not Detected RAP

026-730 The paper size of the paper tray selected is unknown.

Procedure

Ensure the paper guides in the selected tray are set correctly.

026-731 to 026-733 PJI Fail RAP

026-731 The PIN number that is specified by PJI command is different from the number that is calculated from the machine's serial number.

026-732 The print count that is specified by PJI command has exceeded the machine's total impression meter value by +100.

026-733 The password that is specified by PJI command is different from the one that is set in the machine.

Procedure

Advise the customer to correct the PIN number, print count or password that is specified by PJI Command, then try again.

026-734 PJI Diag Mode RAP

026-734 Unable to transition to the PJI Diag Mode.

Procedure

Advise the customer to:

1. Ensure that the job has completed, then try again.
2. After completing a panel operation, wait at least 1 minute before starting the download operation.

026-739 Waiting Scan Job Deleted RAP

026-739 When there are paused scan jobs during the successful completion of a login/logout.

Procedure

For one occurrence, take no action. If the fault persists, reload the software, [GP 4](#).

027-442, 443, 444 Duplicate IP Address 1 RAP

027-442 IPv6 - stateless auto setting IP address 1 is duplicated.

027-443 IPv6 - stateless auto setting IP address 2 is duplicated.

027-444 IPv6 - stateless auto setting IP address 3 is duplicated.

Procedure

Perform the steps that follow:

1. Advise the customer to either change the IPv6 Stateless Auto Setting Address 1, 2 or 3 of this machine or the IPv6 address of the other machine on the network.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

027-445 Illegal IP Address RAP

027-445 IPv6 - manually set IP address is invalid.

Procedure

Perform the steps that follow:

1. Advise the customer to change the IPv6 (Manual Setting Address) of this machine to the IPv6 address that can be used as the self-machine address.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

027-446 Duplicate IP Address 2 RAP

027-446 IPv6 - automatically set IP address is duplicated.

Procedure

Perform the steps that follow:

1. Advise the customer to change the IPv6 (Manual Setting Address) of this machine to the IPv6 address that can be used as the self-machine address.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

027-447 Duplicate IP Address 3 RAP

027-447 IPv6 - link local IP address is duplicated.

Procedure

Perform the steps that follow:

1. Advise the customer to change the IPv6 Link Local Address of this machine or the IPv6 address of the other machine on the network.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

027-452 Duplicate IP Address 4 RAP

027-452 A PC with the same IP address exists on the network.

Procedure

Perform the steps that follow:

1. Advise the customer to change the duplicated IP address of the PC.
2. If the fault persists, perform the **016A** Scan to Network Error Entry RAP.

027-500 SMTP Server Fail for Mail IO RAP

027-500 SMTP server address resolution fail for mail IO.

Procedure

Advise the customer to:

1. Check with the System Administrator that the mail server has been launched and the environment is already used for other purposes (such as for PC).
2. Check that a correct SMTP server address is reflected in the machine setting list:
 - a. When the SMTP server address is specified using IP address, set a correct IP address.
 - b. When the SMTP server address is specified using FQDN, check that the FQDN name is correct. Also check that a correct DNS server address is set for the machine, and set a correct IP address.

027-501 POP Server Fail for Mail IO RAP

027-501 Incorrect POP server name was detected.

Procedure

Advise the customer to:

1. Check with the System Administrator that the mail server has been launched and the environment is already used for other purposes (such as for PC).
2. Check that a correct POP server address is reflected in the machine setting list:
 - a. When the POP server address is specified using IP address, set a correct IP address.
 - b. When the POP server address is specified using FQDN, check that FQDN name is correct. Also check that a correct DNS server address is set for the machine, and set a correct IP address.

027-502 POP Authentication Fail for Mail IO RAP

027-502 POP authentication fail for mail IO.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct POP server authentication information.
2. Perform the [027-501](#) POP Server Fail for Mail IO RAP, then advise the customer to specify a correct POP User Name.
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

027-503, 504, 533, 773, 785, 786 Server Communication Timeout RAP

027-503 Time to communicate with the POP server ran out (after connection to the server).

027-504 Internal error or unexpected server response received (at any time).

027-533 An internal error has occurred during SMB scan

027-773 Time to communicate with the SMTP server ran out (after connection to the server) .

027-785 Response timeout occurs from the destination WebDAV server.

027-786 WebDAV server timeout is answered.

Procedure

Advise the customer to wait for a while, then perform the operation again.

027-513 SMB Scan Client Access RAP

027-513 In scan to SMB, the user has no right to access the SMB server.

Procedure

Advise the customer to check if the specified user has read/write access in a file or folder in the specified place.

027-514 Host Name Solution Error in SMB RAP

027-514 Unable to resolve hostname during SMB scan.

Procedure

Advise the customer to check the connection to the DNS. Or, check whether the SMB server name of the transfer destination has been registered in the DNS.

027-515 DNS Server Setup in SMB RAP

027-515 The DNS server was not set during SMB scan.

Procedure

Advise the customer to set the DNS server address. Or, set the SMB server address of the transfer destination using IP address.

027-516 Server Connection Error in SMB RAP

027-516 Problem with connection to server during SMB scan.

Procedure

Advise the customer to:

1. Check that network communication between the transfer destination SMB server and this machine is available, by checking:
 - a. The connection of network cables.
 - b. The TCP/IP settings.
 - c. For communication through port 137 (UDP), port 138 (UDP) and port 139 (TCP).
2. Check the network settings that follow to see if the computer operates as an SMB server.
 - a. Check that the file sharing service for Microsoft network is enabled.
 - b. Check that NetBIOS over TCP/IP is enabled in the TCP/IP settings.
 - c. Check the file sharing service (communications through port 137 (UDP), port 138 (UDP) and port 139 (TCP)) is allowed in the firewall settings.
3. For communication that goes beyond the subnet, check the WINS server settings and check whether the server name address can be resolved correctly.
4. Check whether the NetBIOS interface machine at the transfer destination SMB server has started.

027-518 Login Name or Password Error in SMB RAP

027-518 Login name or a password error in SMB.

Procedure

Advise the customer to check the password that was set for the shared folder.

027-519 Scanning Picture Preservation Place Error RAP

027-519 Scan image storage destination or file name specification error during scanner (save to PC) SMB transfer.

Procedure

Advise the customer to:

1. Check if the storage destination is correct.
2. Check if a prohibited character was detected in the specified storage destination or file name.
3. Check if the specified storage destination is linked to a different shared folder due to the distributed file system (DFS).

027-520 File Name Acquisition Failure RAP

027-520 Unable to obtain the file/folder name on the SMB scan server.

Procedure

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

027-521 File Name Suffix Limit Over in SMB RAP

027-521 The SMB scan file name/folder name suffix has exceeded the limit value.

Procedure

Advise the customer to change the file name/destination folder on the SMB scan server. Else, move or delete the files in the destination folder.

027-522 File Creation Failure in SMB RAP

027-522 Failed to create an SMB scan file.

Procedure

Advise the customer to:

1. Check if the specified file name already exists on the server.
2. Check if the specified file name is in use.
3. Check if the specified file name already exists as a directory.
4. Check if a prohibited character was detected in the specified file name.

027-523 Lock Folder Creation Failure in SMB RAP

027-523 Failed to create an SMB scan lock folder.

Procedure

Advise the customer to:

1. Manually delete the lock directory (*.LCK) from the transfer destination.
2. Check whether a folder with the same name as the specified name already exists.

027-524 Folder Creation Failure in SMB RAP

027-524 Failed to create an SMB scan folder.

Procedure

Advise the customer to check if a file or folder with the same name as the specified name exists on the SMB server.

027-525, 027-527 File Delete Failure in SMB RAP

027-525 Failed to delete an SMB scan file.

027-527 Failed to delete an SMB scan folder.

Procedure

Advise the customer to check whether the file in the specified storage destination is being used by another user.

027-526 Lock Folder Delete Failure in SMB RAP

027-526 Failed to delete an SMB scan lock folder.

Procedure

Advise the customer to manually delete the lock directory (*.LCK) from the transfer destination, then retry the job.

027-528 Data Write Failure to SMB Server RAP

027-528 The storage destination on the SMB scan data server has no free space.

Procedure

Advise the customer to check that the storage destination has enough free space.

027-529 Data Read Failure From SMB Server RAP

027-529 Unexpected error of the SMB scan data server.

Procedure

Advise the customer to log in to the SMB server from another PC using the same user name and check whether they can write a file into the same storage destination on that SMB server.

027-530 File Name Duplicate Failure in SMB RAP

027-530 Cancel Job is selected for SMB scan File Name Conflict.

Procedure

Advise the customer to set File Name Conflict to other than Cancel Job.

027-531 SMB Scan Filing Policy Injustice RAP

027-531 Incorrect SMB scan filing policy (when additional items are selected).

Procedure

Advise the customer to check that the file format is not set to Multi-page When Add is selected for File Name Conflict.

027-532 NEXTNAME File Access Error in SMB RAP

027-532 A file access error has occurred during scanner (save to PC) SMB transfer.

Procedure

Advise the customer to check that the NEXTNAME.DAT file is correct when Add is selected for File Name Conflict.

027-543 SMB Server Name Specification Error RAP

027-543 The SMB server (NetBIOS) name specification is incorrect.

Procedure

Advise the customer to check that the server name of the SMB server is correct.

027-547, 027-548 SMB Protocol Errors 1 RAP

027-547 SMB protocol error (4-007), the scan domain name specification is incorrect .

027-548 SMB protocol error (4-008), the scan user name specification is incorrect

Procedure

Advise the customer to have the system administrator set the domain name and user name correctly.

027-549, 027-572 to 027-576 SMB Protocol Error 4-009 RAP

027-549 SMB protocol error (4-009), the specification of password is incorrect.

027-572 SMB protocol error (4-032), incorrect parameter.

027-573 SMB protocol error (4-033), incorrect character code.

027-574 SMB protocol error (4-034), incorrect data size.

027-576 SMB protocol error (4-036), incorrect domain data size.

Procedure

Advise the customer to perform the operation again.

027-564 SMB Protocol Error 4-024 RAP

027-564 SMB protocol error (4-024), the host is missing.

Procedure

Advise the customer to:

1. Check that the authentication server and the machine can communicate through the network (check the network group, TCP/IP settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP)).
2. If the authentication server and the machine are connected to different subnets, check that the machine has settings that can resolve the address of the authentication server.
3. Check if the NetBIOS over TCP/IP has become enabled at the authentication server settings:
 - a. Check if the authentication server and the machine can resolve the addresses from the WINS server.
 - b. Check if the authentication server and the machine can resolve the addresses from the DNS server.
4. Check if the NetBIOS over TCP/IP has become enabled at the authentication server settings.
5. Check at the Internet connection firewall if the communication through Ports 137, 138 and 139 are not blocked.

027-565, 027-578 SMB Protocol Errors 2 RAP

027-565 SMB protocol error (4-025), cannot connect.

027-578 SMB protocol error (4-038), communication timeout has occurred.

Procedure

Advise the customer to check that the authentication server and the machine can communicate through the network (check the network group, TCP/IP settings, check the communication at Port No. 137 (UDP)/Port No. 138 (UDP)/Port No. 139 (TCP)).

027-566 SMB Protocol Error 4-026 RAP

027-566 SMB protocol error (4-026), the library has not been initialized.

Procedure

Advise the customer to check if the SMB client has been started.

027-569 SMB (TCP/IP) Not Started RAP

027-569 SMB (TCP/IP) is not started

Procedure

Advise the customer to check that SMB (TCP/IP) is enabled.

027-584 SMB Protocol Error 4-044 RAP

027-584 SMB protocol error (4-044), authentication server common security mode is operating.

Procedure

Advise the customer to set the authentication server to Windows other than Win95/Win98/Me.

027-585 SMB Protocol Error 4-045 RAP

027-585 SMB protocol error (4-045), scan login not available time period.

Procedure

Advise the customer to check with the system administrator for the time period when logging in is allowed.

027-586 SMB Protocol Error 4-046 RAP

027-586 SMB protocol error (4-046), the password has expired.

Procedure

Advise the customer to obtain a valid password from the system administrator.

027-587 SMB Protocol Error 4-047 RAP

027-587 SMB protocol error (4-047), the password must be changed.

Procedure

Advise the customer to request the system administrator to disable the change password at next login setting.

027-588, 027-589 SMB Protocol Errors 3 RAP

027-588 SMB protocol error (4-048), the user account is disabled.

027-589 SMB protocol error (4-049), locked out.

Procedure

Advise the customer to request the system administrator to enable or unlock the user account. as necessary.

027-590 SMB Protocol Error 4-050 RAP

027-590 SMB protocol error (4-050), the user account has expired.

Procedure

Advise the customer to obtain a valid user account from the system administrator or request the system administrator extend the validity period of the account.

027-591 SMB Protocol Error 4-051 RAP

027-591 SMB protocol error (4-051), the user account is restricted. Blank password is not allowed.

Procedure

Advise the customer to request the system administrator set a user password.

027-600 External Print Check Mode Error RAP

027-600 External print check mode error .

Procedure

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

027-700 Mail Address Domain Error RAP

027-700 The domain of the destination mail address is designated as a prohibited domain.

Procedure

Advise the customer to check that the domain of the destination mail address is not designated as a prohibited domain.

027-701 Disconnected Network Cable RAP

027-701 In external authentication, the disconnected cable is detected.

Procedure

Ensure the network cable is connected correctly.

027-702 to 027-709 Certificate for Addresses Error RAP

027-702 No certificate for the destination exists (before connection to the server) .

027-703 The certificate for the destination expired (before connection to the server) .

027-704 The certificate for the destination is not reliable (before connection to the server) .

027-705 The certificate for the destination existed on a list of revoked certificates (before connection to the server) .

027-706 No machine certificate exists (before connection to the server) .

027-707 The machine certificate expired (before connection to the server) .

027-708 The machine certificate is not reliable (before connection to the server) .

027-709 The certificate for the destination existed on a list of revoked certificates (before connection to the server) .

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Store the correct certificate for the destination in the machine. Check the items that follow:
 1. That the term for which the certificate is valid.
 2. The machines time is correct.
 - b. Check the certification path for the destination certificate and import the necessary CA certificate.
 - c. Store in this machine a destination certificate that is not on the list of revoked certificates.
 - d. Check that the mail address written on the machine certificate is the same as that set up on the machine.
2. If the fault persists, reload the software, [GP 4](#).

027-710 to 027-715 S/MIME Mail Error RAP

027-710 The mail I/O received S/MIME mail even though S/MIME was disabled.

027-711 SMIME mail certificate retrieval error.

027-712 Invalid S/MIME mail certificate error.

027-713 Receive S/MIME mail tampered error.

027-714 S/MIME mail sender impersonation error.

027-715 S/MIME mail certificate not supported.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Enable S/MIME setting in the machine.
 - b. Register the sender certificate in the machine or change the mailer options so that the S/MIME signature mails from the sender will be sent with the certificate.
 - c. Check that the signature bearer of the CA certificate is registered in the machine.
 - d. Check that the mail address written on the machine certificate is the same as that set up on the machine.
2. Advise the customer that the sender needs to send a mail that is signed with a valid certificate because the sender certificate has expired.
3. Advise the customer that the machine may be blocking the attacks.
4. Reload the software, [GP 4](#).
5. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

027-716 Unsigned Mail Receipt Was Rejected RAP

027-716 Prohibited unsigned mail was detected. All the S/MIME unsigned mails (including standard mails and S/MIME encrypted mails) are discarded.

Procedure

Perform the steps that follow:

1. Reload the software, [GP 4](#).
2. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

027-717 No MX Record at DNS RAP

027-717 An enquiry was sent to the DNS server for the MX record, but it cannot be obtained.

Procedure

Advise the customer to:

1. Check with the DNS server administrator on the existence of DNS/MX record.
2. Check that the DNS server settings of the machine are correctly set.

027-720, 027-721 Extension Server Error RAP

027-720 Server for application interface cannot be found during web service interface.

027-721 Application interface destination during web service interface - not found.

Procedure

Perform the steps that follow:

1. Advise the customer to check that the DNS server address is correctly set. Check that the PC running the application interface is registered in DNS.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

027-722 Extension Server Timeout RAP

027-722 Application interface during web service interface - timeout.

Procedure

Perform the steps that follow:

1. Advise the customer:
 - a. That if a number of documents is specified for scanning, scan one document and store it.
 - b. That when scanning and storing are successful, change the application interface timeout value. If scanning and storing are not successful,
 - c. To check that the scan document can be uploaded from the PC browser. When uploading is successful, change the application interface timeout value.
2. If the fault persists, reload the software, [GP 4](#).

027-723 Extension Server Authentication Fail RAP

027-723 Application interface during web service interface - authentication failure.

Procedure

Perform the steps that follow:

1. Advise the customer to check the user name and password to be entered for creating a job flow.
2. If the fault persists, reload the software, [GP 4](#).

027-724, 725, 726 Extension Server Access Fail RAP

027-724 Application interface during web service interface - access failure.

027-725 Application interface during web service interface - job operation failure.

027-726 Application interface during web service interface - unknown job status.

Procedure

Perform the steps that follow:

1. Advise the customer to check that the application interface is working correctly.
2. If the fault persists, reload the software, [GP 4](#).

027-727 Extension Server Parameters RAP

027-727 Application interface during web service - invalid parameter.

Procedure

Perform the steps that follow:

1. Advise the customer to check the parameters for creating a job flow.
2. If the fault persists, reload the software, [GP 4](#).

027-728 Extension Server File Exceeded RAP

027-728 The number of files requested to be sent exceeded the maximum number of files that can be sent during Web service interface (this occurs when a single-page document is being stored).

Procedure

Perform the steps that follow:

1. Advise the customer to set a job so that the maximum number of files that can be sent will not be exceeded.
2. If the fault persists, reload the software, [GP 4](#).

027-730 SMTP Mail Division Error RAP

027-730 A mail was split in linking to the system.

Procedure

Advise the customer to increase the preset pagination value, or reduce the number of original pages scanned.

027-732 Server Access Error RAP

027-732 Job template server access error.

Procedure

Advise the customer to check that the server disk is normal and has free space, and then retry the operation.

027-733 Server SSL Error RAP

027-733 The SSL setting for the job template server did not become enabled.

Procedure

Advise the customer to check that the SSL setting for the job template server is enabled.

027-734 Server Certificate Error RAP

027-734 The SSL setting for the job template server did not become enabled.

Procedure

Advise the customer to:

1. Using the HTTPS protocol, check whether the job template server is accessible from the PC.
2. Check whether the SSL server certificate of the job template server is registered in the machine.
3. Check whether the SSL server certificate of the job template server is valid. For example, check that:
 - a. The certificate has not expired yet.
 - b. The time that is set in the machine is correct.
 - c. It is not in the discard list.
 - d. The certificate path of the SSL server certificate and import any necessary CA certificate.
4. If the certificate is not registered in the job template server, disable the machine certificate validation.

027-735 Machine SSL Configuration Error RAP

027-735 When SSL transfer was instructed, the SSL setting of the machine is disabled.

Procedure

Advise the customer to enable the SSL settings of the machine or specify HTTP as the transfer protocol.

027-736 Machine Certificate Error RAP

027-736 When server certificate validation is instructed, the server certificate validation of the machine is disabled.

Procedure

Advise the customer to enable the server certificate validation settings of the machine or disable the server certificate validation setting during transfer.

027-737 Template Server Read Error RAP

027-737 An error was received from the server to a FTP command 'TYPE A', 'LIST', or 'RETR'.

Procedure

Perform the steps that follow:

1. Advise the customer to check that Read Authorization is established for the storage destination server directory set as a resource.
2. If the fault persists, reload the software, [GP 4](#).

027-739 Invalid Template Server Path RAP

027-739 An error was received from the server to the FTP command 'CWD'.

Procedure

Perform the steps that follow:

1. Advise the customer to set the resource of the storage destination path from the client PC.
2. If the fault persists, reload the software, [GP 4](#).

027-740 Template Server Login Error RAP

027-740 Login to the FTP Server failed.

Procedure

Perform the steps that follow:

1. Advise the customer to check the user information:
 - a. Set the log-in name and password in the job template file storage destination.
 - b. From some other PC connected to the network, check that they can log in with the relevant account.
 - c. From a client PC, set a login name and password as a resource
2. If the fault persists, reload the software, [GP 4](#).

027-741 Template Server Connect Fail RAP

027-741 Cannot connect to the job template pool server.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check hat the network cable is connected correctly.
 - b. From the destination server, ping the machine.
 - c. Perform the ping test on the destination server from PSW.
 - d. From a client PC, check that the FTP connection to the destination server is possible.
2. If the fault persists, reload the software, [GP 4](#).

027-742 HDD File System Full RAP

027-742 The HDD was full when writing to a local HDD job template or when writing temporary work files.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Wait a while then try again as scanned images may cause the HDD to be full.
 - b. Delete the files in the HDD.
2. If the fault persists, perform the [016-210, 506, 777, 780, 798](#) HDD Error RAP.

027-743 Template Server Install Error RAP

027-743 The address format of the job template pool server is incorrect.

Procedure

Perform the steps that follow:

1. Advise the customer to set the parameters related to the job template pool server.
2. If the fault persists, reload the software, [GP 4](#).

027-744 Template Server Error 1 RAP

027-744 An error occurred while calling the DNS resolution library.

Procedure

Perform the steps that follow:

1. Advise the customer to check the connection to the DNS and whether the job template pool server domain name has been registered in the DNS.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

027-745 Template Server Error 2 RAP

027-745 The job template pool server address cannot be resolved (the DNS address is not set).

Procedure

Perform the steps that follow:

1. Advise the customer to set the DNS address or set the job template pool server address using IP address.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

027-746 Job Template Pool Server Not Ready RAP

027-746 The port of the protocol specified in job template pool server settings has not started.

Procedure

Perform the steps that follow:

1. Advise the customer to start the port of the protocol (FTP client or SMB) specified in job template pool server settings.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

027-750 Fax Document Inhibited RAP

027-750 Transfer instruction when internet fax transfer is prohibited, or scan and printer document print instruction during interruption.

Procedure

Perform the steps that follow:

1. Advise the customer to change the transfer settings to receive internet fax.
2. Reload the software, [GP 4](#).
3. If the fault persists, perform the [016A Scan to Network Error Entry RAP](#).

027-751 Job Template Analysis Error RAP

027-751 Instruction analysis error.

Procedure

Perform the steps that follow:

1. Advise the customer to re-examine the contents of the instruction.
2. If the fault persists, reload the software, [GP 4](#).

027-752 Required User Entry Not Entered RAP

027-752 With the required user entry not entered, the instruction to start the job was given.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Not link the box to the instruction that requires user entry.
 - b. Set preset values for the items in the instruction requiring user entry.
2. If the fault persists, reload the software, [GP 4](#).

027-753 Job Flow Service Request Disabled RAP

027-753 Job is executed by instruction when the service is disabled.

Procedure

Perform the steps that follow:

1. Advise the customer to enable the service.
2. If the fault persists, reload the software, [GP 4](#).

027-754 Job Flow Service File Signature Mismatch RAP

027-754 File signature settings mismatch in instruction.

Procedure

Perform the steps that follow:

1. Advise the customer to check the system data setting of the XDW/PDF signature and the signature setting that is specified in the instruction. If the system data setting is different from the setting in the instruction, either change the instruction or change the system data.
2. If the fault persists, reload the software, [GP 4](#).

027-757 Extension Server SSL Fail RAP

027-757 Web application linkage during service linkage SSL access failed.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check the server/network connection.
 - b. Check the communication route that can be reached.
 - c. Ping the DNS server.
 - d. Check if the CA certificate of the connection destination server is imported to the machine by using the browser.
 - e. Check if the machine does not go through the proxy that SSL has the function to check the communication details SSL.
 - f. Specify the machine as out of the SSL proxy target.
 - g. Check if the server supports the relevant encryption method.
 - h. Set the client certificate to the machine.
 - i. Import the client certificate to the machine and set to use as the client certificate.
 - j. Check the daylight saving time difference to see if the date/time of the machine is correct.
2. If the fault persists, reload the software, [GP 4](#).

027-758 System Credential Setting Error RAP

027-758 Login credential setting error at remote authentication LDAP.

Procedure

Advise the customer to:

1. Check whether the login name and password have been set correctly.
2. Consult with the Network Administrator to check the authentication settings at the LDAP Server.

027-759 Reference Server Connection Error RAP

027-759 Reference server connection fail at remote authentication LDAP.

Procedure

Advise the customer to:

1. Check whether the machines network settings are set correctly.
2. Consult with the network administrator to check the connection status from the machine to the reference server.

027-760 XJT Command Fail RAP

027-760 Incorrect command from XDOD client.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check if the parameter setting specified in XDOD client is out of system specifications.
 - b. Check the XDOD client and controller versions.
2. If the fault persists, reload the software, [GP 4](#).

027-761 Web Print Timeout RAP

027-761 Although a web print job was received, the machine did not start printing on time.

Procedure

Advise the customer to:

1. If on-demand print for multiple documents was instructed using the external access function, reduce the number of documents then retry it.
2. Either extend the print on demand print duration or set it to 0.

027-762 Illegal Web Print Job Ticket RAP

027-762 Although a web print job was received, the attached job execution ticket is incorrect.

Procedure

Advise the customer to repeat the print instruction.

027-763 Auditron Cannot Verify User RAP

027-763 The machine cannot check user info with the external accounting server.

Procedure

Advise the customer to:

1. Check if the external accounting server is working correctly.
2. Connect the cable correctly.
3. Set up the machine so that it can correctly communicate with the external accounting server.

027-764 AirPrint Scan Data Transfer Fail RAP

027-764 The machine cannot check user info with the external accounting server.

Procedure

Advise the customer to:

1. Check that network communication between the transfer destination AirPrint scan client and the machine is available.
2. Check whether the AirPrint scan client has enough free capacity.
3. Check the network cable connection.

027-765 Host Name Solution Error in WebDAV RAP

027-765 DNS failed to resolve the specified host name.

Procedure

Advise the customer to:

1. Check that the scan document destination WebDAV server is registered in DNS.
2. Check that the DNS server connection is good.
3. Check that the DNS server is correctly configured.

027-766 Proxy Name Solution Error in WebDAV RAP

027-766 DNS failed to resolve the proxy server name.

Procedure

Advise the customer to:

1. Check that the proxy server name that is configured on the machine is registered in DNS.
2. Check that the DNS server connection is good.
3. Check that the address of the DNS server is correctly configured.

027-767 WebDAV Server SSL Access Fail RAP

027-767 An error has occurred during the SSL/TLS connection.

Procedure

Advise the customer to:

1. Check the access from the PC to the scan document destination WebDAV server.
2. Check the scan document SSL settings of the destination WebDAV server.
3. Check the scan document destination WebDAV server name and server path name.

027-768 WebDAV Server Certificate Fail RAP

027-768 There is a problem with the SSL certificate of the server.

Procedure

Advise the customer to:

1. Check the access from the PC to the scan document destination WebDAV server.
2. Ensure the machine is registered.
3. Ensure the scan SSL server certificate of the document destination WebDAV server is correct. For example:
 - a. Check the expiration date.
 - b. Check that the machine time is correct.
 - c. Check that they are not on the disposal list.
 - d. Check the SSL server certificate of the certification path.
4. If the Scan document certificate to the destination WebDAV server is not registered, disable the certificate validation of the machine.

027-769 WebDAV Server Access Fail RAP

027-769 WebDAV server connection error.

Procedure

Advise the customer to:

1. Check the network cable connection.
2. Check the access from the PC to the Scan document destination WebDAV server.
3. Ensure the correct network interface is selected.

027-770 PDL Error RAP

027-770 The DFE detected a failure in PDL during job processing.

Procedure

Perform the steps that follow:

1. Advise the customer to change the job conditions then try again.
2. If the fault persists, reload the software, [GP 4](#).

027-771 DFE Disk Full RAP

027-771 The remaining HDD capacity in the DFE became less than 500Mb when printing from DFE.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Change the job parameters, then try again.
 - b. Delete unnecessary files from the HDD in the DFE.
2. If the fault persists, reload the software, [GP 4](#).

027-772, 774, 776 SMTP Server Error RAP

027-772 The SMTP server refused the HELO command (after connection to the server).

027-774 Unavailable letters were specified as a destination address (after connection to the server) .

027-776 The SMTP server refused the EHLO command (after connection to the server) .

Procedure

Advise the customer to use only ASCII letters for the machine host name and destination address.

027-775 Too Many SMTP Addresses RAP

027-775 The SMTP server refused the EHLO command (after connection to the server) .

Procedure

Advise the customer to reduce the number of mail addresses.

027-777 SMTP Server Non Support RAP

027-777 The SMTP server does not support SMTP-AUTH (after connection to the server) .

Procedure

Advise the customer to send mail without setting SMTP-AUTH.

027-778 No Mode Specified by SMTP-AUTH RAP

027-778 The mode specified by SMTP-AUTH was not found (after connection to the server) .

Procedure

Advise the customer to contact the network administrator to check what SMTP authentication method the server uses.

027-779 Authentication Failure by SMTP-AUTH RAP

027-779 Authentication fail (after connecting to the server).

Procedure

Advise the customer to check if the authentication information (user name/password) has been set correctly.

027-780 WebDAV Network Interface Fail RAP

027-780 The specified network interface can not be used.

Procedure

Advise the customer to select the network interface that can be used.

027-781 WebDAV Spool Size Over RAP

027-781 Writing of scan data spool file failed because the disk is full.

Procedure

Advise the customer to split the scan data.

027-782 WebDAV Server Redirector Limit RAP

027-782 Maximum number of WebDAV server redirections has occurred.

Procedure

Advise the customer to check the redirection settings of the WebDAV server.

027-783 WebDAV User Authentication RAP

027-783 WebDAV server is not authenticated.

Procedure

Advise the customer to:

1. Check the access from the PC to the scan document destination WebDAV server.
2. Check the login user name and password.
3. Check the scan document destination WebDAV server name and server path name.

027-784 WebDAV Proxy Server Authentication RAP

027-784 WebDAV proxy server authentication failure.

Procedure

Advise the customer to check that the user name and password for the proxy server that was configured on the machine are correct.

027-787 WebDAV File Name Duplication Fail RAP

027-787 Override is selected in the scan file name duplication when processing.

Procedure

Advise the customer to set the processing of duplicated filenames at the time of scanning job execution to anything other than Stop the Job (Not Save).

027-788, 027-793 WebDAV Request Fail RAP

027-788 Bad request answered from WebDAV server.

027-793 Error number 400 from the WebDAV server has been answered.

Procedure

Advise the customer to:

1. Check whether access to the directory is possible.
2. Perform the operation again.

027-789, 791, 795 Access Forbidden RAP

027-789 Access forbidden reply from WebDAV server.

027-791 WebDAV server method not allowed.

027-795 WebDAV server not implemented.

Procedure

Advise the customer to:

1. Check the connection to the WebDAV server.
2. Check if read/write access in a file or folder in the specified place is set.
3. Check the specified file path.

027-790, 029-792 WebDAV File Not Found RAP

027-790 WebDAV server not found.

027-792 WebDAV server conflict.

Procedure

Advise the customer to ensure that the WebDAV storage path and directory specified in the server exist.

027-794 WebDAV Server Internal Fail RAP

027-794 WebDAV server internal error.

Procedure

Advise the customer to:

1. Check that the WebDAV server is up and running.
2. Check the access from the PC to the scan document destination WebDAV server.

027-796 Email Not Printed RAP

027-796 Email print control through user settings.

Procedure

Perform the steps that follow:

1. Advise the customer to correct the settings, then repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

027-797 Invalid Output Destination RAP

027-797 Incorrect output destination of received mail.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the output destination that can be processed by the machine, then repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

027-798 JFS Target Document Not Found RAP

027-798 The execution target document in the instruction set does not exist.

Procedure

Perform the steps that follow:

1. Advise the customer to select another document, then repeat the operation.
2. If the fault persists, reload the software, [GP 4](#).

027-799 WebDAV Server Insufficient Storage RAP

027-799 There is no free space in the storage location on the WebDAV server.

Procedure

Advise the customer to check whether or not there is free space in the storage location.

028-987 Tray Size Mismatch RAP

028-987 ATS/APS no destination, tray can not detect paper size.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Reload the relevant paper tray.
2. Set the specified paper on the specified tray.
3. If the fault persists, perform the steps that follow:
 - a. Switch off, then switch on the machine, [GP 10](#).
 - b. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
 - c. Reload the software, [GP 4](#).

029-700, 029-701 WebDAV Server Response RAP

029-700 Error No.500 bill from the WebDAV server has been answered.

029-701 The response from the server does not meet the specifications of the WebDAV.

Procedure

Advise the customer to:

1. Ensure that the WebDAV server is up and running.
2. Verify the configuration of the server .
3. Check the access from the PC to the scan document destination WebDAV server.

029-702 WebDAV Client RAP

029-702 An unexpected error has occurred in the internal library.

Procedure

Advise the customer to retry the same operation.

029-703 AirPrint Scan Client RAP

029-703 An error has occurred during the communication with the AirPrint scan client.

Procedure

Advise the customer to:

1. Check the connection of the network cable.
2. Check the transfer destination AirPrint scan client status.

029-704, 711 Invalid PACFile RAP

029-704 In WiFi mode, the contents of the proxy configuration file (PACFile) acquired by the proxy auto-detection function (WPAD) has detected that it is a fraud.

029-711 In Ethernet 1 mode, the contents of the proxy configuration file (PACFile) acquired by the proxy auto-detection function (WPAD) has detected that it is a fraud.

Procedure

Advise the customer to check the proxy configuration file that is stored in the HTTP server, it may be an invalid format, such as JavaScript or too large (greater than 64KB).

029-705, 706, 709, 712, 713, 716 PACFile Communications RAP

029-705 In WiFi mode, communication time-out at the time of the proxy configuration file (PACFile) acquisition occurs in a proxy auto-detection function (WPAD).

029-706 In WiFi mode, the proxy configuration file (PACFile) the time of acquisition in a proxy auto-detection function (WPAD), connection error has occurred.

029-709 In WiFi mode, communication time-out of the storage destination URL of the PACFile proxy auto-detection function (WPAD).

029-712 In Ethernet 1 mode, communication time-out at the time of the proxy configuration file (PACFile) acquisition occurs in a proxy auto-detection function (WPAD).

029-713 In Ethernet 1 mode, the proxy configuration file (PACFile) the time of acquisition in a proxy auto-detection function (WPAD), connection error has occurred.

029-716 In Ethernet 1 mode, communication time-out of the storage destination URL of the PACFile proxy auto-detection function (WPAD).

Procedure

Advise the customer to:

1. Check the connection of the network cable.
2. Check the default gateway configuration.
3. Verify the subnet mask setting.
4. Check the DNS server address setting.

029-707, 029-708, 714, 715 PACFile Not Found RAP

029-707 In WiFi mode, failed to find the proxy settings file (PACFile) in the proxy automatic detection function (WPAD).

029-708 In WiFi mode, incorrect format of the storage destination URL of PACFile acquired by the proxy auto-detection function (WPAD).

029-714 In Ethernet 1 mode, failed to find the proxy settings file (PACFile) in the proxy automatic detection function (WPAD).

029-715 In Ethernet 1 mode, incorrect format of the storage destination URL of PACFile acquired by the proxy auto-detection function (WPAD).

Procedure

Advise the customer to:

1. Check the URL setting of PACFile storage destination server.
2. Check the URL information PACFile set in the DHCP server is correct (if the proxy server acquisition method is WPAD).
3. If the URL is correct, check that the PACFile to the HTTP server has been registered.

029-710, 0129-717 PACFile URL Not Found RAP

029-710 In WiFi mode, failed to locate the storage destination URL of PACFile the proxy auto-detection function (WPAD).

029-717 In Ethernet 1 mode, failed to locate the storage destination URL of PACFile the proxy auto-detection function (WPAD).

Procedure

Advise the customer to check whether the URL information of the PACFile in the DHCP server is correctly registered.

029-718 EIP Print Network Timeout RAP

029-718 Timeout error has occurred during HTTP communication with server.

Procedure

Advise the customer to confirm the network connection status or after a while, repeat the operation.

029-719 EIP Print Error With Remote Server RAP

029-719 An error on the server side has occurred, during HTTP communication with server.

Procedure

A corresponding document does not exist or the server cannot be accessed. Advise the customer to confirm the server setting.

029-720 EIP Print Error With Server Permission RAP

029-720 A rejection error on the server side has occurred during HTTP communication with server.

Procedure

The file server cannot be accessed. Advise the customer to confirm the proxy server setting, the user name, the password, and the user setting for access again.

029-721, 029-722 EIP Print Fail RAP

029-721 Network-related (proxy connection) error has occurred during HTTP communication with server.

029-722 Communication failed because network-related error has occurred during HTTP communication with server.

Procedure

Advise the customer to confirm the server setting and connection status.

029-723 EIP Print SSL Connection Fail RAP

029-723 An SSL communication error has occurred during HTTP communication with server.

Procedure

An error related to SSL has occurred. The server cannot be accessed. Advise the customer to confirm the access authentication and the SSL setting.

029-724, 029-727 EIP Print Other Network Fail RAP

029-724 Other network-related error has occurred during HTTP communication with server.

029-727 Other error has occurred during the process of the EIP Print module.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, advise the customer to contact the System Administrator.

029-725 EIP Print Network DNS Resolve Fail RAP

029-725 A network-related (DNS name resolution) error has occurred during HTTP communication with server.

Procedure

The file server cannot be accessed. Advise the customer to confirm the DNS server setting or the file server setting again.

029-726 EIP Print Software Error RAP

029-726 A problem has occurred in the software processing and it is unable to continue with the subsequent processes.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, advise the customer to contact the System Administrator.

029-728, 729 Client Scan Data Transfer/Network Access Fail RAP

029-728, 729 An error occurred during communication with the Client Scan client, the job was canceled

Procedure



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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.

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AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte **GP 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check that there is enough free space in the Client Scan client.
2. Advise the customer to check the connection of the USB cable¹ and the network cable.

033-310 Fax Charge Function Fail RAP

033-310 The fax send billing function was turned on although multiple lines are installed.

Procedure

Advise the customer to switch off the fax send billing function or change to a single-line installation.

033-311 Invalid Address Book Data RAP

033-311 The registered contents in the address book are invalid.

Procedure

Perform **dC301** NVM initialization.

033-312, 033-313, 033-315 to 033-327 Fax Fault RAP

BSD 20.1 Fax

033-312 The fax PWB was unable to detect the power off at the ESS PWB side within the specified time.

033-313 After the initialization of fax card has completed, it was detected that communication cannot be established with the fax card.

033-315 USB fax class driver notifies that a fatal error has occurred.

033-316 An error has occurred at the machine cont section in fax controller.

033-317 An error has occurred at the fax machine section in fax controller.

033-318 A fatal error has occurred at the fax image processing.

033-319 Due to an error during fax cont 2 software processing, subsequent processes cannot be performed.

033-320 The system side did not respond within the specified time on booting.

033-321 The fax card did not respond within the specified time on booting.

033-322 An I/F timeout with the fax.

033-323 An error was detected in fax cont 2.

033-324 The USB has transitioned to an unexpected state.

033-325 A fatal error has occurred at the fax card.

033-326 The fax card has detected a fatal error.

033-327 During fax communication, the FCM stopped responding and even though a communication interrupt request was issued to the FCM, it remained unresponsive.

Procedure



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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.

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Note: For additional fax fault finding procedures, refer to [020A Fax Entry RAP](#).

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check that the telephone cables and network cable are securely connected.
3. Ensure that the fax PWBs, [PL 20.05](#) are installed correctly.

Note: Line 2 and 3 fax PWBs are options. If phone lines are not connected to the line 2 fax pwb or line 3 fax pwb, ensure they are set for receive only.

4. Check the connections and wiring between the ESS PWB, [PL 3.10 Item 6](#) and the line 1 fax PWB, [PL 20.05 Item 10](#) for an open circuit, short circuit or poor contact.
5. Check the fax module ground connection.
6. Reload the software, [GP 4](#).
7. Check that the customer fax line is operational. Plug a phone into the fax line. Check for a dial tone. If the fax line has a fault, inform the customer to have the fax line checked by the telephone company.
8. If the fault persists, install new components as necessary:
 - Line 1 fax PWB, [PL 20.05 Item 10](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Line 2 fax PWB, [PL 20.05 Item 15](#).
 - Line 3 fax PWB, [PL 20.05 Item 15](#).
 - Riser PWB, [PL 20.05 Item 16](#).

033-314 Controller and Fax Card ROM Mismatch RAP

033-314 The controller detected software version mismatch.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, reload the software, [GP 4](#).

033-328, 329, 340 Failed to Initialize Fax Log RAP

033-328 The initialization of communication log library has failed.

033-329 A fax cont error was detected.

033-340 The Pflite communication log write function returned an error.

Procedure

Perform the steps that follow:

1. Perform [dC301](#) NVM Initialization.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-330 to 033-335 FoIP Error RAP

033-330 A fatal software error has occurred within the FoIP

033-331 The initialization process with the FoIP controller has failed.

033-332 The FoIP controller did not respond within the specified time on booting.

033-333 The FoIP controller did not respond within the specified time after entering sleep mode.

033-334 Unable to send messages to the FoIP controller.

033-335 A fault notification due to invalid fault code was received from the fax card or FoIP.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-336 Non-mounted Channel RAP

033-336 A message meant for a channel that is not installed was received.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-339 Fax 2 Not Responding RAP

033-339 When transitioning to sleep, there is no response from fax controller 2.

Procedure

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

033-341 Fax Kit 3 Not Detected RAP

033-341 Something other than fax kit 3 is connected to the machine.

Procedure

Inform the customer that the line 3 fax kit is required.

033-363 Fax Card Reset (Reboot) RAP

033-363 The controller reset the fax card because the fax card did not respond.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-500 to 033-507 Remote Machine Error RAP

033-500 Modem CS operation error.

033-501 The number of receive line is 0.

033-502 There was no response for up to the 3rd post message.

033-503 T1 timeout has occurred.

033-504 T2 timeout has occurred.

033-505 T5 timeout has occurred.

033-506 DCN received.

033-507 No receiving capability in the remote machine.

Procedure

Perform the steps that follow:

1. Advise the customer to check the status of the remote machine, If the remote machine is good, repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-508, 033-511 Destination Polling Error RAP

033-508 No polling document in the remote machine.

033-511 DTS/NSC resending exceeded the limit.

Procedure

Perform the steps that follow:

1. Advise the customer to check the destination machine for a problem, for example a document jam or mismatched password or request a polling document to prepared. Then repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-509 DCS/NSS Resend Exceeded RAP

033-509 DCS/NSS re-send over.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation. If the problem persists after repeating the operation, check the status of the receiver at the destination side.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-510 Fallback Error RAP

033-510 FTT was received at 2400 bps.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-512, 513, 518, 519, 520, 534 Remote Machine Function RAP

033-512 The remote machine did not support relay broadcast.

033-513 The remote machine does not have the mailbox function.

033-518 No SUB receive function in the receiver.

033-519 No SEP receive function in the receiver.

033-520 No PWD/SID receive function in the receiver.

033-534 No remote collate copy function in the remote machine.

Procedure

Perform the steps that follow:

1. Advise the customer to check if the remote machine has the relevant function.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-514, 516, 517, 521, 522, 033-526 to 033-529 Remote Machine Error 1 RAP

033-514 Carrier broken.

033-516 EOR-Q was received.

033-517 Timeout has occurred between the ECM frames.

033-521 The system sent a reject command signal and stopped the transmission.

033-522 DTMF I/F timed out. Correct operation was not performed within the specified time.

033-526 An ECM error has occurred.

033-527 EOR-Q was sent.

033-528 RTN was sent.

033-529 RTN was received.

Procedure

Perform the steps that follow:

1. Advise the customer to request for the sender to check the remote machine for an error, then re-send.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-523, 524, 525, 542, 546, 574 Line Not Connected RAP

033-523 Channel 1 not connected.

033-524 Channel 2 not connected.

033-525 Channel 3 not connected.

033-542 The process was requested for uninstalled channel.

033-546 The dial tone could not be detected.

033-574 An instruction was issued to a channel that is not installed.

Procedure

Perform the steps that follow:

1. Ensure the relevant telephone cable is connected correctly.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-530 DTMF Illegal Procedure RAP

033-530 An invalid procedure signal was received.

Procedure

Perform the steps that follow:

1. Advise the customer that there may be a mistake in how the operator is performing the DTMF procedure.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-531, 532, 533, 544, 552, 578 Remote Machine Error 2 RAP

033-531 A reject command signal was received.

033-532 An illegal command was received.

033-533 An error has occurred at the T.30 protocol.

033-544 Busy tone was detected.

033-552 When receiving G3 image data, the detected total number of error lines exceeded the threshold value indicated in the system data.

033-578 The frame size of received command exceeded the specification value.

Procedure

Perform the steps that follow:

1. Advise the customer to request for the sender to check the remote machine for an error, then re-send.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-535 DCN Receive at Phase B Send RAP

033-535 Phase B instruction command (DCS/NSS/NSC/DTC) was rejected at the DCN.

Procedure

Perform the steps that follow:

1. Advise the customer to check the recipient's address, folder information, etc. then repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-536 to 033-540, 568, 575, 577 Send/Receive Error RAP

033-536 The ringing stops before the resource was released.

033-537 A conflict between outgoing and incoming calls has occurred and the sending was cancelled.

033-538 During the image processing of fax send, an error has occurred in the fax card.

033-539 During the image processing of fax receive, an error has occurred in the fax card.

033-540 During the image processing for fax print format, an error has occurred.

033-568 During fax communication, there was no response from the FCM for the specified time.

033-575 Polarity inversion was detected.

033-577 An underrun has occurred at the modem.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-541, 033-566 No Destination Specified RAP

033-541 The Fax Card is not able to call because there is no dial.

033-566 The fax card is unable to call because there is no dial.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the appropriate address by using the speed dial number that is registered with the correct fax address number, etc.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-543, 567, 576, 702, 703 Dial Error RAP

033-543 There is incorrect (illegal) data in the dial data.

033-567 There is incorrect (illegal) data in the dial data.

033-576 The dial data is invalid.

033-702 Digits of the indicated dial data exceeds the number of allowed number of digits.

033-703 The indicated dial data digits exceed the number of allowed digits.

Procedure

Perform the steps that follow:

1. Advise the customer to check the dial data, then repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-545 T0 Timeout RAP

033-545 The remote machine might not be a facsimile, or it is not in the facsimile mode.

Procedure

Perform the steps that follow:

1. Advise the customer to check the address number and whether the remote party is a fax machine.
2. Check the phone line connection for dial tone.

Note: When line 3 is set to fax mode, line 3 must be set to receive only. When line 3 is not set to receive only and line 1 is busy, the machine can try sending the fax using line 2 or line 3 and will time out.

3. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-547 Abort During Transmission RAP

033-547 Aborted during transmission (operation was cancelled).

Procedure

For information only. No service action necessary.

033-548 No Manual Send Line RAP

033-548 There are no lines for manual transmission.

Procedure

Perform the steps that follow:

1. Use a phone to establish communications, then advise the customer to repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-549, 551, 583 Fax Service Disabled RAP

033-549 The system cannot receive the service because it was prohibited to do the operation.

033-551 When a phone or fax communication was about to end, an operation was performed on that job.

033-583 The request received a connection refused response because the target connection is temporarily out of resource.

Procedure

Perform the steps that follow:

1. Advise the customer to wait for a while, then repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-550 Cannot Disable Fax Service RAP

033-550 The system is attempting to transition to the diag mode, etc., but was unable to do so because fax communication is in progress.

Procedure

Perform the steps that follow:

1. Advise the customer to wait for the job to complete its transmission, then repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-553 No Folder/Relay RAP

033-553 The F code that was sent from the remote machine is instructing a function that does not exist in the local machine.

Procedure

Perform the steps that follow:

1. Advise the customer to consult with the operator of the remote machine on whether the wrong F Code was input.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-554 Wrong Password/Receive Banned RAP

033-554 Data received without a password/a mismatch of passwords, or a mismatch of the select receive number. Mismatch of password or communication from the user other than those who are in the select receive list.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-555, 033-556 Incorrect Password RAP

033-555 The machine password of local machine does not match the one that was sent from the remote machine.

033-556 The remote ID was not sent from the remote machine. The sending password and the remote ID do not match.

Procedure

Perform the steps that follow:

1. Advise the customer to consult with the operator of the remote machine on whether the wrong machine password was input.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-557, 033-565 Destinations or Services Exceeded RAP

033-557 The total number of requested services or total number of addresses exceeded the number defined by the specifications.

033-565 The total number of requested addresses exceeded the number defined by the specifications.

Procedure

Perform the steps that follow:

1. Advise the customer to wait for the jobs that are waiting to be sent to decrease or reduce the number of addresses, then try again.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-558, 033-559 Remote ID Rejection RAP

033-558 The remote ID of the remote terminal is registered in the blacklist of the local machine.

033-559 The remote ID was not sent from the remote terminal.

Procedure

Perform the steps that follow:

1. Advise the customer to change the fax machine setting to be able to receive fax messages even if destination does not send remote ID.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-560, 561, 562 TRESS/RCC RAP

033-560 For TRESS and RCC, the authentication ID that was sent from the remote terminal was invalid.

033-561 TRESS and RCC cannot be performed as the operation is prohibited or a Job is in progress.

033-562 RCC execution was put on hold as it is in the operation prohibited mode.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-563, 033-569 No Printable Paper Size RAP

033-563 When formatting, registered paper that is not applicable to the document size to be printed was loaded.

033-569 The paper tray status is such that paper with orientation that can be output can only be supplied from the SMH.

Procedure

Perform the steps that follow:

1. Advise the customer to specify the correct paper size and check that the paper trays are correctly loaded with the paper guides correctly adjusted.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-564, 033-570 Power Off During Transmission RAP

033-564 An error due to power off during transmission. The power switch was turned off, or the system was reset.

033-570 An error due to power off during transmission. the power switch was turned off, or the system was reset.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Wait for a while then check the fax function settings and dial numbers, then resend data if needed.
 - b. Check the self-terminal status and line status, then perform the operation again.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-571, 033-588 Manual Send Job Cancelled RAP

033-571 At the start of the Job, the report area for fax was detected to be full and the job was cancelled.

033-588 T38 packet loss causing unrecoverable error was detected.

Procedure

Perform the steps that follow:

1. Advise the customer to wait for some of the jobs that are queued to be completed or cancelled, then retry the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-572 Fax Report Print Job Cancelled RAP

033-572 At the start of the job, job full was detected, only the fax report document is stored, and the printing of fax report was cancelled.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-573 Domain Regulation Check Error RAP

033-573 The address was specified with a prohibited domain.

Procedure

Perform the steps that follow:

1. Advise the customer to check the address and input the correct one.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-580 Missing VoIP Gateway RAP

033-580 There is no existing VoIP gateway that correspond to the phone number that was input.

Procedure

Perform the steps that follow:

1. Advise the customer to set the correct machine VoIP gateway address to correspond with the phone number that was input.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-581 Access Authentication Failure RAP

033-581 The request was asked for authentication and it failed the authentication.

Procedure

Perform the steps that follow:

1. Advise the customer to check the proxy server authentication user name, authentication password, and sip server settings at the machine.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-582 Mismatched Ability RAP

033-582 The request received a connection refused response because the target connection has mismatched capability data.

Procedure

Perform the steps that follow:

1. Advise the customer to check the machine at the recipient side. If the recipient side is guaranteed to be a supported machine, check the sip server settings between the recipient side and the machine.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-584 SIP Request Timeout RAP

033-584 SIP communication timeout has occurred.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Check whether the correct address or phone number was input.
 - b. Check whether the network cable is connected.
 - c. Check whether the SIP server is running.
 - d. Check the connection status of the network cable between the machine and the SIP server, as well as between the machine and the recipient side.
 - e. Check whether the SIP server and the recipient side are able to communicate.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-585 SIP Request Error RAP

033-585 Other error has occurred during SIP communication.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-586 T38 Protocol Not Ready RAP

033-586 Unable to communicate as the IP address is unresolved. Unable to communicate as the registration to registrar server was not completed when using a SIP server.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Wait for a while, then try to send again.
 - b. Make it so that the IP address can be obtained and registered to the registrar server.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-587, 589, 590, 592 Remote Machine Error 3 RAP

033-587 Unable to establish T38 session (including RTP session).

033-589 The received T38 protocol data contains invalid content (including ASN.1 decode error).

033-590 Unable to continue the job as an error has occurred at the packet send (TCP, UDP, RTP) of T38 protocol.

033-592 A timeout caused by other than timeout notification (image data receive timeout and FoIP internal timeout) has occurred.

Procedure

Perform the steps that follow:

1. Advise the customer to request for the sender to check the remote machine for an error, then re-send.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-591 FoIP Max Sessions Over RAP

033-591 A new send request was initiated when the system is already communicating using the maximum number of sessions for FoIP.

Procedure

Perform the steps that follow:

1. Wait for the IP fax send that is in progress to complete, then try to send again.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-593 Cancelled By Remote Peer RAP

033-593 An interrupt process was performed at the communication partner side.

Procedure

Perform the steps that follow:

1. Advise the customer to request for the sender to re-send.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-700 T1 Timeout Fail RAP

033-700 T1 timeout has occurred when sending or at phase B and later when receiving.

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Repeat the operation if the fault occurs while sending.
 - b. Request for the sender to re-send if the fault occurs when receiving.
 - c. Check the remote machine for an error.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-701 Retry Timeout RAP

033-701 The communication did not end normally within the retry timeout time.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-710, 711, 712, 713, 717, 718, 719, 721 Document Not Found RAP

033-710 The specified document cannot be found

033-711 The specified page cannot be found or contains invalid data.

033-712 Invalid document, host memory full

033-713 Incorrect chain-link number.

033-717 The verification result of the specified password was NG.

033-718 The document was not found in the polling sending box or the specified folder.

033-719 The document was not found in the polling sending box or the specified folder.

033-721 The specified page cannot be generated.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-716 No Specified Folder RAP

033-716 The status in which the job cannot be performed was detected during EP-TRESS operation.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-724 Fax Receive Memory Over Flow RAP

033-724 Receive operation was aborted because the maximum limit of the image data amount that can be received for one Fax communication was exceeded.

Procedure

Perform the steps that follow:

1. Inform the customer that the optional hard disk is required.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

033-725, 033-742 Insufficient Hard Disk Space RAP

033-725 The HD was full when fax was received, or when the format or report was created.

033-742 Timed out by page read close instruction (ran out of memory during manual send).

Procedure

Advise the customer to delete unnecessary data from the hard disk.

Procedure

Perform the steps that follow:

1. Advise the customer to delete unnecessary data from the hard disk.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-726, 728, 734, 737, 738, 751 Fax Printing Error RAP

033-726 Two sided printing not available when receiving fax (mixed size).

033-728 Formatting for fax auto print was aborted because the instruction for fax manual print was sent during the operation.

033-734 Job was cancelled because fax print and fax auto report were started at the same time.

033-737 The fax cont detected a failure and could not continue processing the job.

033-738 The fax cont detected an error in JBIG data during coding/decoding of the JBIG data.

033-751 An activity report is generated during the time period where print is prohibited and since the machine is in sleep mode, it started the process to place the report on hold.

Procedure

Perform the steps that follow:

1. For a single occurrence, take no action.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

033-731, 732, 736, 740, 747, 748, 749 Inconsistent Instructions RAP

033-731 Transmission closed due to start transmission from fax card and stop transmission from controller.

033-732 Print job received was cancelled at forced polling.

033-736 The data amount for fax transfer exceeded the threshold during fax transfer of internet fax off ramp.

033-740 The user cancelled immediate printing upon receiving.

033-747 When requesting to start the service from the fax card, the job could not be generated due to causes such as job number overflow.

033-748 During service sequencing, an illegal operation was detected.

033-749 During fax formatting, the extended image data is larger than the memory reserved.

Procedure

For information only. No service action necessary.

033-733, 735, 741, 743, 744, 745, 746, 750 Fax Document Number Error RAP

033-733 The number of job documents related to the job could not be obtained.

033-735 Fax receive - buffer allocate timeout.

033-741 When transferring image data to the fax card, the conditions for sending the response to the fax card did not match.

033-743 When receiving image data from the fax card, the conditions for sending the response to the fax card did not match.

033-744 When receiving image data from the fax card, the conditions for sending the response to the fax card did not match.

033-745 When receiving image data from the fax card, the conditions for sending the response to the fax card did not match.

033-746 When transferring image data to the fax card, the conditions for sending the response to the fax card did not match.

033-750 During formatting, when image data was retrieved from the fax card, even though the image data was determined to be free from error, extension failed.

Procedure

Perform the steps that follow:

1. Advise the customer to repeat the operation.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

041-310 IM Logic Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

041-310 IM software control error detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

041-333 Drive PWB F10 Blown RAP

BSD 1.5 DC Power Generation (2 of 2)

BSD 1.7 Option DC Power Distribution

041-333 Drive PWB fuse 10 open circuit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the tray module for overcurrent and overvoltage. Repair the wiring or install new components as necessary.
2. After the faulty circuit has been repaired, install a new drive PWB, [PL 1.10 Item 3](#).

041-334 Drive PWB F11 Blown RAP

BSD 1.5 DC Power Generation (2 of 2)

BSD 1.7 Option DC Power Distribution

041-334 Drive PWB fuse 11 open circuit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the finisher for overcurrent and overvoltage. Repair the wiring or install new components as necessary.
2. After the faulty circuit has been repaired, install a new drive PWB, [PL 1.10 Item 3](#).

041-335 Drive PWB F12 Blown RAP

BSD 1.5 DC Power Generation (2 of 2)

BSD 10.6 Fused Paper Exit 2

041-335 Drive PWB fuse 12 open circuit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the fuser exhaust fan for overcurrent and overvoltage. Repair the wiring or install new components as necessary.
2. After the faulty circuit has been repaired, install a new drive PWB, [PL 1.10 Item 3](#).

041-340, 041-341 Drive PWB NVM (EEPROM) Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

041-340 NVM (EEPROM) data abnormality.

041-341 NVM (EEPROM) access error.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Fault code 041-340 Only . Enter [dC131](#). Check that the NVM values that follow are set to 0:

- 740-016 Range Over Chain No
- 740-017 Range Over Link No
- 740-018 Range Over Chain Link
- 740-019 Range Over Value
- 740-020 Write in Progress Range Over Chain No
- 740-021 Write in Progress Range Over Link No

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. [dC301](#) NVM Initialization.
4. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

041-371 Productivity Not Set RAP

041-371 Productivity not set.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, perform [dC132](#).

041-388, 041-391 Logic Fail RAP

041-388 When fatal abnormality was detected in marking control.

041-391 Finisher module fatal error was detected.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

041-603, 041-604 Environment Sensors Fail RAP

041-603 The value of the temperature sensor exceeds the upper limit.

041-604 The value of the humidity sensor exceeds the upper limit.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fusing unit exhaust fan and the marking unit fan are operating correctly, refer to:
 - [042-330](#) Fuser Exhaust Fan Fail RAP.
 - [043-344](#) Marking Fan Fail RAP.
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

Note: The temperature sensor and humidity sensor are both surface mounted on the ESS PWB.

042-325 Main Motor Fail RAP

BSD 4.1 Main Drive Control

042-325 Main motor run fault.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 6](#) How to Check a Motor.

Enter [dC330](#) code 042-003 to run the main motor, [PL 40.10 Item 1](#).

The main motor runs.

Y N
 | |
 | | Check the +24V power supply to the main motor.

The power supply is good.

Y N
 | |
 | | Check the power supply circuit to the main motor.

Check the items that follow:

- The connection between the main motor ([P/J212](#)) and the drive PWB ([P/J405](#)) for open circuit, short circuit or poor contact.
- The drive gear for wear, damage or bearing blockage.
- Load towards the main motor.

Install new components as necessary:

- Main motor, [PL 40.10 Item 1](#).
- Drive PWB, [PL 1.10 Item 3](#).

The fault may be intermittent. Check the connection between the main motor ([P/J212](#) pin 2) and the drive PWB ([P/J405](#) pin 4) for open circuit, short circuit or poor contact.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

042-330 Fuser Exhaust Fan Fail RAP

BSD 10.4 Fusing

042-330 Fuser exhaust fan fault.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 6](#) How to Check a Motor.

Enter [dC330](#) code 042-050 to run the fuser exhaust fan.

The fuser exhaust fan runs.

Y N
Check the +24V power supply to the fuser exhaust fan.

The power supply is good.

Y N
| Check the power supply circuit to the fuser exhaust fan.

Check the items that follow:

- The connection between the fuser exhaust fan ([P/J210](#)) and the drive PWB ([P/J413](#)) for open circuit, short circuit or poor contact.
- Load towards the fuser exhaust fan.

Install new components as necessary:

- Fuser exhaust fan, [PL 40.15 Item 4](#).
- Drive PWB, [PL 1.10 Item 3](#).

The fault may be intermittent. Check the connection between the fuser exhaust fan ([P/J210](#) pin 2) and the drive PWB ([P/J413](#) pin 2) for open circuit, short circuit or poor contact.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).

- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

043-344 Marking Fan Fail RAP

BSD 9.14 Marking Fan Control

043-344 Marking fan fault.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 6](#) How to Check a Motor.

Enter [dC330](#) code 042-052 to run the marking fan.

The marking fan runs.

Y N
| Check the +24V power supply to the marking fan.

The power supply is good.

Y N
| Check the power supply circuit to the marking fan.

Check the items that follow:

- The connection between the marking fan ([P/J209](#)) and the drive PWB ([P/J410](#)) for open circuit, short circuit or poor contact.
- Load towards the marking fan.

Install new components as necessary:

- Marking fan [PL 40.15 Item 8](#).
- Drive PWB, [PL 1.10 Item 3](#).

The fault may be intermittent. Check the connection between the marking fan ([P/J209](#)) and the drive PWB ([P/J413](#)) for open circuit, short circuit or poor contact.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).

- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

044-312, 044-313 Timeout Error RAP

044-312 IM software control error was detected (MK).

044-313 M software control error was detected (PH).

Procedure

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

044-329 Shut Down Fail RAP

044-329 Shut down fail detected

Procedure

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

045-310 Image Ready RAP

045-310 Controller image preparation failure detected.

Procedure

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

045-311, 045-396 Controller Communication Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

045-311 Communication failure between ESS PWB and DRIVE PWB was detected.

045-396 IO setup error of HASIC installed on drive PWB.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connection between the ESS PWB ([P/J335](#)) and the drive PWB ([P/J401](#)).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

045-382, 045-398 Drive PWB NVM (EEPROM) Verify Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

045-382 NVM (EEPROM) write verify error.

041-398 NVM (EEPROM) read verify error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. dC301 NVM Initialization.
4. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

045-399 Drive PWB Power Fail RAP

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

BSD 1.4 DC Power Generation (1 of 2)

BSD 1.5 DC Power Generation (2 of 2)

045-399 Power supply to drive PWB error. The IOT_PWR_ON signal from ESS PWB did not become active due to an error. This occurs at ESS circuit error, cable open circuit or no +5V power supply from LVPS.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the items that follow: connections:
 - Between the LVPS ([P/J502](#)) and the drive PWB ([P/J400](#)).
 - Between the ESS PWB ([P/J335](#)) and the drive PWB ([P/J401](#)).
3. Check the drive PWB +5V power supply line. If the +5V is not being supplied, install a new LVPS, [PL 1.10 Item 8](#).
4. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

047-213 Finisher Kind Mismatch RAP

047-213 The connected Finisher is of an incorrect type.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connection between the Drive PWB J590, J591 and the Finisher PWB for open circuit, short circuit or poor contact.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
 - Global B Office Finisher - EZK - Part Number 705P01448
3. If the fault persists, install a new Drive PWB, [PL 1.10 Item 4](#).

047-216 Finisher Comm Fail RAP

047-216 Reply from the Finisher was determined as a communication error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connection between the Drive PWB J590, J591 and the Finisher PWB for open circuit, short circuit or poor contact.

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
 - Global B Office Finisher - EZK - Part Number 705P01448
3. If the fault persists, install a new Drive PWB, [PL 1.10 Item 4](#).

047-217 HCF Communication RAP

BSD 3.15 PWB Communications (ESS to HCF)

047-217 Reply from the HCF was determined as a communication error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connection between the drive PWB, [PL 1.10 Item 3](#) and the HCF PWB, [PL 70.60 Item 9](#) for open circuit, short circuit or poor contact.
3. Install new components as necessary:
 - HCF PWB, [PL 70.60 Item 9](#).
 - Drive PWB, [PL 1.10 Item 3](#).

047-320 All Destination Tray Broken RAP

047-320 All trays connected to the IOT have become unusable.

Procedure

Check the fault history, [dC122](#) for any tray faults. Perform the relevant procedures.

057-310, 057-312 Drive PWB Communication Fail RAP

057-310 SPI communication data abnormality between the drive PWB and the ESS PWB.

057-312 SPI communication data abnormality between the drive PWB and the ESS PWB

Procedure

Perform the [045-311](#), [045-396](#) Controller Communication Fail RAP.

057-311, 313, 314, 315 Drive PWB Fail RAP

057-311 Abnormality in the WDT circuit that monitors the SPI communication status in which the drive PWB is mounted.

057-313 Drive PWB fuse 13 open circuit was detected.

057-314 Drive PWB fuse 14 open circuit was detected.

057-315 Drive PWB fuse 15 open circuit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, install a new drive PWB, [PL 1.10 Item 3](#).

057-316 Drive PWB F16 Blown RAP

BSD 1.10 Power Interlock Switching (3 of 3)

057-316 Drive PWB fuse 16 open circuit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the components that follow for overcurrent and overvoltage. Repair the wiring or install new components as necessary:
 - Takeaway clutch, [PL 40.10 Item 5](#).
 - Bypass tray feed clutch, [PL 70.40 Item 4](#).
 - Registration clutch, [PL 80.55 Item 11](#).
 - Marking fan, [PL 40.15 Item 8](#).
 - Exit 1 offset solenoid, [PL 10.15 Item 11](#).
 - Duplex clutch, [PL 80.50 Item 28](#).
2. After the faulty circuit has been repaired, install a new drive PWB, [PL 1.10 Item 3](#).

057-317 Drive PWB F17 Blown RAP

BSD 1.10 Power Interlock Switching (3 of 3)

057-317 Drive PWB fuse 17 open circuit was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Check the components that follow for overcurrent and overvoltage. Repair the wiring or install a new exit gate solenoid, [PL 10.22 Item 9](#) as necessary.
2. After the faulty circuit has been repaired, install a new drive PWB, [PL 1.10 Item 3](#).

058-310 to 058-321 Fuser Checkout RAP

BSD 10.2 Fusing Heat Control (1 of 2)

BSD 10.3 Fusing Heat Control (2 of 2)

058-310 At warm up, the heat roll NC sensor temperature has exceeded the check temperature.

058-311 At warm up, the heat roll thermistor temperature has exceeded the check temperature.

058-318 After inspection start, the side temperature rises from the measurement start temperature to the target temperature sooner than the specified time.

058-319 The heater assessment time has arrived, the center temperature or side temperature is the setting value or less.

058-320 The side temperature does not rise to the measurement start temperature within the specified time from the inspection start.

058-321 The side temperature does not rise from the measurement start temperature to the target temperature within the specified time from the inspection start.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Remove the fuser. Check whether foreign substances or paper is wound around the heat roll.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. **(Fault code 058-310 only)** Check the heat roll NC sensor for correct installation and loose connections.
3. **(Fault code 058-311 only)** Check the heat roll thermistor for correct installation and loose connections.

4. **(Fault code 058-319 only)** Check the heater for a wiring error.
5. **(Fault code 058-320 only)** Check the main heater rod for open circuit or poor contact.
6. **(Fault code 058-321 only)** Check the sub heater rod for open circuit or poor contact.
7. Ensure that the fuser is installed correctly and is the correct voltage for the region.
8. Check the drawer connector between the fuser and the main unit (DP612) for damage.
9. Check the connections and wiring between the fuser (DP612) and the LVPS (P2) for an open circuit, short circuit or poor contact.
10. Check the connections and wiring between the heat roll NC sensor (P/J124) and the drive PWB (P/J416) for open circuit, short circuit or poor contact.
11. If the fault persists, install new components as required following the **CAUTION** below:
 - Fuser, PL 10.05 Item 2.
 - LVPS, PL 1.10 Item 8.
 - ESS PWB, PL 3.10 Item 6.
 - Drive PWB, PL 1.10 Item 3.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, REP 3.1. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to REP 1.2.

058-376 DC100V Input Fail RAP

058-376 DC supply (emergency power supply, etc.) was detected from the Power Supply Outlet.

Procedure

Check the NVM [744-614] value and Presence of DC application.



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 10. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- GP 7 How to Check a Sensor.
1. Switch off, then switch on the machine, GP 10.
 2. Install the new LVPS PL 1.10 Item 8, and Heater Relay PWB.
 3. Check that AC power is supplied from the Power Supply Outlet and change the NVM [744-614] value from '1' -> '0'.
 4. Ensure that all connectors on the ESS PWB PL 3.10 Item 6, Drive PWB PL 1.10 Item 3, the LVPS PL 1.10 Item 8 are securely connected.
 5. Intall the new ESS PWB PL 3.10 Item 6, Drive PWB PL 1.10 Item 3, the LVPS PL 1.10 Item 8 is properly installed.
 6. Check that AC power is supplied from the Power Supply Outlet and change the NVM [744-614] value from '1' -> '0'.
 7. If the fault persists, then contact the second level of support.

059-326 Heat Roll STS Fail RAP

BSD 10.3 Fusing Heat Control (2 of 2)

059-326 The system detected an open circuit of the heat roll thermistor.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Ensure that the fuser is installed correctly.
- Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
- Ensure [P/J416](#) on the drive PWB is connected correctly.

Procedure

Remove the fuser. Measure the resistance between DJ612S pin 7 and pin 8 (across the heat roll thermistor).

An open circuit is measured.

Y N

Check the items that follow: connections for open circuits, short circuits or poor contacts:

- Between DJ612S pin 8 and [P/J416](#) pin 4 on the drive PWB.
- Between DJ612S pin 7 and [P/J416](#) pin 5 on the drive PWB.

If the wiring is good, install a new drive PWB, [PL 1.10 Item 3](#).

Install a new fuser, [PL 10.05 Item 2](#).

059-372 Heat Roll NC Sensor Differential Fail RAP

BSD 10.3 Fusing Heat Control (2 of 2)

059-372 Abnormal temperature monitor AD value of the heat roll NC sensor was detected 10 consecutive times.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fuser is installed correctly.
3. Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
4. Check the connections and wiring between the fuser ([DP612](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
5. If the fault persists, install new components as necessary:
 - Fuser, [PL 10.05 Item 2](#).
 - Drive PWB, [PL 1.10 Item 3](#).
6. After correcting the fault, reset the value of NVM location 744-003 (Differential Amplification Error Detection Flag) to 0 (Normal). Switch off, then switch on the machine, [GP 10](#).

059-383 Warm Up Time Fail RAP

BSD 10.2 Fusing Heat Control (1 of 2)

BSD 10.3 Fusing Heat Control (2 of 2)

010-383 When transitioning from the wait state, the specified temperature is not reached within the specified time.

Note: This fault may occur when the temperature in the installation environment is low (10 degrees C or lower).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fuser is installed correctly.
3. Check the drawer connector between the fuser and the main unit ([DP612](#)) for damage.
4. Check the connections and wiring between the fuser ([DP612](#)) and the LVPS ([P2](#)) for an open circuit, short circuit or poor contact.
5. Check the connections and wiring between the fuser ([DP612S](#)) and the drive PWB ([P/J416](#)) for an open circuit, short circuit or poor contact.
6. If the fault persists, install new components as necessary:
 - Fuser, [PL 10.05 Item 2](#).
 - LVPS, [PL 1.10 Item 8](#).
 - Drive PWB, [PL 1.10 Item 3](#).

060-363, 367 VBO Fault RAP

060-363 VBO-IP PLL Error A VBO-IP built-in PLL error has occurred.

060-367 VBO LOCKN Error An LPH VBO link down error has occurred.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connections and FFC between the LPH and the ESS PWB ([P/J1363](#)).
3. If the fault persists, install new components as necessary:
 - Print head assembly, [PL 60.35 Item 1](#).
 - FFC ribbon cable, [PL 60.35 Item 9](#).
 - ESS PWB, [PL 3.10 Item 6](#).

060-371, 375, 379, 383, 387, 394, 398 LPH Fault RAP

060-371_LPH DL I2C Fail K I2C communication error between upper-level ASIC and LPH has occurred.

060-375_LPH Power On Fail K It is highly probable that there is a malfunction with the LPH power supply or the RST cannot be released.

060-379_LPH DL VBO Fail K VBO communication error between upper-level ASIC and LPH has occurred.

060-383_DL ROM Fail K I2C communication error between upper-level ASIC and LPH ROM has occurred.

060-387_LPH DL Status Fail K The LPH ROM download has failed. Communication error between LPH and LPH ROM has occurred.

060-394_LPH VBOWR Fail K VBO communication error between upper-level ASIC and LPH (data write error to LPH) has occurred.

060-398_LPH CSUM Fail K VBO communication error between upper-level ASIC and LPH (image transfer error to LPH) has occurred.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connections and ribbon cable between the LPH and the ESS PWB ([P/J1363](#)).
3. If the fault persists, install new components as necessary:
 - Print head assembly, [PL 60.35 Item 1](#).
 - FFC ribbon cable, [PL 60.35 Item 9](#).
 - ESS PWB, [PL 3.10 Item 6](#).

061-365, 369, 373 LPH Communications Fault RAP

061-365 Communication error between ESS and LPH (data read error from LPH). It may occur due to external noise, poor connection of FFC, poor power supply, etc.

061-369 Communication error between ESS and LPH (data write error to LPH). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

061-373 Communication error between ESS and LPH (error in the communication IC or cable). It may occur due to an external noise, poor connection of FFC, poor power supply, etc.

Procedure

Perform the [060-371](#), [375](#), [379](#), [383](#), [387](#), [394](#), [398](#) LPH Fault RAP.

062-277 DADF Communication Fail RAP

BSD 3.5 PWB Communications (ESS PWB to DADF)

062-277 Communications cannot be established between the ESS PWB and the DADF PWB.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connections and wiring between the ESS PWB ([P/J1371](#)) and the DADF PWB ([P/J751](#)) for an open circuit, short circuit or poor contact.
3. If the fault persists, install new components as necessary:
 - DADF PWB, [PL 5.15 Item 3](#).
 - ESS PWB, [PL 3.10 Item 6](#).

062-300, 400 Platen Interlock Open RAP

BSD 6.1 Platen Document Sensing

062-300, 400 Any of the faults that follow was detected:

- DADF Job was stopped by opening the platen cover.
- DADF was opened when the document was set in DADF.
- DADF was opened while feeding.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Ensure that the DADF open and closes correctly. If necessary, install new DADF counterbalances, [PL 5.15](#).
2. Check the connections and wiring between the ESS PWB ([P/J1371](#)) and the DADF PWB ([P/J751](#)) for an open circuit, short circuit or poor contact.
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

062-311 IIT Software Logic Fail RAP

062-311 Error detected in IISS software.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

062-345 IIT EEPROM Fail RAP

BSD 6.3 Document Illumination and Image Input

062-345 Write failure to IEEPROM, or communication failure with EEPROM.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, install a new CCD Assembly, [PL 60.10 Item 4](#).

062-360, 062-389 Carriage Position Fail RAP

BSD 6.2 Carriage Control

062-360 Any of the faults that follow was detected:

- An error with the count value of the carriage position control.
- No IIT registration sensor input during carriage initialization.
- Abnormality in detected position of IIT registration sensor.

062-389 A Carriage overrun was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Remove the document glass. Manually move the full rate carriage to right and left.

The carriage moves smoothly, with no interference.

Y N

Check the carriage operation for mechanical load, the carriage cable for winding failure, the rail for contamination/foreign substances, and the full rate/half rate carriage for improper position. Refer to [ADJ 60.1](#). Install new components as necessary, [PL 60.15](#).

Enter [dC330](#) code 062-212. Manually move the carriage to actuate IIT registration sensor, [PL 60.30 Item 7](#).

The display changes.

Y N

Check the IIT registration sensor. Refer to [GP 7](#) How to Check a Sensor.

Enter [dC330](#) code 062-005 (scan) or 062-006 (return) to run the IIT scan motor, [PL 60.30 Item 5](#).

The IIT scan motor runs and drives the carriage.

Y N

Check the items that follow:

- The IIT scan motor. Refer to [GP 6](#) How to Check a Motor.
- The timing belt, [PL 60.30 Item 1](#).

Install new components as necessary.

The fault may be intermittent. If the fault persists, install new components as necessary:

- IIT registration sensor, [PL 60.30 Item 7](#).
- IIT scan motor, [PL 60.30 Item 5](#).
- ESS PWB, [PL 3.10 Item 6](#).

062-362 X Hard Fail RAP

062-362 Hard modification of authentication machine was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

062-371, 380, 386, 393 Lamp Illumination Fail RAP

BSD 6.3 Document Illumination and Image Input

062-371 Lamp Illumination Fail Insufficient light from Lamp detected in CCD. (During white fluctuation correction/AGC before Scan starts)

062-380 AGC Fail Insufficient lamp light intensity was detected when performing AGC.

062-386 AOC Fail A CCD output error was detected when performing AOC.

062-393 CCD PWB Sync Signal Fail An error occurred when writing to Shading Memory or detected that writing to Gap Memory is not possible or an ASIC averaging processing error occurred.

Procedure

1. Turn ON the power and enter Diagnostics mode. Change the value for NVM [715-030] to '1' and then perform [NVM Write].
2. A 3 or 4-digit number is displayed in the current value column.
3. Check the first 1 or 2 digits and the last 2 digits using the following table and replace the appropriate parts.

Sample Display

- 110 (3-digit display):
The Lamp Assembly is damaged and the Lamp FFC is damaged or has poor contact. (The first digit '1' in '110' is the upper digit, which indicates the Lamp Assembly ('0' in '01' is not displayed). The last 2 digits '10' indicate the Lamp FFC.)
- 1000 (4-digit display):
The Lamp FFC is damaged or has poor contact. (The first 2 digits '10' in '1000' are the upper digits, which indicate the Lamp FFC. The last 2 digits '00' indicate that nothing is applicable (no failures).)

Current Value	Component Name	PL No.
00	Not applicable (No errors)	-
01	Lamp Assembly	PL60.20
02	CCD Assembly	PL60.10
03	CCD FFC	PL60.10
10	Lamp FFC	PL60.20

4. After replacing the appropriate parts, change the value of NVM [715-030] to '1' again, then perform "NVM Write".
5. Check that the current value column becomes '0'.
6. If the problem persists after performing the above procedure, check the following:
 - Check for burnt out Lamp Assembly (DC330 [062-002]). (PL60.20)
 - Check the Flat Cable between the Lamp Assembly **P7001** and the ESS PWB **J1373** for open circuit, short circuit, and poor contact (especially, check whether the Flat Cable was inserted in a skewed manner).

- Check the Flat Cable between the CCD Assembly **P700** and the ESS PWB **J1370** for open circuit, short circuit, and poor contact (especially, check whether the Flat Cable was inserted in a skewed manner).
7. If no problem is found, replace the ESS PWB. (PL 3.10).

062-395 Trans PWB power Cable Connection Fail (IIT Power Status Fail) RAP

062-395 IIT Power Status Fail was detected in ESS PWB.

Note: It was a sub-system fail, which shut down +24VDC_C13.

Procedure

Remove Rear Cover and PWB Cover, then check the voltage between ESS and LVPS to see if it is +24VDC.

Y N

 | Turn the power off and check for disconnection, short out, and loose contact of the wire between LVPS CC4 and ESS PWB.

Insert and remove the IIT motor harness and the DADF harness, and turn the power back on.

In case the IIT does not recover, check for disconnection, short out, and loose contact of the harnesses between IIT Motor and ESS, and between DADF and ESS.

If you do not see any defects, replace the ESS PWB (PL 3.10).

062-396 CCD Cable Connection Fail RAP

062-396 A CIS flat cable connection error was detected.

Procedure

Perform the 060-371, 375, 379, 383, 387, 394, 398 LPH Fault RAP.

062-397 IIT-Cont Video Cable Connection Fail RAP

062-397 System detected a connection failure of IIT-Controller Video Cable

Note: It was a sub-system fail, which caused +24VDC_C13 and +24VDC_Inlk to shut down.

Procedure

1. Perform a cycled down.
2. Check for disconnection, short circuit, and connection failure of the flat cable between CCD PWB and ESS PWB.
3. In case you do not find any problems, replace the following parts in order. Check for failure of each part, and put the original one back if it works without a problem.
 - Lens Kit Assy (includes CCD PWB) – [PL 60.10](#)
 - Flat cable between CCD and ESS – [PL 3.10](#)
 - ESS PWB – [PL 3.10](#)

062-790 Recognition Fail RAP

062-790 The document being scanned is prohibited by law.

Procedure

Advise the customer to refer to the Legal Notices in the User Guide to check the types of document available for copying.

065-221 CIS AGC Fail RAP

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

BSD 3.3 PWB Communications (ESS PWB to DADF PWB)

065-221 The CIS AGC process has not completed/resolved.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Enter Diag Mode and execute DC945 IIT Calibration (MAX Setup) [Side 2 Shading Correction] (Refer to [dC945](#)). After the execution, check if the error is solved.

Is an error displayed?

Y N

| End. Initialize IISS-Extension in [dC301](#) NVM Initialization and turn the power OFF then ON. Initialize the IISS Extension domain in [dC301](#) NVM Initialization by going to the Diag mode. Turn the power OFF then ON and check if the error is solved.

Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Turn OFF the power and disconnect the power plug. Check the following:

1. The Flat Cable between the Controller PWB J1377 and the CIS J1 for open circuit, short circuit, and poor contact.
2. The connections between the IIT Trans PWB J7501 and J7502, and the DADF PWB J751 and J761 for open circuits, short circuits, and poor contacts.
3. The Flat Cable between the Controller PWB J321 and the IIT Trans PWB J7192 for open circuit, short circuit, and poor contact.

..Are the connection and Flat Cable normal?

Y N

| Replace the CIS Flat Cable and connect it properly [PL 60.30 Item 15](#).

Check if the error is solved.

..Is an error displayed?

Y N

| End

Perform the following. After the execution, check if the error is solved.

1. Backup the IIT files in [dC363](#) NVM Backup and Restore NVM Values.
2. Replace the DADF PWB. ([PL 5.10 Item 11](#))
3. Initialize the IISS Extension domain in [dC301](#) NVM Initialization.
4. Restore the IIT files in [dC363](#) NVM Backup and Restore NVM Values.
5. Enter Diag Mode and execute DC945 IIT Calibration (MAX Setup) [Side 2 Shading Correction] (Refer to [dC945](#)).

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).Replace the CIS ([PL 5.40 Item 1](#)). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).Replace the CIS Flat Cable ([PL 60.30 Item 15](#)). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).Replace the DADF. ([PL 5.05 Item 2](#))

065-222 CIS AOC Fail RAP

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

BSD 3.3 PWB Communications (ESS PWB to DADF PWB)

065-222 The CIS AOC process has not completed/resolved.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Go to the Diag mode and execute DC131 NVM Read/Write to change the value of NVM [716- 173] (Color AOC Resolution Allowable Lower Limit Threshold Value) and NVM [763-183] (Color AOC Resolution Allowable Upper Limit Threshold Value) to "128", and then check if the error is solved.

Is an error displayed?

Y N

| End.

Turn OFF the power and disconnect the power plug. Check the following:

1. The Flat Cable between the Controller PWB J1377 and the CIS J1 for open circuit, short circuit, and poor contact.
2. The connections between the IIT Trans PWB J7501 and J7502, and the DADF PWB J751 and J761 for open circuits, short circuits, and poor contacts.
3. The Flat Cable between the Controller PWB J321 and the IIT Trans PWB J7192 for open circuit, short circuit, and poor contact.

..Are the connection and Flat Cable normal?

Y N

| Replace the CIS Flat Cable and connect it properly [PL 60.30 Item 15](#).

Check if the error is solved.

..Is an error displayed?

Y N
| End

Perform the following. After the execution, check if the error is solved.

1. Backup the IIT files in **dC363** NVM Backup and Restore NVM Values.
2. Replace the DADF PWB. (PL 5.10 Item 11)
3. Initialize the IISS Extension domain in **dC301** NVM Initialization.
4. Restore the IIT files in **dC363** NVM Backup and Restore NVM Values.
5. Enter Diag Mode and execute DC945 IIT Calibration (MAX Setup) [Side 2 Shading Correction] (Refer to **dC945**).

..Is an error displayed?

Y N
|

Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00**.

Replace the CIS (PL 5.40 Item 1). After replacement, check if the error is solved.

..Is an error displayed?

Y N
|

Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00**.

Replace the CIS Flat Cable (PL 60.30 Item 15). After replacement, check if the error is solved.

..Is an error displayed?

Y N
|

Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00**.

Replace the DADF. (PL 5.05 Item 2)

065-223 CIS Connection Fail RAP

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

BSD 3.3 PWB Communications (ESS PWB to DADF PWB)

065-223 The CIS Cable may have poor contact.

Procedure



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 Stromschlagfahr 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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Turn OFF the power and disconnect the power plug. Check the following:

1. The Flat Cable between the Controller PWB J1377 and the CIS J1 for open circuit, short circuit, and poor contact.
2. The connections between the IIT Trans PWB J7501 and J7502, and the DADF PWB J751 and J761 for open circuits, short circuits, and poor contacts.
3. The Flat Cable between the Controller PWB J321 and the IIT Trans PWB J7192 for open circuit, short circuit, and poor contact.

..Are the connection and Flat Cable normal?

Y N
|

Replace the CIS Flat Cable and connect it properly **PL 60.30 Item 15**.

Check if the error is solved.

..Is an error displayed?

Y N
| End

Perform the following. After the execution, check if the error is solved.

1. Backup the IIT files in **dC363** NVM Backup and Restore NVM Values.
2. Replace the DADF PWB. (PL 5.10 Item 11)
3. Initialize the IISS Extension domain in **dC301** NVM Initialization.
4. Restore the IIT files in **dC363** NVM Backup and Restore NVM Values.

5. Enter Diag Mode and execute DC945 IIT Calibration (MAX Setup) [Side 2 Shading Correction] (Refer to [dC945](#)).

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Replace the CIS ([PL 5.40 Item 1](#)). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Replace the CIS Flat Cable ([PL 60.30 Item 15](#)). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Replace the DADF. ([PL 5.05 Item 2](#))

065-224 CIS Device Fail RAP

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

BSD 3.3 PWB Communications (ESS PWB to DADF PWB)

065-224

- Unable to read from the Side 2-EEPROM and Side 2-CIS correctly.
- Parts on the DADF PWB are not operating properly.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Turn OFF the power and disconnect the power plug. Check the following:

1. The Flat Cable between the Controller PWB J1377 and the CIS J1 for open circuit, short circuit, and poor contact.
2. The connections between the IIT Trans PWB J7501 and J7502, and the DADF PWB J751 and J761 for open circuits, short circuits, and poor contacts.
3. The Flat Cable between the Controller PWB J321 and the IIT Trans PWB J7192 for open circuit, short circuit, and poor contact.

..Are the connection and Flat Cable normal?

Y N

| Replace the CIS Flat Cable and connect it properly [PL 60.30 Item 15](#).

Check if the error is solved.

..Is an error displayed?

Y N

| End

Perform the following. After the execution, check if the error is solved.

1. Backup the IIT files in [dC363](#) NVM Backup and Restore NVM Values.
2. Replace the DADF PWB. ([PL 5.10 Item 11](#))

3. Initialize the IISS Extension domain in **dC301** NVM Initialization.
4. Restore the IIT files in **dC363** NVM Backup and Restore NVM Values.
5. Enter Diag Mode and execute DC945 IIT Calibration (MAX Setup) [Side 2 Shading Correction] (Refer to **dC945**).

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00**.

Replace the CIS (**PL 5.40 Item 1**). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00**.

Replace the CIS Flat Cable (**PL 60.30 Item 15**). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00**.

Replace the DADF. (**PL 5.05 Item 2**)

065-225 CIS Fail RAP

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

BSD 3.3 PWB Communications (ESS PWB to DADF PWB)

065-225 The CIS may be damaged.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Backup the IIT files in **dC363** NVM Backup and Restore NVM Values, and initialize the IISS Extension domain in **dC301** NVM Initialization. After initialization, check if the error is solved.

Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of **CQ-00** IIT/DADF FIP RAP.

Turn OFF the power and disconnect the power plug. Check the following:

1. The Flat Cable between the Controller PWB J1377 and the CIS J1 for open circuit, short circuit, and poor contact.
2. The connections between the IIT Trans PWB J7501 and J7502, and the DADF PWB J751 and J761 for open circuits, short circuits, and poor contacts.
3. The Flat Cable between the Controller PWB J321 and the IIT Trans PWB J7192 for open circuit, short circuit, and poor contact.

..Are the connection and Flat Cable normal?

Y N

| Replace the CIS Flat Cable and connect it properly **PL 60.30 Item 15**.

Check if the error is solved.

..Is an error displayed?

Y N

| End

Perform the following. After the execution, check if the error is solved.

1. Backup the IIT files in [dC363 NVM Backup and Restore NVM Values](#).
2. Replace the DADF PWB. ([PL 5.10 Item 11](#))
3. Initialize the IISS Extension domain in [dC301 NVM Initialization](#).
4. Restore the IIT files in [dC363 NVM Backup and Restore NVM Values](#).
5. Enter Diag Mode and execute DC945 IIT Calibration (MAX Setup) [Side 2 Shading Correction] (Refer to [dC945](#)).

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Replace the CIS ([PL 5.40 Item 1](#)). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Replace the CIS Flat Cable ([PL 60.30 Item 15](#)). After replacement, check if the error is solved.

..Is an error displayed?

Y N

| Go to [DADF Side 2 Image Quality Failure Improvement Flow] of [CQ-00](#).

Replace the DADF. ([PL 5.05 Item 2](#))

071-100 Tray 1 Misfeed RAP

BSD 7.7 Tray 1 Paper Stacking

BSD 8.1 Tray 1 and Bypass Tray Paper Transportation

071-100 Paper does not actuate the tray 1 feed out sensor within the specified time after tray 1 feed start.

Initial Actions

- Check the condition of the paper in tray 1. Refer to [GP 15](#) Paper and Media Size Specifications.
- Check that the tray 1 paper guides are set correctly.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 1 feed roll, nudger roll and retard roll, [PL 80.11](#) for foreign substances or wear. Clean or install new components as necessary.
3. Check the registration roll and takeaway roll 1, [PL 80.55](#) for foreign substances or wear. Clean or install new components as necessary.
4. Enter [dC330](#), code 071-105. Check the tray 1 pre feed sensor, [PL 80.10 Item 22](#).
5. Enter [dC330](#), code 071-002. Check the tray 1 feed/lift up motor, [PL 80.10 Item 4](#).
6. Check the drive gears, [PL 80.10](#) for wear or damage. Install new components as necessary.
7. If the fault persists, install a new drive PWB, [PL 1.10 Item 3](#).

071-105 Registration Sensor Jam (Tray 1) RAP

BSD 7.7 Tray 1 Paper Stacking

BSD 8.5 Registration

071-105 The registration sensor did not actuate within the specified time after the registration clutch initialized during paper feed from tray 1.

Initial Actions

Check the condition of the paper in tray 1. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 1 feed roll, nudger roll and retard roll, [PL 80.11](#) for foreign substances or wear. Clean or install new components as necessary.
3. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55 Item 4](#).
4. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55 Item 11](#).
5. Enter [dC330](#), code 077-001. Check the take away clutch, [PL 40.10 Item 5](#).
6. Enter [dC330](#), code 071-002. Check the tray 1 feed/lift up motor, [PL 80.10 Item 4](#).
7. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
8. Check the drive assembly, [PL 40.10 Item 7](#) for wear or damage.

9. If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

071-210 Tray 1 Lift Fail RAP

BSD 7.7 Tray 1 Paper Stacking

071-210 Tray 1 lift NG has occurred three consecutive times.

Initial Actions

- Check for obstructions behind the tray.
- Ensure that the tray is loaded correctly.
- Ensure the tray is pushed fully home.
- Check the drive system between the bottom plate and the tray 1 feed/lift motor for operation failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 071-102. Check the tray 1 level sensor, [PL 80.10 Item 6](#).
2. Enter [dC330](#), code 071-002. Check the tray 1 feed/lift up motor, [PL 80.10 Item 4](#).
3. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
4. Check the drive gears, [PL 80.10](#) for wear or damage. Install new components as necessary.
5. If the fault persists, install a new drive PWB, [PL 1.10 Item 3](#).

071-212 Tray 1 Paper Size Sensor Fault RAP

BSD 7.1 Tray 1 Paper Size Sensing

071-212 Abnormal output AD value from tray 1 paper size sensor was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Load the correct paper in tray 1.
2. Ensure that the customer is programming the job correctly.
3. Remove tray 1. Check underneath the tray for damage to the link mechanism. Also check the actuator at the rear of tray 1. If necessary, install a new tray assembly, [PL 70.10 Item 1](#).
4. Enter [dC140](#) Analog Monitor, code 071-200. Check the tray 1 size sensor, [PL 70.05 Item 6](#).
5. Check the wiring between the tray 1 size sensor and [P/J403](#) on the drive PWB.
6. Reload the software, [GP 4](#).
7. If the fault persists, install new components as necessary:
 - Tray 1 size sensor, [PL 70.05 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).

072-101, 072-900 Tray 2 Misfeed RAP

BSD 8.2 Tray Module Paper Transportation (STM)

BSD 8.3 Tray Module Paper Transportation (1TM)

BSD 8.4 Tray Module Paper Transportation (3TM)

BSD 8.9 Tray Module Paper Transportation (TTM) (1 of 2)

072-101 Paper does not actuate the tray 2 feed out sensor within the specified time after tray 2 feed start.

072-900 The tray 2 feed out sensor detected remaining paper.

Initial Actions

Check the condition of the paper in tray 2. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 2 feed roll, nudge roll and retard roll, [PL 80.25](#) for foreign substances or wear. Clean or install new components as necessary.
3. Perform the relevant procedure:
 - [1TM Checkout](#)
 - [3TM Checkout](#)

- [STM Checkout](#)
- [TTM Checkout](#)

1TM Checkout

Perform the steps that follow:

1. Check the takeaway roll, [PL 80.15 Item 19](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 072-103. Check the tray 2 feed out sensor, [PL 80.15 Item 22](#).
3. Enter [dC330](#), code 072-001. Check the tray 2 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the takeaway motor, [PL 70.17 Item 4](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - [1TM PWB, PL 70.17 Item 5](#).
 - [ESS PWB, PL 3.10 Item 6](#).

3TM Checkout

Perform the steps that follow:

1. Check the takeaway roll, [PL 70.22 Item 13](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 072-103. Check the tray 2 feed out sensor [PL 70.22 Item 10](#).
3. Enter [dC330](#), code 072-001. Check the tray 2 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the takeaway motor, [PL 70.23 Item 4](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - [3TM PWB, PL 70.23 Item 5](#).
 - [ESS PWB, PL 3.10 Item 6](#).

STM Checkout

Perform the steps that follow:

1. Check the takeaway roll, [PL 70.26 Item 4](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 072-103. Check the tray 2 feed out sensor, [PL 70.26 Item 1](#).
3. Enter [dC330](#), code 072-001. Check the tray 2 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the takeaway motor, [PL 70.28 Item 2](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - [STM PWB, PL 70.28 Item 4](#).
 - [ESS PWB, PL 3.10 Item 6](#).

TTM Checkout

Perform the steps that follow:

1. Check the takeaway roll, [PL 80.65 Item 17](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 072-103. Check the tray 2 feed out sensor, [PL 80.65 Item 7](#).
3. Enter [dC330](#), code 072-001. Check the tray 2 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the take away motor, [PL 70.85 Item 2](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - [TTM PWB, PL 70.90 Item 1](#).
 - [ESS PWB, PL 3.10 Item 6](#).

072-105 Registration Sensor Jam (Tray 2) RAP

BSD 8.5 Registration

072-105 The registration sensor did not actuate within the specified time after the registration clutch initialized during paper feed from tray 2.

Initial Actions

Check the condition of the paper in tray 2. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 2 feed roll, nudge roll and retard roll, [PL 80.25](#) for foreign substances or wear. Clean or install new components as necessary.
3. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55](#) [Item 4](#).
4. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55](#) [Item 11](#).
5. Enter [dC330](#), code 077-001. Check the take away clutch, [PL 40.10](#) [Item 5](#).
6. Enter [dC330](#), code 077-033. As necessary, perform the steps that follow:
 - Check the 1TM takeaway motor, [PL 70.17](#) [Item 4](#).
 - Check the 3TM takeaway motor, [PL 70.23](#) [Item 4](#).
 - Check the STM takeaway motor, [PL 70.28](#) [Item 2](#).

- Check the TTM takeaway motor, [PL 70.85](#) [Item 2](#).
7. Check the drive gears, [PL 80.10](#) for wear or damage. Install new components as necessary.
 8. Check the drive assembly, [PL 40.10](#) [Item 7](#) for wear or damage.
 9. If the fault persists, install new components as required following the **CAUTION** below:
 - 1TM PWB, [PL 70.17](#) [Item 5](#).
 - 3TM PWB, [PL 70.23](#) [Item 5](#).
 - STM PWB, [PL 70.28](#) [Item 4](#).
 - TTM PWB, [PL 70.90](#) [Item 1](#).
 - ESS PWB, [PL 3.10](#) [Item 6](#).
 - Drive PWB, [PL 1.10](#) [Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

072-210 Tray 2 Lift Fail RAP

BSD 7.8 Tray 2 Paper Stacking (STM)

BSD 7.9 Tray 2 Paper Stacking (1TM)

BSD 7.10 Tray 2 Paper Stacking (3TM)

BSD 7.19 Tray 2 Paper Stacking (TTM)

071-210 Tray 2 lift NG has occurred three consecutive times.

Initial Actions

- Check for obstructions behind the tray.
- Ensure that the tray is loaded correctly.
- Ensure the tray is pushed fully home.
- Check the drive system between the bottom plate and the tray 2 feed/lift motor for operation failure.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- **GP 6** How to Check a Motor.
- **GP 7** How to Check a Sensor.

Perform the steps that follow:

1. Enter **dC330**, code 072-102. Check the tray 2 level sensor, **PL 80.20 Item 6**.
2. Enter **dC330**, code 072-002. Check the tray 2 feed/lift motor, **PL 80.20 Item 4**.
3. Check the drive gears, **PL 80.20** for wear or damage. Install new components as necessary.
4. If the fault persists, install new components as necessary:

- 1TM PWB, **PL 70.17 Item 5**.
- 3TM PWB, **PL 70.23 Item 5**.
- STM PWB, **PL 70.28 Item 4**.
- TTM PWB, **PL 70.90 Item 1**.

072-212 Tray 2 Paper Size Sensor Fault RAP

BSD 7.2 Tray 2 Paper Size Sensing (STM)

BSD 7.3 Tray 2 Paper Size Sensing (1TM)

BSD 7.4 Tray 2 Paper Size Sensing (3TM)

BSD 7.16 Tray 2 Paper Size Sensing (TTM)

072-212 Abnormal output AD value from tray 2 paper size sensor was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Load the correct paper in tray 2.
2. Ensure that the customer is programming the job correctly.
3. Remove tray 2. Check underneath the tray for damage to the link mechanism. Also check the actuator at the rear of tray 2. If necessary, install a new tray assembly, [PL 70.10 Item 1](#).
4. Enter [dC140](#) Analog Monitor, code 072-200. Check the tray 2 size sensor:
 - (1TM) [PL 80.15 Item 16](#).
 - (3TM) [PL 70.22 Item 9](#).
 - (STM) [PL 70.25 Item 7](#).
 - (TTM) [PL 70.80 Item 10](#).
5. Check the wiring between:
 - (1TM) the tray 2 size sensor and [P/J549](#) on the 1TM PWB.
 - (3TM) the tray 2 size sensor and [P/J549](#) on the 3TM PWB.
 - (STM) the tray 2 size sensor and [P/J548](#) on the STM PWB.
 - (TTM) the tray 2 size sensor and [P/J548](#) on the TTM PWB.
6. Reload the software, [GP 4](#).
7. If the fault persists, install new components as necessary:
 - (1TM) Tray 2 size sensor, [PL 80.15 Item 16](#).
 - (3TM) Tray 2 size sensor, [PL 70.22 Item 9](#).
 - (STM) Tray 2 size sensor, [PL 70.25 Item 7](#).
 - (TTM) Tray 2 size sensor, [PL 70.80 Item 10](#).
 - 1TM PWB, [PL 70.17 Item 5](#).
 - 3TM PWB, [PL 70.23 Item 5](#).
 - STM PWB, [PL 70.28 Item 4](#).
 - TTM PWB, [PL 70.90 Item 1](#).

073-101, 073-900 Tray 3 Misfeed RAP

BSD 7.11 Tray 3 Paper Stacking (3TM)

BSD 8.4 Tray Module Paper Transportation (3TM)

BSD 7.20 Tray 3 Paper Stacking (TTM)

BSD 8.9 Tray Module Paper Transportation (TTM) (1 of 2)

073-101 Paper does not actuate the tray 3 feed out sensor within the specified time after tray 2 feed start.

073-900 The tray 3 feed out sensor detected remaining paper.

Initial Actions

Check the condition of the paper in tray 3. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 3 feed roll, nudger roll and retard roll, [PL 80.25](#) for foreign substances or wear. Clean or install new components as necessary.
3. Perform the relevant procedure:
 - [3TM Checkout](#)
 - [TTM Checkout](#)

3TM Checkout

Perform the steps that follow:

1. Check the tray 3 takeaway roll, [PL 70.22 Item 13](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 073-103. Check the tray 3 feed out sensor [PL 70.22 Item 10](#).
3. Enter [dC330](#), code 073-001. Check the tray 3 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the takeaway motor, [PL 70.23 Item 4](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - [3TM PWB, PL 70.23 Item 5](#).
 - [ESS PWB, PL 3.10 Item 6](#).

TTM Checkout

Perform the steps that follow:

1. Check the tray 3 takeaway roll, [PL 80.65 Item 17](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 072-103. Check the tray 2 feed out sensor, [PL 80.65 Item 7](#).
3. Enter [dC330](#), code 073-001. Check the tray 3 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-035. Check the take away motor 2, [PL 70.85 Item 2](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - [TTM PWB, PL 70.90 Item 1](#).
 - [ESS PWB, PL 3.10 Item 6](#).

073-105 Registration Sensor Jam (Tray 3) RAP

BSD 8.5 Registration

073-105 The registration sensor did not actuate within the specified time after the registration clutch initialized during paper feed from tray 3.

Initial Actions

Check the condition of the paper in tray 3. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 3 feed roll, nudge roll and retard roll, [PL 80.25](#) for foreign substances or wear. Clean or install new components as necessary.
3. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55](#) [Item 4](#).
4. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55](#) [Item 11](#).
5. Enter [dC330](#), code 077-001. Check the take away clutch, [PL 40.10](#) [Item 5](#).
6. Enter [dC330](#), code 077-033. As necessary, perform the steps that follow:
 - Check the 3TM takeaway motor, [PL 70.23](#) [Item 4](#).
 - Check the TTM takeaway motor 1, [PL 70.85](#) [Item 2](#).
7. Check the drive gears, [PL 80.10](#) for wear or damage. Install new components as necessary.

8. Check the drive assembly, [PL 40.10](#) [Item 7](#) for wear or damage.
9. If the fault persists, install new components as required following the **CAUTION** below:
 - 3TM PWB, [PL 70.23](#) [Item 5](#).
 - TTM PWB, [PL 70.90](#) [Item 1](#).
 - ESS PWB, [PL 3.10](#) [Item 6](#).
 - Drive PWB, [PL 1.10](#) [Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

073-106 Tray 2 Feed Out Sensor RAP

073-106 Paper does not deactuate the tray 2 feed out sensor within the specified time after each tray feed start.

Procedure

Perform the [072-101](#), [072-900](#) Tray 2 Misfeed RAP.

073-210 Tray 3 Lift Fail RAP

BSD 7.11 Tray 3 Paper Stacking (3TM)

BSD 7.20 Tray 3 Paper Stacking (TTM)

073-210 Tray 3 lift NG has occurred three consecutive times.

Initial Actions

- Check for obstructions behind the tray.
- Ensure that the tray is loaded correctly.
- Ensure the tray is pushed fully home.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 073-102. Check the tray 3 level sensor, [PL 80.20 Item 6](#).
2. Enter [dC330](#), code 073-002. Check the tray 3 feed/lift up motor, [PL 80.20 Item 4](#).
3. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
4. Check the drive gears, [PL 80.20](#) for wear or damage. Install new components as necessary.
5. **(3TM Only)** Check the drive system between the bottom plate and the tray 3 feed/lift motor for operation failure. Install new components as necessary, [PL 70.20](#).
6. **(TTM Only)** Check the drive system between the bottom plate and the tray 3 feed/lift motor for operation failure. Also check the bottom plate lift mechanism. Install new components as necessary, [PL 70.66](#).

7. If the fault persists, install new components as necessary:

- 3TM PWB, [PL 70.23 Item 5](#).
- TTM PWB, [PL 70.90 Item 1](#).

073-212 Tray 3 Paper Size Sensor Fault RAP

BSD 7.5 Tray 3 Paper Size Sensing (3TM)

BSD 7.17 Tray 3 Paper Size Sensing (TTM)

073-212 Abnormal output AD value from tray 3 paper size sensor was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Load the correct paper in tray 3.
2. Ensure that the customer is programming the job correctly.
3. Perform the relevant procedure:
 - [3TM Checkout](#)
 - [TTM Checkout](#)

3TM Checkout

Perform the steps that follow:

1. Remove tray 3. Check underneath the tray for damage to the link mechanism. Also check the actuator at the rear of tray 3. If necessary, install a new tray assembly, [PL 70.10 Item 1](#).
2. Enter [dC140](#) Analog Monitor, code 073-200. Check the tray 3 size sensor, [PL 70.22 Item 9](#).
3. Check the wiring between the tray 3 size sensor and [P/J549](#) on the 3TM PWB.
4. Reload the software, [GP 4](#).
5. If the fault persists, install new components as necessary:
 - Tray 3 size sensor, [PL 70.22 Item 9](#).
 - 3TM PWB, [PL 70.23 Item 5](#).

TTM Checkout

Perform the steps that follow:

1. Remove tray 3. Check the actuator at the rear of tray 3. If necessary, install a new tray assembly, [PL 70.66 Item 1](#).
2. Enter [dC140](#) Analog Monitor, code 073-200. Check the tray 3 size sensor, [PL 70.80 Item 1](#).
3. Check the wiring between the tray 3 size sensor and [P/J549](#) on the TTM PWB.
4. Reload the software, [GP 4](#).
5. If the fault persists, install new components as necessary:
 - Tray 3 size sensor, [PL 70.80 Item 1](#).
 - TTM PWB, [PL 70.90 Item 1](#).

074-101, 103, 900 Tray 4 Misfeed RAP

[BSD 7.12 Tray 4 Paper Stacking \(3TM\)](#)

[BSD 8.4 Tray Module Paper Transportation \(3TM\)](#)

[BSD 8.10 Tray Module Paper Transportation \(TTM\) \(2 of 2\)](#)

074-101 Paper does not actuate the tray 4 feed out sensor within the specified time after tray 2 feed start.

074-103 The tray 4 feed out sensor detected remaining paper.

074-900 The tray 4 feed out sensor detected remaining paper.

Initial Actions

Check the condition of the paper in tray 4. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 4 feed roll, nudge roll and retard roll, [PL 80.25](#) for foreign substances or wear. Clean or install new components as necessary.
3. Perform the relevant procedure:
 - [3TM Checkout](#)
 - [TTM Checkout](#)

3TM Checkout

Perform the steps that follow:

1. Check the tray 4 takeaway roll, [PL 70.22 Item 13](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 074-103. Check the tray 4 feed out sensor [PL 70.22 Item 10](#).
3. Enter [dC330](#), code 074-001. Check the tray 4 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the takeaway motor, [PL 70.23 Item 4](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - 3TM PWB, [PL 70.23 Item 5](#).
 - ESS PWB, [PL 3.10 Item 6](#).

TTM Checkout

Perform the steps that follow:

1. Check the tray 4 transport roll, [PL 80.70 Item 14](#) for foreign substances or wear. Clean or install new components as necessary.
2. Enter [dC330](#), code 074-103. Check the tray 4 feed out sensor, [PL 80.70 Item 6](#).
3. Enter [dC330](#), code 074-001. Check the tray 4 feed/lift motor, [PL 80.20 Item 4](#).
4. Enter [dC330](#), code 077-033. Check the take away motor, [PL 70.23 Item 4](#).
5. Check the drive gears, [PL 80.20](#) for wear or damage.
6. If the fault persists, install new components as necessary:
 - TTM PWB, [PL 70.90 Item 1](#).
 - ESS PWB, [PL 3.10 Item 6](#).

074-105 Registration Sensor Jam (Tray 4) RAP**BSD 8.5 Registration**

074-105 The registration sensor did not actuate within the specified time after the registration clutch initialized during paper feed from tray 4.

Initial Actions

Check the condition of the paper in tray 3. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure

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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the tray 4 feed roll, nudger roll and retard roll, [PL 80.25](#) for foreign substances or wear. Clean or install new components as necessary.
3. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55 Item 4](#).
4. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55 Item 11](#).
5. Enter [dC330](#), code 077-001. Check the take away clutch, [PL 40.10 Item 5](#).
6. **(3TM Only)** Enter [dC330](#), code 077-033. Check the 3TM takeaway motor, [PL 70.23 Item 4](#).
7. **(TTM Only)** Enter [dC330](#), code 077-035. Check the TTM takeaway motor 2, [PL 70.85 Item 2](#).
8. Check the drive gears, [PL 80.10](#) for wear or damage. Install new components as necessary.
9. Check the drive assembly, [PL 40.10 Item 7](#) for wear or damage.

10. If the fault persists, install new components as required following the **CAUTION** below:

- 3TM PWB, [PL 70.23 Item 5](#).
- TTM PWB, [PL 70.90 Item 1](#).
- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

074-210 Tray 4 Lift Fail RAP

BSD 7.12 Tray 4 Paper Stacking (3TM)

BSD 7.21 Tray 4 Paper Stacking (TTM)

074-210 Tray 4 lift NG has occurred three consecutive times.

Initial Actions

- Check for obstructions behind the tray.
- Ensure that the tray is loaded correctly.
- Ensure the tray is pushed fully home.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Enter [dC330](#), code 074-102. Check the tray 3 level sensor, [PL 80.20 Item 6](#).
2. Enter [dC330](#), code 074-002. Check the tray 3 feed/lift up motor, [PL 80.20 Item 4](#).
3. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
4. Check the drive gears, [PL 80.20](#) for wear or damage. Install new components as necessary.
5. **(3TM Only)** Check the drive system between the bottom plate and the tray 4 feed/lift motor for operation failure. Install new components as necessary, [PL 70.20](#).
6. **(TTM Only)** Check the drive system between the bottom plate and the tray 4 feed/lift motor for operation failure. Also check the bottom plate lift mechanism. Install new components as necessary, [PL 70.67](#).

7. If the fault persists, install new components as necessary:

- 3TM PWB, [PL 70.23 Item 5](#).
- TTM PWB, [PL 70.90 Item 1](#).

074-212 Tray 4 Paper Size Sensor Fault RAP

BSD 7.6 Tray 4 Paper Size Sensing (3TM)

BSD 7.18 Tray 4 Paper Size Sensing (TTM)

074-212 Abnormal output AD value from tray 4 paper size sensor was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Load the correct paper in tray 4.
2. Ensure that the customer is programming the job correctly.
3. Perform the relevant procedure:
 - [3TM Checkout](#)
 - [TTM Checkout](#)

3TM Checkout

Perform the steps that follow:

1. Remove tray 4. Check underneath the tray for damage to the link mechanism. Also check the actuator at the rear of tray 4. If necessary, install a new tray assembly, [PL 70.10 Item 1](#).
2. Enter [dC140](#) Analog Monitor, code 074-200. Check the tray 4 size sensor, [PL 70.22 Item 9](#).
3. Check the wiring between the tray 4 size sensor and [P/J549](#) on the 3TM PWB.
4. Reload the software, [GP 4](#).
5. If the fault persists, install new components as necessary:
 - Tray 4 size sensor, [PL 70.22 Item 9](#).
 - 3TM PWB, [PL 70.23 Item 5](#).

TTM Checkout

Perform the steps that follow:

1. Remove tray 4. Check the actuator at the rear of tray 4. If necessary, install a new tray assembly, [PL 70.67 Item 1](#).
2. Enter [dC140](#) Analog Monitor, code 074-200. Check the tray 4 size sensor, [PL 70.80 Item 1](#).
3. Check the wiring between the tray 4 size sensor and [P/J549](#) on the TTM PWB.
4. Reload the software, [GP 4](#).
5. If the fault persists, install new components as necessary:
 - Tray 4 size sensor, [PL 70.80 Item 1](#).
 - TTM PWB, [PL 70.90 Item 1](#).

075-135 Registration Sensor Jam (Bypass Tray) RAP

BSD 8.1 Tray 1 and Bypass Tray Paper Transportation

BSD 8.5 Registration

075-135 Paper does actuate the registration sensor in the specified time after the registration clutch is energized when feeding from the bypass tray.

Initial Actions

- Check the condition of the paper in the bypass tray. Refer to [GP 15](#) Paper and Media Size Specifications
- Check that the paper guides are set correctly.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the bypass tray feed roll, bypass tray nudger roll and retard pad, [PL 70.40](#) foreign substances or wear. Clean or install new components as necessary.
3. Check the registration roll and takeaway roll 1, [PL 80.55](#) for foreign substances or wear. Clean or install new components as necessary.
4. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55 Item 4](#).
5. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55 Item 11](#).
6. Enter [dC330](#), code 075-001. Check the bypass tray feed clutch, [PL 70.40 Item 4](#).
7. Enter [dC330](#), code 077-001. Check the take away clutch, [PL 40.10 Item 5](#).

8. Check the drive assembly, [PL 40.10 Item 7](#) for wear or damage.
9. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-101, 077-900 Registration Sensor Jam RAP

BSD 8.5 Registration

077-101 The trail edge of the paper does not deactuate the registration sensor within the specified time after the registration clutch is energized.

077-900 The registration sensor detected remaining paper.

Initial Actions

- Check the condition of the paper in all trays. Refer to [GP 15 Paper and Media Size Specifications](#)
- Ensure that all the trays are loaded correctly.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the registration roll and takeaway roll 1, [PL 80.55](#) for foreign substances or wear. Clean or install new components as necessary.
3. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55 Item 4](#).
4. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
5. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55 Item 11](#).
6. Check the drive assembly, [PL 40.10 Item 7](#) for wear or damage.
7. Check the registration transport assembly, [PL 80.55 Item 1](#) for wear or damage.
8. If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-104, 109, 113, 901 Fuser Exit Sensor Jam RAP

BSD 10.4 Fusing

077-104 The trail edge of the paper deactuated the fuser exit sensor earlier than the specified time.

077-109 The fuser exit sensor did not actuate within the specified time after the registration clutch energized.

077-113 The trail edge of the paper deactuated the fuser exit sensor later than the specified time.

077-901 The fuser exit sensor detected remaining paper.

Initial Actions

- Check the condition of the paper in all trays. Refer to [GP 15 Paper and Media Size Specifications](#)
- Ensure that the fuser is installed correctly.

Procedure



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 10](#). 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.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the exit 2 roll and nip rolls, [PL 10.22](#) for foreign substances or wear. Clean or install new components as necessary.
3. Remove the fuser. Check whether foreign substances or paper is wound around the heat roll.
4. Enter [dC330](#), code 077-101. Check the fuser exit sensor, part of the fuser, [PL 10.05 Item 2](#).
5. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
6. Enter [dC330](#), code 077-014. Check the exit 2 motor, [PL 10.21 Item 4](#).
7. Enter [dC330](#), code 077-002. Check the registration clutch, [PL 80.55 Item 11](#).
8. Check the exit 2 drive gears, [PL 10.21](#) for wear or damage.
9. Check the registration transport assembly, [PL 80.55 Item 1](#) for wear or damage.
10. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-105 Exit Sensor 2 Jam RAP

BSD 10.6 Fused Paper Exit 2

077-105 The trail of the paper was late from the exit 2 sensor.

Initial Actions

Check the condition of the paper in all trays. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). 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.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the exit 2 roll and nip rolls, [PL 10.22](#) for foreign substances or wear. Clean or install new components as necessary.
3. Enter [dC330](#), code 077-100. Check the exit 2 sensor, [PL 10.21 Item 12](#).
4. Enter [dC330](#), code 077-014. Check the exit 2 motor, [PL 10.21 Item 4](#).

5. Check the exit 2 drive gears, [PL 10.21](#) for wear or damage.
6. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-123 Registration Sensor Jam (Duplex) RAP

BSD 8.5 Registration

BSD 10.7 Duplex Transport

077-123 Paper does not actuate the registration sensor in the specified time after the registration clutch in energized in duplex mode.

Initial Actions

Check the condition of the paper in all trays. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the exit 2 roll and nip rolls, [PL 10.22](#) for foreign substances or wear. Clean or install new components as necessary.
3. Check the duplex rolls and nip rolls, [PL 80.50](#) for foreign substances or wear. Clean or install new components as necessary.
4. Enter [dC330](#), code 077-104. Check the registration sensor, [PL 80.55 Item 4](#).
5. Enter [dC330](#), code 077-003. Check the duplex clutch, [PL 80.50 Item 28](#).
6. Enter [dC330](#), code 042-001. Check the drum motor, [PL 40.10 Item 2](#).
7. Enter [dC330](#), code 077-014. Check the exit 2 motor, [PL 10.21 Item 4](#).

8. Check the duplex drive gears and belts, [PL 80.50](#) for wear or damage.
9. Check the drive assembly, [PL 40.10 Item 7](#) for wear or damage.
10. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-126, 077-902 Exit 2 Sensor Jam RAP

BSD 10.6 Fused Paper Exit 2

077-126 After actuating the fuser exit sensor, paper did not actuate the exit 2 sensor within the specified time.

077-902 The exit 2 sensor detected remaining paper.

Initial Actions

Check the condition of the paper in all trays. Refer to [GP 15](#) Paper and Media Size Specifications

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Perform the steps that follow:

1. Check for obstructions in the paper path.
2. Check the exit 2 roll and nip rolls, [PL 10.22](#) for foreign substances or wear. Clean or install new components as necessary.
3. Remove the fuser. Check whether foreign substances or paper is wound around the heat roll.
4. Enter [dC330](#), code 077-100. Check the exit 2 sensor, [PL 10.21 Item 12](#).
5. Enter [dC330](#), code 077-014. Check the exit 2 motor, [PL 10.21 Item 4](#).
6. Enter [dC330](#), code 077-004. Check the exit gate solenoid, [PL 10.22 Item 9](#).
7. Enter [dC330](#), code 042-003. Check the main motor, [PL 40.10 Item 1](#).
8. Check the exit 2 drive gears, [PL 10.21](#) for wear or damage.

9. If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-211 Tray Module Mismatch RAP

BSD 3.2 PWB Communications (ESS PWB/Drive PWB to STM)

BSD 3.3 PWB Communications (ESS PWB/Drive PWB to 1TM/3TM)

077-211 A tray module mismatch has occurred.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connections between the tray module and the machine.
3. Enter [dC131](#). Ensure that the tray module type is correctly set in NVM value 742-205:
 - 1TM = 0
 - 3TM = 1
 - TTM = 2
 - STM = 6
4. If the fault persists, install new components as required following the **CAUTION** below:
 - 1TM PWB, [PL 70.17 Item 5](#).
 - 3TM PWB, [PL 70.23 Item 5](#).
 - STM PWB, [PL 70.28 Item 4](#).
 - TTM PWB, [PL 70.90 Item 1](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-212, 214, 215, 314 Tray Module Communication Fail RAP

BSD 1.7 Option DC Power Distribution

BSD 3.2 PWB Communications (ESS PWB/Drive PWB to STM)

BSD 3.3 PWB Communications (ESS PWB/Drive PWB to 1TM/3TM/TTM)

077-212 Tray module reset was detected.

077-214 Tray module fatal error was detected.

077-215 Reply from the tray module was detected as a communication error.

077-314 Tray module fatal error was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the items that follow: connections between the tray module and the machine:
 - The connection between the drive PWB ([P/J592](#)) and the STM PWB ([P/J541](#)).
 - The connection between the drive PWB ([P/J592](#)) and the 1TM PWB ([P/J541](#)).
 - The connection between the drive PWB ([P/J592](#)) and the 3TM PWB ([P/J541](#)).
 - The connection between the drive PWB ([P/J592](#)) and the TTM PWB ([P/J541](#)).
 - The connection between the drive PWB ([P/J401](#)) and the ESS PWB ([P/J335](#)).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - 1TM PWB, [PL 70.17 Item 5](#).
 - 3TM PWB, [PL 70.23 Item 5](#).
 - STM PWB, [PL 70.28 Item 4](#).

- TTM PWB, [PL 70.90 Item 1](#).
- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-300 Front Cover Open RAP

BSD 1.8 Power Interlock Switching (1 of 3)

077-300 Front cover was opened during run.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 9](#) How to Check a Switch

Perform the steps that follow:

1. Check the actuator on the front cover for damage. If necessary, install a new front cover, [PL 28.05 Item 1](#).
2. Enter dC330 code 077-303. Check the front cover interlock switch, [PL 1.05 Item 4](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - LVPS, [PL 1.10 Item 8](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-301 L/H Cover Open RAP

BSD 1.8 Power Interlock Switching (1 of 3)

077-301 L/H cover was opened during run.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 9](#) How to Check a Switch

Perform the steps that follow:

1. Check the actuator on the L/H cover for damage. If necessary, install a new L/H cover, [PL 80.40 Item 8](#).
2. Enter [dC330](#) code 077-300. Check the left hand cover interlock switch, [PL 80.40 Item 1](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - LVPS PWB, [PL 1.10 Item 8](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-305 TM Left Cover Open RAP

BSD 1.9 Power Interlock Switching (2 of 3)

077-301 Tray module left cover was opened during run.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 9](#) How to Check a Switch

Perform the steps that follow:

1. Check the actuator on the tray module left cover for damage. If necessary, install a new tray module left cover:
 - (1TM), [PL 70.16 Item 6](#).
 - (3TM), [PL 70.21 Item 6](#).
 - (STM), [PL 70.25 Item 2](#).
 - (TTM), [PL 70.70 Item 7](#).
2. Enter [dC330](#), code 077-306. As necessary, perform the steps that follow:
 - Check the 1TM left cover switch, [PL 80.15 Item 3](#).
 - Check the 3TM left cover switch, [PL 80.30 Item 8](#).
 - Check the STM left cover switch, [PL 80.35 Item 4](#).
 - Check the TTM left cover switch, [PL 70.95 Item 18](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - 1TM PWB, [PL 70.17 Item 5](#).
 - 3TM PWB, [PL 70.23 Item 5](#).
 - STM PWB, [PL 70.28 Item 4](#).

- TTM PWB, [PL 70.90 Item 1](#).
- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-308 L/H High Cover Open RAP

BSD 10.6 Fused Paper Exit 2

077-308 L/H high cover was opened during run.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 9](#) How to Check a Switch

Perform the steps that follow:

1. Check the actuator on the left hand transport assembly, [PL 10.20 Item 2](#) for damage. If necessary, install a new left hand transport assembly,
2. Enter [dC330](#) code 077-302. Check the left hand high cover switch, [PL 10.21 Item 3](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

077-967, 077-968 Paper Size Mismatch RAP

077-967 The selected paper size is different from the size of the paper loaded.

077-968 The selected paper size is different from the size of the paper loaded.

Procedure

1. Advise the customer to verify the paper size is correct for the job performed and change either the settings on the UI or the paper in the tray.
2. Switch off, then switch on the machine, [GP 10](#).
3. If the faults persist, perform [SCP 5](#) Final Actions.

078-102 Registration Sensor Jam (HCF) RAP

BSD 8.5 Registration

BSD 8.8 HCF Paper Transportation

078-102 Paper fed from the HCF did not actuate the registration sensor within the specified time.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Check the condition of the paper in the HCF. Refer to [GP 15](#) Paper and Media Size Specifications.
- Check for obstructions in the paper path.

Procedure

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.
- [GP 8](#) How to Check a Solenoid or Clutch.

Enter [dC330](#), code 077-104. Manually actuate the registration sensor, [PL 80.55 Item 4](#).

The display changes.

Y N
| Check the registration sensor, [PL 80.55 Item 4](#).

Enter [dC330](#) code 078-093 to run the HCF takeaway motor.

The motor runs.

Y N
| Check the wiring between the HCF takeaway motor ([P/J57](#)) and the HCF PWB ([P/J6](#)).
The wiring is good.

A

- A**
- Y N**
| Repair as necessary.
- Check that the resistance through the HCF takeaway motor is approximately 0.8 ohms between:
- P/J57 pin 3 to pins 1 and 2.
 - P/J57 pin 4 to pins 5 and 6.
- The resistances are good.**
- Y N**
| Install a new HCF takeaway motor, [PL 70.60 Item 7](#).
- Check the voltage between P/J6 pins 9 and 10 and ground.
+24V is measured.
- Y N**
| Check the +24VDC circuit.
- Install a new HCF takeaway motor, [PL 70.60 Item 7](#). If the fault persists, install a new HCF PWB, [PL 70.60 Item 9](#).
- Check the items that follow:
- Check the HCF feed roll, nudger roll, [PL 80.61](#) and retard roll, [PL 80.62](#) for foreign substances or wear. Clean or install new components as necessary.
 - Check the registration roll and takeaway roll 1, [PL 80.55](#) for foreign substances or wear. Clean or install new components as necessary.
 - Takeaway roll and nip rolls, [PL 70.55](#) for foreign substances or wear.
 - HCF and IOT for a poor docking
 - Drive gears, [PL 80.60](#).
- If the fault persists, install a new HCF PWB, [PL 70.60 Item 9](#).

078-104, 078-901 HCF Feed Out Sensor Fault RAP

BSD 8.8 HCF Paper Transportation

078-104 Paper fed from the HCF did not actuate the HCF feed out sensor within the specified time.

078-104 The HCF feed out sensor detected paper.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Check the condition of the paper in the HCF. Refer to [GP 15 Paper and Media Size Specifications](#).
- Check for obstructions in the paper path.

Procedure

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Enter [dC330](#) code 078-101. Manually actuate the HCF feed out sensor, [PL 70.55 Item 25](#).

The display changes.

Y N
| Check the HCF feed out sensor.

Enter [dC330](#) code 078-093 to run the HCF takeaway motor.

The motor runs.

Y N
| Check the wiring between the HCF takeaway motor ([P/J57](#)) and the HCF PWB ([P/J6](#)).

The wiring is good.

Y N
| Repair as necessary.

A

A

Check that the resistance through the HCF takeaway motor is approximately 0.8 ohms between:

- P/J57 pin 3 to pins 1 and 2.
- P/J57 pin 4 to pins 5 and 6.

The resistances are good.

Y N

| Install a new HCF takeaway motor, [PL 70.60 Item 7](#).

Check the voltage between JF06 pins 9 and 10 and ground.

+24V is measured.

Y N

| Check the +24VDC circuit.

Install a new HCF takeaway motor, [PL 70.60 Item 7](#). If the fault persists, install a new HCF PWB, [PL 70.60 Item 9](#).

Check the HCF take away components. Install new components as necessary, [PL 70.55](#).

078-216, 078-219 HCF Communication Failure RAP

078-216 Cannot read from and/or write to the NVM in the HCF.

078-219 HCF soft download fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check wires and connectors between the HCF and the IOT.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new HCF PWB, [PL 70.60 Item 9](#).

078-250 HCF Lift Fault RAP

BSD 7.15 HCF Paper Stacking

078-250 HCF tray lift failure. The tray 6 level sensor is not actuated within the specified time.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Check the condition of the paper in the HCF. Refer to [GP 15](#) Paper and Media Size Specifications.
- Check for obstructions in the paper tray.

Procedure

Refer to the procedures that follow as necessary:

- [GP 6](#) How to Check a Motor.
- [GP 7](#) How to Check a Sensor.

Open, then close the HCF door.

The HCF lift/feed motor runs.

Y N
 | Check the wiring between the HCF lift/feed motor ([P/J58](#)) and the HCF PWB ([P/J6](#)).
The wiring is good.
 Y N
 | Repair as necessary.
 Check that the resistance through the HCF lift/feed motor is approximately 0.8 ohms between:

- [P/J58](#) pin 3 to pins 1 and 2.
- [P/J58](#) pin 4 to pins 5 and 6.

The resistances are good.

A
 Y N
 | Install a new HCF lift/feed motor, [PL 80.60 Item 23](#).
 Check the voltage between [P/J6](#) pins 3 and 4 and ground.
+24V is measured.
 Y N
 | Check the +24VDC circuit.
 Install a new HCF lift/feed motor, [PL 80.60 Item 23](#). If the fault persists, install a new HCF PWB, [PL 70.60 Item 9](#).
 Check the installation of the HCF stack height sensor, [PL 80.61 Item 19](#) and the operation of the actuator.
The sensor and actuator are good.
 Y N
 | Correctly install the HCF stack height sensor, or install new components as necessary, [PL 80.61](#).
 Enter [dC330](#) code 078-201. Manually actuate the HCF stack height sensor, [PL 80.61 Item 19](#).
The display changes.
 Y N
 | Check the HCF stack height sensor.
 Check the mechanical components of the lift mechanism for dirty or damaged gears, broken or out of place cables, [PL 70.51](#). If the fault persists, install a new HCF PWB, [PL 70.60 Item 9](#).

078-300 HCF Top Cover Interlock Open RAP

BSD 1.11 DC Power Distribution - HCF

078-300 The HCF top cover interlock is open.

Procedure



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.

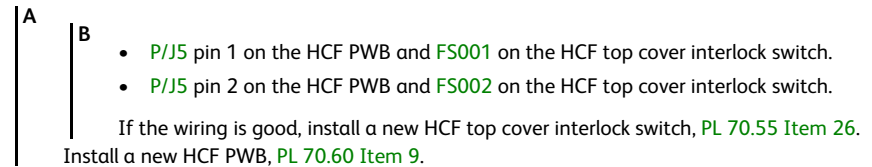
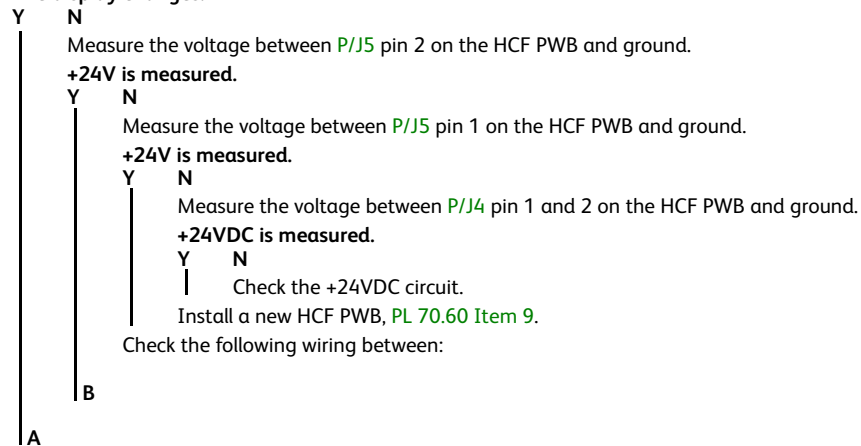
AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte [GP 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 9](#) How to Check a Switch.

Enter [dC330](#) code 078-300. Open then close the top cover, [PL 70.55 Item 7](#) to actuate the HCF top cover interlock switch.

The display changes.



The fault could be caused by misalignment of the HCF top cover interlock switch. Ensure the switch and HCF top cover are correctly installed. Check if the actuator is damaged, install new components as necessary, [PL 70.55](#).

If the fault persists, install a new components as necessary:

- HCF PWB, [PL 70.60 Item 9](#).
- Drive PWB, [PL 1.10 Item 3](#).

078-301 HCF Docking interlock Open RAP

BSD 1.11 DC Power Distribution - HCF

078-301 HCF1 side out switch open. The HCF and the IOT were undocked.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

- Check that the HCF and the IOT are correctly docked.
- Switch off, then switch on the machine, [GP 10](#).

Procedure

Refer to the procedure that follows as necessary:

- [GP 9](#) How to Check a Switch.

Enter [dC330](#) code 078-301. Dock then undock the HCF to actuate the HCF1 side out switch.

The display changes.

```

Y      N
|      |
|      | Undock the HCF. Actuate the HCF1 side out switch, PL 70.60 Item 8.
|      | The display changes.
|      | Y      N
|      | |      | Measure the voltage between P/J8 pin 2 on the HCF PWB and ground.
|      | |      | The voltage drops to less than +1VDC when the switch is actuated
|      | |      | Y      N
|      | |      | |      | Check the wiring between:
|      | |      | |      | • P/J8 pin 1 on the HCF PWB and FS003 on the HCF1 side out switch.
|      | |      | |      | • P/J8 pin 2 on the HCF PWB and FS004 on the HCF1 side out switch.
|      | |      | |      | If the wiring is good, install a new HCF1 side out switch, PL 70.60 Item 8.
|      | |      | |      | Install a new HCF PWB, PL 70.60 Item 9.
|      | |      | |      | Check the alignment of the HCF docking base and the IOT.

```

The fault may be intermittent. Check HCF1 side out switch wiring. If the fault persists, install new components as necessary:

- HCF1 side out switch, [PL 70.60 Item 8](#).
- HCF PWB, [PL 70.60 Item 9](#).

089-617 RC Data Over Range RAP

089-617 The result from adding the offset value to the correction value has exceeded the settable range.

Procedure

Enter **dC131**. Ensure the NVM values that follow do not exceed 20:

- 759-009 (Lead Registration Offset).
- 759-011 (Side 1 Registration Offset).
- 759-012 (Side 2 Registration Offset).

091-328, 091-921 Drum CRUM Communication Error RAP

BSD 9.1 Xerographic Life Control

091-328 Drum cartridge CRUM authentication IC communication error.

091-921 Drum cartridge CRUM is not installed in the predetermined position.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Remove, then reinstall the drum cartridge.
3. Check the drum cartridge CRUM connector for damage and contamination.
4. Check the wiring between the drum cartridge CRUM ([DP614B](#)) and the drive PWB ([PJ409](#)) for an open circuit, short circuit or poor contact
5. If the fault persists, install new components as required following the **CAUTION** below:
 - Drum cartridge, [PL 90.20 Item 1](#).
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

091-316 Drum Motor Fail RAP

BSD 4.2 Drum Drive Control

091-316 Rotation abnormality of the drum motor.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Refer to the procedure that follows as necessary:

- [GP 6](#) How to Check a Motor.

Enter [dC330](#) code 042-001 to run the drum motor.

The drum motor runs.

Y N

Check the +24VDC power supply to the drum motor.

The power supply is good.

Y N

| Check the power supply circuit to the drum motor.

Check the items that follow:

- The wiring between the drum motor ([P/J213](#)) and the drive PWB ([P/J405](#)) for an open circuit, short circuit or poor contact.
- The drive gears, [PL 40.10](#) for wear or damage.
- Load towards the drum motor.

Install new components as necessary:

- Drum motor, [PL 40.10 Item 2](#).
- Drive PWB, [PL 1.10 Item 3](#).

Check the wiring between [P/J213](#) pin 4 on the drum motor and [P/J405](#) pin 9 on the drive PWB for an open circuit, short circuit or poor contact.

If the fault persists, Install new components as necessary:

- Drum motor, [PL 40.10 Item 2](#).
- Drive PWB, [PL 1.10 Item 3](#).

091-401, 091-406 Drum Cartridge Near End of Life RAP

091-401 Drum cartridge is near end of life.

091-406 Drum cartridge is near end of life.

Procedure

Information only. No service action necessary. Advise the customer that the drum cartridge is near end of life.

091-402, 091-913 Drum Cartridge End of Life RAP

091-402 Drum cartridge end of life.

091-913 Drum cartridge end of life.

Procedure

Install a new drum cartridge, [PL 90.20 Item 1](#).

091-916 Drum CRUM Data Mismatch RAP

BSD 9.1 Xerographic Life Control

091-916 Invalid authentication area data of drum cartridge CRUM detected.

Procedure

Perform the steps that follow:

1. Remove, then reinstall the drum cartridge.
2. If the fault persists, install a genuine Xerox drum cartridge, [PL 90.20 Item 1](#).

092-315, 332, 660, 668 ATC Sensor Fault RAP

BSD 9.4 Development

092-315 Toner density in the developer unit as detected by the ATC sensor is abnormal. This fault occurs when the difference between the maximum and minimum values in the ATC sensor measurement set is lower than the threshold value.

092-332 ATC test warning.

092-660 Toner density in the developer unit as detected by the ATC sensor is abnormal. This fault occurs when the difference between the maximum and minimum values in the ATC sensor measurement set is lower than the threshold value.

092-668 Toner density in the developer unit as detected by the ATC sensor is abnormal. This fault occurs when the average value of the ATC sensor measurement values is not between the upper and lower limit values.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Note: When this fault occurs, toner density control, by the ATC sensor, is not performed and ICDC (pixels) based toner supply control is performed instead. If the fault remains for a long time, image density error (too dark or too light) may occur.

Refer to the procedure that follows as necessary:

- [GP 6](#) How to Check a Motor.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the developer drive gear, part of the drive assembly, [PL 40.05 Item 1](#) and auger, part of the pipe dispense assembly, [PL 90.05 Item 4](#). Install new components as necessary.
3. Enter [dC330](#), code 093-001. Check the dispense motor, part of the pipe dispense assembly, [PL 90.05 Item 4](#).

4. Check the wiring between the ATC sensor (P/J117) and the drive PWB (P/J414) for an open circuit, short circuit or poor contact
5. If the fault persists, install new components as required following the **CAUTION** below:
 - Drum cartridge, PL 90.20 Item 1.
 - Toner cartridge, PL 90.05 Item 1.
 - ESS PWB, PL 3.10 Item 6.
 - Drive PWB, PL 1.10 Item 3.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, REP 3.1. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to REP 1.2.

092-914, 093-918, 093-335, 093-916 Toner CRUM Communication Error RAP

BSD 9.6 Toner Cartridge Life Control

092-914 The system detected that the data written to the toner CRUM and the data read from the toner CRUM do not match.

092-918 For information only, no service action necessary.

093-335 Toner CRUM authentication IC communication error.

093-916 Toner cartridge CRUM is not installed in the predetermined position.

Procedure



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 10. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, GP 10.
2. Remove, then reinstall the toner cartridge.
3. Check the toner cartridge CRUM connector for damage and contamination. Use a dry cloth to wipe the joining terminal between the toner cartridge CRUM PWB and the connector assembly.
4. Check the wiring between the drive PWB (P/J411) and the toner CRUM connector assembly (P/J113) for an open circuit, short circuit or poor contact.
5. If the fault persists, install new components as required following the **CAUTION** below:
 - Toner cartridge, PL 90.05 Item 1.
 - Toner CRUM connector assembly, PL 90.10 Item 3.
 - ESS PWB, PL 3.10 Item 6.
 - Drive PWB, PL 1.10 Item 3.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, REP 3.1. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to REP 1.2.

093-400, 093-406 Toner Cartridge Near End of Life RAP

093-400 Toner cartridge is near end of life.

093-406 Toner cartridge is near end of life.

Procedure

Information only. No service action necessary. Advise the customer that the toner cartridge is almost empty.

093-912 Toner Cartridge Empty RAP

093-912 The toner cartridge is empty.

Procedure

Install a new toner cartridge, [PL 90.05 Item 1](#).

093-914 Toner Cartridge False Empty RAP

093-914 The toner cartridge became empty during new cartridge period.

Procedure

Perform the steps that follow:

1. Remove the drum cartridge. Shake, then reinstall the drum cartridge.
2. If the fault persists, install a new drum cartridge, [PL 90.20 Item 1](#).

093-926 Toner CRUM Data Mismatch RAP

BSD 9.6 Toner Cartridge Life Control

091-916 Invalid authentication area data of toner cartridge CRUM detected.

Procedure

Perform the steps that follow:

1. Remove, then reinstall the toner cartridge.
2. Ensure that the billing plan and region correspond with the installed toner cartridge. Refer to [GP 27 Billing Plan/Region Conversion Process](#).
3. If the fault persists and the billing plan and region are correct, install a correct, genuine Xerox toner cartridge, [PL 90.05 Item 1](#).

094-400 BTR Near End of Life RAP

094-400 BTR is near end of life.

Procedure

Information only. No service action necessary. Advise the customer that the BTR is almost at end of life.

094-402 BTR End of Life RAP

094-402 BTR end of life.

Procedure

Install a new BTR assembly, [PL 90.15 Item 4](#).

096-918 XC 3rd Party CRUM Detect Fail RAP

096-918 The use of consumables equipped with 3rd Party CRUM is prohibited.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Remove, then reinstall the toner cartridge.
2. If the fault persists, install a correct, genuine Xerox toner cartridge, [PL 90.05 Item 1](#).

099-364 to 099-399 Fuser Temperature Fault RAP

099-364 The recovery time from low temperature not ready state has become longer than the setting time.

Procedure

Perform the steps that follow procedure as necessary:

- [010-327](#) Fusing On Time Fail RAP.
- [010-334](#), [010-335](#) Heat Roll NC Sensor Fail RAP.

102-311 to 102-319 USB Dongle Errors RAP

102-311 USB dongle access failed during the initial installation by the USB dongle.

102-312 It was detected that MAC address of another M/C was recorded in the dongle during the initial installation by the USB dongle.

102-313 An illegal IOT speed setting key was detected during the initial installation by the usb dongle.

102-314 Setting the IOT speed setting key failed during the initial installation by the USB dongle.

102-315 Setting the SW Key failed during the initial installation by the USB dongle.

102-316 Setting the supply setting failed during the initial installation by the USB dongle.

102-317 Setting the page pack failed during the initial installation by the USB dongle.

102-318 Setting the country code failed during the initial installation by the USB dongle.

102-319 The NVM rewriting list process failed during the initial installation by the USB dongle.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure the USB dongle is installed correctly.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [OF2 Special Boot Modes RAP](#).

102-356 EWS Soft Fail RAP

102-356 Fatal error related to EWS.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Initialise the hard disk, refer to [dC355 Hard Disk Diagnostics](#).
4. Reload the software, [GP 4](#).
5. Perform the [OF2 Special Boot Modes RAP](#).

103-310 to 103-313 Hybrid Water Mark RAP

103-310 The secure watermark kit cannot be made available because the hybrid watermark detection hardware is not installed.

103-311 The secure watermark Kit is not enabled.

103-312 The secure watermark kit cannot be made available because the hybrid watermark detection hardware for document side 2 is not installed.

103-313 The secure watermark kit did not become available because of insufficient IISS extension memory.

Procedure

For information only. No service action necessary.

103-314 Prohibited Originals RAP

103-314 Possible prohibited originals (system fail).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Initialise the hard disk, refer to [dC355 Image Disk Diagnostics](#).
4. Reload the software, [GP 4](#).
5. If the fault persists, install new ESS PWB, [PL 3.10 Item 6](#).

116-210, 116-211 Media Reader Error RAP

116-210 Fatal error of reader.

116-211 Connection cable disconnected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

116-212 to 116-311 ESS Error RAP

116-212 MediaLib internal logic error has occurred.

116-220 The downloader software that processes downloads within the ESS failed to initialize during transition into download mode.

116-310 An error was detected when the ESS font ROM DIMM #2 was checked.

116-311 A fail is detected during a check of ESS font ROM DIMM #3.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.

116-312, 116-313 HDD Encrypt Key Fail RAP

116-312 An error in the encryption key was detected on booting.

116-313 An encryption setting error was detected on booting.

Note: The 116-313 fault can occur when upgrading to software version xx.21.41 or xx.21.51. Once this occurs, a special boot mode 3 NVRAM INT mode will need to be performed, [GP 22](#).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Initialize the hard disk, refer to [dC355](#) Hard Disk Diagnostics.
2. When the system has been recovered, advise the customer to set a correct HDD encryption key.
3. If the fault persists, perform [GP 22](#), 04. HDD FORMATMODE.

Fault 16-313 following a Software Upgrade, [GP 4](#).

The 116-313 fault can occur when upgrading to software version xx.21.41 or xx.21.51. **Perform the following procedure:**

1. Perform [GP 22](#), 03. NVRAM INIT MODE.

116-314 Ethernet Address Fail RAP

116-314 An Ethernet error was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check that the TCP/IP ports are correctly configured.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [016A Scan to Network Error Entry RAP](#).
6. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

116-319 Controller and UI Configuration RAP

BSD 2.1 Control Panel

116-319 A mismatch between the installed ROM and UI.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the UI assembly, [PL 2.05 Item 7](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install new components as necessary:
 - UI assembly, [PL 2.05 Item 7](#).
 - ESS PWB, [PL 3.10 Item 6](#).

116-320, 116-345 Process Error RAP

116-320 Fatal error of the STREAMZ. A problem has occurred in the software processing and it is unable to continue with the subsequent processes.

116-345 Token Ring Control IC Access error.

Procedure

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

116-321, 322, 323, 328, 329, 338 Software Error RAP

116-321 Due to an error in software processing, subsequent processes cannot be performed.

116-322 Due to an error in software processing, subsequent processes cannot be performed.

116-323 During a read/write check at power on, OS/DD detects an error with the ESS-NVRAM board.

116-328 A failure was detected in the level 2 cache built in the CPU.

116-329 A system call error related to the serial I/F was detected.

116-338 Overall JBA fatal error. Due to an error in software processing, subsequent processes cannot be performed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

116-324 Exception Fail RAP

116-324 A fatal software exception error has occurred in the controller PWB CPU.

Initial Actions

Note: This fault can be caused by a corrupt print job.

1. Switch off the machine, [GP 10](#).
2. Disconnect the network cable.
3. Switch on the machine [GP 10](#).
 - If the fault persists continue with the [Procedure](#) below.
 - If the fault clears connect the network cable, then continue with Initial Actions from step 4.
4. Use the Embedded Web Sever (EWS) to print a test page. From the EWS Home page under Quick Links select **Submit File**, select a file (note the on screen specified file formats), then touch **Submit**.
 - a. If the job prints, advise the customer to inform their IT department that there could be a corrupt print job causing the fault and to ensure all user of the device are using the correct print driver when submitting print jobs.
 - b. If the fault persists continue with the [Procedure](#) below.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).

4. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
5. Initialise the hard disk. Refer to [dC355 Hard Disk Diagnostics](#).
6. Initialize the Sys - System NVM, refer to [dC301](#).
7. Install a new ESS PWB, [PL 3.10 Item 6](#).

116-330, 331, 336, 337, 339 HDD File System Fail RAP

116-330 HDD check at power on detected that an error has occurred or the HDD was not formatted.

116-331 A log related error was detected.

116-336 An error was detected when the HDD was accessed.

116-337 Overall SNTP fatal error. Due to an error in software processing, subsequent processes cannot be performed.

116-339 When the JBA is started up, the HDD is not installed.

Procedure

Perform the [016-210](#), [506](#), [777](#), [780](#), [798](#) HDD Error RAP.

116-334 ESS NVRAM Data Compare Fail

116-334 ESS NVRAM data compare fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Enter [dC125](#) Faults. If another 124-3XX fault code is displayed, perform the relevant RAP.
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [OF2](#) Special Boot Modes RAP.
6. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

116-340 Not Enough Memory RAP

116-340 Insufficient memory was detected during initialization. A PS option requiring an additional memory was installed but memory was not added.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

116-341, 342, 393, 394 ROM Version Incorrect RAP

116-341 Versions of the multiple ROM DIMMs installed are incorrect.

116-342 Fatal error related to the SNMP agent.

116-393 AAA manager fatal error.

116-394 Abnormal authentication mode and accounting mode settings detected during AAA manager boot sequence.

Procedure

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

116-343, 346, 357, 359 Main PWB Error RAP

116-343 An error was detected in the IC in the ESS PWB.

116-346 A response such as system function recall error was detected.

116-357 PS Fatal System Error

116-359 Fatal error in PLW.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.

116-348, 349, 358, 360, 374 Rediracter Fail RAP

116-348 Various fatal errors detected in the redirecter.

116-349 An error occurred when calling the Pflite function using the SIF.

116-358 Fatal error related to salutation.

116-360 Fatal error related to SMB.

116-374 Fatal error of auto SW.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check that the TCP/IP ports are correctly configured.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [016A](#) Scan to Network Error Entry RAP.
6. Perform the [OF2](#) Special Boot Modes RAP.

116-353, 354, 356, 361, 362 HDD Fail RAP

116-353 The HDD was not booted due to a physical HDD failure detected on booting.

116-354 The M/C was not started up due to a product code error detected in the HDD on booting.

116-356 The M/C was not started up due to an insufficient HDD capacity error detected during HDD formatting.

116-361 Fatal error of SPL HDD.

116-362 SSDP Software Fail.

Procedure

Perform the [016-210](#), [506](#), [777](#), [780](#), [798](#) HDD Error RAP.

116-355, 363, 367, 370, 373, 376 Fatal Error RAP

116-355 Fatal error related to the SNMP Agent.

116-363 BMLinkS/print service software failure.

116-367 Overall fatal error of Parallel.

116-370 Fatal error of XJCL.

116-373 Fatal error related to dynamic DNS.

116-376 Port 9100 software fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check that the TCP/IP ports are correctly configured.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [016A](#) Scan to Network Error Entry RAP.
6. Perform the [OF2](#) Special Boot Modes RAP.

116-364, 365, 366, 368, 371, 372, 375, 377 Timer Fail RAP

116-364 An error in the timer was detected.

116-365 Fatal error of the SPL.

116-366 Print utility operational failure, report generator operational failure.

116-368 Fatal error of DumpPrint.

116-371 PCL decomposer software failure.

116-372 Fatal error of P-formatter.

116-375 A response such as system function recall error was detected.

116-377 Video DMA failure was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.

116-378, 379, 395 MCR/MCC Soft Fail RAP

116-378 Fatal error related to MCR. Due to an error in software processing, subsequent processes cannot be performed.

116-369 Fatal error related to MCC. Due to an error in software processing, subsequent processes cannot be performed.

116-395 Fatal error related to USB.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to check that the TCP/IP ports are correctly configured.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [016A](#) Scan to Network Error Entry RAP.
6. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

116-380 ESS Font ROM DIMM #1 Check Fail RAP

116-380 ESS Font ROM DIMM #1 check failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Ensure that the fax PWBs, [PL 20.05](#) are installed correctly.

Note: Line 2 and 3 fax PWBs are options.

4. Reload the software, [GP 4](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

116-381 ABL Version Fail RAP

116-381 ABL did not match the ABL version information on the NVM, or corrupted data was detected.

Procedure

Initialize the NVM, refer to [dC301 NVM Initialization](#).

Note: Inform the customer that this will clear all address information.

116-382 ABL Initialize Fail RAP

116-382 ABL has failed to access the NVM or HDD.

Procedure

Perform the steps that follow:

1. Enter **dC131**. Set NVM value 790-664 to 0.
2. Reload the software, **GP 4**.
3. If the fault persists, perform the **016-210, 506, 777, 780, 798** HDD Error RAP.

116-383 PIT Lib Failure RAP

116-383 Board Fault/non-installation, or HDD access error.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, **GP 10**.
2. Check **dC125** Active Faults. If a new fault is listed, perform the relevant RAP.
3. If the fault persists, perform the **016-210, 506, 777, 780, 798** HDD Error RAP.

116-384, 385, 387, 389 DCS/IDC Software Fail RAP

116-384 DCS-related fatal error. Due to an error in software processing, subsequent processes cannot be performed.

116-385 Fatal error related to IDC. Due to an error in software processing, subsequent processes cannot be performed.

116-387 A fatal error has occurred during the usage of high compression board.

116-389 The necessary additional RAM was not installed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

116-386 Fax USB Port RAP

116-386 At startup, the fax USB cable was connected to an incorrect port.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that the fax USB cable is connected to the correct USB port.

116-388 No HDD RAP

116-388 The system detected that the HDD was not installed, even though the system configuration (with Fax and Finisher) requires a HDD.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, perform the [016-210](#), [506](#), [777](#), [780](#), [798](#) HDD Error RAP.

116-390 ROM and NVM Version Mismatch RAP

116-390 Incompatible versions of the standard ROM and NVM were detected.

Procedure

Perform the steps that follow:

1. Initialize the NVM, refer to [dC301](#) NVM Initialization.

Note: Inform the customer that this will clear all address information.

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

116-391 Illegal Code RAP

116-391 Country code/territory code/paper size group setting error detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, enter [dC131](#). Ensure NVM values 700-165, 700-338 and 700-402 are correct. Change the values as necessary.

116-392 Machine Code Check Fail RAP

116-392 Machine code check fail.

Procedure

For information only. No service action necessary.

116-396 FIPS140 Self Test Fail RAP

116-396 At start, the FIPS140 encryption module self-test has detected a failure. Self test error due to illegal ROM (FW).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

116-397 Illegal Setting Area Coverage Threshold RAP

116-397 The plain total color judge threshold setting is incorrect.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Enter [dC131](#). Ensure the value of 720-061 is higher than 720-060. Adjust the values as necessary.

116-399 Initialization RAP

116-399 The machine remains in initializing state even after 10 minutes has passed since it has started up (not including the startup after power save).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the Special Boot Mode function NVRAM INIT MODE, [GP 22](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

116-701, 116-710 Out of Memory Duplex Fail RAP

116-701 One page data was printed on multiple pages during two sided print.

116-710 HP-GL spool file overflow.

Procedure

Advise the customer that the optional hard disk is required.

116-702 Print with Substitute Font RAP

116-702 Printing performed with substitute font.

Procedure

Advise the customer that additional fonts are required.

116-703 Postscript Language RAP

116-703 There is a problem in the PostScript data and an error occurred in PostScript grammar interpretation or language interpretation.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

116-704 Media Reader RAP

116-704 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Ensure that all paper trays are loaded with the correct media.

116-705 to 116-709, 716, 717 Media Reader Format RAP

116-705 The MediaLib detected this error while performing the operation that requires access to media.

116-706 The MediaLib detected this error while performing the operation that requires access to media.

116-707 The MediaLib detected this error while performing the operation that requires access to media.

116-708 The MediaLib detected this error while performing the operation that requires access to media.

116-709 The MediaLib detected this error while performing the operation that requires access to media.

116-716 The MediaLib detected this error while performing the operation that requires access to media.

116-717 The MediaLib detected this error while performing the operation that requires access to media.

Procedure

Perform the steps that follow:

1. Advise the customer to check the contents in the media for errors from the PC:
 - a. Check the file format/directory and selected mode (digital camera print/document print).
 - b. Check whether the printed file attribute information is displayed.
 - c. Check whether the print file images are displayed.
 - d. Check whether the printed file attribute information is displayed.
 - e. If the fault persists, inform the customer that the media may be defective.
2. If the fault persists, inform the customer that the media may be defective.

116-713, 116-751 HDD Full RAP

116-713 Collate operation was split when HDD full occurred in print service.

116-751 When a Booklet job is writing into the HDD, the job is aborted because the HDD became full

Procedure

Perform the steps that follow:

1. Advise the customer to:
 - a. Delete the stored documents to clear HDD full condition.
 - b. Split the job so that HDD full does not occur.
2. If the fault persists, perform the [016-210, 506, 777, 780, 798](#) HDD Error RAP.

116-714 HP-GL/2 Command Error RAP

116-714 HP-GL/2 command error occurred.

Procedure

Perform the steps that follow:

1. Reload the software, [GP 4](#).
2. If a HDD is installed, perform the [016-210, 506, 777, 780, 798](#) HDD Error RAP.
3. If the fault persists, perform the [016A](#) Scan to Network Error Entry RAP.

116-719 XPIF Parameter Cancelled RAP

116-719 Cancellation of the parameter(s) disabled by XPIF.

Procedure

Some of the parameters are disabled by XPIF so the machine cannot execute them. Advise the customer to cancel the disabled parameter(s).

116-720 PCL Memory Low Page Simplified RAP

116-720 PCL memory low, page simplified.

Procedure

Advise the customer to:

1. Deactivate the unnecessary ports.
2. Adjust buffer memory sizes.
3. That if the fault persists, the optional hard disk is required.

116-721 to 116-724, 726, 727, 728 Color Print Permissions RAP

116-721 Color printing is prohibited in this time zone. Output changed to monochrome.

116-722 Color printing prohibited. Output changed to monochrome.

116-723 Color print attempted from a prohibited application. Output changed to monochrome.

116-724 Single sided print attempted from a prohibited application. Output changed to duplex.

116-726 Color, single sided print attempted. Output changed to monochrome, duplex.

116-727 Single sided print attempted. Output changed to duplex.

116-728 Prohibited print attempted. Output changed to acceptable output.

Procedure

Advise the customer to set the permissions as required.

116-725 HDD Image Log Full RAP

116-725 The log image storage area on the disk is full.

Procedure

Advise the customer to:

1. Rerun the job.
2. If the situation persists despite re-attempts, delete unnecessary documents saved in the machine.

116-729 Punching Cancelled RAP

116-729 Hole punch instruction was canceled due to a prohibited combination of Paper Size, Weight, Fold, Punch, Staple, etc.

Hole punch instruction was canceled because the specified number of holes is not supported by the device.

Procedure

Perform the steps that follow:

1. Check the following and instruct to print again.
 - a. Advise the customer to change the combination of Paper Size, Weight, Fold, Punch, Staple, etc. to one that is not prohibited.
 - b. Change the number of holes to those supported by the device.

116-738 Size/Orientation Mismatch RAP

116-738 Form overlay is impossible because the size/orientation of the form's drawing is different from that of the paper.

Procedure

Advise the customer to select paper that has the same size and orientation as the registered form.

116-739, 741, 742, 743 Out of Disk Area RAP

116-739 The form/logo data cannot be registered due to insufficient ram or hard disk space.

116-741 The form data cannot be registered due to the restriction on the no. of forms.

116-742 The logo data cannot be registered due to the restriction on the no. of logos.

116-743 The received data (form/logo) exceeded the registered buffer size.

Procedure

Advise the customer to delete the unnecessary forms/logos. Otherwise, if not already installed, inform the customer that the optional hard disk is required, [PL 3.10 Item 2](#).

116-740 Arithmetic Error RAP

116-740 The value calculated in the interpreter exceeded the limit.

Procedure

Advise the customer to upgrade the driver.

116-746 Selected Form Not Registered RAP

116-746 The specified form is not registered.

Procedure

Advise the customer to use a registered form or register the required form.

116-747, 116-748 Invalid Page Data RAP

116-747 After subtracting the paper margin from the valid coordinate area, the result of the calculation will be negative.

116-748 Drawing data does not exist in the page data.

Procedure

Advise the customer to repeat the operation.

116-749 PostScript Font Error RAP

116-749 Job was aborted because the specified font is not found.

Procedure

Advise the customer to add the necessary font, or specify a substitute font.

116-750 Banner Sheet Cancelled RAP

116-750 Banner sheet was cancelled.

Procedure

Advise the customer to set the banner sheet feed tray status to normal or change the banner sheet feed tray.

116-752 Print Job Ticket RAP

116-752 The machine received a print job ticket sent together with a PDF but the job ticket data includes printing instructions that are not supported by the machine.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to:
 - a. Re-run the job.
 - b. Print to a machine that supports the printing instructions.
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).

116-771 to 116-780 Invalid JBIG Parameter RAP

116-771 An incorrect JBIG parameter DL was automatically corrected.

116-772 An incorrect JBIG parameter D was detected and automatically corrected.

116-773 An incorrect JBIG parameter P was detected and automatically corrected.

116-774 An incorrect JBIG parameter YD was detected and automatically corrected.

116-775 An incorrect JBIG parameter L0 was detected and automatically corrected.

116-776 An incorrect JBIG parameter MX was detected and automatically corrected.

116-777 An incorrect JBIG parameter MY was detected and automatically corrected.

116-778 An incorrect JBIG parameter VLENGTH was detected and automatically corrected.

116-780 The system detected an error in the document attached to the E-mail to XXX

Procedure

For information only. No service action necessary.

116-790 Stapling Canceled RAP

017-750 Either all or one of the lead stapler is canceled during print.

Procedure

Advise the customer not to cancel stapling during a job.

117-310 WSD Scan S/W Fail RAP

117-310 A problem occurred in the processing of WSD scan service software, causing the processing to discontinue.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

117-311 Incorrect Installation of Security Enhancing Kit RAP

117-311 The security enhancing kit is installed in the incorrect slot.

Procedure

Install the security enhancing kit in the correct slot.

117-312 Machine Self Test Error RAP

117-312 In an OS self program determination test, it was detected that the checksum value and the mini OS/program were different.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Reload the software, [GP 4](#).
2. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-313, 117-314 Geographic Region Change Fail RAP

117-313 The geographic region change command from the PJI can not be implemented.

117-314 The contract type change command from the PJI can not be implemented.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-315 Contract Type/Geographic Region Changed RAP

117-315 The geographic region and contract type change command from the PJI was implemented.

Procedure

Advise the customer to install the correct CRUs for the changed geographic region and contract type.

117-316 Contract Manager Software Fail RAP

117-316 When the contract manager is running, it can no longer perform task control due to software malfunction.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, reload the software, [GP 4](#).

117-317, 117-318 Contract Manager PPP RAP

117-317 The contract manager detected that the PPP contract has ended.

117-318 The contract manager detected that the DC command write that was performed at the end of a PPP contract has failed.

Procedure

Advise the customer to wait for the machine to reboot.

117-319 SD Card Program or Font Data Access RAP

117-319 SD card program or font data access fail.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure the SD card, [PL 3.10 Item 11](#) is correctly installed. Also, ensure that the write protection switch, to the left of the SD card, is not enabled. If the installation of the SD card and the write protection switch setting are good, advise the customer to rewrite the program and font data into the SD Card. If the problem persists after the rewrite, install a new SD card, [PL 3.10 Item 11](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [OF2 Special Boot Modes RAP](#).

117-320 to 117-324, 327, 329, 338 SD Card Fail RAP

117-320 When starting, the SD card hardware error was detected by SysCheckSD.

117-321 When starting, the installed SD card was detected to be unsupported by SysCheckSD.

117-322 When starting, SD encryption error was detected by SysCheckSD.

117-323 When starting, SD card file system access error was detected by SysCheckSD.

117-324 When the OS is starting up, the system detected that the SD card is meant for another product and an error is issued.

117-327 Hardware fault processing of NVRAM area/access on the SD card.

117-329 When starting up, the SD card was detected to be not connected by the OS or SysCheckSD.

117-338 Fault in the connection with SD card is detected by the controller.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure the SD card, [PL 3.10 Item 11](#) is the correct variant for the machine and securely installed.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. Perform the [OF2 Special Boot Modes RAP](#).
6. If the fault persists, install a new components as necessary:

- SD card, [PL 3.10 Item 11](#).
- ESS PWB, [PL 3.10 Item 6](#).

117-325, 117-326 Access Fail RAP

117-325 Failed to obtain RTC timer value due to hardware problem in the contract function.

117-326 Software fault processing of NVRAM area/access.

Procedure

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

117-330 XBDS Soft Fail RAP

117-330 An Ethernet error was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Advise the customer to check whether HTTP and HTTPS have started up normally and are operable.
3. Advise the customer to check that the TCP/IP ports are correctly configured.
4. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
5. Reload the software, [GP 4](#).
6. Perform the [016A Scan to Network Error Entry RAP](#).
7. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-331, 117-355 Uninitialized RAP

117-331 An uninitialized HDD that was used for another machine was recognized.

117-355 HDD is not recognized in this startup.

Procedure

Perform the [016-210](#), [506](#), [777](#), [780](#), [798](#) HDD Error RAP.

117-332, 117-335 Uninitialized Used NVM RAP

117-332 An uninitialized NVM that was used for another machine was recognized.

117-335 Invalid NVM detection.

Procedure

Initialize the NVM, perform [dC301](#) NVM Initialization.

117-336, 337 PCI(EX) Option No Support Device Fail RAP

117-336 An unknown PCI option was detected.

117-337 An unknown PCIEX option was detected.

Procedure

Perform the steps that follow:

1. Ensure the PCI(EX) option is supported.
2. Check the PCI(EX) option is correctly installed.
3. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-333 Uninitialized Used SD Card RAP

117-333 An uninitialized SD card that was used for another device was detected.

Procedure

Perform the steps that follow:

1. Initialize the NVM, perform [dC301](#) NVM Initialization.
2. If a HDD is installed, initialise the HDD, refer to [dC355](#) Hard Disk Diagnostics.

117-339 NVM Backup Fail RAP

117-339 NVM backup is not carried out fail.

Procedure

Initialise the HDD, refer to [dC355](#) Hard Disk Diagnostics.

117-340, 117-342 Other HDD Fail RAP

117-340 A hard disk that was formatted by another machine was detected.

117-342 Storage device incorrect-exchanged fault.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Install a new hard disk, [PL 3.10 Item 2](#).
2. If the fault persists:
 - a. Switch off, then switch on the machine, [GP 10](#).
 - b. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
 - c. Reload the software, [GP 4](#).
 - d. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-343 Log Sending Parameter Fail RAP

117-343 An incorrect setting of the log transfer function was detected:

1. When the image log function is disabled and the auto transfer function is enabled, transfer in job units is set.
2. When the job log auto transfer function is disabled (no hard disk), the auto transfer function of the log is set to enabled.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Have the customer change the settings of the log transfer function:
 - For detection condition 1, change the operation method for Log Auto Transfer to anything other than Transfer in Job Units.
 - For detection condition 2, check whether a hard disk is installed or change the Auto Transfer function of the log to disable it.
2. Reload the software, [GP 4](#).
3. Perform the [OF2](#) Special Boot Modes RAP.

117-344 Invalid User Job Type Fail RAP

117-344 The applicable user job cannot be executed at the system level.

Procedure

Advise the customer to check if public print it is set to be stored as charge print.

117-345 SSMM Batch Setting Duration Fail RAP

117-345 During the batch setting of LoDeM, a reboot occurred due to a change in system data.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. For a single occurrence, take no action.
2. If the fault persists, perform the steps that follow:
 - a. Switch off, then switch on the machine, [GP 10](#).
 - b. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
 - c. Reload the software, [GP 4](#).
 - d. Perform the [OF2 Special Boot Modes RAP](#).

117-347, 349, 350 Service Fail RAP

117-347 When the SEEP extension billing counter have been used and billing count cannot be performed as new extension counter cannot be obtained.

117-349 Detects this fail when enters a state where it is unable to continue operating as GRS.

117-350 A problem has occurred in the AirPrint scan service software processing and it is unable to continue with the subsequent processes.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

117-348 Uninitialized Used SD Card RAP

117-348 An un-initialized SD card that had been used in another machine was recognized.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Initialize the NVM, perform [dC301](#) NVM Initialization.
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-354, 356, 358 Job Limit System Fail RAP

117-354 Before Job execution, an error occurs in Coml_SsmiIsJoblimit.

117-356 During Job estimate acquisition, an error occurs.

117-358 Fatal error of JAL relationship in software processing.

Procedure

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

117-357 TPM Fail RAP

117-357 A Trusted Platform Module has failed.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

117-360 Date Limit Exceeding Fail RAP

117-360 Date limit exceeded.

Procedure

Advise the customer to set the correct time and date.

117-362, 117-363 USB Dongle Fail RAP

117-362 During the initial installation by USB dongle, it fails to set the TSC contract mode.

117-363 During the initial installation by USB dongle, it fails to set the count-up mode .

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure the correct USB dongle is installed.

117-364 Key Fail RAP

117-364 TPM encryption key data corrupted.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#), 2 times if necessary.
2. If the fault persists perform [dC355](#) Hard Disk Diagnostics.
3. Switch off, then switch on the machine, [GP 10](#).

117-365 WiFi Diagnostics Test Failure RAP

117-365 Error during WiFi diagnostics test.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connection of the WiFi dongle, [PL 3.10 Item 10](#).
3. If the fault persists install a new WiFi dongle, [PL 3.10 Item 10](#).

118-310 Internal Fail RAP

118-310 An internal error was detected during initialization of the IPSEC.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2](#) Special Boot Modes RAP.

121-310, 121-327 EPSV-Accessory Communication Fail RAP

121-310 Transmission has failed between the EP-SV and the accessories.

121-327 EPSV accessory not in service fail.

Procedure

For information only, no service action necessary.

121-311, 312, 313 IC Card Auditron Password Fail RAP

121-311 IC card auditron config fail 01.

121-312 IC card auditron config fail 02.

121-313 IC card auditron config fail 03.

Procedure

For information only, no service action necessary.

121-314 Customize User Prompts Fail RAP

121-314 Customize user prompts fail .

Procedure

For information only, no service action necessary.

121-316 Accessory Conflict RAP

121-316 Prohibited combination of EP accessory connection and secure access authentication.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Disconnect the FDI accessory.
2. Set the authentication method to an option other than Secure Access (either Authentication Off, Local Authentication or Remote Authentication).
3. Reconnect the FDI accessory.

121-317 Continuous Job Setting Mismatch RAP

121-317 Prohibited combination of EP accessory connection and secure access authentication.

Procedure

Enter **dC131**. Set NVM value 700-540 to 1.

121-318 Auth/Account Settings Not Supported RAP

121-318 Auth/account settings not supported.

Procedure

For information only. No service actions necessary.

121-319 Fax Send Charging and Internet Fax Setting Conflict RAP

121-319 Fax send charging and internet fax setting conflict.

Procedure

Advise the customer to disable the fax send billing function or the internet fax kit functions. Switch off, then switch on the machine, [GP 10](#).

121-322 Controller Price Table Error RAP

121-322 EPA - controller unit price table settings error.

Procedure

For information only. No service actions necessary.

121-323 Web EP Software Fail RAP

121-323 Fatal error related to Web EP.

Procedure

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

121-324 Fax Send Charging Confliction RAP

121-317 It is detected that with fax send charging enabled, blank document detection is enabled or blank document detection display (display on KO screen) is enabled.

Procedure

Perform the steps that follow:

1. Enter [dC131](#). Set NVM value 850-021 to 0 to disable fax send charging or set NVM values 820-123 and 790-670 to 0.
2. Switch off, then switch on the machine, [GP 10](#).

121-325 ICCR and Panel Setting Confliction RAP

121-325 ICCR and panel auth setting confliction.

Procedure

For information only. No service actions necessary.

121-328 to 121-330, 121-332, 121-341 to 121-343 EP Communication Fail RAP

121-328 Cannot detect the connection of related products or there is no response from the transmission path, or protocol error.

121-329 A communications error was detected during transmission of the message change answer.

121-330 The disconnect boot of related products in the product is not the correct specification.

121-332 The wake command from this machine to related products has elapsed.

121-341 Undefined accessory information was detected in the wake up answer message.

121-342 fatal error of related products in the job disable message.

121-343 fatal error of related products in the accessory status message.

Procedure

Reboot the machine. If the machine is still in a fault condition check [dC125](#) and troubleshoot the primary fault.

121–331 EP Operation Fail RAP

Direct prints are prohibited.

Primary Causes

The following setting conflict was detected during startup:

1. 850-001 = [1], and connection with the accessory was not detected.

Procedure

Switch OFF, then switch ON the machine, [GP 10](#). If the fault persists, perform the following procedures in sequence:

1. Install a new EP-Accessory.
2. When the EP-SV or EP Accessory is removed intentionally, set NVM 850-001 to [0] (EP Accessory connection is Available) in [dC131](#).

121-339 Price Table Error RAP

121-339 EPA unit price table error.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Advise the customer to correct the unit price settings in the coin kit. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists:
 - a. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
 - b. Reload the software, [GP 4](#).
 - c. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

121-340 EP Accessory MisMatch RAP

121-340 The combination of accessories that are installed does not match the specifications.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Make any accessories are installed correctly and are the correct specification.
2. Switch off, then switch on the machine, [GP 10](#).
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Reload the software, [GP 4](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

123-310 to 123-353 UI Error 1 RAP

123-310 The data sent from the UI to the controller exceeded the upper limit for the processing capability.

123-311 The data received from the controller exceeded the upper limit for the processing capability in the UI.

123-312 The data received from the controller has exceeded the upper limit of the processing capability in the UI.

123-325 The specified UI internal object could not be created due to a setting/specification error. UI-SW failure in the ESS PWB.

123-326 The memory in the GUAM exceeded the upper limit.

123-333 The H/W connection in the UI is faulty or the internal connection could not be correctly detected.

123-343 UI-SW failure in the ESS PWB.

123-344 UI-SW failure in the ESS PWB.

123-350 MCW panel one-touch key fail.

123-352 An error internal to the con-panel (an abnormal value in EEPROM for Sys) has been detected.

123-343 UI-SW failure in the ESS PWB.

123-344 UI-SW failure in the ESS PWB.

123-350 MCW panel one-touch key fail.

123-353 The control panel has detected that the UI cable is disconnected.

Procedure

Perform the [002-500](#) UI Error RAP.

123-354 to 123-381 UI Error 2 RAP

123-354 The control panel has detected a drop in +24V power voltage.

123-355 The control panel has detected a drop in +5V power voltage.

123-356 The control panel has detected that FFC is disconnected from one touch key for fax or that one touch key has a problem.

123-357 The control panel has detected that writing in the EEPROM has failed.

123-358 The control panel has detected that writing in the EEPROM for logging failed.

123-362 UI-SW failure in the ESS PWB.

123-368 There is insufficient memory or the connection failed.

123-369 UI-SW failure in the ESS PWB.

123-371 The parameter sent from the controller was incorrect.

123-374 The job ID parameter sent from the controller was incorrect.

123-377 UI-SW failure in the ESS PWB.

123-379 UI-SW failure in the ESS PWB.

123-380 UI-SW failure in the ESS PWB.

123-381 UI-SW failure in the ESS PWB.

Procedure

Perform the [002-500](#) UI Error RAP.

123-382 to 123-399 UI Error 3 RAP

123-382 UI-SW failure in the ESS PWB.

123-383 UI-SW failure in the ESS PWB.

123-384 UI-SW failure in the ESS PWB.

123-389 UI-SW failure in the ESS PWB.

123-390 UI-SW failure in the ESS PWB.

123-392 UI-SW failure in the ESS PWB.

123-393 UI-SW failure in the ESS PWB.

123-395 UI-SW failure in the ESS PWB.

123-396 UI-SW failure in the ESS PWB.

123-397 UI-SW failure in the ESS PWB.

123-398 UI-SW failure in the ESS PWB.

123-399 UI-SW failure in the ESS PWB.

Procedure

Perform the 002-500 UI Error RAP.

124-310, 311, 314, 316, 318, 322, 324, 344, 380 DC132 Error RAP

124-310 Product number not specified.

124-311 Serial number not specified.

124-314 Stored data mismatch.

124-316 Stored data mismatch.

124-318 Stored data mismatch.

124-322 Stored data mismatch.

124-324 All billing counter mismatch.

124-344 All the billing meter types kept at multiple locations are different.

124-380 The CRUM destinations stored in three positions match, but their values are not set (0).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#)



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-312, 124-357 DC132 Error 12 RAP

124-312 Stored data mismatch. The product number did not match.

124-357 Product number 1 point mismatch.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter Diagnostics [GP 1](#), then touch [dC132](#) Device ID and Billing Data.

IOT, SYS1, and SYS2 values are the same value.

Y N

1. Continue the procedure for [dC132](#).
2. Switch off, then switch on the machine, [GP 10](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

Enter [GP 22](#), Special Boot Modes. If the fault persists, install new components as necessary:

1. Enter the Special Boot Menu screen, then touch **<DOWNLOAD MODE>** .
2. Touch **<YES>** .
3. The machine Firmware Download Mode starts. Refer to , [GP 4](#), Machine Software.

4. If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-313, 124-356 DC132 Error 10 RAP

124-313 Stored data mismatch. The serial numbers do not match.

124-356 Serial number 1 point mismatch.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter Diagnostics [GP 1](#), then touch [dC132](#) Device ID and Billing Data.

IOT, SYS1, and SYS2 values are the same value.

Y N

1. Continue the procedure for [dC132](#).
2. Switch off, then switch on the machine, [GP 10](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

Enter [GP 22](#), Special Boot Modes. If the fault persists, install new components as necessary:

1. Enter the Special Boot Menu screen, then touch **<DOWNLOAD MODE>** .
2. Touch **<YES>** .
3. The machine Firmware Download Mode starts. Refer to , [GP 4](#), Machine Software.

4. If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-315, 317, 355 DC132 Error 02, 04 and 14 RAP

124-315 Stored data mismatch. Internal control error was detected.

124-317 Stored data mismatch. Internal control error was detected.

124-355 At least one set of territory information at the 3 locations is different.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter [dC131](#). Compare NVM values 700-600, 700-601, and 700-602.

The 3 values match.

Y N

| Perform [dC132](#). Make all three values the same.

Perform Software Loading using the Special Boot Menu, [GP 4](#).

If the fault persists, install new components as required:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-319 DC132 Error 08 RAP

124-319 Stored data mismatch. Internal control error was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter [dC131](#). Compare NVM values 700-606, 700-607 and 700-608.

The 3 values match.

Y N

| Perform [dC132](#). Make all three values the same.

Perform Software Loading via the Special Boot Menu, [GP 4](#).

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#)



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-320 SEEPROM Fail RAP

124-320 Write error occurred in the SEEPROM on the ESS PWB.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

124-321 Backup SRAM Fail RAP

124-321 Write error occurred in the NVM on the ESS PWB.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Ensure that the fax PWBs, [PL 20.05](#) are installed correctly.
Note: Line 2 and 3 fax PWBs are options.
4. Reload the software, [GP 4](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

124-323 DC132 06 RAP

124-323 Internal control error was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N
| Perform [SCP 5](#) Final Actions.

Enter [dC131](#). Compare NVM values 700-603, 700-604 and 700-605.

The 3 values match.

Y N
| Perform [dC132](#). Make all three values the same.

Perform Software Loading via the Special Boot Menu, [GP 4](#).

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-325 Billing Restoration Fail RAP

124-325 Billing counter mismatch (1 position).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N
| Perform [SCP 5](#) Final Actions.

Enter [dC132](#) Device ID and Billing Data.

The 3 values match.

Y N
| Perform [dC132](#). Make all three values the same.

Perform Software Loading via the Special Boot Menu, [GP 4](#).

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

124-326 IOT Speed Not Registered RAP

124-326 IOT Speed not registered.

Procedure

Advise the customer to follow the instructions on the UI in order to enter the SW key for changing IOT speed.

124-327 IOT Speed Change Fail RAP

124-327 A SW error was detected during the procedure for changing IOT speed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

124-328 Punch Unit User Initial Set Up RAP

124-328 Punch unit user initial installation screen displayed.

Procedure

Advise the customer to select the punch unit according to the instruction on the UI.

124-331 to 124-339 ESS ROM DIMM RAP

124-331 The system detected that the ESS ROM DIMM #1 was not installed.

124-333 An error was detected in the Panther.

124-334 An error was detected in the standard built-in font ROM.

124-335 The installation of the font ROM was not detected.

124-337 An error was detected in the ESS built-in standard RAM.

124-338 The system detected that a duplicate font ROM was installed.

124-339 The system detected that the ROM DIMM for another model was installed.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

124-340, 360, 390 CRUM Market Fail All RAP

124-340 The CRUM destinations stored in three positions match but their values are not set (0).

124-360 The CRUM enable/disable settings stored in three positions match but their values are not set (0).

124-390 The CRUM OEM destinations stored in three positions match but their values are not set (0).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the fault persists, install a new drive PWB, [PL 1.10 Item 3](#).

124-341, 351, 361, 381, 391 CRUM Market Fail RAP

124-341 One of CRUM destinations is different from the others (IOT).

124-351 One of CRUM OEM destinations is different from the others (IOT).

124-361 One of CRUM Enable/Disable settings is different from the others (IOT).

124-381 One of CRUM destinations is different from the others (IOT).

124-391 One of CRUM OEM destinations is different from the others (IOT).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Enter [dC132](#) Device ID and Billing Data. Make all three values the same.
3. If the fault persists, install a new drive PWB, [PL 1.10 Item 3](#).

124-342, 343, 352, 353, 362, 363, 382, 383, 392, 393 CRUM Market Fail SYS 1 RAP

124-342 One of CRUM destinations is different from the others (SYS 1).

124-343 One of CRUM destinations is different from the others (SYS 2).

124-352 One of CRUM OEM destinations is different from the others (SYS 1).

124-353 One of CRUM OEM destinations is different from the others (SYS 2).

124-362 One of CRUM enable/disable settings is different from the others (SYS 1).

124-363 One of CRUM enable/disable settings is different from the others (SYS 2).

124-382 One of CRUM destinations is different from the others (SYS 1).

124-383 One of CRUM destinations is different from the others (SYS 2).

124-392 One of CRUM OEM destinations is different from the others (SYS 1).

124-393 One of CRUM OEM destinations is different from the others (SYS 2).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter [dC132](#) Device ID and Billing Data. Make all three product numbers the same.

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Reinstall the SD card, [PL 3.10 Item 11](#).

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Install a new SD card, [PL 3.10 Item 11](#).

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Install a new ESS PWB, [PL 3.10 Item 6](#).

124-345 Billing Meter Type Restoration Fail RAP

124-345 Billing meter type fail (one mismatches the others but cannot be automatically repaired.)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter [dC131](#). Compare NVM values 720-002 and 720-062.

Both values are different.

Y N

| Install a new drive PWB, [PL 1.10 Item 3](#).

Install a new ESS PWB, [PL 3.10 Item 6](#).

124-346, 348, 354 Information Mismatch RAP

124-346 Billing count type fail (all the three are different from each other).

124-348 Modal break point fail (all the three are different from each other).

124-354 Territory info fail (contents corrupted, the controller PWB was replaced).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter Diagnostics [GP 1](#), then touch [dC132](#) Device ID and Billing Data.

IOT, SYS1, and SYS2 values are the same value.

Y N

1. Continue the procedure for [dC132](#).
2. Switch off, then switch on the machine, [GP 10](#).
3. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

Enter [GP 22](#), Special Boot Modes. If the fault persists, install new components as necessary:

1. Enter the Special Boot Menu screen, then touch **<DOWNLOAD MODE>** .
2. Touch **<YES>** .

3. The machine Firmware Download Mode starts. Refer to , [GP 4](#), Machine Software.
4. If the fault persists, install new components as required following the **CAUTION** below:
 - ESS PWB, [PL 3.10 Item 6](#).
 - Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).



124-347 Billing CountType Restoration Fail RAP

124-347 Billing count type fail (one mismatches the others but cannot be automatically repaired.)

Procedure

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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N

| Perform [SCP 5](#) Final Actions.

Enter [dC131](#). Compare NVM values 720-052 and 720-063.

Both values are different.

Y N

| Install a new drive PWB, [PL 1.10 Item 3](#).

Install a new ESS PWB, [PL 3.10 Item 6](#).

124-349 Modal Break Point Restoration Fail RAP

124-349 Modal break point fail (one mismatches the others but cannot be automatically repaired.)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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

The fault persists.

Y N
| Perform [SCP 5](#) Final Actions.

Enter [dC131](#). Compare NVM values 720-057 and 720-064.

Both values are different.

Y N
| Install a new drive PWB, [PL 1.10 Item 3](#).

Install a new ESS PWB, [PL 3.10 Item 6](#).

124-350 CRUM OEM Fail RAP

124-350 All three CRUM OEM destinations are not set (0 or different values are set).

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Enter [dC132](#) Device ID and Billing Data. Make all three product numbers the same.
3. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
4. Reload the software, [GP 4](#).
5. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

124-372, 373, 374 IOT Soft Fail RAP

124-372 IOT controller software failure.

124-373 IOT manager software failure.

124-374 IOT IM device driver software failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

124-701, 702, 710 Output Tray Change RAP

124-701 The machine changed output tray from side tray to another and continued printing.

124-702 The machine changed output tray from stacker to another and continued printing.

124-710 The machine changed output tray from sorter to another and continued printing.

Procedure

Advise the customer to use the correct paper type and size for the job.

124-705, 124-706 Canceled Instructions RAP

124-705 Punching instruction was canceled and printing continued.

124-706 Folding instruction was canceled and printing continued.

Procedure

Check [dC120](#) Fault History for associated faults. Perform the relevant RAP.

124-708 Changed to Sub Tray RAP

124-708 The machine changed output tray from the selected tray to sub tray and continued printing.

Procedure

Perform the steps that follow:

1. Ensure that the customer is using the correct paper type and size for the job.
2. Check [dC120](#) Fault History for faults 012-231, 012-232, 012-233 or 012-234. If any of the faults is listed, perform the relevant RAP.

124-709 Stapler Sheets Counts Over Warning RAP

124-709 The number of stapler sheets exceeded and printing continued.

Procedure

For information only. No service actions necessary.

124-717 Changed IOT Speed Slow Mode RAP

124-717 The Controller has instructed to print in low speed due to the occurrence of rising internal temperature/ fusing/clouding in the device. _x000D_

Procedure

No service action is required as it will return to normal print speed.

125-311 PSW Controller Unexpected Fail RAP

125-311 PSW controller software failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. If the fault persists, install a new ESS PWB, [PL 3.10 Item 6](#).

127-310 to 127-315, 342 ESS Error RAP

127-310 A fatal error occurred in ESR task.

127-311 Fatal error related to ExtPRTC.

127-312 DFE detected a video link error.

127-313 ESS detected a video link error.

127-314 ESS detected a video link error.

127-315 A problem has occurred with software processing, causing the processing to stop.

127-342 A response such as system function recall error was detected.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
3. Reload the software, [GP 4](#).
4. Perform the [OF2 Special Boot Modes RAP](#).

127-320 DFE Critical Fail RAP

127-320 An error occurred in the connection to the DFE. Or the DFE needs to treat the device as SystemFail.

Procedure

Advise the customer to:

1. To take the corrective actions based on the fault code displayed in the DFE monitor, then reboot the system.
2. Check the device settings.
3. Check the connection to the DFE.
4. Check the DFE hardware.

127-353 to 127-399 Fatal Error RAP

127-353 Fatal error related to LPD.

127-354 Fatal error of FTP server was detected.

127-396 Fatal error related to mail IO.

127-398 Fatal error related to IPP.

127-399 Fatal error related to JME.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, **GP 10**.
2. Perform the **016A** Scan to Network Error Entry RAP.

127-337 Job Template HDD Write Error RAP

127-337 An error occurred when the job template was stored on the HDD.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the wiring between the ESS PWB, [PL 3.10 Item 6](#) and the hard disk.
3. Ensure that all connectors on the drive PWB, [PL 1.10 Item 3](#) and the ESS PWB, [PL 3.10 Item 6](#) are securely connected. Ensure all surface mounted modules on both PWBs are securely connected.
4. Initialise the hard disk. Refer to [dC355](#) Hard Disk Diagnostics.
5. Initialize the Sys - System NVM, refer to [dC301](#).
6. Reload the software, [GP 4](#).
7. Perform the [OF2](#) Special Boot Modes RAP.
8. If the fault persists, install a new components as necessary:
 - Hard disk, [PL 3.10 Item 2](#).
 - ESS PWB, [PL 3.10 Item 6](#).

127-700 SIP Registration Fail RAP

127-700 An error has occurred in registering device info with the SIP registration server.

Procedure

Advise the customer to:

1. Check what the SIP registration server is set to on the device.
2. Check that the SIP registration server is available.

132-310, 132-311 UI Software Failure RAP

132-310 UI browser software failure.

132-311 UI contents software failure.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the UI harness, [PL 2.05 Item 6](#) from the UI to the ESS PWB, [PL 3.10 Item 6](#) for loose connections, damage, or excessive wear. Install new components as required.
3. Enter Diagnostics, [GP 1](#), then select , [dC301](#). Follow the procedure.
4. If the fault persists, install a new components as necessary:
 - UI assembly, [PL 2.05 Item 7](#).
 - UI harness, [PL 2.05 Item 3](#).
 - ESS PWB, [PL 3.10 Item 6](#).
5. If the fault persists, reinstall the original components. Obtain a device log, refer to [GP 19](#) Obtaining Audit and Device Logs. Escalate the problem to 2nd Level support.

133-210 to 133-217 Fax Parameter Incorrect RAP

133-210 The parameter value was inappropriate.

133-211 The PV exceeds the range.

133-212 The specified data was not found (incorrect number or channel).

133-213 The specified data cannot be read due to reasons such as the specified data is broken.

133-214 Detected by FAPE (create instance failed).

133-215 Sent to the FAPE as an asynchronous event.

133-216 Sent to the FAPE as an asynchronous event.

133-217 Sent to the FAPE as an asynchronous event.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

133-218 Fax Card Message Memory RAP

133-218 Insufficient fax card message library memory.

Procedure

Perform the steps that follow:

1. Switch off, then switch on the machine, [GP 10](#).
2. Reload the software, [GP 4](#).

133-219 to 133-223 Fax Card Error 1 RAP

133-219 Due to insufficient memory, the system was unable to reserve the memory required for processing.

133-220 Due to an error during fax controller software processing, subsequent processes cannot be performed.

133-221 The fax card did not respond within the specified time on booting.

133-222 The fax card did not respond within the specified time.

133-223 Fax card reset.

Procedure

Perform the [033-312](#), [033-313](#), [033-315 to 033-327](#) Fax Fault RAP.

133-224 Controller ROM Fax Card ROM Mismatch RAP

133-224 Version mismatch between the controller ROM and the fax card ROM.

Procedure

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

133-226 Illegal Country RAP

133-226 The code that does not provide fax service is set in the system data country code.

Procedure

Set a correct country code.

133-280 to 133-283 Fax Card Error 2 RAP

133-280 Due to either a fax card failure or fax cont SW failure, subsequent processes could not be performed.

133-281 A message not specified in the I/F settings was received from the fax card.

133-282 As downloading of fax card could not be completed due to either a fax card failure or fax cont SW failure, subsequent processes could not be performed.

133-283 Mailbox not open was detected when fax report is stored in a mailbox.

Procedure

Perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

133-700 Staple/Punch Canceled RAP

133-700 The code that does not provide fax service is set in the system data country code.

Procedure

Advise the customer to Change the staple/punch position or select paper according to the staple/punch position.

133-701 Replacement Character Detected RAP

133-701 Character replacement has occurred in destination name, sender name, comment, station name.

Procedure

Perform the steps that follow:

1. Advise the customer to set the character that can be used by referring to the User Documentation. If the customer does not know the type of letter that can be used, advise them to use only alphanumeric characters.
2. If the fault persists, perform the [033-312](#), [033-313](#), [033-315](#) to [033-327](#) Fax Fault RAP.

133-710 Tray Select Fail RAP

133-710 When printing fax-received documents, it was performed via the bypass tray since the selected tray cannot be used for fax.

Procedure

Perform the steps that follow:

1. Advise the customer to load the correct the paper size and type for fax printing or specify the tray for fax printing.
2. If the fault persists, perform the steps that follow:
 - a. Switch off, then switch on the machine, [GP 10](#).
 - b. Reload the software, [GP 4](#).

161-312 LPH Timeout Fail K RAP

161-312 Communication error between ESS and LPH. This may occur due to noise from external sources.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Switch off, then switch on the machine, [GP 10](#).
2. Check the connections and ribbon cable between the LPH and the ESS PWB ([P/J1363](#)).
3. If the fault persists, install new components as necessary:
 - Print head assembly, [PL 60.35 Item 1](#).
 - FFC ribbon cable, [PL 60.35 Item 9](#).
 - ESS PWB, [PL 3.10 Item 6](#).

500-030 DC612 IOT Wait State RAP

500-030 The machine changed state during dC612.

Procedure

Allow the machine to return from the wait state, then re-run the routine.

500-033, 500-035 Diagnostic Documents RAP

500-033 The document is not loaded or the documents are not enough when a diagnostics routine is performed.

500-035 The document size is different when a Diagnostic routine is performed.

Procedure

Load the required number and size of documents, then re-run the routine.

500-990 DC612 Print Error RAP

500-990 Printing could not start due to unknown reason in dC612 test pattern print, or it was aborted.

Procedure

Re-run the routine.

OF1 POST Error RAP

Use this RAP when the UI has stalled and shows the splash-logo screen, or the system appears to have power but the UI is blank.

- Power on Self Test (POST) occurs each time the machine is powered on. POST verifies the functionality of key subsystems.
- POST begins when power is switched on before higher level machine functions (such as the user interface) are operational.
- POST is performed by the ESS PWB.
- The fault is communicated via an eight LED display on the ESS PWB. This is to help diagnose common faults which prevent the machine from powering up correctly to the point where faults are displayed and service mode can be entered.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

To check for the system power up error:

1. Switch off, then switch on the machine, [GP 10](#).
2. If the system power up sequence has failed, check the code on the eight LED display. Refer to:
 - [BSD 3.10 ESS Status LED \(1 of 5\)](#)
 - [BSD 3.11 ESS Status LED \(2 of 5\)](#)
 - [BSD 3.12 ESS Status LED \(3 of 5\)](#)
 - [BSD 3.13 ESS Status LED \(4 of 5\)](#)
 - [BSD 3.14 ESS Status LED \(5 of 5\)](#)

OF2 Special Boot Modes RAP

The Special Boot Modes DO NOT correct boot issues. Use only as stated in [GP 22](#), Table 1.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Enter special boot mode, [GP 22](#).
2. Perform the special boot modes as needed to from [GP 22](#), Table 1.
 - a. LONGDIAG MODE.
 - b. 01. JOB LOG CLEAR MODE.
 - c. 06. HDD INITIALIZE MODE.
 - d. 04. HDD FORMAT MODE.
 - e. 03. NVRAM INIT MODE.

3 Image Quality

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IQ1 Image Quality Entry RAP

Use this RAP to determine the source of an image quality problem.

Initial Actions

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

Perform the steps that follow:

- Discuss the IQ problem with the customer to fully understand the defect and the modes in which it occurs. Produce the customer job that displays the customer's IQ defect.
- Check the condition of the paper. Do not use incorrectly cut paper, damp paper, paper with rough edges, badly drilled paper, paper with wrapper wax or glue. Paper and media should be stored flat, enclosed in wrappers, in a cool dry environment.
- Check that the paper is within specifications, [GP 15](#).
- Check that paper tray guides are set to the correct paper size.
- Check that the document guides on the DADF are set correctly.
- Use the cleaning tool, stored in the front door, to clean the print head assembly.
- Ensure that the image adjustment mode selections are those used by the customer.
- Check the original documents for defects.
- If image density has degraded, perform [ADJ 90.2 Marking Refresh](#).

Procedure

Enter [dC612](#) Print Test Patterns. Select a suitable test pattern, refer to [Table 1](#). Select simplex. Select quantity 3. Select Start Test.

The printed image of the second print is good, with reference to [IQS 1 Solid Area Density and Tone Reproduction](#).

Y N

Place the test pattern 82E2010 (A4) or 82E2020 (8.5 x11inch) face up in the DADF input tray. Check the document guides on the DADF are set to just touch the test pattern. Make a duplex scan to USB file. View the resultant file on a computer screen.

The file image for side 1 is good.

Y N

Go to the [IQ26](#) DADF, Document Glass and Scanner RAP. Produce the customer job that displays the customer's IQ defect.

The image quality fault persists.

Y N

Perform [SCP 5](#) Final actions.

Enter [dC612](#) Print Test Patterns. Select a suitable test pattern, refer to [Table 1](#). Select simplex. Select Start Test.

The printed image of the internal test pattern is good.

Y N

Perform the [IQ2](#) IOT IQ Defects RAP.

Check the back of the prints for toner contamination.

The back of the prints are clean.

Y N

Perform the [IQ2](#) IOT IQ Defects RAP.

A

A

Select a suitable duplex internal test pattern. Select duplex. Select Start Test.
The printed images of the internal test pattern are good.
 Y N
 | Perform the **IQ2** IOT IQ Defects RAP.
 Check the prints for damage.
The prints are good.
 Y N
 | Perform the **IQ20** Print Damage RAP.
 If a fax module is installed, send a test fax to the machine.
The fax image quality is good.
 Y N
 | Compare the fax print with an internal test pattern print.
The fax print and the internal test pattern print display the same defect.
 Y N
 | Perform the **IQ27** Unacceptable Received Fax Image Quality RAP.
 Perform the **IQ2** IOT IQ Defects RAP.
 No specific image quality defect has been identified. If necessary, modify the print quality to meet the customer requirements.

Make a simplex scan to USB file of test pattern 82E2010 (A4) or 82E2020 (8.5 x11inch) from the document glass. Ensure that the test pattern is correctly registered against the document guides and is not disturbed when the DADF is lowered. View the resultant file on a computer screen.

The file image is good.
 Y N
 | Perform the **IQ26** Document Glass and Scanner IQ Defects RAP.
 Place the test pattern 82E2010 (A4) or 82E2020 (8.5 x11inch) face down in the DADF input tray. Check the document guides on the DADF are set to just touch the test pattern. Make a duplex scan to USB file. View the resultant file on a computer screen.

The file image for side 2 is good.
 Y N
 | Perform the **IQ26** Document Glass and Scanner IQ Defects RAP.
 No specific image quality defect has been identified. If necessary, modify the print quality to meet the customer requirements.

IQ1 Internal Test Patterns

Table 1 describes the test patterns and the purpose for which they should be used to identify image quality defects. To access internal test patterns, refer to **dC612** Print Test Pattern.

Table 1 Internal test patterns

Internal Test Pattern Number	Name	Intended Use	Notes
51	Total Pattern (600dpi) A3	For Engineering/ Manufacturing use.	Screen must be set to Gradation or Fineness.
52	Total Pattern (600dpi) 11x17	For Engineering/ Manufacturing use.	Screen must be set to Gradation or Fineness.

Internal Test Pattern Number	Name	Intended Use	Notes
53	Total Pattern (1200dpi) A3	For Engineering/ Manufacturing use.	Screen must be set to Gradation, Standard or Fineness. See NOTE.
54	Total Pattern (1200dpi) 11x17	For Engineering/ Manufacturing use.	Screen must be set to Gradation, Standard or Fineness. See NOTE.
55	Whole-page Halftone	Detection of banding and defect detection.	Screen must be set to Gradation or Fineness. Increasing the C in % setting will darken the halftone image. Note: The default Cin % setting is 0 (white).
57	Alignment	Checking alignment	Screen must be set to Gradation, Standard or Fineness.
58	Gradation	General Image Quality problem isolation.	Screen must be set to Gradation, Standard or Fineness.
63	Pitch Confirmation	General Image Quality problem and repeating defect isolation.	Screen must be set to Gradation, Standard or Fineness.
64	Ghosting	Detection of Ghosting.	Screen must be set to Gradation, Standard or Fineness.
112	IIT Analog Gradation	For Engineering/ Manufacturing use.	Screen must be set to Copy Error Diffusion.
115	Pre IPS/FS Increment	For Engineering/ Manufacturing use.	Screen must be set to Copy Error Diffusion.
119	Pre IPS/SS Increment	For Engineering/ Manufacturing use.	Screen must be set to Copy Error Diffusion.
120	Even Density of Whole Page	Detection of banding and defect detection.	Screen must be set to Copy Error Diffusion.

Internal Test Pattern Number	Name	Intended Use	Notes
123	Pre IPS/Shading Data BW	For Engineering/Manufacturing use.	Screen must be set to Copy Error Diffusion.
128	Post IPS/Grid/BW	Detection of skew and distortion defects.	Screen must be set to Copy Error Diffusion.

Note: Before printing test pattern 53 or 54, enter **dC131**. Set the value of NVM location 870-210 to 0 (1200dpi).

IQ2 IOT IQ Defects RAP

Use this RAP to resolve image quality defects produced in the IOT.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Initial Actions



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure

Refer to **Table 1**, then perform the appropriate action.

Table 1 IQ defects

Image Quality Defect	Subsystem	Symptom	Action
Auger marks	Xerographics	There are multiple parallel shades in halftones in the process direction.	Perform the IQ12 Auger Marks RAP .
Background	Xerographics	The whole page or part of the page is contaminated by toner. The contamination appears as very light grayish color.	Perform the IQ4 Background RAP .
Banding (print head assembly) periodical line)	Print head assembly	Narrow banding in the process direction, approximately 10.7mm (0.4 inch) apart.	Install a new print head assembly, PL 60.35 Item 1 .
Black image	Other	Paper is printed completely black.	Perform the IQ22 Black Prints RAP .
Blank image	Other	Paper is completely blank.	Perform the IQ23 Blank Image RAP .
Deletions	Xerographics	Part of the image is missing.	Perform the IQ7 Deletions RAP .
Heavyweight smear	Transfer	The same symptom as smear, but occurs only when heavyweight paper is used.	Perform the IQ18 Heavyweight Paper Smear RAP .
Light-induced fatigue	Xerographics	Drum pitch, 94.2mm (3.7 inches) shade occurs in halftones.	Perform the IQ25 Light Induced Fatigue RAP .
Lines across the process direction	Xerographics	Black lines or blank areas across the process direction.	Perform the IQ10 Black or White Lines in the Cross Process Direction RAP
Lines in the process direction	Xerographics	Black lines or blank areas in the process direction.	Perform the IQ9 Black or White Lines in the Process Direction RAP .
Magnet roller pitch banding	Xerographics	There are shades of 32mm or 16mm pitch in the process direction.	Perform the IQ13 Magnetic Roller Pitch Banding RAP .
Mottle	Xerographics	The density of solidly printed areas is uneven.	Perform the IQ11 Mottle RAP .
Regular blank areas in the process direction	Xerographics	There are regular pitch blank areas in the same shape.	Perform the IQ14 Regular Blank Areas in the Process Direction RAP .
Regular toner contamination in the process direction	Xerographics	There is regular pitch toner contamination (spots, streaks, bands, etc.) in the process direction.	Perform the IQ15 Regular Toner Contamination in the Process Direction RAP .
Regular toner contamination in the process direction on side 2.	Xerographics	There is a regular pitch toner contamination in the process direction on side 2.	Perform the IQ16 Regular Toner Contamination in the Process Direction (Side 2) RAP .
Residual image (ghosting)	Xerographics	Ghost images appear on the paper. Parts of the previous page or current page may appear as ghost images on the paper.	Perform the IQ3 Residual Image (Ghosting) RAP .
Skew	Xerographics	Printed images are not parallel to the edges of the paper.	Perform the IQ8 IOT Skew RAP .

Image Quality Defect	Subsystem	Symptom	Action
Smear	Transfer	Black lines or blank areas running along the paper across the process direction.	Perform the IQ17 Smear RAP.
Toner droplet contamination	Xerographics	Toner spills on the paper and smears in a long, narrow shape.	Perform the IQ5 Toner Smears RAP.
Toner splattering	Xerographics	There are many uneven black spots on parts of paper.	Perform the IQ6 Toner Contamination RAP.
Toner streak	Xerographics	A long thin line in the process direction. The length can range from 2mm (0.08 inch) to over 10cm (4 inches). This occurs in solids or halftones, it does not occur in the background.	Perform the IQ24 Toner Streak RAP.
Unfused image	Fusing	Printed images are not correctly fused onto the paper. When rubbed, the image comes off easily.	Perform the IQ21 Unfused Copy/Toner Offset RAP.
White spots	Transfer	Toner spots and blank areas are spread irregularly over the whole page.	Perform the IQ19 White Spots RAP.

IQ3 Residual Image (Ghosting) RAP

Parts of the previous page or current page may appear as ghost images on the paper.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

Remove the fuser, **PL 10.05 Item 2**. Check for contamination on the surface of the heat roll.

The surface of the heat roll is clean.

Y N
| If possible, remove the contamination. If necessary, install a new fuser, **PL 10.05 Item 2**.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

IQ4 Background RAP

The page has uniform darkening across all the non print areas.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure

Check for contamination on the document glass.

The document glass is clean.

Y N
| Clean the document glass. If necessary, install new document glass, **PL 60.10 Item 9**.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

Check the surface of the BTR for contamination or distortion.

The surface of the BTR is good.

Y N
| Clean the BTR. If necessary, install a new BTR assembly, **PL 90.15 Item 4**.

Remove, then reinstall the HVPS. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.
- HVPS, **PL 1.10 Item 2**.

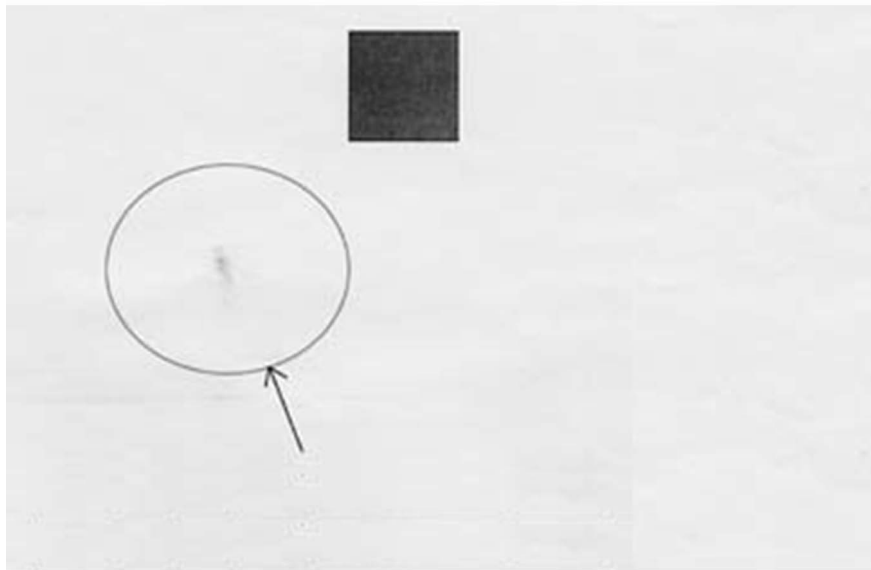


CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

IQ5 Toner Smears RAP

Smearred toner spills that are long and narrow. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0420-A

Figure 1 Example

Cause

Spilt toner from the drum cartridge.

Procedure



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.

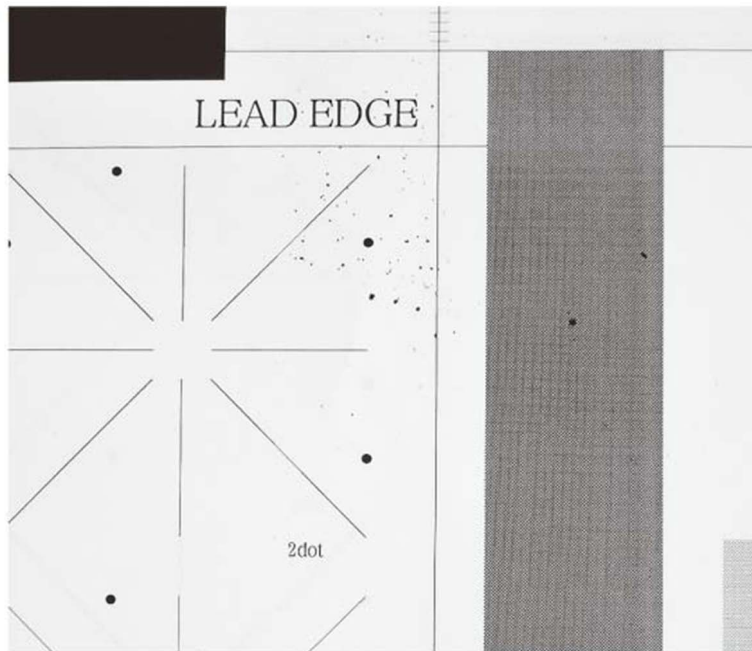
AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte [GP 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Make 20 blank copies.
2. If the image quality defect remains, install a new drum cartridge, [PL 90.20 Item 1](#).

IQ6 Toner Contamination RAP

Many uneven black spots on the paper. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0421-A

Figure 1 Example

Cause

1. Paper size mismatch occurred (tray and paper size settings are different).
2. The resistance of the paper increased under dry conditions.
3. Toner spill due to the drum cartridge cleaner clogging.

Action



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Check the tray settings.
2. Use a new ream of paper.
3. If the image quality defect remains, install a new drum cartridge, [PL 90.20 Item 1](#).

Note: If the customer is running many high volume jobs, changing NVM values will lower occurrences of this image quality defect. Before changing the NVMs, inform the customer that productivity will marginally decrease. Enter [dC131](#), change the NVM values that follow:

- 751-133 to 2 (mode switch on).
- 751-141 to 7 (number of sheets interval to insert the toner band x 10).

IQ7 Deletions RAP

Part of the image is missing.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Initial Actions



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

- If the deletions are small and align with the stripper fingers in the drum cartridge, clean the stripper fingers. If necessary, install a new drum cartridge, **PL 90.20 Item 1**.
- If the deletions are small and align with the stripper fingers in the fuser, clean the stripper fingers. If necessary, install a new fuser, **PL 10.05 Item 2**.

Procedure

Check the paper type, refer to **GP 15**.

Paper used is within specifications.

Y N

| Use paper within specifications.

Use a new ream of paper.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Check the surface of the BTR for distortion.

The surface of the BTR is good.

Y N

| Install a new BTR assembly, **PL 90.15 Item 4**.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

IQ8 IOT Skew RAP

Printed images are not parallel to the edges of the paper.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Enter **dC612**. Select the a relevant internal test pattern. Make 5 simplex prints. Check the prints for skew. Refer to **IQS 5** Skew.

The prints are skewed.

Y N

Make 5 duplex prints of the same internal test pattern. Check the prints for skew, refer to **IQS 5** Skew.

Side 2 of the prints are skewed.

Y N

No IOT skew is present. Re-define the image quality defect. Refer to **IQ1** Image Quality Entry RAP.

The skew occurs in the duplex paper path.

- Check the nip and drive rolls in the exit 2 transport assembly, **PL 10.22** for wear, damage and contamination.
- Check the exit 2 drive assembly ribs, **PL 10.22** for wear, damage and contamination.
- Check the drive and idler rolls in the duplex L/H assembly, **PL 80.50** for wear, damage and contamination.
- Check the duplex cover chute ribs, **PL 80.50 Item 6** for wear, damage and contamination.

Clean or install new components as necessary.

Using the prints made from **dC612**, check the prints for distortion by measuring between the lines produced.

The lines are parallel to each other.

Y N

Install a new print head assembly, **PL 60.35 Item 1**.

Make 5 prints from each tray and the bypass tray to identify the source of skew:

- Check the feed rolls and guides for contamination. Clean the components as necessary.
- Check the feed rolls and transport rolls for wear. Install new components as necessary.
- Check that there is no variation in the size or weight of the sheets of paper in each tray.
- Check that the paper weight and type is within the specification. Refer to **GP 15** Paper and Media Size Specifications.
- Check that the paper size guides are set correctly.
- Check that the bypass tray width guides are set correctly.
- Check the bypass tray lower feeder assembly, **PL 70.35 Item 2** for contamination, wear or damage
- Check the registration chute, **PL 80.55 Item 2** for wear, damage or contamination. If necessary clean the housing or install a new registration chute.
- Check the paper path for obstructions. Refer to the **IQ20** Print Damage RAP.

IQ9 Black or White Lines in the Process Direction RAP

Black lines or blank areas in the process direction.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N
| Perform **SCP 5** Final Actions.

Check the surface of the BTR for contamination or distortion.

The surface of the BTR is good.

Y N
| Clean the BTR. If necessary, install a new BTR assembly, **PL 90.15 Item 4**.

Check for contamination in the paper transport path.

The paper transport path is clean.

Y N
| Clean the contamination.

Remove the fuser, **PL 10.05 Item 2**. Check for contamination on the surface of the heat roll.

The surface of the heat roll is clean.

Y N
| If possible, remove the contamination. If necessary, install a new fuser, **PL 10.05 Item 2**.
Check the print head assembly, for scratches or contamination.

The print head assembly is good.

Y N
| Install a new print head assembly, **PL 60.35 Item 1**.

If the fault persists, install new components as required following the **CAUTION** below:

- Print head assembly, **PL 60.35 Item 1**.
- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

IQ10 Black or White Lines in the Cross Process Direction RAP

Black lines or blank areas across the process direction.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Check the surface of the BTR for contamination or distortion.

The surface of the BTR is good.

Y N

| Clean the BTR. If necessary, install a new BTR assembly, **PL 90.15 Item 4**.

Remove, then reinstall the HVPS. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

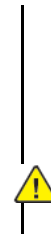
Y N

| Perform **SCP 5** Final Actions.

Check the pitch of the black lines or blank areas.

The pitch is approximately 82.5mm (3.2 inches).

Y N



If the fault persists, install new components as required following the **CAUTION** below:

- Print head assembly, **PL 60.35 Item 1**.
- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.

CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

Clean the fuser heat roll. If necessary, install a new fuser, **PL 10.05 Item 2**.

IQ11 Mottle RAP

The density of solid print areas is uneven.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Check the paper type, refer to **GP 15**.

Paper used is within specifications.

Y N

| Use paper within specifications.

Use a new ream of paper.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Check the surface of the BTR for contamination or distortion.

The surface of the BTR is good.

Y N

| Clean the BTR. If necessary, install a new BTR assembly, **PL 90.15 Item 4**.

Remove, then reinstall the HVPS. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.

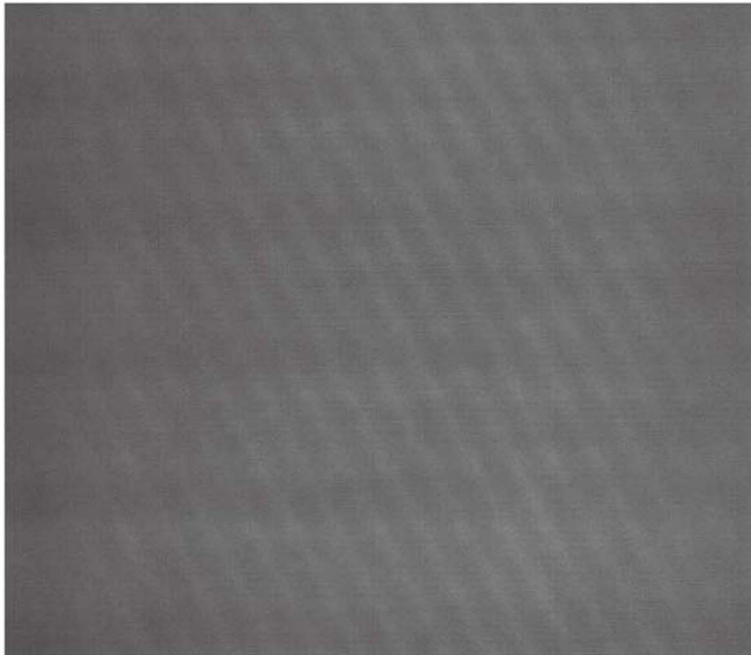


CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

IQ12 Auger Marks RAP

Multiple parallel halftone shades of bands in the process direction. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0422-A

Figure 1 Example

Cause

1. The developer magnetic roll magnetic field failed.
2. There was a drop in the level of toner.

Action



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

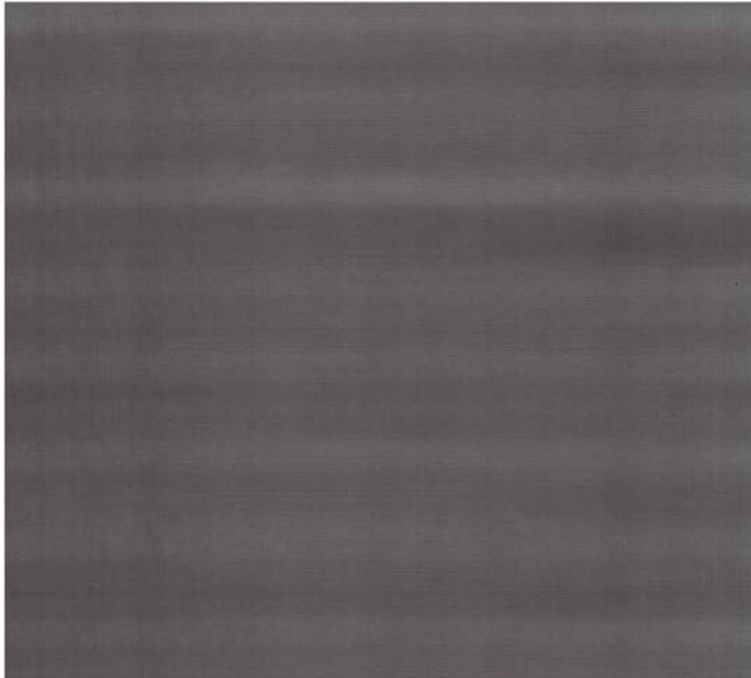
Install a new drum cartridge, [PL 90.20 Item 1](#).

Note: This may occur immediately after installing a new drum cartridge. Correct this by making 10 blank copies.

IQ13 Magnetic Roller Pitch Banding RAP

Shades of 32mm or 16mm pitch in the process direction. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0423-A

Figure 1 Example

Cause

Developer magnetic roll bias.

Action



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.

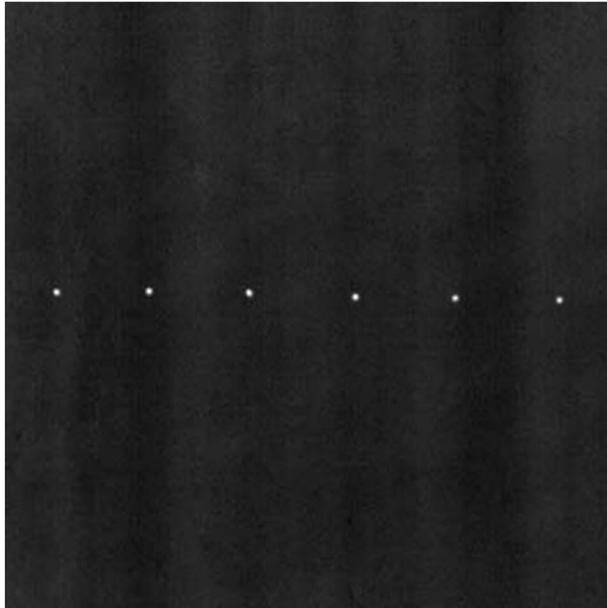
AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte [GP 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Install a new drum cartridge, [PL 90.20 Item 1](#).

IQ14 Regular Blank Areas in the Process Direction RAP

Regular, same shape and pitch blank areas (spots, streaks or bands). Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0424-A

Figure 1 Example

Cause

1. 94.2mm (3.7 inches) pitch - scratch or foreign substance on the drum.
2. 31.8mm (1.2 inches) pitch - developer adhesion to the magnetic roll.
3. 37.7mm (1.5 inches) pitch - scratch or foreign substance on the BCR.
4. 82.5mm (3.2 inches) pitch - scratch or foreign substance on the heat roll.

Action



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.

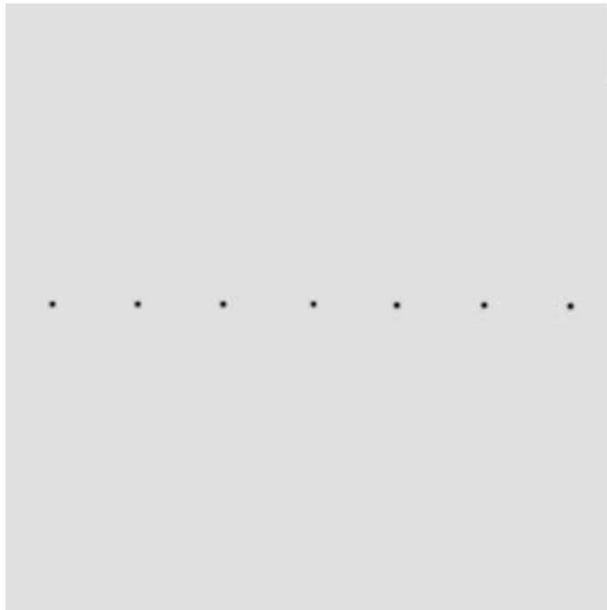
AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte [GP 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. For cause 1, clean the drum. If necessary, install a new drum cartridge, [PL 90.20 Item 1](#).
2. For cause 2 and 3, install a new drum cartridge, [PL 90.20 Item 1](#).
3. For cause 4, clean the heat roll. If necessary, install a new fuser, [PL 10.05 Item 2](#).

IQ15 Regular Toner Contamination in the Process Direction RAP

Regular, same pitch toner contamination in the process direction. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0425-A

Figure 1 Example

Cause

1. 94.2mm (3.7 inches) pitch - scratch or foreign substance on the drum.
2. 31.8mm (1.2 inches) pitch - developer adhesion to the magnetic roll.
3. 37.7mm (1.5 inches) pitch - scratch or foreign substance on the BCR.
4. 82.5mm (3.2 inches) pitch - scratch or foreign substance on the heat roll.
5. 47.1mm (1.8 inches) pitch - contamination on the exit roll.

Action



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. For cause 1, clean the drum. If necessary, install a new drum cartridge, [PL 90.20 Item 1](#).
2. For cause 2 and 3, install a new drum cartridge, [PL 90.20 Item 1](#).
3. For cause 4, clean the heat roll. If necessary, install a new fuser, [PL 10.05 Item 2](#).
4. For cause 5, clean the exit roll. If necessary, install a new fuser, [PL 10.05 Item 2](#).

IQ16 Regular Toner Contamination in the Process Direction (Side 2) RAP

Regular pitch toner contamination in the process direction. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0426-A

Figure 1 Example

Cause

1. 95.1mm (3.7 inches) pitch - scratch or foreign substance on the fusing belt.
2. 50.3mm (2 inches) pitch - contamination or scratches on the BTR. Paper size mismatch
3. 37.7mm pitch - contamination on the BCR.

Action



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. For cause 1, install a new fuser, [PL 10.05 Item 2](#).
2. For cause 2:
 - a. Check the paper tray settings.
 - b. Clean the BTR. If necessary, install a new BTR assembly, [PL 90.15 Item 4](#).
3. For cause 3, install a new drum cartridge, [PL 90.20 Item 1](#).

IQ17 Smear RAP

Loss or stretching of the image, and compression of the image, in bands across the process direction.

Ensure **IQ1** Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10**. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Remove, then reinstall the drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Install a new drum cartridge, **PL 90.20 Item 1**. Switch off, then switch on the machine, **GP 10**. Make a print.

The image quality defect persists.

Y N

| Perform **SCP 5** Final Actions.

Check the surface of the BTR for contamination or distortion.

The surface of the BTR is good.

Y N

| Clean the BTR. If necessary, install a new BTR assembly, **PL 90.15 Item 4**.

If the fault persists, install new components as required following the **CAUTION** below:

- Print head assembly, **PL 60.35 Item 1**.
- Drive assembly, **PL 40.05 Item 1**.
- ESS PWB, **PL 3.10 Item 6**.
- Drive PWB, **PL 1.10 Item 3**.



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, **REP 3.1**. If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to **REP 1.2**.

IQ18 Heavyweight Paper Smear RAP

Same symptom as smear, but occurs only when heavyweight paper is used. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.

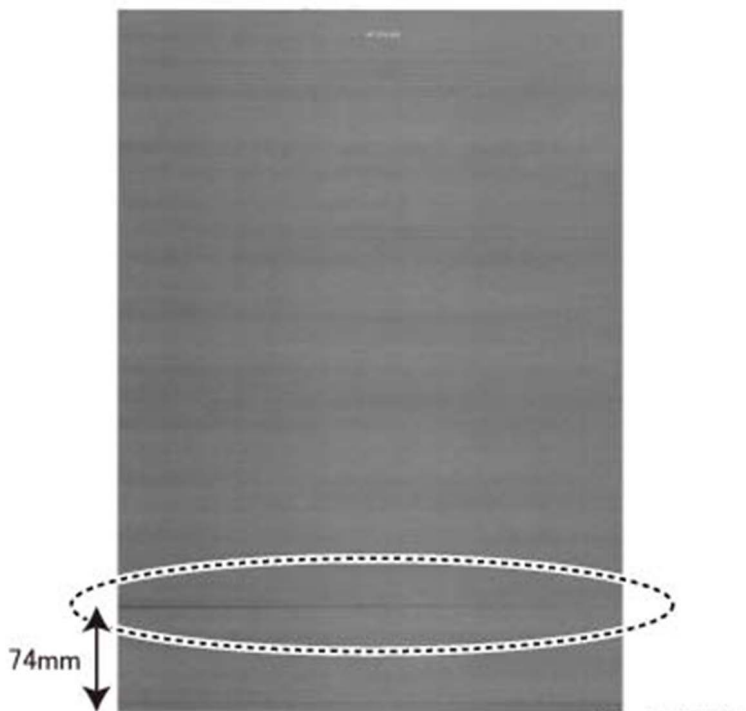


Figure 1 Example

Cause

Compression of an image due to change in paper feed speed. The smear is visible 74mm (3 inches) from the trail edge. It occurs immediately after the paper trail edge passes through registration.

Corrective Action

1. Check that the paper type settings are correctly set for heavyweight paper.
2. If the paper type settings are correct and the smear still occurs, adjust the value of NVM 1 according to [Table 1](#). Be aware that:
 - Lowering the value of NVM 1 will increase smear reduction. Keep the adjustment of NVM 1 to a minimum.
 - Secondary image quality defects may occur, such as stretched cross process magnification, paper jams or banding 35mm (1.4 inches) from the trail edge.
 - If stretched cross process magnification occurs, also adjust the value of NVM 2 in [Table 1](#).

Table 1 NVM values

Paper Type	Paper Weight	NVM 1		NVM 2	
		Chain-Link	Range	Chain-Link	New Value
Light Card	106 to 169gsm	746-091	0 - 120	759-045 to 759-047 759-071 to 759-073	For every 30 step increase in the value of NVM 1, also increase the value of NVM 2 by one step.
Extra-HW	170gsm and above	746-092	0 - 120	759-048 to 759-050	
Labels	106 to 169gsm	746-093	0 - 120	759-051 to 759-053	
HW Labels	170gsm and above	746-094	0 - 120	759-054 to 759-056	
Envelopes	-	746-097	0 - 120	-	

IQ19 White Spots RAP

Blank areas spread irregularly over the whole page. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0428-A

Figure 1 Example

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Remove, then reinstall the drum cartridge, [PL 90.20 Item 1](#). Switch off, then switch on the machine, [GP 10](#). Make a print.

The image quality defect persists.

Y N

| Perform [SCP 5](#) Final Actions.

Install a new drum cartridge, [PL 90.20 Item 1](#). Switch off, then switch on the machine, [GP 10](#). Make a print.

The image quality defect persists.

Y N

| Perform [SCP 5](#) Final Actions.

Check the surface of the BTR for contamination or distortion.

The surface of the BTR is good.

Y N

| Clean the BTR. If necessary, install a new BTR assembly, [PL 90.15 Item 4](#).

Check for contamination in the paper transport path.

The paper transport path is clean.

Y N

| Clean the contamination.

Remove the fuser, [PL 10.05 Item 2](#). Check for contamination on the surface of the heat roll.

The surface of the heat roll is clean.

Y N

| If possible, remove the contamination. If necessary, install a new fuser, [PL 10.05 Item 2](#).

Check the paper type, refer to [GP 15](#).

Paper used is within specifications.

Y N

| Use paper within specifications.

Use a new ream of paper.

The image quality defect persists.

Y N

| Perform [SCP 5](#) Final Actions.If the fault persists, install new components as required following the **CAUTION** below:

- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

IQ20 Print Damage RAP

The prints have nicks, tears, creases, folds, curled edges or wrinkles.

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Enter [dC612](#). Select a relevant internal test pattern. Make prints to identify where the prints are damaged.

Check for curled paper in the paper trays:

- Ensure the paper is in specification. Refer to [GP 15](#).

Check the paper path, for the problems that follow:

- Obstructions.
- Damaged guides and rolls. Pay particular attention to the areas that align with the damage on the prints. For example, fuser stripper fingers.
- Protruding objects on the edges of the paper path.
- If the paper feed is introducing skew to the paper, perform the [IQ8](#) IOT Skew RAP.
- If the paper does not correctly strip from the drum cartridge, Ensure the contacts on the AC housing assembly, [PL 90.20 Item 3](#) are good.
- Check that the fuser roll stripper fingers are clean. If possible remove any contamination. If the stripper fingers are missing, damaged or worn, install a new fuser, [PL 10.05 Item 2](#).
- Check that the drum cartridge stripper fingers are clean. If possible remove any contamination. If the stripper fingers are missing, damaged or worn, install a new drum cartridge, [PL 90.20 Item 1](#).
- Check the registration transport assembly, [PL 80.55 Item 1](#) for damage or wear.
- Check the LH cover assembly, [PL 80.45 Item 1](#) and inner duplex chute, [PL 80.45 Item 3](#) for damage or wear.

If the paper path and the duplex path are good, check that the paper and other media used, is of the correct weight and size, refer to [GP 15](#).

IQ21 Unfused Copy/Toner Offset RAP

Printed images are not correctly fused onto the paper. When rubbed, the image comes off easily.

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Check the paper type, refer to [GP 15](#).

Paper used is within specifications.

Y N

| Use paper within specifications.

Use paper stored under room conditions.

The image quality defect persists.

Y N

| Perform [SCP 5](#) Final Actions.

Check the paper settings for the tray being used.

The settings are correct.

Y N

| Correct the tray settings.

Check the fuser rolls for contamination.

The rolls are clean.

Y N

| Clean the fuser rolls. If necessary, install a new fuser, [PL 10.05 Item 2](#).

Check the power supply voltage.

The voltage is within the specified range.

Y N

| Connect a power supply with voltage within the specified range.

Enter [dC140](#), codes 010-200, 010-201, 010-202 and 010-203. Check the fusing temperature.

Normal fusing temperatures are detected.

Y N
 | Adjust the fusing temperatures as necessary.
 Install a new fuser, [PL 10.05 Item 2](#).

IQ22 Black Prints RAP

Paper is printed completely black.

Ensure [IQ1 Image Quality Entry RAP](#) is performed before starting this RAP.

BSD-Reference: [BSD 6.4 Laser Control](#)

BSD-Reference: [BSD 9.3 Charging and Exposure](#)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Remove, then reinstall the drum cartridge, [PL 90.20 Item 1](#). Switch off, then switch on the machine, [GP 10](#). Make a print.

The image quality defect persists.

Y N
 | Perform [SCP 5 Final Actions](#).

Install a new drum cartridge, [PL 90.20 Item 1](#). Switch off, then switch on the machine, [GP 10](#). Make a print.

The image quality defect persists.

Y N
 | Perform [SCP 5 Final Actions](#).

Check the wiring and connectors between PJ520 on the HVPS and PJ425 on the drive PWB.

The wiring and connectors are good.

Y N
 | Correct the connections or repair the wiring as necessary.

Check the ribbon cable and connectors between the print head assembly and PJ1363 on the ESS PWB.

The ribbon cable and connectors are good.

Y N

| Correct the connections. If necessary, install a new FFC cable, [PL 60.35 Item 9](#).

Check the connections to the components that follow, install new components as required following the **CAUTION** below:

- HVPS, [PL 1.10 Item 2](#).
- Print head assembly, [PL 60.35 Item 1](#).
- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

IQ23 Blank Image RAP

Paper has no visible image.

Ensure [IQ1 Image Quality Entry RAP](#) is performed before starting this RAP.

BSD-Reference: [BSD 9.3 Charging and Exposure](#)

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Check the installation of the print head assembly, [PL 60.35 Item 1](#).

The print head assembly is installed correctly.

Y N

| Correctly install the print head assembly.

Check the drum ground contact point, positioned on the front underside of the drum cartridge for contamination or distortion.

The drum ground contact point is good.

Y N

| Clean the drum ground contact point. Correct any distortion.

Remove, then reinstall the drum cartridge, [PL 90.20 Item 1](#). Switch off, then switch on the machine, [GP 10](#). Make a print.

The image quality defect persists.

Y N

| Perform [SCP 5 Final Actions](#).

Install a new drum cartridge, [PL 90.20 Item 1](#). Switch off, then switch on the machine, [GP 10](#). Make a print.

The image quality defect persists.

Y N

| Perform [SCP 5 Final Actions](#).

Print a page that is entirely black. During the print cycle, switch off the power after the paper has been fed out of the tray (stop the transfer in mid-progress). Check the surface of the drum.

There is a considerable amount of toner on the surface of the drum.

Y N

Check the ribbon cable and connectors between the print head assembly and PJ1363 on the ESS PWB.

The ribbon cable and connectors are good.

Y N

Correct the connections. If necessary, install a new FFC cable, [PL 60.35 Item 9](#).

If the fault persists, install new components as required following the **CAUTION** below:

- Print head assembly, [PL 60.35 Item 1](#).
- ESS PWB, [PL 3.10 Item 6](#).
- Drive PWB, [PL 1.10 Item 3](#).



CAUTION: When installing a new ESS PWB and a new Drive PWB at the same time, first install the new ESS PWB. Refer to, [REP 3.1](#). If the new ESS PWB installation is unsuccessful, switch off the machine, then install the new Drive PWB, Refer to [REP 1.2](#).

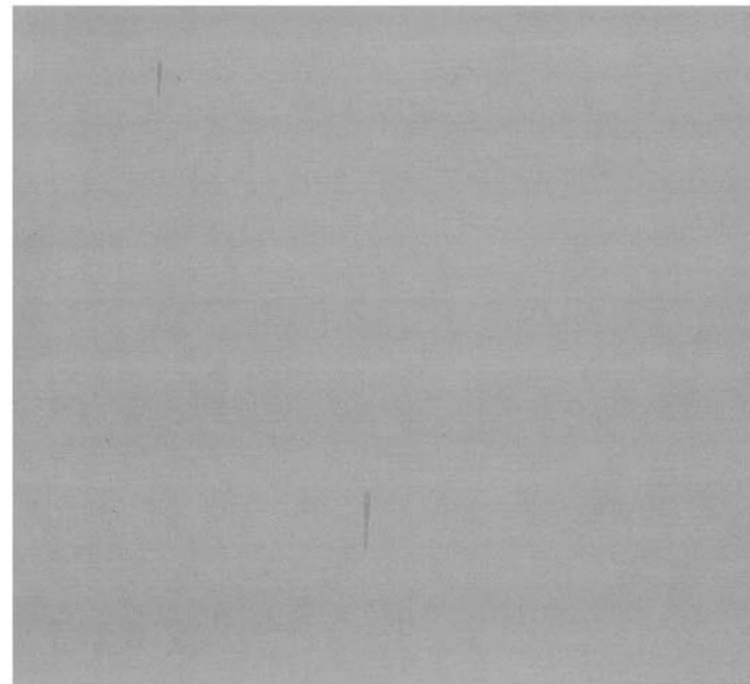
Check the connections to the components that follow, install new components as necessary:

- BTR assembly, [PL 90.15 Item 4](#).
- HVPS, [PL 1.10 Item 2](#).
- Drive PWB, [PL 1.10 Item 3](#).

IQ24 Toner Streak RAP

A long thin line in the process direction. The length can range from 2mm (0.08 inch) to over 10cm (4 inches). This occurs in solids or halftones, it does not occur in the background. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0429-A

Figure 1 Example

Cause

A lump of supply toner gets transported on to the magnet roller, then gets developed.

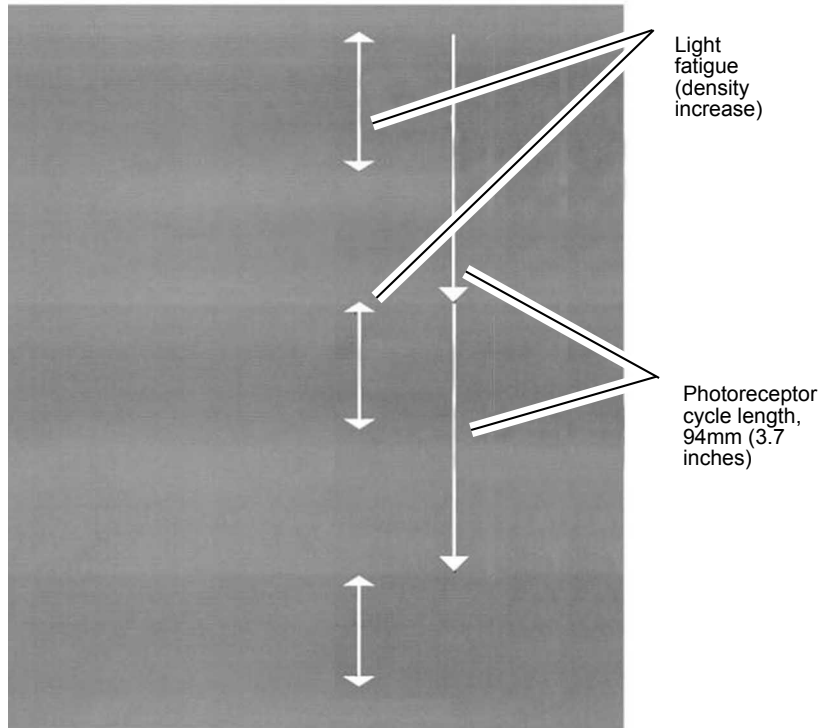
Action

Feed several blank pages, followed by several high density prints.

IQ25 Light Induced Fatigue RAP

Drum pitch, 94.2mm (3.7 inches) shade occurs in halftones. Refer to [Figure 1](#).

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.



Y-1-0430-A

Cause

Light fatigue of the photoreceptor.

Action

1. Leave overnight.
2. If necessary, install a new drum cartridge, [PL 90.20 Item 1](#).

IQ26 DADF, Document Glass and Scanner RAP

Defects caused by the DADF, document glass and the scanner.

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

- [DADF Checkout](#)
- [Document Glass Checkout](#)
- [Scan Carriage Assembly Checkout](#)

DADF Checkout

Perform the steps that follow:

- Clean the underside of the DADF.
- Use a microfibre wiper dampened with water to clean the DADF rolls and nip rolls.
- If the documents are skewed. Check that the DADF document input guides are correctly adjusted.
- Check that the DADF is seated correctly.
- Make scan to file or scan to USB files from the DADF. If the images are skewed, perform the steps that follow:
 - Check that the DADF document input guides are correctly adjusted.
 - [ADJ 5.1 DADF Lead Edge Skew](#).

Document Glass Checkout

Perform the steps that follow:

- If the copies of the internal test pattern have white lines or deletions in the process direction that are continuous from edge to edge of the image, clean the CVT glass, [PL 60.10 Item 8](#).

- If necessary, perform [ADJ 60.5](#) Optics Cleaning Procedure.
- Check the condition of the document cushion, If necessary clean the cushion or install a new document cushion, [PL 5.05 Item 1](#).

Scan Carriage Assembly Checkout

Perform the steps that follow:

- Perform [dC945](#) IIT Calibration.
- If the copy of the internal test pattern (made from the IQ1 RAP) is fragmented and displaced, perform the steps that follow:
 - Refer to [BSD 9.3 Charging and Exposure](#) . Check the ribbon cable and connectors between the print head assembly and PJ1363 on the ESS PWB. if necessary, install a new FFC cable, [PL 60.35 Item 9](#).
- Check the scan carriage for contamination. Refer to [ADJ 60.5](#) Optics Cleaning Procedure.

IQ27 Unacceptable Received Fax Image Quality RAP

Use this RAP to identify the causes of poor reception.

Ensure [IQ1](#) Image Quality Entry RAP is performed before starting this RAP.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

The condition of the original transmission document is good.

Y N

| Generate a new document from the original.

If possible, establish voice contact using the same telecommunication link as used to receive the document.

The line is free of interference sounds and the normal voice can be heard clearly.

Y N

| Perform the [Q20A](#) Fax Entry RAP.

From the Embedded Web Server Home screen, select **Log In** , then **Admin** . Enter the password '1111' (default setting). Select **Log In** . Select **Apps** . From the Installed Apps list, select **Fax** . Disable Super G3.

Y N

| **The telecommunication links and harnesses are connected correctly.**

Y N

| Correct the connections.

Check the condition of the telecommunication links and harnesses.

The telecommunication links and harnesses are good.

Y N

| Install a new telephone cable.

Verify the operation of the machine and the communication link by transmitting between machines over a known good link.

All received documents have an acceptable image quality.

A

A	Y	N
		Install a new components as necessary:
		<ul style="list-style-type: none">• Line 1 fax PWB, PL 20.05 Item 10.• Line 2 fax PWB, PL 20.05 Item 15.• Line 3 fax PWB, PL 20.05 Item 15.
		Perform the 033-312 , 033-313 , 033-315 to 033-327 Fax Fault RAP.
		Inform the remote user of the required changes to the settings.

IQS 1 Solid Area Density and Tone Reproduction IQS 1

Documents

Test patterns: 82E2000 (A3 and 11x17) 82E2010 (A4) 82E2020 (8.5x11) and the solid area density scale, 82E8230 (SIR 542.00) for reference.

Specification

Copy

Compare the copies of one of the above 82E series test patterns, [Figure 1](#), made from the document glass, with the solid area density scale, 82E8230 (SIR 542.00):

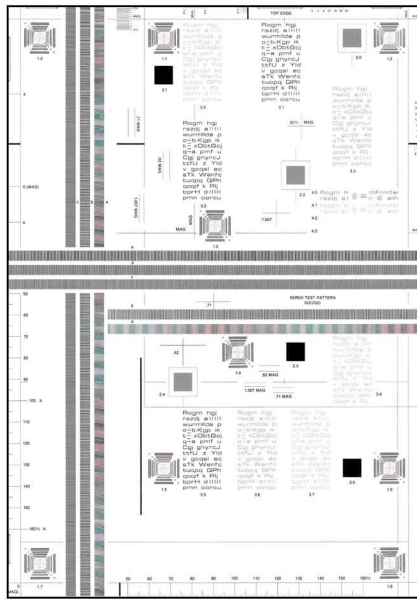
- The density of the 2.1; 2.3; and 2.5 areas must be as dark or darker than the 1.3 reference, but less than 1.5.
- The 3.0, 3.3 and 3.4 text areas should all be visible.
- The 4.1 line pair should be visible.
- The 2.0, 2.2 and 2.4 squares should be darker than the original document.
- The bullseye targets should be clearly reproduced.

Print

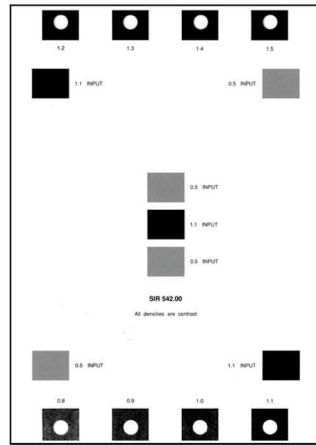
Compare a print of the internal test pattern 53 with the solid area density scale, 82E8230 (SIR 542.00). The density of the solid areas must be as dark or darker than the 1.3 reference, but less than 1.5.

Corrective action

If the solid area density specification is not met, perform the [IQ2](#) IOT IQ Defects RAP.



82E2000



SIR
542.00

Y-1-0432-A

IQS 2 Background IQS 2

Documents

Test patterns: 82E2000 (A3 and 11x17) 82E2010 (A4) 82E2020 (8.5x11) and visual scale, 82P448 for reference.

Specification Copy

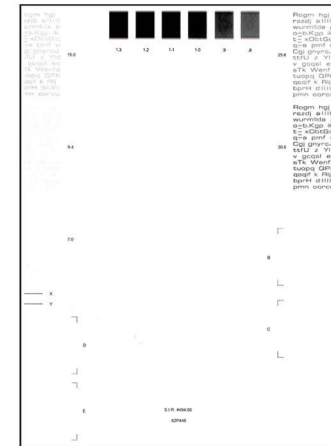
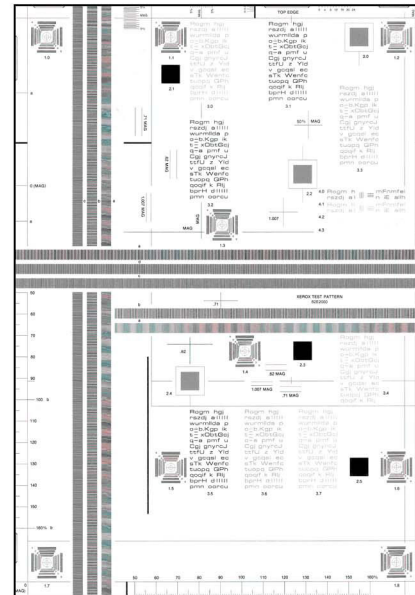
Compare the copies of the test pattern, **Figure 1**, made from the document glass, with the visual scale, 82P448. The background of the copies must be lighter than the reference area B.

Print

Compare a print of the internal test pattern 128 with the visual scale, 82P448. The background of the print must be lighter than the reference area B.

Corrective Action

If the background specification is not met, perform the **IQ4** Background RAP.



SIR
494.00
82P448

Y-1-0433-A

IQS 3 Fusing IQS 3

Documents

Test Patterns: 82E2000 (A3 and 11x17) 82E2010 (A4) 82E2020 (8.5x11).

Procedure

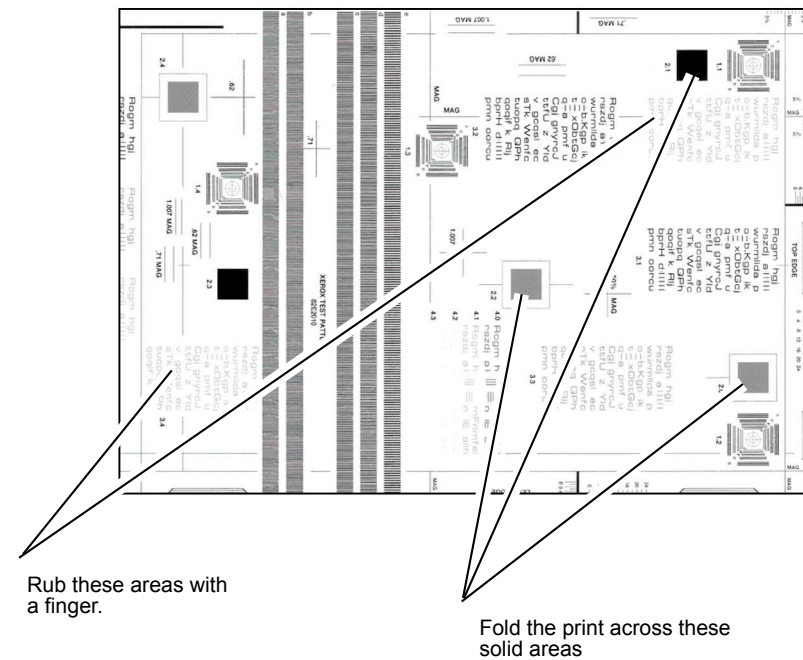
Make 5 copies of the test pattern, [Figure 1](#). Check the fusing by folding one of the copies through the centre of a solid area. Use a finger to apply medium pressure along the fold to crease the paper. Unfold the copy. Use a finger to lightly rub the area of the fold and adjacent areas.

Specification

Any break should measure less than 1mm (1/32 inch) across the line of a fold. Any area rubbed with a cloth should not smudge or the image lift off the surface of the paper. When checking the fusing on heavyweight paper (200gsm), rub the image with a finger. Images fused on the smooth side of the paper have a greater resistance to rubbing than images fused on the rough side of the paper. Do not attempt to fold heavyweight paper, as this breaks the fibres.

Corrective Action

If the fusing specification is not met, perform the [IQ21 Unfused Copy/Toner Offset RAP](#).



Y-1-0434-A

IQS 4 Resolution IQS 4

Documents

Test patterns: 82E2000 (A3 and 11x17) 82E2010 (A4) 82E2020 (8.5x11).

Specification

Copy

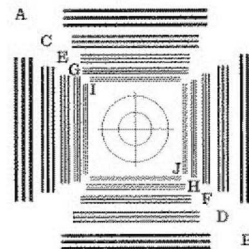
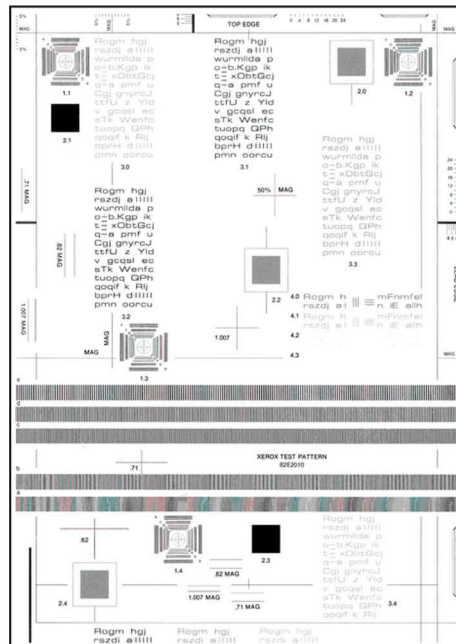
Make 3 copies of a test pattern from the document glass. Examine the targets of the second copy to determine the overall resolution of the copy. The lines identified by the letter H, [Figure 1](#), should be clearly reproduced at 100 %.

Print

Make 3 prints of internal test pattern 51 or 52. Examine the lines of the second print. All lines should be resolved.

Corrective Action

If the resolution specification is not met, perform the [IQ17 Smear RAP](#).



Y-1-0435-A

Figure 1 Test pattern

IQS 5 Skew IQS 6

Documents

Test patterns: 82E2000 (A3 and 11x17). Use for checking copy skew with border erase turned off or scan skew.

Procedure

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

Go to the relevant procedure:

- [Print Skew](#)
- [Copy Skew](#)

Print Skew

Specification

Refer to [Table 1](#).

Table 1 Print skew measurement

Source of Paper	Maximum Allowable Skew
Trays 1, 2, 3 and 4	1mm
Bypass tray	2.2mm

Skew Measurement

To check for skew, perform the steps that follow:

1. Enter [dC612](#). Make a simplex print of internal test pattern 28.
2. Determine the amount of skew. Measure the distance from a printed line to the lead edge of the paper at the inboard and outboard edges.
3. If skew is not within specification on either side, perform the [IQ8 IOT Skew RAP](#).

Copy Skew

Specification

Refer to [Table 2](#).

Table 2 Copy skew measurement

Type of Copy	Maximum Allowable Skew from Trays 1, 2, 3 and 4	Maximum Allowable Skew from Bypass Tray
Platen	1.4mm	1.9mm
DADF	2.5mm	3.1mm

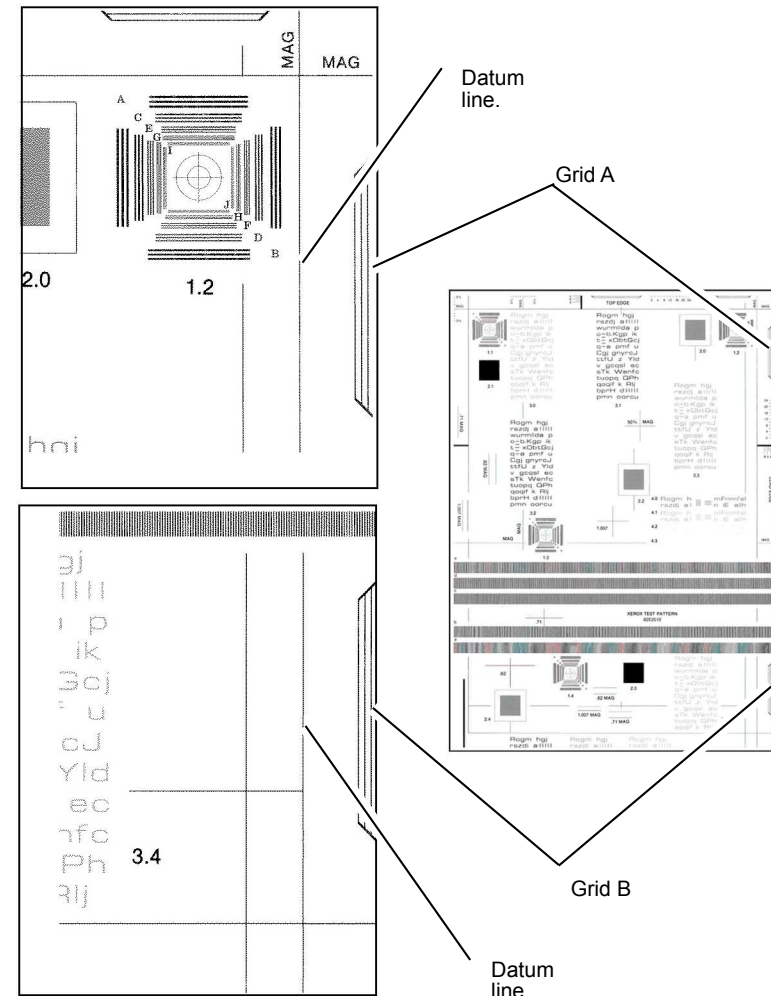
Skew Measurement

To check for skew, perform the steps that follow:

1. Make a simplex copy of test pattern 82E2000 (A3 and 11x17).
2. Refer to [Figure 1](#). Determine the amount of skew by either:
 - Measuring the distance between the datum line and the lead edge of the paper at the in-board and outboard edges.
 - Using the grid A and grid B areas of the test pattern to directly measure the skew difference.

Note: Grid A and grid B are small areas of parallel lines 1mm apart.

3. If skew is not within specification, perform the [IQ26](#) DADF, Document Glass and Scanner RAP.



Y-1-0438-A

IQS 6 Copy/Print Defects

The machine should produce copies/prints free of defects. Any defects not explicitly covered by this specification should be considered as a fault.

Show Through

No show through of the underside of the document handler should be visible when using Xerox 80gsm (20lb) or heavier paper as an input document. The check is made with the document handler closed and in normal copy/print mode. Some show through may occur using 60gsm (15lb) paper as documents.

Corrective action

If show through of the underside of the document handler is visible, ensure that the platen cushion is clean. If necessary, install a new document cushion, [PL 5.05 Item 1](#).

Dark Spots

Dark spots are toner deposits in the background area of a copy/print. The specification is for the total image area. To assess for dark spots use the [dC612](#) internal test pattern 55.

- Spots of 0.4mm (0.016 inch) and larger - none allowed.
- Spots 0.3mm to 0.4mm (0.012 to 0.015 inch) - no more than 1 spot per A4 (8.5 x 11 inch) page.
- Spots 0.2mm to 0.3mm (0.008 to 0.012 inch) - no more than 6 spots per A4 (8.5 x 11 inch) page.
- Spots 0.15mm to 0.2mm (0.006 to 0.008 inch) - no more than 10 spots per A4 (8.5 x 11 inch) page.

Corrective Action

Go to the [IQ2](#) IOT IQ Defects RAP.

White Spots

White spots are areas visible on a half tone or solid area where the toner has failed to be deposited. The specification is for the total image area. To assess for white spots use the [dC612](#) internal test pattern 123.

- Spots of 1mm (0.04 inch) and larger - none allowed.
- Spots 0.5mm to 1mm (0.02 to 0.04 inch) - no more than 1 spot per A4 (8.5 x 11 inch) page.
- Spots 0.25mm to 0.5mm (0.01 to 0.02 inch) - no more than 4 spots per A4 (8.5 x 11 inch) page.
- Spots 0.125mm to 0.25mm (0.005 to 0.01 inch) - no more than 20 spots per A4 (8.5 x 11 inch) page.

Corrective Action

Go to the [IQ2](#) IOT IQ Defects RAP.

Paper Wrinkle

Paper wrinkles which result in the loss of information are unacceptable at any level. In any mode, copies/prints containing wrinkles or creases of 84mm (3.3 inch) or less in length which do not result in the loss of information may occur less frequently than 1 in 10 consecutive copies/prints in that mode. This is applicable to all base line papers; to simplex prints, provided the paper is stored inside the printer and that the printer is operated within the environmental specification.

Corrective Action

Perform the checks that follow:

- That the paper stock conforms to the specification. Refer to [GP 15](#) Paper and Media Size Specifications. Inform the customer if the paper is outside of the specifications.
- The customer's paper storage conditions. Paper must be stored in unopened packs in cool dry conditions. Inform the customer if the storage conditions are not good.
- The environmental conditions. Refer to [GP 18](#) Environmental Data. Inform the customer if the environmental conditions are outside of the specifications.
- For damaged rollers in the paper path.
 - Wrinkles occurring before image transfer can be flattened by the fuser, resulting in a wrinkled image even though the paper is flat.
 - Wrinkles occurring after transfer tend to be creased into the paper and can be caused in the fuser.

IQS 7 Registration

Documents

Test patterns: 82E2000 (A3 and 11x17)

Print Registration Specifications

Refer to [Table 1](#).

Note: For a description of the print/copy orientation definitions, refer to [GP 31](#) Print/Copy Orientation Definitions.

Registration Measurement

Perform [dC126](#), make selections to print the test pattern on A3 or 11x17 inch paper.

Use the measurements Sa and Sb at each end of the inboard edge to measure the displacement of the top of the image from the paper inboard edge, refer to [IQ1](#) Figure 1.

Use the measurements La and Lb at each end of the lead edge to measure the displacement of the side of the image from the paper lead edge.

Note: If a there is a difference between any pair of measurements, refer to [IQS 5](#) Skew.

Corrective Action

Perform [dC126](#) System Registration.

Table 1 Registration measurement

Parameter	Measurement/Tolerance
Lead edge registration error on a simplex sheet	10 +/- 1.6 mm (0.39 +/- 0.063 inch)
Lead edge registration error on a duplex sheet	10 +/- 2 mm (0.39 +/- 0.079 inch)
Top edge registration error on a simplex sheet	10 +/- 2.1 mm (0.39 +/- 0.082 inch)
Top edge registration error on a duplex sheet	10 +/- 2.1 mm (0.39 +/- 0.082 inch)

Copy Registration Specifications

Refer to [Table 2](#).

Registration measurement

Make a copy of test pattern 82E2000 (A3 and 11x17).

Use the grids A and B on the copy, [Figure 1](#), to measure the displacement of the lead edge compared to the test pattern. Use the grid C to measure the top edge displacement. The displacement measured at A and B should be equal.

Note: Grid A and grid B of test patterns 82E2000, 82E2010, 82E2020 are small areas of parallel lines 1mm apart. These can be used to directly measure the registration displacement.

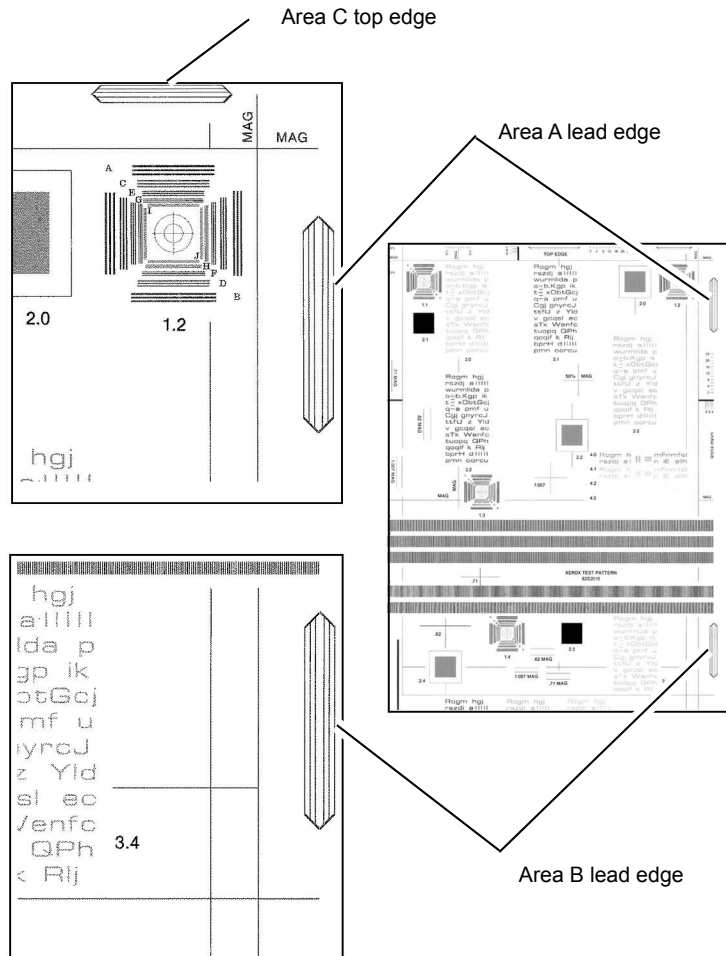
Note: If a there is a difference between measurements at A and B, refer to [IQS 5](#) Skew.

Corrective Action

As necessary, perform [ADJ 60.2](#) IIT Lead Edge Registration or [ADJ 60.3](#) Side Edge Registration.

Table 2 Copy Registration measurement

Parameter	Tolerance
Lead edge registration error on a simplex sheet	+/- 1.6 mm (0.063 inch)
Lead edge registration error on a duplex sheet	+/- 2 mm (0.079 inch)
Top edge registration error on a simplex sheet	+/- 2.1 mm (0.082 inch)
Top edge registration error on a duplex sheet	+/- 2.1 mm (0.082 inch)



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IQS 8 Magnification

Documents

Perform [dC126](#), make selections to print the test pattern on A3 or 11x17 inch paper.

Specifications

Refer to [Table 1](#).

Note: For a description of the print/copy orientation definitions, refer to [GP 31](#) Print/Copy Orientation Definitions.

Table 1 Magnification

Parameter	Nomi- nal	Mini- mum	Maxi- mum	Dimen- sion Lss	Dimen- sion Lfs
In process direction from the platen. A3 80gsm (8.5x11 inch 20lb) papers.	100 %	99.3 %	100.7 %	400 +/-2.8mm (15.75 +/-0.11inc- h)	-
Cross process direction from the platen. A3 80gsm (8.5x11 inch 20lb) papers.	100 %	99.3 %	100.7 %	-	277 +/-1.9mm (10.91 +/-0.075 inch)
From CVT or DADF. A3 80gsm (8.5x11 inch 20lb) papers.	100 %	99.5 %	101 %	398to 404mm (15.67 to 15.91inc- h)	274.2 to 279.8mm (10.80 to 11.02 inch)
In process and cross process direction print. A3 80gsm (8.5x11 inch 20lb) papers.	100 %	99.6 %	100.4 %	400+/- 1.6mm (15.75 +/- 0.063 inch)	277 +/- 1.1mm (7.48 +/- 0.043 inch)
In process and cross process direction print. For all other papers.	100 %	99.5 %	100.5 %	400+/- 2mm (15.75 +/- 0.079 inch)	277 +/- 1.39mm (7.48 +/- 0.055 inch)

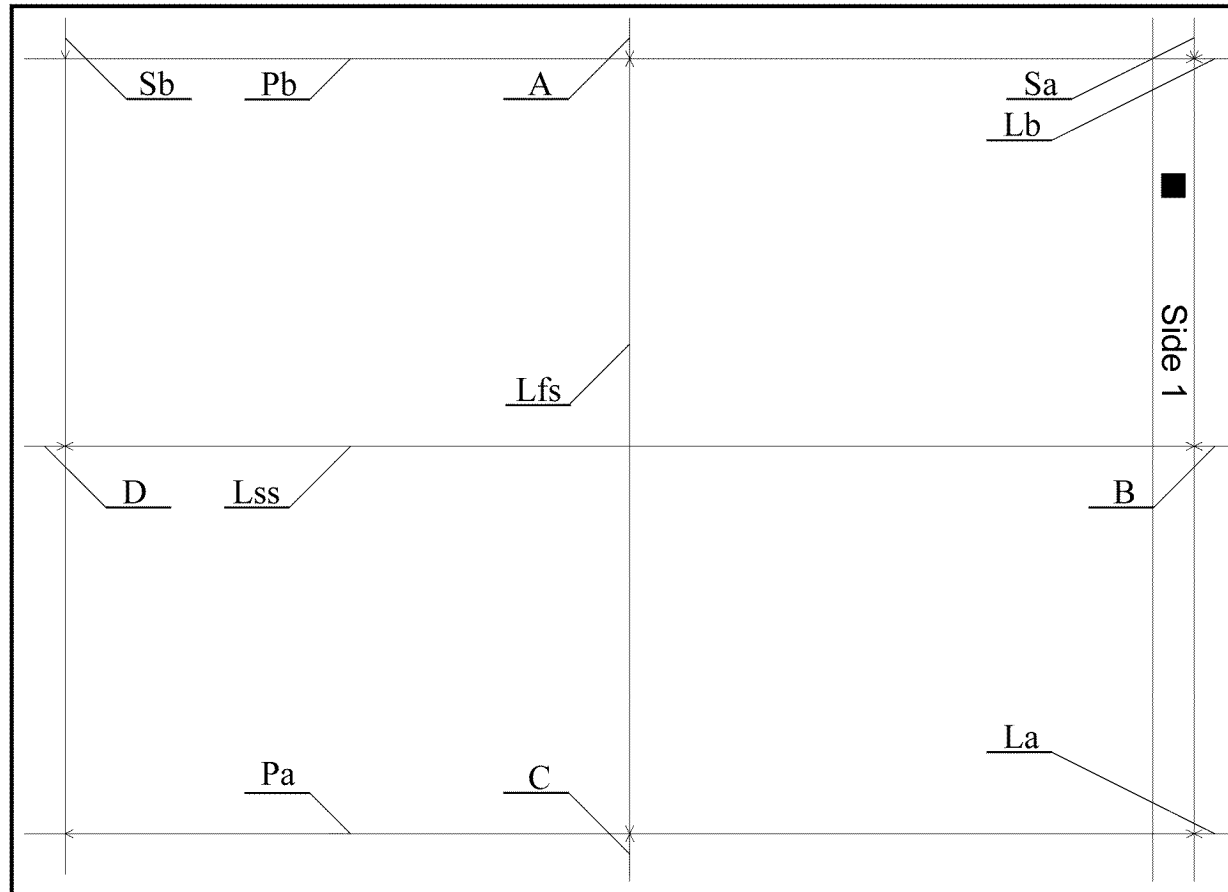
Magnification measurement

Make copies of the registration test pattern from the document glass and through the DADF. Compare the dimensions Lss between the original print and the copies, [Figure 1](#) and [Figure 2](#).

Corrective action

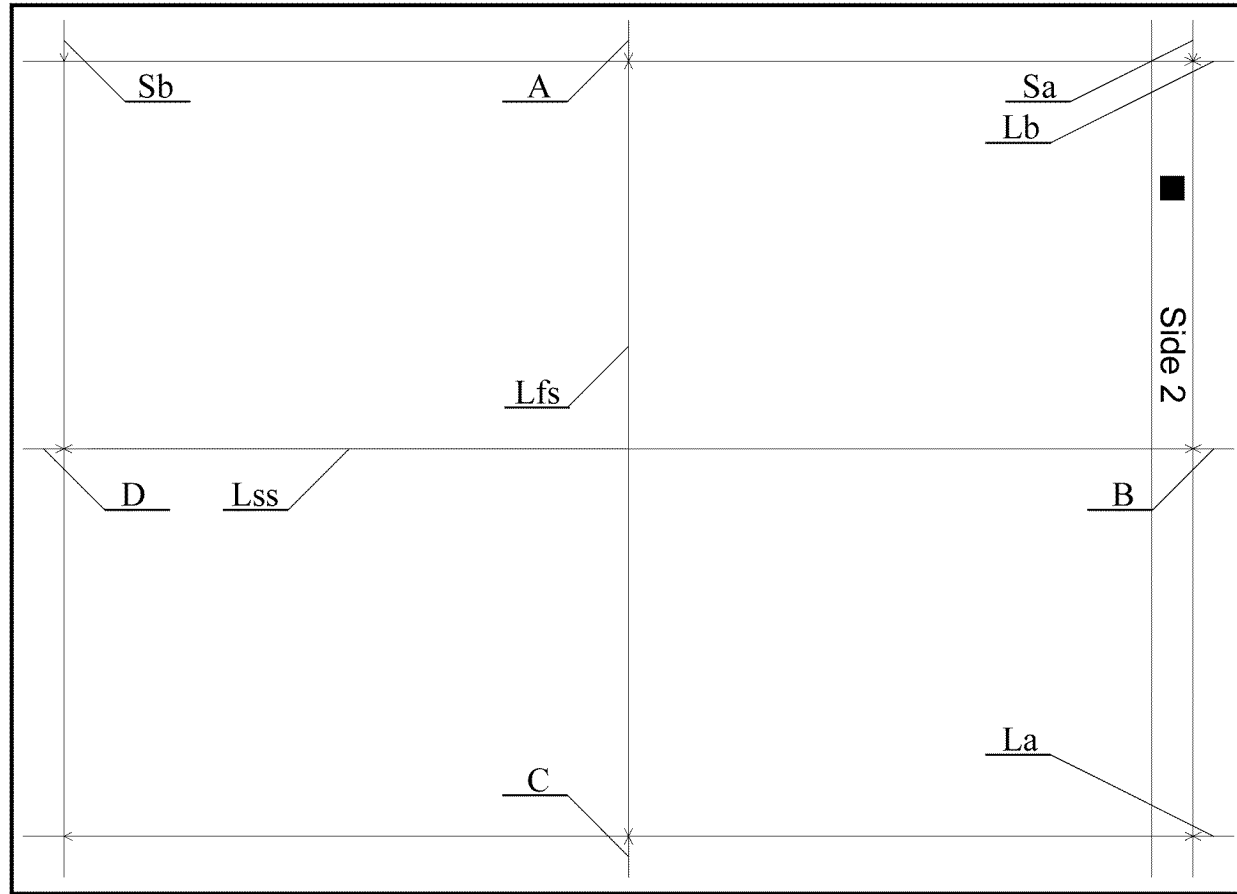
Perform [ADJ 60.4](#) IIT Image Ratio.

Note: There are no cross process direction adjustments.



Y-1-0560-A

Figure 1 Test pattern side 1



Y-1-0561-A

Figure 2 Test pattern side 2

CQ-00 IIT/DADF FIP RAP

IIT/DADF Flow Diagram

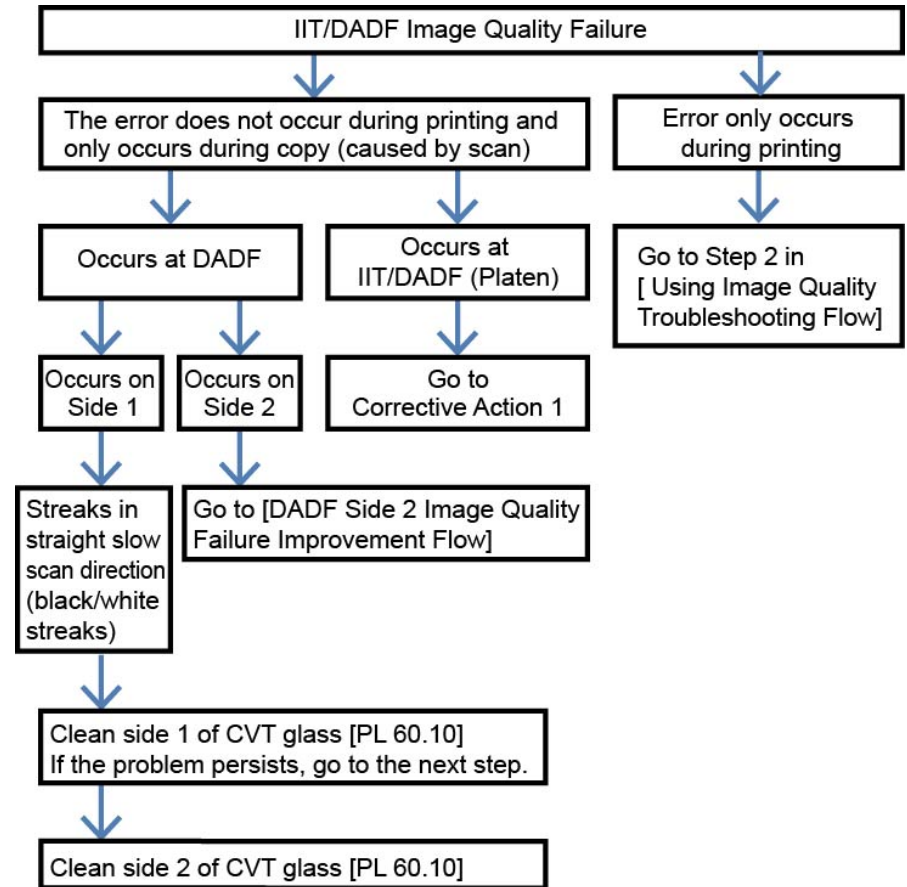
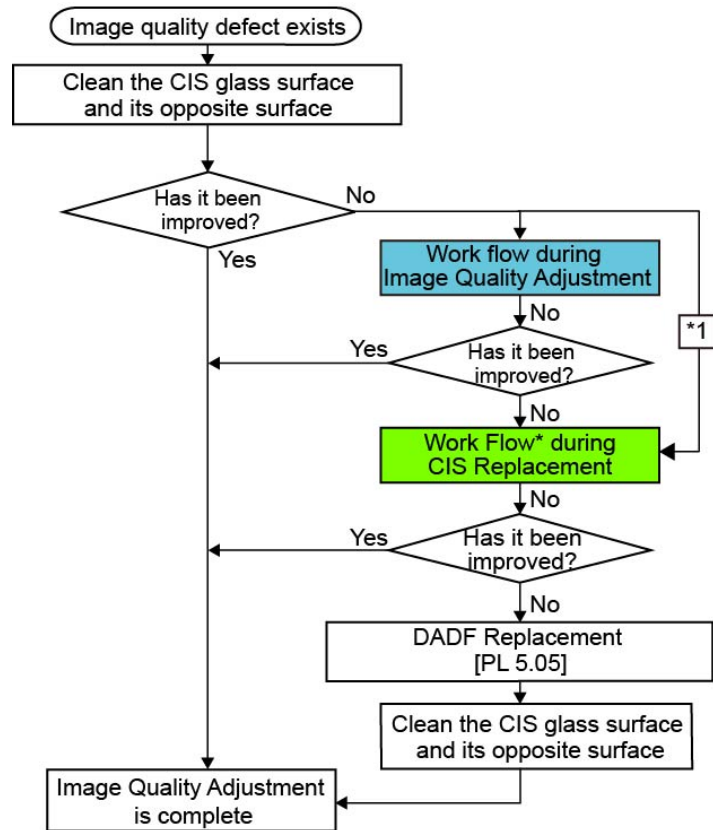


Figure 1 IIT/DADF Flow Diagram

DADF Side 2 Image Quality Failure Improvement Flow

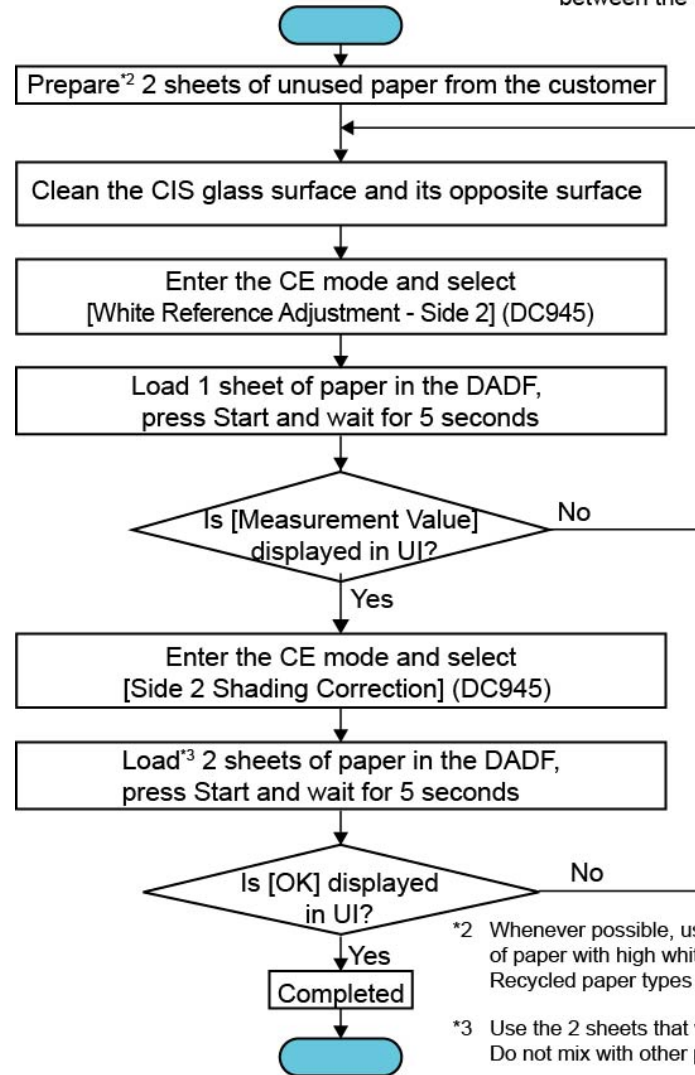


*1 In case of Fail 062-225 (CIS Fail), the work flow during Image Quality Adjustment can be omitted.

Figure 2 DADF Side 2 Image Quality Failure Improvement Flow

Work Flow during Image Quality Adjustment]

NOTE: Paper type must match between the two workflows.



*2 Whenever possible, use the same type of paper with high whiteness level. Recycled paper types are NG.

*3 Use the 2 sheets that were prepared earlier. Do not mix with other paper types.

Figure 3 Work Flow during Image Quality Adjustment]

Work Flow during CIS Replacement]

NOTE: Paper type must match between the two workflows.

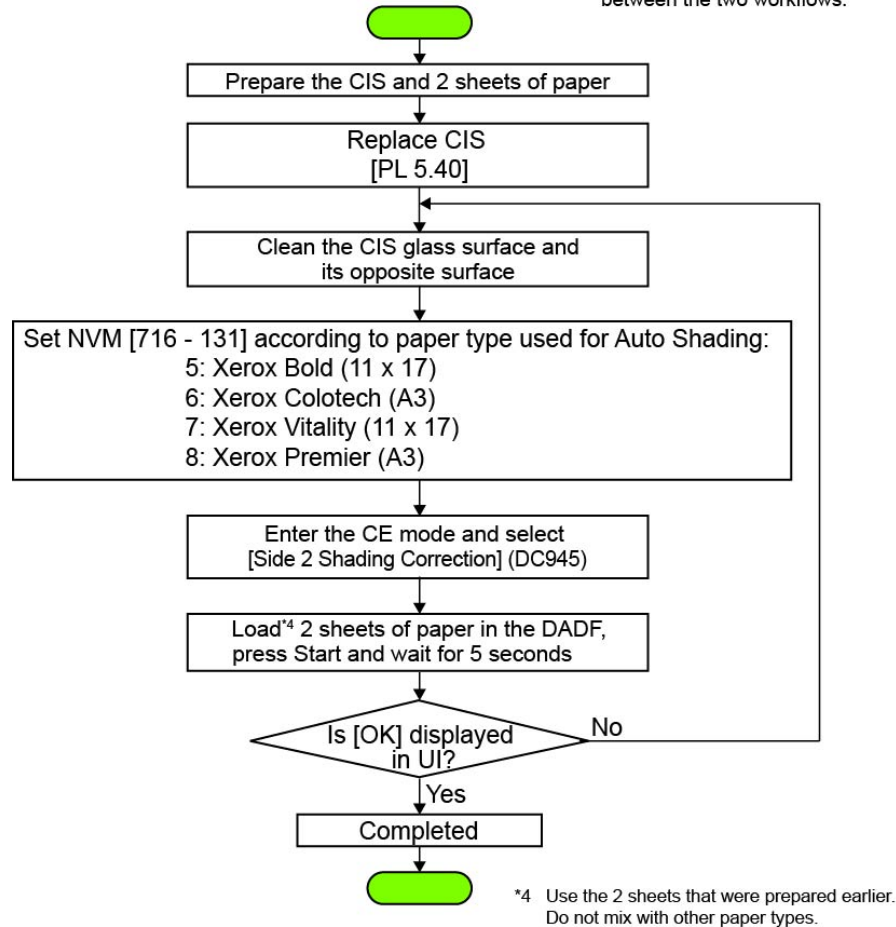


Image Quality Problem	Symptoms	Action
Background	The whole page or part of the page is contaminated by toner.	Check for contamination on the Document Glass. If there is, clean it. If it is very dirty, replace the Document Glass (PL 60.10).
Process Direction Bands, Streaks, and Smears	Black lines or blank areas running along the paper in vertical direction.	<ol style="list-style-type: none"> 1 Check the IIT Carriage Mirrors for scratches and contamination. If there is, clean it. 2 Check the Side 2 Shading Correction section of the Document Glass (back of the Regi Guide) for contamination. If there is, clean it. 3 If the IIT Carriage Mirrors and the Shading Correction section are very dirty or have a lot of scratches, replace the No.1 Mirror (PL 60.25), No.2/No.3 Mirror (PL 60.25), and Document Glass (PL 60.10).
Spots	Toner spots and blank areas are spread irregularly over the whole page.	Check for contamination on the Document Glass. If there is, clean it. If it is very dirty, replace the Document Glass (PL 60.10).

Figure 4 Work Flow during CIS Replacement]

Corrective Action

Check the following troubles and take appropriate action.

4 Repairs and Adjustments

REPs 1 - Standby Power	626	REP 28.5 Upper Rear Cover	682
REPs Not Listed for External Accessory Devices	626	REP 28.6 Lower Rear Cover	683
REP 1.1 HVPS	626	REPs 40 - Main Drives	684
REP 1.2 Drive PWB	628	REP 40.1 Drive Assembly	685
REP 1.3 LVPS	629	REPs 60 - Imaging	686
REP 1.4 LVPS Assembly	630	REP 60.1 Document Glass	687
REP 1.5 Drive PWB Bracket	631	REP 60.2 CCD Lens Assembly	688
REPs 2 - User Interface	633	REP 60.3 Front/Rear Carriage Cables	689
REP 2.1 User Interface Assembly	633	REP 60.4 Lamp Assembly	693
REPs 3 - Machine Run Control	635	REP 60.5 FFC LED Cable Assembly	695
REP 3.1 ESS PWB	635	REP 60.6 Light Guide	697
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REP 5.1 DADF Removal	643	REPs 70 - Paper Supply	705
REP 5.2 DADF Document Cushion	645	REP 70.1 Tray 1 Size Sensor	705
REP 5.3 DADF Rear Cover	646	REP 70.2 Bypass Tray	706
REP 5.4 DADF Front Cover	647	REP 70.3 HCF Tray	708
REP 5.5 DADF Upper Feeder Assembly	647	REP 70.4 HCF Undocking	708
REP 5.6 DADF PWB	648	REP 70.5 HCF Tray Rear Cables	709
REP 5.7 DADF Feeder Assembly	649	REP 70.6 HCF Tray Front Cables	713
REP 5.8 Left and Right Counter Balance	653	REP 70.7 HCF Casters	716
REP 5.9 DADF Registration Chute Assembly	654	REP 70.8 HCF PWB	716
REP 5.10 DADF Feed/Nudger Roll Assembly	655	REP 70.9 TTM Tray 3 Lift Shaft and Brake	717
REP 5.11 DADF Handle Lever	656	REP 70.10 TTM Tray 4 Lift Shaft and Brake	720
REP 5.12 Document Sensor Actuator	657	REP 70.11 Tray 1 Assembly	722
REP 5.13 DADF Feed Motor Assembly	658	REP 70.12 Takeaway Clutch and Lock Bearing	723
REP 5.14 DADF Idler Motor Gear	659	REPs 80 - Paper Transport	725
REP 5.15 DADF Document Set Sensor 1	659	REP 80.1 Tray 1 Feeder Assembly	726
REP 5.16 Interlock Switch and Bracket Assembly	660	REP 80.2 Tray 1 Feed/Retard/Nudger Roll	728
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REP 5.18 DADF Feed and Takeaway Clutch	661	REP 80.4 1TM PWB	730
REP 5.19 DADF CIS Sensor Assembly	662	REP 80.5 1TM Takeaway Motor	731
REP 5.20 Retard Chute Assembly	663	REP 80.6 Tray 2 Feed/Retard/Nudger Roll (1TM)	732
REP 5.21 Out Chute Assembly	664	REP 80.7 Tray 2 Feeder Assembly (3TM)	733
REP 5.22 APS Sensors 1,2,3, Registration, and Pre-Registration Sensors	665	REP 80.8 Tray 3 Feeder Assembly (3TM)	734
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REP 5.24 Tray APS Sensors 1,2,3 and Document Set Sensor 2	666	REP 80.10 3TM PWB	737
REP 5.25 Document Tray Sensor Harness	668	REP 80.11 3TM Takeaway Motor	738
REP 5.26 DADF Tray Size Sensor 1 and Size Sensor 2	669	REP 80.12 Tray 2/3/4 Feed/Retard/Nudger Roll (3TM)	739
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REP 5.28 DADF Retard CRU Cover, Roll, and Shaft Assembly	671	REP 80.14 STM Takeaway Motor	741
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REP 10.2 Exit 2 Roll	673	REP 80.17 Bypass Tray Retard Pad	745
REP 10.3 Fuser Removal	675	REP 80.18 L/H Cover	747
REP 10.4 Fuser Fan Duct Assembly	676	REP 80.19 Registration Transport Assembly	749
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REP 28.2 Inner Cover	679	REP 80.22 HCF Feed, Nudger and Retard Rolls	753
REP 28.3 Right Cover	680	REP 80.23 HCF Feed Shaft Assembly	754
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REP 80.25 HCF Nudger Bracket/Nudger Lever/Torsion Spring	755
REP 80.26 HCF Takeaway Roll	756
REP 80.27 HCF Feed/Lift Motor	757
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REP 80.34 Tray 3 Feeder Assembly (TTM)	765
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REP 80.38 Tray 2 and 3 Feed/Retard/Nudger Roll (TTM)	770
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ADJ 60.2 IIT Lead Edge Registration	794
ADJ 60.3 IIT Side Edge Registration	794
ADJ 60.4 IIT Image Ratio	795
ADJ 60.5 Optics Cleaning Procedure	796
ADJ 60.6 CDD Lens Optical Axis Correction	797
ADJ 60.7 Image Position	798
ADJs 90 - Xerographics	799
ADJ 90.1 Edge Erase Adjustment	799
ADJ 90.2 Marking Refresh	799

REPs Not Listed for External Accessory Devices



CAUTION: Attached devices may have external service manuals for troubleshooting. The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

REP 1.1 HVPS

Parts List on [PL 1.10](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.



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.



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the lower rear cover, [REP 28.6](#).
3. Remove the ESS PWB chassis assembly, [REP 3.2](#).
4. Remove the LVPS assembly, [REP 1.4](#).
5. Disconnect three connectors (1), then release the harness from the clamp (2), [Figure 2](#).

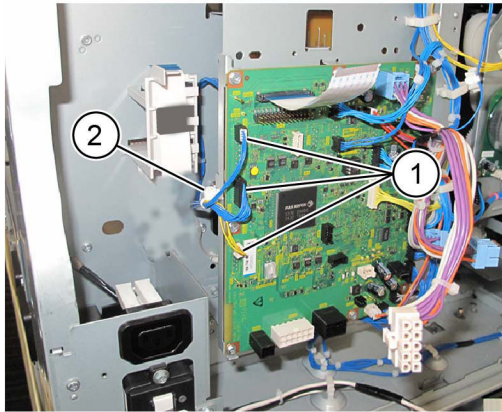


Figure 2 Connectors

6. Prepare to remove the HVPS, **Figure 3** :

- a. Remove four screws (1).



CAUTION: When moving the drive PWB assembly, take care not to damage the harnesses.

- b. Move the drive PWB assembly (2) in the direction of the arrow.

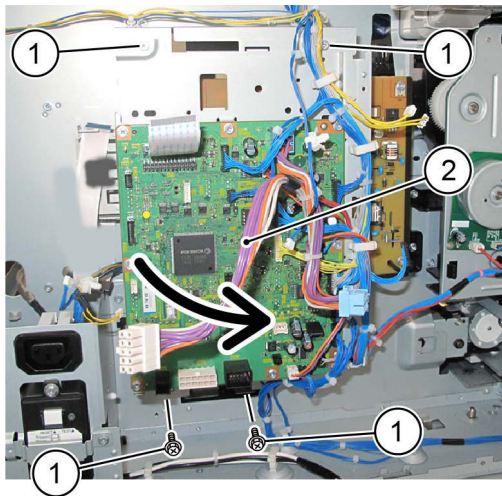
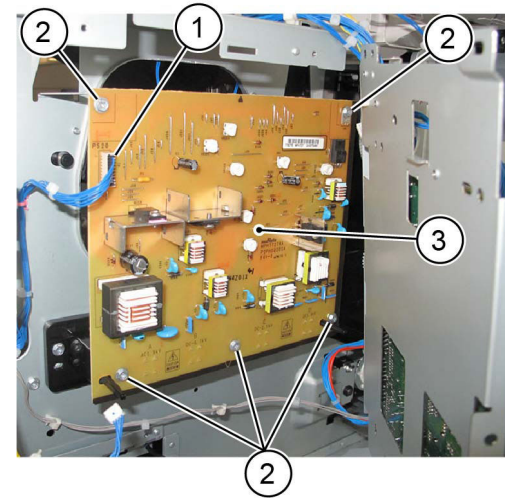


Figure 3 Preparation

7. Remove the HVPS, **Figure 4** :

- a. Disconnect the connector (1).
- b. Remove five screws (2).
- c. Remove the HVPS (3).

Y-1-0001-A



**Figure 4 HVPS Removal
Replacement**

The replacement is the reverse of the removal procedure.

Y-1-0003-A

Y-1-0002-A

REP 1.2 Drive PWB

Parts List on [PL 1.10](#)

Removal



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.

Note: Serial No., Product No. and billing information are stored in the following parts.

- EEPROM on ESS PWB
- Memory on ESS PWB
- Memory on Drive PWB

Note: About the Diag screen [dC132](#) displayed after parts replacement

Table 1 Parts replacement

Diag screen (DC132)	Parts to be replaced
IOT	MCU Drive PWB
SYS1	ESS PWB
SYS2	ESS PWB

Note: Backup the NVM data before replacing the drive PWB. (Refer to [dC363](#) Backup and Restore NVM Values)



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.



CAUTION: When installing a new drive PWB and a new ESS PWB at the same time, first install the new ESS PWB, then switch on the machine, [GP 10](#). If the new ESS PWB installation is successful, switch off the machine, then install the new drive PWB.

1. If possible, record the current software level by either:
 - Printing the configuration report, [GP 14](#).
 - From the user interface Home screen, touch Device, then About. Scroll down to view the Software Version.
2. Remove the upper rear cover, [REP 28.5](#).
3. Remove the lower rear cover, [REP 28.6](#).
4. Carefully disconnect the ribbon cable (1) by releasing the side clips, [Figure 2](#).

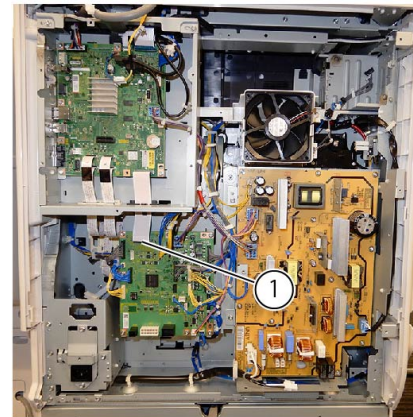


Figure 2 Ribbon cable

5. Disconnect all connectors from the drive PWB (1), [Figure 3](#).

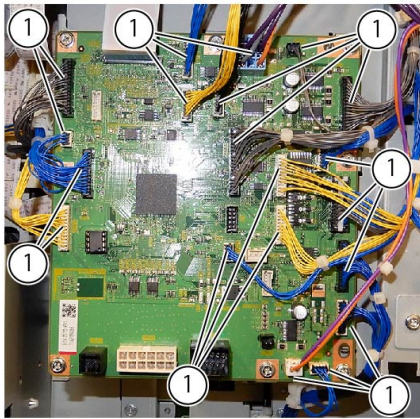


Figure 3 Connectors

6. Remove 8 screws (1), then the drive PWB (2), Figure 4.

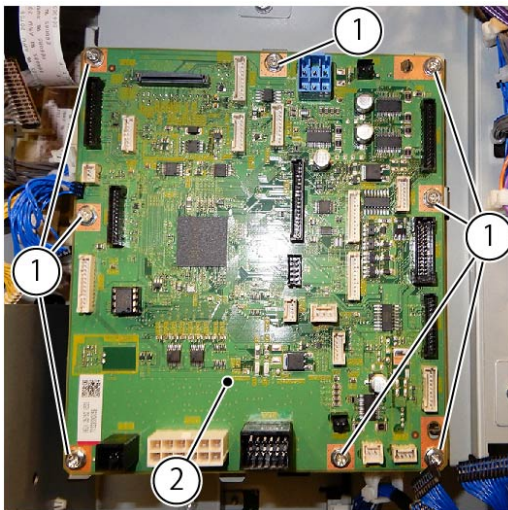


Figure 4 Drive PWB removal

Note: After installing the MCU Drive PWB, restore the NVM data that has been backed up previously. (Refer to [dC363 Backup and Restore NVM Values](#))

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure that the device ID and billing data is correct, perform [dC132](#).
3. Check the machines current software level against the software level recorded prior to installation of the new drive PWB. If necessary, reload the software, [GP 4](#).

REP 1.3 LVPS

Parts List on [PL 1.10](#)

Removal



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.



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the lower rear cover, [REP 28.6](#).
3. Disconnect all connectors from the LVPS, [Figure 2](#).

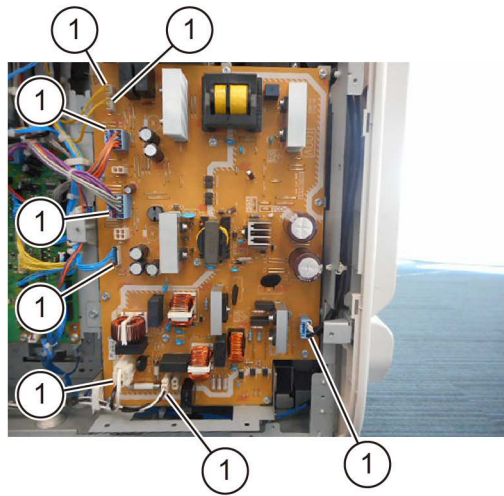


Figure 2 Connectors

4. Remove the LVPS, [Figure 3](#) :
 - a. Remove 12 screws (1).
 - b. Release the stand off (2), then remove the LVPS (3).

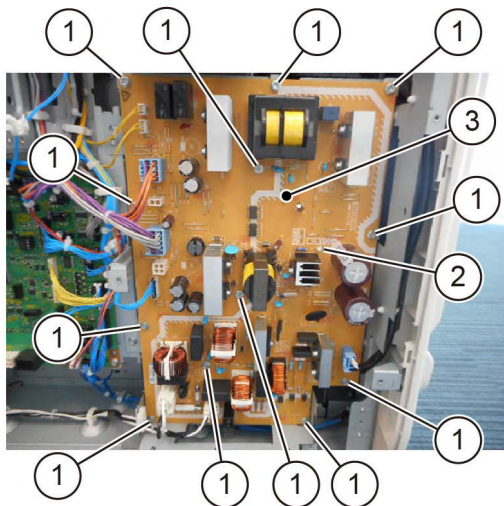


Figure 3 LVPS removal

Replacement

The replacement is the reverse of the removal procedure.

REP 1.4 LVPS Assembly

Parts List on [PL 1.10](#)

Removal



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 está realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the lower rear cover, [REP 28.6](#).
3. Prepare to remove the LVPS assembly, [Figure 2](#) :
 - a. Disconnect eight connectors (1).
 - b. Release the harness from the clamp (2).
 - c. Remove both harness clamps (3) from the frame.

Y-1-0008-A

Y-1-0009-A

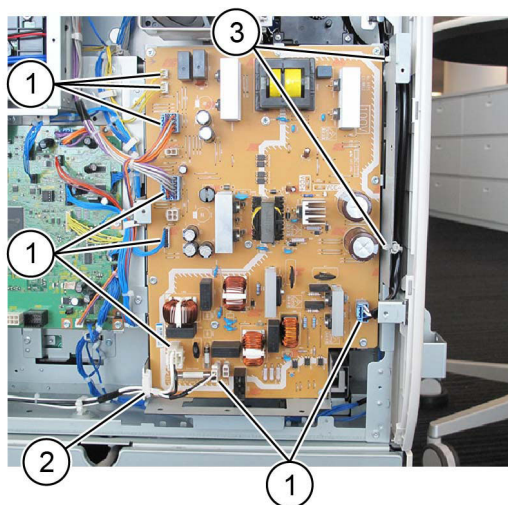


Figure 2 Preparation

4. Remove four screws (1), then the LVPS assembly (2), Figure 3.

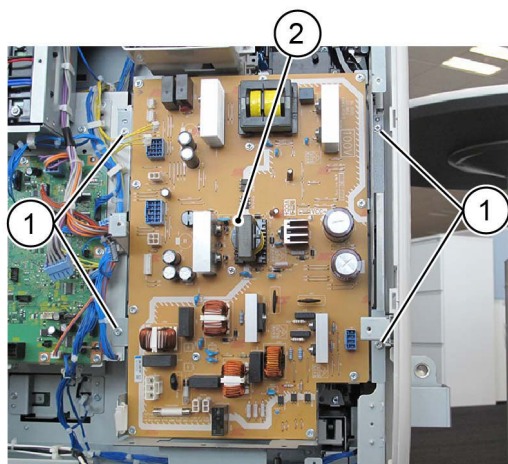


Figure 3 LVPS removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure the smaller 2 pin connector is connected to PJ3, not PJ4.

Y-1-0011-A

REP 1.5 Drive PWB Bracket

Parts List on [PL 1.10](#)

Removal



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.



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the lower rear cover, [REP 28.6](#).
3. Carefully disconnect the ribbon cable (1) by releasing the side clips, [Figure 2](#).

Y-1-0012-A

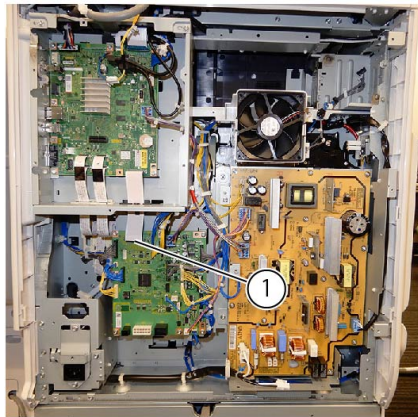


Figure 2 Ribbon cable

4. Disconnect all connectors from the drive PWB (1), [Figure 3](#).

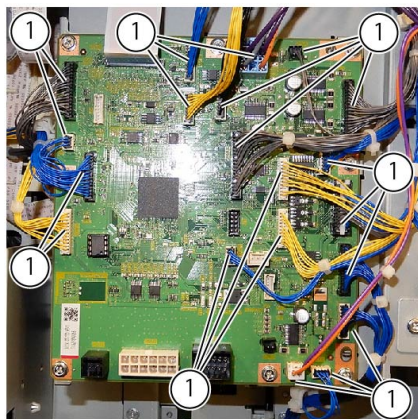
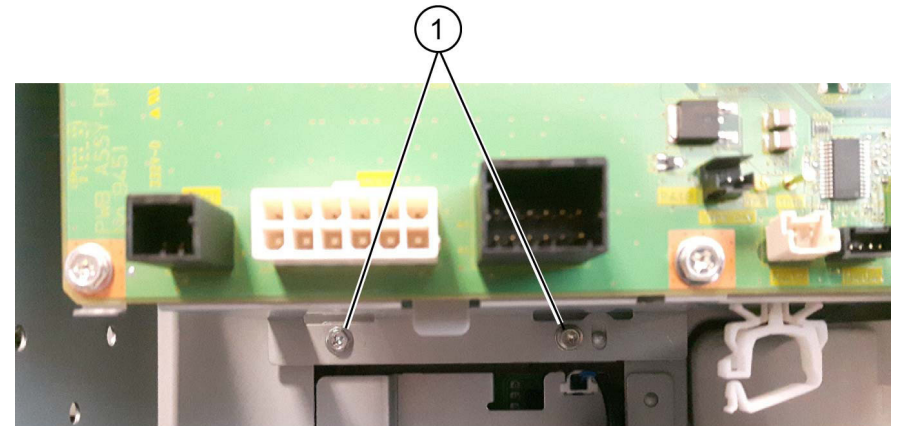


Figure 3 Connectors

5. Remove two lower screws (1), [Figure 4](#).

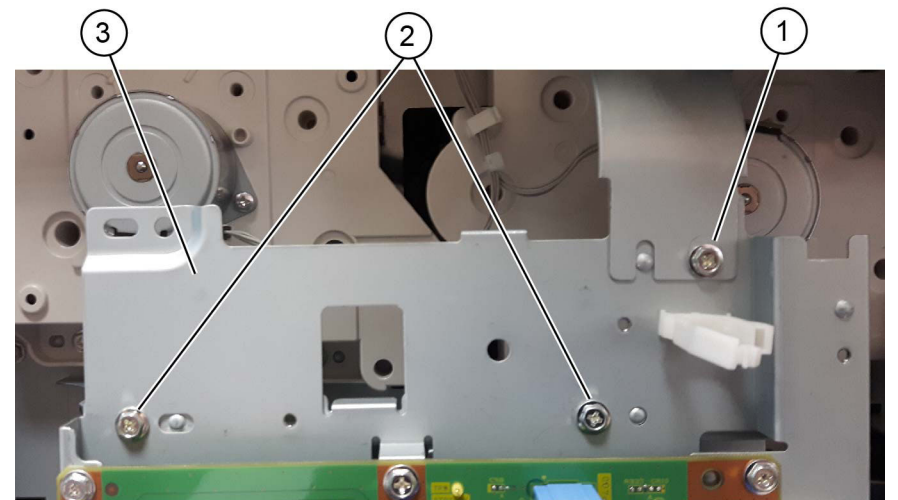


C-1-0601-A

Figure 4 Drive PWB lower screws

6. Remove the drive PWB assembly, [Figure 5](#).

- a. Remove the screw connected to the harness upper bracket (1).
- b. Remove two upper screws (2) and then the drive PWB assembly (3).



C-1-0602-A

Figure 5 Drive PWB upper screws and drive PWB removal

Replacement

1. The replacement is the reverse of the removal procedure.

REP 2.1 User Interface Assembly

Parts List on [PL 2.05](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.



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.

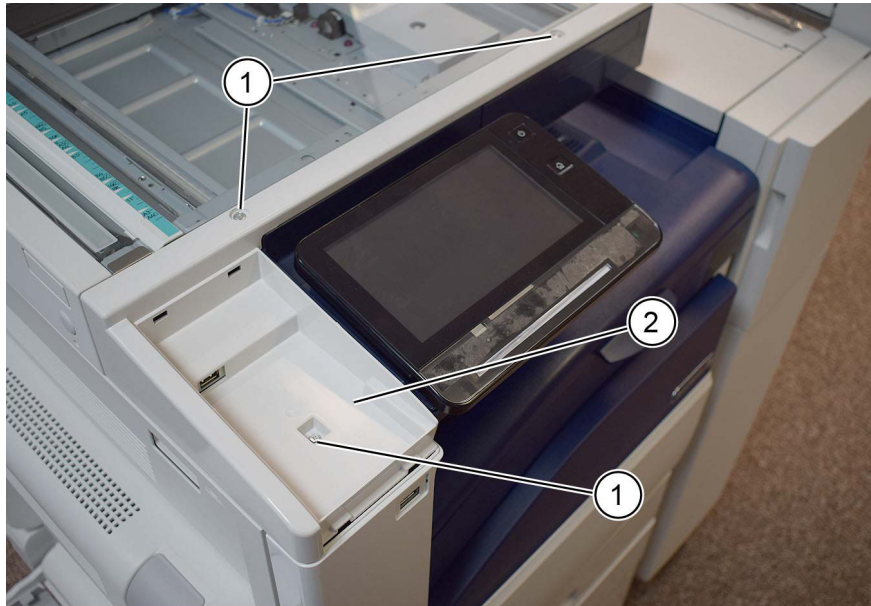
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.

1. If possible, record the current software level by either:
 - Printing the configuration report, [GP 14](#).
 - From the user interface Home screen, touch Device, then About. Scroll down to view the Software Version.
2. Open the DADF.
3. Remove the ICCR cover, [PL 2.05 Item 12](#).

Note: The ICCR cover is secured by 2 clips at the front.

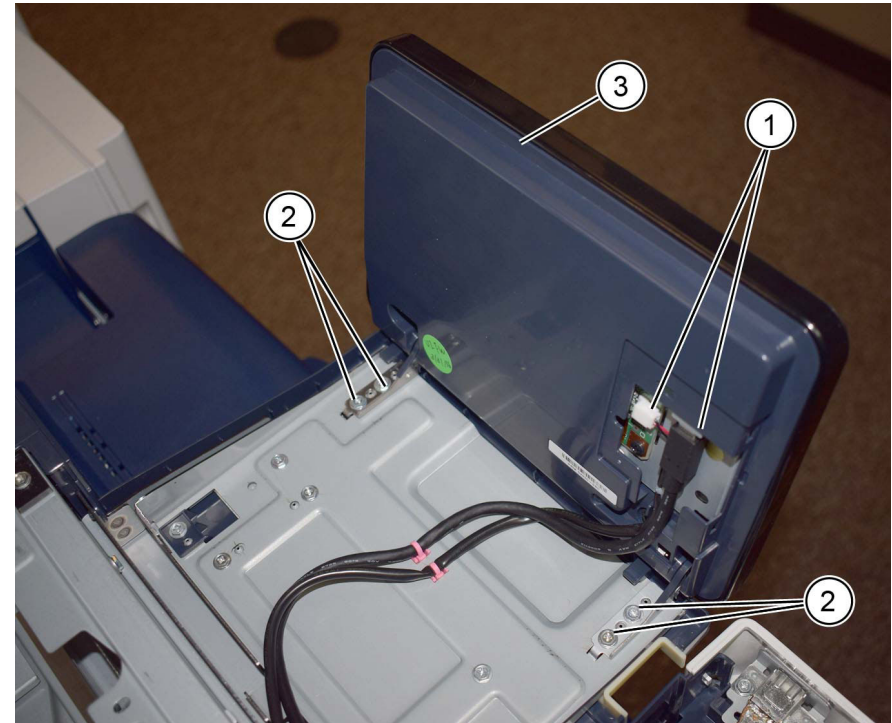
4. Remove the upper cover, [Figure 1](#) :
 - a. Remove 3 screws (1).
 - b. Remove the upper cover (2).



Y-1-0515-A

Figure 1 Upper cover

5. Fully raise the UI assembly, then remove the cable cover, [PL 2.05 Item 8](#).
6. Remove the inner cover, [PL 2.05 Item 10](#).
7. Remove the UI assembly, [Figure 2](#) :
 - a. Disconnect both connectors (1).
 - b. Remove 4 screws (2), then the UI assembly (3).



Y-1-0516-A

Figure 2 UI assembly removal**Replacement**

1. The replacement is the reverse of the removal procedure.
2. Check the machines current software level against the software level recorded prior to installation of the new user interface assembly. If necessary, reload the software, [GP 4](#).

REP 3.1 ESS PWB

Parts List on [PL 3.10](#)

Removal



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.



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.



CAUTION: Do not touch the battery. Do not peel off the protective tape.



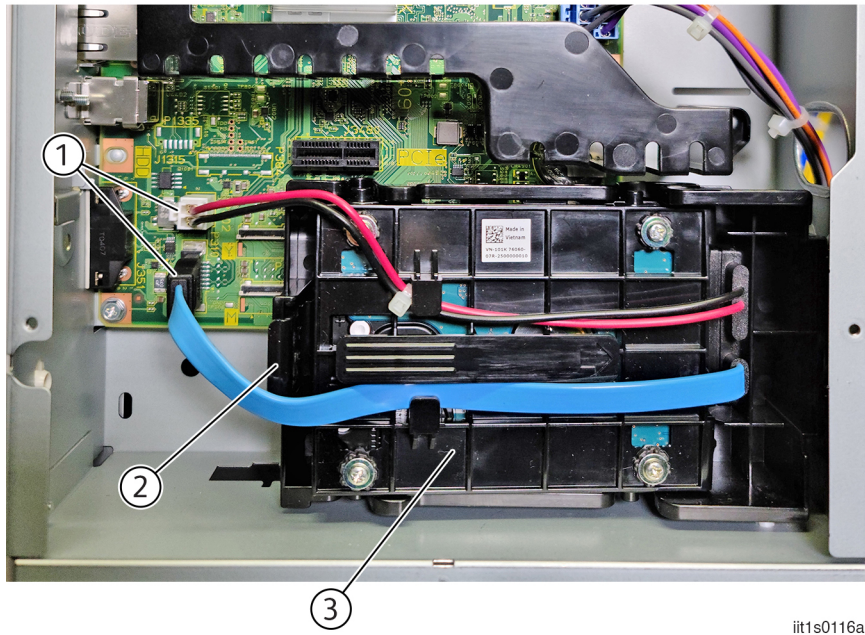
CAUTION: When installing a new ESS PWB and a new drive PWB at the same time, first install the new ESS PWB, then switch on the machine, [GP 10](#). If the new ESS PWB installation is successful, switch off the machine, then install the new drive PWB.



CAUTION: If possible, record the current software level by either:

- Printing a **Configuration Report**, [GP 14](#).
- Or, from the user interface Home screen, touch **Device**, then **About**. Scroll down to view the **Software Version**.

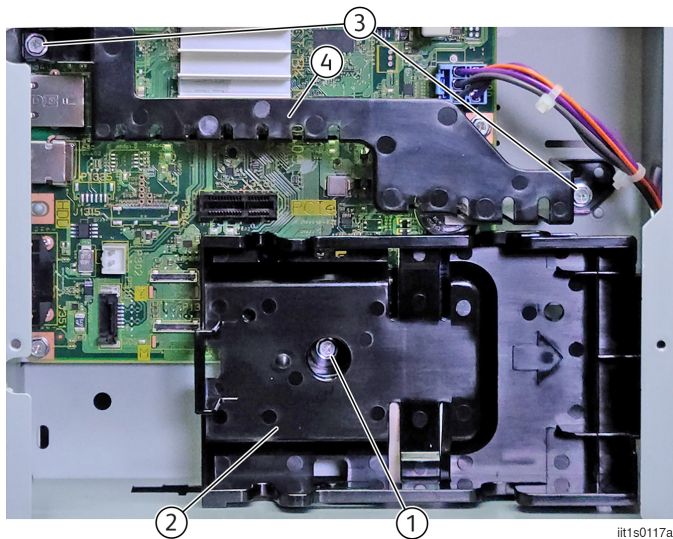
1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the HDD assembly and cover shield, [Figure 2](#):
 - a. Disconnect two connectors (1).
 - b. Release the lock tab (2), then remove the HDD assembly (3).
 - c. Remove two screws (4), then remove the cover shield (5).



iit1s0116a

Figure 2 HDD and cover shield removal

3. Remove the screw (1), then the HDD bracket (2), **Figure 3**.



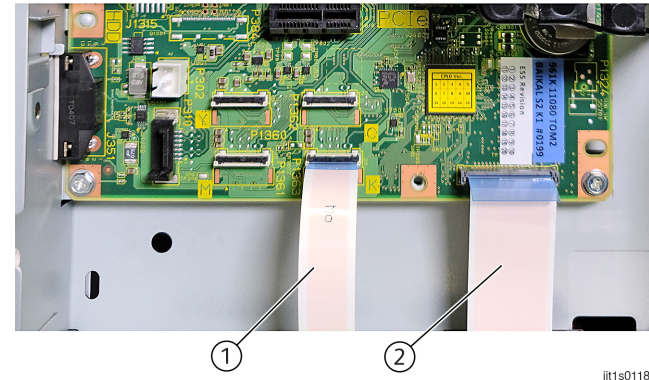
iit1s0117a

Figure 3 HDD bracket removal

4. Disconnect two lower FFC cables, **Figure 4** :

Note the cable marked with a K to the corresponding LPH.

- a. Lift the lock tab, then carefully pull straight out on the K LPH FFC cable (1).
- b. Grasp, then carefully disconnect the ESS PWB to drive PWB FFC cable (2), by pulling the tab straight out.

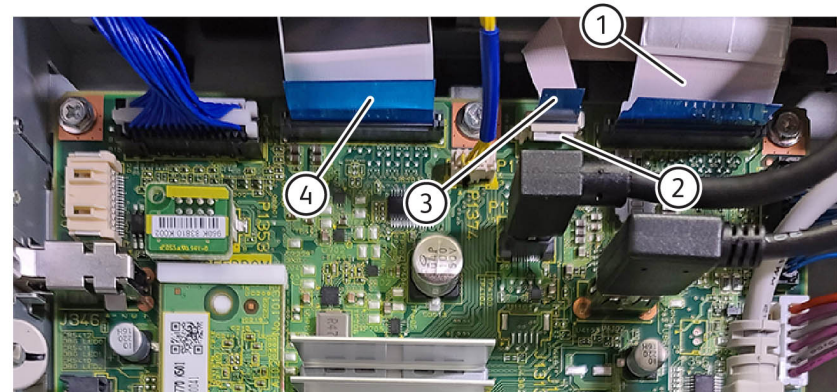


iit1s0118a

Figure 4 Lower FFC cable disconnect

5. Disconnect three upper FFC cables, **Figure 5**:

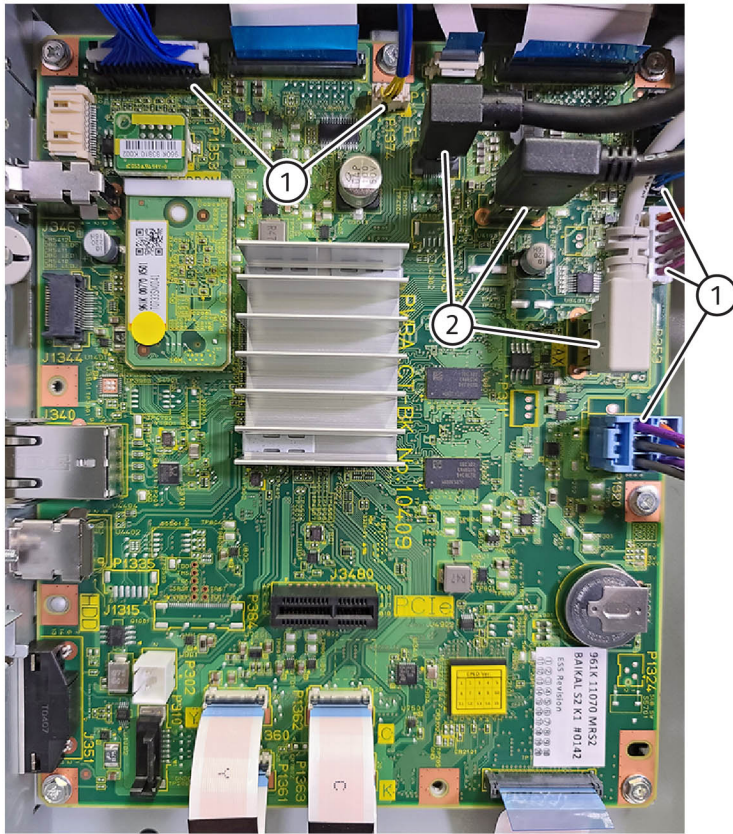
- a. Grasp the tab of the ESS PWB to CCD FFC cable (1), then pull straight out.
- b. Press the lock tab (2), then carefully pull straight out on the tab of the ESS PWB to full rate carriage LED cable (3).
- c. Grasp the tab of the trans PWB to ESS PWB FFC contact cable (4), then pull straight out.



IIT-1-0004-A

Figure 5 Upper FFC cable removal

6. Disconnect five harnesses (1) and three USB cables (2), **Figure 6**.

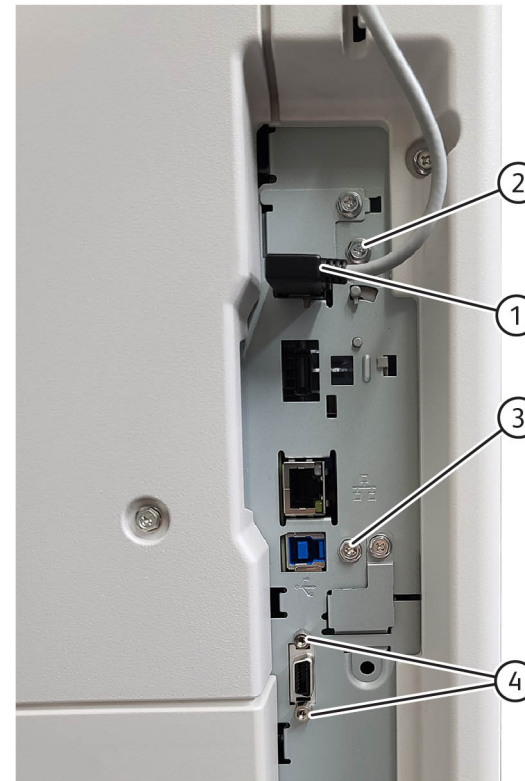


IIT-1-0005-A

Figure 6 Harnesses and USB cables disconnect

7. ESS PWB right-side panel, **Figure 7**:

- a. Disconnect the USB cable (1).
- b. Remove the screw (2).
- c. Remove the screw (3).
- d. Remove two standoff posts (4).



IIT-1-0006-A

Figure 7 ESS PWB right-side panel disassembly

8. Remove the ESS PWB, **Figure 8**:

- a. Remove six screws (1).
- b. Remove the ESS PWB.

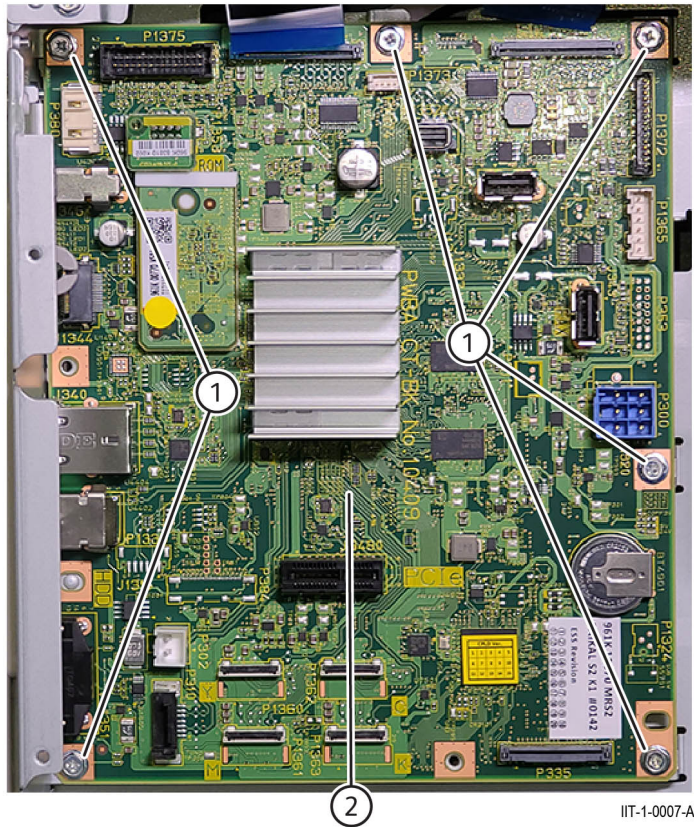


Figure 8 ESS PWB removal

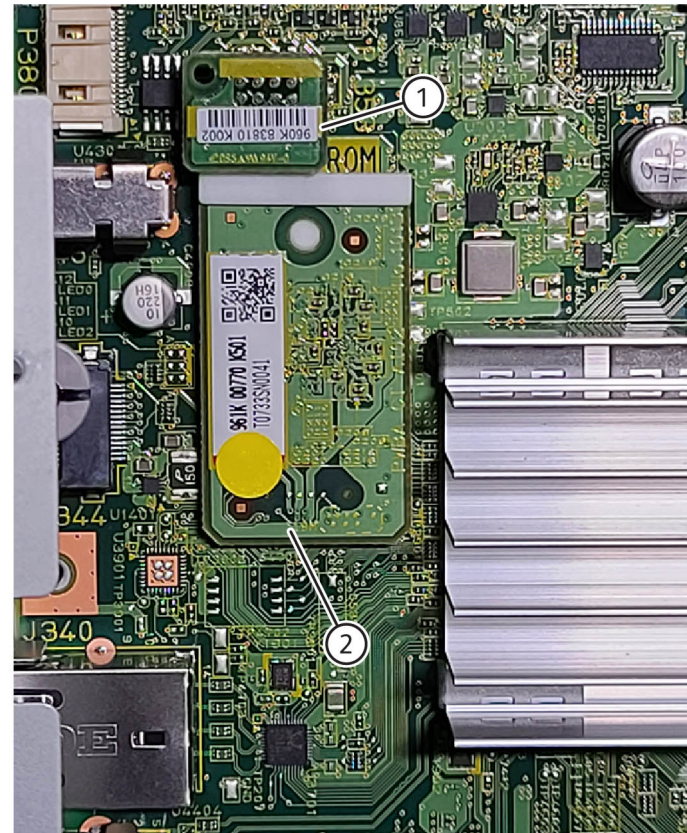
Replacement

The replacement is the reverse of the removal procedure.



CAUTION:

1. Take care not to insert harness connectors at an angle as this could damage the PWB.
2. New ESS PWB installation, [Figure 9](#):
 - a. Remove the EPROM assembly (1) and the EMMC assembly (2) from the old ESS PWB, then install it onto the new ESS PWB.



IIT-1-0008-A

Figure 9 EPROM and EMMC transfer

3. If the machine restarts in a fault state, typically fault code [124–346] or [124–348], verify the device ID and billing data are correct, perform [dC132](#).

Note: Refer to [RAP,124-346](#), [348](#), [354 Information Mismatch RAP](#)

4. Check the machine's current software level against the software level recorded before installation of the new ESS PWB. Reload the software, [GP 4](#) if required.

REP 3.2 ESS PWB Chassis Assembly

Parts List on [PL 3.10](#)

Removal



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.



Figure 1 ESD Symbol



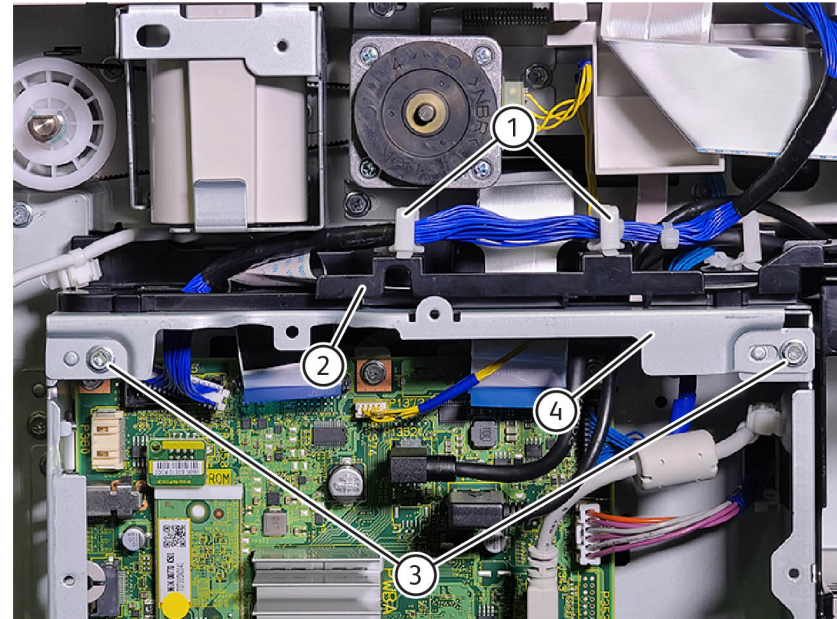
CAUTION: Observe ESD procedures during this procedure.



CAUTION: Do not touch the battery. Do not peel off the protective tape.

1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the lower rear cover, [REP 28.6](#).
3. Remove the ESS PWB, [REP 3.1](#).
4. Remove the RH top cover, [PL 28.06 Item 2](#).
5. Remove the RH rear cover, [PL 28.06 Item 3](#).
6. Remove the ESS upper panel, [Figure 2](#).
 - a. Release the harnesses from the harness clamps (1), then remove the harnesses from the harness guide (2).
 - b. Remove two screws (3), then remove the harness guide (1) and upper panel (4) from the machine.
 - c. Disconnect the harness guide (1) from the upper panel (4).

Note: Carefully feed the FFC cables through the harness guide and upper panel while removing, leaving the TRANS PWB to ESS PWB FFC contact cable assembly, in the harness guide.



IIT-1-0009-A

Figure 2 ESS upper panel removal



CAUTION: The ESS PWB to Full rate carriage LED cable is secured by a lock in the connector. Carefully, press the lock lever to release the cable while pulling the FFC cable straight out. Pressing too hard on the lock lever may cause the connector to break the solder damaging the connection to the ESS PWB.

7. Carefully flex the corner of the right cover away from the machine, then remove the screw (1), [Figure 3](#).



IIT-1-0010-A

Figure 3 Lower right side panel screw

8. Remove four screws (1), [Figure 4](#).



IIT-1-0011-A

Figure 4 ESS PWB chassis assembly removal

9. Remove two screws (1) in the lower right corner of the chassis, [Figure 5](#).



IIT-1-0012-A

Figure 5 Lower left screws

10. Release the FAX USB cable clamp (1) from the chassis, [Figure 6](#).

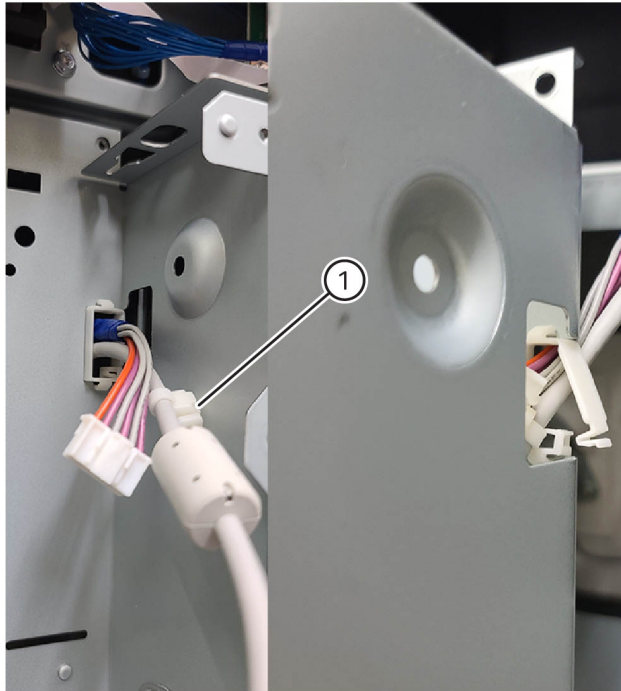


Figure 6 USB cable and connector

11. Release the harness clamp (1) in the back side of the chassis, then remove the USB and harness from the chassis while removing the chassis from the machine, [Figure 7](#).



Figure 7 Backside of the chassis harness clamp

Replacement

The replacement is the reverse of the removal procedure.

REP 3.3 EMMC Assembly

Parts List on [PL 3.10](#)

Removal



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.

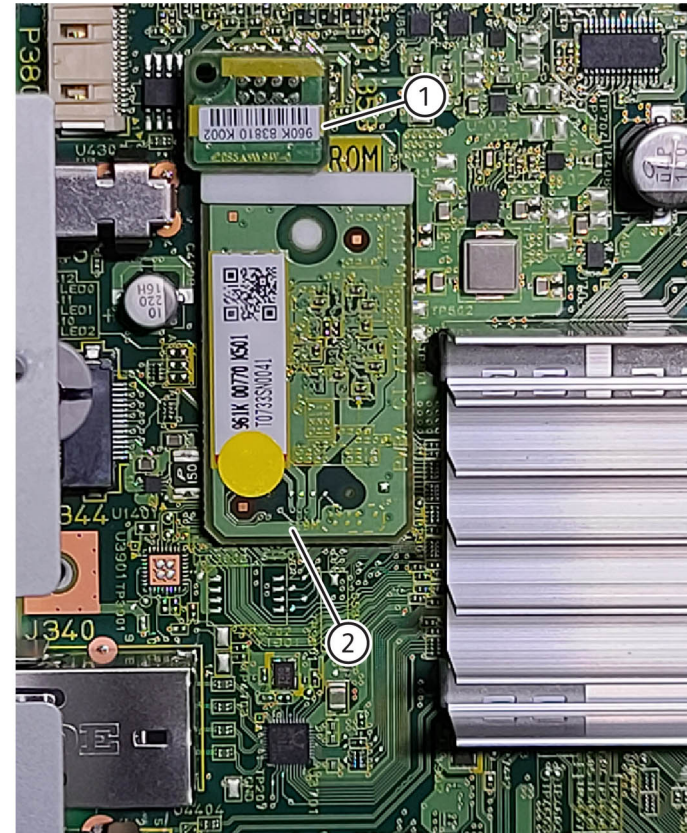


CAUTION: Observe ESD procedures during this procedure.



CAUTION: Do not touch the battery. Do not peel off the protective tape.

1. If possible, record the current software level by either:
 - Printing a [Configuration Report](#), [GP 14](#).
 - Or, from the user interface Home screen, touch **Device**, then **About**. Scroll down to view the **Software Version**.
2. Remove the upper rear cover, [REP 28.5](#).
3. Remove the EMMC assembly (2) from the ESS PWB, [Figure 1](#).



IIT-1-0008-A

Figure 1 EMMC Removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If the machine restarts in a fault state, typically fault code [124–346] or [124–348], verify the device ID and billing data are correct, perform [dC132](#).

REP 5.1 DADF Removal

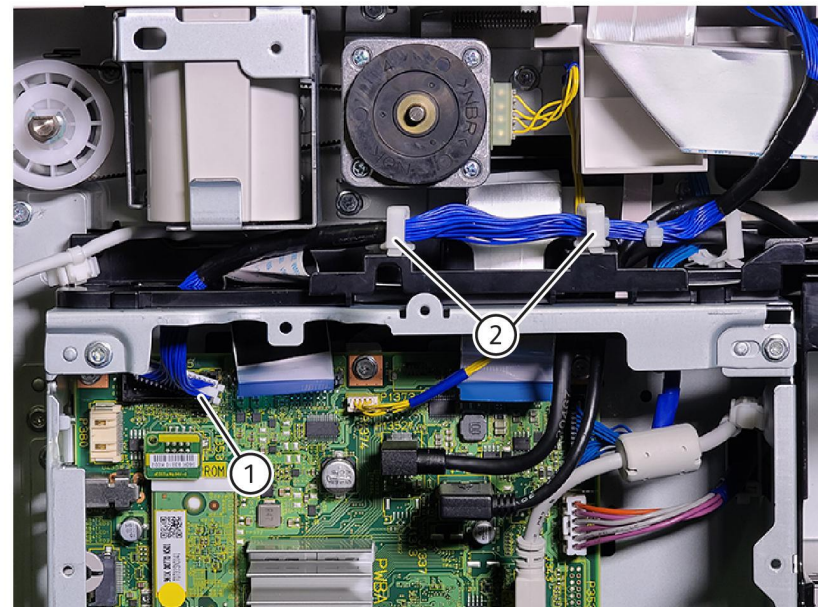
Parts List on [PL 5.05](#)

Removal



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.

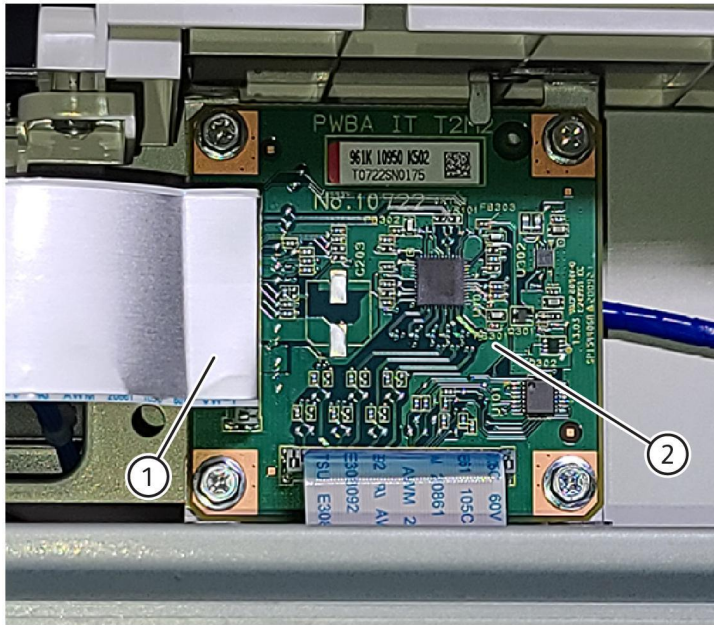
1. If a new DADF is to be installed, if possible, record the current software level by either:
 - Print a configuration report, [GP 14](#).
 - From the user interface Home screen, touch Device, then About. Scroll down to view the Software Version.
2. Remove the upper rear cover, [REP 28.5](#).
3. Reach in behind the upper panel and disconnect the ESS PWB to DADF PWB harness connector (1), then release the harness from the harness guide clamps, [Figure 1](#).



IIT-1-0015-A

Figure 1 ESS PWB to DADF PWB harness disconnect

4. Disconnect the trans PWB to CIS FFC cable assembly from the trans PWB, [Figure 2](#).



IIT-1-0016-A

Figure 2 Trans PWB to CIS FFC cable assembly disconnect

5. Lift the front of the document feeder to release the left and right counterbalances from the machine, then remove the DADF, Figure 3.



IIT-1-0017-A

Figure 3 DADF removal

Replacement

1. Replacement is the reverse of the removal procedure.

Note: If a new DADF is installed perform the steps that follow:

- a. Enter **dC135** HFSI Counter. Reset the HFSI counters that follow:
 - Chain-Link: 955-806
 - Chain-Link: 955-807
 - Chain-Link: 955-808
 - Chain-Link: 955-810
 - Chain-Link: 955-812
 - Chain-Link: 955-826
 - Chain-Link: 955-828

Note: The list is located in tray 1, beneath the RAI cover, **PL 70.05 Item 10**.

- b. Check the machine's current software level against the software level recorded prior to installation of the new DADF. If necessary, reload the software, **GP 4**.

REP 5.2 DADF Document Cushion

Parts List on [PL 5.05](#)

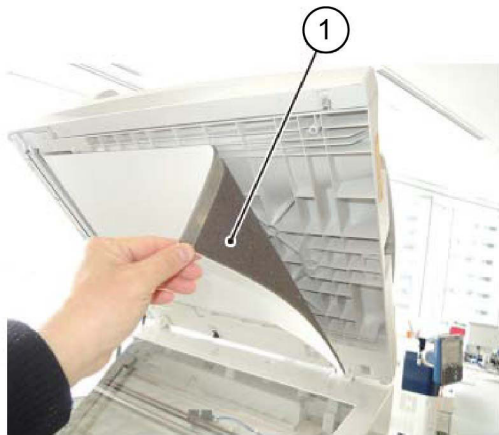
Removal



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.

Note: The DADF document cushion is attached with double sided adhesive tape.

1. Peel off the DADF document cushion, [Figure 1](#).

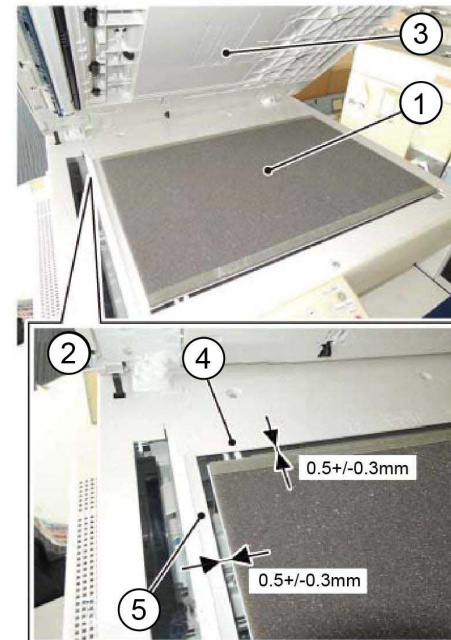


Y-1-0034-A

Figure 1 Document cushion removal

Replacement

1. Attach the new DADF document cushion, [Figure 2](#) :
 - a. Place the DADF document cushion (1) on the document glass.
 - b. Set the gaps (2) between the document cushion and the document guide (4) and the registration guide (5).
 - c. Slowly lower the DADF to adhere the DADF document cushion (3).



Y-1-0035-A

Figure 2 Document cushion installation

REP 5.3 DADF Rear Cover

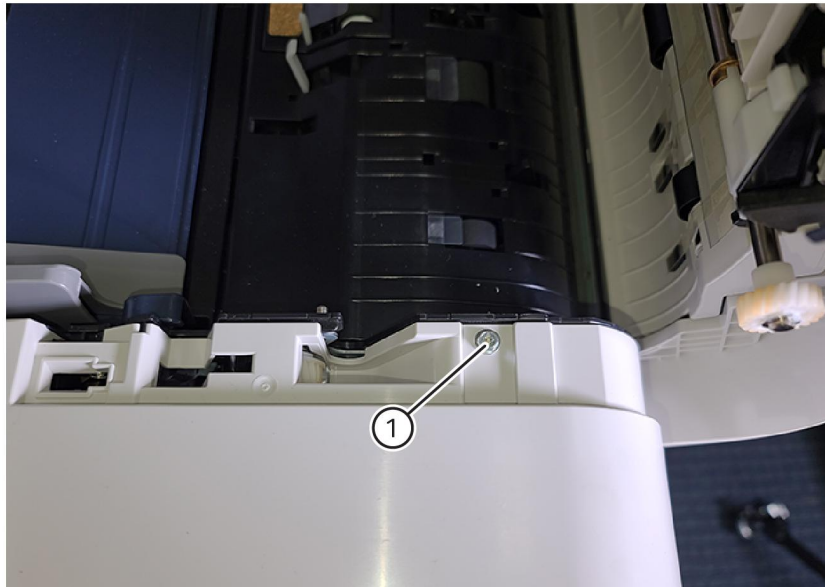
Parts List on [PL 5.10](#)

Removal



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.

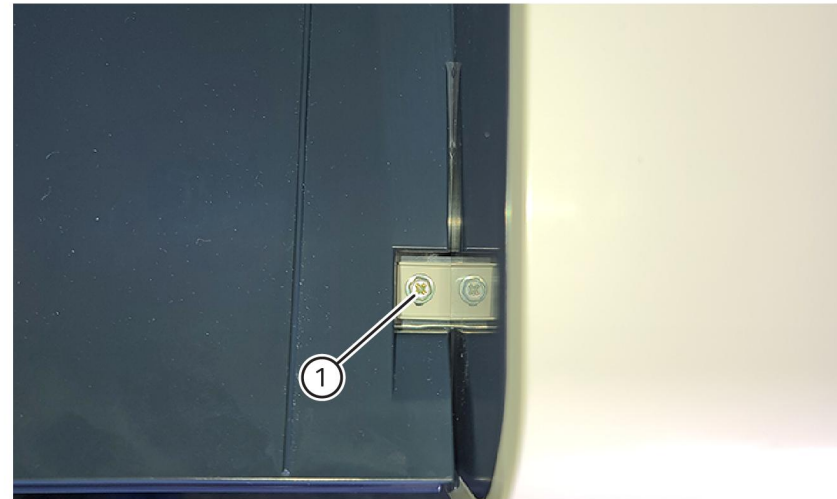
1. Open the upper feeder assembly, then remove the DADF rear cover left screw (1), [Figure 1](#).



IIT-1-0018-A

Figure 1 DADF rear cover left screw removal

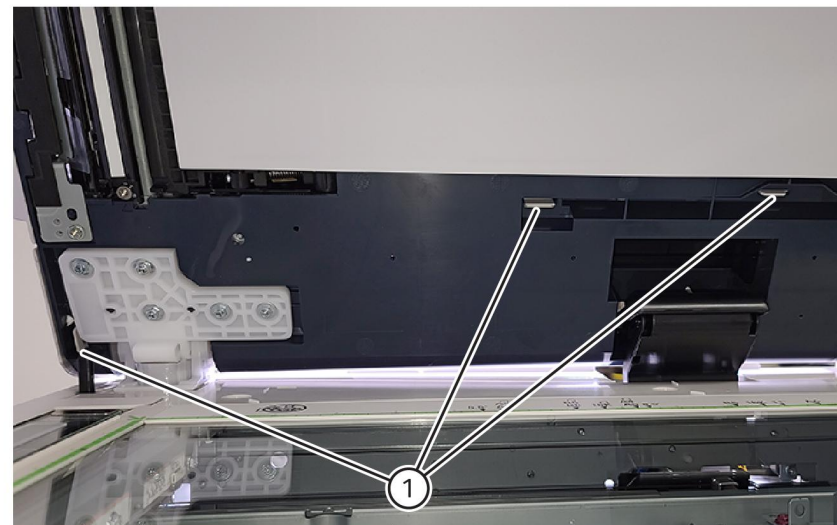
2. Raise the document tray, then remove the DADF rear cover right screw (1), [Figure 2](#).



IIT-1-0019-A

Figure 2 Right screw removal

3. Release three hooks (1) securing the DADF rear cover, then remove the DADF rear cover, [Figure 3](#).



IIT-1-0020-A

Figure 3 Hooks Replacement

The replacement is the reverse of the removal procedure.

REP 5.4 DADF Front Cover

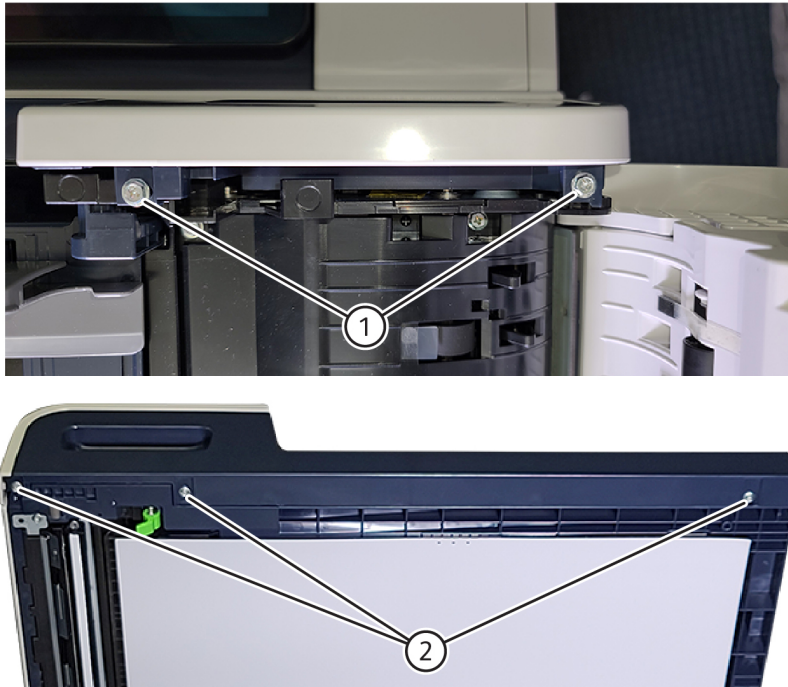
Parts List on [PL 5.10](#)

Removal



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.

1. Open the upper feeder assembly.
2. Remove the DADF front cover, [Figure 1](#):
 - a. Remove two screws (1) under the feeder.
 - b. Loosen three screws (2) under the DADF.
 - c. Remove the DADF front cover.



IIT-1-0021-A

Figure 1 Front cover removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.5 DADF Upper Feeder Assembly

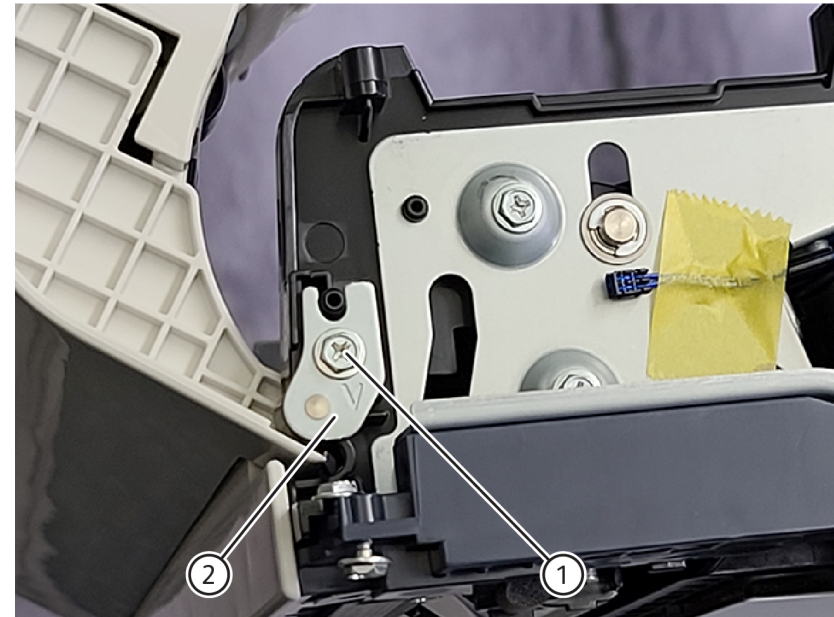
Parts List on [PL 5.20](#)

Removal



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.

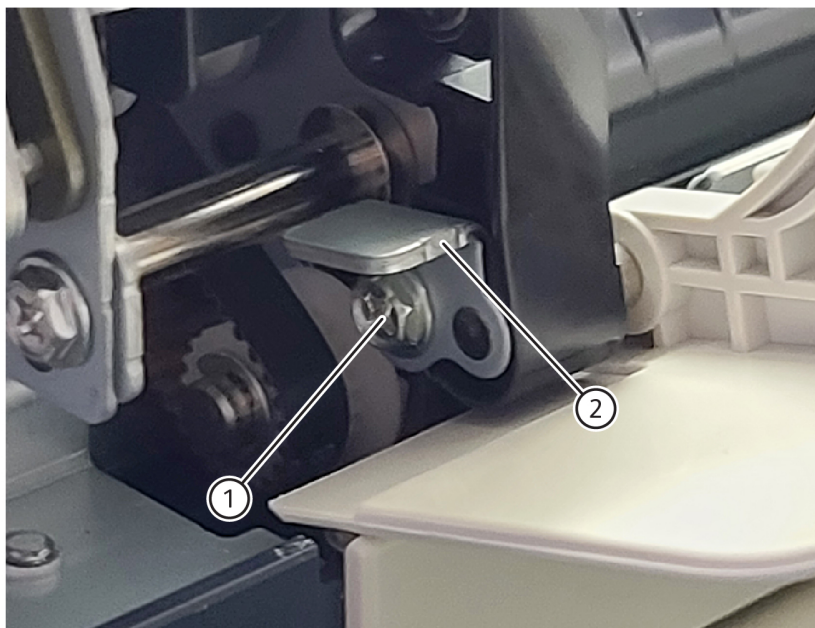
1. Remove the DADF front cover, [REP 5.3](#).
2. Remove the DADF rear cover, [REP 5.4](#).
3. Remove the front hinge bracket, [Figure 1](#):
 - a. Remove the screw (1).
 - b. Remove the front hinge bracket (2).



IIT-1-0022-A

Figure 1 Front hinge bracket removal

4. Remove the upper feeder assembly, [Figure 2](#):
 - a. Remove the screw (1).
 - b. Remove the rear hinge bracket (2).
 - c. Remove the upper feeder assembly.



IIT-1-0023-A

Figure 2 Upper feeder assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.6 DADF PWB

Parts List on [PL 5.10](#)

Removal



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.



CAUTION: When new DADF PWB is to be installed, perform the following steps before removal of the DADF PWB:

1. Print a configuration report, [GP 14](#), to record the current software version.
2. Perform [dC363](#), Backup and Restore NVM Values. The NVM data will be restored in the Replacement procedure.

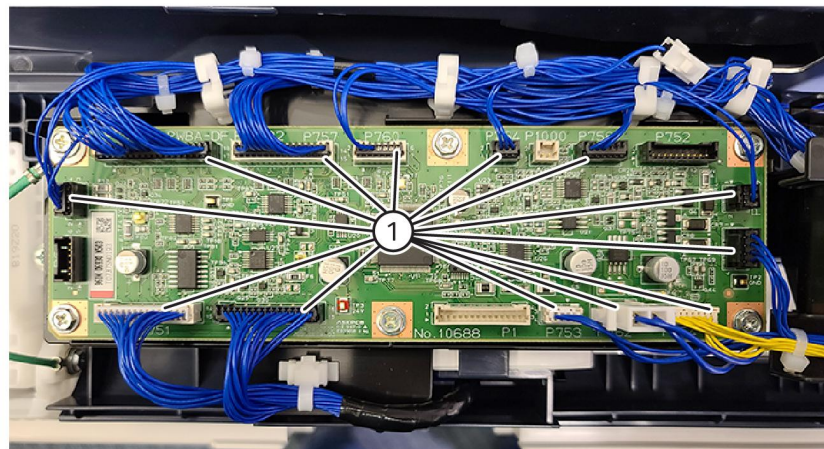


Figure 1 ESD symbol



CAUTION: Observe ESD procedures during this procedure.

1. If possible, record the current software level by either:
 - Printing the configuration report, [GP 14](#).
 - Or, from the user interface Home screen, touch Device, then About. Scroll down to view the Software Version.
2. Remove the DADF rear cover, [REP 5.4](#).
3. Disconnect thirteen connectors (1), [Figure 2](#).

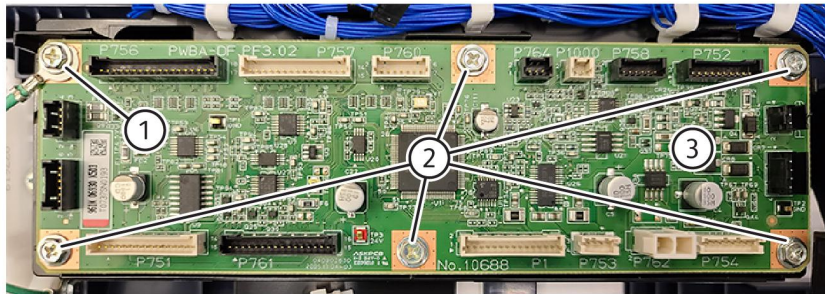


IIT-1-0024-A

Figure 2 DADF PWB connectors

4. Remove the DADF PWB, [Figure 3](#):

- a. Disconnect the screw with the ground wire (1).
- b. Remove five screws (2).
- c. Remove the DADF PWB (3).



IIT-1-0025-A

Figure 3 DADF PWB removal

Replacement

The replacement is the reverse of the removal procedure.

Note: If a new DADF PWB is installed perform the steps that follow:

1. Enter **dc135** HFSI Counter. Reset the HFSI counters that follow:
 - Chain-Link: 955-806
 - Chain-Link: 955-807
 - Chain-Link: 955-808
 - Chain-Link: 955-810
 - Chain-Link: 955-812
 - Chain-Link: 955-826
 - Chain-Link: 955-828

Note: The list is located in tray 1, beneath the RAI cover, [PL 70.05 Item 10](#).

2. Check the machine's current software level against the software level recorded prior to installation of the new DADF PWB. If necessary, reload the software, [GP 4](#).

REP 5.7 DADF Feeder Assembly

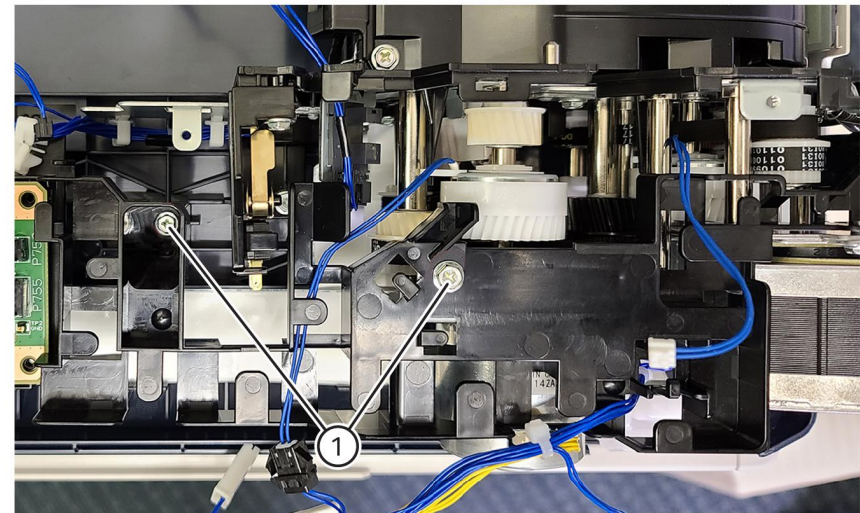
Parts List on [PL 5.10](#)

Removal



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.

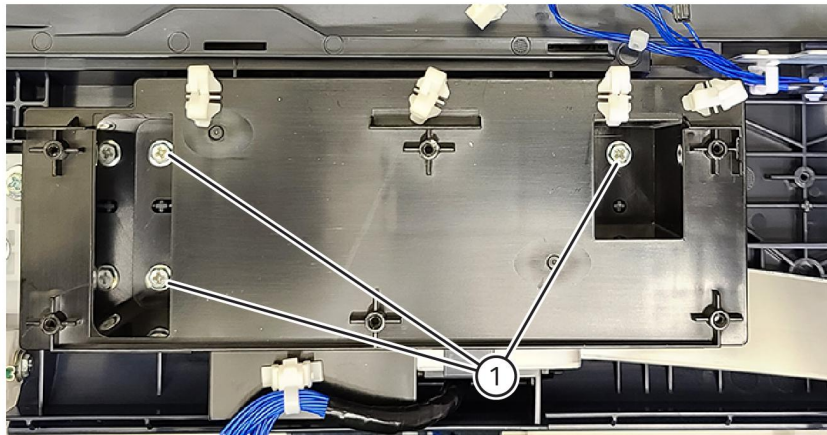
1. Remove the DADF rear cover, [REP 5.3](#)
2. Remove the DADF front cover, [REP 5.4](#)
3. Remove the upper feeder assembly, [REP 5.5](#)
4. Remove the document tray, [REP 5.23](#)
5. Remove the DADF PWB, [REP 5.6](#)
6. Release the harnesses in the rear harness guide, remove two screws (1), then remove the rear harness guide, [Figure 1](#).



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Figure 1 Rear harness guide removal

7. Remove three screws (1), then remove the FFC guide cover, [Figure 2](#).

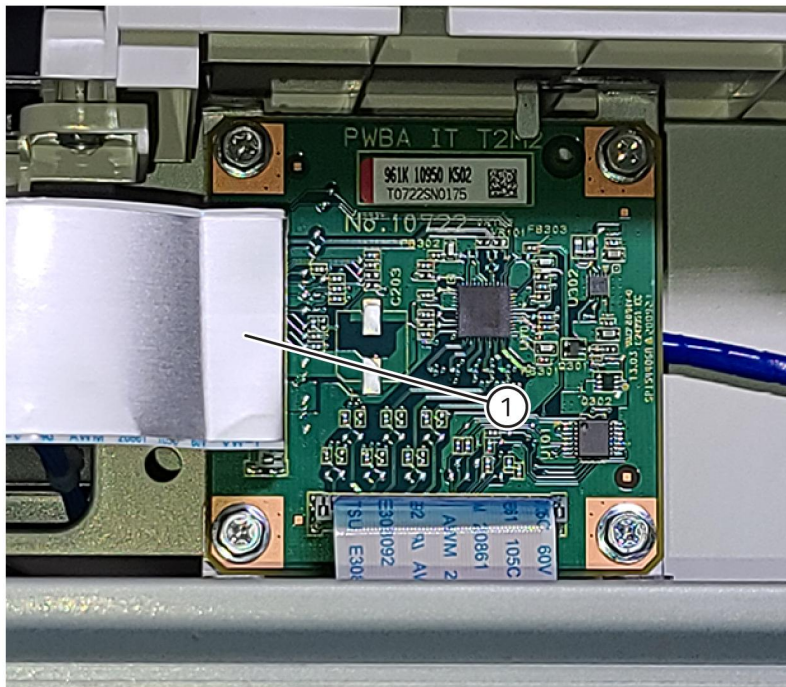


IIT-1-0027-A

Figure 2 FFC guide cover

8. Release trans PWB to CIS FFC cable from the FFC Holder:

- a. Disconnect the trans PWB to CIS FFC cable from the trans PWB, [Figure 3](#).



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Figure 3 TRANS PWB to CIS FFC cable disconnect

- b. Carefully lift the FFC cable, detaching the FFC cable, from the harness guide.



CAUTION: The FFC cable is attached to the harness guide and base plate using double-sided tape. Use caution when lifting the FFC cable so not to damage.

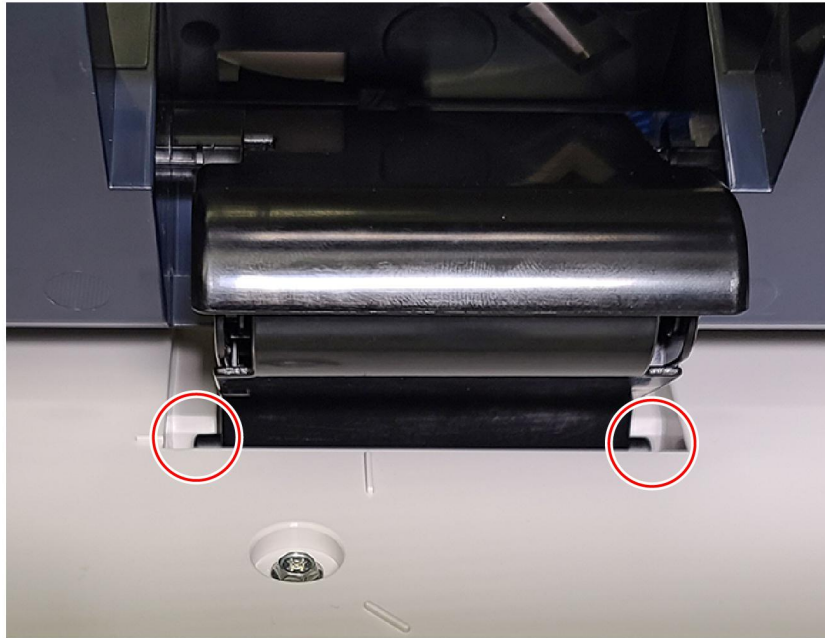
- c. Release two plastic E-Clips, then remove the bushing on each side of the FFC holder, [Figure 4](#).



IIT-1-0029-A

Figure 4 E-Clip and bushing removal

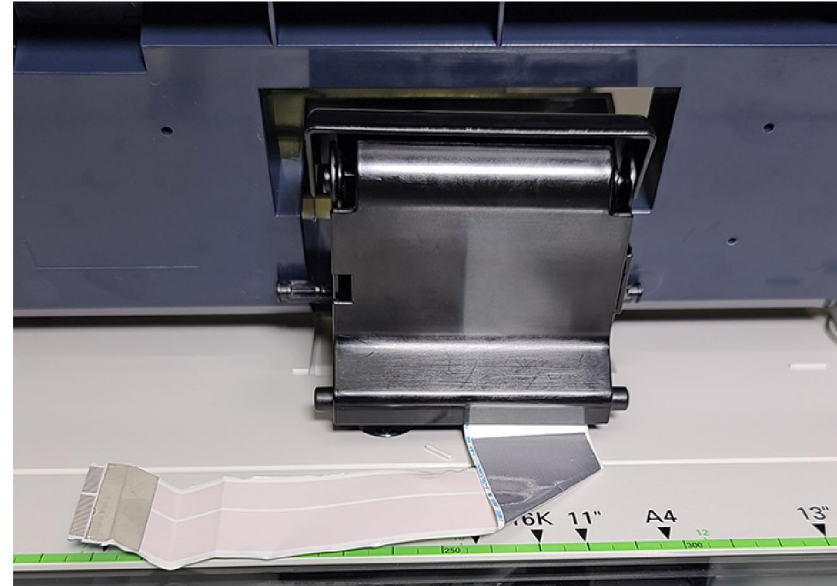
- d. Open the document feeder, then release the front pins of the lower half of the FFC holder to free the FFC holder, [Figure 5](#) and [Figure 6](#).



IIT-1-0030-A

Figure 5 Release the FFC holder front pins

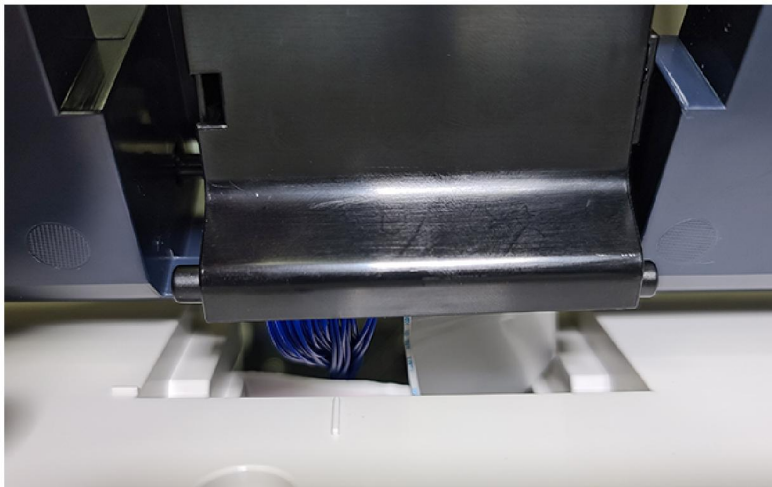
- e. Carefully feed the trans PWB to CIS FFC cable from rear through the front, under the FFC holder, [Figure 7](#).



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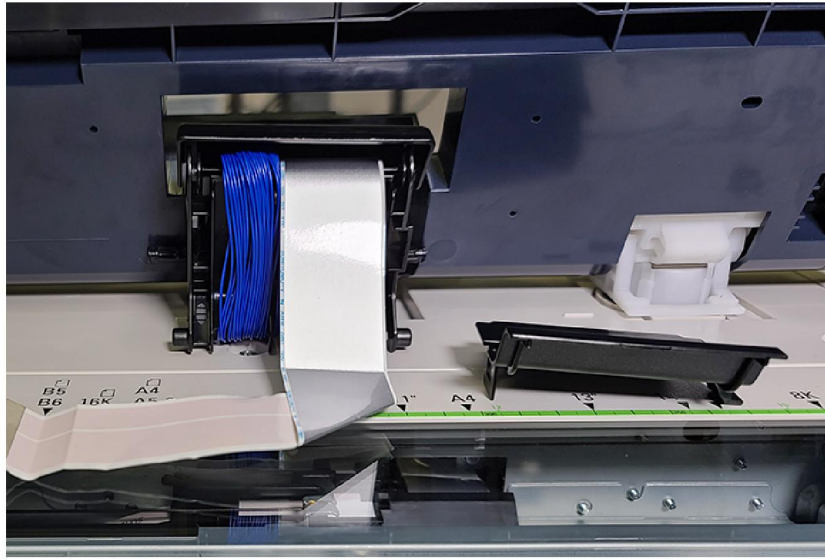
Figure 7 Feed FFC cable to the front

- f. At the front-side of the machine, release the two pins in the base frame housing, then release the bottom cover, [Figure 8](#).



IIT-1-0031-A

Figure 6 Release the FFC holder



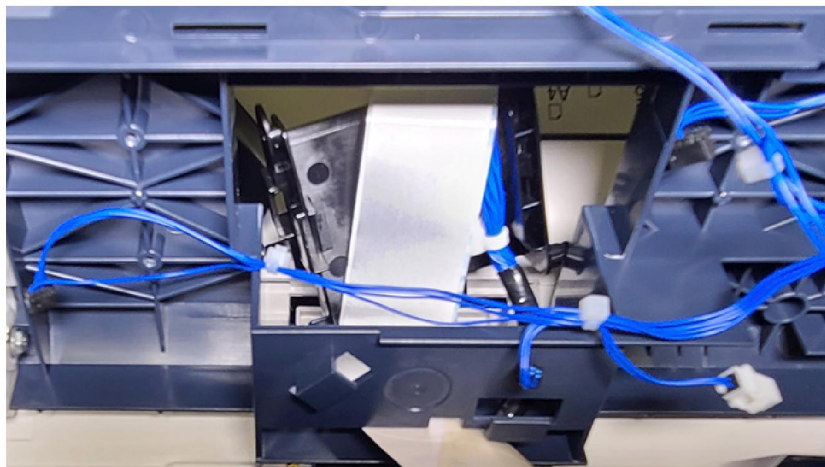
IIT-1-0033-A

Figure 8 Bottom cover removal

- g. Release the top cover, from the rear of the machine, then feed the trans PWB to CIS FFC cable up through the base frame and free of all constraints, [Figure 9](#).



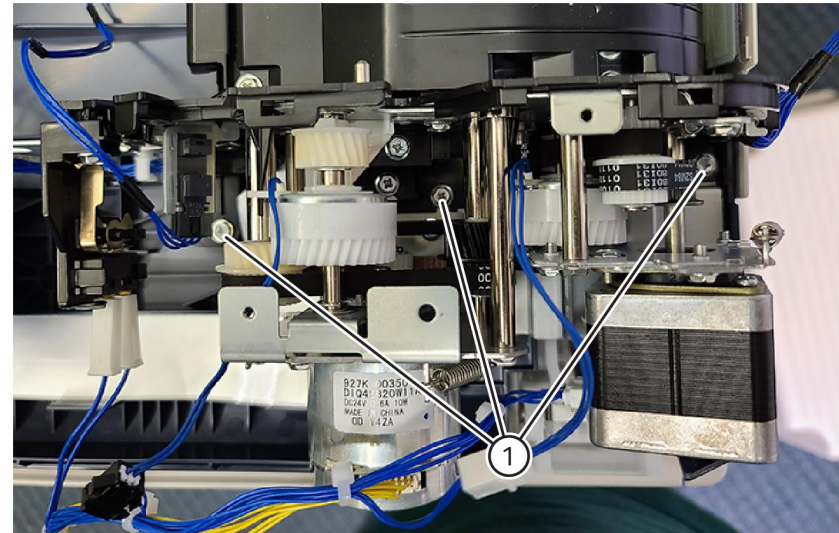
CAUTION: The FFC cable is attached to the harness guide and base plate using double-sided tape. Use caution when lifting the FFC cable so not to damage.



IIT-1-0034-A

Figure 9 TRANS PWB to CIS FFC cable routing

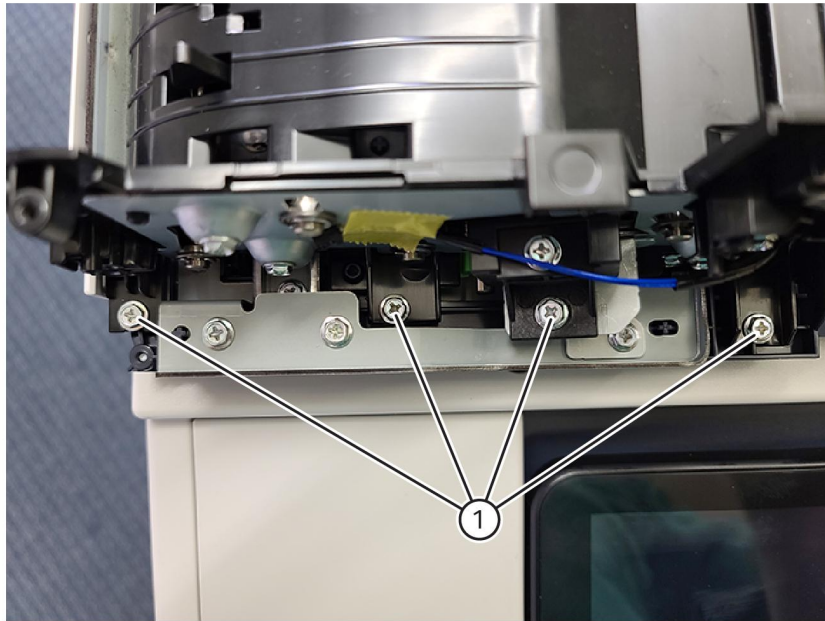
- 9. Remove three screws (1) securing the DADF feeder assembly at the rear, [Figure 10](#).



IIT-1-0035-A

Figure 10 Screw removal

- 10. Remove four screws (1) securing the DADF feeder assembly in the front, then remove the feeder assembly, [Figure 11](#).



IIT-1-0036-A

Figure 11 DADF feeder assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.8 Left and Right Counter Balance

Parts List on [PL 5.15](#)

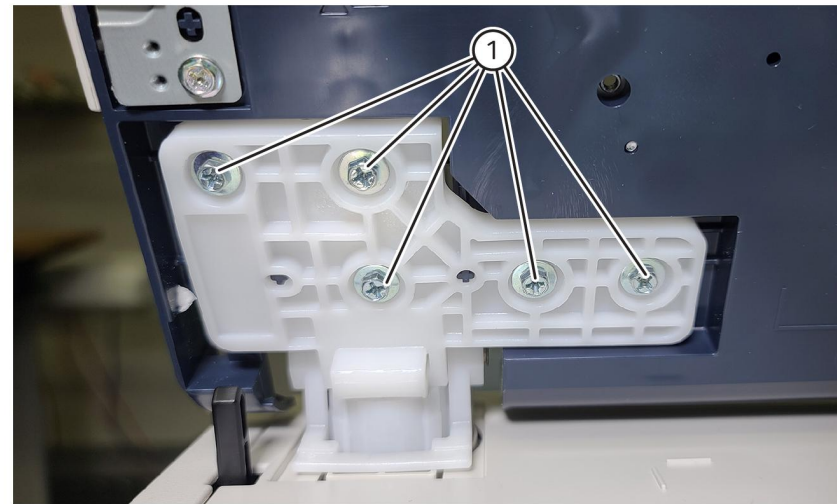
Removal



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.

Left Counter Balance

1. Remove the DADF, [REP 5.1](#).
2. Turn the DADF upside down.
3. Remove the left counter balance, [Figure 1](#):
 - a. Remove four screws (1).
 - b. Remove the left counter balance.



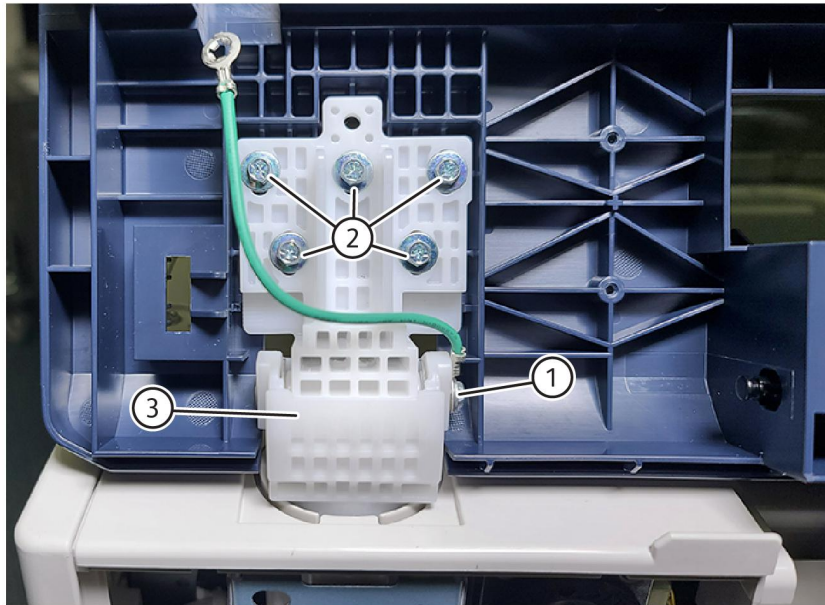
IIT-1-0037-A

Figure 1 Left counter balance removal

Removal

Right Counter Balance

1. Remove the DADF, [REP 5.1](#).
2. Remove the right counter balance, [Figure 2](#):
 - a. Disconnect the ground wire (1).
 - b. Remove five screws (2).
 - c. Remove the right counter balance (3).



IIT-1-0038-A

Figure 2 Right counter balance removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.9 DADF Registration Chute Assembly

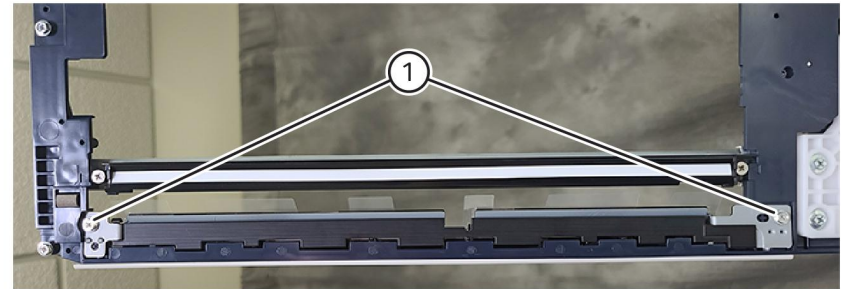
Parts List on [PL 5.15](#)

Removal



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.

1. Lift the DADF to access the registration chute assembly [REP 5.4](#).
2. Remove two screws (1), then remove the registration chute assembly, [Figure 1](#).



IIT-1-0039-A

Figure 1 Registration chute assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.10 DADF Feed/Nudger Roll Assembly

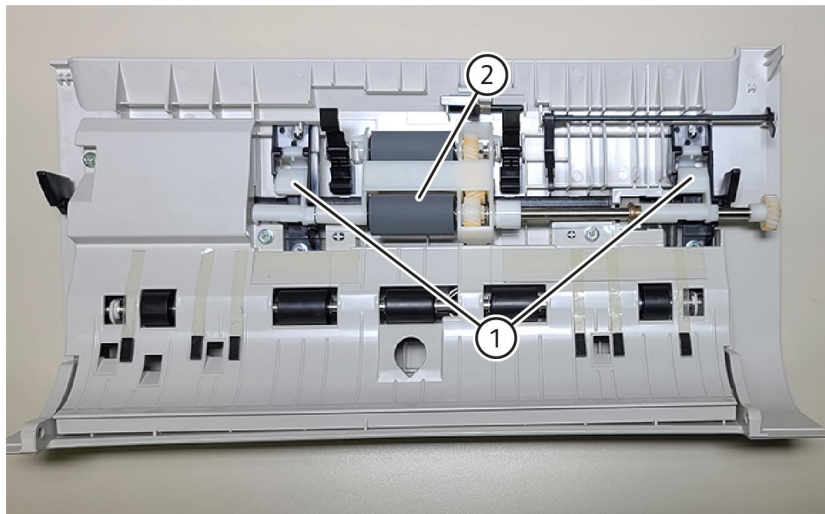
Parts List on [PL 5.25](#)

Removal



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.

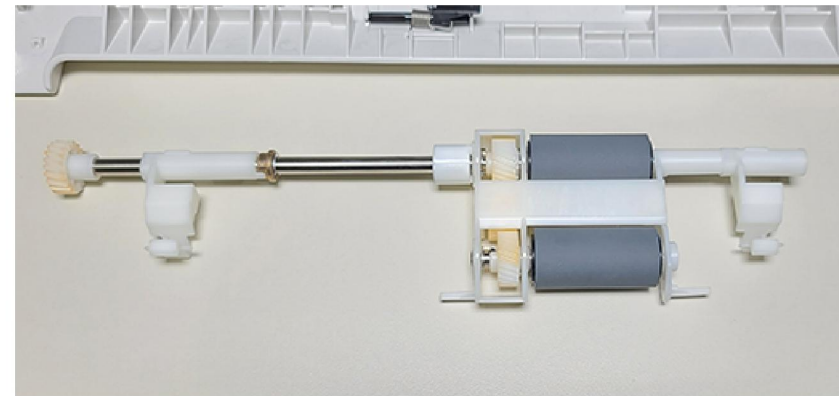
1. Open the upper feeder assembly.
2. Remove the feed roll nudger roll assembly, [Figure 1](#):
 - a. Release the hooks (1) of the feed front/rear handle.
 - b. Lift the hooks up releasing the feed/nudger roll assembly (2) from the upper feeder assembly, then remove.



IIT-1-0040-A

Figure 1 Feed/nudger roll assembly removal

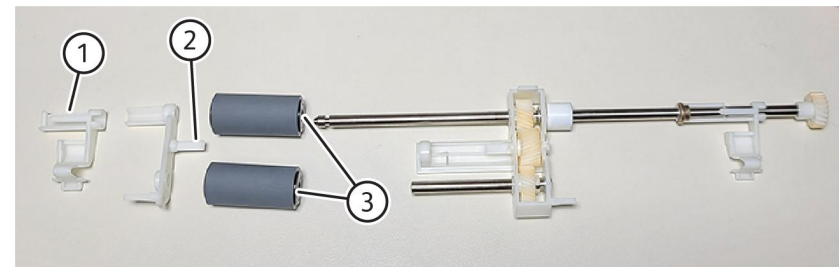
Note: Feed/nudger roll assembly, [Figure 2](#).



IIT-1-0041-A

Figure 2 Feed/nudger roll assembly removed

3. Disassemble the feed/nudger roll assembly, [Figure 3](#):
 - a. Release the hook to remove the feed front handle (1).
 - b. Release the hook to remove the nudger CRU housing (2).
 - c. Remove the roll assemblies (3).



IIT-1-0042-A

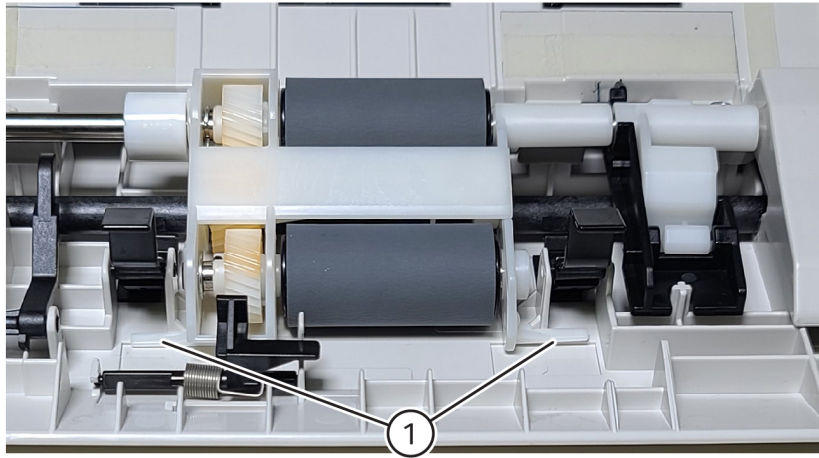
Figure 3 Roll assembly removal

Replacement

The replacement is the reverse of the removal procedure.

Note:

1. Install the new roll assemblies so that they rotate in a clockwise direction.
2. Ensure the feed/nudger roll assembly is installed to correctly align with the front and rear set links (1), [Figure 4](#).

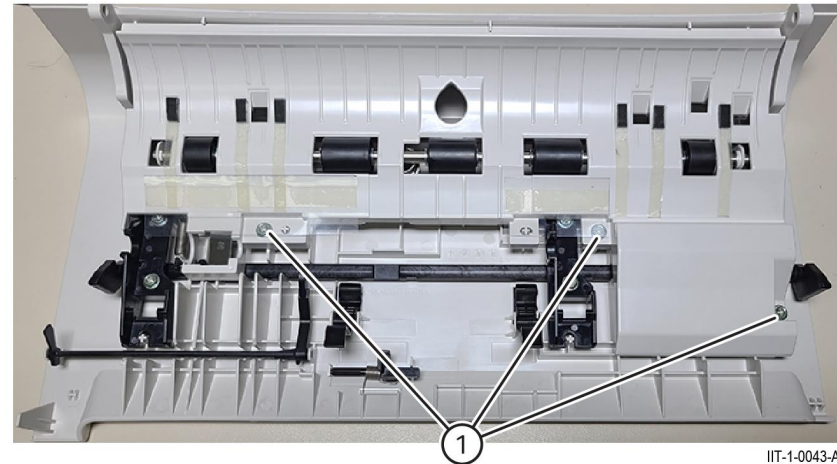
**Figure 4 Set link alignment**

3. Installation of new feed roll assemblies requires reset of the HFSI counter. Enter [dC135](#), HFSI Counter, then reset the HFSI counter [955-806], Feed Count.

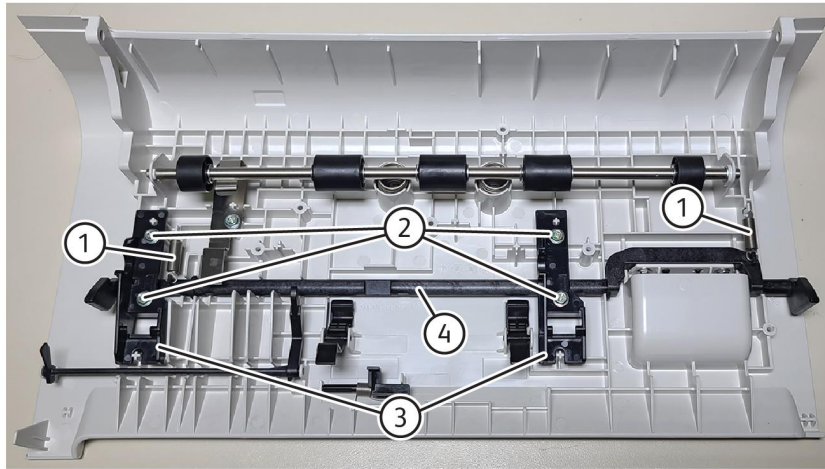
REP 5.11 DADF Handle LeverParts List on [PL 5.20](#)**Removal**

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.

1. Remove the upper feeder assembly, [REP 5.5](#).
2. Remove the feed/nudger roll assembly, [REP 5.10](#).
3. Remove three screws, then remove the DADF feeder cover, [Figure 1](#).

**Figure 1 DADF feeder cover removal**

4. Remove the handle lever, [Figure 2](#):
 - a. Remove two springs (1).
 - b. Remove four screws (2), two brackets (3), then lift the handle lever (4) from the upper feeder assembly.



IIT-1-0044-A

Figure 2 Handle lever removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.12 Document Sensor Actuator

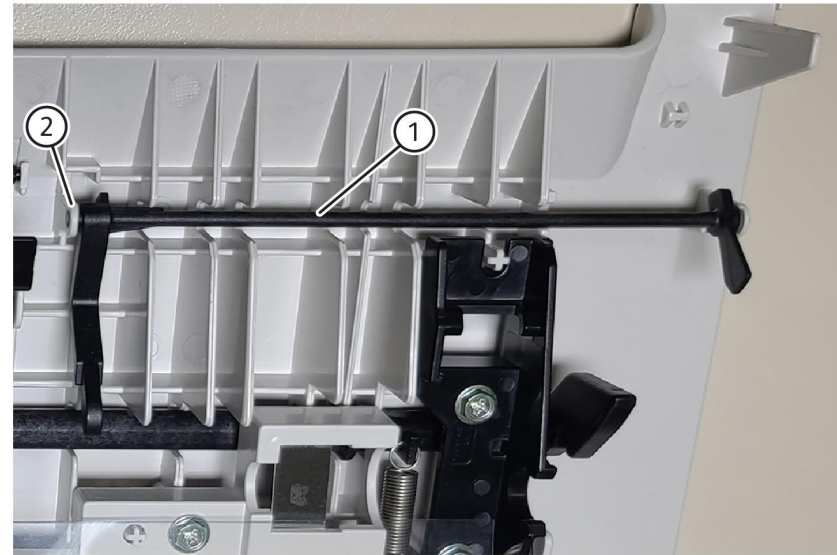
Parts List on [PL 5.20](#)

Removal



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.

1. Open the upper feeder assembly.
2. Lift up in the middle of the document sensor actuator (1) while gently pulling the left bracket back (2), then release and remove the document sensor actuator (1), [Figure 1](#).



IIT-1-0046-A

Figure 1 Document sensor actuator removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.13 DADF Feed Motor Assembly

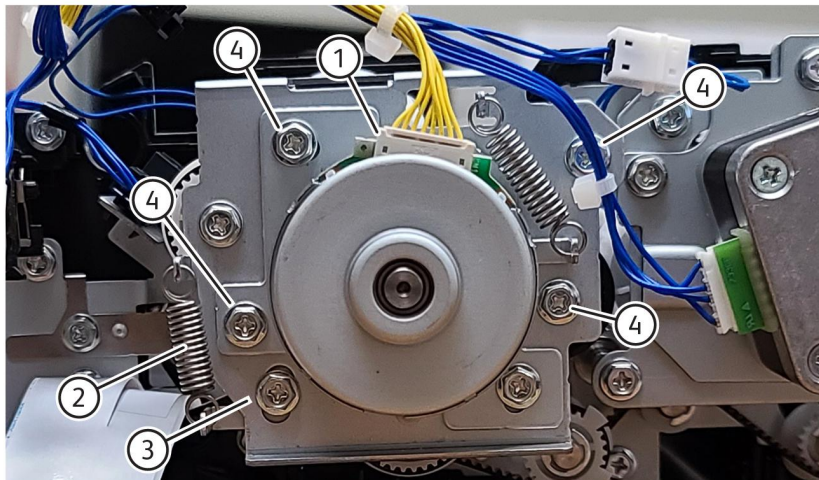
Parts List on [PL 5.30](#)

Removal



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.

1. Remove the document tray, [REP 5.23](#).
2. Remove the DADF rear cover, [REP 5.3](#).
3. Remove the harness guide and wire harness.
4. Remove the DADF feed motor assembly, [Figure 1](#):
 - a. Disconnect the connector (1).
 - b. Release the spring (2).
 - c. Loosen one screw (3), then remove three screws (4).
 - d. Remove the DADF feed motor assembly (5).



IIT-1-0047-A

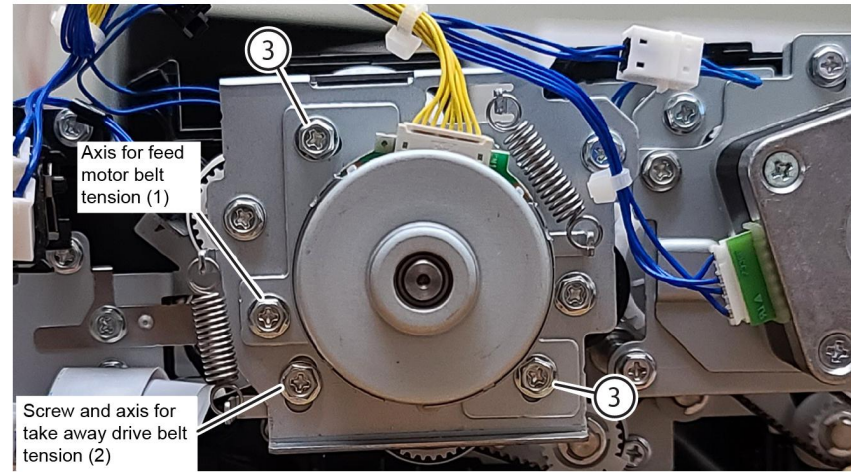
Figure 1 Feed motor assembly removal

Replacement

The replacement is the reverse of the removal procedure.

Note: The springs are to tension the drive belts. The following steps are to assist in tensioning the belts after; reinstallation of the DADF feed motor assembly, removal of the DADF feed motor from the bracket, installation of new belts or belt adjustment, [Figure 2](#):

1. Loosen three screws; axis screw (1) and mounting screws (3) to adjust the tension on the feed motor belt, allowing the spring to create the tension.
2. Loosen the axis screw (2), tighten after tension is achieved.



IIT-1-0048-A

Figure 2 Belt tensioning

REP 5.14 DADF Idler Motor Gear

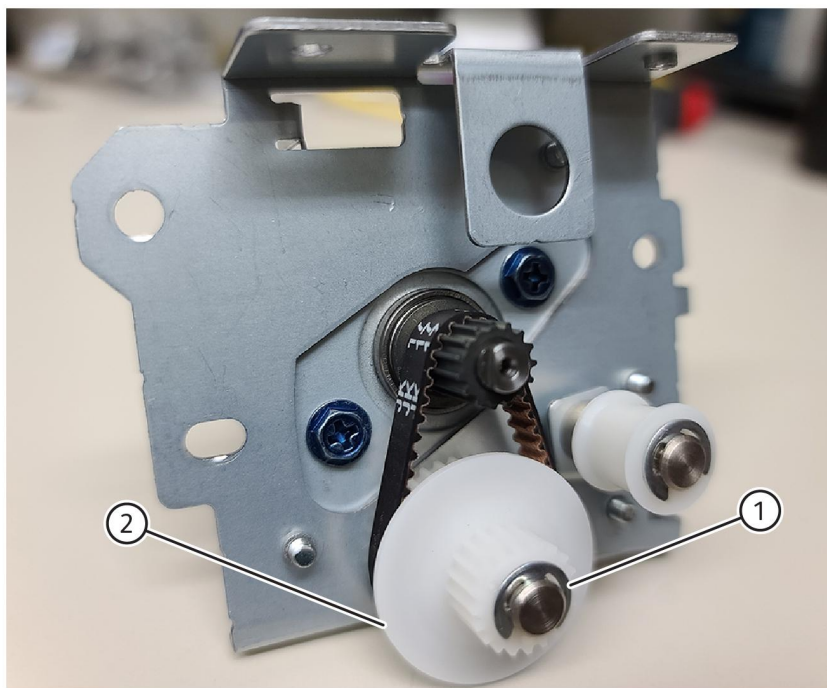
Parts List on [PL 5.30](#)

Removal



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.

1. Remove the DADF feed motor assembly, [REP 5.13](#).
2. Remove the idler motor gear, [Figure 1](#):
 - a. Remove the E Clip (1).
 - b. Remove the idler motor gear (2), sliding the feed motor belt off the feed motor shaft at the same time.



IIT-1-0049-A

Figure 1 Idler motor gear removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.15 DADF Document Set Sensor 1

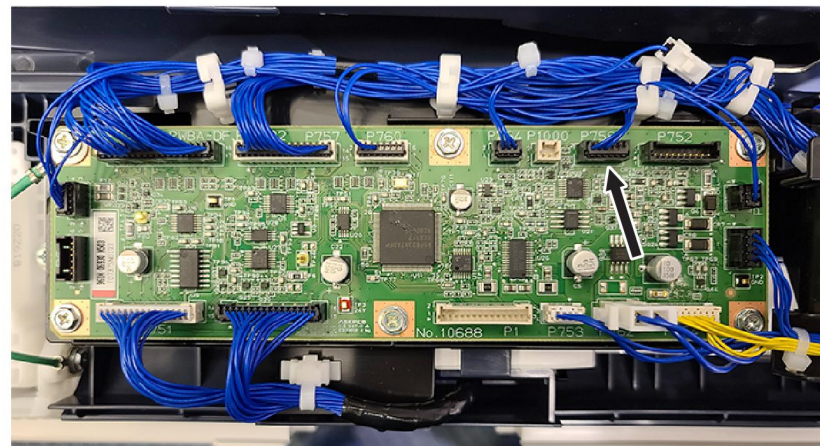
Parts List on [PL 5.30](#)

Removal



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.

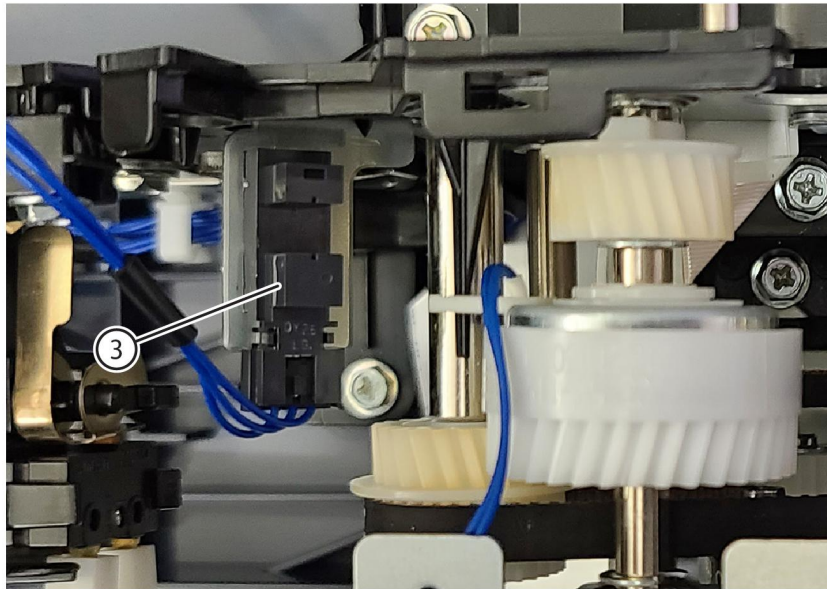
1. Remove the DADF rear cover, [REP 5.3](#).
2. Disconnect connector [P750], [Figure 1](#).



IIT-1-0050-A

Figure 1 Document set sensor 1 harness disconnect

3. Remove document set sensor 1, [Figure 2](#).



IIT-1-0051-A

Figure 2 Document set sensor 1 removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.16 Interlock Switch and Bracket Assembly

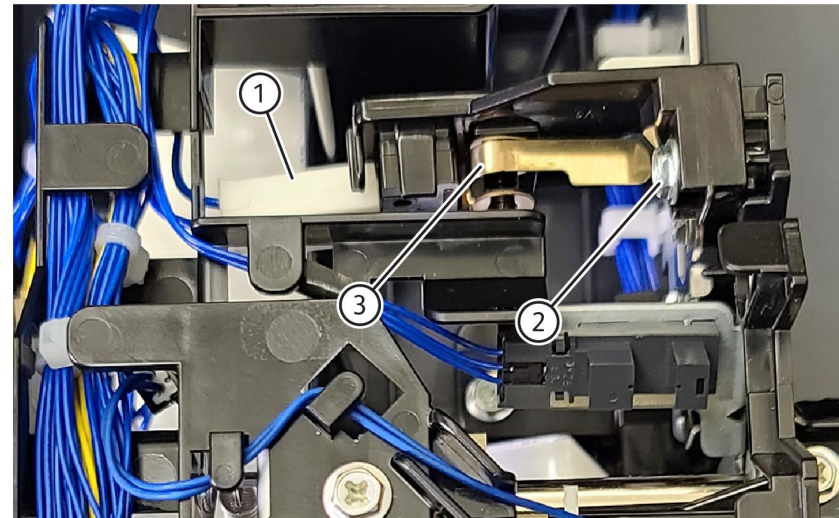
Parts List on [PL 5.45](#)

Removal



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.

1. Remove the DADF rear cover, [REP 5.3](#).
2. Remove the interlock switch and bracket assembly, [Figure 1](#):
 - a. Disconnect the connector (1).
 - b. Remove the screw (2).
 - c. Remove the interlock switch and bracket assembly (3).



IIT-1-0052-A

Figure 1 Interlock switch and bracket assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.17 Registration Motor Assembly

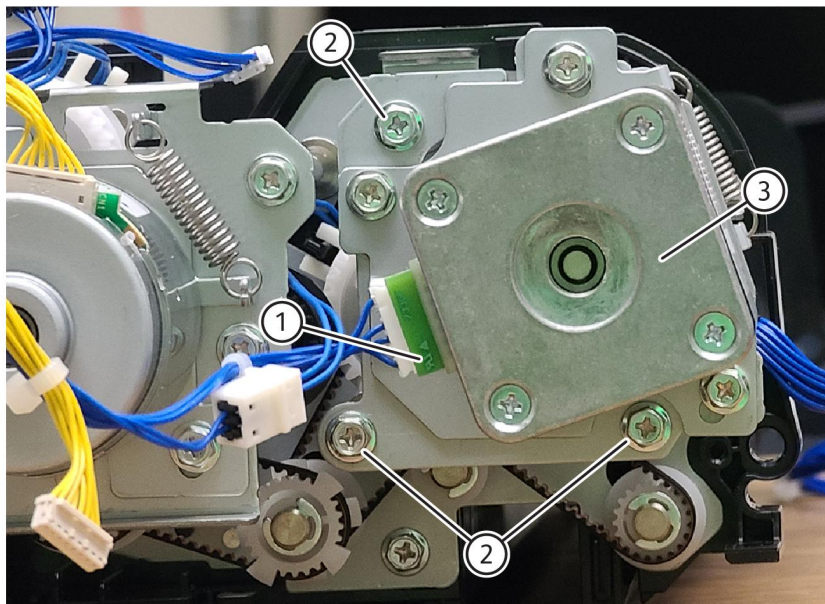
Parts List on [PL 5.35](#)

Removal



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.

1. Remove the DADF rear cover, [REP 5.3](#).
2. Remove the harnesses from the harness guide, then remove harness guide.
3. Remove the registration motor assembly, [Figure 1](#):
 - a. Disconnect the connector (1).
 - b. Remove three screws (2).
 - c. Remove the registration motor assembly (3).



IIT-1-0053-A

Figure 1 Registration motor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.18 DADF Feed and Takeaway Clutch

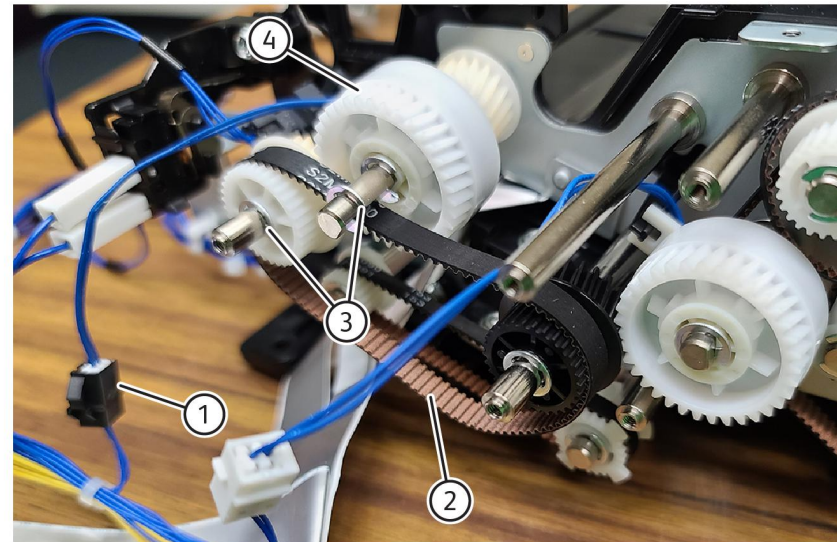
Parts List on [PL 5.36](#)

Removal



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.

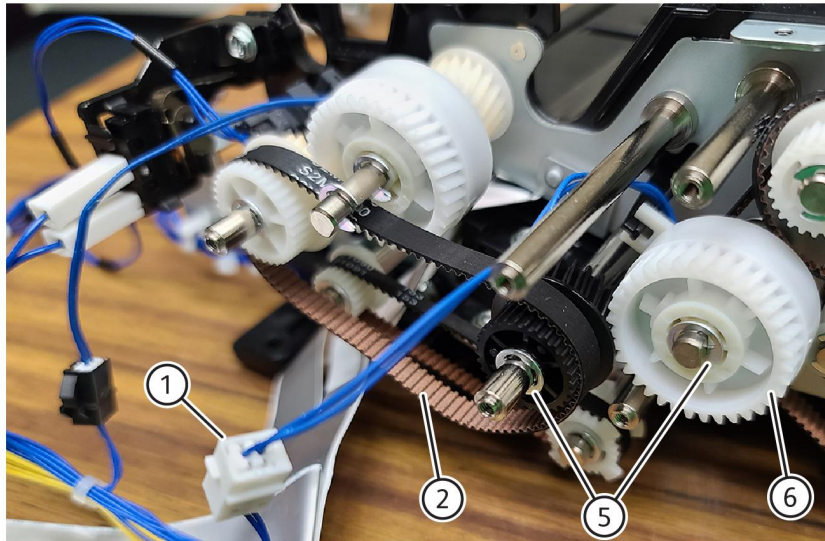
1. Remove the DADF feed motor assembly, [.REP 5.13](#)
2. Remove the DADF registration motor assembly, [REP 5.17](#).
3. Remove the DADF feed clutch, [Figure 1](#):
 - a. Disconnect the connector (1).
 - b. Remove the takeaway drive belt from the feed gear (2).
 - c. Remove two EClips (3) securing the feed gear and DADF feed clutch (4).
 - d. Remove the DADF feed clutch (4).



IIT-1-0054-A

Figure 1 DADF feed clutch removal

4. Remove the DADF takeaway clutch, [Figure 2](#):
 - a. Disconnect the connector (1).
 - b. Remove the takeaway drive belt from the takeaway gear (2).
 - c. Remove two EClips (5) securing the takeaway gear and takeaway clutch (6).
 - d. Remove the DADF feed clutch (6).



IIT-1-0055-A

Figure 2 DADF feed clutch removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.19 DADF CIS Sensor Assembly

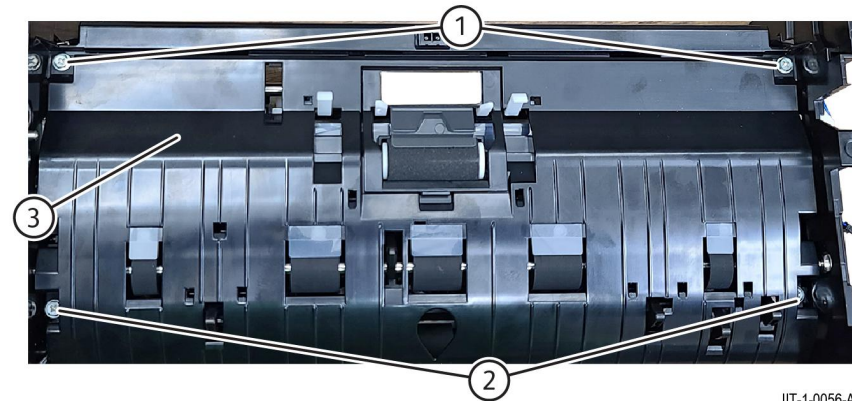
Parts List on [PL 5.40](#)

Removal



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.

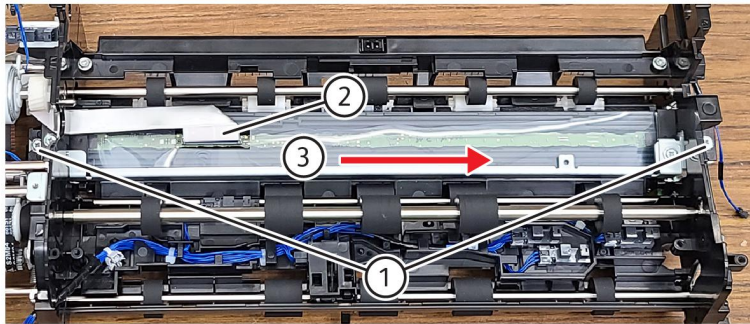
1. Remove the DADF rear cover, [REP 5.3 DADF Rear Cover](#).
2. Remove the DADF front cover, [REP 5.4 DADF Front Cover](#).
3. Remove the feeder assembly, [REP 5.7 DADF Feeder Assembly](#).
4. Remove the retard chute assembly, [Figure 1](#):
 - a. Loosen two screws (1).
 - b. Remove two screws (2).
 - c. Remove the retard chute (3).



IIT-1-0056-A

Figure 1 Retard chute removal

5. Remove the CIS sensor assembly, [Figure 2](#):
 - a. Loosen the left screw, then remove the right screw (1).
 - b. Disconnect the CIS FFC cable (2).
 - c. Slide the CIS sensor assembly to the front of the machine, in the direction of the arrow (3), then out of the frame and remove.



IIT-1-0058-A

Figure 2 CIS sensor assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.20 Retard Chute Assembly

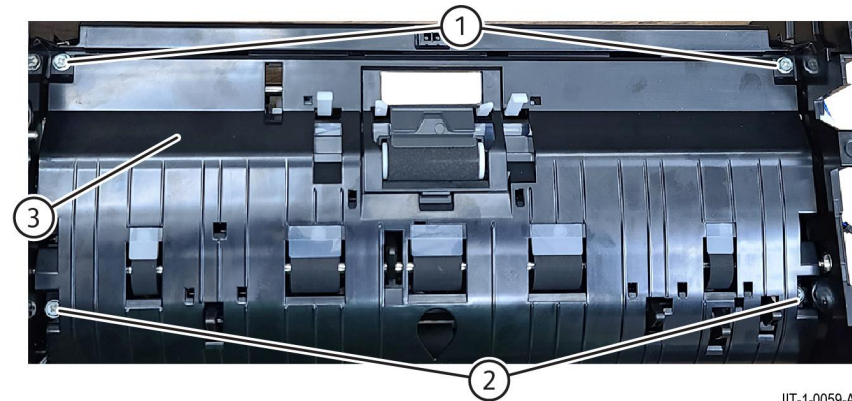
Parts List on [PL 5.45](#)

Removal



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.

1. Remove the DADF rear cover, [REP 5.3 DADF Rear Cover](#).
2. Remove the DADF front cover, [REP 5.4 DADF Front Cover](#).
3. Remove the document tray, [REP 5.23 Document Tray](#).
4. Remove the retard chute assembly, [Figure 1](#):
 - a. Loosen two screws (1).
 - b. Remove two screws (2).
 - c. Remove the retard chute (3).



IIT-1-0059-A

Figure 1 Retard chute removal

Replacement

REP 5.21 Out Chute Assembly

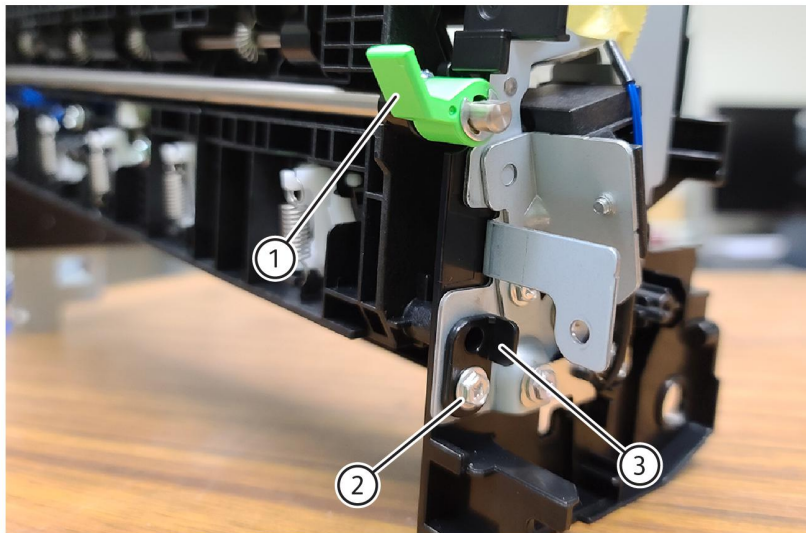
Parts List on [PL 5.45](#)

Removal



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.

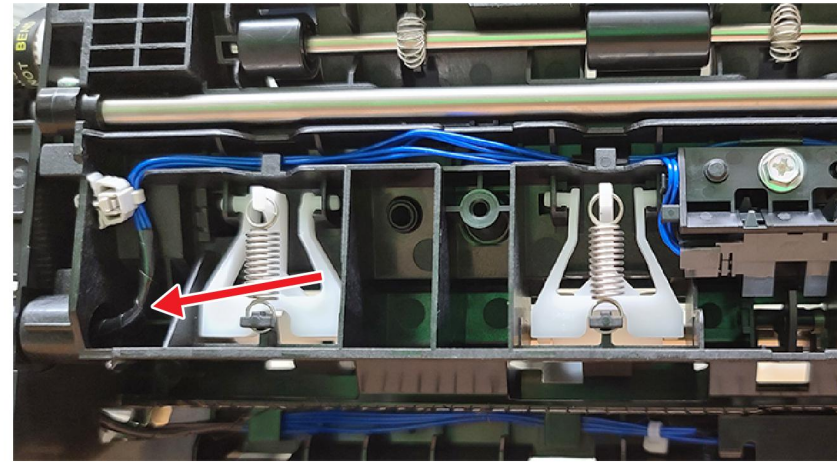
1. Remove the DADF feeder assembly, [REP 5.7 DADF Feeder Assembly](#).
2. Release the out chute assembly, [Figure 1](#):
 - a. Release the out chute latch (1).
 - b. Remove the screw (2).
 - c. Remove the hinge bracket (3) to release the out chute assembly from the frame.



IIT-1-0060-A

Figure 1 Out chute assembly removal

3. Feed the exit sensor harness through the hole in the rear of the frame at the arrow, then remove the out chute assembly, [Figure 2](#).



IIT-1-0061-A

Figure 2 Exit sensor harness

Replacement

REP 5.22 APS Sensors 1,2,3, Registration, and Pre-Registration Sensors

Parts List on [PL 5.50](#)

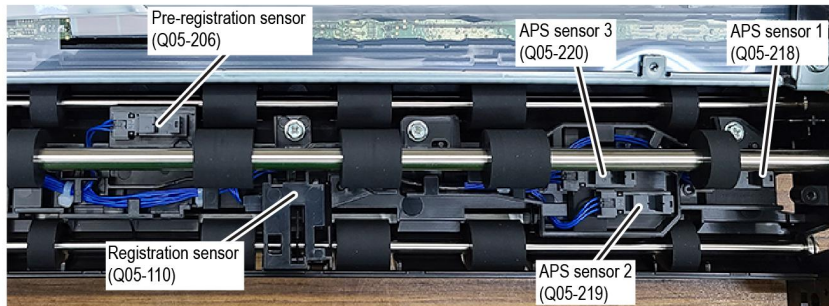
Removal



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.

1. Remove the DADF rear cover, [REP 5.3 DADF Rear Cover](#).
2. Remove the DADF front cover, [REP 5.4 DADF Front Cover](#).
3. Remove the document tray, [REP 5.23 DADF Document Tray](#).
4. Remove the retard chute assembly, [REP 5.20 Retard Chute Assembly](#).
5. Remove the defective sensor(s), [Figure 1](#).

Note: The registration sensor is under the registration sensor bracket.



IIT-1-0062-A

Figure 1 Sensor removal

Replacement

The replacement is the reverse of the removal procedure

REP 5.23 Document Tray

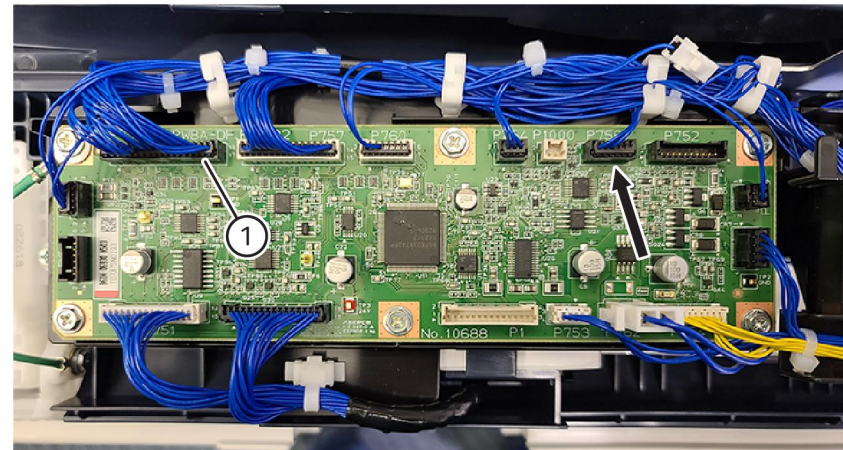
Parts List on [PL 5.55](#)

Removal



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.

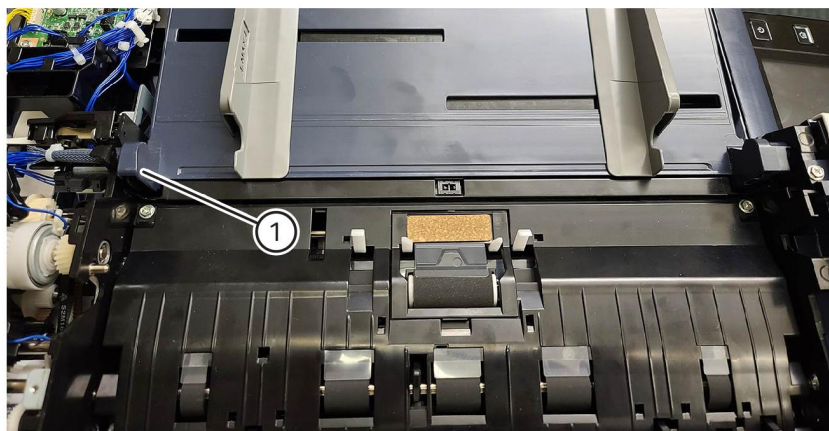
1. Remove the DADF rear cover, [REP 5.3 DADF Rear Cover](#).
2. Release the document tray harness, [Figure 1](#):
 - a. Disconnect the connector (1).
 - b. Remove the harness from the harness guide.



IIT-1-0063-A

Figure 1 Tray harness disconnect

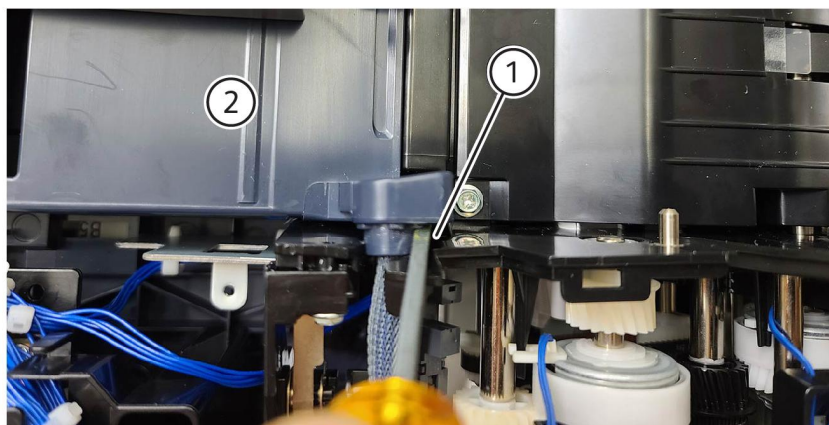
3. Locate the rear document tray axis (1), [Figure 2](#).



IIT-1-0064-A

Figure 2 Rear tray axis

4. Gently pry the harness guide at the rear axis pin (1), then lift the tray up and out of the front axis, then remove the document tray (2), [Figure 3](#).



IIT-1-0065-A

Figure 3 Document tray removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.24 Tray APS Sensors 1,2,3 and Document Set Sensor 2

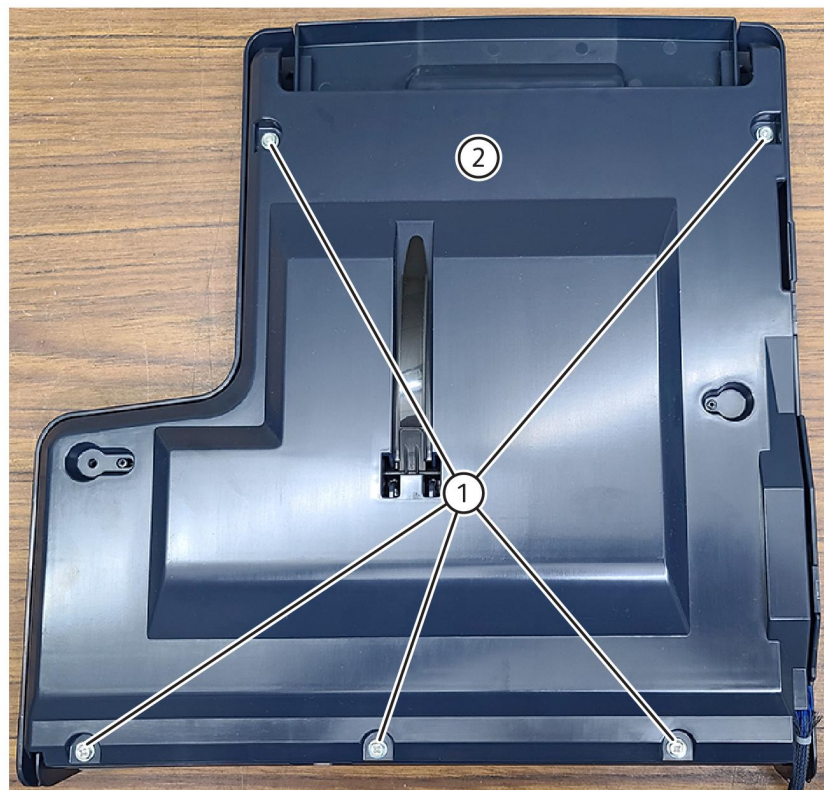
Parts List on [PL 5.55](#)

Removal



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.

1. Remove the document tray, [REP 5.23 Document Tray](#).
2. Remove five screws (1), then remove the lower tray (2), [Figure 1](#).

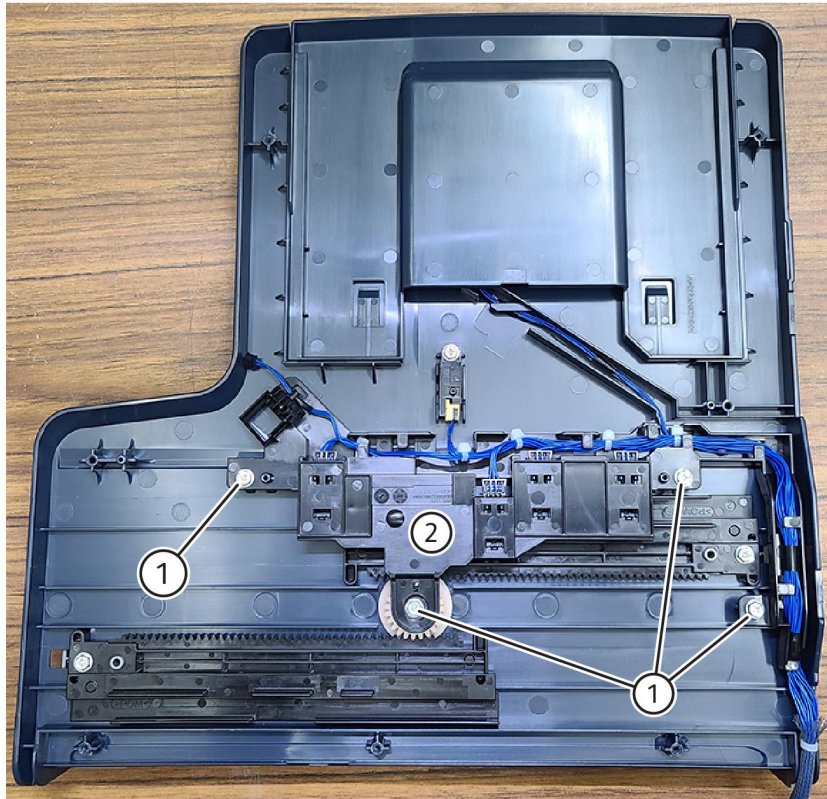


IIT-1-0066-A

Figure 1 Lower tray removal

3. Remove four screws (1), then flip the sensor bracket (2) over (forward) to expose the APS and document set sensor 2, sensors, [Figure 2](#).

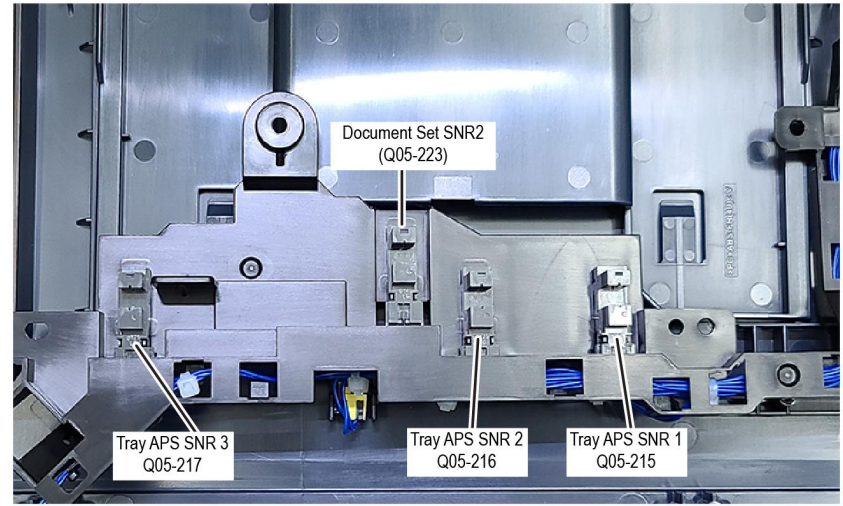
Note: The sensors can be removed without releasing the sensor bracket (2), however, installation of the sensor, or new sensor, is very difficult without releasing the sensor bracket.



IIT-1-0067-A

Figure 2 Tray sensor bracket removal

4. Remove the sensor as required, [Figure 3](#).



IIT-1-0068-A

Figure 3 Tray sensor locations

Replacement

The replacement is the reverse of the removal procedure.

REP 5.25 Document Tray Sensor Harness

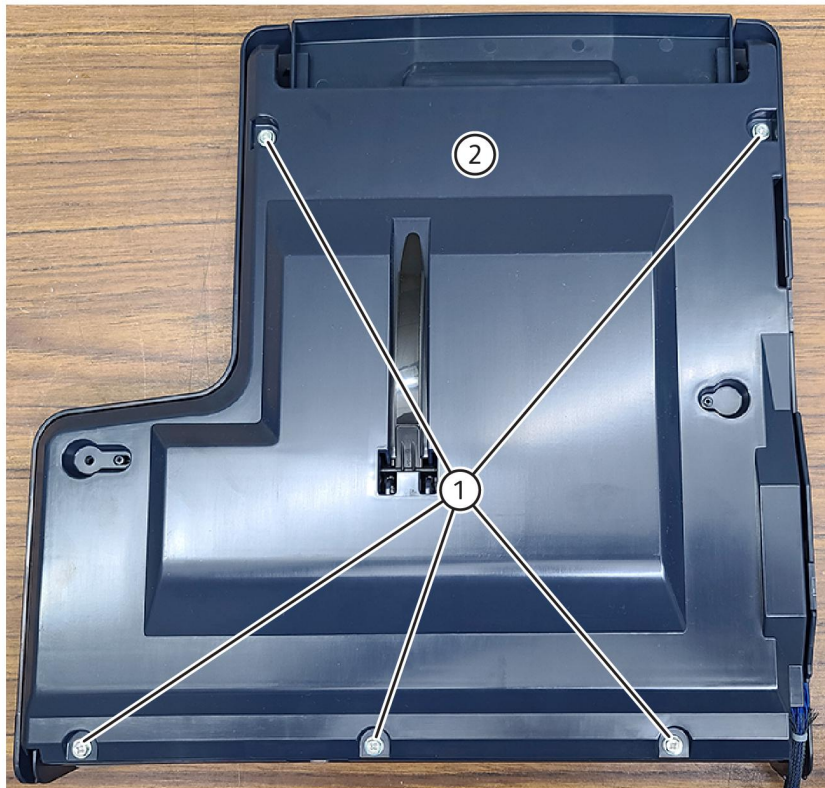
Parts List on [PL 5.55](#)

Removal



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.

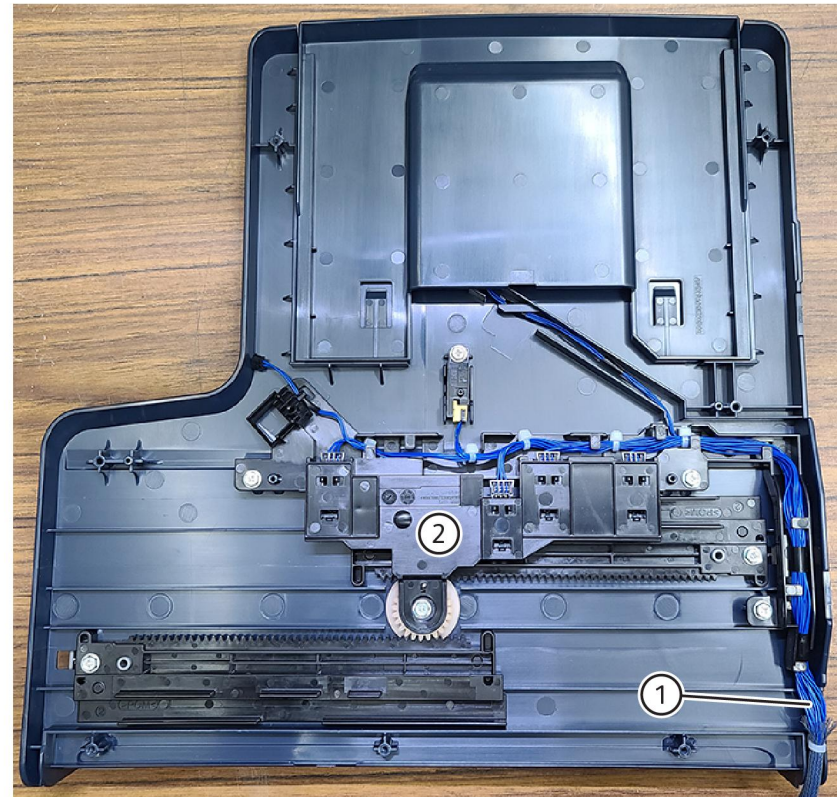
1. Remove the document tray, [REP 5.23 Document Tray](#).
2. Remove five screws (1), then remove the lower tray (2), [Figure 1](#).



IIT-1-0069-A

Figure 1 Lower tray removal

3. Disconnect all connectors, release the document tray sensor harness (1) from the sensor bracket (2), then remove the document tray sensor harness(1), [Figure 2](#).



IIT-1-0070-A

Figure 2 Document tray sensor harness removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.26 DADF Tray Size Sensor 1 and Size Sensor 2

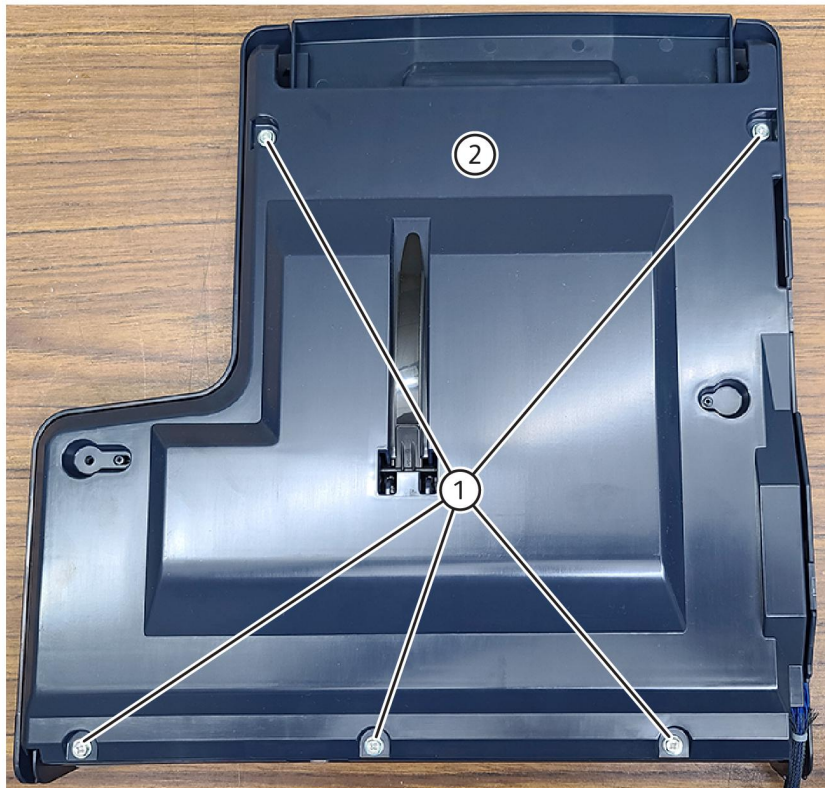
Parts List on [PL 5.55](#)

Removal



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.

1. Remove the DADF document tray, [REP 5.23 DADF Document Tray](#).
2. Remove five screws (1), then remove the lower tray (2), [Figure 1](#).



IIT-1-0069-A

Figure 1 Lower tray removal

3. Extend the tray extension (1) to stop, then lift the center of the tray extension from the underside to release the locks (2), [Figure 2](#).

Note: The sensors can be removed without releasing the sensor bracket, however, installation of the sensor, or new sensor, is very difficult without releasing the sensor bracket.



IIT-1-0072-A

Figure 2 Tray extension locks

4. Continue sliding the tray extension forward to expose DADF tray size sensor 1 and DADF tray size sensor 2. Remove the required sensor screw (1), disconnect the sensor, then remove the required sensor, [Figure 3](#).

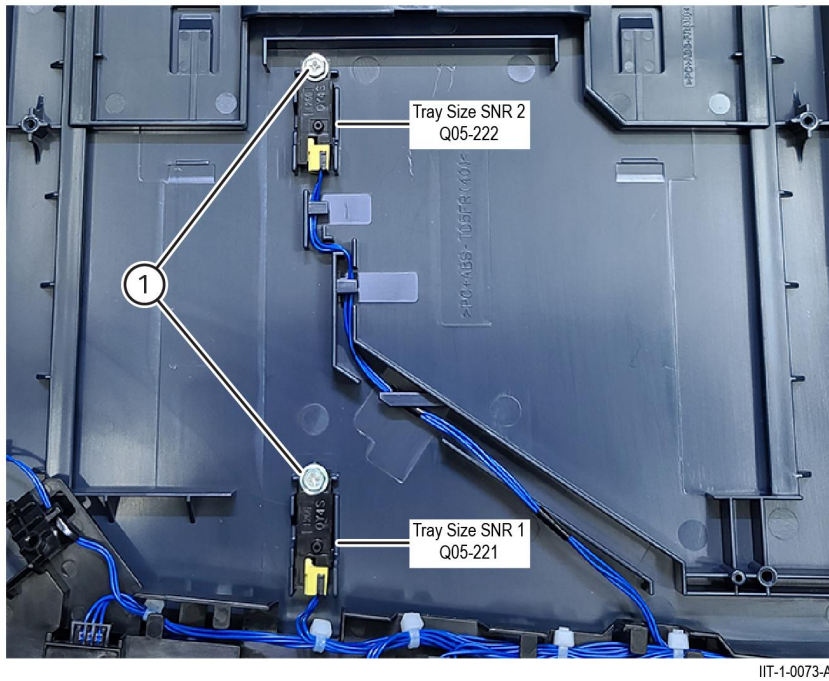


Figure 3 DADF tray size sensor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.27 DADF Exit Sensor

Parts List on [PL 5.60](#)

Removal



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.

1. Remove the DADF feeder assembly, [REP 5.7 DADF Feeder Assembly](#).
2. Turn the DADF feeder assembly over to expose the out chute assembly.
3. Remove the screw (1), disconnect the connector from the exit sensor (2), then detach the sensor from the bracket, [Figure 1](#).

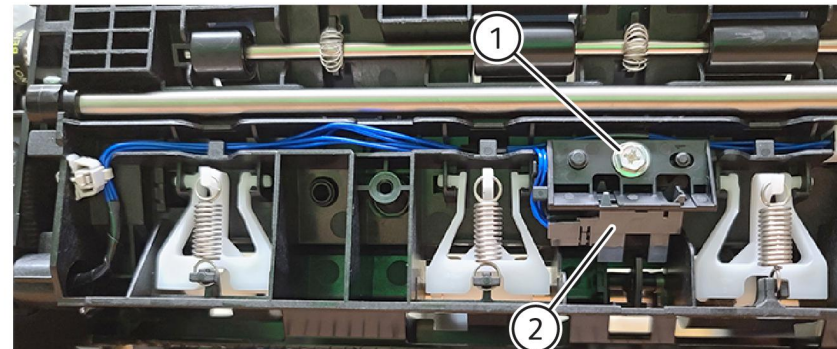


Figure 1 Exit sensor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 5.28 DADF Retard CRU Cover, Roll, and Shaft Assembly

Parts List on [PL 5.25](#)

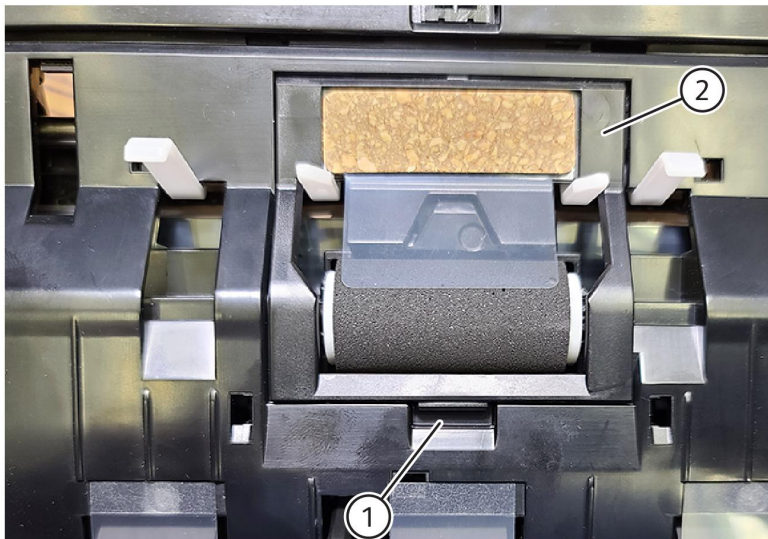
Note: The DADF Retard CRU Cover, Roll, and Shaft Assembly is part of [PL 5.25 Item 16](#).

Removal



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.

1. Open the upper feeder assembly.
2. Release the latch of the retard CRU cover assembly (1), then remove the retard cover assembly (2), [Figure 1](#).



IIT-1-0075-A

Figure 1 Retard cover assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 10.1 Exit 1 OCT Assembly

Parts List on [PL 10.10](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

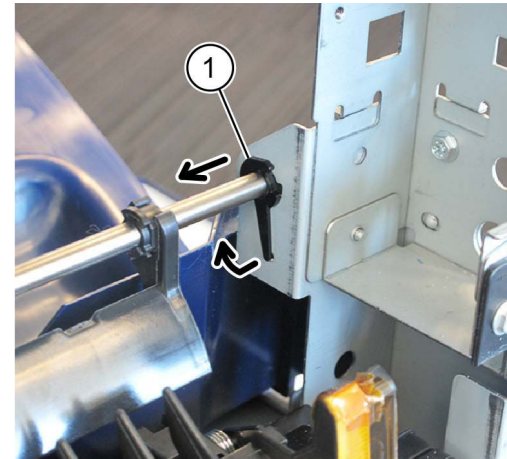
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#). Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

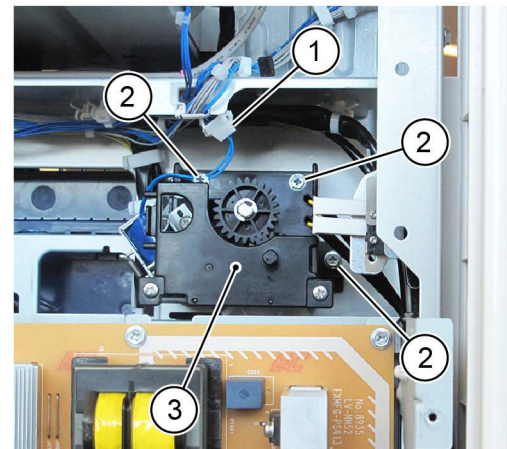
1. Remove the exit 2 transport assembly, refer to [REP 10.2](#).
2. Remove the exit front cover, [PL 28.05 Item 10](#).
3. Remove the fusing fan duct assembly, [REP 10.4](#).
4. Move the bearing (1) toward the front, [Figure 1](#).



Y-1-0090-A

Figure 1 Bearing

5. Remove the exit 1 OCT assembly toward the rear, [Figure 2](#) :
 - a. Disconnect the connector (1).
 - b. Remove three screws (2).
 - c. Remove the exit 1 OCT assembly (3) toward the rear.



Y-1-0091-A

Figure 2 Exit 1 OCT assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 10.2 Exit 2 Roll

Parts List on [PL 10.22](#)

Removal



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.

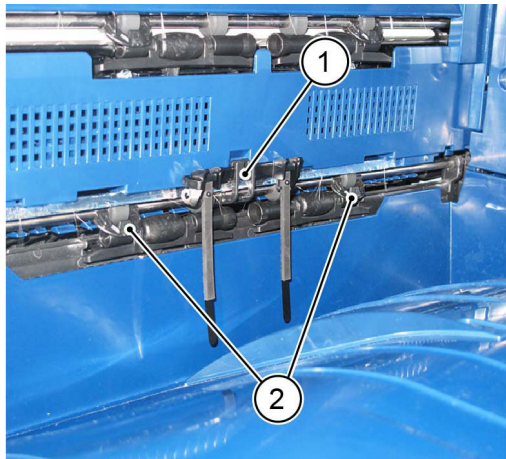
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

1. Disengage the hooks, then remove the paper exit 1 weight assembly, (1), [Figure 1](#).

Note: Take note of the orientation of the paper guides (2).

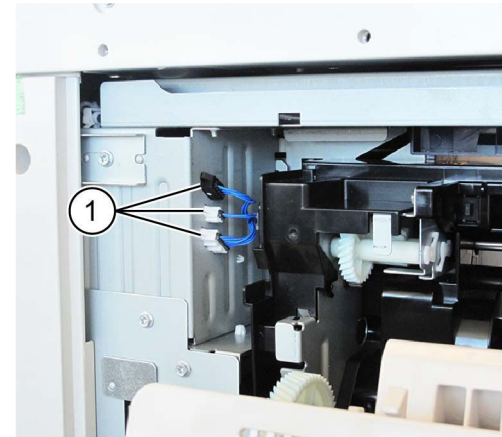


Y-1-0092-A

Figure 1 Weight assembly removal

2. Open the front cover.
3. Open the L/H cover.
4. Remove the pillar left cover, [PL 28.05 Item 13](#).

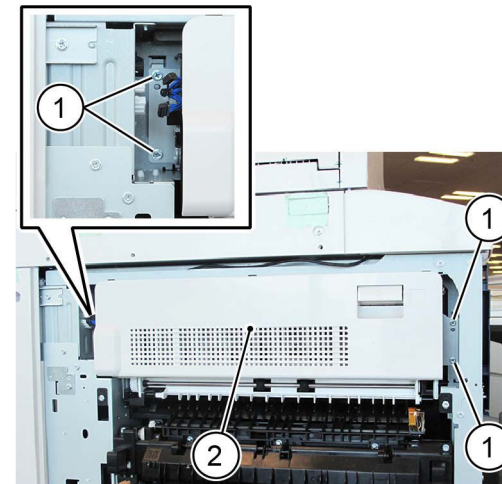
5. Open the exit 2 transport assembly.
6. Remove the LH top cover, [PL 28.05 Item 14](#).
7. Disconnect three connectors (1), [Figure 2](#).



Y-1-0093-A

Figure 2 Connectors

8. Close the exit 2 transport assembly.
9. Remove the exit 2 transport assembly, [Figure 3](#) :
 - a. Remove four screws (1).
 - b. Remove the exit 2 transport assembly (2).



Y-1-0094-A

Figure 3 Transport assembly removal

10. Disengage two hooks (1), then remove the rear cover (2), [Figure 4](#).

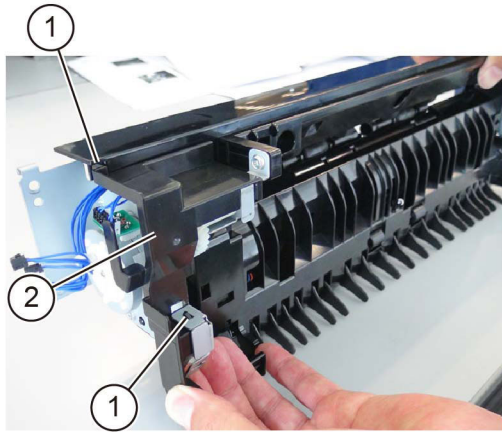


Figure 4 Rear cover removal

11. Remove the rear bracket and exit 2 motor, [Figure 5](#) :
- a. Release the clamp, then remove the harness (1).
 - b. Disconnect the connector (2).
 - c. Remove four screws (3).
 - d. Disengage the hook (4),
 - e. Remove the rear bracket and exit 2 motor (5).

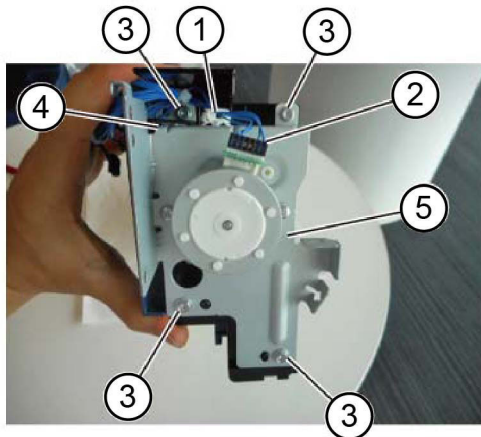


Figure 5 Motor removal

12. Remove the front bracket, [Figure 6](#) :
- a. Remove two screws (1).
 - b. Remove the E-clip (2).
 - c. Remove the front bracket (3).

Y-1-0095-A

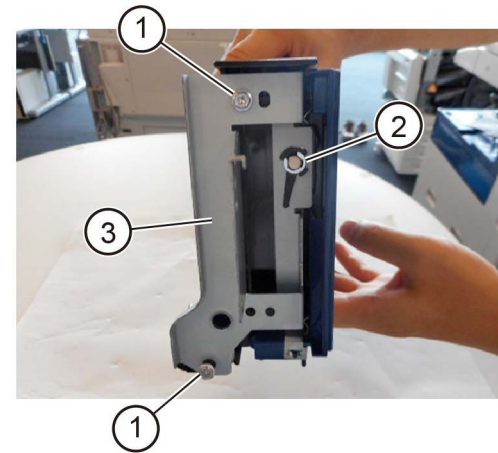


Figure 6 Front bracket removal

13. Remove the helical gear, [Figure 7](#) :

- a. Remove the E-clip (1).
- b. Move the exit roll in the direction of the arrow (2).
- c. Disengage the hook to remove the helical gear (3).

Y-1-0097-A

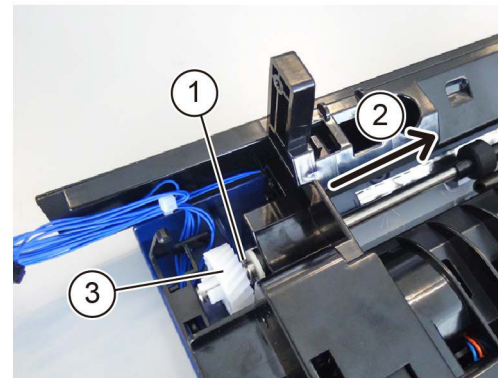


Figure 7 Helical gear removal

14. Remove the exit 2 roll, [Figure 8](#) :

- a. Move, then release the exit roll in the direction of the arrow (1).
- b. Remove the exit roll (2).

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Y-1-0096-A

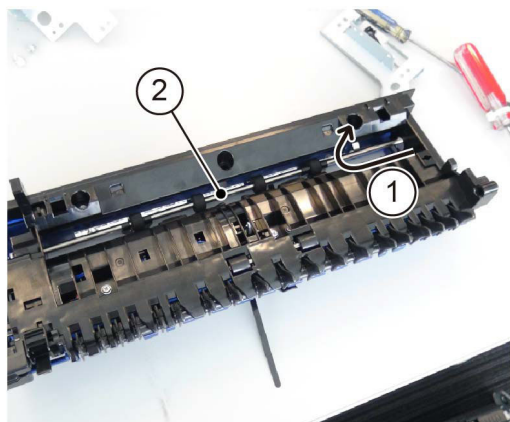


Figure 8 Exit 2 roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure the paper guides are orientated correctly, refer to [Figure 1](#).

Y-1-0099-A

REP 10.3 Fuser Removal

Parts List on [PL 10.05](#)

Removal



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 está realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.



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

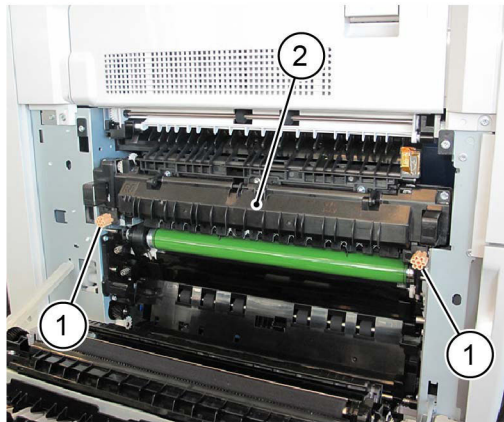
DANGER : Ne pas toucher au four pendant qu'il est encore chaud.

AVVERTENZA: Non toccare il fonditore quando è caldo.

VORSICHT: Fixierbereich erst berühren, wenn dieser abgekühlt ist.

AVISO: No toque el fusor mientras está caliente.

1. Open the LH transport assembly.
2. Remove the fuser, [Figure 1](#) :
 - a. Loosen two screws (1).
 - b. Remove the fuser (2).



Y-1-0100-A

Figure 1 Fuser removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new fuser is installed, enter dC135 HFSI Counter. Ensure that the HFSI counters that follow have been reset:
 - Chain Link: 954-850
 - Chain Link: 954-851

Note: Both counters should be automatically reset when a new fuser is installed.

REP 10.4 Fuser Fan Duct Assembly

Parts List on [PL 40.15](#)

Removal



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.

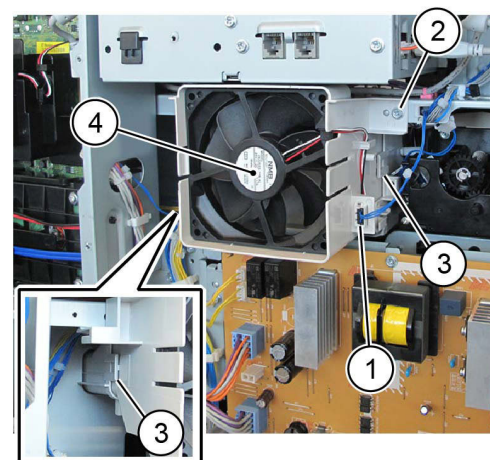
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

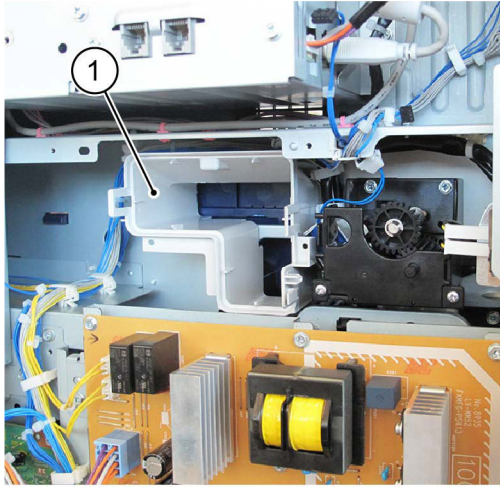
1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the fuser rear duct A, [Figure 1](#) :
 - a. Disconnect the connector (1).
 - b. Remove the screw (2).
 - c. Disengage the right and left hooks (3), then remove the fuser rear duct A (4).



Y-1-0122-A

Figure 1 Fuser rear duct A removal

3. Remove the fuser rear duct B (1), [Figure 2](#).



Y-1-0123-A

Figure 2 Fuser rear duct B removal

Replacement

The replacement is the reverse of the removal procedure.

REP 28.1 Front Cover

Parts List on [PL 28.05](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

1. Open the front cover.
2. Remove the front cover, [Figure 1](#) :
 - a. Rotate the two straps (1) 90 degrees, then disconnect.
 - b. Press the stopper (2), then move the front cover (3) to the left. Remove the front cover from the boss (4).

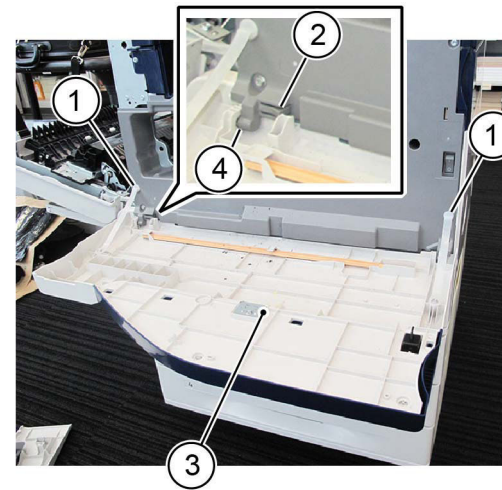


Figure 1 Front cover removal

Replacement

The replacement is the reverse of the removal procedure.

Y-1-0101-A

REP 28.2 Inner Cover

Parts List on [PL 28.05](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

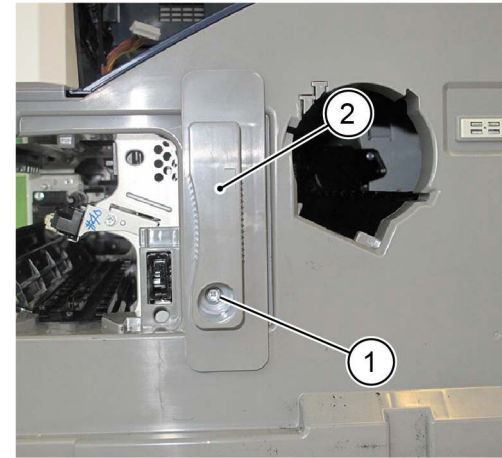
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#). Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Pull out, then remove the toner cartridge, [PL 90.05 Item 1](#).
4. Remove the CRU handle and handle bearing as an assembly, [Figure 1](#) :
 - a. Remove the screw (1).
 - b. Remove the CRU handle and handle bearing (2).

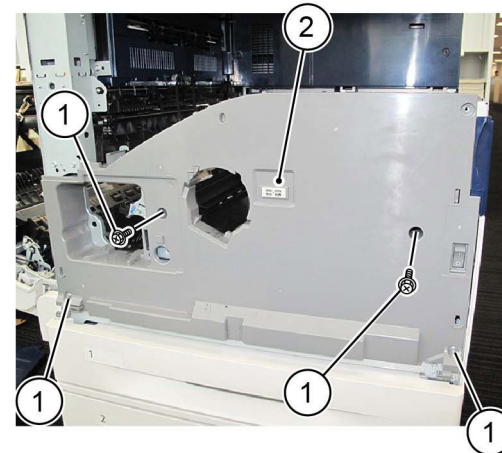


Y-1-0102-A

Figure 1 CRU handle and bearing removal

5. Remove the top cover, [REP 28.4](#).
6. Remove the inner cover, [Figure 2](#) :
 - a. Remove four screws (1).
 - b. Remove the inner cover (2).

Note: It will be necessary to carefully bend the top edge of the right cover to release a tab on the top right of the inner cover.



Y-1-0104-A

Figure 2 Inner cover removal

Replacement

The replacement is the reverse of the removal procedure.

REP 28.3 Right Cover

Parts List on [PL 28.05](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

1. Open the front cover.
2. Pull out tray 1.
3. Remove the right cover, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the right cover (2).

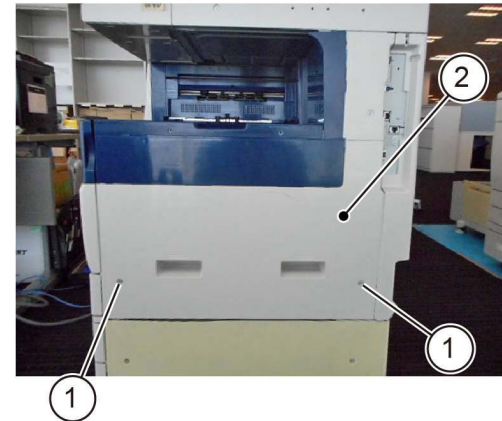


Figure 1 Right cover removal

Replacement

The replacement is the reverse of the removal procedure.

Y-1-0107-A

REP 28.4 Top Cover

Parts List on [PL 28.05](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

1. Open the front cover.
2. Remove the pillar left cover, [PL 28.05 Item 13](#).
3. Remove the exit front cover, [PL 28.05 Item 10](#).
4. Remove the top cover, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the top cover (2).



Y-1-0110-A

Figure 1 Top cover removal

Note: The removed top cover is shown in [Figure 2](#).



Y-1-0111-A

Figure 2 Removed top cover

Replacement

The replacement is the reverse of the removal procedure.

Note: When installing the top cover, align the bosses on the rear of the top cover with the mounting holes.

REP 28.5 Upper Rear Cover

Parts List on [PL 28.06](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

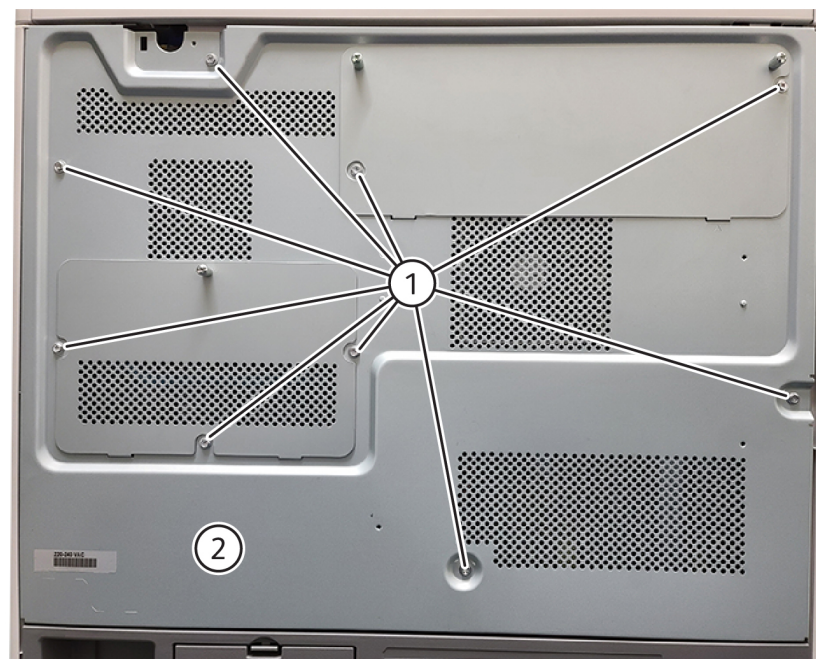
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#). Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the upper rear cover, [Figure 1](#):
 - a. Remove nine screws (1).
 - b. Remove the upper rear cover (2).



IIT-1-0079-A

Figure 1 Upper rear cover removal

Replacement

The replacement is the reverse of the removal procedure.

REP 28.6 Lower Rear Cover

Parts List on [PL 28.06](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the `PWS://Xerox/Edoc/[product]/html/Videos` folder.



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.

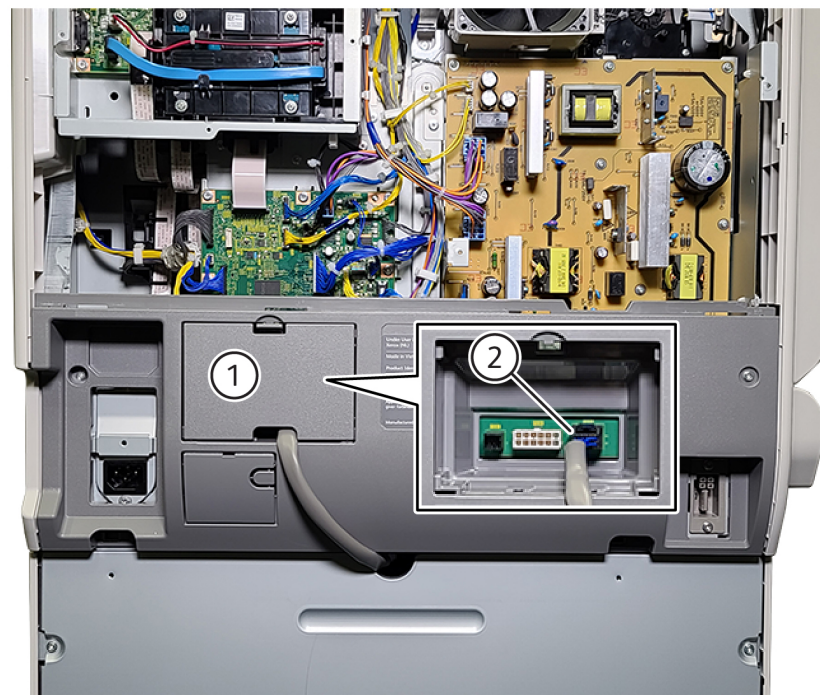
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#). Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the STM cover (1), then disconnect the IOT harness (2), [Figure 1](#).



IIT-1-0080-A

Figure 1 Connector disconnect

3. Remove the lower rear cover, [Figure 2](#):
 - a. Remove two screws (1).
 - b. Remove the lower rear cover (2).

REP 40.1 Drive Assembly

Parts List on [PL 40.05](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.



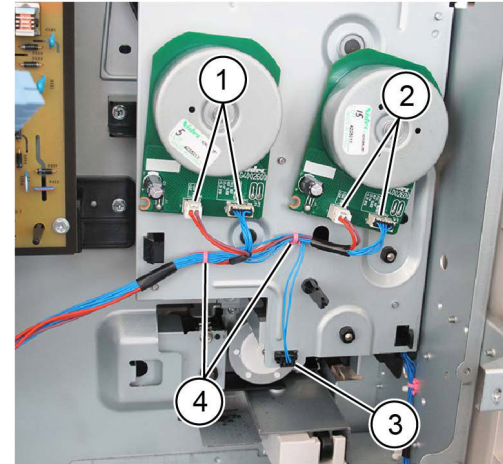
Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. Remove the fuser, [REP 10.3](#).
2. Remove the drum cartridge, [REP 90.4](#).
3. Remove the upper rear cover, [REP 28.5](#).
4. Remove the lower rear cover, [REP 28.6](#).
5. Remove the LVPS Assembly, [REP 1.4](#).
6. Remove the wire harness secured on the drive assembly, [Figure 2](#) :
 - a. Disconnect the connectors (1).
 - b. Disconnect the connectors (2).

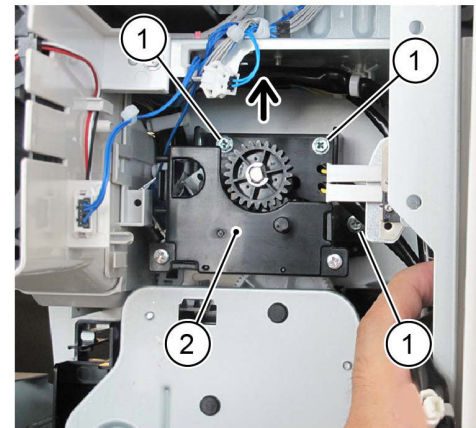
- c. Disconnect the connector (3).
- d. Remove the clamp band (4).



Y-1-0117-A

Figure 2 Harnesses

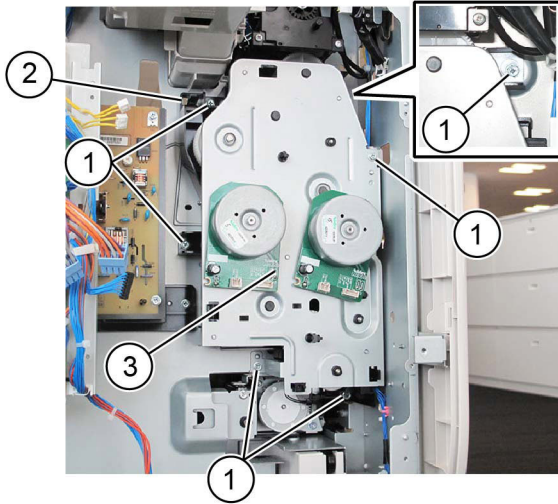
7. Move the exit 1 transport assembly, [Figure 3](#) :
 - a. Remove three screws (1).
 - b. Move the exit 1 transport assembly (2) upward.



Y-1-0118-A

Figure 3 Exit 1 transport assembly

8. Remove the drive assembly, [Figure 4](#) :
 - a. Remove six screws (1).
 - b. Release the latch (2), then remove the drive assembly (3).

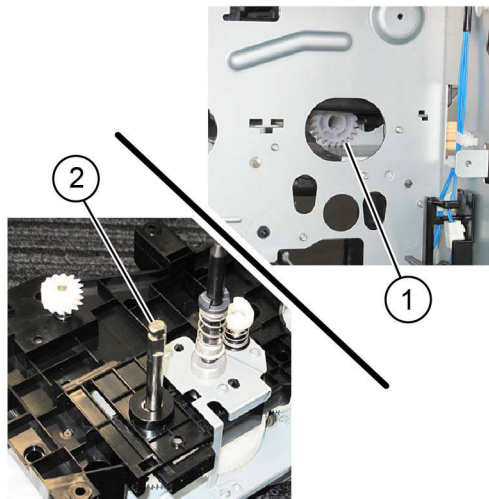


Y-1-0119-A

Figure 4 Drive assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the drive assembly, align the gear (1) with the flat on the shaft (2), [Figure 5](#).



Y-1-0121-A

Figure 5 Gear alignment

REP 60.1 Document Glass

Parts List on [PL 60.10](#)

Removal



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.

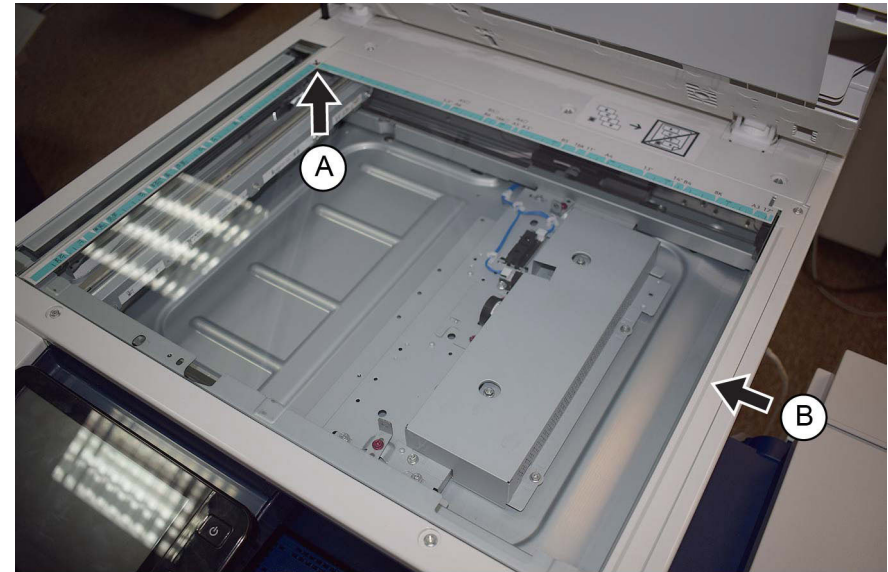
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.

1. Open the DADF.
2. Remove the right plate, [PL 60.10 Item 11](#).
3. Remove the document glass, [PL 60.10 Item 9](#).

Replacement

1. The replacement is the reverse of the removal procedure.
2. Before tightening the two screws, align the document glass in the direction of arrow A and the right plate in the direction of arrow B, [Figure 1](#).



Y-1-0125-A

Figure 1 Alignment

3. Enter [dC945](#) IIT Calibration, then perform the following routines:
 - White Reference Adjustment-Side 1.
 - CCD Calibration-Side 1.

REP 60.2 CCD Lens Assembly

Parts List on [PL 60.10](#)

Removal



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.

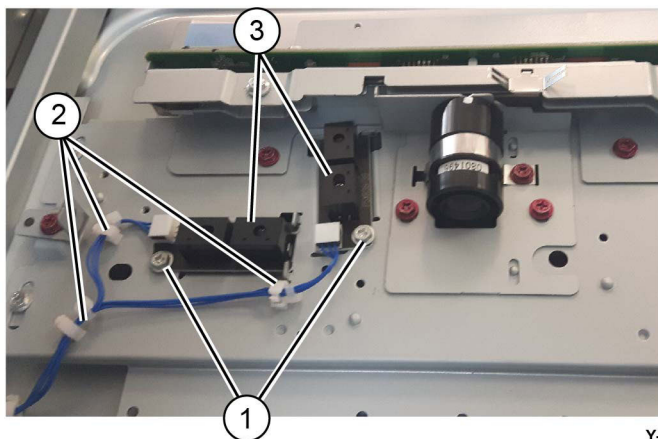
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

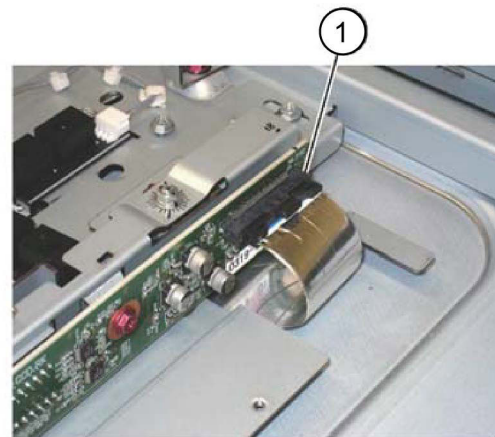
1. Remove the document glass, [REP 60.1](#).
2. Remove the lens cover assembly, [PL 60.10 Item 12](#).
3. Move the APS sensor, [Figure 1](#).
 - a. Remove two screws (1).
 - b. Release the harness from the retainers (2).
 - c. Move the APS sensors (3).



Y-1-0126-A

Figure 1 APS sensors

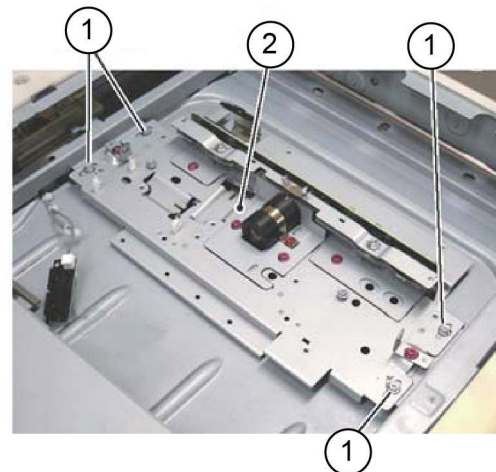
4. Release the hooks, then disconnect the FFC CCD ribbon cable, [Figure 2](#).



Y-1-0127-A

Figure 2 FFC CCD ribbon cable

5. Remove the CCD lens assembly, [Figure 3](#) :
 - a. Remove four screws (1).
 - b. Remove the CCD lens assembly (2).



Y-1-0128-A

Figure 3 CCD lens assembly removal

Replacement

1. Reconnect the FFC CCD ribbon cable.
2. Reinstall the APS sensor and lens cover assembly.

- Reinstall the document glass.

Note: Do not install the right plate at this time.

- Enter **dC131** NVM read/Write. Enter the IIT NVM settings listed below according to the NVM Setting List that was supplied with the machine:

- 715-015
- 715-020
- 715-050
- 715-051
- 715-053
- 715-097
- 715-098
- 715-099
- 715-100
- 715-106
- 715-307

Note: The list is located in tray 1, beneath the RAI cover, **PL 70.05 Item 10**.

- Check the history. If there are individual NVMs that are configured by market, correctly set them.
- Copy an appropriate A3 (11x17 inch) test chart. Check the registration. Refer to **IQS 7** Registration.
- Reinstall the removed parts if no problem is found.
- Enter **dC945** IIT Calibration, then perform the following routines:
 - White Reference Adjustment-Side 1.
 - CCD Calibration-Side 1.
- Perform **ADJ 60.6** CDD Lens Optical Axis Correction.

REP 60.3 Front/Rear Carriage Cables

Parts List on **PL 60.15**

Removal



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 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.

Note: The edge of the IIT frame has a burr. Be careful when disconnect the carriage cable.

Note: The colour of the front and rear carriage cables are different. The front cable is silver, the rear cable is black.

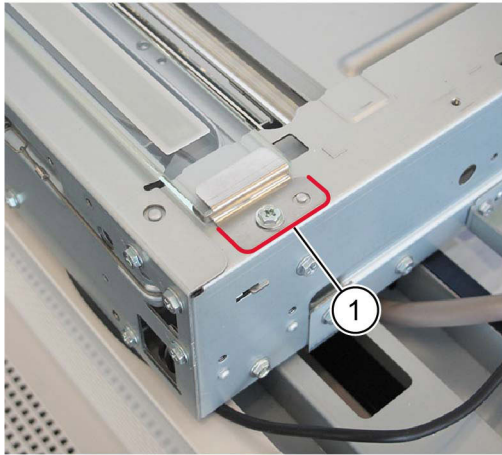
Note: The installation of a new rear carriage cable is described in this procedure. The replacement procedure for the front carriage cable is the same.



CAUTION: Carriage cables must be replaced one at a time. Do not remove both front and rear cables at the same time.

- Open the DADF.
- Remove the document glass, **REP 60.1**.
- Remove the UI assembly, **REP 2.1**.

4. Remove the left cover, PL 60.05 Item 1.
5. Take note of the installation position of the front glass support (1), Figure 1.

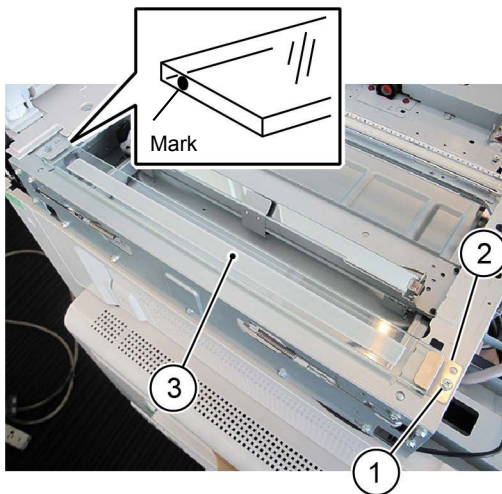


Y-1-0129-A

Figure 1 Front glass support

6. Remove the CVT glass, Figure 2 :
 - a. Remove the screw (1).
 - b. Remove the front glass support (2).
 - c. Remove the CVT glass (3).

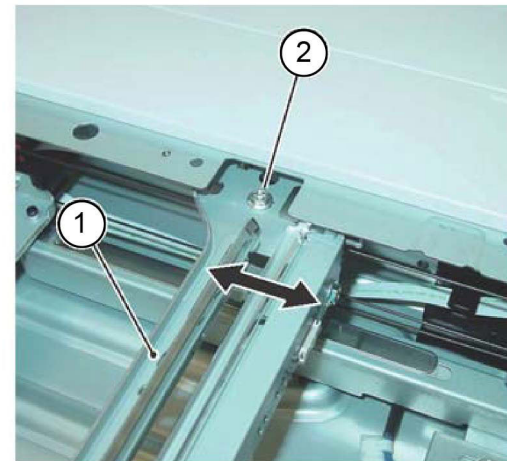
Note: The CVT glass must be reinstalled with the mark toward the rear of the machine. Refer to Figure 2.



Y-1-0130-A

7. Detach the carriage cable from the full rate carriage, Figure 3 :

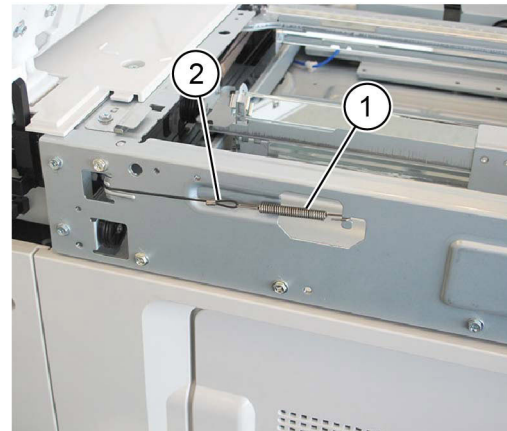
- a. Move the full rate carriage (1) to the cutout in the frame.
- b. Remove the screw (2).



Y-1-0131-A

Figure 2 Cable detachment

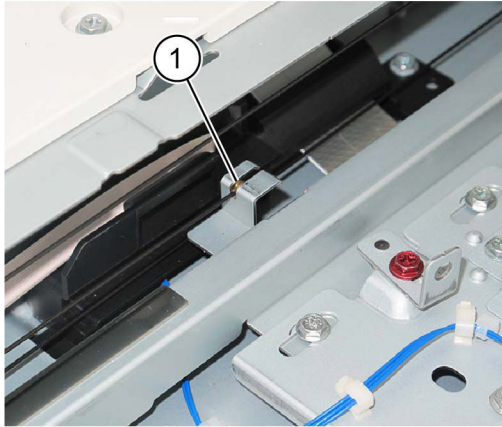
8. Prepare to remove the carriage cable, Figure 4 :
 - a. Unhook the extension spring (1) from the frame.
 - b. Detach the cable (2) from the extension spring.



Y-1-0132-A

Figure 3 Preparation

9. Remove the anchor ball (1) from the notch in the frame, then remove the carriage cable, Figure 5.



**Figure 4 Cable removal
Replacement**

1. Insert the anchor ball of the carriage cable into the groove in the capstan, [Figure 6](#).

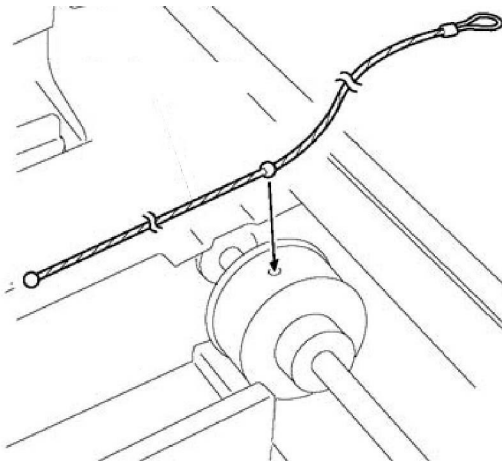


Figure 5 Anchor ball

2. Wind the extension spring loop end of the carriage cable around the capstan, [Figure 7](#) :
 - a. Wind the cable (1) 2.5 turns.
 - b. Use adhesive tape (2) to affix the extension spring loop end of the cable to the frame.

Y-1-0133-A

Y-1-0134-A

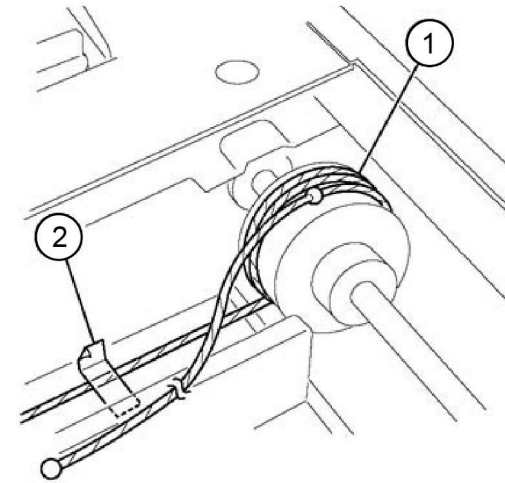


Figure 6 Capstan winding (1)

3. Wind the end-ball end of the carriage cable around the capstan, [Figure 8](#) :
 - a. Wind the cable (1) 3 turns.
 - b. Use adhesive tape (2) to affix the cable to the capstan.

Y-1-0135-A

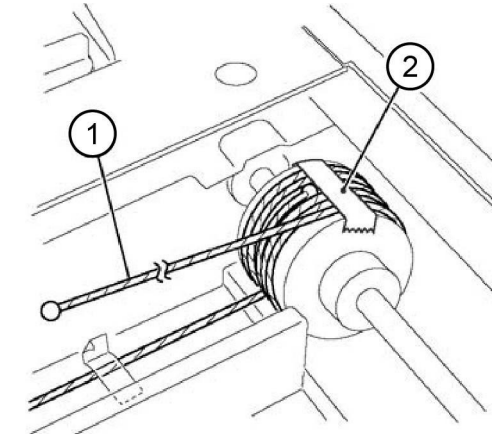
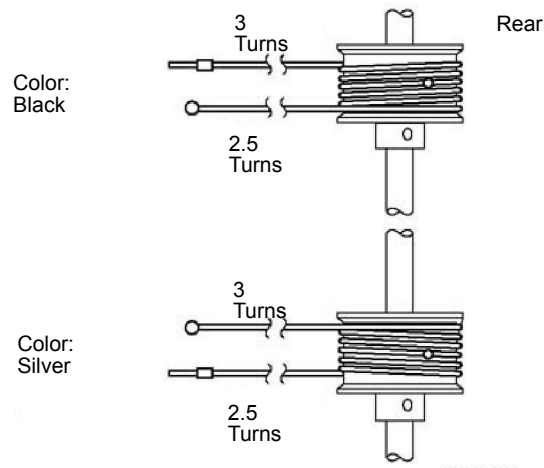


Figure 7 Capstan winding (2)

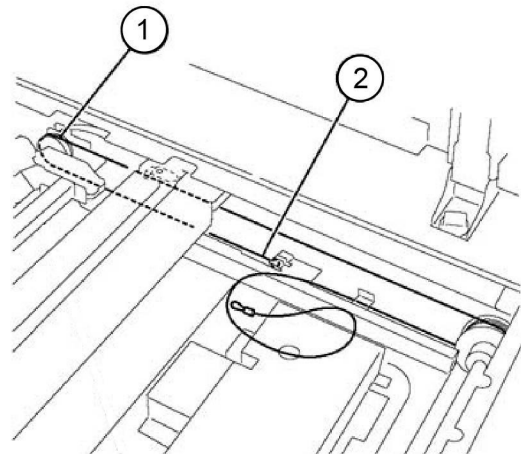
4. [Figure 9](#) shows the correct arrangement of the cables, front and rear.

Y-1-0136-A



Y-1-0137-A

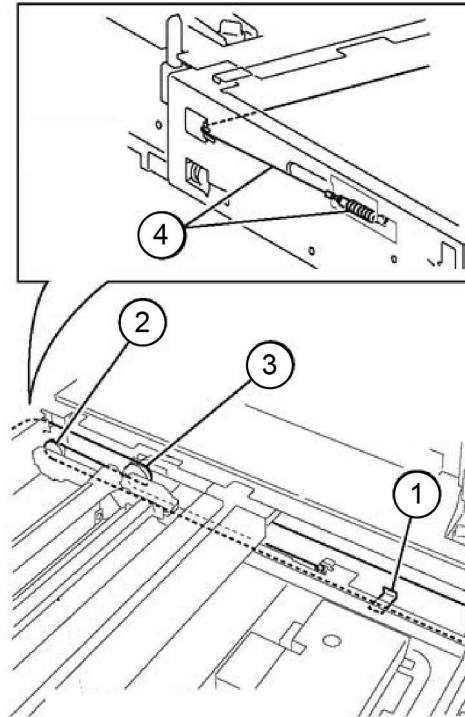
5. Install the end-ball end of the carriage cable, **Figure 10** :
 - a. Wrap the cable on the pulley at the front of the half rate carriage (1).
 - b. Put the end-ball in the notch in the frame (2).



Y-1-0138-A

Figure 8 End-ball end installation

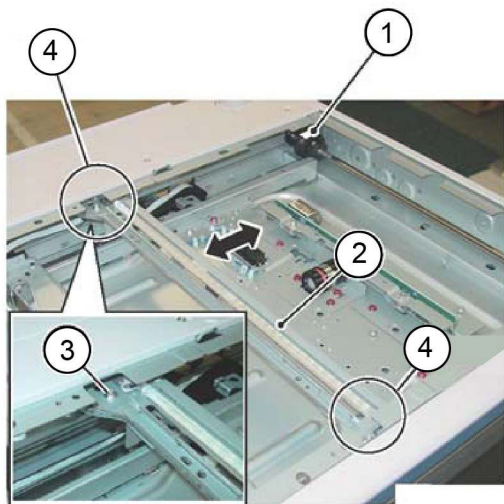
6. Attach the extension spring hanger end of the carriage cable, **Figure 11** :
 - a. Remove the tape (1) that secures the cable.
 - b. Wrap the cable on the pulley (2).
 - c. Wrap the cable on the pulley at the rear of the half rate carriage (3).
 - d. Attach the extension spring on the cable and hook it to the Frame (4).



Y-1-0139-A

Figure 9 Spring attachment

7. Loosely attach the cable to the full rate carriage, **Figure 12** :
 - a. Remove the tape (1).
 - b. Move the full rate carriage (2) to the cutout (4) in the frame.
 - c. Loosely attach the cable to the full rate carriage (3).



Y-1-0140-A

Figure 10 Full rate carriage attachment

8. Perform [ADJ 60.1](#) Full/Half Rate Carriage Position Adjustment.
9. Reinstall all removed components.

REP 60.4 Lamp Assembly

Parts List on [PL 60.20](#)

Removal



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.



CAUTION: Do not touch the chip on the lamp assembly.

1. Open the DADF.
2. Remove the document glass, [REP 60.1](#)
3. Move the full rate carriage to the cutouts in the frame.
4. Disconnect the FFC LED cable assembly, [Figure 1](#) :
 - a. Move the connector housing catch (2) in the direction of the arrows.
 - b. Disconnect the FFC LED cable assembly.

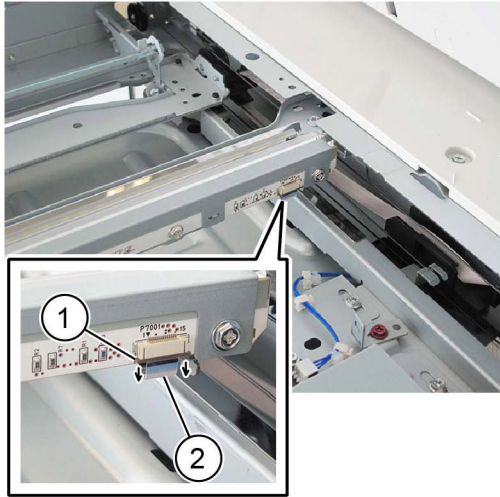


Figure 1 FFC LED cable assembly

5. Remove the LED bracket, [Figure 2](#) :
 - a. Remove three screws (1).
 - b. Remove the LED bracket (2).

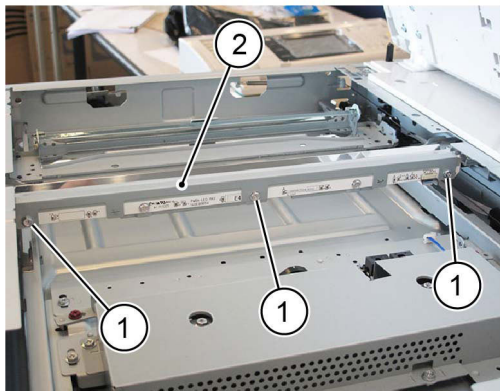
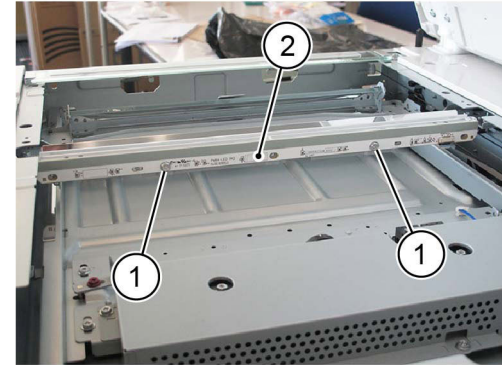


Figure 2 LED bracket removal

6. Remove the lamp assembly, [Figure 3](#) :
 - a. Remove two screws (1).
 - b. Remove the lamp assembly (2).



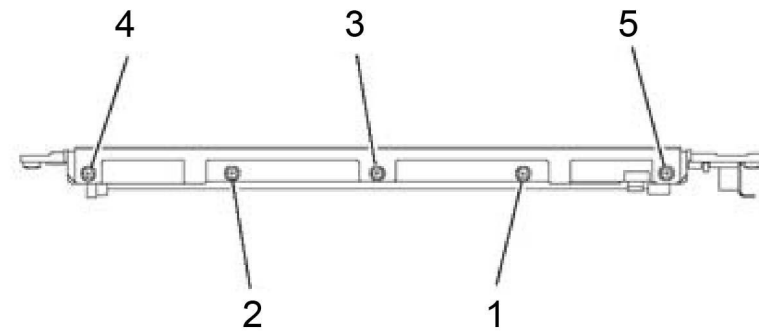
Y-1-0143-A

Figure 3 Lamp assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the lamp assembly, first tighten screw (1), then screw (2), [Figure 4](#).
3. When installing the LED bracket, first tighten screw (3), then screw (4), then screw (5), [Figure 4](#).

Y-1-0141-A



Y-1-0144-A

Figure 4 Screws

4. Enter [dC945](#) IIT Calibration, then perform the following routines:
 - White Reference Adjustment-Side 1.
 - CCD Calibration-Side 1.
5. If a new lamp assembly is installed, enter [dC135](#) HFSI Counter. Reset the HFSI counters that follow:
 - Chain-Link: 956-803
 - Chain-Link: 956-804

Y-1-0142-A

REP 60.5 FFC LED Cable Assembly

Parts List on [PL 60.20](#)

Removal



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.

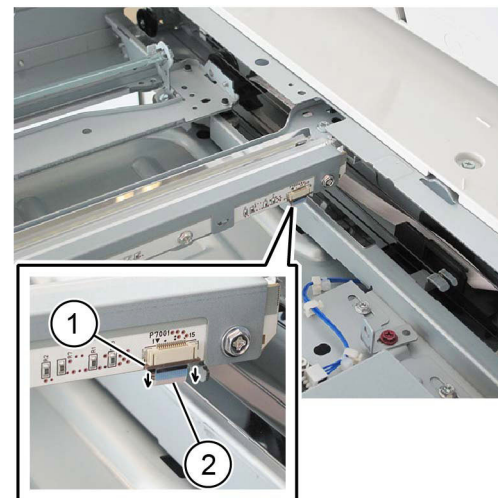
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.



CAUTION: Do not touch the chip on the lamp assembly.

1. Remove the DADF, [REP 5.1](#).
2. Remove the upper rear cover, [REP 28.5](#).
3. Disconnect the FFC LED cable assembly, [Figure 1](#) :
 - a. Move the connector housing catch (2) in the direction of the arrows.
 - b. Disconnect the FFC LED cable assembly (1).



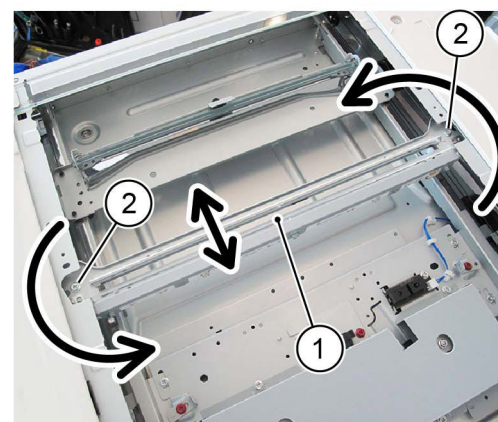
Y-1-0145-A

Figure 1 FFC LED cable assembly



CAUTION: Be careful when lifting out the full rate carriage. It is still connected to the FFC cable and cannot be fully removed from the scanner assembly.

4. Lift out the full rate carriage from the scanner assembly, [Figure 2](#) :
 - a. Move the full rate carriage (1) to the cutouts in the frame.
 - b. Remove two screws (2).
 - c. Carefully lift out the full rate carriage.



Y-1-0146-A

Figure 2 Full rate carriage removal

5. Turn the full rate carriage upside down.
6. Disconnect the FFC LED cable assembly from the full rate carriage, [Figure 3](#) :

- a. Remove the screw, then remove the plate (1).
- b. Disconnect the FFC LED cable assembly (2).

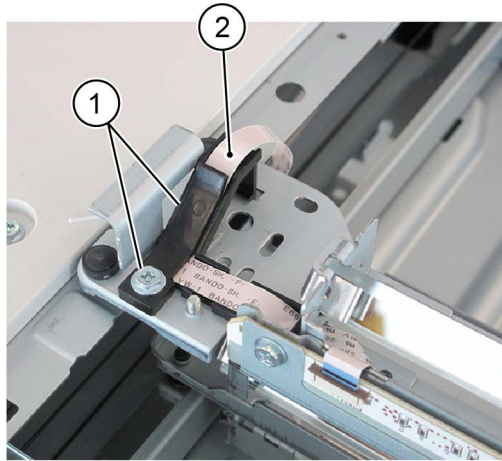


Figure 3 Cable assembly disconnection (1)

7. Disconnect the FFC LED cable assembly (1) from the half rate carriage harness guide (2), [Figure 4](#).

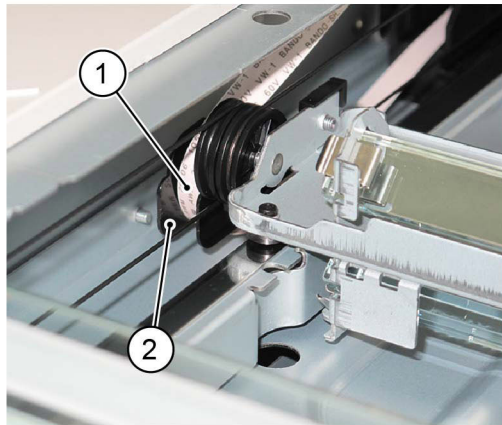


Figure 4 Harness guide

8. Disconnect the FFC LED cable assembly from the guide, [Figure 5](#).

Y-1-0147-A

Y-1-0148-A

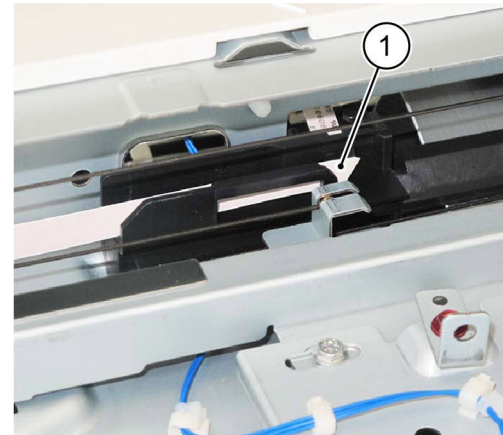


Figure 5 Cable assembly disconnection (2)

9. Disconnect the FFC LED cable assembly from the ESS chassis assembly, [Figure 6](#):
 - a. Move the connector housing catch (1) in the direction of the arrow.
 - b. Disconnect the FFC LED cable assembly (2).

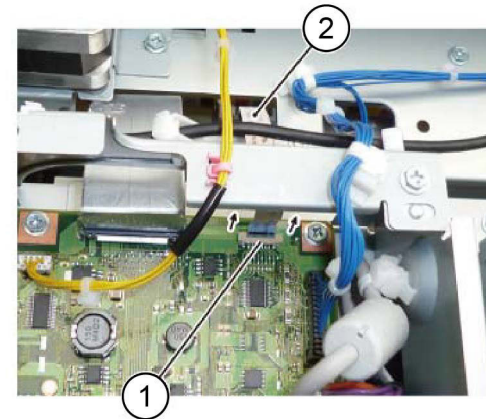


Figure 6 Cable assembly disconnection (3)

Replacement

1. The replacement is the reverse of the removal procedure.
2. Perform [ADJ 60.1 Full/Half Rate Carriage Position Adjustment](#).

Y-1-0149-A

Y-1-0150-A

REP 60.6 Light Guide

Parts List on [PL 60.20](#)

Removal



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.

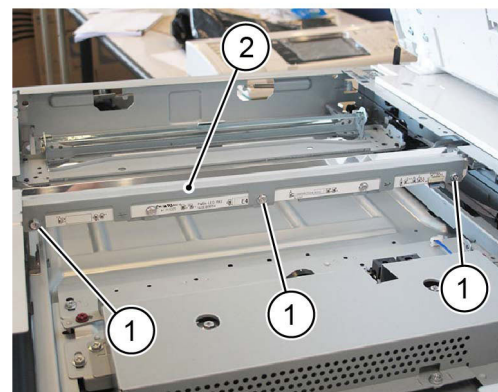
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.



CAUTION: Do not touch the light guide with bare hands.

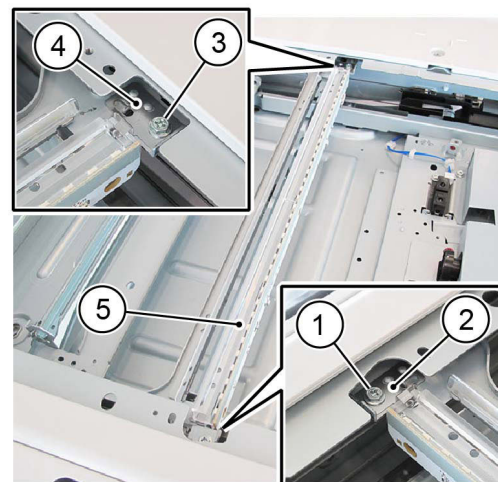
1. Remove the DADF, [REP 5.1](#).
2. Remove the document glass, [REP 60.1](#).
3. Move the full rate carriage to the cutouts in the frame.
4. Remove the LED bracket, [Figure 1](#) :
 - a. Remove three screws (1).
 - b. Remove the LED bracket (2).



Y-1-0151-A

Figure 1 LED bracket removal

5. Remove the light guide, [Figure 2](#) :
 - a. Remove the screw (1).
 - b. Remove the spring guide (2).
 - c. Remove the screw (3).
 - d. Remove the spring guide (4).
 - e. Remove the light guide (5).



Y-1-0152-A

Figure 2 Light guide removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the light guide, insert the boss into the locating hole in the full rate carriage.

REP 60.7 IIT Scan Motor Assembly

Parts List on [PL 60.30](#)

Removal



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.

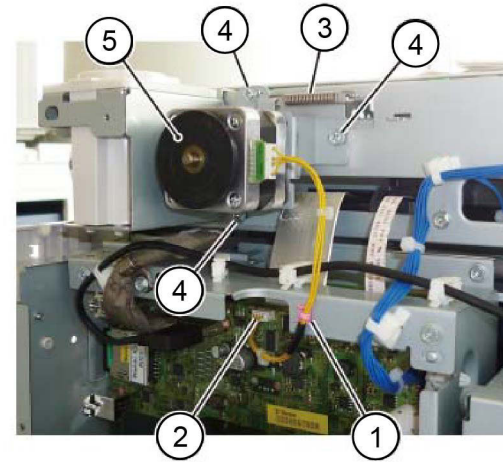
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the DADF, [REP 5.1](#).
2. Remove the IIT rear cover, [PL 60.05 Item 4](#).
3. Remove the IIT top cover, [PL 60.05 Item 3](#).
4. Remove the IIT scan motor assembly, [Figure 1](#) :
 - a. Release the cable clamp (1).
 - b. Disconnect the connector (2).
 - c. Remove the extension spring (3).
 - d. Remove three screws (4).
 - e. Remove the IIT scan motor assembly (5).

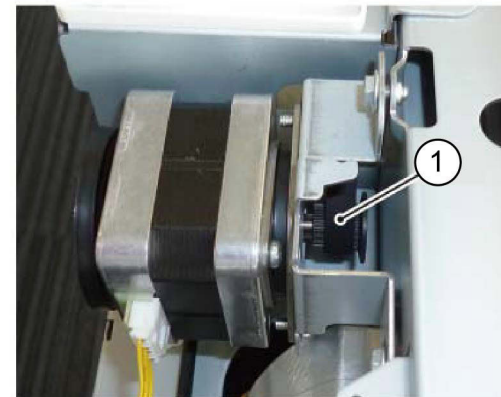


Y-1-0153-A

Figure 1 IIT scan motor assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. Attach the timing belt (1) to the IIT scan motor pulley, [Figure 2](#).



Y-1-0154-A

Figure 2 Timing belt

3. Be aware of the steps that follow when reinstalling the IIT scan motor assembly:
 - a. Attach the extension spring.
 - b. Loosely install the IIT scan motor assembly and timing belt.
 - c. Ensure that the timing belt is correctly attached to the carriage.
 - d. Fully tighten the screws that secure the IIT scan motor assembly.

4. After installing the IIT scan motor assembly, check that the full rate carriage moves smoothly.

REP 60.8 Print Head Assembly

Parts List on [PL 60.35](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.



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.

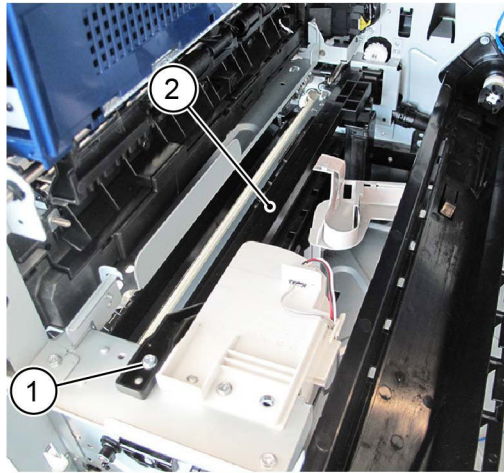


Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

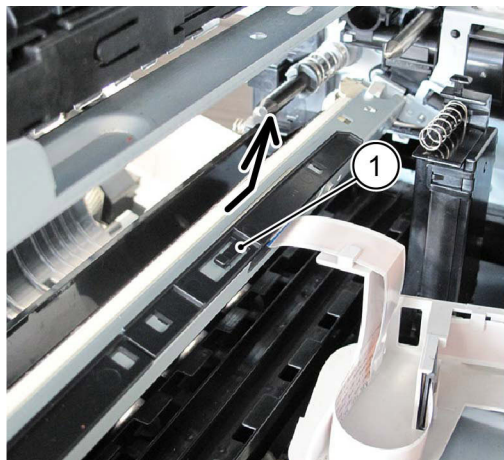
1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Remove the inner cover, [REP 28.2](#).
4. Remove the CRU upper guide assembly, [Figure 2](#).
 - a. Remove the screw (1).
 - b. Remove the CRU upper guide assembly. (2).



Y-1-0155-A

Figure 2 CRU upper guide assembly removal

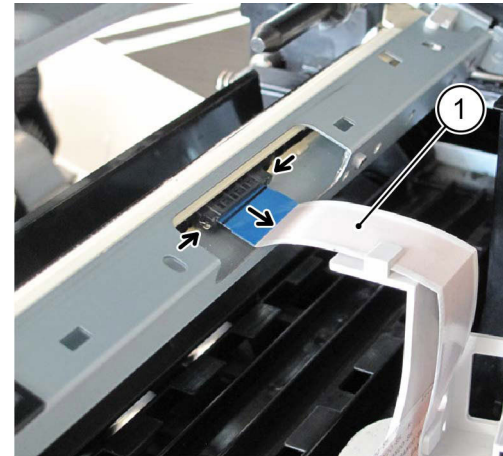
5. Pull up the tab (1), move the CRU guide toward the rear, then remove it, [Figure 3](#).



Y-1-0156-A

Figure 3 CRU guide removal

6. Release the catches in the direction of the arrows, then disconnect the FFC cable (1), [Figure 4](#).

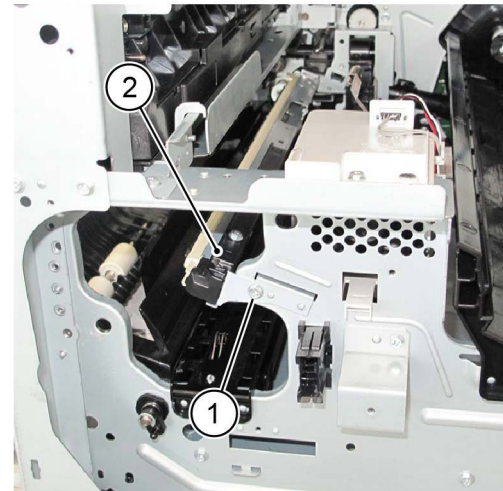


Y-1-0157-A

Figure 4 FFC cable

7. Remove the print head assembly, [Figure 5](#).

- a. Remove the screw (1).
- b. Remove the print head assembly (2).

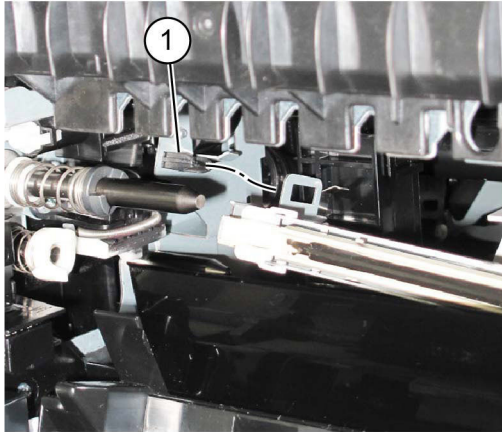


Y-1-0158-A

Figure 5 Print head assembly removal

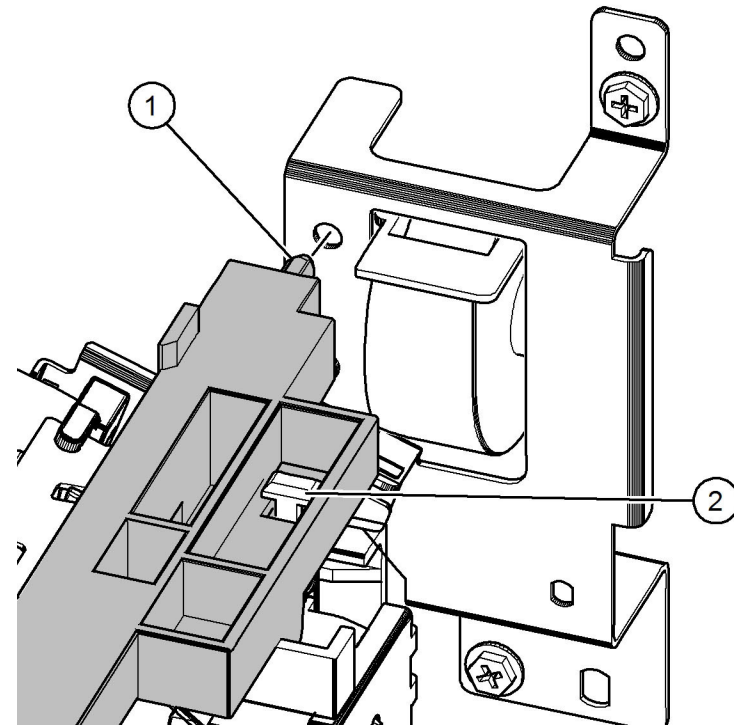
Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the print head assembly, fit the frame hole into the block (1), [Figure 6](#).

**Figure 6 Block**

3. When installing the CRU upper guide assembly, [Figure 7](#).
 - a. Align the boss (1) with the hole.
 - b. Align the slot (2) in the CRU upper guide assembly with the T-shaped alignment post of the conductor housing and push forward to ensure correct contact between the AC spring coil and the metal contact of the CRU upper guide assembly.

Y-1-0159-A

**Figure 7 Boss**

Y-1-0160-A

REP 60.9 FFC Cable

Parts List on [PL 60.35](#)

Removal



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.

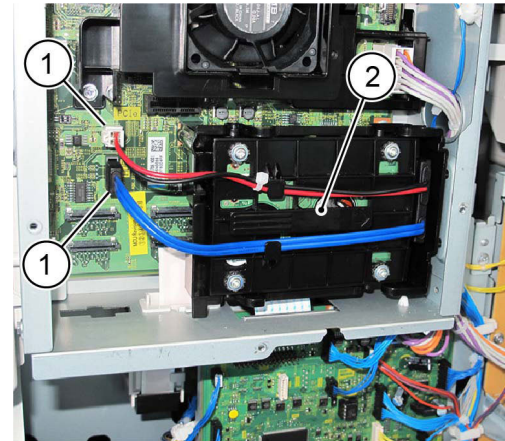


Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

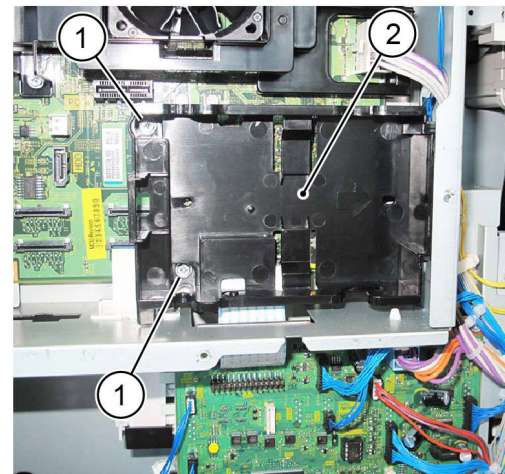
1. Remove the upper rear cover, [REP 28.5](#).
2. Remove the lower rear cover, [REP 28.6](#).
3. If the machine has an HDD assembly installed, remove the HDD assembly, [Figure 2](#) :
 - a. Disconnect the connectors (1).
 - b. Remove the HDD assembly (2).



Y-1-0162-A

Figure 2 HDD removal

4. If the machine had an HDD assembly installed, remove both screws (1), then the HDD bracket (2), [Figure 3](#).



Y-1-0163-A

Figure 3 HDD bracket removal

5. Disconnect the FFC cable, [Figure 4](#) :
 - a. Carefully disconnect the FFC cable (1) by releasing the side clips.
 - b. Pull down the FFC cable (2).

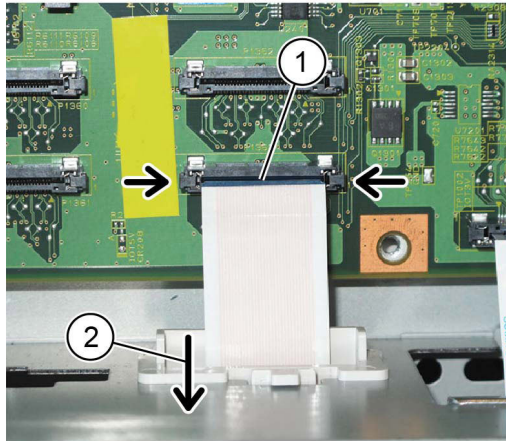


Figure 4 FFC cable

6. Release the FFC cable, [Figure 5](#) :
- Release FFC cable from the FFC guide-R (1).
 - Remove the ferrite core (2).

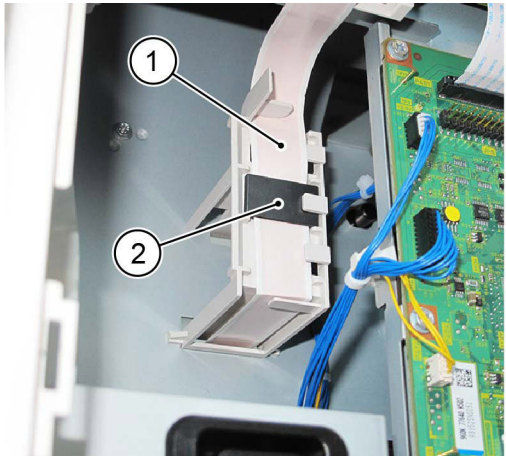


Figure 5 Guide release

7. Remove the inner cover, [REP 28.2](#).
8. Remove the CRU upper guide assembly, [Figure 6](#) :
- Remove the screw (1).
 - Remove the CRU upper guide assembly (2).

Y-1-0164-A

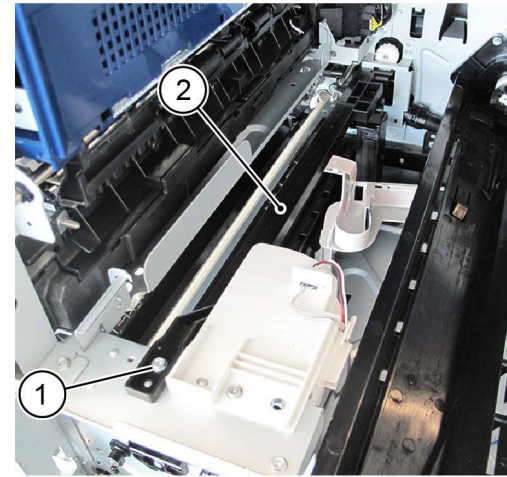


Figure 6 CRU upper guide removal

9. Pull up the center tab (1), move the CRU guide toward the rear, then remove it, [Figure 7](#).

Y-1-0166-A

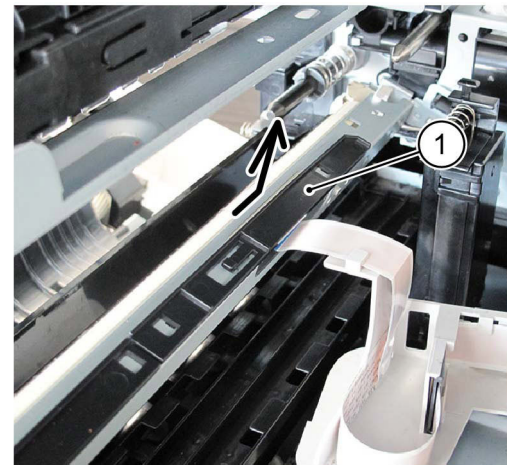


Figure 7 CRU guide removal

10. Carefully disconnect the FFC cable (1) by releasing the side clips, [Figure 8](#).

Y-1-0167-A

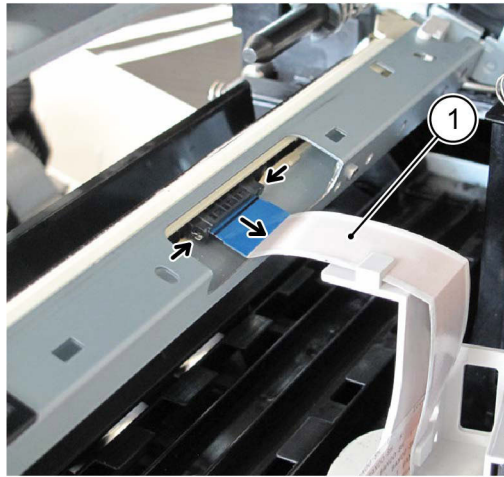


Figure 8 FFC Cable

11. Remove the harness assembly, **Figure 9** :

- a. Pull the FFC cable (1) toward the inside of the machine.
- b. Disengage the hooks (2) on the foot, then remove the harness assembly (3).

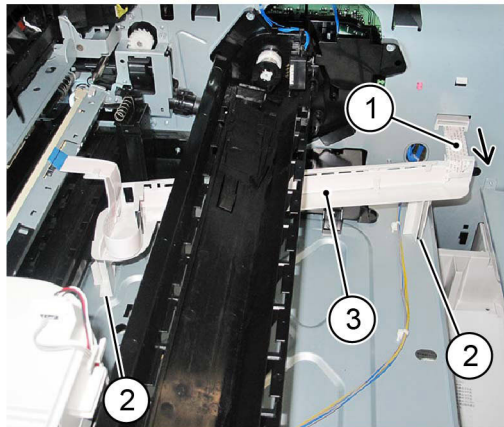


Figure 9 Assembly removal

12. Remove the FFC cable, **Figure 10** :

- a. Remove the FFC conductor (1).
- b. Remove the FFC cable (2).

Y-1-0168-A

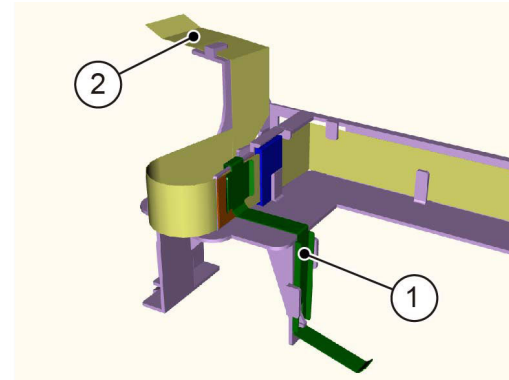


Figure 10 FFC cable removal

Y-1-0170-A

Replacement

1. The replacement is the reverse of the removal procedure.
2. Connect the FFC cable as shown in **Figure 11**.
 - a. Push section A of the spring and hook it to the tab (1) of the guide.
 - b. Push section B of the spring and hook it to the tab (2) of the guide.

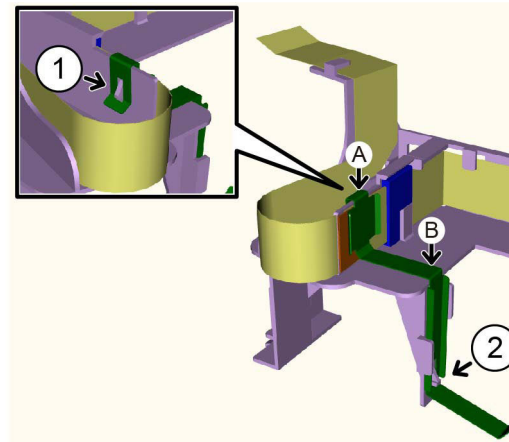


Figure 11 Cable replacement

Y-1-0171-A

REP 70.1 Tray 1 Size Sensor

Parts List on [PL 70.05](#)

Removal



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.

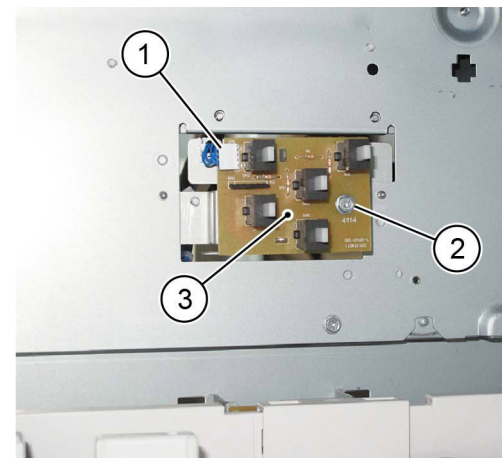
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove tray 1.
2. Remove the tray 1 size sensor, [Figure 1](#) :
 - a. Disconnect the connector (1).
 - b. Remove the screw (2).
 - c. Remove the tray 1 size sensor (3).



Y-1-0172-A

Figure 1 Tray 1 size sensor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 70.2 Bypass Tray

Parts List on [PL 70.30](#)

Removal



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.

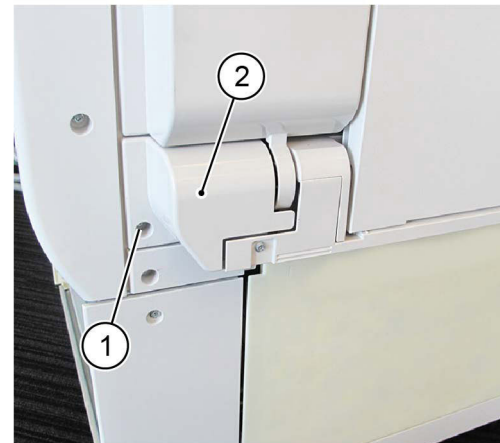
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the hinge rear cover, [Figure 1](#) :
 - a. Remove the screw (1).
 - b. Remove the hinge rear cover (2).



Y-1-0202-A

Figure 1 Hinge rear cover removal

2. Disconnect the connector, [Figure 2](#) :
 - a. Release the harness from the clamp (1).

- b. Disconnect the connector (2).

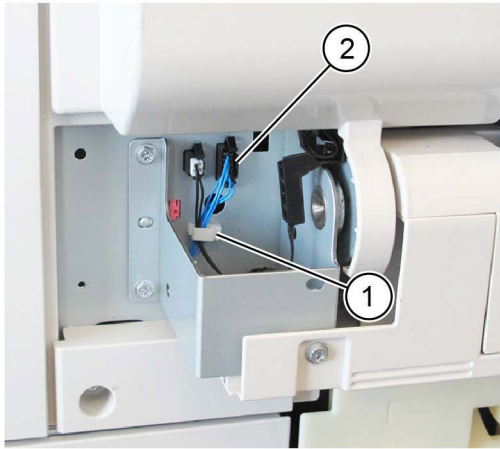


Figure 2 Harness release

3. Remove the bypass tray, **Figure 3** :

- a. Remove two screws (1).
b. Remove the bypass tray (2).

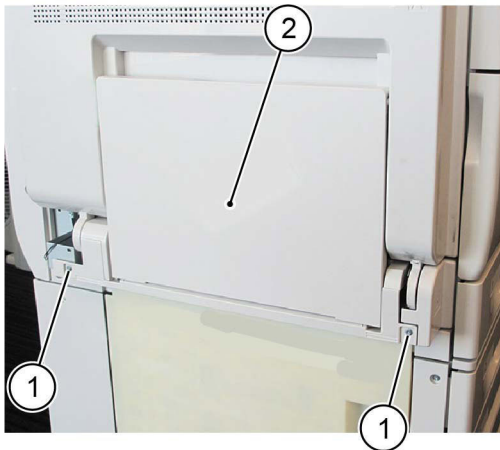


Figure 3 Bypass tray removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the bypass tray, insert the two bypass tray bosses into the holes in the frame, **Figure 4**.



Figure 4 Replacement

3. After installing bypass tray, open then close the L/H cover unit once.

Y-1-0205-A

Y-1-0203-A

Y-1-0204-A

REP 70.3 HCF Tray

Parts List on [PL 70.45](#)

Removal



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.

1. Open the HCF tray by pulling the tray forward.
2. Remove all paper from the HCF tray.
3. Using a small screwdriver, or other small, blunt instrument, release the stopper on each rail of the tray by inserting the screwdriver into the hole of the stopper and pulling the tray toward you.
4. Remove the HCF tray by pulling the tray forward.

Replacement

1. Slide the two rails into the HCF housing.
2. Line up the rails of the tray with the adjoining rails of the HCF and push the tray into place.
3. Reload the paper.

REP 70.4 HCF Undocking

Parts List on [PL 70.45](#)

Removal



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.

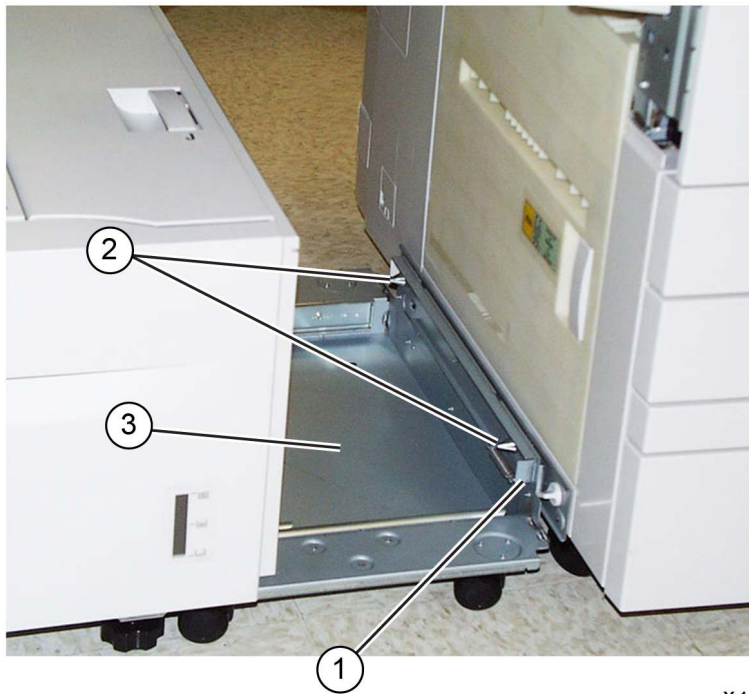
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Disconnect the HCF power cable from the machine.
2. Pull the HCF away from the machine.
3. Release the docking latch spring lever (1) on the right side of the docking base, [Figure 1](#).



Y-1-0458-A

Figure 1 Docking base

4. Undock the HCF from the machine.

Replacement

1. Align the holes in the HCF docking base (3) with the docking points (2) on the left side of the machine. Refer to [Figure 1](#).

Note: It may be necessary to rotate the machine caster so that it does not interfere with docking.

2. Push the HCF into place.
3. Reconnect the HCF power cable.

REP 70.5 HCF Tray Rear Cables

Parts List on [PL 70.51](#)

Removal



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.

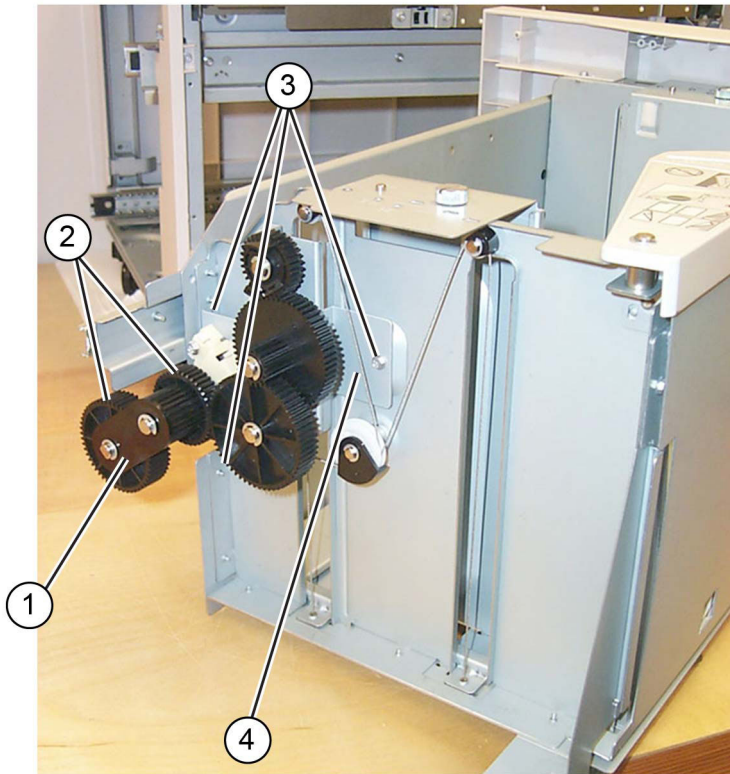
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

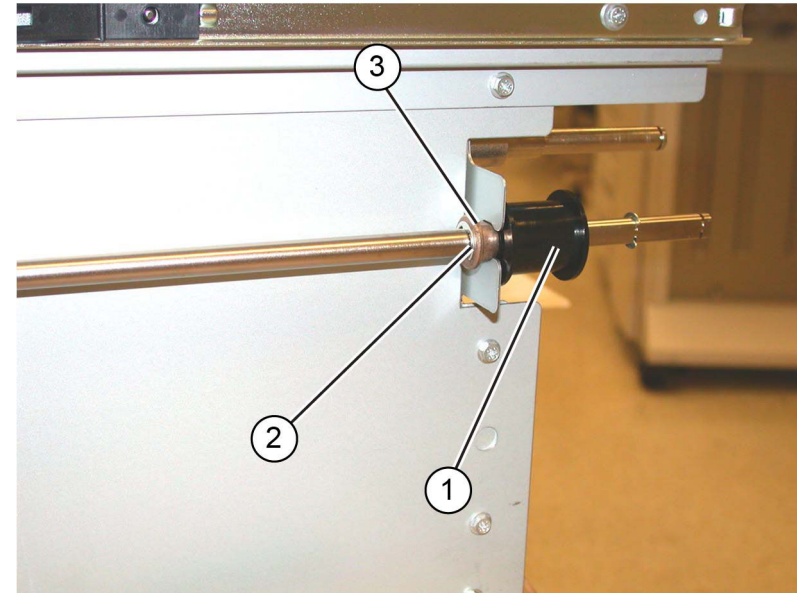
1. Remove the HCF tray, [REP 70.3](#).
2. Remove the gear bracket assembly, [Figure 1](#) :
 - a. Remove the oval shaped plate (1).
 - b. Remove two gears (2).
 - c. Remove three screws (3).
 - d. Remove the gear bracket assembly (4).



Y-1-0459-A

Figure 1 Gear bracket assembly

3. Free movement of the tray cable pulley (1), [Figure 2](#) :
 - a. Remove the E-ring (2).
 - b. Slide the bushing (3) away from the frame.



Y-1-0460-A

Figure 2 Tray cable pulley

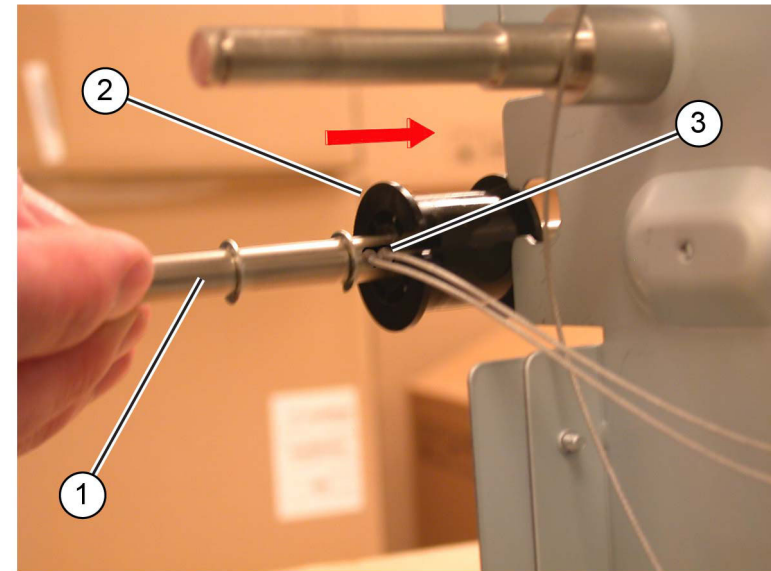
4. Prepare to remove the tray rear cables. Remove two E-rings, wire guides and pulleys (1), [Figure 3](#).



Y-1-0461-A

Figure 3 Preparation

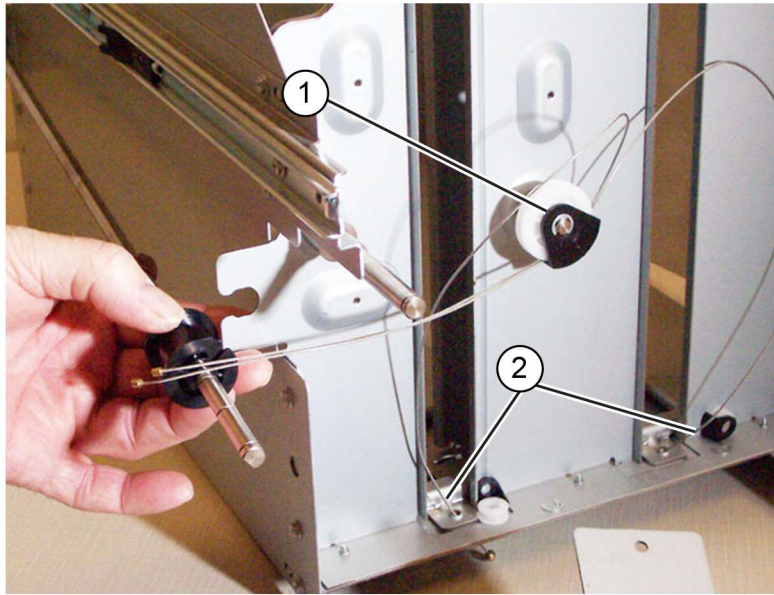
5. When both cables are slack, disengage the lift shaft (1) from the frame. Then slide the tray cable pulley (2) to the front of the lift shaft to release the rear lift cable ends (3) that are trapped in the pocket underneath the tray cable pulley, [Figure 4](#).



Y-1-0462-A

Figure 4 Releasing the cable ends

6. Remove the rear tray cables, [Figure 5](#) :
 - a. Remove the E-ring, wire guide and pulley (1).
 - b. Remove the cables (2).

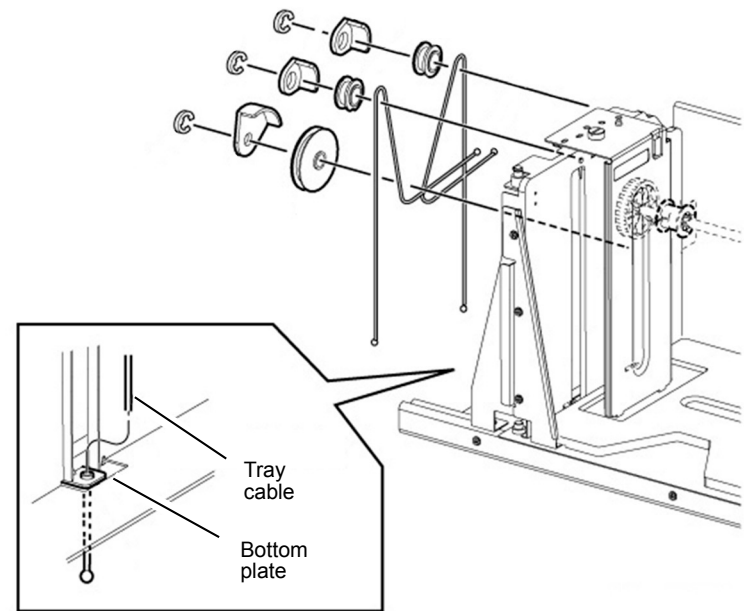


Y-1-0463-A

Figure 5 Rear cables removal

Replacement

The replacement is the reverse of the removal procedure. Refer to [Figure 6](#).



Y-1-0464-A

REP 70.6 HCF Tray Front Cables

Parts List on [PL 70.51](#)

Removal



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.

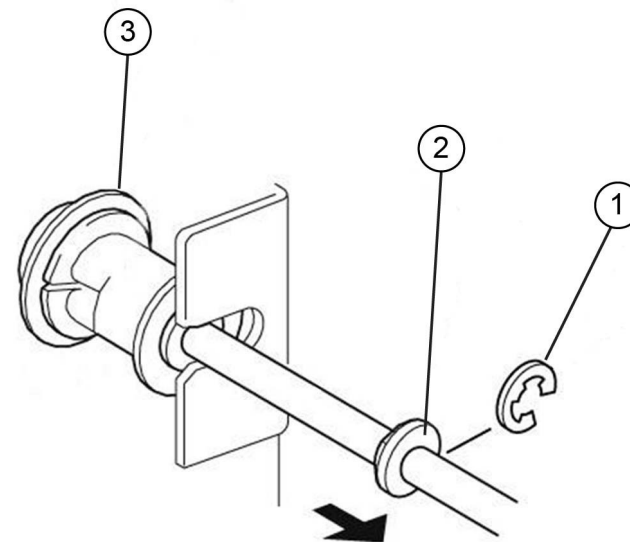
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

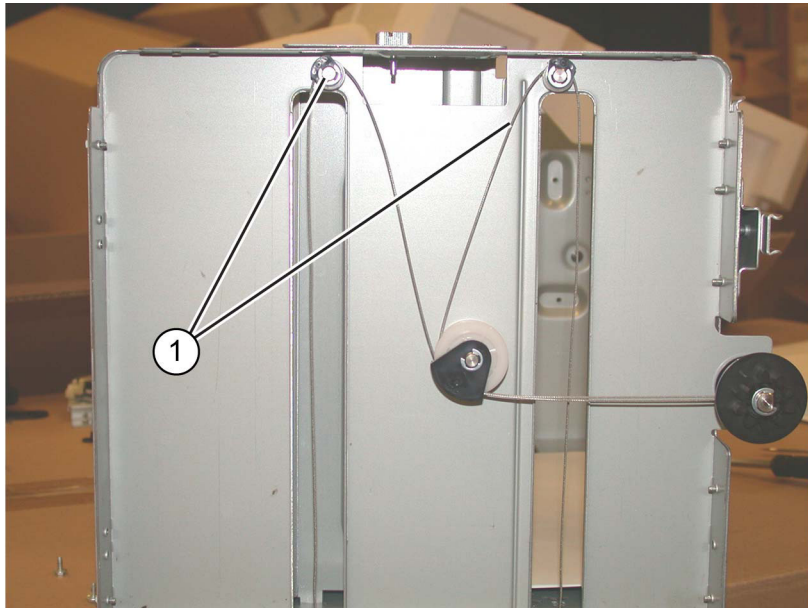
1. Remove the HCF tray front cover, [PL 70.50 Item 7](#).
2. Free movement of the front tray cable pulley, [Figure 1](#).
 - a. Remove the E-ring (1) on the lift shaft.
 - b. Slide the bearing (2) to the rear on the lift shaft.
 - c. Front tray cable pulley (3).



Y-1-0465-A

Figure 1 Tray cable pulley

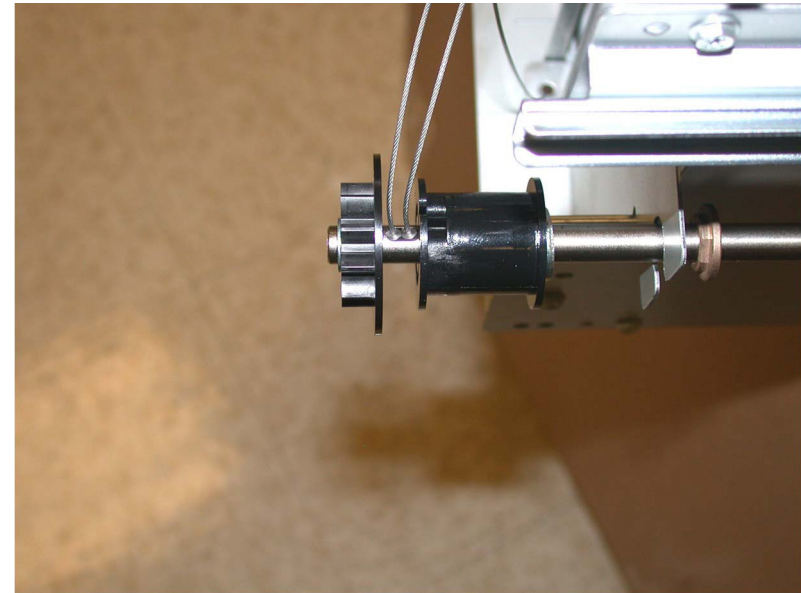
3. Prepare to remove the tray front cables. Remove two E-rings, wire guides and pulleys (1) from the front of the HCF tray, [Figure 2](#).



Y-1-0466-A

Figure 2 Preparation

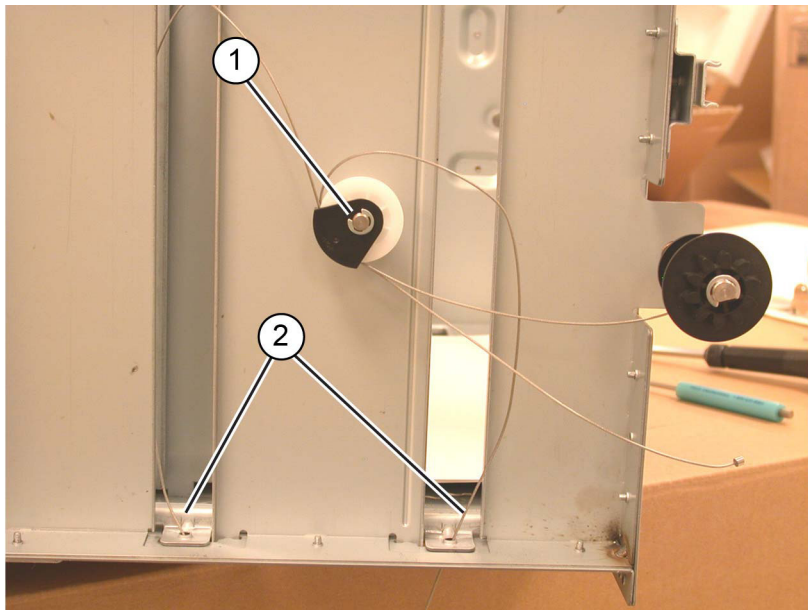
4. When both cables are slack, disengage the lift shaft from the frame, Then slide the tray cable pulley to the front of the lift shaft to release the rear lift cable ends that are trapped in the pocket underneath the tray cable pulley, [Figure 3](#).



Y-1-0467-A

Figure 3 Releasing the cable ends

5. Remove the front tray cables, [Figure 4](#) :
 - a. Remove the E-ring, wire guide and pulley (1).
 - b. Remove the cables (2).

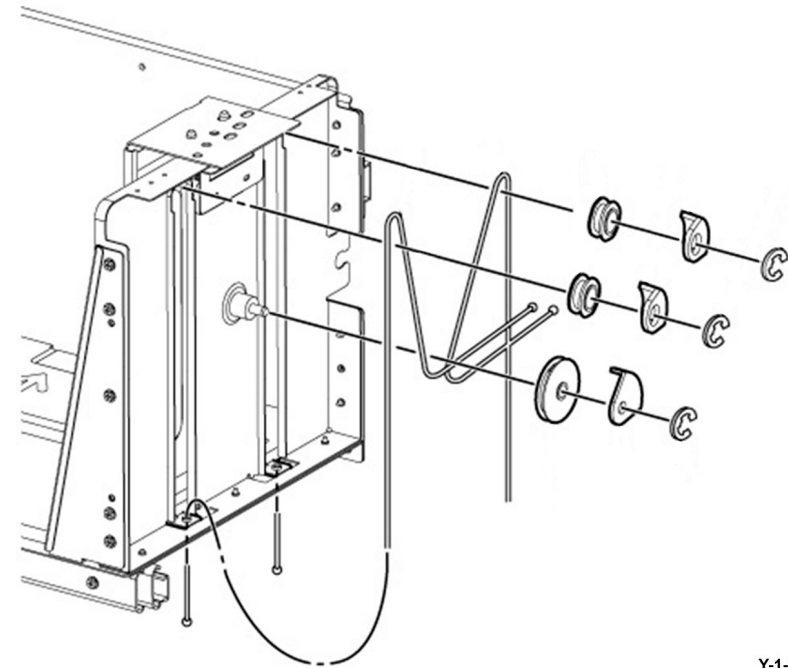


Y-1-0468-A

Figure 4 Front cables removal

Replacement

1. The replacement is the reverse of the removal procedure. Refer to [Figure 5](#).



Y-1-0469-A

Figure 5 Replacement

2. When reinstalling the HCF tray front cover, raise the gear on the indicator shaft so that it meshes with the adjoining lift shaft gear.

REP 70.7 HCF Casters

Parts List on [PL 70.60](#)

Removal



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.

1. Undock the HCF, [REP 70.4](#).
2. Remove all paper from the HCF tray.
3. Move the HCF away from the machine.
4. Turn the HCF over onto its left side to expose the casters on the underside of the HCF.
5. Remove the relevant caster, [PL 70.60 Item 2](#).

Replacement

The replacement is the reverse of the removal procedure.

REP 70.8 HCF PWB

Parts List on [PL 70.60](#)

Removal



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.



Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. If possible, record the current software level by either:
 - Printing the configuration report, [GP 14](#).
 - From the user interface Home screen, touch Device, then About. Scroll down to view the Software Version.
2. Undock the HCF, [REP 70.4](#).
3. Remove the rear cover, [PL 70.45 Item 10](#).
4. Disconnect all connectors from the HCF PWB.
5. Remove the HCF PWB, [PL 70.60 Item 9](#).

Replacement

1. The replacement is the reverse of the removal procedure.

2. Check the machines current software level against the software level recorded prior to installation of the new user interface assembly. If necessary, reload the software, [GP 4](#).

REP 70.9 TTM Tray 3 Lift Shaft and Brake

Parts List on [PL 70.66](#)

Removal



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.

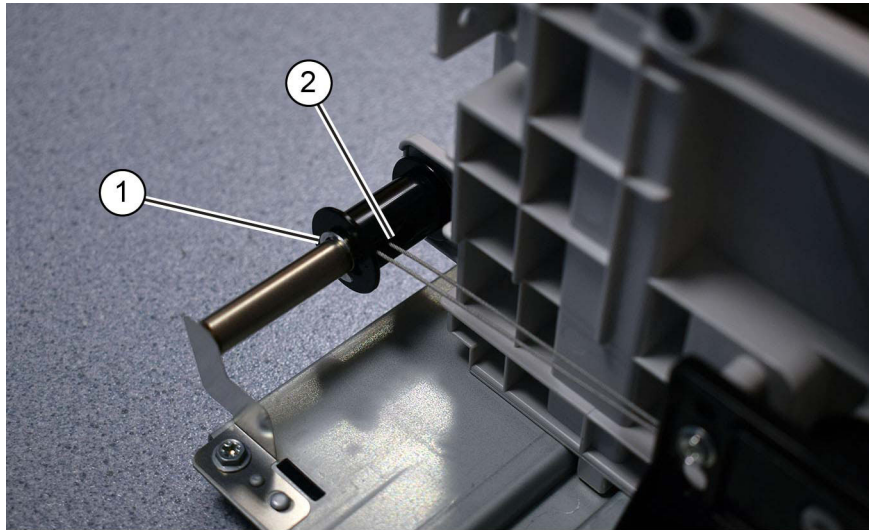
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the paper from tray 3.
2. Fully pull out tray 3. Remove the paper from tray 3. Lift out tray 3.
3. Remove the tray 3 front cover, [PL 70.65 Item 18](#).
4. Release the front lift cables, [Figure 1](#) :
 - a. Remove the E-clip (1).
 - b. Release the front lift cables (2).

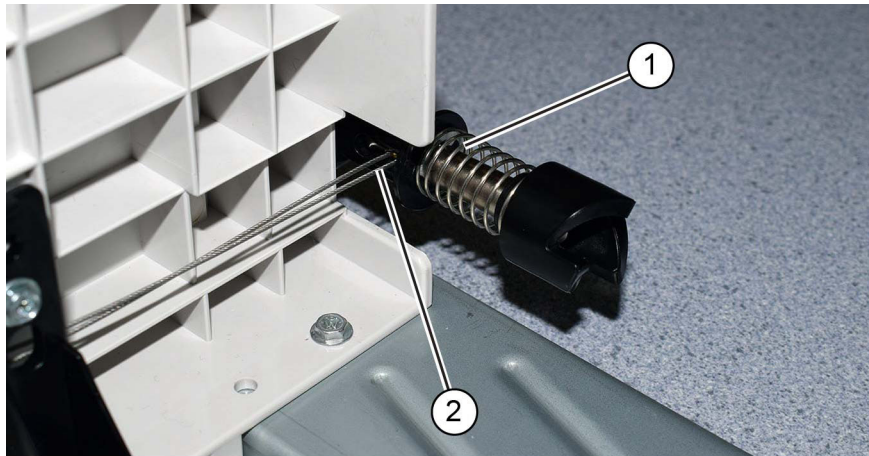


Y-1-0479-A

Figure 1 Front cables

5. Release the rear lift cables, **Figure 2** :

- a. Pull the spring away from the pulley, then remove the E-clip (1).
- b. Release the rear lift cables (2).



Y-1-0480-A

Figure 2 Rear cables

6. Remove the E-clip (1), **Figure 3** :



Y-1-0481-A

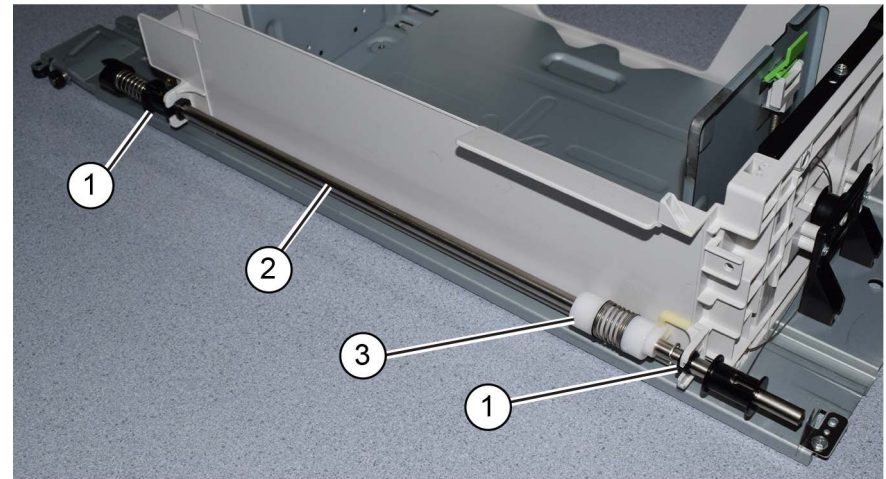
Figure 3 Rear E-clip



CAUTION: The lift shaft brake, item 3 in **Figure 4**, is secured on the lift shaft by a pin. Do not lose the pin when the lift shaft is removed.

7. Remove the lift shaft, **Figure 4** :

- a. Release the front and rear bearings (1).
- b. Remove the lift shaft (2).



Y-1-0482-A

Figure 4 Lift shaft removal

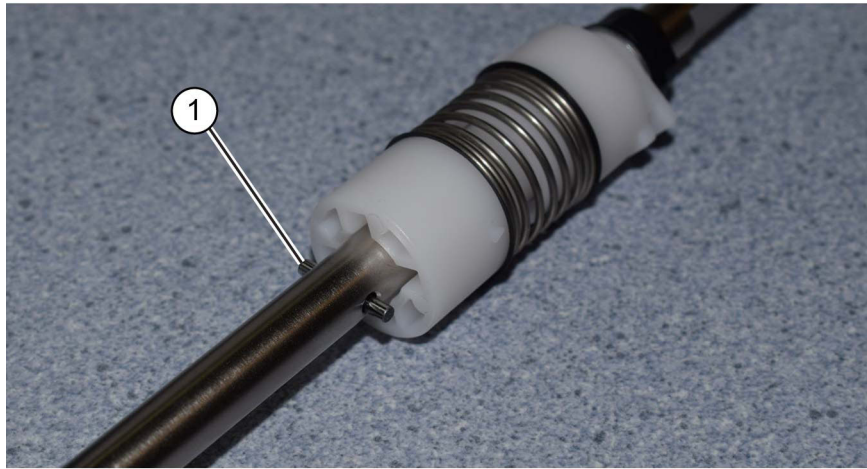
8. If necessary, remove the front pulley bearing, E-clip and brake.

Replacement

1. The replacement is the reverse of the removal procedure.

Note: The thick E-clips secure the bearings, the thinner E-clips secure the pulleys.

2. Ensure the brake securing pin (1) is installed correctly, [Figure 5](#).



Y-1-0483-A

Figure 5 Pin

3. Ensure the brake (1) is correctly positioned against the tray frame, [Figure 6](#).



Y-1-0484-A

Figure 6 Brake

REP 70.10 TTM Tray 4 Lift Shaft and Brake

Parts List on [PL 70.67](#)

Removal



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.

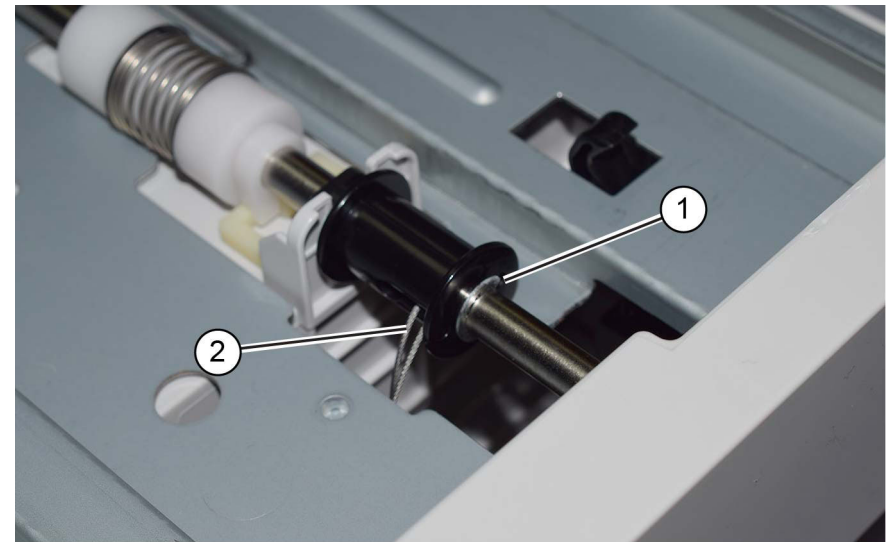
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.



CAUTION: Ensure the tray 4 transport assembly, [PL 80.70 Item 11](#) is supported when removing tray 4.

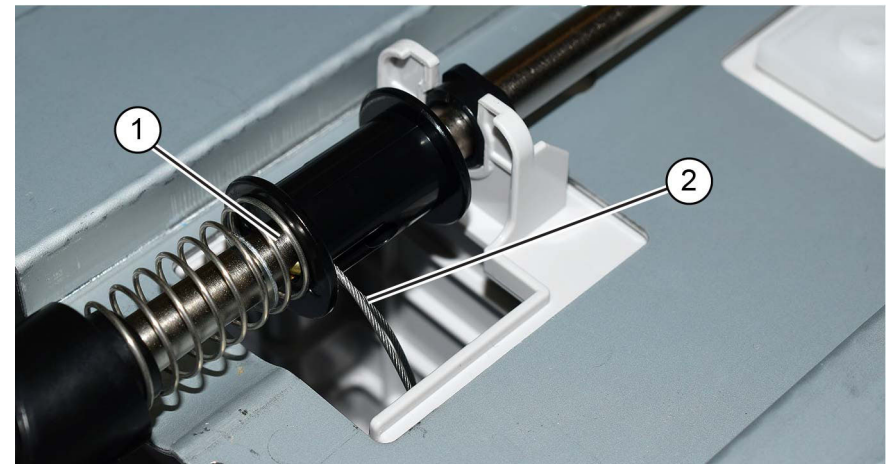
1. Fully pull out tray 4. Remove the paper from tray 4. Lift out tray 4.
2. Remove the tray 4 transport assembly, [PL 80.70 Item 11](#).
3. Remove the tray 4 front cover, [PL 70.65 Item 3](#).
4. Turn tray 4 upside down.
5. Release the front lift cables, [Figure 1](#) :
 - a. Remove the E-clip (1).
 - b. Release the front lift cables (2).



Y-1-0485-A

Figure 1 Front cables

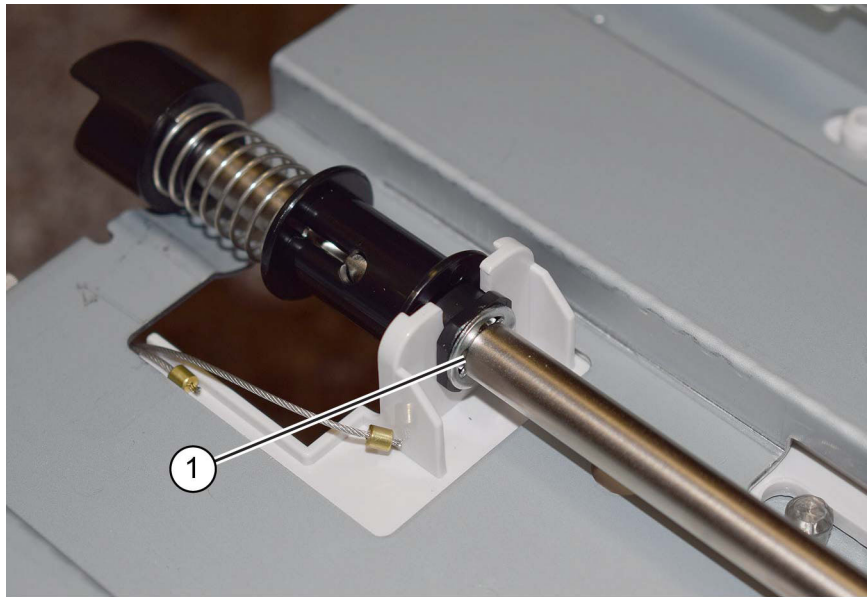
6. Release the rear lift cables, [Figure 2](#) :
 - a. Pull the spring away from the pulley, then remove the E-clip (1).
 - b. Release the rear lift cables (2).



Y-1-0486-A

Figure 2 Rear cables

7. Remove the E-clip (1), [Figure 3](#) :



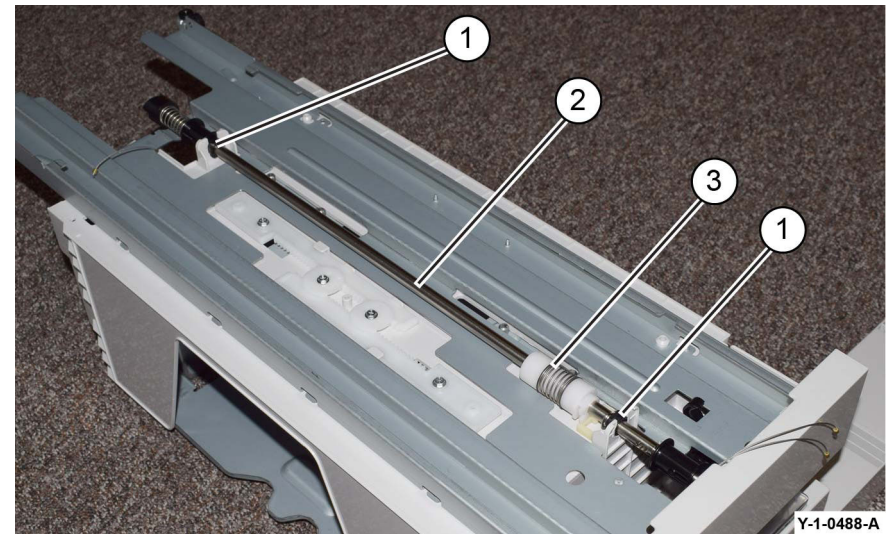
Y-1-0487-A

Figure 3 Rear E-clip



CAUTION: The lift shaft brake, item 3 in [Figure 4](#), is secured on the lift shaft by a pin. Do not lose the pin when the lift shaft is removed.

8. Remove the lift shaft, [Figure 4](#) :
- a. Release the front and rear bearings (1).
 - b. Remove the lift shaft (2).



Y-1-0488-A

Figure 4 Lift shaft removal

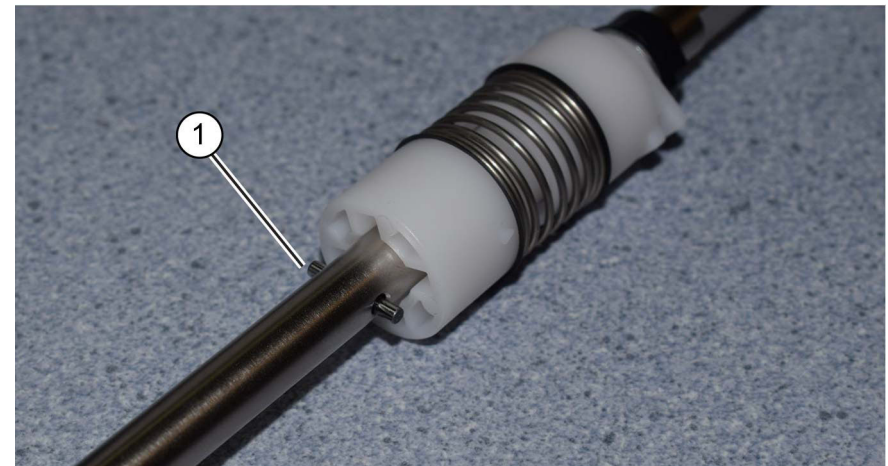
9. If necessary, remove the front pulley bearing, E-clip and brake.

Replacement

1. The replacement is the reverse of the removal procedure.

Note: The thick E-clips secure the bearings, the thinner E-clips secure the pulleys.

2. Ensure the brake securing pin (1) is installed correctly, [Figure 5](#).



Y-1-0489-A

Figure 5 Pin

3. Ensure the brake (1) is correctly positioned against the tray frame, [Figure 6](#).

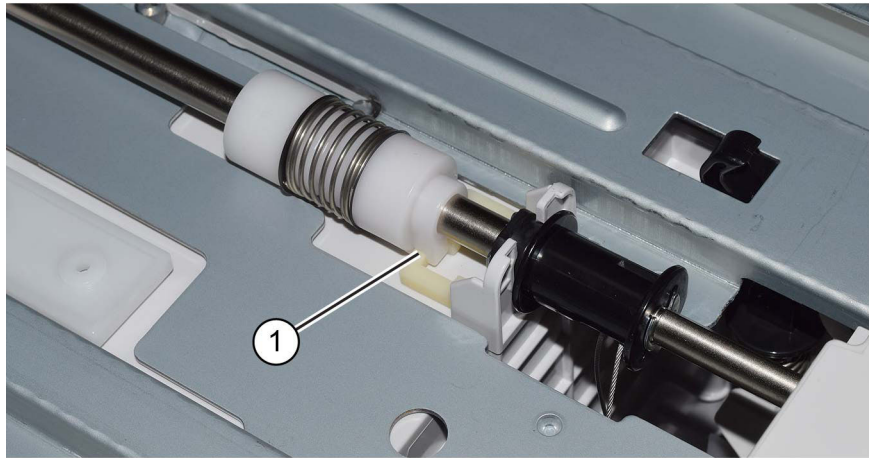


Figure 6 Brake

Y-1-0490-A

REP 70.11 Tray 1 Assembly

Parts List on [PL 70.05](#)

Removal



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.

1. Remove tray 1.
2. Remove the tray 1 RAI cover, [PL 70.05 Item 10](#).

Replacement

1. Install the RAI cover onto the new tray 1.
2. Install the new tray 1 assembly.

REP 70.12 Takeaway Clutch and Lock Bearing

Parts List on [PL 40.10](#)

Removal



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.

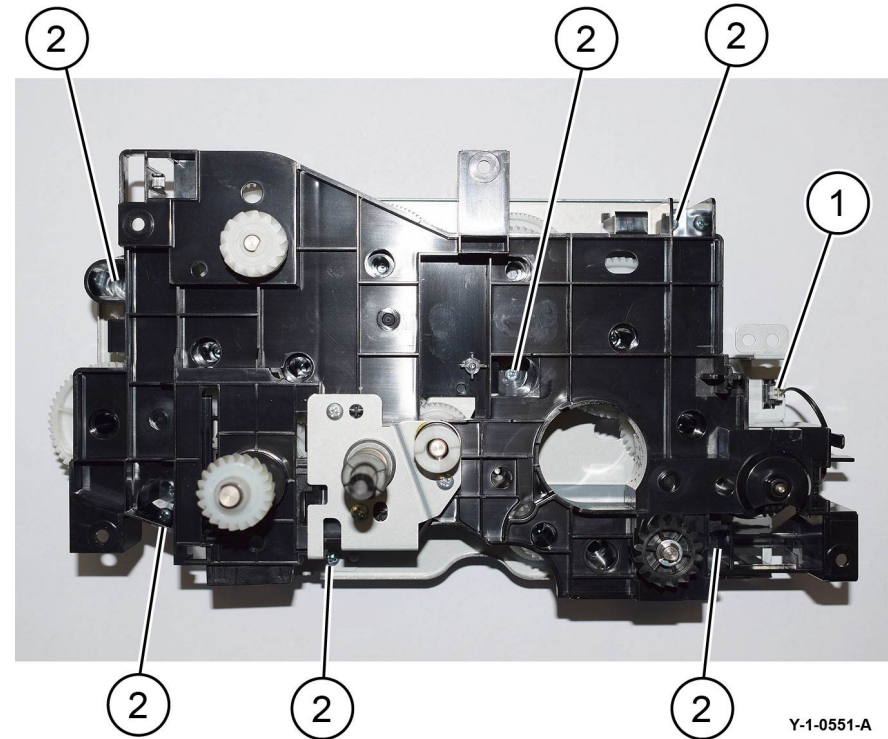
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the drive assembly, [REP 40.1](#).
2. Prepare to split the drive assembly, [Figure 1](#) :
 - a. Disconnect the inline connector (1).
 - b. Remove six screws (2).



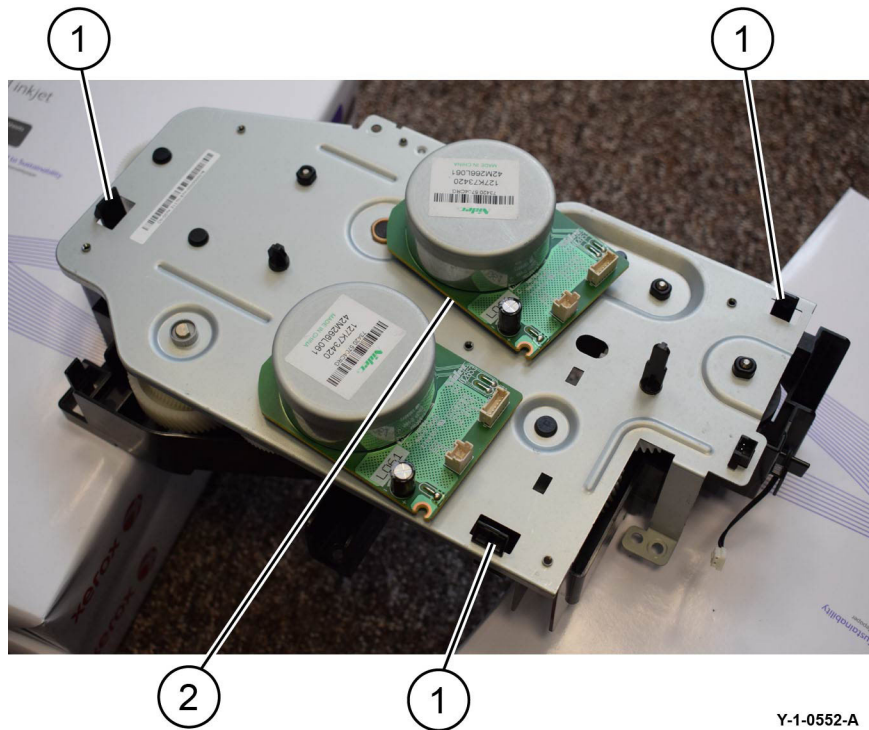
Y-1-0551-A

Figure 1 Preparation



CAUTION: Take extreme care when removing the metal drive plate. The internal drive gears will be loose. Do not turn over the drive assembly after the metal drive plate has been removed.

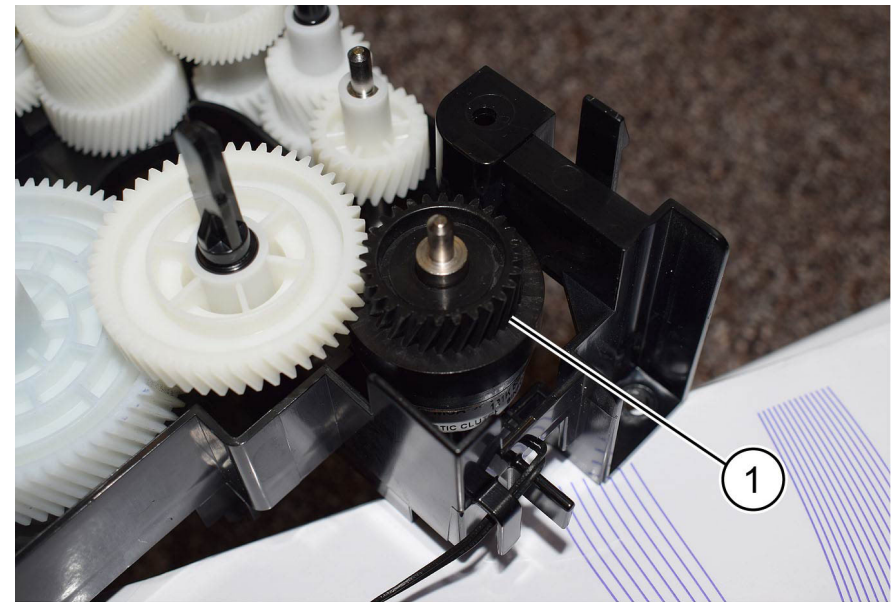
3. Place the drive assembly, metal drive plate face up, on four reams of paper (two stacks of two). Remove the metal drive plate, [Figure 2](#) :
 - a. Release the three clips (1).
 - b. Very carefully, lift off the metal drive plate (2).



Y-1-0552-A

Figure 2 Clips

4. Remove the takeaway clutch (1) or lock bearing, PL 40.10 Item 4 as necessary, Figure 3.

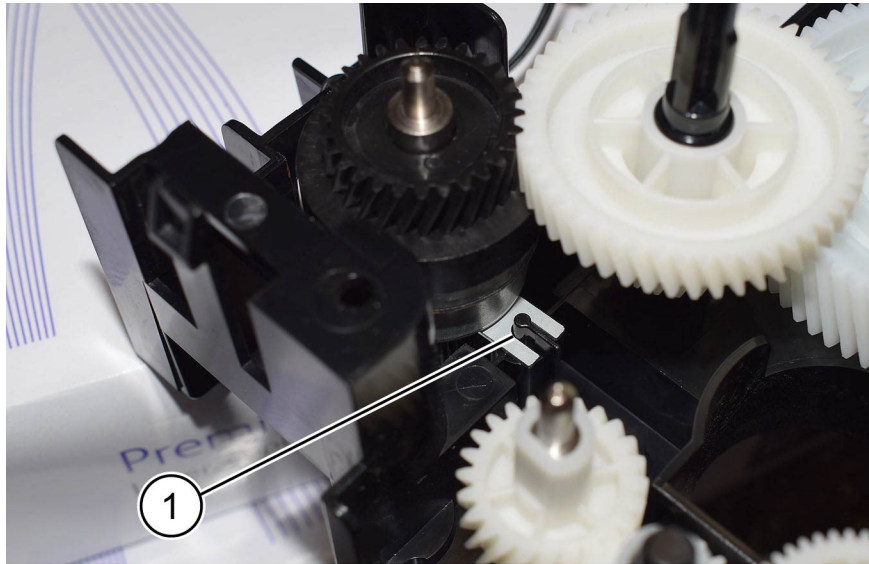


Y-1-0553-A

Figure 3 Clutch removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the new takeaway clutch. Ensure that the two fingered bracket on the clutch is correctly positioned over the moulded peg (1) on the drive assembly, Figure 4.



Y-1-0554-A

Figure 4 Clutch replacement

3. When re-installing the metal drive plate, ensure all the spindles are correctly aligned with the bearings in the metal drive plate.

REP 80.1 Tray 1 Feeder Assembly

Parts List on [PL 80.10](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.



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.

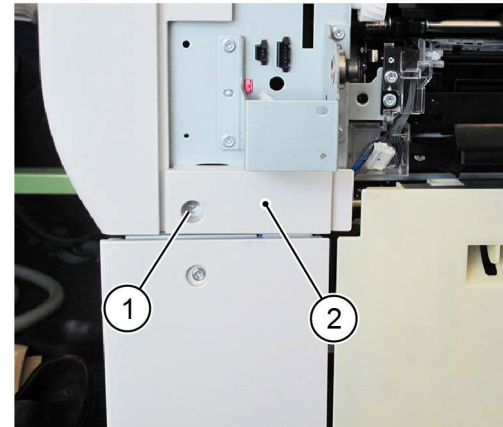
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#). Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

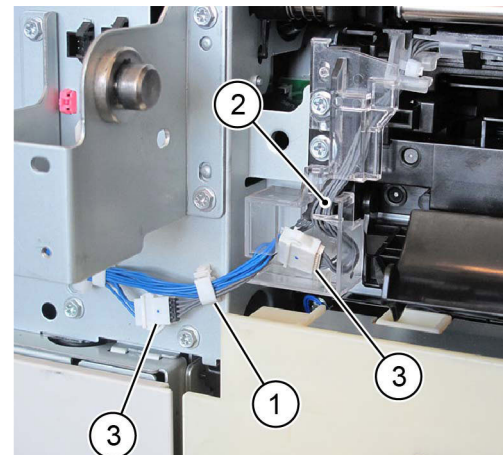
1. Pull out tray 1.
2. Open the LH transport assembly.
3. Remove the bypass tray, [REP 70.2](#).
4. Remove the bypass tray R cover, [Figure 1](#) :
 - a. Remove the screw (1).
 - b. Remove the bypass tray R cover (2).



Y-1-0173-A

Figure 1 Bypass tray R cover removal

5. Disconnect the connectors, [Figure 2](#) :
 - a. Release the harness from the retainer (1).
 - b. Release the harness from the harness holder (2).
 - c. Disconnect two connector (3).



Y-1-0174-A

Figure 2 Connectors

6. Remove the harness holder, [Figure 3](#) :
 - a. Remove the screw (1).
 - b. Remove the harness holder (2).

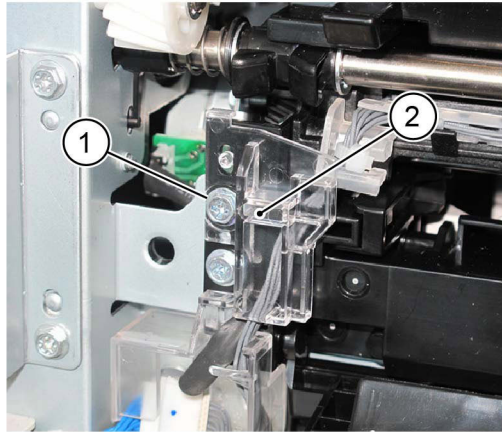


Figure 3 Harness holder removal

7. Remove the feed out chute (1), [Figure 4](#).

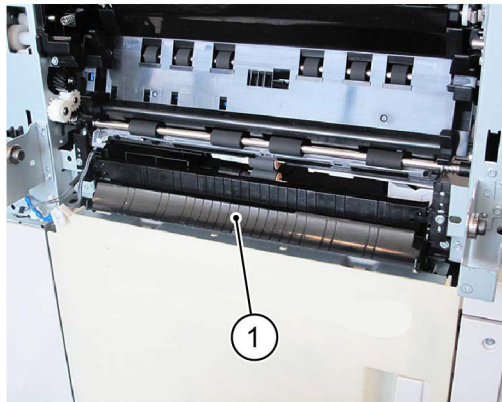
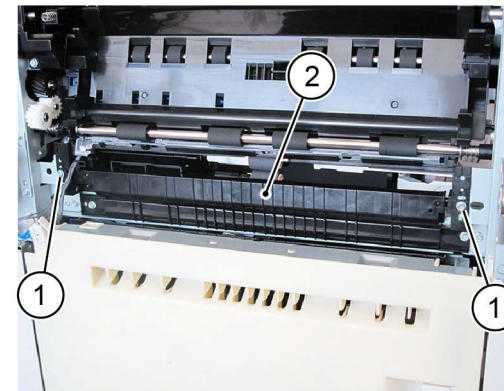


Figure 4 Feed out chute removal

8. Remove the tray 1 feeder assembly, [Figure 5](#) :
 - a. Remove two screws (1).
 - b. Remove the tray 1 feeder assembly (2).

Y-1-0175-A



Y-1-0177-A

Figure 5 Tray 1 feeder assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new tray 1 feeder assembly is installed, enter **dC135** HFSI Counter. Reset the HFSI counter 954-800.

Y-1-0176-A

REP 80.2 Tray 1 Feed/Retard/Nudger Roll

Parts List on [PL 80.11](#)

Removal



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.

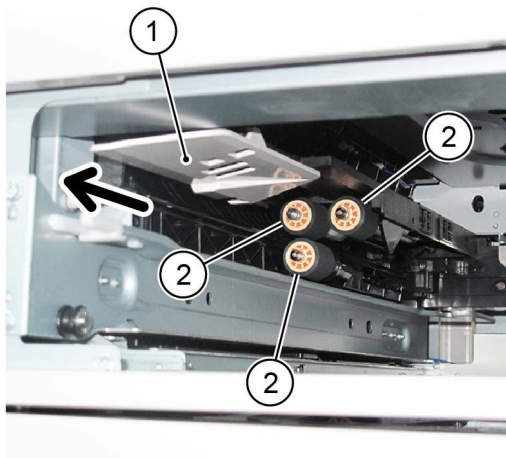
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: New feed, retard and nudger rolls must be installed at the same time.

1. Pull out tray 1.
2. Remove the tray 1 feed, retard and nudger rolls, [Figure 1](#) :
 - a. Slide the chute (1) forwards.
 - b. Release the clip, then remove the tray 1 feed, retard and nudger rolls (2).



Y-1-0178-A

Figure 1 Roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new tray 1 feed, retard and nudger rolls are installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-800.

REP 80.3 Tray 2 Feeder Assembly (1TM)

Parts List on [PL 80.15](#)

Removal



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.

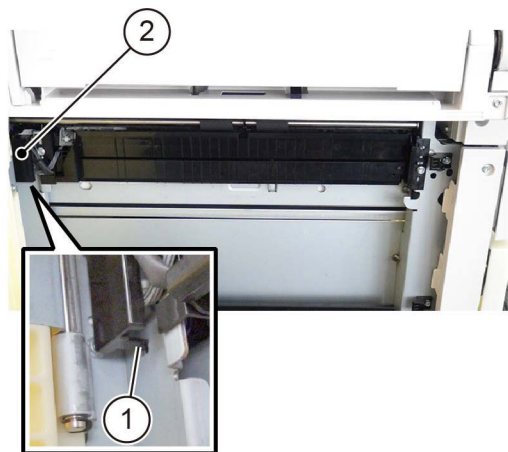
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

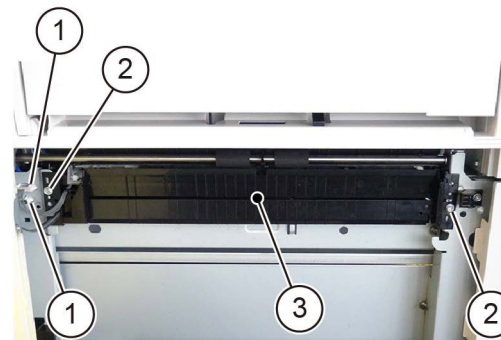
1. Pull out tray 2. Remove the paper.
2. Remove tray 2.
3. Open the left cover assembly, [PL 70.15 Item 12](#).
4. Remove the ESD cover, [Figure 1](#) :
 - a. Disengage the hook (1).
 - b. Remove the ESD cover (2).



Y-1-0179-A

Figure 1 ESD cover removal

5. Remove the tray 2 feeder assembly, [Figure 2](#) :
 - a. Disconnect the connectors (1).
 - b. Remove two screws (2).
 - c. Remove the tray 2 feeder assembly (3).



Y-1-0180-A

Figure 2 Tray 2 feeder assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new tray 2 feeder assembly is installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-801.

REP 80.4 1TM PWB

Parts List on [PL 70.17](#)

Removal



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.

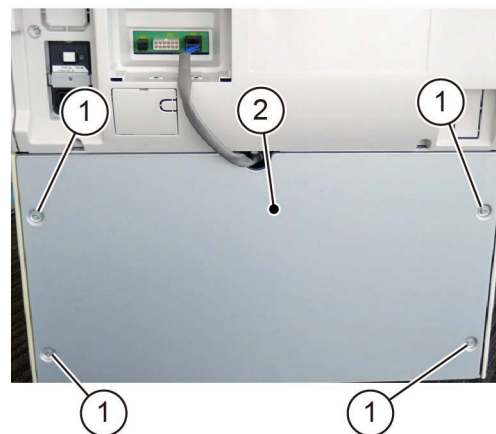


Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

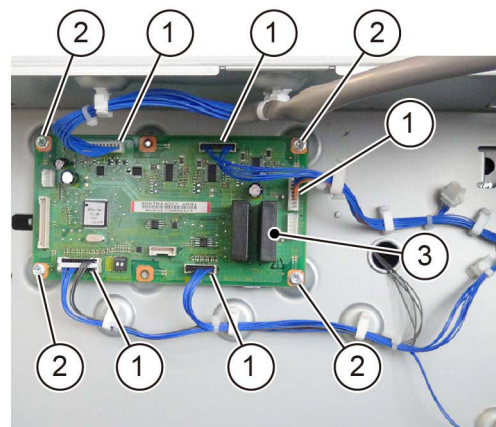
1. Remove the rear cover, [Figure 1](#) :
 - a. Remove four screws (1).
 - b. Remove the rear cover (2).



Y-1-0181-A

Figure 2 Rear cover removal

2. Remove the 1TM PWB, [Figure 2](#) :
 - a. Disconnect five connectors (1).
 - b. Remove four screws (2).
 - c. Remove the 1TM PWB (3).



Y-1-0182-A

Figure 3 1TM PWB removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. After installing a new 1TM PWB, enter [dC131](#), then change the value of NVM ID 742-205 to '0'.

REP 80.5 1TM Takeaway Motor

Parts List on [PL 70.17](#)

Removal



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.

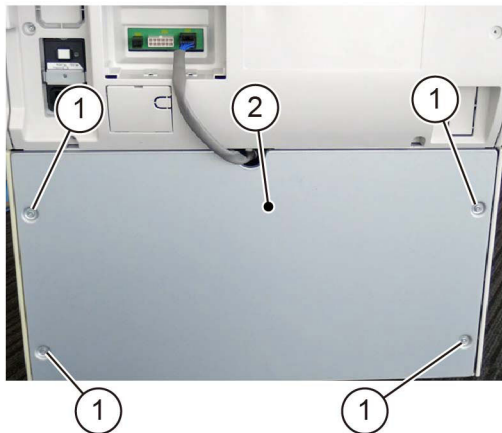
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#). Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

1. Remove the rear cover, [Figure 1](#) :

- a. Remove four screws (1).
- b. Remove the rear cover (2).



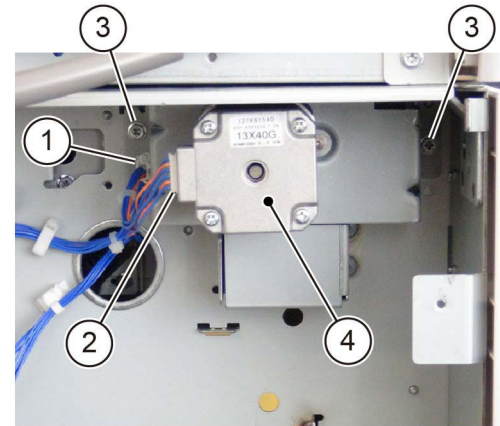
Y-1-0183-A

Figure 1 Rear cover removal

2. Remove the 1TM takeaway motor, [Figure 2](#) :

- a. Release the clamp (1).

- b. Disconnect the connector (2).
- c. Remove two screws (3).
- d. Remove the 1TM takeaway motor (4).



Y-1-0184-A

Figure 2 1TM takeaway motor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.6 Tray 2 Feed/Retard/Nudger Roll (1TM)

Parts List on [PL 80.25](#)

Removal



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.

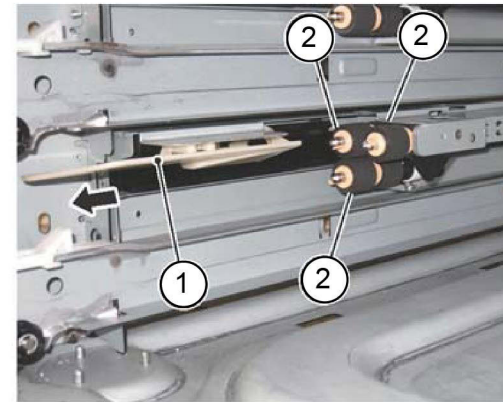
AVVERTENZA: Spegnere la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: New feed, retard and nudger rolls must be installed at the same time.

1. Pull out tray 1 and tray 2. Remove the paper.
2. Remove tray 1 and tray 2.
3. Open the left cover assembly, [PL 70.15 Item 12](#).
4. Remove the tray 2 feed, retard and nudger rolls (1TM), [Figure 1](#) :
 - a. Slide the chute (1) forwards.
 - b. Release the clip, then remove the tray 2 feed, retard and nudger rolls (2).



Y-1-0185-A

Figure 1 Roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new tray 2 feed, retard and nudger rolls are installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-801.

REP 80.7 Tray 2 Feeder Assembly (3TM)

Parts List on [PL 80.30](#)

Removal



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.

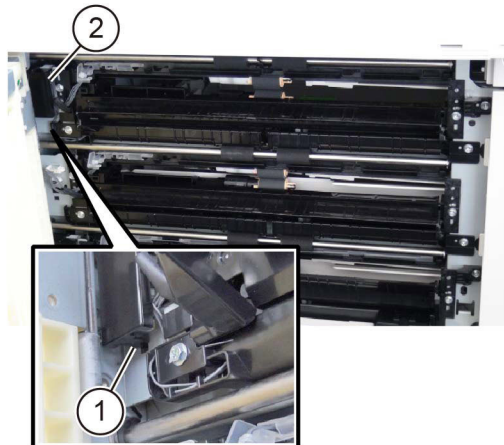
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

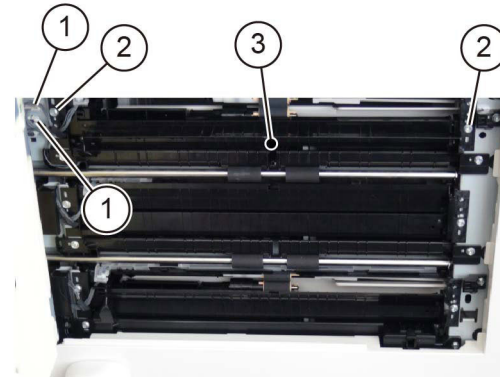
1. Pull out tray 2. Remove the paper.
2. Remove tray 2.
3. Open the left cover assembly, [PL 70.20 Item 11](#).
4. Remove the ESD cover, [Figure 1](#) :
 - a. Disengage the hook (1).
 - b. Remove the ESD cover (2).



Y-1-0186-A

Figure 1 ESD cover removal

5. Remove the tray 2 feeder assembly, [Figure 2](#) :
 - a. Disconnect two connectors (1).
 - b. Remove two screws (2).
 - c. Remove the tray 2 feeder assembly (3).



Y-1-0187-A

Figure 2 Tray 2 feeder assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new tray 2 feeder assembly is installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-801.

REP 80.8 Tray 3 Feeder Assembly (3TM)

Parts List on [PL 80.30](#)

Removal



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.

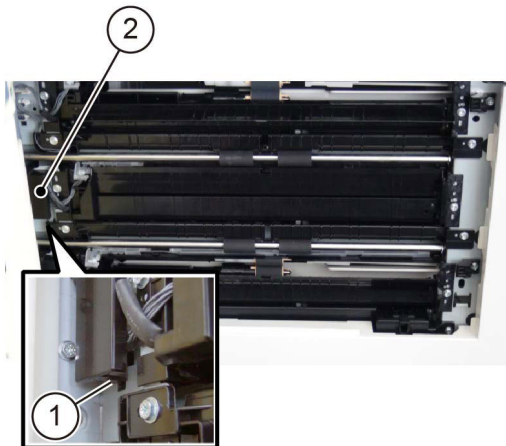
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

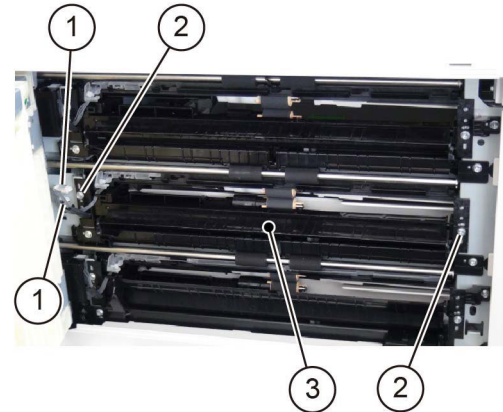
1. Pull out tray 3. Remove the paper.
2. Remove tray 3.
3. Open the left cover assembly, [PL 70.20 Item 11](#).
4. Remove the ESD cover, [Figure 1](#) :
 - a. Disengage the hook (1)
 - b. Remove the ESD cover (2).



Y-1-0188-A

Figure 1 ESD cover removal

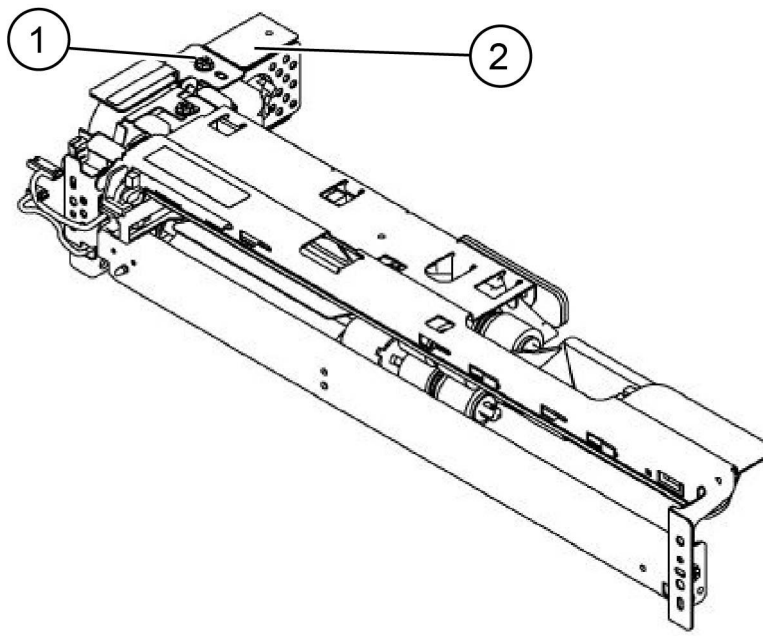
5. Remove the tray 3 feeder assembly, [Figure 2](#) :
 - a. Disconnect two connectors (1).
 - b. Remove two screws (2).
 - c. Remove the tray 3 feeder assembly (3).



Y-1-0189-A

Figure 2 Tray 3 feeder assembly removal

6. Remove the FDR 2T cover from the tray 3 feeder assembly, [Figure 3](#).
 - a. Remove the screw (1).
 - b. Remove the FDR 2T cover (2). Retain the cover for installation onto the new tray 3 feeder assembly.



Y-1-0535-A

Figure 3 FDR 2T cover removal

Replacement



CAUTION: Ensure that the FDR 2T cover is installed onto the new tray 3 feeder assembly. Refer to [Figure 3](#).

1. The replacement is the reverse of the removal procedure.
2. If new tray 3 feeder assembly is installed, enter **dC135** HFSI Counter. Reset the HFSI counter 954-802.

REP 80.9 Tray 4 Feeder Assembly (3TM)

Parts List on [PL 80.30](#)

Removal



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.

1. Pull out tray 4. Remove the paper.
2. Remove tray 4.
3. Open the left cover assembly, [PL 70.20 Item 11](#).
4. Remove the ESD cover, [Figure 1](#) :
 - a. Disengage the hook (1)
 - b. Remove the ESD cover (2).

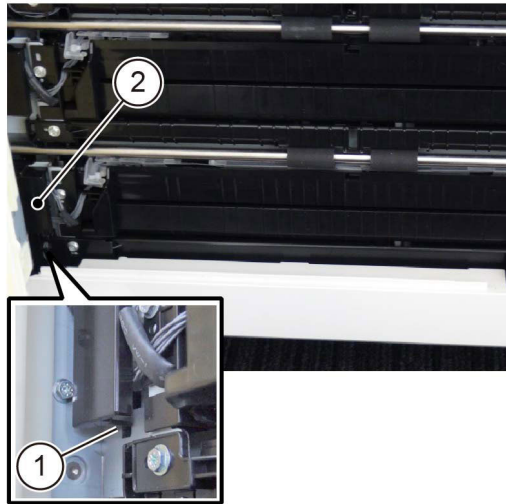


Figure 1 ESD cover removal

5. Remove the tray 4 feeder assembly, [Figure 2](#) :
 - a. Disconnect two connectors (1).
 - b. Remove two screws (2).
 - c. Remove the tray 4 feeder assembly (3).

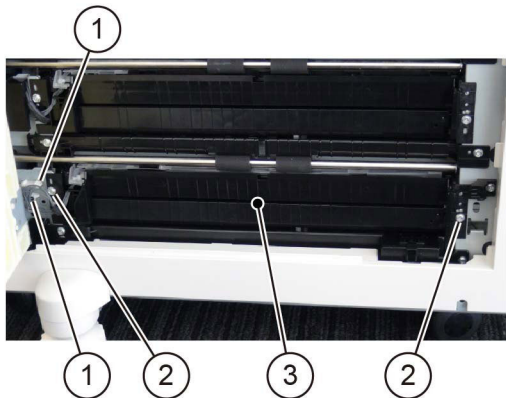
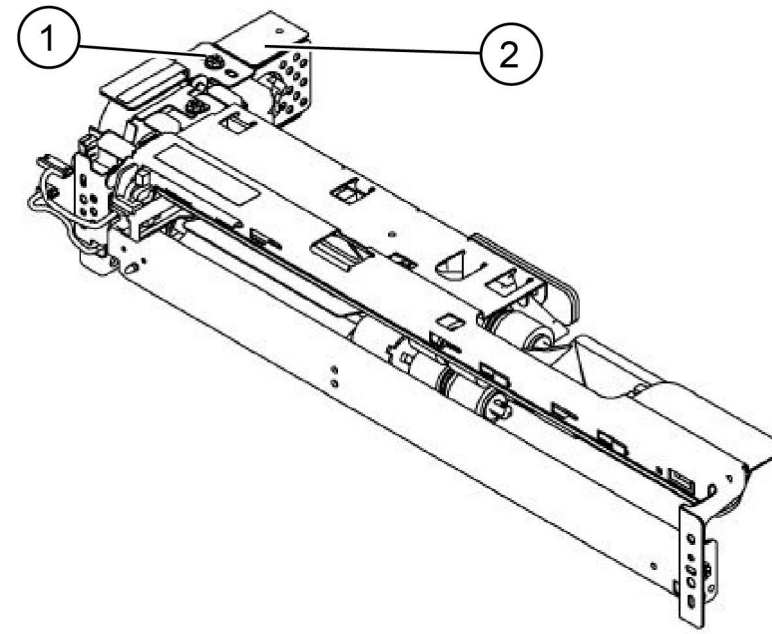


Figure 2 Tray 4 feeder assembly removal

6. Remove the FDR 2T cover from the tray 4 feeder assembly, [Figure 3](#).
 - a. Remove the screw (1).
 - b. Remove the FDR 2T cover (2). Retain the cover for installation onto the new tray 4 feeder assembly.

Y-1-0190-A

Y-1-0191-A



Y-1-0536-A

Figure 3 FDR 2T cover removal

Replacement



CAUTION: Ensure that the FDR 2T cover is installed onto the new tray 4 feeder assembly. Refer to [Figure 3](#).

1. The replacement is the reverse of the removal procedure.
2. If new tray 4 feeder assembly is installed, enter **dC135** HFSI Counter. Reset the HFSI counter 954-803.

REP 80.10 3TM PWB

Parts List on [PL 70.23](#)

Removal



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.

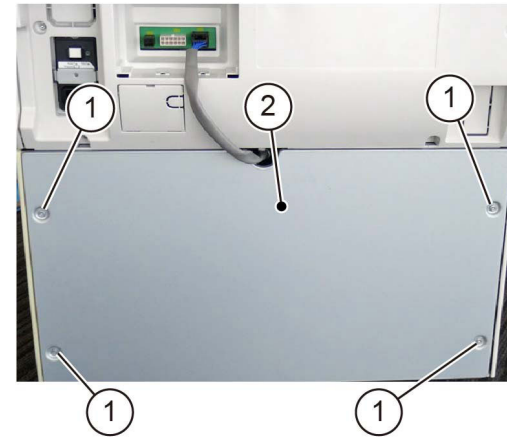


Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

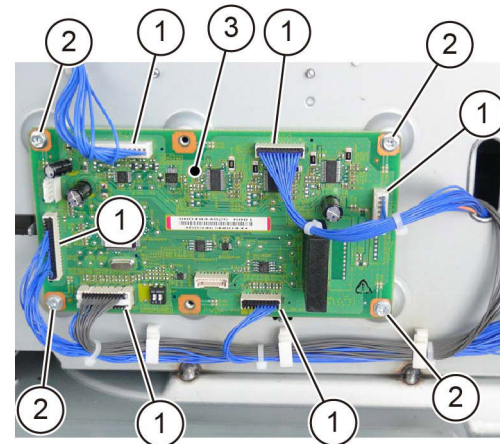
1. Remove the rear cover, [Figure 1](#) :
 - a. Remove four screws (1).
 - b. Remove the rear cover (2).



Y-1-0192-A

Figure 2 Rear cover removal

2. Remove the 3TM PWB, [Figure 2](#) :
 - a. Disconnect six connectors (1).
 - b. Remove four screws (2).
 - c. Remove the 3TM PWB (3).



Y-1-0193-A

Figure 3 3TM PWB removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new 3TM PWB is installed, enter `dC131`, then change the value of NVM ID 742-205 to '1'.

REP 80.11 3TM Takeaway Motor

Parts List on [PL 70.23](#)

Removal



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.

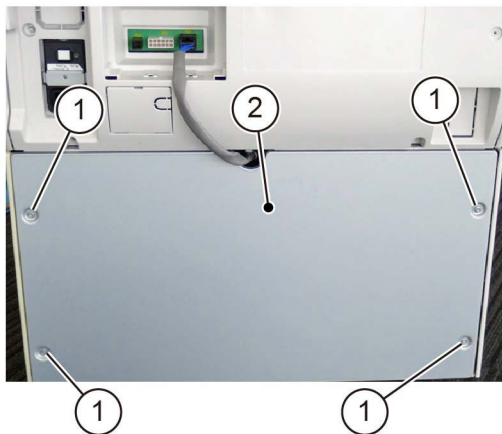
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

1. Remove the rear cover, [Figure 1](#) :

- a. Remove four screws (1).
- b. Remove the rear cover.



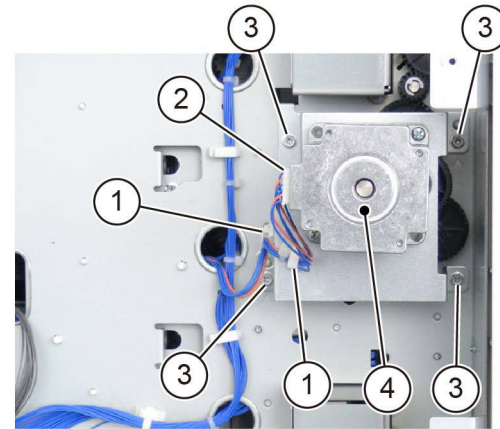
Y-1-0194-A

Figure 1 Rear cover removal

2. Remove the 3TM takeaway motor, [Figure 2](#) :

- a. Release the clamp (1).

- b. Disconnect the connector (2).
- c. Remove four screws (3).
- d. Remove the 3TM takeaway motor (4).



Y-1-0195-A

Figure 2 3TM takeaway motor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.12 Tray 2/3/4 Feed/Retard/Nudger Roll (3TM)

Parts List on [PL 80.25](#)

Removal



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.

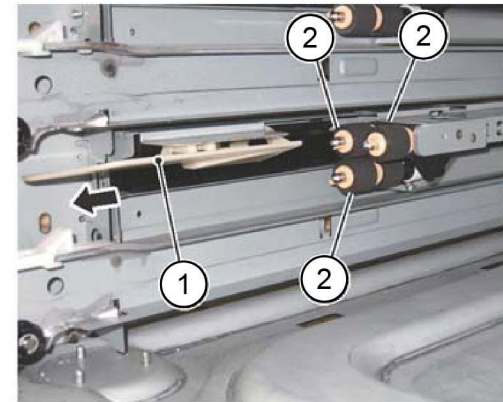
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: New feed, retard and nudger rolls must be installed at the same time.

1. Pull out trays 2, 3 and 4. Remove the paper.
2. Remove trays 2, 3 and 4.
3. Open the left cover assembly, [PL 70.20 Item 11](#).
4. Remove the tray 2, 3 or 4 feed, retard and nudger rolls, [Figure 1](#) :
 - a. Slide the chute (1) forwards.
 - b. Release the clip, then remove the tray 2, 3 or 4 feed, retard and nudger rolls (2).



Y-1-0196-A

Figure 1 Roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new rolls are installed, enter [dC135](#) HFSI Counter. Reset the HFSI counters that follow:
 - Tray 2 Chain-Link: 954-801
 - Tray 3 Chain-Link: 954-802
 - Tray 4 Chain-Link: 954-803

REP 80.13 STM PWB

Parts List on [PL 70.28](#)

Removal



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.



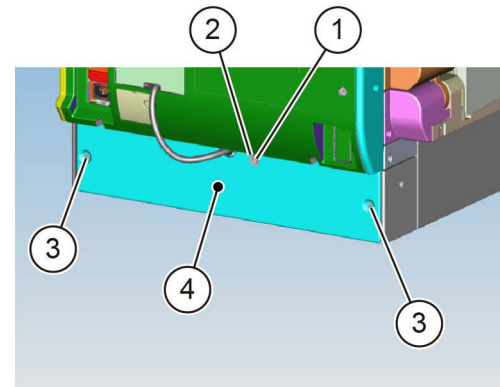
Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

Note: The instructions for recording the NVM value specified in this procedure are also included with the new STM PWB.

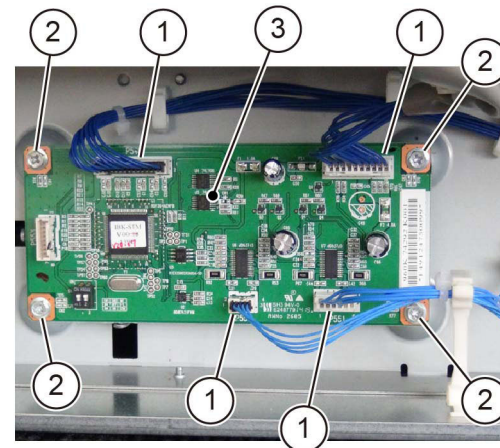
1. Enter **dC131**. Record the value of NVM location 742-003.
2. Remove the rear cover, [Figure 2](#) :
 - a. Remove the docking screw (1).
 - b. Remove the docking bracket (2).
 - c. Remove two screws (3).
 - d. Remove the rear cover (4).



Y-1-0197-A

Figure 2 Rear cover removal

3. Remove the STM PWB, [Figure 3](#) :
 - a. Disconnect four connectors (1).
 - b. Remove four screws (2).
 - c. Remove the STM PWB (3).



Y-1-0198-A

Figure 3 STM PWB Removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new STM PWB is installed, change the value of NVM ID 742-205 to 6.
3. If a new STM PWB is installed, enter **dC131**. Change the value of NVM location 742-003 to the value recorded at the beginning of this procedure.

REP 80.14 STM Takeaway Motor

Parts List on [PL 70.28](#)

Removal



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.

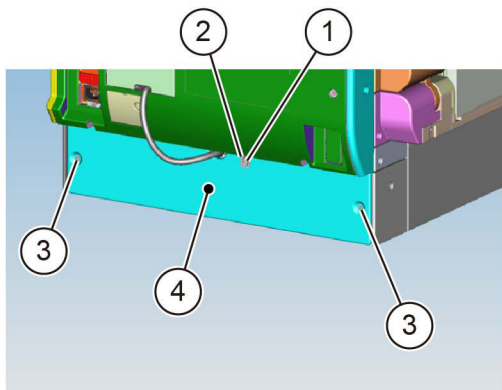
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

1. Remove the rear cover, [Figure 1](#) :

- a. Remove the docking screw (1).
- b. Remove the docking bracket (2).
- c. Remove two screws (3).
- d. Remove the rear cover (4).

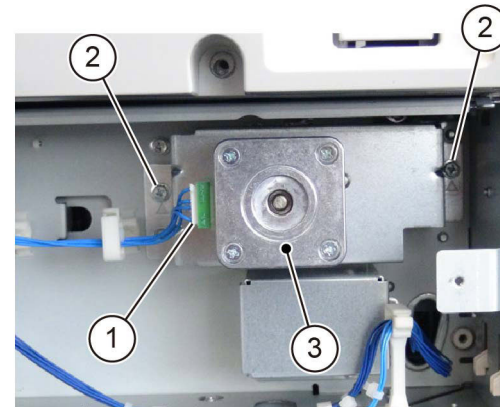


Y-1-0199-A

Figure 1 Rear cover removal

2. Remove the STM takeaway motor, [Figure 2](#) :

- a. Disconnect the connector (1).
- b. Remove two screws (2).
- c. Remove the STM takeaway motor (3).



Y-1-0200-A

Figure 2 STM takeaway motor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.15 Tray 2 Feed/Retard/Nudger Roll (STM)

Parts List on [PL 80.25](#)

Removal



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.

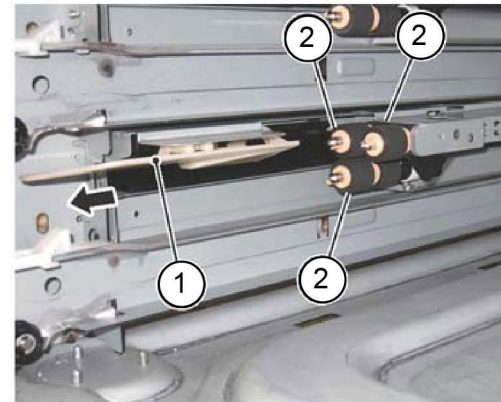
AVVERTENZA: Spegnere la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: New feed, retard and nudger rolls must be installed at the same time.

1. Pull out tray 1 and tray 2. Remove the paper.
2. Remove tray 1 and tray 2.
3. Open the left cover assembly, [PL 70.25 Item 2](#).
4. Remove the tray 2 feed, retard and nudger rolls (1TM), [Figure 1](#) :
 - a. Slide the chute (1) forwards.
 - b. Release the clip, then remove the tray 2 feed, retard and nudger rolls (2).



Y-1-0185-A

Figure 1 Roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new tray 2 feed, retard and nudger rolls are installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-801.

REP 80.16 Bypass Tray Nudger/Feed Roll

Parts List on [PL 70.40](#)

Removal



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.

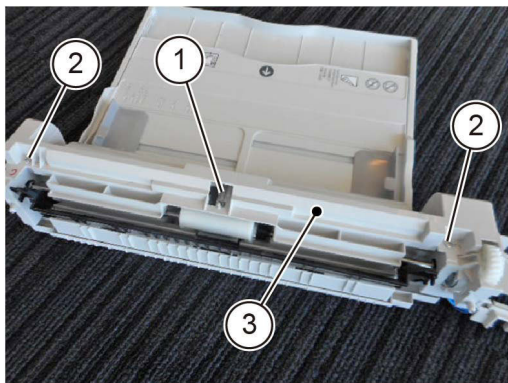
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: New feed, retard and nudger rolls must be installed at the same time.

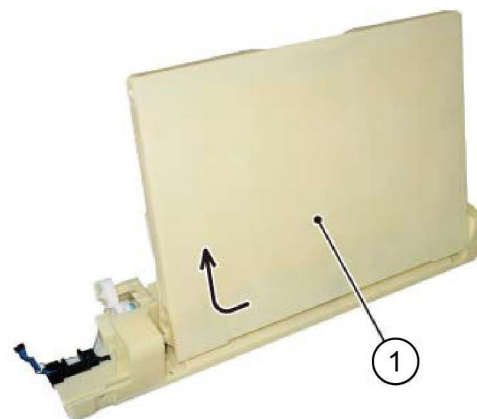
1. Remove the bypass tray, [REP 70.2](#).
2. Remove the upper frame, [Figure 1](#) :
 - a. Remove the spring (1).
 - b. Remove two screws (2).
 - c. Remove the upper frame (3).



Y-1-0206-A

Figure 1 Upper frame removal

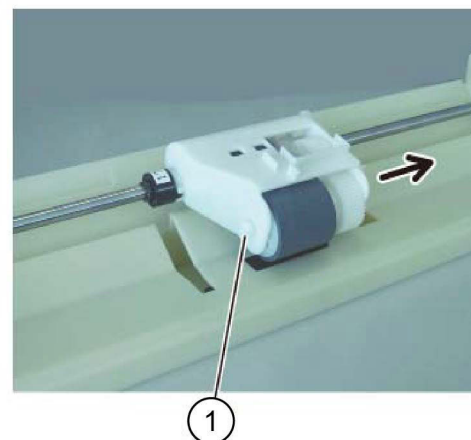
3. Remove the bypass tray assembly in the direction of the arrow, [Figure 2](#).



Y-1-0207-A

Figure 2 Tray assembly removal

4. Release the shaft, then remove the shaft in the direction of the arrow, [Figure 3](#).



Y-1-0208-A

Figure 3 Shaft removal

5. Remove the bypass tray nudger roll (1), [Figure 4](#).

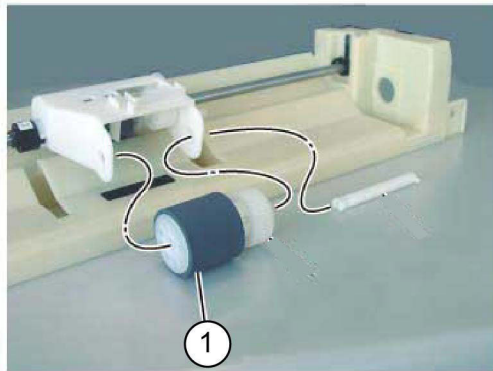


Figure 4 Nudger roll removal

6. Remove the bypass tray feed clutch, [Figure 5](#) :
 - a. Release the hook, then remove the gear (1).
 - b. Remove the E-clip (2).
 - c. Remove the bypass tray feed clutch from the shaft (3).

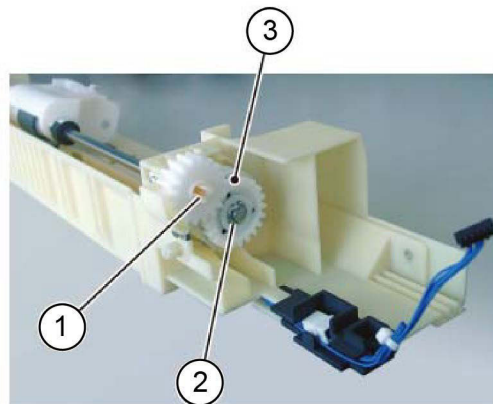


Figure 5 Feed clutch removal

7. Remove the bypass tray feed roll assembly, [Figure 6](#) :
 - a. Remove two E-Clips (1).
 - b. Remove the bypass tray feed roll assembly (2).

Y-1-0209-A

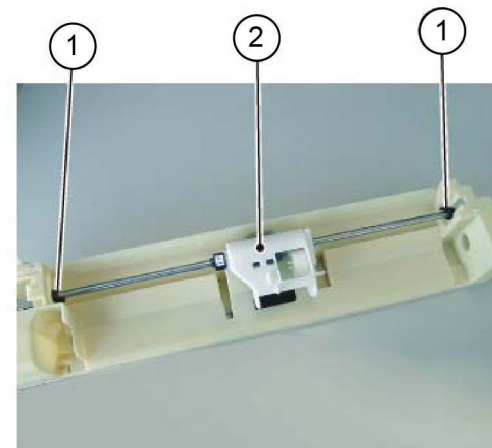


Figure 6 Feed roll assembly removal

8. Move the housing, [Figure 7](#) :
 - a. Remove the bearing (1).
 - b. Remove the E-clip (2).
 - c. Move the housing, in the direction of the arrow, to the end of the shaft.

Y-1-0211-A

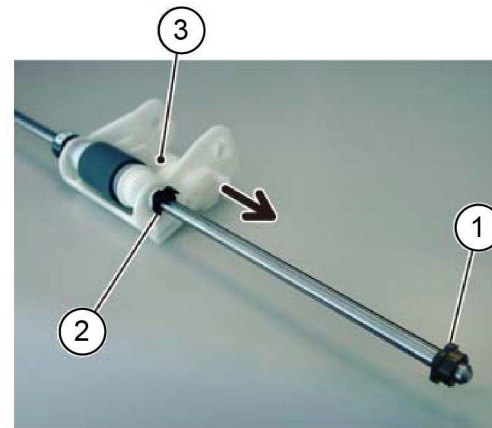
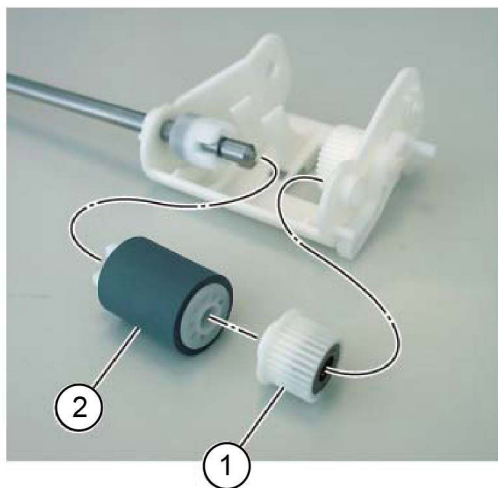


Figure 7 Shaft

9. Remove the bypass tray feed roll, [Figure 8](#) :
 - a. Remove the gear (1).
 - b. Remove the bypass tray feed roll (2).

Y-1-0212-A

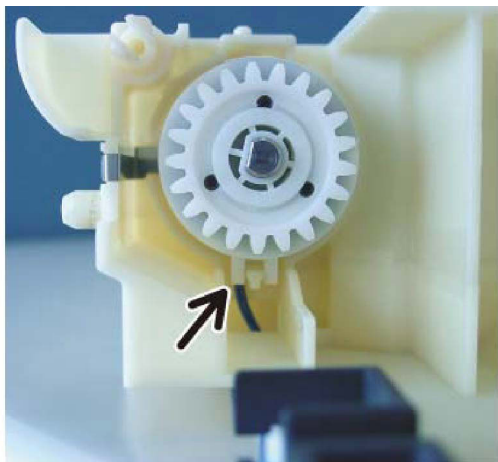


Y-1-0213-A

Figure 8 Feed roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the bypass tray feed clutch, align the cutout of the bypass tray feed clutch with the tab, [Figure 9](#).



Y-1-0214-A

Figure 9 Feed clutch alignment

3. If new bypass tray feed and nudger rolls are installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-805.

REP 80.17 Bypass Tray Retard Pad

Parts List on [PL 70.40](#)

Removal



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.

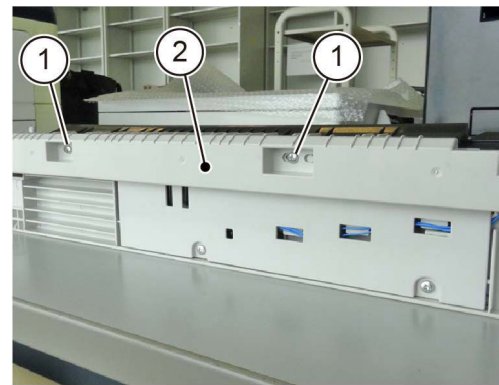
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: A new retard pad and feed and nudger rolls must be installed at the same time. Refer to [REP 80.16](#).

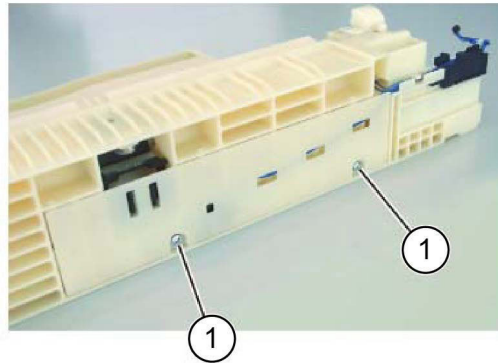
1. Remove the bypass tray, [REP 70.2](#).
2. Remove the bypass tray low chute, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the bypass tray low chute (2).



Y-1-0215-A

Figure 1 Low chute removal

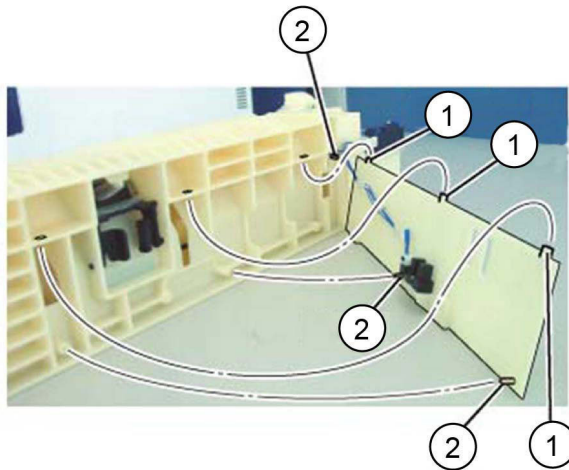
3. Remove two screws (1) that secure the bypass tray lower cover at the bottom of the bypass tray, [Figure 2](#).



Y-1-0216-A

Figure 2 Bypass tray lower cover

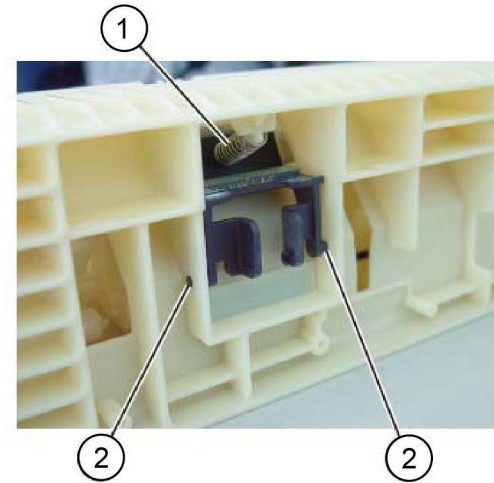
4. Release three hooks (1) and three bosses (2) from the installation holes to open the bypass tray lower cover, [Figure 3](#).



Y-1-0217-A

Figure 3 Bypass tray lower cover removal

5. Remove the bypass tray retard pad, [Figure 4](#).
 - a. Remove the spring (1).
 - b. Release the bosses (2), then remove the bypass tray retard pad.



Y-1-0218-A

Figure 4 Retard pad removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new bypass tray retard pad is installed, enter **dC135** HFSI Counter. Reset the HFSI counter 954-805.

REP 80.18 L/H Cover

Parts List on [PL 80.40](#)

Removal



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.



CAUTION: If the L/H cover is removed for a long period of time, remove the drum cartridge, [REP 90.4](#).

1. Remove the bypass tray, [REP 70.2](#).
2. Pull out tray 1. Remove the screw (1) that secures the hinge front cover, [Figure 1](#).

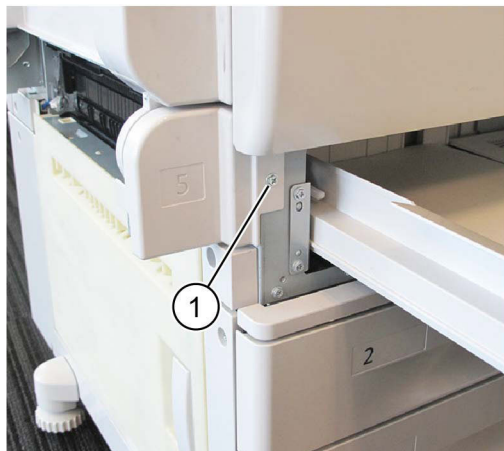


Figure 1 Hinge front cover

Y-1-0219-A

3. Pull out the bossed (1) from the mounting holes. Release the hook (2), then remove the hinge front cover, [Figure 2](#).

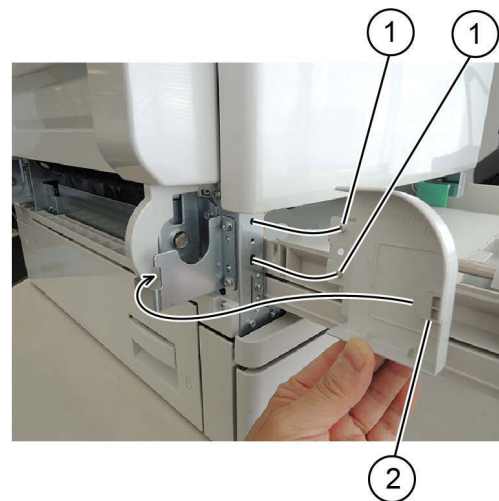


Figure 2 Hinge front cover removal

Y-1-0220-A

4. Disconnect the connector, [Figure 3](#) :
 - a. Release the harness from the retainer (1).
 - b. Disconnect the connector (2).

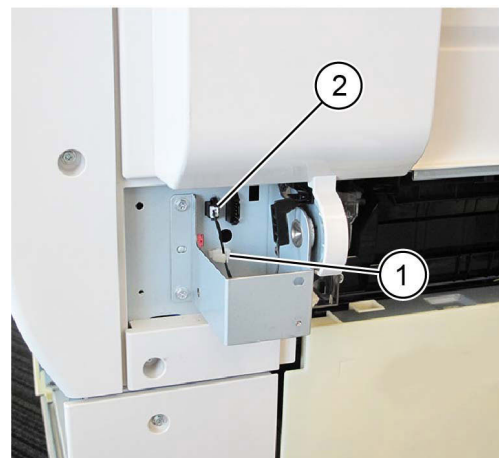


Figure 3 Connector

Y-1-0221-A

5. Remove the L/H cover, [Figure 4](#) :
 - a. Open the LH cover.
 - b. Rotate by 90 degrees, then disconnect the rear support (1).

- c. Rotate by 90 degrees, then disconnect the front support (2).
- d. Hold the L/H cover (3) open at 90 degrees.
- e. Remove the L/H cover in the direction of the arrow (4).

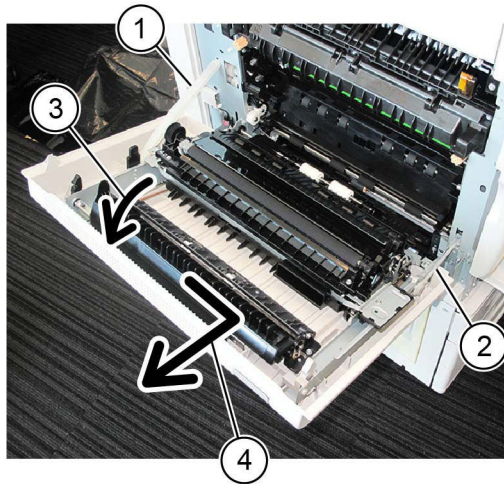


Figure 4 LH cover removal

Y-1-0222-A

Replacement

- 1. The replacement is the reverse of the removal procedure.
- 2. Align the tab on the LH cover front frame with the cutout on the bypass tray front frame assembly then move the LH cover backwards, [Figure 5](#).

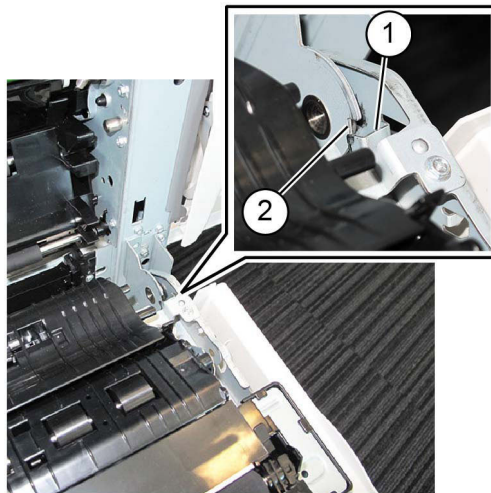


Figure 5 Alignment

Y-1-0224-A



CAUTION: When reinstalled the LH cover, do not let the rear harness guide (1) contact the bracket. Refer to [Figure 6](#).

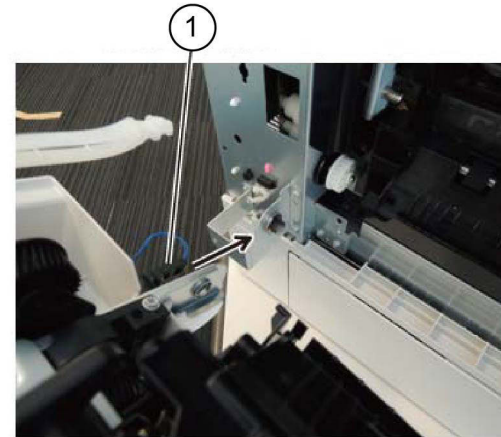


Figure 6 Harness guide

Y-1-0223-A

REP 80.19 Registration Transport Assembly

Parts List on [PL 80.55](#)

Removal



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.

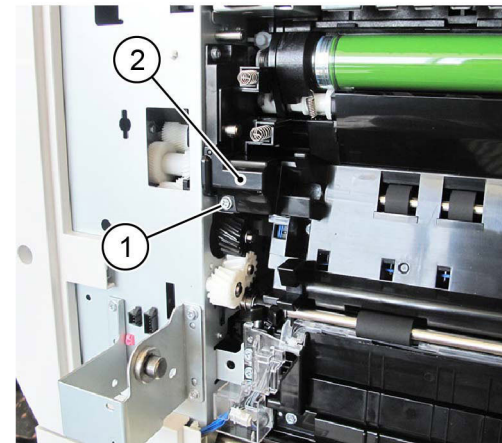
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.



CAUTION: If the L/H cover is removed for a long period of time, remove the drum cartridge, [REP 90.4](#).

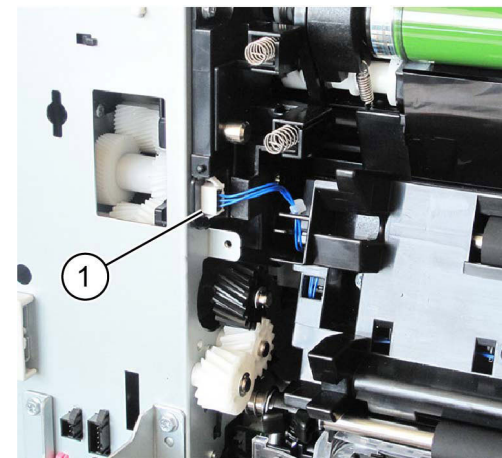
1. Remove the bypass tray, [REP 70.2](#).
2. Remove the L/H cover, [REP 80.18](#).
3. Remove the connector cover, [Figure 1](#) :
 - a. Remove the screw (1).
 - b. Remove the connector cover (2).



Y-1-0225-A

Figure 1 Connector cover removal

4. Disconnect the connector, [Figure 2](#).



Y-1-0226-A

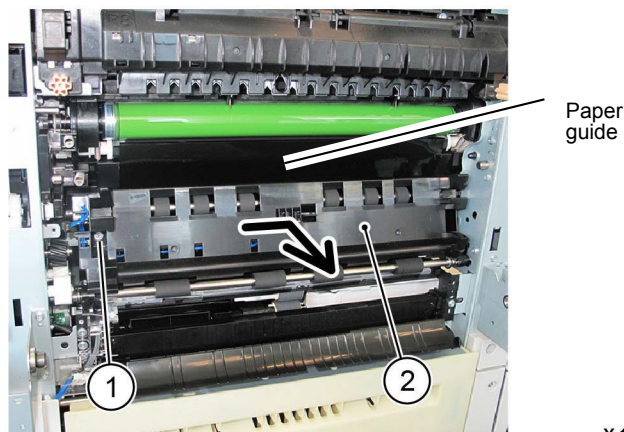
Figure 2 Connector

5. Remove the registration transport assembly, [Figure 3](#) :
 - a. Remove the screw (1).



CAUTION: Take care not to damage the paper guide when removing the registration transport assembly. Damage to the paper guide may result in paper jams.

- b. Move the registration transport assembly (2) in the direction of the arrow to remove.



Y-1-0227-A

Replacement

The replacement is the reverse of the removal procedure.

REP 80.20 Registration Roll

Parts List on [PL 80.55](#)

Removal



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 está realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.

1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Remove the inner cover, [REP 28.2](#).
4. Remove the bypass tray, [REP 70.2](#).
5. Remove the LH cover, [REP 80.18](#).
6. Remove the registration transport assembly, [REP 80.19](#).
7. Remove the drive assembly, [REP 40.1](#).
8. Remove the registration clutch assembly, [Figure 1](#) :
 - a. Release the harness from the guide (1).
 - b. Disconnect the connector (2).
 - c. Remove the E-clip (3).
 - d. Remove the registration clutch gear (4).
 - e. Remove the registration clutch assembly (5).

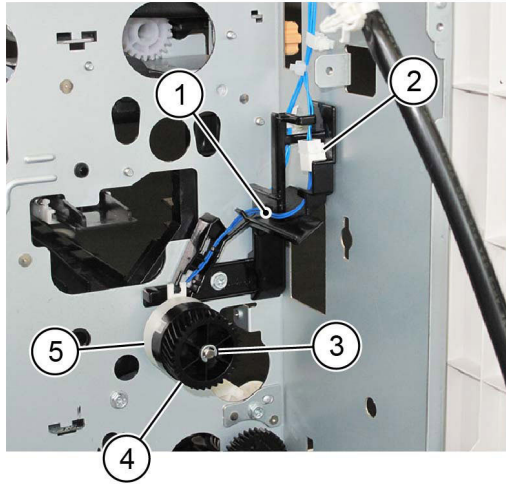


Figure 1 Registration clutch assembly removal

9. Remove the front bearing, [Figure 2](#) :

- a. Remove the E-clip (1).
- b. Remove the registration coupling (2).
- c. Remove the bearing (3).

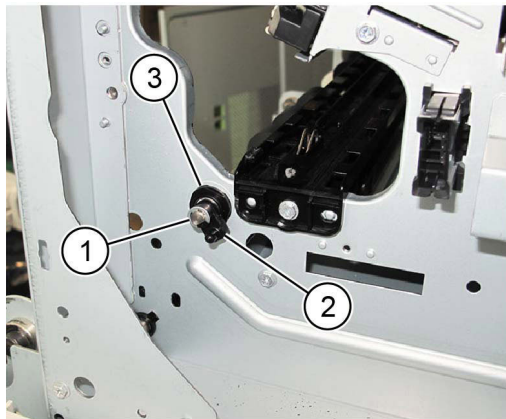


Figure 2 Front bearing removal

10. Remove the rear bearing, [Figure 3](#).

Y-1-0228-A

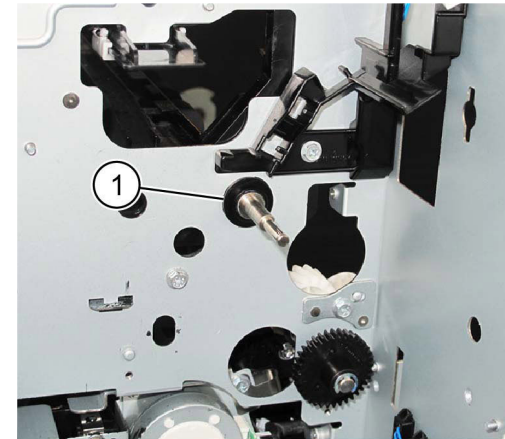


Figure 3 Rear bearing removal

11. Remove the registration roll, [Figure 4](#).

Y-1-0230-A

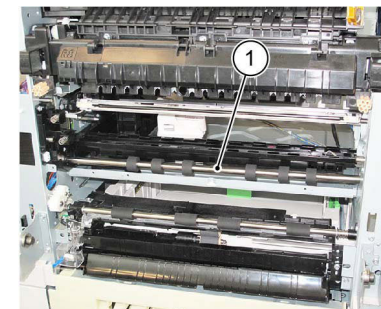


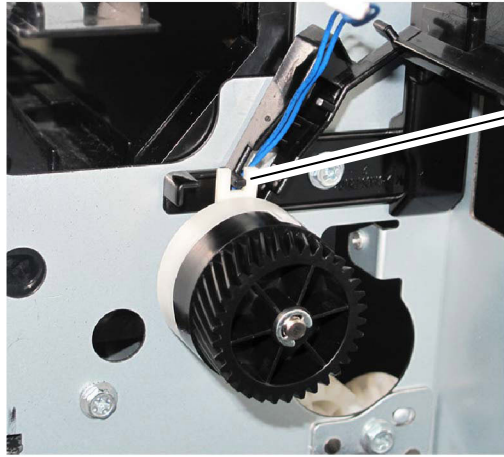
Figure 4 Registration roll removal

Y-1-0231-A

Replacement

1. The replacement is the reverse of the removal procedure.
2. When installing the registration clutch assembly, align the cutout with the harness guide tab, [Figure 5](#).

Y-1-0229-A



Cutout

Y-1-0232-A

REP 80.21 HCF Feeder

Parts List on [PL 80.60](#) , [PL 80.61](#) and [PL 80.62](#)

Removal



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.

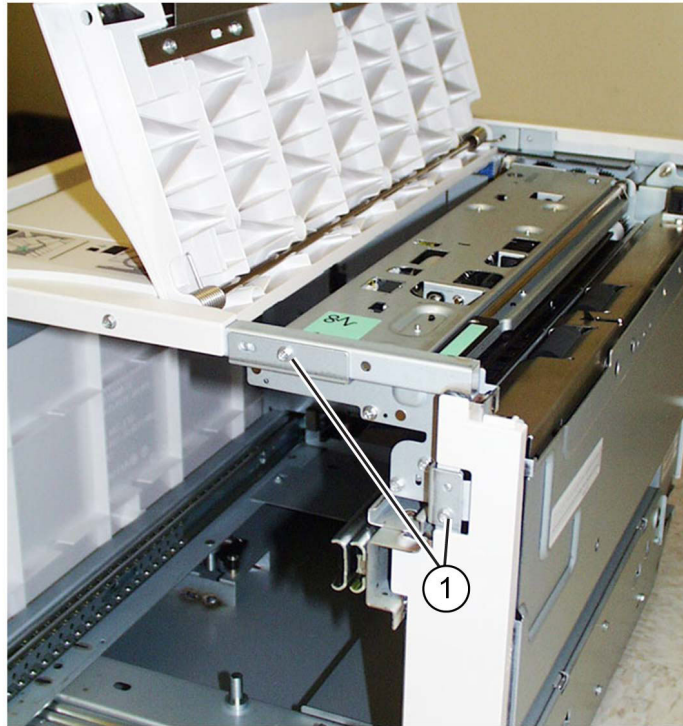
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Move the HCF away from the machine.
2. Open the feeder top cover, [PL 70.55 Item 7](#).
3. Remove two screws (1) that secure the HCF feeder to the rail, [Figure 1](#).



Y-1-0457-A

Figure 1 Feeder securing screws

- Slide the HCF feeder forwards to remove.

Replacement

- Position the HCF feeder guides onto the internal HCF rail.
- Slide the HCF feeder back into the HCF until it seats.



CAUTION: Do not over tighten the HCF Feeder screws.

- Reinstall the two securing screws.

REP 80.22 HCF Feed, Nudger and Retard Rolls

Parts List on [PL 80.61](#) and [PL 80.62](#)

Removal

Note: New feed, retard and nudger rolls must be installed at the same time.



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.

- Open the feeder top cover, [PL 70.55 Item 7](#).
- Release the green lever to open the upper feeder assembly to reveal the three rolls.

Note: For reference purposes, the single roll in the upper feeder assembly is the nudger roll. The double roll in the upper feeder assembly is the feed roll. The larger double roll in the lower feeder component is the retard roll.

- Remove each roll by squeezing the roll's shaft at both ends and lifting the roll up and out of the HCF.

Replacement

- Install each new roll by squeezing its shaft at both ends and sliding the roll into place.
- Check that the rolls turn freely.
- Close the upper feeder assembly.
- Close the feeder top cover of the HCF.

REP 80.23 HCF Feed Shaft Assembly

Parts List on [PL 80.61](#)

Removal



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.

1. Remove the HCF feeder, [REP 80.21](#).
2. Place the feeder on a flat surface.
3. Open the upper feeder assembly by releasing the green lever.
4. Remove the nudger roll by squeezing the roll's shaft at both ends (with the thumb and forefinger of one hand) and lifting the roll up and out of the HCF.
5. Remove the E-ring and bearing on the feed shaft (at the nudger roll end of the shaft).
6. Move the bearing at the opposite end of the shaft to the right, and slide the feed shaft to the right to remove.

Replacement

The replacement is the reverse of the removal procedure.

REP 80.24 HCF Retard Lever Spring

Parts List on [PL 80.62](#)

Removal



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.

1. Remove the HCF feeder, [REP 80.21](#).
2. Place the feeder on a flat surface. Release the green lever to open the upper feeder assembly.
3. Remove the retard lever spring, [Figure 1](#) :
 - a. Remove the lower chute (1).

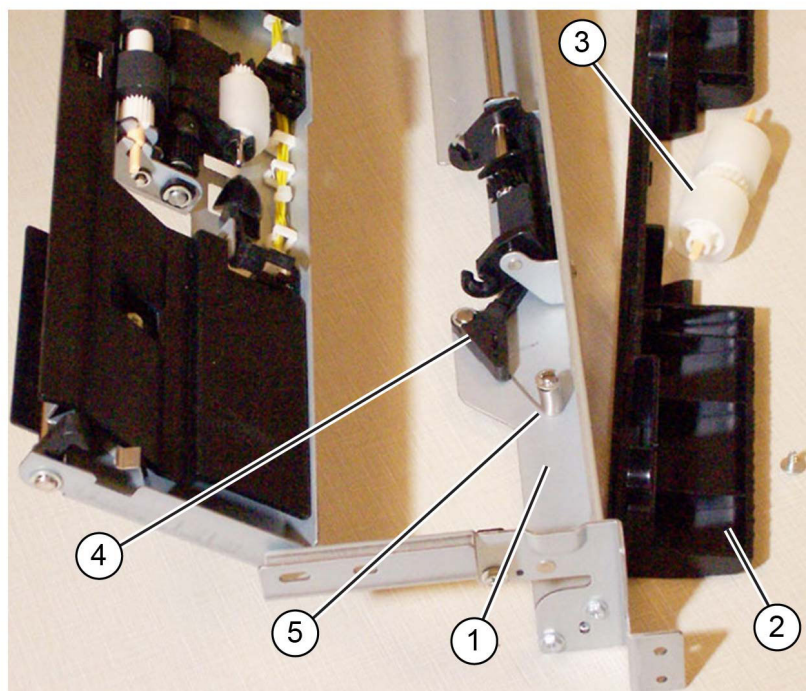
Note: Note how the spring extension fits into the lever.
 - b. Remove the plastic cover (2).

Note: Note how the spring extension fits into the lever.
 - c. Remove the retard roll (3).

Note: Note how the spring extension fits into the lever.
 - d. Remove the E-rings on the lever and spring.

Note: Note how the spring extension fits into the lever.
 - e. Remove the lever (4).

Note: Note how the spring extension fits into the lever.
 - f. Remove the retard lever spring (5).



Y-1-0470-A

Figure 1 Retard lever spring

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure that the plastic pads on the lower chute fit in the track before pushing it in.

REP 80.25 HCF Nudger Bracket/Nudger Lever/Torsion Spring

Parts List on [PL 80.62](#)

Removal



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.

1. Remove the HCF feed shaft, [REP 80.23](#).
2. Disassemble the feed shaft by removing (4) E-rings and unscrewing the nudger support that retains the torsion spring.

Replacement

The replacement is the reverse of the removal procedure.

REP 80.26 HCF Takeaway Roll

Parts List on [PL 70.55](#)

Removal



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.

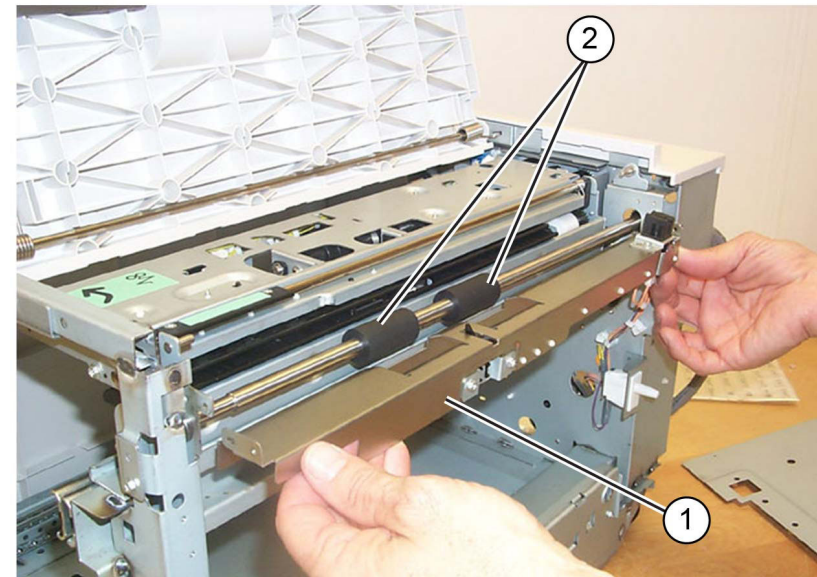
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the HCF feed motor, [REP 80.27](#).
2. Remove the takeaway roll, [Figure 1](#) :
 - a. Remove two screws, then the lower chute (1).
 - b. Slide the takeaway roll (2) to the rear until the front end is released, then lower the roll to remove.



Y-1-0471-A

Figure 1 Lower chute removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.27 HCF Feed/Lift Motor

Parts List on [PL 80.60](#)

Removal



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.

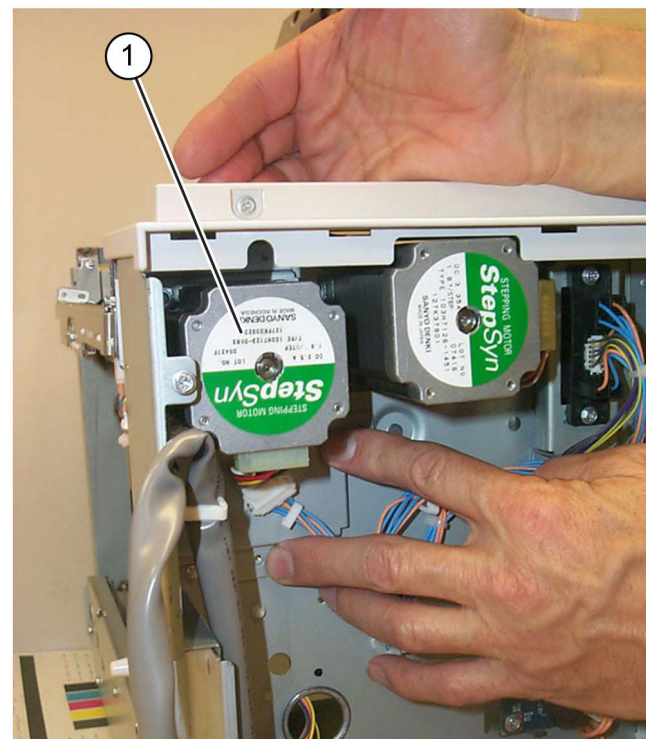
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.

1. Undock the HCF, [REP 70.4](#).
2. Remove rear cover, [PL 70.45 Item 10](#).
3. Disconnect the connector from the motor.

Note: Be careful when removing the motor as it is meshed to a hidden gear.

4. While supporting the motor with one hand, remove two screws then the HCF feed/lift motor (1), [Figure 1](#).



Y-1-0472-A

Figure 1 HCF feed/lift motor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.28 TTM Drive Belt

Parts List on [PL 70.85](#)

Removal



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.

1. Remove the TTM rear cover, [PL 70.95 Item 8](#).
2. Remove the takeaway motor 2, [REP 80.37](#).
3. Remove the TTM drive belt, [PL 70.85 Item 10](#).

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure that the drive belt (1) is installed as shown in [Figure 1](#).

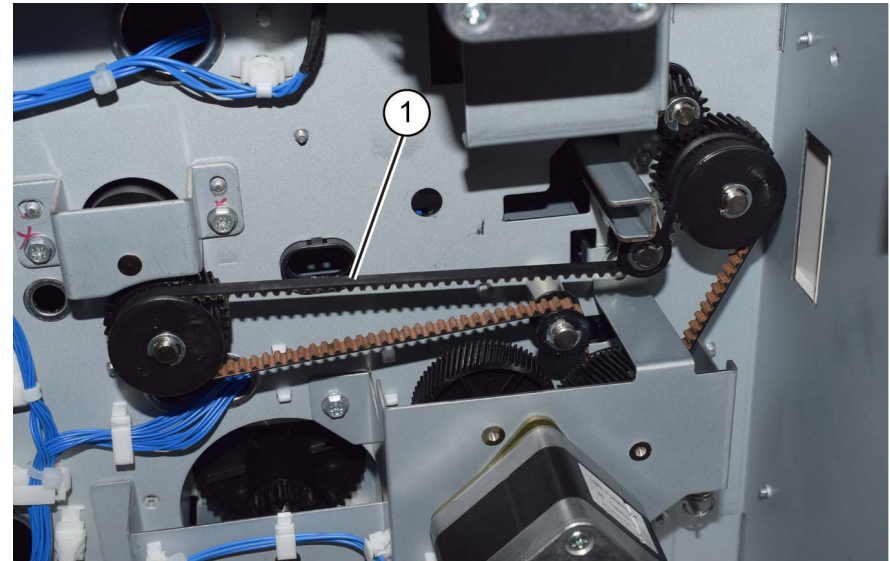


Figure 1 Belt installation

Y-1-0493-A

REP 80.29 Tray 4 Lower Feed Chute (TTM)

Parts List on [PL 80.70](#)

Removal



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.

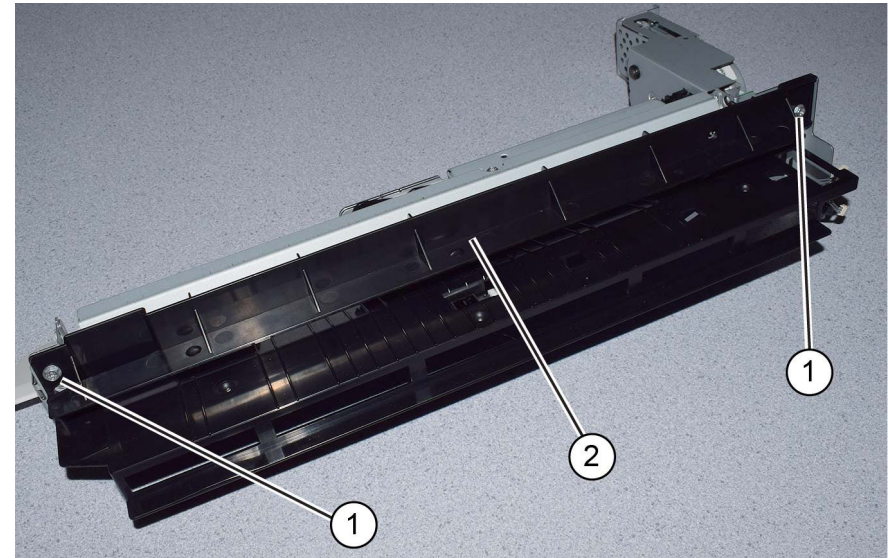
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the tray 4 feeder assembly, [REP 80.35](#).
2. Turn the tray 4 feeder assembly upside down.
3. Remove the lower feed chute, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the lower feed chute (2).



Y-1-0494-A

Figure 1 Lower feed chute removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.30 TTM Chute

Parts List on [PL 80.65](#)

Removal



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.

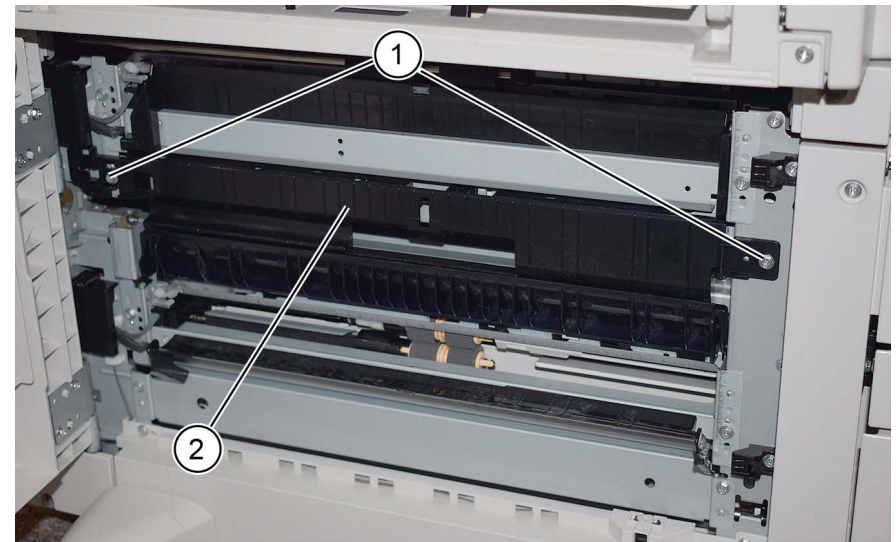
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

1. Remove the lower (tray 3 and 4) takeaway roll, [REP 80.41](#).
2. Remove the TTM chute, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Move the TTM chute (2) towards the rear, then remove the TTM chute.

Note: The TTM chute is secured in the centre by a clip feature.



Y-1-0517-A

Figure 1 TTM chute removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.31 Tray 4 Upper Feed Chute (TTM)

Parts List on [PL 80.70](#)

Removal



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.

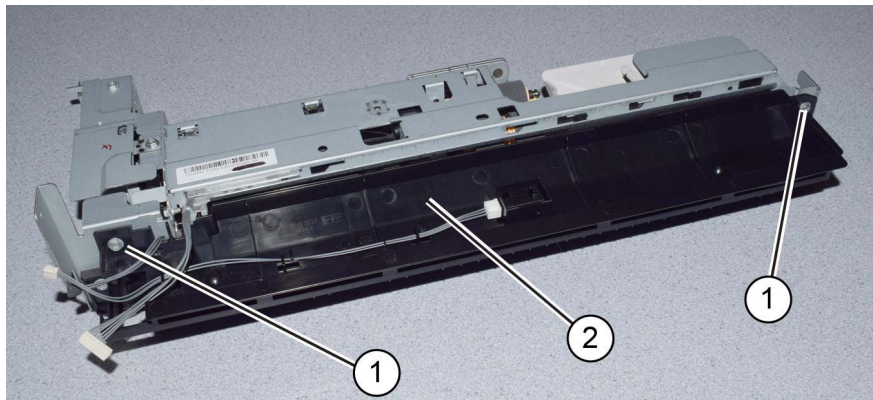
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

AVVERTENZA: Spegnere 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.

1. Remove the tray 4 feeder assembly, [REP 80.35](#).
2. Remove the upper feed chute, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the lower feed chute (2).



Y-1-0495-A

Figure 1 Upper feed chute removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.32 Tray 4 Transport Assembly Nip Rolls (TTM)

Parts List on [PL 80.70](#)

Removal



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'alimentazione quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

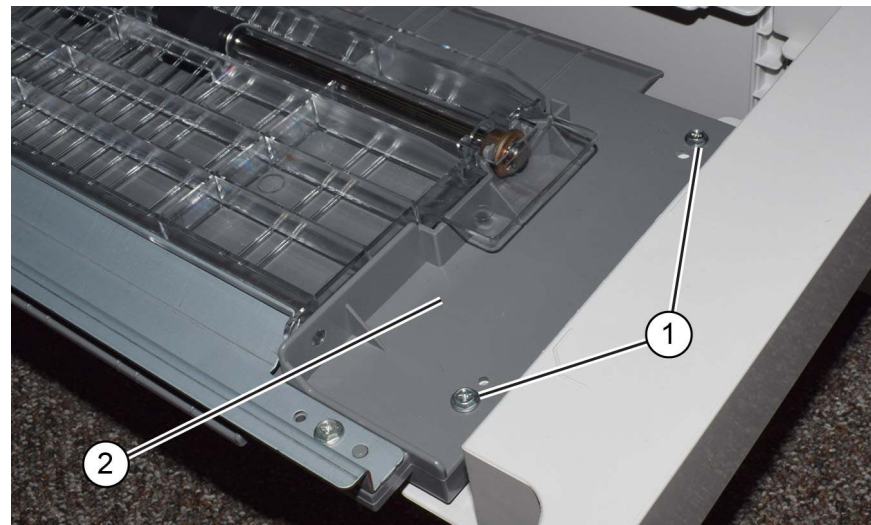
VORSICHT: Schalten Sie die Stromversorgung der Maschine ab. Siehe auch [GP 10](#) . Ziehen Sie das Stromkabel ab, wenn Sie Aufgaben ausführen, für die keine Stromversorgung benötigt wird. Stromschläge können Todesfällen oder Verletzungen verursachen. Bewegliche Teile können zu Verletzungen führen.

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.



CAUTION: Ensure that the tray 4 transport assembly, [PL 80.70 Item 11](#) is supported when removing the tray 4 assembly.

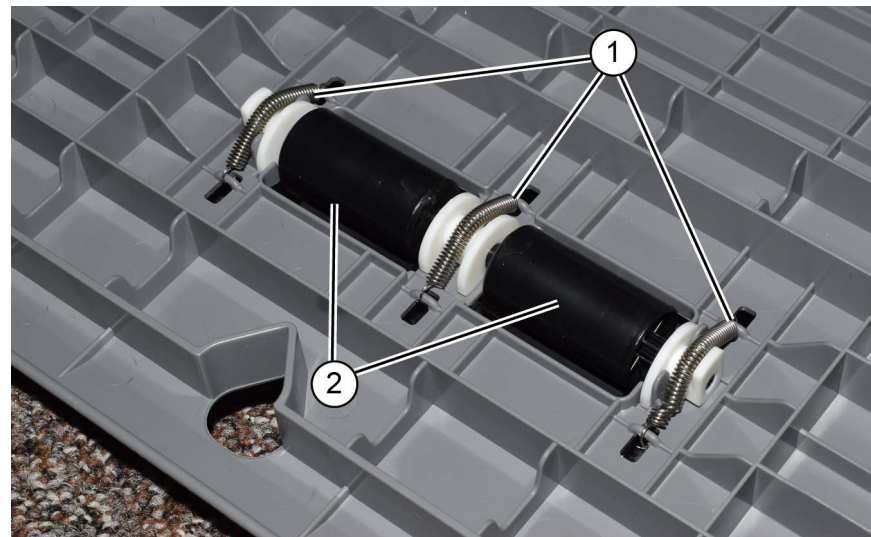
1. Fully pull out tray 4. Lift out the tray 4 assembly, [PL 70.65 Item 1](#).
2. Remove the tray 4 transport assembly from the tray 4 assembly, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the tray 4 transport assembly (2).



Y-1-0496-A

Figure 1 Transport assembly removal

3. Release the springs (1), then remove the nip rolls (2), [Figure 2](#).



Y-1-0497-A

Figure 2 Nip rolls removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.33 Tray 2 Feeder Assembly (TTM)

Parts List on [PL 80.30](#)

Removal



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.

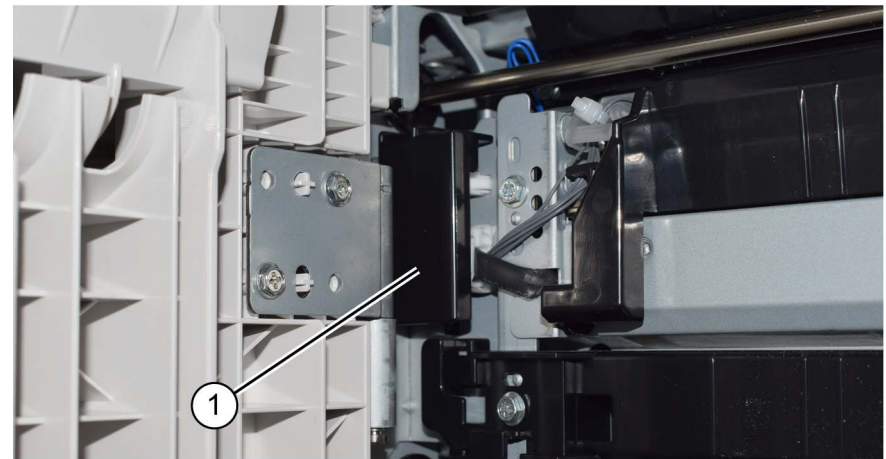
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

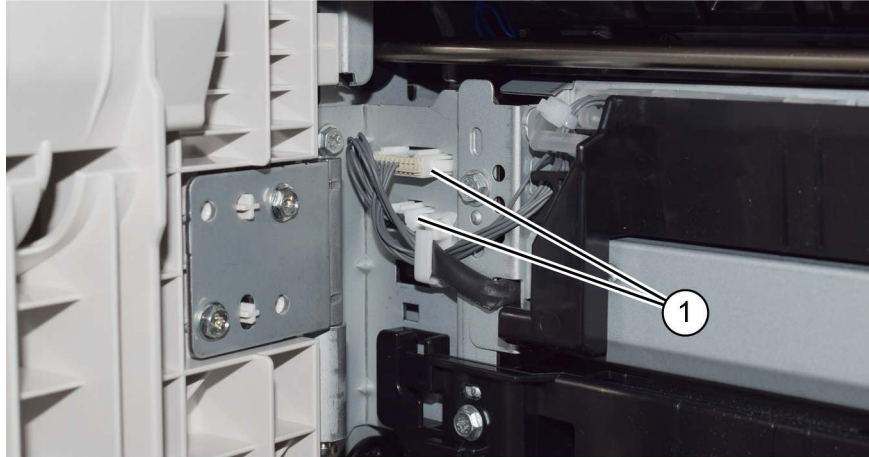
1. Pull out tray 2. Remove the paper.
2. Remove tray 2.
3. Open the left cover assembly, [PL 70.70 Item 7](#).
4. Remove the ESD cover (1), [Figure 1](#) :



Y-1-0498-A

Figure 1 ESD cover removal

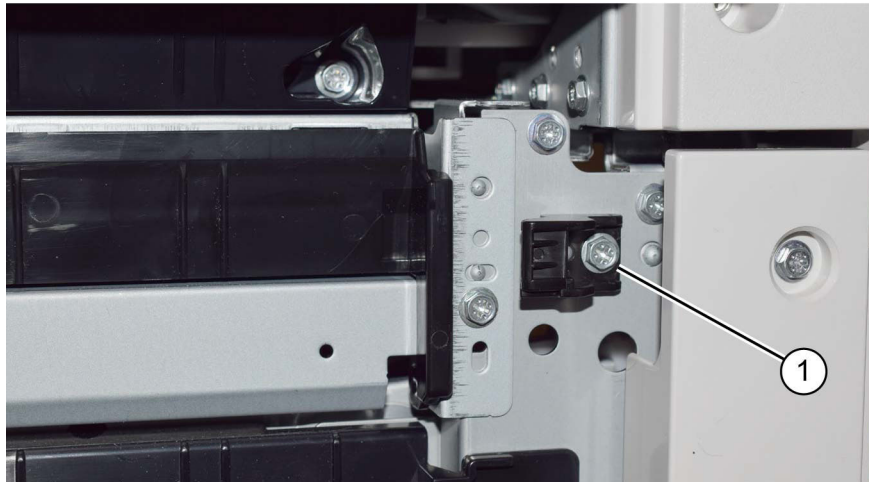
5. Disconnect 2 connectors (1), [Figure 2](#).



Y-1-0499-A

Figure 2 Connectors

6. Remove the upper door catch (1), [Figure 3](#).



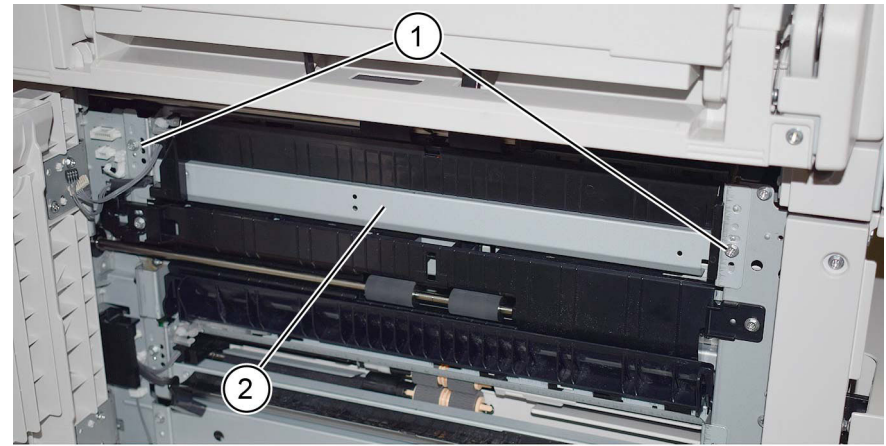
Y-1-0500-A

Figure 3 Door catch

7. Remove the tray 2 feeder assembly, [Figure 4](#) :

a. Remove two screws (1).

b. Remove the tray 2 feeder assembly (2).



Y-1-0518-A

Figure 4 Tray 2 feeder assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new tray 2 feeder assembly is installed, enter **dC135** HFSI Counter. Reset the HFSI counter 954-801.

REP 80.34 Tray 3 Feeder Assembly (TTM)

Parts List on [PL 80.65](#)

Removal



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.

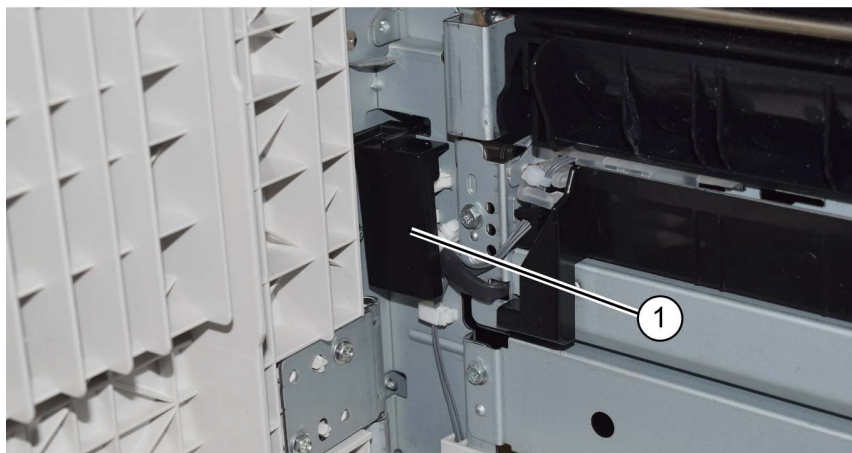
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

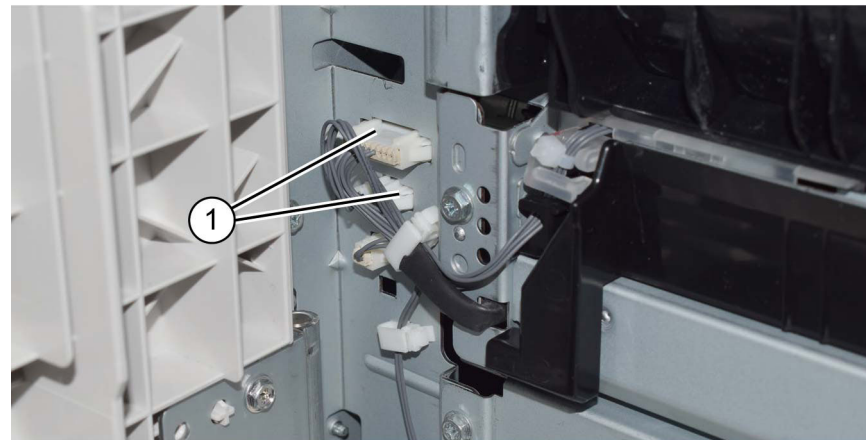
1. Pull out tray 3. Remove the paper.
2. Lift out tray 3.
3. Open the left cover assembly, [PL 70.70 Item 7](#).
4. Remove the ESD cover (1) [Figure 1](#) :



Y-1-0501-A

Figure 1 ESD cover removal

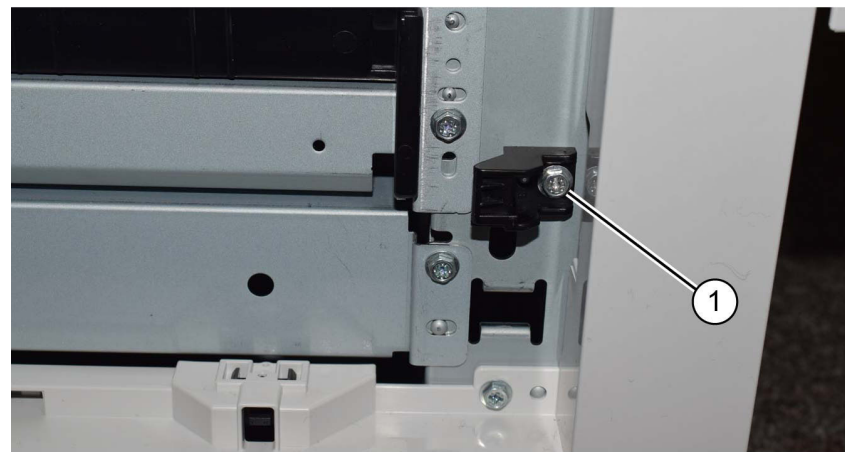
5. Disconnect 2 connectors (1), [Figure 2](#).



Y-1-0502-A

Figure 2 Connectors

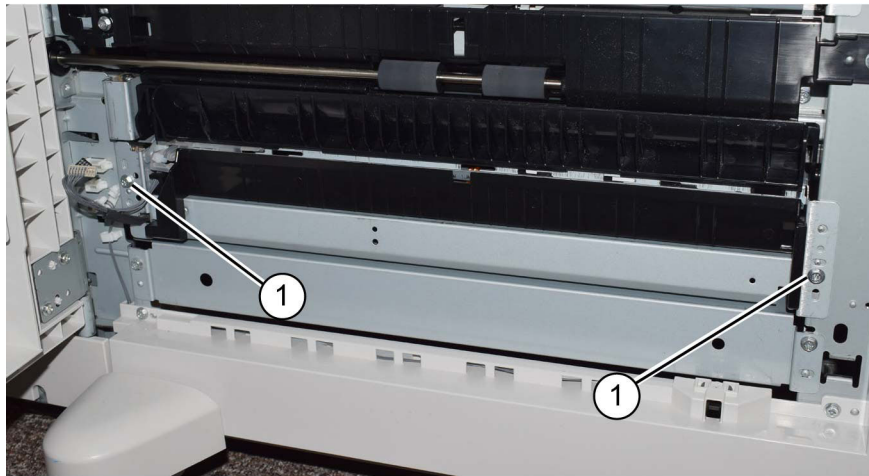
6. Remove the lower door catch (1), [Figure 3](#).



Y-1-0503-A

Figure 3 Door catch

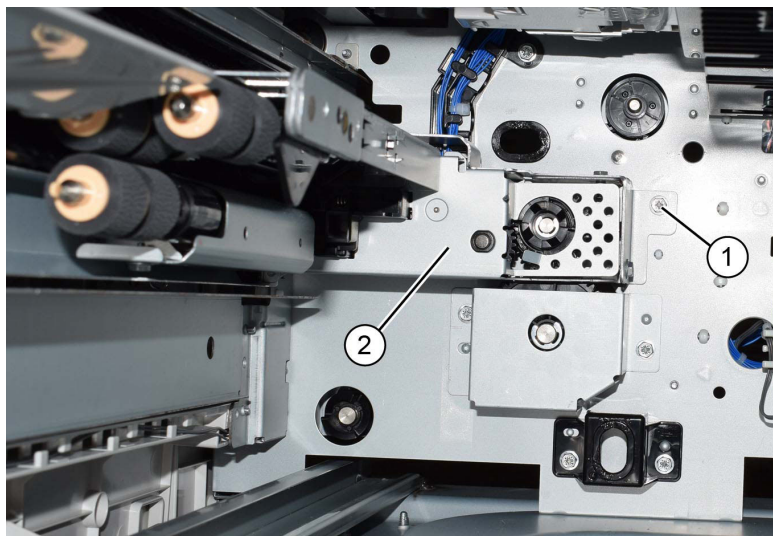
7. Remove two screws (1), [Figure 4](#) :



Y-1-0504-A

Figure 4 Tray 3 feeder assembly left side fittings

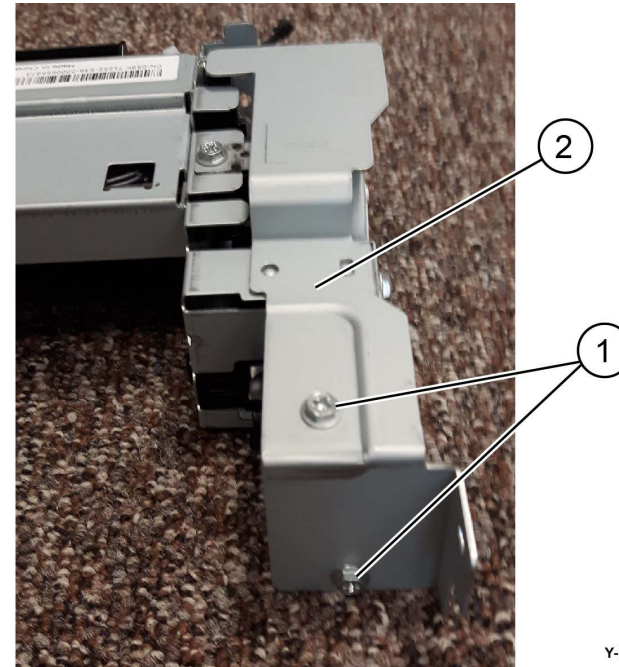
8. Remove the complete tray 3 feeder assembly including bracket, [Figure 5](#).
 - a. Remove the screw (1).
 - b. Remove the tray 3 feeder assembly (2).



Y-1-0534-A

Figure 5 Tray 3 feeder assembly removal

9. Remove the feeder cover from the tray 3 feeder assembly, [Figure 6](#).
 - a. Remove two screws(1).
 - b. Remove the feeder cover (2). Retain the cover for installation onto the new tray 3 feeder assembly.



Y-1-0537-A

Figure 6 Feeder cover removal

Replacement



CAUTION: Ensure that the feeder cover is installed onto the new tray 3 feeder assembly. Refer to [Figure 6](#).

1. The replacement is the reverse of the removal procedure.
2. If new tray 3 feeder assembly is installed, enter [dC135](#) HFSI Counter. Reset the HFSI counter 954-802.

REP 80.35 Tray 4 Feeder Assembly (TTM)

Parts List on [PL 80.70](#)

Removal



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.

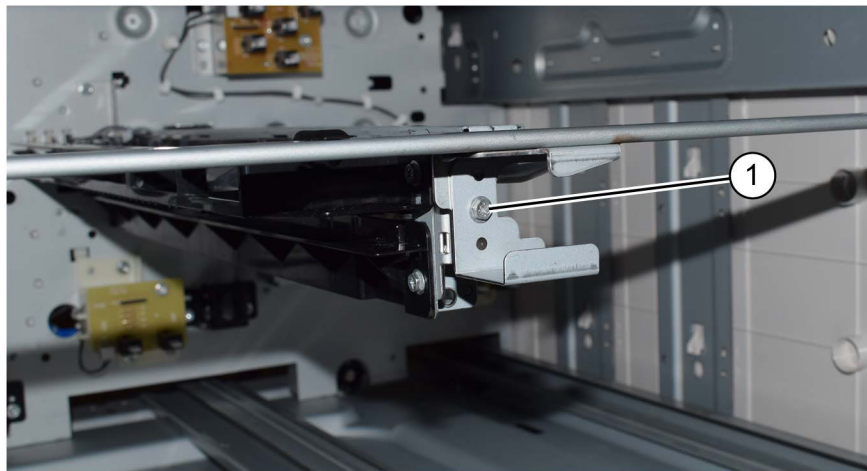
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Pull out tray 2, 3 and 4. Remove the paper.
2. Lift out tray 3 and 4. Remove tray 2.
3. Remove the support bracket (1), [Figure 1](#).

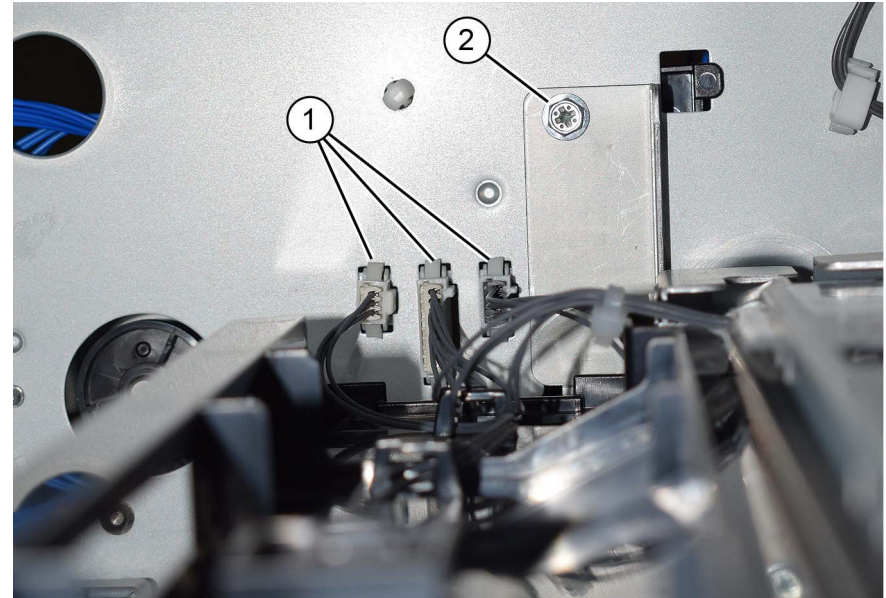


Y-1-0505-A

Figure 1 Support bracket removal

4. Prepare to remove the tray 4 feeder assembly, [Figure 2](#) :

- a. Disconnect 3 connectors (1).
- b. Remove the screw (2).

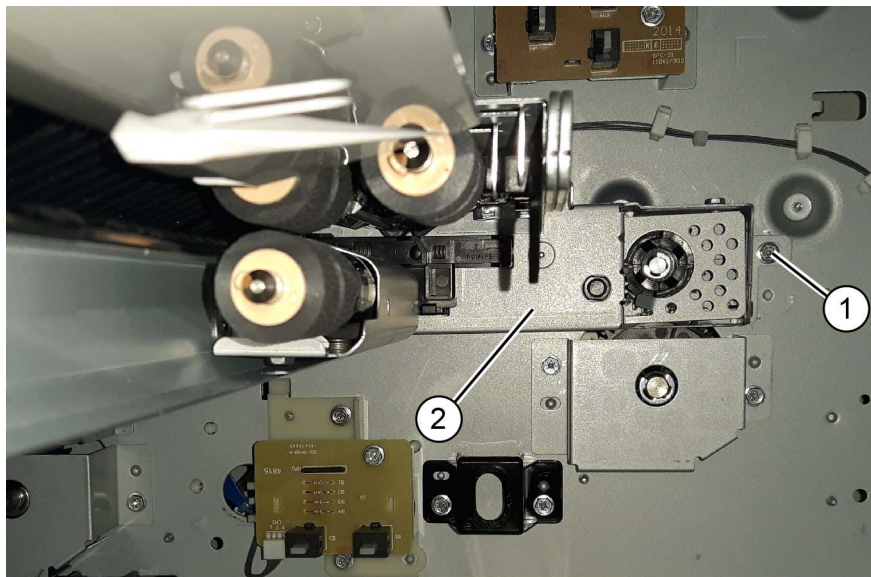


Y-1-0506-A

Figure 2 Preparation

5. Remove the tray 4 feeder assembly, [Figure 3](#) :

- a. Remove the screw (1).
- b. Remove the tray 4 feeder assembly (2).



Y-1-0507-A

Figure 3 Tray 4 feeder assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new tray 4 feeder assembly is installed, enter dC135 HFSI Counter. Reset the HFSI counter 954-803.

REP 80.36 Tray 2 Feed Out Sensor (TTM)

Parts List on [PL 80.65](#)

Removal



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.

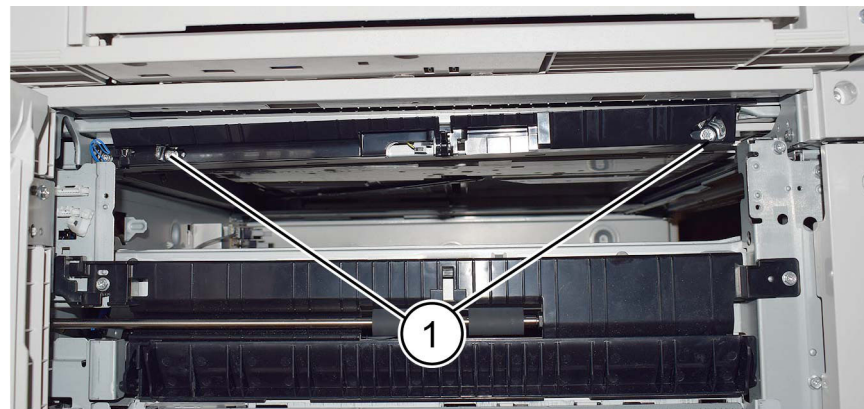
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the upper (tray 2) takeaway roll, [REP 80.41](#).
2. Remove two screws (1), [Figure 1](#).

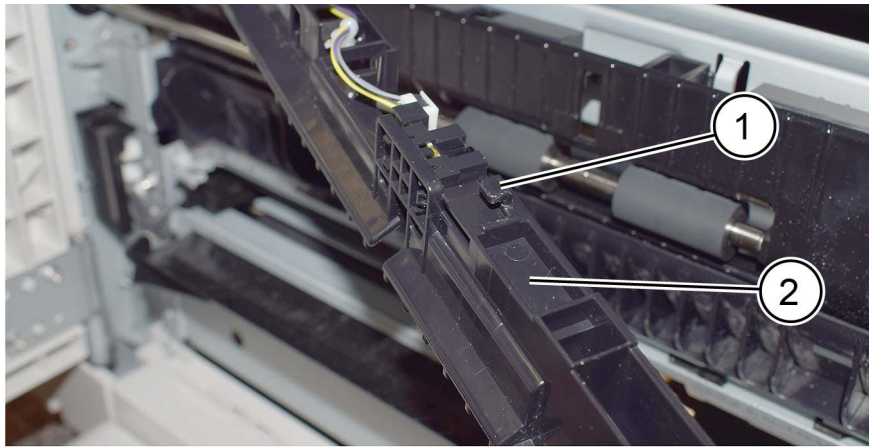


Y-1-0538-A

Figure 1 Screw removal

3. Remove the takeaway chute, [Figure 2](#) :
 - a. Move the takeaway chute to the rear to release the hook (1).
 - b. Disconnect the connector at the rear of the takeaway chute.

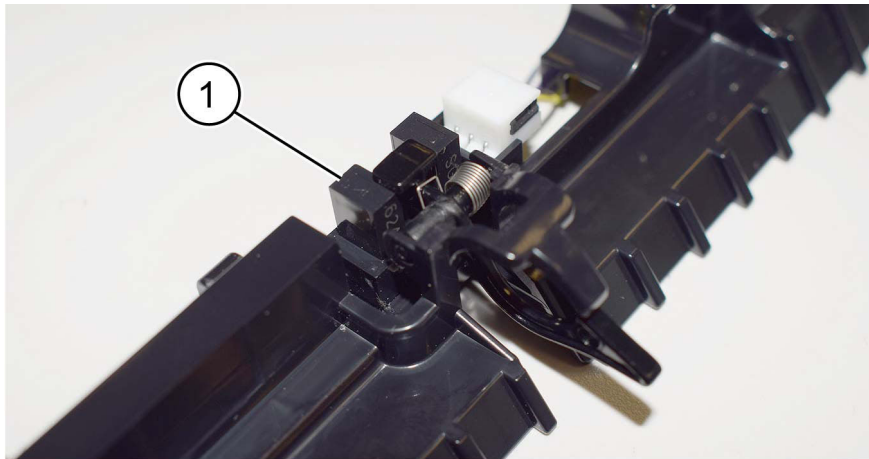
- c. Remove the takeaway chute (2).



Y-1-0539-A

Figure 2 Takeaway chute removal

4. Remove the tray 2 feed out sensor (1), Figure 3.



Y-1-0540-A

Figure 3 Sensor removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.37 Takeaway Motor 2 Assembly (TTM)

Parts List on [PL 70.85](#)

Removal



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.

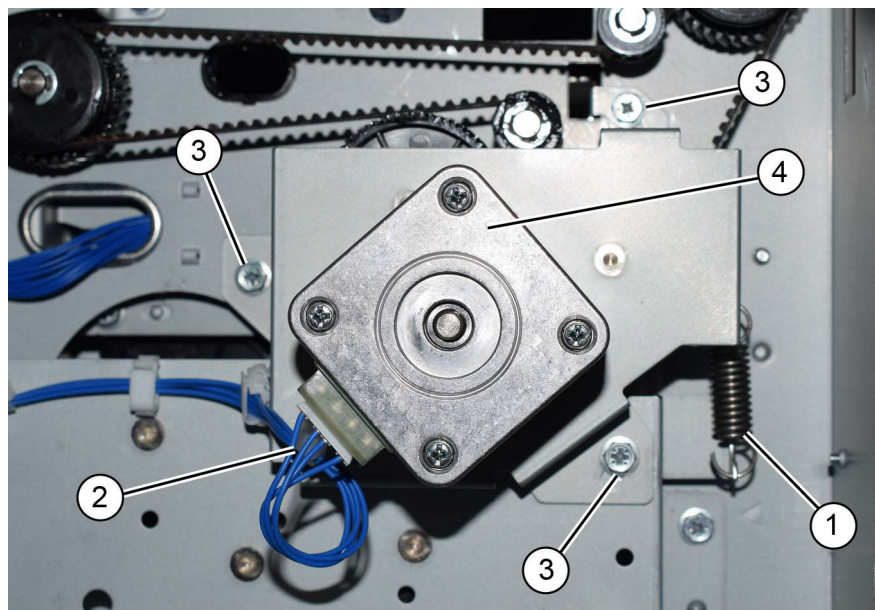
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the TTM rear cover, [PL 70.95 Item 8](#).
2. Remove the takeaway motor 2 assembly, [Figure 1](#) :
 - a. Unhook the spring (1).
 - b. Disconnect the PJ and release the harness (2).
 - c. Remove three screws (3).
 - d. Remove the takeaway motor 2 assembly (4).



Y-1-0508-A

Figure 1 Motor assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. Ensure that the drive belt is correctly installed, refer to [REP 80.28](#).

REP 80.38 Tray 2 and 3 Feed/Retard/Nudger Roll (TTM)

Parts List on [PL 80.25](#)

Removal



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.

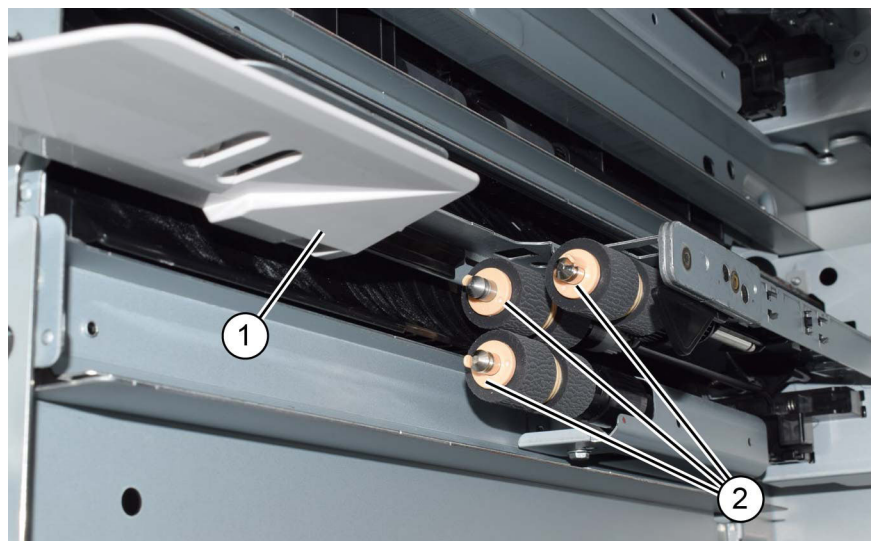
AVVERTENZA: Spegner la macchina. Vedere [GP 10](#) . Scollegare il cavo di alimentazione dall'alimentatore quando si eseguono attività che non richiedono elettricità. L'elettricità può causare morte o lesioni personali. Le parti in movimento possono causare lesioni personali.

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.

Note: New feed, retard and nudger rolls must be installed at the same time.

1. Pull out trays 2, 3 and 4. Remove the paper.
2. Remove trays 2, 3 and 4.
3. Open the left cover assembly, [PL 70.70 Item 7](#).
4. Remove the tray 2 or 3 feed, retard and nudger rolls, [Figure 1](#) :
 - a. Slide the chute (1) forwards.
 - b. Release the clip, then remove the tray 2 or 3 feed, retard and nudger rolls (2).



Y-1-0509-A

Figure 1 Roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new rolls are installed, enter **dc135** HFSI Counter. Reset the HFSI counters that follow:
 - Tray 2 Chain-Link: 954-801
 - Tray 3 Chain-Link: 954-802

REP 80.39 Tray 4 Feed/Retard/Nudger Roll (TTM)

Parts List on [PL 80.25](#)

Removal



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.

Note: New feed, retard and nudger rolls must be installed at the same time.

1. Pull out trays 2, 3 and 4. Remove the paper.
2. Remove trays 2, 3 and 4.
3. Open the left cover assembly, [PL 70.70 Item 7](#).
4. Remove the tray 4 feed, retard and nudger rolls, [Figure 1](#) :
 - a. Slide the chute (1) forwards.
 - b. Release the clip, then remove the tray 4 feed, retard and nudger rolls (2).

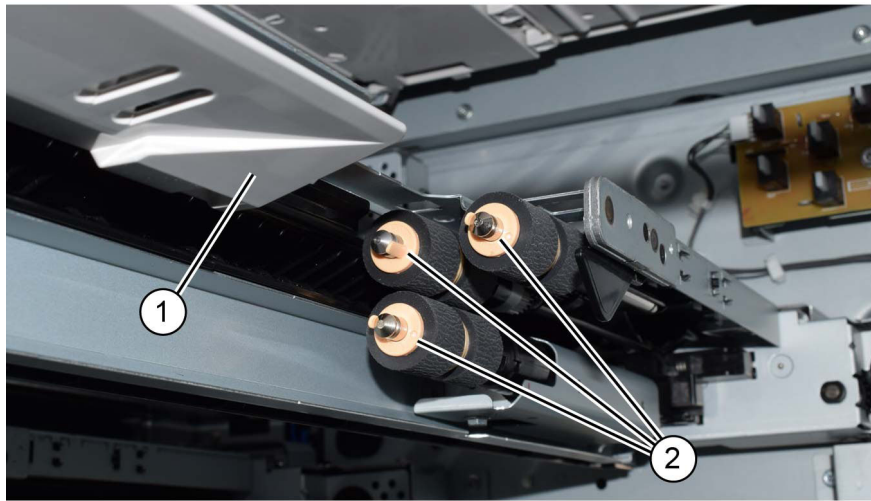


Figure 1 Roll removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If new rolls are installed, enter **dC135** HFSI Counter. Reset the HFSI counter that follows:
 - Tray 4 Chain-Link: 954-803

REP 80.40 Transfer Gear (TTM)

Parts List on [PL 70.85](#)

Removal



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.

1. Pull out tray 3. Remove the paper.
2. Remove the bracket assembly, [PL 70.85 Item 9](#).
3. Remove the transfer gear, [PL 70.85 Item 8](#) from the bracket.

Replacement

The replacement is the reverse of the removal procedure.

REP 80.41 TTM Takeaway Rolls and Bearings

Parts List on [PL 80.65](#)

Removal



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.

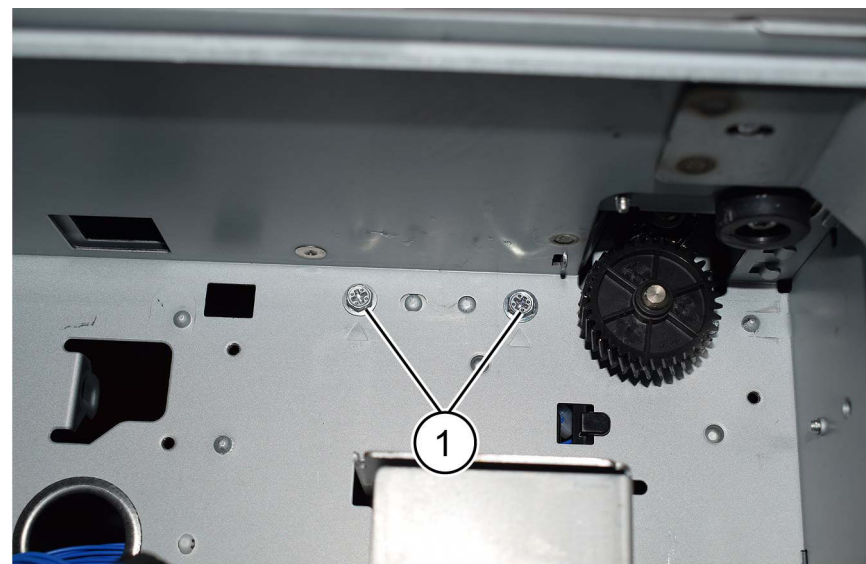
AVISO: Apague la electricidad de la máquina. Consulte el [GP 10](#) . Desconecte el cable de alimentación eléctrica de la toma de pared mientras esté realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.

Perform the relevant procedure:

- [Upper \(Tray 2\) Takeaway Roll](#)
- [Lower \(Tray 3 and 4\) Takeaway Roll](#)

Upper (Tray 2) Takeaway Roll

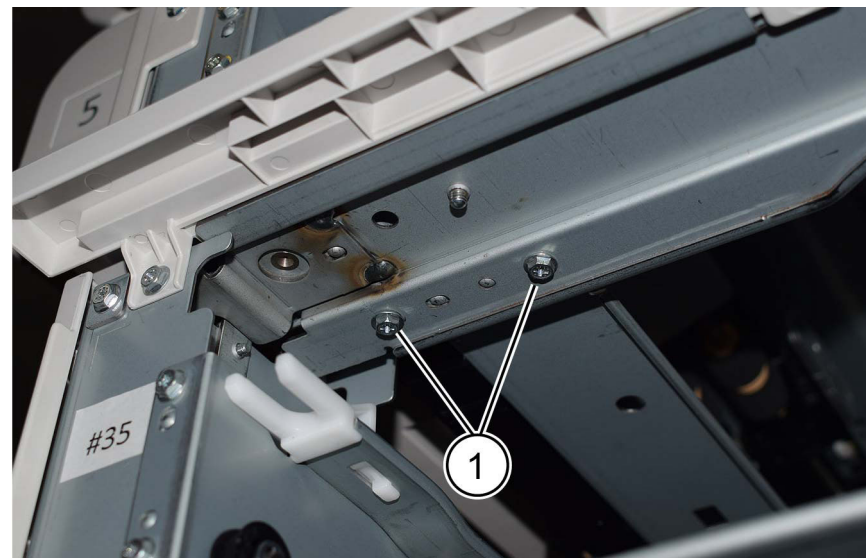
1. Pull out trays 2, 3 and 4. Remove the paper.
2. Remove trays 2, 3 and 4.
3. Remove the tray 2 feeder assembly, [REP 80.33](#).
4. Remove the rear cover, [PL 70.95 Item 8](#).
5. Remove the takeaway motor assembly, [PL 70.85 Item 1](#).
6. Remove two rear screws (1), [Figure 1](#).



Y-1-0541-A

Figure 1 Rear screw removal

7. Remove two front screws (1), [Figure 2](#).



Y-1-0542-A

Figure 2 Front screw removal



CAUTION: Take care not to damage the tray 2 feed out sensor actuator (4) when releasing or removing the takeaway roll.

8. Move the takeaway chute assembly (1) to the right, then release the front of the takeaway roll (2) from the chute, [Figure 3](#).

Note: Do not lose the front plastic bearing (3).

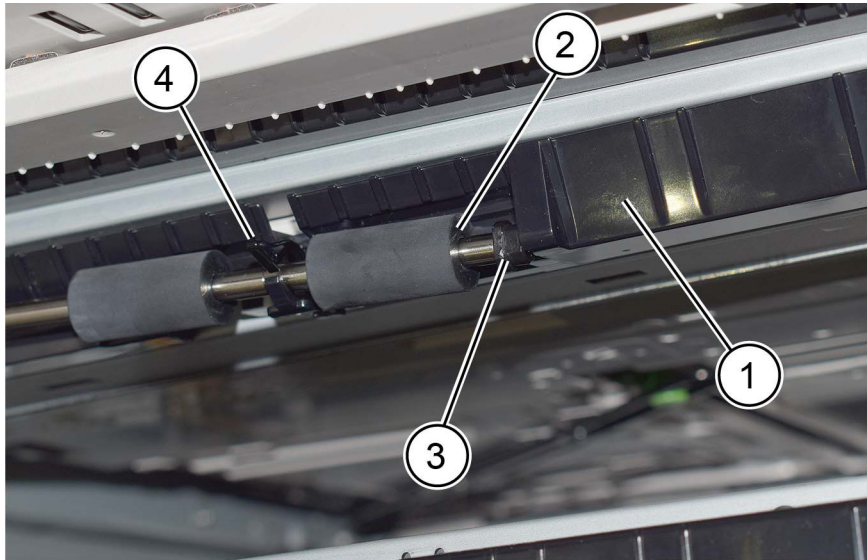
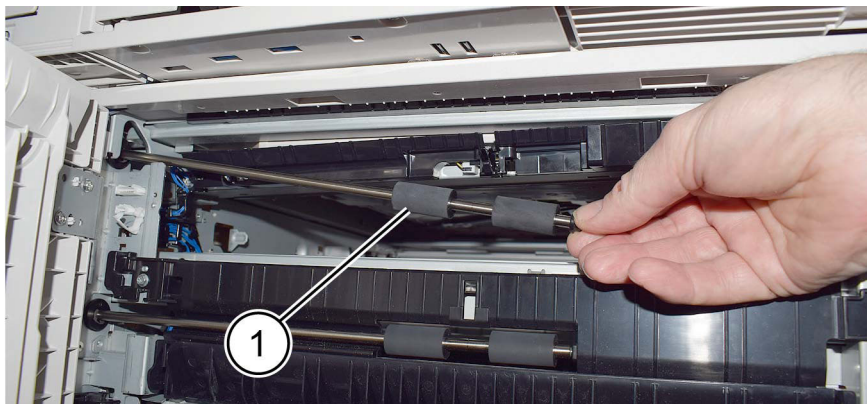


Figure 3 Front bearing release

Y-1-0543-A

9. Remove the takeaway roll (1), [Figure 4](#).



Y-1-0544-A

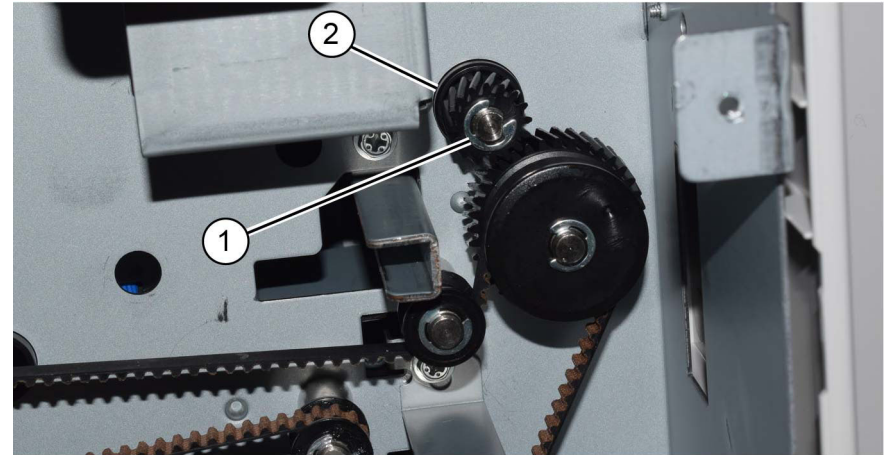
Figure 4 Takeaway roll removal

Replacement

The replacement is the reverse of the removal procedure.

Lower (Tray 3 and 4) Takeaway Roll

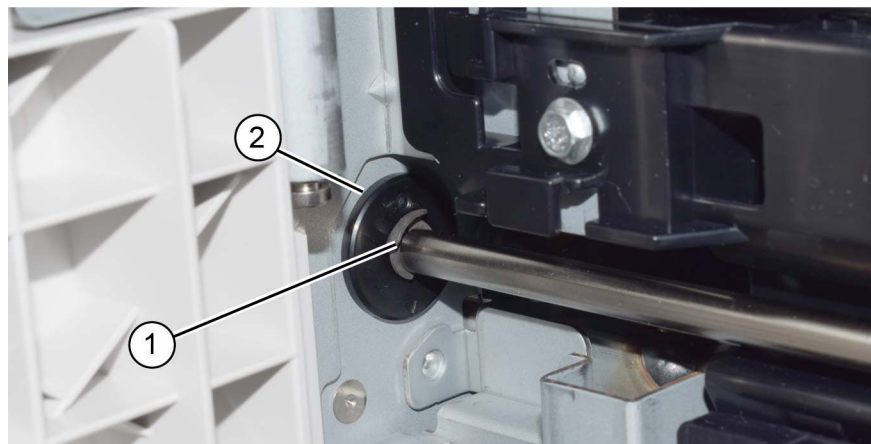
1. Remove the rear cover, [PL PL 70.95 Item 8](#).
2. Open the left cover assembly, [PL 70.70 Item 7](#).
3. Remove the E-clip (1), then the gear (2), [Figure 5](#).



Y-1-0511-A

Figure 5 Gear removal

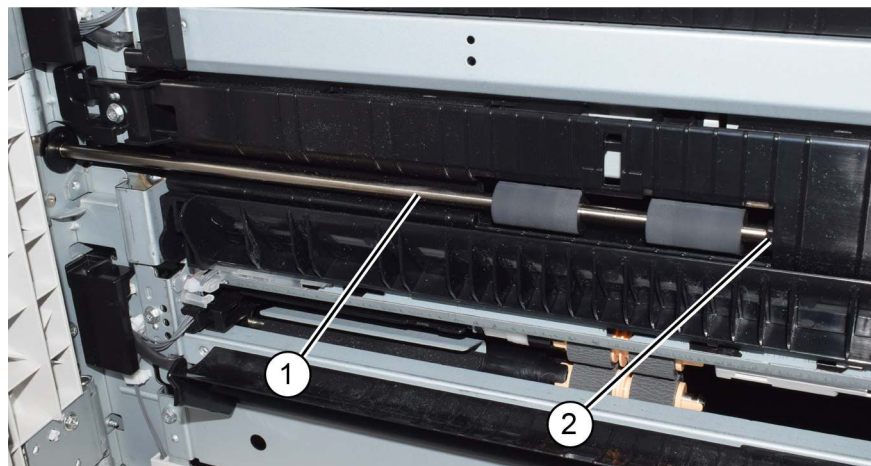
4. Remove the KL-clip (1), then the release the bearing (2), [Figure 6](#).



Y-1-0512-A

Figure 6 KL-clip removal

5. Remove the lower takeaway roll (1) and bearing (2), Figure 7.



Y-1-0513-A

Figure 7 Roll removal

Replacement

The replacement is the reverse of the removal procedure.

REP 80.42 TTM PWB

Parts List on [PL 70.90](#)

Removal



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 está realizando tareas que no necesiten corriente. La electricidad puede causar daños o la muerte. Las partes móviles pueden causar daños.

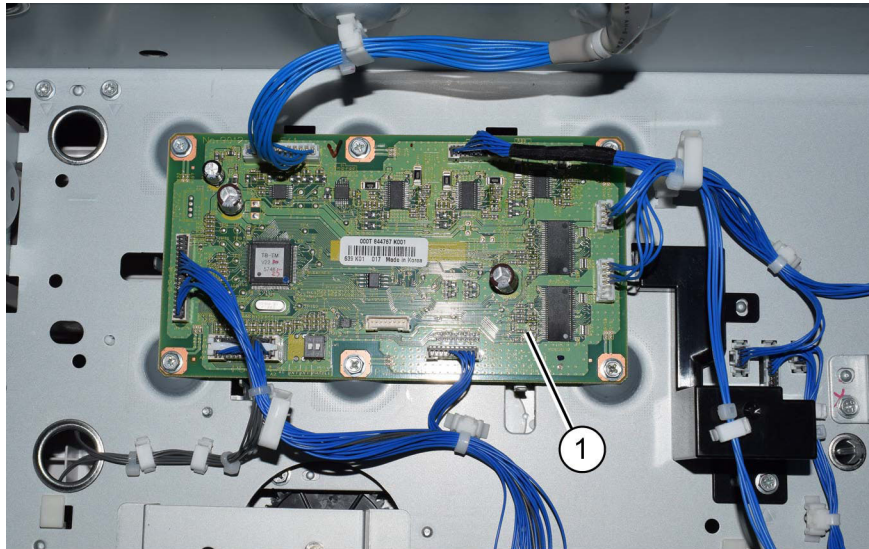


Figure 1 ESD Symbol



CAUTION: Observe ESD procedures during this procedure.

1. Remove the TTM rear cover, [PL 70.95 Item 8](#).
2. Remove the TTM PWB, [Figure 2](#) :
 - a. Disconnect seven connectors.
 - b. Remove six screws.
 - c. Remove the TTM PWB (1).



Y-1-0514-A

Figure 2 TTM PWB removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new TTM PWB is installed, enter **dC131**, then change the value of NVM ID 742-205 to 2.

REP 90.1 Dispenser Pipe Unit

Parts List on [PL 90.05](#)

Removal



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.

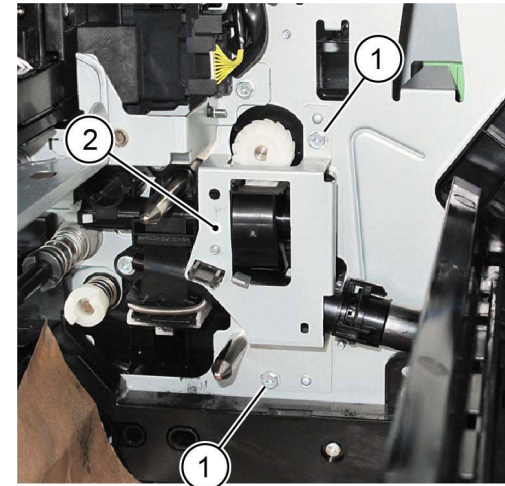
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

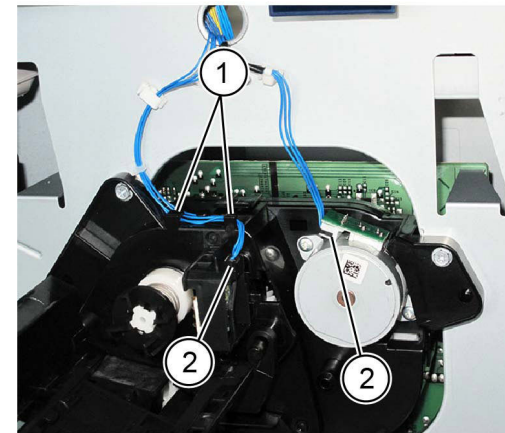
1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Remove the inner cover, [REP 28.2](#).
4. Remove the print head assembly, [REP 60.8](#).
5. Remove the AC housing assembly, [REP 90.6](#).
6. Remove the bracket assembly, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the bracket assembly (2).



Y-1-0233-A

Figure 1 Bracket assembly removal

7. Prepare to remove the dispenser pipe unit, [Figure 2](#) :
 - a. Release the wire harness (1).
 - b. Disconnect the connectors (2).



Y-1-0234-A

Figure 2 Preparation

8. Remove the dispenser pipe unit, [Figure 3](#).
 - a. Remove five screws (1).
 - b. Remove the dispenser pipe unit (2).

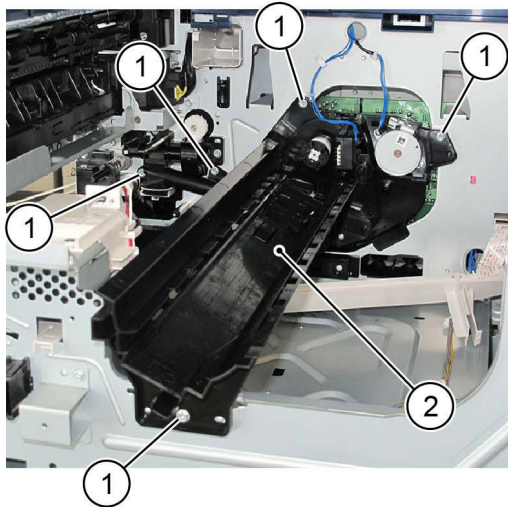


Figure 3 Dispenser pipe unit removal

Replacement

The replacement is the reverse of the removal procedure.

Y-1-0235-A

REP 90.2 Dispenser Pipe Assembly

Parts List on [PL 90.05](#)

Removal



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.

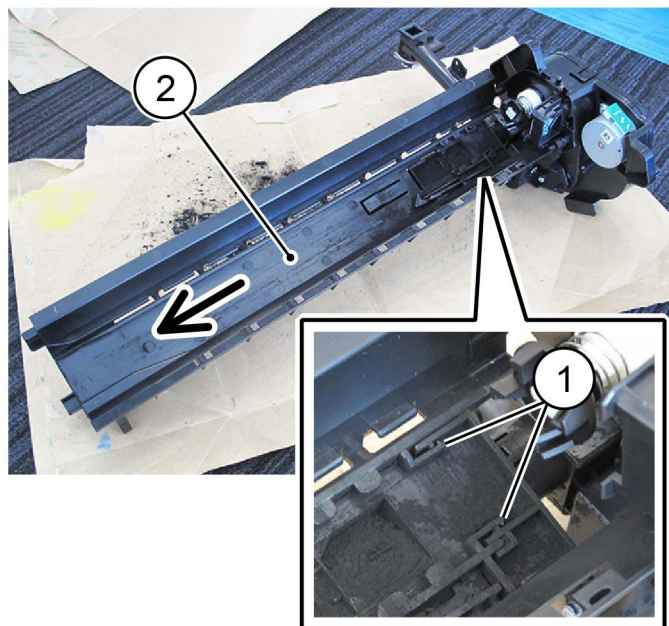
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Remove the inner cover, [REP 28.2](#).
4. Remove the print head assembly, [REP 60.8](#).
5. Remove the AC housing assembly, [REP 90.6](#).
6. Remove the dispenser pipe unit, [REP 90.1](#).
7. Disengage two hooks (1), then remove the cartridge guide from the dispenser pipe assembly, [Figure 1](#).



Y-1-0411-A

Figure 1 Dispenser pipe assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 90.3 BTR Assembly

Parts List on [PL 90.15](#)

Removal

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.



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.

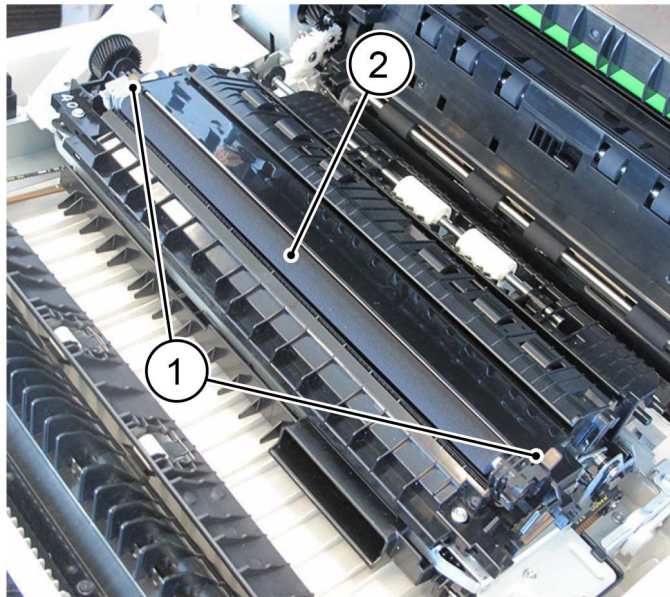
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#). Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Open the LH transport assembly, [PL 80.45 Item 1](#).
2. Disengage the hooks (1) on front and rear, then remove the BTR assembly (2), [Figure 1](#).



Y-1-0412-A

Figure 1 BTR assembly removal

Replacement

1. The replacement is the reverse of the removal procedure.
2. If a new BTR assembly is installed, enter dC135 HFSI Counter. Reset the HFSI counter 954-820.

REP 90.4 Drum Cartridge

Parts List on [PL 90.20](#)

Removal

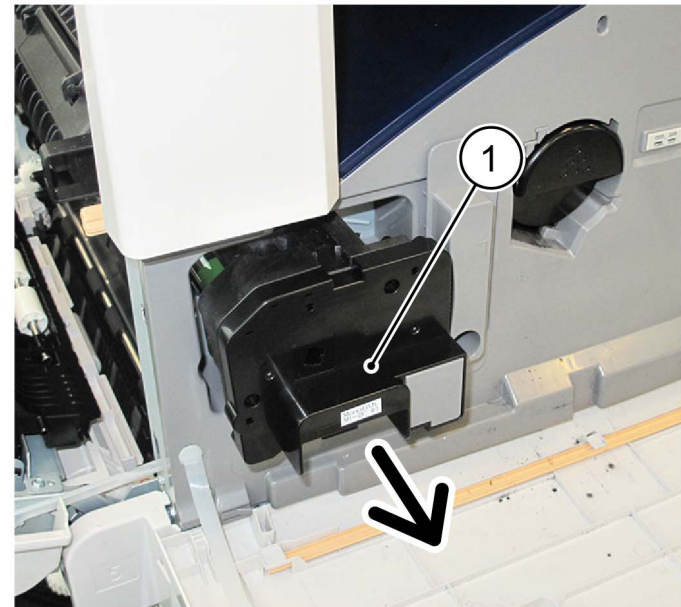


CAUTION: To prevent light fatigue, either wrap the removed drum cartridge in a sheet of black paper or store it in a black bag.



CAUTION: Do not touch the surface of the drum.

1. Open the front cover.
2. Open the LH transport assembly, [PL 80.45 Item 1](#).
3. Raise the latch (1), then remove the drum cartridge, [Figure 1](#).



Y-1-0413-A

Figure 1 Drum cartridge removal

Replacement

The replacement is the reverse of the removal procedure.

REP 90.5 Reclaim Pipe Assembly

Parts List on [PL 90.20](#)

Removal



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.

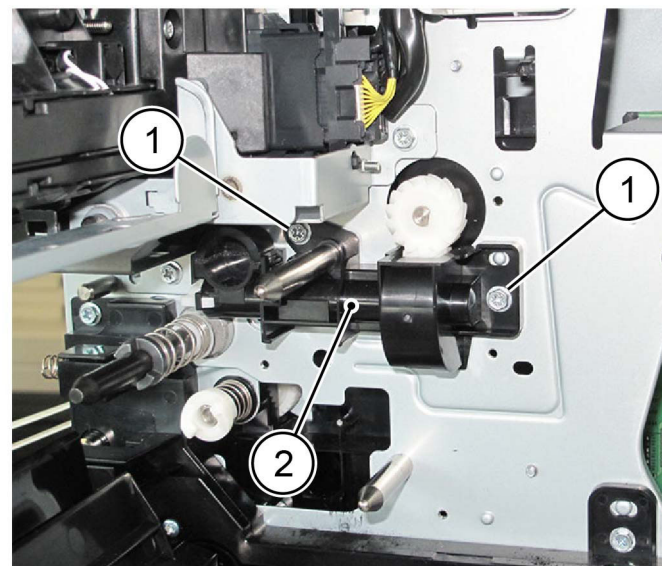
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Remove the inner cover, [REP 28.2](#).
4. Remove the print head assembly, [REP 60.8](#).
5. Remove the AC housing assembly, [REP 90.6](#).
6. Remove the dispenser pipe unit, [REP 90.1](#).
7. Remove the reclaim pipe assembly, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the reclaim pipe assembly (2).



Y-1-0414-A

Figure 1 Reclaim pipe assembly removal

Replacement

The replacement is the reverse of the removal procedure.

REP 90.6 AC Housing Assembly

Parts List on [PL 90.20](#)

Removal



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.

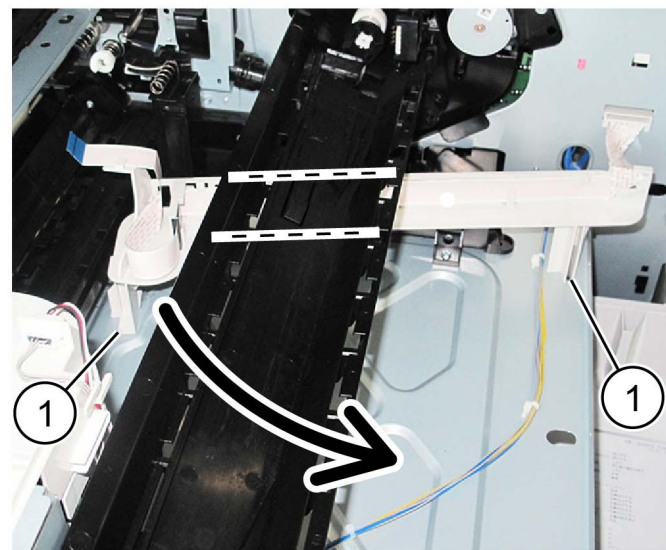
DANGER : Mettez la machine hors tension. Reportez-vous à [GP 10](#) . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

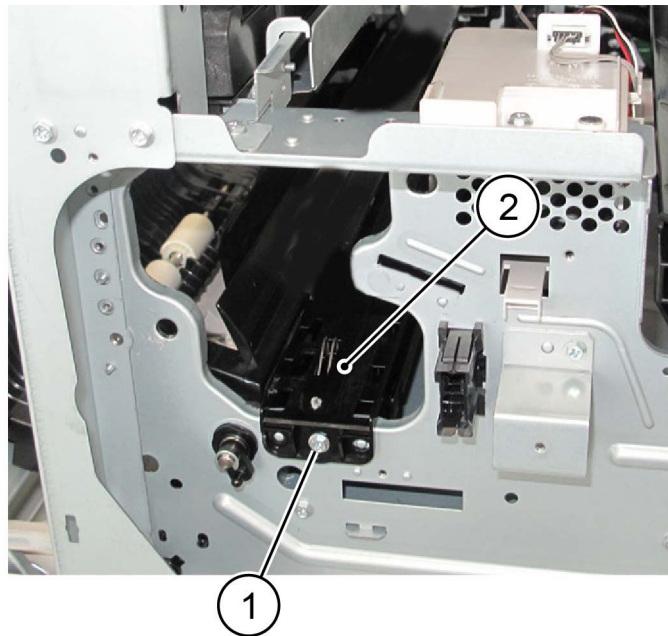
1. Remove the drum cartridge, [REP 90.4](#).
2. Remove the front cover, [REP 28.1](#).
3. Remove the inner cover, [REP 28.2](#).
4. Remove the print head assembly, [REP 60.8](#).
5. Move the harness assembly, [Figure 1](#) :
 - a. Disengage the hooks (1).
 - b. Move the harness assembly in the direction of the arrow.



Y-1-0415-A

Figure 1 Harness assembly

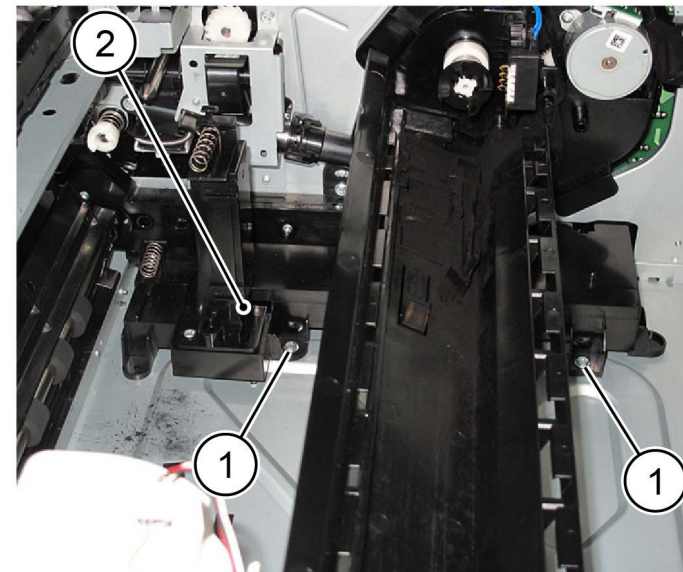
6. Remove the lower guide assembly, [Figure 2](#) :
 - a. Remove the screw (1).
 - b. Remove the lower guide assembly (2).



Y-1-0416-A

Figure 2 Lower guide assembly removal

7. Remove the AC housing assembly, [Figure 3](#) :
 - a. Remove two screws (1).
 - b. Remove the AC housing assembly (2).



Y-1-0417-A

Figure 3 AC housing assembly removal**Replacement**

1. The replacement is the reverse of the removal procedure.
2. When installing the lower guide assembly, align the bosses (1) with the holes, [Figure 4](#).

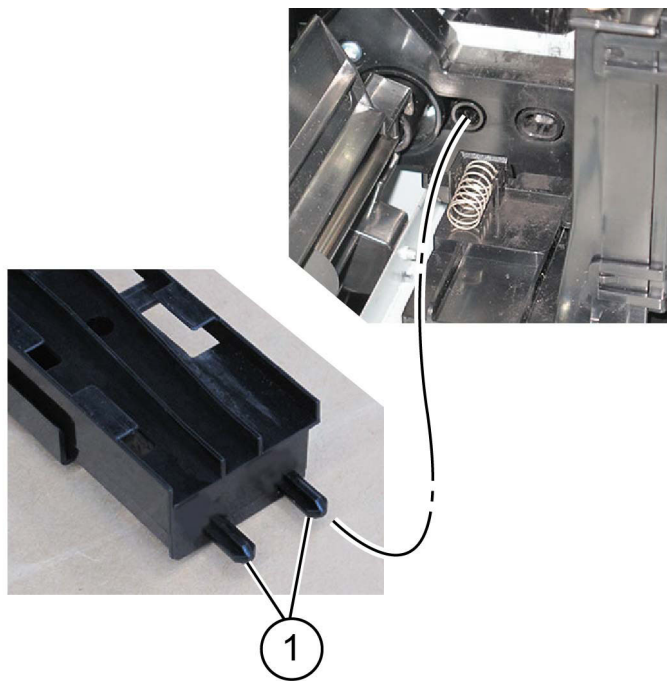


Figure 4 Alignment

Y-1-0418-A

ADJs Not Listed for External Accessory Devices



CAUTION: Attached devices may have external service manuals for troubleshooting. The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

ADJ 5.1 DADF Lead Edge Skew

To correct the feeding of the original by adjusting the position of the DADF.

Preparation

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

Perform the steps that follow:

1. Clean the CVT glass. Refer to [ADJ 60.5 Optics Cleaning Procedure](#).
2. Check that the document width guides are adjusted correctly.
3. Check the document path for obstructions or foreign objects.
4. Perform the Skew Check.

Skew Check

1. Enter [dC612](#). Print internal test pattern 128.
2. Make 5 copies of the test pattern from the DADF.
3. Check for skew. Refer to [IQS 5 Skew](#).

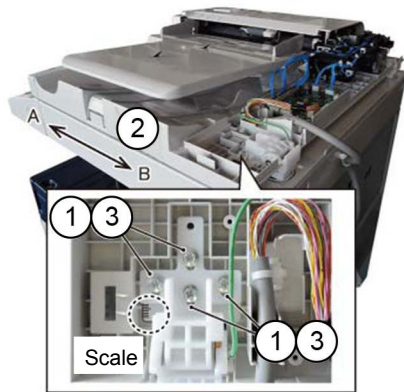
Note: Skew is always measured on the lead edge, irrespective of paper orientation.

4. If necessary, perform the Adjustment.

1. Remove the DADF rear cover, [REP 5.4](#).
2. Adjust the position of the DADF by moving the DADF in direction A or B, [Figure 1](#) :
 - a. Loosen four screws (1).
 - b. Move the DADF in direction A or B (2):
 - DADF moved in direction A (clockwise) is shown in [Figure 2](#).
 - DADF moved in direction B (counter-clockwise) is shown in [Figure 3](#).

Note: Each mark on the scale represents movement of 1mm (0.04 inch).

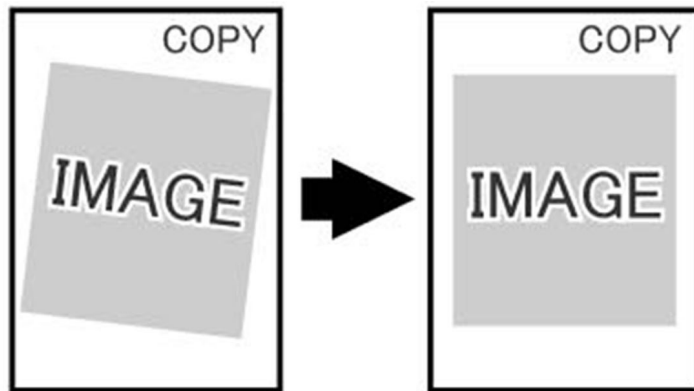
- c. Tighten four screws (3).



Y-1-0453-A

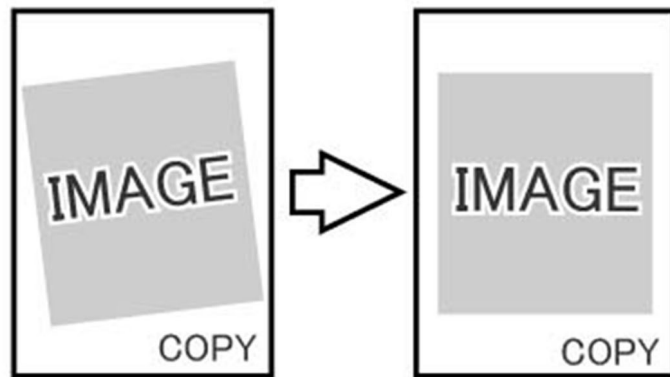
Figure 2 Direction B

3. Reinstall the DADF rear cover.
4. After adjustment, perform [ADJ 5.2 DADF Side Edge Registration](#) and [ADJ 5.3 DADF Lead Edge Registration](#).



TY-1-0174-A

Figure 1 Direction A



TY-1-0175-A

ADJ 5.2 DADF Side Edge Registration

To correct DADF side edge registration.

Initial Actions

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

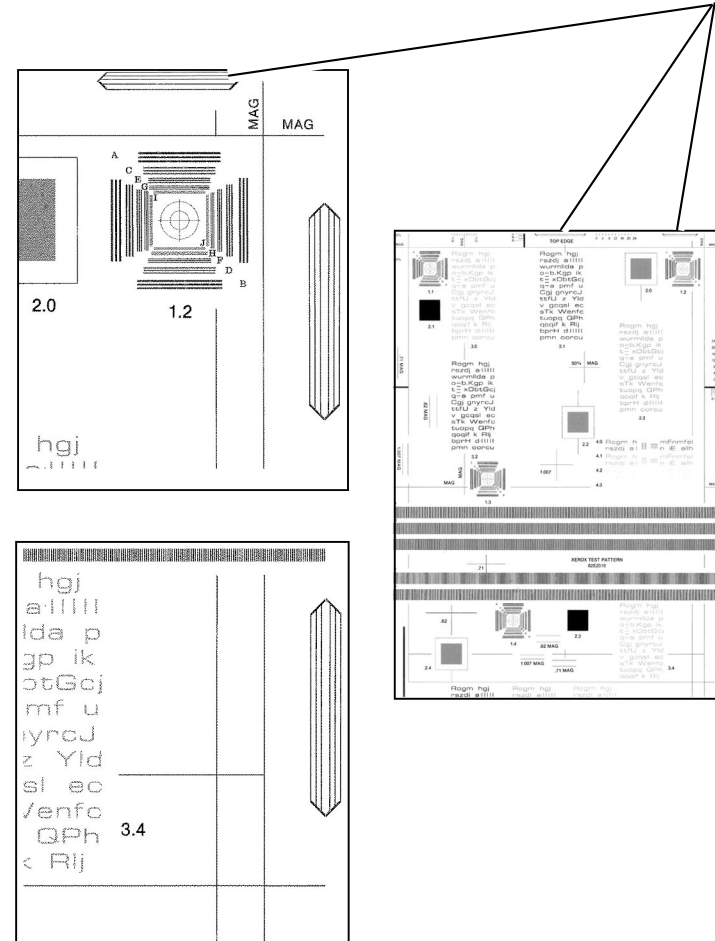
Before performing this procedure, perform the procedures that follow:

1. [dC126 System Registration](#).
2. [ADJ 60.3 IIT Side Edge Registration](#).
3. [ADJ 5.1 DADF Lead Edge Skew](#).

Side 1 Check

1. Place the test pattern 82E2010 (A4) or 82E2020 (8.5 x11inch) face up in the DADF input tray. Ensure that the document guides are correctly adjusted.
2. Make a simplex copy.
3. [Figure 1](#), use the grids A to measure the side edge displacement. Check that the side edge registration error is within +/- 2.1 mm (0.082 inch).

Note: Grid A and grid B of test patterns 82E2010, 82E2020 are small areas of parallel lines 1mm apart. These can be used to directly measure the registration displacement.



Y-1-0556-A

Side 1 Adjustment

1. Enter [dC131](#). Change NVM value 711-272 to correct side edge registration for all document sizes. Refer to [Table 1](#). Increasing the NVM value moves the image towards the inboard edge of the copy.

Note: An increment of 1 in NVM = 0.1mm (0.04 inch).

Table 1 Side 1 NVM values

NVM	Document Width	Document Size
711-272	For all sizes	For all sizes
715-056	139.7 to 148 mm	A5 SEF, 5.5x8.5 SEF
715-058	182 to 194mm	B5 SEF, 16K SEF
715-060	203.2mm	8x10 SEF, 8x10.5 SEF
715-062	210mm	A4 SEF, A5 LEF
715-064	214.9 to 215.9mm	Letter SEF, Legal SEF, 5.5x8.5 LEF, 8.46x12.4 SEF, 8.5x13 SEF
715-066	254 to 257mm	B4 SEF, B5 LEF, 8x10 LEF
715-068	266.7 to 267mm	16K LEF, 8K LEF, 8x10.5 LEF
715-070	279.4mm	Letter LEF, 11x15 SEF, 11x17 SEF
715-072	297mm	A4 LEF, A3 SEF

- If required, NVM values 715-056 to 715-072 can be changed to correct side edge registration for each individual document size. Refer to [Table 1](#).
- Repeat the [Side 1 Check](#). If the side 1 side edge registration is good, perform the [Side 2 Check](#).

Side 2 Check

- Place the test pattern 82E2010 (A4) or 82E2020 (8.5 x11inch) face down in the DADF input tray. Ensure that the document guides are correctly adjusted.
- Make a duplex (2 to 1 sided) copy.
- [Figure 1](#), use the grids to measure the side edge displacement. Check that the side edge registration error is within +/- 2.1 mm (0.082 inch).

Side 2 Adjustment

- Enter [dC131](#). Change NVM value 711-274 to correct side edge registration for all document sizes. Refer to [Table 2](#). Increasing the NVM value moves the image towards the inboard edge of the copy.

Note: An increment of 1 in NVM = 0.1mm (0.04 inch).

Table 2 Side 2 NVM values

NVM	Document Width	Document Size
711-274	For all sizes	For all sizes
715-057	139.7 to 148 mm	A5 SEF, 5.5x8.5" SEF
715-059	182 to 194mm	B5 SEF, 16K SEF
715-061	203.2mm	8x10" SEF, 8x10.5" SEF
715-063	210mm	A4 SEF, A5 LEF

NVM	Document Width	Document Size
715-065	214.9 to 215.9mm	Letter SEF, Legal SEF, 5.5x8.5" LEF, 8.46x12.4" SEF, 8.5x13" SEF
715-067	254 to 257mm	B4 SEF, B5 LEF, 8x10" LEF
715-069	266.7 to 267mm	16K LEF, 8K LEF, 8x10.5" LEF
715-071	279.4mm	Letter LEF, 11x15" SEF, 11x17" SEF
715-073	297mm	A4 LEF, A3 SEF

- If required, NVM values 715-057 to 715-073 can be changed to correct side edge registration for each individual document size. Refer to [Table 2](#).
- Repeat the [Side 2 Check](#).

ADJ 5.3 DADF Lead Edge Registration

To correct DADF lead edge registration.

Initial Actions

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

Before performing this procedure, perform the procedures that follow:

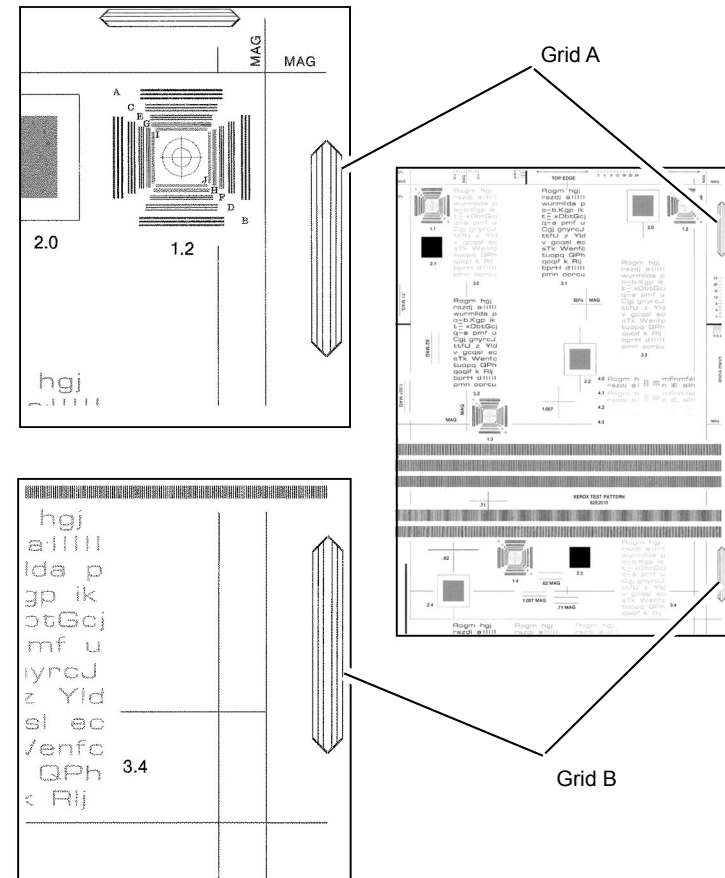
1. [dC126 System Registration](#).
2. [ADJ 60.2 IIT Lead Edge Registration](#).
3. [ADJ 5.1 DADF Lead Edge Skew](#).

Side 1 Check

1. Place the test pattern 82E2010 (A4) or 82E2020 (8.5 x11 inch) face up in the DADF input tray. Ensure that the document guides are correctly adjusted.
2. Make two simplex copies.
3. Use the grids A and B on the copy, [Figure 1](#), measure the lead edge displacement. Check that the lead edge registration error is within +/- 1.6 mm (0.063 inch). The displacement measured at A and B should be equal.

Note: Grid A and grid B of test patterns 82E2010, 82E2020 are small areas of parallel lines 1mm apart. These can be used to directly measure the registration displacement.

Note: If there is a difference between measurements at A and B, refer to [IQS 5 Skew](#).



Y-1-0557-A

4. If the measurement is not within the specified range, perform the [Side 1 Adjustment](#). If the measurement is within the specified range go to the [Side 2 Check](#).

Side 1 Adjustment

1. Enter [dC131](#). Change NVM value 711-140 to correct side 1 lead edge registration. If the measurement is:
 - Too large, increase the NVM value.
 - Too small, decrease the NVM value.

Note: An increment of 1 in NVM = 0.1mm (0.004 inch).

2. Repeat the **Side 1 Check**. If the side 1 lead edge registration is good, apply the same change to the NVM values that follow:
 - 711-002 DADF lead registration adjustment (side 1)
 - 711-003 DADF lead registration adjustment (side 1)
 - 711-004 DADF lead registration adjustment (side 1)
3. Perform the **Side 2 Check**.

Side 2 Check

1. Place the test pattern 82E2010 (A4) or 82E2020 (8.5 x11 inch) face down in the DADF input tray. Ensure that the document guides are correctly adjusted.
2. Make two duplex (2 to 1 sided) copies.
3. Use the grids A and B on the copy, **Figure 1**, measure the lead edge displacement. Check that the lead edge registration error is within +/- 2.0 mm (0.079 inch).
4. If the measurement is not within the specified range, perform the **Side 2 Adjustment**.

Side 2 Adjustment

1. Enter **dC131**. Change NVM value 711-141 to correct side 2 lead edge registration. If the measurement is:
 - Too large, increase the NVM value.
 - too small, decrease the NVM value.

Note: An increment of 1 in NVM = 0.1mm (0.004 inch).

2. Repeat the **Side 2 Check**. If the side 2 lead edge registration is good, apply the same change to the NVM values that follow:
 - 711-022 DADF lead registration adjustment (side 2)
 - 711-023 DADF lead registration adjustment (side 2)
 - 711-024 DADF lead registration adjustment (side 2)

ADJ 5.4 Input Document Skew

Maintaining placement of the DADF side guides during paper feed.

Replacement Kit 655N00576

Contents of Kit:

1 Plastic Ring

Procedure



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.

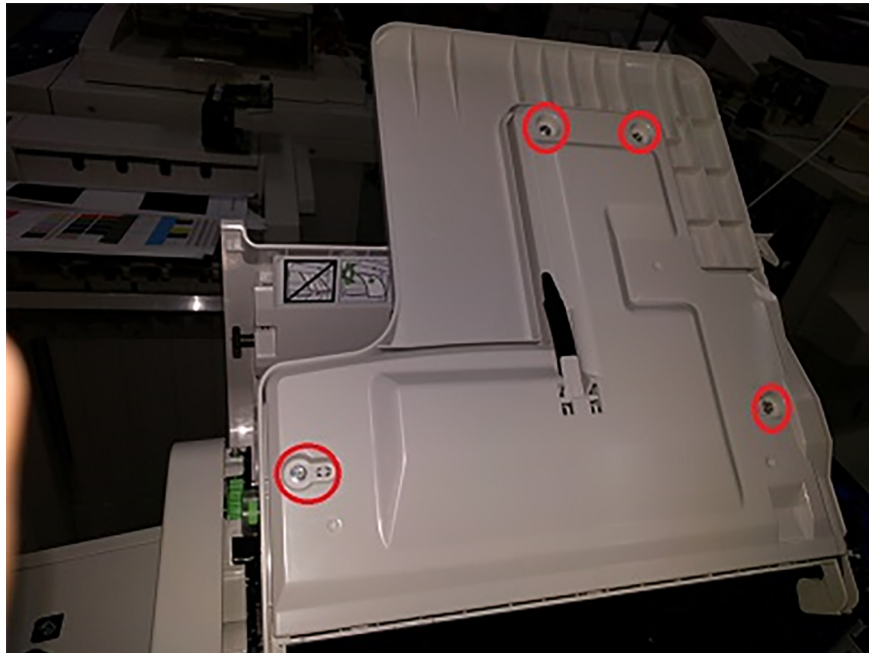
DANGER : Mettez la machine hors tension. Reportez-vous à **GP 10** . Déconnectez le cordon d'alimentation de l'alimentation du client lorsque vous réalisez des tâches qui ne nécessitent pas d'électricité. L'électricité peut être à l'origine de blessures, voire d'un accident mortel. Les pièces amovibles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

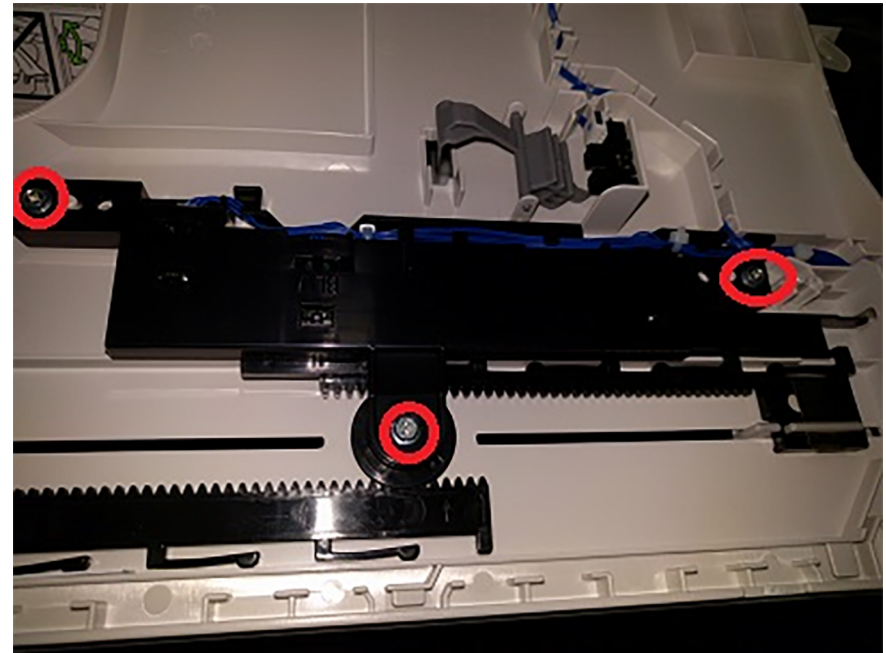
1. Open the DADF top cover.
2. Lift the DADF input tray to the upright position.
3. Remove four screws, then remove the input tray bottom cover, **Figure 1**.



C-1-0670-A

Figure 1 DADF Tray bottom cover removal

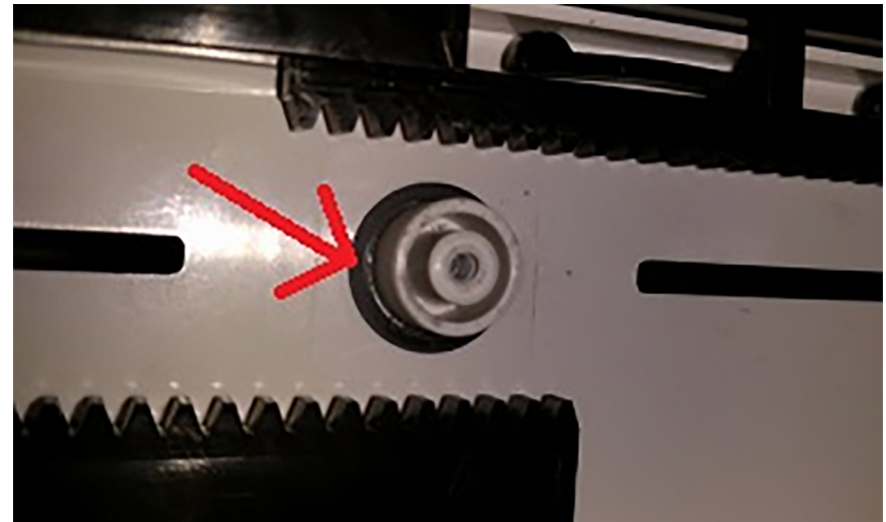
4. Remove three screws, remove the guide holding the pinion gear in place, then remove the pinion gear, [Figure 2](#).



C-1-0671-A

Figure 2 Screw removal

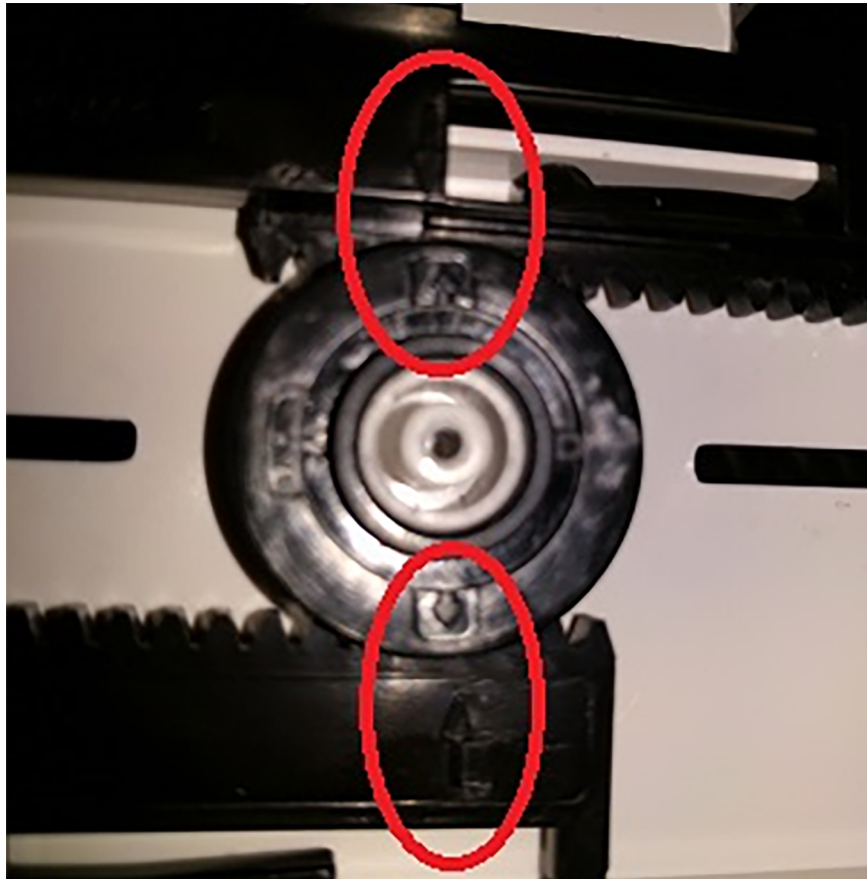
5. Install the plastic ring from the kit onto the gear post, [Figure 3](#).



C-1-0672-A

Figure 3 Plastic ring install location

6. Reinstall the pinion gear on to the gear post, then the guide, lining up the arrows on both guides with the arrows on the pinion gear, [Figure 4](#).



C-1-0673-A

Figure 4 Guide and gear alignment

7. Install the bottom cover with the four screws shown in, [Figure 1](#).
8. Test that the input guides stay in place by manually moving the guides, then perform a number of scan operations to verify proper operation.

ADJ 60.1 Full/Half Rate Carriage Position Adjustment

Parts List on [PL 60.15](#)

To adjust the position of the full rate carriage and half rate carriage.



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

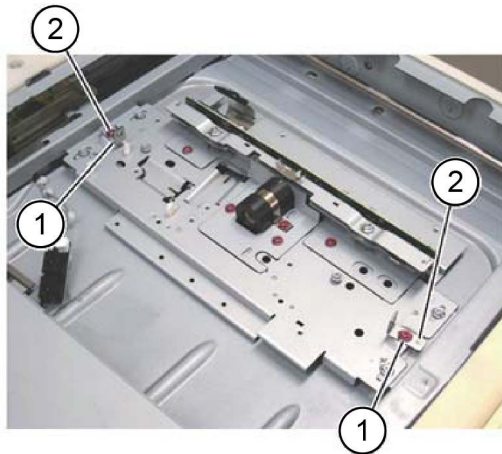
Note: Adjust the position of the carriages at the front and rear separately. Only the procedure for the rear is described here. The procedure for the front is the same.

1. Open DADF.
2. Remove the document glass, [REP 60.1](#).



CAUTION: Do not remove the four screws that secure the lens base.

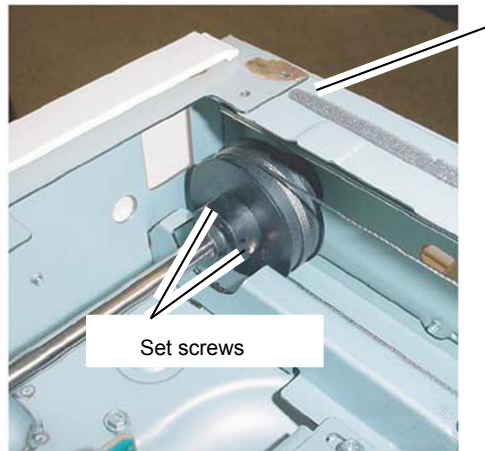
3. Remove the alignment pins from the lens assembly, [Figure 1](#) :
 - a. Remove two screws (1).
 - b. Remove the alignment pins (2).



Y-1-0442-A

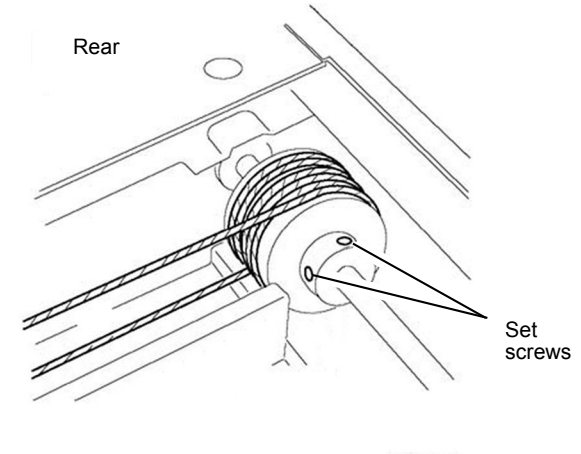
Figure 1 Alignment pins

4. Check that the pulley at the front side is firmly secured. If the pulley is loose, tighten both set screws, [Figure 2](#).



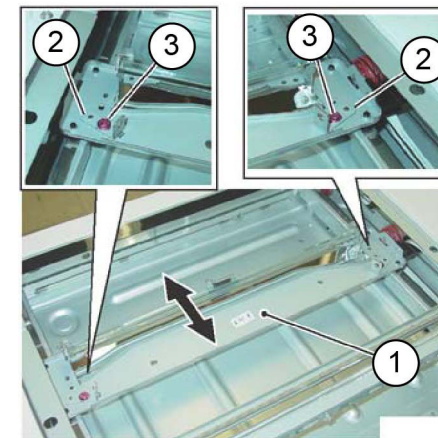
Y-1-0443-A

5. Loosen the two set screws that secure the pulley at the rear, [Figure 3](#).



Y-1-0444-A

6. Position the half rate carriage, [Figure 4](#) :
 - a. Move the half rate carriage (1) to the alignment pin insertion position (the slots in the lower guide rails).
 - b. Install the two alignment pins (2).
 - c. Tighten the two screws (3).

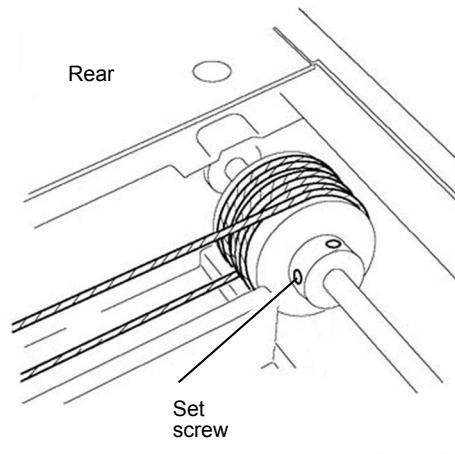


Y-1-0445-A

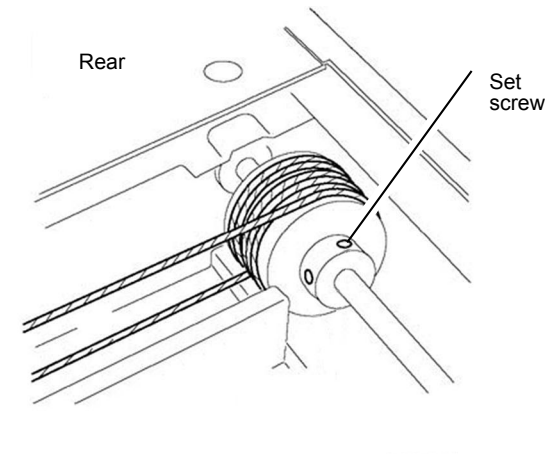
Figure 2 Half rate carriage positioning

7. Tighten one of the rear set screws, [Figure 5](#).

Note: The second set screw will not be accessible at this time.



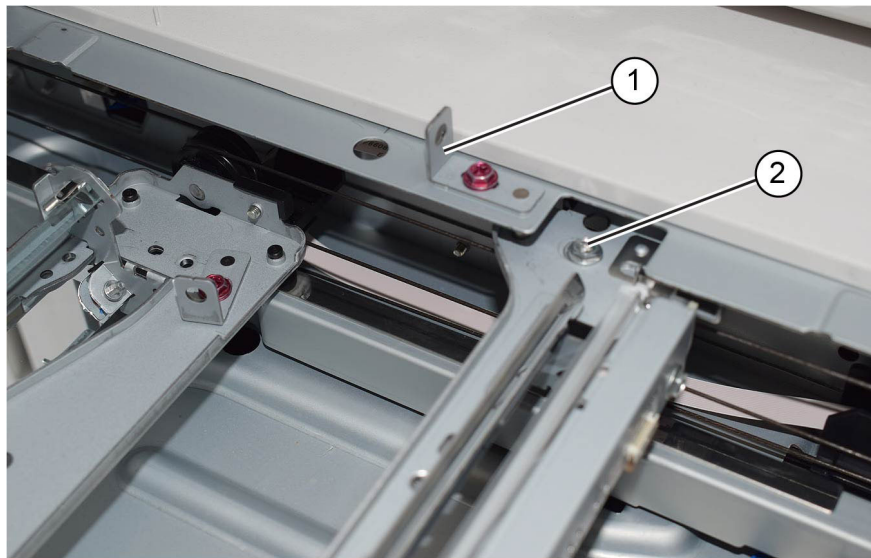
Y-1-0446-A



Y-1-0448-A

8. Secure the rear cable to the full rate carriage, [Figure 6](#) :

- a. Remove the alignment pin from the front of the half rate carriage. Install the alignment pin (1) to the rear of the full rate carriage.
- b. Tighten the rear cable securing screw (2).



Y-1-0447-A

Figure 3 Carriage setting

9. Remove both alignment pins.
10. Tighten the other rear set screw, [Figure 7](#).

11. Manually move the full rate carriage to ensure that it moves smoothly.

12. Adjust the front of the carriages.
13. Restore the tool pins to their original positions.
14. Reinstall the lens cover assembly.

ADJ 60.2 IIT Lead Edge Registration

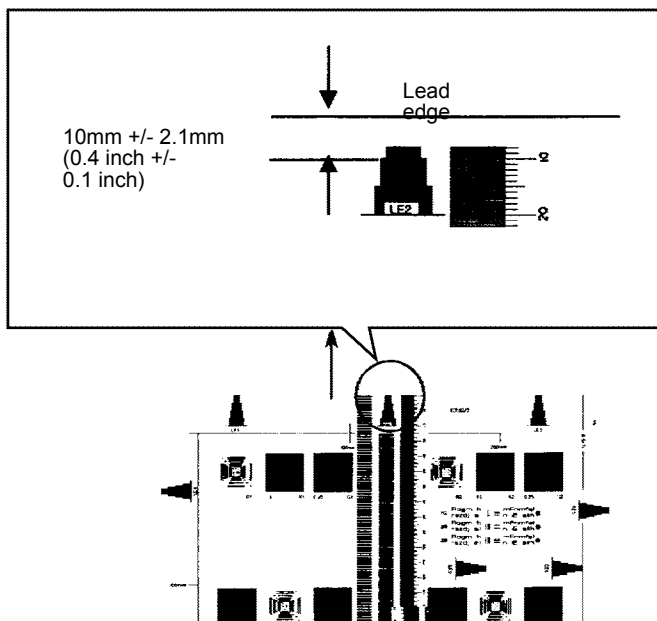
To adjust the IIT scan timing in the process direction and to correct the copy position.



CAUTION: Only perform this procedure if absolutely necessary. IIT lead registration affects the precision of document size detection.

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

1. Ensure that the IOT lead edge registration is correct. Refer to [dC126 System Registration](#).
2. Make two, 100 % copies of test pattern 82E8220 from the document glass.
3. On the 2nd copy, check that the distance from the lead edge to the top of Step 3 on the LE2 scale is 10mm +/- 2.1mm (0.4 inch +/- 0.1 inch), [Figure 1](#).



Y-1-0449-A

4. If the value is not within the specified range, perform the Adjustment.
 1. Enter [dC131](#). Change the value of NVM location 715-050 to correct lead edge registration:
 - Increase the value to move the image towards the trail edge of the copy.
 - Decrease the value to move the image towards the lead edge of the copy.

Note: An increment of 1 in NVM = 0.34mm (0.014inch).
 2. Repeat the Check.

ADJ 60.3 IIT Side Edge Registration

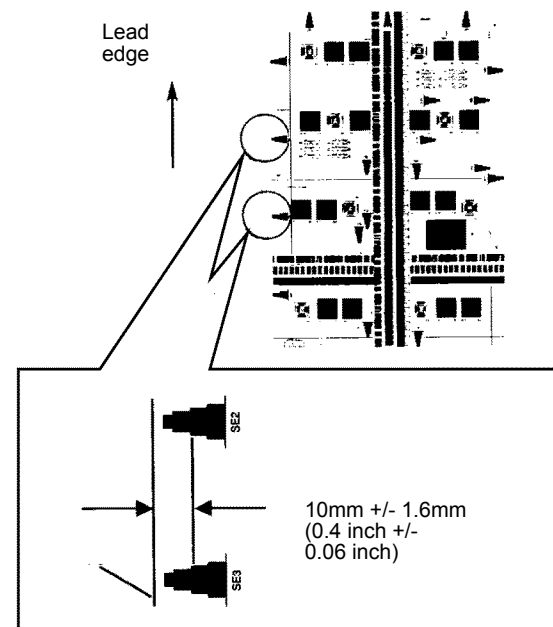
To adjust the IIT scan timing in the cross process direction and to correct the copy position.



CAUTION: Only perform this procedure if absolutely necessary. IIT side registration affects the precision of document size detection.

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

1. Ensure that the IOT side registration is correct. Refer to [dC126 System Registration](#).
2. Make two, 100 % copies of test pattern 82E8220 from the document glass.
3. On the 2nd copy, check that the distance from the lead edge to the top of Step 3 on the SE2 and SE3 scales is 10mm +/- 1.6mm (0.4 inch +/- 0.06 inch), [Figure 1](#).



Y-1-0450-A

4. If the value is not within the specified range, perform the Adjustment.
 1. Enter [dC131](#). Change the value of NVM location 715-053 to correct side edge registration:
 - Increase the value to move the image towards the inboard edge of the copy.
 - Decrease the value to move the image towards the outboard edge of the copy.

Note: An increment of 1 in NVM = 0.85mm (0.033 inch).
 2. Repeat the Check.

ADJ 60.4 IIT Image Ratio

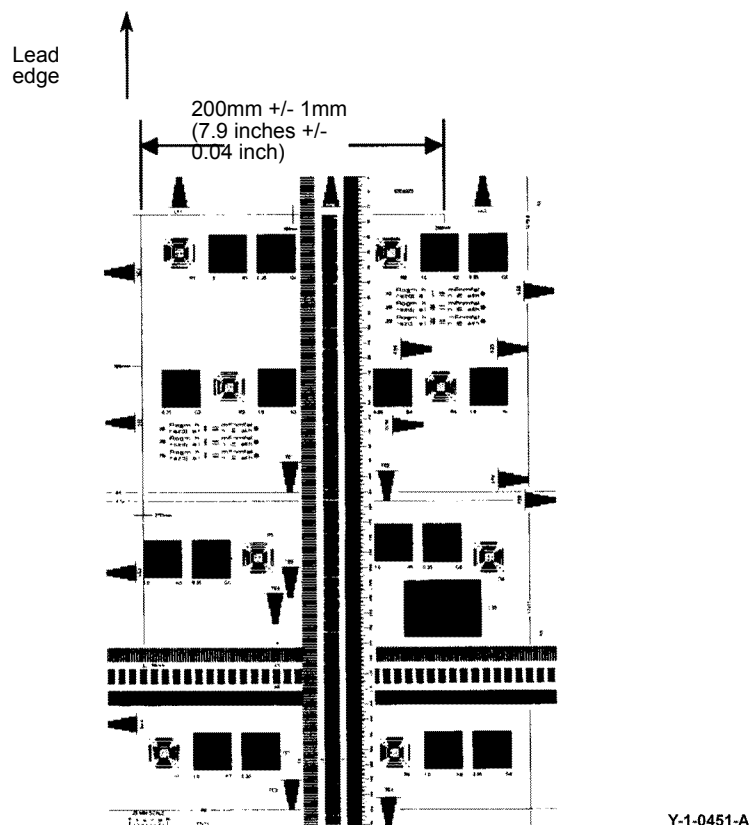
To correct the in process and cross process direction ratio for a 100 % copy.



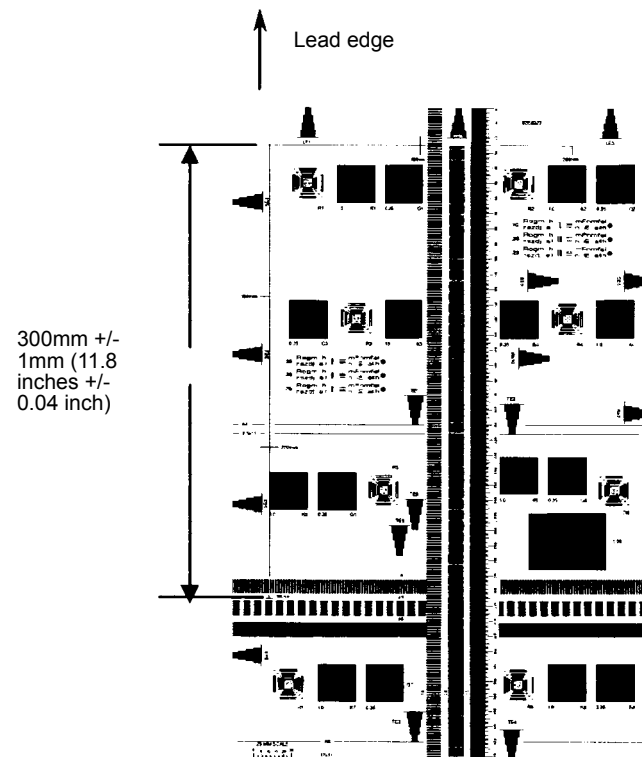
CAUTION: Only perform this procedure if absolutely necessary. Adjusting IIT magnification may adversely affect resolution due to ASIC shift.

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

1. Make two, 100 % copies of test pattern 82E8220 from the document glass.
2. Check the 2nd copy:
 - a. To check the cross process direction magnification: measure the 200mm line running from near LE1 to near LE3. Check that the dimension is 200mm +/- 1mm (7.9 inches +/- 0.04 inch). Refer to [Figure 1](#).



- b. To check the in process direction magnification: measure the 300mm line running from near LE1 to the trail edge of the 1.8lp ladder. Check that the dimension is 300mm +/- 1mm (11.8 inches +/- 0.04 inch). Refer to [Figure 2](#).



3. If either measurement is not in specification, perform the relevant Adjustment.

Adjustment

Cross Process Direction Magnification

1. Enter [dC131](#). Change the value of NVM location 715-702 to correct cross process direction magnification:
 - Increase the value to increase the cross process direction image size.
 - Decrease the value to decrease the cross process direction image size.

Note: An increment of 1 in NVM = 0.1 %.
2. Repeat the Check.

In Process Direction Magnification

1. Enter [dC131](#). Change the value of NVM location 715-051 to correct cross process direction magnification:
 - Increase the value to increase the in process direction image size.
 - Decrease the value to decrease the in process direction image size.

Note: An increment of 1 in NVM = 0.1 %.

2. Repeat the Check.

ADJ 60.5 Optics Cleaning Procedure

Parts List on [PL 60.10](#)

To clean the optics components of the scanner ensuring optimum image quality.

Note: This adjustment must only be performed if directed to from an Image Quality RAP, or if the optics cavity was opened to install a new component and contamination can be seen on the optics components.

Procedure



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Remove the document glass, [REP 60.1](#).
2. Inspect the cleanliness of the optics mirrors, if necessary, clean them as follows:
 - a. Vacuum clean the area to remove all visible contamination, taking care not to touch the mirrors with the cleaning nozzle. It may be necessary to move the carriages to gain reasonable access, do this by hand rotation of the flywheel on the capstan shaft.
 - b. Wash your hands.
 - c. Carefully clean the mirrors using a dry micro fiber wiper. It may be necessary to use a cleaning cloth dampened with film remover on stubborn contamination.
 - d. Polish the mirrors with a dry micro fiber wiper.
 - e. Check that the mirror surfaces are now clean. Repeat the cleaning operation if necessary.
 - f. Examine the lenses of the APS sensors, [PL 60.10 Item 10](#). Clean if necessary with a micro fiber wiper.
3. Inspect the cleanliness of the document glass and CVT glass, if necessary, clean them as follows:
 - a. Clean the under side of document glass, CVT glass and white reference strip using a micro fiber wiper, dampened with film remover.
 - b. Polish the under side of document glass, CVT glass and white reference strip with a dry micro fiber wiper.

- c. Install the document glass and CVT glass, taking care not to smear the cleaned underside.
 - d. Clean the upper side of document glass and CVT glass using a micro fiber wiper, dampened with film remover.
 - e. Polish the upper side of document glass and CVT glass using a dry micro fiber wiper.
4. Re-install the remainder of the removed components.

ADJ 60.6 CDD Lens Optical Axis Correction

Parts List on [PL 60.10](#)

To correctly set the CCD lens optical axis after installation of a new CCD lens.

Note: If the machine is positioned directly below a fluorescent light, perform the optical axis correction procedure with the DADF half lowered. If NG is displayed after performing the optical axis correction, go to [ADJ 60.6](#).

1. Enter [dC945](#) IIT Calibration.
2. Perform the Optical Axis Correction procedure.
3. On the result screen, if OK is displayed, no further action is necessary. If NG is displayed, perform the Adjustment. Refer to [Table 1](#).

Table 1 Result

Optical Axis Correction	
Optical Axis Correction Result	NG
Front Nut Correction Angle -: Left rotation	+90
Rear Nut Correction Angle +: Right rotation	-260

1. The result screen will show the information depicted in [Table 1](#) :
 - Front nut refers to the nut at the front of the CCD lens assembly, refer to [Figure 1](#).
 - Rear nut refers to the nut at the rear of the CCD lens assembly, refer to [Figure 1](#).
 - + Refers to clockwise rotation.
 - - Refers to counter-clockwise rotation.
 - Numeral: refers to the adjustment angle (degrees).

Using the content of [Table 1](#) as an example:

- The front nut must be rotated 90 degrees clockwise.
- The rear nut must be rotated 260 degrees counter clockwise.

Note: If the value is abnormally high, for example 990, it may be due to the light path being blocked. Perform [ADJ 60.5](#) Optics Cleaning Procedure, then repeat the Check.

2. Rotate each nut the required amount.

Note: It may be necessary to mark the nut runner to track the rotation.

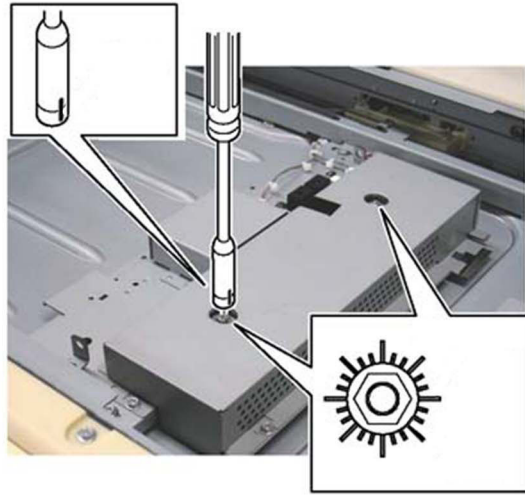


Figure 1 Nut adjustment

3. After the adjustment, perform the Check.

Y-1-0473-A

ADJ 60.7 Image Position

To adjust the position of the image on the page.

Note: This adjustment can also be performed by the customer.

Procedure

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

1. Enter Customer Administration Tools, [GP 23](#).
2. Touch **Device** , then **Support** .
3. Touch **Image Position** .
4. Follow the on screen instructions.
5. Exit Customer Administrator Tools, [GP 23](#).

ADJ 90.1 Edge Erase Adjustment

Purpose

To adjust side (inboard), lead edge and trail edge erase values.

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

Procedure

1. Ensure that the IOT lead registration and side registration is correct. Refer to [dC126System Registration](#).
2. Open the DADF, then make a black copy without using any originals, leaving the Platen Cover open.
3. Verify the margins on the copy are minimum 5mm (0.20 inch) at the lead edge and 2mm (0.08 inch) at the trail edge and both sides.
4. If the value is not within the specified range, perform the Adjustment.

Adjustment

1. Enter Diagnostics, [GP 1](#), then select [dC131 NVM Read/Write](#).
2. Adjust the NVM values such that the measured value is minimum 5mm (0.20 inch) at the lead edge and 2mm (0.08 inch) at the trail edge and both sides. Refer to [Table 1](#).

Note: If the setting value is increased, the erase value increases.

Table 1 NVM values

Chain-Link	Name	Min	Initial	Max	Step
998-035	Lead Image Loss Amount	0	40	255	0.1mm (0.004 inch)
998-036	Side Image Loss Amount	0	20	255	0.1mm (0.004 inch)
998-037	Trail Image Loss Amount	0	20	255	0.1mm (0.004 inch)

3. Measure the copy to verify the changes are correct.
4. Repeat the adjustment until the margins are within specification.

ADJ 90.2 Marking Refresh

Purpose

To adjust the density level.

Note: This adjustment is only available when the machine determines that the density level has degraded. This adjustment can also be performed by the customer.

Procedure

1. Enter Customer Administrator Tools, [GP 23](#).
2. Touch **Device**, then **Supplies**.
3. Touch **Drum Cartridge**.
4. Touch **Marking Refresh**.
5. Exit Customer Administrator Tools, [GP 23](#).

5 Parts Lists

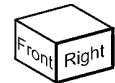
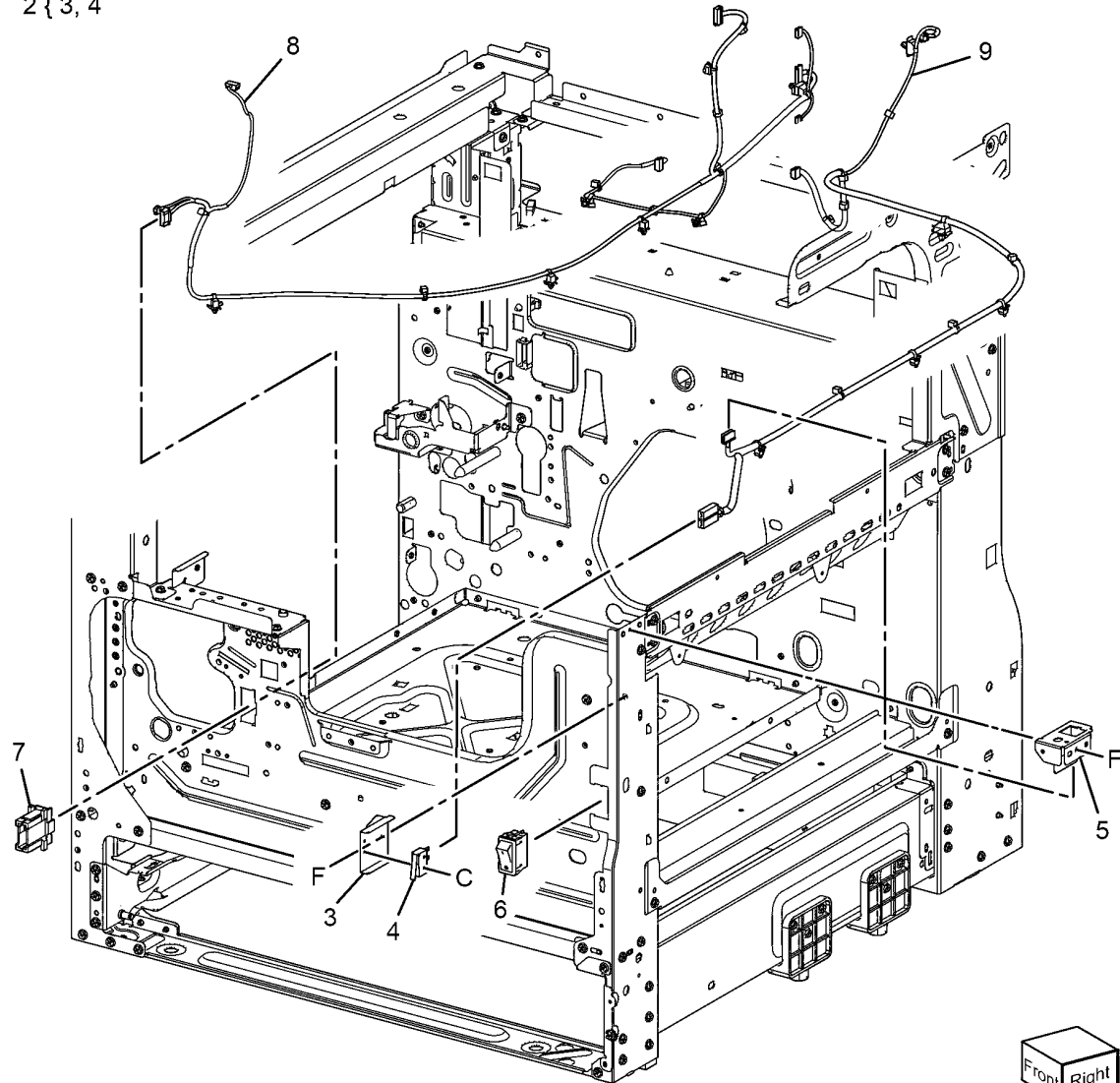
1 - Standby Power	802	PL 60.20 Full Rate Carriage	854
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PL 90.10 Dispenser Component	910
PL 90.15 BTR Roll	911
PL 90.20 Xerographic Components.....	912

PL 1.05 Electrical Front Upper

Item	Part	Description
1	—	Not used
2	604K97410	Interlock switch assembly
3	—	Bracket (Not Spared)
4	—	Front cover interlock switch (P/O) PL 1.05 Item 2)
5	—	Bracket (Not Spared)
6	110E15080	Main power switch
7	—	Connector panel (Not Spared)
8	—	Wire harness (front) (Not Spared)
9	—	Wire harness (SW) (Not Spared)

2 { 3, 4

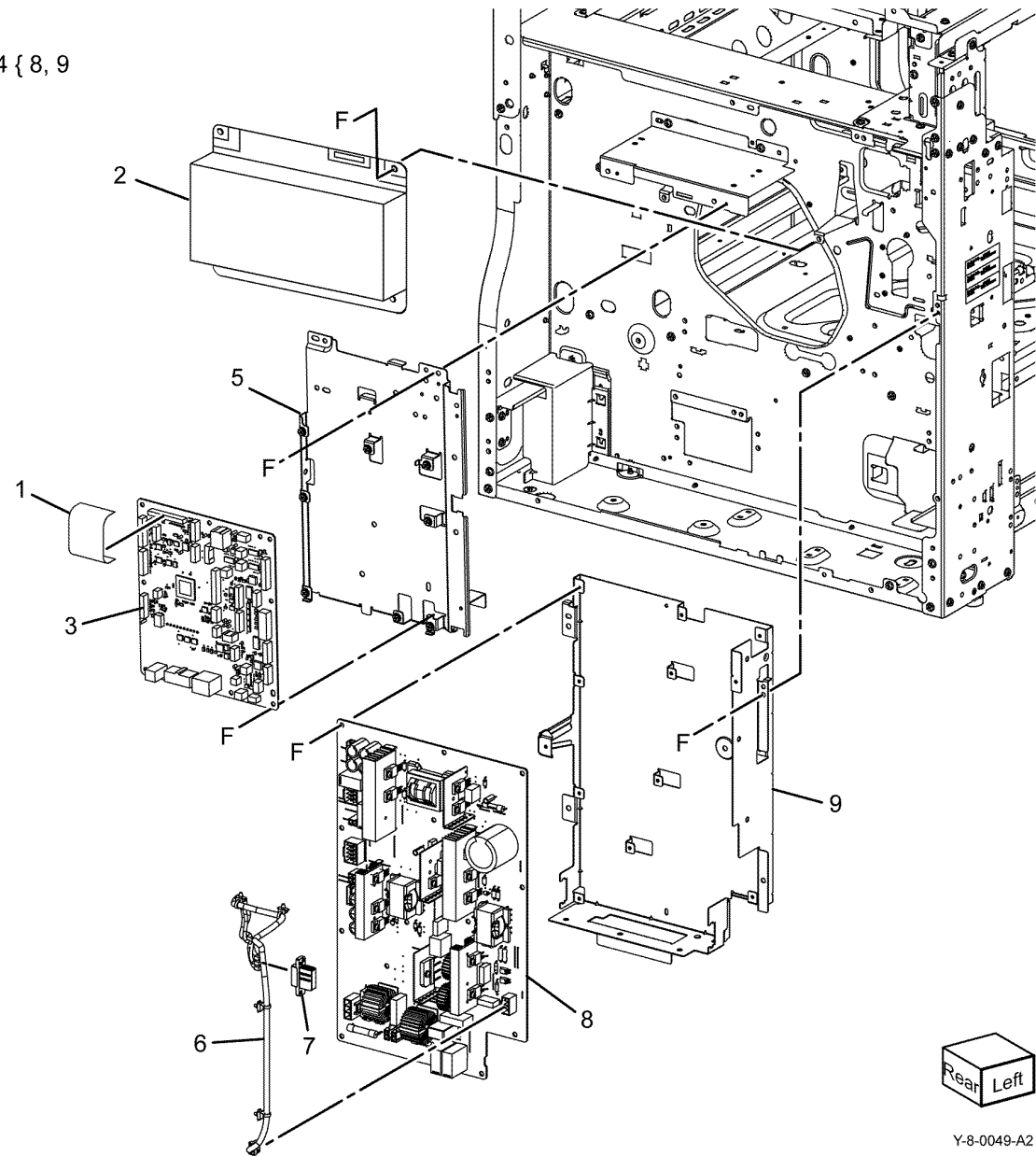


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PL 1.10 Electrical Lower Rear

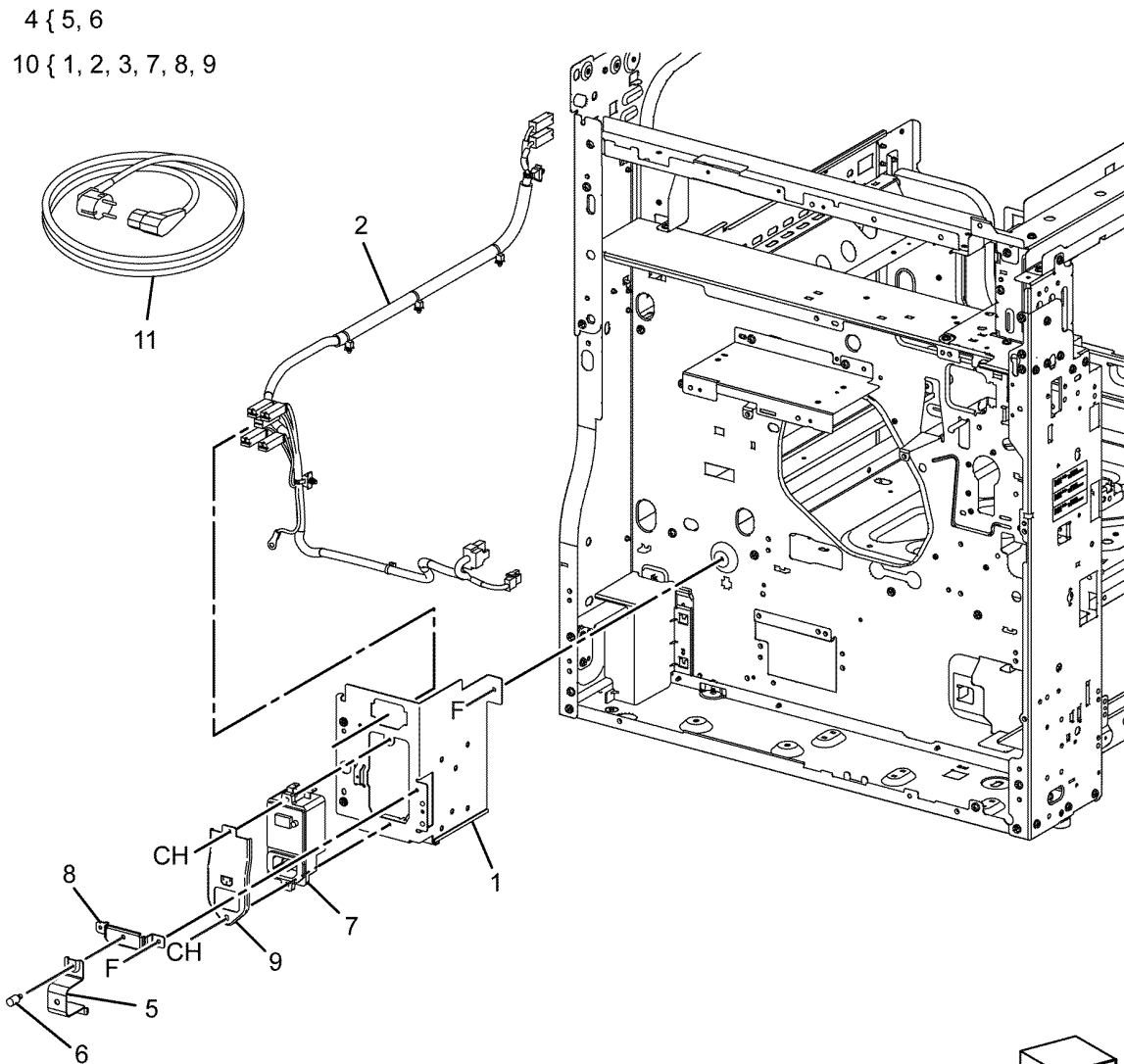
Item	Part	Description
1	117E45111	Flat cable
2	105E23470	HVPS (REP 1.1)
3	961K11191	Drive PWB (REP 1.2)
4	105E25600	LVPS assembly (REP 1.4)
5	—	Drive PWB chassis (Not Spared)
6	—	Fuser unit MM harness assembly (Not Spared)
7	—	S3 connector panel (Not Spared)
8	—	LVPS (P/O PL 1.10 Item 4) (REP 1.3)
9	—	LVPS chassis (P/O PL 1.10 Item 4)

4 { 8, 9

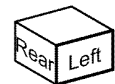


PL 1.15 GFI Breaker

Item	Part	Description
1	—	Support bracket (P/O PL 1.15 Item 10)
2	—	AC main harness assembly (Not Spared)
3	—	Finisher outlet (P/O PL 1.15 Item 10)
4	—	AC bracket assembly (Not Spared)
5	—	AC stopper bracket (P/O PL 1.15 Item 4)
6	—	Screw (P/O PL 1.15 Item 4)
7	—	Inlet GFI breaker (P/O PL 1.15 Item 10)
8	—	Connect bracket (P/O PL 1.15 Item 10)
9	—	Inlet bracket (P/O PL 1.15 Item 10)
10	101K78190	AC chassis assembly
11	917W03005	Power cord 110V
—	917W03102	Power cord 220V
12	952K50830	DC Power harness (Not Shown)



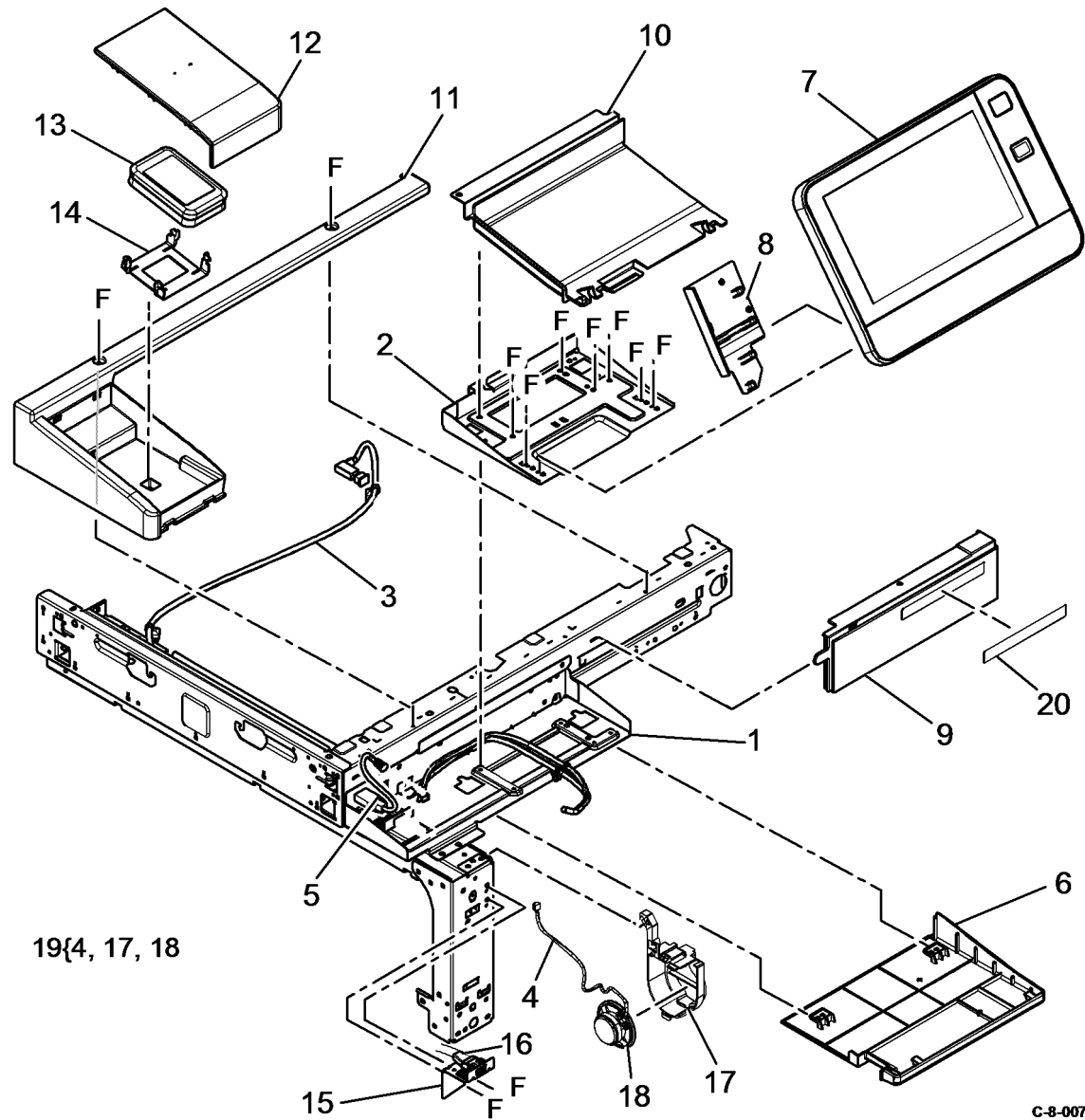
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10 { 1, 2, 3, 7, 8, 9



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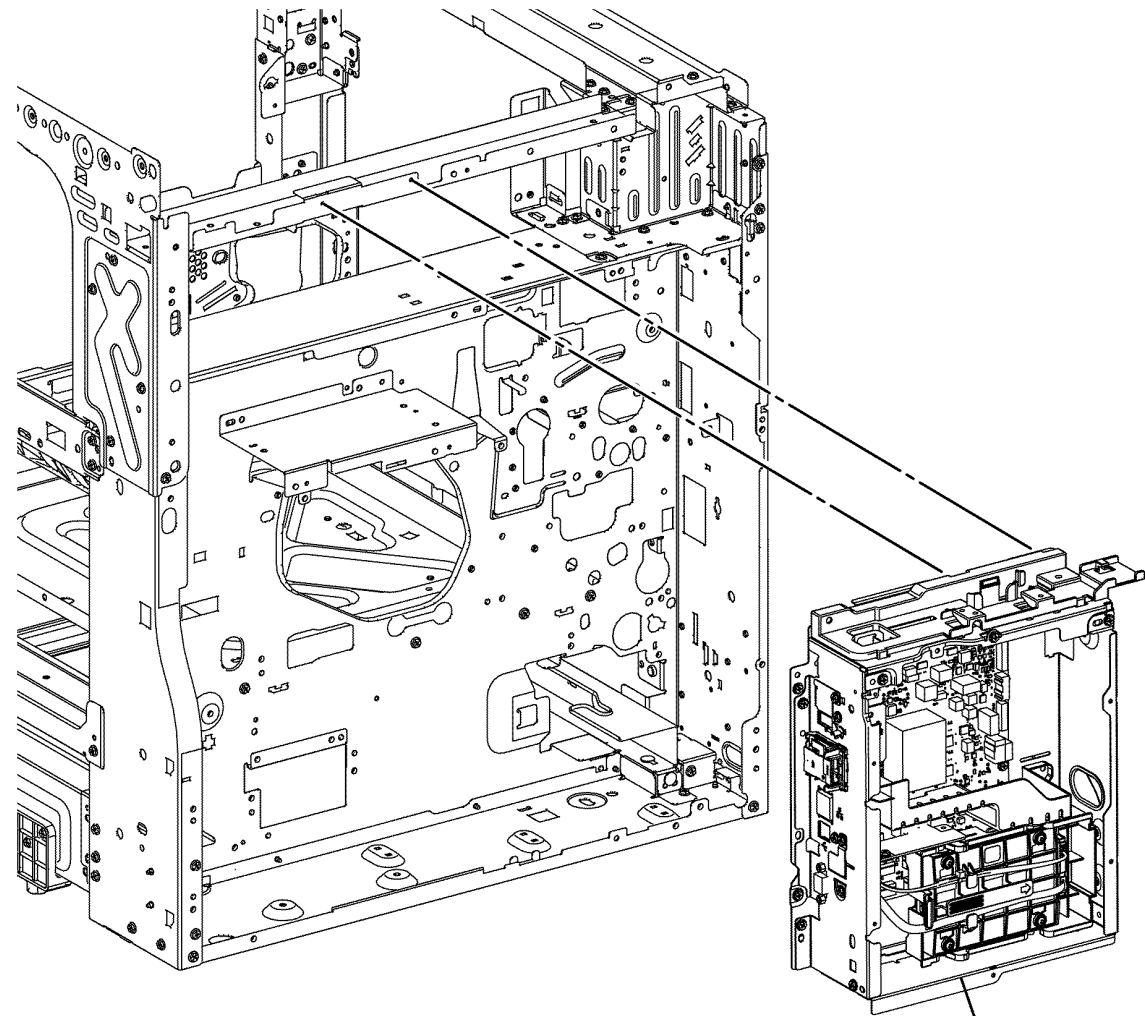
PL 2.05 User Interface

Item	Part	Description
1	—	UI bracket (Not Spared)
2	—	UI frame (Not Spared)
3	952K33680	UI harness
4	—	UI speaker harness (P/O PL 2.05 Item 19)
5	952K33380	USB ICCR harness
—	952K49070	USB ICCR harness (alternative)
6	—	Bottom cover (Not Spared)
7	002N03693	UI assembly (REP 2.1)
8	—	Cable cover (Not Spared)
9	—	Lower cover (Not Spared)
10	822E25851	Inner cover
11	—	Upper cover (Not Spared)
12	—	ICCR cover (Not Spared)
13	—	RFID card reader
14	—	ICCR bottom cover (Not Spared)
15	—	Front USB bracket (Not Spared)
16	952K33390	USB cable assembly
—	952K49080	USB cable assembly (alternative)
17	—	Speaker holder (P/O PL 2.05 Item 19)
18	—	Speaker assembly (P/O PL 2.05 Item 19)
19	—	Speaker bracket assembly (Not Spared)
20	—	Name label (Not Spared)

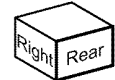


PL 3.05 Control Unit

Item	Part	Description
1	101K78040	ESS PWB chassis assembly (REF: PL 3.10) (REP 3.2)



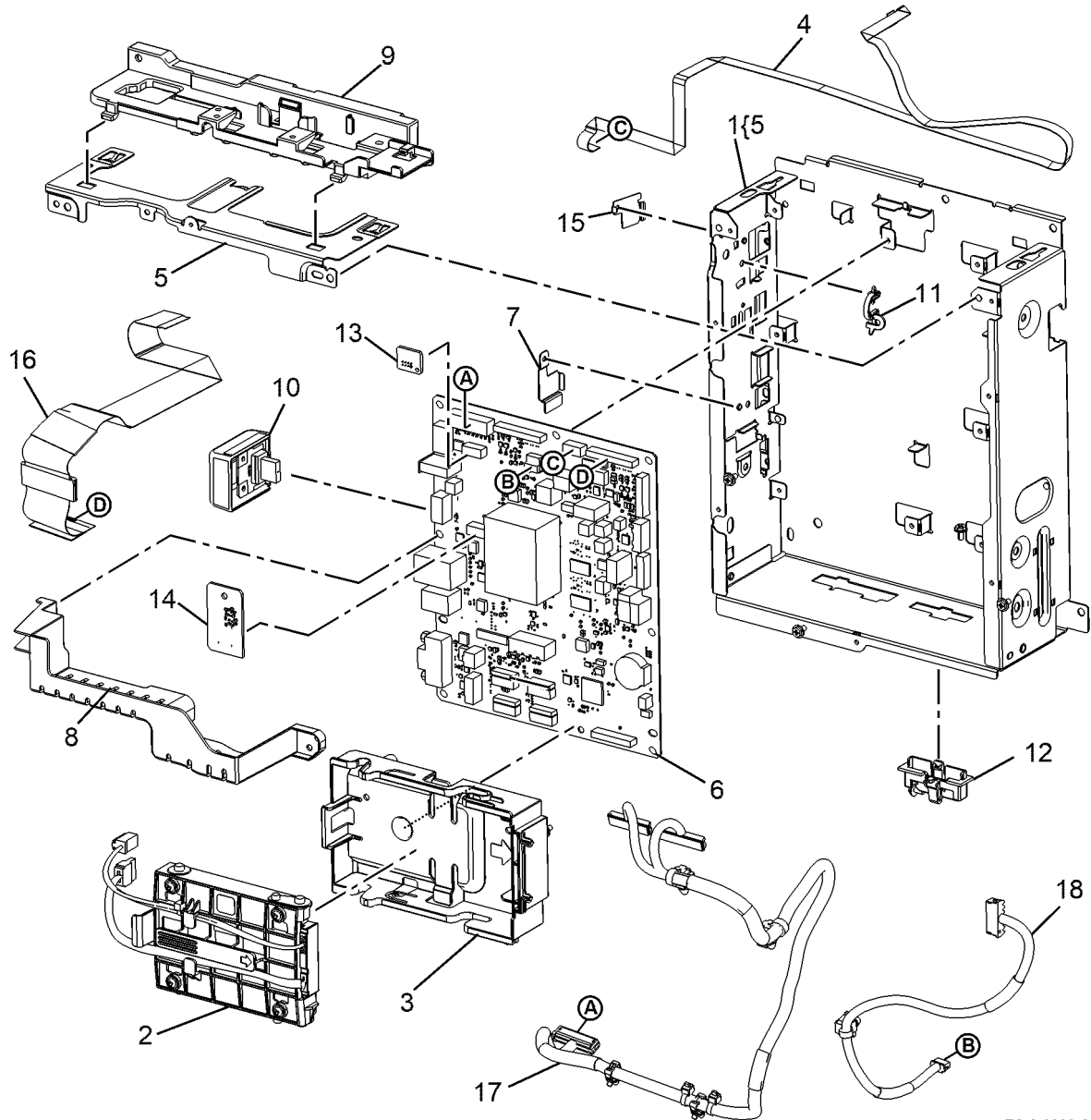
1 (PL 3.10)



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PL 3.10 ESS PWB Chassis Components

Item	Part	Description
1	—	ESS PWB chassis (Not Spared)
2	101K76060	HDD chassis assembly
3	—	HDD bracket (Not Spared)
4	117K50711	ESS PWB to Full rate carriage LED cable
5	—	ESS upper panel (P/O PL 3.10 Item 1)
6	140N63946	ESS PWB (REP 3.1)
7	—	GBE cover (Not Spared)
8	—	Cover shield (Not Spared)
9	—	Upper FFC guide (Not Spared)
10	101K78230	WiFi dongle
11	—	Lever (Not Spared)
12	—	FFC guard (Not Spared)
13	—	EPROM assembly (P/O PL 3.10 Item 6)
14	540K26841	EMMC assembly (REP 3.3)
15	—	Debug cover (Not Spared)
16	117K56390	ESS PWB to CCD FFC cable
17	952K58461	ESS PWB to DADF PWB harness
18	—	ESS PWB to Scan motor harness (Not Spared)



Note: Never replace both MCU and ESS PWB's at the same time.

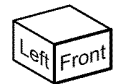
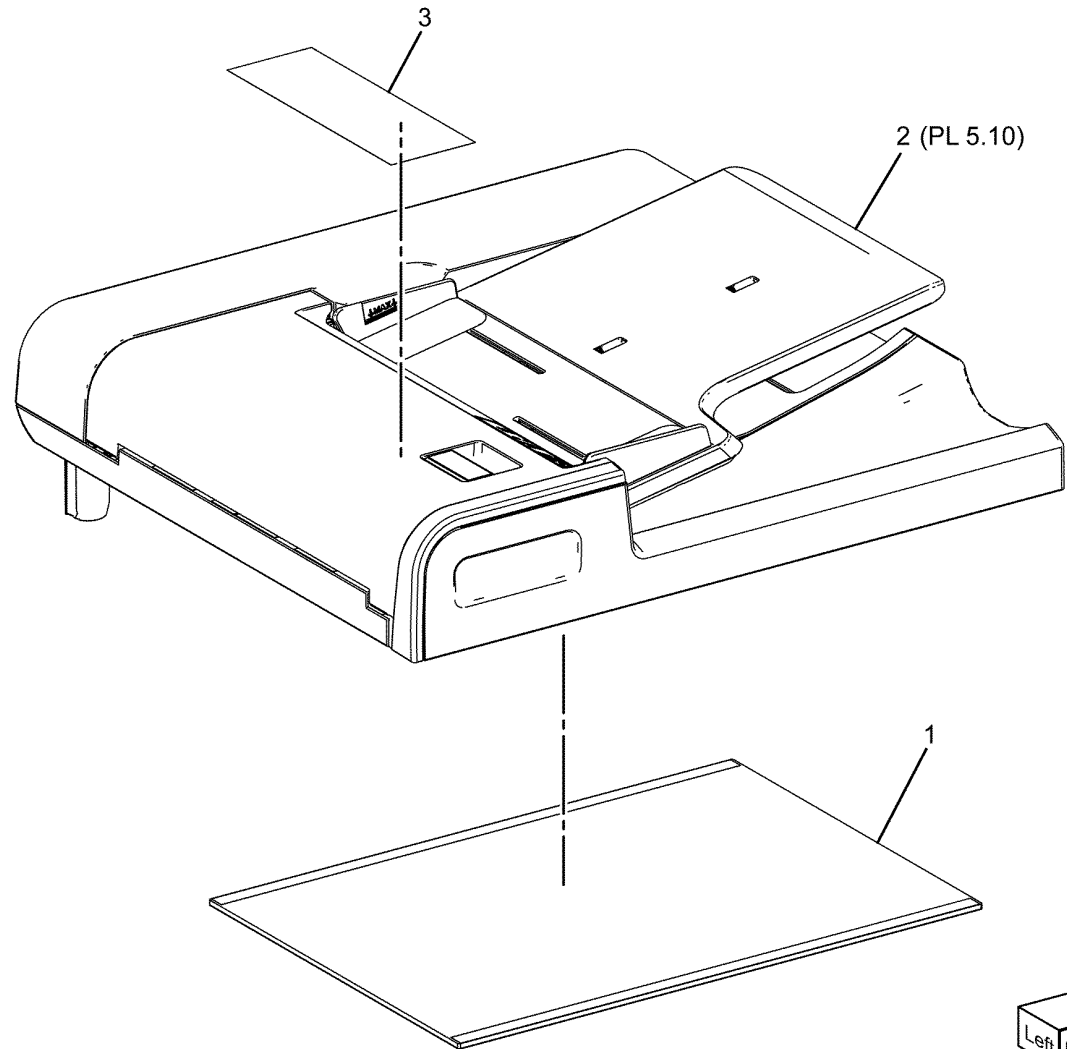
ES-8-0002-A

PL 5.05 DADF Accessory

Item	Part	Description
1	004K04121	Document cushion (P/OPL 5.05 Item 4) (REP 5.2)
2	—	DADF (P/O PL 5.05 Item 4) (REP 5.1)
3	—	Mix label (P/O PL 5.05 Item 5)
4	607K29521	DADF kit
5	859K30670	DADF LH cover

4 { 1, 2

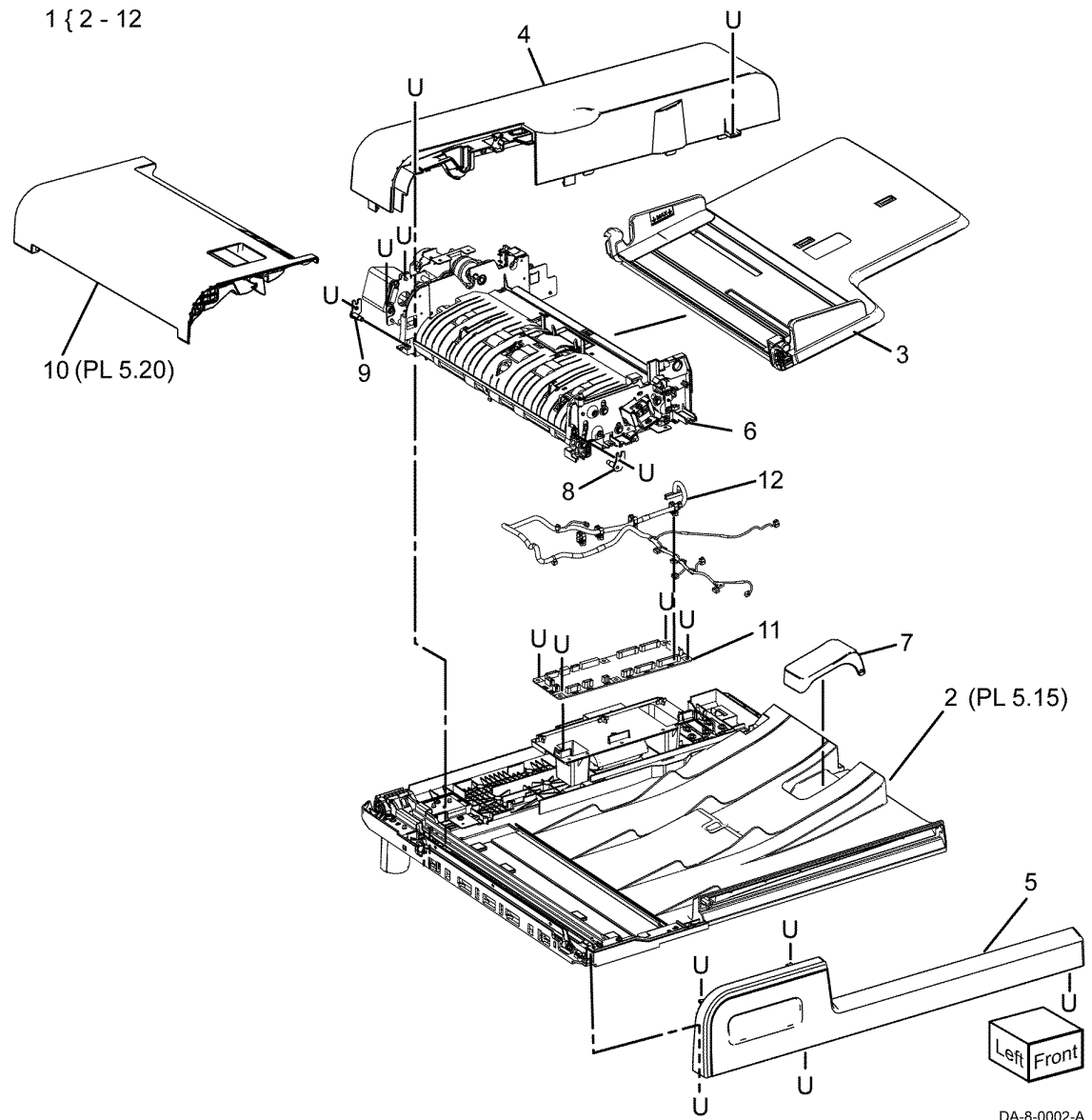
5 { 3, PL 5.10 Item 10



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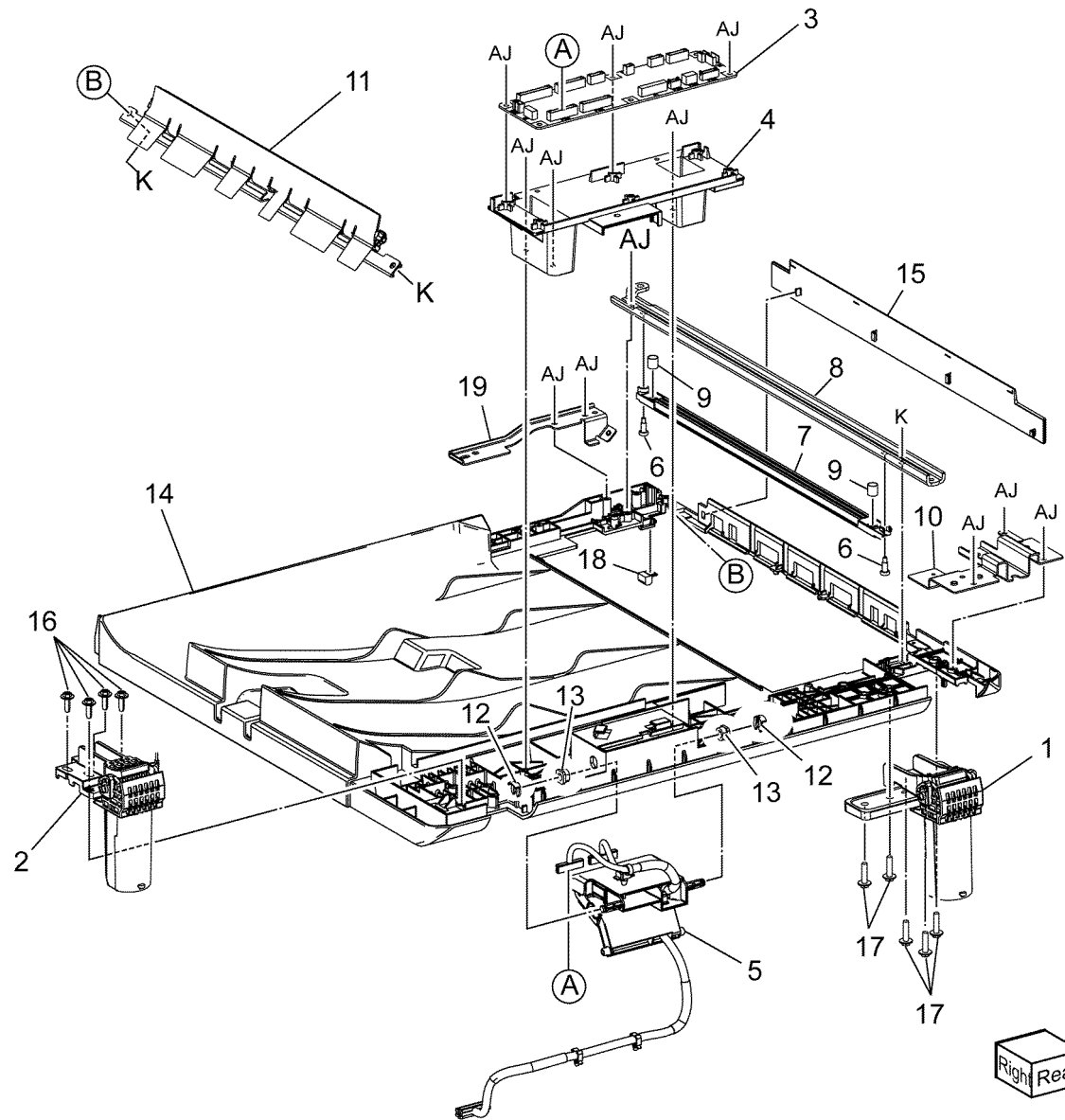
PL 5.10 DADF Components

Item	Part	Description
1	—	Base frame and feeder assembly (Not Spared)
2	—	Base frame
3	850K03024	Document tray (REF: PL 5.55) (REP 5.23)
4	—	Rear cover (P/O PL 5.10 Item 1) (REP 5.3)
5	—	Front cover (P/O PL 5.10 Item 1) (REP 5.4)
6	—	Feeder assembly (REP 5.7)
7	803E32400	Tray stopper
8	—	Front hinge bracket (P/O PL 5.10 Item 1)
9	—	Rear hinge bracket (P/O PL 5.10 Item 1)
10	—	Upper feeder assembly (P/O PL 5.05 Item 5) (REP 5.5)
11	—	DADF PWB (REF: PL 5.15) (REP 5.6)
12	—	I/F wire harness (Not Spared)
13	—	Rear cover pad



PL 5.15 DADF Base Frame

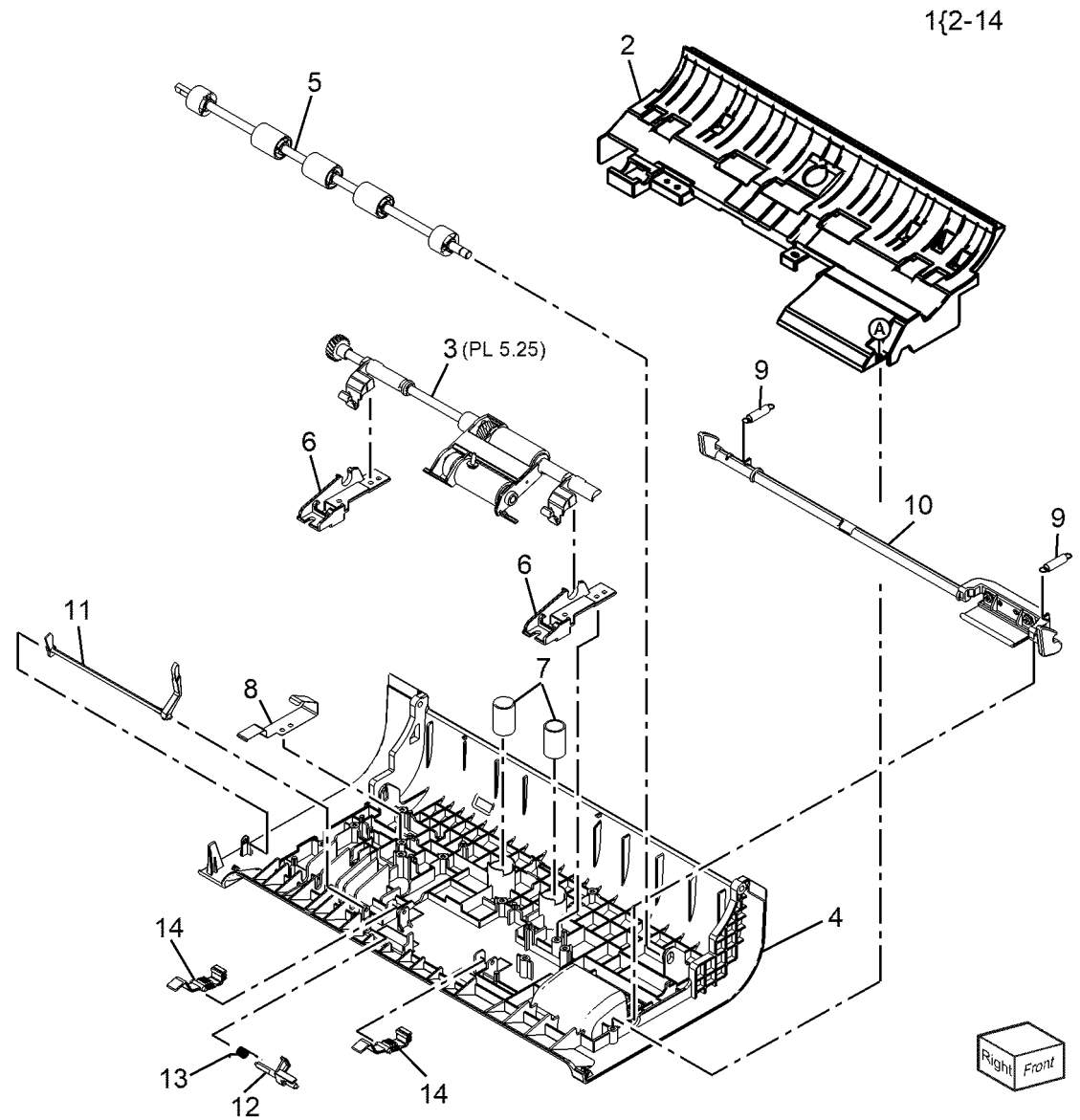
Item	Part	Description
1	036K92653	Left counterbalance (REP 5.8)
2	036K92662	Right counterbalance (REP 5.8)
3	961K06931	DADF PWB (REP 5.6)
4	—	FFC guide cover
5	—	FFC holder
6	—	Stud screw
7	—	CVT chute (P/O PL 5.15 Item 1)
8	—	Base tie plate
9	—	CVT spring (P/O PL 5.15 Item 1)
10	—	Rear base bracket
11	054K69160	Registration chute assembly (REP 5.9)
12	—	KL clip
13	—	Bearing
14	—	Base frame
15	—	Registration pinch cover
16	—	Tapping screw WP
17	—	Tapping screw
18	—	Gasket
19	—	Front base bracket (P/O PL 5.15 Item 1)



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PL 5.20 Upper Feeder

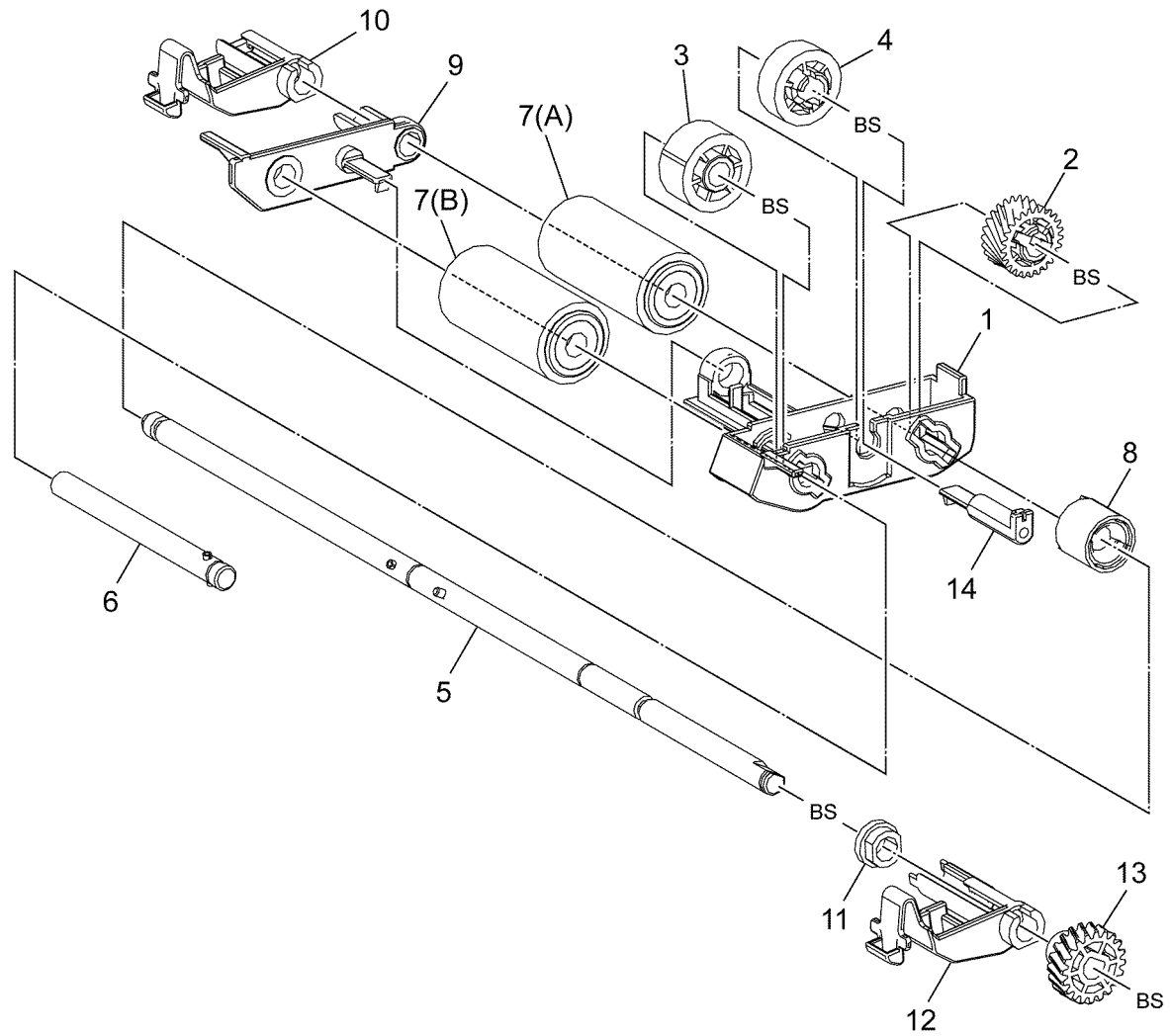
Item	Part	Description
1	—	Upper feeder assembly (Not Spared)
2	—	DADF feeder cover (P/O PL 5.20 Item 1)
3	—	Feed / nudger roll assembly (REF: PL 5.25) (REP 5.10)
4	—	Upper feeder cover (P/O PL 5.20 Item 1)
5	—	Takeaway pinch roll assembly (P/O PL 5.20 Item 1)
6	—	Bracket (P/O PL 5.20 Item 1)
7	—	Takeaway spring (P/O PL 5.20 Item 1)
8	—	Ground plate (P/O PL 5.20 Item 1)
9	—	Handle spring (P/O PL 5.20 Item 1)
10	011K06000	Handle lever (REP 5.11)
11	120E40420	Document sensor actuator (REP 5.12)
12	—	Actuator stopper (P/O PL 5.20 Item 1)
13	—	Spring (P/O PL 5.20 Item 1)
14	—	Link set (P/O PL 5.20 Item 1)



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PL 5.25 Feed Roll/ Nudger Roll Assembly

Item	Part	Description
1	—	Nudger housing (P/O PL 5.25 Item 15)
2	—	Feed gear (P/O PL 5.25 Item 15)
3	—	Nudger gear (P/O PL 5.25 Item 15)
4	—	Feed gear (P/O PL 5.25 Item 15)
5	—	Feed shaft (P/O PL 5.25 Item 15)
6	—	Nudger shaft (P/O PL 5.25 Item 15)
7	—	Feed roll (A)/Nudger roll (B) (P/O PL 5.25 Item 16) (see NOTE) (REP 5.10)
8	—	Brake assembly (P/O PL 5.25 Item 15)
9	—	Housing (P/O PL 5.25 Item 15)
10	—	Front feed handle (P/O PL 5.25 Item 15)
11	—	Bearing (P/O PL 5.25 Item 15)
12	—	Rear feed handle (P/O PL 5.25 Item 15)
13	—	Rear feed gear (P/O PL 5.25 Item 15)
14	—	Idler pin (P/O PL 5.25 Item 15)
15	—	Feed/nudger roll assembly (Not Spared)
16	604K97930	DADF feeder kit



Note: HFSI. To reset the HFSI counter, refer to dC135.

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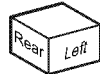
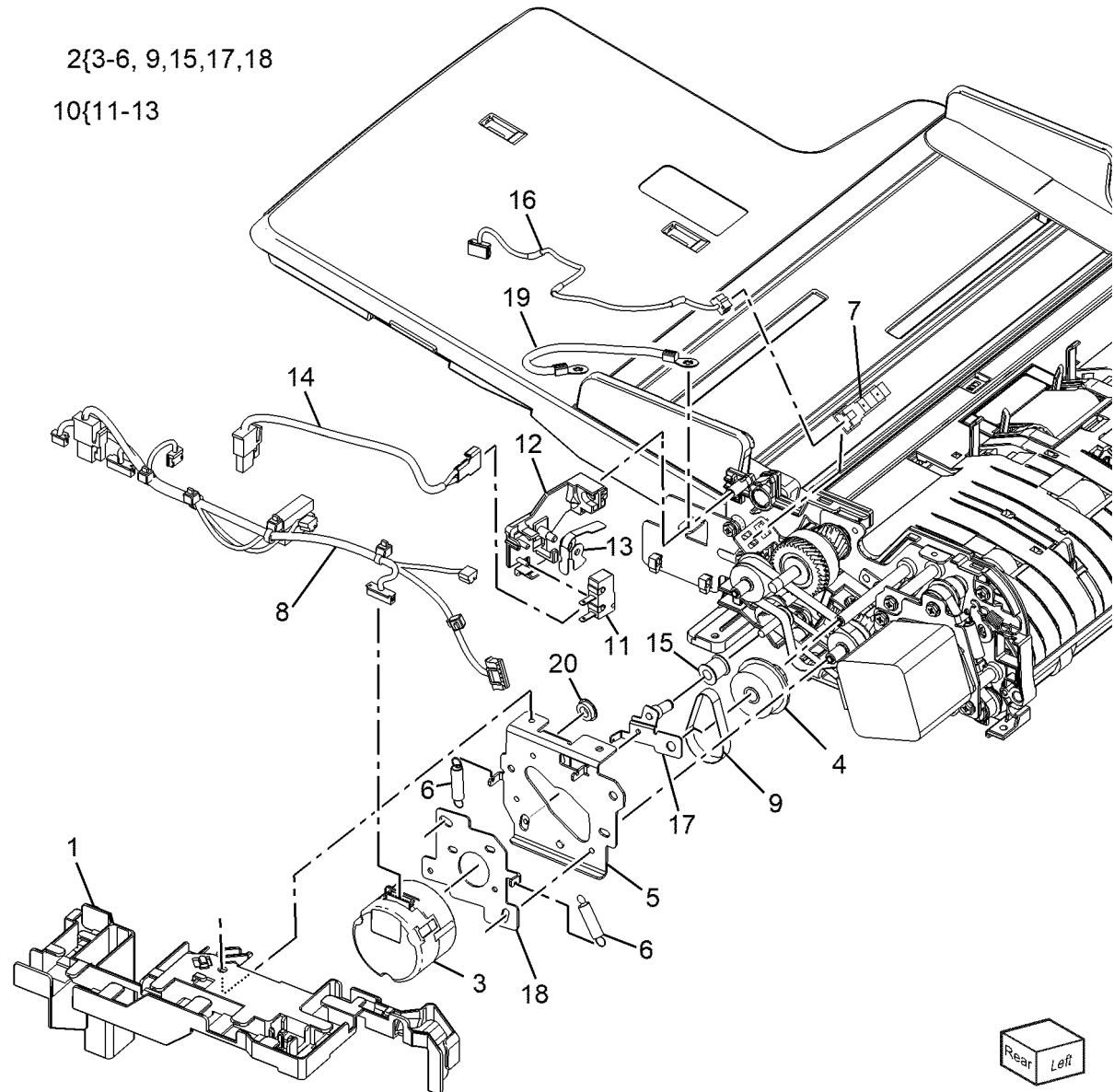
16{7(A), 7(B) & PL 5.65 Items 4 & 5



DA-8-0005-A

PL 5.30 DADF Feed Motor and Harness Guide

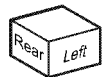
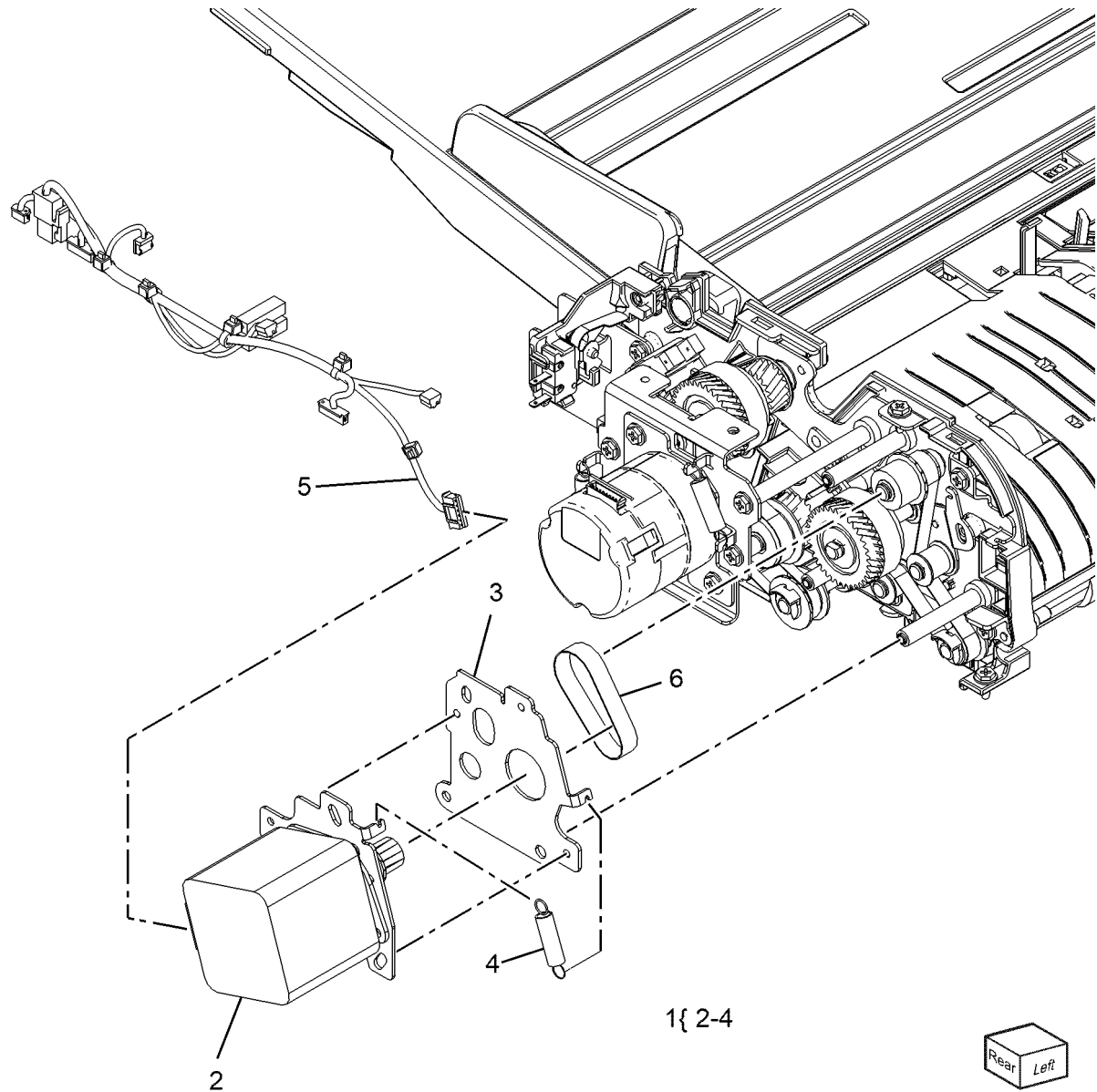
Item	Part	Description
1	—	Harness guide (Not Spared)
2	927K00322	DADF feed motor assembly (REP 5.13)
3	—	DADF feed motor (MOT05-004) (P/O PL 5.30 Item 2)
4	—	Idler motor gear (P/O PL 5.30 Item 2) (REP 5.14)
5	—	Motor bracket assembly (P/O PL 5.30 Item 2)
6	—	Spring
7	930W00122	Document set sensor 1 (Q05-102) (REP 5.15)
8	—	Drive harness (motor/clutch) (Not Spared)
9	—	Feed motor belt
10	110K19121	Interlock switch bracket assembly (REP 5.16)
11	—	Interlock switch (P/O PL 5.30 Item 10)
12	—	Bracket (P/O PL 5.30 Item 10)
13	—	Interlock contact spring (P/O PL 5.30 Item 13)
14	—	Interlock harness
15	—	Tensioner pulley (P/O PL 5.30 Item 2)
16	—	Sensor harness
17	—	Tension plate (P/O PL 5.30 Item 2)
18	—	Feed motor bracket (P/O PL 5.30 Item 2)
19	—	DADF PWB earth harness
20	—	Bearing



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PL 5.35 DADF Registration Motor Assembly

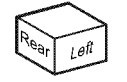
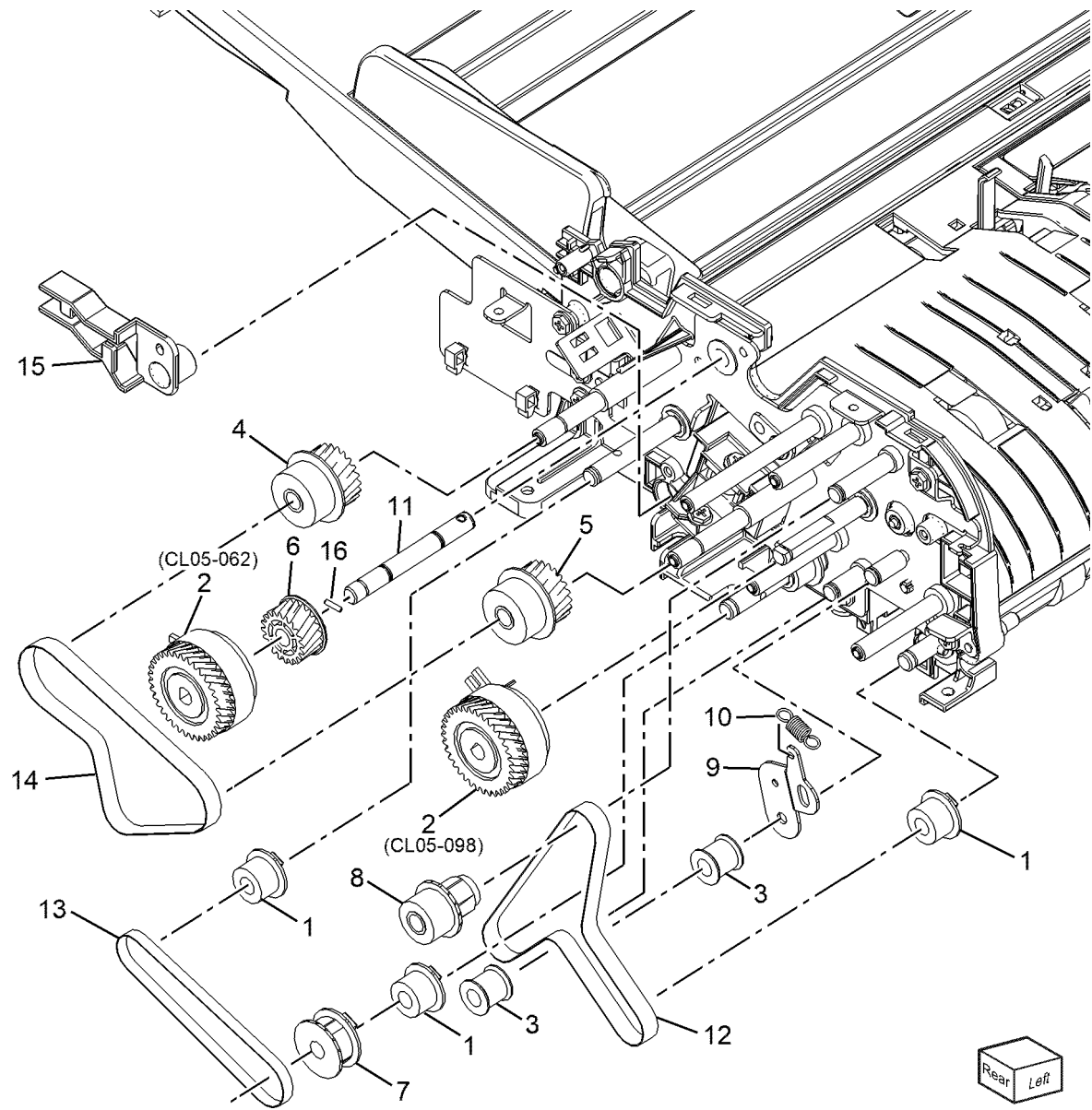
Item	Part	Description
1	927K00440	Registration motor assembly (REP 5.17)
2	—	Registration motor (P/O PL 5.35 Item 1)
3	—	Registration motor mounting plate (P/O PL 5.35 Item 1)
4	—	Spring (P/O PL 5.35 Item 1)
5	—	Registration motor harness
6	—	Registration motor drive belt



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PL 5.36 DADF Feeder Rear Frame

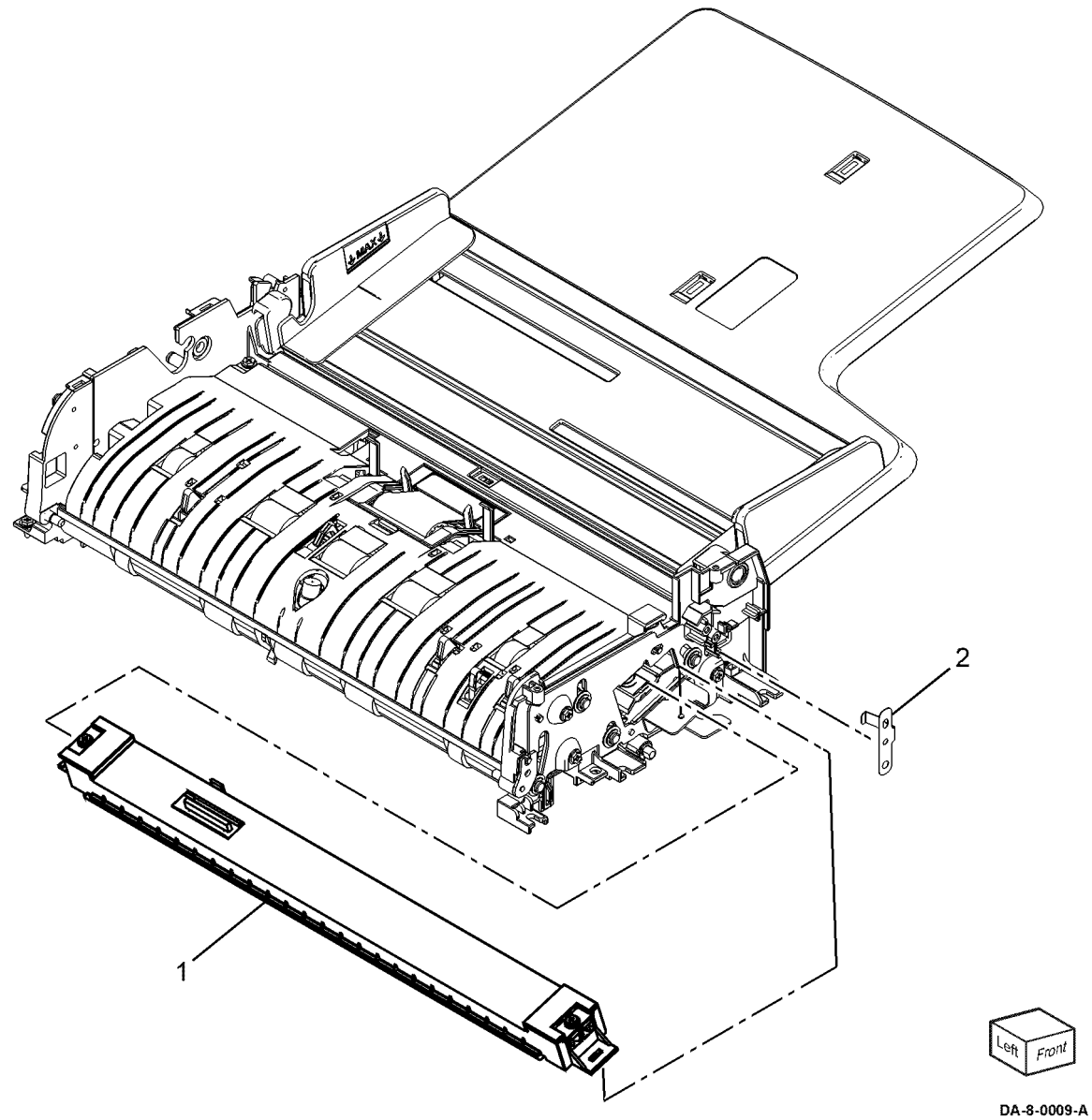
Item	Part	Description
1	—	Registration pulley (Not Spared)
2	121K61150	DADF feed clutch (CL05-062)/ Takeaway clutch (CL05-098) (REP 5.18)
3	—	Roller (Not Spared)
4	—	Feed gear (Not Spared)
5	—	Takeaway gear (Not Spared)
6	—	Gear (22) (P/O PL 5.36 Item 2)
7	—	Pulley (25) (Not Spared)
8	—	Idler Pulley
9	—	Tension plate (Not Spared)
10	—	Tension spring
11	—	Feed clutch shaft (P/O PL 5.36 Item 2)
12	—	Registration drive belt (Not Spared)
13	—	Exit belt (Not Spared)
14	—	Takeaway drive belt (Not Spared)
15	—	Lower exit rear hinge (Not Spared)
16	—	Pin



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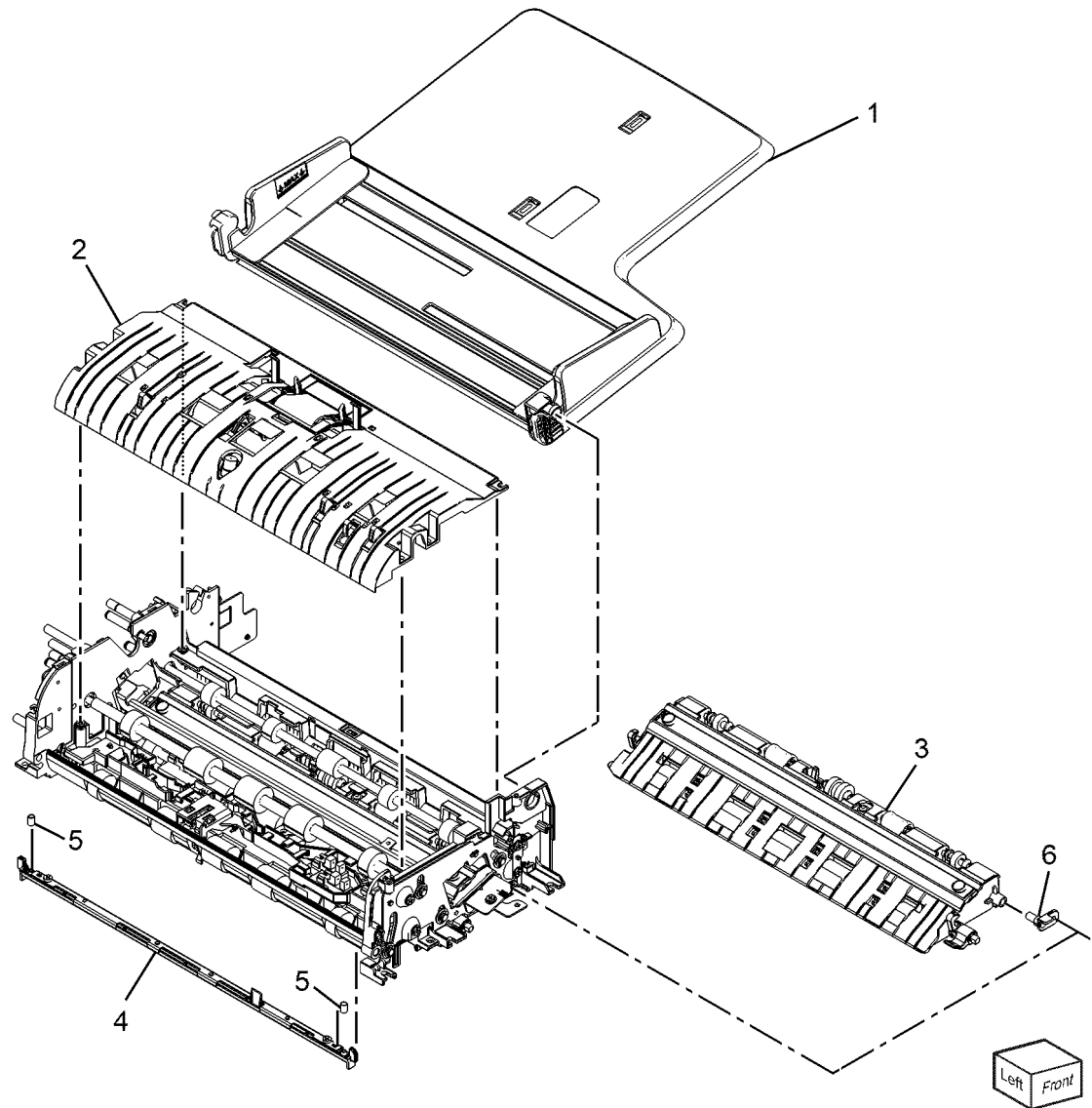
PL 5.40 DADF Feeder Front Frame CIS Assembly

Item	Part	Description
1	930K08040	CIS sensor assembly (REP 5.19)
2	—	Earth plate (Not Spared)



PL 5.45 DADF Tray and Chute

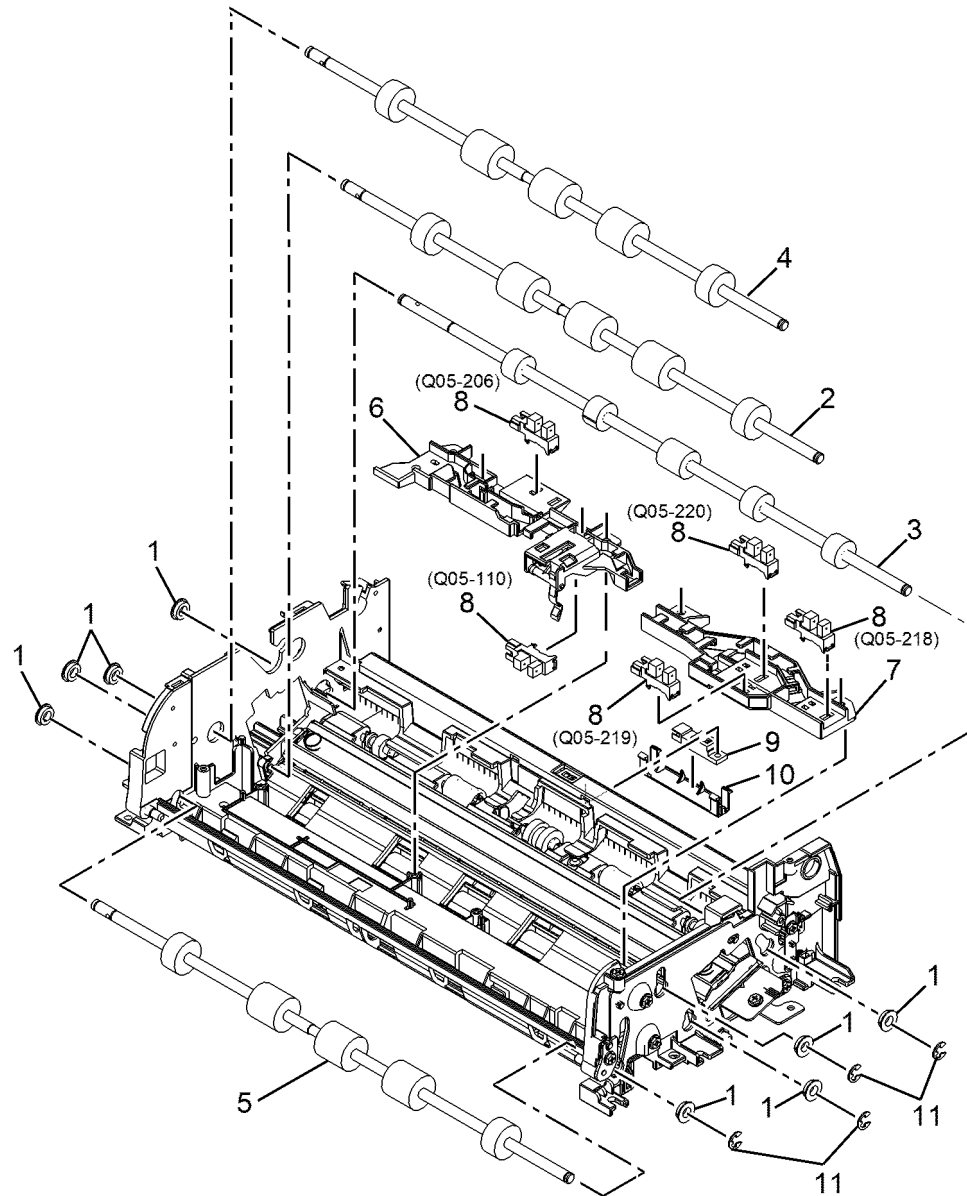
Item	Part	Description
1	—	Document tray (REF: PL 5.55) (REP 5.23)
2	054K66694	Retard chute assembly (REF: PL 5.65) (REP 5.20)
3	054K66685	Out chute assembly (REF: PL 5.60) (REP 5.21)
4	—	FLT chute assembly (Not Spared)
5	—	Floating spring (Not Spared)
6	—	Hinge bracket



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PL 5.50 DADF Roller and Sensor Bracket

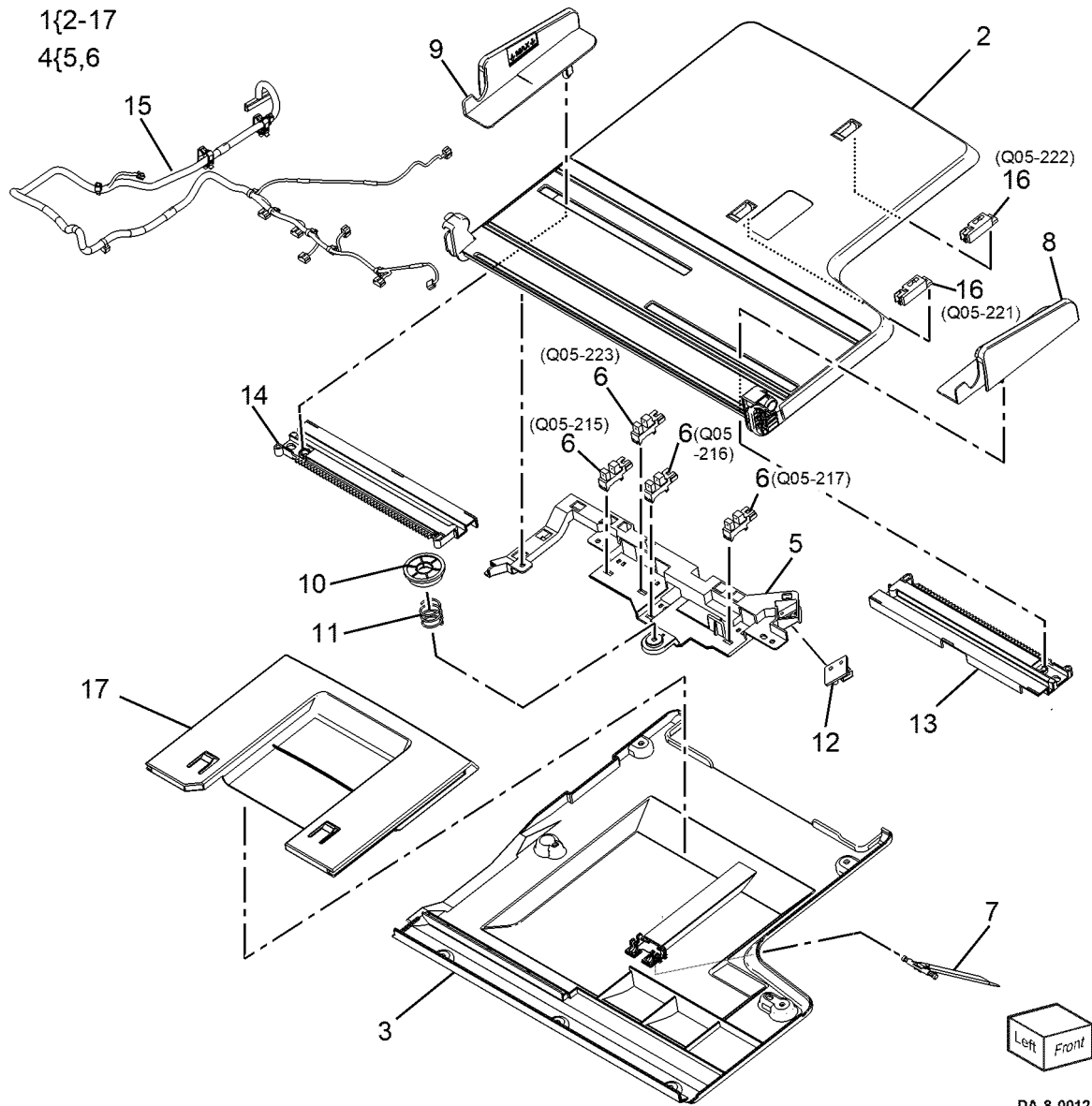
Item	Part	Description
1	—	Plastic bearing sleeve (Not Spared)
2	—	DADF takeaway roll (Not Spared)
3	—	Exit roll (Not Spared)
4	—	Out roll (Not Spared)
5	—	Registration roll (Not Spared)
6	—	Registration sensor bracket (Not Spared)
7	—	APS sensor bracket (Not Spared)
8	930W00122	APS sensor 1 (Q05-218)/APS sensor 2 (Q05-219)/APS sensor 3 (Q05-220), Registration sensor (Q05-110)/Pre-registration sensor (Q05-206) (REP 5.22)
9	930W00211	Document set sensor 2 (Q05-223)
10	—	Sensor cover
11	—	E ring



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PL 5.55 Document Tray

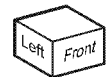
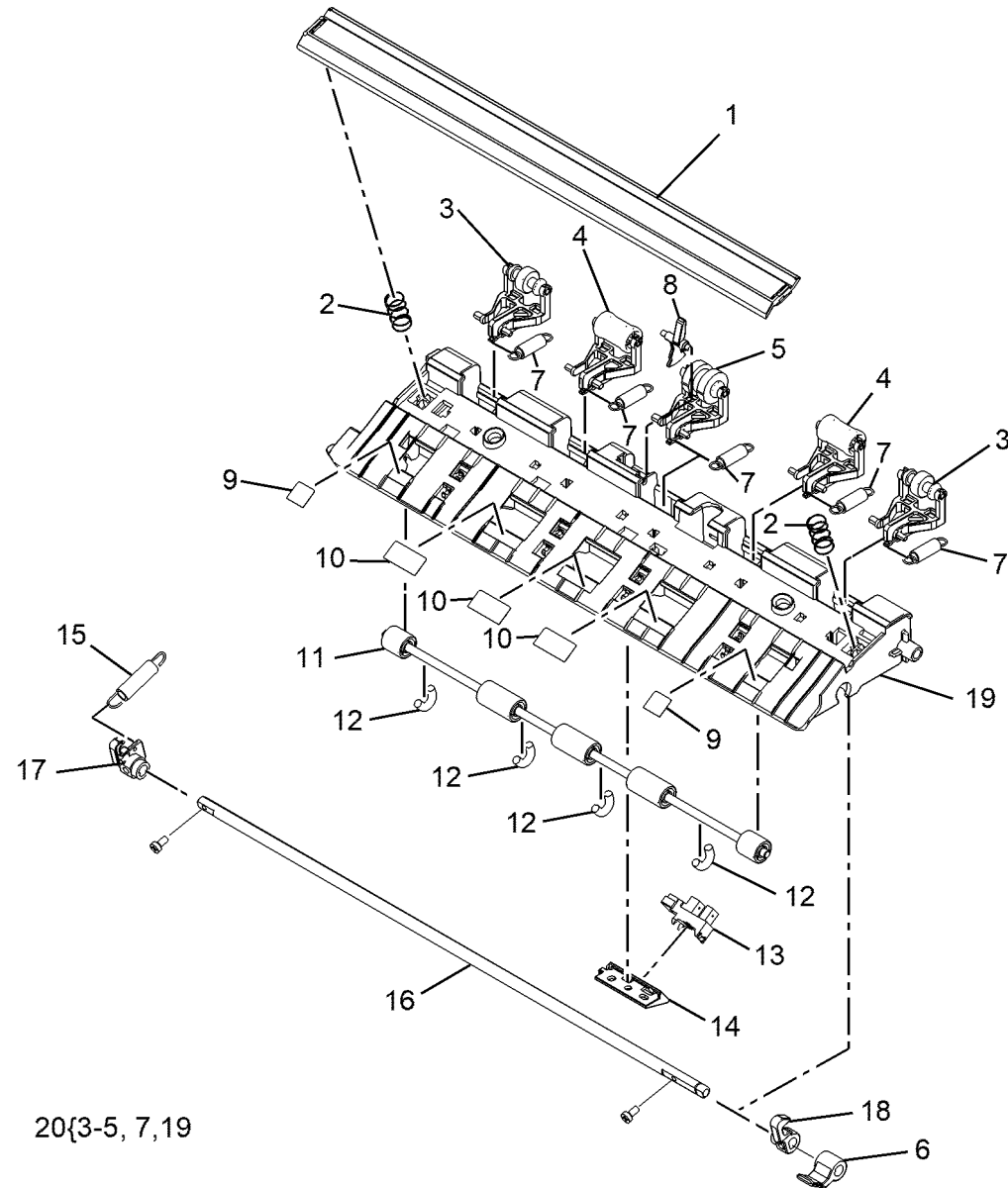
Item	Part	Description
1	—	Tray assembly (REP 5.23)
2	—	Upper tray (P/O PL 5.55 Item 1)
3	—	Lower tray (P/O PL 5.55 Item 1)
4	—	Sensor bracket assembly (P/O PL 5.55 Item 1)
5	—	Sensor bracket (P/O PL 5.55 Item 4)
6	930W00122	Tray APS sensor 1 (Q05-215)/Tray APS sensor 2 (Q05-223)/Tray APS sensor 3 (Q05-216)/Tray APS sensor 4 (Q05-217) (REP 5.24)
7	—	Scatter guide assembly (P/O PL 5.55 Item 1)
8	—	Front document guide (P/O PL 5.55 Item 1)
9	—	Rear document guide (P/O PL 5.55 Item 1)
10	—	Gear pinion (P/O PL 5.55 Item 1)
11	—	Rack spring (P/O PL 5.55 Item 1)
12	—	LED PWB
13	—	Front gear guide (P/O PL 5.55 Item 1)
14	—	Rear gear guide (P/O PL 5.55 Item 1)
15	—	Document tray sensor harness (REP 5.25)
16	130E22150	Tray size sensor 1 (Q05-221)/Tray size sensor 2 (Q05-222) (REP 5.26)
17	—	Tray extension (P/O PL 5.55 Item 1)



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PL 5.60 Out Chute Assembly

Item	Part	Description
1	—	CIS chute assembly
2	—	CIS chute spring (P/O PL 5.60 Item 1)
3	—	Outer exit pinch roll assembly (P/O PL 5.60 Item 20)
4	—	Inner exit pinch roll assembly (P/O PL 5.60 Item 20)
5	—	Center exit pinch roll assembly (P/O PL 5.60 Item 20)
6	—	Latch handle
7	—	Spring (P/O PL 5.60 Item 20)
8	—	Actuator
9	—	Seal S
10	—	Seal W
11	—	Registration roll assembly
12	—	Spring
13	130E21470	Exit sensor (Q05-209) (REP 5.27)
14	—	Sensor bracket
15	—	Latch spring
16	—	Latch shaft
17	—	Rear latch
18	—	Front latch
19	—	Out chute (P/O PL 5.60 Item 20)
20	054K66685	Out chute assembly

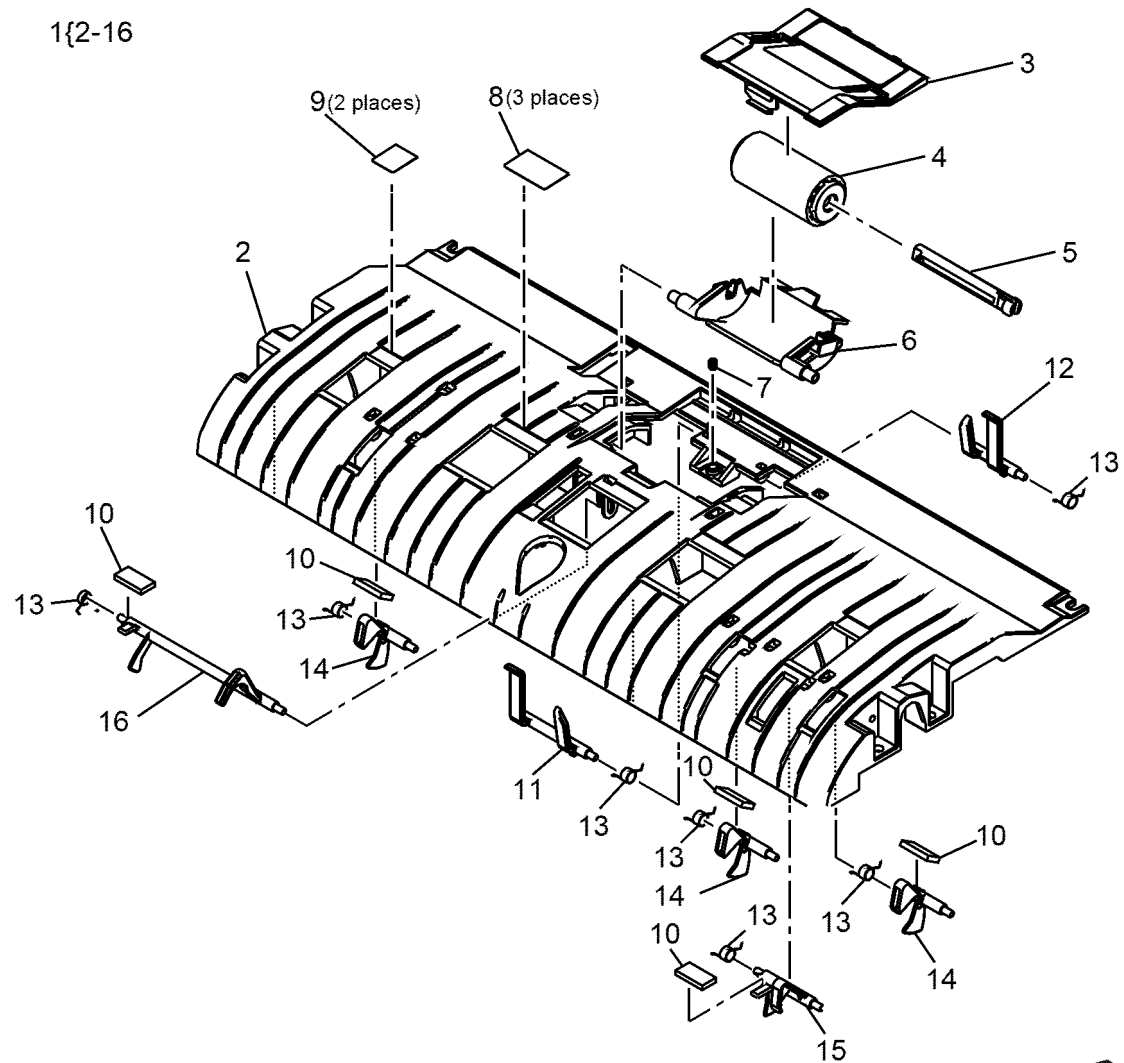


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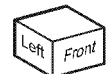
PL 5.65 Retard Chute Assembly

Item	Part	Description
1	054K66694	Retard chute assembly (REF: PL 5.45 Item 3)
2	—	Retard chute (P/O PL 5.65 Item 1)
3	948K38810	Retard CRU cover assembly (REP 5.28)
4	—	Retard roll assembly (See NOTE) (P/O PL 5.25 Item 16 (REP 5.28))
5	—	Retard shaft (P/O PL 5.25 Item 16) (REP 5.28)
6	—	Retard housing (P/O PL 5.65 Item 1)
7	—	Retard spring (P/O PL 5.65 Item 1)
8	—	W seal (P/O PL 5.65 Item 1)
9	—	S seal (P/O PL 5.65 Item 1)
10	—	Pad (P/O PL 5.65 Item 1)
11	—	Rear set gate (P/O PL 5.65 Item 1)
12	—	Front set gate (P/O PL 5.65 Item 1)
13	—	Torsion spring (P/O PL 5.65 Item 1)
14	—	Actuator (APS1) (P/O PL 5.65 Item 1)
15	—	Actuator (APS2) (P/O PL 5.65 Item 1)
16	—	Pre registration sensor actuator (P/O PL 5.65 Item 1)

1{2-16



Note: HFSI. To reset the HFSI counter, refer to dC135.

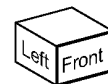
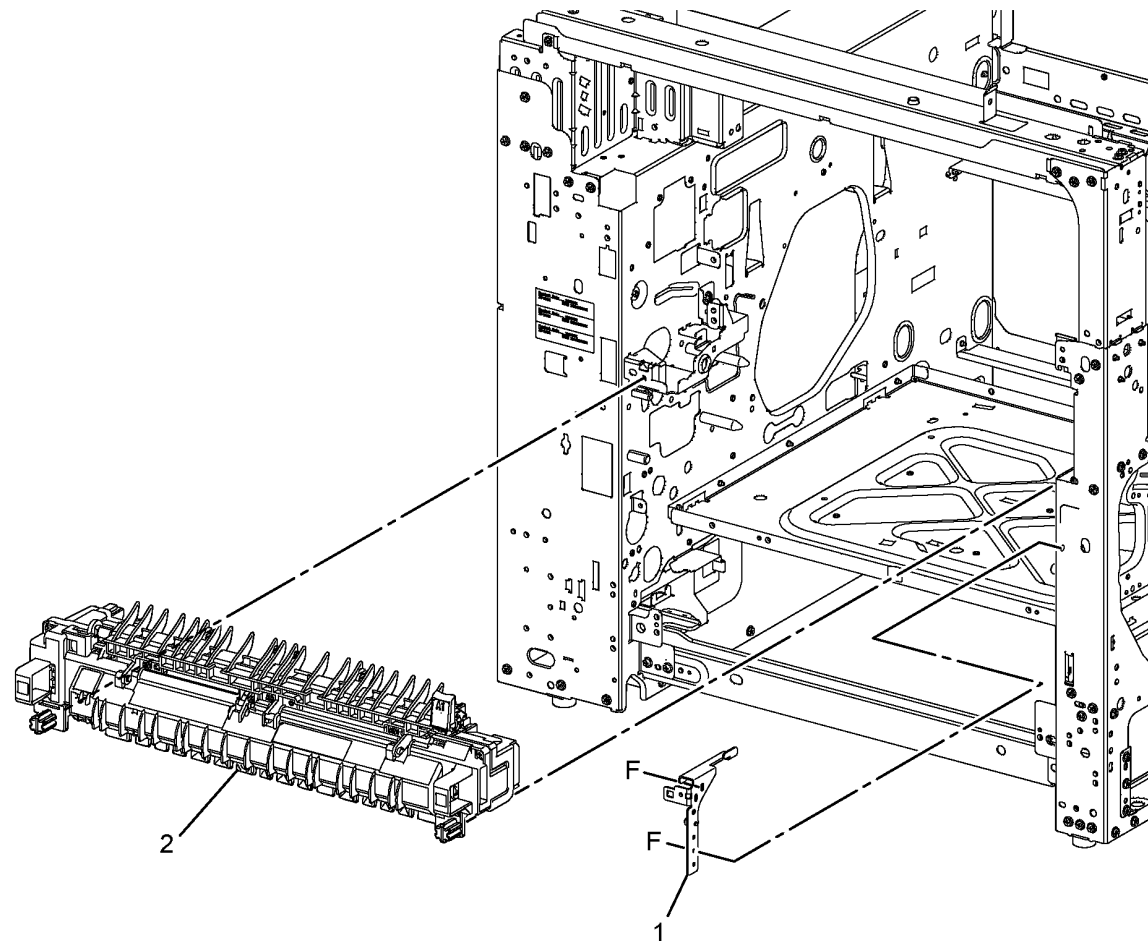


DA-8-0014-A

PL 10.05 Fuser

Item	Part	Description
1	—	Adjust plate (Not Spared)
2	115R00114	Fuser 110V (see NOTE) (REP 10.3)
—	115R00115	Fuser 220V (see NOTE) (REP 10.3)

Note: HFSI. To reset the HFSI counter, refer to [dC135](#)

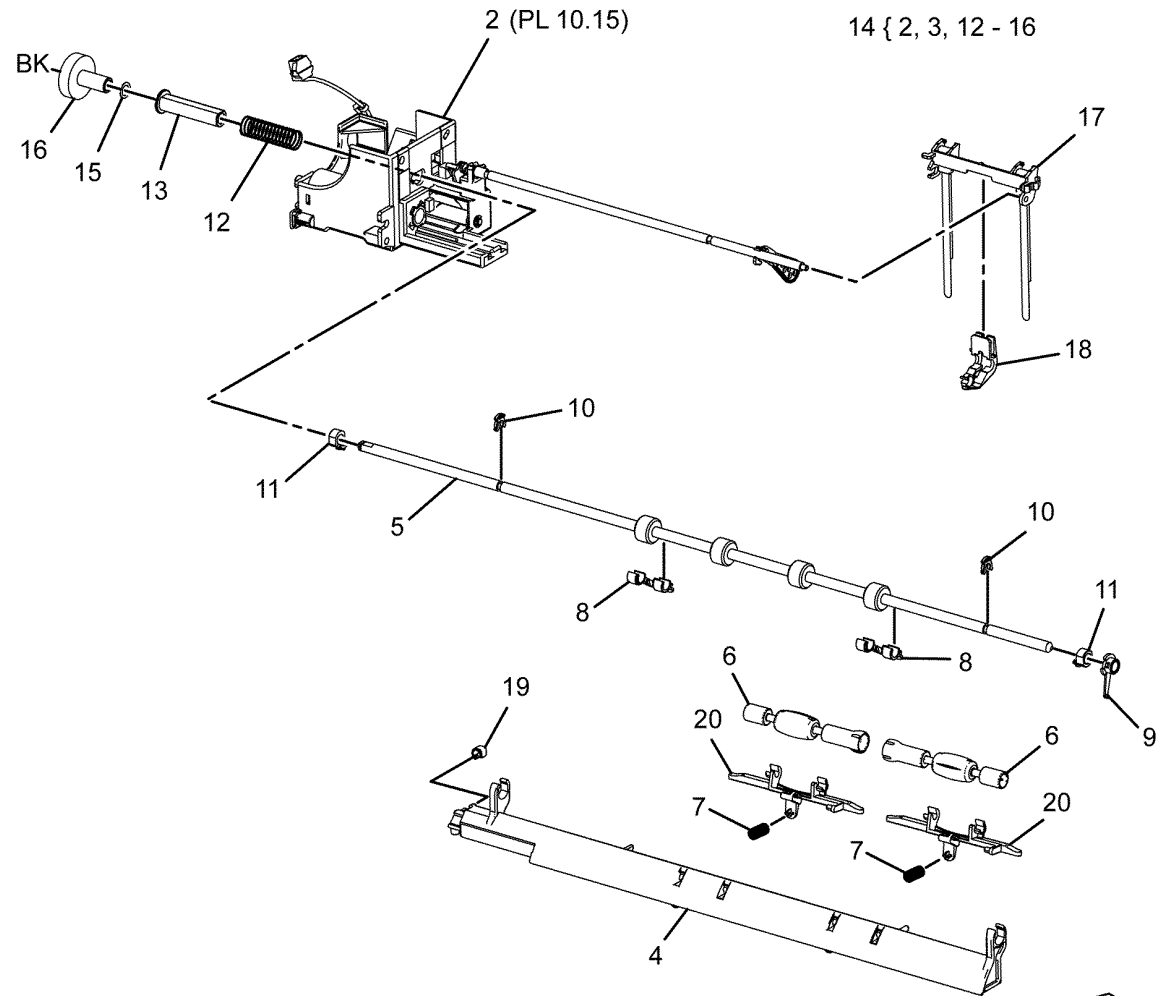


Y-8-0004-A

PL 10.10 Exit 1

Item	Part	Description
1	859K00504	Exit 1 OCT assembly (REP 10.1)
2	—	Exit 1 base assembly (P/O PL 10.10 Item 1)
3	—	OCT chute assembly (P/O PL 10.10 Item 1)
4	—	OCT chute (P/O PL 10.10 Item 3)
5	—	Exit 1 roller assembly (P/O PL 10.10 Item 3)
6	—	Nip roll (P/O PL 10.10 Item 3)
7	—	Spring (P/O PL 10.10 Item 3)
8	—	Exit guard (P/O PL 10.10 Item 3)
9	—	Bearing (Not Spared)
10	—	Clip shaft (P/O PL 10.10 Item 3)
11	—	Bearing (P/O PL 10.10 Item 3)
12	—	OCT back spring (P/O PL 10.10 Item 1)
13	—	Bearing OCT (P/O PL 10.10 Item 1)
14	—	Full stack chute assembly (Not Spared)
15	—	Plain washer (P/O PL 10.10 Item 1)
16	—	OCT gear (P/O PL 10.10 Item 1)
17	036K92030	Paper exit 1 weight assembly
18	—	Exit 1 CTR guard (Not Spared)
19	—	OCT collar (P/O PL 10.10 Item 3)
20	—	Nip roll holder (P/O PL 10.10 Item 1)

- 1 { 2, 3, 12, 13, 15, 16, 20
- 3 { 4 - 8, 10, 11, 19
- 14 { 2, 3, 12 - 16



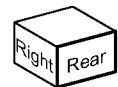
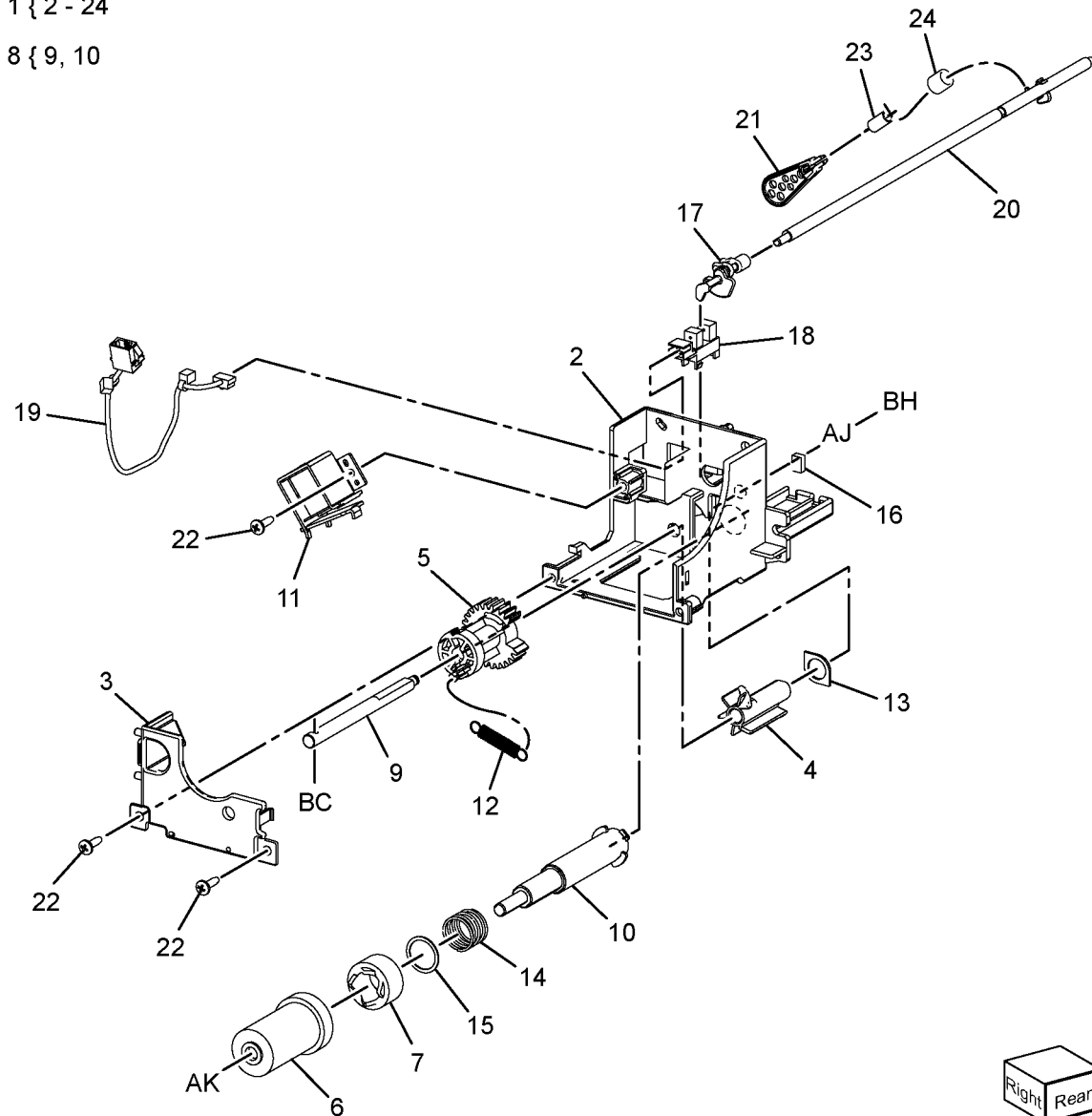
C-8-0077-A

PL 10.15 Exit 1 Base Assembly

Item	Part	Description
1	—	Exit 1 base assembly (Not Spared)
2	—	Base exit 1 (P/O PL 10.15 Item 1)
3	—	Base exit 1 cover (P/O PL 10.15 Item 1)
4	—	Cam screw (P/O PL 10.15 Item 1)
5	—	OCT segment gear (P/O PL 10.15 Item 1)
6	—	Exit 1 idler gear (P/O PL 10.15 Item 1)
7	—	Coupling gear (P/O PL 10.15 Item 1)
8	—	Exit 1 shaft assembly (P/O PL 10.15 Item 1)
9	—	Cam shaft (P/O PL 10.15 Item 8)
10	—	Idler gear shaft (P/O PL 10.15 Item 8)
11	—	Exit 1 offset solenoid (SOL77-010) (P/O PL 10.15 Item 1)
12	—	Cam spring (P/O PL 10.15 Item 1)
13	—	Cam screw pad (P/O PL 10.15 Item 1)
14	—	OCT safety spring (P/O PL 10.15 Item 1)
15	—	Exit 1 washer (P/O PL 10.15 Item 1)
16	—	OCT back pad (P/O PL 10.15 Item 1)
17	—	Full sensor actuator (P/O PL 10.15 Item 1)
18	930W00113	Exit 1 OCT full stack sensor (Q77-124)
19	—	Exit harness assembly (P/O PL 10.15 Item 1)
20	—	Full stack B shaft (P/O PL 10.15 Item 1)
21	—	Full actuator (P/O PL 10.15 Item 1)
22	—	Screw (P/O PL 10.15 Item 1)
23	—	Spring pipe (P/O PL 10.15 Item 1)
24	—	Spring (P/O PL 10.15 Item 1)

1 { 2 - 24

8 { 9, 10

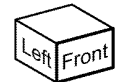
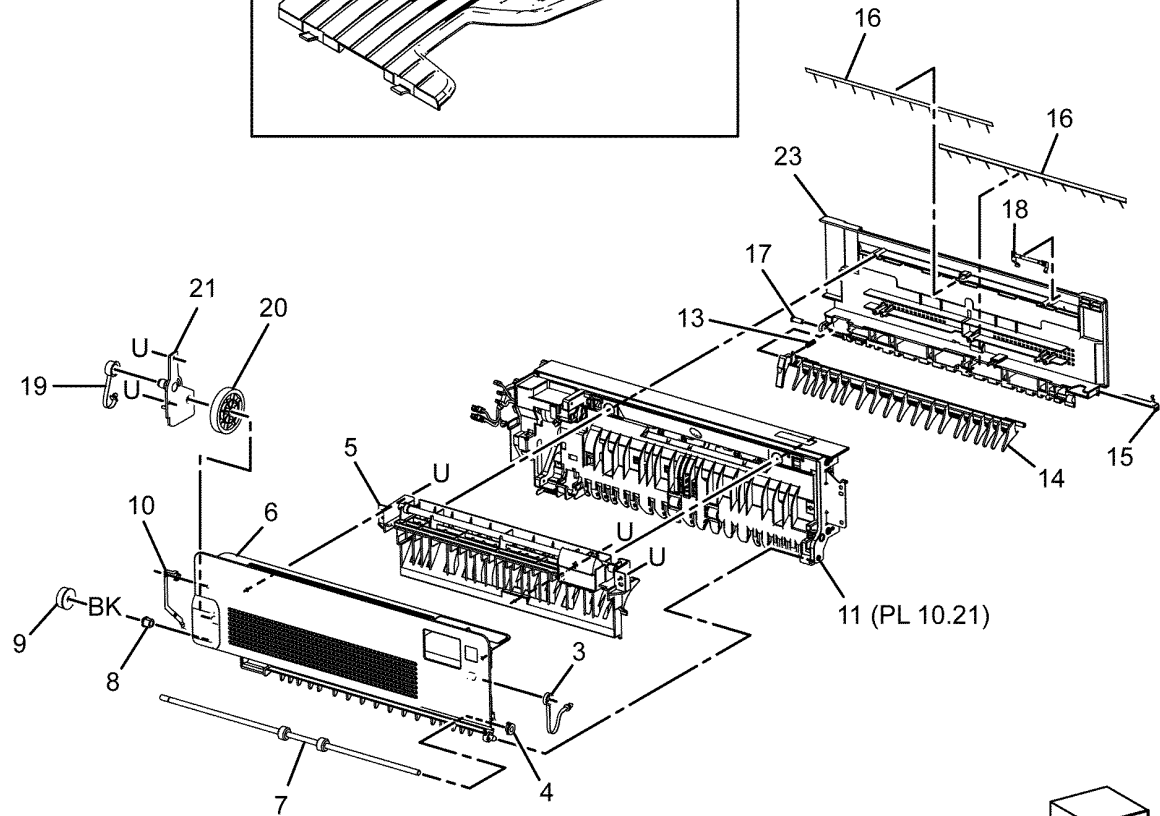
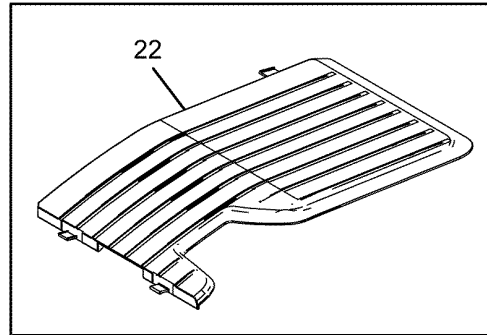


Y-8-0043-A

PL 10.20 Exit 2 (1 of 3)

Item	Part	Description
1	859K04964	Exit 2 transport assembly
2	—	Chute LH transport assembly (P/O PL 10.20 Item 1)
3	—	Exit 2 stopper (P/O PL 10.20 Item 1)
4	—	Bearing (P/O PL 10.20 Item 1)
5	—	Exit 2 chute (P/O PL 10.20 Item 1)
6	—	LH high chute (P/O PL 10.20 Item 1)
7	—	Inverter roller assembly (P/O PL 10.20 Item 1)
8	—	Bearing sleeve (P/O PL 10.20 Item 1)
9	—	Inverter gear (P/O PL 10.20 Item 1)
10	—	Earth plate (P/O PL 10.20 Item 1)
11	—	Exit 2 drive assembly (REF: PL 10.21)
12	—	Exit 2 guide assembly (P/O PL 10.20 Item 1)
13	—	Gate 1 spring (P/O PL 10.20 Item 12)
14	050E33281	Exit 1 diverter gate
15	—	Exit 1 conductor (P/O PL 10.20 Item 12)
16	—	Static eliminator (P/O PL 10.20 Item 12)
17	—	Gate stopper (P/O PL 10.20 Item 12)
18	—	Exit 2 conductor (P/O PL 10.20 Item 12)
19	—	Exit 2 stopper (P/O PL 10.20 Item 1)
20	—	Gear (P/O PL 10.20 Item 1)
21	—	Gear cover (P/O PL 10.20 Item 1)
22	050E32542	Center tray / dual catch tray
23	—	Exit 2 guide (P/O PL 10.20 Item 12)

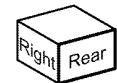
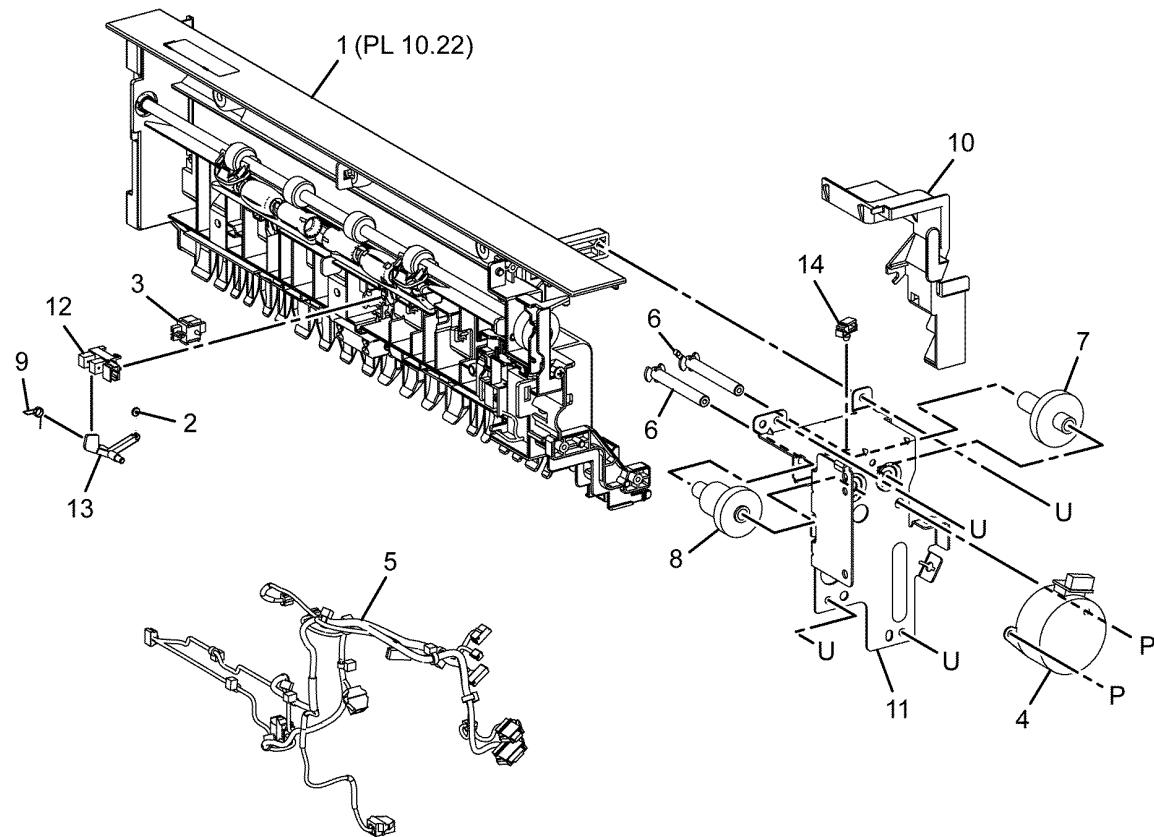
1 { 2 - 21, 23
 2 { 3 - 10, 20, 21
 12 { 13 - 18, 23



C-8-0079-A

PL 10.21 Exit 2 (2 of 3)

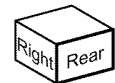
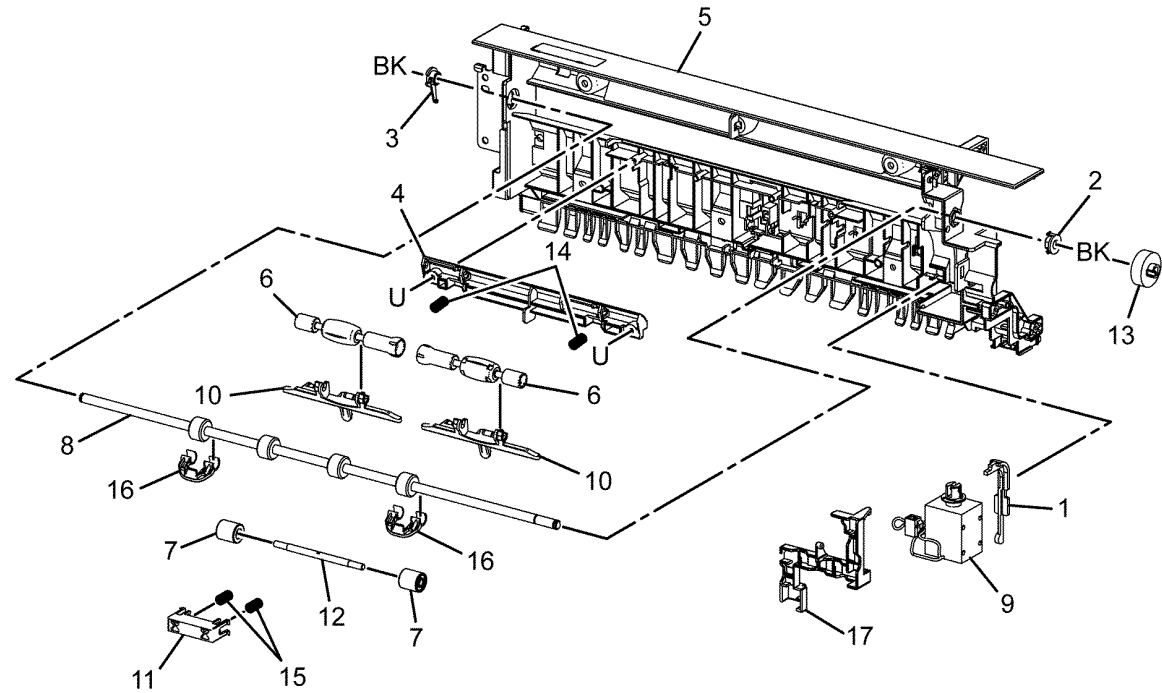
Item	Part	Description
1	—	Exit 2 OCT assembly (REF: PL 10.22)
2	—	Roller actuator (Not Spared)
3	110E11580	LH high cover switch (S77-302)
—	110E15190	LH high cover switch (S77-302) (alternative)
4	127K58400	Exit 2 motor (MOT77-014)
5	952K21202	Exit 2 harness assembly
6	—	Gear shaft (Not Spared)
7	—	Gear 28T (Not Spared)
8	—	Gear 16/48T (Not Spared)
9	—	Actuator spring (Not Spared)
10	—	Rear cover (Not Spared)
11	—	Rear bracket (Not Spared)
12	930W00123	Exit 2 sensor (Q77-100)
13	—	Actuator (Not Spared)
14	—	Locking clamp (Not Spared)



C-8-0080-A

PL 10.22 Exit 2 (3 of 3)

Item	Part	Description
1	—	Gate exit link (Not Spared)
2	—	Bearing (Not Spared)
3	—	Bearing (Not Spared)
4	—	Exit chute (Not Spared)
5	—	Low exit 2 chute (Not Spared)
6	059E10261	Pinch roller
7	—	Inverter nip roll (Not Spared)
8	—	Exit 2 roll (Not Spared) (REP 10.2)
9	921W11601	Exit gate solenoid (SOL77-004) (P/O)
10	—	Nip roll holder (Not Spared)
11	—	Spring holder (Not Spared)
12	—	Shaft (Not Spared)
13	—	Gear 22T (Not Spared)
14	—	Exit nip spring (Not Spared)
15	—	Inverter nip spring (Not Spared)
16	—	Exit guard (Not Spared)
17	—	Exit 2 guide harness (Not Spared)

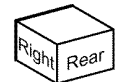
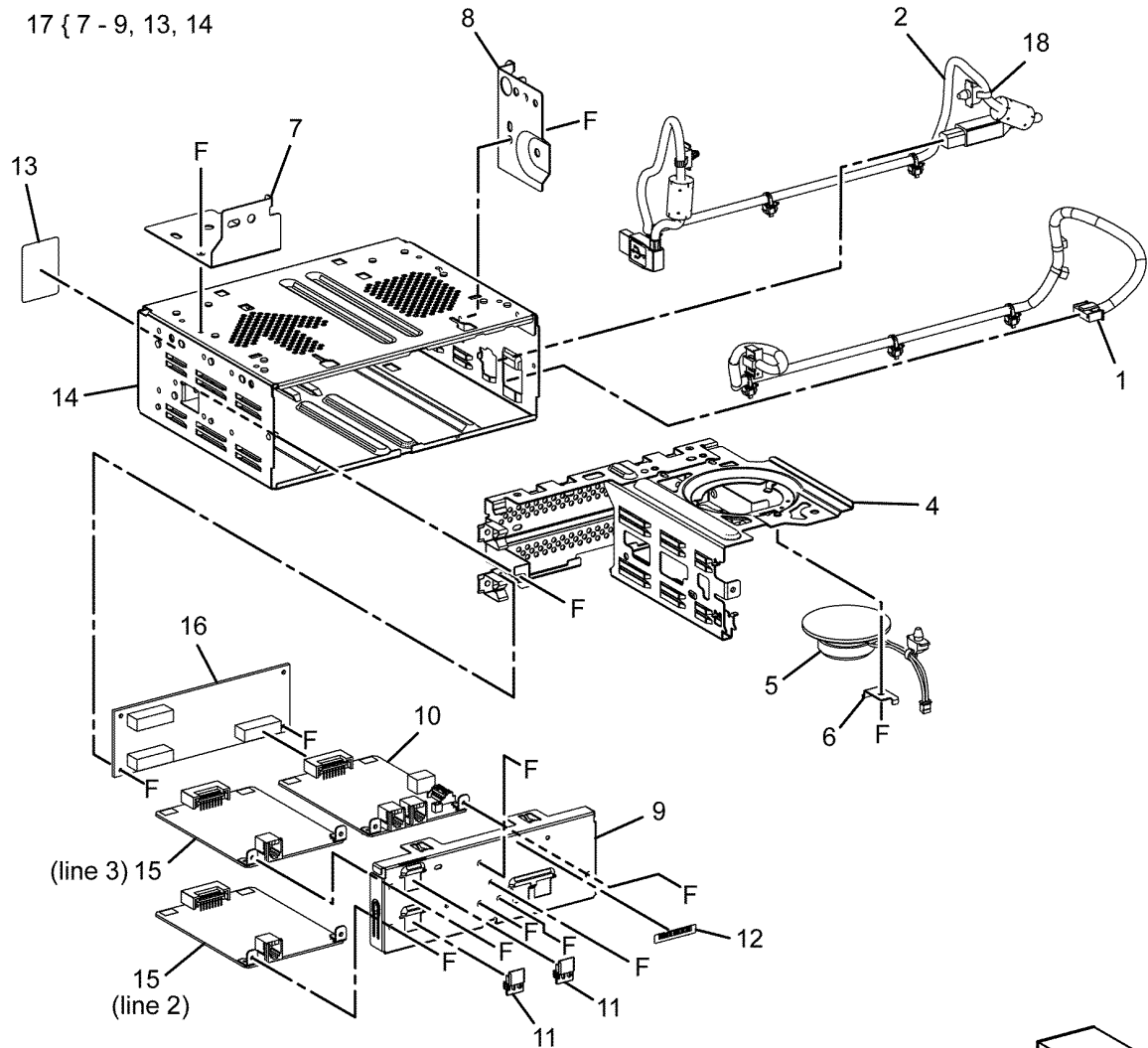


C-8-0081-A

PL 20.05 Fax

Item	Part	Description
1	952K51811	Fax harness
2	117K50740	USB harness
3	—	Fax chassis assembly (Not Spared)
4	—	Riser bracket assembly (P/O PL 20.05 Item 3)
5	—	Fax speaker (P/O PL 20.05 Item 3)
6	—	Speaker bracket (P/O PL 20.05 Item 3)
7	—	Fax L1 bracket (P/O PL 20.05 Item 3)
8	—	Fax R1 bracket (P/O PL 20.05 Item 3)
9	—	Fax panel (P/O PL 20.05 Item 3)
10	960K81238	Line 1 Fax PWB (XE)
—	960K87698	Line 1 fax PWB (IND/BRA/ARG)
—	960K79268	Line 1 Fax PWB (XC)
11	—	Snap fax cover (P/O PL 20.05 Item 3)
12	—	Traceability label (P/O PL 20.05 Item 3)
13	—	FX2A label (P/O PL 20.05 Item 3)
14	—	Fax chassis (P/O PL 20.05 Item 3)
15	960K77548	Line 2/3 fax PWB
16	960K77551	Riser PWB
17	—	Fax kit (Not Spared)
18	920W01212	Locking clamp

3 { 4 - 14
17 { 7 - 9, 13, 14



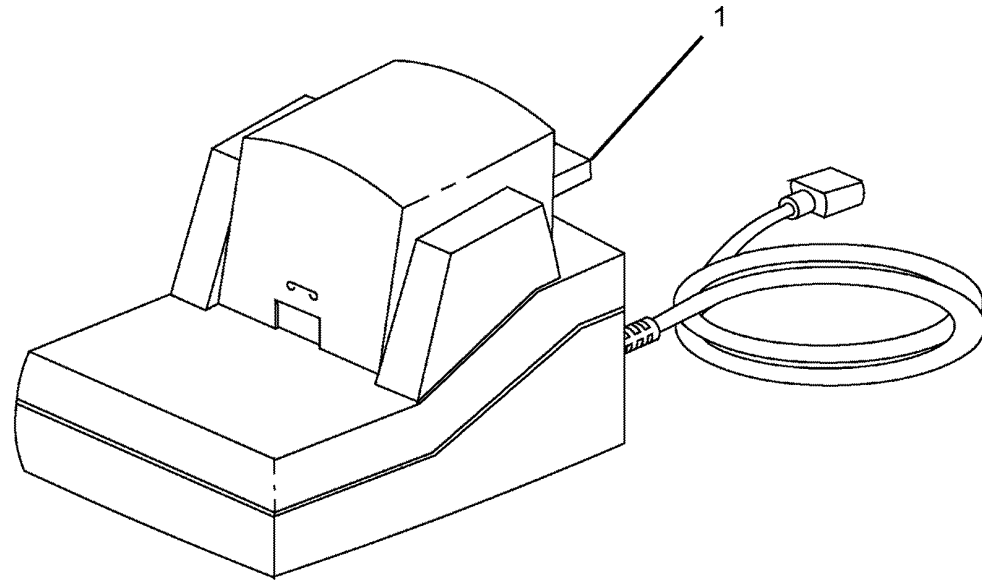
C-8-0082-A

PL 25.05 Convenience Stapler

Item	Part	Description
1	—	Convenience stapler (110V) (See NOTE 1 2)
—	—	Convenience stapler (220V) (See NOTE 1 2)

Note: 1. Refer to [PL 31.05](#) for the convenience stapler kits.

Note: 2. Refer to [PL 26.05](#) for the staple refills and cartridge.



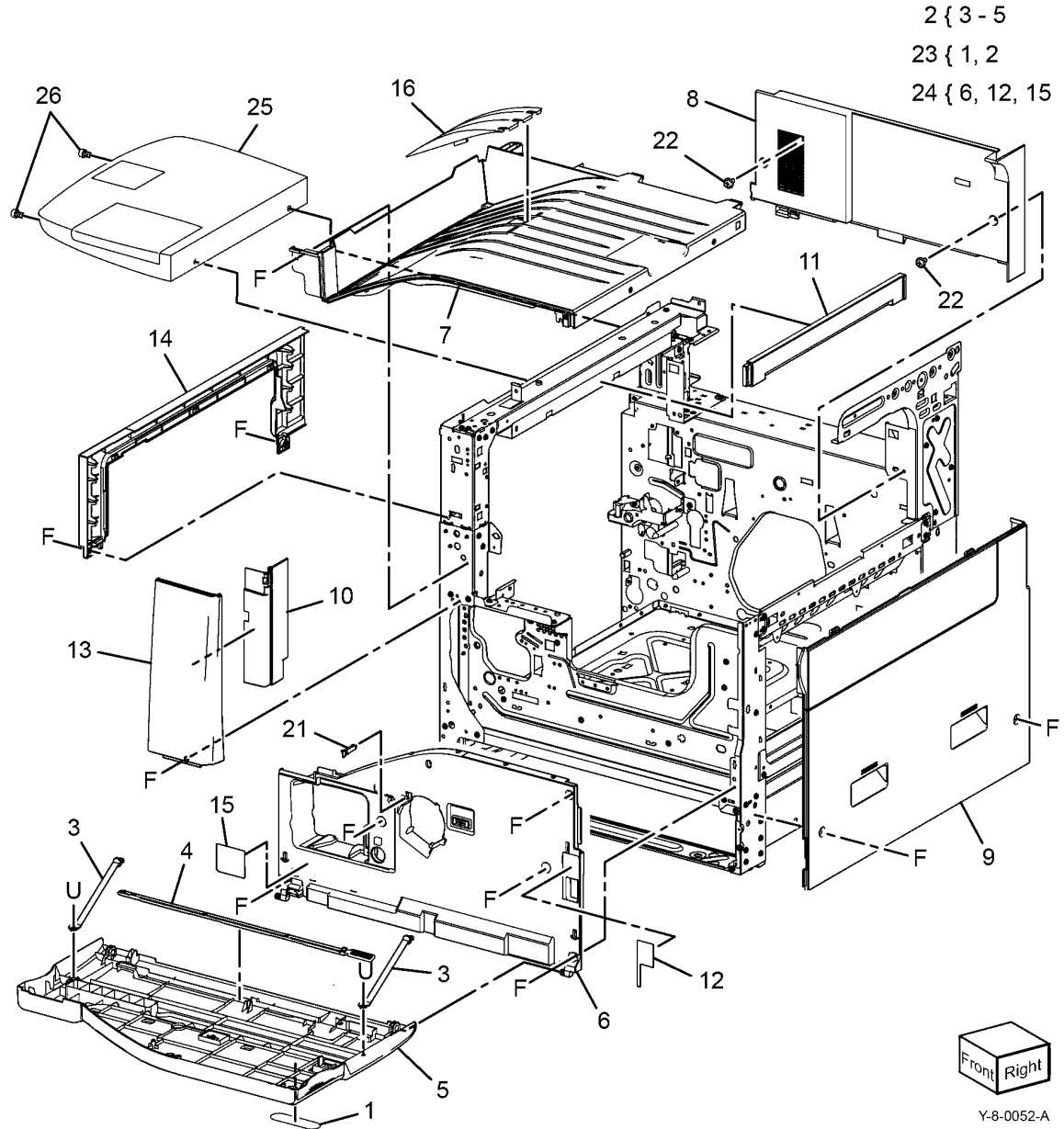
C-8-0083-A

PL 26.05 Consumables and Tools

Item	Part	Description
1	006R01817	Toner cartridge (Worldwide Metered) - 35K
2	006R01818	Toner cartridge (NA/XE sold) - 35K
3	006R01819	Toner cartridge (DMO sold) - 35K
6	008R12897	Office finisher LX booklet maker staple cartridge
7	008R12941	Staple refills
8	008R12964	Staple cartridge

PL 28.05 Covers (1 of 2)

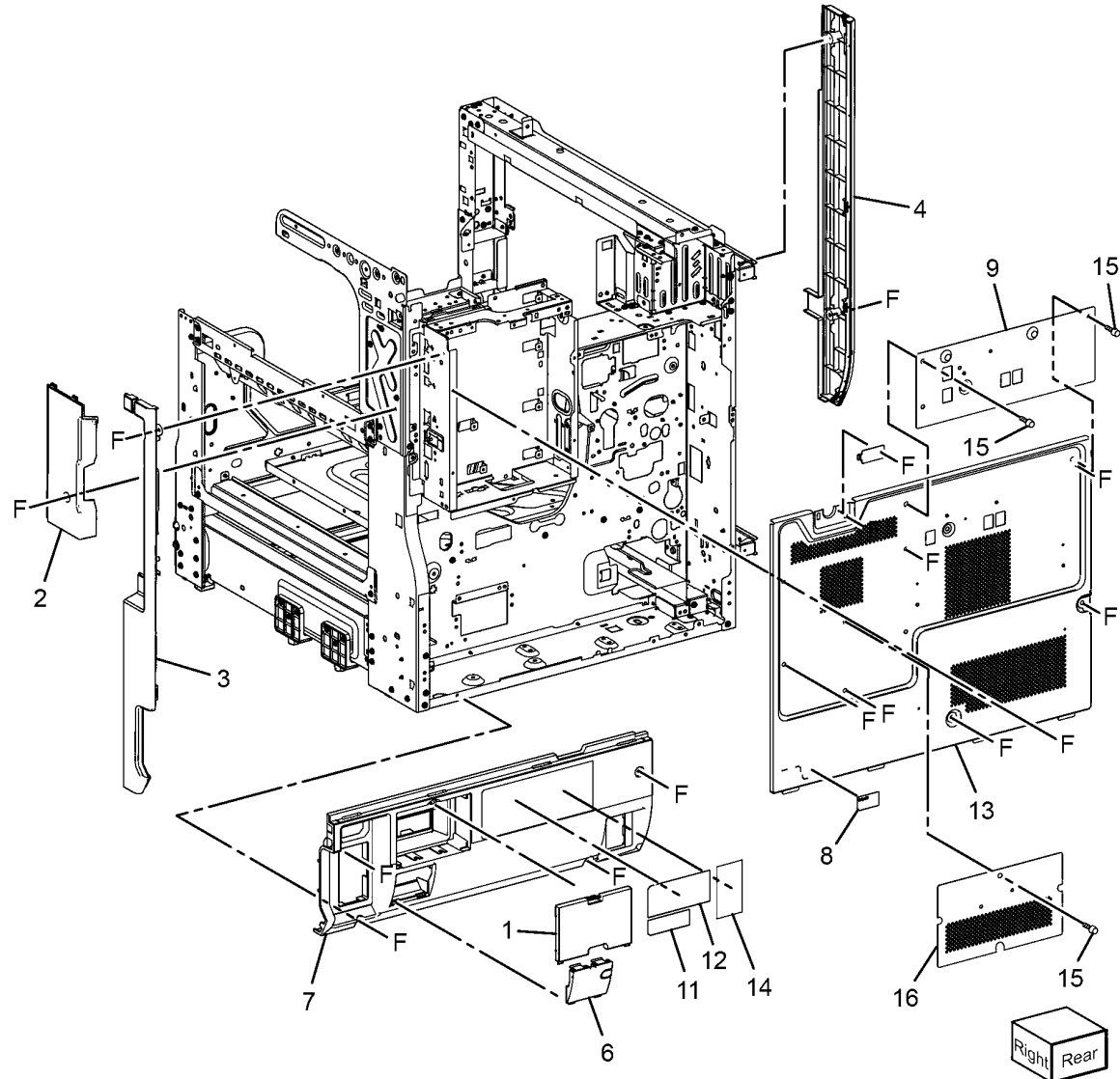
Item	Part	Description
1	—	Logo plate (P/O PL 28.05 Item 23)
2	—	Front cover assembly (P/O PL 28.05 Item 23)(REP 28.1)
3	—	BS strap (P/O PL 28.05 Item 2)
4	042K94820	Cleaner assembly
5	—	Front cover (P/O PL 28.05 Item 2)
6	—	Inner cover (REP 28.2)
7	—	Top cover (Not Spared)(REP 28.4)
8	—	Top rear cover (Not Spared)
9	948K49760	Right cover (REP 28.3)
10	—	Exit front cover (Not Spared)
11	—	Exit upper cover (Not Spared)
12	—	SW label (Not Spared)
13	822E22922	Pillar left cover (Not Spared)
14	—	LH top cover (Not Spared)
15	—	CRU label (P/O PL 28.05 Item 23)
16	050E32531	Tray insert
17	—	Not used
18	—	Not used
19	—	Not used
20	—	Not used
21	803E23900	Stopper-T
22	—	Screw TP black (Not Spared)
23	607K29250	Front cover kit
24	607K22070	Inner cover kit
25	—	Work surface (wing table) (P/O PL 31.05 Item 7)
26	003E63230	Thumbscrew



PL 28.06 Covers (2 of 2)

Item	Part	Description
1	—	STM cover (Not Spared)
2	—	RH top cover (Not Spared)
3	—	RH rear cover (Not Spared)
4	—	LH rear cover (Not Spared)
5	—	Lower rear cover assembly (Not Spared) (REP 28.6)
6	—	Infill cover
7	—	Lower rear cover (P/O PL 28.06 Item 5) (REP 28.6)
8	—	Outlet label (Not Spared)
9	—	Fax cover (A) (W/O Fax)/Fax cover (B) (W/ Fax) (Not Spared)
10	—	Not used
11	—	Earth label (Not Spared)
12	—	Data plate (Not Spared)
13	—	Upper rear cover (Not Spared) (REP 28.5)
14	—	Label-PTT (Not Spared)
15	826E14330	Thumbscrew
16	—	HDD cover

5 { 6, 7



Y-8-0053-A

PL 31.05 Maintenance / Installation / Removal Kits

Item	Part	Description
1	497K20600	Punch assembly kit (2/3 hole)
2	497K20610	Punch assembly kit (2/4 hole)
3	497K22460	Convenience stapler kit (110V)
4	497K22470	Convenience stapler kit (220V)
5	498K14141	Foreign device interface kit
6	497K17720	Envelope tray kit
7	497K04730	Work surface kit
8	497K18121	RFID Card reader kit (w/reader)
9	497K21650	CAC/PIV card reader kit
10	607K30190	CAC/PIV KIT
11	497K21660	SIPRNet Enablement Kit

Note: 497K parts are customer install kits and are shown for reference only.

**NO EXPLODED
VIEW PROVIDED**

C-8-0085-A

PL 31.10 Line 1 Fax Kits

Item	Part	Description
1	497K17790	Line 1 fax kit (India/Brazil/ Argentina)
2	497K17750	Line 1 fax kit (XC/DMO)
3	497K17770	Line 1 fax kit (XE/South Africa)

Note: 497 parts are customer install kits and are shown for reference only.

**NO EXPLODED
VIEW PROVIDED**

C-8-0086-A

PL 31.15 3 Line Fax Kits

Item	Part	Description
1	497K17760	3 Line fax kit (XC/DMO)
2	497K17780	3 Line fax kit (XE/South Africa)

Note: 497 parts are customer install kits and are shown for reference only.

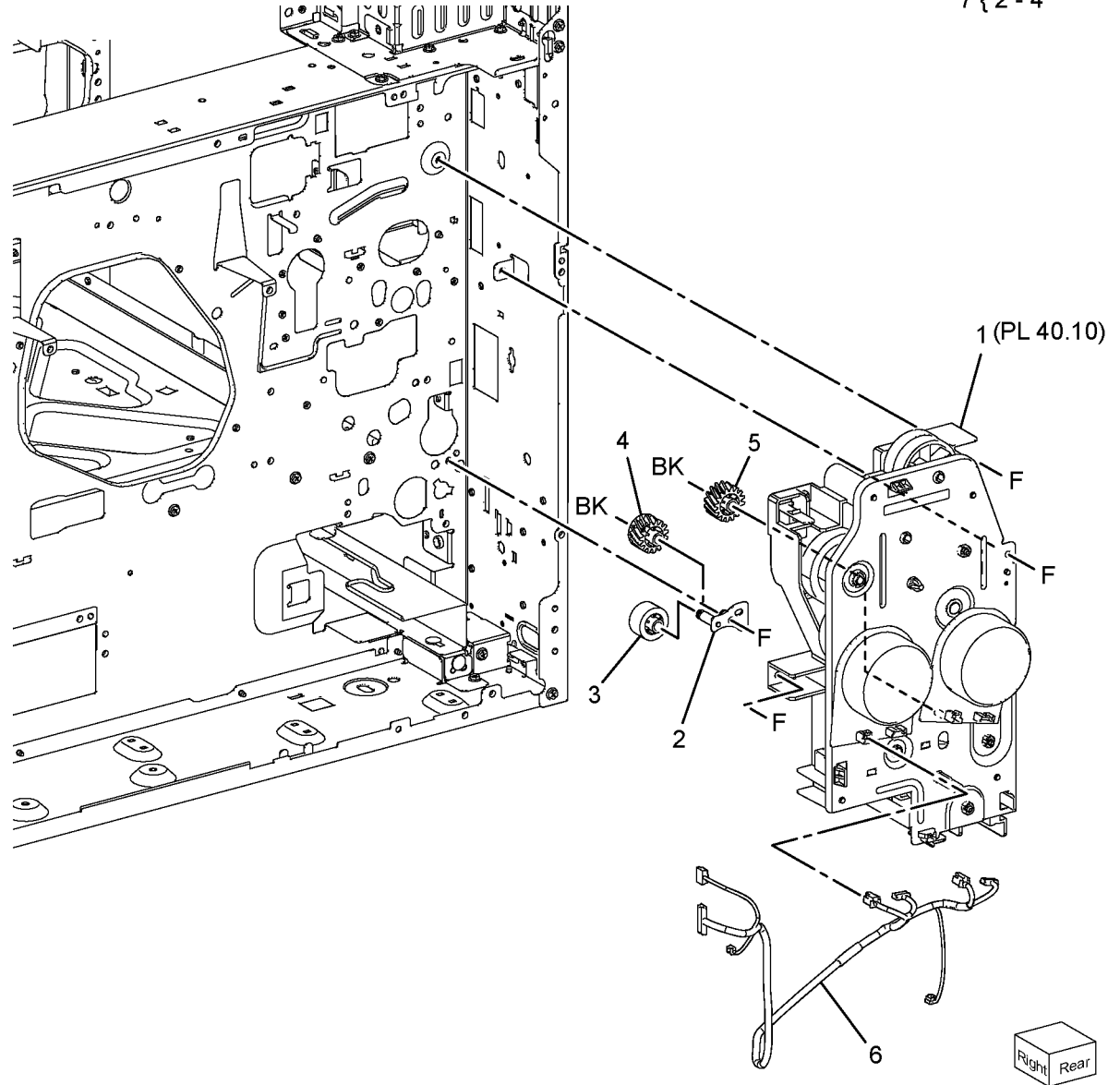
**NO EXPLODED
VIEW PROVIDED**

C-8-0087-A

PL 40.05 Drive Assembly

Item	Part	Description
1	007K21176	Drive assembly (REP 40.1)
2	—	Bracket assembly (P/O PL 40.05 Item 7)
3	—	Bypass tray idle gear 1 (P/O PL 40.05 Item 7)
4	—	Bypass tray idle gear 2 (P/O PL 40.05 Item 7)
5	—	Bypass tray gear (Not Spared)
6	952K21312	Drive assembly harness
7	607K02461	Drive bracket kit

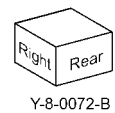
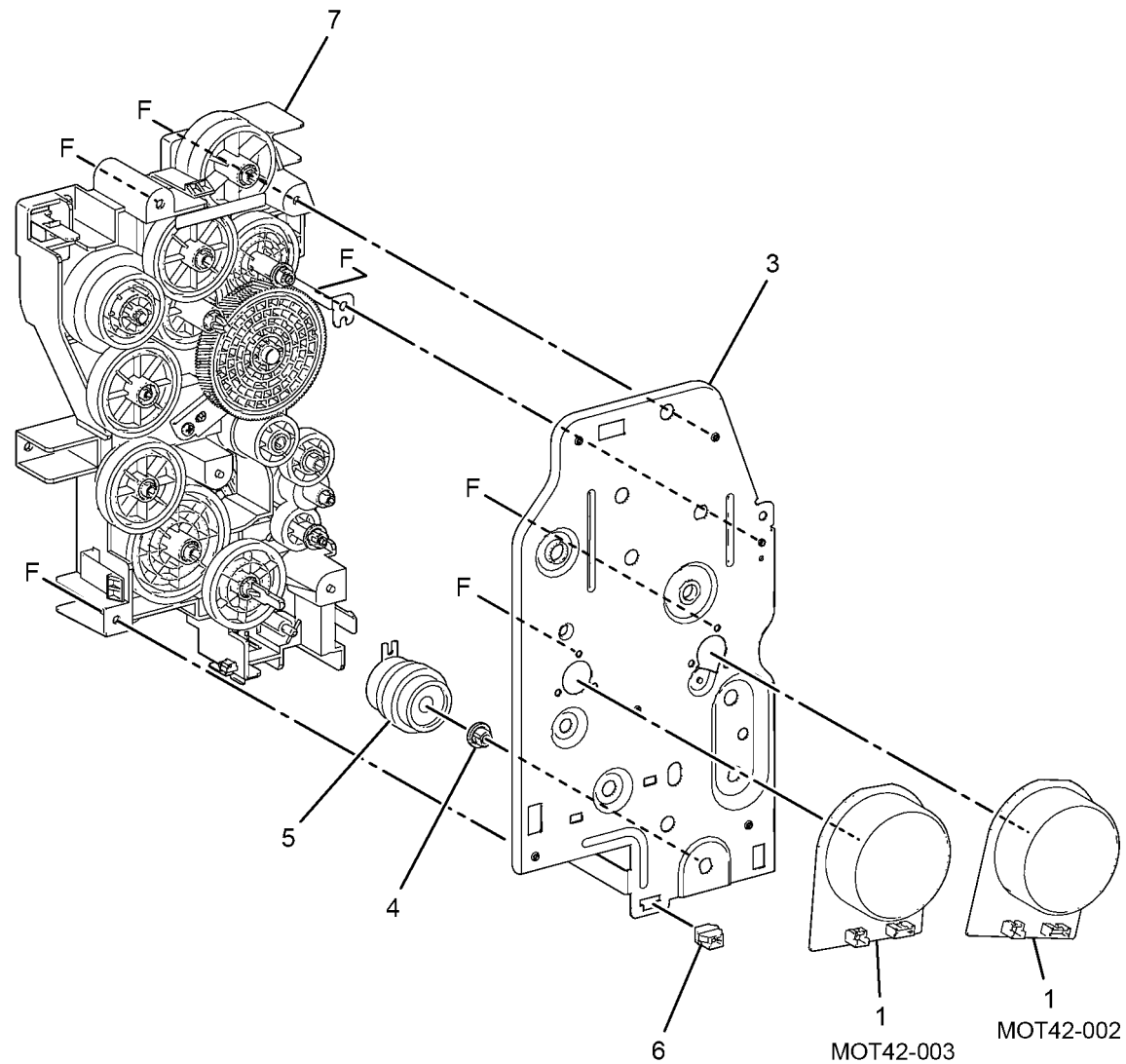
7 { 2 - 4



Y-8-0071-A

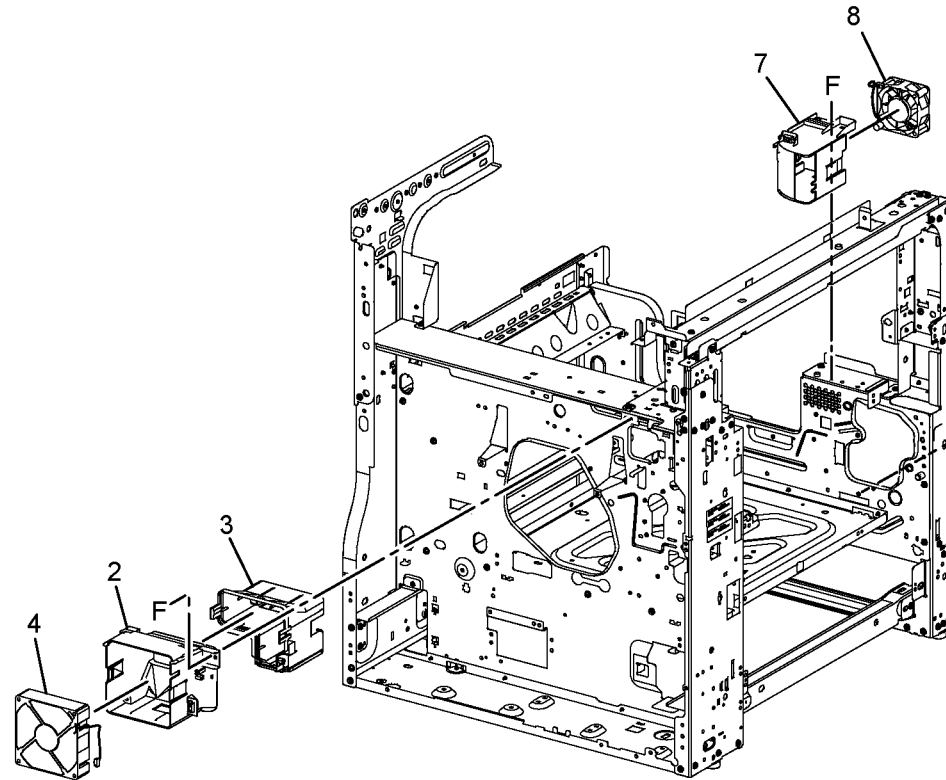
PL 40.10 Drive Component

Item	Part	Description
1	127K73052	Main motor (MOT42-003), Drum motor (MOT42-002)
2	—	Not used
3	—	Motor plate assembly (Not Spared)
4	413W11660	Lock bearing (REP 70.12)
5	121K56550	Takeaway clutch (CL77-001) (REP 70.12)
6	—	Connector (Not Spared)
7	—	Drive assembly (REF: PL 40.05 Item 1)



PL 40.15 NOHAD

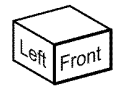
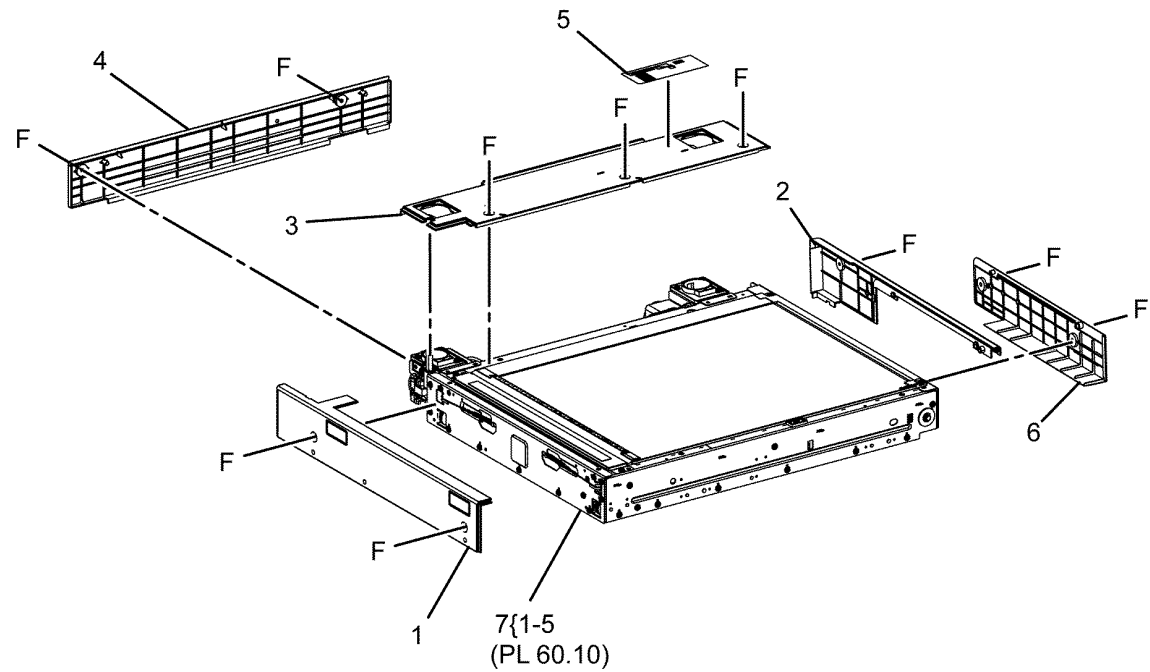
Item	Part	Description	
1	—	Fuser fan duct assembly (Not Spared) (REP 10.4)	1 { 2 - 4
2	—	Rear duct fuser A (P/O PL 40.15 Item 1)	6 { 7, 8
3	—	Rear duct fuser B (P/O PL 40.15 Item 1)	
4	127K74080	Fuser unit exhaust fan (MOT42-050)	
5	—	Not used	
6	—	CRU Fan duct assembly (Not Spared)	
7	—	CRU duct (P/O PL 40.15 Item 6)	
8	127K74190	Marking fan (MOT42-052)	



Y-8-0073-A

PL 60.05 IIT Covers

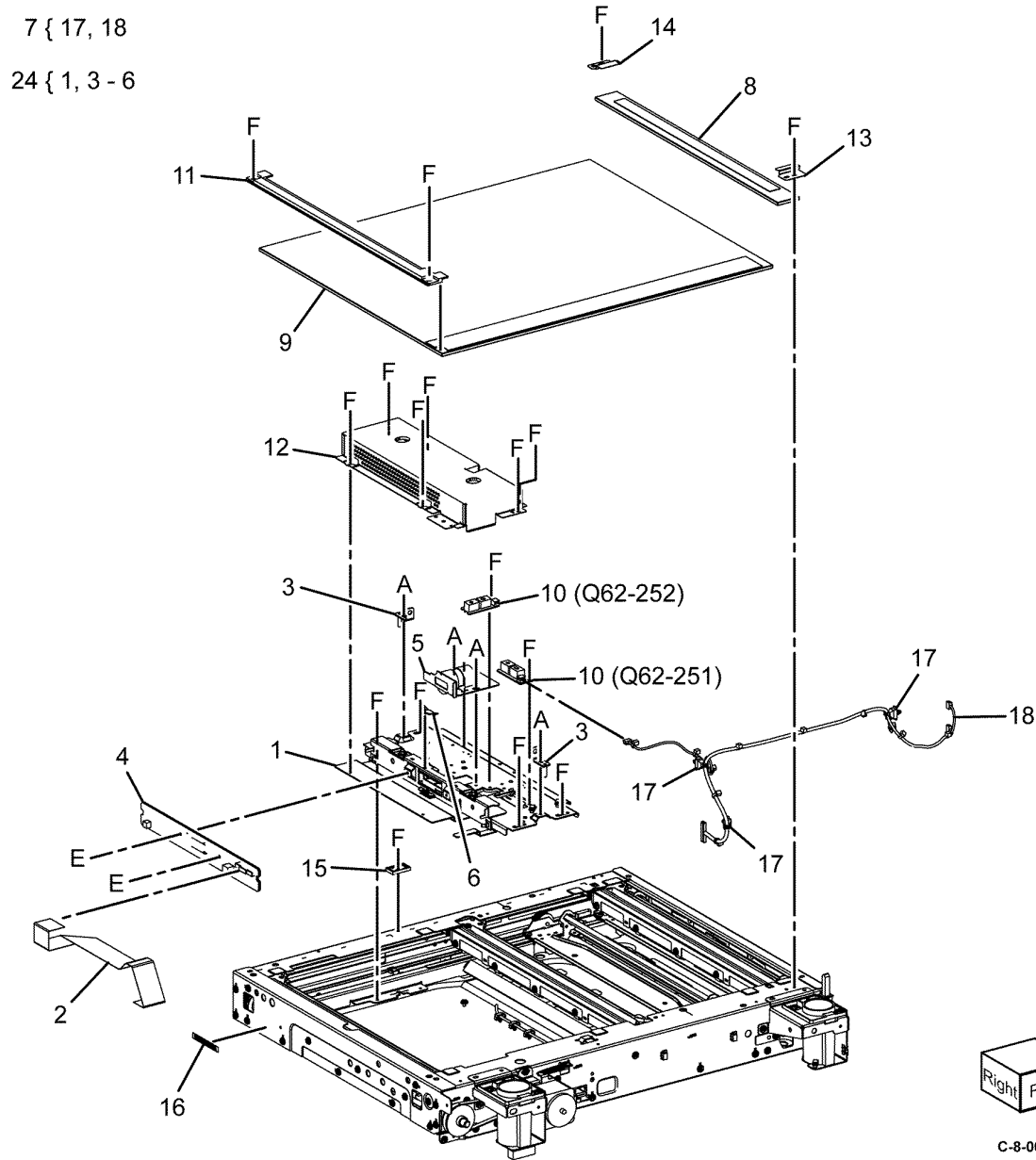
Item	Part	Description
1	—	Left cover (P/O PL 60.05 Item 7)
2	—	Right cover (white) (P/O PL 60.05 Item 7)
3	—	Top cover PL 60.05 Item 7
4	—	Rear cover
5	—	Caution N label (P/O PL 60.05 Item 7)
6	—	Right cover (blue)
7	062K31460	Scanner (IIT) assembly (ADJ 60.1, ADJ 60.2, ADJ 60.3, ADJ 60.4, ADJ 60.5, ADJ 60.6)



C-8-0046-A

PL 60.10 CCD Lens Assembly/Document Glass

Item	Part	Description
1	—	Base plate assembly (P/O PL 60.10 Item 24)
2	952K42870	CCD FFC contact cable assembly (alternative)
—	952K20511	CCD FFC contact cable assembly
3	—	Pin assembly (P/O PL 60.10 Item 24)
4	—	CCD assembly PL 60.10 Item 24
5	—	CCD lens assembly (P/O PL 60.10 Item 24) (REP 60.2, ADJ 60.6)
6	—	Conductor (P/O PL 60.10 Item 24)
7	952K33890	Sensor harness assembly
8	090K93320	CVT glass
9	090K93580	Document glass (REP 60.1)
10	130K64150	APS sensor 1 (Q62-251)/ APS sensor 3 (Q62-252)
11	825E28230	Right plate
12	—	Lens cover assembly (P/O PL 60.05 Item 7)
13	—	Rear glass support (P/O PL 60.05 Item 7)
14	—	Front glass support (P/O PL 60.05 Item 7)
15	—	Glass support (P/O PL 60.05 Item 7)
16	—	Data plate (P/O PL 60.05 Item 7)
17	—	Cable tie (P/O PL 60.10 Item 7)
18	—	Wire harness assembly (P/O PL 60.10 Item 7)
19	—	Not used
20	—	Not used
21	—	Not used
22	—	Not used
23	—	Not used
24	607K29260	Lens kit

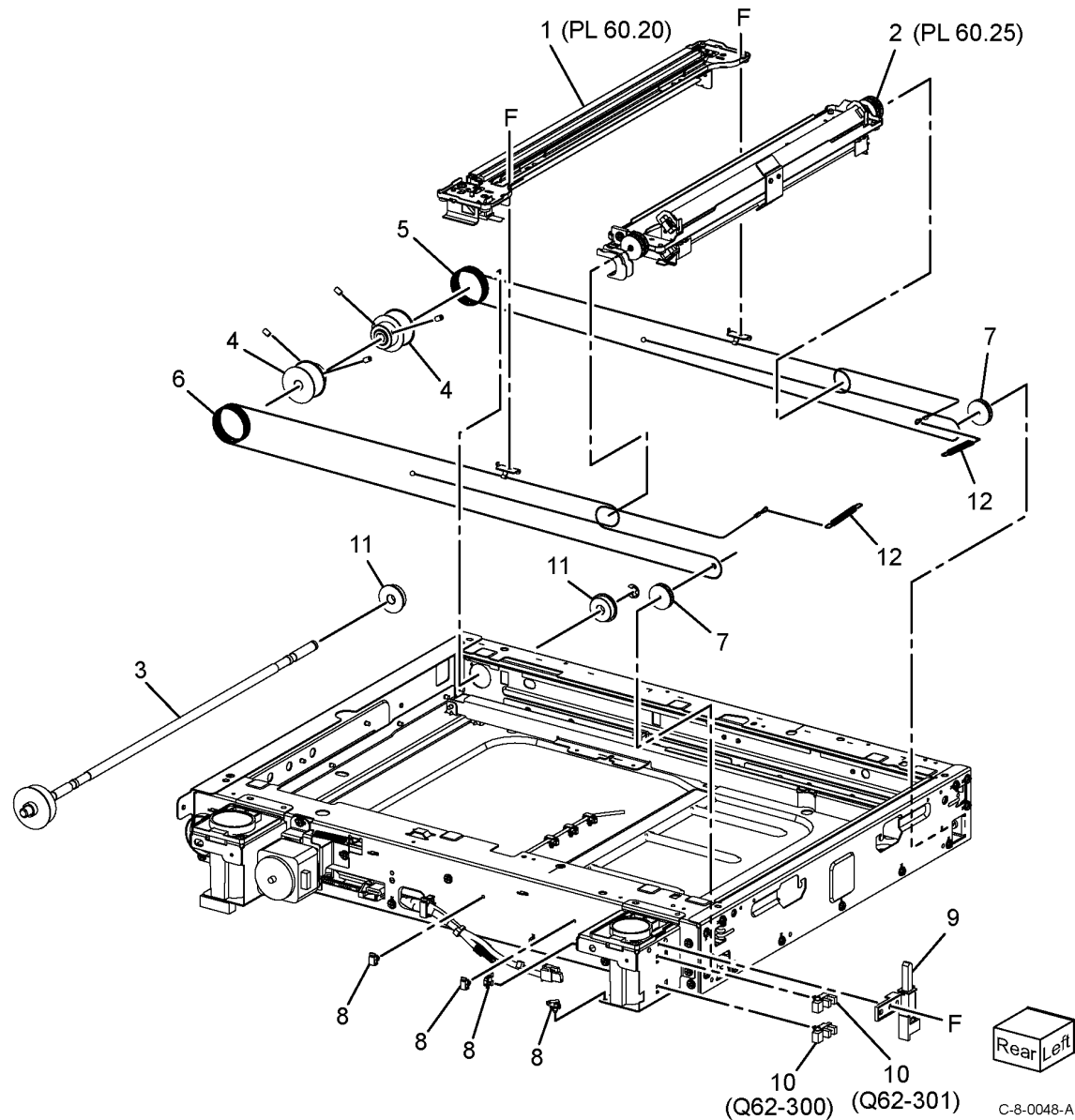


C-8-0047-A

PL 60.15 Full/Half Rate Carriage/Carriage Cable

Item	Part	Description
1	041K96680	Full rate carriage (REF: PL 60.20) (See NOTE) (ADJ 60.1)
2	041K96431	Half rate carriage (REF: PL 60.25) (ADJ 60.1)
3	—	Capstan shaft (P/O PL 60.05 Item 7)
4	—	Capstan pulley (P/O PL 60.05 Item 7)
5	—	Front carriage cable (P/O PL 60.05 Item 7) (REP 60.3)
6	—	Rear carriage cable (P/O PL 60.05 Item 7) (REP 60.3)
7	—	Pulley (P/O PL 60.05 Item 7)
8	—	Locking clamp (P/O PL 60.05 Item 7)
9	120K93440	Actuator assembly
10	930W00123	Platen angle sensor (Q62-301)/ Platen I/L sensor (Q62-300)
11	—	Bearing (P/O PL 60.05 Item 7)
12	—	Extension spring (P/O PL 60.05 Item 7)

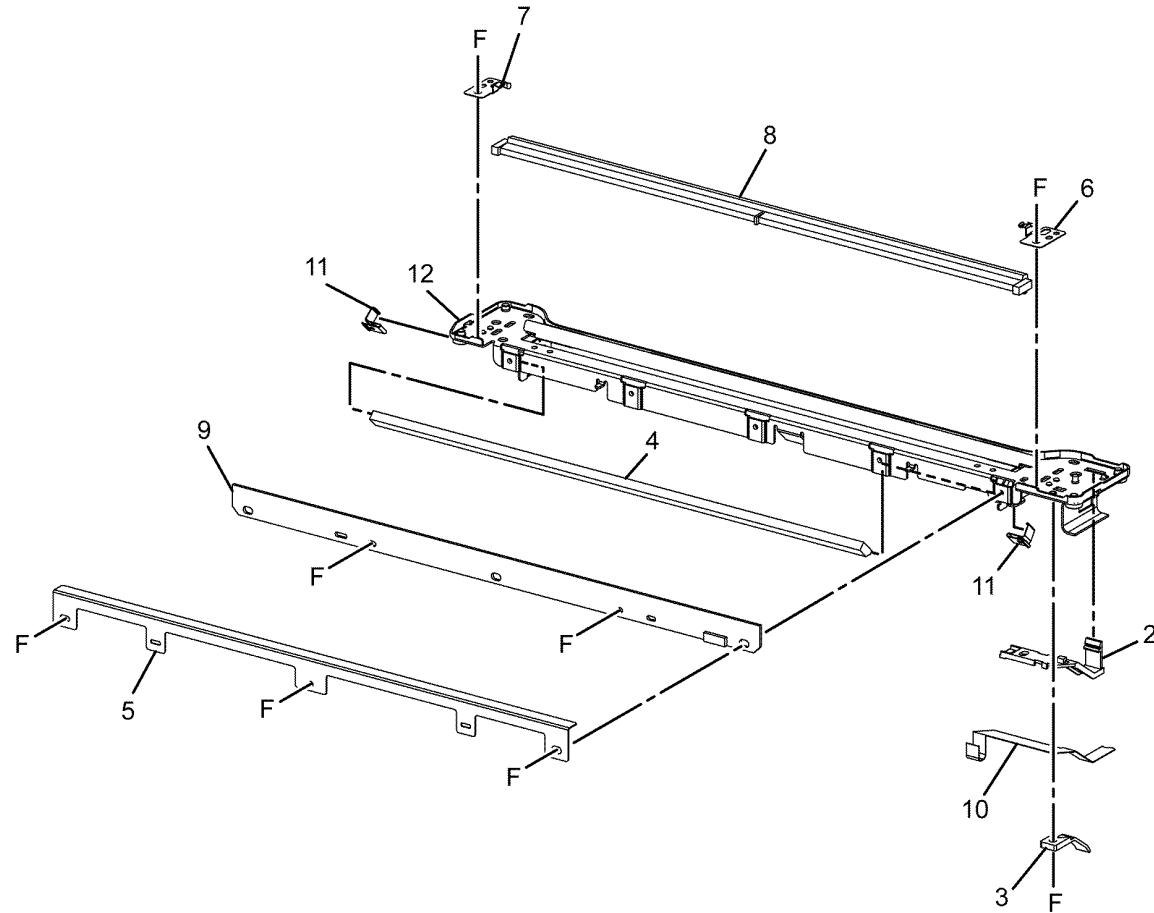
Note: HFSI. To reset the HFSI count, refer to dC135.



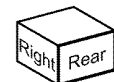
PL 60.20 Full Rate Carriage

Item	Part	Description
1	—	Full rate carriage assembly (REF: PL 60.15 Item 1) (See NOTE)
2	—	Cable guide A (P/O PL 60.20 Item 1)
3	—	Cable guide FR (P/O PL 60.20 Item 1)
4	—	Mirror 1 (P/O PL 60.20 Item 1)
5	—	LED bracket (P/O PL 60.20 Item 1)
6	—	Front spring guide (P/O PL 60.20 Item 1)
7	—	Rear spring guide (P/O PL 60.20 Item 1)
8	—	Light guide (P/O PL 60.20 Item 1) (REP 60.6)
9	960K61573	Lamp assembly (REP 60.4)
10	952K20520	FFC LED cable assembly (REP 60.5)
—	952K43570	FFC LED cable assembly (alternative) (REP 60.5)
11	—	Mirror SL clip (P/O PL 60.20 Item 1)
12	—	Full rate carriage (P/O PL 60.20 Item 1)

1 { 2 - 12



Note: HFSI. To reset the HFSI counter, refer to dC135.

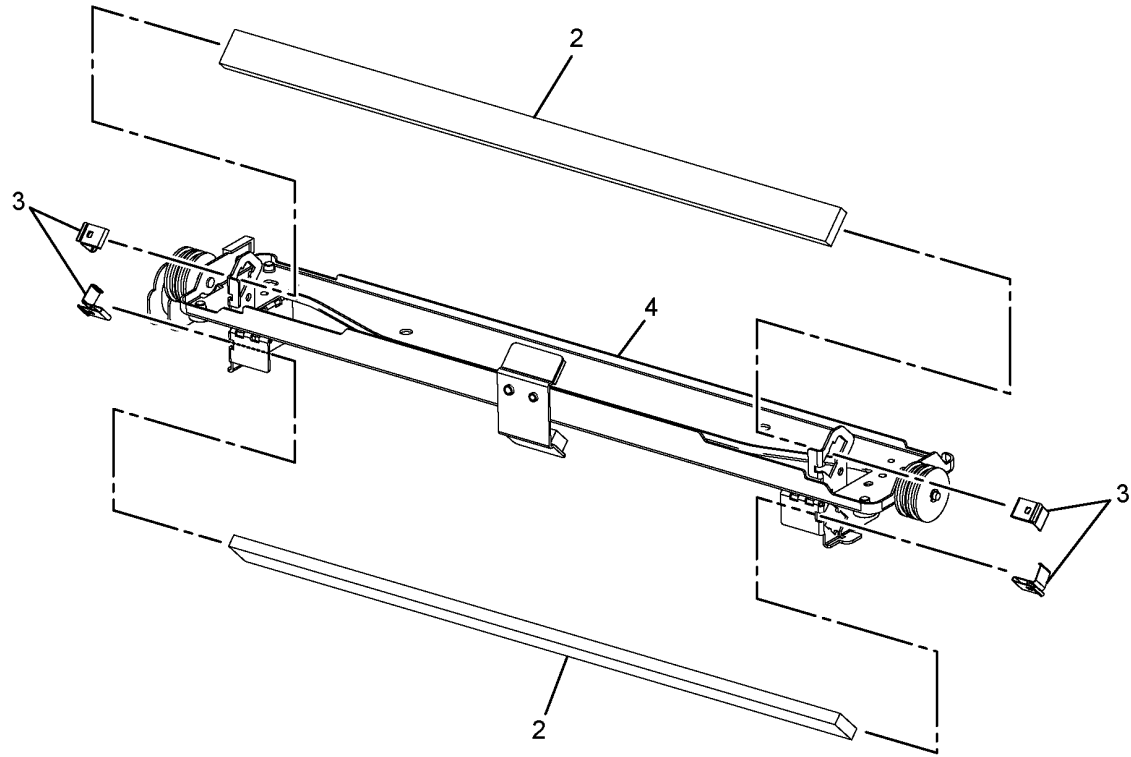


C-8-0049-A

PL 60.25 Half Rate Carriage

Item	Part	Description
1	—	Half rate carriage assembly (REF: PL 60.15 Item 2)
2	—	Mirror 2 (P/O PL 60.25 Item 1)
3	—	Mirror SI clip (P/O PL 60.25 Item 1)
4	—	Half rate carriage (P/O PL 60.25 Item 1)

1 { 2 - 4

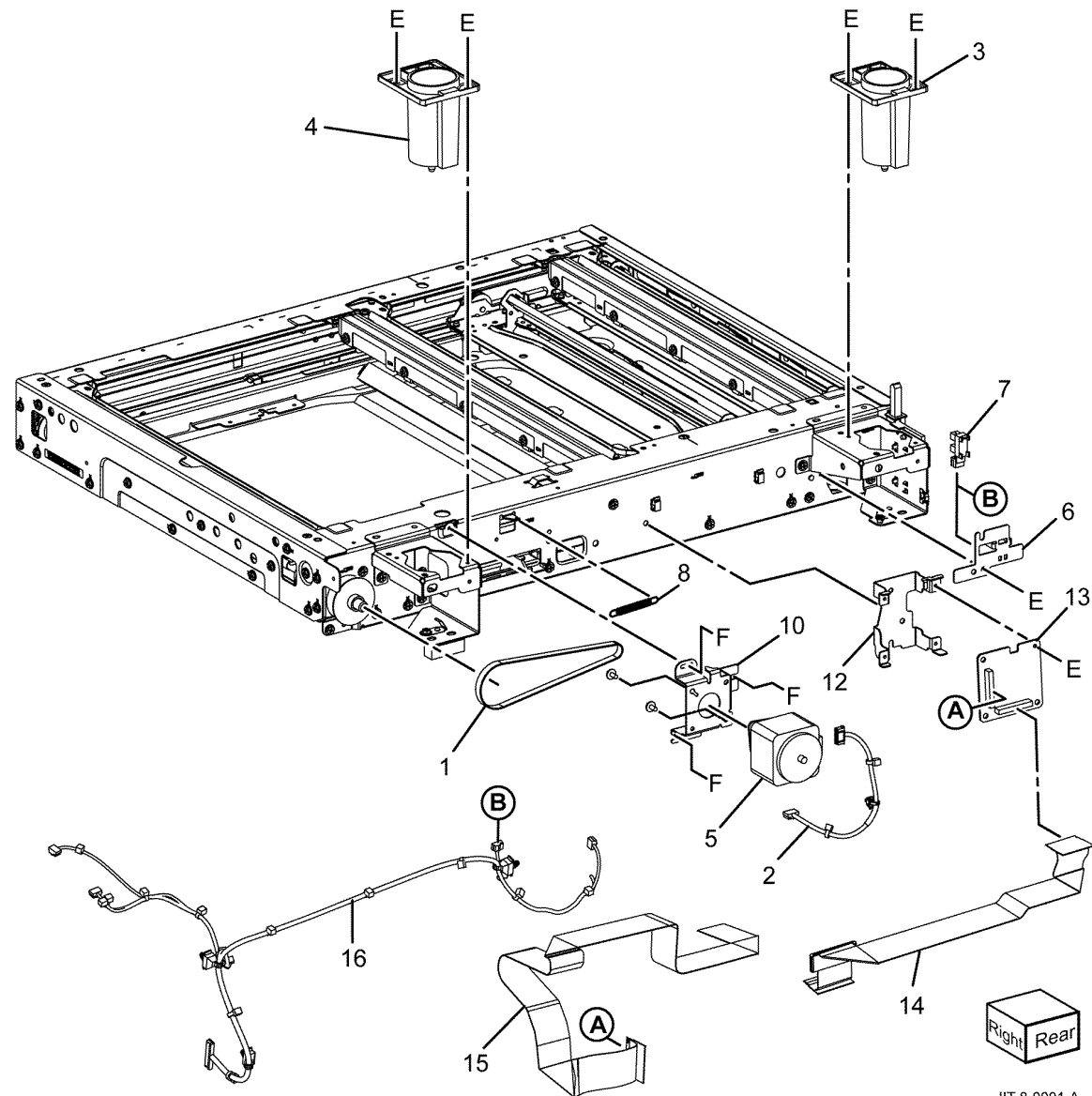


C-8-0050-A

PL 60.30 Motor/Transport PWB

Item	Part	Description
1	—	Drive belt (Not Spared)
2	—	Scan motor harness (REF: PL 3.10 Item 18)
3	—	Left counterbalance support (Not Spared)
4	—	Right counterbalance support (Not Spared)
5	—	IIT scan motor (MOT62-005) (P/O PL 60.30 Item 9)
6	—	Bracket (Not Spared)
7	930W00123	IIT registration sensor (Q62-212)
8	—	Extension spring
9	127K76592	IIT scan motor assembly (REP 60.7)
10	—	Motor bracket (P/O PL 60.30 Item 9)
11	—	Rear cover ground clip (Not Spared)
12	—	Trans PWB bracket
13	961K17180	Trans PWB
14	117E46541	Trans PWB to ESS PWB FFC contact cable assembly
15	117K51422	Trans PWB to CIS FFC cable assembly
16	—	IIT sensor harness assembly (Not Spared)

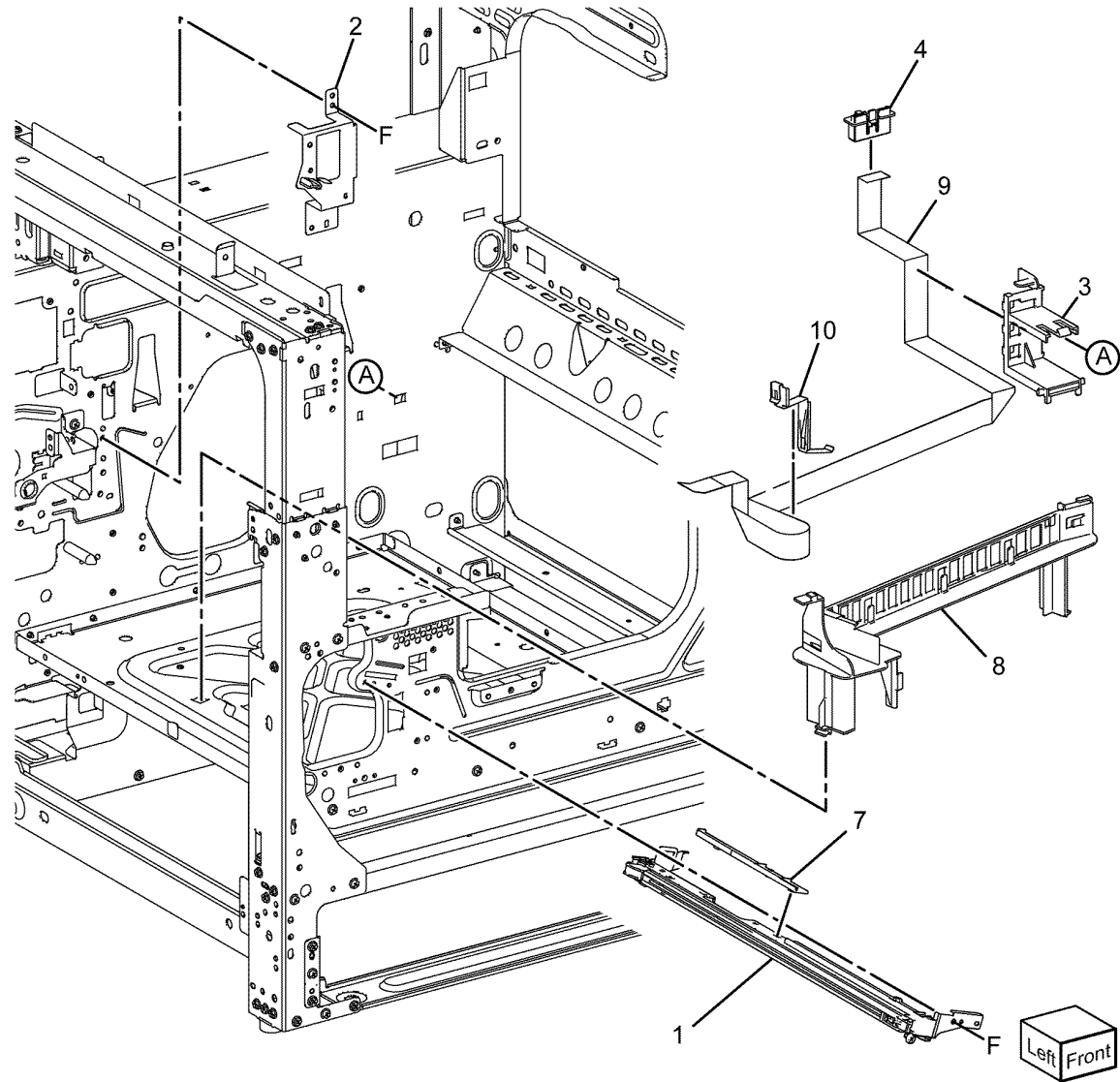
9 { 5, 10



IIT-8-0001-A

PL 60.35 LPH

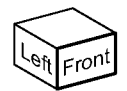
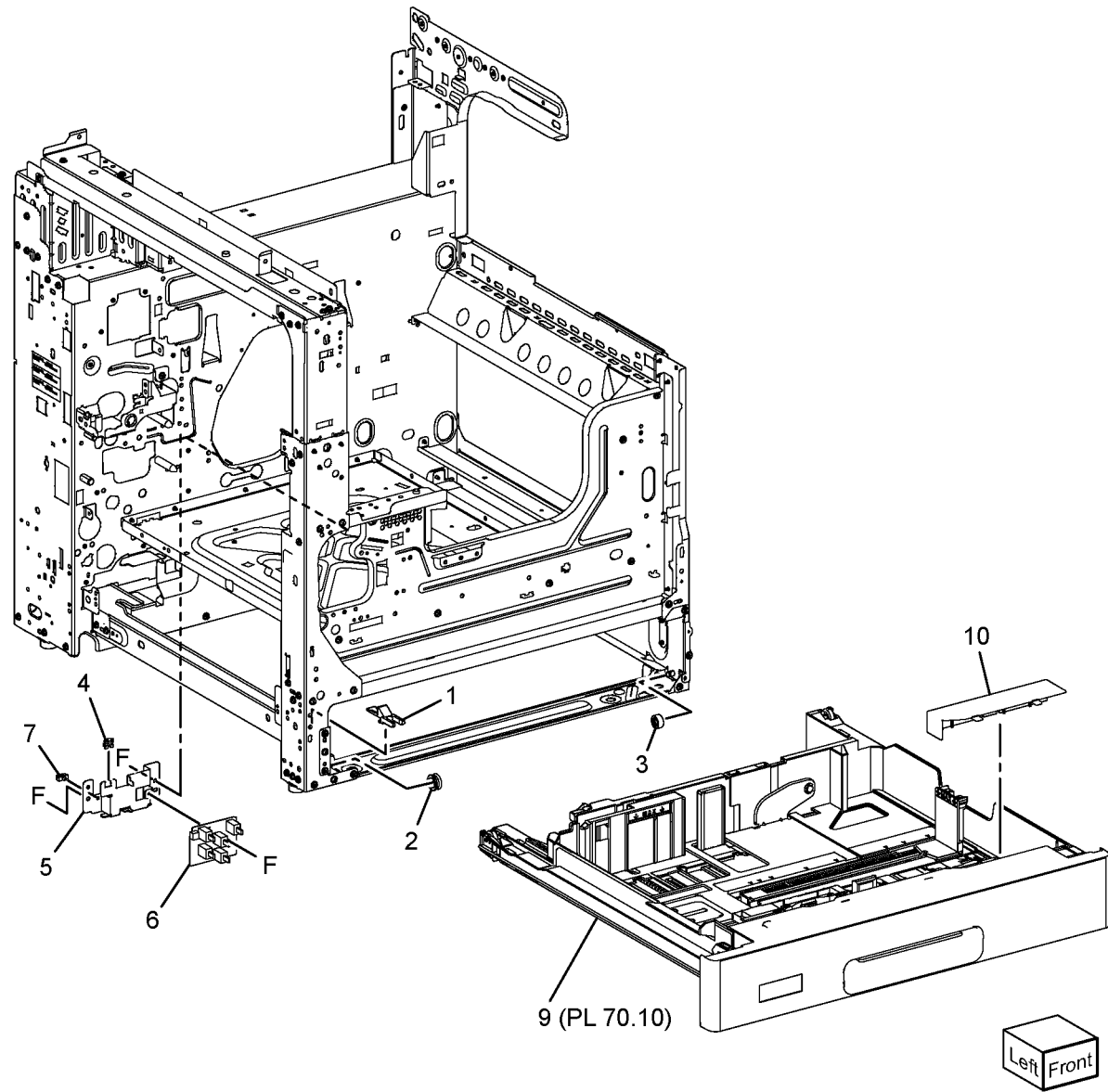
Item	Part	Description
1	930K05080	Print head assembly (REP 60.8)
2	—	Bracket assembly (Not Spared)
3	—	Cable guide (Not Spared)
4	—	Cable guard (Not Spared)
5	—	Not used
6	—	Not used
7	—	CRU guide (Not Spared)
8	—	FFC guide (Not Spared)
9	117E45260	FFC cable (REP 60.9)
10	—	FFC conductor (Not Spared)



Y-8-0074-A2

PL 70.05 Tray 1

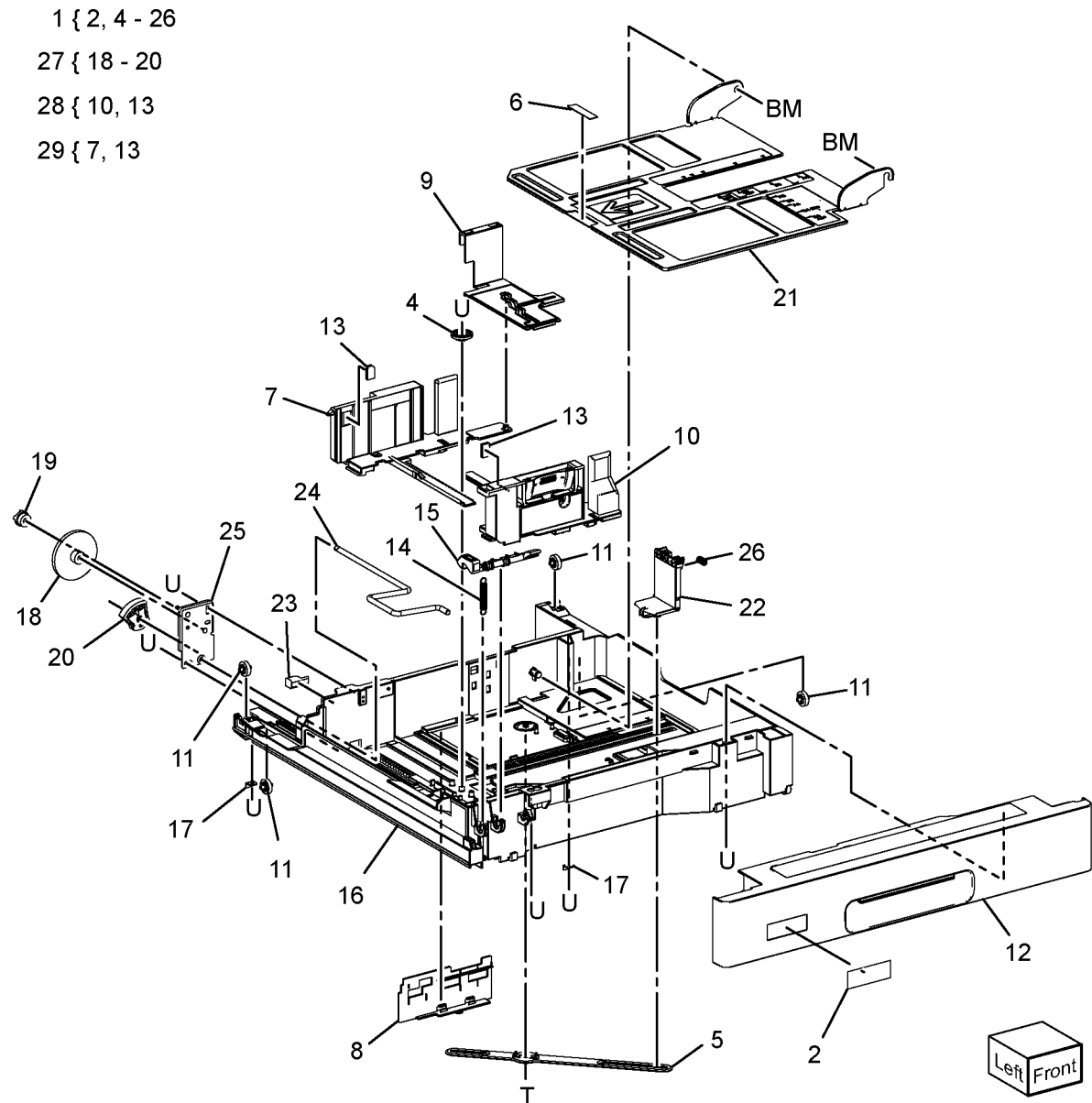
Item	Part	Description
1	003E75433	Stopper
2	059E10660	Left roller
3	059E08410	Right roller
4	—	Locking clamp (Not Spared)
5	—	Switch bracket (Not Spared)
6	110K12100	Tray 1 size sensor (REP 70.1)
7	—	Locking clamp (Not Spared)
8	—	Not used
9	—	Tray 1 assembly (REF: PL 70.10 Item 1) (REP 70.11)
10	—	RAI cover (Not Spared)



Y-8-0006-A

PL 70.10 Tray Component

Item	Part	Description
1	607K01932	A3 tray kit (See NOTE)
2	—	Label (P/O PL 70.10 Item 1)
3	—	Not used
4	807E13521	Pinion
5	—	End link guide (P/O PL 70.10 Item 1)
6	—	Bottom pad assembly (P/O PL 70.10 Item 1)
7	—	Rear side guide (P/O PL 70.10 Item 1)
8	—	End A3 actuator (P/O PL 70.10 Item 1)
9	—	Side A3 actuator (P/O PL 70.10 Item 1)
10	—	Front side guide assembly (P/O PL 70.10 Item 1)
11	059E03523	Rear roller
12	—	Front cover assembly (P/O PL 70.10 Item 1)
13	819E04110	Pad
14	—	Spring (P/O PL 70.10 Item 1)
15	—	Latch (P/O PL 70.10 Item 1)
16	—	A3 cassette housing (P/O PL 70.10 Item 1)
17	—	Tray RH stopper (P/O PL 70.10 Item 1)
18	—	Gear 13/60 (P/O PL 70.10 Item 27)
19	—	Gear 13 (P/O PL 70.10 Item 27)
20	—	Gear Z60 assembly (P/O PL 70.10 Item 27)
21	—	Bottom A3 plate (P/O PL 70.10 Item 1)
22	038E44700	End guide
23	—	Gasket (P/O PL 70.10 Item 1)
24	—	Lift shaft (P/O PL 70.10 Item 1)
25	—	Rear plate assembly (P/O PL 70.10 Item 1)
26	—	Spring (P/O PL 70.10 Item 1)
27	604K20543	Gear kit
28	607K01941	Front side Guide and pad
29	607K01951	Front side Guide and pad

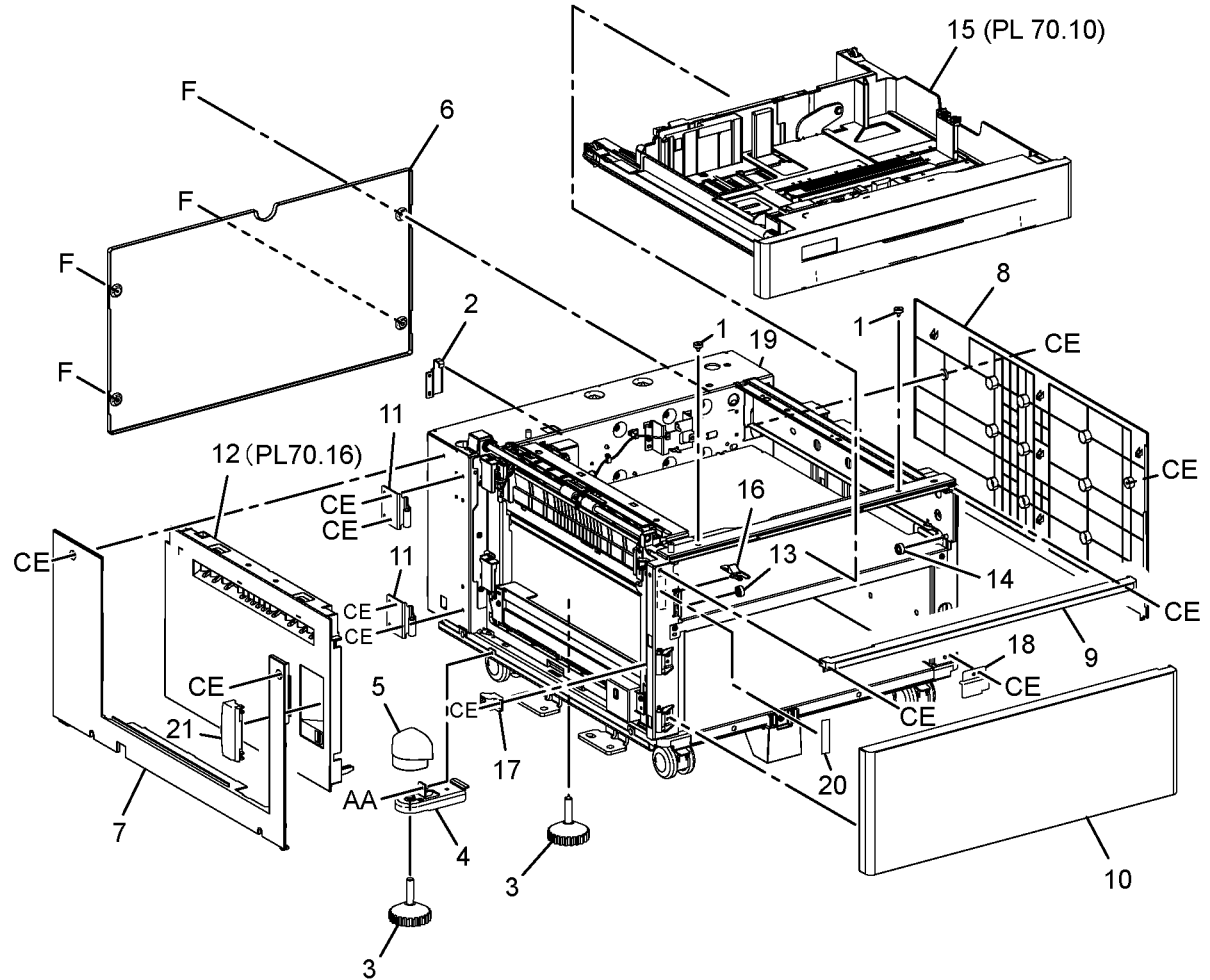


Note: Includes labels for trays 1, 2, 3 and 4.

Y-8-0007-A

PL 70.15 1TM (1 of 3)

Item	Part	Description
1	—	Docking screw (Not Spared)
2	—	Joint bracket (Not Spared)
3	—	Foot adjuster assembly (Not Spared)
4	—	Left bracket (Not Spared)
5	—	Left cover (Not Spared)
6	—	Bracket cover (Not Spared)
7	—	Left cover (Not Spared)
8	—	Right cover (Not Spared)
9	—	MA Top cover (Not Spared)
10	848K94153	Front cover assembly
11	—	Hinge frame bracket (Not Spared)
12	—	Left cover assembly (P/O PL 70.16)
13	059E03500	Front left roller
14	059E08410	Front right roller
15	—	A3 tray assembly (P/O PL 70.10)
16	003E75431	Front TM stopper
17	—	LTH holder (Not Spared)
18	—	Foot right cover (Not Spared)
19	—	Frame assembly (Not Spared)
20	—	Label (Not Spared)
21	—	Handle (Not Spared)

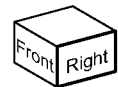
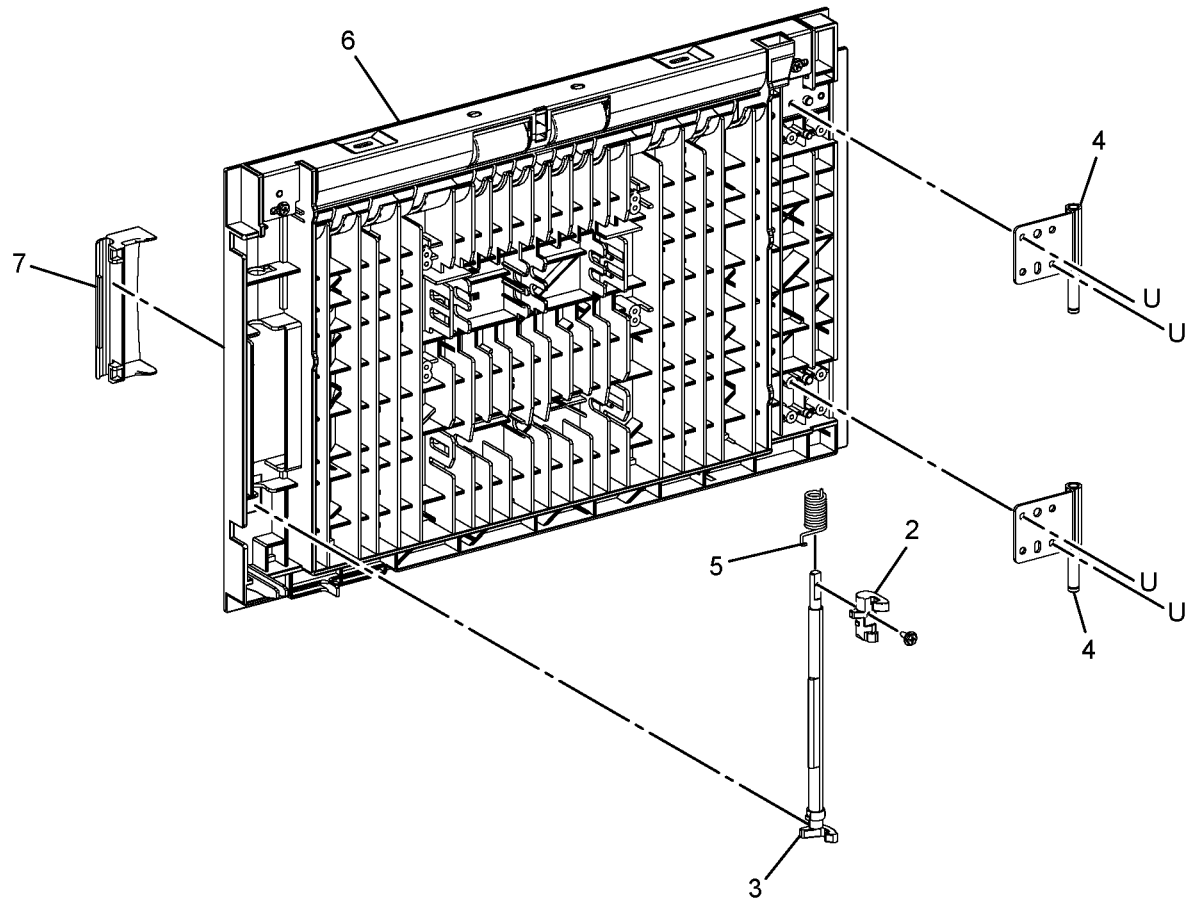


Y-8-0011-A

PL 70.16 1TM (2 of 3)

Item	Part	Description
1	948K03930	Left cover assembly
2	—	Hook (P/O PL 70.16 Item 1)
3	—	Latch (P/O PL 70.16 Item 1)
4	—	Hinge bracket assembly (P/O PL 70.16 Item 1)
5	—	Spring (P/O PL 70.16 Item 1)
6	—	Cover (P/O PL 70.16 Item 1)
7	—	Handle (P/O PL 70.16 Item 1)

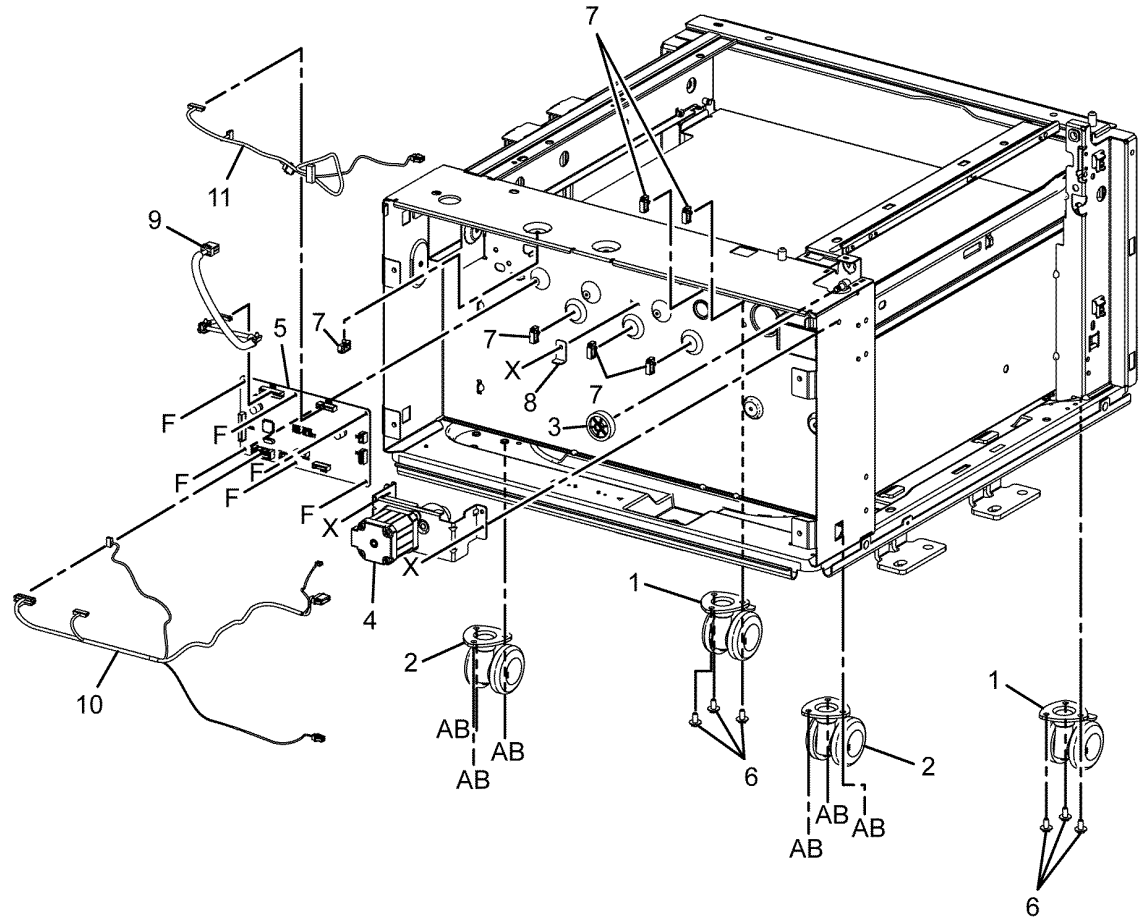
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Y-8-0012-A

PL 70.17 1TM (3 of 3)

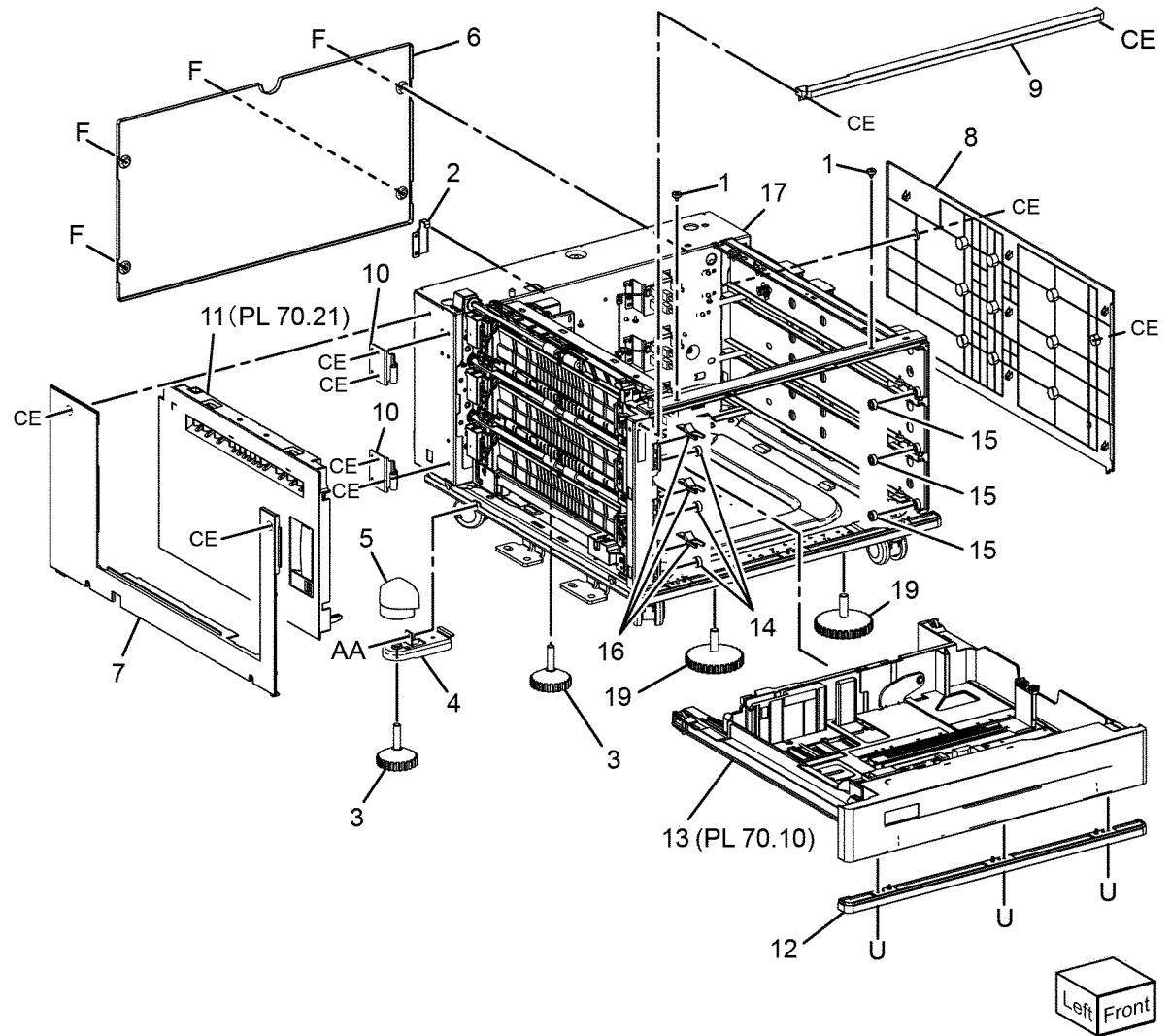
Item	Part	Description
1	017K05350	Front caster
2	417W41449	Rear caster
3	—	Gear 34T (Not Spared)
4	127K75991	Takeaway motor (MOT77-033) (REP 80.5)
5	961K14530	1TM PWB (REP 80.4)
6	—	Screw (Not Spared)
7	920W01210	Locking clamp
8	—	Bracket (Not Spared)
9	952K20151	Harness
10	952K20182	Harness
11	952K20192	Harness



C-8-0093-A

PL 70.20 3TM (1 of 4)

Item	Part	Description
1	—	Docking screw (Not Spared)
2	—	Joint bracket (Not Spared)
3	—	Rear adjustable foot (Not Spared)
4	—	Left bracket (Not Spared)
5	—	Bracket cover (Not Spared)
6	—	Rear cover (Not Spared)
7	—	Left cover (Not Spared)
8	—	Right cover (Not Spared)
9	—	MA top cover (Not Spared)
10	—	Hinge frame bracket (Not Spared)
11	—	Left cover assembly (Not Spared)
12	—	Foot MA cover (Not Spared)
13	—	A3 tray assembly (REF: PL 70.10)
14	059E03500	Front left roller
15	059E08410	Front right roller
16	003E75431	Front right TM stopper
17	—	Frame assembly (Not Spared)
18	—	Not used
19	—	Front adjustable foot (Not Spared)



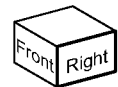
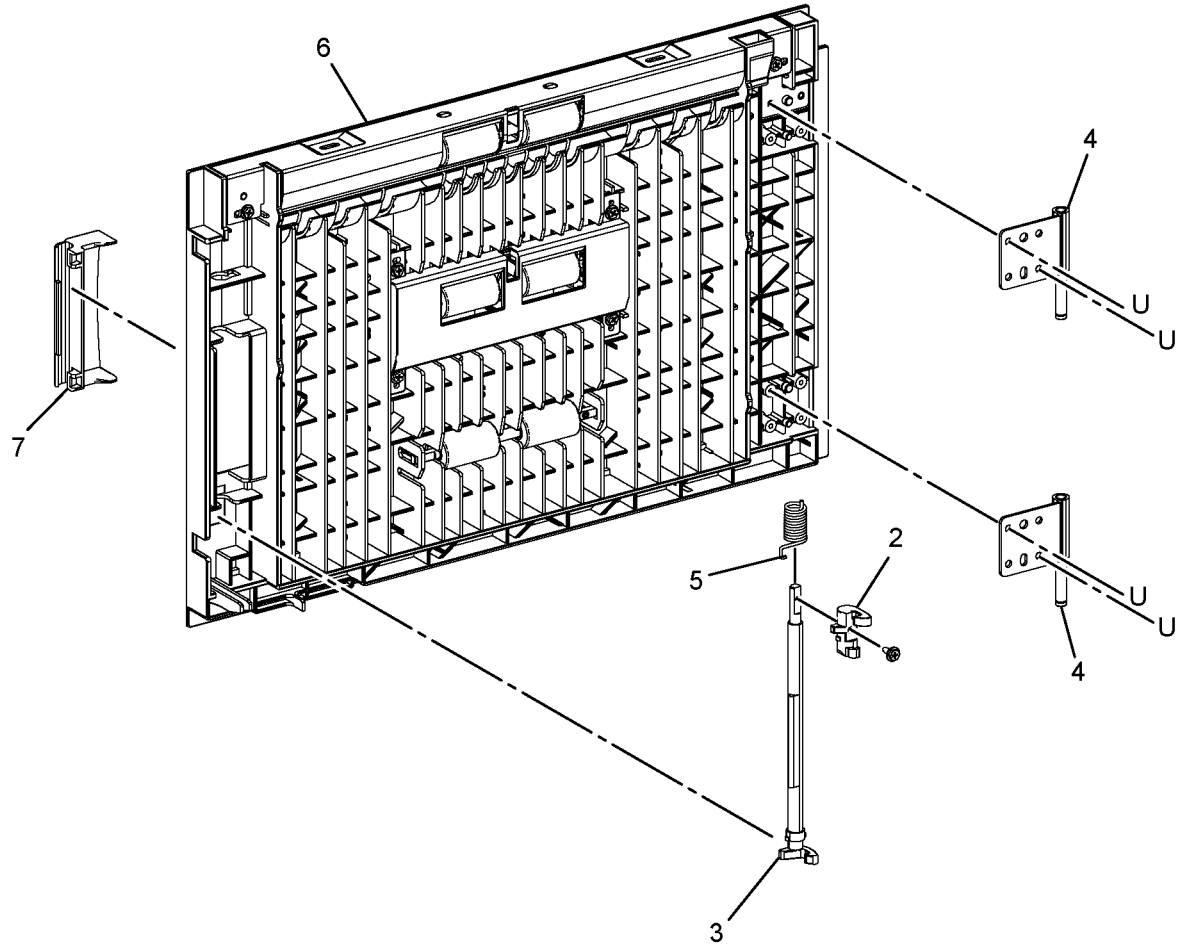
Left Front

Y-8-0018-A

PL 70.21 3TM (2 of 4)

Item	Part	Description
1	948K03140	Left cover assembly
2	—	Hook (P/O PL 70.21 Item 1)
3	—	Latch (P/O PL 70.21 Item 1)
4	—	Hinge bracket assembly (P/O PL 70.21 Item 1)
5	—	Spring (P/O PL 70.21 Item 1)
6	—	LH cover (P/O PL 70.21 Item 1)
7	—	Handle (P/O PL 70.21 Item 1)

1 { 2 - 7



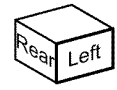
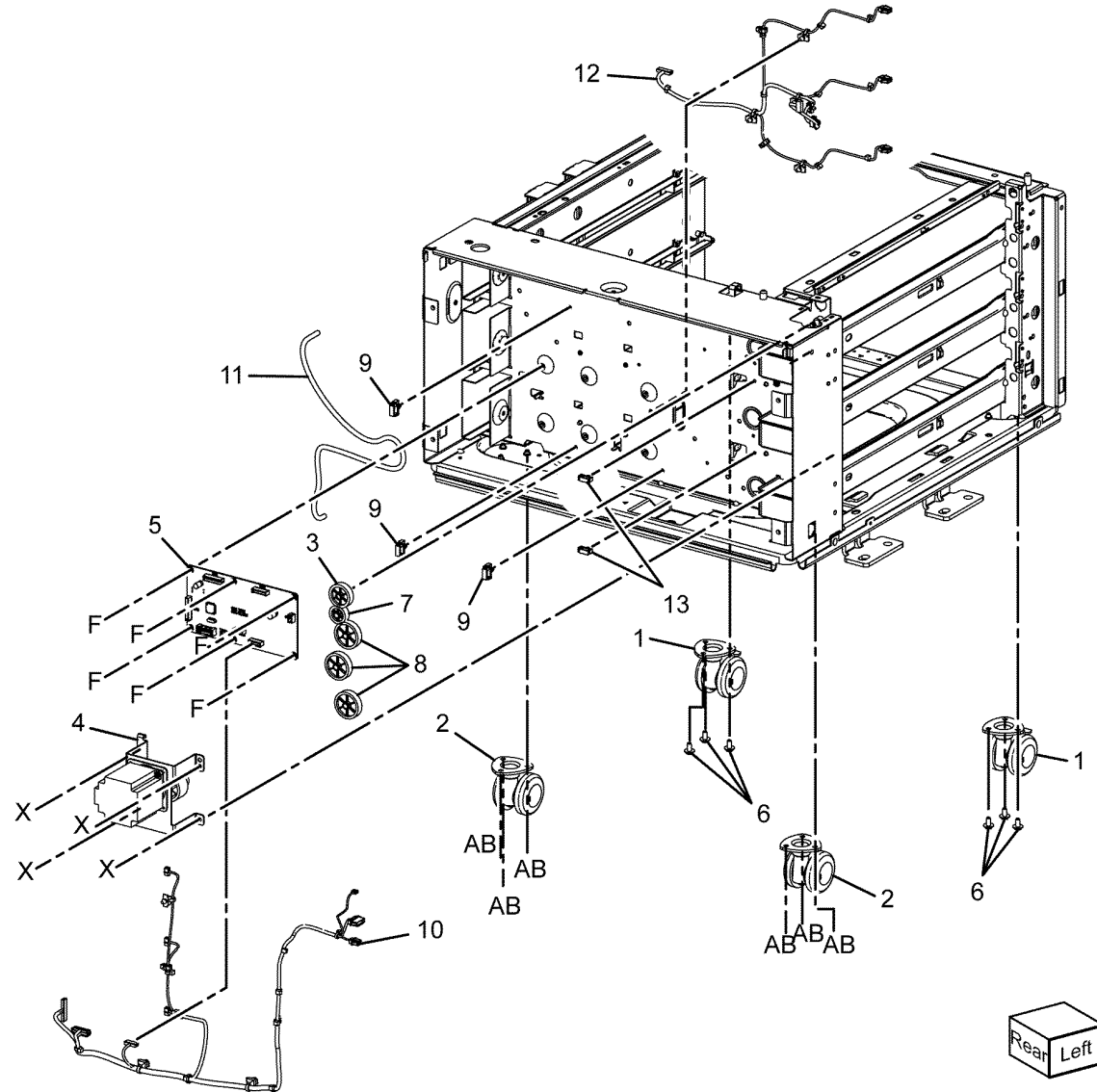
Y-8-0012-A

PL 70.22 3TM (3 of 4)

Item	Part	Description
1	—	Sensor bracket (Not Spared)
2	054K55730	Takeaway chute
3	859K03850	Takeaway roll assembly
4	013E46870	Bearing
5	—	Gear 16T (P/O PL 70.22 Item 3)
6	—	Bracket (Not Spared)
7	—	Feed chute assembly (Not Spared)
8	054E58810	Exit chute
9	110K17952	Tray 2 paper size sensor (Q72-104)/Tray 3 paper size sensor (Q73-104)/Tray 4 paper size sensor (Q74-104)
10	—	Not used
11	—	Not used
12	—	Not used
13	—	Takeaway roll (P/O PL 70.22 Item 3)
14	—	Bearing (P/O PL 70.22 Item 3)

PL 70.23 3TM (4 of 4)

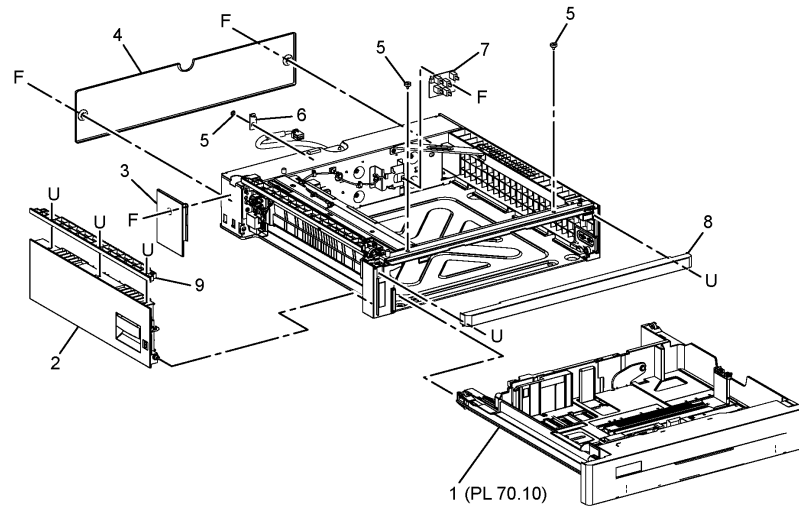
Item	Part	Description
1	017K05350	Front caster
2	417W41449	Rear caster
3	807E20700	Gear 34T
4	127K72692	Takeaway motor (MOT77-033) (REP 80.11)
5	961K14520	3TM PWB (REP 80.10)
6	—	Screw (Not Spared)
7	807E20710	Gear 26T
8	807E20720	Gear 39T
9	920W01211	Locking clamp
10	952K20130	Harness
11	—	Harness (Not Spared)
12	—	Harness (Not Spared)
13	920W01210	Locking clamp



C-8-0097-A

PL 70.25 STM (1 of 4)

Item	Part	Description
1	—	A3 tray assembly (REF: PL 70.10)
2	848K87521	Left cover assembly
3	—	Left cover (Not Spared)
4	—	Rear cover (Not Spared)
5	—	Docking screw (Not Spared)
6	—	Docking bracket (Not Spared)
7	110K17952	Paper size sensor
8	—	MA top cover (Not Spared)
9	—	Chute (Not Spared)

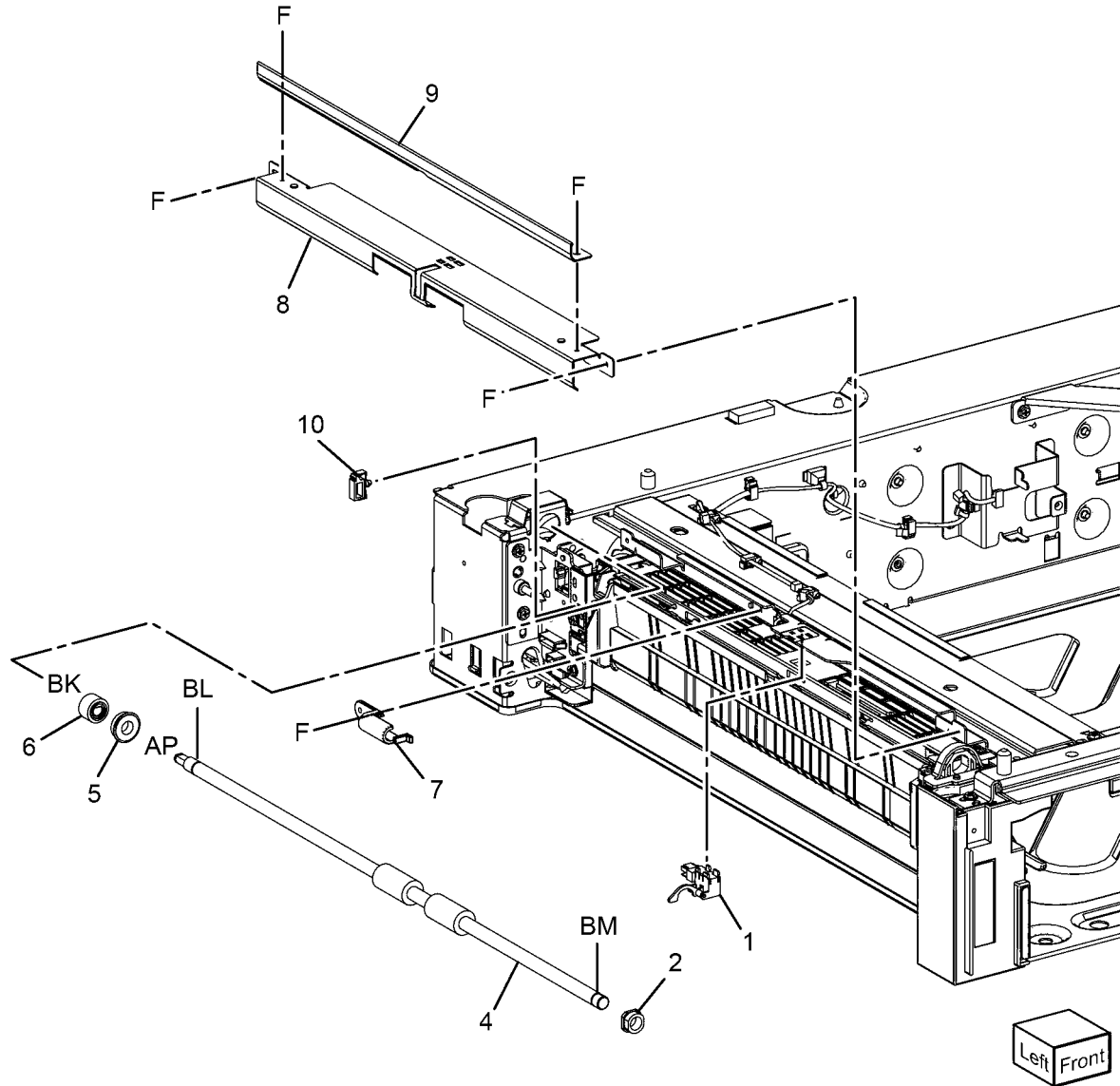


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PL 70.26 STM (2 of 4)

Item	Part	Description
1	130K64121	Tray 2 feed out sensor (Q72-103)
2	413W11860	Bearing
3	059K86601	Takeaway roll assembly
4	—	Roller assembly (P/O PL 70.26 Item 3)
5	—	Bearing (P/O PL 70.26 Item 3)
6	—	Gear 16T (P/O PL 70.26 Item 3)
7	—	LH harness guide (Not Spared)
8	—	Takeaway chute (Not Spared)
9	—	Exit chute (Not Spared)
10	920W01209	Locking clamp

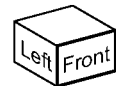
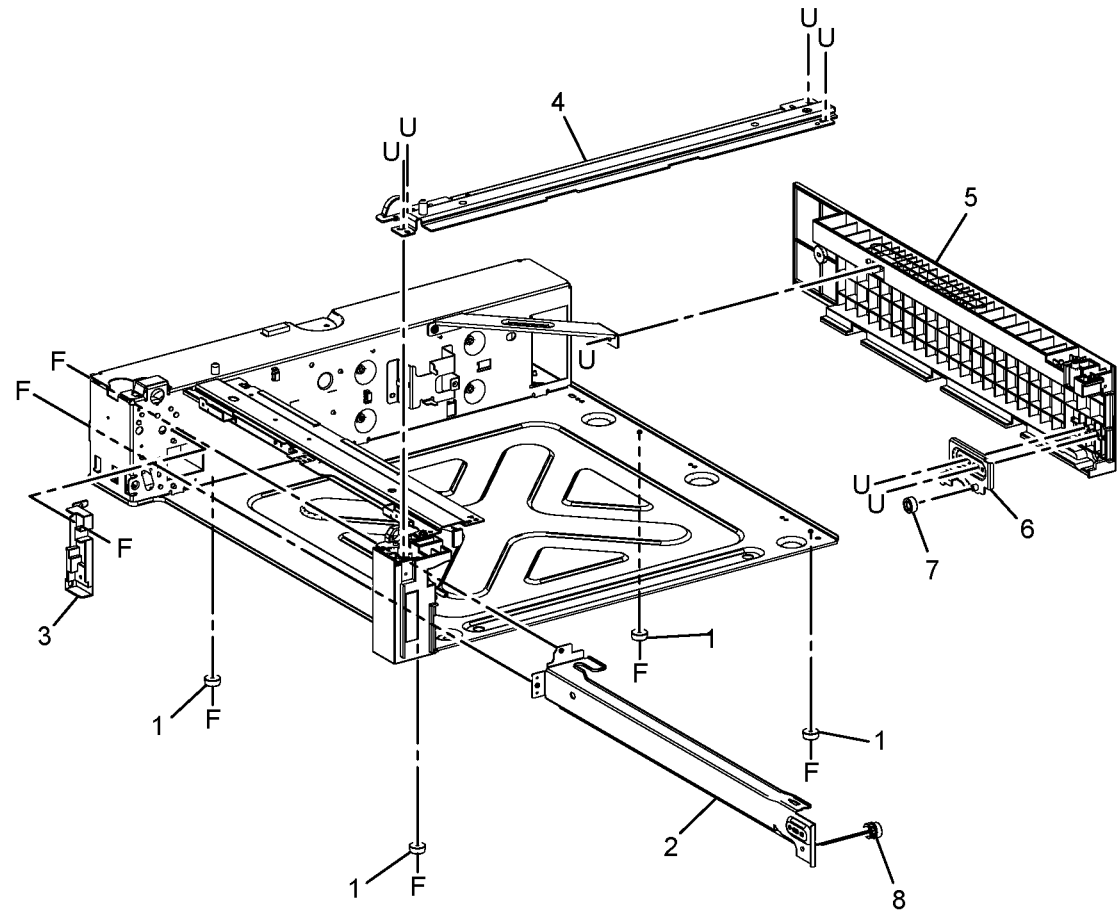
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Y-8-0028-A

PL 70.27 STM (3 of 4)

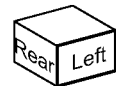
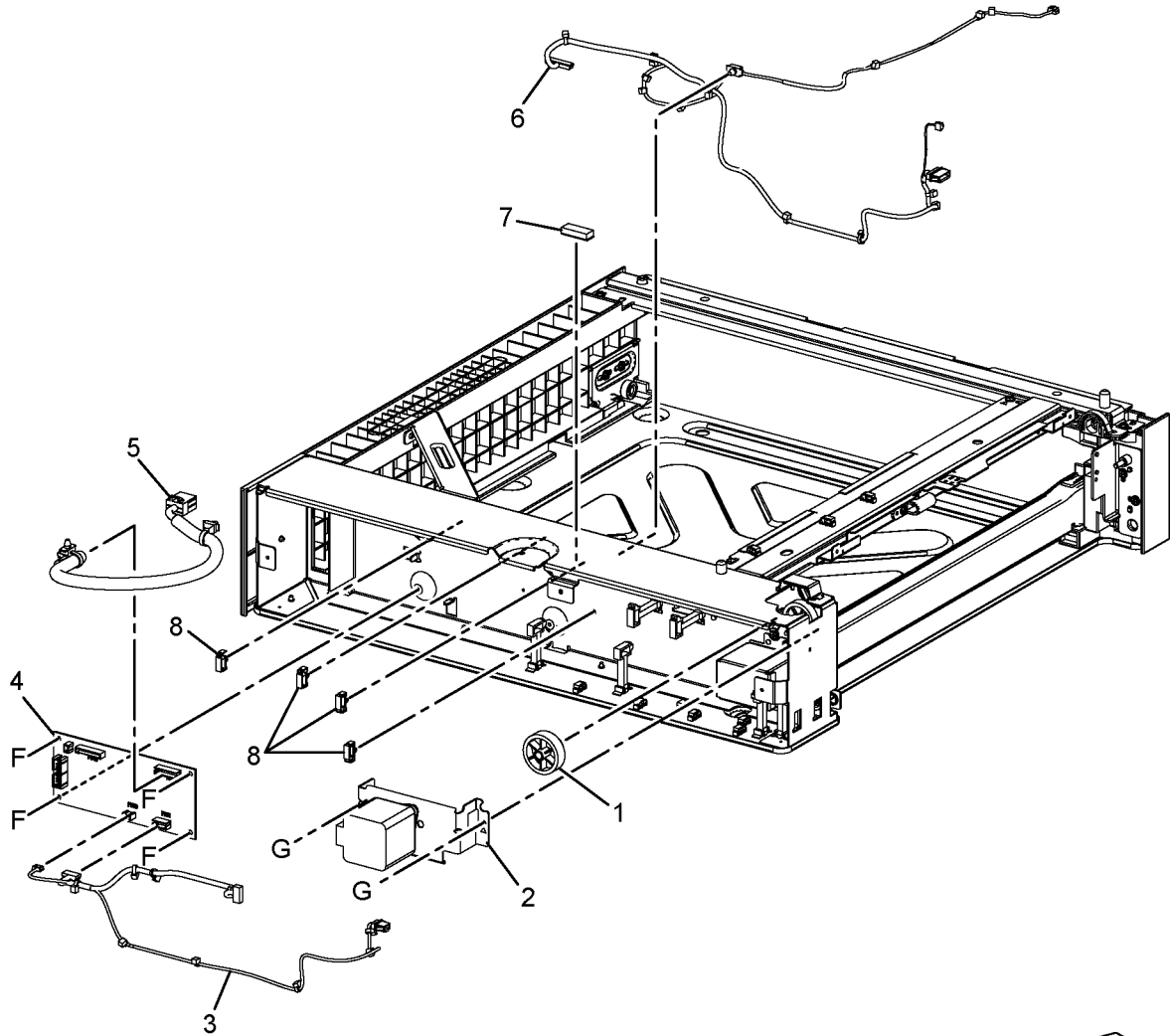
Item	Part	Description
1	—	Foot (Not Spared)
2	—	Left rail assembly (Not Spared)
3	—	Harness guide (Not Spared)
4	—	Top front frame assembly (Not Spared)
5	—	RH guide (Not Spared)
6	—	Right rail assembly (Not Spared)
7	059E08410	Front right roller
8	059E03500	Front left roller



Y-8-0030-A

PL 70.28 STM (4 of 4)

Item	Part	Description
1	807E45050	Gear 65/20
2	049K28360	Takeaway motor (MOT77-033) (REP 80.14)
3	952K15720	Harness
4	607K04440	STM PWB (REP 80.13)
5	952K15700	Harness
6	952K15710	Harness
7	—	Gasket shield (Not Spared)
8	920W01210	Locking clamp

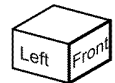
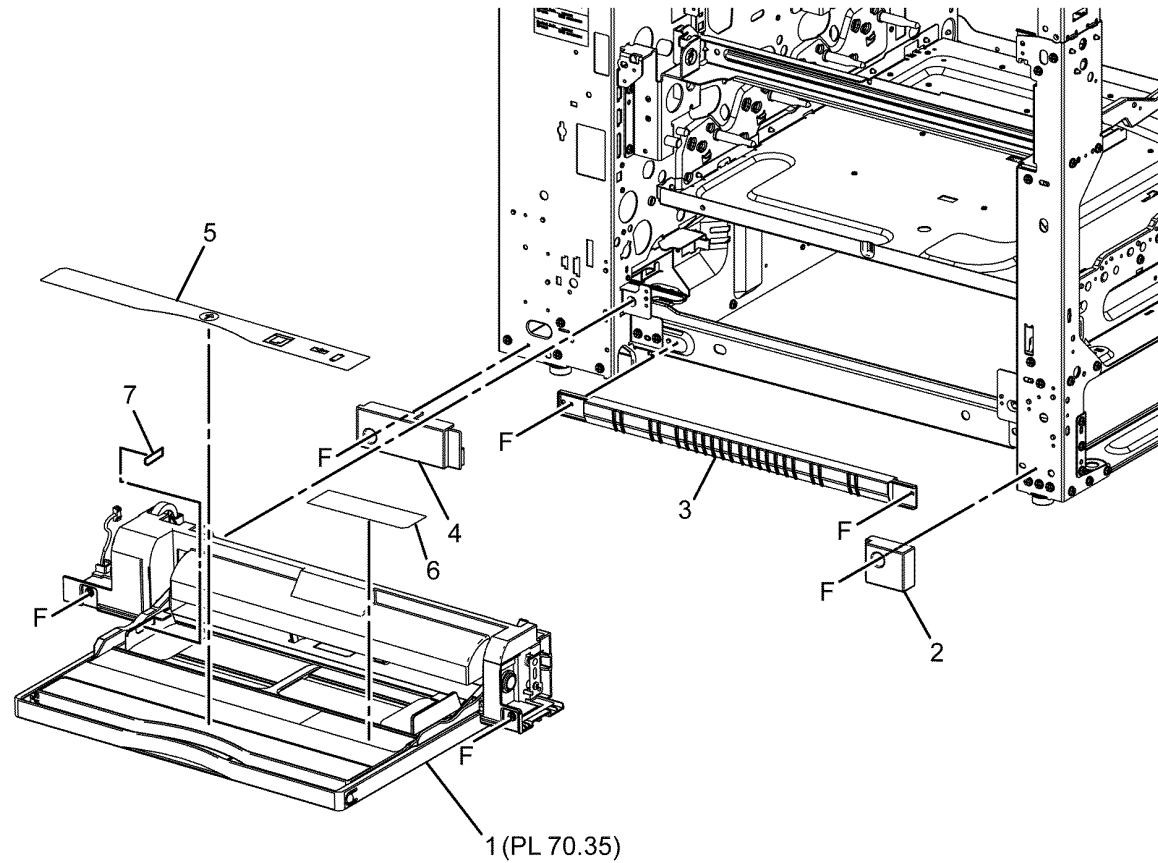


Y-8-0031-A

PL 70.30 Bypass Tray

Item	Part	Description
1	—	Bypass tray (REF: PL 70.35) (REP 70.2)
2	—	Bypass tray front cover (Not Spared)
3	—	TM out chute (Not Spared)
4	—	Bypass tray right cover (Not Spared)
5	—	Bypass tray instruction label (P/O PL 70.30 Item 8)
6	—	Bypass tray size label (P/O PL 70.30 Item 8)
7	—	Max label (P/O PL 70.30 Item 8)
8	607K01969	Bypass tray assembly kit (Option)

8 { 1, 5 - 7



C-8-0065-A

PL 70.35 Bypass Tray Components

Item	Part	Description
1	—	Bypass tray feeder assembly (P/O PL 70.30 Item 8)
2	—	Bypass tray lower feeder assembly (REF: PL 70.40)
3	—	Bypass tray assembly (P/O PL 70.35 Item 1)
4	—	Upper frame (P/O PL 70.35 Item 1)
5	—	Paper stopper (P/O PL 70.35 Item 1)
6	—	No paper sensor actuator (P/O PL 70.35 Item 1)
7	—	Spring (P/O PL 70.35 Item 1)
8	—	Paper lock stopper (P/O PL 70.35 Item 1)

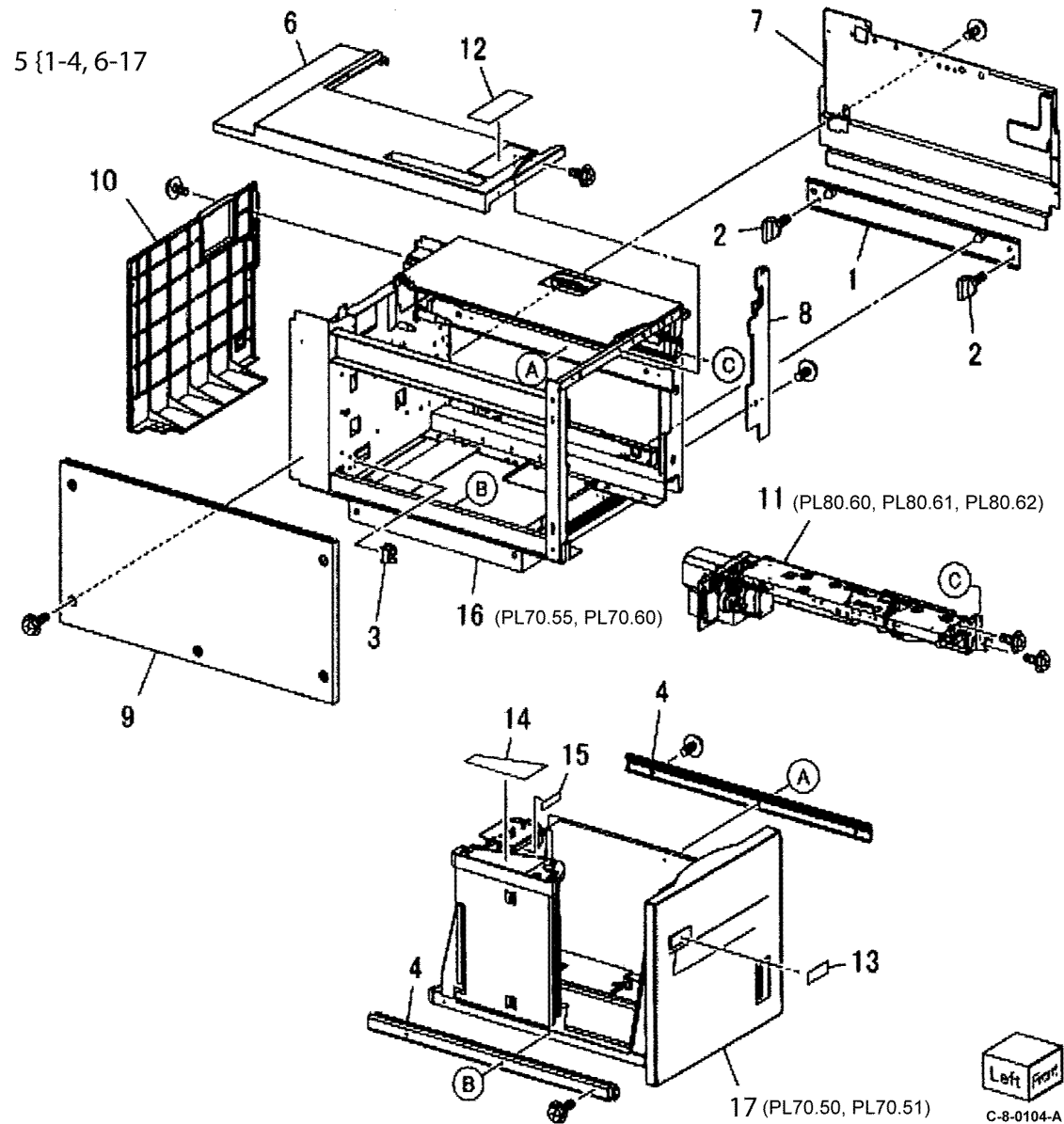
PL 70.40 Bypass Tray Lower Feeder

Item	Part	Description
1	—	Bypass tray low chute (Not Spared)
2	—	Lower cover (Not Spared)
3	—	Bypass tray harness assembly (Not Spared)
4	121K56480	Bypass tray feed clutch (CL75-001)
5	—	Drive gear 22T (Not Spared)
6	—	Connector cover (Not Spared)
7	—	Bearing (Not Spared)
8	—	Pin (Not Spared)
9	—	Shaft (Not Spared)
10	—	Friction clutch assembly (Not Spared)
11	—	Nudger holder (Not Spared)
12	930W00123	Bypass tray no paper sensor (Q75-100)
13	—	Shaft (Not Spared)
14	—	Idler gear 37T (Not Spared)
15	—	Nudger gear 46T (Not Spared)
16	859K23620	Bypass tray nudger roll (See NOTE) (REP 80.16)
17	—	One way clutch (Not Spared)
18	022K77450	Feed roll (REP 80.16)
19	—	Feed gear 30T (Not Spared)
20	—	Pad (Not Spared)
21	—	Earth plate (Not Spared)
22	019K12820	Retard pad (See NOTE) (REP 80.17)
23	—	Spring (Not Spared)

Note: HFSI. To reset the HFSI counter, refer to dC135.

PL 70.45 HCF Assembly

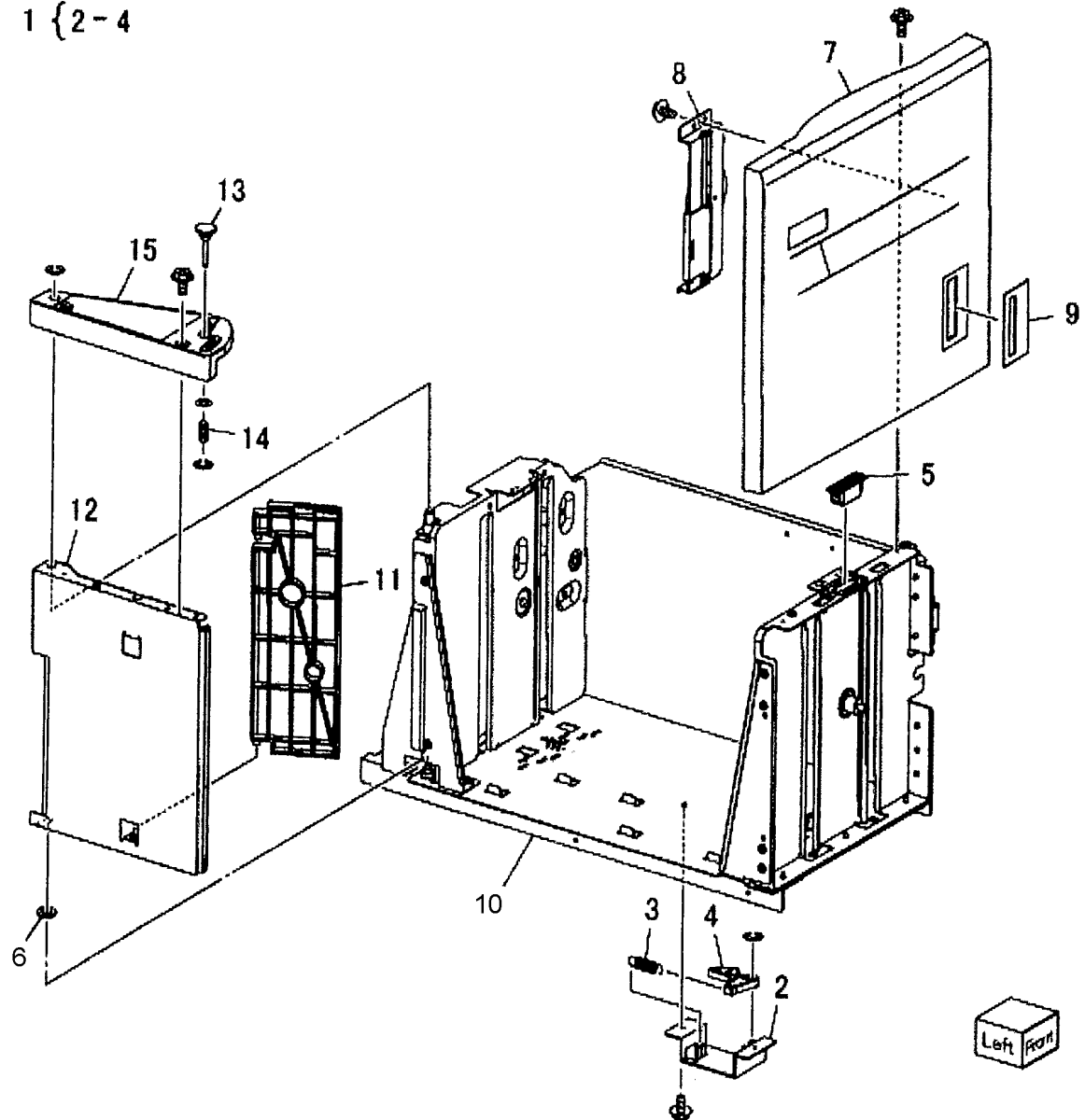
Item	Part	Description
1	604K23830	Docking plate
2	003K91881	Knob
3	930K06090	HCF tray in sensor (Q78-204)
4	801K15701	Tray rail
5	050K51976	HCF Tray 6 (REP 70.3, REP 70.4)
6	—	Left top cover (Not Spared)
7	—	Right cover (Not Spared)
8	—	Front right cover (Not Spared)
9	—	Left cover (Not Spared)
10	—	Rear cover (Not Spared)
11	—	HCF feeder (Not Spared) (REP 80.21)
12	—	Label (top) (Not Spared)
13	—	Label (tray number) (Not Spared)
14	—	Label (size) (Not Spared)
15	—	Label (end) (Not Spared)
16	—	Frame assembly (Not Spared)
17	—	HCF tray (P/O PL 70.45 Item 5)



PL 70.50 HCF (1 of 2)

Item	Part	Description
1	003K13592	Tray latch assembly
2	—	Bracket (P/O PL 70.50 Item 1)
3	—	Spring (P/O PL 70.50 Item 1)
4	—	Latch lever (P/O PL 70.50 Item 1)
5	—	Magnet (P/O PL 70.45 Item 5)
6	—	Wave washer (P/O PL 70.45 Item 5)
7	822E48710	Front cover
8	—	Gear bracket (P/O PL 70.45 Item 5)
9	—	Label (Gauge) (P/O PL 70.45 Item 5)
10	—	Frame (P/O PL 70.45 Item 5)
11	—	Plate (P/O PL 70.45 Item 5)
12	—	Bracket (P/O PL 70.45 Item 5)
13	—	Pin (P/O PL 70.45 Item 5)
14	—	Spring (P/O PL 70.45 Item 5)
15	—	Top plate (P/O PL 70.45 Item 5)

1 { 2 - 4

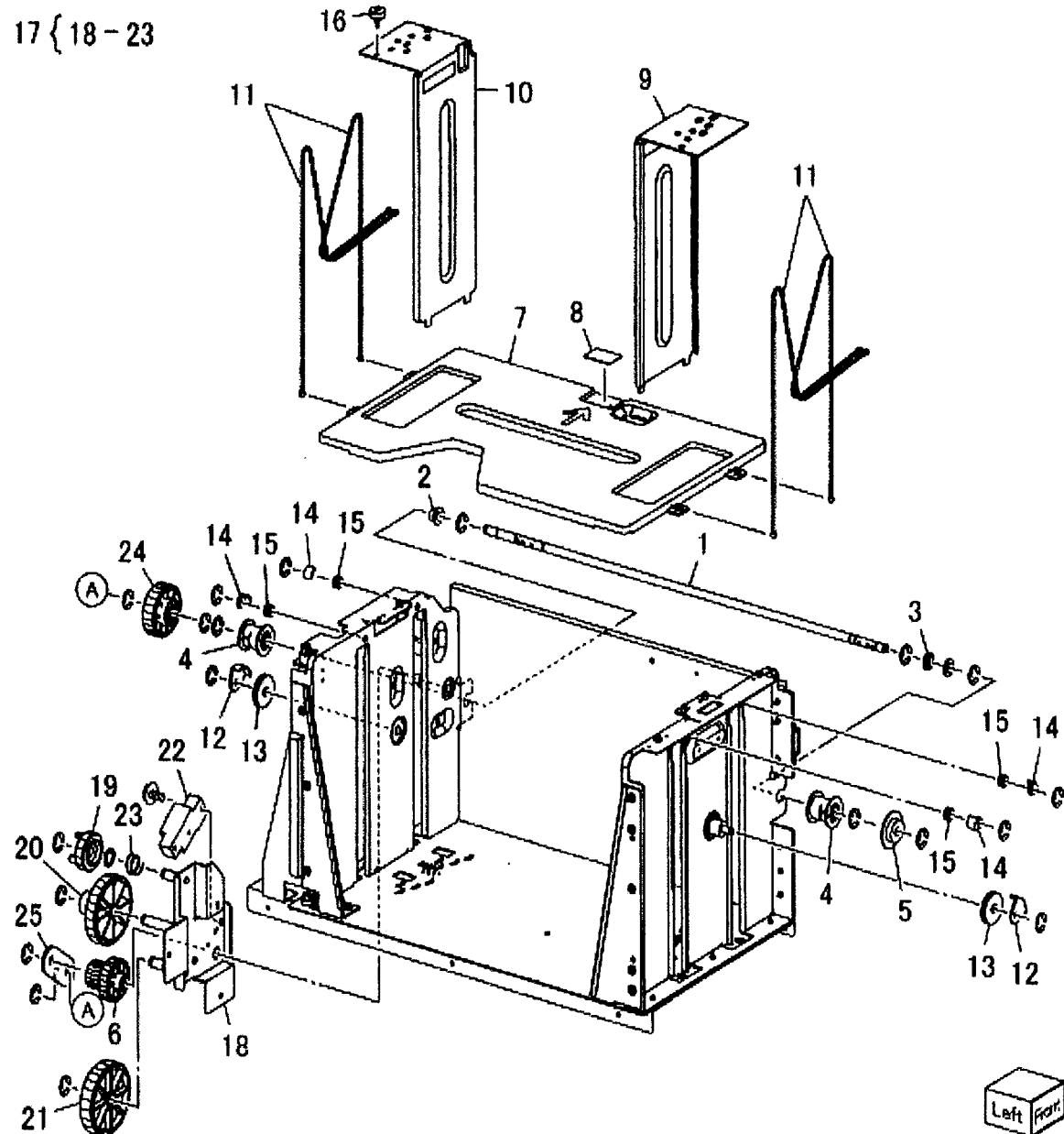


C-8-0105-A

PL 70.51 HCF (2 of 2)

Item	Part	Description
1	—	Lift shaft (P/O PL 70.45 Item 5)
2	—	Bearing (P/O PL 70.45 Item 5)
3	—	Bearing (P/O PL 70.45 Item 5)
4	020E37620	Tray cable pulley
5	—	Gear (P/O PL 70.45 Item 5)
6	—	Gear (P/O PL 70.45 Item 5)
7	—	Bottom plate (P/O PL 70.45 Item 5)
8	019E58620	Pad
9	—	Front side guide (P/O PL 70.45 Item 5)
10	—	Rear side guide (P/O PL 70.45 Item 5)
11	604K19981	Rear cables (REP 70.5)/front cables (REP 70.6)
12	032E22410	Wire guide (L)
13	—	Pulley (P/O PL 70.45 Item 5)
14	—	Wire guide (S) (P/O PL 70.45 Item 5)
15	—	Pulley (P/O PL 70.45 Item 5)
16	—	Screw (P/O PL 70.45 Item 5)
17	015K65532	Gear bracket assembly
18	—	Gear bracket (P/O PL 70.51 Item 17)
19	—	Contact gear (P/O PL 70.51 Item 17)
20	—	Gear (P/O PL 70.51 Item 17)
21	—	Gear (P/O PL 70.51 Item 17)
22	—	Brake (P/O PL 70.51 Item 17)
23	—	Spring (P/O PL 70.51 Item 17)
24	807E04500	Lift gear
25	—	Plate (P/O PL 70.45 Item 5)

17 { 18 - 23

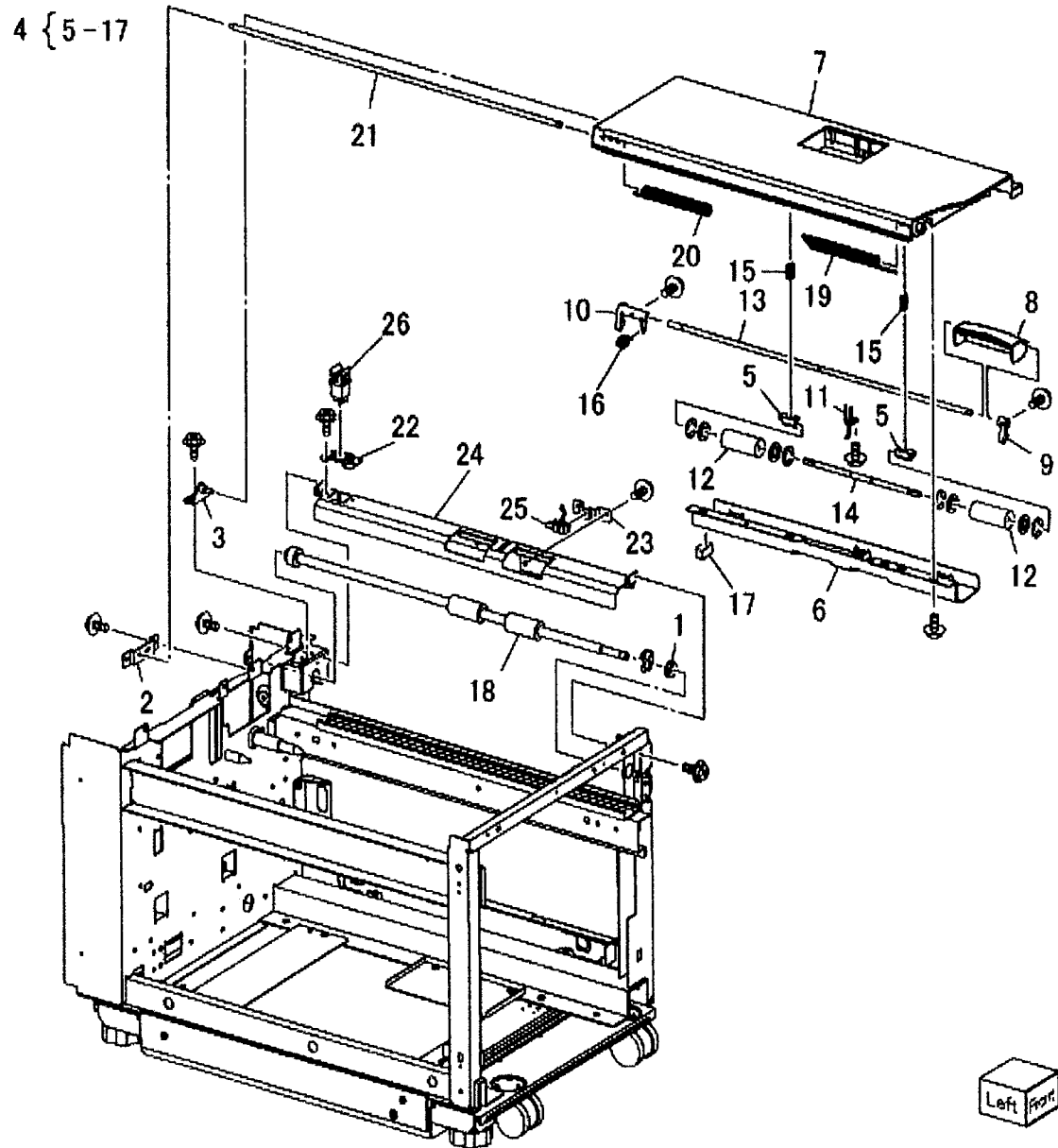


Y-8-0108-A

PL 70.55 HCF Top Cover Assembly

Item	Part	Description
1	013E17100	Bearing
2	—	Bracket (Not Spared)
3	—	Pivot bracket (Not Spared)
4	—	Top cover assembly (Not Spared)
5	—	Bearing (P/O PL 70.55 Item 4)
6	—	Upper chute (P/O PL 70.55 Item 4)
7	—	Top cover (P/O PL 70.55 Item 4)
8	—	Knob (P/O PL 70.55 Item 4)
9	—	Latch (P/O PL 70.55 Item 4)
10	—	Latch (P/O PL 70.55 Item 4)
11	—	Spring (P/O PL 70.55 Item 4)
12	059E01430	Nip roll
13	—	Shaft (P/O PL 70.55 Item 4)
14	—	Shaft (P/O PL 70.55 Item 4)
15	—	Spring (P/O PL 70.55 Item 4)
16	—	Spring (P/O PL 70.55 Item 4)
17	—	Gasket (P/O PL 70.55 Item 4)
18	059K36260	Takeaway roll (REP 80.26)
19	—	Spring (left) (P/O PL 70.45 Item 16)
20	—	Spring (right) (P/O PL 70.45 Item 16)
21	—	Pivot shaft (P/O PL 70.45 Item 16)
22	—	Bracket (P/O PL 70.45 Item 5)
23	—	Bracket (P/O PL 70.45 Item 16)
24	—	Lower chute (P/O PL 70.45 Item 16)
25	130K88150	HCF feed out sensor (Q78-101)
26	110K19130	Top cover interlock switch

4 { 5-17

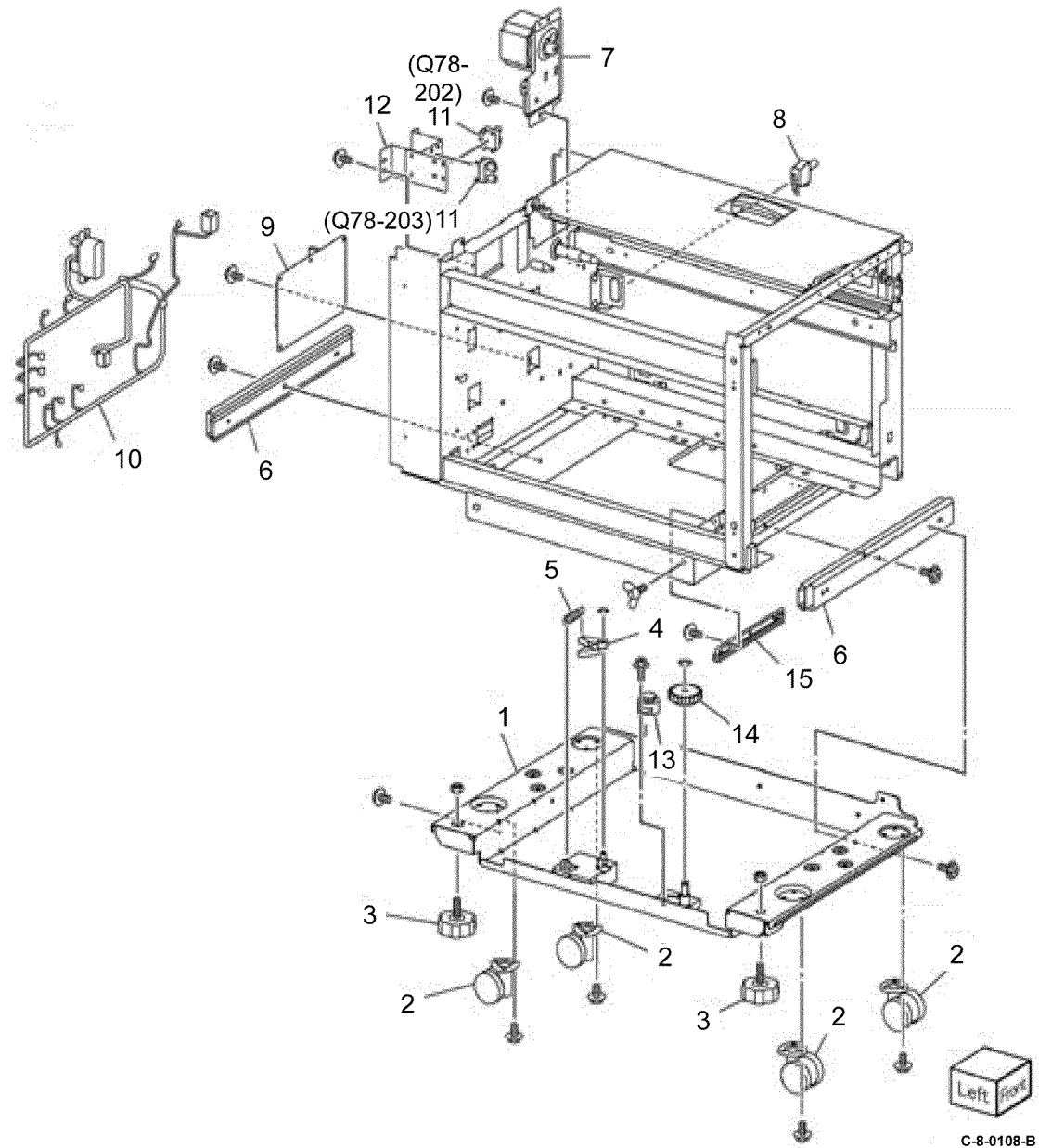


Left Front

C-8-0107-A

PL 70.60 HCF Electrical and Rails

Item	Part	Description
1	—	Plate (Not Spared)
2	017E92820	Caster (REP 70.7)
—	017E14770	Caster (alternative) (REP 70.7)
3	017E97191	Foot
4	—	Latch lever (Not Spared)
5	—	Spring (Not Spared)
6	801K15690	Rail
7	127K47152	Takeaway motor (MOT78-093)
8	110E10381	HCF side out switch (S78-301)
9	140N63945	HCF PWB (REP 70.8)
10	—	Wire Harness (P/O PL 70.45 Item 16)
11	930K06090	HCF size sensor A (Q78-202)/HCF size sensor B (Q78-203)
12	—	Bracket (P/O PL 70.45 Item 5)
13	004K03000	Damper
14	807E32730	Pinion
15	—	Rack (Not Spared)



C-8-0108-B

PL 70.65 TTM (1 of 3)

Item	Part	Description
1	050K73136	Tray 4 assembly
2	—	Tray 4 (P/O PL 70.65 Item 31)
3	—	Tray 4 cover (P/O PL 70.65 Item 15)
4	—	Lever (P/O PL 70.65 Item 27)
5	—	Link (P/O PL 70.65 Item 15)
6	—	Link (P/O PL 70.65 Item 15)
7	—	Spring (P/O PL 70.65 Item 15)
8	—	Latch (P/O PL 70.65 Item 15)
9	—	Cover (P/O PL 70.65 Item 15)
10	—	Not used
11	—	Not used
12	—	Label (P/O PL 70.65 Item 15)
13	—	Not used
14	819E04150	Pad
15	607K08830	Tray 4 cover assembly
16	050K73156	Tray 3 assembly
17	—	Tray 3 (P/O PL 70.65 Item 32)
18	—	Tray 3 cover (P/O PL 70.65 Item 27)
19	—	Not used
20	—	Not used
21	—	Not used
22	—	Not used
23	—	Not used
24	—	Not used
25	—	Not used
26	—	Label (P/O PL 70.65 Item 27)
27	607K08820	Tray 3 cover assembly
28	—	Not used
29	—	Tray 2 assembly (REF: PL 70.10)
30	—	Not used
31	050K73146	Tray 4 kit
32	050K73166	Tray 3 kit

PL 70.66 TTM (2 of 3)

Item	Part	Description
1	—	Tray 3 cassette assembly (Not Spared)
2	—	Size actuator (Not Spared)
3	—	Side rear guide (Not Spared)
4	—	Side front guide (Not Spared)
5	—	Knob (Not Spared)
6	—	Knob assembly (Not Spared)
7	—	Spring (Not Spared)
8	—	Bracket (Not Spared)
9	—	Rack gear (P/O PL 70.66 Item 16)
10	—	Pinion (P/O PL 70.66 Item 16)
11	—	Pulley (Not Spared)
12	—	Pulley (Not Spared)
13	—	Pulley (Not Spared)
14	—	Gasket (Not Spared)
15	—	Bottom plate (Not Spared)
16	604K68260	Rack gear and pinion kit
17	—	Label (Max) (Not Spared)
18	819E04150	Pad
19	—	Front lift cable (long) (Not Spared)
20	—	Not used
21	—	Rear lift cable (Not Spared)
22	006K35291	Lift shaft (REP 70.9)
23	604K68160	Roller kit
24	—	PL shaft (Not Spared)
25	—	Side roller (P/O PL 70.66 Item 23) (REP 70.10)
26	—	Lower roller (P/O PL 70.66 Item 23)
27	019K17181	Brake assembly (REP 70.9)
28	—	Guide - WF (Not Spared)
29	—	Guide - W (Not Spared)
30	—	Guide - WL (Not Spared)
31	—	Spring (Not Spared)
32	—	Front lift cable (short) (Not Spared)

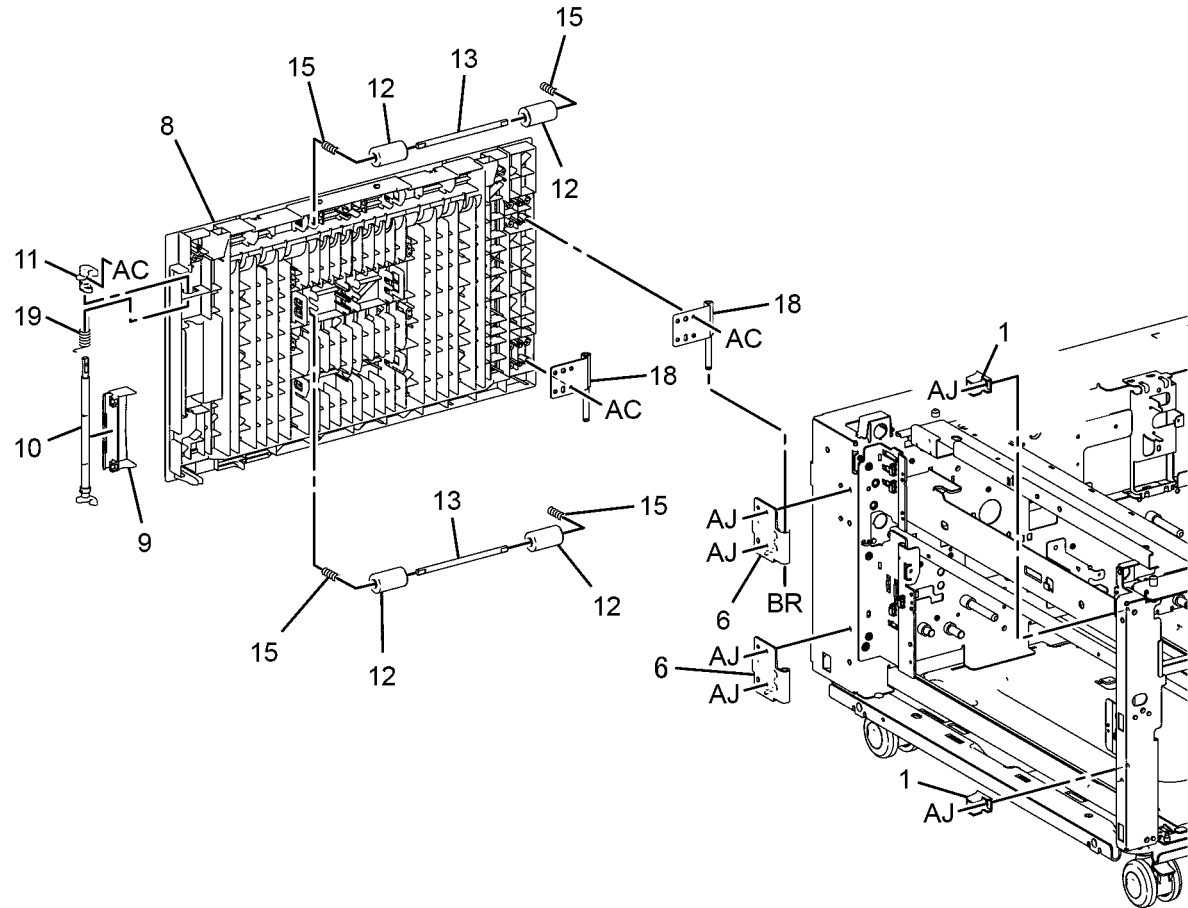
PL 70.67 TTM (3 of 3)

Item	Part	Description
1	—	Tray 4 cassette assembly (Not Spared)
2	—	Side rear guide (Not Spared)
3	—	Side front guide (Not Spared)
4	—	Knob (Not Spared)
5	—	Knob assembly (Not Spared)
6	—	Spring (Not Spared)
7	—	Guide - WF (Not Spared)
8	—	Bottom plate (Not Spared)
9	006K35291	Lift shaft (REP 70.10)
10	—	Rack gear (P/O PL 70.67 Item 26)
11	—	Pinion (P/O PL 70.67 Item 26)
12	—	Guide - W (Not Spared)
13	—	Bracket (Not Spared)
14	819E04150	Pad (REP 70.10)
15	—	Pulley (Not Spared)
16	—	Pulley (Not Spared)
17	—	Shaft - PL (Not Spared)
18	—	Front lift cable (Not Spared)
19	—	Rear lift cable (Not Spared)
20	—	Size actuator (Not Spared)
21	—	Label (Not Spared)
22	—	Gasket (Not Spared)
23	—	Lower roller (P/O PL 70.67 Item 27)
24	—	Side roller (P/O PL 70.67 Item 27)
25	019K17181	Brake assembly (REP 70.10)
26	604K68260	Rack gear and pinion kit
27	604K68160	Roller kit

PL 70.70 TTM Left Cover Assembly

7 { 8 - 13, 15, 18, 19

Item	Part	Description
1	—	Door catch (Not Spared)
2	—	Not used
3	—	Not used
4	—	Not used
5	—	Not used
6	—	Hinge frame bracket (Not Spared)
7	948K03890	Left cover assembly
8	—	Left cover (P/O PL 70.70 Item 7)
9	—	Handle (P/O PL 70.70 Item 7)
10	—	Latch (P/O PL 70.70 Item 7)
11	—	Hook (P/O PL 70.70 Item 7)
12	059E99241	Nip roll
13	—	Nip spring (P/O PL 70.70 Item 7)
14	—	Not used
15	—	Pinch spring (P/O PL 70.70 Item 7)
16	—	Not used
17	—	Not used
18	—	Hinge bracket assembly (P/O PL 70.70 Item 7)
19	—	Spring (P/O PL 70.70 Item 7)



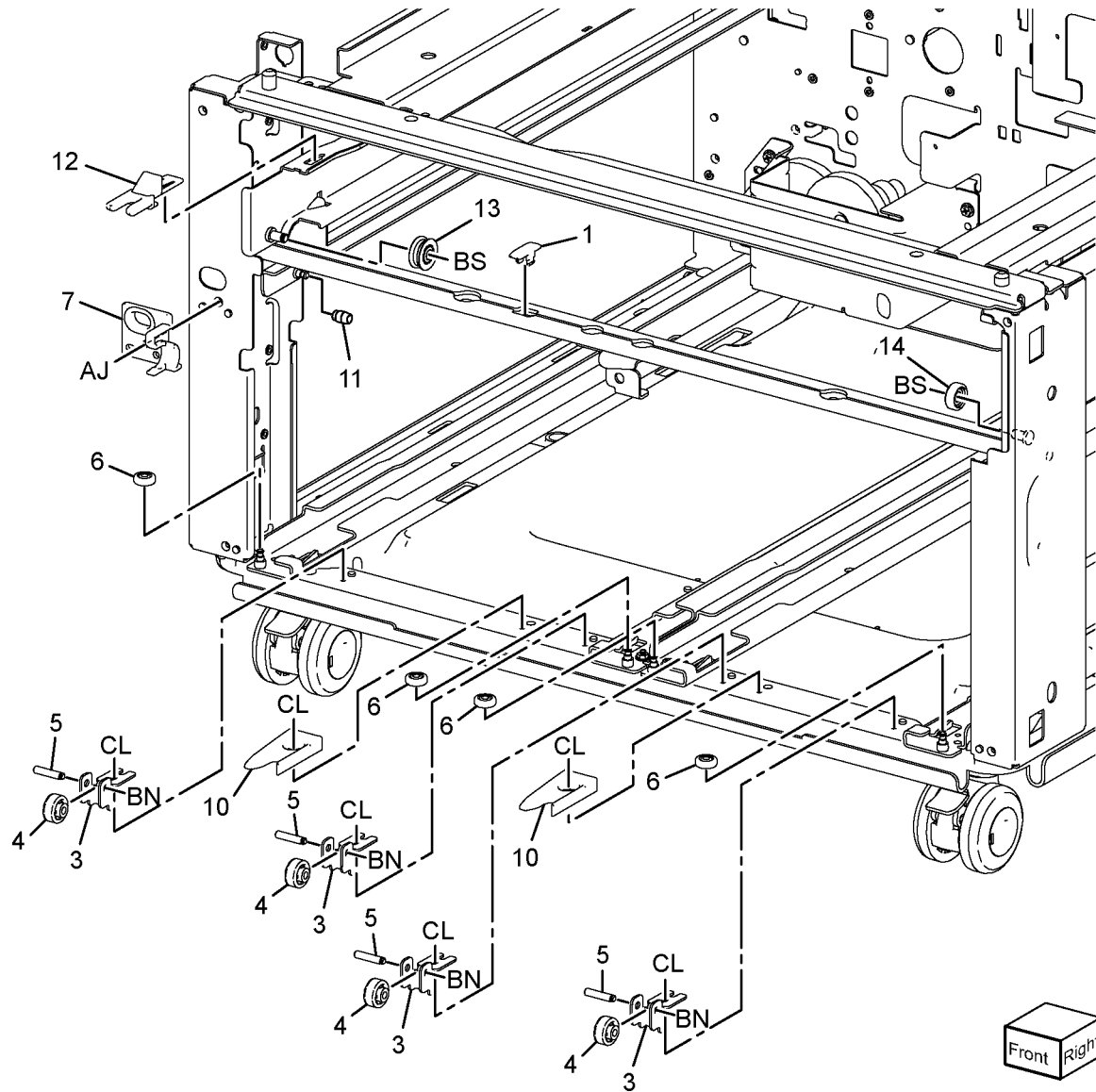
Left Front

Y-8-0120-A

PL 70.75 TTM Front Support

Item	Part	Description
1	—	Spacer (Not Spared)
2	—	Roller assembly (Not Spared)
3	—	Stopper bracket (P/O PL 70.75 Item 2)
4	—	Roller (P/O PL 70.75 Item 2)
5	—	Shaft (P/O PL 70.75 Item 2)
6	059E05060	Upper roller
7	—	Tray stop (Not Spared)
8	—	Not used
9	—	Not used
10	803E09020	Stopper
11	059E05131	Roller
12	003E75433	Tray stop
13	059E03500	Front left roller
14	059E08410	Front right roller

2 { 3 - 5



Y-8-0121-A

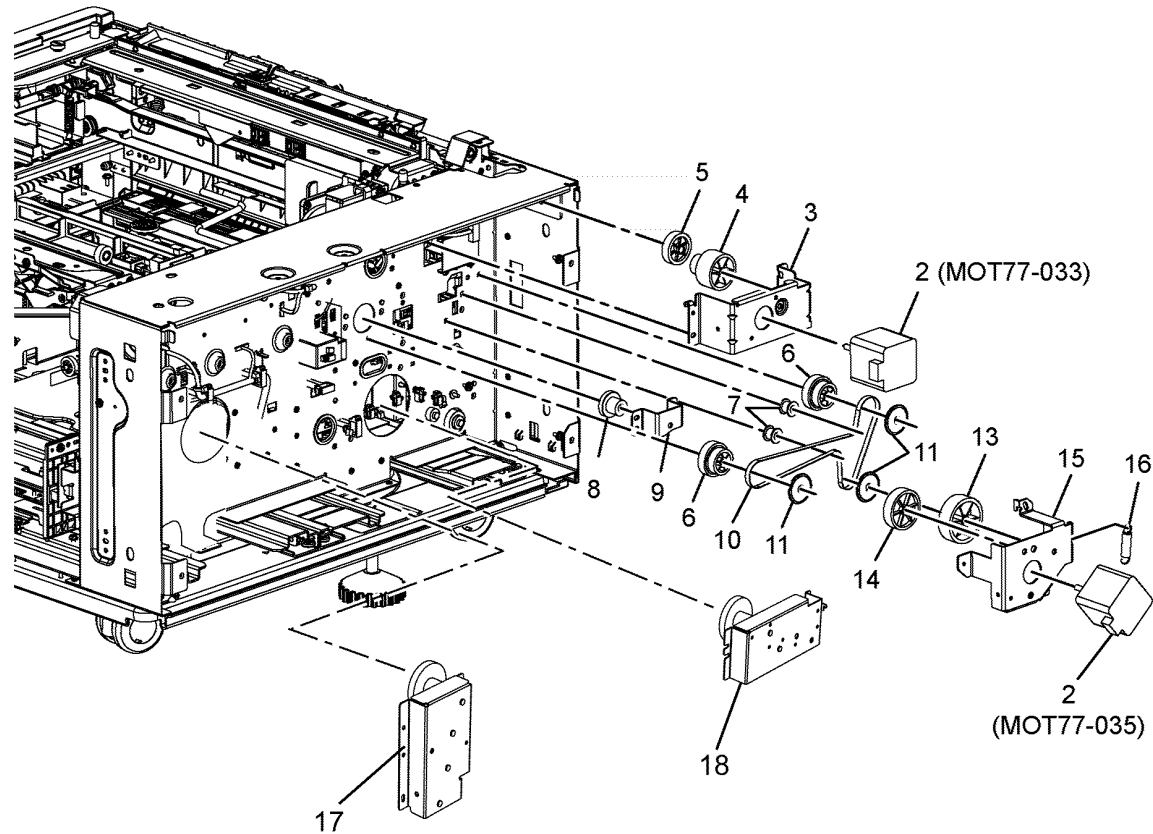
PL 70.80 TTM Size Sensing

Item	Part	Description
1	110K17962	Paper size sensor
2	—	Sensor bracket (Not Spared)
3	—	Sensor bracket (Not Spared)
4	—	Sensor bracket (Not Spared)
5	—	Not used
6	—	Not used
7	—	Not used
8	—	Not used
9	—	Not used
10	110K11680	Tray 2 paper size sensor

PL 70.85 TTM Drive Components

Item	Part	Description
1	127K75991	Takeaway motor 1 assembly
2	—	Takeaway motor 1 (MOT77-033) (P/O PL 70.85 Item 1)/Takeaway motor 2 (MOT77-035) (P/O PL 70.85 Item 12)
3	—	Motor bracket (P/O PL 70.85 Item 1)
4	—	Gear M2 (P/O PL 70.85 Item 1)
5	—	Gear 34T (Not Spared)
6	—	Gear 26T (Not Spared)
7	—	Roller (Not Spared)
8	807E35860	Transfer gear (REP 80.40)
9	—	Trans bracket assembly (Not Spared)
10	023E28900	Drive belt (REP 80.28)
11	—	Collar - 2 (P/O PL 70.85 Item 12)
12	127K76001	Takeaway motor 2 assembly (REP 80.37)
13	—	Gear 81T (P/O PL 70.85 Item 12)
14	—	Gear 70T (P/O PL 70.85 Item 12)
15	—	Motor bracket (P/O PL 70.85 Item 12)
16	—	Spring (Not Spared)
17	—	Gear assembly (NOTE)
18	—	Bracket assembly (NOTE)

1 { 2 - 4
12 { 2, 11, 13 - 15



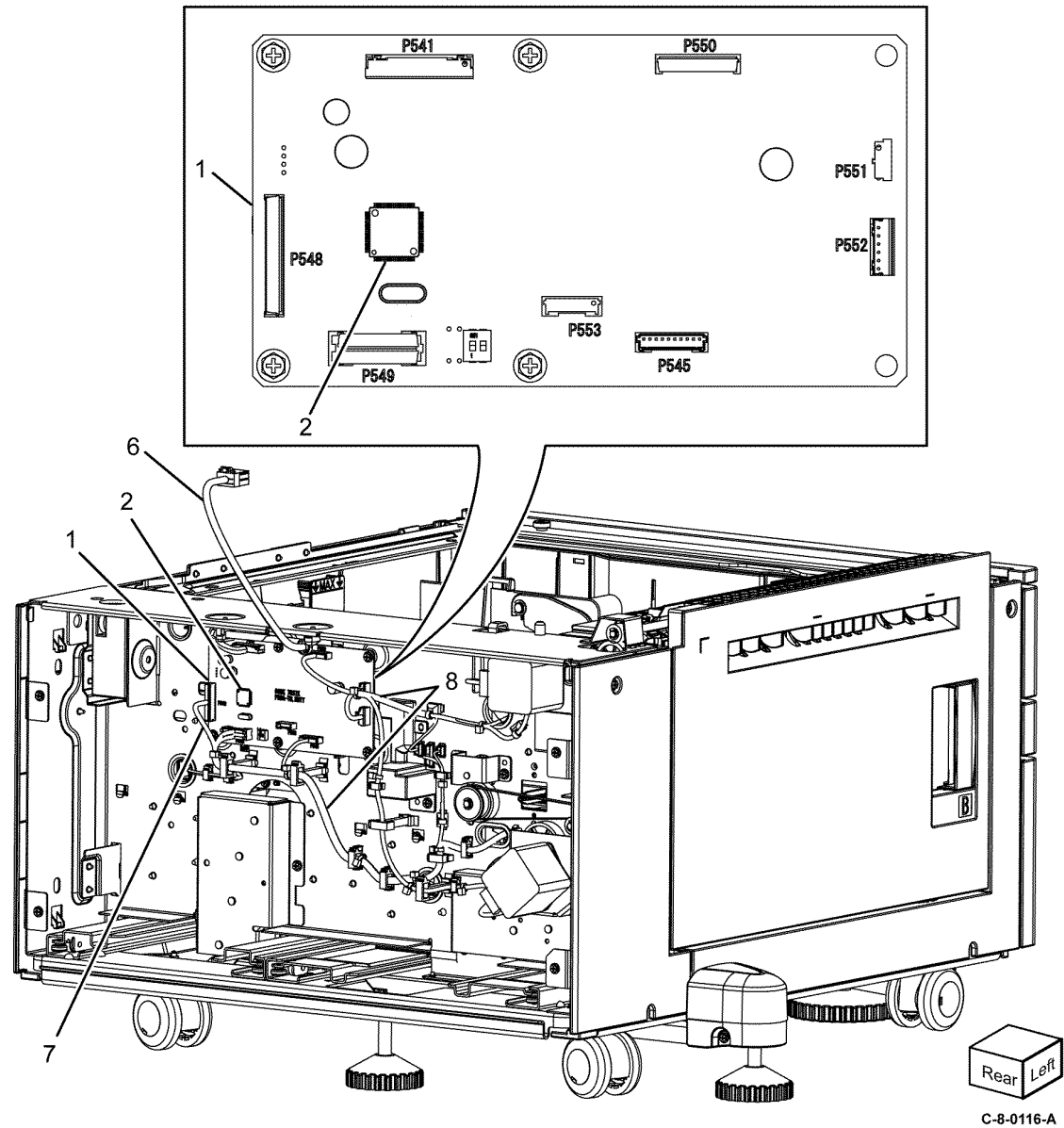
Note: Part number for item 17 is 049K07531 and part number for item 18 is 049K07521.



C-8-0115-B

PL 70.90 TTM Electrical

Item	Part	Description
1	961K14530	TTM PWB (REP 80.42)
2	—	Flash CPU (Not Spared)
3	—	Not used
4	—	Not used
5	—	Not used
6	952K20151	IOT harness
7	952K20161	Sensor harness assembly
8	952K20171	Motor harness assembly



PL 70.95 TTM Castors

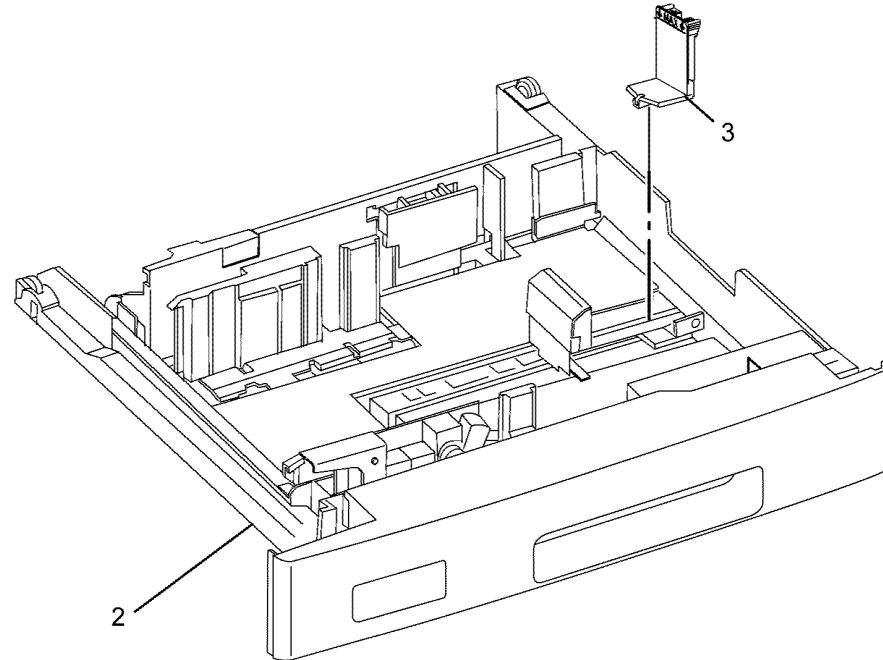
Item	Part	Description
1	417W41449	Caster
2	017K05350	Locking caster
3	—	Screw (Not Spared)
4	—	Docking screw (Not Spared)
5	—	Docking bracket (Not Spared)
6	—	Top cover (Not Spared)
7	—	Left front cover (Not Spared)
8	—	Rear cover (Not Spared)
9	—	Left rear cover (Not Spared)
10	—	Harness (Not Spared)
11	—	Right cover (Not Spared)
12	—	Front foot bracket (Not Spared)
13	—	Front foot cover (Not Spared)
14	—	Left foot bracket (Not Spared)
15	—	Foot cover (Not Spared)
16	017K94910	Foot assembly adjuster
17	017K96680	Front foot assembly adjuster
18	110E11580	TM left hand interlock switch (77-306)
19	—	Left front cover assembly (Not Spared)

PL 70.100 Envelope Tray

Item	Part	Description
1	050K76611	Envelope tray assembly (See NOTE)
2	—	Envelope tray (P/O PL 70.100 Item 1)
3	038E44700	End guide

1 { 2 , 3

Note: Refer to [PL 31.05](#) for the Envelope tray kit.

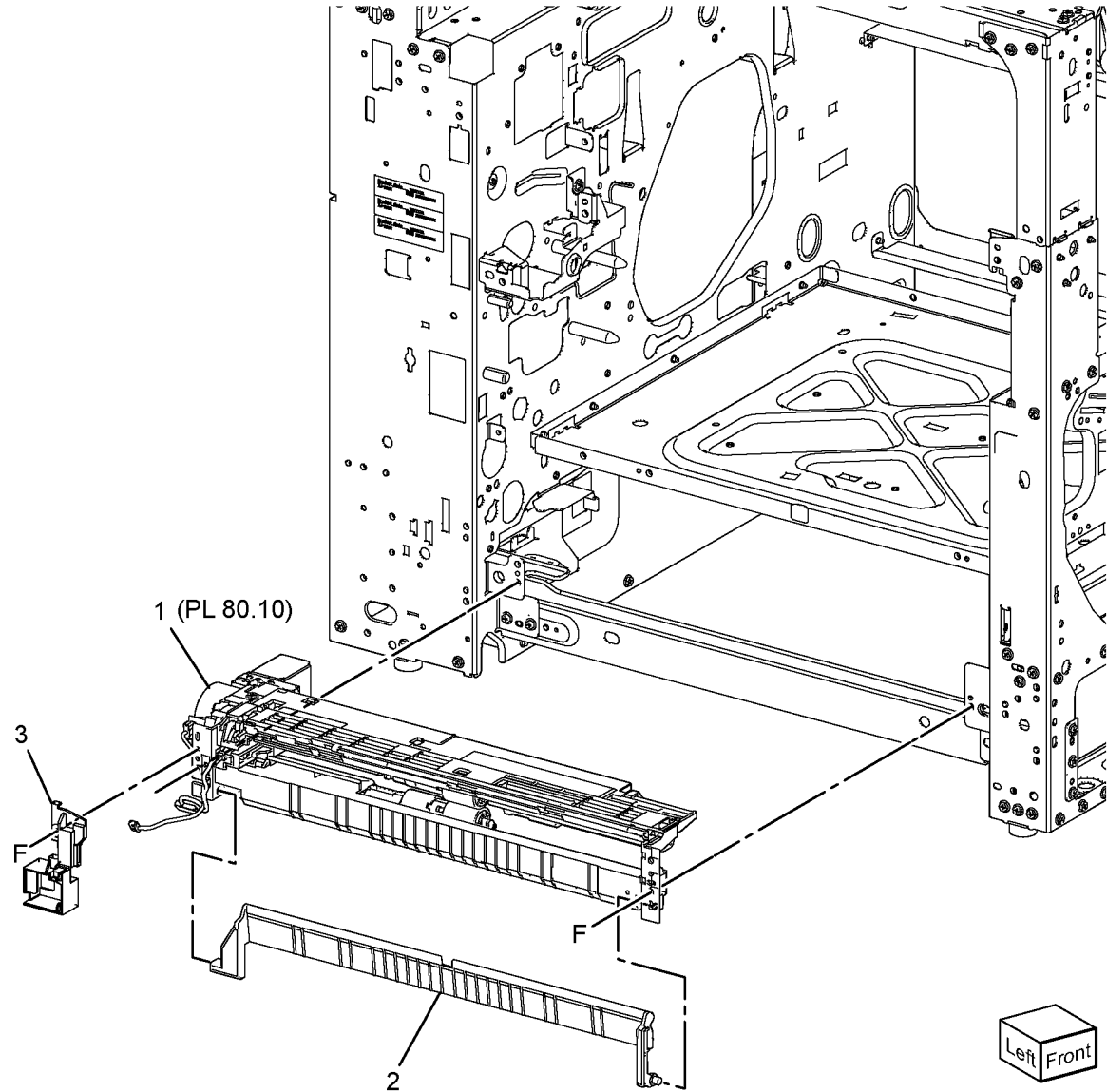


C-8-0118-A

PL 80.05 Tray 1 Feeder

Item	Part	Description
1	859K08544	Tray 1 feeder assembly (REF: PL 80.10 , PL 80.11) (See NOTE) (REP 80.1)
2	054E33803	Feed out chute
3	—	Harness holder (Not Spared)

Note: HFSI. To reset the HFSI counter, refer to [dC135](#).

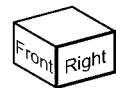
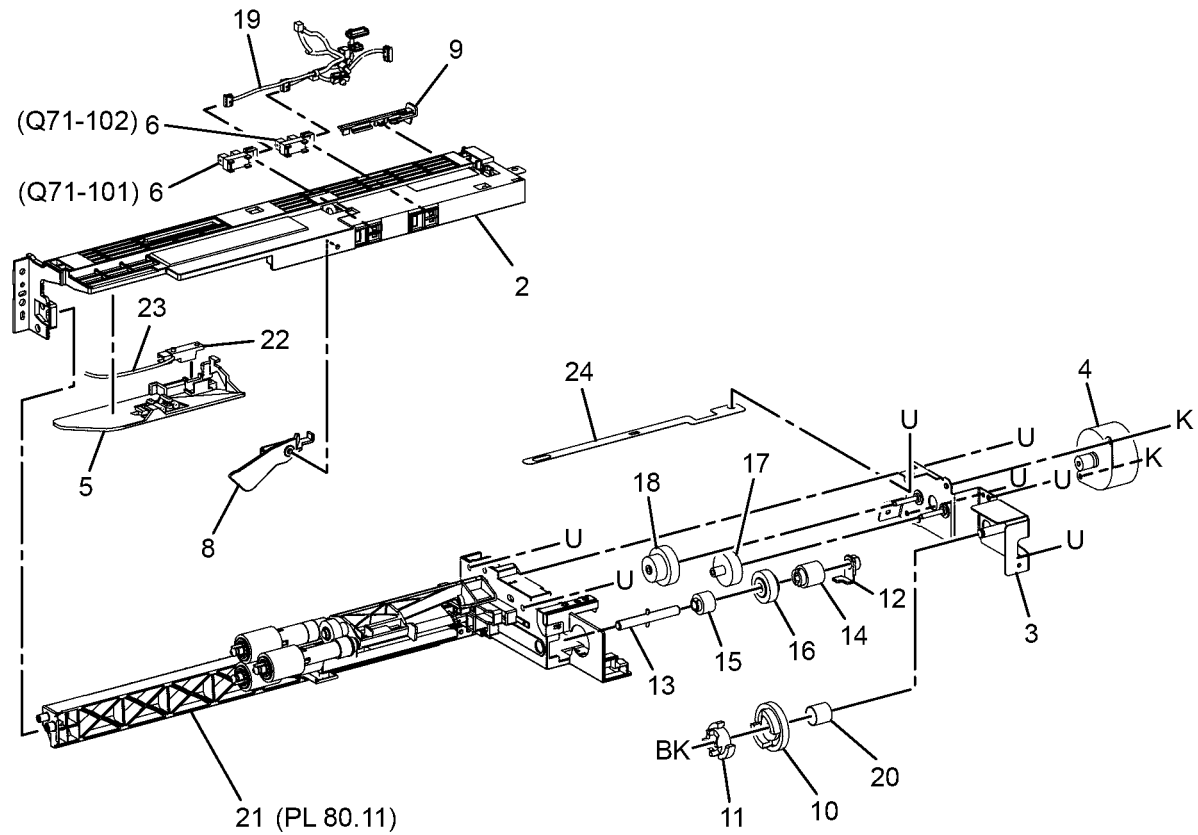


Y-8-0008-A

PL 80.10 Tray 1 Feeder Assembly (1 of 2)

1 { 2 - 24, PL 80.11 item 1 - 23

Item	Part	Description
1	—	Tray 1 feeder assembly (REF: PL 80.05 Item 1)
2	—	Upper frame (P/O PL 80.10 Item 1)
3	—	Drive bracket assembly (P/O PL 80.10 Item 1)
4	127K52790	Tray 1 feed/lift motor (MOT71-001) (P/O PL 80.10 Item 1)
5	—	Chute (P/O PL 80.10 Item 1)
6	930W00123	Tray 1 level sensor (Q71-102)/tray 1 no paper sensor (Q71-101)
7	—	Not used
8	120E22481	Actuator sensor (P/O PL 80.10 Item 1)
9	—	Harness rear holder (P/O PL 80.10 Item 1)
10	—	Gear 31T (P/O PL 80.10 Item 1)
11	—	Spacer (P/O PL 80.10 Item 1)
12	—	Bearing shaft (P/O PL 80.10 Item 1)
13	—	Drive shaft assembly (P/O PL 80.10 Item 1)
14	—	Gear 13 (P/O PL 80.10 Item 1)
15	005K83081	One way clutch assembly (P/O PL 80.10 Item 1)
16	—	One way gear assembly (P/O PL 80.10 Item 1)
17	—	Helical gear 25T (P/O PL 80.10 Item 1)
18	—	Helical gear 29/19T (P/O PL 80.10 Item 1)
19	—	Sensor harness assembly (P/O PL 80.10 Item 1)
20	—	Spring (P/O PL 80.10 Item 1)
21	—	Roll assembly (P/O PL 80.10 Item 1)
22	930W00211	Tray 1 pre feed sensor (Q71-105) (P/O PL 80.10 Item 1)
23	—	Pre feed sensor harness (P/O PL 80.10 Item 1)
24	—	Plate earth nudger (P/O PL 80.10 Item 1)

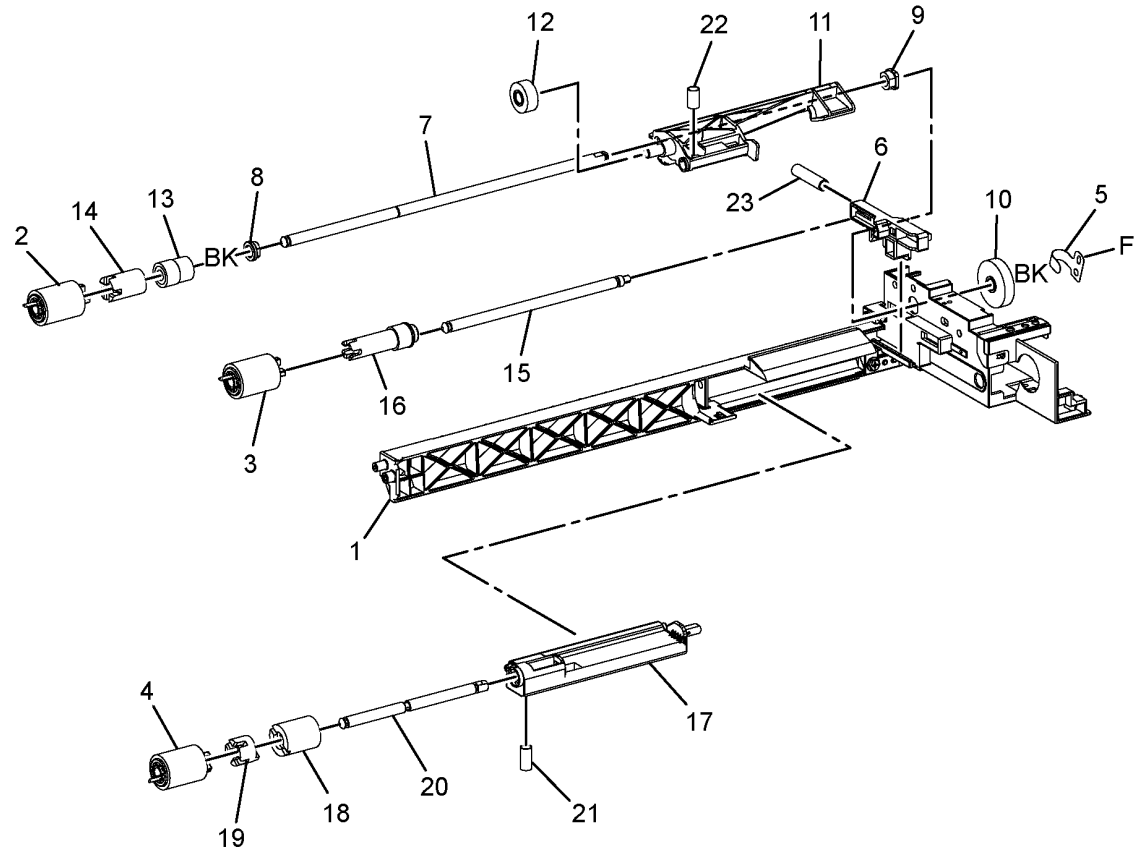


Y-8-0009-A

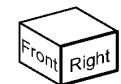
PL 80.11 Tray 1 Feeder Assembly (2 of 2)

Item	Part	Description
1	—	Lower frame (P/O PL 80.10 Item 1)
2	—	Feed roll (P/O PL 80.11 Item 24) (REP 80.2)
3	—	Nudger roll (P/O PL 80.11 Item 24) (REP 80.2)
4	—	Retard roll (P/O PL 80.11 Item 24) (REP 80.2)
5	—	Earth feed plate (P/O PL 80.10 Item 1)
6	—	Lever (P/O PL 80.10 Item 1)
7	—	Feed shaft (P/O PL 80.10 Item 1)
8	—	Bearing (P/O PL 80.10 Item 1)
9	—	Bearing (P/O PL 80.10 Item 1)
10	—	Helical gear 30T (P/O PL 80.10 Item 1)
11	—	Nudger support (P/O PL 80.10 Item 1)
12	—	Spur gear 33T (P/O PL 80.10 Item 1)
13	005K06760	Clutch assembly 22T
14	005K05890	Clutch assembly
15	—	Nudger shaft (P/O PL 80.10 Item 1)
16	—	Gear 25T (P/O PL 80.10 Item 1)
17	—	Retard support (P/O PL 80.10 Item 1)
18	005K14200	Friction clutch assembly
19	—	Spacer (P/O PL 80.10 Item 1)
20	—	Retard shaft (P/O PL 80.10 Item 1)
21	—	Retard spring compression (P/O PL 80.10 Item 1)
22	—	Nudger spring compression (P/O PL 80.10 Item 1)
23	—	Lever spring compression (P/O PL 80.10 Item 1)
24	676K65020	Feed roller kit (see NOTE) (REP 80.2)

24 { 2 - 4



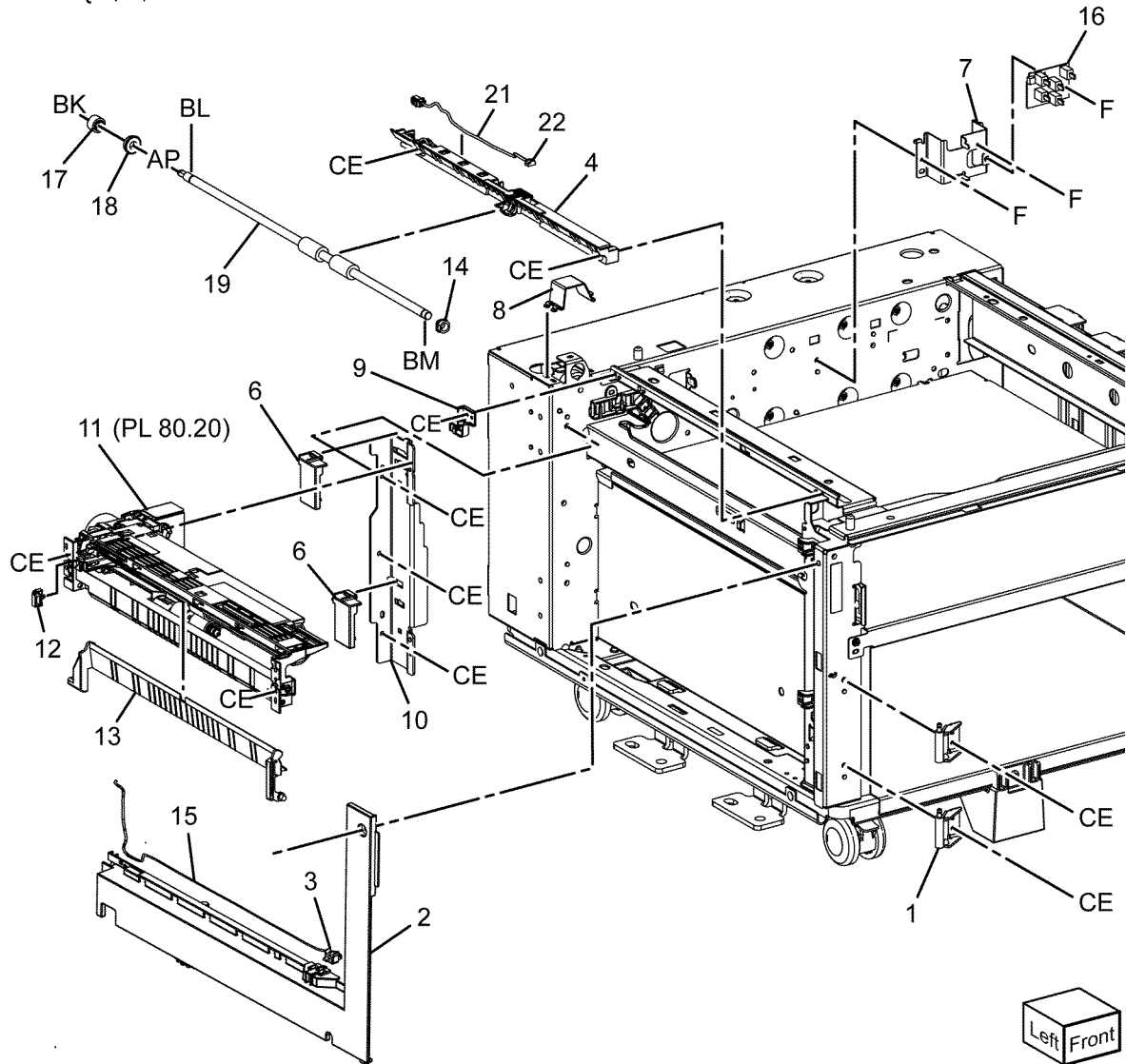
Note: HFSI. To reset the HFSI counter, refer to dC135.



Y-8-0010-A

PL 80.15 1TM Feeder

Item	Part	Description
1	—	Hinge bracket (Not Spared)
2	—	Left front cover (P/O PL 80.15 Item 20)
3	110E11580	TM left hand interlock switch (S77-306)
4	—	Exit chute (Not Spared)
5	859K03850	Takeaway roll assembly
6	—	ESD cover (Not Spared)
7	—	Sensor bracket (Not Spared)
8	—	Cover bracket (Not Spared)
9	—	Left guide (Not Spared)
10	—	Bracket (Not Spared)
11	859K09731	Tray 2 Feeder assembly (REF: PL 80.20 , PL 80.25) (See NOTE) (REP 80.3)
12	920W01210	Locking clamp
13	054E33803	Feed chute
14	013E46870	Bearing
15	—	Harness assembly (P/O PL 80.15 Item 20)
16	110K17952	Tray 2 paper size sensor
17	—	Gear 16T (P/O PL 80.15 Item 5)
18	—	Ball bearing (P/O PL 80.15 Item 5)
19	—	Takeaway roll (P/O PL 80.15 Item 5)
20	—	Left front cover assembly (Not Spared)
21	—	Feed out sensor harness (P/O PL 80.15 Item 4)
22	930W00123	Tray 2 feed out sensor (Q72-103)



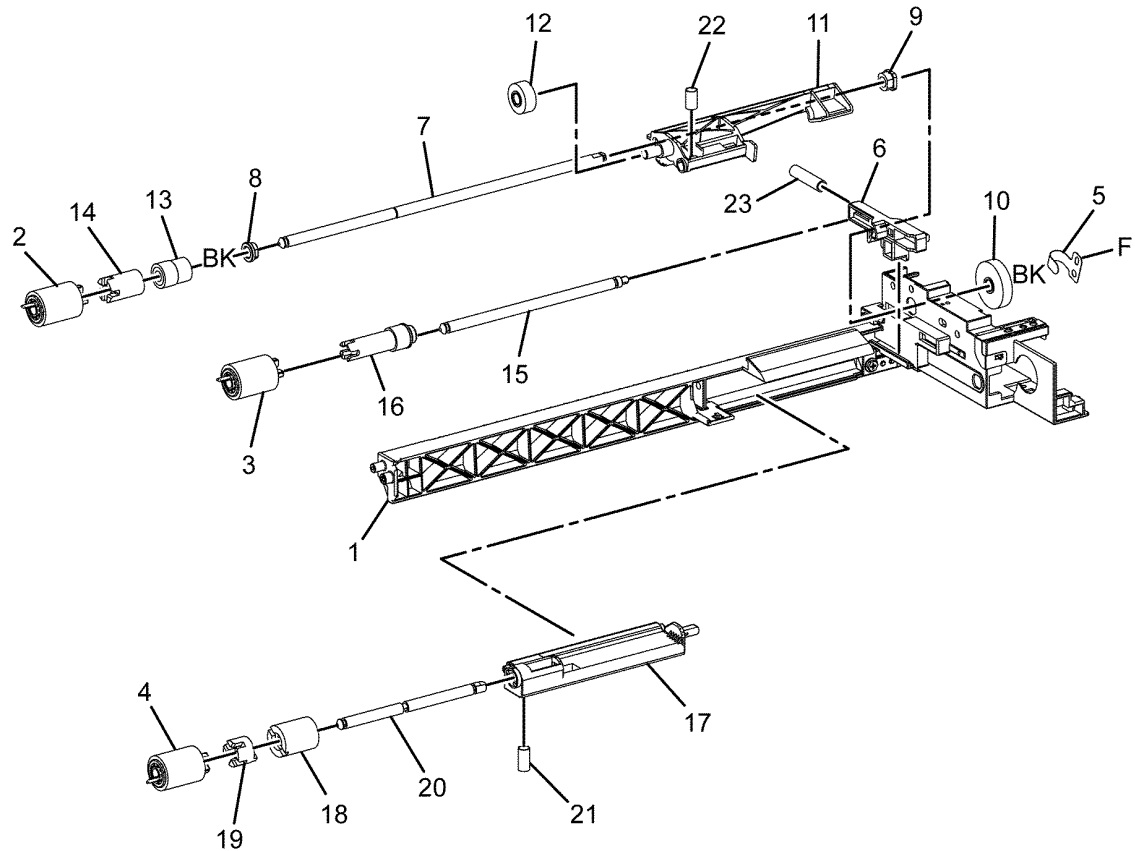
Note: HFSI. To reset the HFSI counter, refer to [dC135](#).



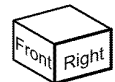
C-8-0122-A

PL 80.25 Tray 2, 3 and 4 Feeder Assembly (2 of 2)

Item	Part	Description
1	—	Lower frame (P/O PL 80.20 Item 1)
2	—	Feed roll (P/O PL 80.25 Item 24) (REP 80.6)
3	—	Nudger roll (P/O PL 80.25 Item 24) (REP 80.6)
4	—	Retard roll (P/O PL 80.25 Item 24) (REP 80.6)
5	—	Earth feed plate (P/O PL 80.20 Item 1)
6	—	Lever (P/O PL 80.20 Item 1)
7	—	Feed shaft (P/O PL 80.20 Item 1)
8	—	Bearing (P/O PL 80.20 Item 1)
9	—	Bearing (P/O PL 80.20 Item 1)
10	—	Helical gear 30T (P/O PL 80.20 Item 1)
11	—	Nudger support (P/O PL 80.20 Item 1)
12	—	Spur gear 33T (P/O PL 80.20 Item 1)
13	005K06760	Clutch assembly 22T
14	005K05890	Clutch assembly
15	—	Nudger shaft (P/O PL 80.20 Item 1)
16	—	Gear 25T (P/O PL 80.20 Item 1)
17	—	Retard support (P/O PL 80.20 Item 1)
18	005K14200	Friction clutch assembly
19	—	Spacer (P/O PL 80.20 Item 1)
20	—	Retard shaft (P/O PL 80.20 Item 1)
21	—	Retard spring compression (P/O PL 80.20 Item 1)
22	—	Nudger spring compression (P/O PL 80.20 Item 1)
23	—	Lever spring compression (P/O PL 80.20 Item 1)
24	676K65020	Feed roller kit (See NOTE) (REP 80.6, REP 80.12, REP 80.15)



Note: HFSI. To reset the HFSI counter, refer to dC135.

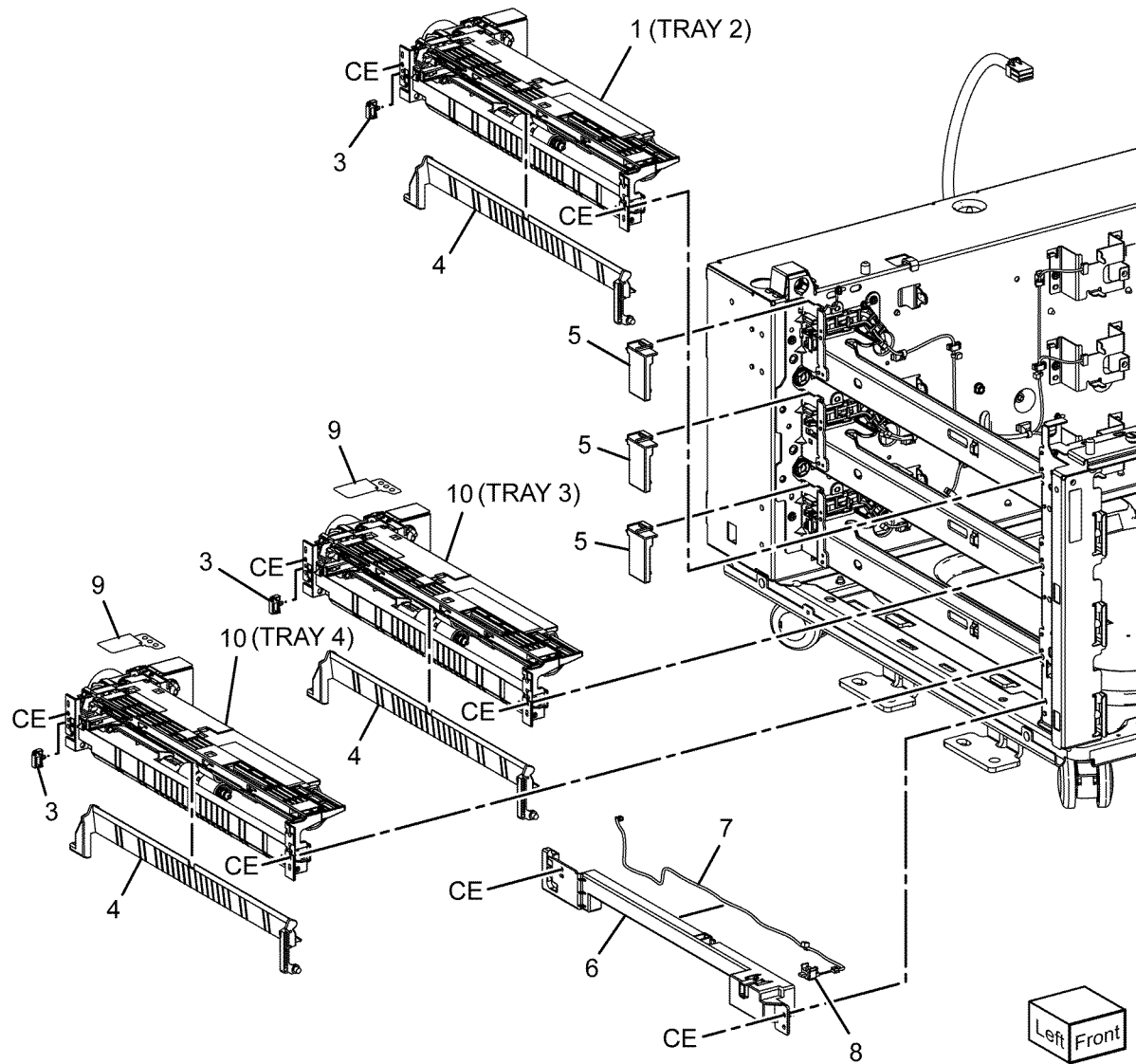


C-8-0124-A

PL 80.30 3TM Feeders

Item	Part	Description
1	859K09731	Tray 2 feeder assembly (REF: PL 80.20 , PL 80.25) (See NOTE) (tray 2 - REP 80.7)
2	—	Not used
3	920W01209	Locking clamp
4	054E33803	Feed chute
5	—	ESD cover (Not Spared)
6	—	IL cover assembly (Not Spared)
7	—	IL harness assembly (Not Spared)
8	110E11580	TM left hand interlock switch (S77-306)
9	—	FDR 2T cover (Not Spared)
10	022N02963	Tray 3/Tray 4 feeder assembly (REF: PL 80.20 , PL 80.25) (See NOTE) (tray 3 - REP 80.8, tray 4 - REP 80.9)

Note: HFSI. To reset the HFSI counter, refer to [dC135](#).

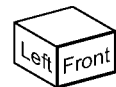
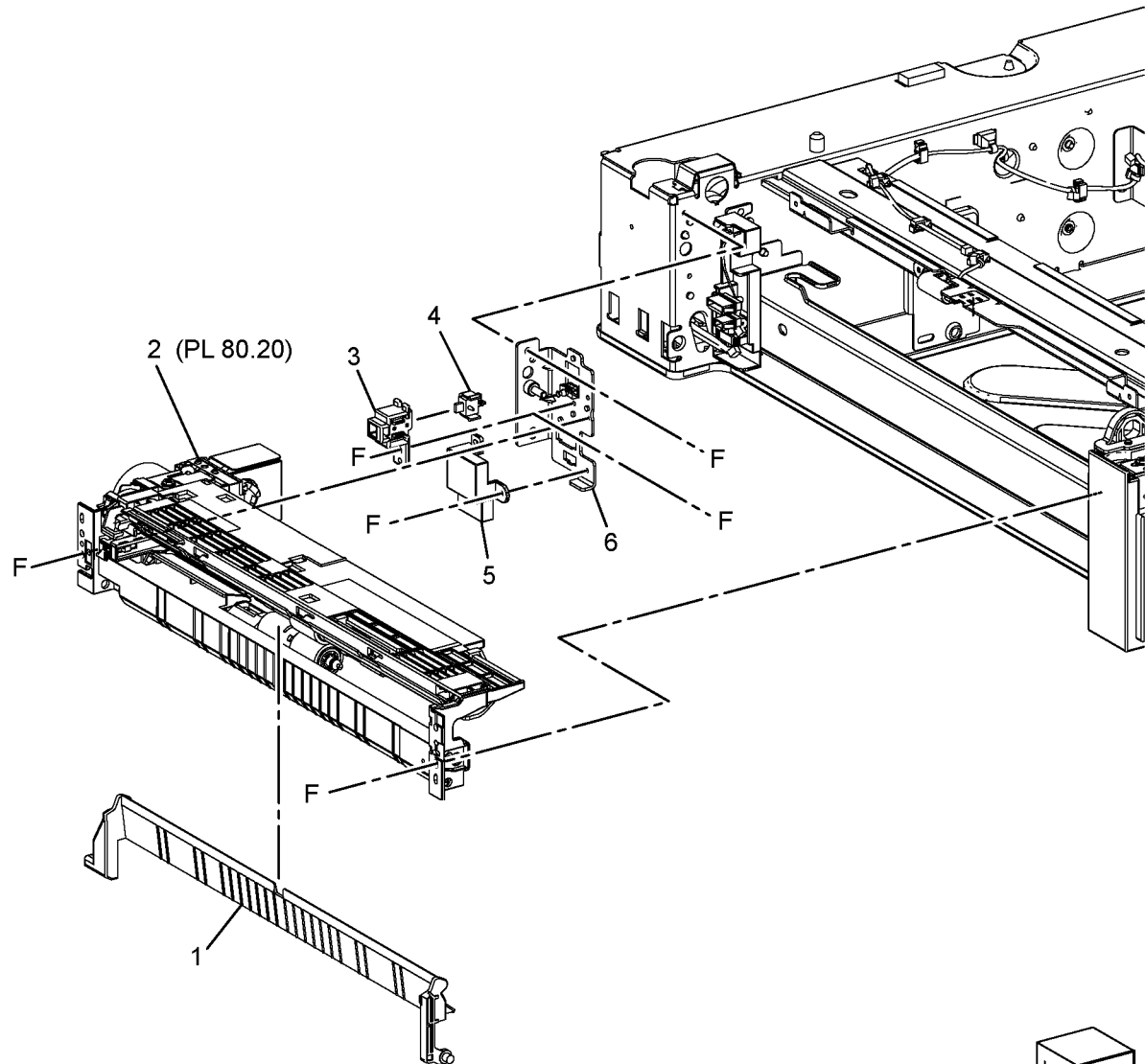


C-8-0125-A

PL 80.35 STM Feeder

Item	Part	Description
1	054E33803	Feed chute
2	859K09731	Tray 2 feeder assembly (See NOTE)
3	—	IL cover (Not Spared)
4	110E12220	TM left hand interlock switch (S77-306)
5	—	ESD STM cover (Not Spared)
6	—	Latch bracket assembly (Not Spared)

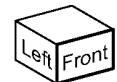
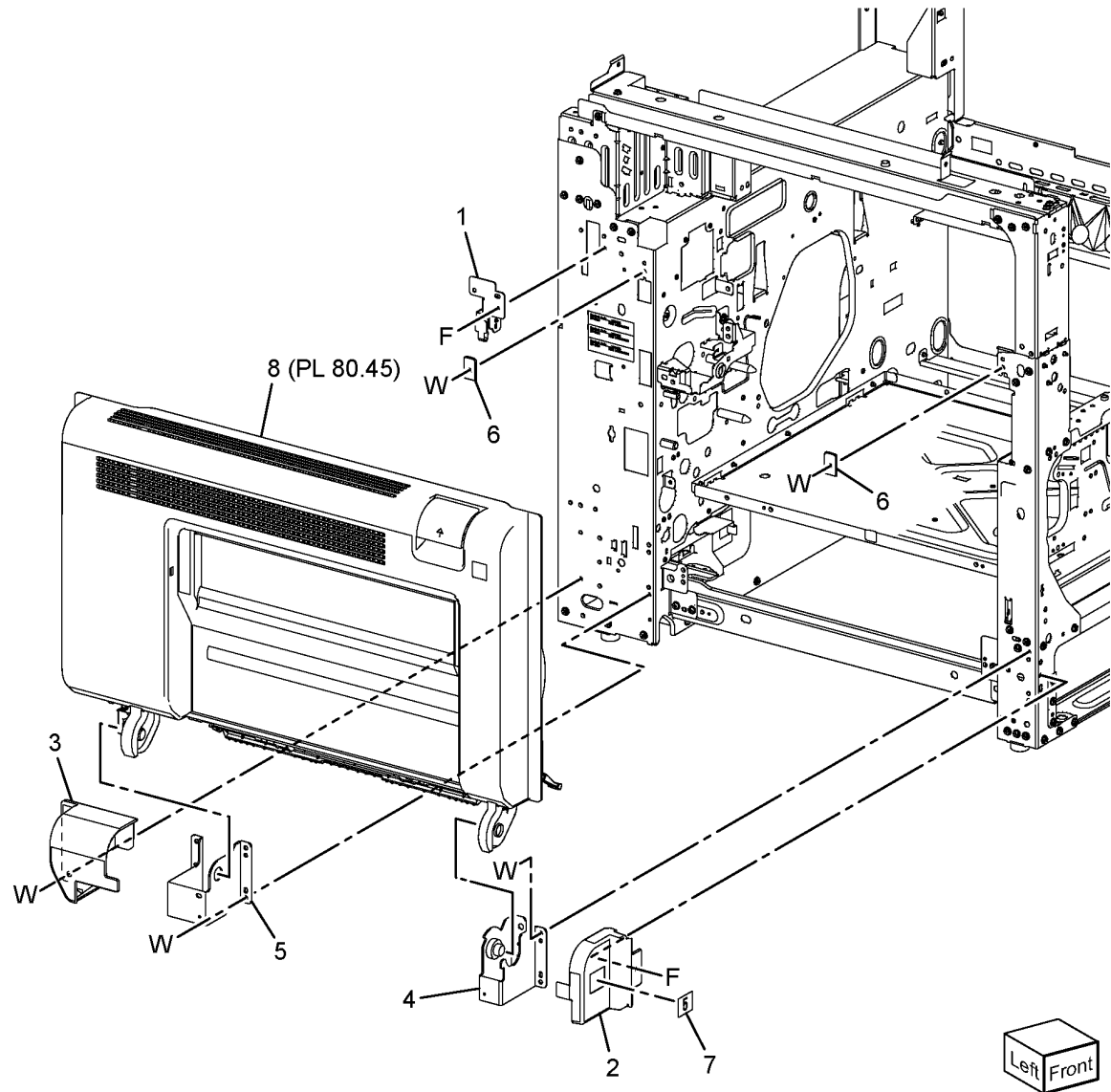
Note: HFSI. To reset the HFSI counter, refer to [dC135](#).



Y-8-0029-A

PL 80.40 LH Transport Components

Item	Part	Description
1	110K18072	Left hand high cover switch (S77-302)
2	—	Front hinge cover (Not Spared)
3	—	Rear hinge cover (Not Spared)
4	—	Bypass tray front frame assembly (Not Spared)
5	—	Bypass tray rear frame assembly (Not Spared)
6	—	Latch guide (Not Spared)
7	—	Number label (5) (Not Spared)
8	859K30870	L/H cover (REP 80.18)



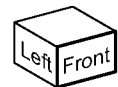
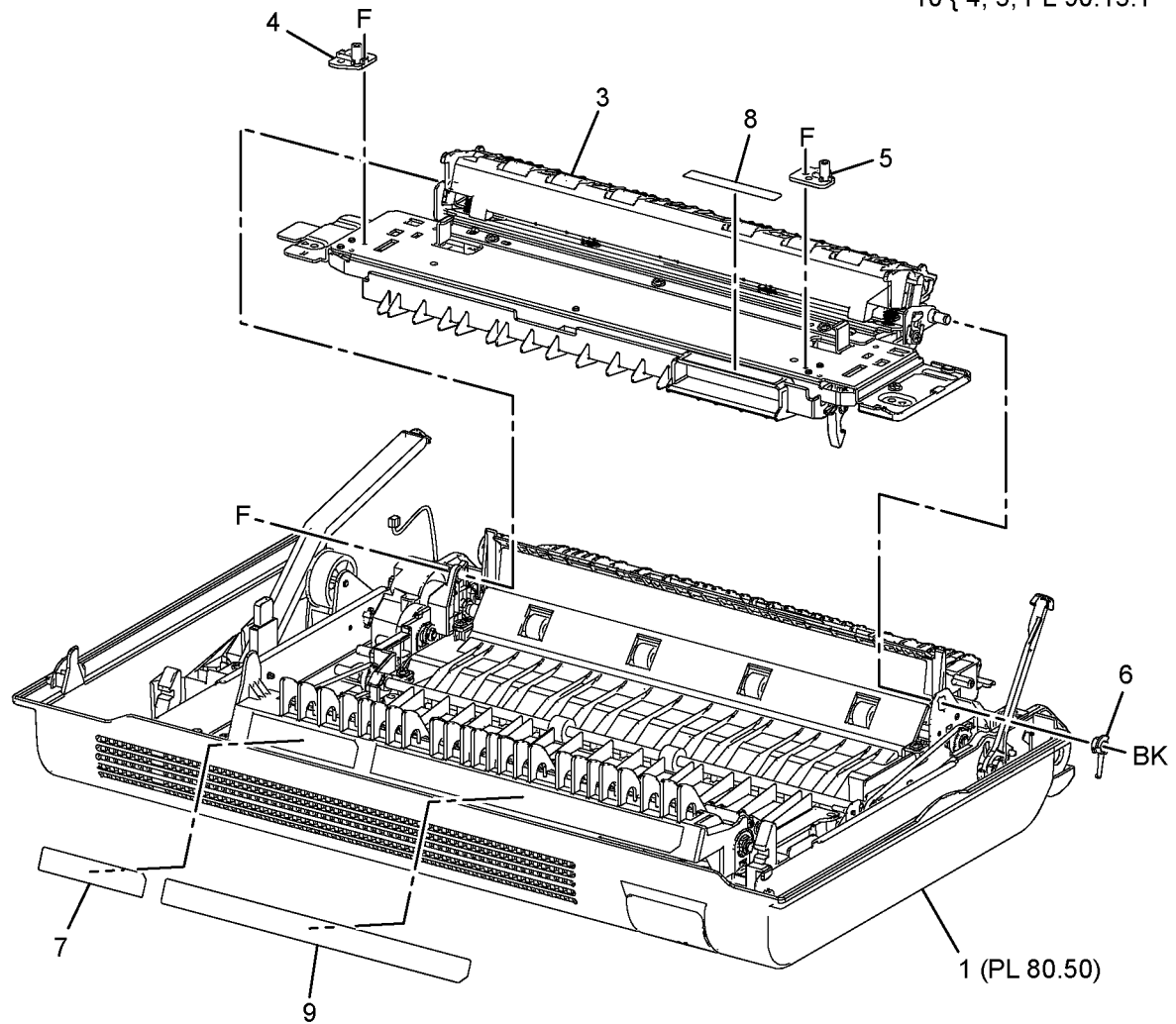
Y-8-0038-A

PL 80.45 LH Transport Assembly

Item	Part	Description
1	—	LH cover assembly (REF: PL 80.50)
2	—	Inner duplex chute assembly
3	—	Inner duplex chute (P/O PL 80.45 Item 2)
4	—	Holder-in (P/O PL 80.45 Item 2)
5	—	Holder-out (P/O PL 80.45 Item 1)
6	—	Bearing (Not Spared)
7	—	Caution label (Not Spared)
8	—	Inner label (Not Spared)
9	—	Label (Not Spared)
10	—	Transfer chute assembly (Not Spared)

2 { 3 - 5

10 { 4, 5, PL 90.15.1



Y-8-0039-A

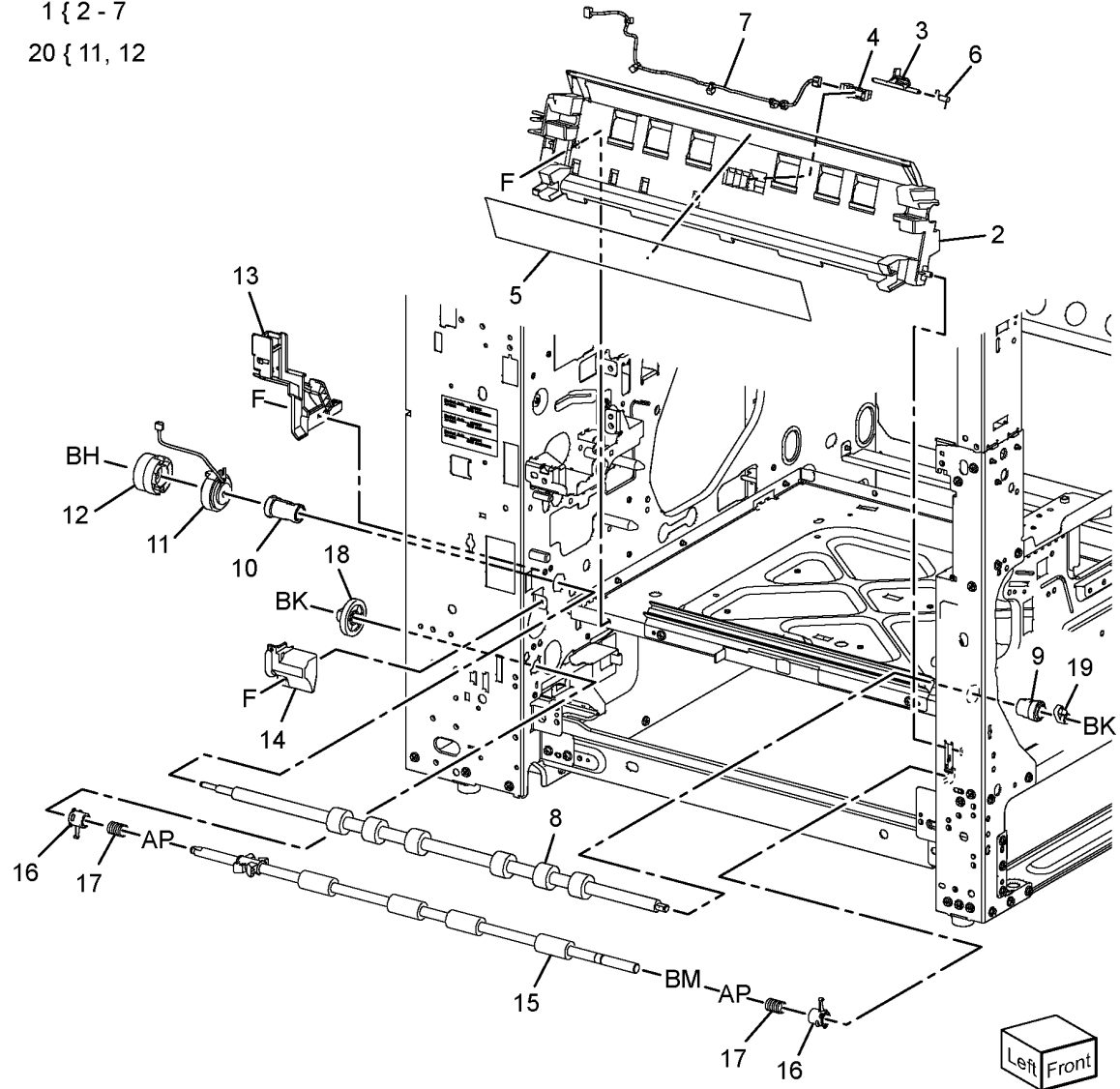
PL 80.50 Duplex LH Cover Component

Item	Part	Description
1	—	Left cover (Not Spared)
2	—	Front frame (Not Spared)
3	—	Rear frame (Not Spared)
4	—	Fusing plate (Not Spared)
5	011E28353	Lever latch front mat
6	—	Duplex cover chute (Not Spared)
7	—	LH cover duplex chute (Not Spared)
8	—	LH low chute (Not Spared)
9	—	TA pinch chute assembly (Not Spared)
10	—	Duplex out chute (Not Spared)
11	—	Plate tie TA (Not Spared)
12	—	Gear bracket (Not Spared)
13	—	Duplex 1 roll (Not Spared)
14	—	Duplex 2 roll (Not Spared)
15	—	Duplex nip roll (Not Spared)
16	—	Pulley (Not Spared)
17	—	Gear (Not Spared)
18	—	Gear (Not Spared)
19	—	Swing gear (Not Spared)
20	—	Belt (Not Spared)
21	—	Belt (Not Spared)
22	—	Bearing (Not Spared)
23	—	Bearing (Not Spared)
24	—	Bearing (Not Spared)
25	—	Swing bracket (Not Spared)
26	—	Swing shaft (Not Spared)
27	—	Clutch shaft (Not Spared)
28	121K56560	Duplex clutch (CL77-003)
29	—	Clutch cover (Not Spared)
30	—	Spring (Not Spared)
31	—	Pinch spring (Not Spared)
32	—	Ground plate (Not Spared)
33	869E14461	LH rear support
34	868E48840	LH front support
35	—	Duplex 3 roll (Not Spared)
36	—	Label (Not Spared)
37	011E29141	Rear latch lever
38	—	Plate latch (Not Spared)

PL 80.55 Registration

Item	Part	Description
1	859K01543	Registration transport assembly (REP 80.19)
2	—	Registration chute (P/O PL 80.55 Item 1)
3	120E35300	Actuator
4	930W00123	Registration sensor (Q77-104)
5	—	Mylar strip (P/O PL 80.55 Item 1)
6	—	Actuator spring (P/O PL 80.55 Item 1)
7	—	Wire harness (P/O PL 80.55 Item 1)
8	059K87340	Registration roll (REP 80.20)
9	013E45090	Bearing
10	013E45330	Bearing
11	121K55550	Registration clutch (CL77-002)
12	807E45610	Registration clutch gear
13	—	Guide harness (Not Spared)
14	—	Connect cover (Not Spared)
15	859K01520	Takeaway roll 1
16	013E45340	TA bearing
17	899E10940	TA spring
18	807E48210	Gear 36T
19	005E94862	Registration coupling
20	—	Registration clutch assembly (Not Spared)

1 { 2 - 7
20 { 11, 12



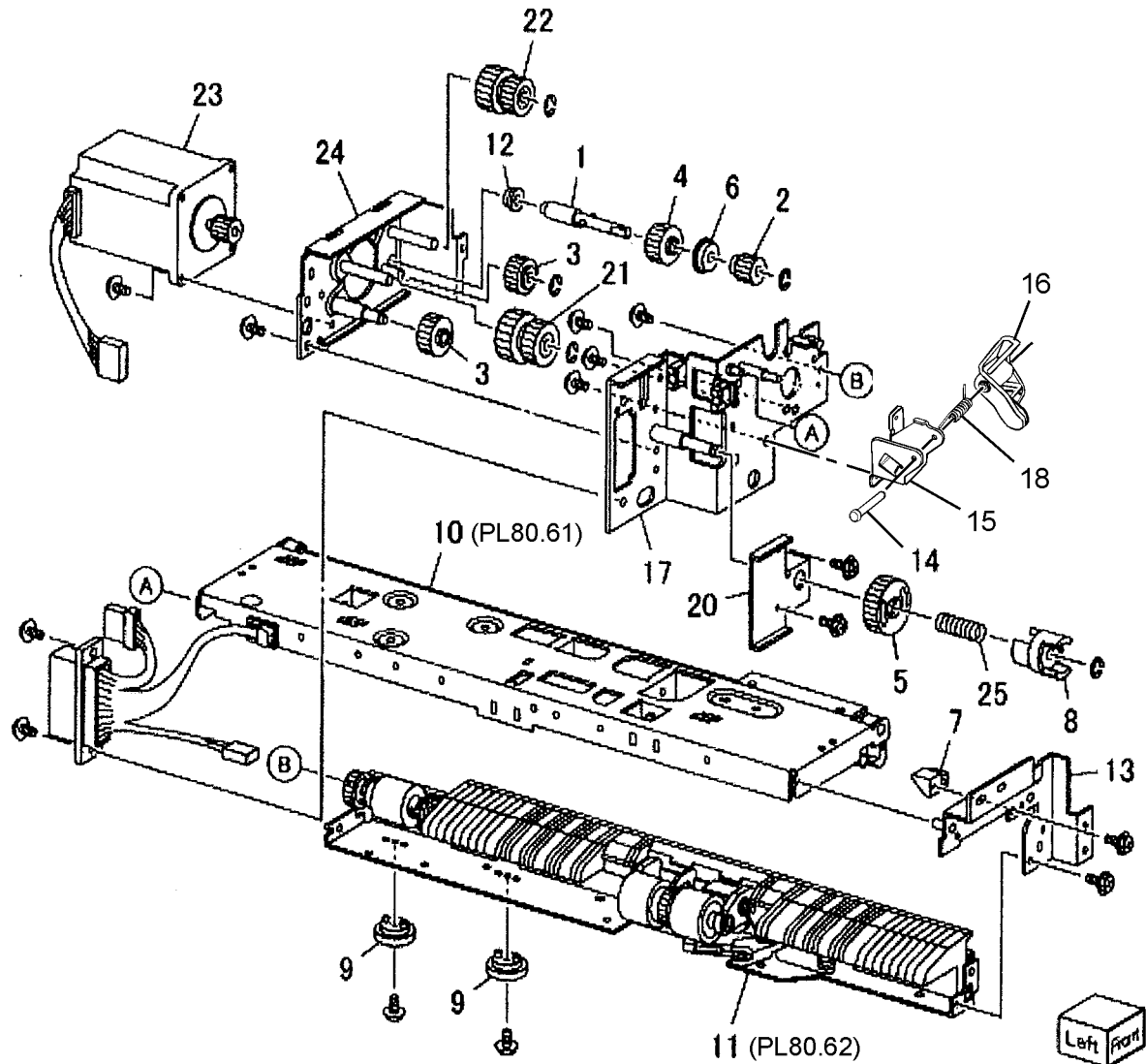
Left Front

Y-8-0041-A

PL 80.60 HCF Feeder (1 of 3)

Item	Part	Description
1	—	Shaft (P/O PL 70.45 Item 11)
2	007E78760	Gear 19T
3	007E78770	Gear 25T
4	007E78780	Gear 25T
5	007E78790	Gear 40T
6	013E25530	Bearing
7	—	Block (P/O PL 70.45 Item 11)
8	—	Spacer (P/O PL 70.45 Item 11)
9	019E56470	Holder
10	—	Upper feeder assembly (P/O PL 70.45 Item 11)
11	—	Lower feeder assembly (P/O PL 70.45 Item 11)
12	413W66250	Ball bearing
13	—	Front frame (P/O PL 70.45 Item 11)
14	—	Pin (P/O PL 70.45 Item 11)
15	—	Down bracket (P/O PL 70.45 Item 11)
16	—	Link bracket (P/O PL 70.45 Item 11)
17	—	Rear frame (P/O PL 70.45 Item 11)
18	—	Tension spring (P/O PL 70.45 Item 11)
19	—	Lift/Motor frame (P/O PL 70.45 Item 11)
20	—	Bracket (P/O PL 80.60 Item 19)
21	007K88520	Gear 23T/27T
22	007K88530	Gear 31T/36T
23	127K37901	HCF feed/lift motor (MOT78-003) (REP 80.27)
24	—	Plate (P/O PL 80.60 Item 19)
25	—	Spring (P/O PL 70.45 Item 11)

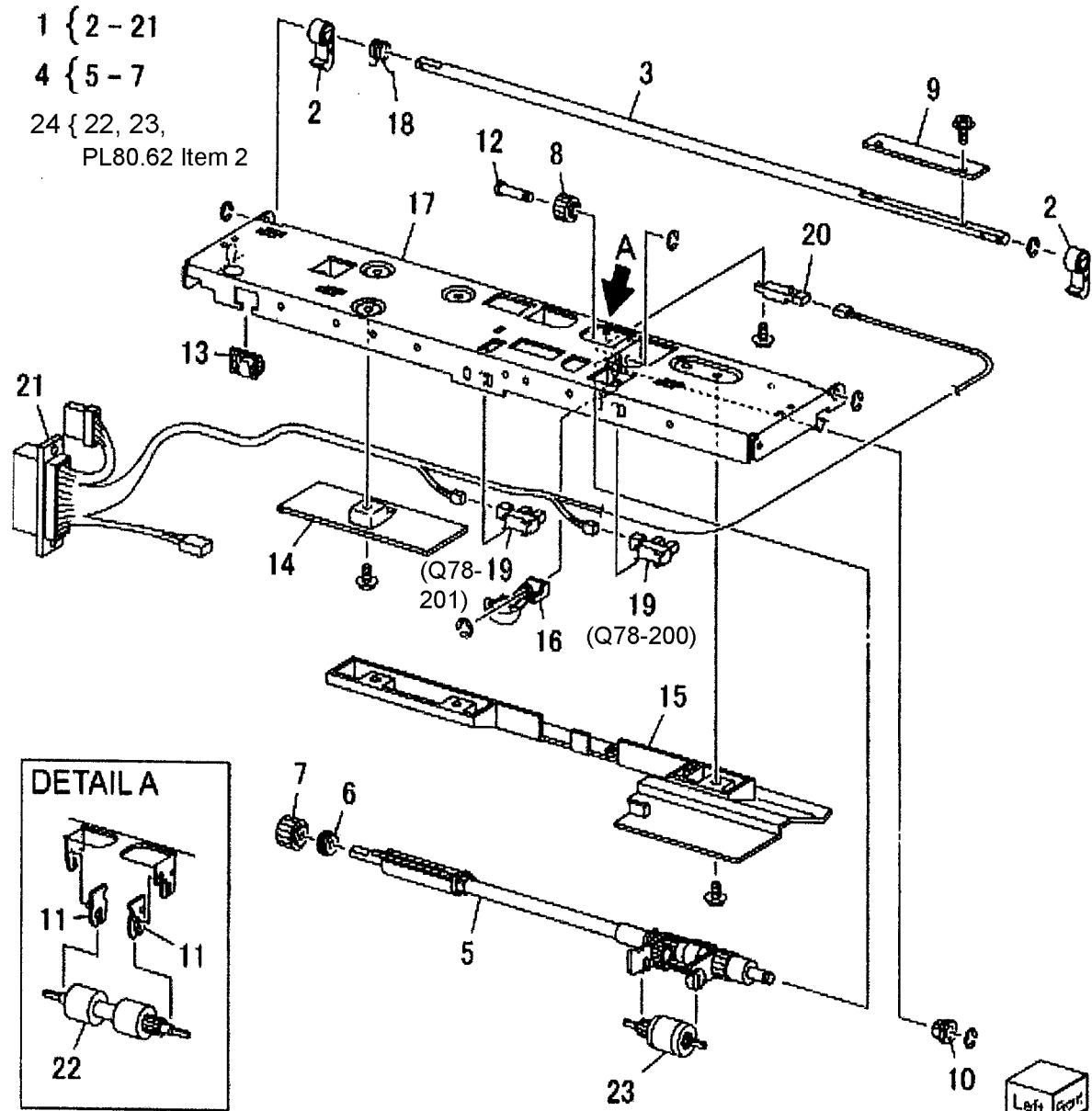
19 { 20 - 24



Y-8-0109-A

PL 80.61 HCF Feeder (2 of 3)

Item	Part	Description
1	—	Upper feeder assembly (P/O PL 70.45 Item 11)
2	003E59570	Latch
3	—	Shaft latch (P/O PL 80.61 Item 1)
4	006K23124	Feed shaft assembly (REP 80.23, REP 80.25)
5	—	Feed shaft (P/O PL 80.61 Item 4)
6	413W66250	Ball bearing
7	—	Gear 20T (P/O PL 80.61 Item 4)
8	007E78180	Feed gear 25T
9	—	Lever (P/O PL 80.61 Item 1)
10	—	Bearing (P/O PL 80.61 Item 1)
11	—	Spacer (P/O PL 80.61 Item 1)
12	—	Pin drive (P/O PL 80.61 Item 1)
13	—	Guide (P/O PL 80.61 Item 1)
14	—	Rear upper chute (P/O PL 80.61 Item 1)
15	—	Upper chute (P/O PL 80.61 Item 1)
16	120E21900	Actuator
17	—	Upper frame (P/O PL 80.61 Item 1)
18	—	Spring (P/O PL 80.61 Item 1) (REP 80.25)
19	930W00112	HCF no paper sensor (Q78-200)/ HCF level sensor (78-201)
20	—	HCF Pre feed sensor (Q78-100) (P/O PL 80.61 Item 1)
21	—	Wire harness (P/O PL 80.61 Item 1)
22	—	Feed roll (P/O PL 80.61 Item 24)
23	—	Nudger roll (P/O PL 80.61 Item 24)
24	604K23660	Feed roller kit (REP 80.22)

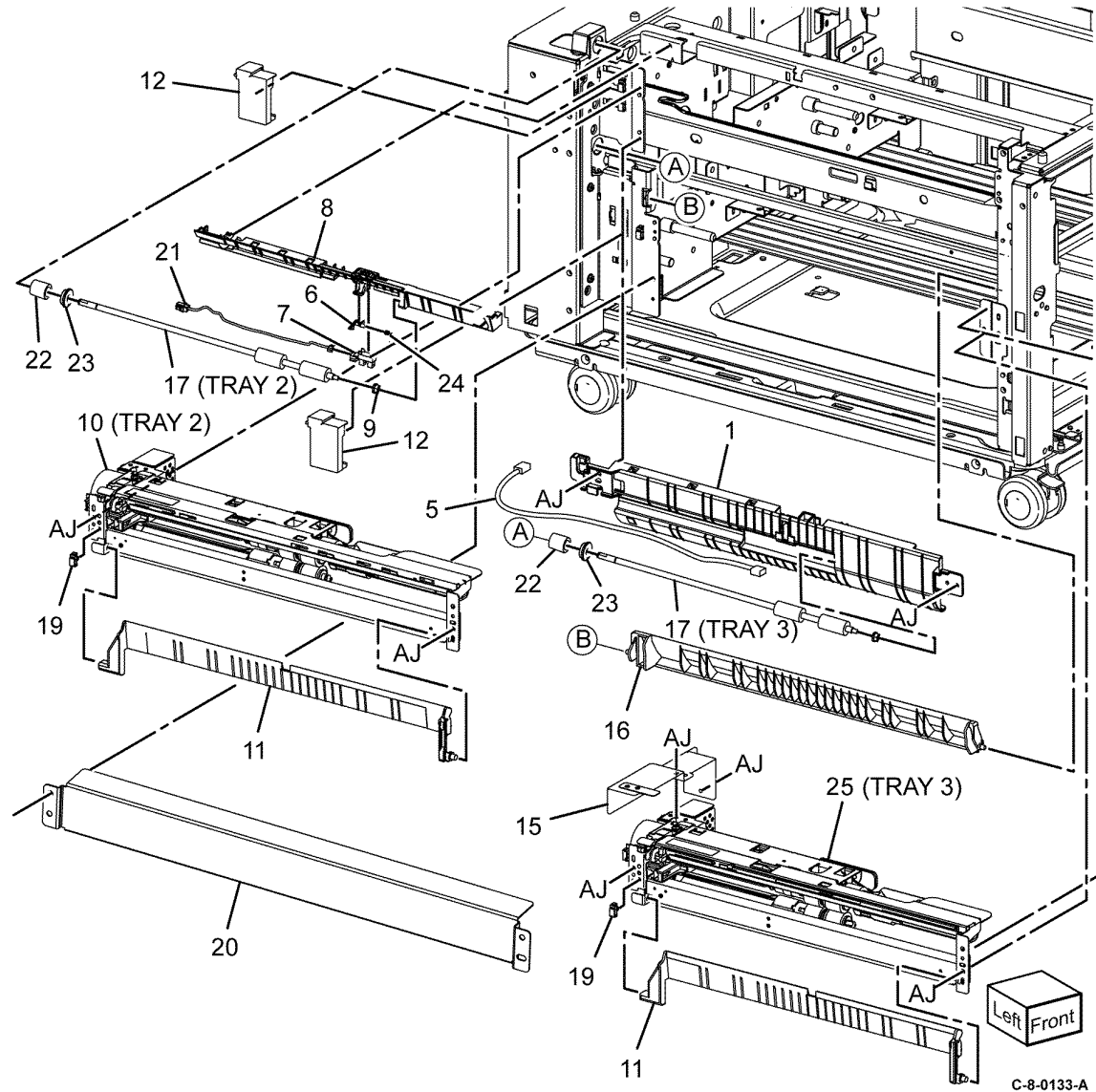


PL 80.62 HCF Feeder (3 of 3)

Item	Part	Description
1	—	Lower feed assembly (Not Spared)
2	—	Retard roll (P/O PL 80.61 Item 24)
3	—	Retard shaft assembly (P/O PL 80.62 Item 1)
4	—	Collar (P/O PL 80.62 Item 3)
5	005K84000	Friction clutch
6	—	Shaft (P/O PL 80.62 Item 3)
7	007E78170	Gear 15T
8	007E89760	Gear 22T
9	013E23600	Bearing
10	013E23610	Bearing
11	—	Retard bracket (P/O PL 80.62 Item 3)
12	—	Slide (P/O PL 80.62 Item 1)
13	—	Lever (P/O PL 80.62 Item 1)
14	—	Lower chute (P/O PL 80.62 Item 1)
15	—	Lower frame (P/O PL 80.62 Item 1)
16	—	Spring (P/O PL 80.62 Item 1) (REP 80.25)
17	—	Spring (P/O PL 80.62 Item 1) (REP 80.24)

PL 80.65 TTM Tray 2 and 3 Feeders

Item	Part	Description
1	054E59220	TTM chute (REP 80.30)
2	—	Not used
3	—	Not used
4	—	Not used
5	—	Harness assembly (Not Spared)
6	120E37920	Sensor actuator
7	930W00123	Tray 2 feed out sensor (Q72-103) (REP 80.36)
8	—	TA chute (Not Spared)
9	013E46870	Plastic bearing
10	859K09731	Tray 2 feeder assembly (REP 80.33)
11	054E33803	Feed chute
12	—	ESD cover (Not Spared)
13	—	Not used
14	—	Not used
15	—	Feeder cover (Not Spared)
16	—	Feed trans - chute (Not Spared)
17	859K04560	Takeaway roll (See NOTE) (REP 80.41)
18	—	Not used
19	—	Clamp (Not Spared)
20	—	Inner cover (Not Spared)
21	—	Harness assembly (Not Spared)
22	—	Gear 16T (Not Spared)
23	—	Sleeve bearing (Not Spared)
24	—	Spring (Not Spared)
25	859K30791	Tray 3 feeder assembly



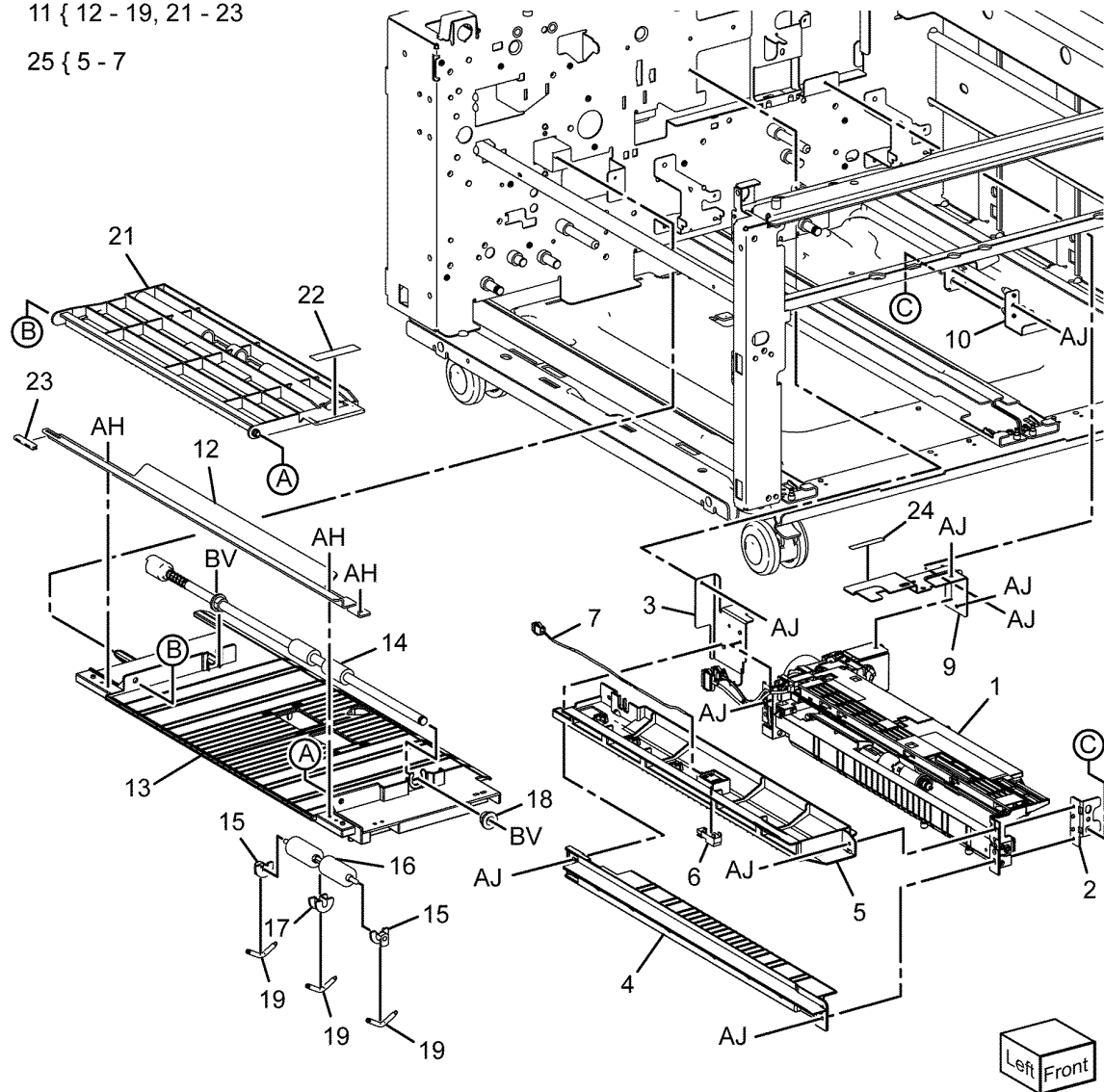
Note: HFSI. To reset the HFSI count, refer to dC135.

PL 80.70 TTM Tray 4 Feeder

Item	Part	Description
1	859K30781	Tray 4 feeder assembly (REF: PL 80.20, PL 80.25) (See NOTE) (REP 80.35)
2	—	Bracket (Not Spared)
3	—	Bracket (Not Spared)
4	054E57341	Lower feed chute (REP 80.29)
5	—	Upper feed chute (P/O PL 80.70 Item 25) (REP 80.31)
6	930W00212	Tray 4 feed out sensor
7	—	Wire harness (P/O PL 80.70 Item 25)
8	—	Not used
9	—	Feeder cover (Not Spared)
10	—	Support bracket (Not Spared)
11	859K00642	Tray 4 transport assembly
12	—	Transport rail (P/O PL 80.70 Item 11)
13	054E60254	Lower chute
14	—	Transport roll assembly (P/O PL 80.70 Item 11)
15	—	Bearing (P/O PL 80.70 Item 11)
16	059E98860	Nip roll (REP 80.32)
17	—	Bearing (P/O PL 80.70 Item 11)
18	—	Bearing (P/O PL 80.70 Item 11)
19	—	Spring (P/O PL 80.70 Item 11)
20	—	Not used
21	—	Upper chute (P/O PL 80.70 Item 11)
22	—	Label (P/O PL 80.70 Item 11)
23	—	Spacer (P/O PL 80.70 Item 11)
24	—	Label (Not Spared)
25	054K54480	Upper chute assembly

11 { 12 - 19, 21 - 23

25 { 5 - 7

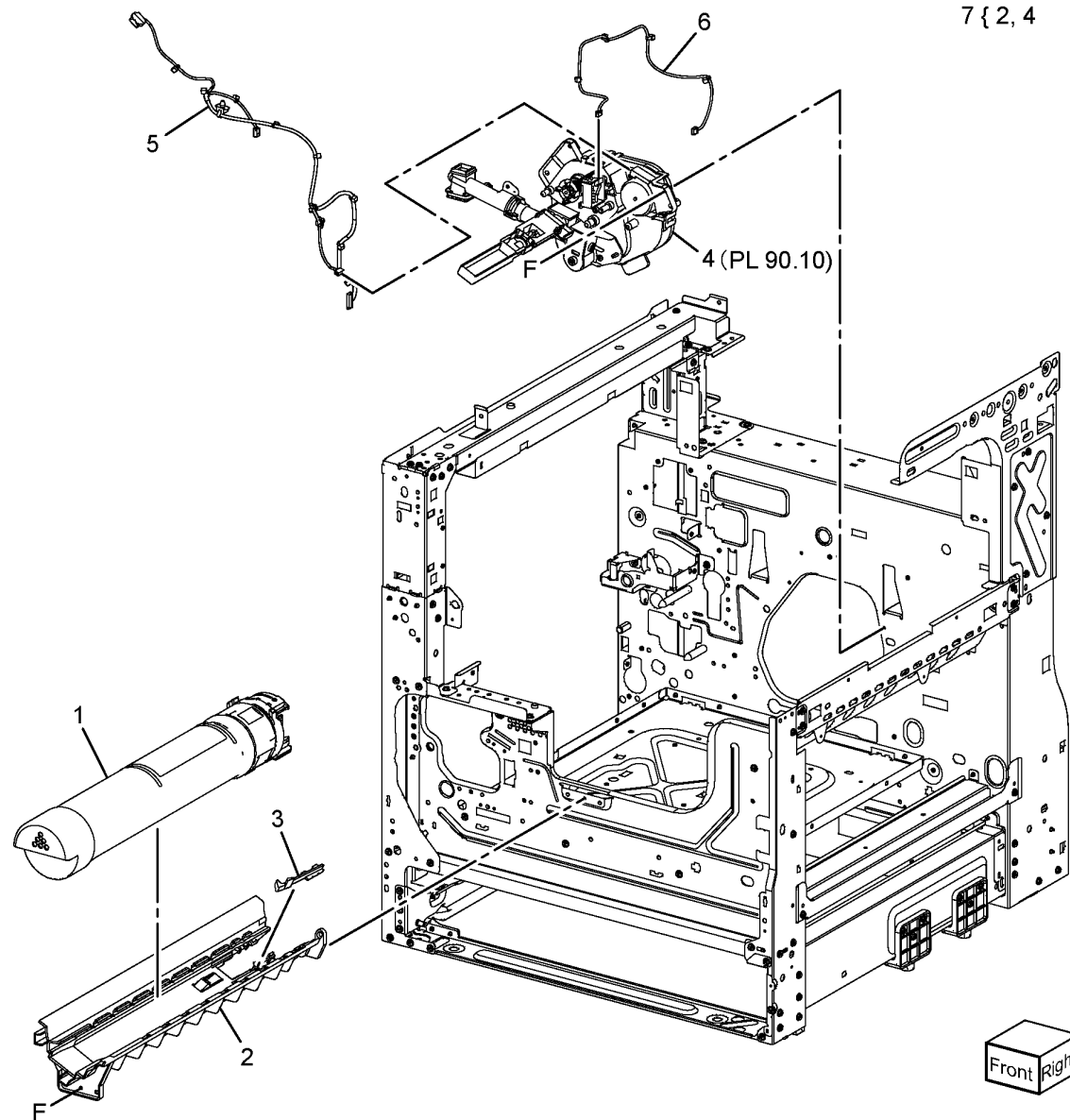


C-8-0134-A

Note: HFSI. To reset the HFSI count, refer to dC135.

PL 90.05 Toner Cartridge, Dispenser

Item	Part	Description
1	—	Toner cartridge (REF: PL 26.05)
2	—	Cartridge guide (P/O PL 90.05 Item 7)
3	—	Stopper (Not Spared)
4	607K18470	Dispenser pipe assembly (REP 90.2)
5	952K21292	Motor harness
6	952K21410	Wire harness (CRUM)
7	—	Dispenser pipe unit (Not Spared) (REP 90.1)

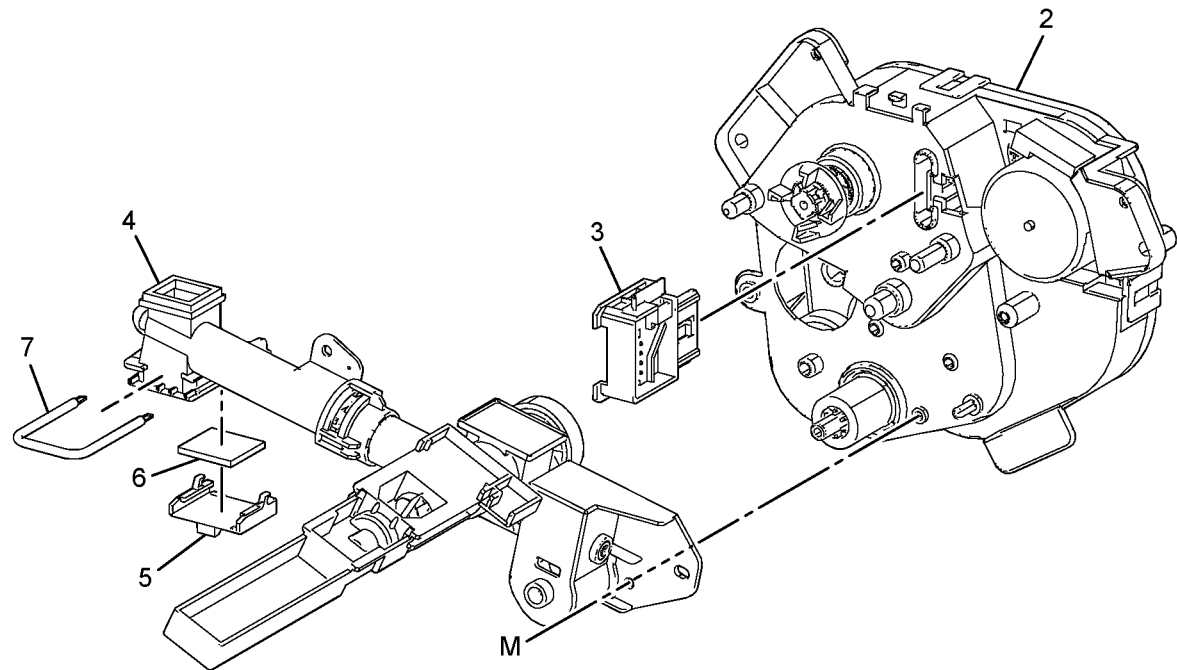


Y-8-0001-A

PL 90.10 Dispenser Component

Item	Part	Description	
1	—	Dispenser drive assembly (Not Spared) (NOTE)	
2	—	Toner dispense drive (P/O PL 90.10 Item 1)	1 { 2, 3
3	—	Toner CRUM connector (P/O PL 90.10 Item 1)	8 { 4 - 7
4	—	Pipe assembly (P/O PL 90.10 Item 8)	
5	—	Shutter (P/O PL 90.10 Item 8)	
6	—	Seal (P/O PL 90.10 Item 8)	
7	—	Spring (P/O PL 90.10 Item 8)	
8	—	Pipe assembly (Not Spared) (NOTE)	

Note: The complete Toner Dispenser Assembly is available, refer to PL 90.05 Item 4.



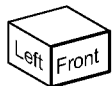
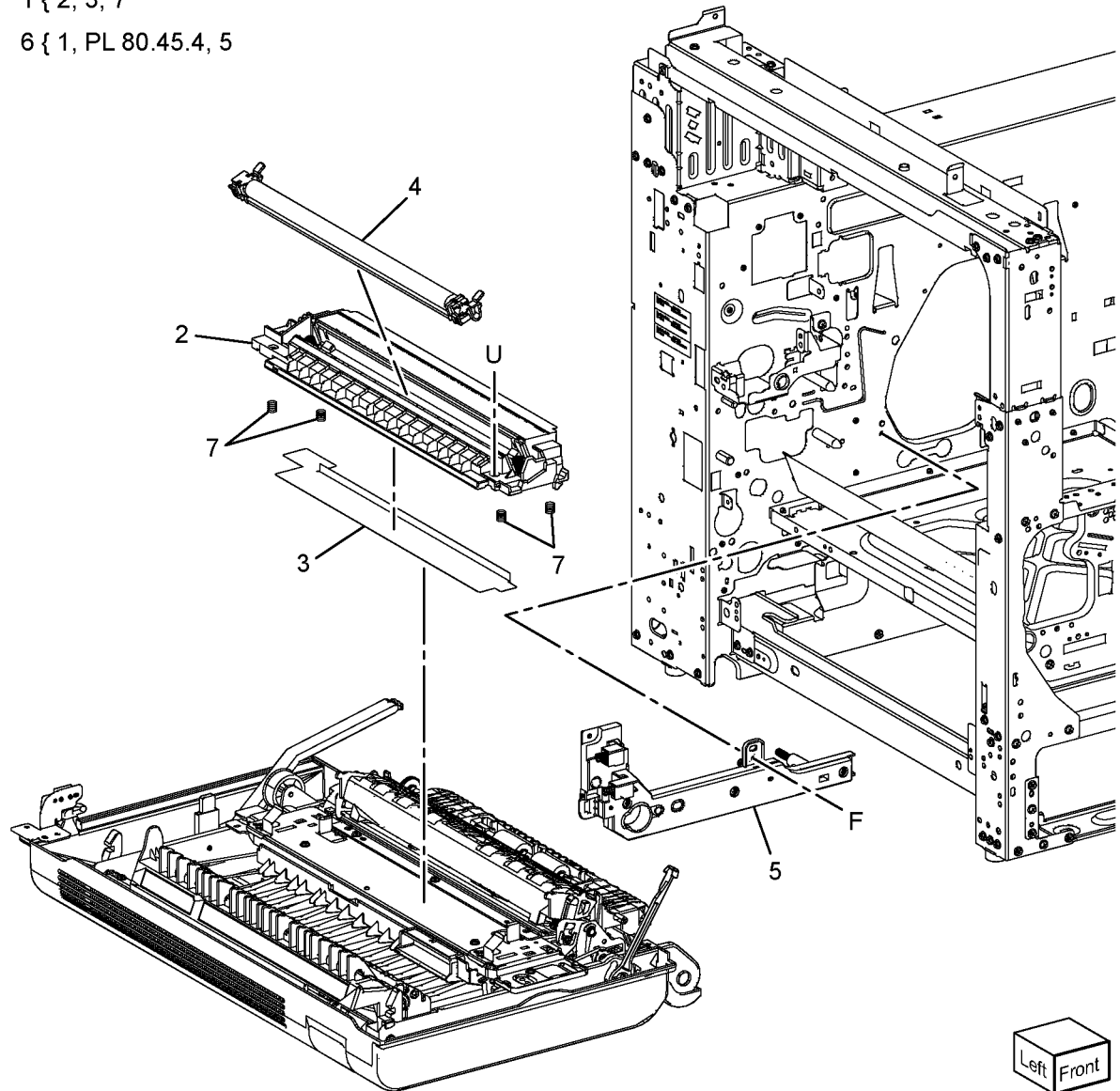
Y-8-0002-A

PL 90.15 BTR Roll

Item	Part	Description
1	—	Transfer chute assembly (Not Spared)
2	—	Transfer chute (P/O PL 90.15 Item 1)
3	—	Mylar strip (P/O PL 90.15 Item 1)
4	115R00116	BTR assembly (see NOTE) (REP 90.3)
5	848K94950	Conductor housing assembly
6	607K09940	Transfer chute kit
7	—	Chute spring (P/O PL 90.15 Item 1)

1 { 2, 3, 7
6 { 1, PL 80.45.4, 5

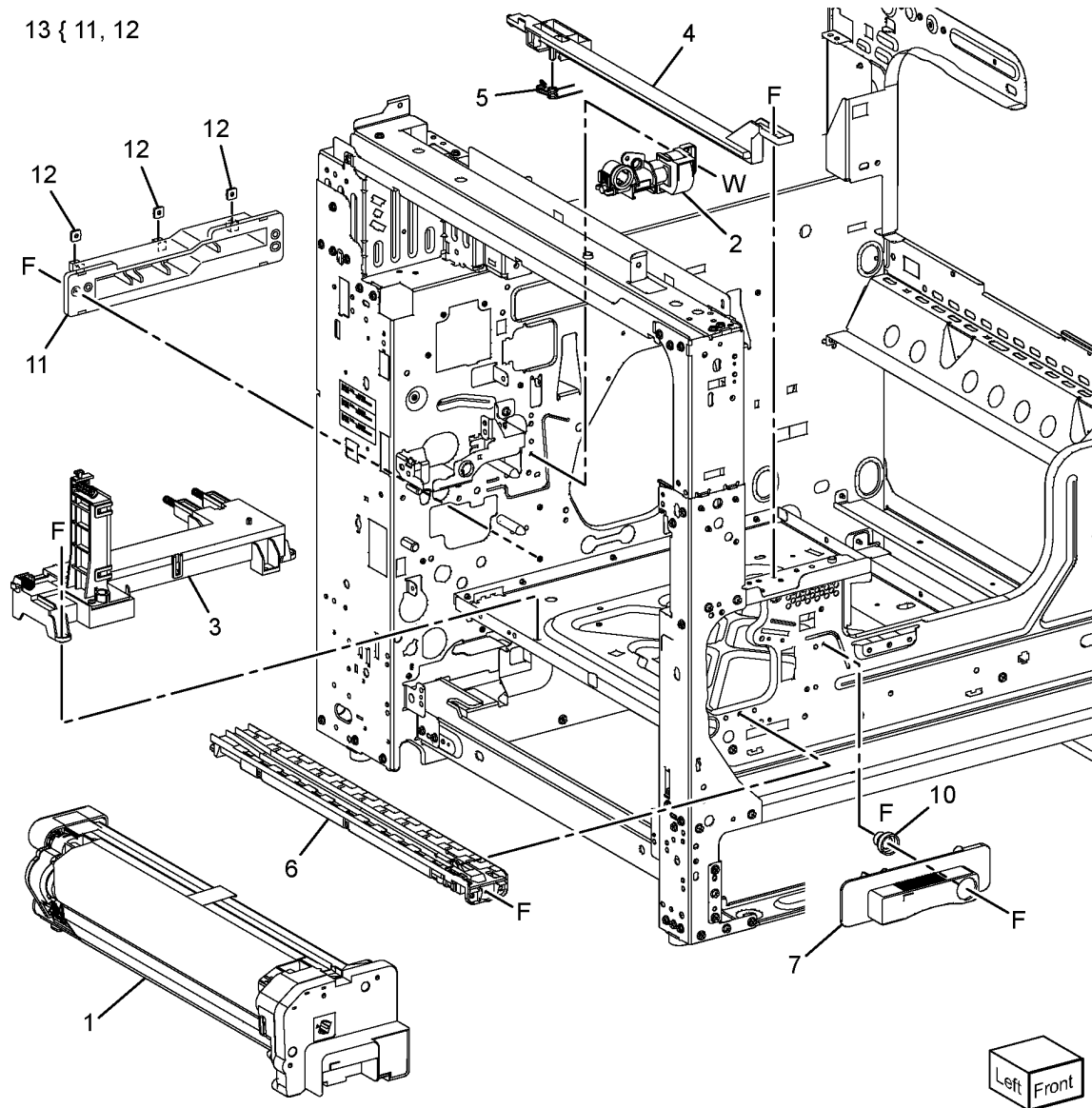
Note: HFSI. To reset the HFSI counter, refer to dC135.



Y-8-0003-A

PL 90.20 Xerographic Components

Item	Part	Description
1	013R00687	Drum cartridge (REP 90.4)
2	052K13870	Reclaim pipe assembly (REP 90.5)
3	848K94940	AC housing assembly (REP 90.6)
4	—	CRU upper guide (Not Spared)
5	—	Conductor (Not Spared)
6	—	Lower guide assembly (Not Spared)
7	803E27170	CRU handle
8	—	Not used
9	—	Not used
10	013E38891	Handle bearing
11	—	HV conductor housing (P/O PL 90.20 Item 13)
12	—	Plate nut (P/O PL 90.20 Item 13)
13	604K96920	HV housing assembly



Y-8-0005-A

6 General Procedures and Information

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GPs Not Listed for External Accessory Devices



CAUTION: Attached devices may have external service manuals for troubleshooting.

The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

GP 1 Diagnostics Entry

Purpose

This procedure describes how to enter and exit diagnostics and the available service routines.

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.

How to Enter Diagnostics

1. If necessary, switch on the machine, [GP 10](#).

Note: Log out of system administration tools and delete all print jobs in the queue before entering diagnostics.

2. When the machine is ready, press and hold the Home button for 8-10 seconds. Release the home button.
3. When the passcode screen opens, enter the passcode, 6789. Touch **OK**. If the UI displays a message requesting a maintenance password, touch **Next**.

Note: The system administrator can set an extra level of diagnostics password protection 'a maintenance password'. Security sensitive customers may have this feature enabled. If this feature is enabled, obtain the maintenance password from the customer.

4. If required, enter the maintenance password, touch **OK**. If the maintenance password is unavailable, refer to [Maintenance Password Not Available](#).
5. Touch Diagnostics.
6. Select the relevant diagnostics routine:
 - [dC118](#) Jam Counter
 - [dC120](#) Failure Counter
 - [dC122](#) Shutdown History
 - [dC125](#) Active Faults
 - [dC126](#) System Registration Adjustment
 - [dC131](#) NVM Read/Write
 - [dC132](#) Device ID and Billing Data
 - [dC135](#) HFSI Counter
 - [dC140](#) Analog Component Monitoring

- [dC301](#) Initialize NVM
- [dC305](#) Panel Diagnostics
- [dC330](#) Component Control
- [dC355](#) Hard Disk Diagnostics
- [dC500](#) Blank Page Threshold Value
- [dC527](#) DADF Independent Operation
- [dC612](#) Print Test Pattern
- [dC945](#) IIT Calibration
- [dC980](#) Altitude Adjustment
- [dC991](#) Toner Density Adjustment
- [dC1010](#) Signals Sending Test (see NOTE)
- [dC1011](#) Relay On/Off Test (see NOTE)

Note: For information only. Do not use this routine.

How to Exit Diagnostics

1. Touch **Exit** . Select either **Clear Error Log History** or **Keep Error Log History** .
2. Touch **Service** .
3. Touch **Log Out** .

Maintenance Password Not Available

If the maintenance passcode is unavailable, perform the steps that follow:

1. From the Embedded Web Server Home screen, select **Log In** , then **Admin** .
2. Enter the password '1111' (default setting). Select **Log In** . If the administrator password is unknown, perform [GP 29](#) System Administrator Password Reset.
3. Select **System** , **Security** .
4. Select **Customer Service Engineer Access Restriction** . If this option is not displayed, select **SSL/TLS Settings** , then enable **HTTP-SSL/TLS Communication** . Then select **OK** , then **Restart Now** . After the restart, select **System** , then **Security** , then **Customer Service Engineer Access Restriction** .
5. Disable the feature, select **OK** , then **Restart Now** .
6. Enter diagnostics normally.

GP 2 Fault Codes and History Files

Purpose

To describe access to fault history information and explain the fault code structure.

Fault Data Available from Diagnostics

Diagnostics ([GP 1](#)) gives access to the fault history options that follow:

- For information on paper jam codes, refer to [dC118](#) Jam Counter.
- For information on failures, refer to [dC120](#) Fault Counter.
- For information on current machine faults, refer to [dC125](#) Active Faults.

Function, Fault, Component Codes

Refer to [Table 1](#) for a description of some of the function and fault code prefixes.

Table 1 Function and fault code prefixes

Chain Code	Function
001	Standby power
002	User interface
003	Machine run control
005	Document transportation
010	Fusing and copy/print transportation
012	Finishers
013	Finishers
014	Finishers
016	Network controller
04X	Main drives
06X	LED print head, scanner
07X (X = tray No.)	Paper supply (paper trays and bypass)
08X	Paper feed and transport
09X	Xerographics

GP 3 Device Information

Purpose

To provide machine hardware and software information.

Service Information Available

From the Home screen, touch Device. This gives the options that follow:

- Language
- About:
 - Device Name
 - Model
 - Serial Number
 - Xerox Asset Tag
 - Customer Asset Tag
 - Software Version
 - Contact information
 - Network information
 - Wi-Fi information
 - Job Overwrite
 - Information Pages
- Software Update
- Notifications
- Paper Trays
- Supplies
- Billing Usage
- General:
 - Measurements
 - Reading Order
 - Date & Time
 - System Timeout
 - Display Brightness
 - Sounds
- Power Save
- Feature Installation
- Apps:
 - Address Book
 - Email
 - Fax
 - Scan To
- Connectivity
- Support
- Resets:
 - Reset NVRAM
 - Reset Fonts, Forms and Macros
 - Reset to Factory Defaults

GP 4 Machine Software

Purpose

To provide machine software information and explain the software loading procedures.

Obtaining Machine Software

The firmware download manager tool (FWDLMgr.exe) and the device firmware file (.bin) can be downloaded from the Xerox.com, Product Support & Drivers page.

Procedure

Four methods are available to download the machine software:

1. [Software Loading via the Special Boot Menu](#)
2. [Software Loading via the Embedded Web Server](#)
3. [Software Download via the USB Port](#)
4. [Software Download via the Network Port \(Port 9100\)](#)

Software Loading via the Special Boot Menu

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the `PWS://Xerox/Edoc/[product]/html/Videos` folder.

1. Download the firmware (.bin) file, refer to [Obtaining Machine Software](#).
2. Create a folder named 'DWLD' on the USB memory device.
3. Store the software download file (.bin) in the 'DWLD' folder
4. Switch off the machine, [GP 10](#). Insert the USB memory device.
5. Enter special boot mode, [GP 22](#). Select Download Mode on SPECIAL BOOT MENU 1/3, then touch **YES**. The UI will display SW update progress. The machine will eventually reboot.



CAUTION: Do not switch off the machine until the reboot is complete. The machine will reboot after the download is complete.

6. After the reboot, a Software Upgrade Report will print. Remove the USB memory device.

Software Loading via the Embedded Web Server

There are three options available for updating the software via the Embedded Web Page:

- [Check Now](#)
- [Periodic Updates](#)
- [Updates with File Specified](#)

Check Now

Use this feature to check for software updates.

Perform the steps that follow:

1. Log in as an administrator via the Embedded Web Server. Ensure that software Update is set to **Enable** (Home/System/Software Update/Enable).
2. Touch **Check Now**.

Periodic Updates

Use this feature setup the device to check periodically (daily, weekly, monthly) for software updates.

Perform the steps that follow:

1. Log in as an administrator via the Embedded Web Server. Ensure that software Update is set to **Enable** (Home/System/Software Update/Enable).
2. Under the Check Automatically banner, use to pull down menu to set "When should the Device check for updates?" to Never, Daily, Weekly or Monthly.

Updates with File Specified

Perform the steps that follow:

1. Download the firmware (.bin) file, refer to [Obtaining Machine Software](#).
2. Log in as an administrator via the Embedded Web Server. Ensure that software Update is set to **Enable** (Home/System/Software Update/Enable).
3. Under the Update with File Specified banner, touch **Select**.
4. Browse to where the firmware file (.bin) is located. Select the (.bin) file, then touch **Install Now**.

Software Download via the USB Port

Perform the steps that follow:

1. Download the appropriate firmware download manager tool (FWDLMgr.exe) and firmware (.bin) to an appropriate file location on the PWS. Refer to [Obtaining Machine Software](#).
2. Connect a USB cable (type A/B) from the PWS to the machine.
3. Double click on FWDLMgr.exe to run the firmware download manager tool.
4. Touch **Agree** on the Firmware Update Tool (License).
5. The Printer Model And File Selection window will open. From the pull down menu, select the printer model, then browse to where the firmware file (.bin) is located. Double-click the (.bin) file then select **Add**, then select **Next**.

6. The Communication Interface Selection window will open. Select **USB Port** , then select **Next** .
7. The software update status appears on the Update in Progress screen.



CAUTION: Do not switch off the machine until the reboot is complete. The machine will reboot after the download is complete.

8. When the update is complete, the Result window will open. Touch **complete** . The machine will reboot, and a Software Upgrade Report will be printed.

Software Download via the Network Port (Port 9100)

Perform the steps that follow:

1. Download the appropriate firmware download manager tool (FWDLMgr.exe) and firmware (.bin) to an appropriate file location on the PWS. Refer to [Obtaining Machine Software](#).
2. Switch off the machine, [GP 10](#).
3. Disconnect the ethernet cable from the machine. Connect an ethernet crossover cable from the PWS network port to the machine network port. Refer to [GP 25 Ethernet Crossover Cable Setup](#).
4. Switch on the machine, [GP 10](#). When the machine reaches the Ready state, print a configuration report, [GP 14](#).
5. Ensure the IP address (refer to the configuration report) of the machine can be pinged from the PWS:
 - a. Open a command window (CMD):
 - Select **Start** and in the Search box above the Start button, type **CMD** , then press **Enter** .
 - b. In the Command window (where the blinking cursor is) type ping. Press the space bar once, then enter the IP address of the device. Press **Enter** .
 - c. If the ping command is successful, the device will reply four times. This should not take more than two or three seconds.
 - d. If the ping command times out, or responds with 'host unreachable', check the IP address that was entered. If the IP address is correct, contact 2nd level support.
6. Log in as an administrator via the Embedded Web Server. Ensure that software Update is set to **Enable** (Home/System/Software Update/Enable).
7. Double click on FWDLMgr.exe to run the firmware download manager tool.
8. Touch **Agree** on the Firmware Update Tool (License).

9. The Printer Model And File Selection window will open. From the pull down menu, select the printer model, then browse to where the firmware file (.bin) is located. Double-click the (.bin) file then touch **Add** and then touch **Next** .
10. The Communication Interface Selection window will open. Select **Network (Port9100)** , then touch **Next** .
11. The Printer Specification window will open. Specify the printer to be updated (entering the IP address is the best method). Touch **Next** to start the software download.
12. The software update status appears on the Update in Progress screen.



CAUTION: Do not switch off the machine until the reboot is complete. The machine will reboot after the download is complete.

13. When the update is complete, the Result window will open. Touch **complete** . The machine will reboot, and a Software Upgrade Report will be printed.

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 the motors that follow:

- [Two Wire DC Motors](#).
- [Four Wire Stepper Motor](#).
- [Six Wire Stepper Motor](#).

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

1. Check that the motor is free to rotate.
2. Check that all the motor's mechanisms are clean, free to move and lubricated correctly.
3. Enter the component control code for the motor. Refer to [dC330](#). Run the motor for 30 seconds. If the motor shows signs of, or can be heard to slow down, then the motor is defective. Replace the motor.
4. Perform the appropriate procedure:
 - [Two Wire DC Motors](#).
 - [Four Wire Stepper Motor](#).
 - [Six Wire Stepper Motor](#).

Note: The voltages, PJ numbers, pin numbers and PWB names shown are an example only.

Two Wire DC Motors

Note: In cases where the motor may be driven forward or backward, the same 2 feed wires are used, but the voltages on them are reversed, to reverse the motor direction. Such motors may have 2 component control codes, for forward and reverse. A typical application is a tray lift motor with a tray-up and a tray-down direction.

- Disconnect PJB ([Flag 2](#)). Check that +24V is measured when the component control code for the motor is entered.

- Disconnect PJA (Flag 1). Check for +24V on the LVPS.
- Disconnect PJC (Flag 3). Check that the signal changes on the ESS PWB when the component control code for the motor is entered.
- Check the wiring and the connectors for the motor circuit.

Four Wire Stepper Motor

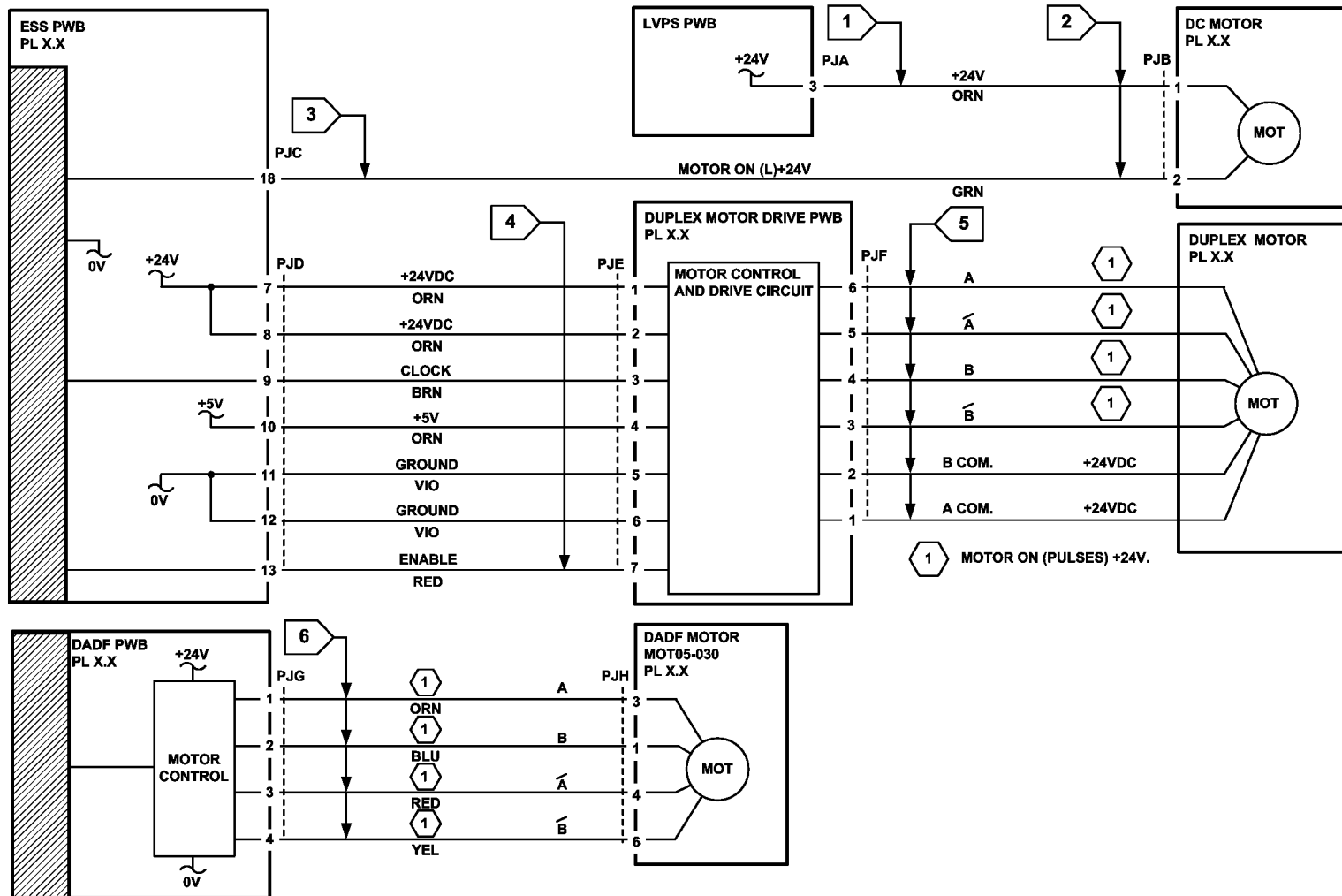
Note: A stepper motor with an internal open circuit may appear to be fully functional under dC330 component control. However, under normal operation it will run with intermittent failure. Use the standard digital meter to check that the resistance of the stepper motor coils are similar.

- Disconnect PJH (Flag 6). Check the motor on pulses on the harness when the component control code for the motor is entered.
- Disconnect PJJ (Flag 6). Check the motor on pulses on the harness when the component control code for the motor is entered.
- Check the wiring and the connectors for the motor circuit.

Six Wire Stepper Motor

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 standard digital meter to check that the resistance of the stepper motor coils are similar.

- Disconnect PJF (Flag 5). Check the +24V supply and the motor on pulses when the component control code for the motor is entered.
- Disconnect PJD (Flag 4). Check the +24V, +5V and 0V supplies.
- Check the clock pulses (Flag 4).
- Check that the signal on PJD pin 13 (Flag 4) changes when the component control code for the motor is entered.
- Check the wiring and the connectors for the motor circuit.



TY-1-0159-A

GP 7 How to Check a Sensor

Purpose

Use this procedure to check the operation of a sensor.

Note: The upper circuit diagram in [Figure 1](#) shows a flag sensor. Some sensors have a resistor within the sensor. Other sensors require a resistor on the PWB, such as R1 in [Figure 1](#). The resistor limits the current through the LED. This decreases the voltage on the sensor LED to 1.2V, typically.

Note: The voltages, PJ numbers, pin numbers and PWB names shown are an example only.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

Perform the steps that follow:

1. Ensure that the sensor is installed correctly.
2. Clean the sensor and the area around the sensor.
3. If a flag actuator is installed, check that it has free movement.
4. Check that the paper path is clear.

5. If the sensor actuates by a surface that reflects, check that the surface is clean. Also ensure that there is not an obstruction between the sensor and the surface.
6. If the sensor actuates by an encoder disc, ensure the holes or gaps in the disc are aligned correctly with the sensor.

Sensor Action

In the upper sensor in [Figure 1](#), when light from the LED is allowed to fall on the photo-sensitive transistor, the sensing line, PJA, pin 2, is low. When light from the LED is blocked by the flag, the sensing line is high.

In the lower sensor in [Figure 1](#), when light from the LED is reflected by the paper onto the photo-sensitive transistor, the sensing line, PJE, pin 2 is low. When no paper is present, no light falls on the transistor and the sensing line is high.

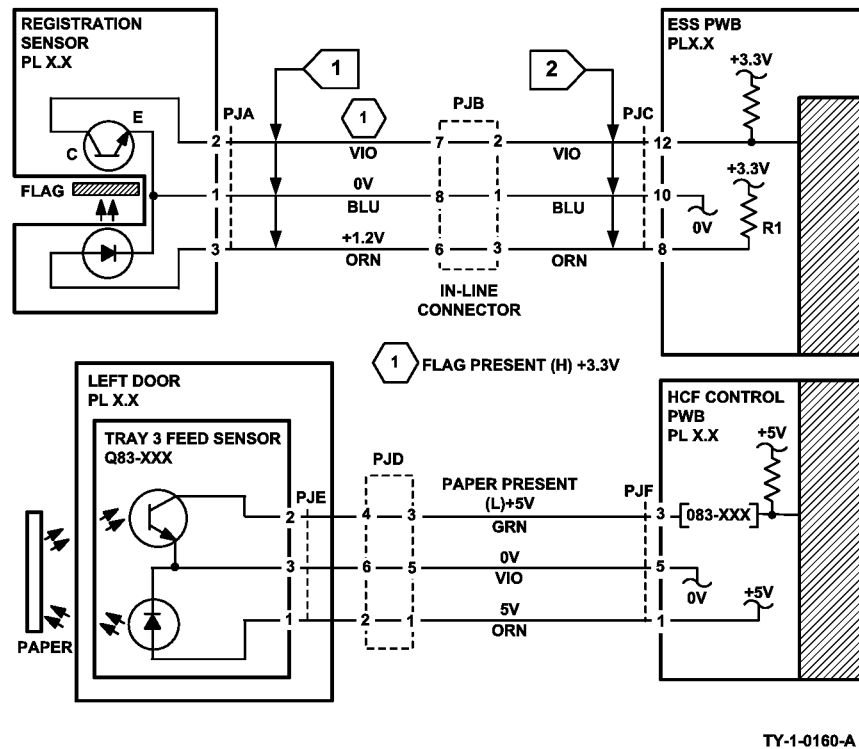
Quick Sensor Check

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

For the upper sensor in [Figure 1](#) :

- Disconnect PJA ([Flag 1](#)). Check for +3.3V and 0V at PJA on the harness.
- Disconnect PJC ([Flag 2](#)). Check the wiring and the connectors for the sensor circuit.
- Check for +3.3V and 0V at PJC ([Flag 2](#)) on the ESS PWB.
- If necessary, install new components or repair the wiring.



GP 8 How to Check a Solenoid or Clutch

Purpose

Use this procedure to check a clutch or solenoid.

Initial Actions



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 10](#). Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

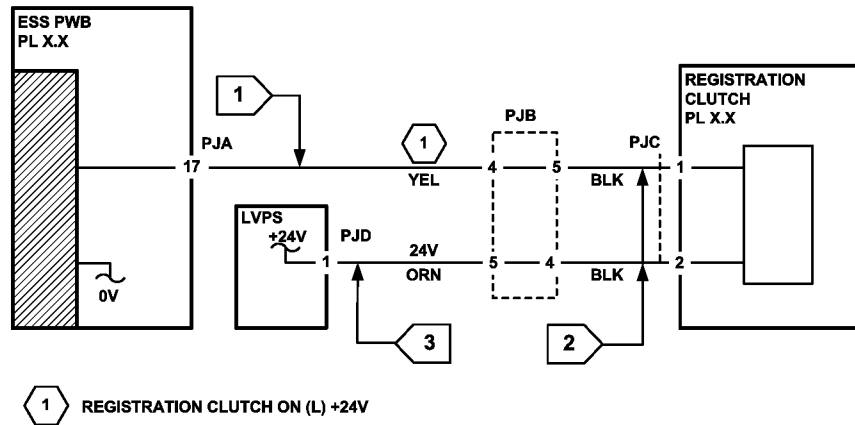
1. For a clutch, check that the mechanical components are clean, free to move and are lubricated correctly.
2. For a solenoid, check that the armature and associated mechanical components are free to move.

Procedure

Note: The voltages, PJ numbers, pin numbers and PWB names shown are an example only.

Note: When a solenoid is energized in diagnostics, armature movement is seen. When a clutch is energized in diagnostics, the sound of the clutch action is heard. If possible, energize the motor connected to the clutch to confirm when the clutch is energized.

- Check that the signal changes on the ESS PWB (Flag 1) when the component control code for the clutch or solenoid is entered.
- Disconnect PJC (Flag 2). Check that +24V is measured when the component control code for the clutch or solenoid is entered.
- Disconnect PJD (Flag 3). Check for +24V on the LVPS.
- Check the wiring and the connectors for the clutch or solenoid circuit.



TY-1-0161-A

GP 9 How to Check a Switch

Purpose

Use this procedure to check the operation of a switch.

Note: The circuit in Figure 1 shows an interlock switch actuated by the closing of a door.

Initial Actions



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.

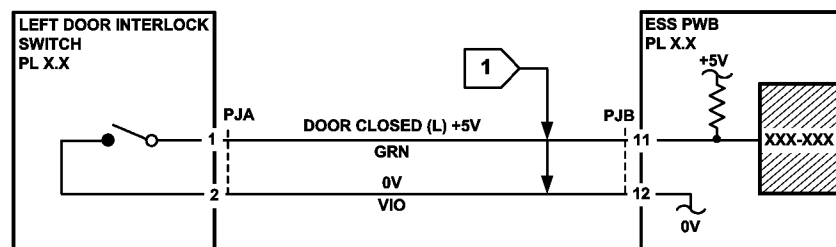
AVISO: Asegúrese de mantener la máquina aislada de la energía eléctrica mientras realiza tareas que no necesitan electricidad. Consulte GP 10. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.

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.

Procedure

- Disconnect PJA (Flag 1). Check the electrical operation of the switch.
- Disconnect PJB (Flag 1). Check for +5V and 0V on the IOT PWB.
- Check the wiring and the connectors for the switch circuit.



TY-1-0162-A

GP 10 How to Switch Off the Machine or Switch On the Machine

Purpose

To show how to switch off or switch on the machine, without the loss of customer data or damage to the system hardware.



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.

Refer to:

- [Switch Off Procedure](#)
- [Quick Restart](#)
- [Switch On Procedure](#)
- [Sleep Mode](#)

Switch Off Procedure



CAUTION: 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 the Power button on the UI. The Power Down Options window will display.
2. Touch Power Off.
3. Open the front cover, [PL 28.05 Item 5](#). Switch off the main power switch, [PL 1.05 Item 6](#).

4. When the machine has switched off, 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 ESS PWB, the drive PWB and the UI.

1. Press the Power button on the UI. The Power Down Options window will display.
2. Select the Quick Restart button on the UI touch screen.

Switch On Procedure

1. After the machine has been switched off, wait a minimum of 2 minutes before the machine is switched on.
2. After a service call, ensure that all service tools are removed from the machine.
3. Connect the power cord from the customer's power supply outlet to the machine. Ensure the AC bracket assembly is installed, [PL 1.15 Item 4](#).
4. Switch on the main power switch, [PL 1.05 Item 6](#).
5. Press the Power button on the UI.
6. The machine will perform a power on self test (POST). The POST checks that the hardware resources are available to run the operating system. If a POST fault is detected, the machine is prevented from booting. The fault is communicated via LEDs on the ESS PWB. Refer to the [OF1 POST Error RAP](#).

Restart

Restart is selected from the Power Down window. When pressed, the machine should restart within 2 minutes.

Sleep Mode

Sleep is selected from the Power Down window. When pressed, the machine should immediately enter sleep mode.

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: 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 10. Desconecte el cable de alimentación. La energía eléctrica puede producir lesiones o incluso la muerte. Las piezas sueltas pueden producir lesiones.



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 Network Clone Procedure

Purpose

Use this procedure to establish a network connection between the PWS and printer, create a copy of network configuration settings and then distribute these settings to multiple devices on the network. This cloning process can also be used to backup and restore network settings lost during a software reload.

Note: To establish a direct Ethernet connection between the PWS and printer requires the printer's driver installation CD-ROM, a crossover cable, and the PWS.

Depending on the printer, a Windows 7 (W7) driver might not be available on the printer's driver installation CD-ROM. If not, download the driver from Xerox.com under the Support and Drivers page. W7 has two kernel types, 32 and 64-bit. If installation the wrong driver is attempted, Windows displays an error to indicate the driver is incorrect. To check the kernel type, click on Start, in the right column, right click on Computer and select Properties, the kernel type will be listed as System Type.

Procedure

Refer to the relevant procedure:

- [Establishing a LAN connection](#)
- [Creating the Clone File](#)
- [Using the Clone File](#)
- [Set a Static IP Address on the PWS](#)
- [PWS Browser Proxy Server Setting](#)

Establishing a LAN connection

Use these steps to establish a Local Area Network (LAN) connection between the PWS and printer using a crossover cable.

Note: Record the original data for every change. It may be necessary to reset the IP address, depending on PWS usage and local network practice.

1. Print a Configuration Report, GP 14. Note the printer's IP address.
2. Connect the crossover cable between the PWS and printer.
3. Open a command window (CMD) on the PWS:
 - Select **Start** and in the Search box above the Start button, type **CMD**, then press **Enter**.
4. Type **ipconfig** at the prompt, record the current network settings displayed. Restore these settings when the LAN connection is no longer needed.

Note: Use the IPv4 address for the Local Area Connection, not the address listed under Wireless Ethernet Connection (if enabled in the laptop).

- Check the IP addresses of the PWS and printer. If the PWS has been connected to the same subnet, the PWS and printer address should share the same values for the first three and have a different value for the fourth number. Refer to [Table 1](#) for an example.

Table 1 Example LAN settings

	Printer	PWS / Laptop
IP Address	192.168.0.2	192.168.0.5
Subnet Mask	255.255.255.0	255.255.255.0
Gateway/Router	192.168.0.1	192.168.0.1

If the PWS and printer share similar, but unique IP address, continue. If not, use the Set a Static IP Address on the PWS to set the PWS IP address.

- After verifying the IP addresses are correctly configured, PING the printer:
 - In the Command window (where the blinking cursor is) type the word **PING**. Press the space bar once and enter the printer's IP address and press **Enter**. As an example: ping 192.168.0.2.
 - If the printer responds to the PING command, it replies four times. This should not take more than two or three seconds.
 - If the PING command times out, or responds with "host unreachable", check the IP addresses that were entered. If the IP address is correct, contact 2nd level support.
- If the PING command replies, exit the Command window (type "exit" at the prompt and press **Enter**). This test verifies the Ethernet connection is good.
- Install the printer driver and setup the printer as a local printer. Select connect to the printer using "other" port type. From the dialog drop down select Standard TCP/IP port.
- For the printer name or IP address, enter the printer's IP address (192.168.0.2 in this example).
- When the driver installation finishes, Select **Yes** at the Print Test Print dialog box.

Note: If the test page does not print, the customer could have Accounting enabled (if the device supports it) requiring that a special code is submitted with the print job before the printer prints.

- After the test print is completed, open a web browser on the PWS.
- In the Address Bar (in place of a web site address or URL), enter the printer's IP address (192.168.0.2 in this example).

- If the connection is working correctly, the web page of the printer will be displayed.

Note: If the printer's webpage cannot be opened, verify that Web Services are enabled on the configuration page. If the web browser is set to use a Proxy address for the internet connection, it will not be possible to open the printer's webpage as there will be no connection to that proxy server while directly connected to the printer via the crossover Ethernet cable. Refer to [PWS Browser Proxy Server Setting](#) for instructions on Internet Explorer proxy configuration.

Creating the Clone File

Note: This procedure can be performed from any PC connected to the network or the PWS connected to the machine using an Ethernet crossover cable. The only requirement on the PC is an Internet Browser.

- Open Internet Explorer
- Enter the machine's IP address in the **Address** line and select **Go**.
- When the **Internet Services** window opens, login to **Admin** mode, [GP 23](#). Click on the **Home** tab, then the **Cloning** link.
- Select individual parameters to clone from the device or Select/Clear All.
- Click on Create. If the machine is in Diagnostics [GP 1](#), you will get an error. Exit Diagnostics and retry.
- If prompted, save the clone file to an easily remembered location that for later installation. If not prompted to save the file, look for it in the Downloads folder.
- Click Close.
- Log out of **Admin** mode, [GP 23](#).

Using the Clone File

Note: This procedure can be performed from any PC connected to the network or the PWS connected to the machine using an Ethernet crossover cable. The only requirement on the PC is an Internet Browser.

- Open Internet Explorer
- Enter the machine's IP address in the **Address** line and select **Go**.
- When the **Internet Services** window opens, login to **Admin**, [GP 23](#). Click on the **Home** tab, then the **Cloning** link.
- Click on the **Select** button.
- Use the **Browse** button to navigate to the clone file, or type the full path to the file, then click **Open**.

6. Click **Install** .
7. Verify the cloned settings with a new Configuration Report.

Set a Static IP Address on the PWS

Use this procedure to manually set the PWS IP address. Instructions are given for W7 and W10.

Note: If the PWS has a wireless Ethernet card/adaptor installed, Windows will not use the wired Ethernet port by default until either the PWS is rebooted or the wireless Ethernet card is temporarily disabled. If unsure how to disable/enable the wireless Ethernet card, restart the PWS after setting the IP address.

For W7:

1. Open the **Control Panel** .
2. Select **Network Sharing Center** .
3. Select **Change Adaptor Settings** in the upper left corner of the Control Panel.
4. Right-click on **Local Area Connection** , then select **Properties** .
5. On the Networking tab (for local area connection), click on **Internet Protocol Version 4 (TCP/IPv4)**, then select **Properties** .
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. Click **OK** twice and exit Network Connections and return to [Creating the Clone File](#).

For W10:

1. Click **Start** and select **Settings** .
2. Select **Network and 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** and 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 and return to [Creating the Clone File](#).

PWS Browser Proxy Server Setting

The following steps ensure the proxy server settings are correct.

1. Open **Windows Internet Explorer**.
2. Select **Tools - Internet Options** .
3. Select the **Advanced** tab.
4. Scroll down to **HTTP 1.1 Settings** .
5. Ensure that the “Use HTTP 1.1 through proxy connections” box is **un-checked** .
6. Select **OK** to close the **Internet Options** window.
7. Close **Windows Internet Explorer** .

GP 14 Printing Reports

Purpose

To list reports available from the UI:

- [Configuration Report](#)
- [Billing Summary Report](#)
- [Supplies Usage](#)
- [PostScript Font List](#)
- [PCL Font List](#)
- [Demonstration Print](#)
- [Startup Page](#)

Note: To print the fax protocol report or fax activity report, refer to [GP 30](#).

Procedure

Perform the steps that follow:

1. From the Home Screen, touch Device.
2. Touch About.
3. Scroll to the bottom of the list, then touch Information Pages.
4. Select the desired report, then touch Print.

Configuration Report

The Configuration Report lists the current state of system configuration parameters including installed options and network settings.

Billing Summary Report

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.

Supplies Usage

The Supplies Usage report includes the current status of printer consumables and routine maintenance items. Installation dates and replacement part numbers are listed.

PostScript Font List

This report provides a list of the installed PostScript fonts.

PCL Font List

This report provides a list of the installed PCL fonts.

Demonstration Print

This report shows a brief synopsis of the device.

Startup Page

This report lists device type, software versions, enabled protocols and mobile connectivity.

GP 15 Paper and Media Size Specifications

Purpose

To list the paper and media size specifications.

Specifications

Note: Check that the paper tray settings match the paper size in the tray.

Refer to the table, [Table 1](#). Supported paper size and weight for trays 1, 2, 3, 4 and 5.

Table 1 Supported paper size and weight

Tray	Supported Paper (Standard Size)	Supported Paper (Non-Standard Size) (W x L)	Supported Paper Weight	Capacity	Remarks
1, 2, 3 and 4	Min: A5S Max: A3 SEF, 11x17 SEF	Min: 139.7x182mm (5.5x7.2 inches) Max: 297.0 x 431.8	60 to 256gsm (40 to 173lbs)	500 (80gsm/54lbs)	Stack height 54mm (2.1 inches)
Bypass tray	Min: Postcard, Envelope Max: A3 SEF, 11x17 SEF	Min: 88.9x98.4mm (3.5x2.7 inches) Max: 297x431.8mm (11.7x17 inches)	60 to 216gsm (40 to 146lbs)	96 (80gsm/54lbs)	Stack height 10mm (0.4 inch) Feed performance for paper less than 140mm (5.5 inches) in length may result in fuser jams.
TTM - Tray 2	Min: A5S Max: A3 SEF, 11x17 SEF	Min: 139.7x182mm (5.5x7.2 inches) Max: 297.0 x 431.8	60 to 256gsm (40 to 173lbs)	500 (80gsm/54lbs)	Stack height 54mm (2.1 inches)
TTM - Tray 3	A4, 8.5 x 11 or B5	-	60 to 256gsm (40 to 173lbs)	870 (80gsm/54lbs)	-
TTM - Tray 4	A4, 8.5 x 11 or B5	-	60 to 256gsm (40 to 173lbs)	1130 (80gsm/54lbs)	-
HCF	A4, 8.5 x 11 or B5	-	60 to 216gsm (40 to 146lbs)	2000 (80gsm/54lbs)	-

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.

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 trabajo en un espacio reducido. Se necesita 1 metro de espacio para trabajar con seguridad.



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 Height

- IOT+DADF with the DADF lowered = 766.5mm (30.2 inches).
- IOT+DADF with the DADF raised = 1123mm (44.2 inches).
- IOT + DADF + STM with the DADF lowered = 880mm (34.6 inches).
- IOT + DADF + STM with the DADF raised = 1236.5mm (48.7 inches).
- IOT + DADF + 1TM/3TM/TTM with the DADF lowered = 1117.2mm (44 inches).
- IOT + DADF + 1TM/3TM/TTM with the DADF raised = 1473.8mm (58 inches).

Machine Weight

- Single tray machine = 62.5kg (137.7lb).
- Fully configured machine (3TM) = 90.9kg (200.4lb).

Paper Trays

- HCF = 29kg (63.9lb).
- 3TM = 27.5kg (60.6lb).
- STM = 10.5kg (23.1lb).
- 1TM = 23.3kg (51.4lb).
- TTM = 37.5kg (82.5lb).

Machine Dimensions and Installation Space Requirements

Table 1 shows the dimensions and the installation space required for safe operation.

Note: The installation dimensions in Table 1, 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. This is also sufficient for the DADF when raised.

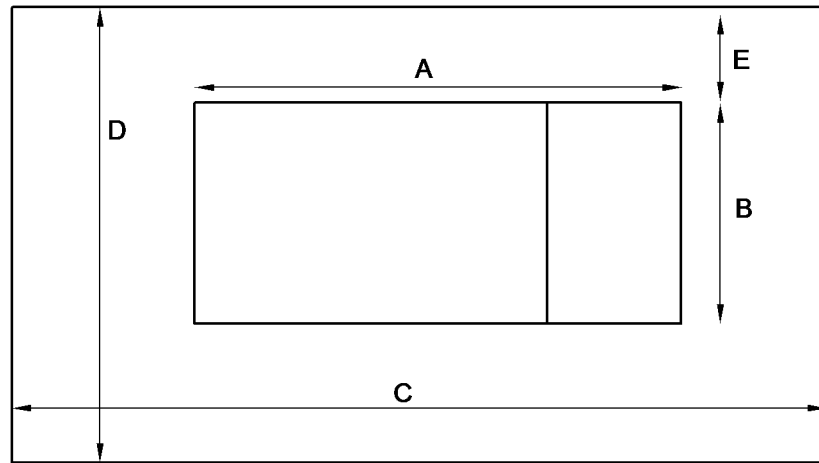
For machines with an HCF, the required install width (dimension C) includes the extra space required to slide the HCF away from the machine.

The installation dimensions in Table 1, show the machine footprint with the bypass tray and output trays fully extended.

Figure 1 represents a plan view of a machine installation and is to be read in conjunction with Table 1. The dimensions A and B outline a footprint of the machine within the boundary of safe operation, dimensions C and D. The dimension E indicates the area required for airflow/work space at the rear of the machine.

Table 1 Dimensions and space requirements

Configuration	Machine Width (bypass tray closed) (A) mm/inches	Machine Depth (B) mm/inches	Install Width Required (C) mm/inches		Install Depth Required (D) mm/inches		Install Airflow/Service Work Space (E) mm/inches	
			Moveable	Fixed	Moveable	Fixed	Moveable	Fixed
Single tray machine	540 / 22	659 / 26	1540 / 61	2659 / 105	1540 / 61	2659 / 105	100 / 4	1000 / 40
Stacked machine (1TM, TTM or 3TM)	659 / 26	659 / 26	1659 / 66	2659 / 105	1659 / 66	2659 / 105	100 / 4	1000 / 40
Stacked machine (1TM, TTM or 3TM) with HCF	932 / 36.6	671 / 27	1932 / 76	2932 / 115.4	1659 / 66	2659 / 105	100 / 4	1000 / 40
Stacked machine (1TM, TTM or 3TM) with GAR Finisher	659 / 26	659 / 26	1659 / 66	2659 / 105	1659 / 66	2659 / 105	100 / 4	1000 / 39.4
Stacked machine (1TM, TTM or 3TM) with GB Finisher	1147 / 45	659 / 26	2147 / 86	3147 / 124	1659 / 66	2659 / 105	100 / 4	1000 / 39.4
Stacked machine (1TM, TTM or 3TM) with GAR Finisher and HCF	1510 / 59.4	659 / 26	2510 / 98.8	3510 / 138.1	1659 / 66	2659 / 105	100 / 4	1000 / 39.4
Stacked machine (1TM, TTM or 3TM) with GB Finisher and HCF	1194 / 47	659 / 26	2194 / 86.3	3194 / 125.7	1659 / 66	2659 / 105	100 / 4	1000 / 39.4



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GP 17 Electrical Power Requirements

Power Requirements

Refer to [Table 1](#).

Table 1 Electrical power requirements

Nominal Voltage	Average Current	Comments
110-120VAC (60Hz) Plus 6 % minus 10 %	Less than or equal to 12A RMS.	50/60Hz plus 3 % minus 3 %
220-240VAC (50Hz) Plus 10 % minus 10 %	Less than or equal to 8A RMS.	50Hz plus 3 % minus 3 %

Power Consumption

Refer to [Table 2](#).

Table 2 Power consumption

Region	Voltage	Power Consumption Value (kW)
XC	110-127VAC	110VAC - 1.45 or less
		127VAC - 1.67 or less
XE	220-240VAC	220VAC - 1.76 or less
		240VAC - 1.92 or less

Operation Modes

Refer to [Table 3](#) and [Table 4](#).

Table 3 Operation modes

Mode	State
Run	Normal operation mode
Ready	The state prior to entering run mode.
Low power	A lower power consumption mode than ready mode
Sleep	A lower power consumption mode than low power mode.
Sub power off	The controller is maintained with the programs running.

Table 4 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 18 Environmental Data

Operating

- Temperature range: 10 to 32 degrees C (50 to 90 degrees F).
- Relative humidity: 15 to 85 %.
- Altitude: 0 to 2500 metres (0 to 8200 feet).
- Noise:

Note: Blue Angel Europe criteria measured in accordance with RAL-UZ 122.

- Table 1 contains the maximum value in decibels of noise that can be generated by the basic machine.
- Table 2 contains the maximum value in decibels of noise that can be generated by the machine in other configurations.

Table 1 Maximum noise limits, basic machine

PPM	Standby (dBA)	Run Continuous (dBA)	Run Impulse (dBA)
45	35	56	59
55	35	56	61

Table 2 Maximum noise limits, all configurations

PPM	Standby (dBA)	Run continuous (dBA)	Run Impulse (dBA)
45	35	59	63
55	35	59	63

Storage

- Altitude: 0 to 3100 metres (0 to 10170 feet).
- Maximum temperature 48 degrees C (118 degrees F).

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 **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.

Procedure

Audit Log

To obtain the Audit Log:

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. **Ensure HTTP - SSL/TLS is enabled:**
 - a. Click **Connectivity** .
 - b. Click **HTTP** .
 - c. Enable HTTP (SSL).
 - d. Click **OK** . You will be prompted to restart the machine, click **Restart Now** .
5. When the machine restarts, log back in as an administrator, then click **System** .
6. Click **Logs** .
7. Click **Audit Log** .
8. Click **Enable** .
9. Click **Export** . The auditlog.txt file is downloaded via the web browser.

Device Log

To obtain the Device Log:

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 **System** .
5. Click **Logs** .
6. Click **Device Log** .
7. Click **Accept** . The devicelog.dat file is downloaded via the web browser.

GP 20 First Copy/Print Out Time and Power On Time

Refer to [Table 1](#). The first copy out time (FCOT) is the duration from the start copy request to the delivery of the first copy to the output destination. Values are based on a standard job where the original is copied at 100 % from the document glass or DADF onto A4 LEF paper fed from tray 1.

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.

Table 1 Machine timing

Description	Response Time	Notes
FCOT from the document glass to centre tray	25ppm - 6.2 seconds 30ppm - 5.4 seconds 35ppm - 5.4 seconds	A4 or 8.5x11 LEF
FCOT from the DADF to centre tray	25ppm - 8.7 seconds 30ppm - 7.9 seconds 35ppm - 7.9 seconds	A4 or 8.5x11 LEF
FPOT	25ppm - 9.4 seconds 30ppm - 8.1 seconds 35ppm - 8.1 seconds	A4 or 8.5x11 LEF
Recovery from low power mode	25ppm - 12 seconds 30ppm - 12 seconds 35ppm - 12 seconds	From low power mode to print
Recovery from sleep mode	25ppm - 12 seconds 30ppm - 15 seconds 35ppm - 15 seconds	From sleep mode to print
Main power on time to ready to print	60 seconds or less	
Sub power on time to ready to print	50 seconds or less	

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. However, Xerox has mandated that all Xerox® VersaLink® B7025/B7030/B7035 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® B7025/B7030/B7035 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® B7025/B7030/B7035 Spare Parts List. Do not use spare parts from other similar machines, even if the parts look identical. All Xerox® VersaLink® B7025/B7030/B7035 machines are RoHS compliant at time of manufacture and must be maintained as RoHS compliant.

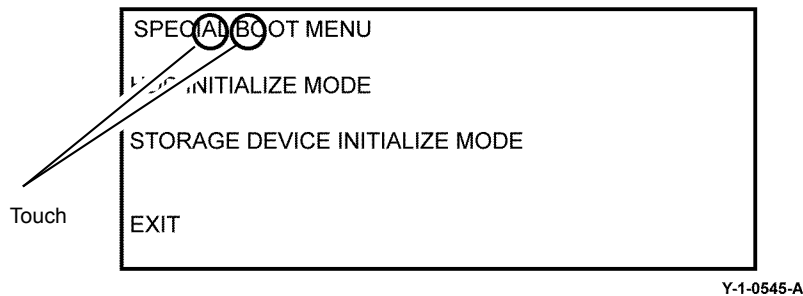
GP 22 Special Boot Modes

Purpose

To start the device in various modes to enable special functions.

Procedure

1. Switch off the machine, [GP 10](#).
2. Simultaneously press then hold down the **Home** and **Power** buttons until the device powers on and SPECIAL BOOT MENU appears, [Figure 1](#).
3. Simultaneously touch the letters **A** in SPECIAL, **B** in BOOT and the **Home** button. Do not hold any of the three locations, just touch/press then release simultaneously, [Figure 1](#).



4. At the keypad screen enter code number, 6789#. The first SPECIAL BOOT MENU screen will display.








CAUTION: Do not switch off the machine until the reboot is complete. The machine will reboot after the download is complete.

5. Scroll through the SPECIAL BOOT MENU screens to select the appropriate function, refer to [Table 1](#). Follow the on screen instructions. The device may reboot, then print a report.

Table 1 Next level of menu

Function	Display	Notes
DOWNLOAD MODE	-BOOT MODE- DOWNLOAD MODE ARE YOU SURE? YES NO	Machine starts in Firmware Download Mode. Refer to GP 4 .
LONGDIAG MODE	-BOOT MODE- LONGDIAG MODE	Performs a more detailed check than the usual device diagnostic items at machine start. If a

Function	Display	Notes
	ARE YOU SURE? YES NO	fault code is displayed, perform the relevant procedure.
01. JOB LOG CLEAR MODE	-BOOT MODE- 01. JOB LOG CLEAR MODE ARE YOU SURE? YES NO	Used to clear corrupted jobs.
02. FACTORY INITMODE	-BOOT MODE- 02. FACTORY INIT MODE ARE YOU SURE? YES NO	 CAUTION: Do not perform this mode unless directed. Machine will be reset and the message NVMEM IS CLEARED will be displayed. Switch the machine off, then on, GP 10 . Fault code 116-334 will be displayed, again switch the machine off, then on, GP 10 . Fault code 124-315 will be displayed, perform dC132 . The machine will restart at the install wizard.  CAUTION: All customer configured settings will be deleted. To restore the customer configured settings, a clone file is required. Refer to GP 13 . Note: The install dongle will not be required.
03. NVRAM INIT MODE	-BOOT MODE- 03. NVRAM INIT MODE ARE YOU SURE? YES NO	 CAUTION: All customer configured settings will be deleted. To restore the customer configured settings, a clone file is required. Refer to GP 13 . Forcibly initializes the controller NVM back to default. This is the same as initializing the Sys - System NVM and Sys - User NVM in dC301 .
04. HDD FORMATMODE	-BOOT MODE- 04. HDD FORMAT MODE ARE YOU SURE? YES NO	All pending jobs will be deleted. The HDD will be forcibly reformatted.  CAUTION: All customer data on the HDD (mailboxes, scanned documents, user IDs and account IDs) will be deleted.

Function	Display	Notes
06. HDD INITIALIZE MODE	–BOOT MODE– 06. HDD INITIALIZE MODE ARE YOU SURE? YES NO	All pending jobs will be deleted. The spool area of the HDD will be initialized.  CAUTION: All customer data on the HDD (mailboxes, scanned documents, user IDs and account IDs) will be deleted.
SKIP INSTALL WIZARD	–BOOT MODE– SKIP INSTALL WIZARD ARE YOU SURE? YES NO	Starts the machine without displaying the install wizard.

GP 23 Customer Administration Tools

Purpose

To gain access to Customer Administration Tools on the UI 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

Perform the steps that follow:

1. Switch on the machine, [GP 10](#).
2. When the machine is ready, touch Log In in the top left corner of the UI.
3. Touch Admin.
4. The User Accounts screen displays. Enter user name 'admin' (case sensitive) or touch admin if the account already exists.
5. Enter the password '1111' (default setting). Touch OK.

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.

Call Closeout

Perform the steps that follow:

1. Touch Admin in the top left corner of the UI.
2. Touch Logout.

How to Enter Admin Mode via the EWS

Perform the steps that follow:

1. Type the device IP address into a web browser.
2. Select Log in, top left corner.
3. The User Accounts screen is displayed. Select admin.
4. The admin screen is displayed. Enter the password '1111' (default setting).

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.

5. Select Log In.

Call Closeout

Perform the steps that follow:

1. Select Admin, in the top left corner.
2. The pull down menu is displayed. Select Log Out .

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 cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts 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.



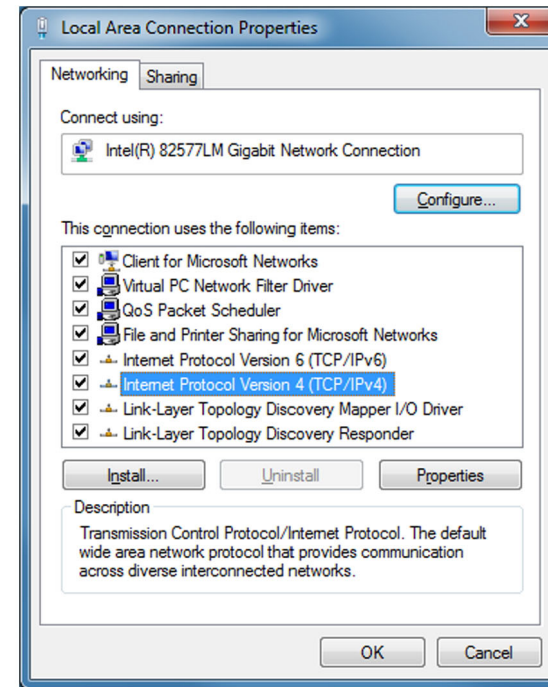
CAUTION: Before changing the value of a setting ensure the original value is recorded. All the original values will need to be restored to the PWS at the end of the procedure.

- 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 Centre** .
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.



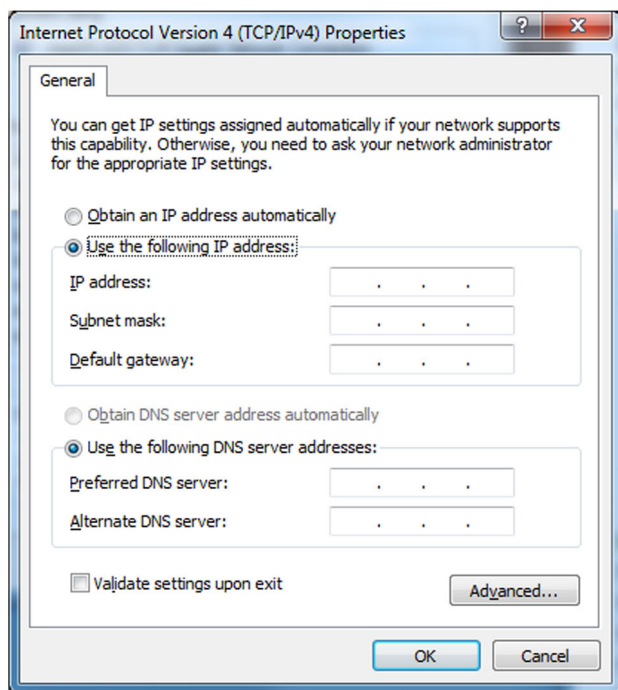
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Figure 1 Properties window

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 Speed Kit Enablement

Purpose

To provide information about the process to follow when the Speed Enablement Kit is missing during machine installation. The Initialization Kit is missing and the machine has not been recorded as installed.

Go to the **SWAP website** <https://www.xeroxlicensing.xerox.com/fik/> to acquire Speed PIN if required after the machine is recorded as installed.

If a Speed Enablement code has been previously generated, it is displayed on the screen. Follow **GP 33** How to Re-Enter Optional Feature Installation Keys.

Due to control of the machine speed, the Speed Enablement Kit, which contains the Speed PIN, is not supported in spares as a standard spare part. The Speed Enablement Kit is supplied as part of the Initialization Kit, Speed Badge, CDs, Customer Documentation, and Install Instructions. See **Table 1** for the Initialization Kit part numbers.

Table 1 Initialization Kits

Initialization Kit	Part Number	OPCO
VersaLink B7125 Initialization Kit BIM	097S05185	EMEA
VersaLink B7125 Initialization Kit BIM + PagePack	097S05188	EMEA
VersaLink B7130 Initialization Kit BIM	097S05190	EMEA
VersaLink B7130 Initialization Kit BIM + PagePack	097S05187	EMEA
VersaLink B7135 Initialization Kit BIM	097S05191	EMEA
VersaLink B7135 Initialization Kit BIM + PagePack	097S05192	EMEA
VersaLink B7125 Initialization Kit BIM	097S05186	Americas
VersaLink B7125 Initialization Kit	097S05207	Americas
VersaLink B7130 Initialization Kit BIM	097S05189	Americas
VersaLink B7130 Initialization Kit	097S05203	Americas
VersaLink B7135 Initialization Kit BIM	097S05193	Americas
VersaLink B7135 Initialization Kit	097S05204	Americas

Procedure (If you do not have the Speed Enablement Kit)

Perform one of the following:

- **US:** The Speed Enablement Kit replacement is a part of the Product Coded Initialization Kit and must be ordered using the DOA (Dead on Arrival) or IDR (Identical Replacement) process.

If a replacement is needed at the time of install, and the equipment has not yet been recorded as installed, use the DOA process to order the Initialization Kit accessory only. The DOA should be requested to be shipped via air to ensure timely delivery.

Note: XDSS can provide some support if the SWAP Booklet is lost, issues with the code or snippet, please contact XDSS at 1-800-890-3260 Monday - Friday 8am -8pm EST. If XDSS can find the order for the device in the ordering systems, a record for the specific device entitlements will be added. Once complete, return to the SWAP Portal (www.xeroxlicensing.xerox.com/fik/), select **[Find an Existing Key]**, enter the serial number of the device to retrieve the already-created FIKs/unlock-codes for that device. If XDSS cannot find the order, no further assistance can be provided, in which case, follow the normal escalation process. Note: If the device badges are needed, follow the IDR process for the Initialization Kit.

- **Authorized Service Provider:** Use this link to order a Speed Enablement Kit: <https://www.office.xerox.com/partners/productreplacementform/index.cfm>

In the fields, **[Description of Technical Problem]** and **[Any Steps Taken to Resolve]**, enter the Speed Enablement Kit request in the field **[Options > Speed Enablement Kit]**. Under **[Reason for Return]**, select **[Other > Speed Enablement Kit]** in the comments section.

- **Xerox Business Solution (XBS):** - Replacement Speed Kit for XBS Field Service should be ordered as Product Coded Initialization Kit via the standard Returned Goods Equipment Spares Consumables XBS Process Guide (Version 2011.05.16).
- **Canada:** The Speed Enablement Kit replacement is part of the Product Coded Initialization Kit. Follow the Like for Like equipment process through the Customer Relations Specialist to order the replacement Initialization Kit.

Note: XDSS can provide some support if the SWAP Booklet is lost, issues with the code or snippet, please contact Center Support Line for Technicians at 1-800-647-1331 Option #6 (License) Monday - Friday 8am -8pm EST. If XDSS can find the order for the device in the ordering systems, a record for the specific device entitlements will be added. Once complete, return to the SWAP Portal (www.xeroxlicensing.xerox.com/fik/), select **[Find an Existing Key]**, enter the serial number of the device to retrieve the already-created FIKs/unlock-codes for that device. If XDSS cannot find the order, no further assistance can be provided, in which case, follow the normal escalation process. Note: If the device badges are needed, follow the IDR process for the Initialization Kit.

- **LATAM (Latin America):** Log a complaint request in the PNP system. ISC STW (Integrated Supply Chain Service Team West) will handle the complaint and arrange shipment.

- **XE:** For Speed Enablement Kit replacements, follow the standard product replacement process (DOA/TEX) for the relevant part number.
- **EMEA — E:** Log a complaint in the PNP system. ISC STE (Integrated Supply Chain Service Team East) will handle the complaint and arrange shipment.

GP 27 Billing Plan/Region Conversion Process

Purpose

To provide information about the process to follow when a customer requires a billing plan change.

General Information

VersaLink® B7025/B7030/B7035 machines are shipped from manufacturing in a neutral state. All billing plans are enabled with a configuration dongle, included in the initialization kit delivered with the machine. This dongle will set the billing plan (Sold/Metered/PagePack), machine speed (25/30/35ppm) and billing impression mode.

The billing plan governs what consumables are compatible with the product:

- The metered billing plan allows metered consumables to be used on a machine that is included as part of the metered contract.
- The sold billing plan only allows sold consumables (purchased by the customer), to be used.

Note: Sold supplies can also be used in metered machines. However, metered supplies cannot be used in sold machines (a fault code will be generated and a message displayed on the UI indicating toner incompatibility).

There are four billing plans supported:

- NA/XE Sold.
- DMO Sold.
- Worldwide Metered.
- PagePack (XE only).

Should a customer wish to convert their billing plan, this can be done from either the user interface or Embedded Web Server and involves obtaining the following:

- For Sold to Metered or Metered to Sold; a plan conversion code.
- For Sold to XE PagePack or XE PagePack to Sold; a supplies plan activation code.

To confirm the customer's current billing plan, either:

- Print a configuration report [GP 14](#). The supplies plan will be listed as either Activated (Metered/PagePack) or Not Activated (Sold).
- Enter [dC131](#). Check the NVM location values listed in [Table 1](#).

Table 1 Initialization kit numbers

Cha-in	Lin-k	Parameter	Value
988	011	Total Service Contract Mode	1 = Metered 2 = Sold 15 = Neutral (starter cartridge, region not yet set)
700	774	PagePack Contract Setting	0 = Unlimited (Metered/Sold) 1 = Non-PagePack Contract (NA PagePack) 2 = Pack Contract (XE PagePack)
700	775	Supplies Plan Number	0 to 268435455
700	776	PagePack Contract Length	0 to 127 (Months) (1-126 = XE PagePack) (127 = NA PagePack)
700	777	PagePack Region Code	0 = Worldwide/Neutral 1 = DMO/Sold 2 = NA/XE Sold 3 to 7 = Invalid

Refer to [PL 26.05](#) for the toner cartridge part numbers.

Note: The first toner cartridge installed after the neutral starter toner cartridge sets the region only.

Procedure

Refer to the relevant procedure:

- [Conversion Process from the User Interface](#)
- [Conversion Process from the Embedded Web Server](#)

Conversion Process from the User Interface

Perform the steps that follow:

1. From the Home screen, touch the **Device** button. Scroll down, then touch **Supplies**, then **Supplies Plan**. For plan conversion, record the device serial number and total impressions. For supplies plan activation, record the serial number and sequence number.
2. Contact the relevant OPCO:
 - **DMO** - Follow the the local process.

- **GIS** - Conversion requests must be approved by the GIS Headquarter VP of Service. Request that your field service manager contact their GIS Company VP of Service for directions. The GIS 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 code.
 - **XCL** - Call the Customer Delivery Organization (CDO) Field support number 1-800-647-1331, prompt 8 (license strings) for a toner conversion PIN. Provide the machine serial number and the total number of impressions.
 - **XE** - Email OFFICE.Europe.Page.Pack.PIN@xerox.com.
 - **USEU/USCU** - Call Xerox Documentation and Software Services (XDSS) on 1-800-890-3260.
3. A six character pin code will be provided.

Note: The plan conversion pin code is valid for approximately 500 additional impressions after being generated.

4. From the Home screen, touch the **Device** button. Scroll down, then touch **Supplies**, then **Supplies Plan**. Select either **Supplies Plan Activation** or **Plan Conversion** as necessary.
5. Select the **Enter and Apply Supplies Plan Activation Code** or **Enter and Apply Plan Conversion Code** entry field on the UI. Enter the six digit pin code that was provided.
6. Select **OK**.

Note: If converting from Metered to Sold or PagePack to Sold, an appropriate Sold toner cartridge must be installed immediately after the conversion process or the device will display an incompatible toner error message.

7. Confirm the service plan is correct by printing a configuration report, or checking the NVM values, refer to [Table 1](#).

Conversion Process from the Embedded Web Server

Perform the steps that follow:

1. From the Home screen, scroll down to Supplies, then select **Details**.
2. Scroll down, beneath Options, select **Supplies Plan**.
3. The Supplies Plan window opens. Select either **Supplies Plan Activation** or **Plan Conversion** as necessary.

Note: The device serial number and sequence number are listed on the Supplies Activation screen. The device serial number and total impressions are listed on the Plan Conversion screen.

4. Contact the relevant OPCO:

- **DMO** - Follow the the local process.
 - **GIS** - Conversion requests must be approved by the GIS Headquarter VP of Service. Request that your field service manager contact their GIS Company VP of Service for directions. The GIS 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 code.
 - **XCL** - Call the Customer Delivery Organization (CDO) Field support number 1-800-647-1331, prompt 8 (license strings) for a toner conversion PIN. Provide the machine serial number and the total number of impressions.
 - **XE** - Email OFFICE.Europe.Page.Pack.PIN@xerox.com.
 - **USEU/USCU** - Call Xerox Documentation and Software Services (XDSS) on 1-800-890-3260.
5. A six character pin code will be provided.

Note: The plan conversion pin code is valid for approximately 500 additional impressions after being generated.

6. From the Home screen, scroll down to Supplies, then select **Details** . Scroll down, beneath Options, select **Supplies Plan** .
7. The Supplies Plan window opens. Select either **Supplies Plan Activation** or **Plan Conversion** as necessary. Enter the six digit pin code that was provided.
8. Select **Apply** .

Note: If converting from Metered to Sold or PagePack to Sold, an appropriate Sold toner cartridge must be installed immediately after the conversion process or the device will display an incompatible toner error message.

9. Confirm the service plan is correct by printing a configuration report, [GP 14](#) or checking the NVM values, refer to [Table 1](#).

GP 28 Billing Impression Mode Change Process

Purpose

To provide information about the process to follow when a customer requires a billing impression mode (BIM) change.

General Information

VersaLink® B7025/B7030/B7035 machines can be ordered with the option to bill customers two meter clicks for oversized media using Billing Impression Mode 'A4 Impressions'. Sales will order the equipment using a market code to determine if Billing Impression Mode is 'A3 Impressions' or 'A4 Impressions'.

If Billing Impression Mode is set for 'A4 Impressions', any media over 145 inches square (935cm square) will be billed as 2 meter clicks. For example, an 8.5x14 page is 119 inches square, so it will be billed as 1 click. A 11x17 page is 187 inches square (greater than 145 inches square), so if the machine is setup for BIM 'A4 Impressions', a 11x17 page will be billed as 2 meter clicks.

The BIM can only be changed if the current BIM does not match the customers contract. If the customer disagrees, advise them to contact their sales representative to discuss their contract.

Procedure

Perform the relevant procedure:

- [How to Check the Customers Current BIM](#)
- [How to Verify the Contract and Change the BIM](#)

How to Check the Customers Current BIM

Refer to the relevant procedure:

- [From the User Interface](#)
- [From the Embedded Web Server](#)

From the User Interface

Perform the steps that follow:

1. From the Home screen, touch the **Device** button. Scroll down, then touch **Billing/Usage** , then **Impression Mode** .
2. On the Impression Mode screen, the current BIM will be displayed alongside Current Mode.

Note: Record the serial number and sequence number to obtain a BIM pin code.

From the Embedded Web Server

Perform the steps that follow:

1. From the Home screen, select **Log In** , then **Admin** .
2. Enter the password '1111' (default setting). Select **Log In** .
3. Scroll down, beneath Billing / Usage, select **Details** .
4. The Billing Details & Usage Counters window opens. Select **Impression Mode** .
5. On the Impression Mode screen, the current BIM will be displayed alongside Current Mode.

Note: Record the serial number and sequence number to obtain a BIM pin code.

How to Verify the Contract and Change the BIM

If the machines BIM is thought to be incorrect, contact the relevant OPCO:

- **GIS** - Contact the service manager.
- **USEU/XCL/USCU** - Call Xerox Corporate Licensing System (XDSS) on 1-800-890-3260.
- **XE/DMO** - Advise the customer to contact their sales representative.

The OPCO will require the machines serial number and sequence number. If the machines BIM does not match the customers contract, the OPCO can generate a six digit PIN code to correct the BIM.

Once the OPCO has generated the PIN code, it will be provided via telephone, email or the Xerox Software Activation Portal at <https://www.xeroxlicensing.xerox.com/fik>. The PIN code can be entered:

- [From the User Interface](#)
- [From the Embedded Web Server](#)

From the User Interface

Perform the steps that follow:

1. From the Home screen, touch the **Device** button. Scroll down, then touch **Billing/Usage** , then **Impression Mode** .
2. On the Impression Mode screen, touch **Enter PIN** .
3. Use the displayed keyboard to enter the six digit PIN code, the touch **Enter**.
4. Verify that the BIM has been changed. Refer to [How to Check the Customers Current BIM](#).

From the Embedded Web Server

Perform the steps that follow:

1. From the Home screen, select **Log In** , then **Admin** .
2. Enter the password '1111' (default setting). Select **Log In** .
3. Scroll down, beneath Billing / Usage, select **Details** .

4. The Billing Details & Usage Counters window opens. Select **Impression Mode** .
5. On the Impression Mode screen, enter the six digit PIN code on the Enter and Apply PIN line. Select **Apply** .
6. Verify that the BIM has been changed. Refer to [How to Check the Customers Current BIM](#).

GP 29 System Administrator Password Reset

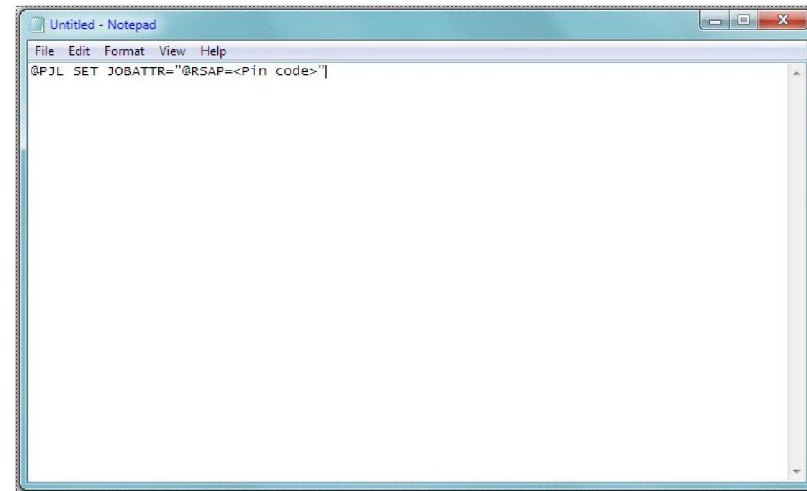
Purpose

To reset the system administrator password.

Procedure

Perform the steps that follow:

1. Create a PIN code using the administrator password reset tool.
 - a. Run the administrator password reset tool.
 - b. Enter the serial number of the device with no punctuation or spaces.
 - c. Enter the total page count from the device.
 - d. Press **Calculate**.
 - e. Note the “12-digit” reset code.
2. Create a reset file using Windows Notepad.
 - a. **Windows 7**
 - Select **Start > All Programs > Accessories > Notepad** .
 - b. **Windows 8 or 10**
 - Click on the Start button, or Windows icon, type ‘Notepad’, then select from the list.
 - c. Copy and paste `@PJL SET JOBATTR="@RSAP=<Pin code>”` into the new Notepad text space, [Figure 1](#).
 - Replace <Pin code> with the actual “12-digit” PIN code that you generated from the system administrator password tool.
 - Example with PIN code: `@PJL SET JOBATTR="@RSAP=123456789123”` .



F-1-0405-A

Figure 1 Notepad Example

- d. Save the Notepad file as Reset.PJL to your computer.
3. Submitting the Reset.PJL file using DirectPrint utility.

Note: The following files can be found in an attachment to Eureka Tip ETI 1393759.

- Admin Password Reset Tool.exe
- DirectPrint.exe
- Reset.PJL
- SA Password Reset process.docx

- a. Run the DirectPrint utility.
- b. Select the Reset.PJL file where you saved it to on your computer by clicking the “.....” box next to filename.
- c. Enter the IP address of the Machine in the field box under printer/IP.
- d. Select **Print** .

- e. A job completed tone will sound at the machine and changes are being made can be observed on the UI.

Note: The process only takes a few seconds. If the UI screen hangs during the process, hold the power/wake button to shutdown the machine. Then power the machine back on using the power/wake button.

- f. The administrator password should now be the default '1111'. Use the EWS to access the device to confirm.
4. Troubleshooting reset file not accepted error, [Table 1](#).

Table 1 File Not Accepted Procedure

Status Code	Procedure
016-749	<ul style="list-style-type: none"> Verify the license string @PJL SET JOBATTR="QRSAP=<Pin code>" was copied to Notepad correctly. Verify that the PIN code is correct. When generating the code, make sure the current total meter read was used.

GP 30 How to Print the Fax Reports

Purpose

To print the machine's fax protocol report.

Procedure

Perform the steps that follow:

1. Enter Diagnostics, [GP 1](#).
2. Touch **Device** .
3. Touch **Apps** , then **Fax** .
4. Touch **Fax Protocol Report** or **Fax Activity Report** .
5. Touch Close to return to the Diagnostics screen.
6. Exit diagnostics, [GP 1](#).

GP 31 Print/Copy Orientation Definitions

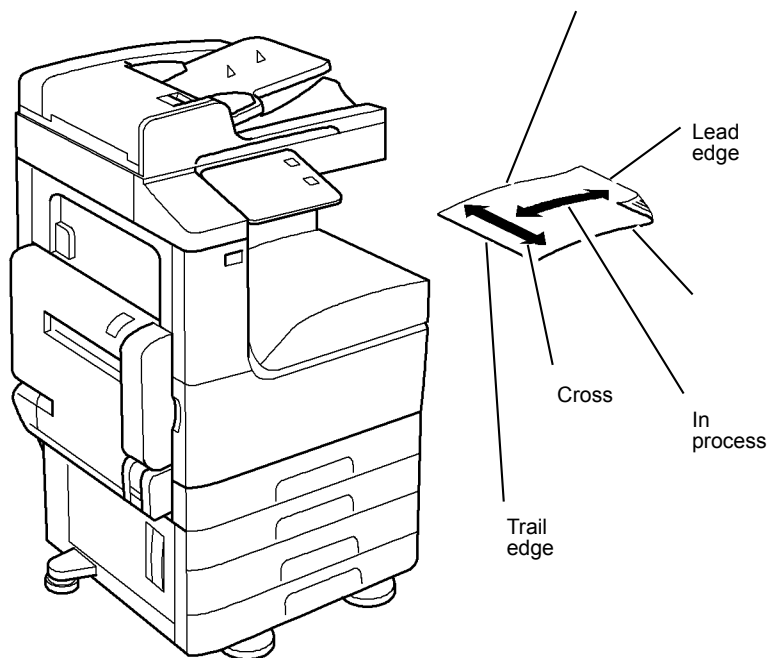
Purpose

To describe the print/copy orientation definitions.

Definitions

Refer to **Figure 1**. Be aware of the points that follow:

- **Inboard edge** - can also be described as the top edge or side edge.
- **In process direction** - can also be described as the slow scan direction.
- **Cross process direction** - can also be described as the fast scan direction.



Y-1-0431-A

GP 33 How to Re-Enter Optional Feature Installation Keys

Purpose

To explain how to re-enter optional feature installation keys after installation of a new HDD/SDD.

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**, then **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 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 12Mbps/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

GP 41 Foreign Device Interface Setup

Purpose

This procedure explains the process for configuration and installation of a Foreign Device Interface (FDI).

FDI Installation Procedure



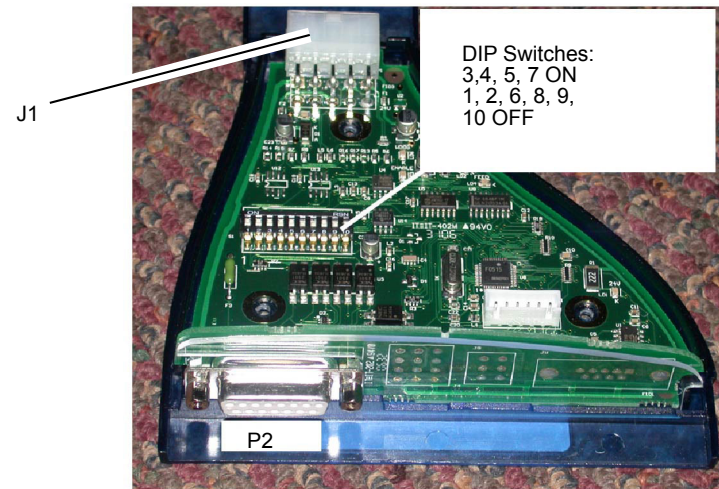
CAUTION: Do not connect a Foreign Device Interface (FDI) to a Power Over Ethernet (PoE) network. To do so may damage the FDI and components within the Xerox® device.



CAUTION: Do not install a Foreign Device Interface (FDI) until the Xerox® device is configured for FDI use. To do so may damage the FDI and components within the Xerox® device.

Note: If the procedural steps of the FDI Installation Procedure are performed out of sequence the “Convenience” selection tab on the “Login/ Logout Settings” page of the EWS may not display. To correct this malfunction, perform the [FDI Removal Procedure](#), then continue from step 1 of the [FDI Installation Procedure](#).

1. Ensure the Xerox® device is configured to use a FDI. Go to [Configuring the Foreign Device Interface](#).
2. Set the FDI dip switches.
 - a. Remove the 3 Phillips screws on under side of the FDI.
 - b. Remove the FDI top cover to gain access to the internal DIP switches.
 - c. Set DIP switches as shown in, [Figure 1](#).



TY-1-0562-A

- d. Replace the FDI top cover, then secure with the 3 Phillips screws.
3. Use the harness supplied with the FDI kit to connect the FDI at J1 [Figure 1](#), to P/J351 on the [ESS PWB](#).
4. Use the 3 round Velcro® stickers, supplied with FDI kit, to secure FDI adaptor onto the Xerox® device.

Note: The CRD (CRD= Cost Recovery Device. This is any type of external 3rd Party Vendor or Xerox provided Foreign Device accessory such as a Vend Station, Coin- Op, Card Reader, etc. that will connect through a foreign interface serial port) TO FDI harness is typically provided from the CRD supplier. Confirm the cable is for the specific Xerox® equipment. If not, it may cause damage to FDI unit or may cause improper functionality. Advise the customer to consult with the CRD provider for further instruction.

Note: Only permit the connection of a **CRD Additive** type device to a Xerox® device with a speed capability of >70 ppm/cpm. The connection of a **CRD Subtractive** type device to a Xerox® >70 ppm/cpm device can cause issues with the customer’s ability to collect funds properly.

5. Connect the Cost Recovery Device (CRD) to P2 on the FDI adaptor, [Figure 1](#).
6. Switch on the machine, [GP 10](#).
7. Observe the UI screen. Confirm the UI displays one of the following messages “Insert Coin”, “Insert Card” or “Insert Car or Coin” as appropriate, depending on the type of CRD installed.

If the appropriate message does not display, enter [dC131](#) NVM location 850-007, then set the value in accordance with [Table 1](#).

8. Enter **dC131** NVM location 850-001. Ensure that the NVM value is set to 1. Refer to [Table 1](#).
9. Enter **dC131**. Set the NVM location values in [Table 1](#) depending on the type of device and the customer's preferences.

Note: For further FDI service information on:

- NVM Settings.
- Harnesses.
- Trouble Shooting.
- Fault Codes.
- Test Tools.

Refer to the document "Bear FDI Setting per Product V1.22.00.pdf" in GSN library #14131.

Table 1 FDI NVM Settings

NVM loc.	Name	Function	Values	Configuration
850-001	FDI Connection	FDI is present. Automatically recognized only when FDI is connected upon M/C power on. Disabling FDI-CRD function, must enter [0], turn off MC and remove the FDI connection.	0 = disabled (default) 1 = enabled	
850-007	Accessory Type	Type of Cost Recovery Device connected. This function is for UI Message. Disabling FDI-CRD function, must enter [0], turn off MC and remove the FDI connection.	0 = None or Foot Switch (default) 1 = Additive Mode (UI msg = Use a Valid Card) 2 = Subtractive Mode (UI msg = Use a Valid Card) 3 = Dispenser - Subtractive Mode (UI msg = Use a Valid Card) 4 = Coin-Op Kit - Subtractive Mode (UI msg = Insert Coins) 5 = Multiple connection of CopyLyzer & Dispenser - Subtractive Mode (UI msg = Use a Valid Card) 6 = Multiple connection of CopyLyzer & Coin-Op Kit - Subtractive Mode (UI msg = Insert Coins or Use a Valid Card) 7 = Multiple connection of Dispenser & Coin-Op Kit - Subtractive Mode (UI msg = Insert Coins or Use a Valid Card) 8 = Not Applicable 9 = Not Applicable 10 = D-Card Reader DCS-5005 (UI msg = Use a Valid Card) 11 = Not Applicable 12 = Not Applicable	XC, XE, DMO, FX XC, XE, DMO, FX FX XC, XE, DMO, FX XC, XE, DMO, FX FX FX XC, XE, DMO, FX XC, XE, DMO, FX
850-009	Print Job Control	Disable / Enable controlling charge print jobs by FDI-CRD	0 = disabled (default) 1 = enabled	
850-010	Interrupt Function	Disable / Enable the function of Interrupt at Subtractive CRD configuration.	0 = disabled (default) 1 = enabled Note: When NVM 850-016 is set to 2, this setting is prohibited to be set to enable Interrupt.	
850-013	Scan-Ahead Function	Enable/Disable Scan-Ahead Feature with FDI-CRD. This function is not effective if [850-030] = 0.	0 = Disable Scan-Ahead (default) 1: Enable Scan-Ahead Note: Setting of 1 is recommended on any Subtractive Device to avoid free side-2 copy/print with CRD.	
850-014	FDI Connect Wait Time	Amount of time for MC to wait for FDI-CRD to boot-up after MC is power ON. If MC did not detect FDI-CRD within time, the system declares a fault (121-333).	0 = Wait for 10 seconds (default) 1 - 9 = Number of minutes to wait before fault is declared.	

NVM loc.	Name	Function	Values	Configuration
850-015	Scan/Fax/Internet Fax Job Control	Disable / Enable controlling charge on Scan/Fax/Internet Fax jobs at storing and sending in Fax/Internet Fax jobs. Valid only when charge type is Xerox Card, JIS II Card or IC Card. (Multiple connection of CRD devices with the above the charge types)	0 = disabled (default) 1 = enabled	
850-016	Operational when Job-in-Process is disabled and Subtractive Mode CRD is connected	Note: This function is only available in FX/FX-IBG Market. Change system behavior based on Subtractive CRD or CRD set to Subtractive Mode, and Job-in-Process is disabled.	0 = All Xerox Europe1 = Cancel2 = Pause automatically clear remaining jobs	
850-017	Use of card number upon Print Job Control	Disable / Enable charging Print Jobs to Card Number when the card were inserted. Note: Valid only when Print Job Control [850-009] is enabled.	0 = disabled (default) 1 = enabled	
850-018	Paper Transfer in Duplex Mode	Disable/Enable single-sheet feed mode during Duplex Printing, when Subtractive CRD is connected.	0 = Regular Speed 1 = Single-Sheet Feed Mode (default) Note: Setting of 1 is recommended on any Subtractive Device to avoid free side-2 copy/print with CRD.	
850-030	Copy Job Control	Disable / Enable controlling charge copy jobs by FDI-CRD	0 = disabled (default) 1 = enabled	
700-125	Job Cancel Timer	Amount of time (unit = seconds) until Paused Job is cancelled	Variable	

Configuring the Foreign Device Interface

1. Enter Admin Mode via the Embedded Web Server (EWS), [GP 23](#).
2. Ensure HTTPS (SSL) is enabled:
 - a. From the left side menu select **Connectivity** .
 - b. In the list under the heading “Protocols” select the **HTTP** tab, then if necessary position the on screen slide switch to enable HTTPS (SSL).
 - c. Select **OK** .
3. From the left side menu select **Permissions** .
4. In the top on screen menu select **Login/Logout Settings** .
5. In the list under the heading “Login Method” within the Convenience tab touch **Select** .

Note: If the procedural steps of the FDI Installation Procedure are performed out of sequence the “Convenience” selection tab on the “Login/ Logout Settings” page of the EWS may not display. To correct this malfunction, perform the [FDI Removal Procedure](#), then continue from step 1 of the [FDI Installation Procedure](#).

6. On the “Convenience Login” screen enter the IP Address 11.1.1.1 (NOTE: the IP address does not need to function), then select **OK** .
7. Accept the Restart prompt.
8. Login as an administrator, [GP 23](#).
9. From the left side menu select **Permissions** .
10. In the top on screen menu select **Accounting Methods** .
11. In the list under the heading “Accounting Methods” within the Auxiliary Device tab touch **Select** .
12. Select the appropriate Device Type and What to Track, then select **OK** .
13. Accept the Restart prompt.
14. After the device reboots, switch off the machine, [GP 10](#).
15. Install the FDI adapter, go to the [FDI Installation Procedure](#).

FDI Removal Procedure

1. Enter [dC131](#). Ensure the NVM locations that follow are set to “0”.
 - 850-001.
 - 850-007.
2. Switch off the machine, [GP 10](#).

3. Disconnect the FDI adaptor from the Xerox® device.
4. Switch on the Machine, [GP 10](#).
5. Check [dC125](#) Active Faults. If FDI faults are listed, perform the appropriate RAP.

Diagnostics Not Listed for External Accessory Devices



CAUTION: Attached devices may have external service manuals for troubleshooting.

The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

dC118 Jam Counter

Purpose

To view the number of jams that have occurred. dC118 Jam Counters records the number of occurrences of a jam and allows the counters to be sorted by occurrences.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC118 Jam Counter.

Note: There will be a delay while the machine retrieves the jam counter data.

3. A list of jams that have occurred is displayed.
4. Touch Close to return to the Diagnostics screen.
5. Exit diagnostics, [GP 1](#).

dC120 Failure Counter

Purpose

To view the faults raised by the machine. dC120 Fault Counters records the number of occurrences of a fault.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC120 Failure Counter.

Note: There will be a delay while the machine retrieves the fault counter data.

3. A list of faults that have occurred on the machine is displayed.
4. Touch Close to return to the Diagnostics screen.
5. Exit diagnostics, [GP 1](#).

dC122 Shutdown History

Purpose

To view the shutdown history in chronological order and in more detail than shown in [dC120](#) Failure Counter.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC122 Shutdown History.
3. The dC122 Shutdown History screen is displayed.
4. Touch Failures to choose between:
 - Paper Jams
 - Document Feeder Jams
 - Failures
 - Last 40 Faults
5. Touch Close to return to the Diagnostics screen.
6. Exit diagnostics, [GP 1](#).

dC125 Active Faults

Purpose

To view the current faults.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC125 Active Faults.

Note: There will be a delay while the machine retrieves the fault data.

3. A list of current faults is displayed.
4. Touch Close to return to the Diagnostics screen.
5. Exit diagnostics, [GP 1](#).

dC126 System Registration Adjustment

Description

To measure and adjust the image to paper registration for the IOT.

Note: This routine only works correctly for A3 and 11x17 inch paper. If setting system registration for A4 and 8.5x11 inch paper, perform [ADJ 60.7 Image Position](#). Ensure there is A3 or 11x17 inch paper available in one of the paper trays.

Purpose

Note: For a description of the print/copy orientation definitions, refer to [GP 31 Print/Copy Orientation Definitions](#).

Note: Refer to [IQS 7 Registration](#) for specifications.

To measure and adjust the lead edge and side edge image to paper registration of the image output terminal by performing the routines that follow:

1. Slow Scan % (in the process direction) (measuring position: Lss - side 1 and 2. this is between the Sa line and the Sb line).
2. Side 1 / Side 2 Registration (measuring position: A, B, C and D - side 1 and 2). This adjustment is to align the side 2 image with the side 1 image, only the side 2 image is affected.
3. Lead Registration (measuring position: B - side 1 and 2).
4. Side Registration (measuring position: A - side 1 and 2).

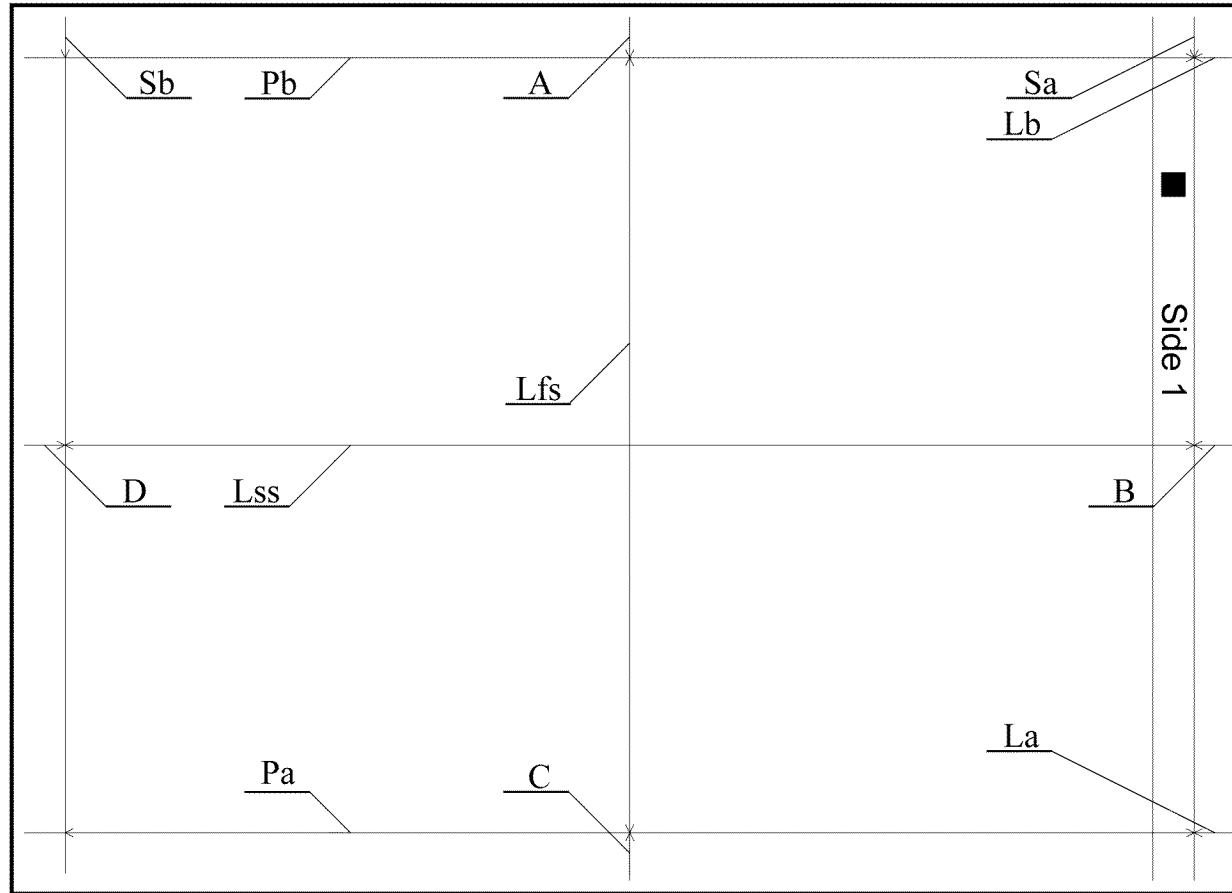
Perform the adjustments in the order that follows:

1. Lead Registration on side 1 - this will adjust measurement B. Refer to [IQS 7 Registration](#) and [Figure 1](#).
2. Slow Scan % - this will adjust side 1 measurement Lss. Refer to [IQS 8 Magnification](#) and [Figure 1](#).
3. Lead Registration on side 2 - this will adjust measurement B. Refer to [IQS 7 Registration](#) and [Figure 2](#).
4. Side Registration on side 1 - this will adjust measurement A. Refer to [IQS 7 Registration](#) and [Figure 1](#).
5. Side Registration on side 2 - this will adjust measurement A. Refer to [IQS 7 Registration](#) and [Figure 2](#).
6. Side 1 / Side 2 Registration - this will adjust the position of the side 2 image in relation to the side 1 image. Holding the test pattern up to a bright light, the side 1 and side 2 images should align.

Procedure

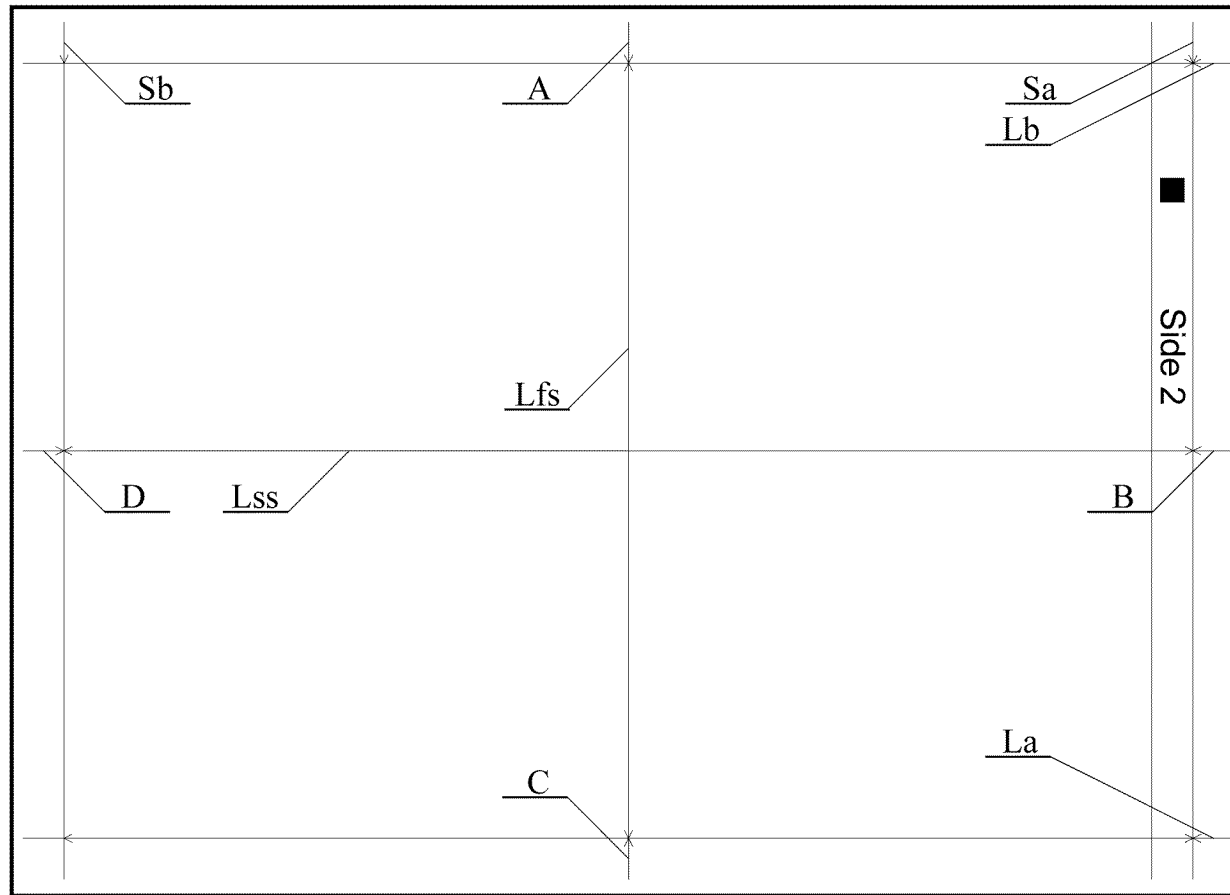
Note: This procedure uses side registration as an example. When performing other adjustments, use the appropriate location on the test pattern. Refer to [Purpose](#).

1. Enter Diagnostics, [GP 1](#).
2. Touch dC126 System Registration.
3. Touch Paper Supply. Select the tray to adjust.
4. Touch Print. The test pattern will be printed, [Figure 1](#) and [Figure 2](#).



Y-1-0558-A

Figure 1 Registration test pattern side 1



Y-1-0559-A

Figure 2 Registration test pattern side 2

5. Compare the registration of the image on side 1 and side two of the print with the specification in [IQS 7 Registration](#). Compare the magnification of the image on side 1 and side 2 of the print with the specification in [IQS 8 Magnification](#). If any measurement does not meet the specifications, go to [Registration Adjustment](#).

Registration Adjustment

1. This procedure uses side registration as an example. When performing other adjustments, use the appropriate location on the test pattern. Refer to [Purpose](#).

Note: The Sa and Sb locations marked on the test pattern indicate the distance from the test pattern image to the edge of the paper.

2. On the printed test pattern, measure the distance (in millimeters) at point Sa from the line to the edge of the paper on side 1 and side 2. Refer to [Figure 1](#) and [Figure 2](#).
3. Touch Side Registration, then Adjusted Side (Side 1).
4. Touch +/- to enter the measured value of position A for side 1.

Note: Touch A to open a keypad on which to enter the value.

5. Touch Side Registration, then Adjusted Side (Side 2).
6. Touch +/- to enter the measured value of position A for side 2.

Note: Touch B to open a keypad on which to enter the value.

7. After inputting the values for side 1 and side 2, touch Adjust to save the settings.
8. Exit diagnostics, [GP 1](#).

dC131 NVM Read/Write

Purpose

To review and modify values within the machine configuration and control parameters stored in NVM.

Description

Each NVM item is identified using an NVM chain link number in the form XXX-XXX.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC131 NVM Read/Write.
3. To read NVM, enter the required chain link number. The current value will be displayed.
4. To write NVM:
 - a. Enter the required chain link number.
 - b. Touch Change.
 - c. Enter a new value.
 - d. Touch OK.
 - e. The new value will be displayed in the Current Value box.
5. Touch Close to return to the Diagnostics screen.
6. Exit diagnostics, [GP 1](#).

Note: The Edoc CD must be in the CD drive to use the links below.

For the NVM tables, refer to the documents that follow:

- [NVM Tables \(1 of 2\)](#)
- [NVM Tables \(2 of 2\)](#)

dC132 Device ID and Billing Data

Purpose

To view and, if required, synchronize the serial and product numbers between the drive PWB and ESS PWB when a new drive PWB or ESS PWB has been installed.

The serial and product numbers are held at the following locations:

- EPROM on the drive PWB (IOT).
- EPROM on the ESS PWB (SYS1).
- ESS PWB (SYS2).

Note: This function must only be used when a failure has occurred. When the values at the three locations (IOT, SYS1, SYS2) are the same, there is no need to continue with the procedure.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC132 Device ID and Billing Data.
3. Select a PWB with the correct data, i.e., not grayed out.
4. Enter the correct serial number (without prefix) in both boxes on the Serial Number screen and touch Confirm.
5. Exit Diagnostics with reboot, [GP 1](#).

dC135 HFSI Counter

Purpose

To view the counters for high frequency service items (HFSI).

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC135 HFSI Counter.
3. Enter the relevant Chain-Link number or select the component from the list.
4. Touch Details. The Details screen will open, displaying the part name, current value, replacement data and the specified life.
5. Refer to [Table 1](#) to observe the status of the items.
6. To reset an HFSI value:
 - a. Touch Reset.
 - b. The Reset Current Value screen will open.
 - c. Touch Yes to reset the NVM value.

Note: The three previous replacement values will be modified.
7. To edit the specified life of an HFSI:
 - a. Touch Spec Life.
 - b. The Spec Life screen will open.
 - c. Enter the new value.
 - d. Touch OK.
8. Touch Close to return to the HFSI Counter screen.
9. Touch Close to return to the Diagnostics screen.
10. Exit diagnostics, [GP 1](#).

Table 1 HFSI Details

Chain-Link	Name and Description	Spec Life Value (Units)	Reset Upon Replacement
954-800	Tray 1 Feed/Retard/Nudger Rolls Feed count from Tray 1	300000 (300K feeds)	Y
954-801	Tray 2 Feed/Retard/Nudger Rolls Feed count from Tray 2	300000 (300K feeds)	Y

Chain-Link	Name and Description	Spec Life Value (Units)	Reset Upon Replacement
954-802	Tray 3 Feed/Retard/Nudger Rolls Feed count from Tray 3	300000 (300K feeds)	Y
954-803	Tray 4 Feed/Retard/Nudger Rolls Feed count from Tray 4	300000 (300K feeds)	Y
954-804	HCF1 Feed/Retard/Nudger Rolls Feed count from HCF/Tray 6	300000 (300K feeds)	Y
954-805	MSI (Bypass Tray) Feed Roll/Retard Feed count from Bypass/Tray 5	50000 (50K feeds)	Y
954-820	BTR Unit A4 equivalent count (0.1*PV)	20000000 (200K prints)	Y
954-850	Fusing Unit Print Count A4LEF equivalent count (0.1*PV)	10000000 (100K prints)	Y
954-851	Fusing Unit Time Count Number of seconds between PO/PO	18000000 (max clock 18M seconds)	Y
955-806	Feed Count DADF feed count from tray	200000 (200K feeds)	Y
955-807	Simplex Feed Count DADF simplex feed count from tray	912000 (912K feeds)	Y
955-808	Duplex Feed Count DADF duplex feed count from tray	912000 (912K feeds)	Y
955-810	Platen Open Count Count of platen interlock	260000 (260K times)	Y
955-812	TA Clutch On-Count DADF TA clutch on count	1080000 (1080K times)	Y
955-828	Feed Clutch On-Count DADF Feed clutch on count	1080000 (1080K times)	Y
955-830	Stamp Sol On Count DADF stamp sole-noid count	100000 (100K times) not applicable for B71xx	N/A
955-831	Stamp Action Count DADF stamp sole-noid ink count	3000 (3K times) not applicable for B71xx	N/A
956-802	Scan Count Platen scan count	6000000 (6M scans)	N/A

Chain-Link	Name and Description	Spec Life Value (Units)	Reset Upon Replacement
956-803	Light Lamp Time <i>Number of seconds lamp on</i>	7200000 (7.2M seconds)	Y
956-804	Lamp Turn On Count <i>Number of times lamp on</i>	6000000 (6M times)	Y

dC140 Analog Component Monitoring

Purpose

To provide tools to start (actuate) and stop (de-actuate) monitoring of specific analog components. The nominal range of the analog value and, when monitoring is active, the current value is displayed. The values are updated at least every second to allow the component state to be monitored.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC140 Analog Component Monitoring.
3. Touch Chain-Link.
4. Enter the relevant Chain-Link number, refer to [Table 1](#).
5. Touch OK.
6. Touch Start. The screen will display the information that follows:
 - Chain-Link number of the component.
 - Input or output code clarification.
 - The enabled or disabled state.
 - The output level.
7. To temporarily change the output level of a component:
 - a. Touch Level (wrench symbol).
 - b. Touch the +/- buttons to enter the new value (1 to 65535).
 - c. Touch OK.
8. Touch Stop All to stop component operation.
9. Touch Close to return to the Diagnostics screen.
10. Exit diagnostics, [GP 1](#).

Table 1 Component list

Chain-Link	Component Name	Description
010-200	Heat Roll NC Sensor: Inf	The detected value of the mid heat roll sensor. Range: 1019 (low) to 150 (high)
010-201	Heat Roll NC Sensor: Temp	The compensated value of the mid heat roll sensor. Range: 1019 (low) to 130 (high)

Chain-Link	Component Name	Description
010-202	Heat Roll NC Sensor: Diff	The differential value of the mid heat roll sensor. Range: -32 (low) to 1024 (high)
010-203	Heat Roll STS	The STS temperature value of the rear heat roll sensor. Range: 1018 (low) to 120 (high)
071-200	Tray 1 Size Sensor Analog	Displays the value for tray 1 paper size. Range: 0 to 989
072-200	Tray 2 Size Sensor Analog	Displays the value for tray 2 paper size. Range: 0 to 247
073-200	Tray 3 Size Sensor Analog	Displays the value for tray 3 paper size. Range: 0 to 247
074-200	Tray 4 Size Sensor Analog	Displays the value for tray 4 paper size. Range: 0 to 247
092-206	ATC_SNR_K	TC detection in the developer housing assembly

dC301 NVM Initialization

Purpose

To reset the values of all applicable NVM parameters to default.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC301 Initialize NVM.
3. Select the area to be initialized. Refer to [Table 1](#).

Table 1 NVM areas

Area	Comments
IOT 1	Drive PWB NVM. After initializing the IOT 1 NVM, ensure the tray module type is correctly set, refer to the 077-211 Tray Module Mismatch RAP.
IOT 2	Do not use.
Finisher	Integrated finisher or LX office finisher NVM.
IFM	Do not use.
IISS - IIT/IPS	Scanner NVM.
IISS - Extension	Do not use.
Input Device	DADF NVM.
Sys - System	Reset the FAX NVMs
Sys - User	SD card customer settings. The installation wizard will have to be run after initializing the SD card NVM.
Fault Counter	Fault history.
HCS 1	Do not use.
HCS 2	Do not use.
PFIM	Do not use.

4. Touch Start.
5. Follow the UI messages to initialize the NVM.
6. Touch Close to return to the Diagnostics screen.
7. Enter [dC131](#). Ensure NVM value 790-900 is set to 1. If the NVM value had to be changed, switch off, then switch on the machine, [GP 10](#). Verify that the Embedded Web Server is working.
8. Exit diagnostics, [GP 1](#).

dC305 UI Panel Diagnostics

Purpose

To test the LED and audio functions of the user interface.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC305 UI Panel Diagnostics.
3. Touch [LED Test](#) or [Audio Test](#).
4. Exit diagnostics, [GP 1](#).

LED Test

1. Touch the 1 or more LEDs to be diagnosed:
 - Interactive
 - Error
 - NFC
 - Power
 - Data
2. Touch the display pattern to be diagnosed. The selected LEDs are switched on.
3. Touch All Off.
4. Touch the back button (top left) to return to the Diagnostics screen.

Audio Test

1. Touch Volume. Adjust the volume as necessary.
2. Touch the pattern to be diagnosed. The audio sounds with the specified volume and pattern:
 - Pattern 1
 - Pattern 2
 - Pattern 3
 - Pattern 4
 - Pattern 5
 - Pattern 6
3. Touch the back button (top left) to return to the Diagnostics screen.

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.

Note: To check the operation of the fuser temperature, tray size sensing and the development housing ATC sensor, refer to [dC140](#) Analog Monitor.

Go to the appropriate procedure:

- [Input Components](#)
- [Output Components](#)

Input Components

When the appropriate code is entered, the status of the component is shown on the UI.

Note: The logic level shown on the BSD with the signal name is the actual signal as measured with a service meter. This is not necessarily the same as the logic state shown on the UI, especially where the output is inverted. When testing components using these control codes, look for a change in state, not for a high or low.

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.

Go to the appropriate table:

- [Table 1](#) Input codes 005.
- [Table 2](#) Input codes 042.
- [Table 3](#) Input Codes 062.
- [Table 4](#) Input Codes 071 to 078.

Output Components

When the appropriate code is entered, the component runs or energizes for a set time. The default timeout for most components is set at 90 seconds, but can be as short as 5 seconds. Some components require that other components are run or energized at the same time. It is possible to enter and run or energize up to 6 component control codes (not fax), but only in permitted groups. If illegal combinations of codes are entered, the components do not run or energize.

Go to the appropriate table:

- [Table 5](#) Output Codes 005.
- [Table 6](#) Output Codes 042.
- [Table 7](#) Output Codes 061 and 062.
- [Table 8](#) Output Codes 071 to 078.
- [Table 9](#) Output Codes 091 to 094.

Procedure

Note: The Cyclic Motion function does not work.

1. Enter Diagnostics, [GP 1](#).
2. Touch dC330 Component Control.



CAUTION: Check the component control tables for components that will damage the machine if run together.

3. Touch Chain-Link.
4. Enter the relevant Chain-Link number.
5. Touch OK.
6. Touch Start. The component will operate and the screen will display the information that follows:
 - Chain-Link number of the component.
 - Input or output code clarification.
 - The component status.
 - Operation counter.
7. Touch Stop All to stop component operation.
8. Touch Close to return to the Diagnostics screen.
9. Exit diagnostics, [GP 1](#).

Input Codes

Table 1 Input codes 005

Code	Displayed Name	Description	General
005-102	Document Sensor	Document sensor (Q05-102)	High = document present
005-110	Regi Sensor	Registration sensor (Q05-110)	High = document present
005-193	Multifeed SNR AMP PWBA	Multifeed SNR AMP PWBA(Q05-193)	Low=
005-194			
005-206	CVT Pre Regi Sensor	Pre-registration sensor (Q05-206)	High = no document
005-211	CVT Invert Sensor	Invert sensor (Q05-211)	High = no document
005-212	CVT Feeder Cover Interlock Switch	CVT feeder cover sensor (Q05-212)	High = Cover closed
005-213	CVT DADF Interlock Switch	CVT DADF interlock switch (S05-213)	High = DADF lowered
005-215	CVT #1 Tray APS Sensor (CVT)	Tray APS sensor 1 (Q05-215)	High/Low
005-216	CVT #2 Tray APS Sensor (CVT)	Tray APS sensor 2 (Q05-216)	High/Low
005-217	CVT #3 Tray APS Sensor (CVT)	Tray APS sensor 3 (Q05-217)	High/Low
005-218	CVT APS No. 1 Sensor	APS sensor 1 (Q05-218)	Low = document present
005-219	CVT APS No. 2 Sensor	APS sensor 2 (Q05-219)	Low = document present
005-220	CVT APS No. 3 Sensor	APS sensor 3 (Q05-220)	Low = document present
005-221	CVT Tray Size SNR No. 1	Tray size sensor 1 (Q05-221)	Low = document present
005-222	CVT Tray Size SNR No. 2	Tray size sensor 2 (Q05-222)	Low = document present
005-224	Scan Start (CVT)	Scan count signal.	High = on

Code	Displayed Name	Description	General
005-226	#2 Invert Sensor (PF1)	Invert sensor 2 (Q05-226)	Low = document present
005-234	Home Position SNR	Link home position sensor (Q05-234) for nip release	High = nip closed

Table 2 Input codes 042

Code	Displayed Name	Description	General
042-250	Fusing Exhaust Fan Fail	Detects using exhaust fan fail.	-
042-251	Marking Fan FAIL	Detects marking fan fail.	-

Table 3 Input codes 062

Code	Displayed Name	Description	General
062-212	IIT Regi Sensor	Scanner registration sensor (Q62-212)	Low = Actuated
062-240	ADF Exist	DADF present sensor (Q62-240)	High = DADF present
062-251	APS Sensor1	APS sensor 1 (Q62-251)	High = document present
062-253	APS Sensor3	APS sensor 3(Q62-253)	High = document present
062-300	Platen I/L Switch	Platen I/L sensor (Q62-300)	Low = DADF closed
062-301	Angle Sensor	Angle sensor (Q62-301)	Low = DADF closed

Table 4 Input codes 071 to 078

Code	Displayed Name	Description	General
071-101	#1 No Paper Sensor	Tray 1 no paper sensor (Q71-101)	High = Paper empty
071-102	#1 Level Sensor	Tray 1 level sensor (Q71-102)	High = top of stack sensed
071-104	#1 Tray Paper Size Switch	Tray 1 paper size switch (S71-104)	High = Tray out
071-105	#1 Pre Feed Sensor	Tray 1 pre feed sensor (Q71-105)	High = paper detected

Code	Displayed Name	Description	General
072-101	#2 No Paper Sensor	Tray 2 no paper sensor (Q72-101)	High = Paper empty
072-102	#2 Level Sensor	Tray 2 level sensor (Q72-102)	High = top of stack sensed
072-103	#2 Feed Out Sensor	Tray 2 feed out sensor (Q72-103)	High = Paper Detected
072-104	#2 Tray Paper Size Sensor Digital	Tray 2 paper size sensor (Q72-104)	High/Low
073-101	#3 No Paper Sensor	Tray 3 no paper sensor (Q73-101)	High = Paper empty
073-102	#3 Level Sensor	Tray 3 level sensor (Q73-102)	High = top of stack sensed
073-103	#3 Feed Out Sensor	Tray 3 feed out sensor (Q73-103)	High = Paper Detected
073-104	#3 Tray Paper Size Sensor Digital	Tray 3 paper size sensor (Q73-104)	High/Low
074-101	#4 No Paper Sensor	Tray 4 no paper sensor (Q74-101)	High = Paper empty
074-102	#4 Level Sensor	Tray 4 level sensor (Q74-102)	High = top of stack sensed
074-103	#4 Feed Out Sensor	Tray 4 feed out sensor (Q74-103)	High = Paper Detected
074-104	#4 Tray Paper Size Sensor Digital	Tray 4 paper size sensor (Q74-104)	High/Low
075-100	MSI No Paper Sensor	Bypass tray no paper sensor (Q75-100)	High = Paper detected
077-100	#2 Exit Sensor	Exit 2 sensor (Q77-100)	High = paper detected
077-101	#1 Exit Sensor	Exit 1 sensor (Q77-101)	High = paper detected
077-104	Regi Sensor	Registration sensor (Q77-104)	High = paper detected
077-105	#2 Feed Out Sensor	#2 Feed Out Sensor	High = paper detected
077-120	IOT Feed Ready Signal Input	Feed ready signal	On/off

Code	Displayed Name	Description	General
077-121	Tray Module Regi Stop Signal Input	Registration stop signal.	On/off
077-123	Tray Module Feed ON Signal Input	Feed on signal.	On/off
077-124	#1 OCT Full Stack Sensor	Exit 1 OCT full stack sensor (Q77-124)	High/Low
077-300	Left Hand Interlock Switch	Left hand interlock switch (S77-300)	High/Low
077-302	Left Hand High Cover Switch	Left hand high cover switch (S77-302)	High/Low
077-303	Front Interlock Switch	Front interlock switch (S77-303)	High/Low
077-306	Tray Module Left Hand Interlock Switch	TM left hand interlock switch (S77-306)	High = cover closed
078-100	HCF1 Pre Feed Sensor	HCF pre feed sensor (Q78-100)	High/Low
078-101	HCF1 Feed Out Sensor	HCF feed out sensor (Q78-101)	High/Low
078-200	HCF1 No Paper Sensor	HCF no paper sensor (Q78-200)	High/Low
078-201	HCF1 Level Sensor	HCF level sensor (Q78-201)	High/Low
078-202	HCF1 Size Sensor A	HCF size sensor A (Q78-202)	High/Low
078-203	HCF1 Size Sensor B	HCF size sensor B (Q78-203)	High/Low
078-204	HCF1 Tray In Sensor	HCF tray in sensor (Q78-204)	High/Low
078-300	HCF1 Transport Interlock	HCF transport interlock(S78-300)	High/Low
078-301	HCF1 Side Out Switch	HCF side out switch (S78-301)	High/Low

Output Codes

Table 5 Output Codes 005

Code	Displayed Name	Description	General
005-004	Feed Motor (CCW) 82.5mm/s	Runs the DADF feed motor (MOT05-004) counter clockwise at 82.5mm/s. 50 seconds timeout.	On/off
005-005	Feed Motor (CCW) 110.0mm/s	Runs the DADF feed motor (MOT05-004) counter clockwise at 110mm/s. 50 seconds timeout.	On/off
005-008	Feed Motor (CCW) 165.0mm/s	Runs the DADF feed motor (MOT05-004) counter clockwise at 165mm/s. 50 seconds timeout.	On/off
005-009	Feed Motor (CW) 330.0mm/s	Runs the DADF feed motor (MOT05-004) clockwise at 330mm/s. 50 second timeout.	On/off
005-010	Feed Motor (CCW) 220.0mm/s	Runs the DADF feed motor (MOT05-004) counter clockwise at 220mm/s. 50 second timeout.	On/off
005-013	Feed Motor (CW) 440.0mm/s	Runs the DADF feed motor (MOT05-004) clockwise at 440mm/s. 50 second timeout.	On/off
005-015	Feed Motor (CCW) 330.0mm/s	Runs the DADF feed motor (MOT05-004) counter clockwise at 330mm/s. 50 second timeout.	On/off
005-047	Feed Motor (CW) 110.0mm/s	Runs the DADF feed motor (MOT05-004) clockwise at 110mm/s. 50 second timeout.	On/off
005-048	Feed Motor (CW) 165.0mm/s	Runs the DADF feed motor (MOT05-004) clockwise at 165mm/s. 50 second timeout.	On/off
005-049	Feed Motor (CW) 220.0mm/s	Runs the DADF feed motor (MOT05-004) clockwise at 220mm/s. 50 second timeout.	On/off
005-062	DADF Feed Clutch	Energises the DADF feed clutch (CL05-062). 50 second timeout.	On/off
005-072	Nip Release Solenoid	Nip release solenoid (SOL05-072). 3 second timeout.	On/off
005-083	Doc Ready	Switches on the document ready signal.	On/off

Code	Displayed Name	Description	General
005-088	Image Area	Image area	On/off
005-098	Takeaway Clutch	Energises the DADF takeaway clutch (CL05-098). 50 second timeout.	On/off

Table 6 Output Codes 042

Code	Displayed Name	Description	General
042-001	Drum Motor (175 mm/s)	Runs the drum motor (MOT42-001) at 175mm/s (30/35ppm process speed).	On/off
042-002	Drum Motor (126 mm/s)	Runs the drum motor (MOT42-001) at 126mm/s (25ppm process speed)	On/off
042-003	Main Motor (175 mm/s)	Runs the main motor (MOT42-003) at 175mm/s (30/35ppm process speed).	On/off
042-004	Main Motor (126 mm/s)	Runs the main motor (MOT42-003) at 126mm/s (25ppm process speed).	On/off
042-050	Fusing Unit Exhaust Fan High Speed Rotation	Runs the fuser exhaust fan (MOT42-050) at high speed.	On/off
042-051	Fusing Unit Exhaust Fan Low Speed Rotation	Runs the fuser exhaust fan (MOT42-050) at low speed.	On/off
042-052	Marking Fan High Speed Rotation	Runs the marking fan (MOT42-052) at high speed.	On/off
042-053	Marking Fan Low Speed Rotation	Runs the marking fan (MOT42-052) at low speed.	On/off

Table 7 Output Codes 061 and 062

Code	Displayed Name	Description	General
061-001	LPH forced ON (all-solid)	Switches on the print head assembly (all beta pattern).	On/off
061-002	LPH forced ON (Cin 50%)	Switches on the print head assembly (Cin 50%).	On/off
061-003	LPH forced ON (thyristor transfer)	Switches on the print head assembly (performs thyristor transfer only).	On/off
062-002	IIT Exposure Lamp	Switches on the exposure Lamp. 3 minute timeout.	On/off

Code	Displayed Name	Description	General
062-005	IIT Scan Motor (Scan direction)	Runs the scan motor (MOT62-005) to drive the scan carriage 50mm (2 inches) in the scan direction.	-
062-006	IIT Scan Motor (Return direction)	Runs the scan motor (MOT62-005) to drive the scan carriage 50mm (2 inches) in the scan direction.	-

Table 8 Output Codes 071 to 078

Code	Displayed Name	Description	General
071-001	#1 Feed Motor 1-2-phase Feed Direction	Runs the tray 1 feed/lift motor (MOT71-001) at paper feed speed in the feed direction.	On/off
071-002	#1 Feed Motor 2-phase Lift Up Direction	Runs the tray 1 feed/lift motor (MOT71-001) at tray lift speed in the lift direction.	On/off
072-001	#2 Feed Motor 2-phase (CW 2) Feed Direction	Runs the tray 2 feed/lift motor (MOT72-001) at paper feed speed in the feed direction (2 phase control).	On/off
072-002	#2 Feed Motor 2-phase (CCW 2) Lift Up Direction	Runs the tray 2 feed/lift motor (MOT72-001) at tray lift speed in the lift direction.	On/off
072-003	#2 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Runs the tray 2 feed/lift motor (MOT72-001) at paper feed speed in the feed direction (1-2 phase control)	On/off
073-001	#3 Feed Motor 2-phase (CW 2) Feed Direction	Runs the tray 3 feed/lift motor (MOT73-001) at paper feed speed in the feed direction (2 phase control).	On/off
073-002	#3 Feed Motor 2-phase (CCW 2) Lift Up Direction	Runs the tray 3 feed/lift motor (MOT73-001) at paper feed speed in the feed direction (1-2 phase control)	On/off
073-003	#3 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Runs the tray 3 feed/lift motor (MOT73-001) (1-2 phase control)	On/off
074-001	#4 Feed Motor 2-phase (CW 2) Feed Direction	Runs the tray 4 feed/lift motor (MOT74-001) at paper feed speed in the feed direction (2 phase control).	On/off
074-002	#4 Feed Motor 2-phase (CCW 2) Lift Up Direction	Runs the tray 4 feed/lift motor (MOT74-001) at tray lift speed in the lift direction.	On/off

Code	Displayed Name	Description	General
074-003	#4 Feed Motor 1-2-phase (CW 1-2) Feed Direction	Runs the tray 4 feed/lift motor (MOT74-001) at paper feed speed in the feed direction (1-2 phase control)	On/off
075-001	MSI Feed Clutch	Energizes the bypass tray feed clutch (CL75-001).	On/off
077-001	Takeaway Clutch	Energizes the takeaway clutch (CL077-001).	On/off
077-002	Regi Clutch	Energizes the registration clutch (CL77-002).	On/off
077-003	Duplex Clutch	Energizes the duplex clutch (CL77-003).	On/off
077-004	Exit Gate Solenoid	Energizes the exit gate solenoid (SOL77-004).	On/off
077-005	Face Up Gate Solenoid	Switches on the face Up gate.	On/off
077-010	#1 Exit Offset Solenoid	Energizes the exit 1 offset solenoid (SOL77-010).	On/off
077-014	Exit 2 Drive Motor Forward Rotation	Runs the exit 2 drive motor (MOT77-014) forwards (output direction).	On/off
077-015	Exit 2 Drive Motor Reverse Rotation	Runs the exit 2 drive motor (MOT77-014) in reverse (intake direction).	On/off
077-030	TM Feed Ready Signal Output	Switches on the feed ready signal.	On/off
077-031	IOT Regi Stop Signal Output	Switches on the registration stop signal.	On/off
077-032	IOT Feed ON Signal Output	Switches on the feed on signal.	On/off
077-033	TM T/A Motor 1 Full Speed	Runs the TM T/A motor 1 (MOT77-033) at full speed.	On/off
077-034	TM T/A Motor 1 Half Speed	Runs the TM T/A motor 1 (MOT77-033) at half speed.	On/off
077-035	TM T/A Motor 2 Full Speed	Runs the TM T/A motor 2 (MOT77-035) at full speed.	On/off
077-036	TM T/A Motor 2 Half Speed	Runs the TM T/A motor 2 (MOT77-035) at half speed.	On/off

Code	Displayed Name	Description	General
078-003	HCF1 Feed Motor - Feed Direction	Runs the HCF feed/lift motor (MOT78-003) in the feed direction.	On/off
078-004	HCF1 Feed Motor - Lift Up	Runs the HCF feed/lift motor (MOT78-003) in the lift direction.	On/off
078-093	HCF1 T/A Motor	Runs the HCF T/A motor (MOT78-093) at low speed.	On/off
078-094	HCF1 T/A Motor	Runs the HCF T/A motor (MOT78-093) at high speed.	On/off

Table 9 Output Codes 091 to 094

Code	Displayed Name	Description	General
091-001	BCR AC Bias	Energizes the BCR AC bias voltage at nominal drive level.	On/off
091-002	BCR DC Bias	Energizes the BCR DC bias voltage.	On/off
091-003	BCR AC/DC Bias	Simultaneously energizes the BCR AC bias and DC bias voltages.	On/off
091-004	BCR AC/DC Bias + Deve DC Bias	Simultaneously energizes the BCR AC bias, DC bias and Dev. DC bias voltages.	On/off
091-005	BCR AC/DC Bias + Deve DC Bias + Drum Motor	Simultaneously energizes the BCR AC bias, DC bias and Dev. DC bias voltages. Also runs the drive motor (MOT42-001).	On/off
093-001	DISPENSE MOTOR-K	Runs the dispense motor (MOT93-001) at process speed.	On/off
093-002	DEVE BIAS-DC-K	Energizes the Dev. DC bias voltage.	On/off
094-001	BTR (+)	Energizes the BTR (+) bias.	On/off
094-002	BTR (-)	Energizes the BTR (-) bias (-1270V).	On/off
094-003	DTS	Energizes the DTS bias (-2.13kV).	On/off

dC355 Hard Disk Diagnostics

Purpose

To initialize hard disk or perform the failure prediction test.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch [dC355](#) Hard Disk Diagnostics.
3. Touch Failure Prediction Test or Initialize Hard Disk.
4. Follow the UI messages, then touch Start.
5. The result is displayed. Touch Close.
6. Touch Close to return to the Hard Disk Diagnostics screen.
7. Touch Back to return to the Diagnostics screen.

dC363 Backup and Restore NVM Values

Purpose

To backup or restore NVM values.



CAUTION: Do not perform this routine if installing a new ESS PWBA.



CAUTION: To avoid the loss of NVM data, perform this routine before performing [dC301](#) NVM Backup Restore.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch [dC363](#) Backup and Restore NVM Values.
3. Touch either Back Up Files or Restore Files, then touch Start.
4. Refer to the Backup / Restore NVM confirmation screen, then touch Yes to continue.
5. Wait for the process to complete, then touch Close.
6. Touch Close to return to the Diagnostics screen.
7. Exit diagnostics, [GP 1](#).

dC500 Blank Page Threshold Value

Purpose

To set the value that is used to determine what is a blank page when performing blank fax detection.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC500 Blank Page Threshold Value.
3. Follow the UI messages.
4. Touch Start.
5. A single side is then scanned and the threshold value coefficient is displayed and set.
6. Touch Close to return to the Diagnostics screen.
7. Exit diagnostics, [GP 1](#).

dC527 DADF Independent Operation

Purpose

To automatically correct the scanned document size to the target document size.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC527 DADF Independent Operation.
3. Follow the UI messages.
4. Touch Start.
5. Follow the UI messages, then touch Confirm.
6. Touch Close to return to the Diagnostics screen.
7. Exit diagnostics, [GP 1](#).

dC612 Print Test Pattern

Purpose

To print the internal test patterns.

Note: All test prints should be printed long edge feed.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch the dC612 Print Test Pattern button.
3. Select the test pattern required. Refer to [IQ1 Image Quality Entry RAP](#). Select from the available options for the required test pattern:
 - Pattern number
 - Quantity
 - Paper Supply
 - Cin %
 - Screen
 - Output destination
 - 1 sided or 2 Sided
4. Touch the Start button.
5. Touch the Close button to return to the diagnostics screen.
6. Exit diagnostics, [GP 1](#).

dC945 IIT Calibration

Purpose

To perform white reference adjustment, CCD calibration, and optical axis deviation correction for the scanner (IIT) assembly. Also to provide the procedure for HEX to DEC conversion.

Prerequisite

- Color test pattern 82E13120.

Preparation



CAUTION: Only use one of the specified Xerox papers listed in [Table 1](#). The use of non-specified Xerox papers may cause the IIT to be calibrated incorrectly.

1. Perform [ADJ 60.5](#) Optics Cleaning Procedure.
2. Enter [dC131](#), then read NVM location 715-106.
3. Refer to [Table 1](#), then depending on the available paper position 10 sheets on the document glass, then set the NVM 715-106 value to 5, 6, 7 or 8.

Note: The B7035F devices are shipped from the factory with the NVM 715-106 value set to 0. In order to adjust the white reference the NVM 715-106 value needs to be set according to [Table 1](#).

If the NVM 715-106 value displayed is something other than 5, 6, 7, 8 or 0, the scanner NVM is corrupt and needs to be initialized. Enter [dC301](#), select area IISS - IIT/IPS (Scanner NVM), then touch Start and follow the UI messages to initialize the scanner NVM.

Table 1 NVM Values for Paper

Paper Type	Weight/Size	Brightness	Value for NVM 715-106
Bold Digital Printing Paper	24lb/11x17	98B	5
Colotech Plus Gold	90gsm/A3	98B	6
Xerox Vitality	20lb/11x17	98B	7
Xerox Premier	80gsm/A3	98B	8

4. Exit [dC131](#).

Procedure



CAUTION: Do not select Optical Axis Correction unless the CCD Assembly has been replaced or you are specifically instructed to perform Optical Axis Correction by some other procedure. If it is necessary to perform the Optical Axis Correction, go to [\(ADJ 60.6\)](#).

1. Enter Diagnostics, [GP 1](#).
2. Touch dC945 IIT Calibration.
3. Select White Reference Adjustment - Side 1, then follow the on screen instructions.
4. After the White Reference Adjustment - Side 1 routine has completed, position test pattern 82E13120 on the platen glass, color pattern face down and lead edge on the left, with the 10 sheets of Xerox specified paper on top.
5. Select CCD Calibration Side 1, then follow the on screen instructions.
6. After the CCD Calibration Side 1 routine has completed, check the UI display shows the Procon and Scan Result as **OK** .
7. Touch Close to return to the IIT Calibration screen.
8. Touch Back to return to the Diagnostics screen.
9. Exit diagnostics, [GP 1](#).

HEX to DEC conversion

Perform the steps that follow:

Using Windows 7:

1. Go to: **Start > All Programs > Accessories > Calculator**.
2. Click the calculator **View** menu button.
3. Select **Programmer**
4. Select the **Hex** button.
5. Enter the hex number.
6. Select the **Dec** button and the result is shown.

Using Windows 10:

1. In the search window that is next to the **Start** button or Windows icon, type **Calculator** . Then select **Calculator** from the list.
2. Click the calculator menu button.
3. Select **Programmer** .
4. Select the **Hex** button.
5. Enter the hex number.
6. The result is shown in the **Dec** field.

dC980 Altitude Adjustment

Purpose

To set the correct altitude for the location of the machine.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC980 Altitude Adjustment.
3. Touch the relevant altitude for the machine location.
4. Touch OK.

dC991 Toner Density Adjustment

Purpose

To determine ATC sensor failure and the current state of toner density based on the output value of the ATC sensor.

Procedure

1. Enter Diagnostics, [GP 1](#).
2. Touch dC991 Toner Density Adjustment.
3. The Toner Density Adjustment screen is displayed. Touch Type to choose the relevant procedure:
 - Measure Sensor State
 - Adjust Toner Density
4. To measure sensor state:
 - a. Choose Measure Sensor State, then touch Start.
 - b. Touch Close to return to Toner Density Adjustment screen. After completion, the Adjust Toner Density screen will display the updated values:
 - TC Target: Numeric display.
 - TC Value: Numeric display.
 - TC Result: Displays OK or NG for the state of the ATC sensor.
 - TC State: Displays the current state as Normal, LowTC, or HighTC.
5. To adjust toner density:
 - a. Choose Adjust Toner Density.
 - b. Touch the minus or plus buttons to set the number of sheets (-99 to 99) that are required.

Note: A minus figure will decrease toner density, a plus figure will increase toner density.
 - c. Touch Start.

Note: Blank sheets will be output when increasing toner density, black sheets will be output when decreasing toner density.
 - d. After completion, the Adjust Toner Density screen will display the updated values.
 - e. Check the image quality. Repeat the procedure as necessary.
6. Touch Close to return to the diagnostics screen.
7. Exit diagnostics, [GP 1](#).

dC1010 Signals Sending Test

Purpose

For information only. Do not use this routine.

dC1011 Relay On/Off Test

Purpose

For information only. Do not use this routine.

Tags /MODs

Purpose

To provide a list of all the tag numbers used, together with a description of each of the machine modifications.

Description

Each modification to the system is assigned a unique tag number. This section of the service documentation contains a listing and brief description of all change tags.

Change tags listed in this section are listed by machine module. The module to which the tag relates is identified by the tag prefix letter.

Tag/MOD Information

Information that may be included with each tag item is as follows:

- Tag - identifies the control number for the tag.
- Class - identifies the classification code as listed in [Classification Codes](#).
- Use - indicates the block build or model designation of the machine.
- Manufacturing Serial Number - indicates the serial number of the factory-built machines with the modification installed.
- Name - indicates the name of the retrofit.
- Purpose - provides a brief description of the modification.
- Kit Number - identifies the part number of the kit or part required to install the modification.
- Parts List On - identifies the Part List location of the modification part.
- Reference - Indicates all other Tag/MOD numbers that are related to this product configuration. These may supersede or be superseded by another Tag/MOD.

Mod/Tag Plate Location

Tags are identified by a tag number which is recorded on a tag matrix inside the front door.

Classification Codes

The class or classification codes are described in [Table 1](#).

Table 1 Classification codes

NAS-G Code	Description
M	Mandatory: install this tag at the next opportunity.
R	Repair: install this tag as a repair, at the failure of a component.

NAS-G Code	Description
O	Optional: install as a customer option or a field engineering decision.
S	Situational: install as the situation demands.
N	Manufacturing: cannot be installed in the field.

7 Wiring Data

Plug/Jack Location List	989
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PJ Locations

PJ Location Tables

To locate a connector, go to the appropriate table.

- Connectors 1 to 84, [Table 1](#).
- Connectors 100 to 136, [Table 2](#).
- Connectors 200 to 384, [Table 3](#).
- Connectors 400 to 594, [Table 4](#).
- Connectors 600 to 7254, [Table 5](#).
- Connectors F10 to USB, [Table 6](#).

Location Figures for PWB Connectors and In-line Connectors

Note: Part list references are given with each figure.

1. Drum cartridge, [Figure 6](#).
2. DADF Sensors, [Figure 1](#).
3. DADF PWB, [Figure 2](#).
4. Drive PWB, [Figure 11](#).
5. ESS PWB, [Figure 10](#).
6. Exit, [Figure 13](#).
7. Fax PWB, [Figure 25](#).
8. Front cover interlock switch, [Figure 15](#).
9. Fuser, [Figure 7](#).
10. HCF (1 of 2), [Figure 35](#).
11. HCF (2 of 2), [Figure 36](#).
12. LVPS, [Figure 12](#).
13. Machine rear, [Figure 14](#).
14. Registration and Bypass Tray, [Figure 8](#).
15. Scanner assembly, [Figure 3](#).
16. Toner cartridge CRUM, [Figure 5](#).
17. Tray 1 feeder, [Figure 9](#).
18. Tray module (1TM) (1 of 2), [Figure 18](#).

19. Tray module (1TM) (2 of 2), [Figure 19](#).
20. Tray module (3TM) (1 of 2), [Figure 20](#).
21. Tray module (3TM) (2 of 2), [Figure 21](#).
22. Tray module (STM) (1 of 2), [Figure 16](#).
23. Tray module (STM) (2 of 2), [Figure 17](#).
24. Tray module (TTM) (1 of 3), [Figure 22](#).
25. Tray module (TTM) (2 of 3), [Figure 23](#).
26. Tray module (TTM) (3 of 3), [Figure 24](#).
27. UI assembly, [Figure 4](#).

Table 1 Connectors 1 to 84

P/J No	Figure No.	Item No.	PJ Location
FS001	Figure 35	3	HCF
FS002	Figure 35	3	HCF
P/J1	Figure 2	13	DADF PWB
P/J1	Figure 4	1	UI I/F PWB
P/J01	Figure 36	4	HCF
P/J1	Figure 36	1	TRANS PWB
P1	Figure 12	6	LVPS
P/J2	Figure 2	16	DADF PWB
P/J02	Figure 36	5	HCF
P/J2	Figure 36	2	TRANS PWB
P2	Figure 12	3	LVPS
P/J03	Figure 36	6	HCF
P3	Figure 12	5	LVPS
P/J4	Figure 4	2	UI I/F PWB
P/J04	Figure 36	7	HCF
P4	Figure 12	4	LVPS
P/J05	Figure 36	8	HCF

P/J No	Figure No.	Item No.	PJ Location
P/J06	Figure 36	9	HCF
P/J08	Figure 36	3	HCF
J10	Figure 14	16	Inlet GFI breaker (BLK)
P/J12	Figure 15	1	Main power switch
P/J14	Figure 15	4	Main power switch
P/J14	Figure 4	3	UI I/F PWB
J16	Figure 14	10	Finisher outlet (BLK)
J17	Figure 14	17	Finisher outlet (WHT)
J18	Figure 14	12	Inlet GFI breaker (WHT)
J51	Figure 14	13	Inlet GFI breaker (GN/YL)
P/J51	Figure 36	2	HCF
J52	Figure 14	11	Finisher outlet (GN/YL)
P/J52	Figure 36	1	HCF
P/J53	Figure 36	10	HCF
P/J54	Figure 35	2	HCF
P/J56	Figure 35	9	HCF
P/J57	Figure 36	11	HCF
P/J58	Figure 35	1	HCF
P/J60	Figure 35	7	HCF
P/J61	Figure 35	5	HCF
P/J62	Figure 35	6	HCF
P/J83	Figure 3	3	Scanner assembly
P/J84	Figure 3	9	Scanner assembly

Table 2 Connectors 100 to 136

P/J No	Figure No.	Item No.	PJ Location
P/J100	Figure 13	2	Exit 2 sensor
P/J101	Figure 1	7	DADF Document tray size sensor 1

P/J No	Figure No.	Item No.	PJ Location
P/J101	Figure 8	1	Registration sensor
P/J101	Figure 16	4	Tray 2 paper size sensor (STM)
P/J101	Figure 18	4	Tray 2 paper size sensor (1TM)
P/J101	Figure 20	4	Tray 2 paper size sensor (3TM)
P/J101	Figure 24	1	Tray 2 paper size sensor (TTM)
P/J102	Figure 1	8	DADF Document tray size sensor 2
P/J102	Figure 13	9	Exit 1 OCT full stack sensor (option)
P/J102	Figure 20	5	Tray 3 paper size sensor (3TM)
P/J102	Figure 24	3	Tray 3 paper size sensor (TTM)
P/J103	Figure 1	6	DADF tray APS sensor 3
P/J103	Figure 8	2	Bypass tray no paper sensor
P/J103	Figure 20	6	Tray 4 paper size sensor (3TM)
P/J103	Figure 24	2	Tray 4 paper size sensor (TTM)
P/J104	Figure 1	5	DADF tray APS sensor 2
P/J104	Figure 9	1	Tray 1 level sensor
P/J104	Figure 16	8	STM left cover switch
P/J104	Figure 18	5	1TM left cover switch
P/J104	Figure 20	8	3TM left cover switch
P/J104	Figure 23	11	TTM left cover switch
P/J105	Figure 1	4	DADF tray APS sensor 1
P/J105	Figure 9	3	Tray 1 no paper sensor
P/J106	Figure 1	9	DADF tray APS sensor 4
P/J106	Figure 9	4	Tray 1 pre feed sensor
P/J106	Figure 16	3	Tray 2 no paper sensor (STM)
P/J106	Figure 18	3	Tray 2 no paper sensor (1TM)
P/J106	Figure 20	3	Tray 2 no paper sensor (3TM)

P/J No	Figure No.	Item No.	PJ Location
P/J106	Figure 23	3	Tray 2 no paper sensor (TTM)
P/J107	Figure 9	2	Tray 1 paper size sensor
P/J107	Figure 16	2	Tray 2 level sensor (STM)
P/J107	Figure 18	2	Tray 2 level sensor (1TM)
P/J107	Figure 20	2	Tray 2 level sensor (3TM)
P/J107	Figure 23	2	Tray 2 level sensor (TTM)
P/J107	Figure 1	3	DADF document set sensor 2
P/J108	Figure 16	5	Tray 2 feed out sensor (STM)
P/J108	Figure 18	6	Tray 2 feed out sensor (1TM)
P/J108	Figure 20	7	Tray 2 feed out sensor (3TM)
P/J108	Figure 23	4	Tray 2 feed out sensor (TTM)
P/J109	Figure 1	1	DADF document set sensor 1
P/J110	Figure 20	3	Tray 3 no paper sensor (3TM)
P/J110	Figure 23	3	Tray 3 no paper sensor (TTM)
P/J111	Figure 1	15	DADF pre registration sensor
P/J111	Figure 20	2	Tray 3 level sensor (3TM)
P/J111	Figure 23	2	Tray 3 level sensor (TTM)
P/J112	Figure 1	14	DADF registration sensor
P/J113	Figure 1	13	DADF exit sensor
P/J113	Figure 5	3	Toner CRUM connector assembly (K)
P/J114	Figure 1	12	DADF APS sensor 3
P/J114	Figure 20	3	Tray 4 no paper sensor (3TM)
P/J114	Figure 23	3	Tray 4 no paper sensor (TTM)
P/J115	Figure 1	11	DADF APS sensor 2
P/J115	Figure 20	2	Tray 4 level sensor (3TM)
P/J115	Figure 23	2	Tray 4 level sensor (TTM)

P/J No	Figure No.	Item No.	PJ Location
P/J116	Figure 1	10	DADF APS sensor 1
P/J116	Figure 24	4	Tray 4 feed out sensor (TTM)
P/J117	Figure 6	3	ATC sensor (K)
P/J124	Figure 7	2	Heat roll NC sensor
P/J125	Figure 7	6	Fuser exit sensor
P/J130	Figure 13	3	L/H high cover switch
P/J131	Figure 14	2	L/H cover interlock switch
P/J132	Figure 14	3	L/H cover interlock switch
P/J135	Figure 15	3	Front cover interlock switch
P/J136	Figure 15	2	Front cover interlock switch

Table 3 Connectors 200 to 384

P/J No	Figure No.	Item No.	PJ Location
P/J200	Figure 13	1	Exit gate solenoid
P/J201	Figure 2	21	DADF feed clutch
P/J201	Figure 13	6	Face up tray gate solenoid (option)
P/J202	Figure 2	20	DADF feed motor
P/J202	Figure 8	7	Registration clutch
P/J203	Figure 2	18	DADF registration clutch
P/J204	Figure 13	10	Exit 1 OCT solenoid
P/J204	Figure 2	19	DADF registration motor
P/J205	Figure 8	4	Bypass tray feed clutch
P/J206	Figure 8	5	Duplex clutch
P/J207	Figure 14	8	Take away clutch
P/J209	Figure 6	4	Xero CRUM connector assembly
P/J210	Figure 14	1	Fuser exhaust fan
P/J211	Figure 9	7	Tray 1 feed/lift up motor
P/J212	Figure 14	7	Fusing unit drive motor

P/J No	Figure No.	Item No.	PJ Location
P/J213	Figure 14	5	Main motor
P/J216	Figure 1	2	DADF Interlock Switch
P/J217	Figure 5	1	Toner CRUM connector assembly
P/J218	Figure 13	7	Exit 2 motor
P/J220	Figure 3	6	IIT scan motor
P/J221	Figure 14	6	Main motor
P/J221	Figure 16	1	Tray 2 feed/lift up motor (STM)
P/J221	Figure 18	1	Tray 2 feed/lift up motor (1TM)
P/J221	Figure 20	1	Tray 2 feed/lift up motor (3TM)
P/J221	Figure 23	1	Tray 2 feed/lift up motor (TTM)
P/J222	Figure 14	4	Drum motor
P/J222	Figure 20	1	Tray 3 feed/lift up motor (3TM)
P/J222	Figure 23	1	Tray 3 feed/lift up motor (TTM)
P/J223	Figure 20	1	Tray 4 feed/lift up motor (3TM)
P/J223	Figure 23	1	Tray 4 feed/lift up motor (TTM)
P/J224	Figure 17	2	STM takeaway motor
P/J224	Figure 19	2	1TM takeaway motor
P/J224	Figure 21	2	3TM takeaway motor
P/J224	Figure 22	11	TTM takeaway motor 1
P/J226	Figure 22	12	TTM takeaway motor 2
P/J300	Figure 10	11	ESS PWB
P/J302	Figure 10	16	ESS PWB
P/J310	Figure 10	15	ESS PWB
P/J335	Figure 10	13	ESS PWB
P/J340	Figure 10	19	ESS PWB
P/J343	Figure 10	10	ESS PWB

P/J No	Figure No.	Item No.	PJ Location
J346	Figure 10	22	ESS PWB
P/J351	Figure 10	17	ESS PWB
P/J352	Figure 25	4	Line 1 fax PWB
P/J353	Figure 25	3	Line 1 fax PWB
P/J355	Figure 25	2	Line 1 fax PWB/riser PWB (option)
P/J356	Figure 25	5	Fax speaker
P/J363	Figure 25	10	Line 2 fax PWB/riser PWB (option)
P/J364	Figure 25	1	Line 3 fax PWB/riser PWB (option)
P/J380	Figure 10	23	ESS PWB

Table 4 Connectors 400 to 594

P/J No	Figure No.	Item No.	PJ Location
P/J400	Figure 11	4	Drive PWB
P/J401	Figure 11	1	Drive PWB
P/J402	Figure 11	10	Drive PWB
P/J403	Figure 11	11	Drive PWB
P/J404	Figure 11	14	Drive PWB
P/J405	Figure 11	6	Drive PWB
P/J406	Figure 11	5	Drive PWB
P/J407	Figure 11	9	Drive PWB
P/J409	Figure 11	24	Drive PWB
P/J410	Figure 11	13	Drive PWB
P/J411	Figure 11	3	Drive PWB
P/J413	Figure 11	7	Drive PWB
P/J414	Figure 11	22	Drive PWB
P/J416	Figure 11	8	Drive PWB
P/J417	Figure 11	15	Drive PWB
P/J418	Figure 11	16	Drive PWB

P/J No	Figure No.	Item No.	PJ Location
P/J419	Figure 11	2	Drive PWB
P/J422	Figure 11	12	Drive PWB
P/J425	Figure 11	23	Drive PWB
P/J501	Figure 12	9	LVPS
P/J502	Figure 12	11	LVPS
P/J504	Figure 12	7	LVPS
P/J505	Figure 12	2	LVPS
P/J506	Figure 12	1	LVPS
P/J520	Figure 5	2	Toner CRUM connector assembly
P/J541	Figure 17	4	STM PWB
P/J541	Figure 19	3	1TM PWB
P/J541	Figure 21	3	3TM PWB
P/J541	Figure 22	1	TTM PWB
P/J545	Figure 19	6	1TM PWB
P/J545	Figure 21	6	3TM PWB
P/J545	Figure 22	5	TTM PWB
P548	Figure 19	9	1TM PWB
P/J548	Figure 17	3	STM PWB
P/J548	Figure 21	9	3TM PWB
P/J548	Figure 22	7	TTM PWB
P/J549	Figure 19	8	1TM PWB
P/J549	Figure 21	8	3TM PWB
P/J549	Figure 22	6	TTM PWB
P/J550	Figure 17	6	STM PWB
P/J550	Figure 19	4	1TM PWB
P/J550	Figure 21	4	3TM PWB

P/J No	Figure No.	Item No.	PJ Location
P/J550	Figure 22	2	TTM PWB
P/J551	Figure 17	5	STM PWB
P/J551	Figure 19	5	1TM PWB
P/J551	Figure 21	5	3TM PWB
P/J551	Figure 22	3	TTM PWB
P/J552	Figure 22	4	TTM PWB
P553	Figure 17	7	STM PWB (to CPU-ROM writer)
P553	Figure 19	7	1TM PWB (to CPU-ROM writer)
P/J553	Figure 21	7	3TM PWB (to CPU-ROM writer)
P/J567	Figure 7	5	Fuser fuse PWB
P/J590	Figure 11	18	Drive PWB
P/J591	Figure 11	19	Drive PWB
J592	Figure 19	1	Connector (1TM)
J592	Figure 21	1	Connector (3TM)
P/J592	Figure 11	17	Drive PWB
P/J593	Figure 11	20	Drive PWB
P/J594	Figure 11	21	Drive PWB

Table 5 Connectors 600 to 7254

P/J No	Figure No.	Item No.	PJ Location
P/J600	Figure 13	5	Connector (7 pin)
P/J601	Figure 13	4	Connector (2 pin)
P/J602	Figure 8	6	Connector (3 pin)
P/J603	Figure 8	3	Connector (5 pin)
P/J604	Figure 9	5	Connector (9 pin)
P/J605	Figure 9	6	Connector (4 pin)
P/J606	Figure 13	8	Connector (4 pin)
DJ612	Figure 7	1	Fusing Unit (Connect to DP612)

P/J No	Figure No.	Item No.	PJ Location
DJ612S	Figure 7	1	Fusing Unit (Connect to DP612S)
DJ614	Figure 6	2	Xero CRUM connector assembly
DP612	Figure 7	7	Connector (Connect to DJ612)
DP612S	Figure 7	7	Connector (Connect to DJ612S)
DP614A	Figure 6	5	Xero CRUM connector assembly
DP614B	Figure 6	6	Xero CRUM connector assembly
P/J614	Figure 13	11	Connector (3 pin)
P/J661	Figure 16	6	Connector (4 pin) (STM)
P/J661	Figure 18	8	Connector (4 pin) (1TM)
P/J661	Figure 20	14	Connector (4 pin) (3TM)
P/J661	Figure 23	7	Connector (4 pin) (TTM)
P/J662	Figure 20	12	Connector (4 pin) (3TM)
P/J662	Figure 23	9	Connector (4 pin) (TTM)
P/J663	Figure 20	10	Connector (4 pin) (3TM)
P/J663	Figure 22	8	Connector (4 pin) (TTM)
P/J668	Figure 18	7	Connector (2 pin) (1TM)
P/J668	Figure 20	9	Connector (2 pin) (3TM)
P/J668	Figure 23	10	Connector (2 pin) (TTM)
P/J669	Figure 16	7	Connector (9 pin) (STM)
P/J669	Figure 18	9	Connector (9 pin) (1TM)
P/J669	Figure 20	15	Connector (9 pin) (3TM)
P/J669	Figure 23	6	Connector (9 pin) (TTM)
P/J671	Figure 20	13	Connector (9 pin) (3TM)
P/J671	Figure 23	8	Connector (9 pin) (TTM)
P/J673	Figure 20	11	Connector (9 pin) (3TM)
P/J673	Figure 22	10	Connector (9 pin) (TTM)

P/J No	Figure No.	Item No.	PJ Location
P/J674	Figure 22	9	Connector (3 pin) (TTM)
P/J675	Figure 18	10	Connector (3 pin) (1TM)
P/J675	Figure 20	16	Connector (3 pin) (3TM)
P/J675	Figure 23	5	Connector (3 pin) (TTM)
J678	Figure 35	10	HCF
J690	Figure 17	1	Connector (STM)
P/J700	Figure 3	7	CCD assembly
P/J751	Figure 2	15	DADF PWB
P/J752	Figure 2	7	DADF PWB
P/J753	Figure 2	12	DADF PWB
P/J754	Figure 2	10	DADF PWB
P/J755	Figure 2	9	DADF PWB
P/J756	Figure 2	1	DADF PWB
P/J757	Figure 2	2	DADF PWB
P/J758	Figure 2	6	DADF PWB
P/J759	Figure 2	8	DADF PWB
P/J760	Figure 2	3	DADF PWB
P/J761	Figure 2	14	DADF PWB
P/J762	Figure 2	11	DADF PWB
P/J763	Figure 2	17	DADF PWB
P/J764	Figure 2	4	DADF PWB
DP800	Figure 14	9	Connector
P/J800	Figure 35	11	HCF
P/J1000	Figure 2	5	DADF PWB
P/J1335	Figure 10	18	ESS PWB
P/J1337	Figure 10	7	ESS PWB

P/J No	Figure No.	Item No.	PJ Location
P/J1344	Figure 10	21	ESS PWB
P/J1349	Figure 10	20	ESS PWB
P/J1352	Figure 10	4	ESS PWB
P/J1353	Figure 10	24	ESS PWB
P/J1363	Figure 10	14	ESS PWB
P/J1365	Figure 10	9	ESS PWB
P/J1370	Figure 10	6	ESS PWB
P/J1371	Figure 10	2	ESS PWB
P/J1372	Figure 10	8	ESS PWB
P/J1373	Figure 10	5	ESS PWB
P/J1374	Figure 10	3	ESS PWB
P/J1375	Figure 10	1	ESS PWB
P/J3480	Figure 10	12	ESS PWB
P/J7001	Figure 3	5	Lamp assembly
P/J7251	Figure 3	2	Platen close sensor
P/J7252	Figure 3	1	Platen angle sensor
P/J7253	Figure 3	4	IIT registration sensor
P/J7254	Figure 3	8	APS sensor 1
P/J7255	Figure 3	10	APS sensor 3

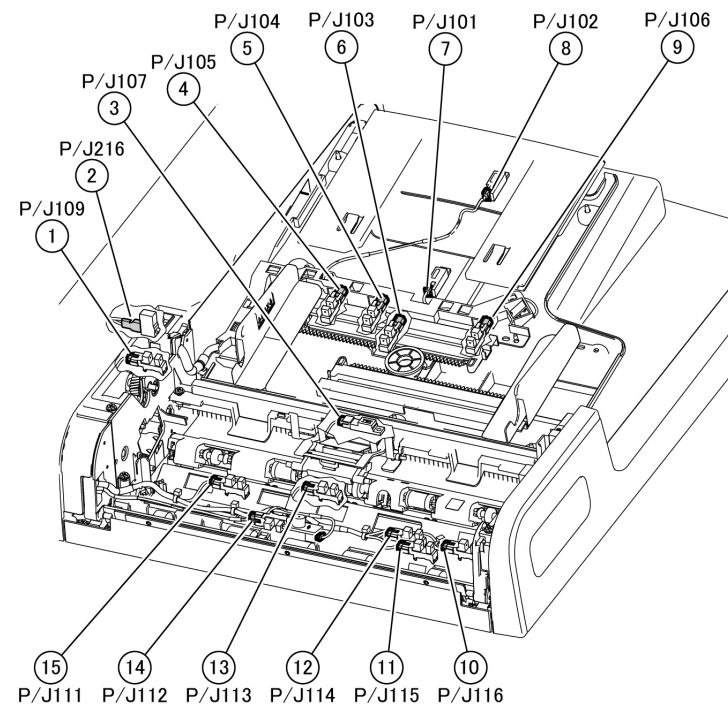
Table 6 Connectors F10 to USB

P/J No	Figure No.	Item No.	PJ Location
F10	Figure 7	3	Thermostat center
F10	Figure 7	4	Thermostat front
FS001	Figure 35	3	HCF
FS002	Figure 35	3	HCF
FS003	Figure 35	8	HCF
FS004	Figure 35	8	HCF

P/J No	Figure No.	Item No.	PJ Location
K(K)	Figure 6	1	Xero CRUM connector assembly
LINE2	Figure 25	8	Line 2 fax PWB (option)
LINE3	Figure 25	9	Line 3 fax PWB (option)
MJ1	Figure 25	7	Line 1 fax PWB (LINE)
MJ2	Figure 25	6	Line 1 fax PWB (TEL)
T1	Figure 14	14	Terminal
T2	Figure 14	15	Terminal
USB	Figure 4	4	USB

DADF Sensors

Location: PL 5.05



11150086a

Figure 1 DADF Sensors

DADF PWB

Location: **PL 5.05**

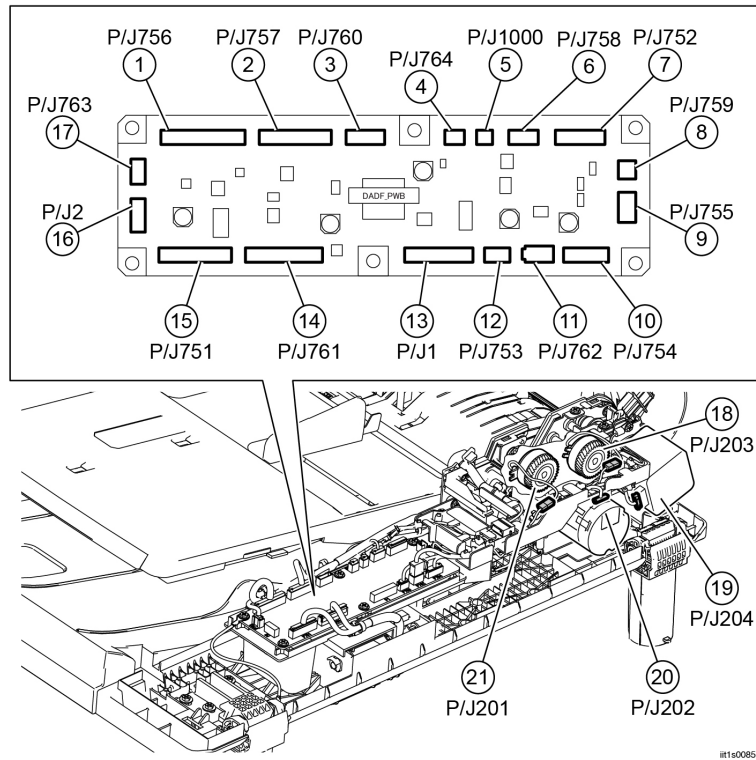
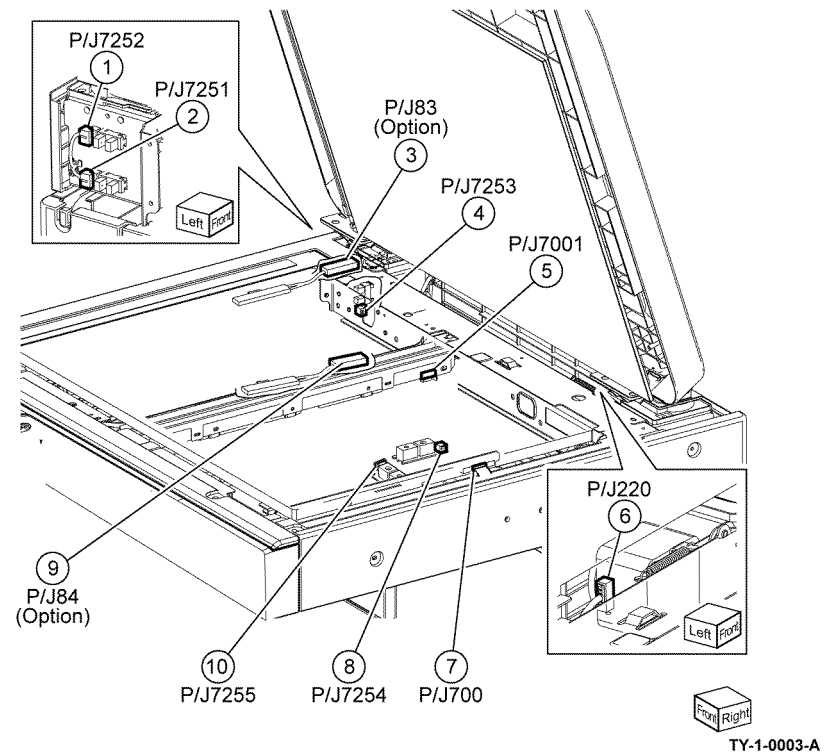


Figure 2 DADF PWB

Scanner (IIT) Assembly

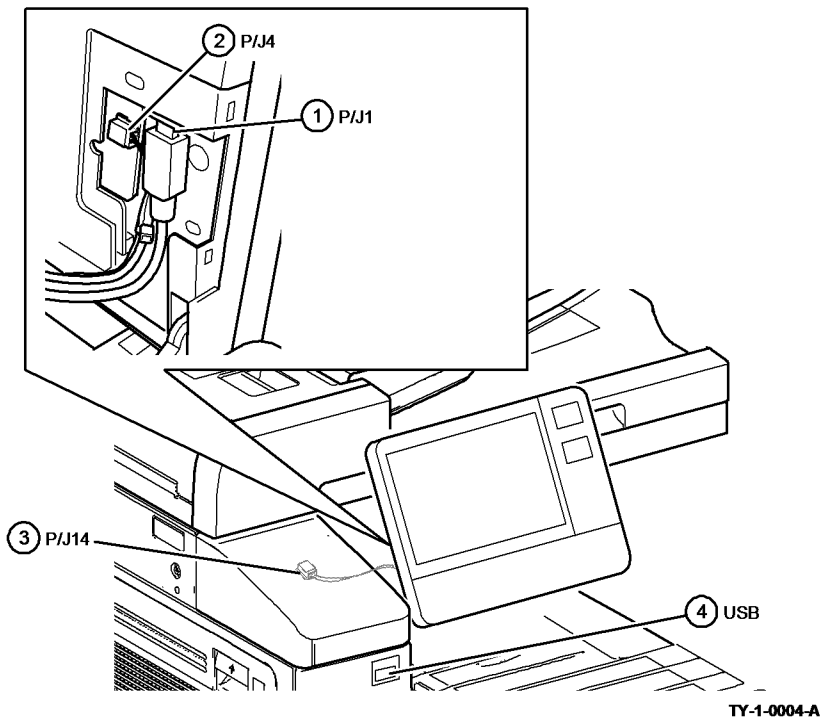
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UI Assembly

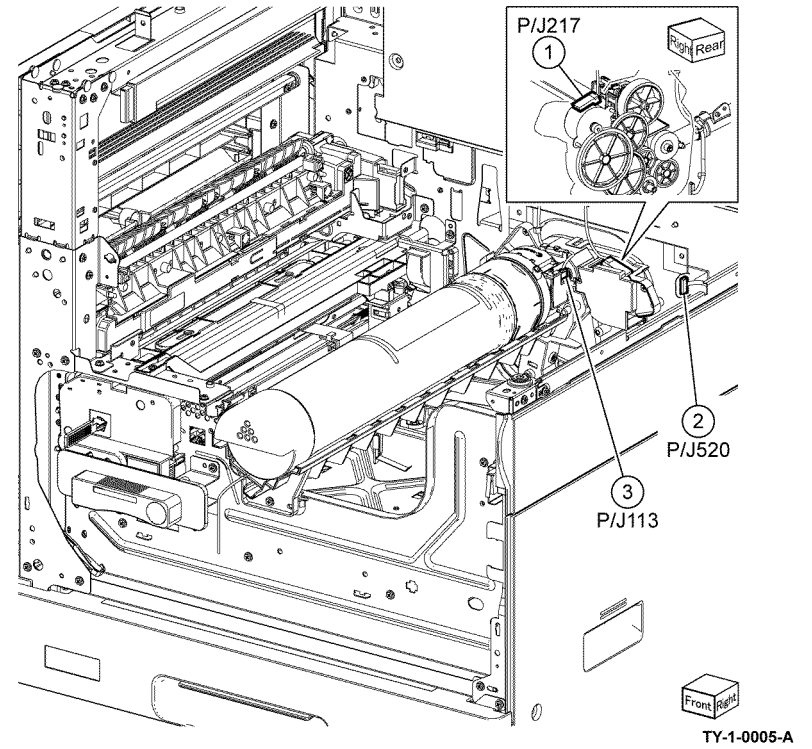
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TY-1-0003-A



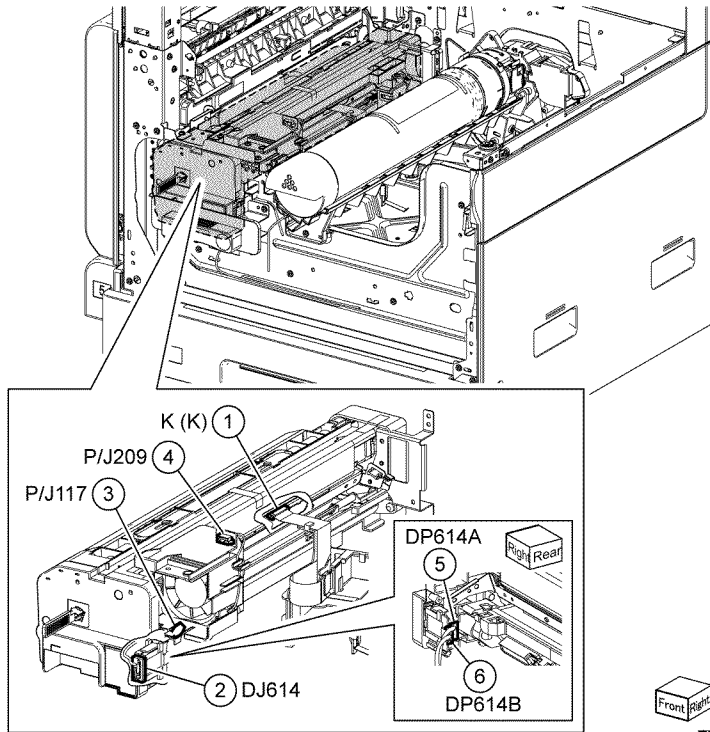
Toner Cartridge CRUM

Location: [PL 90.10](#)



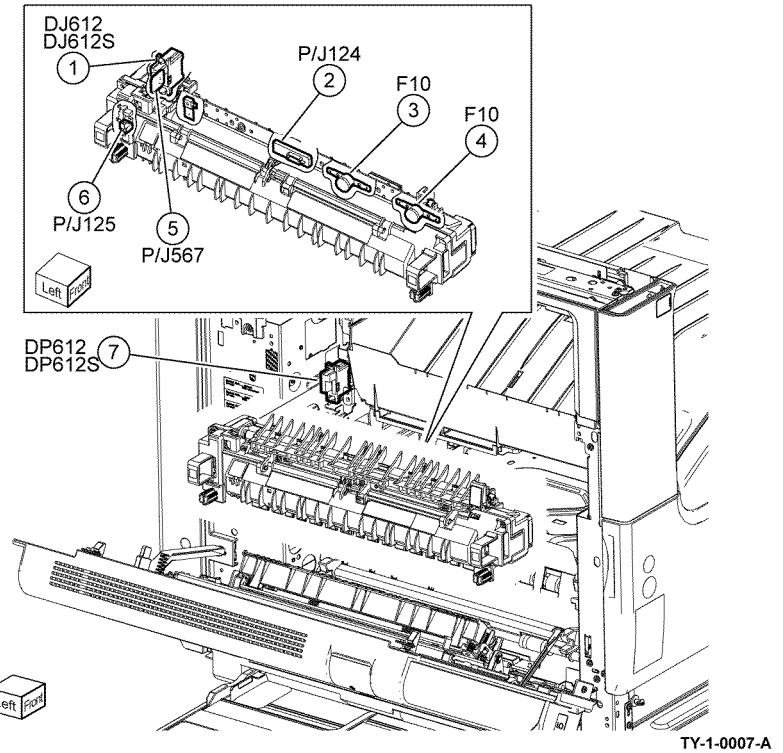
Drum Cartridge

Location: [PL 90.20](#)



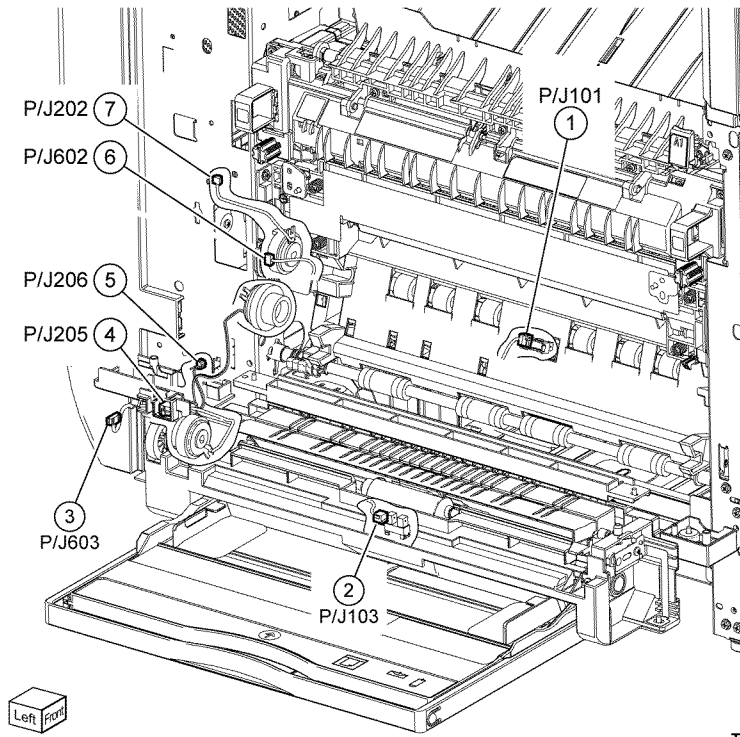
Fuser

Location: [PL 10.05](#)



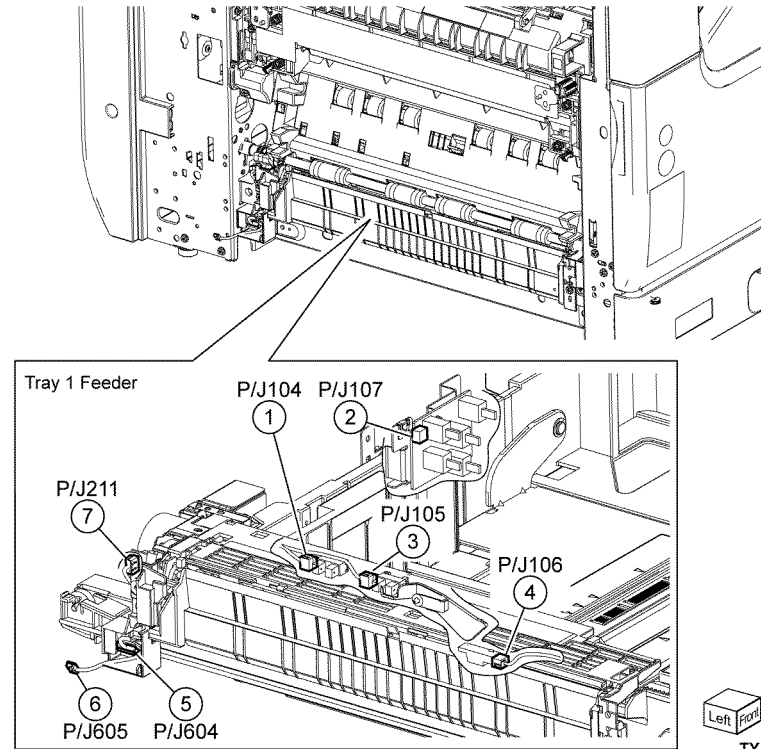
Registration and Bypass Tray

Location: [PL 70.30](#), [PL 80.55](#)



TY-1-0008-A

Tray 1 Feeder
Location: [PL 80.05](#)



TY-1-0009-A

ESS PWB
Location: [PL 3.10](#)

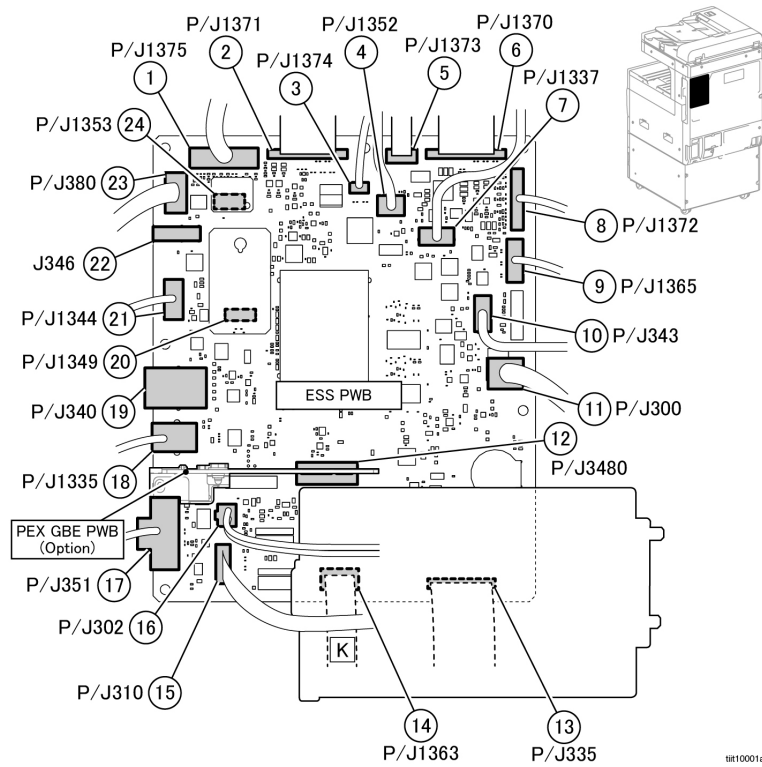
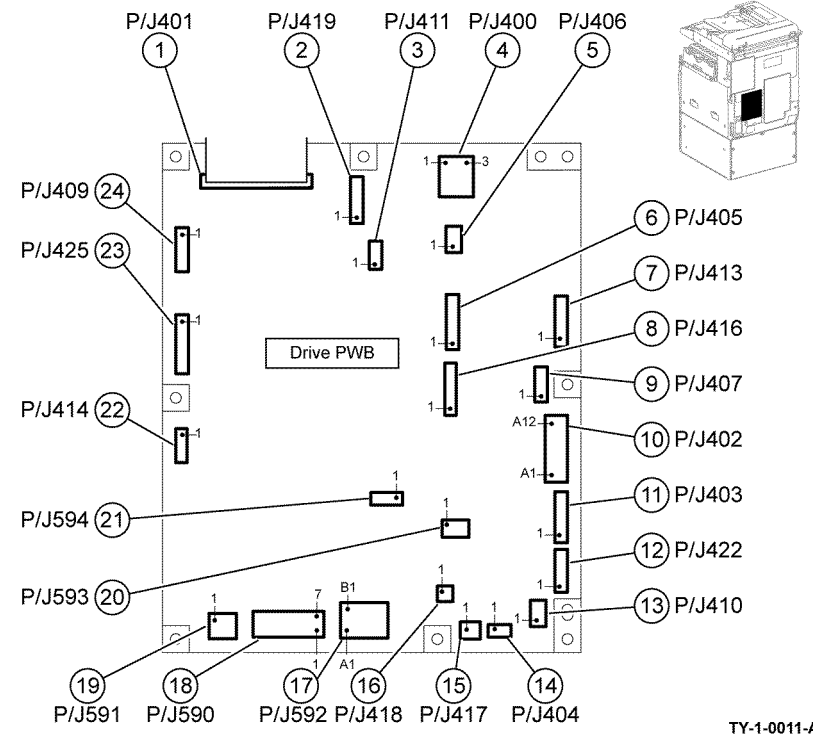
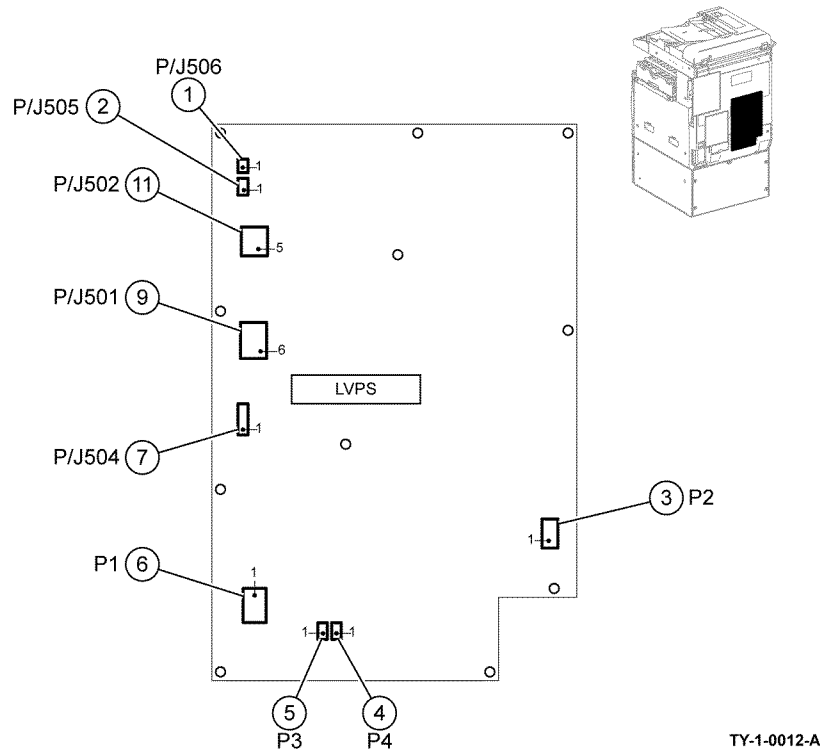


Figure 3 ESS PWB
Drive PWB
 Location: [PL 1.10](#)

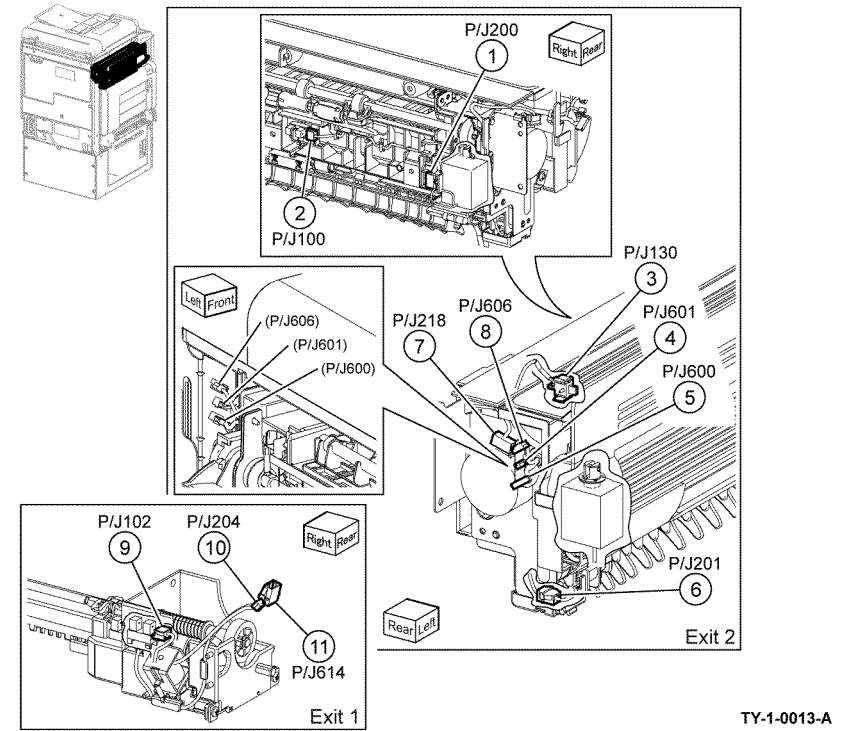


LVPS
 Location: [PL 1.10](#)



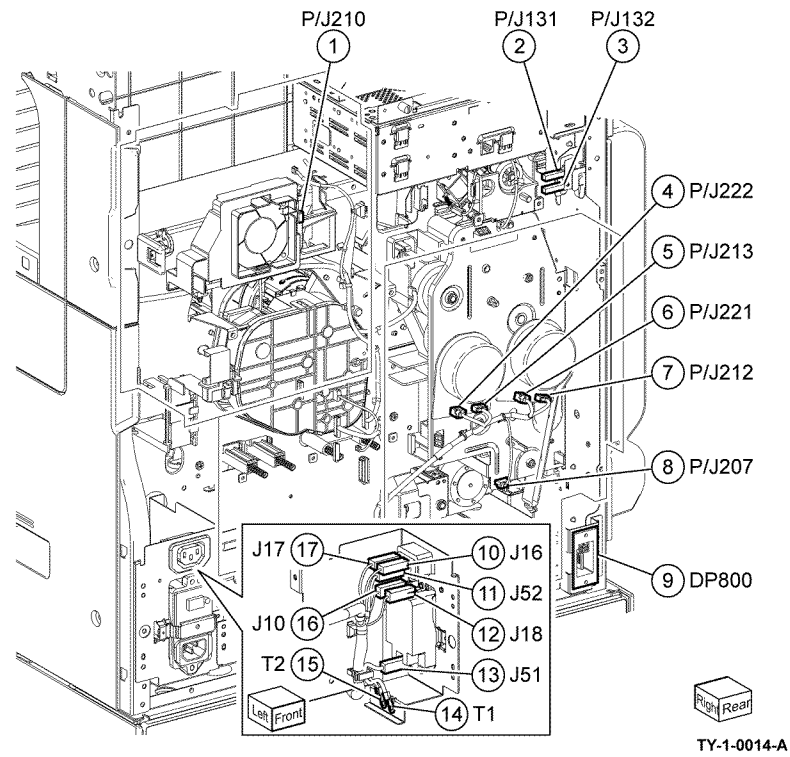
Exit

Location: [PL 10.20](#)



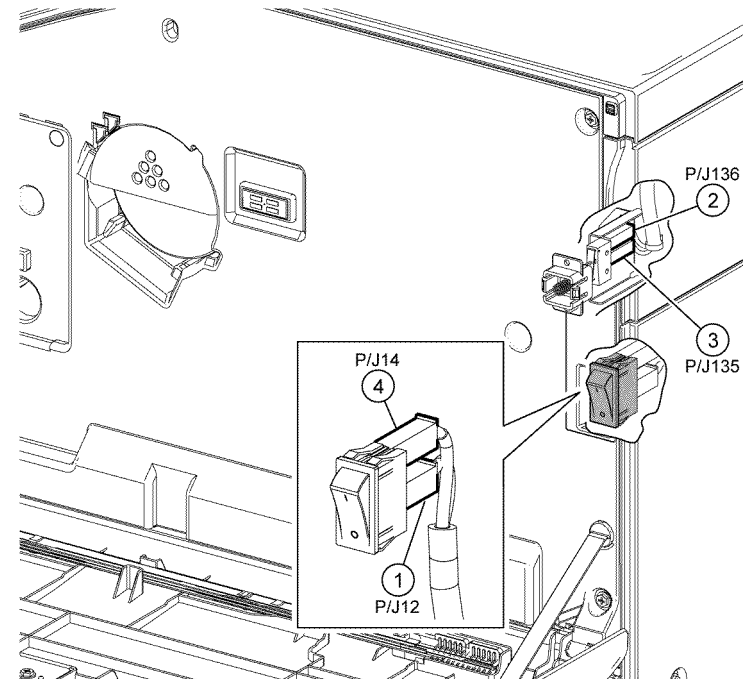
Machine Rear

Location: [PL 1.10](#)



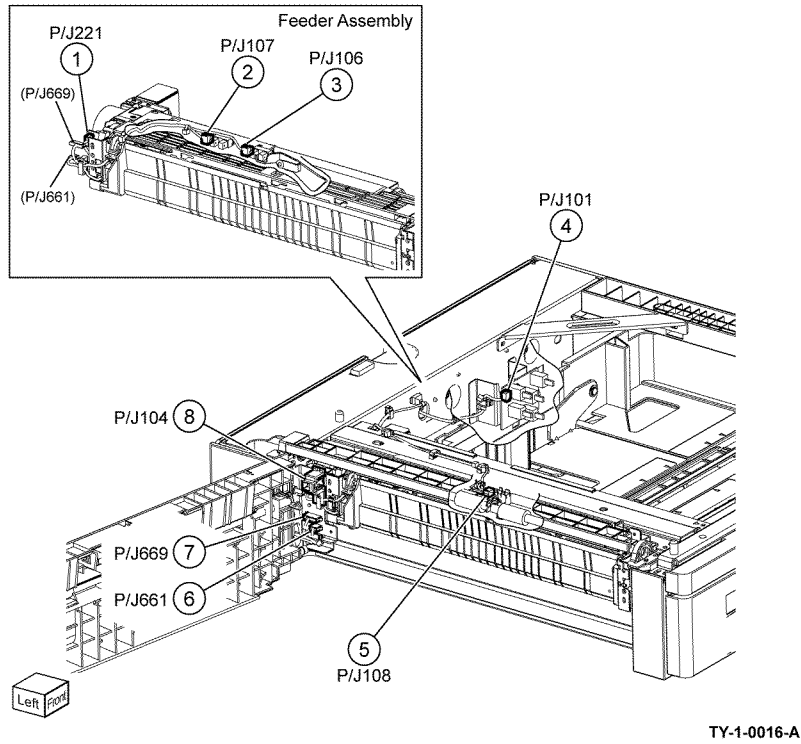
Front Cover Interlock Switch

Location: [PL 1.05](#)



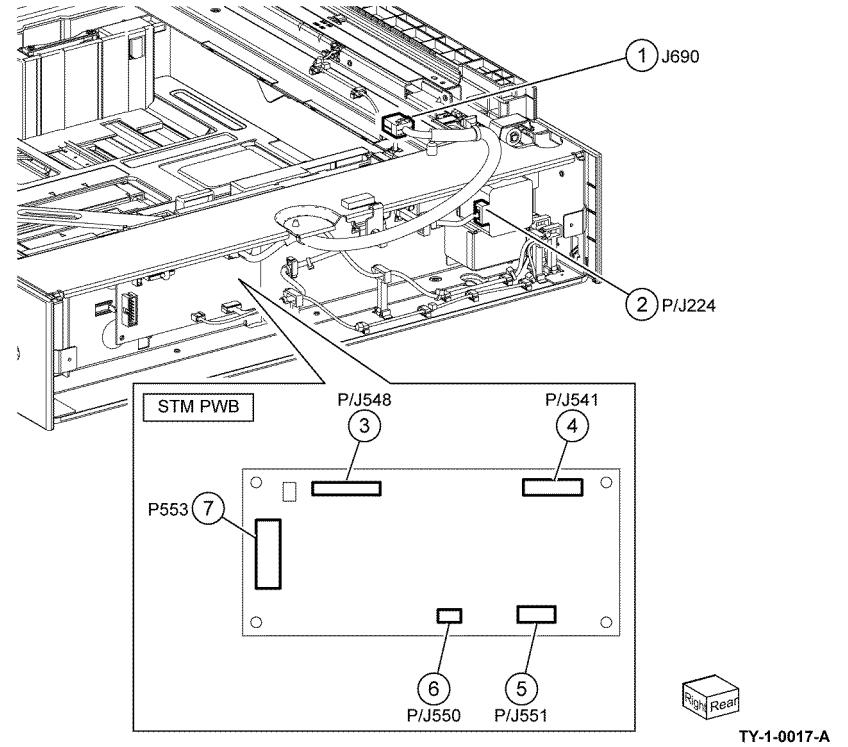
Tray Module (STM) (1 of 2)

Location: [PL 70.25](#)



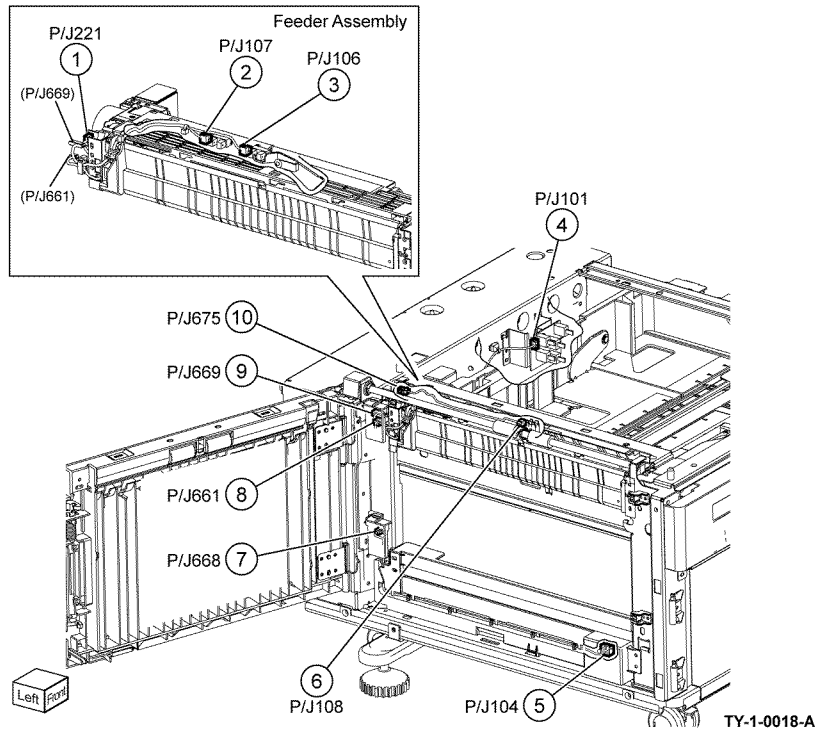
Tray Module (STM) (2 of 2)

Location: [PL 70.25](#)



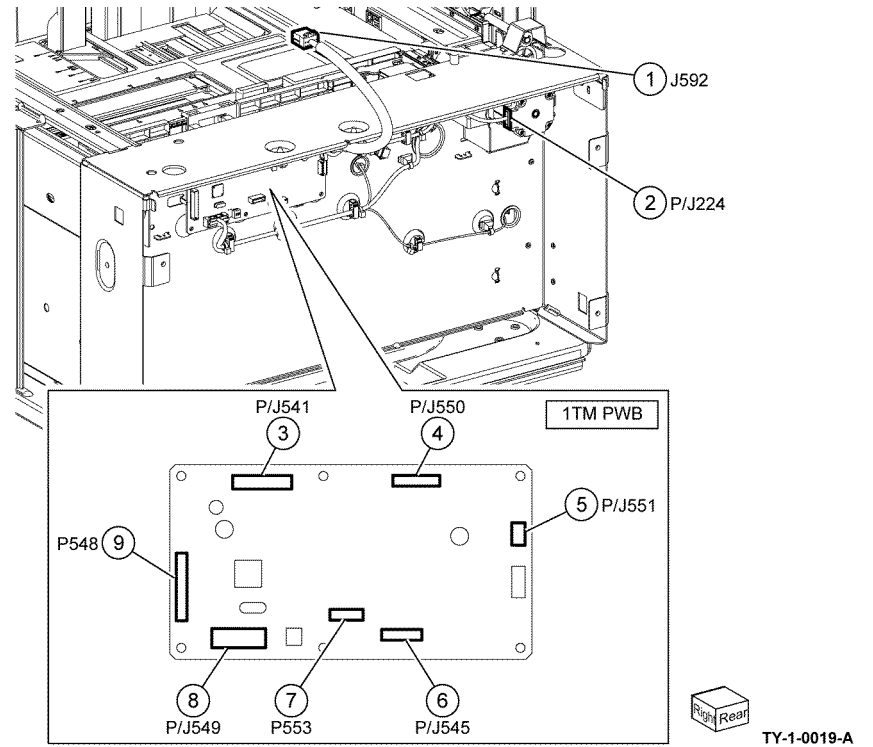
Tray Module (1TM) (1 of 2)

Location: [PL 70.15](#)



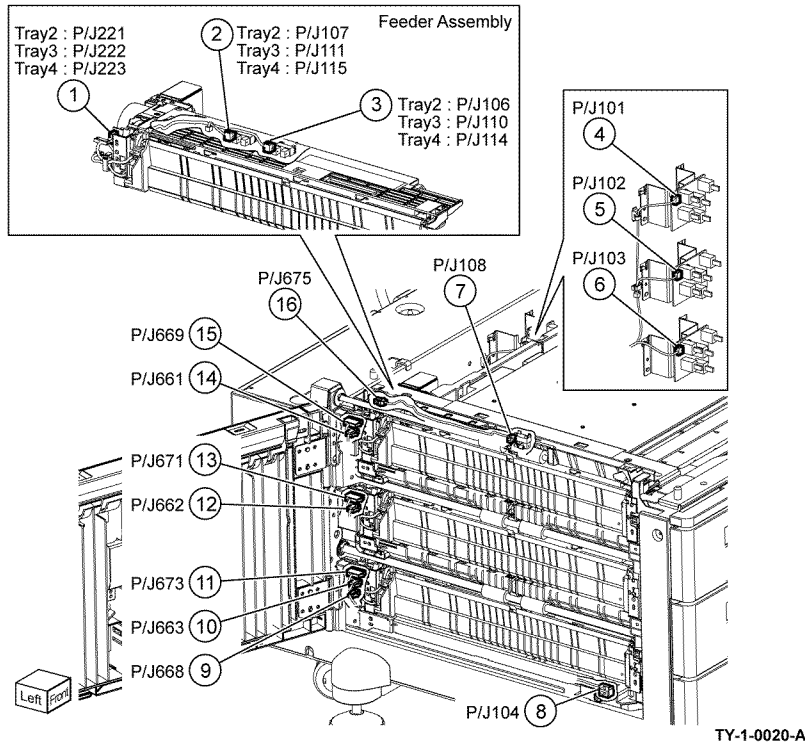
Tray Module (1TM) (2 of 2)

Location: [PL 70.15](#)



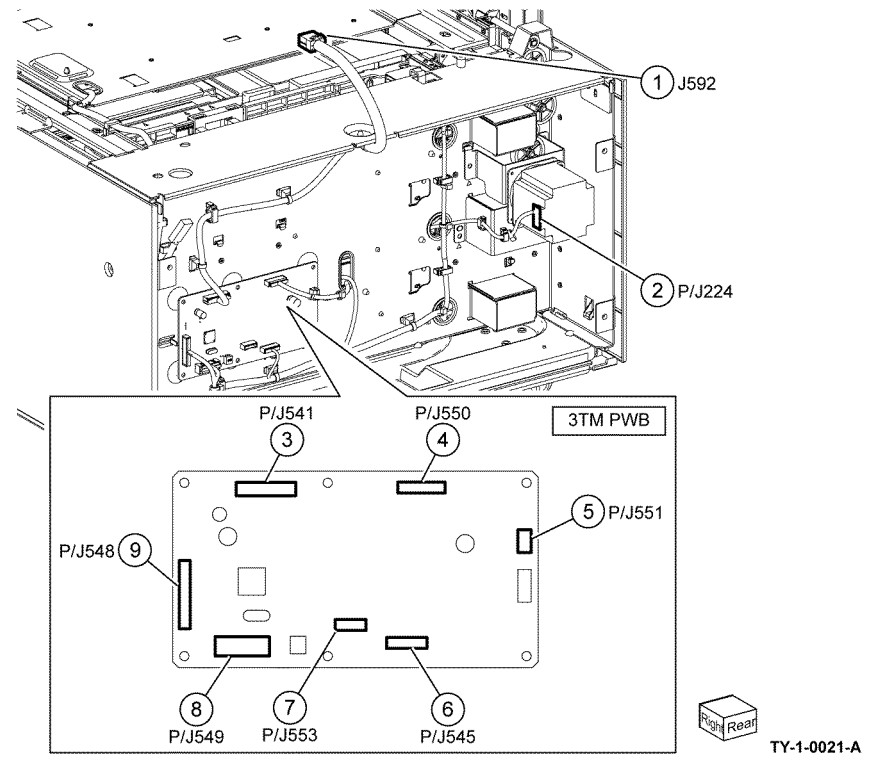
Tray Module (3TM) (1 of 2)

Location: [PL 70.20](#)



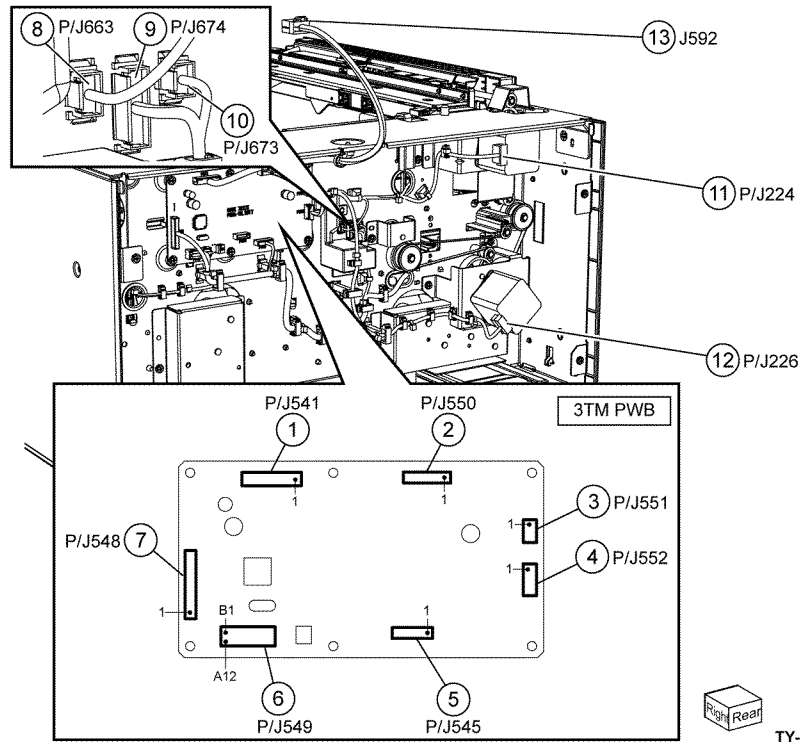
Tray Module (3TM) (2 of 2)

Location: [PL 70.20](#)



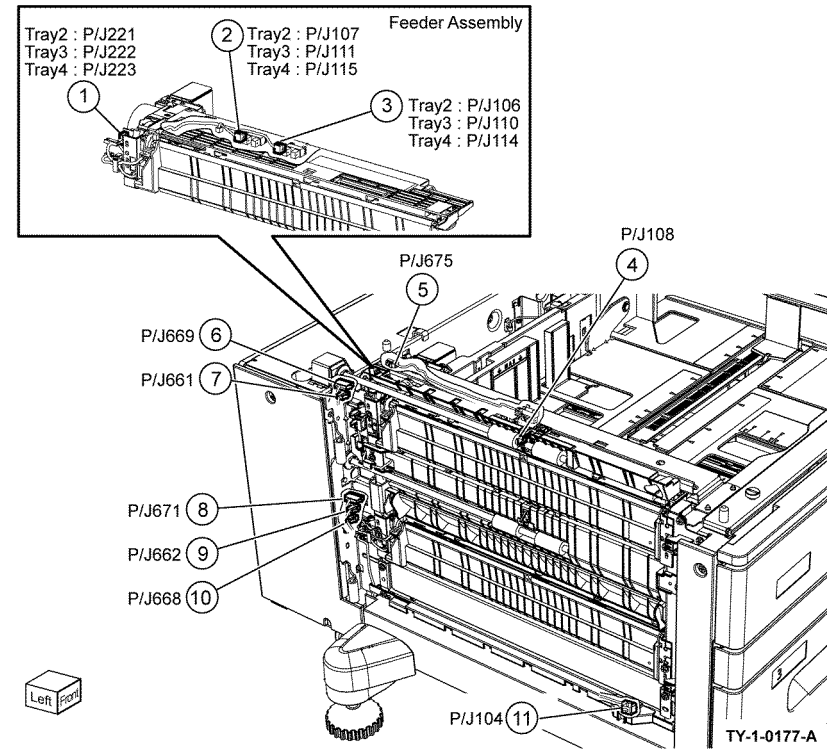
Tray Module (TTM) (1 of 3)

Location: [PL 70.65](#)



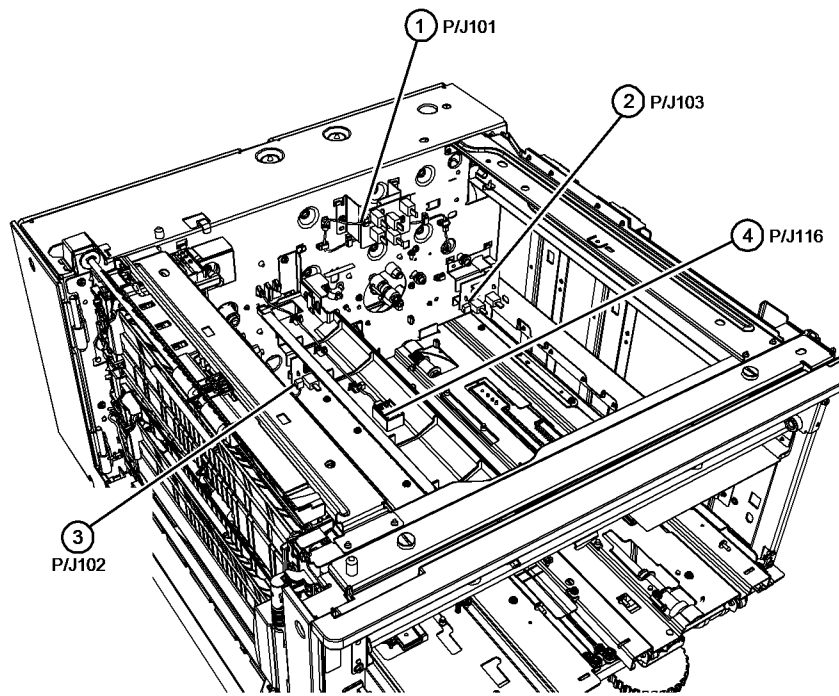
Tray Module (TTM) (2 of 3)

Location: [PL 70.65](#)



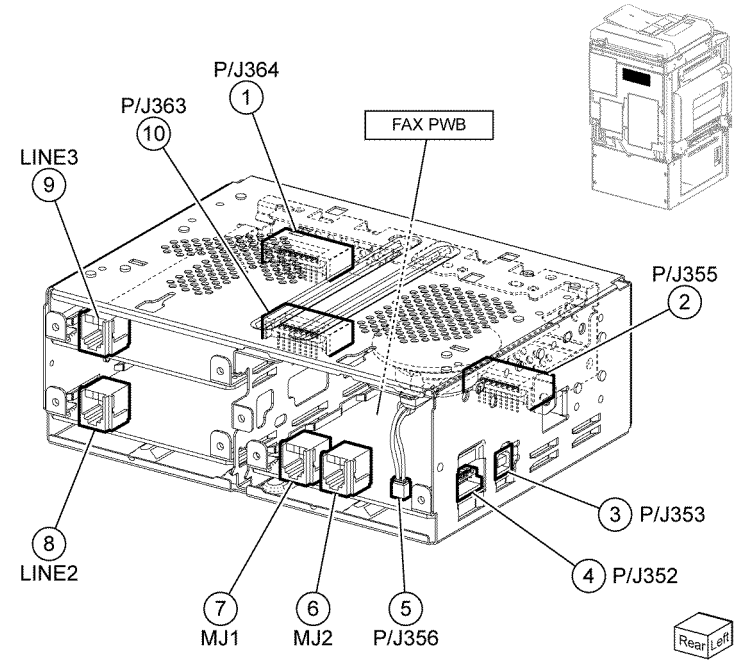
Tray Module (TTM) (3 of 3)

Location: [PL 70.65](#)



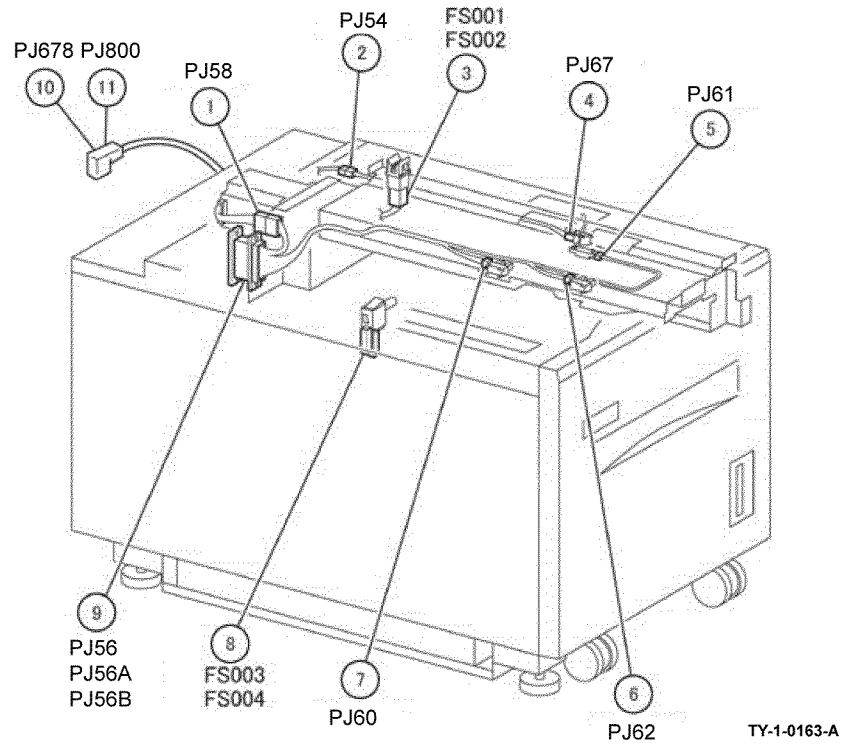
TY-1-0178-A

Fax PWB
PL 20.05



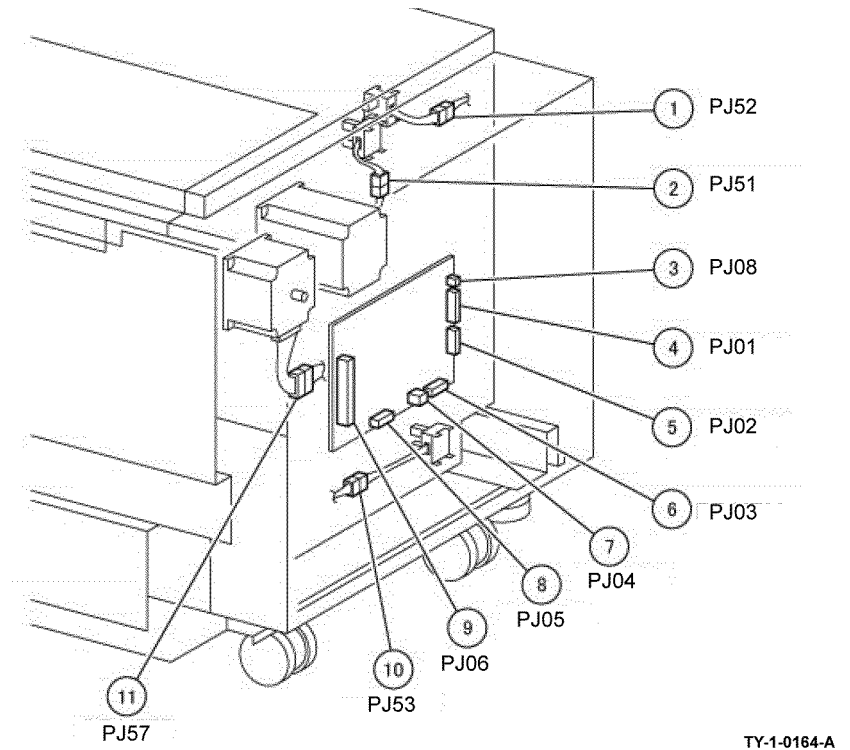
TY-1-0022-A

HCF (1 of 2)
Location: PL 70.50



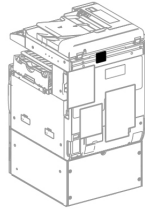
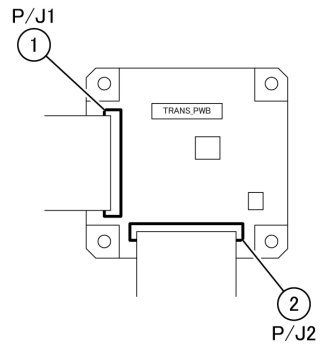
HCF (2 of 2)

Location: [PL 70.50](#)



TRANS PWB

Location: [PL 60.30](#)



WDs Not Listed for External Accessory Devices



CAUTION: Attached devices may have external service manuals for troubleshooting. The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020.

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

Figure 4 TRANS PWB

#1s0084a

Wiring Diagrams

Purpose

Wiring diagrams are an aid to trace wiring faults. Wiring diagrams are used to complement the block schematic diagrams (BSDs).

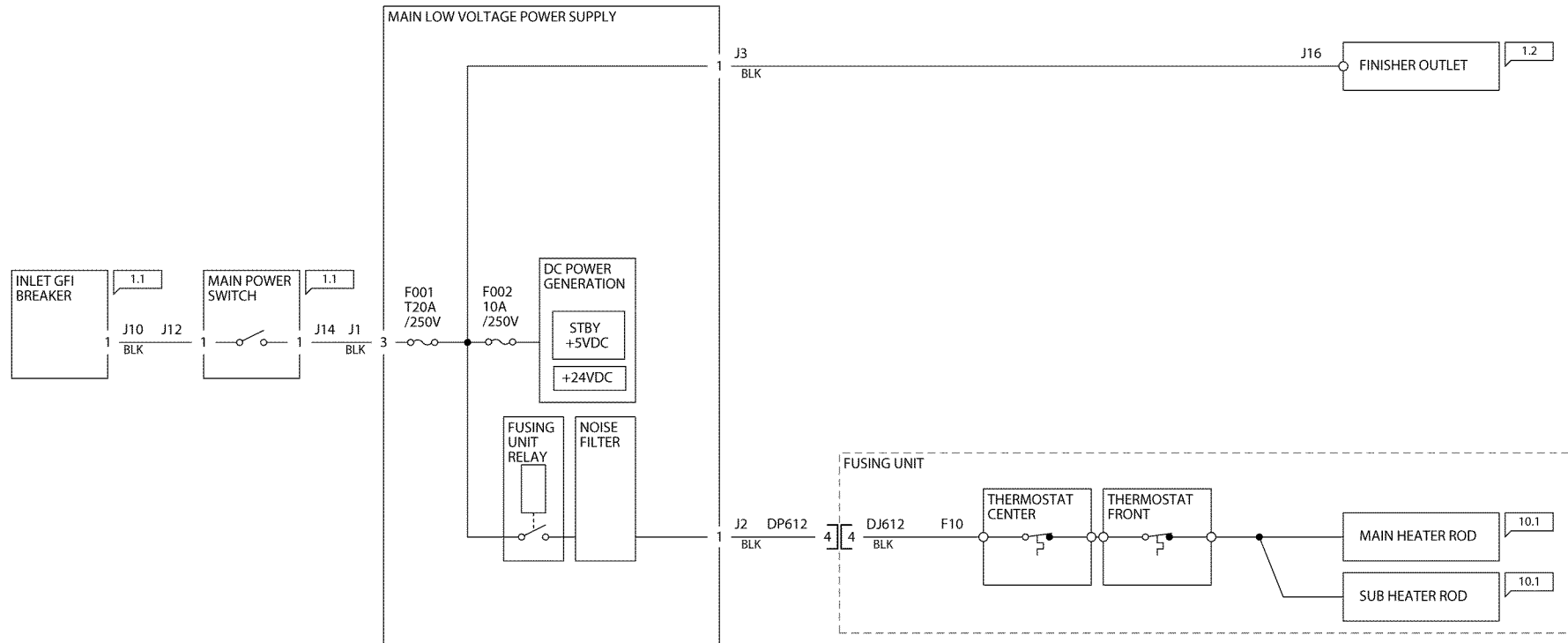
Introduction

Refer to the wiring diagrams that follow:

- IOT/IIT ACH, [Wiring Diagram 1](#) .
- IOT/IIT ACN, [Wiring Diagram 2](#).
- IOT/IIT +3.3VDC (1 of 2), [Wiring Diagram 3](#).
- IOT/IIT +3.3VDC (2 of 2), [Wiring Diagram 4](#).
- IOT/IIT +3.3V RTN (1 of 2), [Wiring Diagram 5](#).
- IOT/IIT +3.3V RTN (2 of 2), [Wiring Diagram 6](#).
- IOT/IIT +5VDC (1 of 3), [Wiring Diagram 7](#).
- IOT/IIT +5VDC (2 of 3), [Wiring Diagram 8](#).
- IOT/IIT +5VDC (2 of 3), [Wiring Diagram 9](#).
- IOT/IIT +5V RTN (1 of 3), [Wiring Diagram 10](#).
- IOT/IIT +5V RTN (2 of 3), [Wiring Diagram 11](#).
- IOT/IIT +5V RTN (3 of 3), [Wiring Diagram 12](#).
- IOT/IIT +24VDC (1 of 2), [Wiring Diagram 13](#).
- IOT/IIT +24VDC (2 of 2), [Wiring Diagram 14](#).
- IOT/IIT +24V RTN, [Wiring Diagram 15](#).
- DADF +5VDC, [Wiring Diagram 16](#).
- DADF +24VDC, [Wiring Diagram 17](#).
- DADF DC COM, [Wiring Diagram 18](#).
- Integrated office finisher +5VDC, [Wiring Diagram 19](#).
- Integrated office finisher +24VDC, [Wiring Diagram 20](#).
- Integrated office finisher DC RTN, [Wiring Diagram 21](#).
- Office finisher LX +5VDC, [Wiring Diagram 22](#).
- Office finisher LX +24VDC, [Wiring Diagram 23](#).
- Office finisher LX DC RTN, [Wiring Diagram 24](#).
- HCF +24VDC, [Wiring Diagram 25](#).

- HCF +5VDC, [Wiring Diagram 26](#).
- HCF DC COM, [Wiring Diagram 27](#).

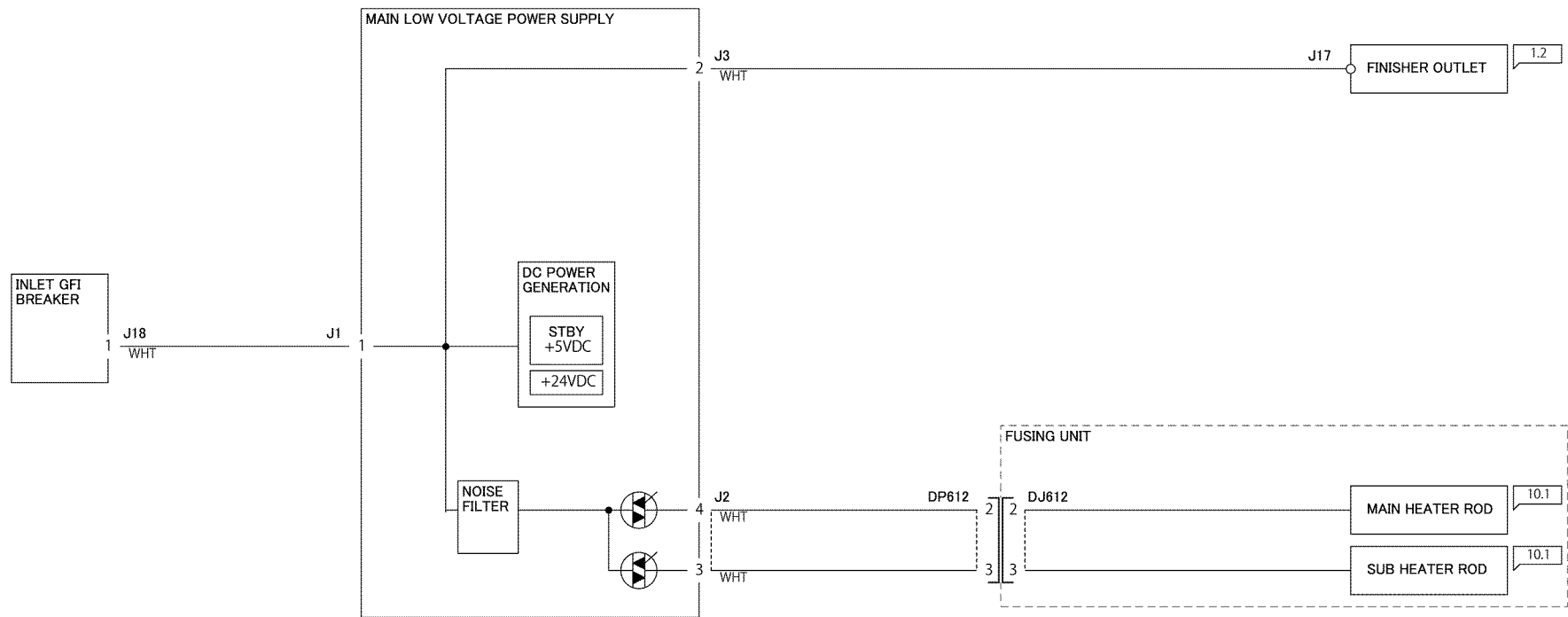
Wiring Diagram 1 IOT/IIT ACH



TY-1-0033-A

Figure 1 Wiring diagram 1

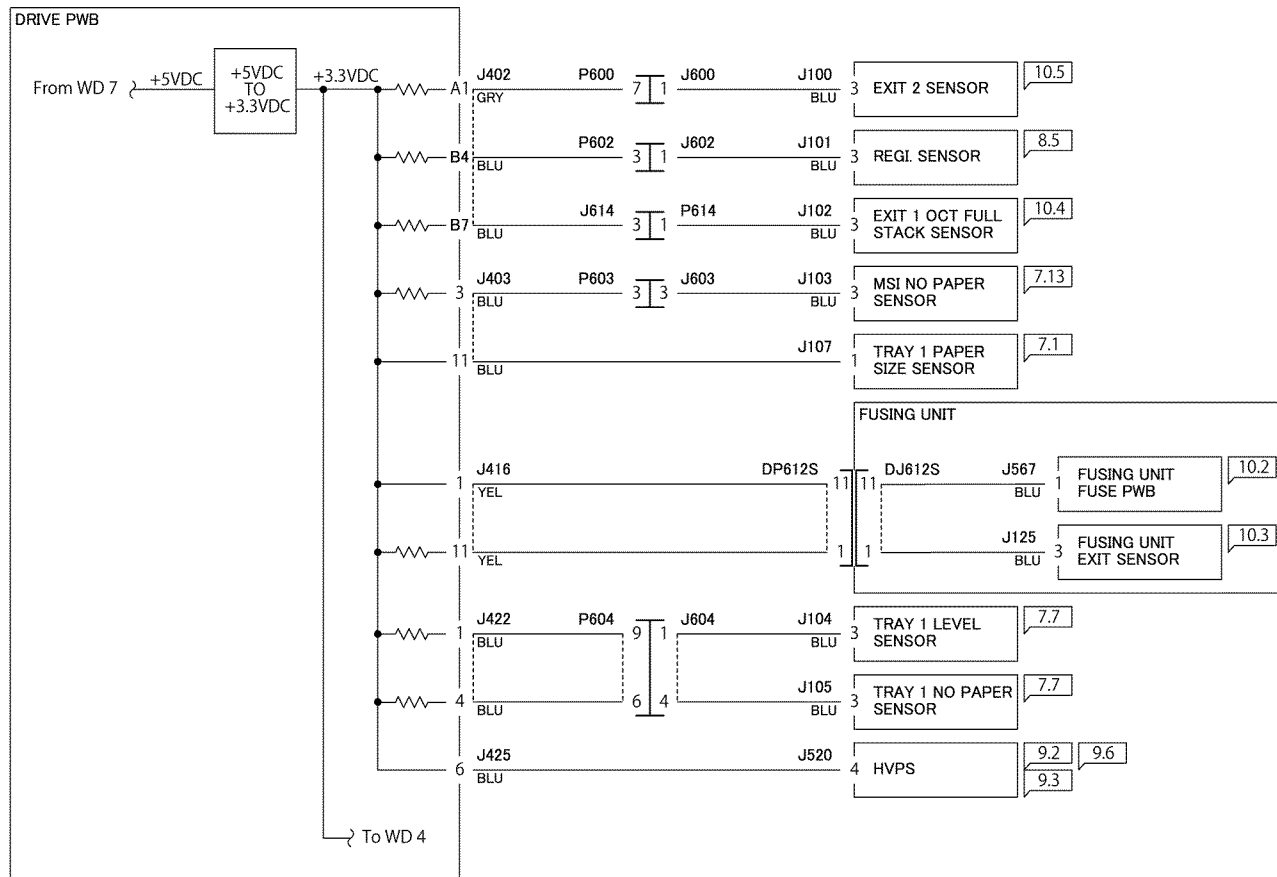
Wiring Diagram 2 IOT/IIT ACN



TY-1-0034-A

Figure 2 Wiring diagram 2

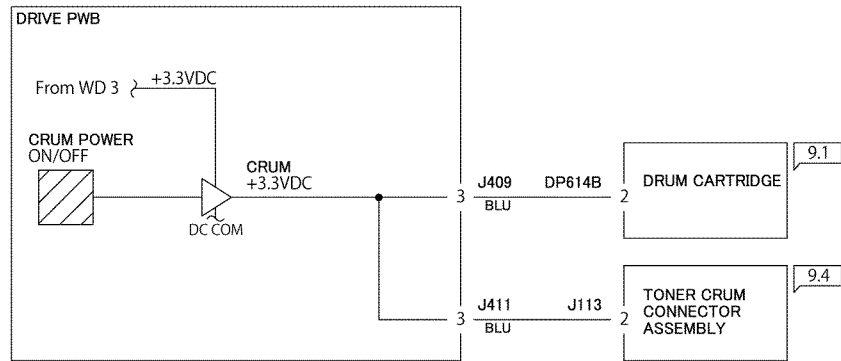
Wiring Diagram 3 IOT/IIT +3.3VDC (1 of 2)



TY-1-0035-A

Figure 3 Wiring diagram 3

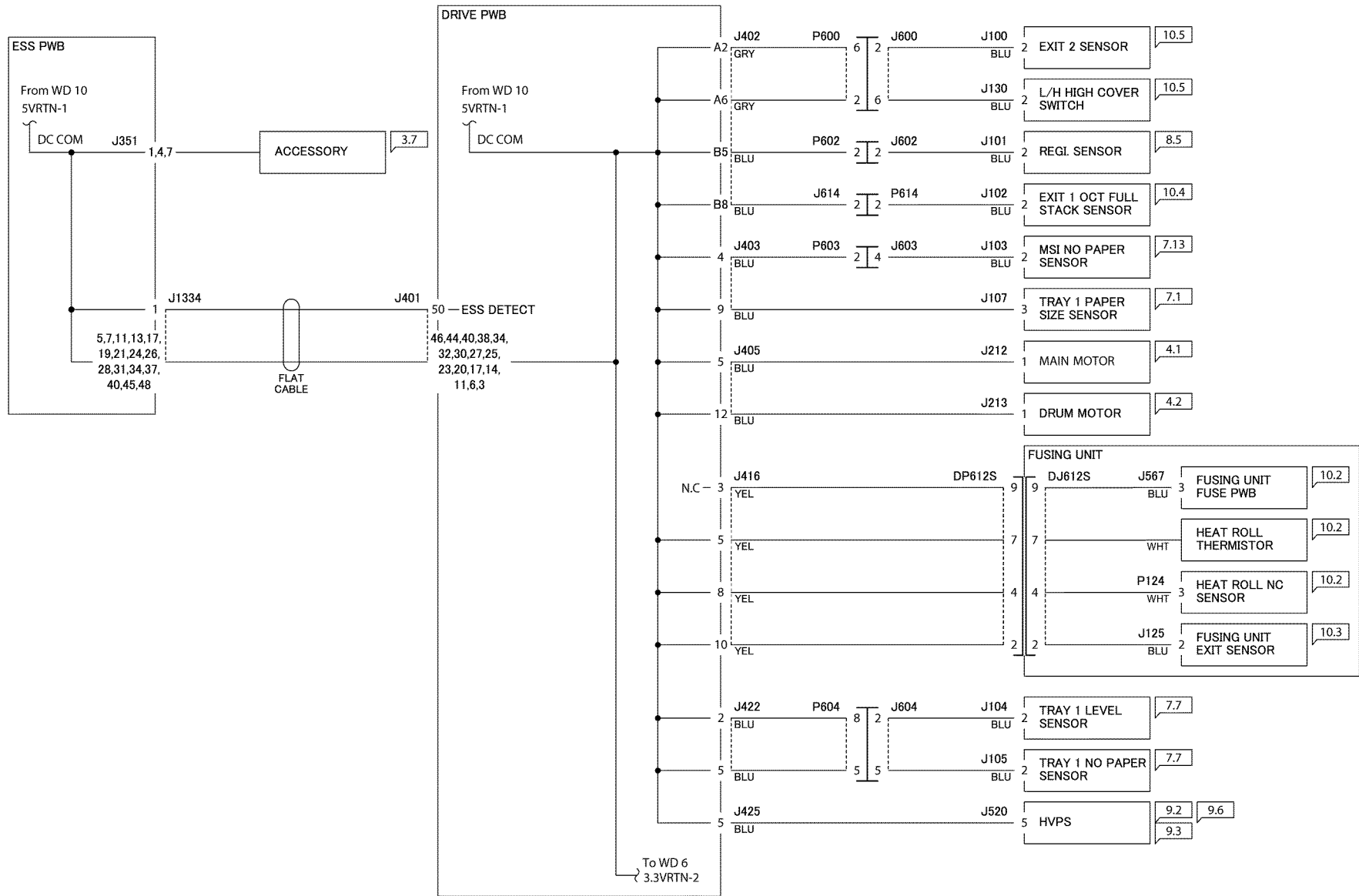
Wiring Diagram 4 IOT/IIT +3.3VDC (2 of 2)



TY-1-0036-A

Figure 4 Wiring diagram 4

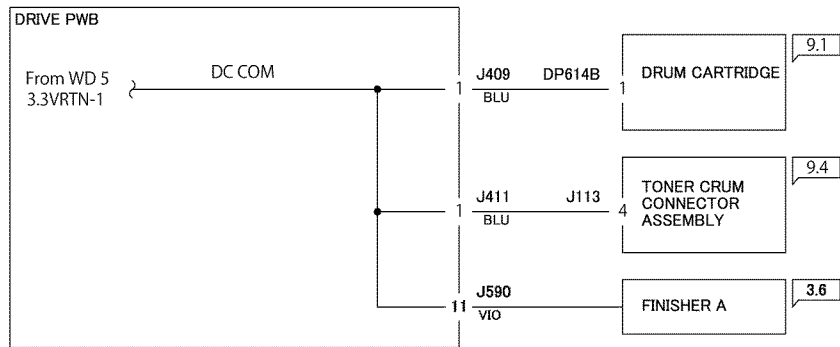
Wiring Diagram 5 IOT/IIT +3.3V RTN (1 of 2)



TY-1-0037-A

Figure 5 Wiring diagram 5

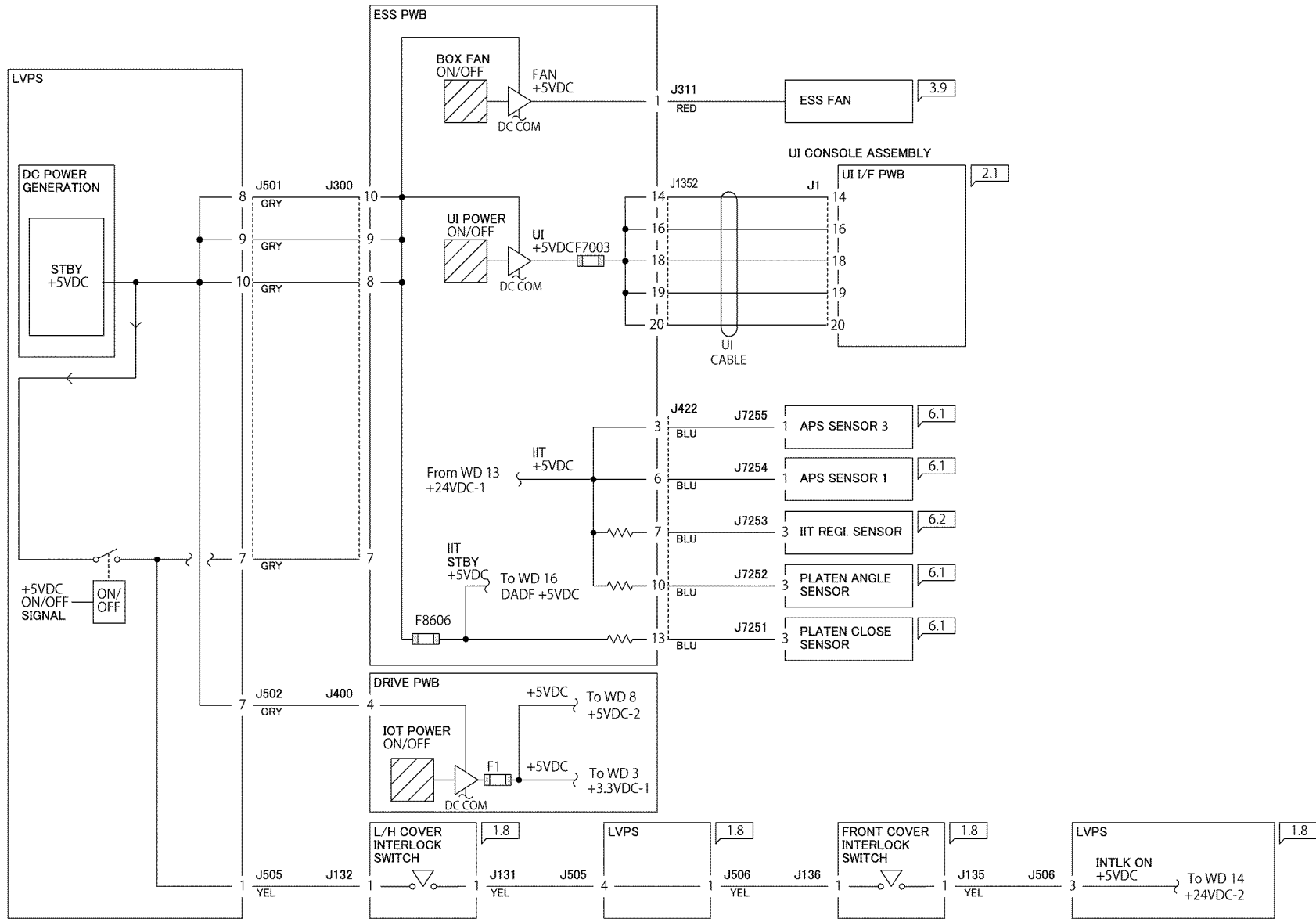
Wiring Diagram 6 IOT/IIT +3.3V RTN (2 of 2)



TY-1-0038-A

Figure 6 Wiring diagram 6

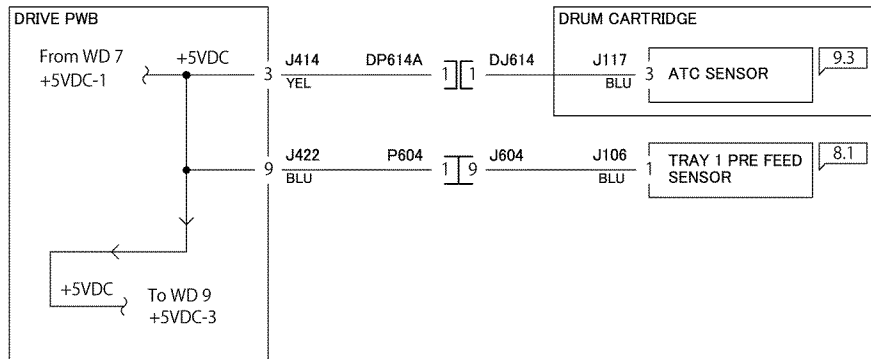
Wiring Diagram 7 IOT/IIT +5VDC (1 of 3)



TY-1-0039-A

Figure 7 Wiring diagram 7

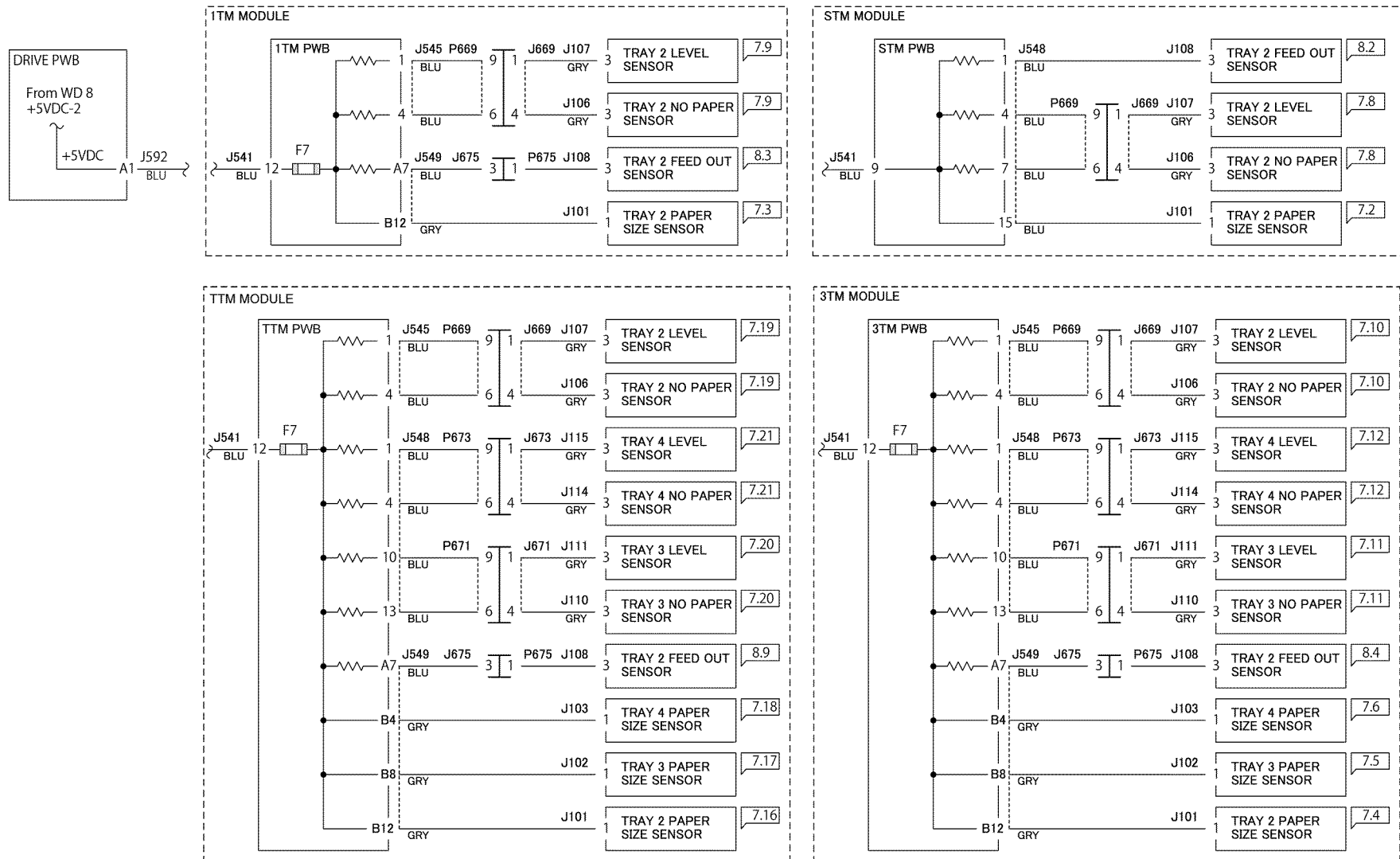
Wiring Diagram 8 IOT/IIT +5VDC (2 of 3)



TY-1-0040-A

Figure 8 Wiring diagram 8

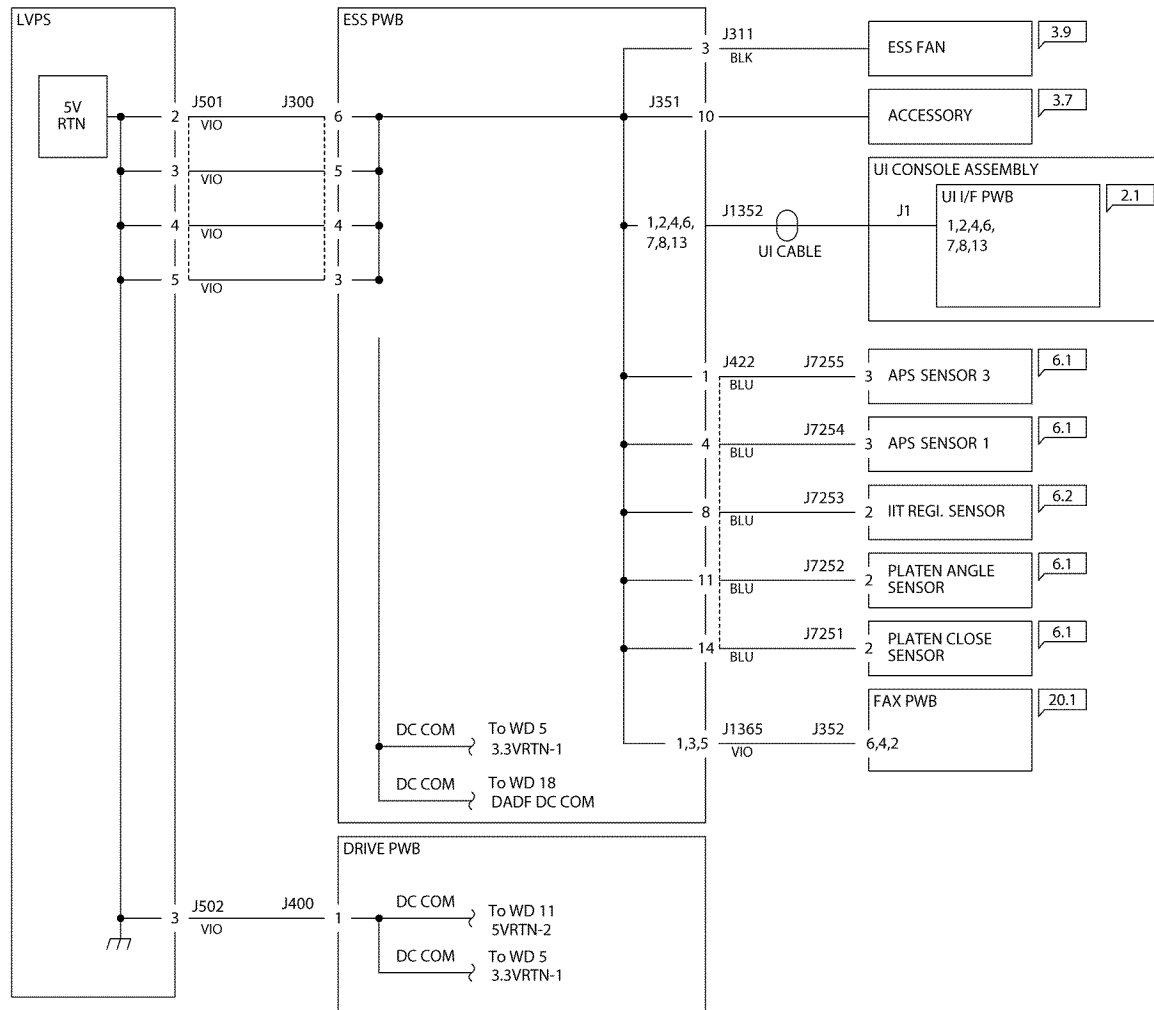
Wiring Diagram 9 IOT/IIT +5VDC (3 of 3)



TY -1 -0041-A

Figure 9 Wiring diagram 9

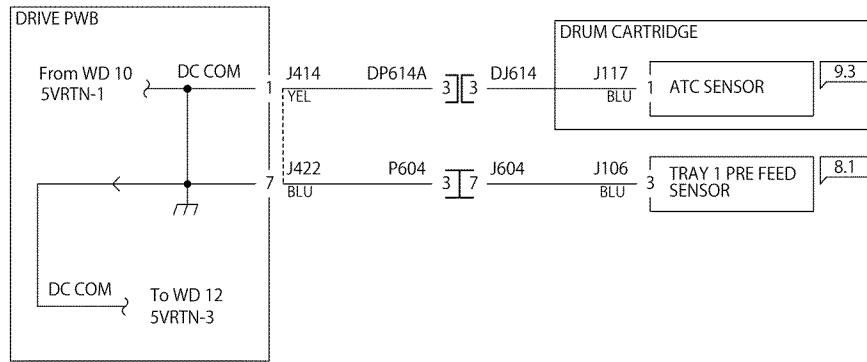
Wiring Diagram 10 IOT/IIT +5V RTN (1 of 3)



TY-1-0042-A

Figure 10 Wiring diagram 10

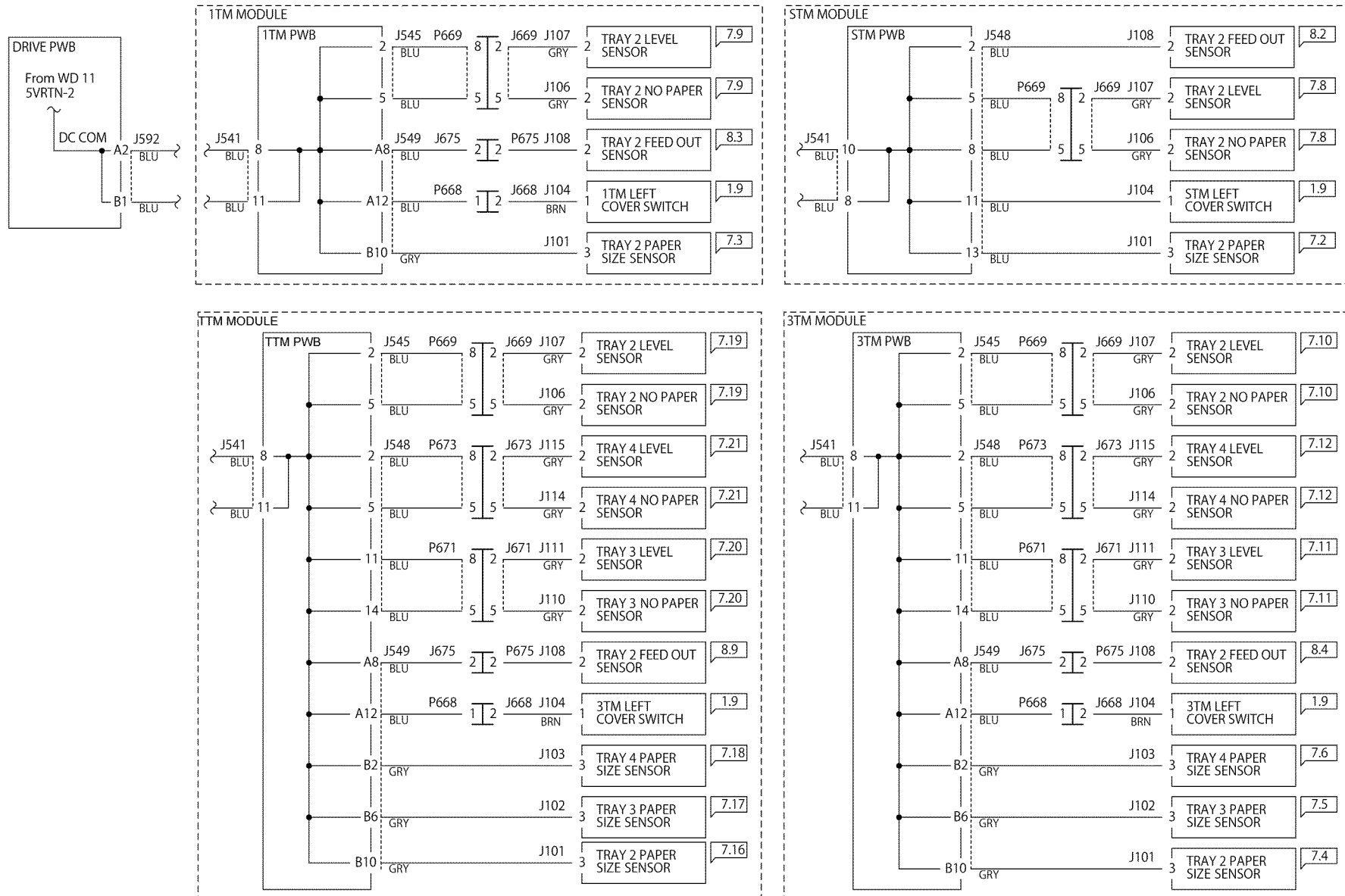
Wiring Diagram 11 IOT/IIT +5V RTN (2 of 3)



TY-1-0043-A

Figure 11 Wiring diagram 11

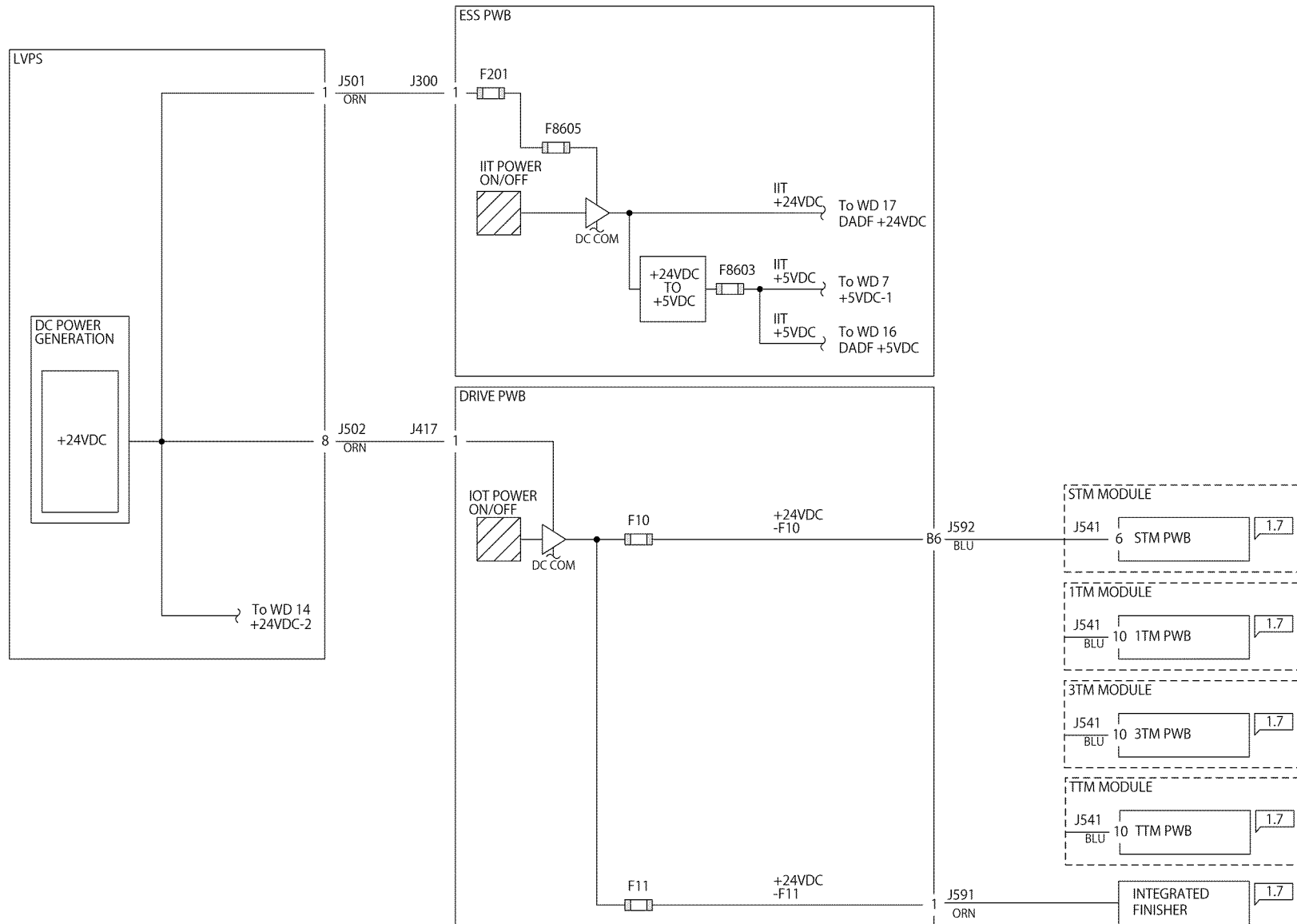
Wiring Diagram 12 IOT/IIT +5V RTN (3 of 3)



TY-1-0044-A

Figure 12 Wiring diagram 12

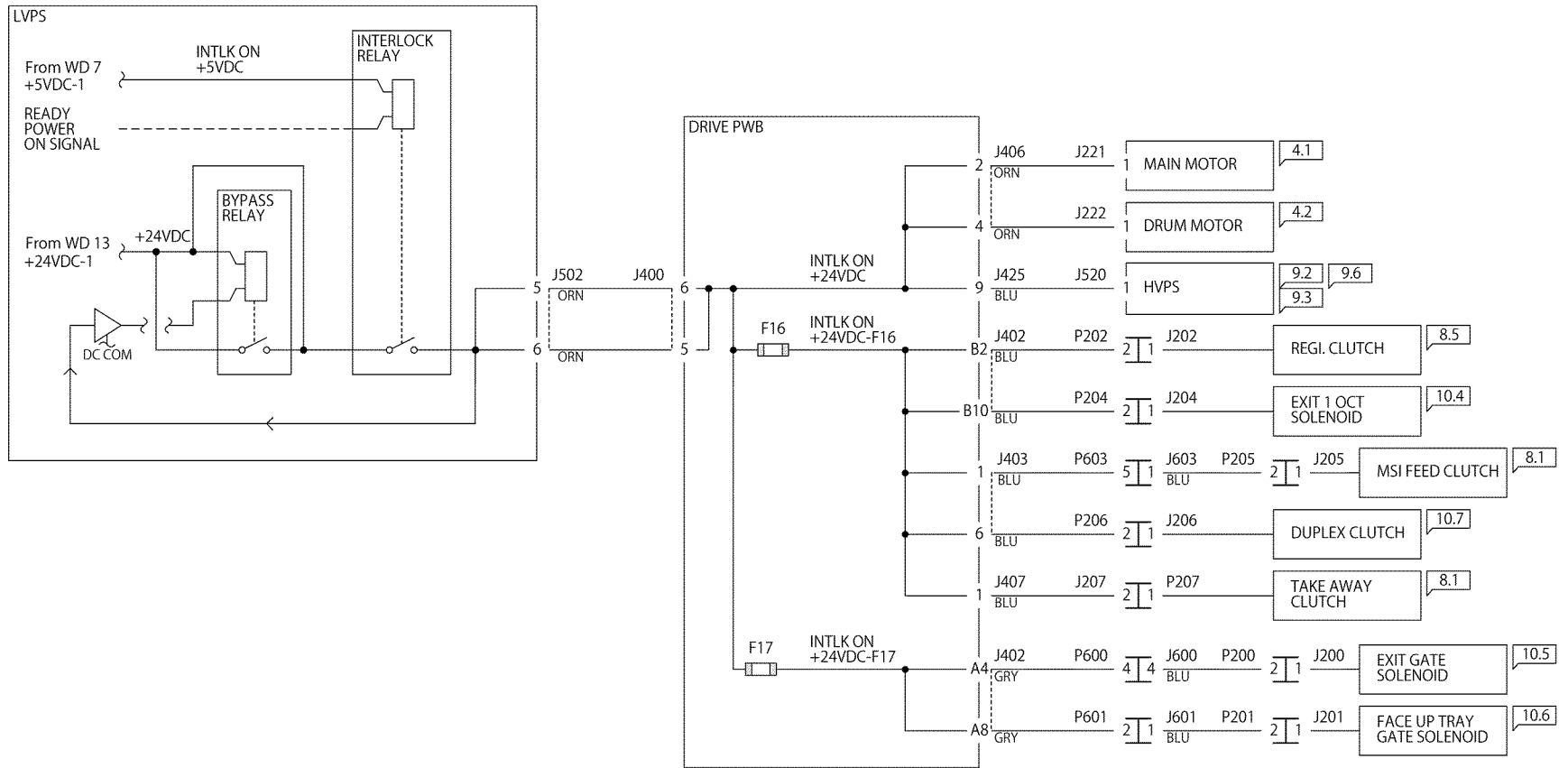
Wiring Diagram 13 IOT/IIT +24VDC (1 of 2)



TY-1-0045-A

Figure 13 Wiring diagram 13

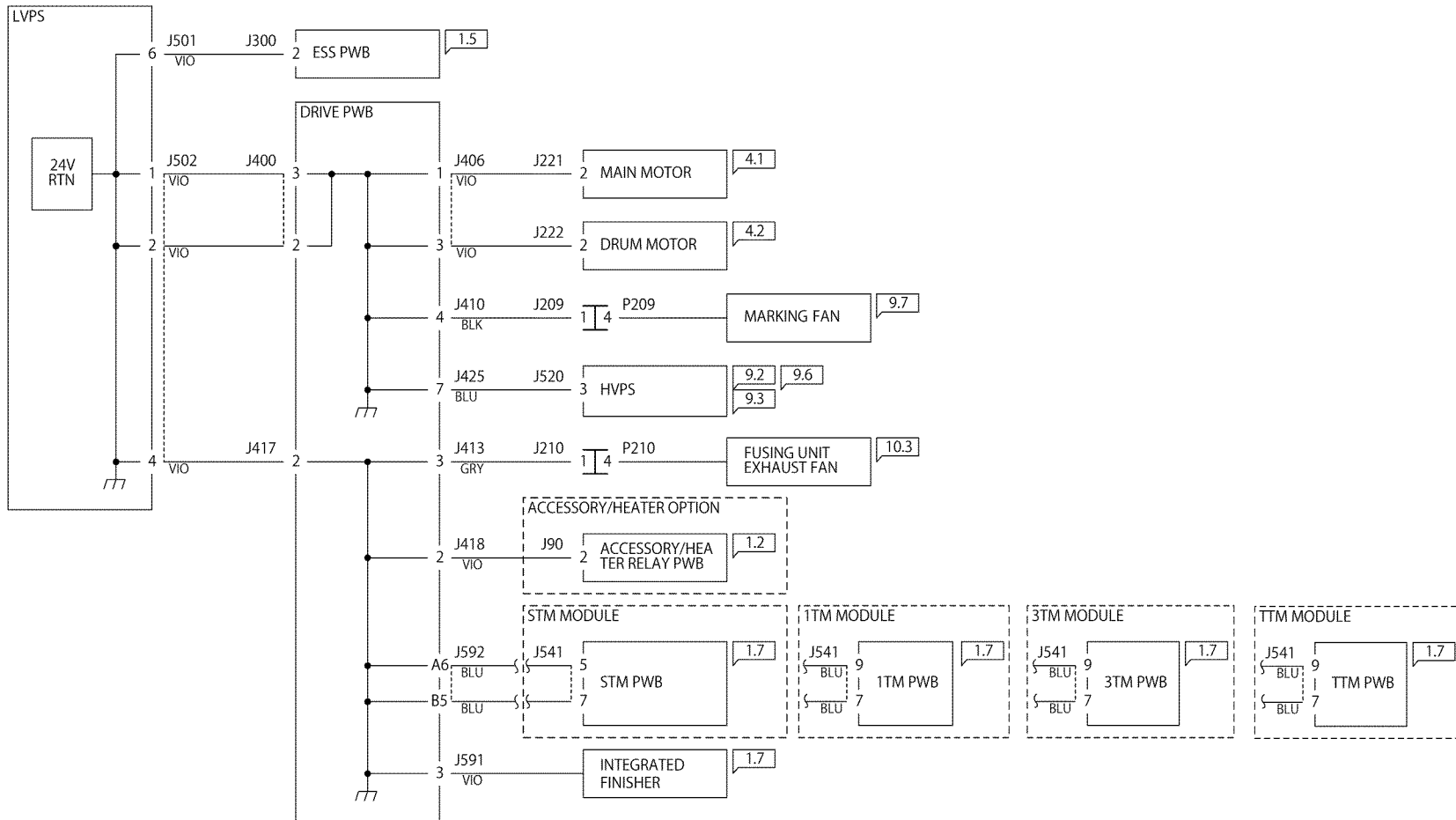
Wiring Diagram 14 IOT/IIT +24VDC (2 of 2)



TY-1-0046-A

Figure 14 Wiring diagram 14

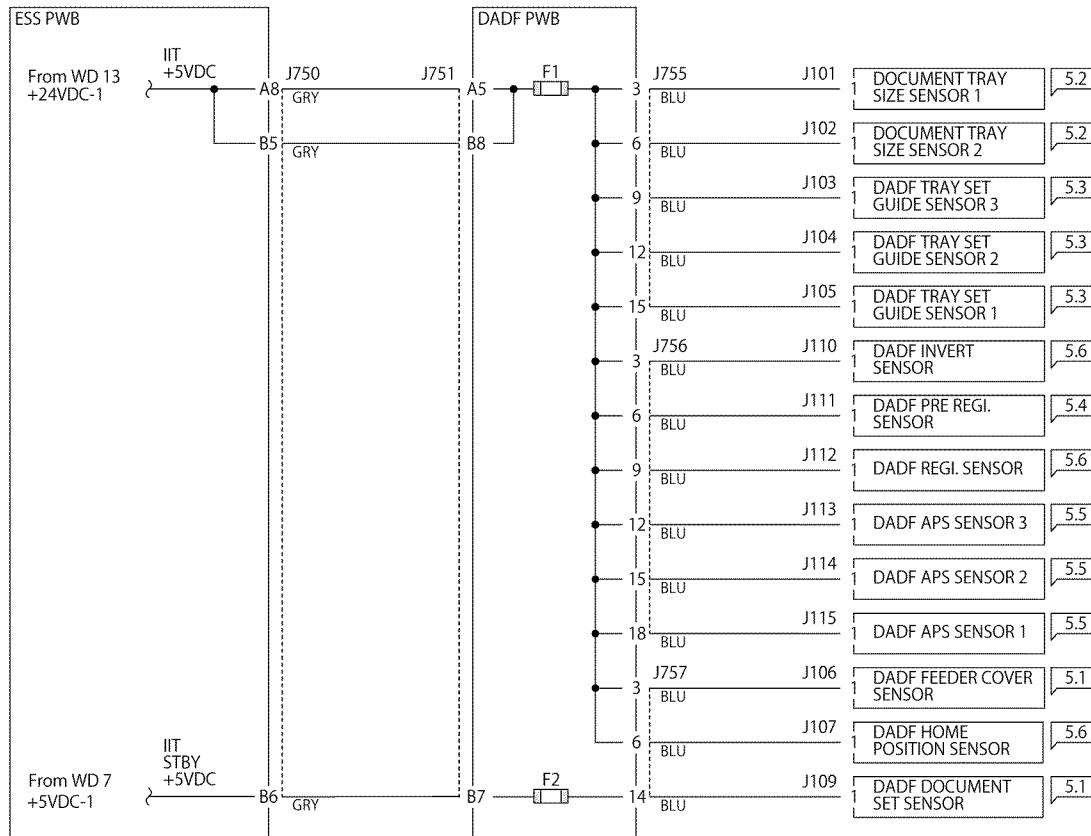
Wiring Diagram 15 IOT/IIT +24V RTN



TY-1-0047-A

Figure 15 Wiring diagram 15

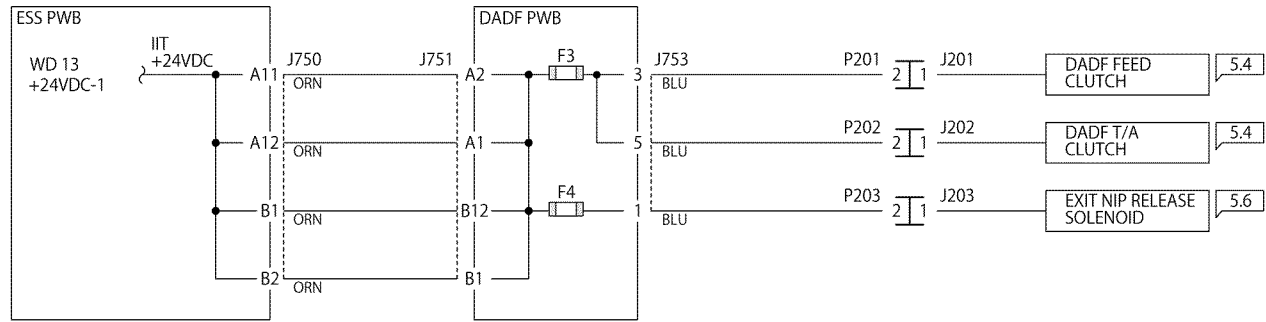
Wiring Diagram 16 DADF +5VDC



TY-1-0048-A

Figure 16 Wiring diagram 16

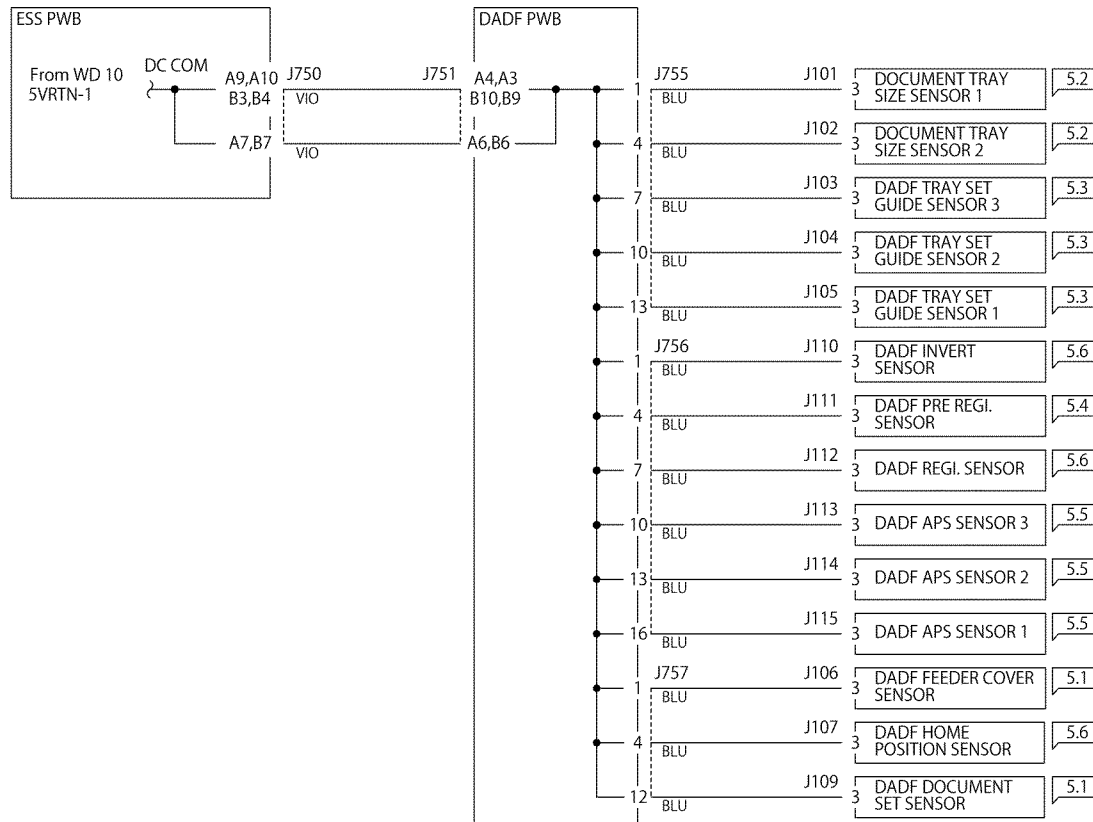
Wiring Diagram 17 DADF +24VDC



TY-1-0049-A

Figure 17 Wiring diagram 17

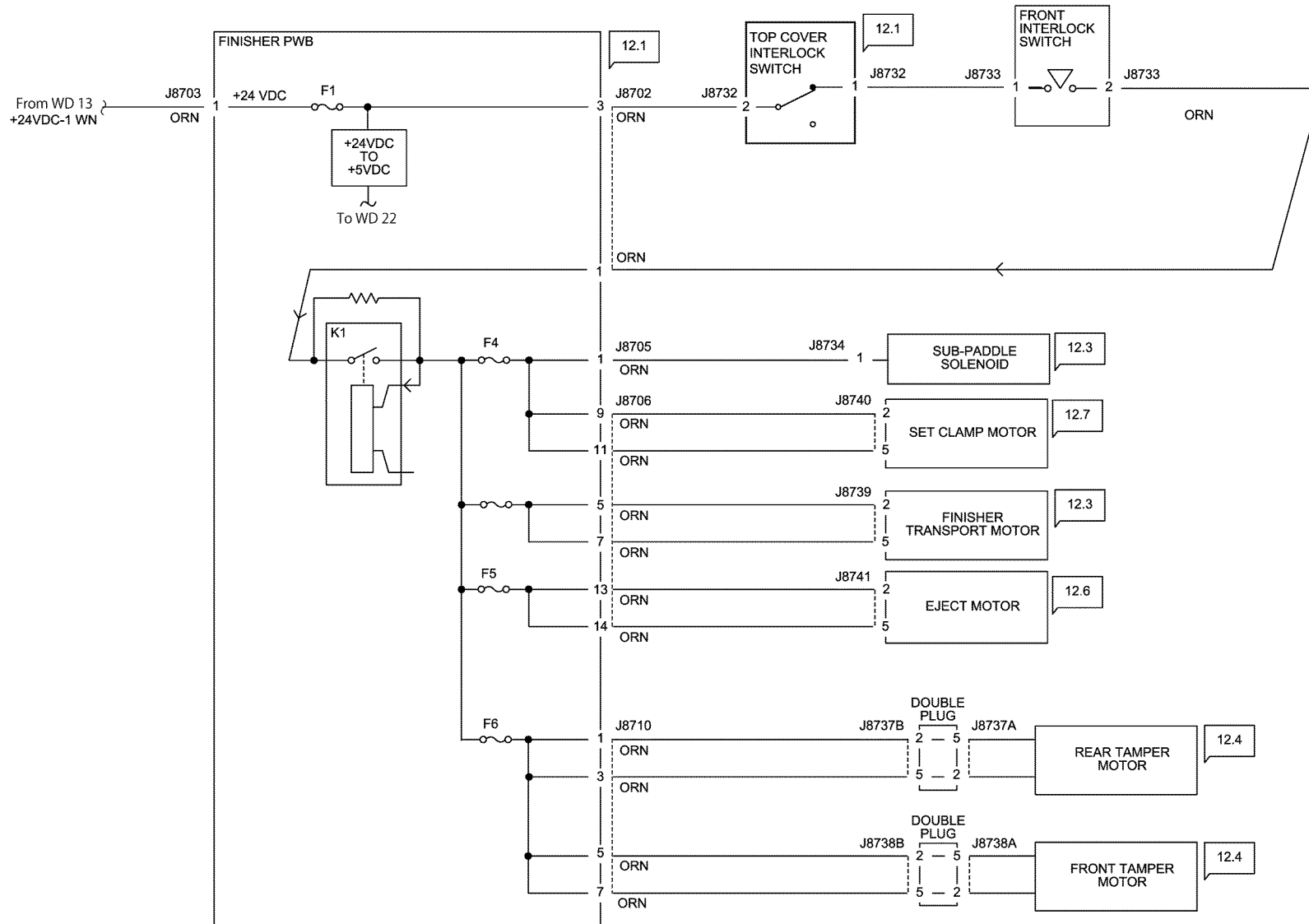
Wiring Diagram 18 DADF DC COM



TY-1-0050-A

Figure 18 Wiring diagram 18

Wiring Diagram 20 Integrated Office Finisher +24VDC

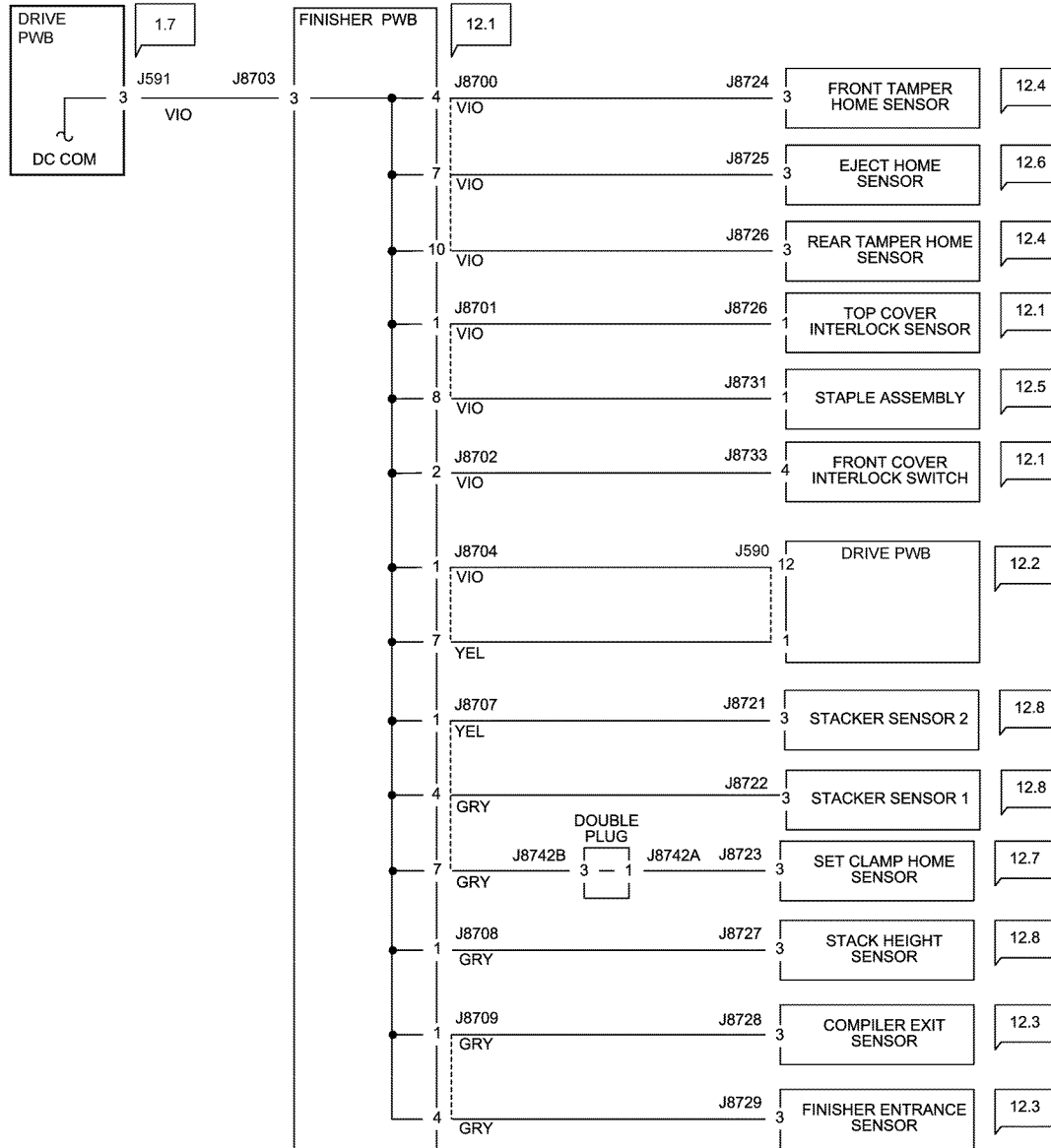


TY-1-0052-A

Figure 20 Wiring diagram 20

Wiring Diagram 21 Integrated Office Finisher DC RTN

Note: For Integrated Office Finisher (2FA), refer to Global A Integrated Office Finisher, EDOC 705P01445.

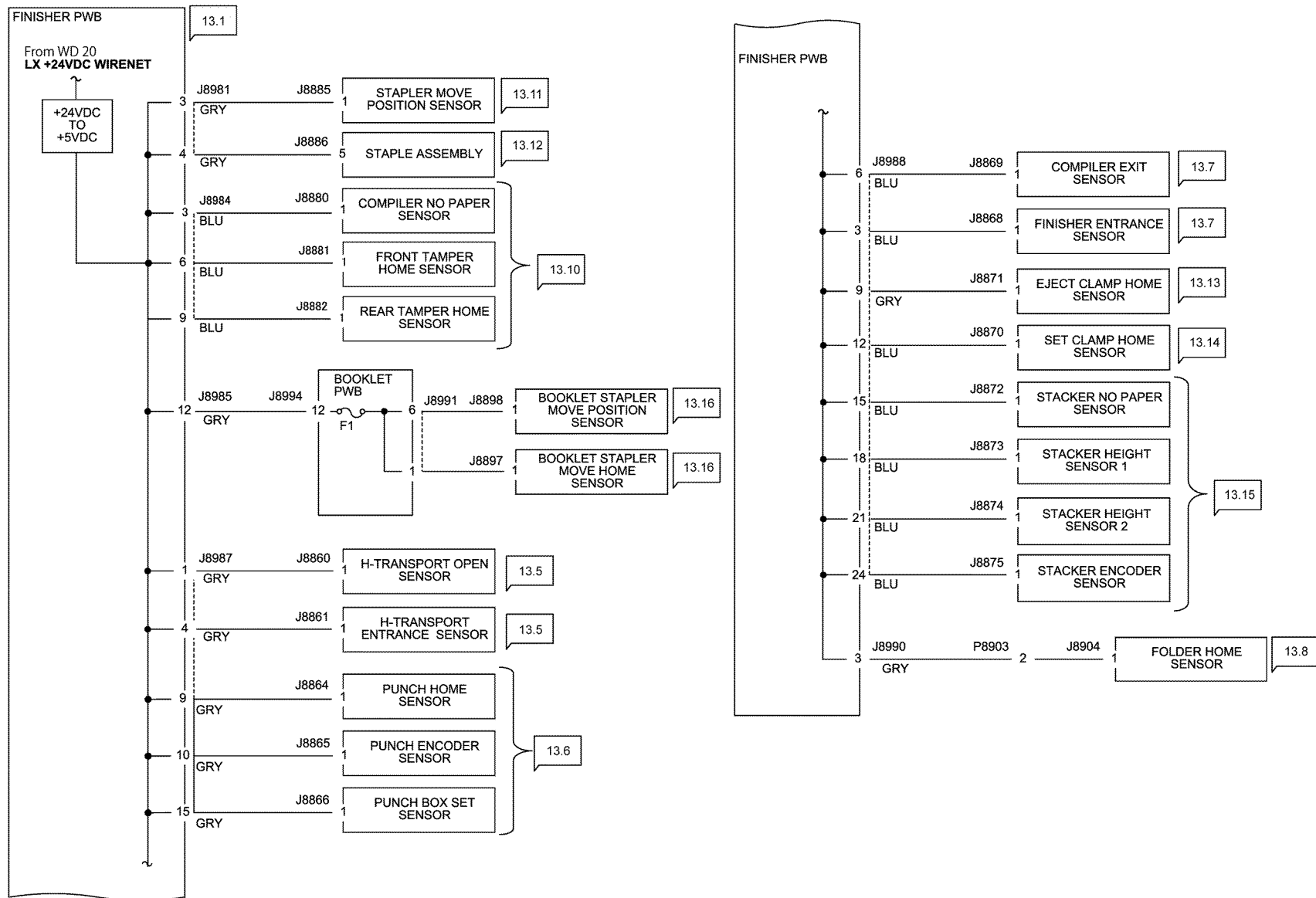


TY-1-0053-A

Figure 21 Wiring diagram 21

Wiring Diagram 22 Office Finisher LX +5VDC

Note: For Integrated Office Finisher (2FA), refer to Global A Integrated Office Finisher, EDOC 705P01445.

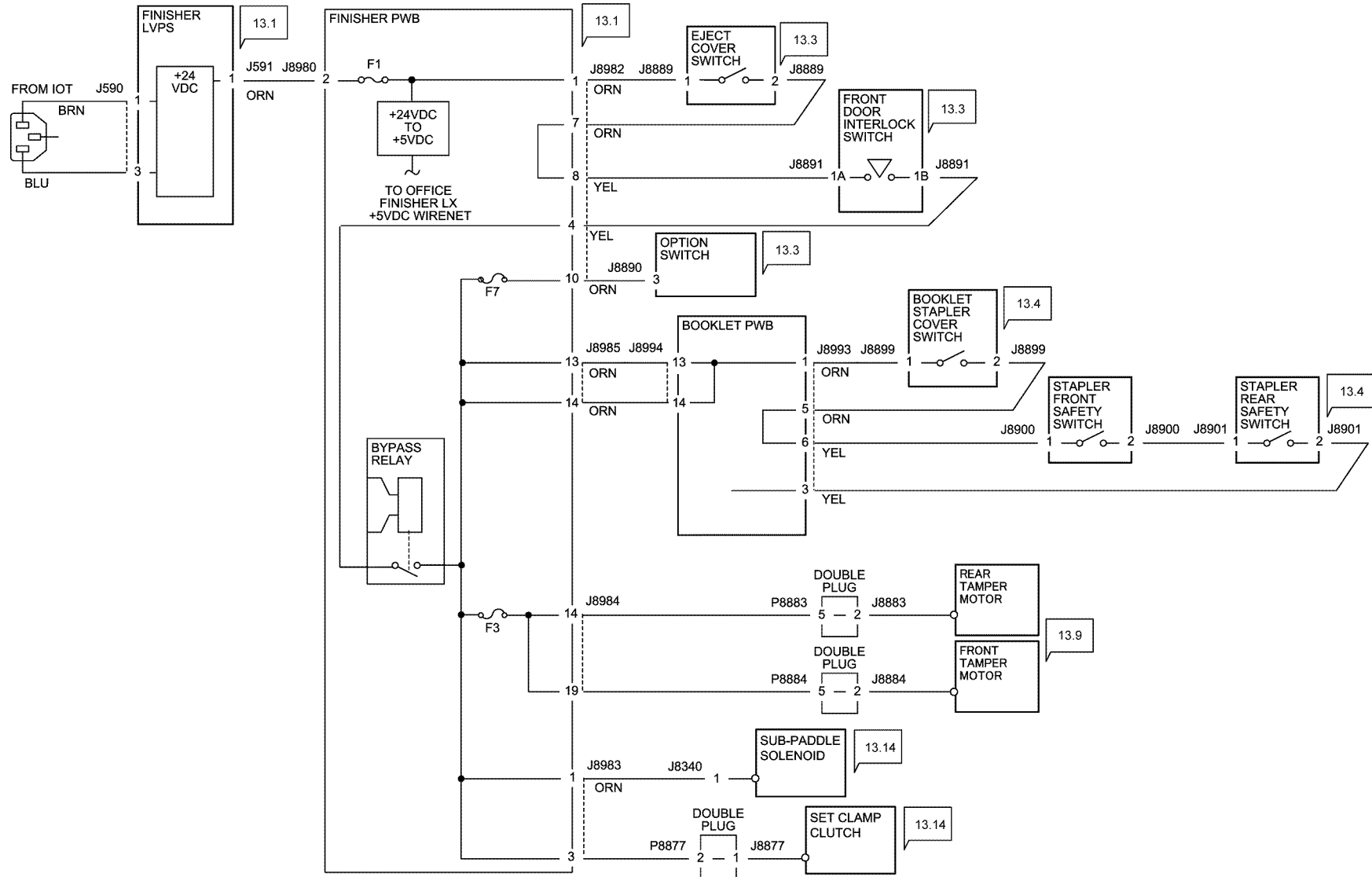


TY-1-0054-A

Figure 22 Wiring diagram 22

Wiring Diagram 23 Office Finisher LX +24VDC

Note: For Office Finisher (EZK), refer to Global B Office Finisher, EDOC 705P01448.

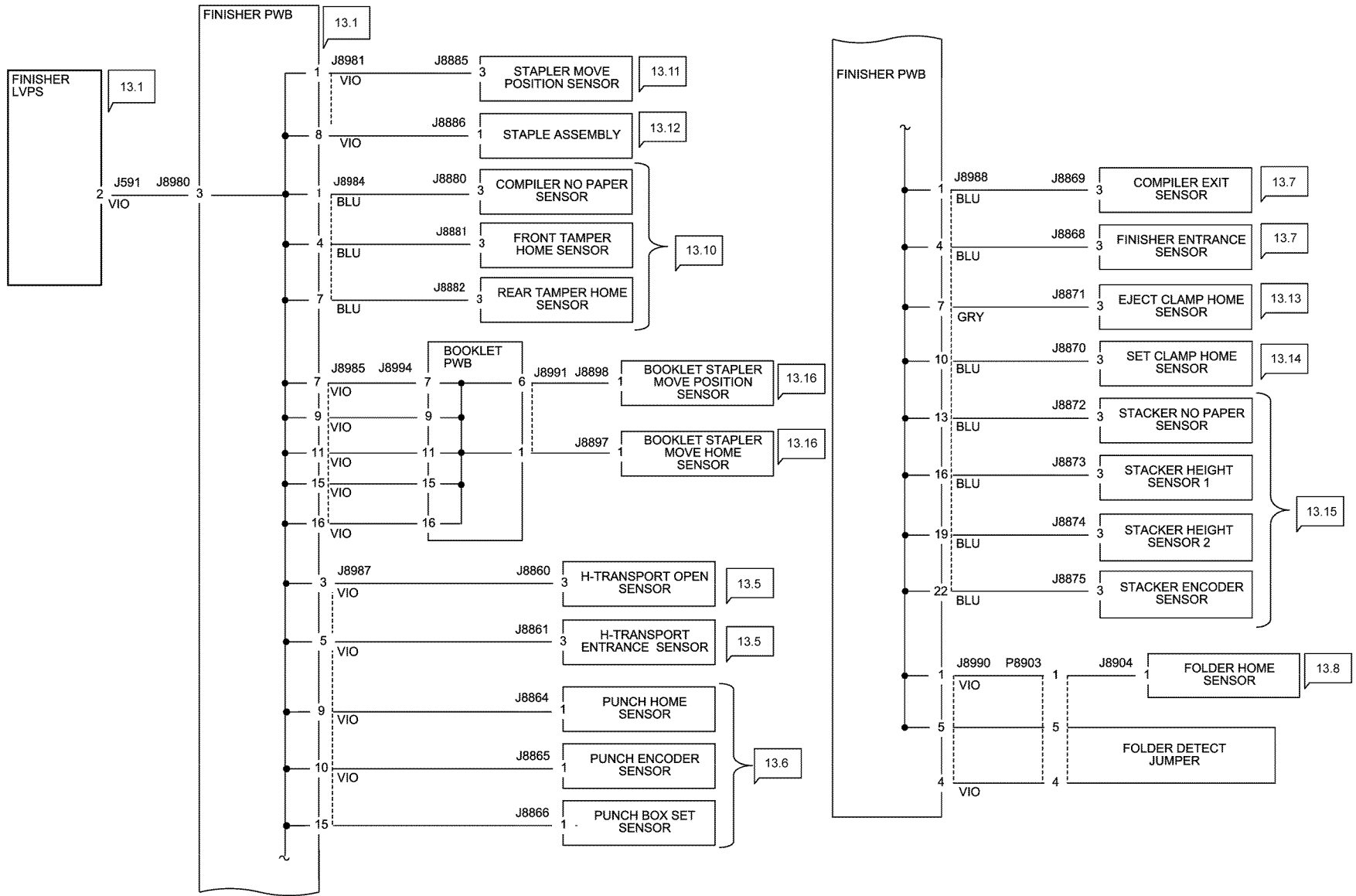


TY-1-0055-A

Figure 23 Wiring diagram 23

Wiring Diagram 24 Office Finisher LX DC RTN

Note: For Office Finisher (EZK), refer to Global B Office Finisher, EDOC 705P01448.

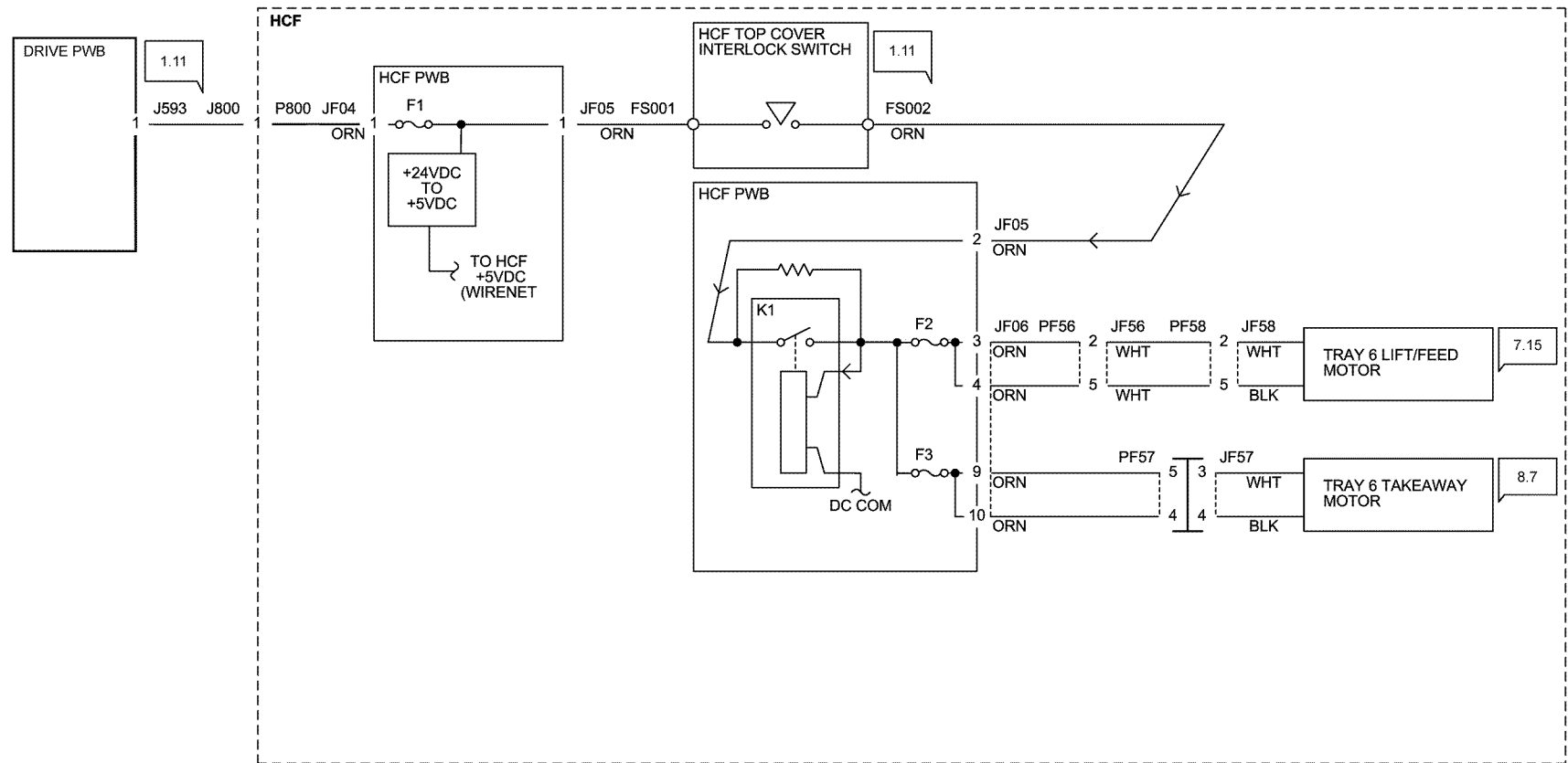


TY-1-0056-A

Figure 24 Wiring diagram 24

Wiring Diagram 25 HCF +24VDC

WD 25 HCF (1 OF 3)

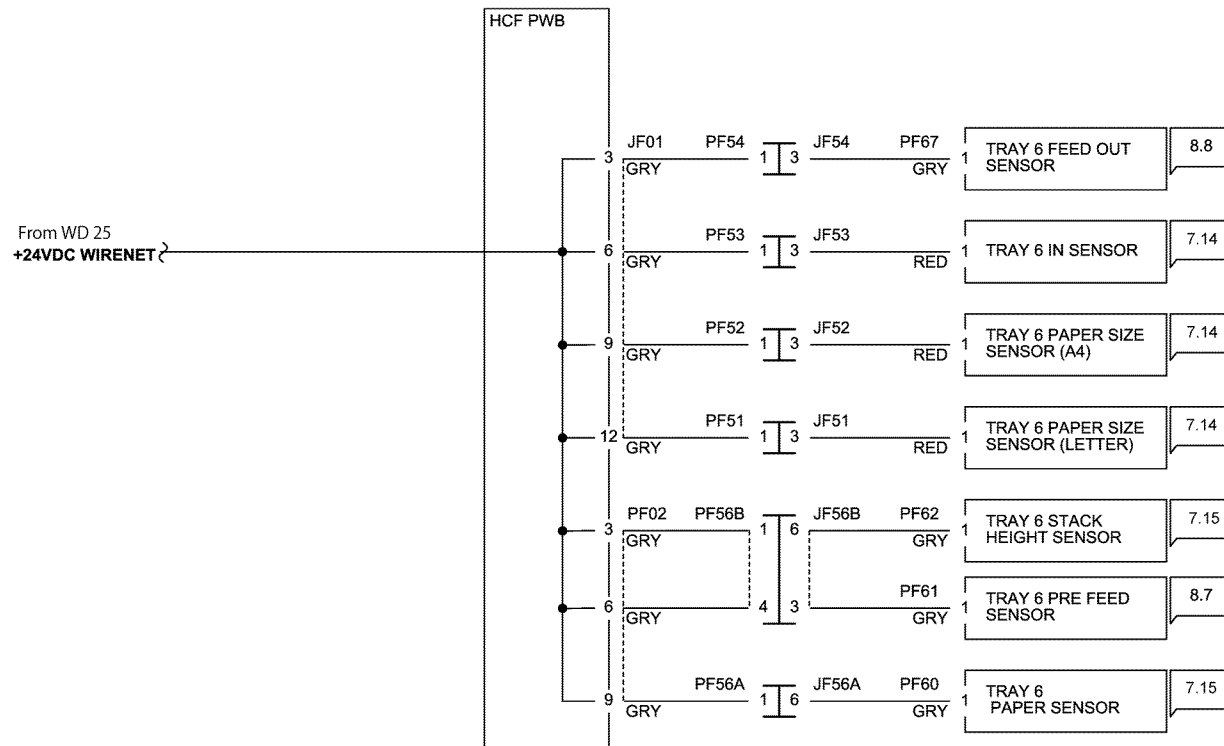


TY-1-0165-A

Figure 25 Wiring diagram 25

Wiring Diagram 26 HCF +5VDC

WD 26 HCF (2 OF 3)

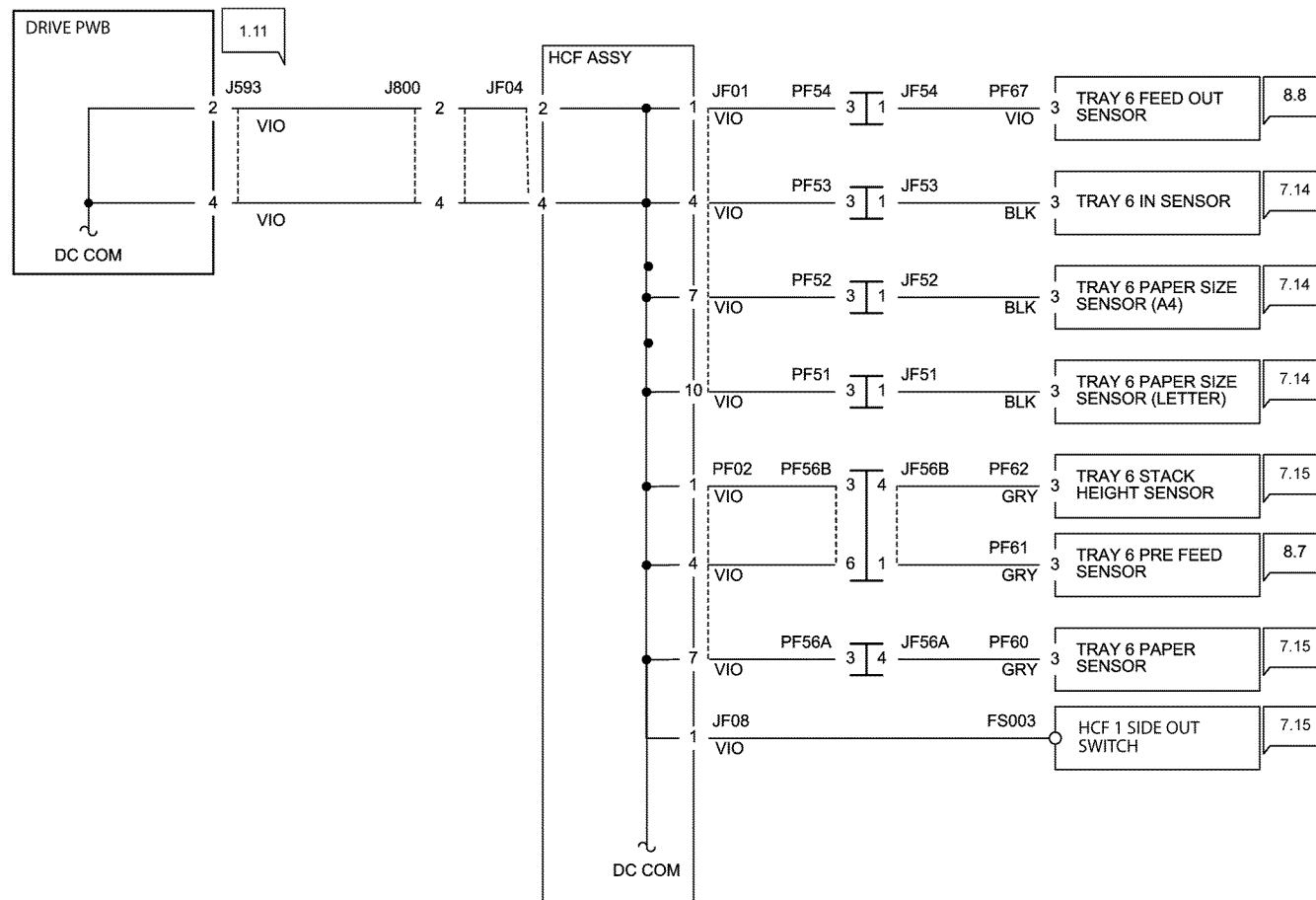


TY-1-0166-A

Figure 26 Wiring diagram 26

Wiring Diagram 27 HCF DC COM

WD 27 HCF (3 OF 3)



TY-1-0167-A

Figure 27 Wiring diagram 27

Block Schematic Diagrams (BSDs)

Symbology

Refer to [Figure 1](#).

Figure 1 BSD symbology

Block Schematic Diagrams

Refer to the relevant BSD.

Chain 1

- [BSD 1.1.Main Power On \(1 of 2\)](#)
- [BSD 1.2 Main Power On \(2 of 2\)](#)
- [BSD 1.3 LVPS Control](#)
- [BSD 1.4 DC Power Generation \(1 of 2\)](#)
- [BSD 1.5 DC Power Generation \(2 of 2\)](#)
- [BSD 1.6 IIT DC Power Distribution](#)
- [BSD 1.7 Option DC Power Distribution](#)
- [BSD 1.8 Power Interlock Switching \(1 of 3\)](#)
- [BSD 1.9 Power Interlock Switching \(2 of 3\)](#)
- [BSD 1.10 Power Interlock Switching \(3 of 3\)](#)
- [BSD 1.11 DC Power Distribution - HCF](#)

Chain 2

- [BSD 2.1 Control Panel](#)

Chain 3

- [BSD 3.1 PWB Communications \(ESS PWB to Drive PWB\)](#)
- [BSD 3.2 PWB Communications \(ESS PWB/Drive PWB to STM/1TM/3TM\)](#)
- [BSD 3.3 PWB Communications \(ESS PWB to DADF PWB\)](#)
- [BSD 3.4 PWB Communications \(ESS PWB to UI\)](#)
- [BSD 3.5 PWB Communications \(Accessory\)](#)
- [BSD 3.6 PWB Communications \(Electric Billing\)](#)
- [BSD 3.9 ESS PWB](#)
- [BSD 3.10 ESS Status LED \(1 of 5\)](#)
- [BSD 3.11 ESS Status LED \(2 of 5\)](#)

- BSD 3.12 ESS Status LED (3 of 5)
- BSD 3.13 ESS Status LED (4 of 5)
- BSD 3.14 ESS Status LED (5 of 5)
- BSD 3.15 PWB Communications (Drive PWB to HCF)

Chain 4

- BSD 4.1 Main Drive Control
- BSD 4.2 Drum Drive Control

Chain 5

- BSD 5.1 DADF Interlock and Document Setting
- BSD 5.2 DADF Document Size Sensing (1 of 2)
- BSD 5.3 DADF Document Size Sensing (2 of 2)
- BSD 5.4 Document Feeding (1 of 2)
- BSD 5.5 Document Feeding (2 of 2)
- BSD 5.6 Document Registration
- BSD 5.7 DADF Exit
- BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)
- BSD 5.9 Document Path

Chain 6

- BSD 6.1 Platen Document Sensing
- BSD 6.2 Carriage Control
- BSD 6.3 Document Illumination and Image Input
- BSD 6.4 Laser Control

Chain 7

- BSD 7.1 Tray 1 Paper Size Sensing
- BSD 7.2 Tray 2 Paper Size Sensing (STM)
- BSD 7.3 Tray 2 Paper Size Sensing (1TM)
- BSD 7.4 Tray 2 Paper Size Sensing (3TM)
- BSD 7.5 Tray 3 Paper Size Sensing (3TM)
- BSD 7.6 Tray 4 Paper Size Sensing (3TM)
- BSD 7.7 Tray 1 Paper Stacking

- BSD 7.8 Tray 2 Paper Stacking (STM)
- BSD 7.9 Tray 2 Paper Stacking (1TM)
- BSD 7.10 Tray 2 Paper Stacking (3TM)
- BSD 7.11 Tray 3 Paper Stacking (3TM)
- BSD 7.12 Tray 4 Paper Stacking (3TM)
- BSD 7.13 Bypass Tray Paper Sensing
- BSD 7.14 HCF Paper Size Sensing and Tray Set
- BSD 7.15 HCF Paper Stacking
- BSD 7.16 Tray 2 Paper Size Sensing (TTM)
- BSD 7.17 Tray 3 Paper Size Sensing (TTM)
- BSD 7.18 Tray 4 Paper Size Sensing (TTM)
- BSD 7.19 Tray 2 Paper Stacking (TTM)
- BSD 7.20 Tray 3 Paper Stacking (TTM)
- BSD 7.21 Tray 4 Paper Stacking (TTM)

Chain 8

- BSD 8.1 Tray 1 and Bypass Tray Paper Transportation
- BSD 8.2 Tray Module Paper Transportation (STM)
- BSD 8.3 Tray Module Paper Transportation (1TM)
- BSD 8.4 Tray Module Paper Transportation (3TM)
- BSD 8.5 Registration
- BSD 8.6 Paper Path
- BSD 8.7 HCF Paper Feeding
- BSD 8.8 HCF Paper Transportation
- BSD 8.9 Tray Module Paper Transportation (TTM) (1 of 2)
- BSD 8.10 Tray Module Paper Transportation (TTM) (2 of 2)

Chain 9

- BSD 9.1 Xerographic Life Control
- BSD 9.3 Charging and Exposure
- BSD 9.4 Development
- BSD 9.6 Toner Cartridge Life Control

- BSD 9.8 Toner Dispense Control
- BSD 9.11 Image Transfer
- BSD 9.14 Marking Fan Control

Chain 10

- BSD 10.2 Fusing Heat Control (1 of 2)
- BSD 10.3 Fusing Heat Control (2 of 2)
- BSD 10.4 Fusing
- BSD 10.5 Fused Paper Exit 1 OCT Control
- BSD 10.6 Fused Paper Exit 2
- BSD 10.7 Duplex Transport

Chain 12

- BSD 12.1 Integrated Office Finisher DC Power and Interlock Switching
- BSD 12.2 IOT to Integrated Office Finisher Communication
- BSD 12.3 Integrated Office Finisher Transportation
- BSD 12.4 Integrated Office Finisher Tamping and Offset
- BSD 12.5 Integrated Office Finisher Staple Control
- BSD 12.6 Integrated Office Finisher Set Eject (1 of 2)
- BSD 12.7 Integrated Office Finisher Set Eject (2 of 2)
- BSD 12.8 Integrated Office Finisher Stacker Tray Control

Chain 13

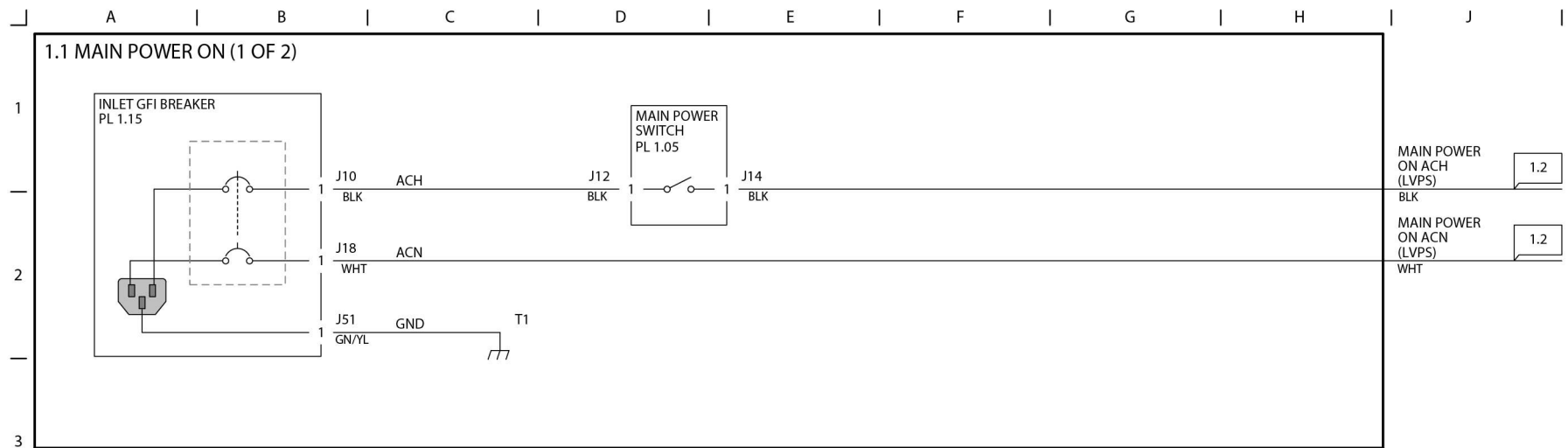
- BSD 13.1 Office Finisher LX DC Power Generation
- BSD 13.2 Office Finisher LX DC Power Distribution
- BSD 13.3 Office Finisher LX Interlock Switching
- BSD 13.4 Office Finisher LX Booklet Interlock Switching
- BSD 13.5 Office Finisher LX Horizontal Transport
- BSD 13.6 Office Finisher LX Punch
- BSD 13.7 Office Finisher LX Transportation
- BSD 13.8 Office Finisher LX Folding
- BSD 13.9 Office Finisher LX Tamping and Offset (1 of 2)
- BSD 13.10 Office Finisher LX Tamping and Offset (2 of 2)

- BSD 13.11 Office Finisher LX Staple Positioning
- BSD 13.12 Office Finisher LX Staple Control
- BSD 13.13 Office Finisher LX Eject Control (1 of 2)
- BSD 13.14 Office Finisher LX Eject Control (2 of 2)
- BSD 13.15 Office Finisher LX Stacker Tray Control
- BSD 13.16 Office Finisher LX Booklet Staple Positioning
- BSD 13.17 Office Finisher LX Booklet Staple Control (1 of 2 - Front)
- BSD 13.18 Office Finisher LX Booklet Staple Control (2 of 2 - Rear)

Chain 20

- BSD 20.1 Fax

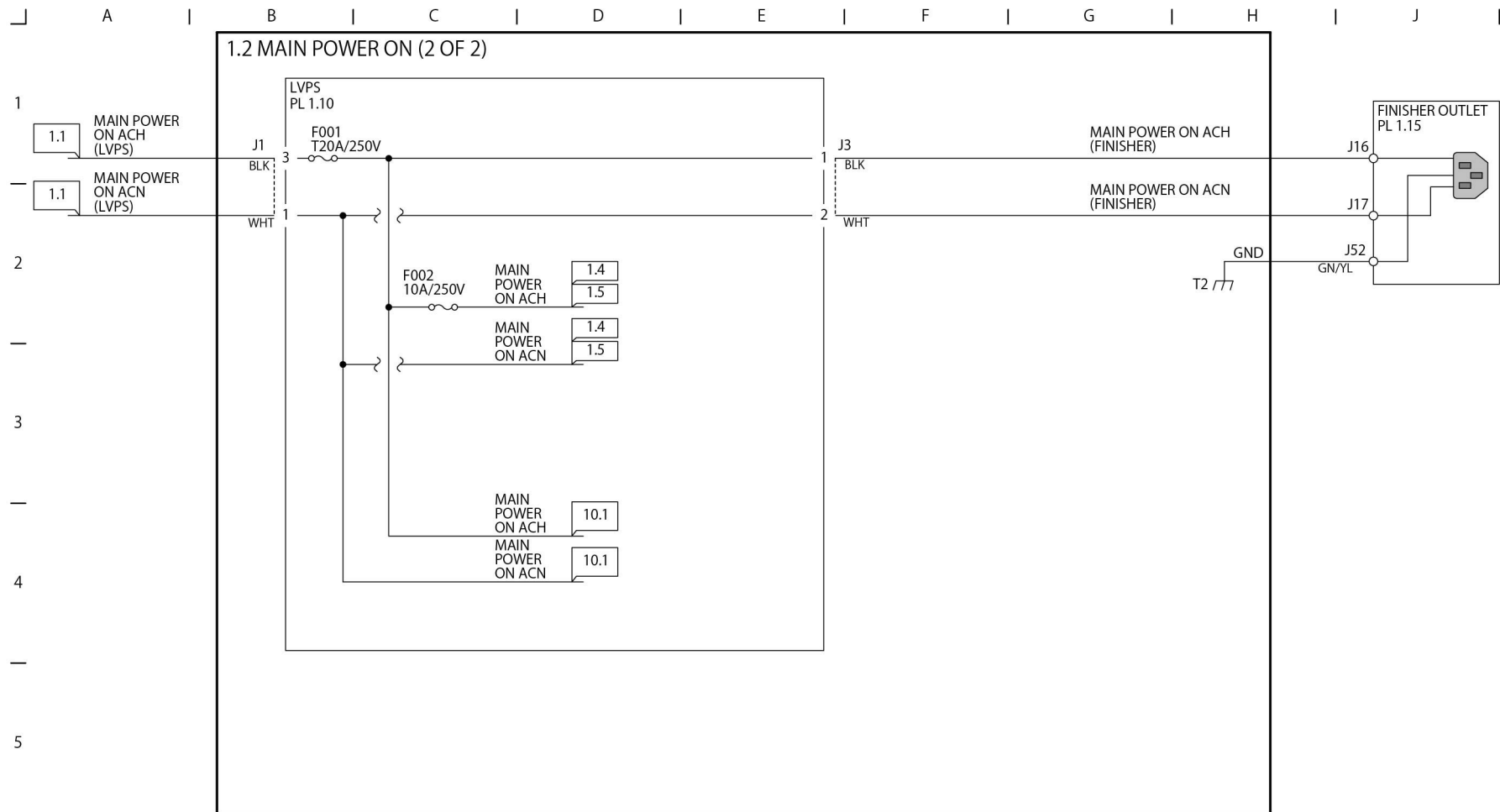
BSD 1.1 Main Power On (1 of 2)



TY-1-0057-A

Figure 2 BSD 1.1

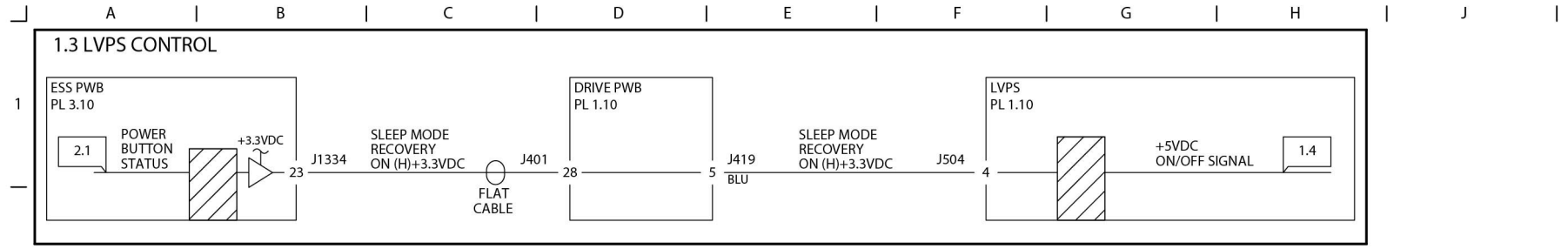
BSD 1.2 Main Power On (2 of 2)



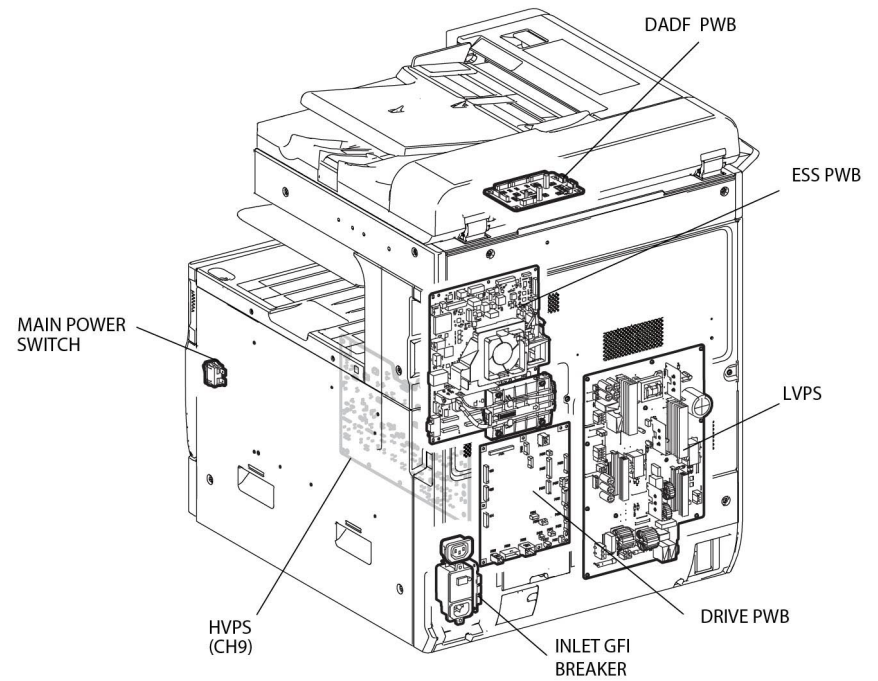
TY-1-0058-A

Figure 3 BSD 1.2

BSD 1.3 LVPS Control



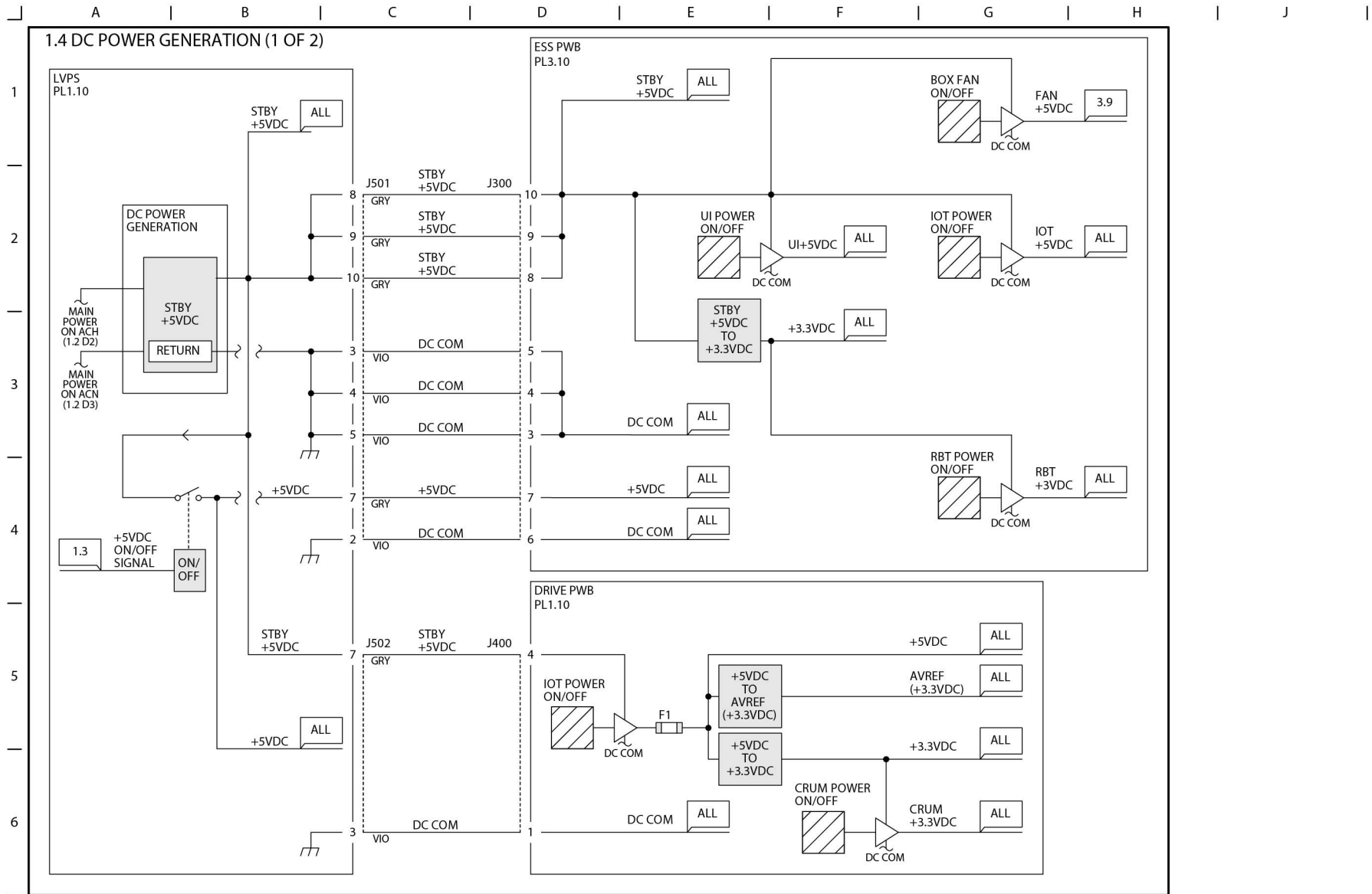
ELECTRICAL COMPONENTS



TY-1-0059-A

Figure 4 BSD 1.3

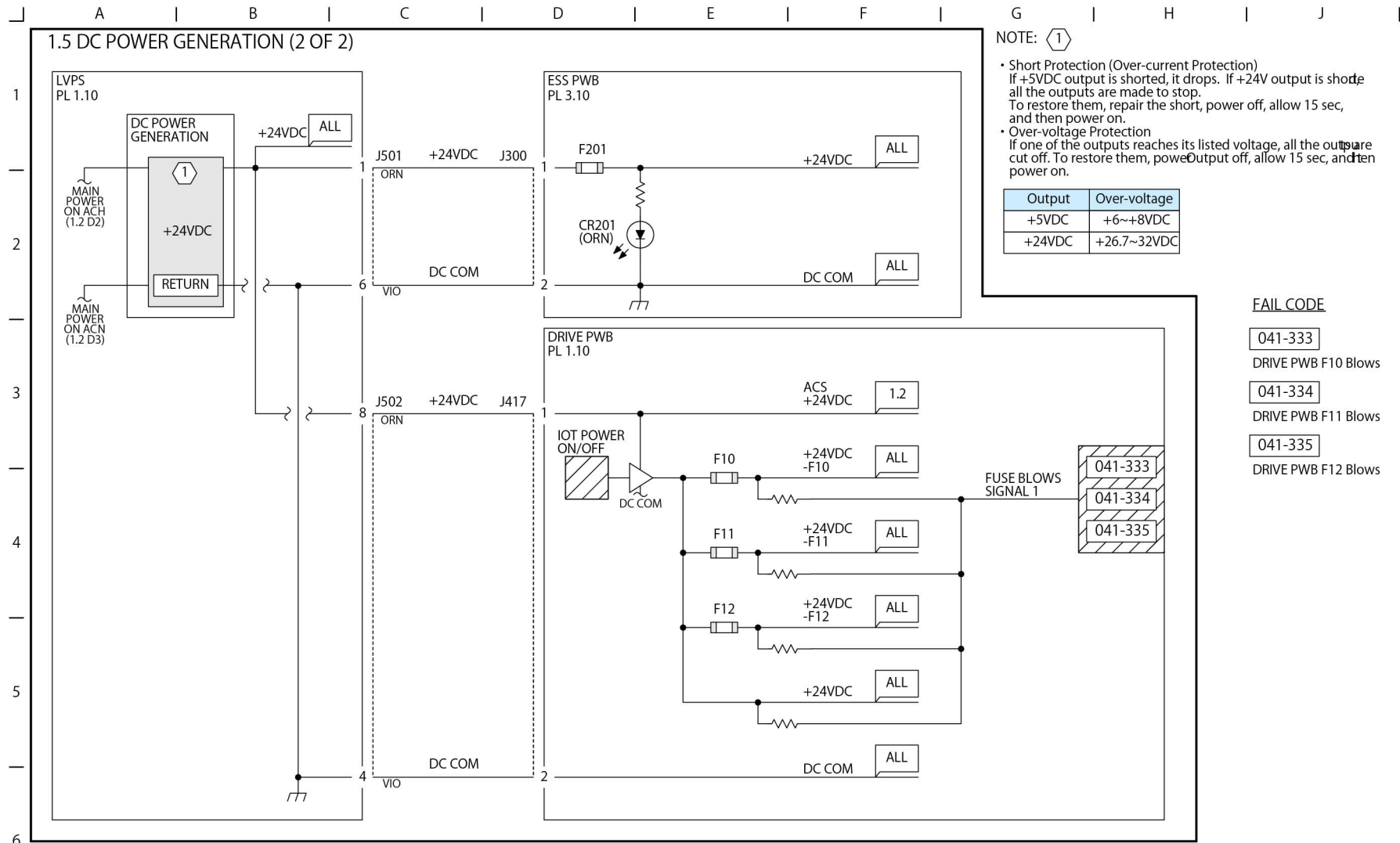
BSD 1.4 DC Power Generation (1 of 2)



TY-1-0060-A

Figure 5 BSD 1.4

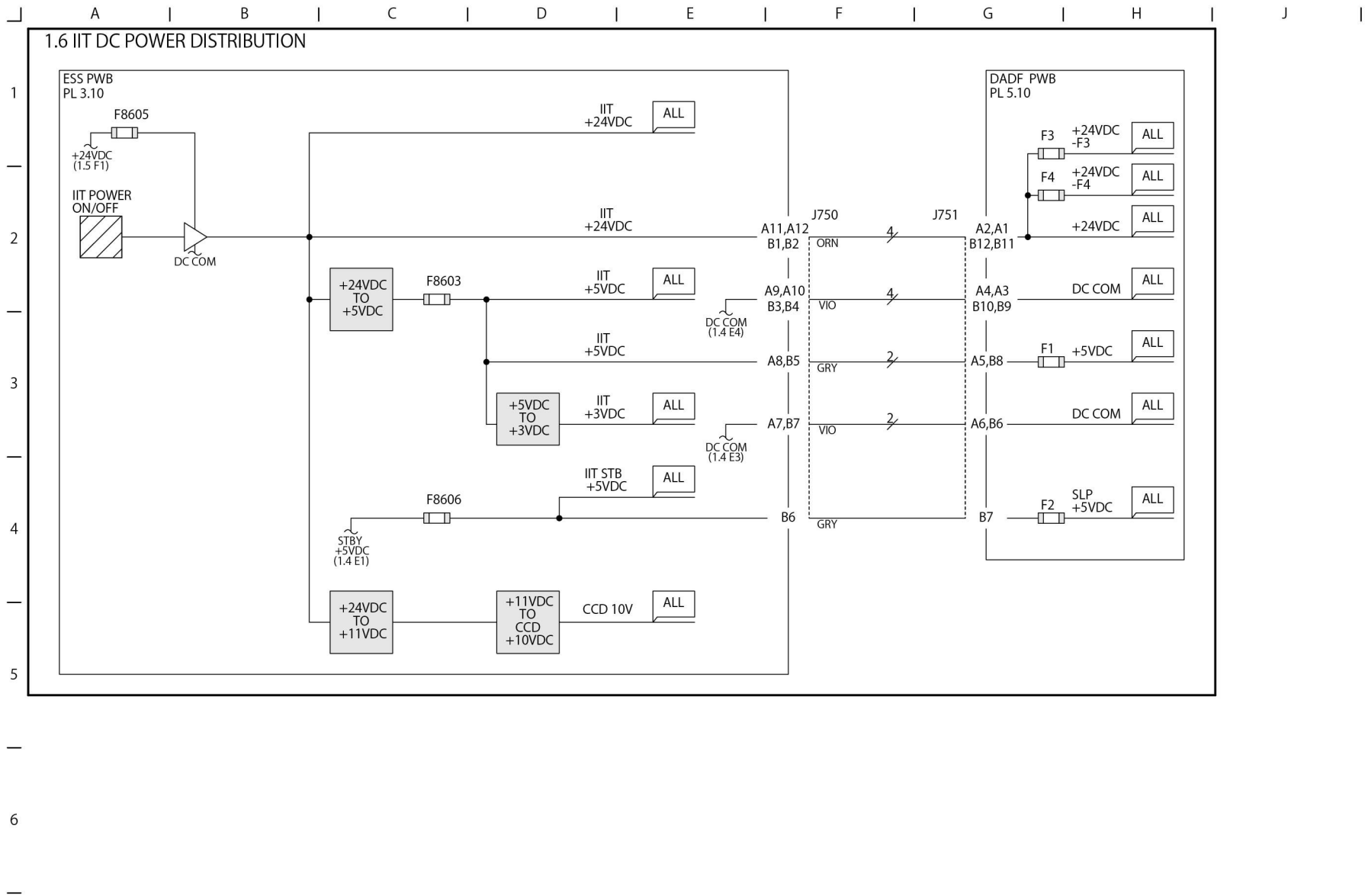
BSD 1.5 DC Power Generation (2 of 2)



TY-1-0061-A

Figure 6 BSD 1.5

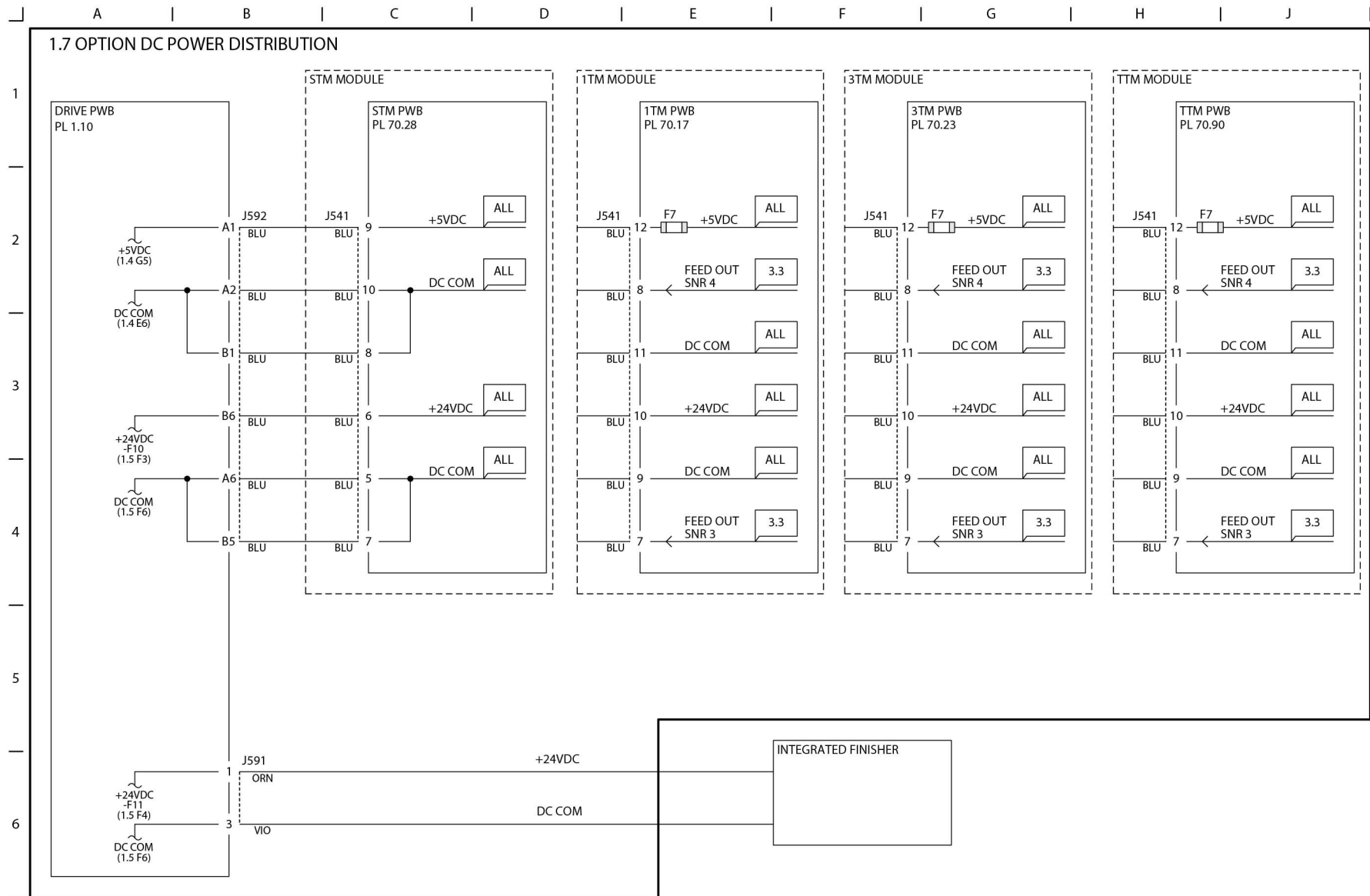
BSD 1.6 IIT DC Power Distribution



TY-1-0062-A

Figure 7 BSD 1.6

BSD 1.7 Option DC Power Distribution



TY-1-0063-A

Figure 8 BSD 1.7

BSD 1.8 Power Interlock Switching (1 of 3)

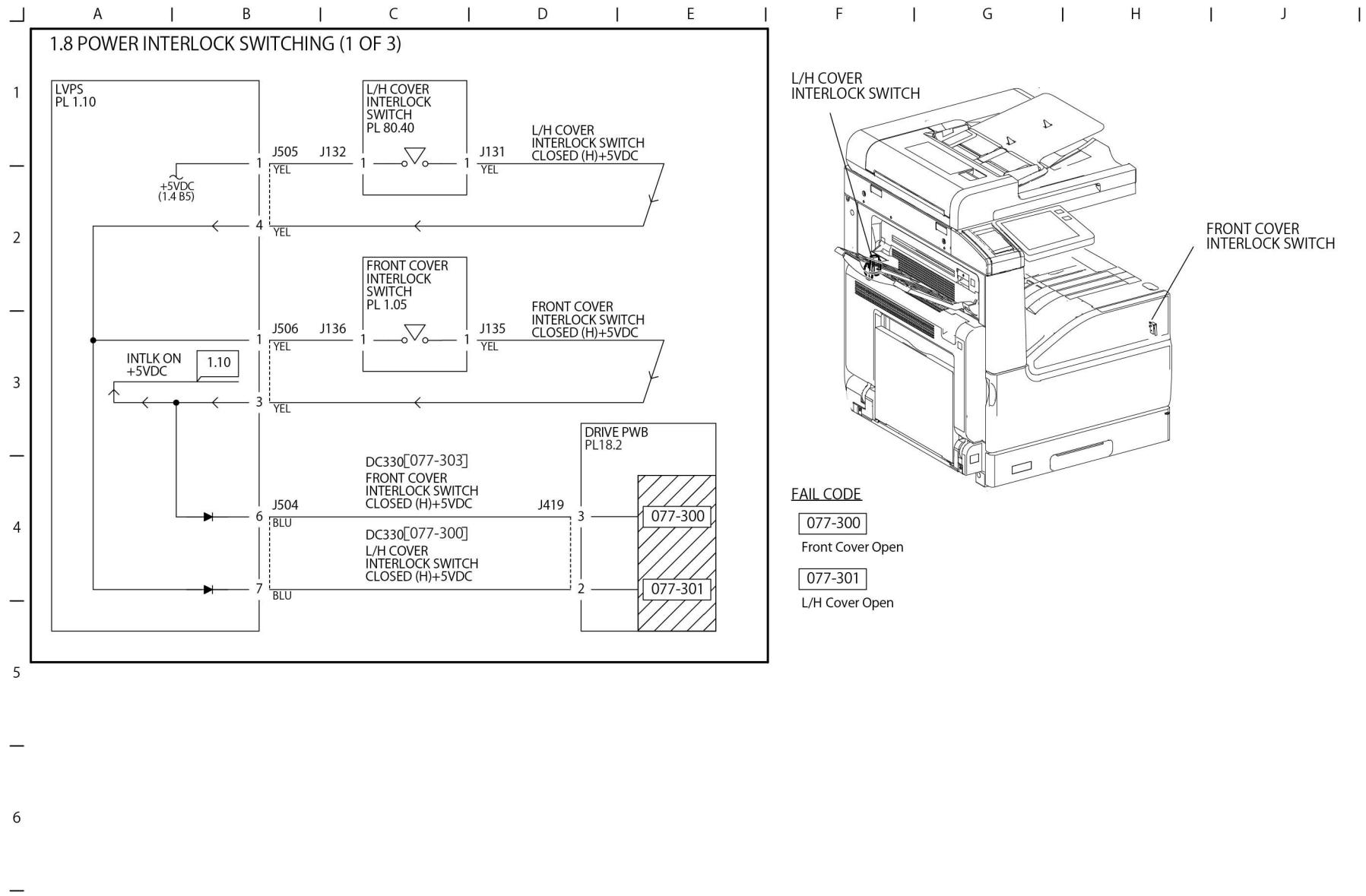


Figure 9 BSD 1.8

TY-1-0064-A

BSD 1.9 Power Interlock Switching (2 of 3)

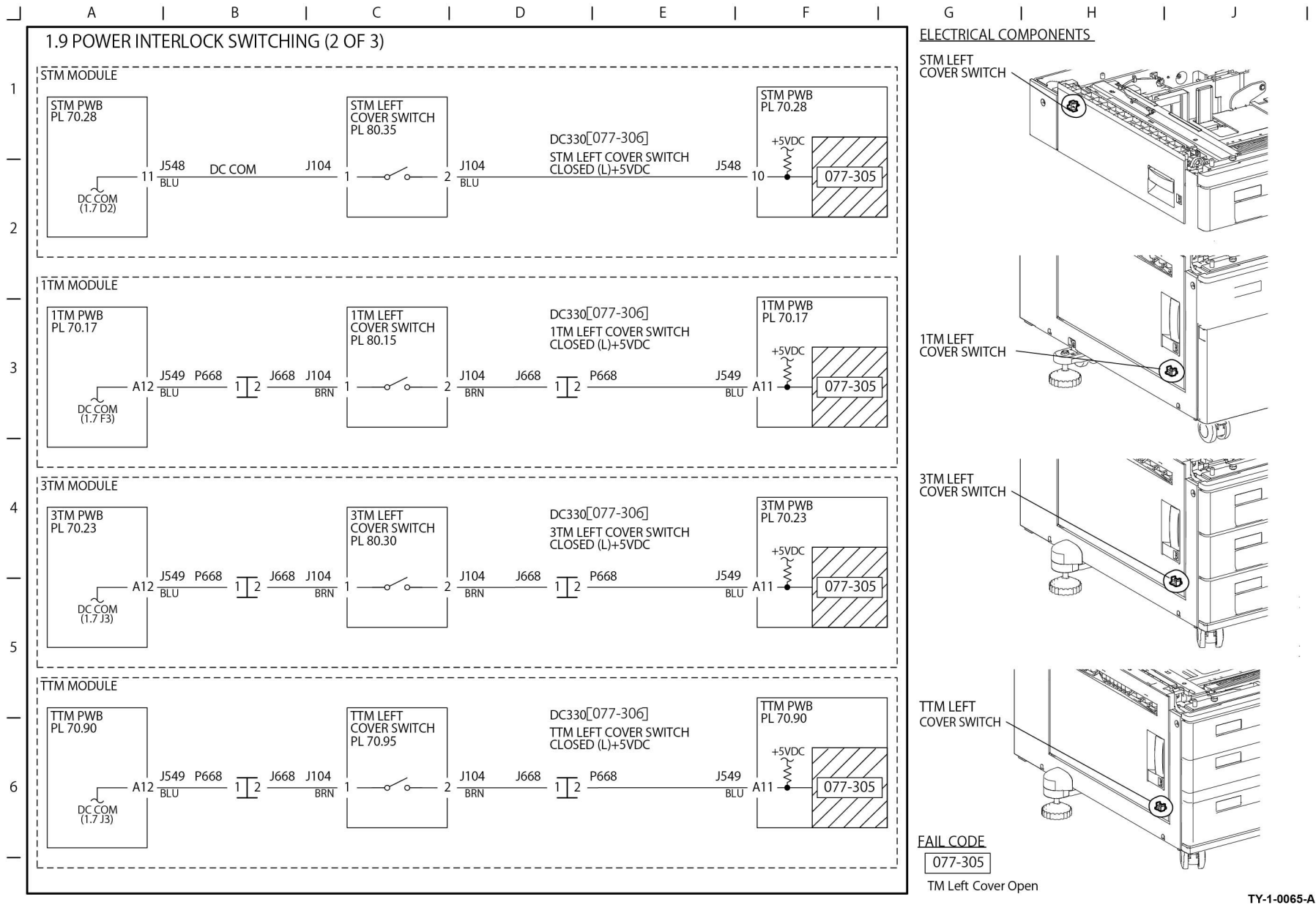
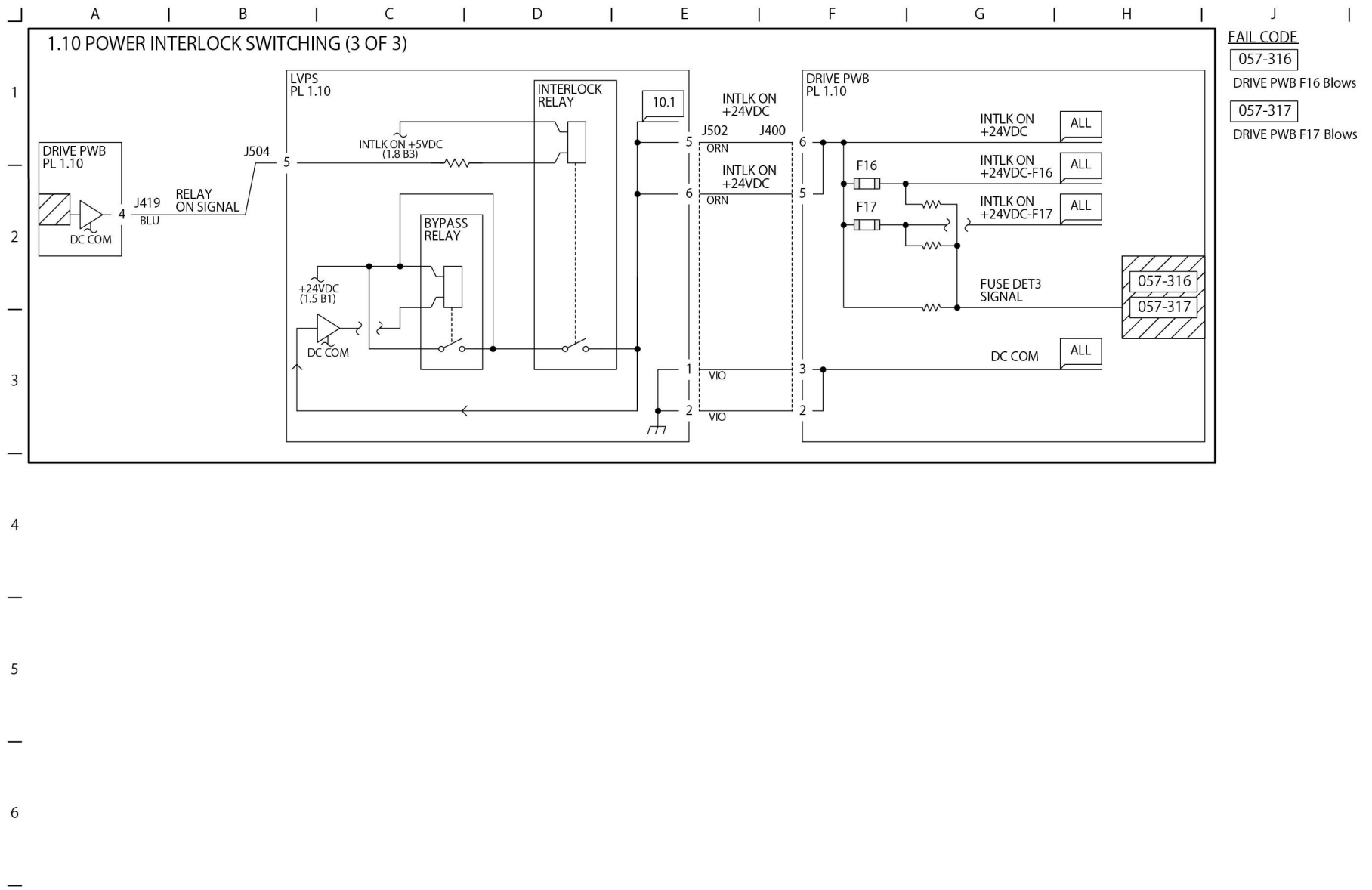


Figure 10 BSD 1.9

BSD 1.10 Power Interlock Switching (3 of 3)



TY-1-0066-A

Figure 11 BSD 1.10

BSD 1.11 DC Power Distribution - HCF

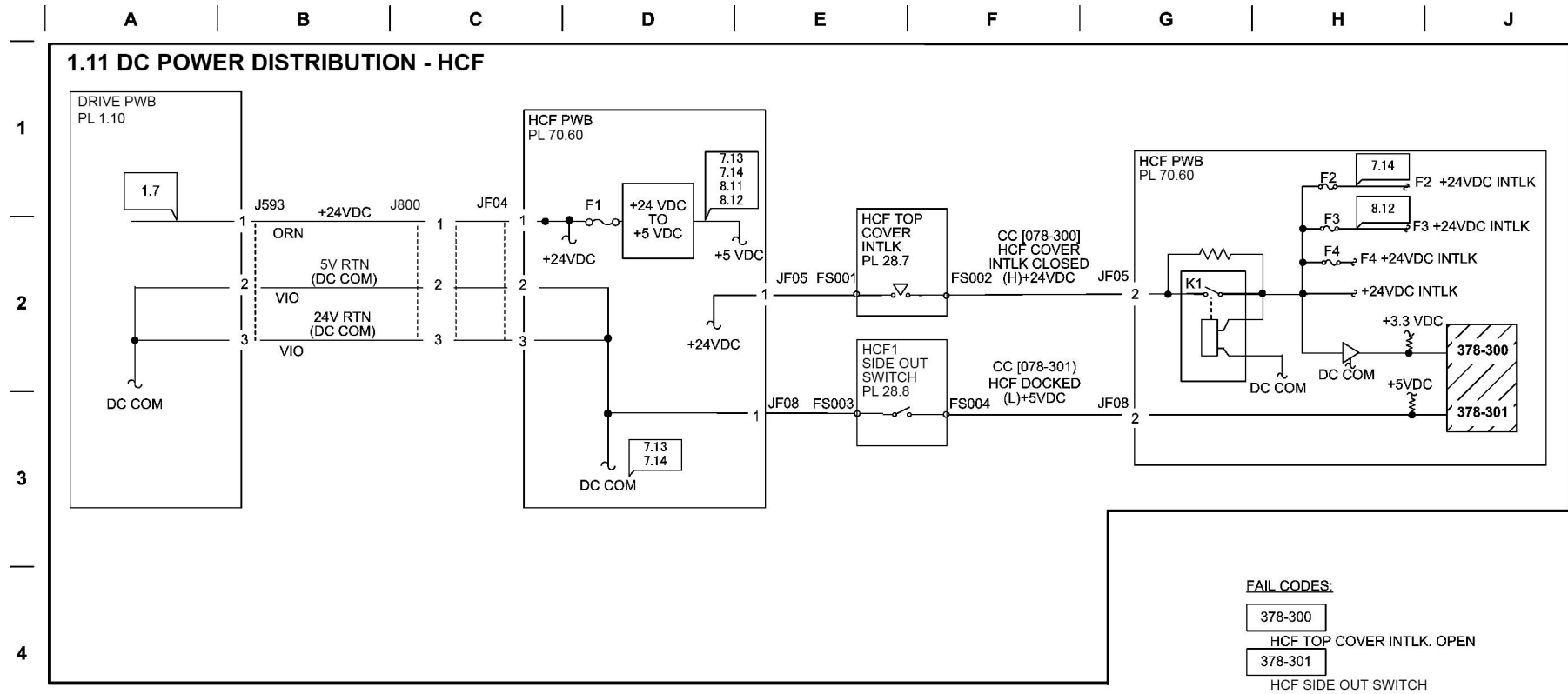


Figure 12 BSD 1.11

TY-1-0168-A

BSD 2.1 Control Panel
BSD 2.1 CONTROL PANEL

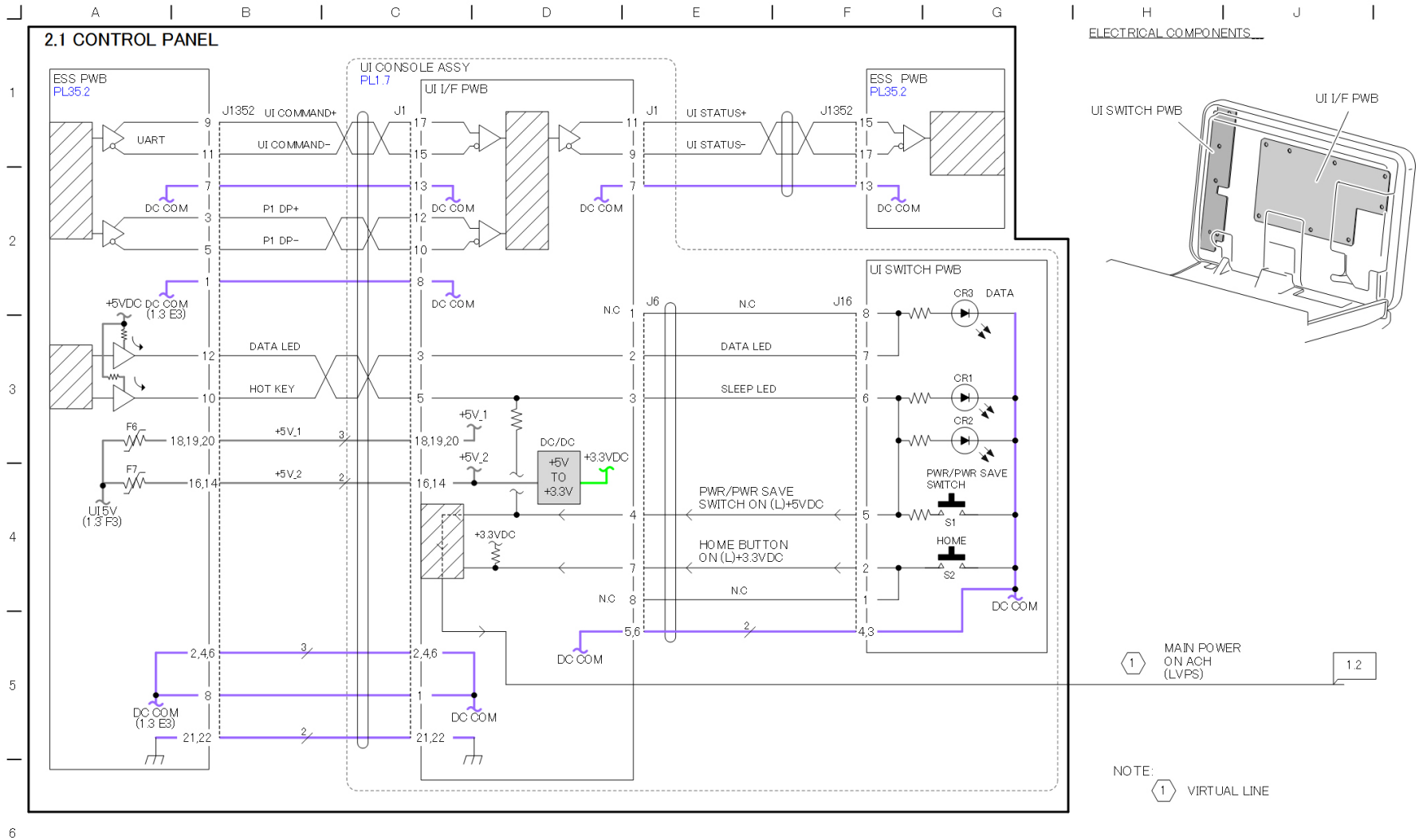


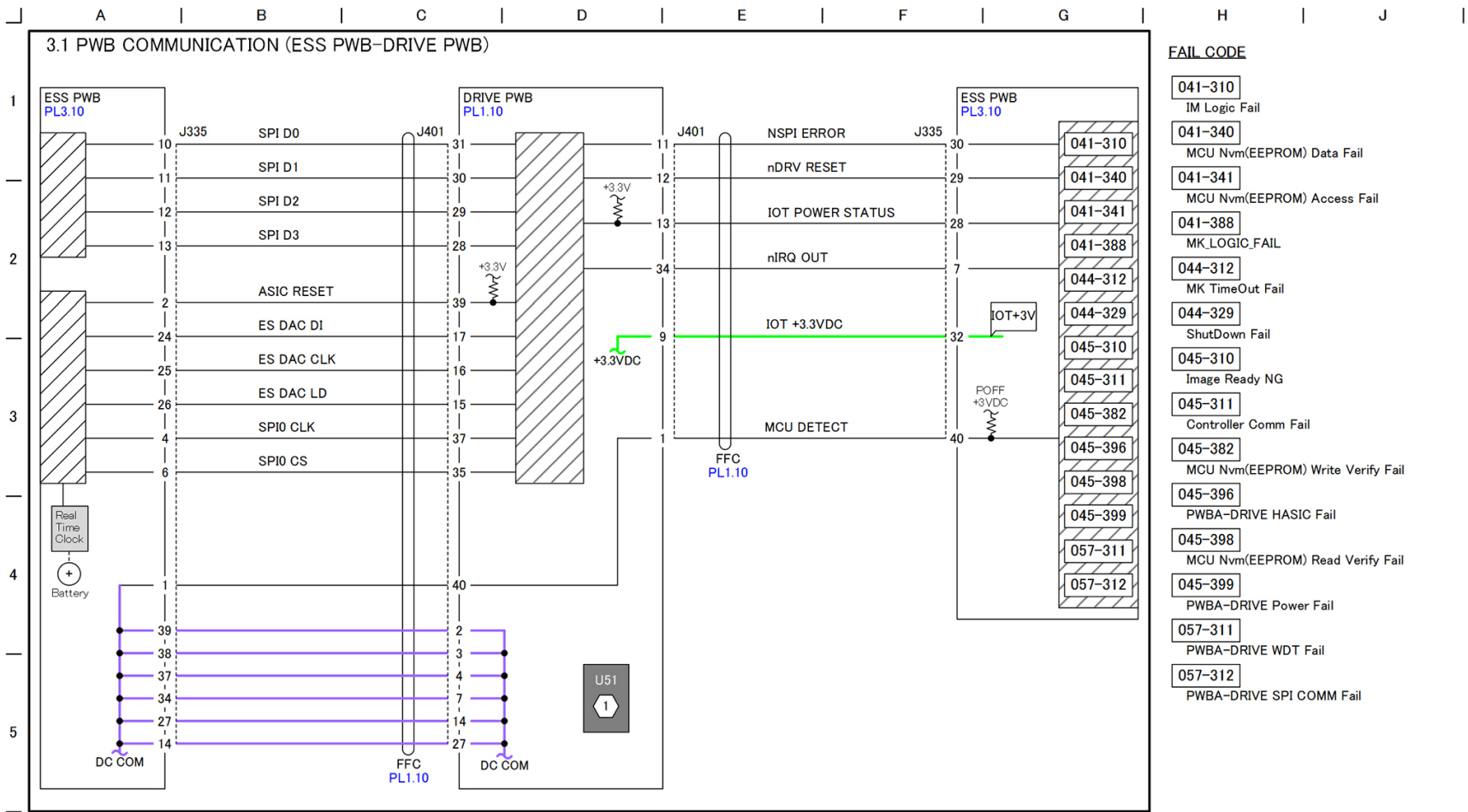
Figure 12 BSD 2.1

it1s0088a

Figure 13 BSD 2.1

BSD 3.1 PWB Communications (ESS PWB to Drive PWB)

BSD 3.1 PWB Communication (ESS PWB-Drive PWB)



NOTE: ① WHEN INSTALLING A NEW DRIVE PWB, PERFORM dC363, BACK AND RESTORE NVM VALUES.

6

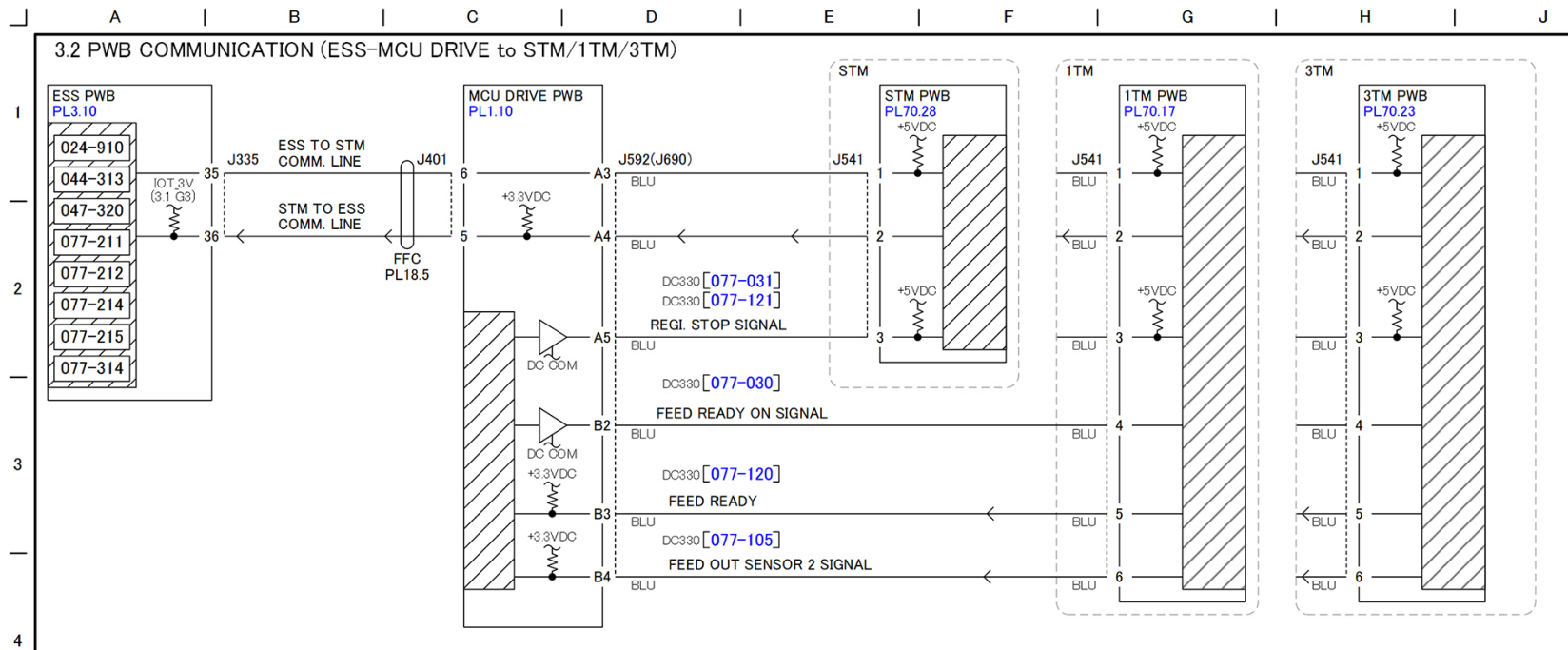
Figure 13 BSD 3.1

iit1s0089a

Figure 14 BSD 3.1

BSD 3.2 PWB Communications (ESS PWB/Drive PWB to STM/1TM/3TM)

BSD 3.2 PWB Communication (ESS PWB/Drive PWB to STM/1TM/3TM)



FAIL CODE

- 024-910** Size Mismatch
- 044-313** PH TimeOut Fail
- 047-320** ALL Destination Tray Broken
- 077-211** Tray Module Kind Mismatch
- 077-212** Tray Module Reset Fail
- 077-214** Tray Module Logic Fail
- 077-215** Tray Module Comm Fail
- 077-314** P/H Module Logic Fail

Figure 14 BSD 3.2

it1s0090a

Figure 15 BSD 3.2

BSD 3.3 PWB Communications (ESS to DADF)

BSD 3.3 PWB Communication (ESS-DADF)

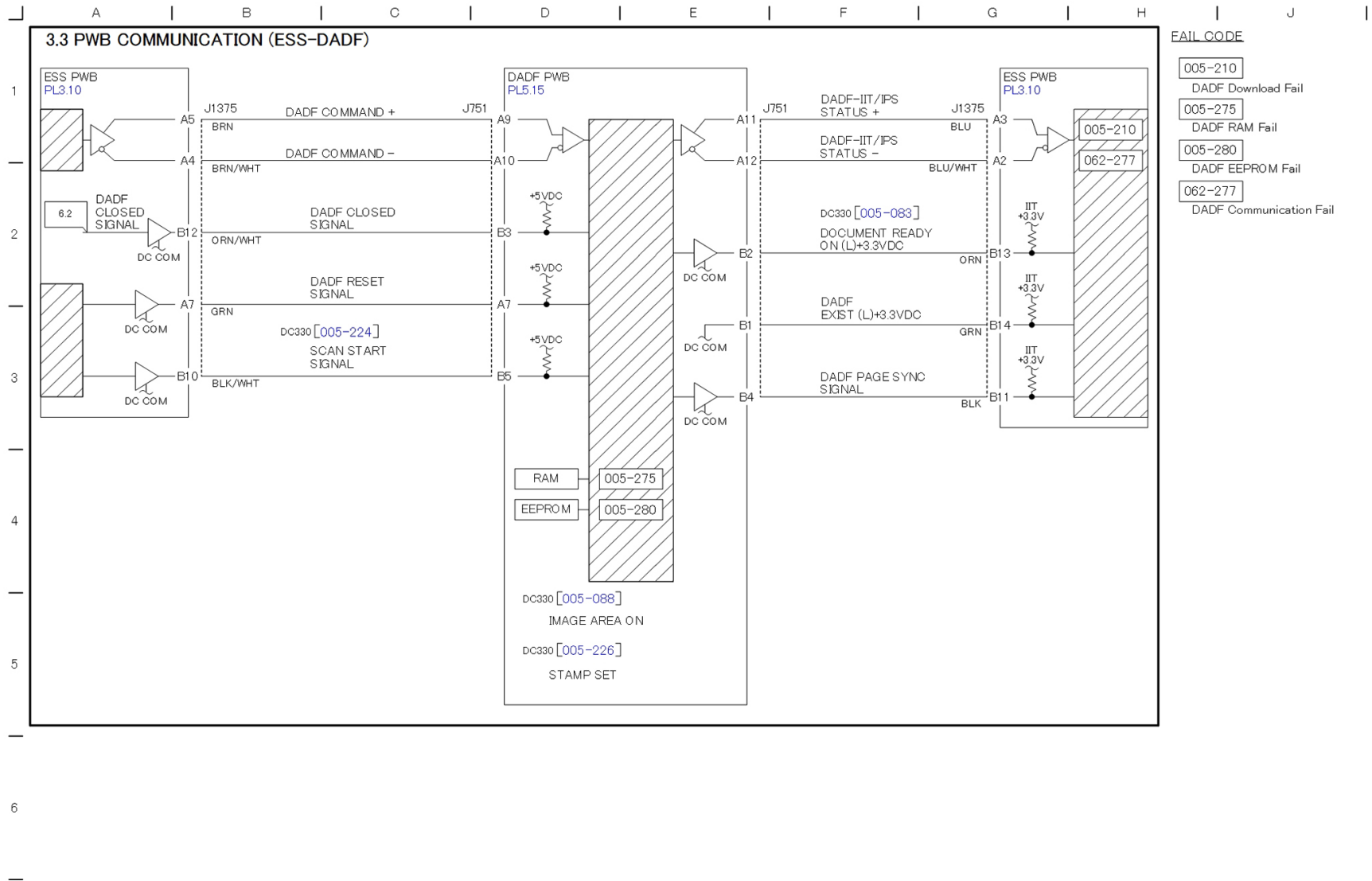
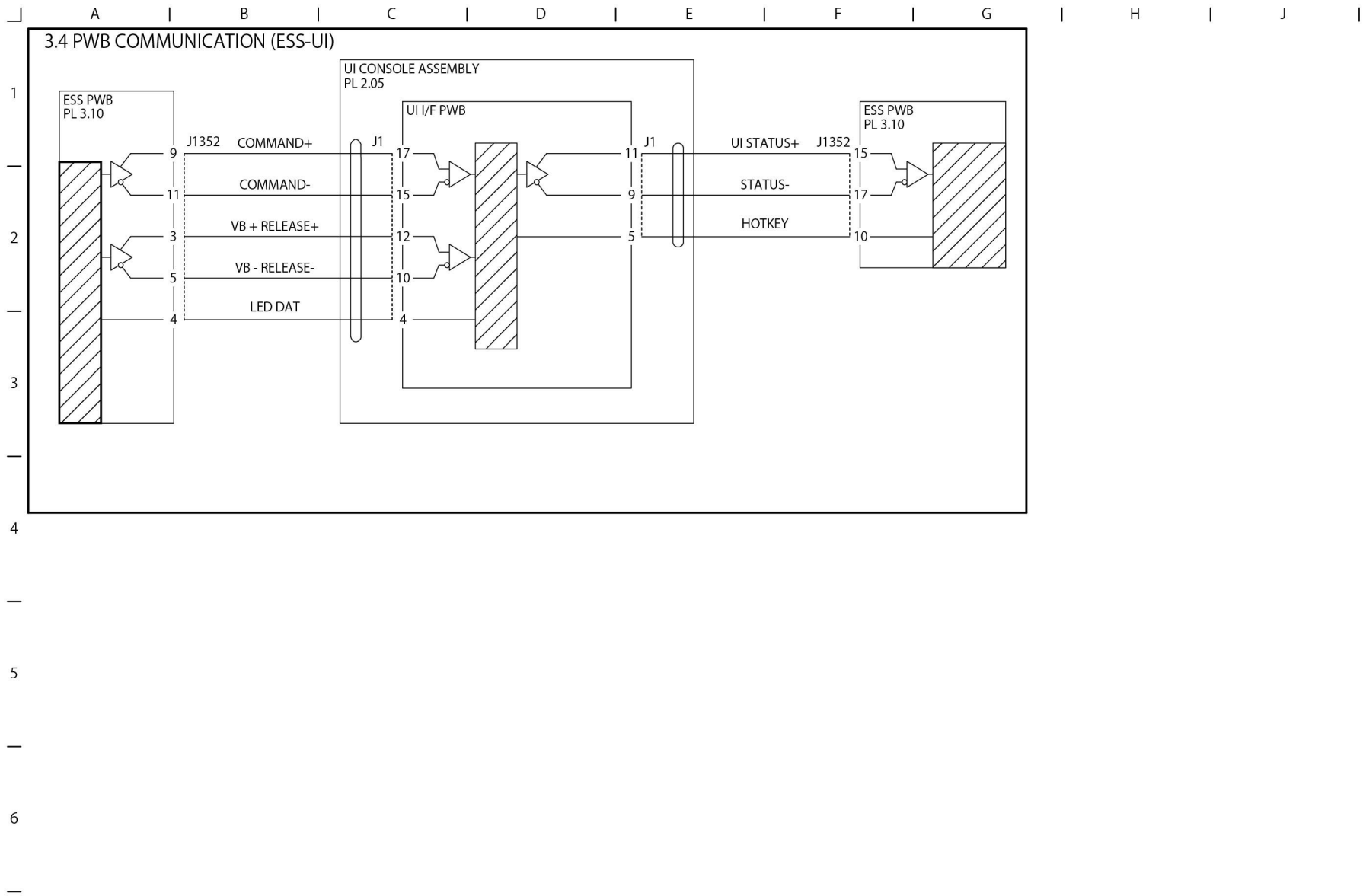


Figure 15 BSD 3.3

it1s0091a

Figure 16 BSD 3.3

BSD 3.4 PWB Communications (ESS PWB to UI)



TC-1-0071-A

Figure 17 BSD 3.4

BSD 3.5 PWB Communications (Accessory)

BSD 3.5 Accessory

┌ A | B | C | D | E | F | G | H | J |

1
—
2
—
3
—
4
—
5
—
6
—

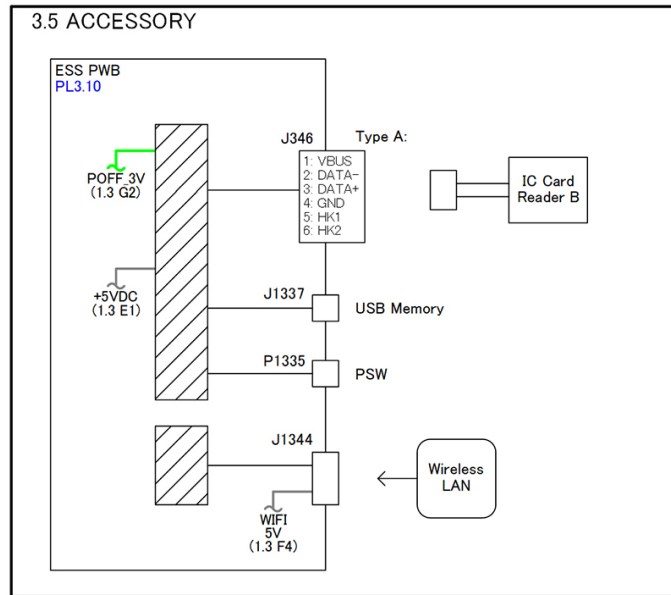


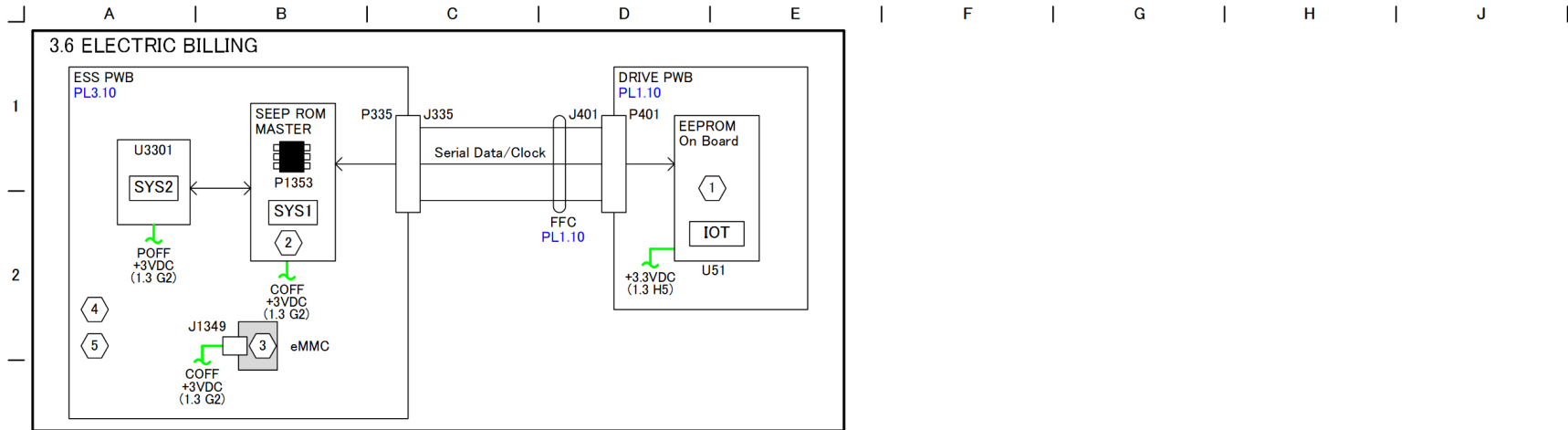
Figure 17 BSD 3.5

iit1s0093a

Figure 18 BSD 3.5

BSD 3.6 PWB Communications (Electric Billing)

BSD 3.6 Electric Billing



- NOTE:**
- ① When installing a new Drive PWB, back up the NVM data, **dC363**, to Contr NVM when in Sleep mode or when Sub Power is OFF, and restore data from Cont NVM to IOT NVM after replacement.
 - ② When installing a new ESS PWB, transfer the SEEPROM from the old ESS PWB to the new ESS PWB. MAC address, billing, M/C serial number, etc., are stored in the SEEPROM.
 - ③ When installing a new ESS PWB, transfer the eMMC from the okld ESS PWB to the new ESS PWB.
 - ④ Fail Code is as follows.

024-600	124-313	124-322
	DC132 10	DC132 05
024-601	124-314	124-323
	DC132 01	DC132 06
024-602	124-315	124-324
024-603	DC132 02	All Billing Mismatch
024-604	124-316	124-325
	DC132 03	Billing Restoration Fail
024-605	124-317	
	DC132 04	
124-310	124-318	
DC132 11	DC132 07	
124-311	124-319	
DC132 09	DC132 08	
124-312		
DC132 12		
 - ⑤ In the following cases, perform manual recovery of billing data using **dC132**.
 - A new Drive PWB is installed.
 - A new ESS PWB is installed.
 - A Fail Code [124-324] (count value is different for 3) has occurred.
 - A Fail Code [124-325] (failed to automatically restore count value) has occurred.

Figure 18 BSD 3.6

it1s0094a

Figure 19 BSD 3.6

BSD 3.9 ESS

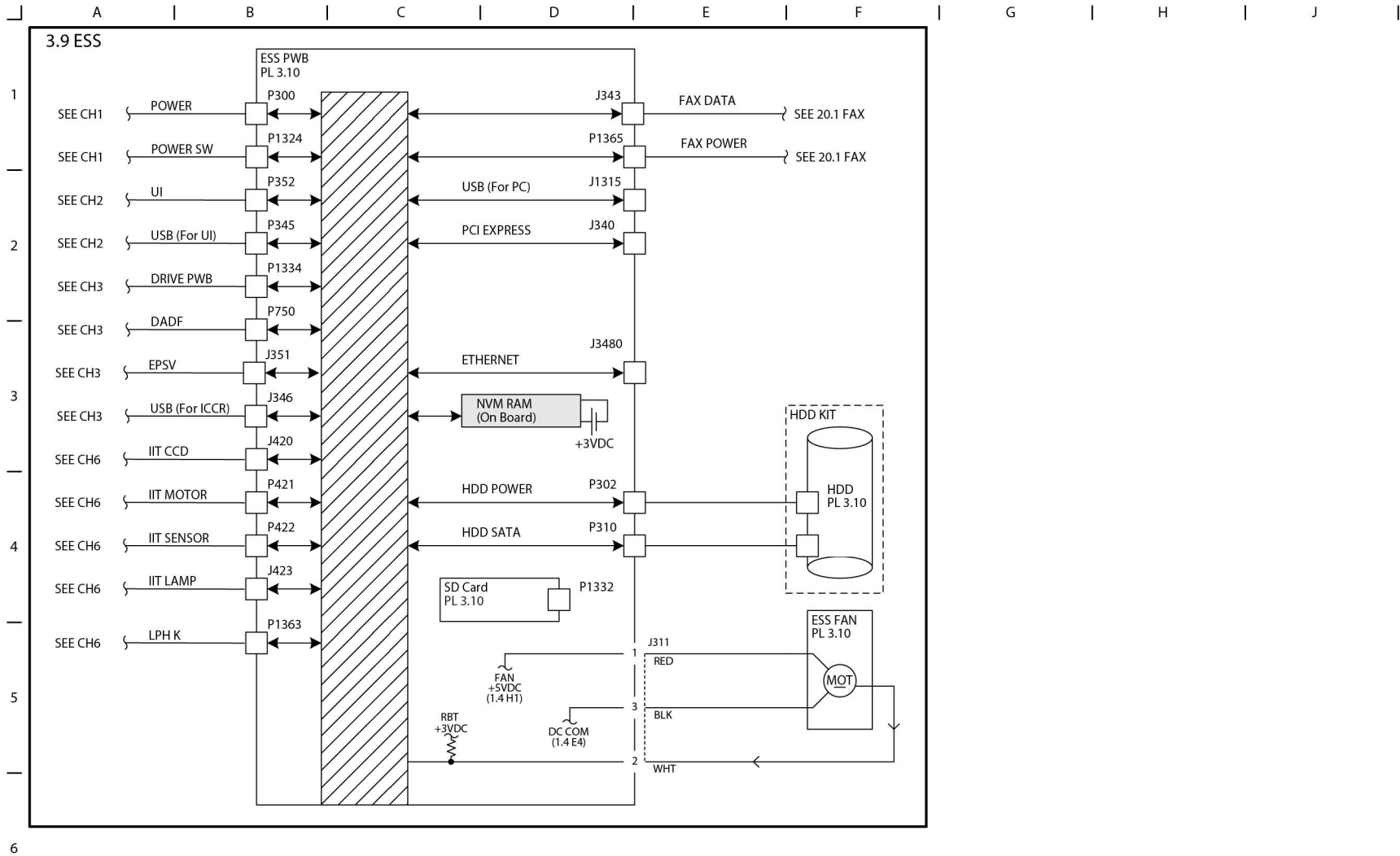


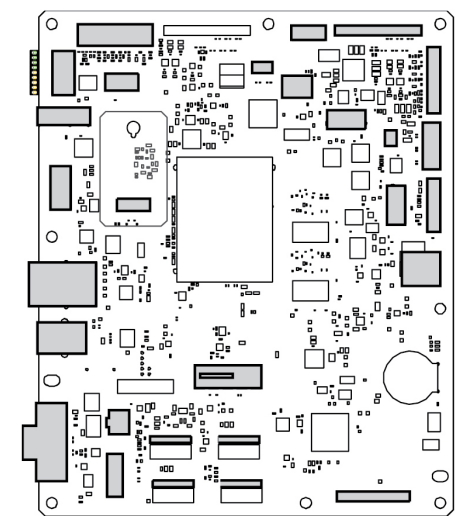
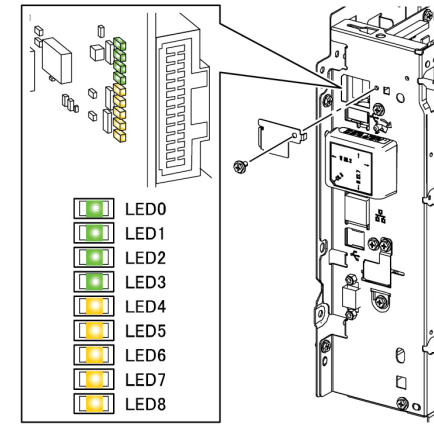
Figure 20 BSD 3.9

TY-1-0152-A

BSD 3.10 ESS Status LED (1 of 5)

		3.10 ESS STATUS LED (1 OF 5)											
		On Board Debug LED ON States and their Meaning											
		- As the device that can be connected differs depending on the M/C, it does not always necessarily mean that diagnostic is possible. - In the following table, items that are installed as features are marked with "O". - Until it starts, execute/diagnose in the following order.											
Number	LED Pattern								State/Condition	Fault location/contents	Usual Diagnostic	Long Boot Diagnostic	Related Fail Code
	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0					
1	□	□	□	□	□	□	□	□	Initial state at Power ON	-			-
2	□	□	□	□	□	□	□	■	SCPBL process has started (CPLD opened)	-	-	-	-
3	□	□	□	□	□	□	■	■	-	-	-	-	-
4	□	□	□	□	□	■	■	■	-	-	-	-	-
5	□	□	□	□	■	■	■	■	-	-	-	-	-
6	□	□	□	□	■	■	■	■	-	-	-	-	-
7	□	□	□	□	■	■	■	■	-	-	-	-	-
8	□	□	□	□	■	■	■	■	SCPBL process has completed	-	-	-	-
9	□	□	□	■	□	□	□	□	SCPFW process has started	-	-	-	-
10	□	□	□	■	□	□	□	□	-	-	-	-	-
11	□	□	□	■	■	■	■	■	DDR initialization error (not installed)	-	-	-	-
12	□	□	□	■	■	■	■	■	-	-	-	-	-
13	□	□	□	■	■	■	■	■	-	-	-	-	-
14	□	□	□	■	■	■	■	■	-	-	-	-	-
15	□	□	□	■	■	■	■	■	-	-	-	-	-
16	□	□	□	■	■	■	■	■	SCPFW process has completed	-	-	-	-
17	□	□	■	□	□	□	□	□	HW initialization process has started	ON: ESS Error	○	○	-
18	□	□	■	□	□	■	■	■	UART initialization has completed	ON: ESS Error	○	○	-
19	□	□	■	□	□	■	■	■	Timer initialization has completed	ON: ESS Error	○	○	-
20	□	□	■	□	□	■	■	■	i2c initialization has completed	ON: ESS Error	○	○	-
21	□	□	■	□	□	■	■	■	QSPI initialization has completed	ON: ESS Error	○	○	-
22	□	□	■	□	□	■	■	■	CPLD initialization has completed	ON: ESS Error	○	○	-
23	□	□	■	□	□	■	■	■	mmc initialization by boot loader has completed	ON: ESS Error	○	○	-
24	□	□	■	□	□	■	■	■	RTC initialization has completed	ON: ESS Error	○	○	-
25	□	□	■	□	□	■	■	■	CIC (FX Block Common Settings) initialization has completed	ON: ESS Error	○	○	-
26	□	□	■	□	□	■	■	■	SNR initialization has completed	ON: ESS Error	○	○	-
27	□	□	■	□	□	■	■	■	SW resource initialization process has started	ON: ESS Error	○	○	-
28	□	□	■	□	□	■	■	■	Boot mode flag clear has completed	ON: ESS Error	○	○	-
29	□	□	■	□	□	■	■	■	Acquisition of mmc ROM header/initialization related data has completed	ON: ESS Error	○	○	-
30	□	□	■	□	□	■	■	■	Global data initialization at booting has completed	ON: ESS Error	○	○	-
31	□	□	■	□	□	■	■	■	H/W initialization in the second half has completed	ON: ESS Error	○	○	-

ELECTRICAL COMPONENTS



TC10153B

Figure 21 BSD 3.10

BSD 3.11 ESS Status LED (2 of 5)

		3.11 ESS STATUS LED (2 OF 5)								On Board Debug LED ON States and their Meaning			ELECTRICAL COMPONENTS		
										- As the device that can be connected differs depending on the M/C, it does not always necessarily mean that diagnostic is possible.					
										- In the following table, items that are installed as features are marked with "O".					
										- Until it starts, execute/diagnose in the following order.					
Number	LED Pattern								State/Condition	Fault location/contents	Usual Diagnostic	Long Boot Diagnostic	Related Fail Code		
	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0							
32	□	□	□	■	■	■	■	■	Command table initialization has completed	ON: ESS Error	○	○	-		
33	□	□	■	□	□	□	□	□	Environmental parameter initialization has completed	ON: ESS Error	○	○	-		
34	□	□	■	□	□	□	□	■	Global data initialization in the second half has completed	ON: ESS Error	○	○	-		
35	□	□	■	□	□	□	■	□	-	-	-	-			
36	□	□	■	□	□	□	■	■	-	-	-	-			
37	□	□	■	□	□	□	■	□	-	-	-	-			
38	□	□	■	□	□	□	■	■	-	-	-	-			
39	□	□	■	□	□	□	■	□	-	-	-	-			
40	□	□	■	□	□	□	■	■	-	-	-	-			
41	□	□	■	□	□	□	■	□	-	-	-	-			
42	□	□	■	□	□	□	■	■	-	-	-	-			
43	□	□	■	□	□	□	■	□	-	-	-	-			
44	□	□	■	□	□	□	■	■	-	-	-	-			
45	□	□	■	□	□	□	■	□	-	-	-	-			
46	□	□	■	□	□	□	■	■	-	-	-	-			
47	□	□	■	□	□	□	■	□	-	-	-	-			
48	□	□	■	□	□	□	■	■	-	-	-	-			
49	□	□	■	□	□	□	□	□	Jump to Kernel	ON: ESS Error	○	○	-		
50	□	□	■	□	□	□	■	■	Jump to Panbug prompt	ON: ESS Error	○	○	-		
51	■	■	■	■	■	■	■	■	-	-	-	-			
52	■	■	■	■	■	■	■	■	-	-	-	-			
53	■	■	■	■	■	■	■	■	-	-	-	-			
54	←	←	←	←	←	←	←	←	-	-	-	-			
55	□	□	■	□	□	□	■	□	-	-	-	-			
56	□	□	■	□	□	□	■	■	-	-	-	-			
57	□	□	■	□	□	□	■	□	-	-	-	-			
58	■	■	■	■	■	■	■	■	-	-	-	-			
59	□	□	■	□	□	□	■	■	Immediately after the system has recovered from ATF to Linux and before it calls Panbug	ON: ESS Error	-	-	-		

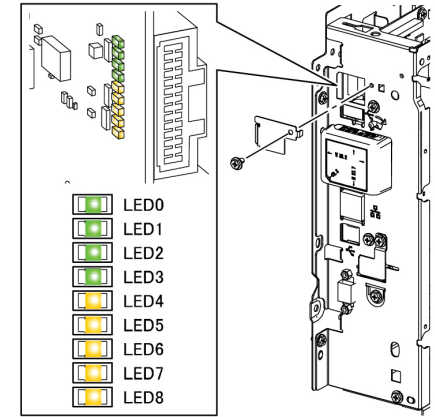
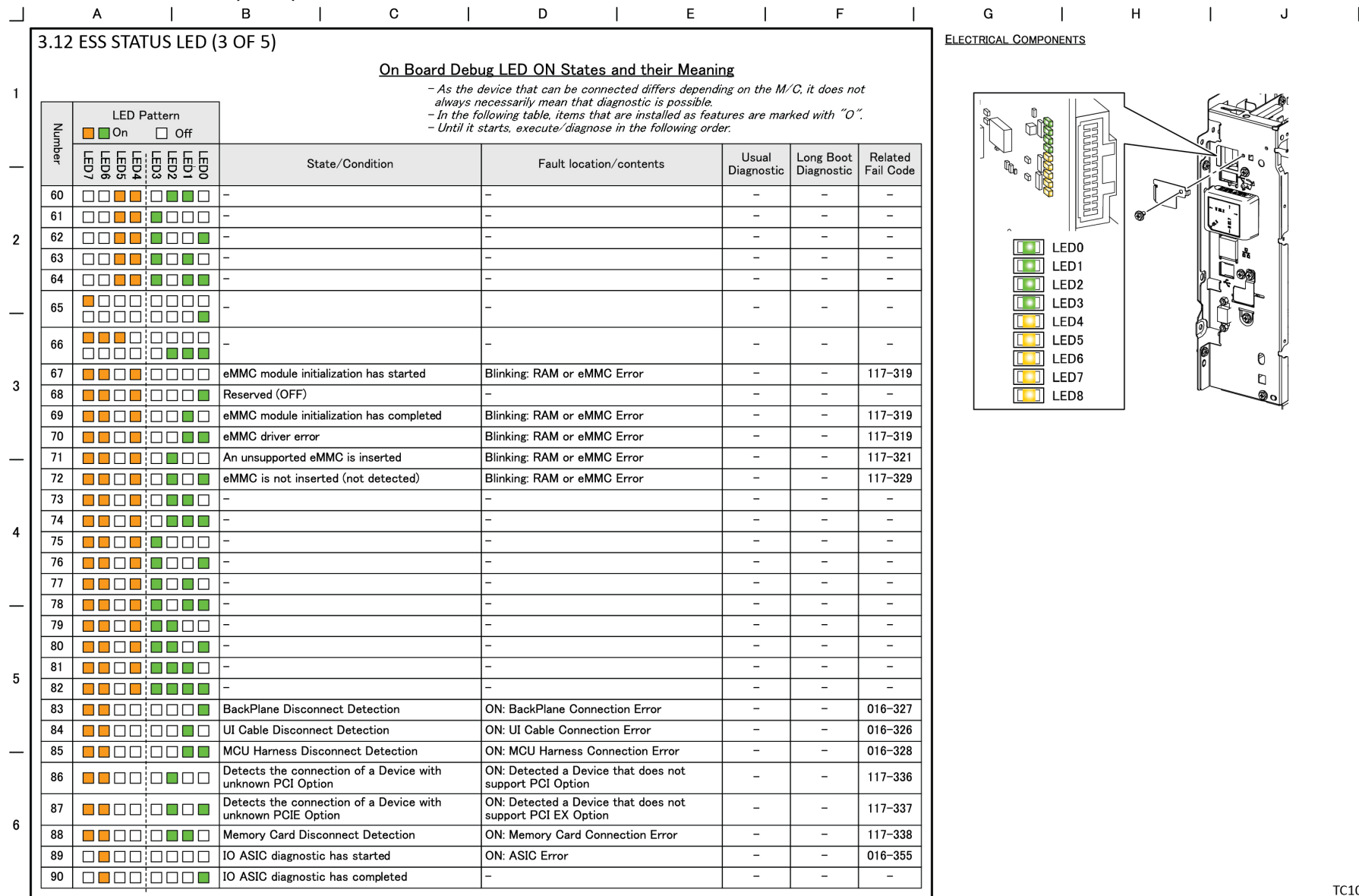


Figure 22 BSD 3.11

BSD 3.12 ESS Status LED (3 of 5)



ELECTRICAL COMPONENTS

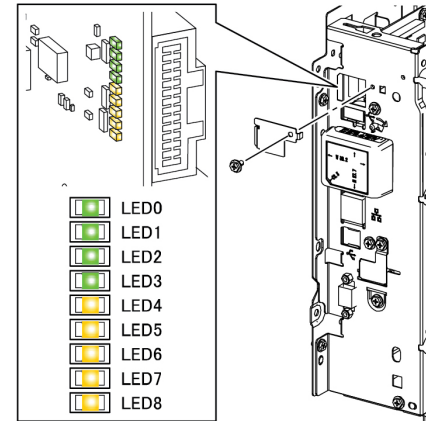


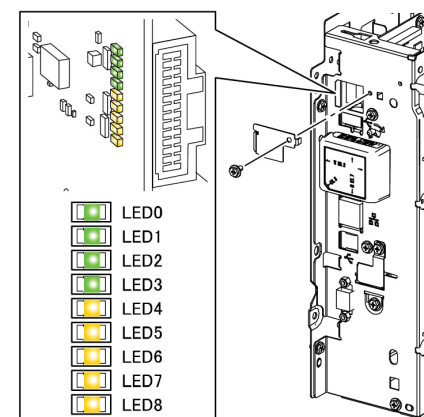
Figure 23 BSD 3.12

TC10155B

BSD 3.13 ESS Status LED (4 of 5)

3.13 ESS STATUS LED (4 OF 5)		On Board Debug LED ON States and their Meaning											
Number	LED Pattern								State/Condition	Fault location/contents	Usual Diagnostic	Long Boot Diagnostic	Related Fail Code
	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0					
91	■	■	□	□	□	■	■	□	Codec ASIC diagnostic has started	ON: ASIC Error	-	-	016-356
92	■	■	□	□	□	■	■	□	Codec ASIC diagnostic has completed	-	-	-	-
93	■	■	□	□	□	■	■	□	Standard Font ROM diagnostic has started	ON: ASIC Error	-	-	-
94	■	■	□	□	□	■	■	□	Standard Font ROM diagnostic has completed	-	-	-	-
95	■	■	□	□	□	■	■	□	Extension Font ROM diagnostic has started	ON: ASIC Error	-	-	116-380 116-310 116-317
96	■	■	□	□	□	■	■	□	Extension Font ROM diagnostic has completed	-	-	-	-
97	■	■	□	□	□	■	□	□	SEEP diagnostic has started	ON: SEEP ROM Error	-	-	016-351 016-350
98	■	■	□	□	□	■	□	□	SEEP diagnostic has completed	-	-	-	-
99	■	■	□	□	□	■	■	□	Timer diagnostic has started	ON: Timer Error	-	-	016-343
100	■	■	□	□	□	■	■	□	Timer diagnostic has completed	-	-	-	-
101	■	■	□	□	□	■	■	□	Page Memory diagnostic has started	ON: RAM Error	-	-	016-317
102	■	■	□	□	□	■	■	□	Page Memory diagnostic has completed	-	-	-	-
103	■	■	■	□	□	□	□	□	OS-to-OS communication diagnostic has started	ON: OS-to-OS Communication Error	-	-	016-383
104	■	■	■	□	□	□	■	□	OS-to-OS communication diagnostics has completed	-	-	-	-
105	■	■	■	□	□	■	■	□	RTC diagnostic has started	ON: RTC Error	-	-	016-342
106	■	■	■	□	□	■	■	□	RTC diagnostic has completed	-	-	-	-
107	■	■	■	□	□	■	■	□	UI Check has started	ON: ESS/UI Error	-	-	016-362
108	■	■	■	□	□	■	■	□	UI Check has completed	-	-	-	-
109	■	■	■	□	□	■	■	□	USB 2.0 Host diagnostic has started	ON: ESS Error	-	-	016-364
110	■	■	■	□	□	■	■	□	USB 2.0 Host diagnostic has completed	-	-	-	-
111	■	■	■	□	□	■	■	□	USB 2.0 Device diagnostic has started	ON: ESS Error	-	-	016-365
112	■	■	■	□	□	■	■	□	USB 2.0 Device diagnostic has completed	-	-	-	-
113	■	■	■	□	□	■	■	□	Hard Disk diagnostic has started	ON: HDD/ESS Error	-	-	016-366 016-367
114	■	■	■	□	□	■	■	□	Hard Disk diagnostic has completed	-	-	-	-
115	■	■	■	□	□	□	□	□	Hard Disk (UFS) diagnostic has started	ON: HDD Error	-	-	016-372 ~382
116	■	■	■	□	□	□	■	□	Hard Disk (UFS) diagnostic has completed	-	-	-	-
117	■	■	■	□	□	■	■	□	Selene diagnostic has started	ON: Selene/ESS Error	-	-	016-369
118	■	■	■	□	□	■	■	□	Selene diagnostic has completed	-	-	-	-
119	■	■	■	□	□	■	■	□	Ethernet diagnostic has started	ON: MAC Address Error	-	-	016-349
120	■	■	■	□	□	■	■	□	Ethernet diagnostic has completed	-	-	-	-

ELECTRICAL COMPONENTS



BSD 3.14 ESS Status LED (5 of 5)

3.14 ESS STATUS LED (5 OF 5)		On Board Debug LED ON States and their Meaning											
Number	LED Pattern												
	LED7	LED6	LED5	LED4	LED3	LED2	LED1	LED0					
121	On	On	On	On	Off	Off	Off	Off	Memory Card diagnostic has completed	ON: Memory Card Error	-	-	117-324 117-320 117-321 117-323
122	On	On	On	On	Off	Off	Off	Off	Memory Card diagnostic has completed	-	-	-	-
123	On	On	On	On	Off	Off	Off	Off	IOT communication diagnostic has started	ON: IOT Communication Error	-	-	016-353
124	On	On	On	On	Off	Off	Off	Off	IOT communication diagnostic has completed	-	-	-	-
125	On	On	On	On	Off	Off	Off	Off	IIT communication diagnostic has started	ON: IIT Communication Error	-	-	016-354
126	On	On	On	On	Off	Off	Off	Off	IIT communication diagnostic has completed	-	-	-	-
127	On	On	On	On	Off	Off	Off	Off	Standard ROM diagnostic has started	ON: Standard ROM Error	-	-	116-317 016-336
128	On	On	On	On	Off	Off	Off	Off	Standard ROM diagnostic has completed	-	-	-	-
129	On	On	On	On	Off	Off	Off	Off	EP Accessory diagnostic has started	ON: EP Accessory Error	-	-	016-357
130	On	On	On	On	Off	Off	Off	Off	EP Accessory diagnostic has completed	-	-	-	-
131	On	On	On	On	Off	Off	Off	Off	Parallel diagnostic has started	ON: Parallel Error	-	-	016-358
132	On	On	On	On	Off	Off	Off	Off	Parallel diagnostic has completed	-	-	-	-
133	On	On	On	On	Off	Off	Off	Off	USB HUB diagnostic has started	ON: USB HUB Error	-	-	016-359
134	On	On	On	On	Off	Off	Off	Off	USB HUB diagnostic has completed	-	-	-	-
135	On	On	On	On	Off	Off	Off	Off	USB 3.0 Drv diagnostic has started	ON: ESS Communication Error	-	-	016-361
136	On	On	On	On	Off	Off	Off	Off	USB 3.0 Drv diagnostic has completed	-	-	-	-
137	On	On	On	On	Off	Off	Off	Off	Wi-Fi diagnostic has started	ON: Wi-Fi Diagnostic Error	-	-	016-384
138	On	On	On	On	Off	Off	Off	Off	Wi-Fi diagnostic has completed	-	-	-	-
139	On	On	On	On	Off	Off	Off	Off	A4 Fax diagnostic has started	ON: A4 Fax Diagnostic Error	-	-	016-346
140	On	On	On	On	Off	Off	Off	Off	A4 Fax diagnostic has completed	-	-	-	-
141	On	Off	Off	Off	Off	Off	Off	Off	Power Saver transition (Standby => Low Power)	Power Saving	-	-	-
142	On	Off	Off	Off	Off	Off	Off	Off	Power Saving (Low Power)	Power Saving	-	-	-
143	On	Off	Off	Off	Off	Off	Off	Off	Power Saver transition (Low Power => Sleep)	Power Saving	-	-	-
144	On	Off	Off	Off	Off	Off	Off	Off	Power Saving (Sleep)	Power Saving	-	-	-
145	On	Off	Off	Off	Off	Off	Off	Off	Power Saving (CPU OFF)	Power Saving	-	-	-
146	On	Off	Off	Off	Off	Off	Off	Off	Power Saver transition (Low Power => Standby)	Power Saving	-	-	-
147	On	Off	Off	Off	Off	Off	Off	Off	Power Saver transition (Sleep => Standby)	Power Saving	-	-	-
148	On	Off	Off	Off	Off	Off	Off	Off	Power Saving (Sleep) [Power Save has completed]	Power Saving	-	-	-
149	On	Off	Off	Off	Off	Off	Off	Off	Boot has completed Recovering from Power Saver	Normal Operation	-	-	-

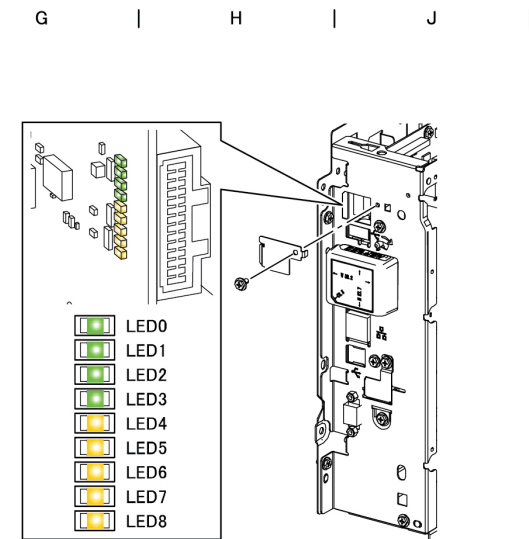


Figure 25 BSD 3.14

TC10157B

BSD 3.15 PWB Communications (Drive PWB to HCF)

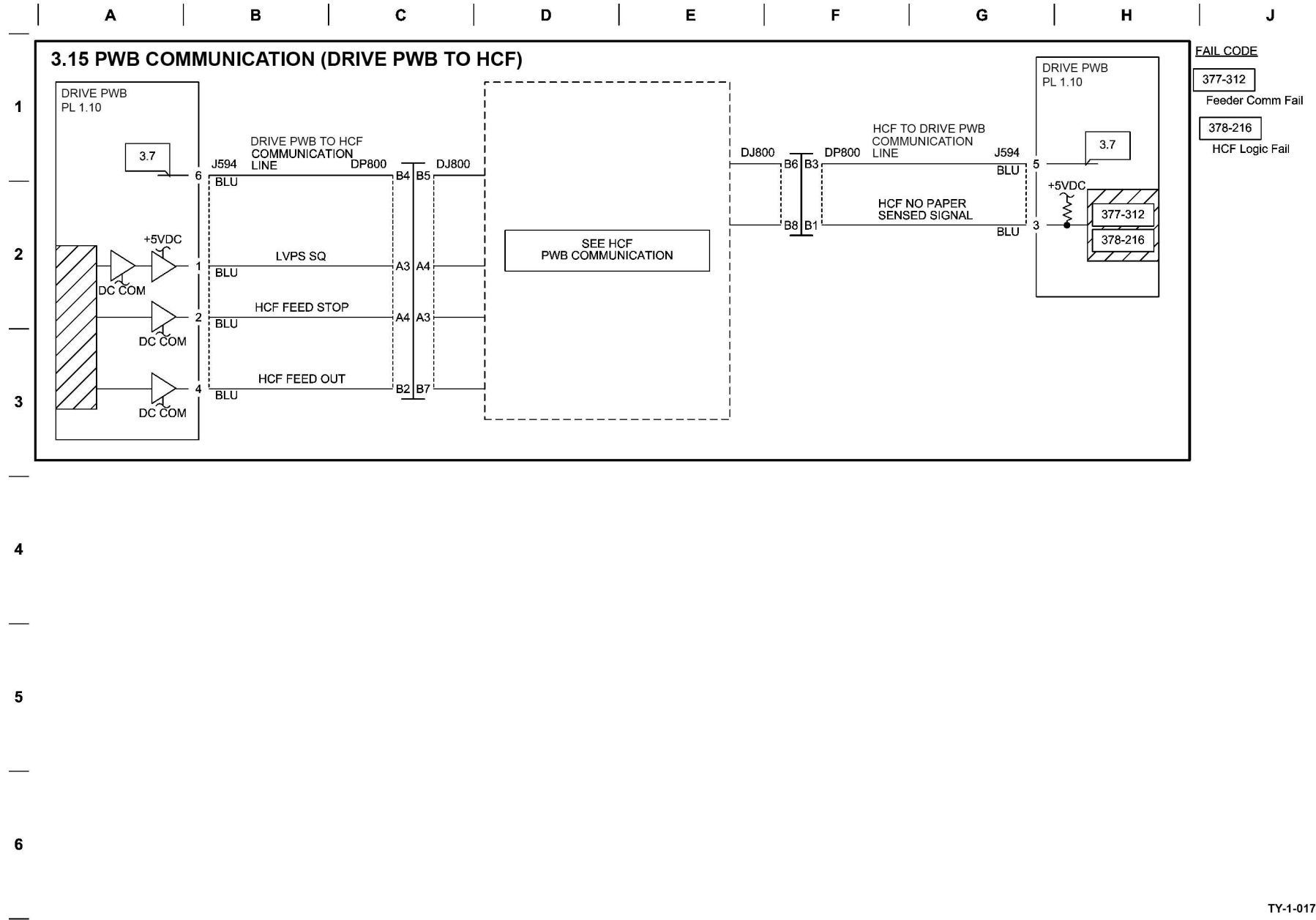


Figure 26 BSD 3.15

TY-1-0173-A

BSD 4.1 Main Drive Control

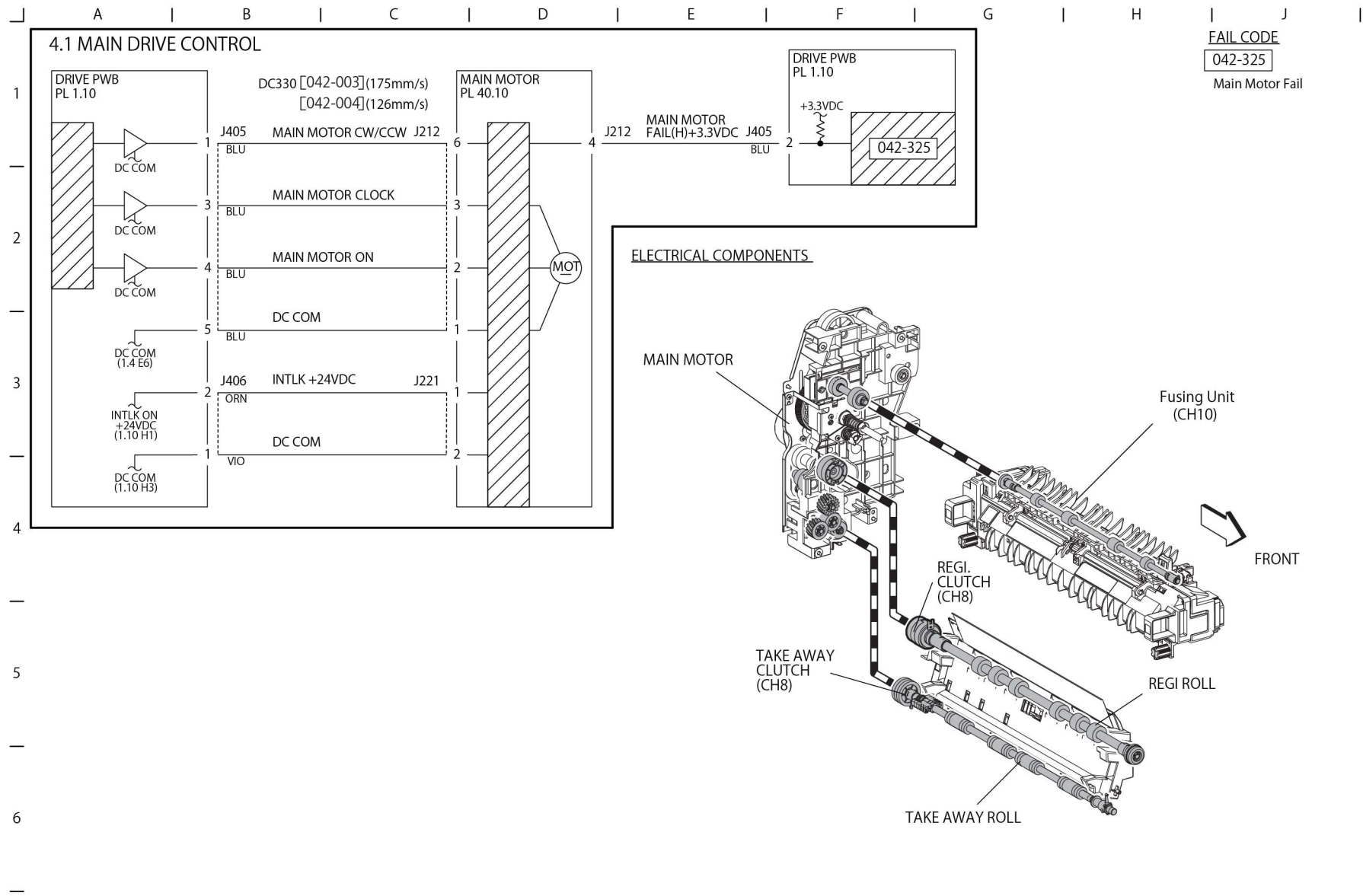


Figure 27 BSD 4.1

TY-1-0076-A

BSD 4.2 Drum Drive Control

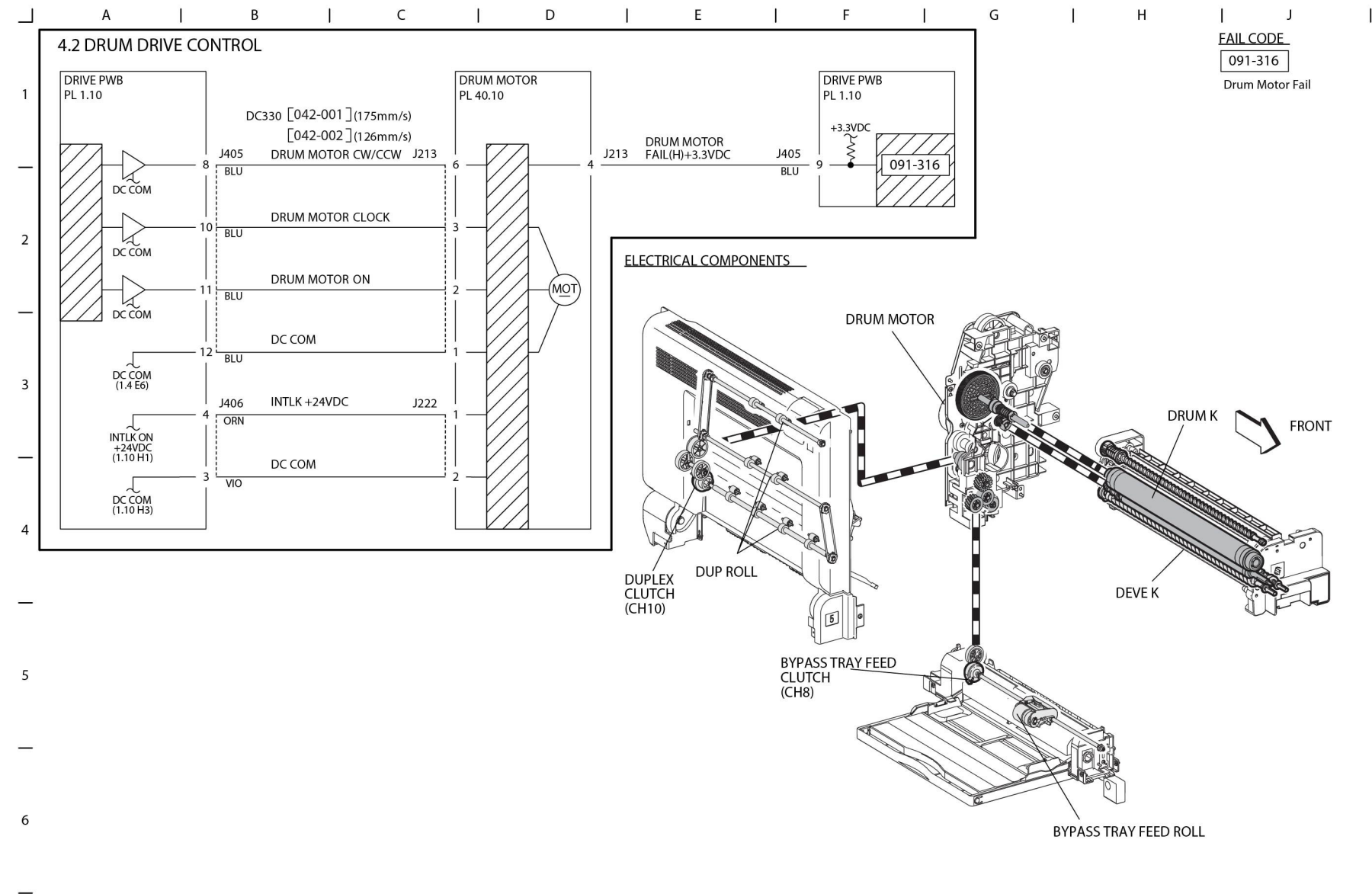
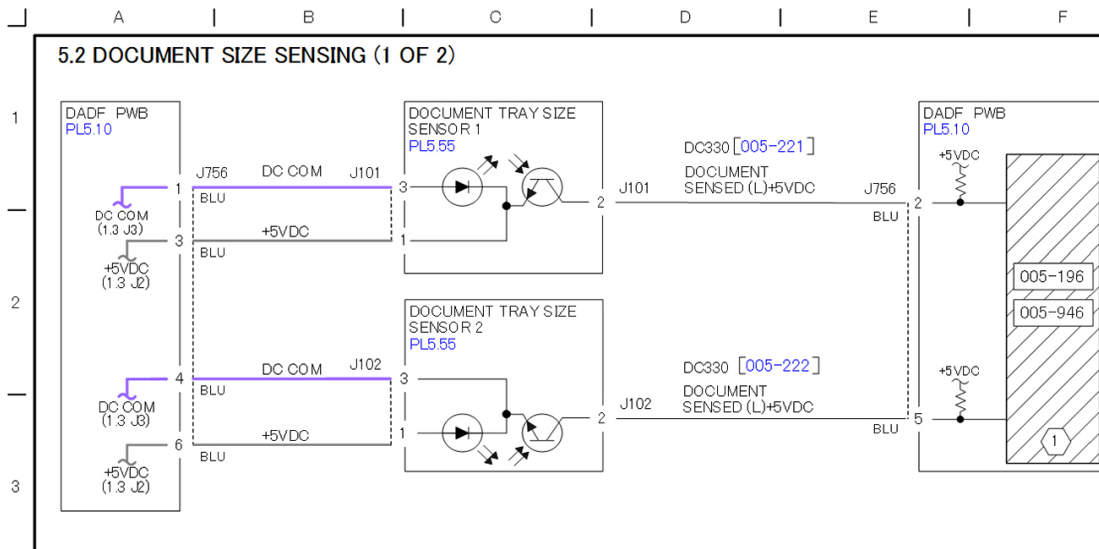


Figure 28 BSD 4.2

TY-1-0077-A

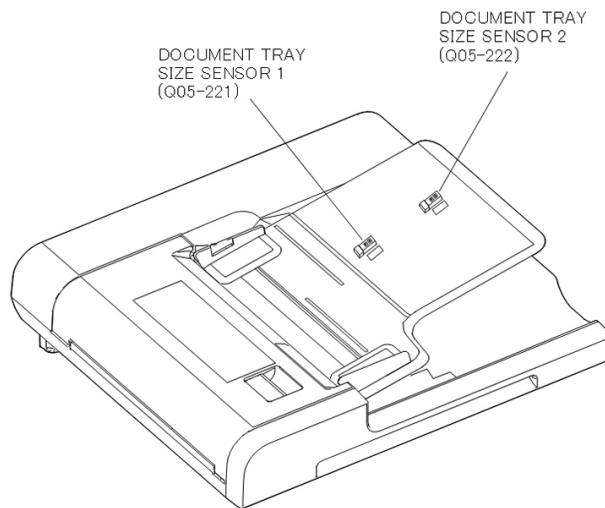
BSD 5.2 DADF Document Size Sensing (1 of 2)
BSD 5.2 DADF Document Size Sensing (1 of 2)



FAIL CODE

- 005-196 Size Mismatch Jam on No Mix-Size
- 005-946 SS-Size Mismatch Jam on No Mix-Size (Cont)

ELECTRICAL COMPONENTS



NOTE: ① The relationship between various Sensor ON/OFF combination and original sizes are as follows.

Original sizes	Slow Scan Direction	
	DOCUMENT TRAY SIZE SENSOR 1	DOCUMENT TRAY SIZE SENSOR 2
A5 S	ON	OFF
B5 S/16K S	ON	OFF
A4 S	ON	OFF
8.5"X11" S	ON	OFF
8.5" x 13"(14") S	ON	ON
B5 L	OFF	OFF
B4 S	ON	ON
16K L	OFF	OFF
8K S	ON	ON
8.5"X11" L	ON	OFF
11" x 17" S	ON	ON
A4 L	ON	OFF
A3 S	ON	ON

Figure 26 BSD 5.2 (1 of 2)

iit1s0096a

Figure 30 BSD 5.2

BSD 5.3 DADF Document Size Sensing (2 of 2)

BSD 5.3 DOCUMENT SIZE SENSING (2 OF 2)

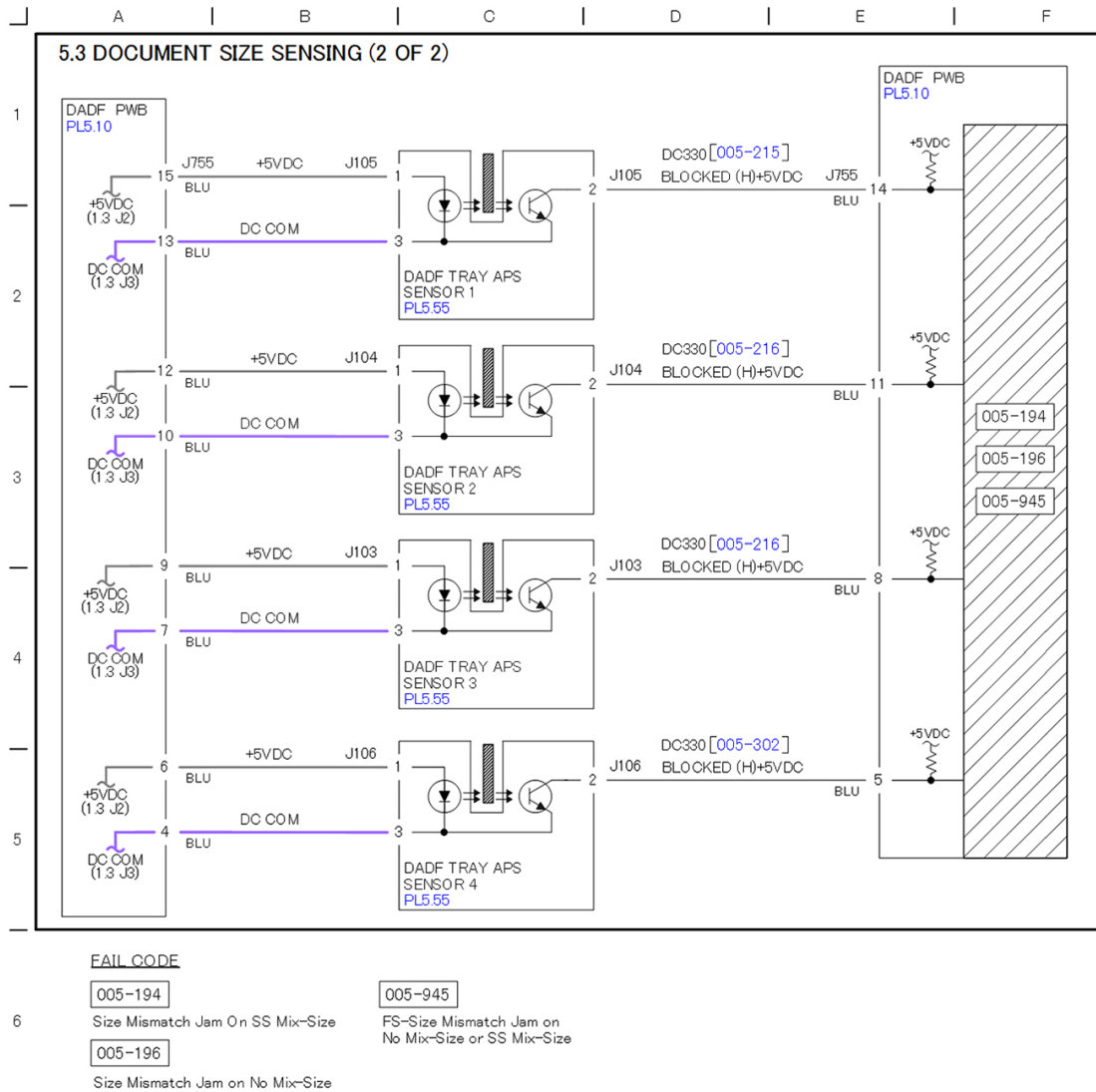


Figure 27 BSD 5.3 (2 of 2)

NOTE: ① The relationship between various Sensor ON/OFF combination and original sizes are as follows.

Original sizes	Fast Scan Direction			
	DADF TRAY APS SENSOR 1 (Q05-113)	DADF TRAY APS SENSOR 2 (Q05-216)	DADF TRAY APS SENSOR 3 (Q05-217)	DADF TRAY APS SENSOR 4 (Q05-302)
A5 S	OFF	OFF	ON	ON
B5 S/16K S	OFF	OFF	OFF	ON
A4 S	OFF	ON	OFF	OFF
8.5" X 11" S	OFF	ON	ON	OFF
8.5" X 13"(14") S	OFF	ON	ON	ON
B5 L	ON	OFF	ON	ON
B4 S	ON	OFF	ON	ON
16K L	ON	OFF	OFF	ON
8K S	ON	OFF	OFF	ON
8.5" X 11" L	ON	ON	OFF	OFF
11" X 17" S	ON	ON	OFF	OFF
A4 L	ON	ON	ON	OFF
A3 S	ON	ON	ON	OFF

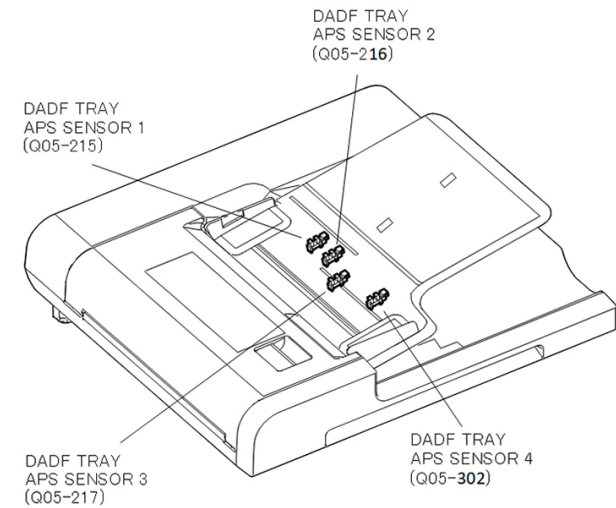


Figure 31 BSD 5.3

BSD 5.4 Document Feeding (1 of 2)

BSD 5.4 DOCUMENT FEEDING (1 OF 2)

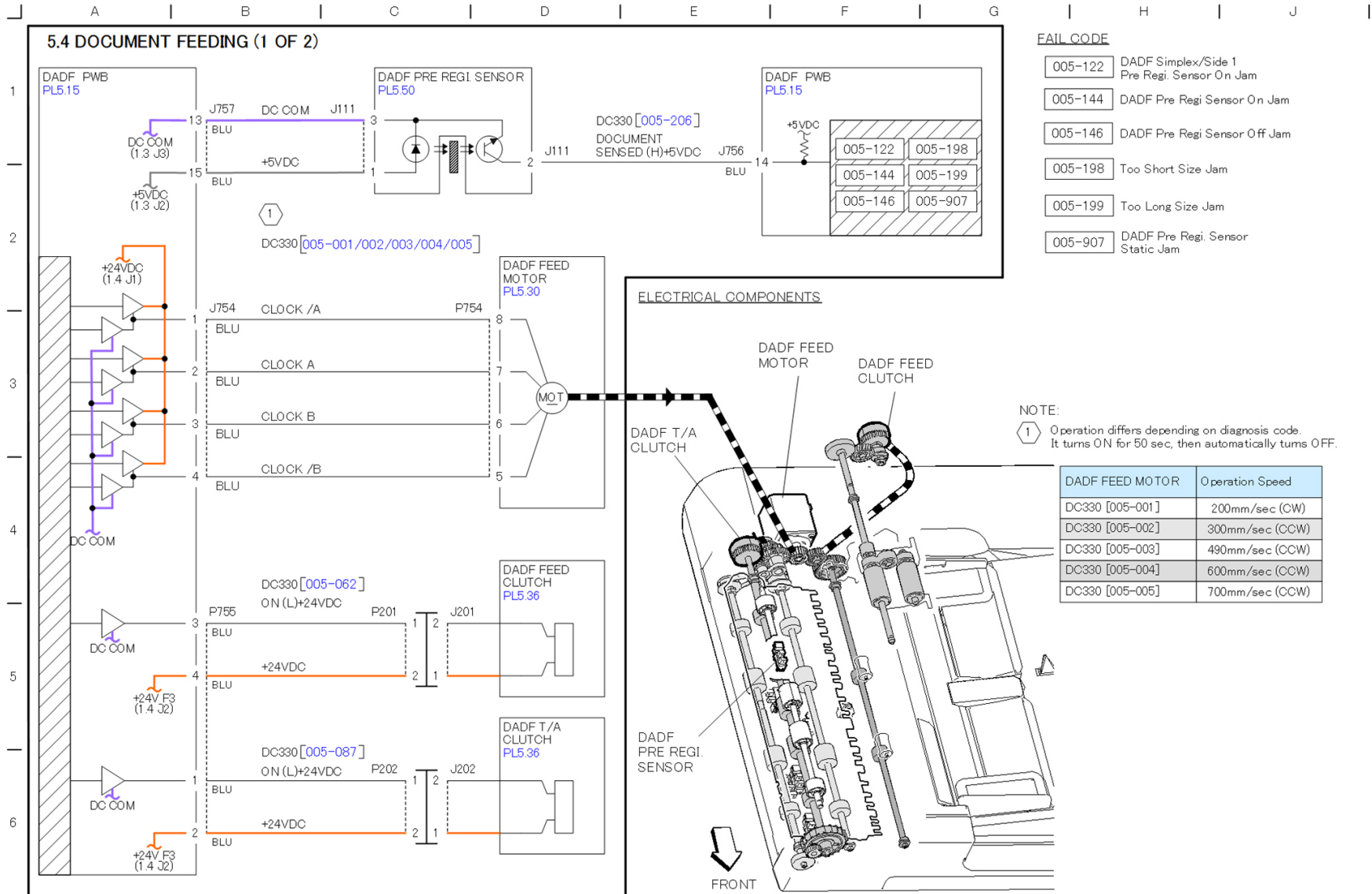


Figure 28 BSD 5.4 (1 of 2)

ii1s0098a

Figure 32 BSD 5.4

BSD 5.5 Document Feeding (2 of 2)

BSD 5.5 DOCUMENT FEEDING (2 OF 2)

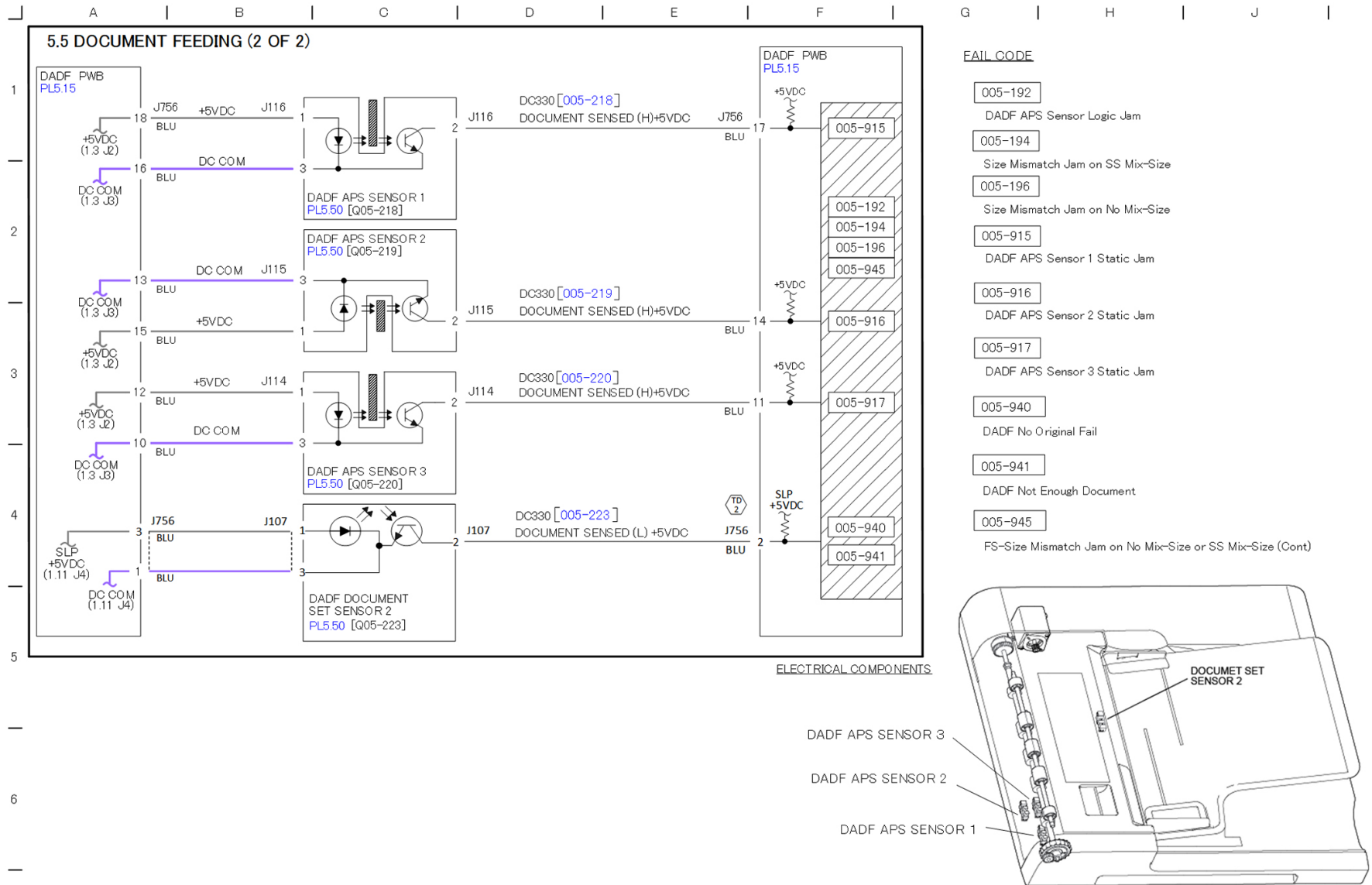


Figure 29 BSD 5.5 (2 of 2)

Figure 33 BSD 5.5

BSD 5.6 Document Registration

BSD 5.6 DADF DOCUMENT REGISTRATION

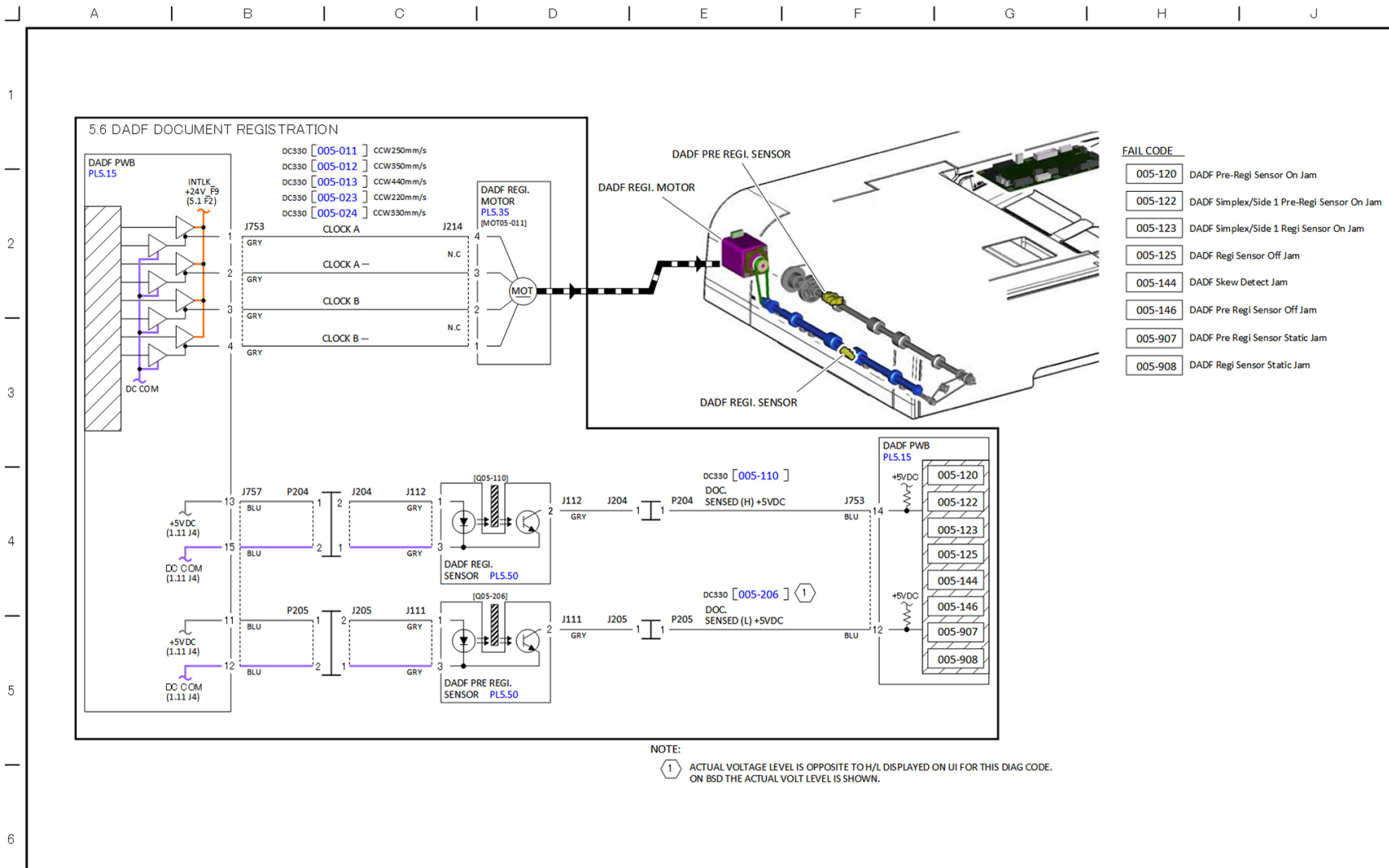


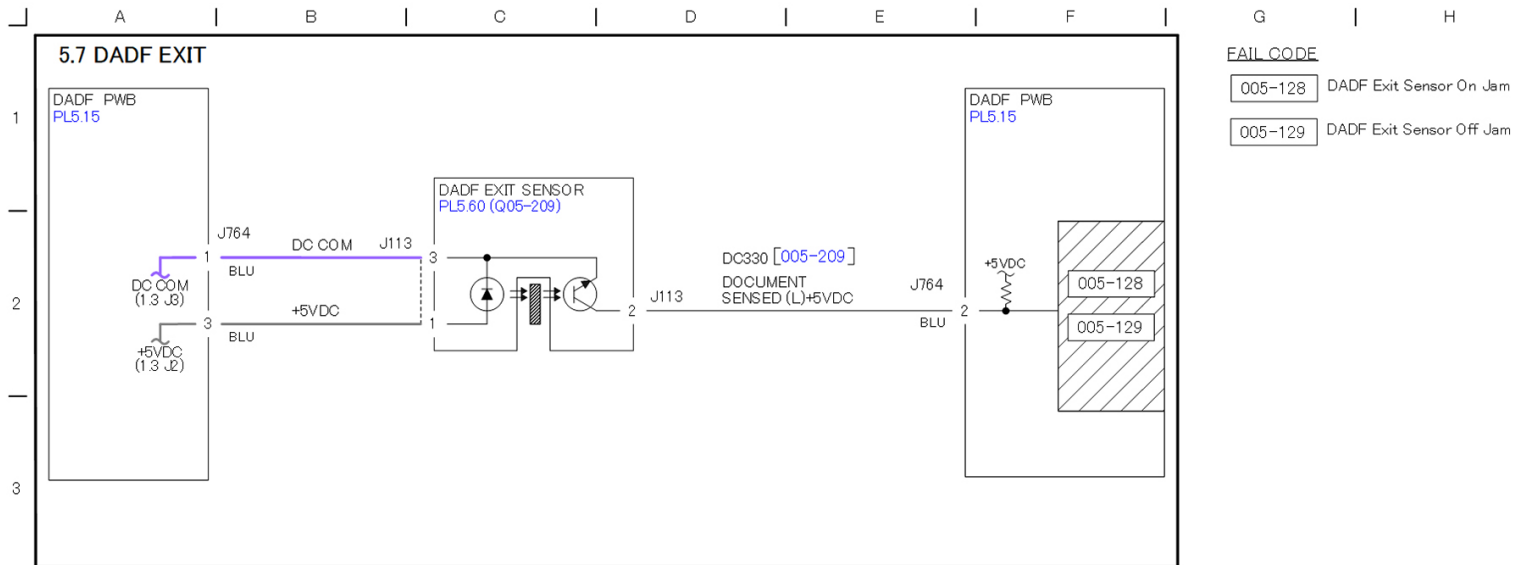
Figure 30 BSD 5.6

ii1s0100a

Figure 34 BSD 5.6

BSD 5.7 DADF Exit

BSD 5.7 DADF EXIT



ELECTRICAL COMPONENTS

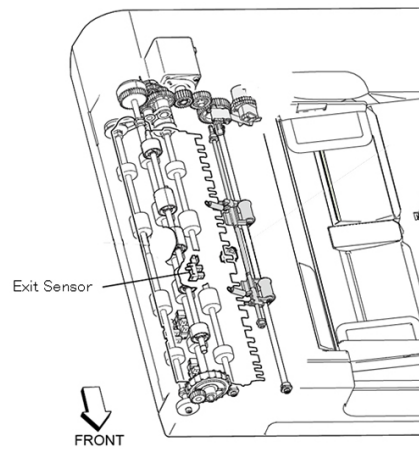


Figure 31 BSD 5.7

it1s0101a

Figure 35 BSD 5.7

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

BSD 5.8 TRANS PWB (ESS-TRANS PWB-CIS)

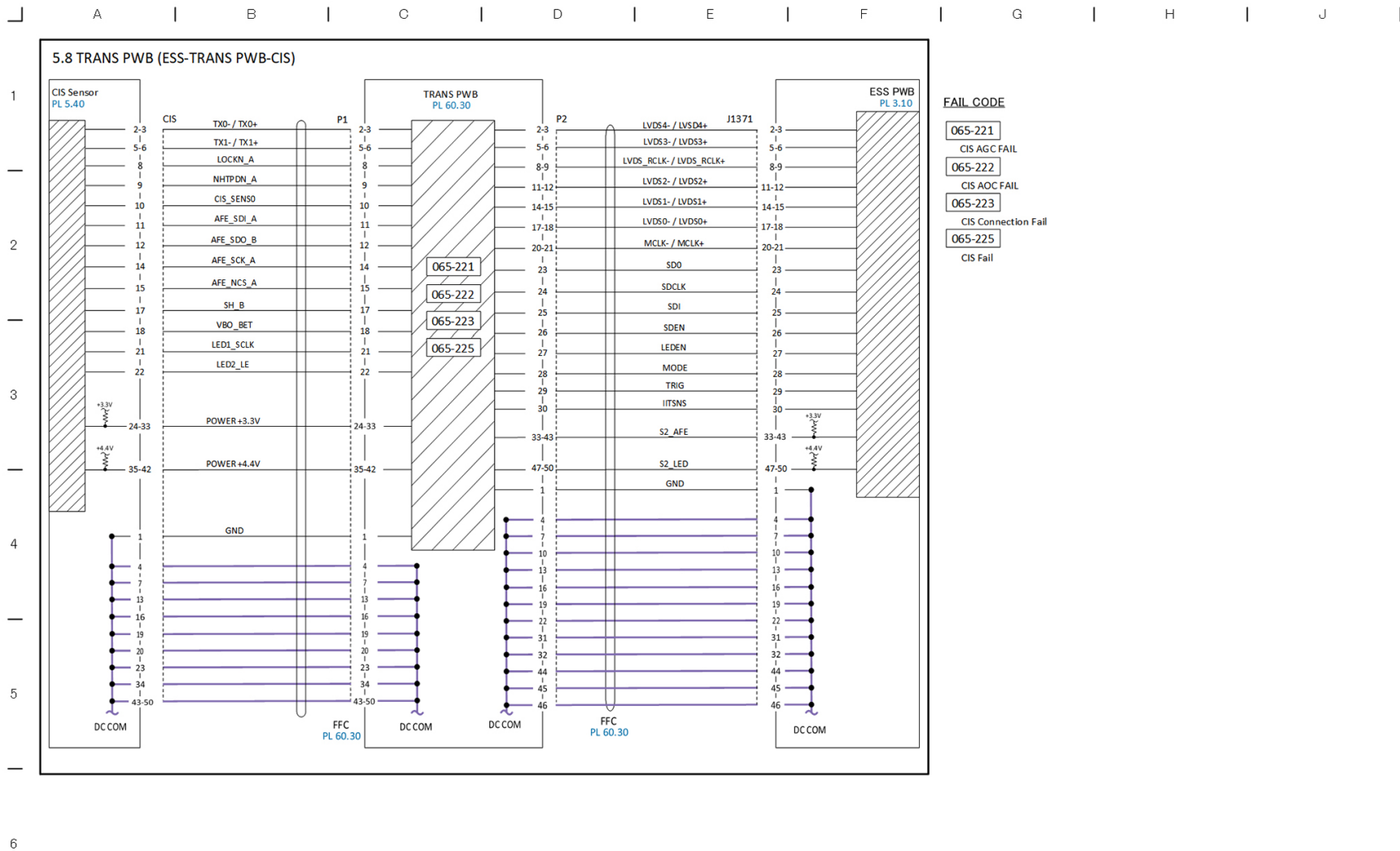


Figure 32 BSD 5.8

it1s0102a

Figure 36 BSD 5.8

BSD 5.9 Document Path

BSD 5.9 DOCUMENT PATH

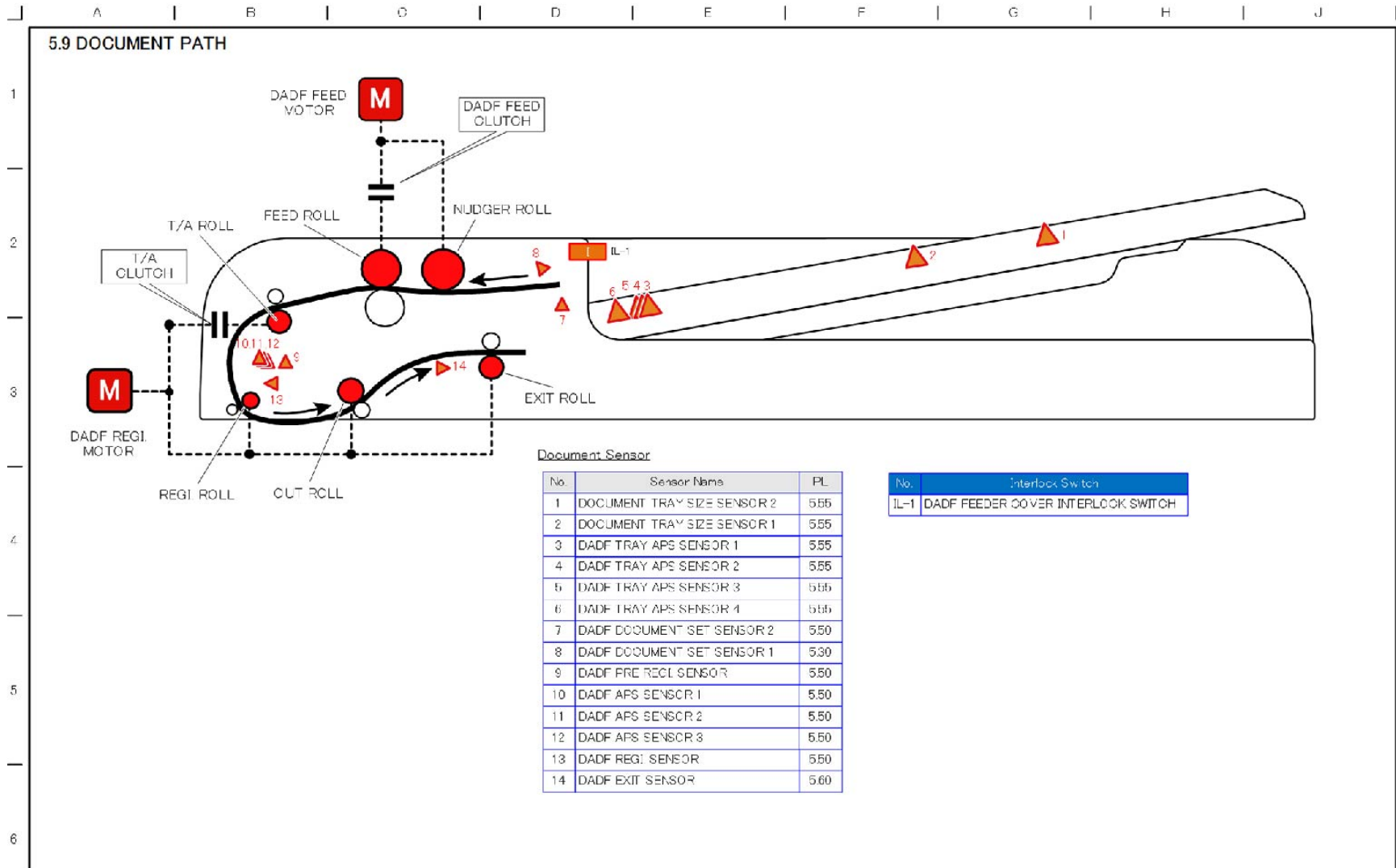


Figure 33 BSD 5.9

it1sC109a

Figure 37 BSD 5.9

BSD 6.1 Platen Document Sensing

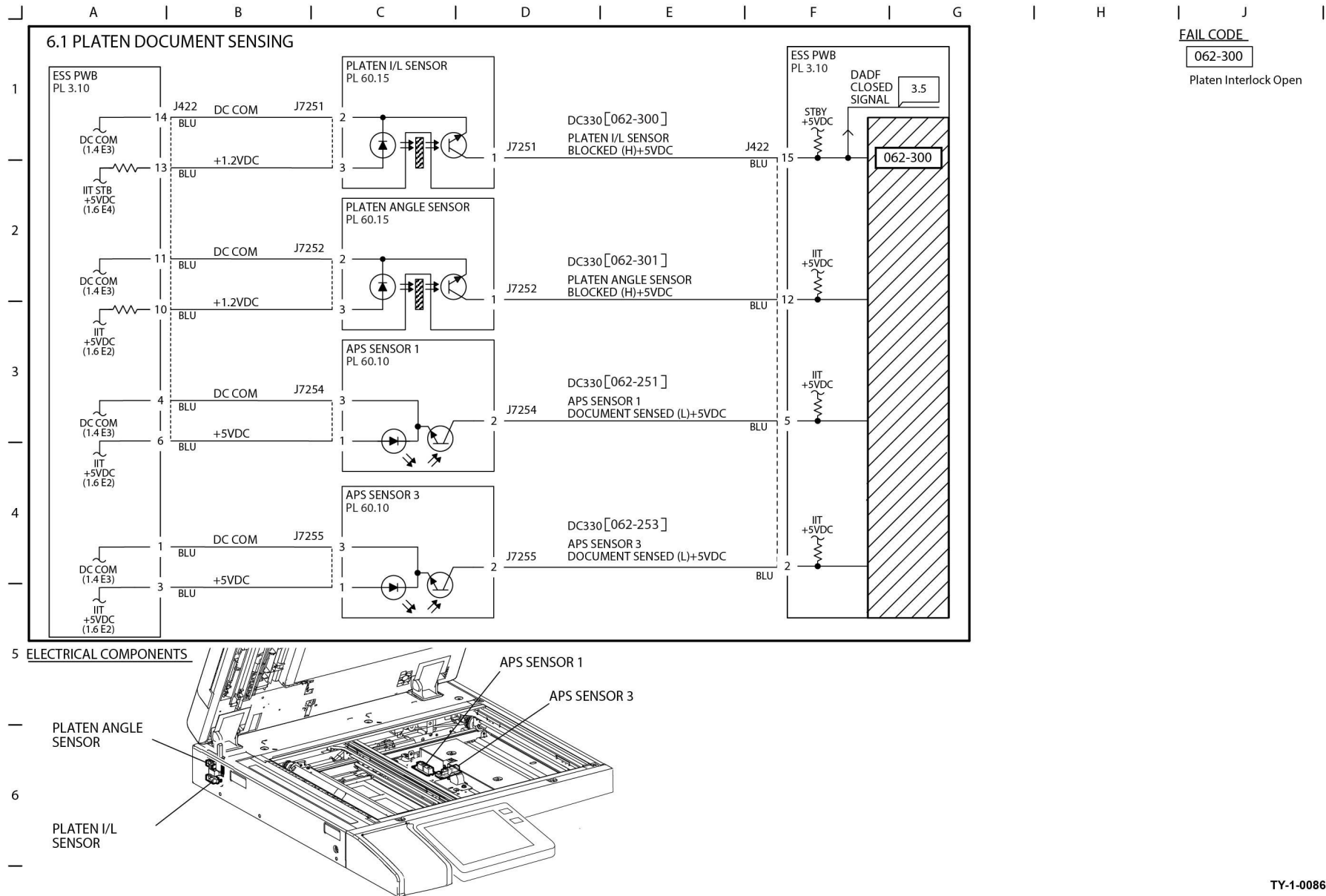


Figure 38 BSD 6.1

BSD 6.2 Carriage Control

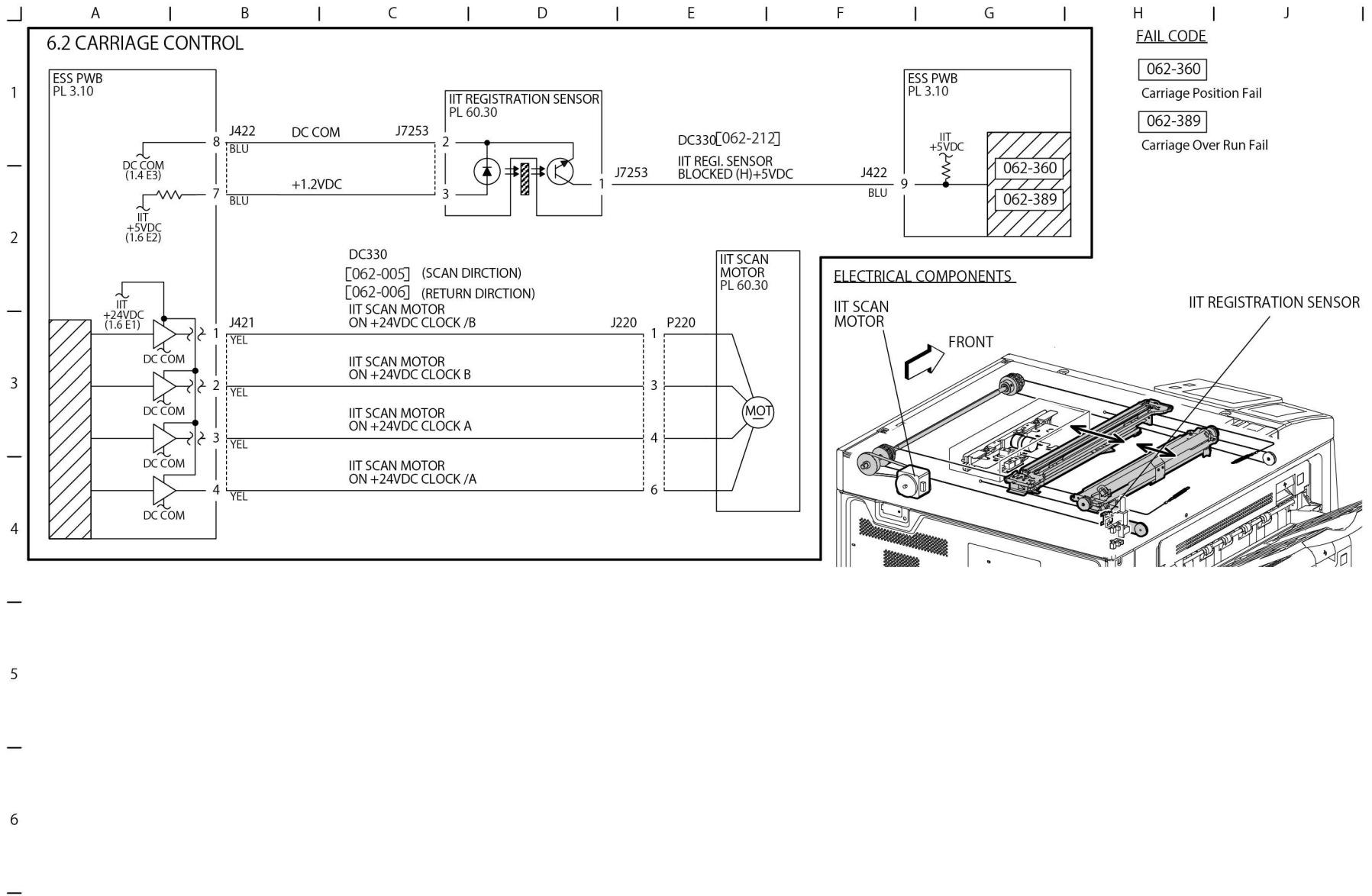
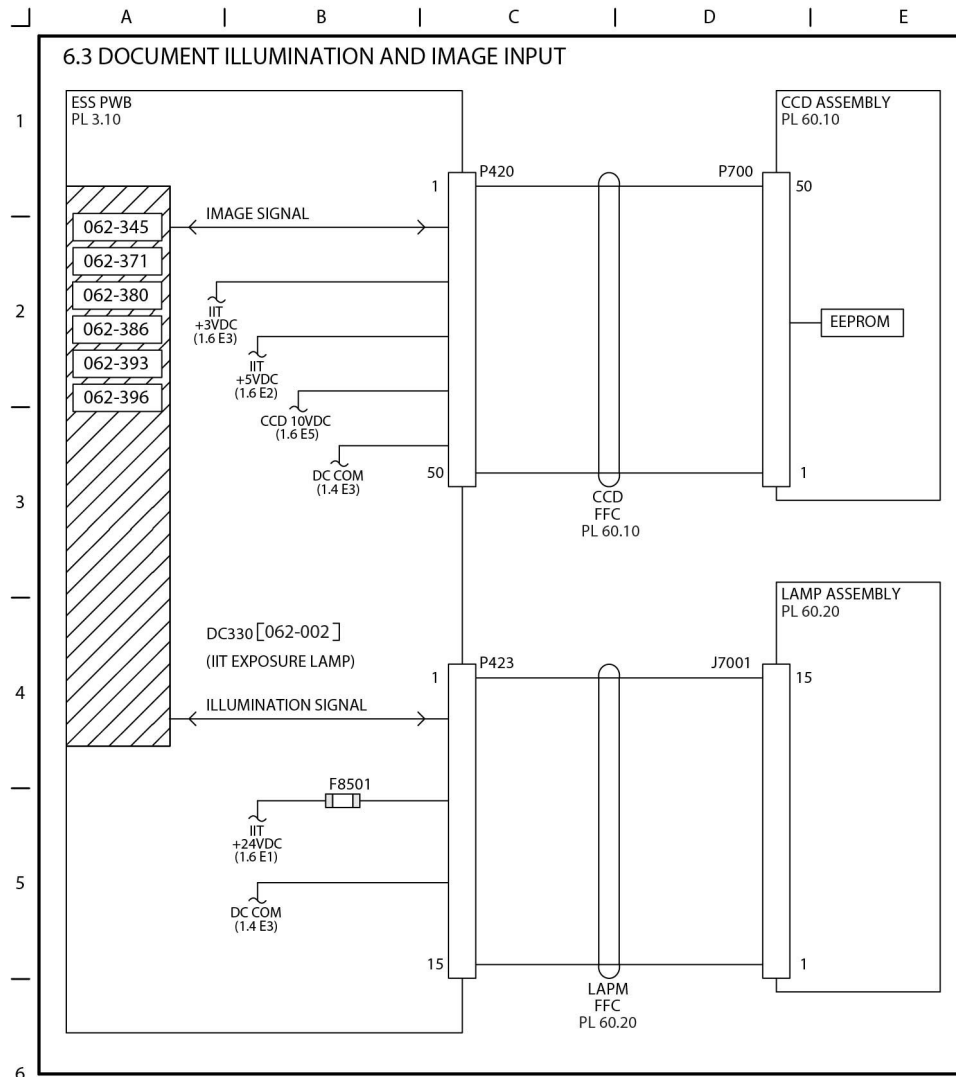


Figure 39 BSD 6.2

TY-1-0087-A

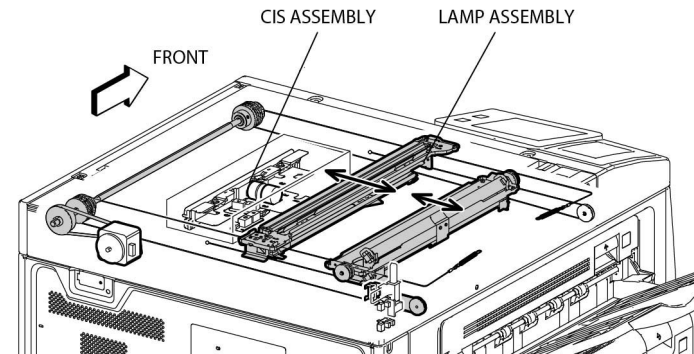
BSD 6.3 Document Illumination and Image Input



FAIL CODE

- 062-345
IIT EEPROM Fail
- 062-371
Lamp Illumination Fail
- 062-380
AGC Fail
- 062-386
AOC Fail
- 062-393
CCD PWB Sync Signal Fail
- 062-396
CCD Cable Connection Fail

ELECTRICAL COMPONENTS



TY-1-0088-A

Figure 40 BSD 6.3

BSD 6.4 Laser Control

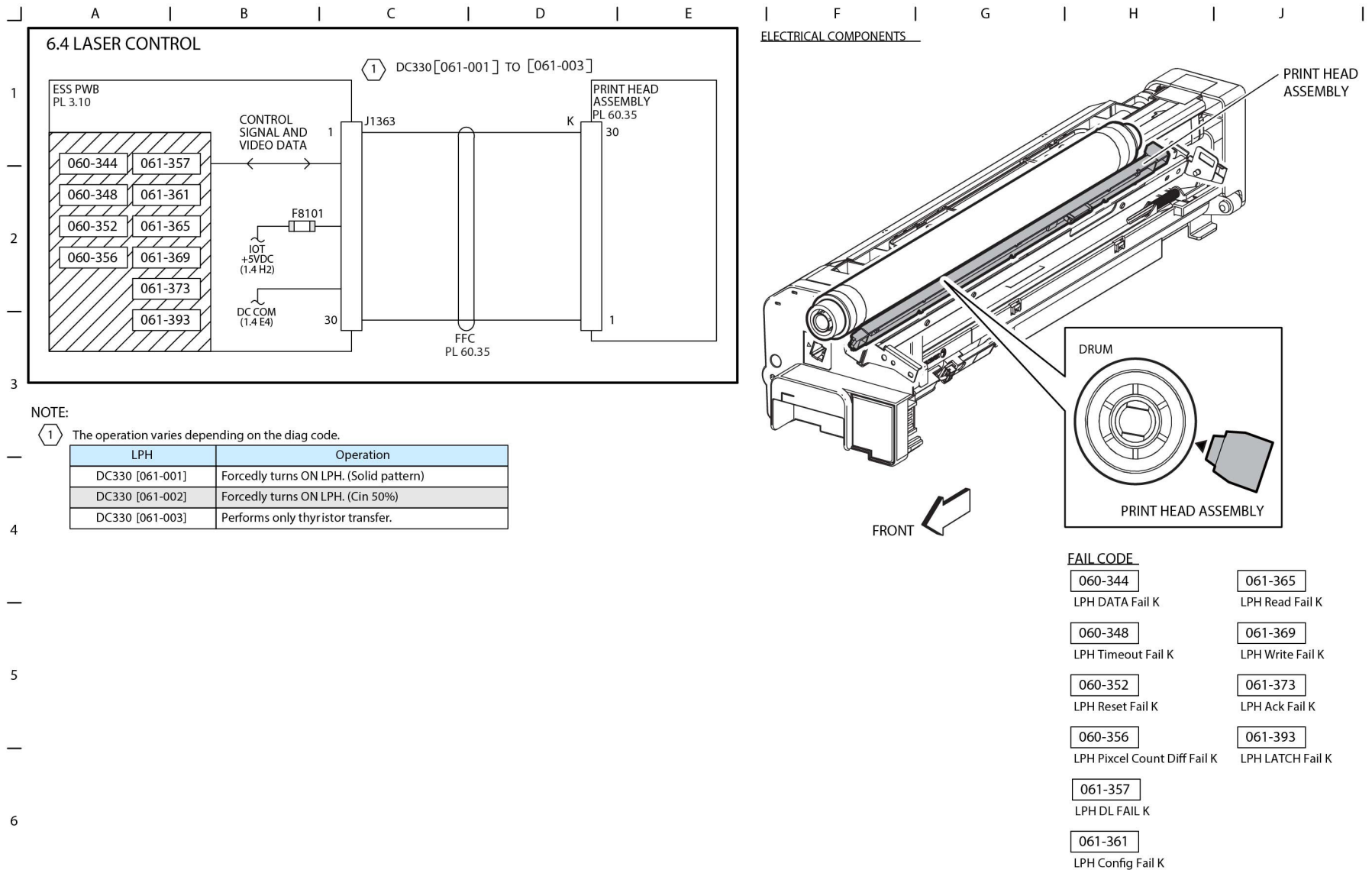
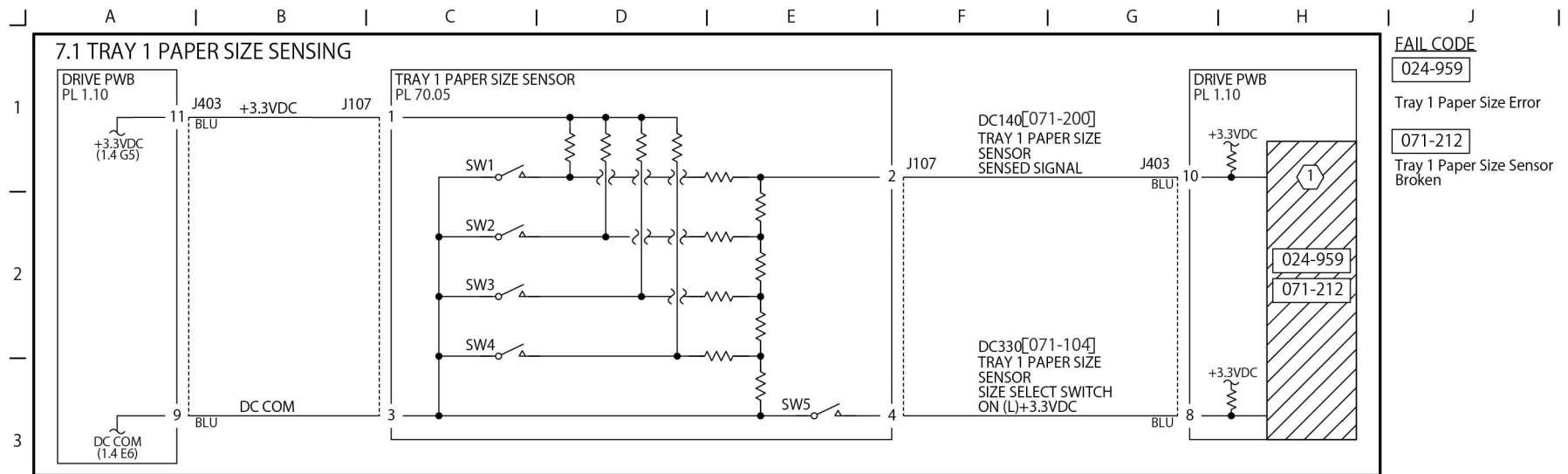


Figure 41 BSD 6.4

TY-1-0089-A

BSD 7.1 Tray 1 Paper Size Sensing

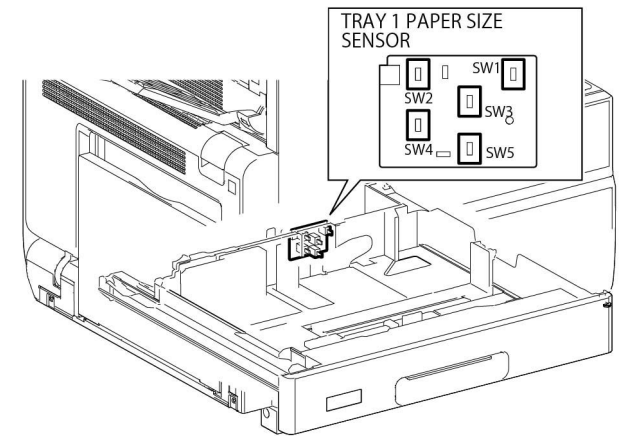


FAIL CODE
 024-959
 Tray 1 Paper Size Error
 071-212
 Tray 1 Paper Size Sensor Broken

NOTE: ① Paper size is sensed by voltage corresponding to combined **resistance** of Paper Size Switch and SW5 On/Off. The table below shows the relation between paper size and **combination** of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an **undefined** size.)

ELECTRICAL COMPONENTS

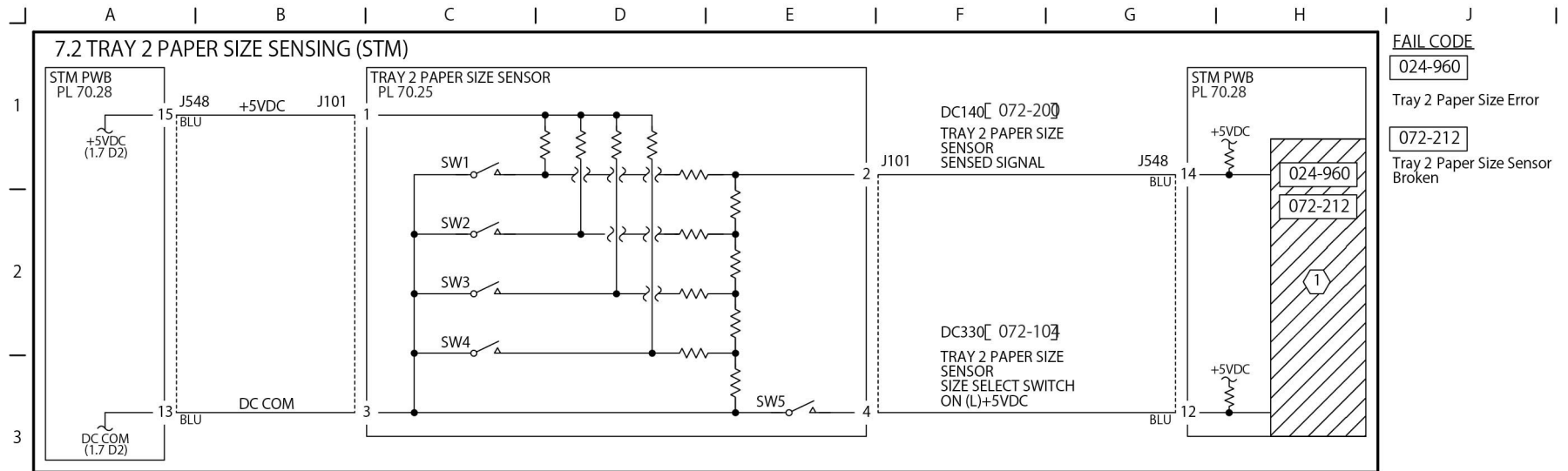
Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage (V) (J403-10)	AD Value DC140[071-200]
No Tray	OFF	OFF	OFF	OFF	OFF	3.085±0.066	922-989
A5S/5.5"X8.5"S	OFF	OFF	ON	OFF	OFF	2.671±0.066	797-857
B5S	OFF	OFF	ON	ON	ON	2.468±0.066	735-796
8.5"X13"S	OFF	ON	OFF	ON	OFF	2.064±0.066	610-671
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	1.864±0.066	548-609
8.5"X11"S	OFF	ON	ON	OFF	ON		
A4L	ON	OFF	ON	OFF	OFF	1.079±0.066	304-365
A3S	ON	OFF	ON	ON	OFF	0.881±0.066	244-303
B5L/7.25"X10.5"L	ON	ON	OFF	OFF	ON	0.691±0.066	184-243
8KS(GCO)	ON	ON	OFF	ON	OFF	0.493±0.066	124-183
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF	0.300±0.066	64-123
16KL(GCO)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.106±0.066	0-63



TY-1-0091-A

Figure 42 BSD 7.1

BSD 7.2 Tray 2 Paper Size Sensing (STM)

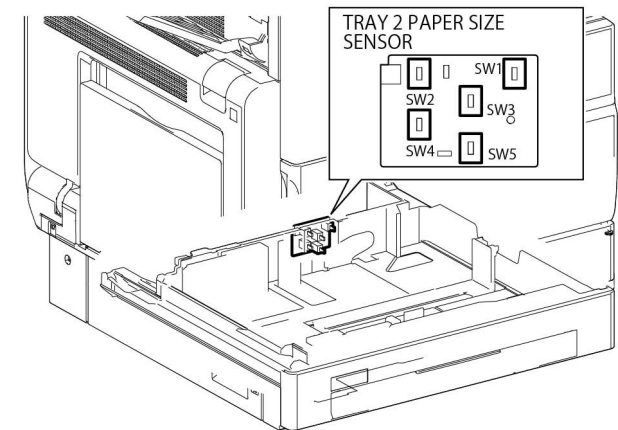


FAIL CODE
 024-960
 Tray 2 Paper Size Error
 072-212
 Tray 2 Paper Size Sensor Broken

NOTE: ① Paper size is sensed by voltage corresponding to combined state of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetected size.)

Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage (V) (J548-14)	AD Value DC140[072-200]
No Tray	OFF	OFF	OFF	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	OFF	ON	OFF	OFF	4.01±0.03	199-214
B5S	OFF	OFF	ON	ON	ON	3.69±0.03	184-198
8.5"X13"S	OFF	ON	OFF	ON	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	2.75±0.03	137-152
8.5"X11"S	OFF	ON	ON	OFF	ON		
8"X10"S	OFF	ON	ON	ON	ON	2.44±0.03	122-136
12.6"X19.2"S/13"X19"S	ON	OFF	OFF	OFF	ON	2.15±0.03	107-121
A4L	ON	OFF	ON	OFF	OFF	1.52±0.03	77-91
A3S	ON	OFF	ON	ON	OFF	1.21±0.03	61-76
B5L/7.25"X10.5"L	ON	ON	OFF	OFF	ON	0.91±0.03	46-60
8KS(GCO)	ON	ON	OFF	ON	OFF	0.60±0.03	31-45
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF	0.30±0.03	16-30
16KL(GCO)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.00±0.03	0-15

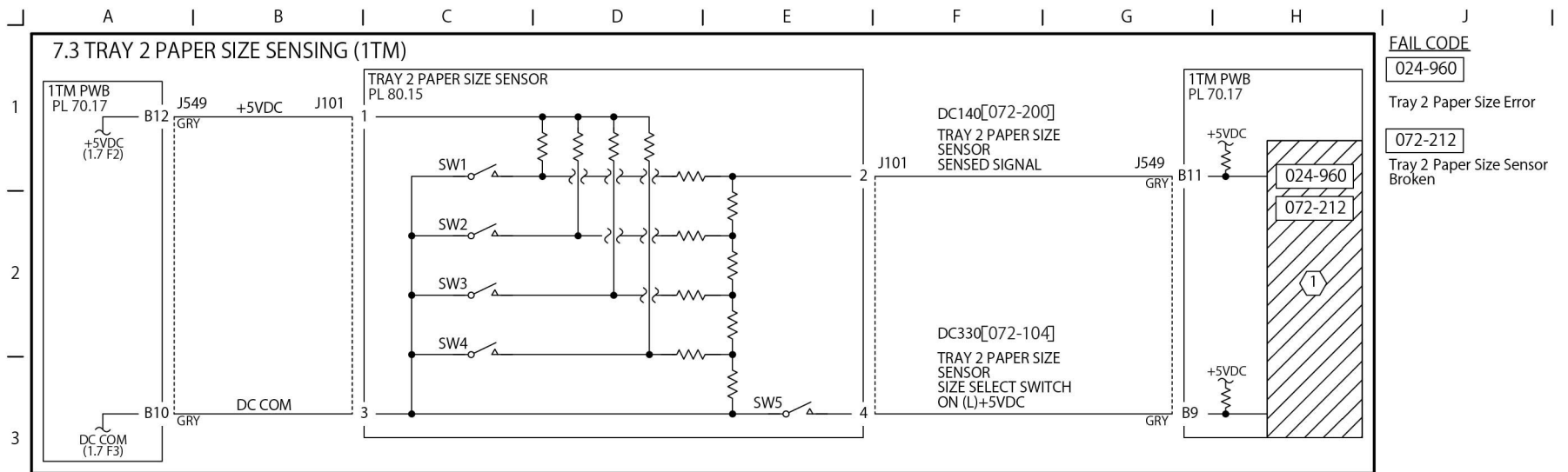
ELECTRICAL COMPONENTS



TY-1-0092-A

Figure 43 BSD 7.2

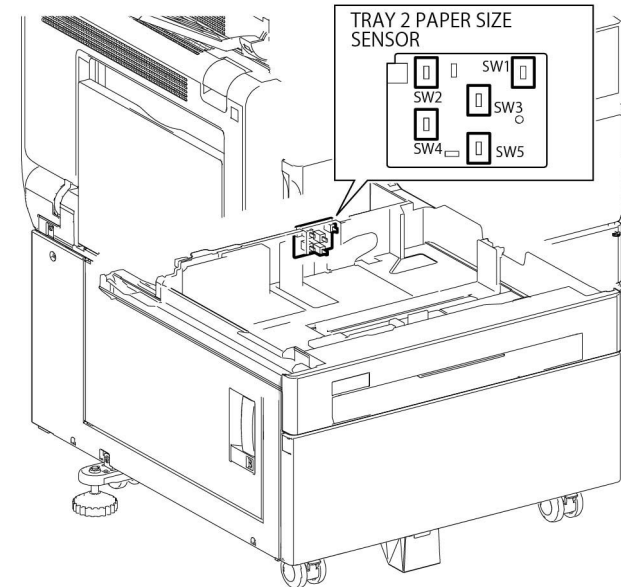
BSD 7.3 Tray 2 Paper Size Sensing (1TM)



NOTE: 1 Paper size is sensed by voltage corresponding to combined state of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetected size.)

Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage (V) (J549-B11)	AD Value DC140[072-200]
No Tray	OFF	OFF	OFF	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	OFF	ON	OFF	OFF	4.01±0.03	199-214
B5S	OFF	OFF	ON	ON	ON	3.69±0.03	184-198
8.5"X13"S	OFF	ON	OFF	ON	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	2.75±0.03	137-152
8.5"X11"S	OFF	ON	ON	ON	ON	2.44±0.03	122-136
8"X10"S	OFF	ON	ON	ON	ON	2.15±0.03	107-121
12.6"X19.2"S/13"X19"S	ON	OFF	OFF	OFF	ON	1.52±0.03	77-91
A4L	ON	OFF	ON	OFF	OFF	1.21±0.03	61-76
A3S	ON	OFF	ON	ON	OFF	0.91±0.03	46-60
B5L/7.25"X10.5"L	ON	ON	OFF	OFF	ON	0.60±0.03	31-45
8KS(GCO)	ON	ON	OFF	ON	OFF	0.30±0.03	16-30
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF		
16KL(GCO)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.00±0.03	0-15

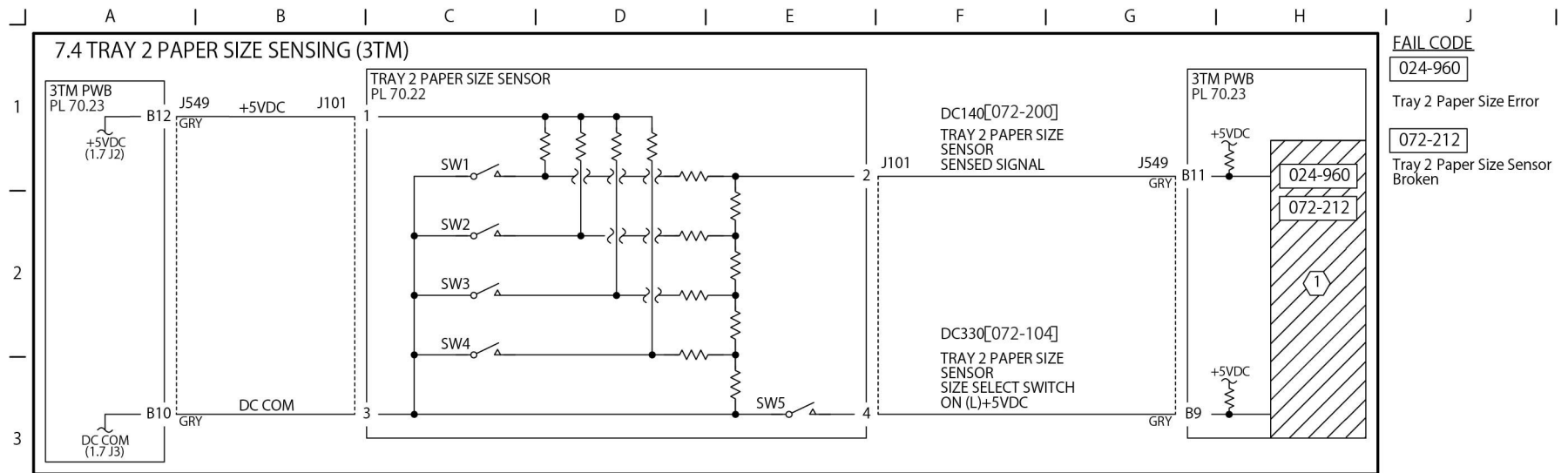
ELECTRICAL COMPONENTS



TY-1-0093-A

Figure 44 BSD 7.3

BSD 7.4 Tray 2 Paper Size Sensing (3TM)

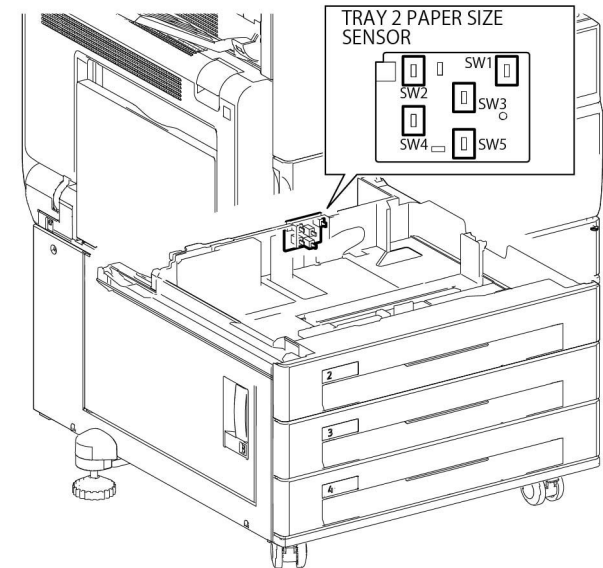


FAIL CODE
 024-960
 Tray 2 Paper Size Error
 072-212
 Tray 2 Paper Size Sensor Broken

NOTE: ① Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage (V) (J549-B11)	AD Value DC140[072-200]
No Tray	OFF	OFF	OFF	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	OFF	ON	OFF	OFF	4.01±0.03	199-214
B5S	OFF	OFF	ON	ON	ON	3.69±0.03	184-198
8.5"X13"S	OFF	ON	OFF	ON	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	2.75±0.03	137-152
8.5"X11"S	OFF	ON	ON	OFF	ON		
8"X10"S	OFF	ON	ON	ON	ON	2.44±0.03	122-136
12.6"X19.2"S/13"X19"S	ON	OFF	OFF	OFF	ON	2.15±0.03	107-121
A4L	ON	OFF	ON	OFF	OFF	1.52±0.03	77-91
A3S	ON	OFF	ON	ON	OFF	1.21±0.03	61-76
B5L/7.25"X10.5"L	ON	ON	OFF	OFF	ON	0.91±0.03	46-60
8KS(GCO)	ON	ON	OFF	ON	OFF	0.60±0.03	31-45
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF	0.30±0.03	16-30
16KL(GCO)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.00±0.03	0-15

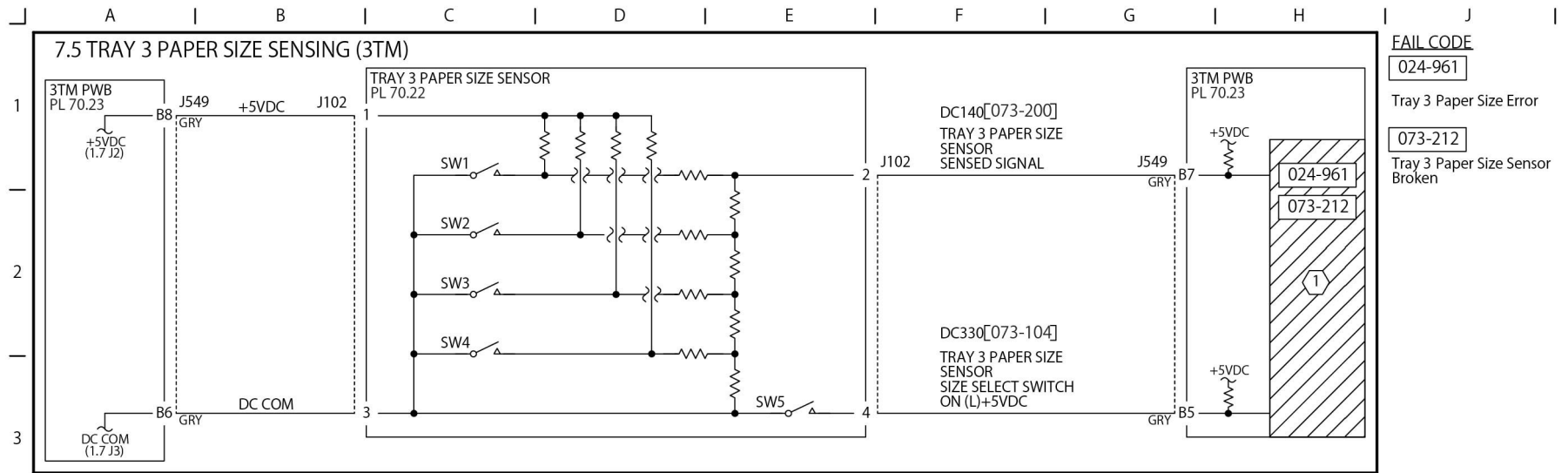
ELECTRICAL COMPONENTS



TY-1-0094-A

Figure 45 BSD 7.4

BSD 7.5 Tray 3 Paper Size Sensing (3TM)

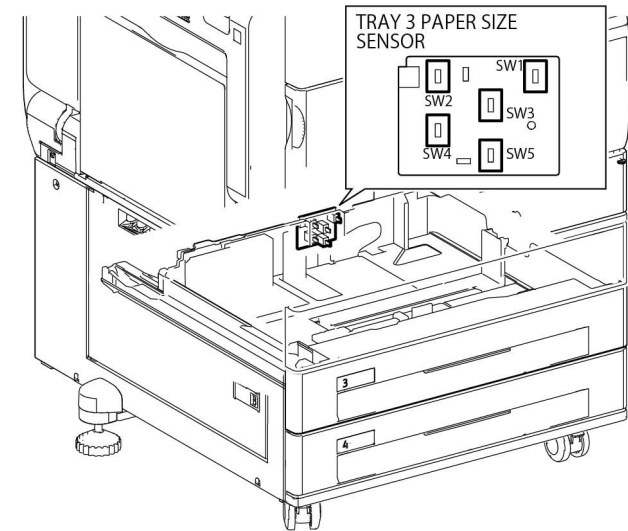


FAIL CODE
 024-961
 Tray 3 Paper Size Error
 073-212
 Tray 3 Paper Size Sensor Broken

NOTE: ① Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

ELECTRICAL COMPONENTS

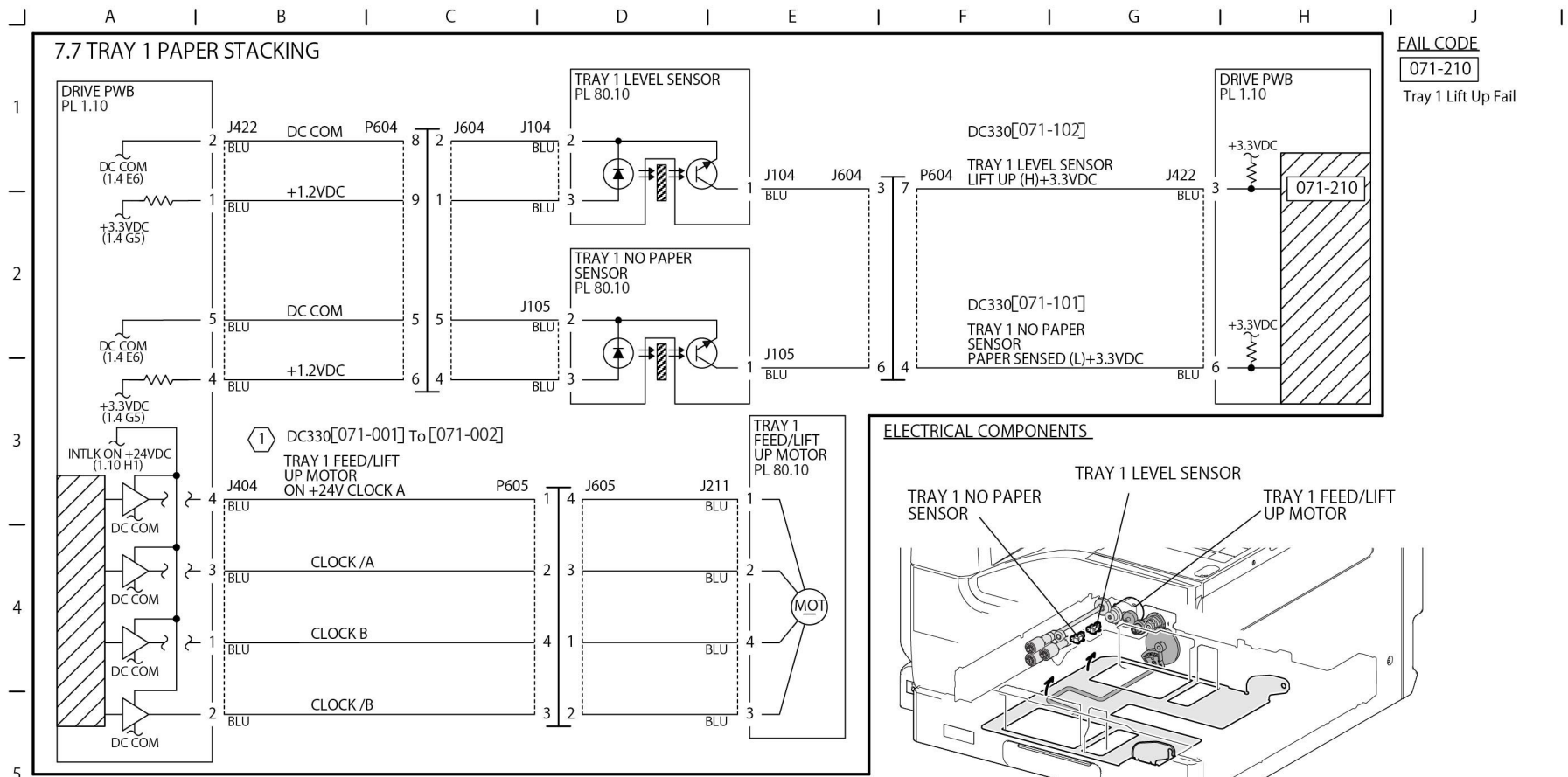
Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage (V) (J549-B7)	AD Value DC140[073-200]
No Tray	OFF	OFF	OFF	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	OFF	ON	OFF	OFF	4.01±0.03	199-214
B5S	OFF	OFF	ON	ON	ON	3.69±0.03	184-198
8.5"X13"S	OFF	ON	OFF	ON	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	2.75±0.03	137-152
8.5"X11"S	OFF	ON	ON	OFF	ON	2.44±0.03	122-136
8"X10"S	OFF	ON	ON	ON	ON	2.15±0.03	107-121
12.6"X19.2"S/13"X19"S	ON	OFF	OFF	OFF	ON	2.15±0.03	107-121
A4L	ON	OFF	ON	OFF	OFF	1.52±0.03	77-91
A3S	ON	OFF	ON	ON	OFF	1.21±0.03	61-76
B5L/7.25"X10.5"L	ON	ON	OFF	OFF	ON	0.91±0.03	46-60
8KS(GCO)	ON	ON	OFF	ON	OFF	0.60±0.03	31-45
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF	0.30±0.03	16-30
16KL(GCO)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.00±0.03	0-15



TY-1-0095-A

Figure 46 BSD 7.5

BSD 7.7 Tray 1 Paper Stacking



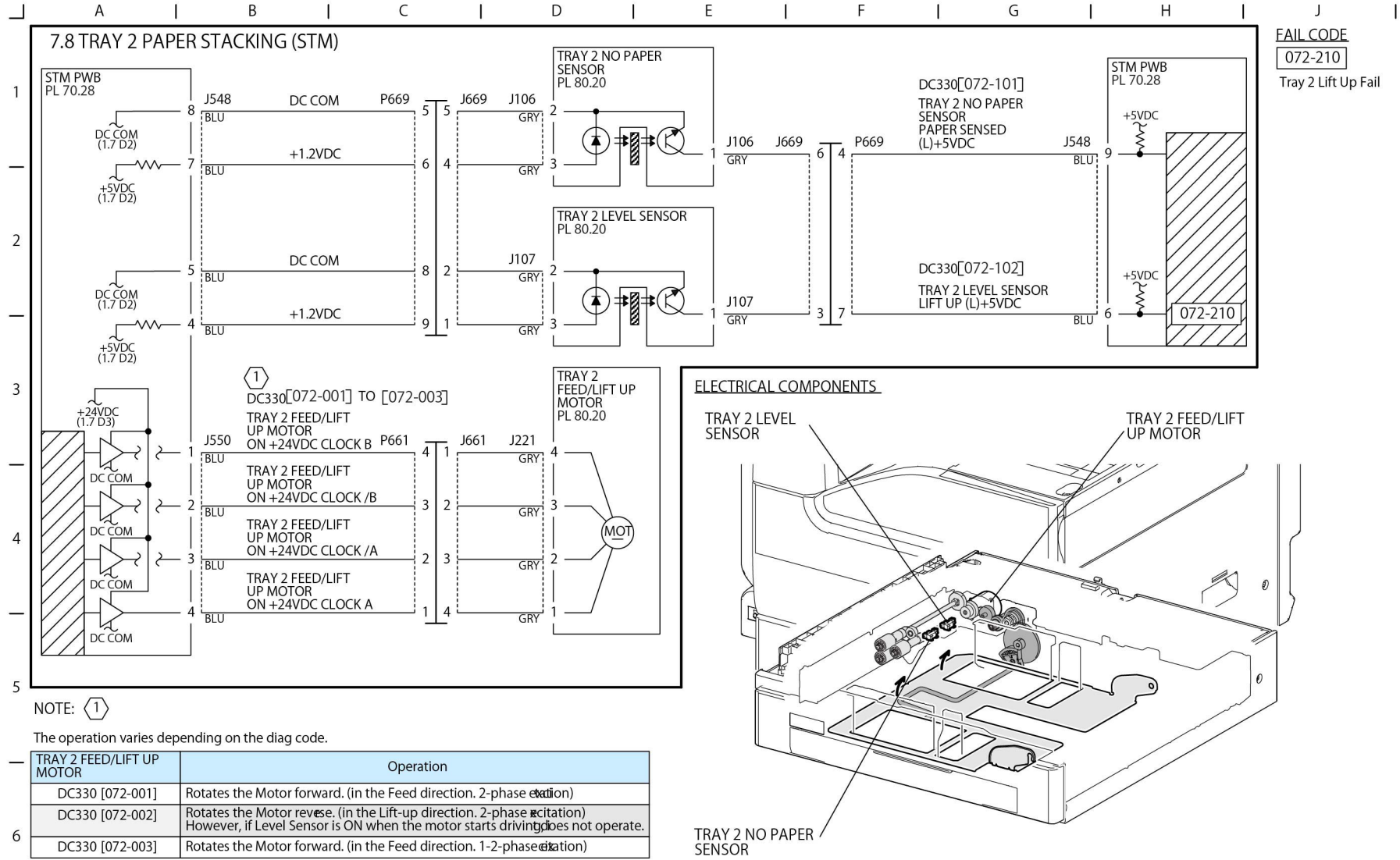
NOTE: ①

The operation varies depending on the diag code.

TRAY 1 FEED/LIFT UP MOTOR	Operation
DC330 [071-001]	Rotates the Motor forward. (in the Feed direction. 1-2-phase excitation)
DC330 [071-002]	Rotates the Motor reverse. (in the Lift-up direction. 2-phase excitation) However, if Level Sensor is ON when the motor starts driving, does not operate.

Figure 48 BSD 7.7

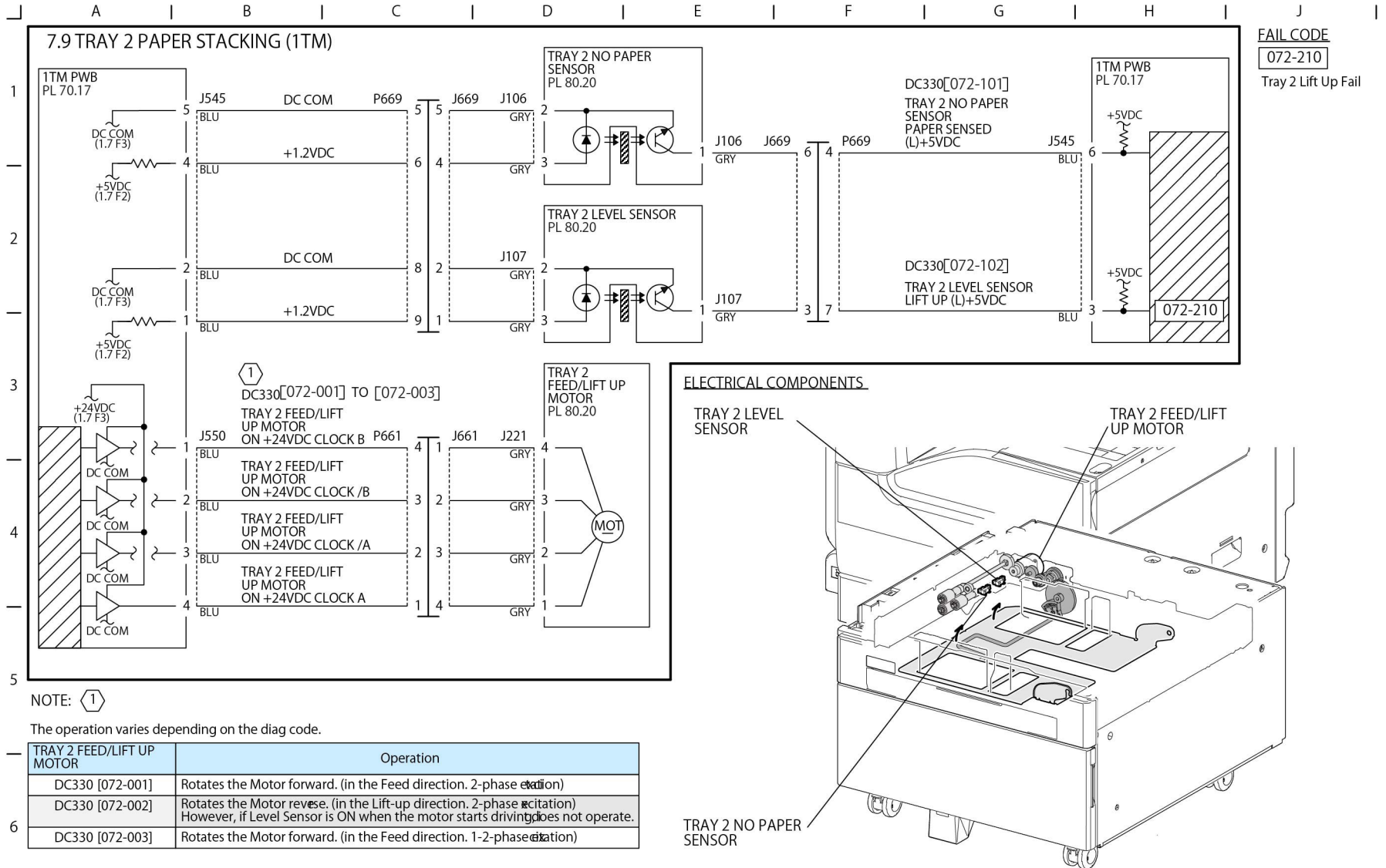
BSD 7.8 Tray 2 Paper Stacking (STM)



TY-1-0098-A

Figure 49 BSD 7.8

BSD 7.9 Tray 2 Paper Stacking (1TM)



TY-1-0099-A

Figure 50 BSD 7.9

BSD 7.10 Tray 2 Paper Stacking (3TM)

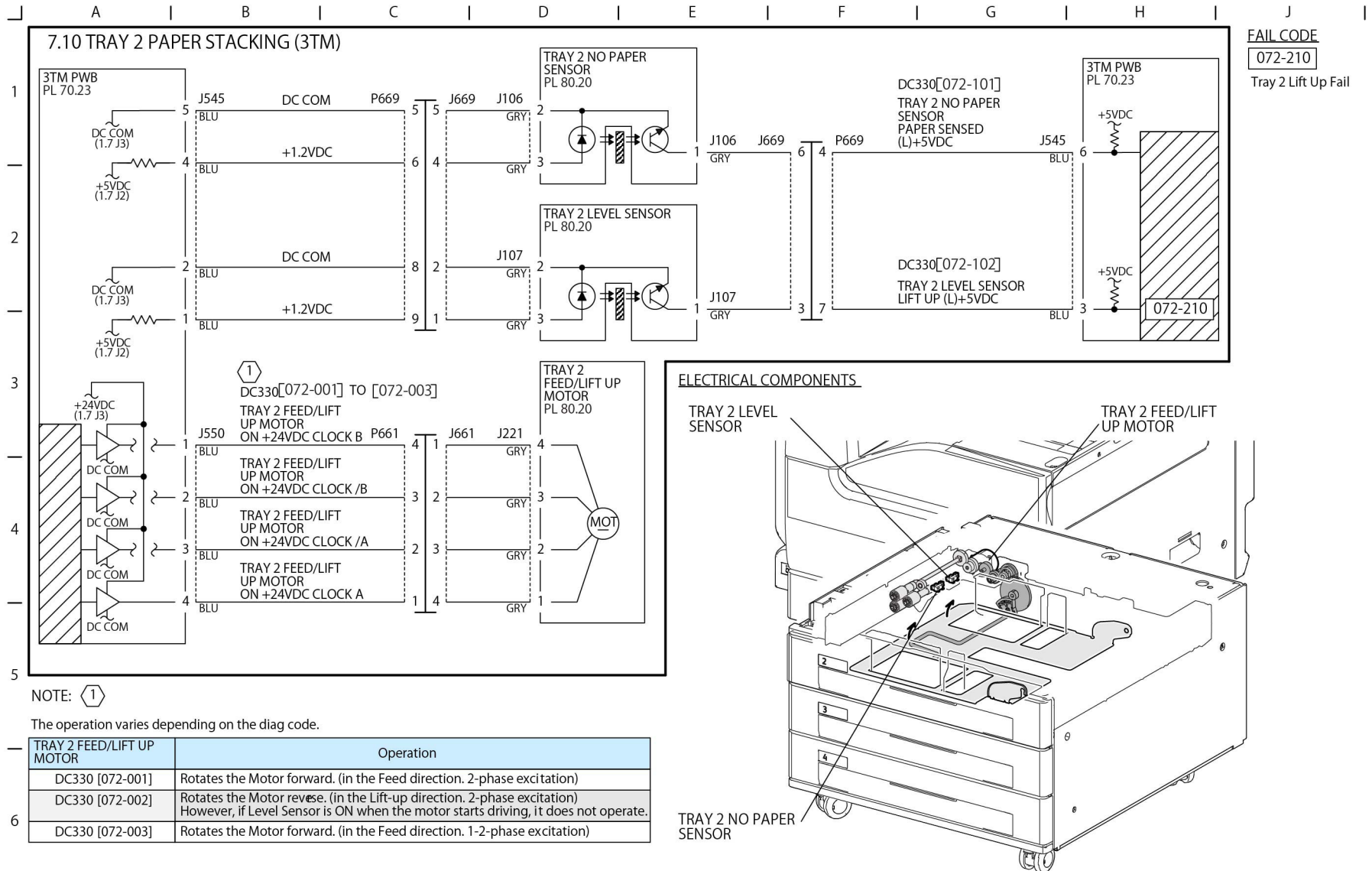
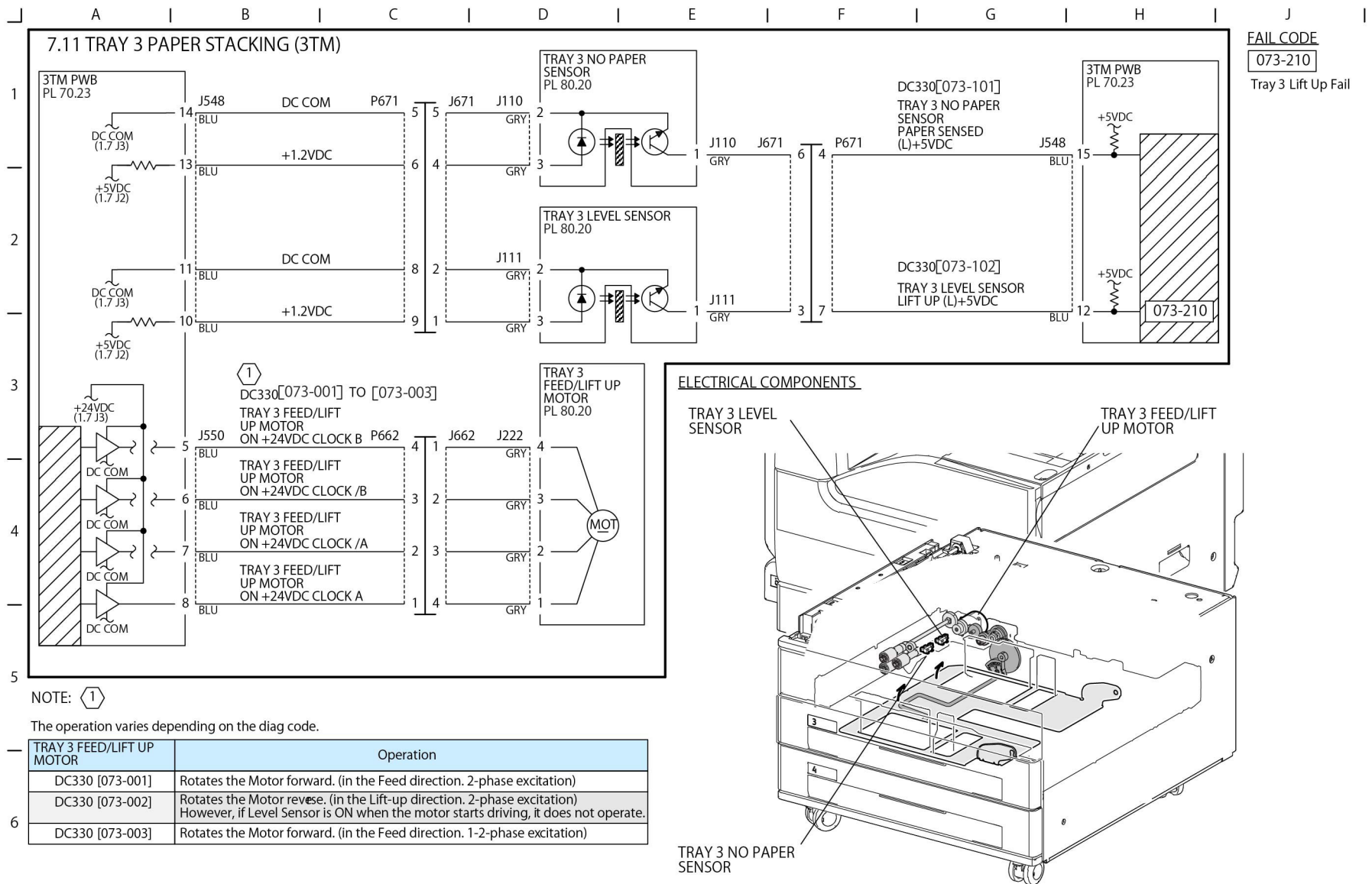


Figure 51 BSD 7.10

TY-1-0100-A

BSD 7.11 Tray 3 Paper Stacking (3TM)



FAIL CODE
073-210
 Tray 3 Lift Up Fail

NOTE: ①

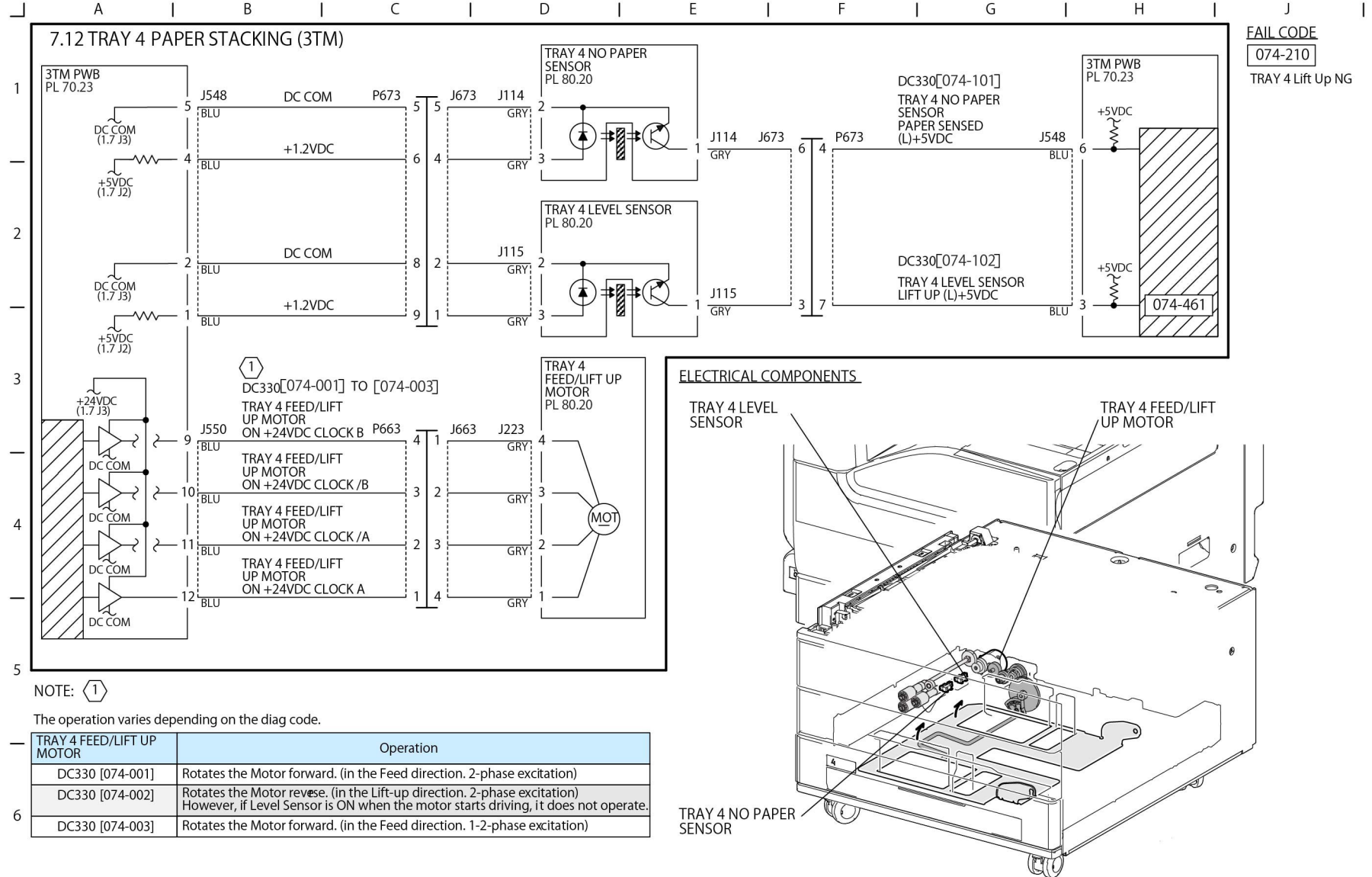
The operation varies depending on the diag code.

TRAY 3 FEED/LIFT UP MOTOR	Operation
DC330 [073-001]	Rotates the Motor forward. (in the Feed direction. 2-phase excitation)
DC330 [073-002]	Rotates the Motor reverse. (in the Lift-up direction. 2-phase excitation) However, if Level Sensor is ON when the motor starts driving, it does not operate.
DC330 [073-003]	Rotates the Motor forward. (in the Feed direction. 1-2-phase excitation)

Figure 52 BSD 7.11

TY-1-0101-A

BSD 7.12 Tray 4 Paper Stacking (3TM)



NOTE: ①

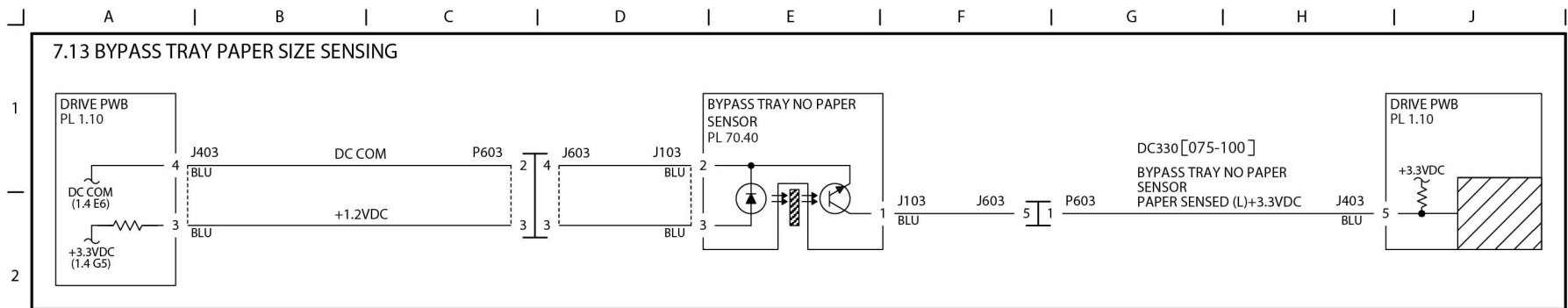
The operation varies depending on the diag code.

TRAY 4 FEED/LIFT UP MOTOR	Operation
DC330 [074-001]	Rotates the Motor forward. (in the Feed direction. 2-phase excitation)
DC330 [074-002]	Rotates the Motor reverse. (in the Lift-up direction. 2-phase excitation) However, if Level Sensor is ON when the motor starts driving, it does not operate.
DC330 [074-003]	Rotates the Motor forward. (in the Feed direction. 1-2-phase excitation)

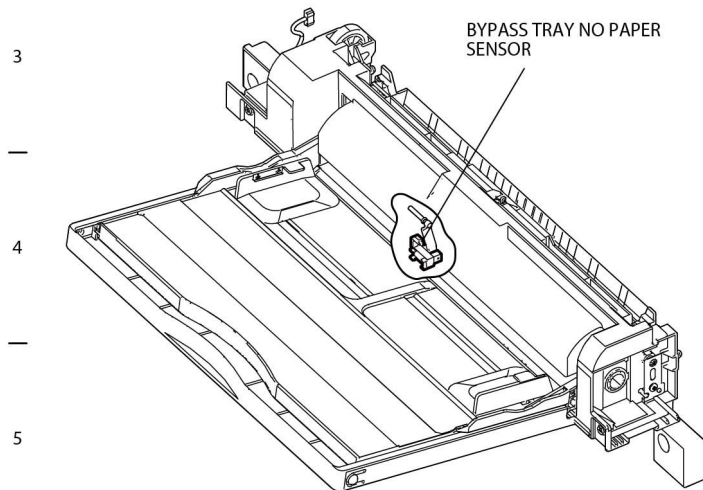
Figure 53 BSD 7.12

TY-1-0102-A

BSD 7.13 Bypass Tray Paper Sensing



ELECTRICAL COMPONENTS



TY-1-0103-A

Figure 54 BSD 7.13

BSD 7.14 HCF Paper Size Sensing and Tray Set

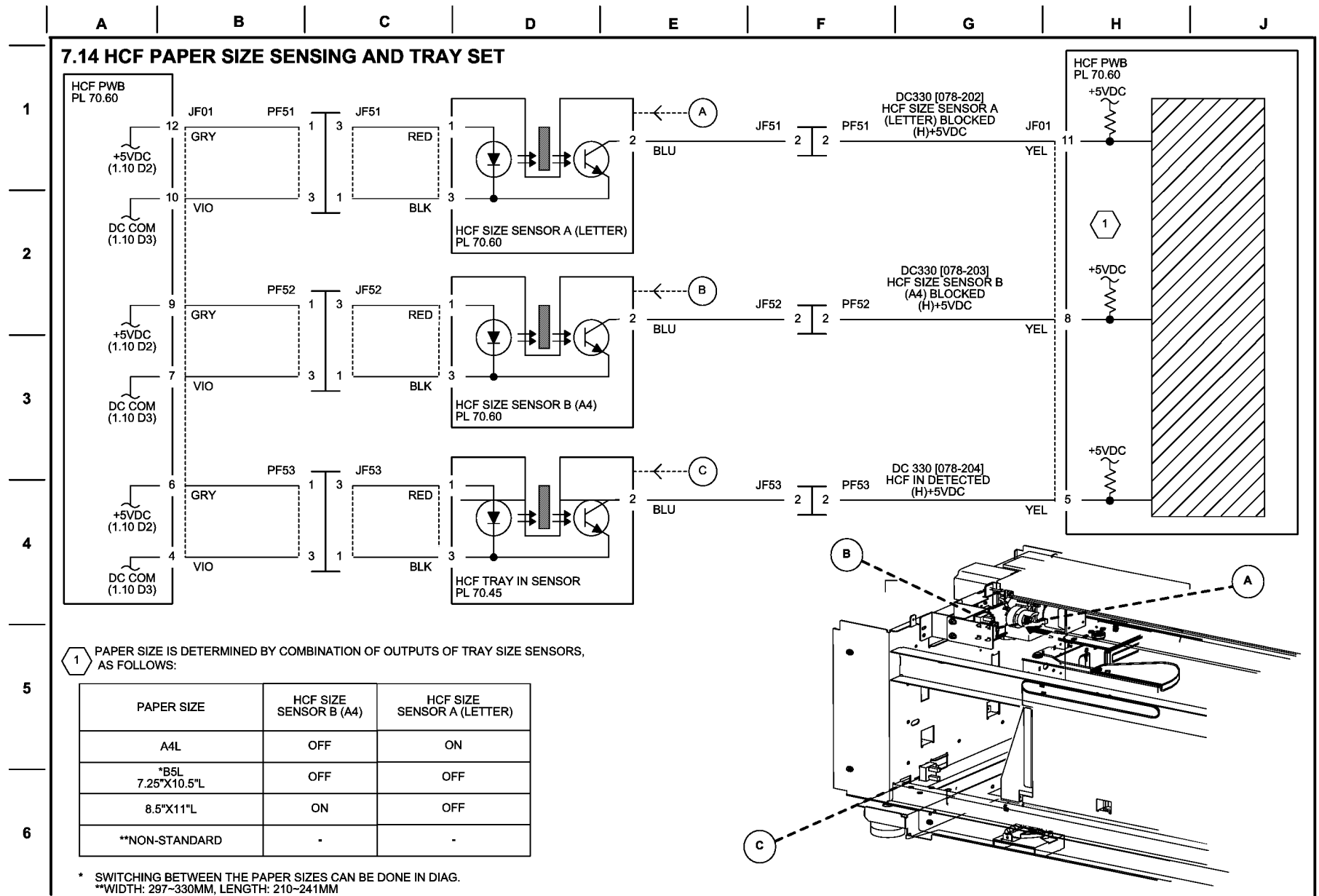
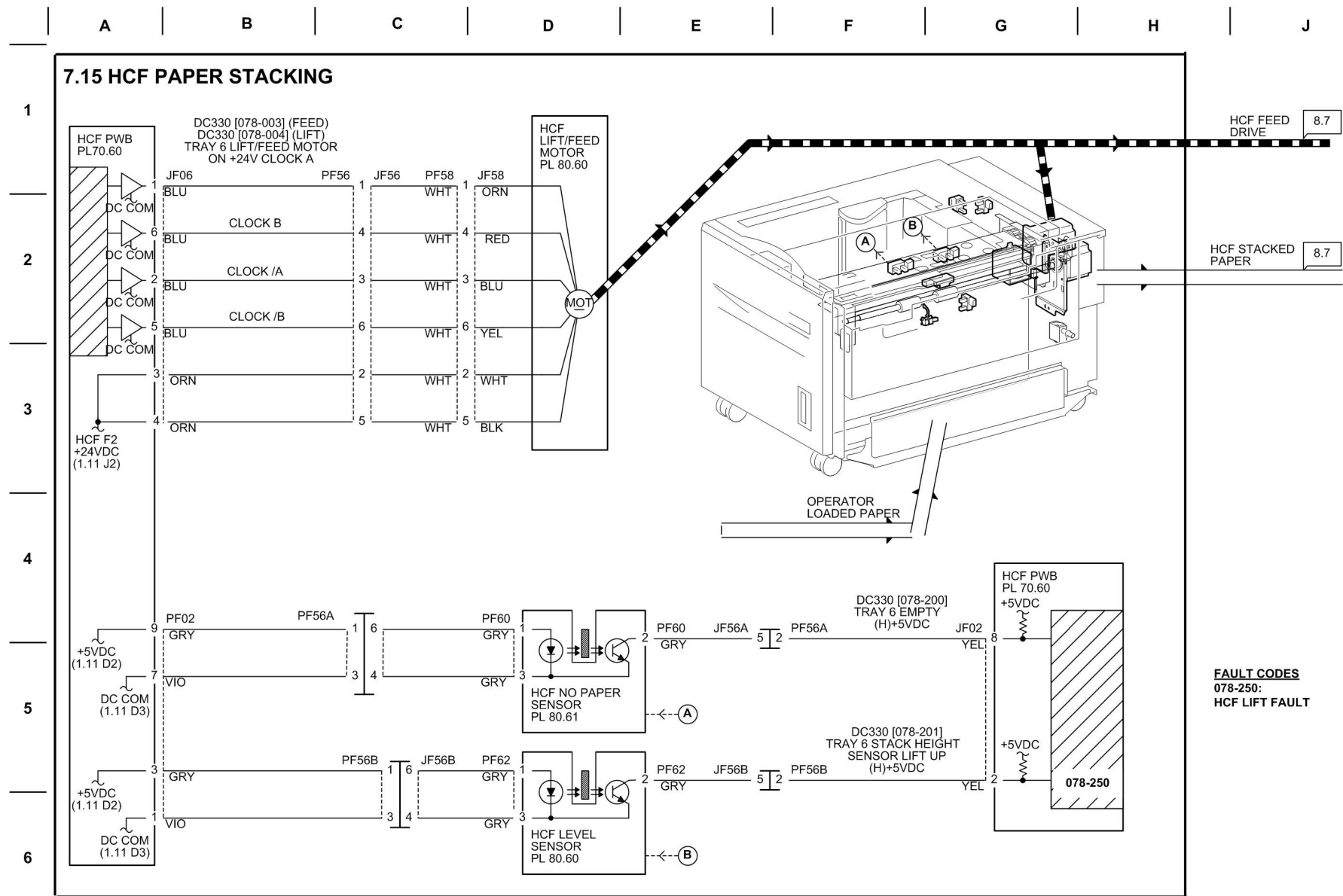


Figure 55 BSD 7.14

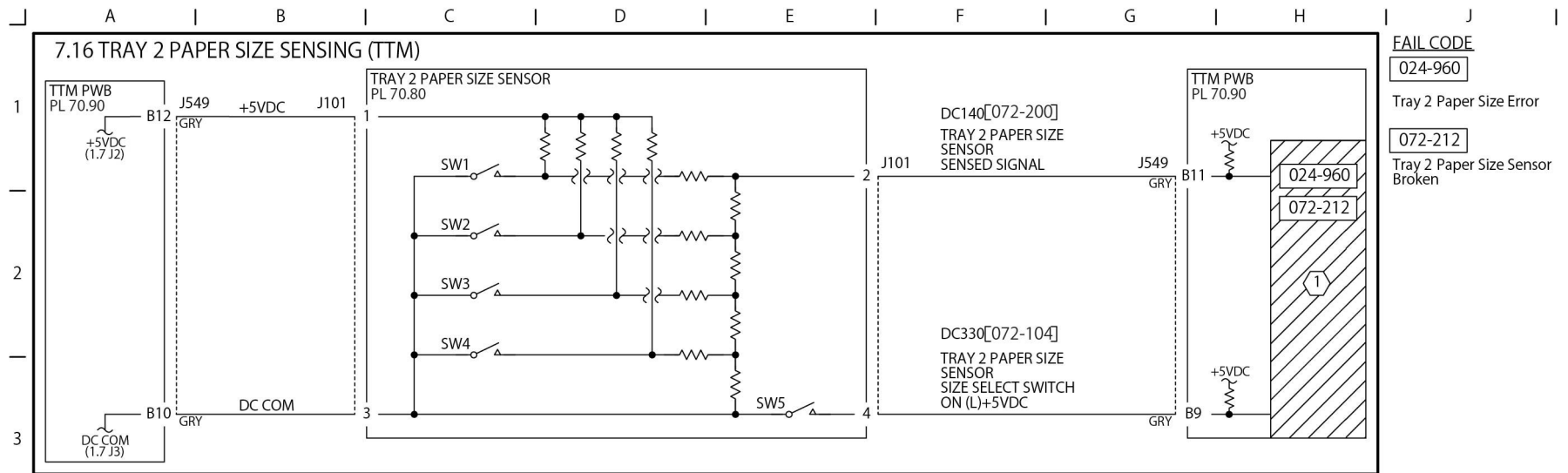
BSD 7.15 HCF Paper Stacking



TY-1-0170-A

Figure 56 BSD 7.15

BSD 7.16 Tray 2 Paper Size Sensing (TTM)

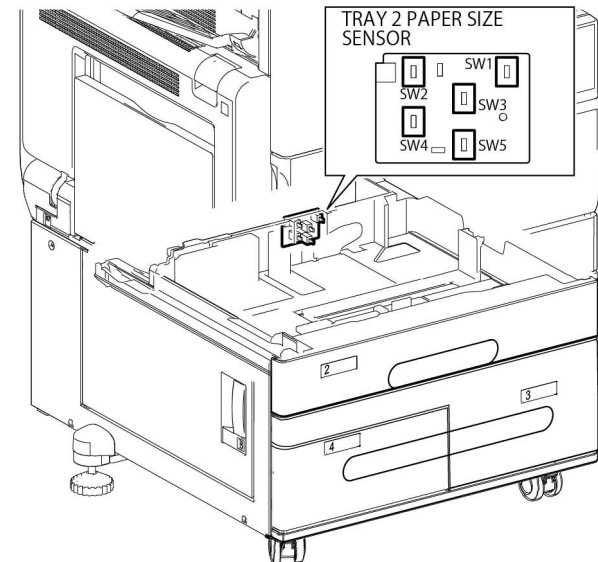


FAIL CODE
 024-960
 Tray 2 Paper Size Error
 072-212
 Tray 2 Paper Size Sensor Broken

NOTE: ① Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

Paper Size	SW1	SW2	SW3	SW4	SW5	Voltage (V) (J549-B11)	AD Value DC140[072-200]
No Tray	OFF	OFF	OFF	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	OFF	ON	OFF	OFF	4.01±0.03	199-214
B5S	OFF	OFF	ON	ON	ON	3.69±0.03	184-198
8.5"X13"S	OFF	ON	OFF	ON	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	ON	OFF	ON	ON		
A4S	OFF	ON	ON	OFF	OFF	2.75±0.03	137-152
8.5"X11"S	OFF	ON	ON	OFF	ON		
8"X10"S	OFF	ON	ON	ON	ON	2.44±0.03	122-136
12.6"X19.2"S/13"X19"S	ON	OFF	OFF	OFF	ON	2.15±0.03	107-121
A4L	ON	OFF	ON	OFF	OFF	1.52±0.03	77-91
A3S	ON	OFF	ON	ON	OFF	1.21±0.03	61-76
B5L/7.25"X10.5"L	ON	ON	OFF	OFF	ON	0.91±0.03	46-60
8KS(GCO)	ON	ON	OFF	ON	OFF	0.60±0.03	31-45
B4S	ON	ON	OFF	ON	ON		
8.5"X11"L	ON	ON	ON	OFF	OFF	0.30±0.03	16-30
16KL(GCO)	ON	ON	ON	OFF	ON		
11"X17"S	ON	ON	ON	ON	ON	0.00±0.03	0-15

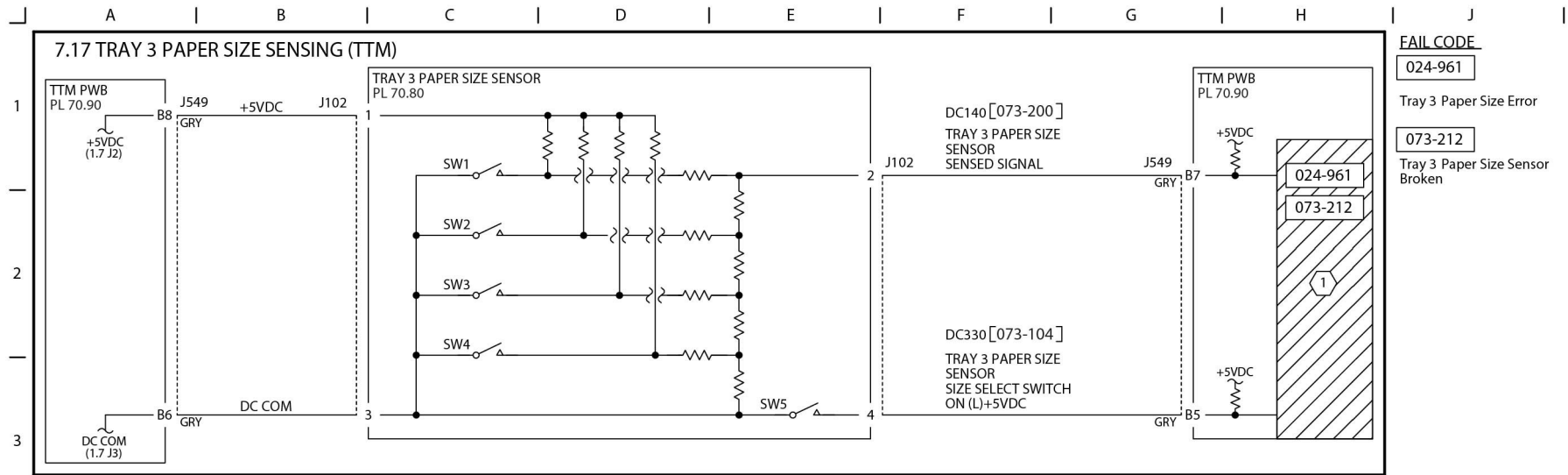
ELECTRICAL COMPONENTS



TY-1-0179-A

Figure 57 BSD 7.16

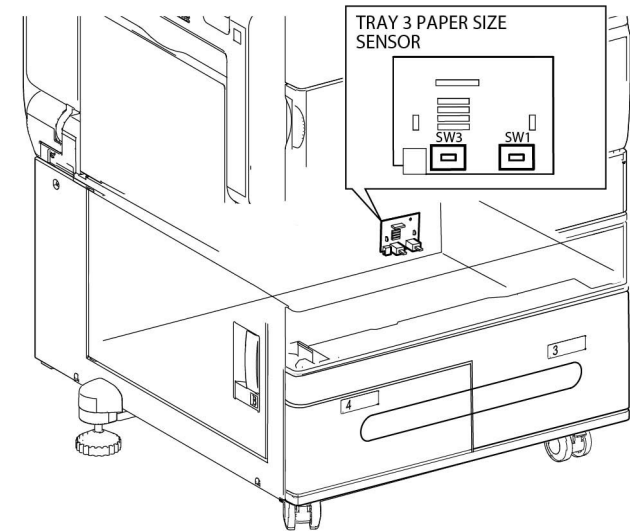
BSD 7.17 Tray 3 Paper Size Sensing (TTM)



NOTE: 1 Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

ELECTRICAL COMPONENTS

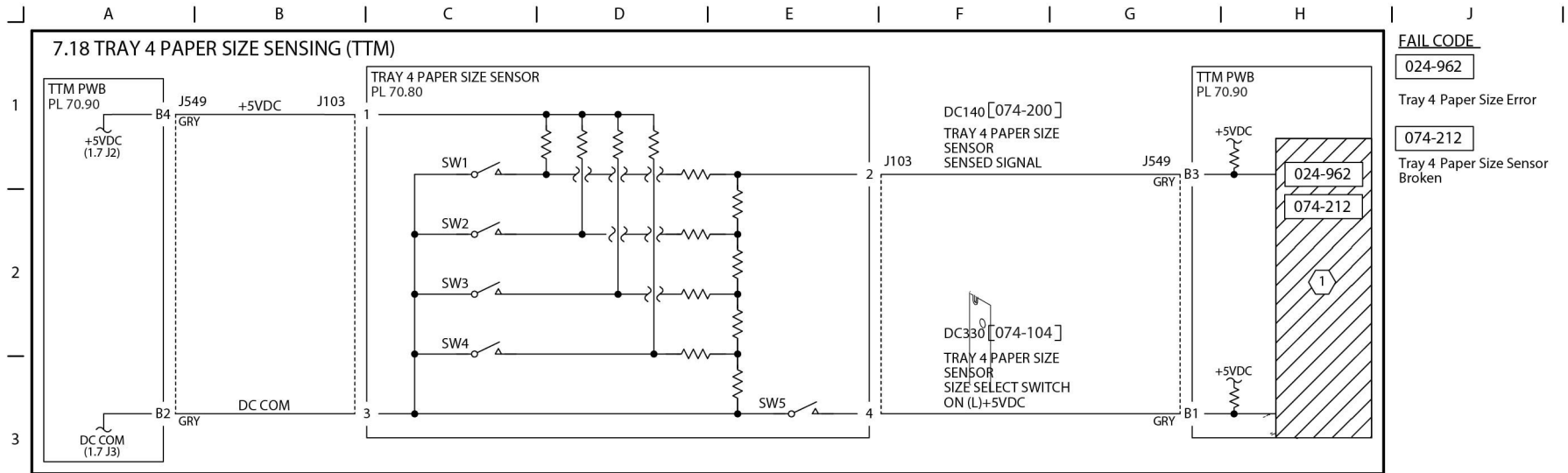
Paper Size	SW1	SW3	Voltage (V) (J549-B7)	AD Value DC140[073-200]
No Tray	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	ON	4.01±0.03	199-214
B5S	OFF	ON	3.69±0.03	184-198
8.5"X13"S	OFF	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	OFF		
A4S	OFF	ON	2.75±0.03	137-152
8.5"X11"S	OFF	ON		
8"X10"S	OFF	ON	2.44±0.03	122-136
12.6"X19.2"S/13"X19"S	ON	OFF	2.15±0.03	107-121
A4L	ON	ON	1.52±0.03	77-91
A3S	ON	ON	1.21±0.03	61-76
B5L/7.25"X10.5"L	ON	OFF	0.91±0.03	46-60
8KS(GCO)	ON	OFF	0.60±0.03	31-45
B4S	ON	OFF		
8.5"X11"L	ON	ON	0.30±0.03	16-30
16KL(GCO)	ON	ON		
11"X17"S	ON	ON	0.00±0.03	0-15



TY-1-0180-A

Figure 58 BSD 7.17

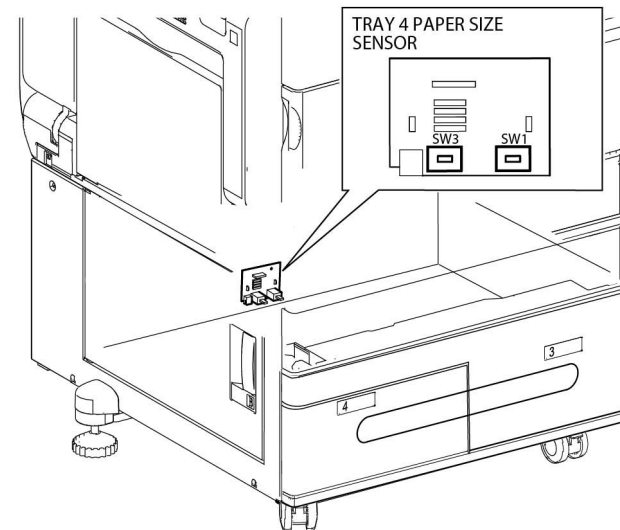
BSD 7.18 Tray 4 Paper Size Sensing (TTM)



NOTE: 1 Paper size is sensed by voltage corresponding to combined resistance of Paper Size Sensor and SW5 On/Off. The table below shows the relation between paper size and combination of Switch ON/OFF pattern, voltage and AD value. (Any combination other than the ones below results in an undetermined size.)

Paper Size	SW1	SW3	Voltage (V) (J549-B3)	AD Value DC140[074-200]
No Tray	OFF	OFF	4.66±0.03	237-247
A5S/5.5"X8.5"S	OFF	ON	4.01±0.03	199-214
B5S	OFF	ON	3.69±0.03	184-198
8.5"X13"S	OFF	OFF	3.07±0.03	153-167
8.5"X14"S	OFF	OFF	3.07±0.03	153-167
A4S	OFF	ON	2.75±0.03	137-152
8.5"X11"S	OFF	ON	2.75±0.03	137-152
8"X10"S	OFF	ON	2.44±0.03	122-136
12.6"X19.2"S/13"X19"S	ON	OFF	2.15±0.03	107-121
A4L	ON	ON	1.52±0.03	77-91
A3S	ON	ON	1.21±0.03	61-76
B5L/7.25"X10.5"L	ON	OFF	0.91±0.03	46-60
8KS(GCO)	ON	OFF	0.60±0.03	31-45
B4S	ON	OFF	0.60±0.03	31-45
8.5"X11"L	ON	ON	0.30±0.03	16-30
16KL(GCO)	ON	ON	0.30±0.03	16-30
11"X17"S	ON	ON	0.00±0.03	0-15

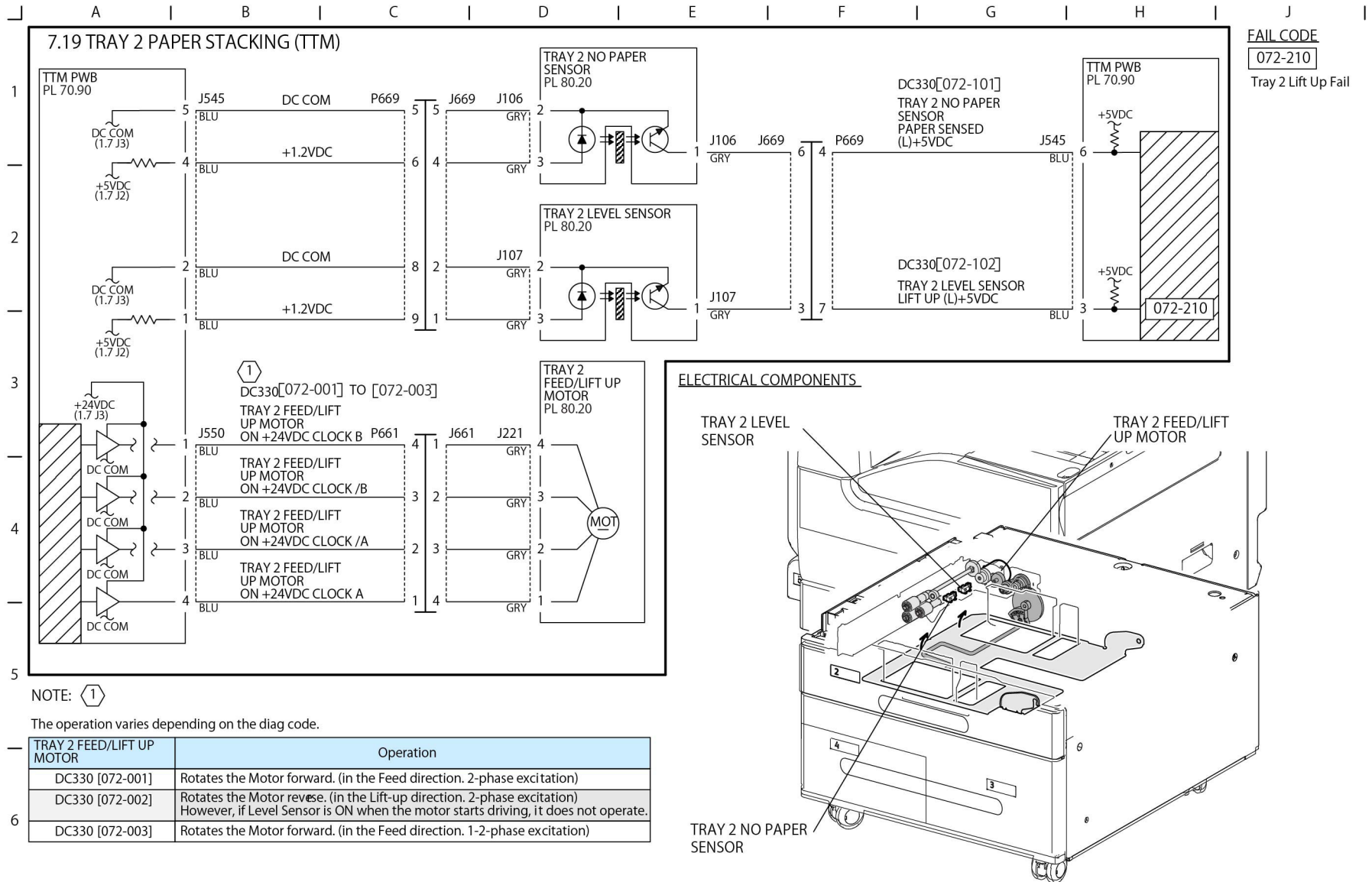
ELECTRICAL COMPONENTS



TY-1-0181-A

Figure 59 BSD 7.18

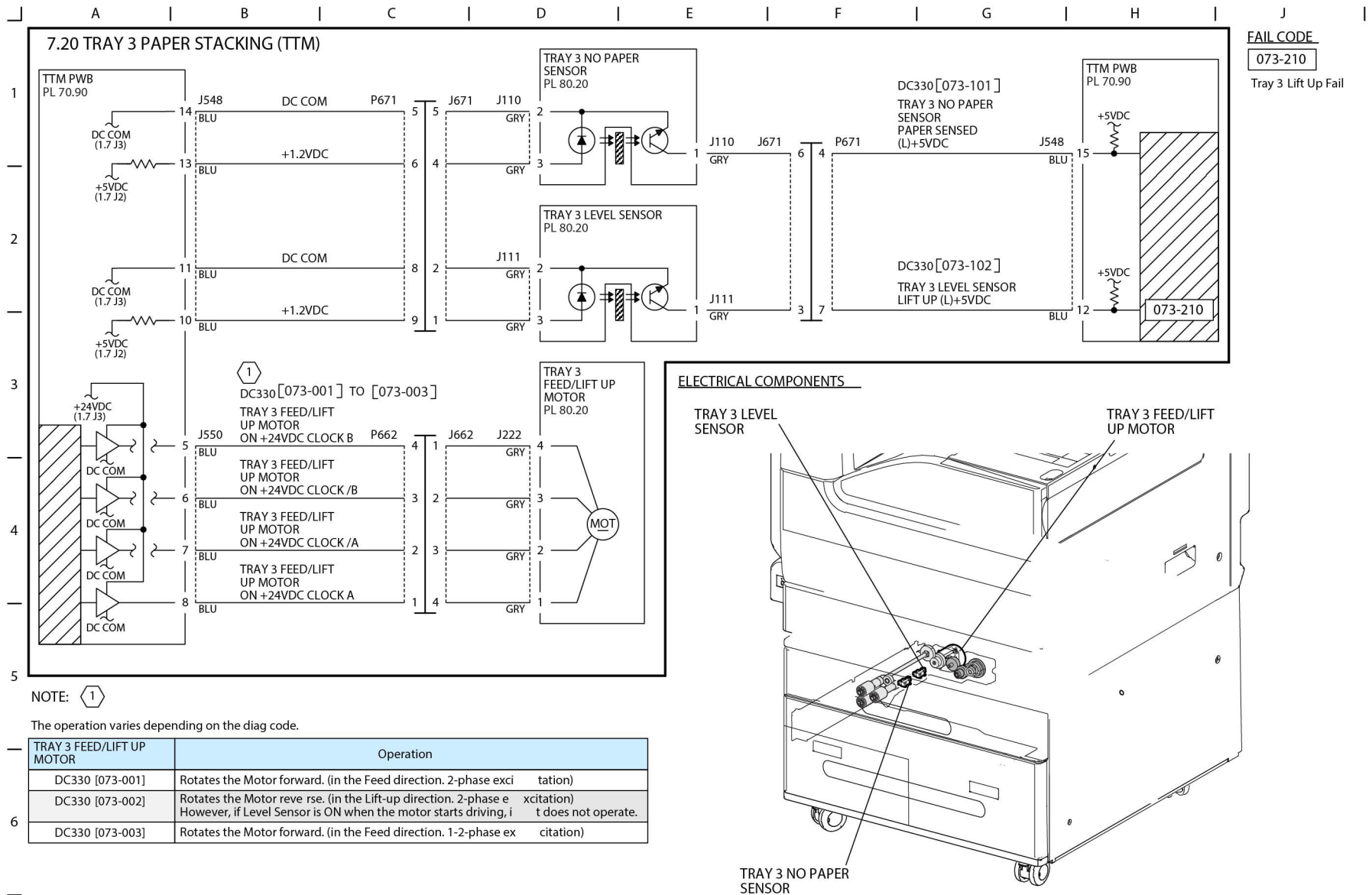
BSD 7.19 Tray 2 Paper Stacking (TTM)



TY-1-0182-A

Figure 60 BSD 7.19

BSD 7.20 Tray 3 Paper Stacking (TTM)



FAIL CODE
073-210
Tray 3 Lift Up Fail

NOTE: ①

The operation varies depending on the diag code.

TRAY 3 FEED/LIFT UP MOTOR	Operation
DC330 [073-001]	Rotates the Motor forward. (in the Feed direction. 2-phase excitation)
DC330 [073-002]	Rotates the Motor reverse. (in the Lift-up direction. 2-phase excitation) However, if Level Sensor is ON when the motor starts driving, it does not operate.
DC330 [073-003]	Rotates the Motor forward. (in the Feed direction. 1-2-phase excitation)

Figure 61 BSD 7.20

TY-1-0183-A

BSD 7.21 Tray 4 Paper Stacking (TTM)

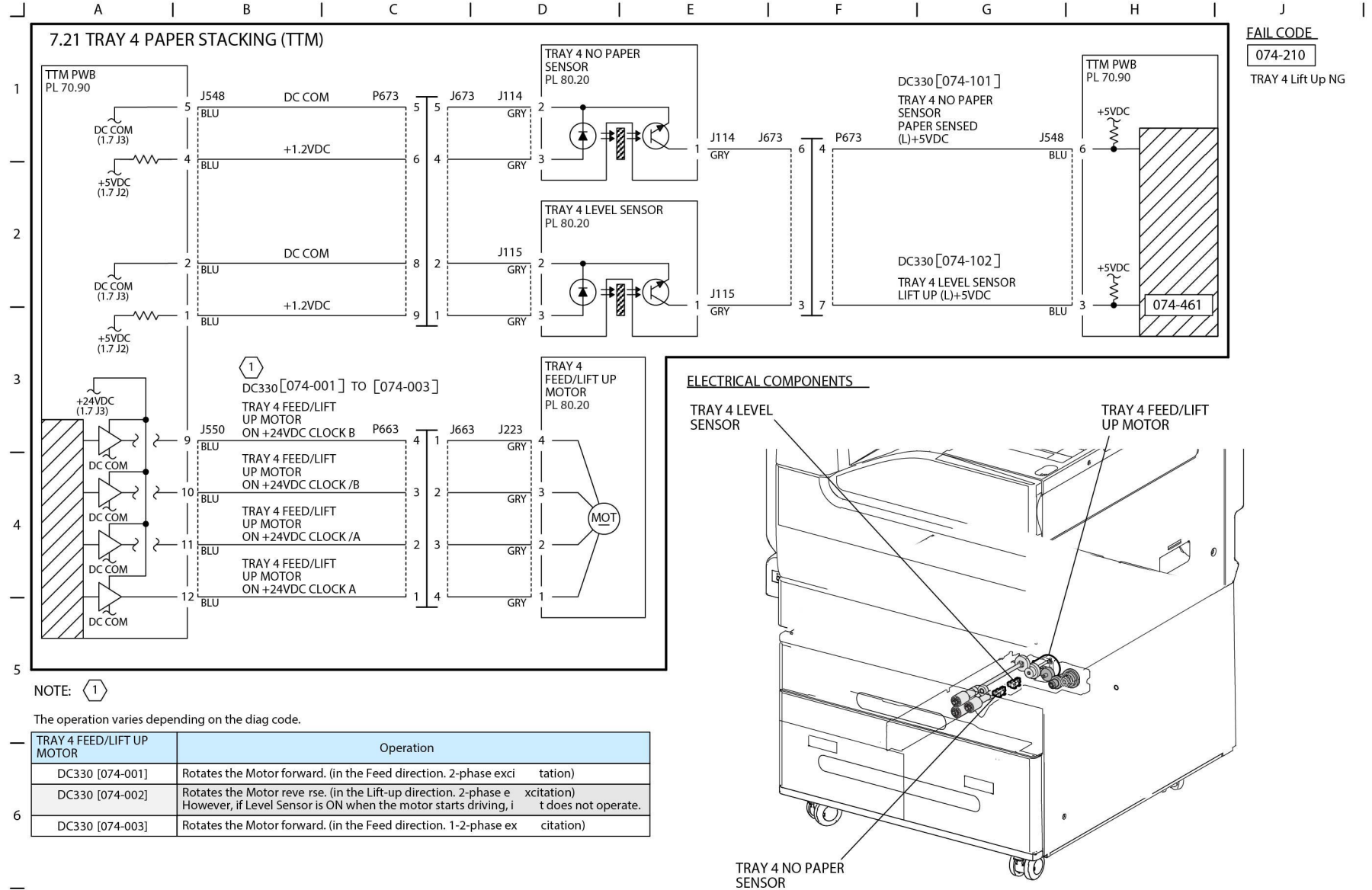
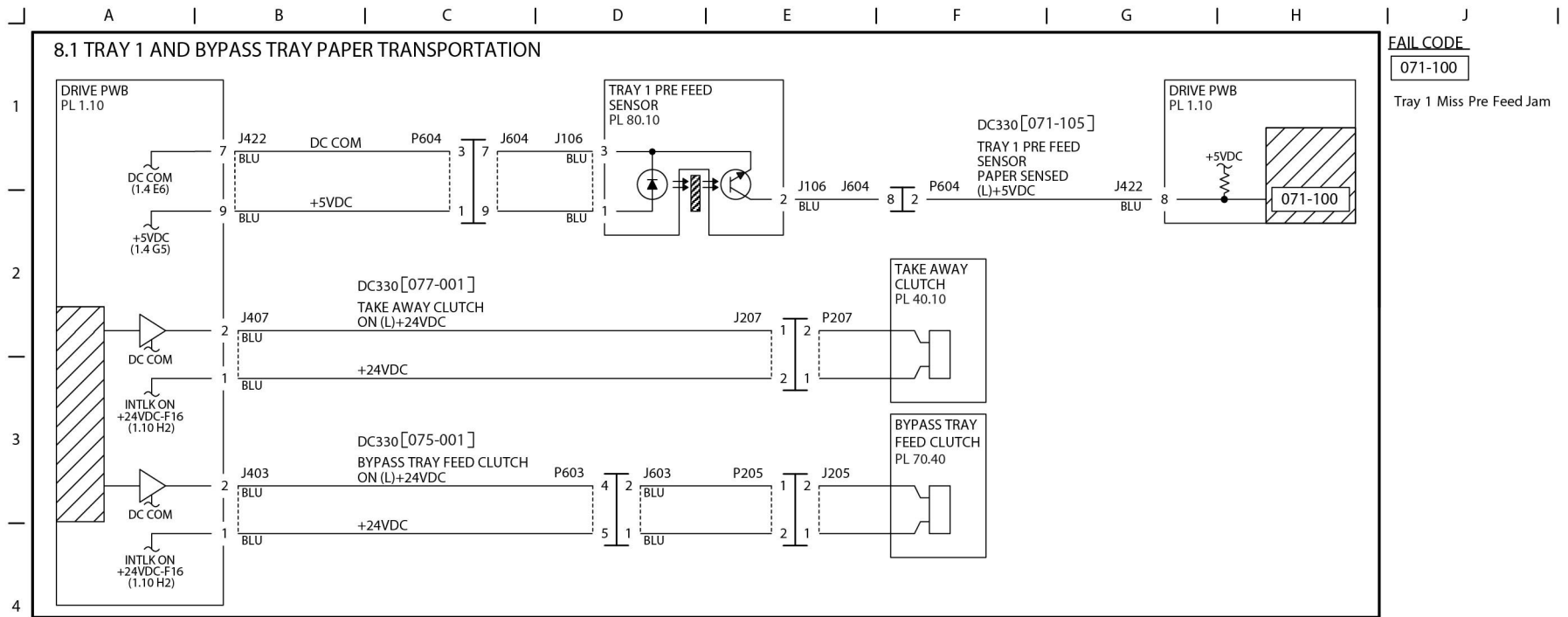
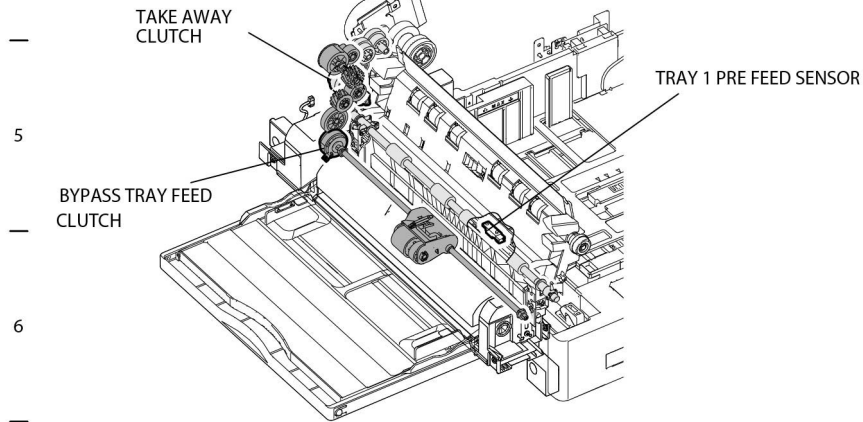


Figure 62 BSD 7.21

BSD 8.1 Tray 1 and Bypass Tray Paper Transportation



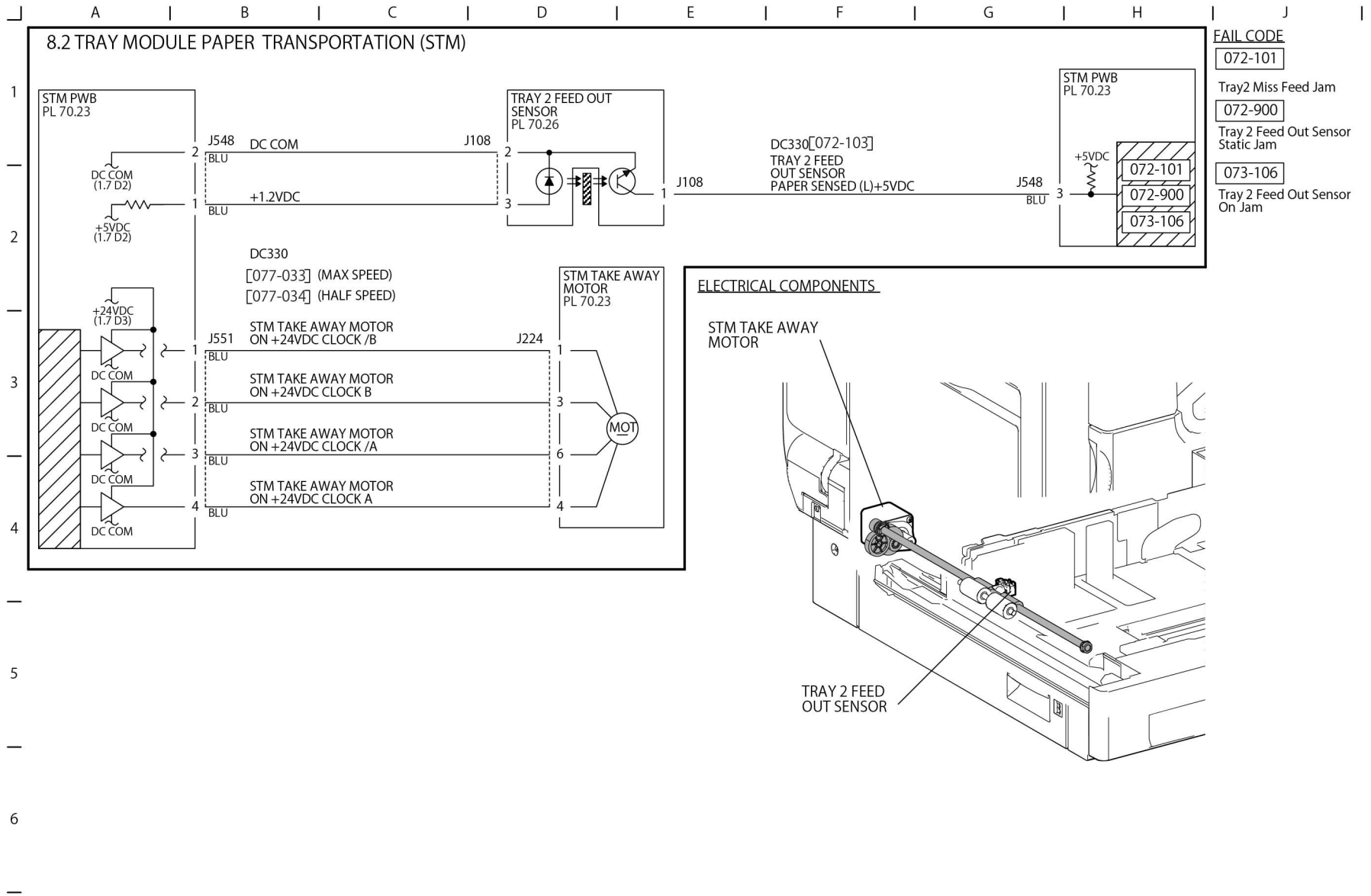
ELECTRICAL COMPONENTS



TY-1-0105-A

Figure 63 BSD 8.1

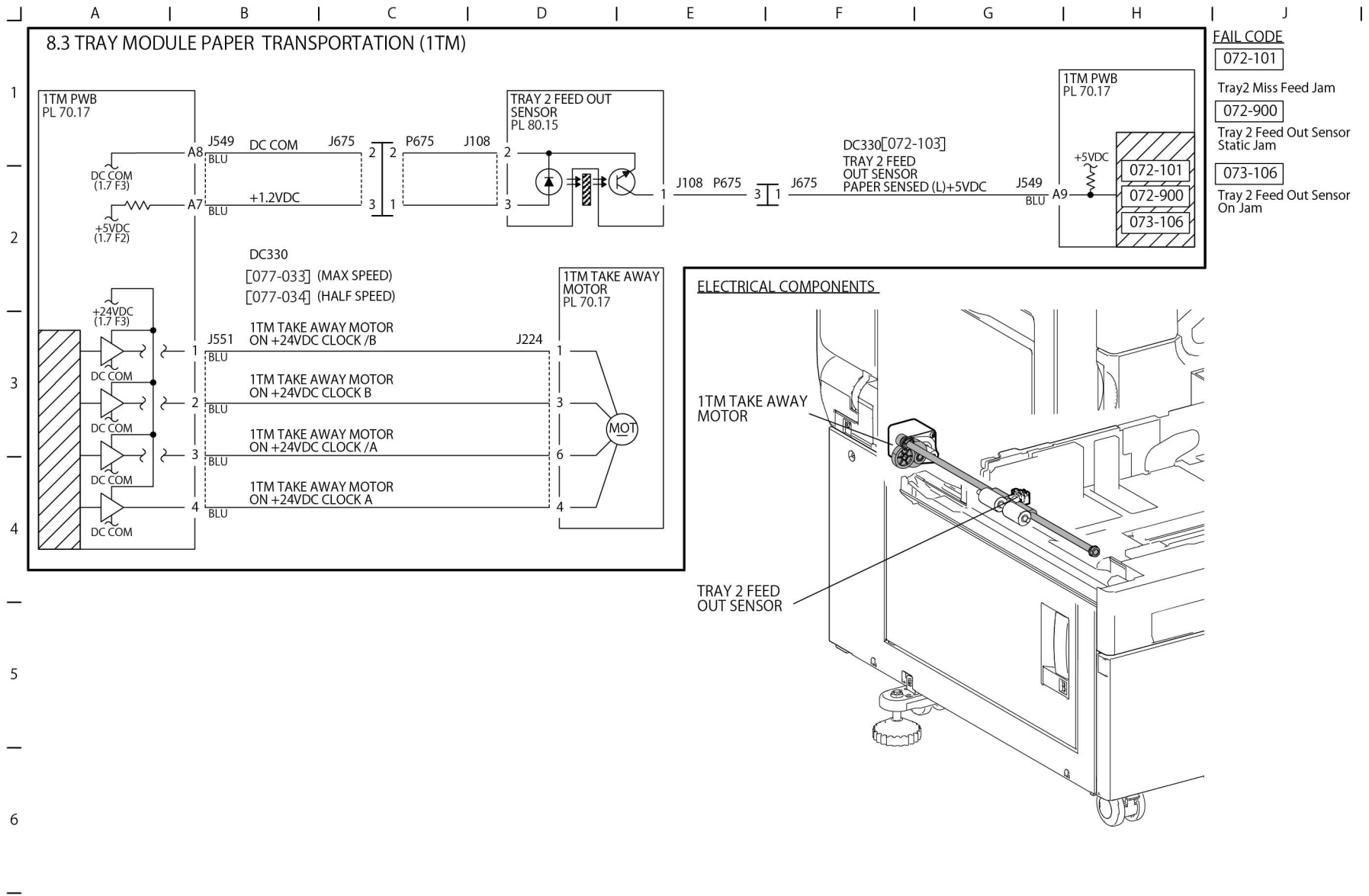
BSD 8.2 Tray Module Paper Transportation (STM)



TY-1-0106-A

Figure 64 BSD 8.2

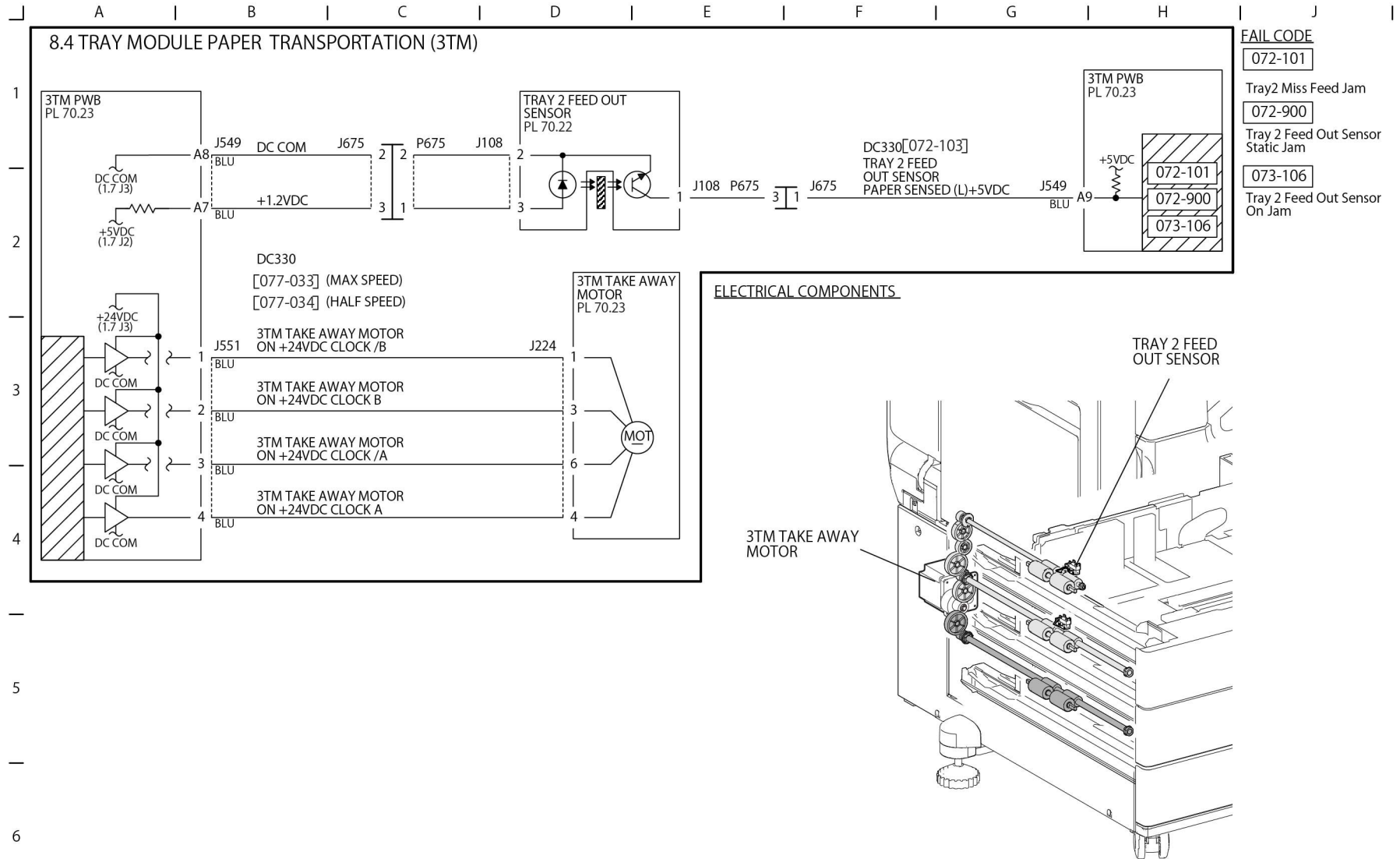
BSD 8.3 Tray Module Paper Transportation (1TM)



TY-1-0107-A

Figure 65 BSD 8.3

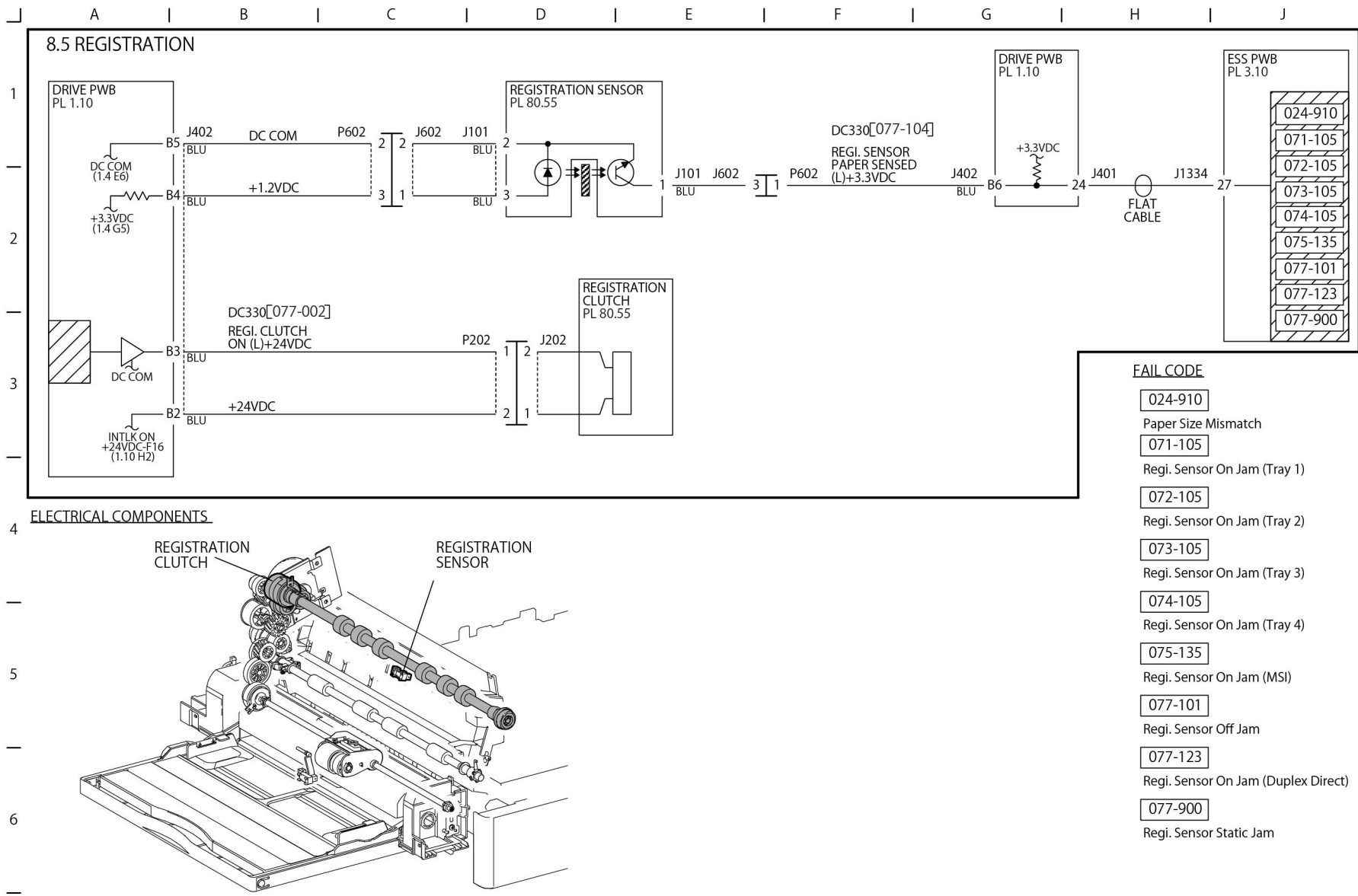
BSD 8.4 Tray Module Paper Transportation (3TM)



TY-1-0108-A

Figure 66 BSD 8.4

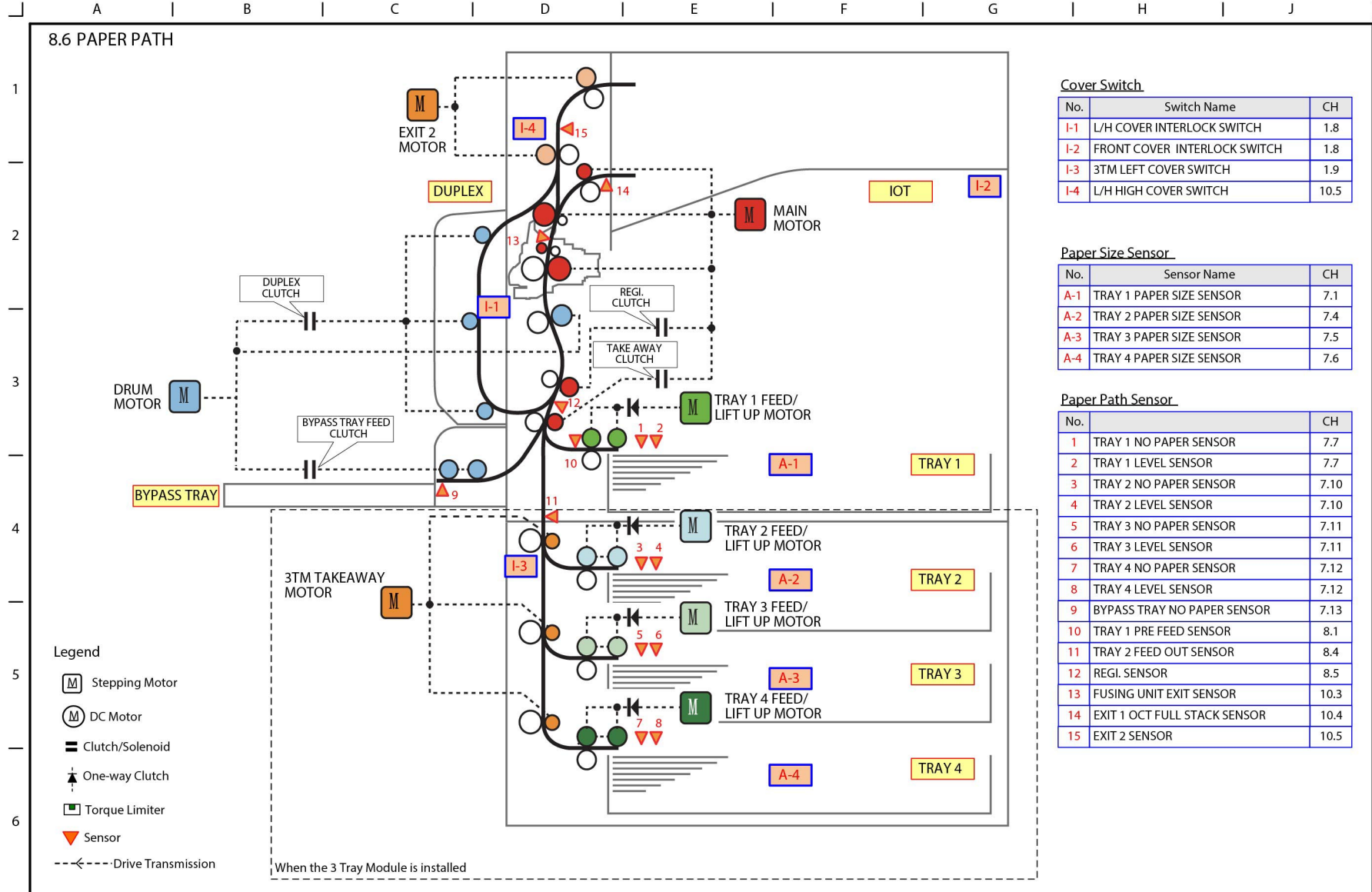
BSD 8.5 Registration



TY-1-0109-A

Figure 67 BSD 8.5

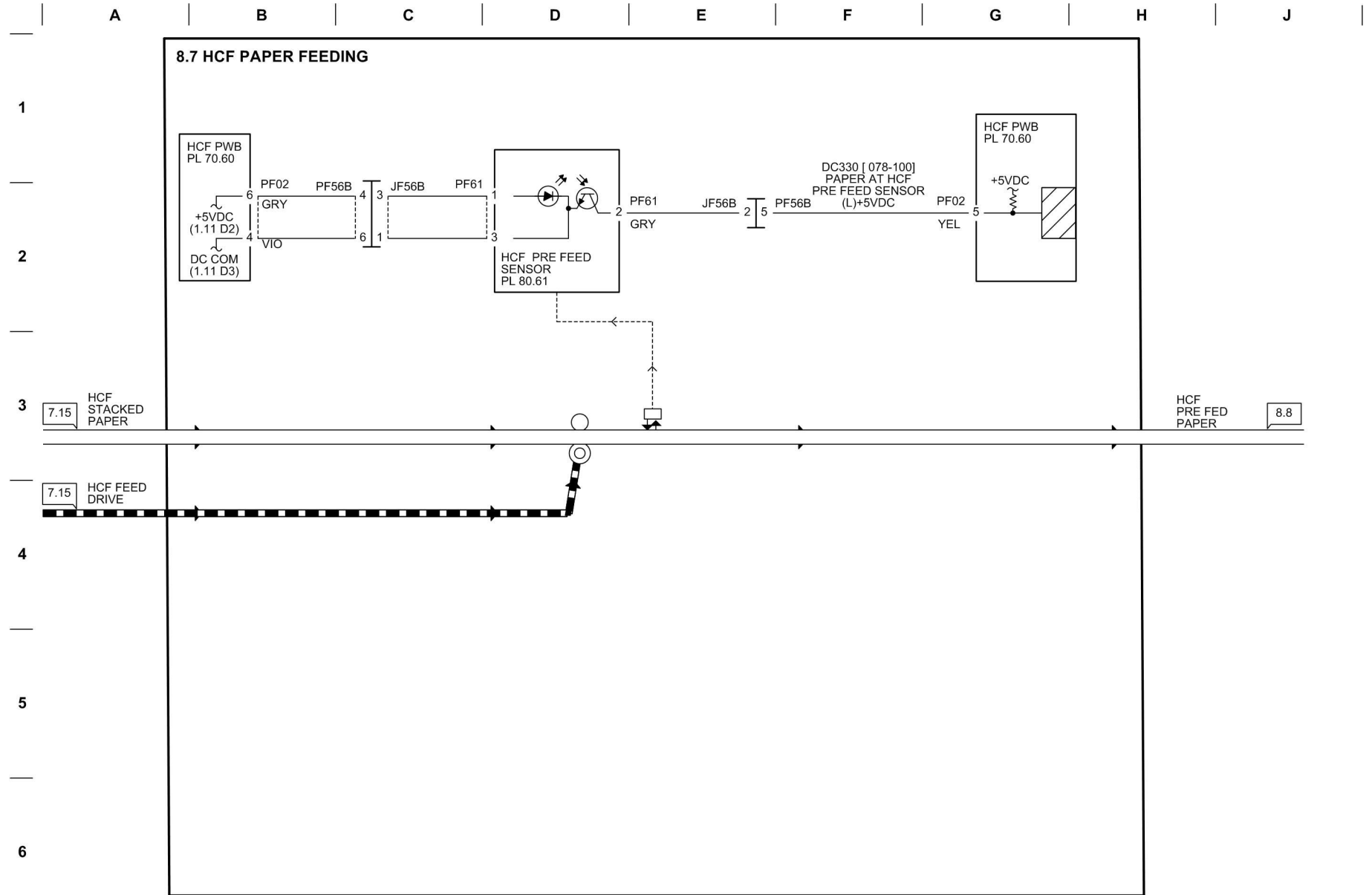
BSD 8.6 Paper Path



TY-1-0110-B

Figure 68 BSD 8.6

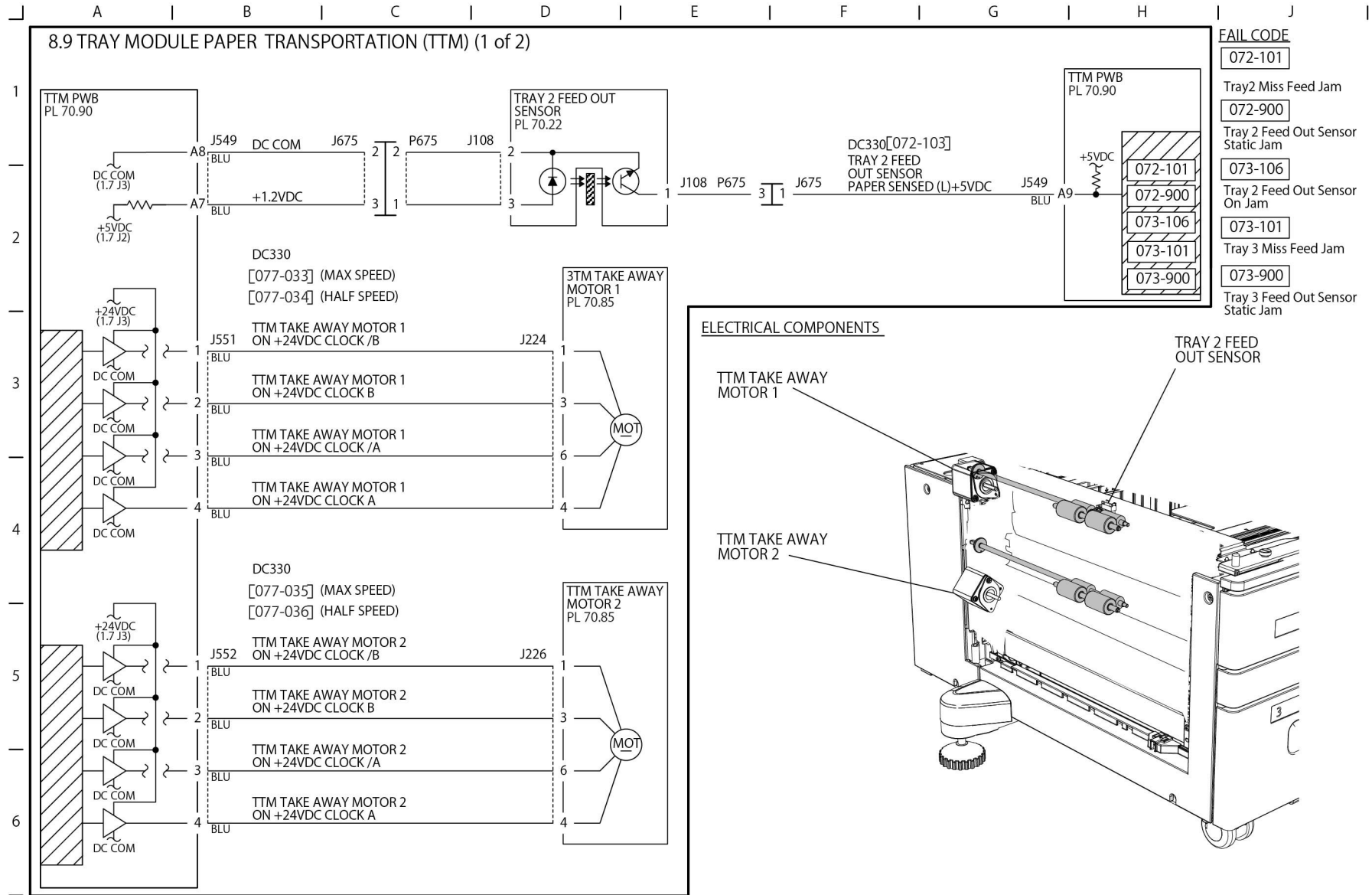
BSD 8.7 HCF Paper Feeding



TY-1-0171-A

Figure 69 BSD 8.7

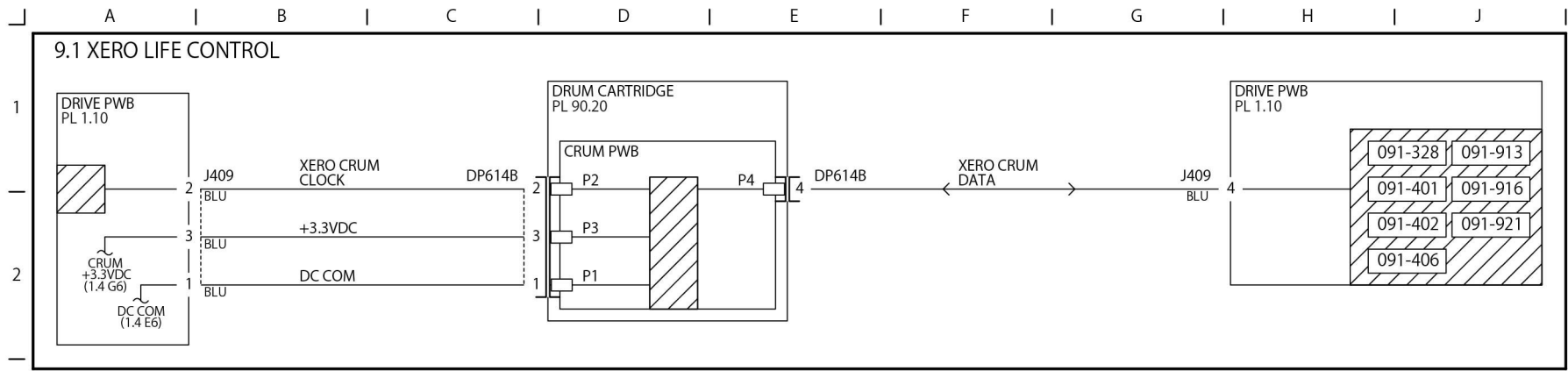
BSD 8.9 Tray Module Paper Transportation (TTM) (1 of 2)



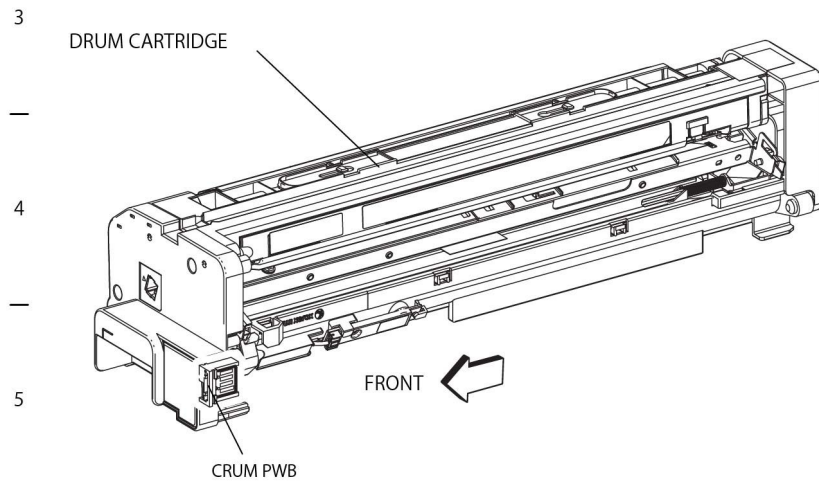
TY-1-0185-A

Figure 71 BSD 8.9

BSD 9.1 Xerographic Life Control



ELECTRICAL COMPONENTS



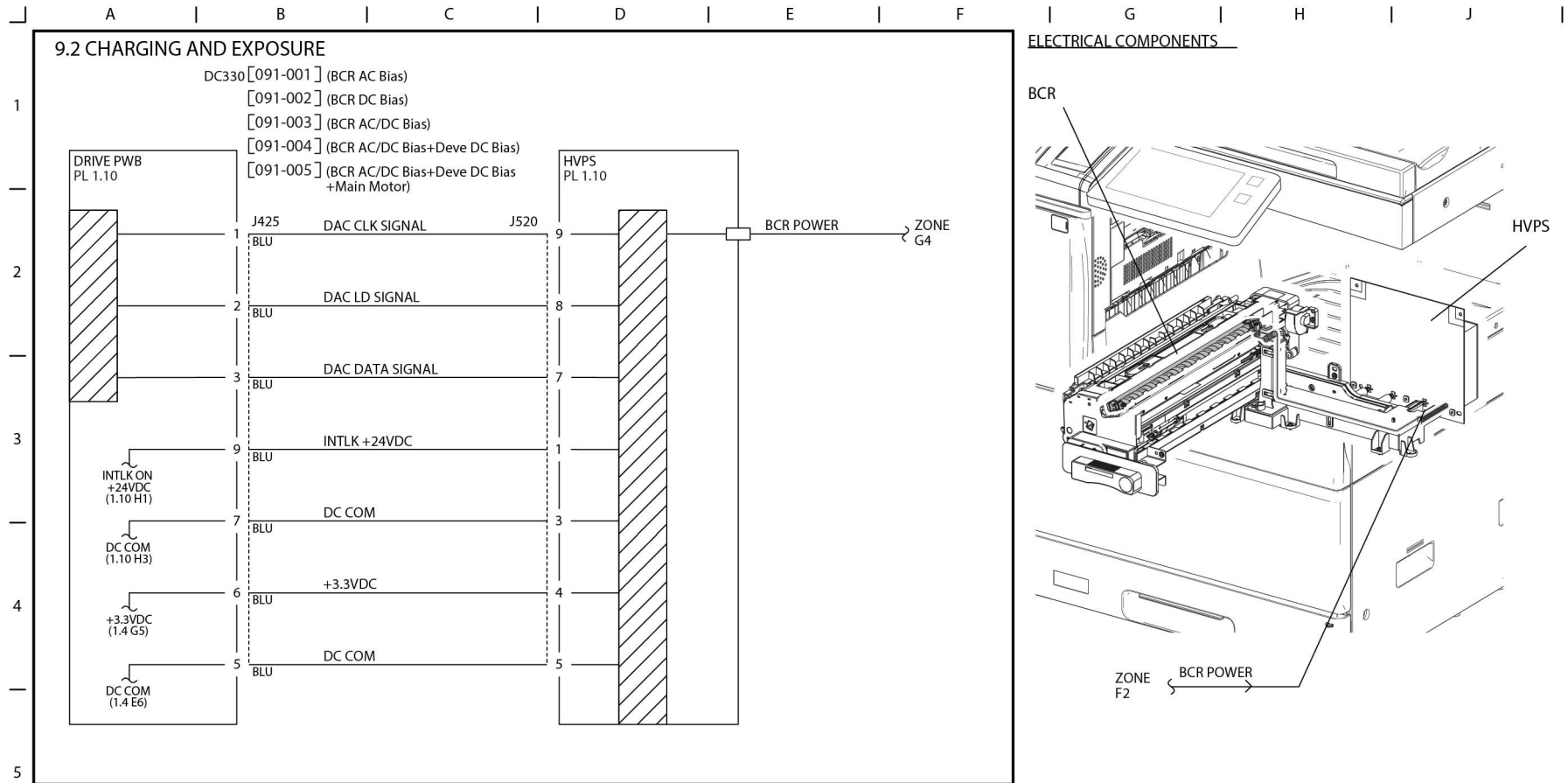
FAIL CODE

- 091-328
Drum CRUM Authentication IC Is Not Available
- 091-401
Drum Cartridge Near Life
- 091-402
Drum Cartridge Life Over
- 091-406
Drum Cartridge Pre Near Life
- 091-913
Drum Cartridge Life End
- 091-916
Drum CRUM Data Mismatch
- 091-921
Drum CRUM Not In Position

TY-1-0111-A

Figure 73 BSD 9.1

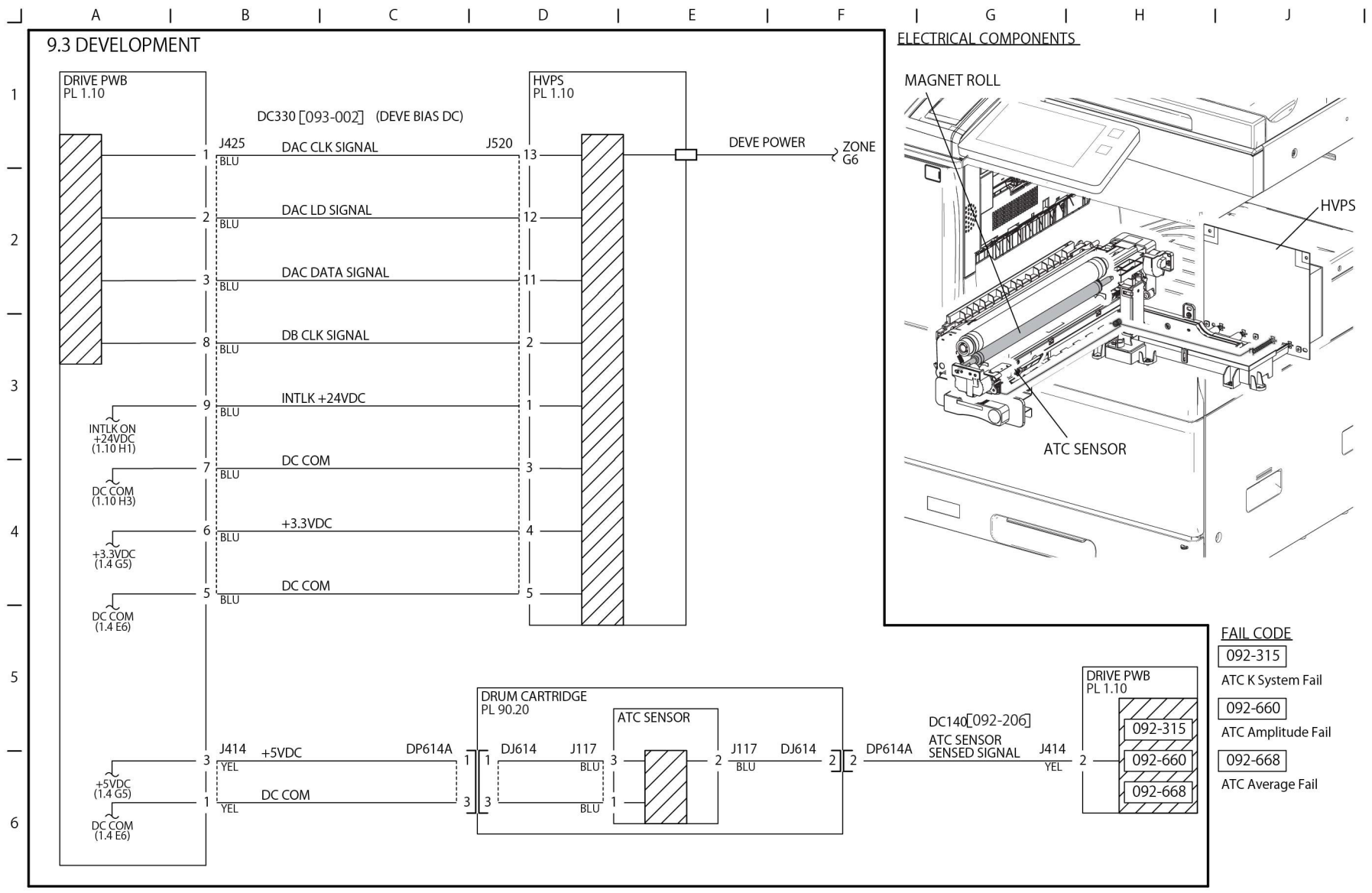
BSD 9.3 Charging and Exposure



TY-1-0112-A

Figure 74 BSD 9.3

BSD 9.4 Development



TY-1-0113-A

Figure 75 BSD 9.4

BSD 9.6 Toner Cartridge Life Control

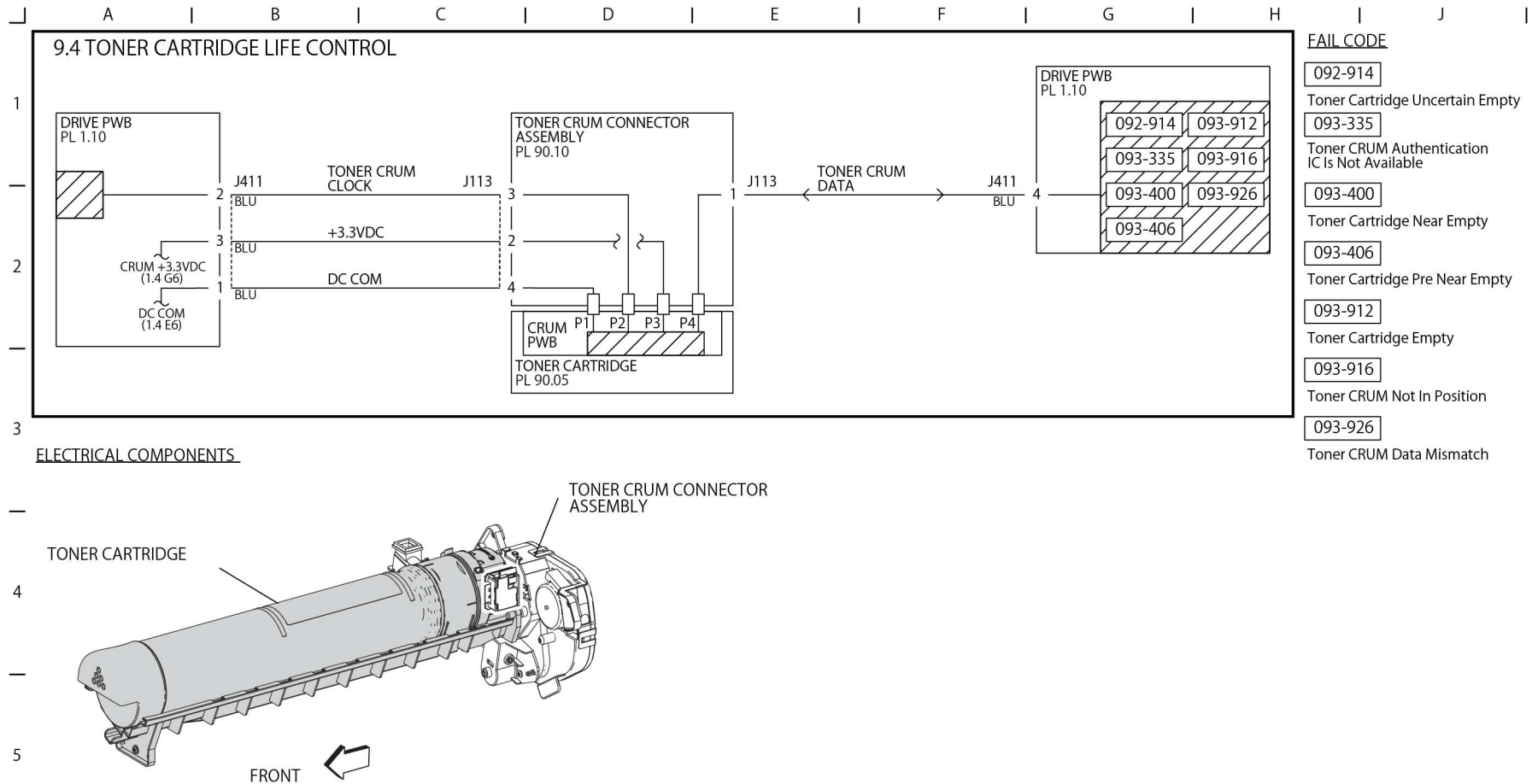
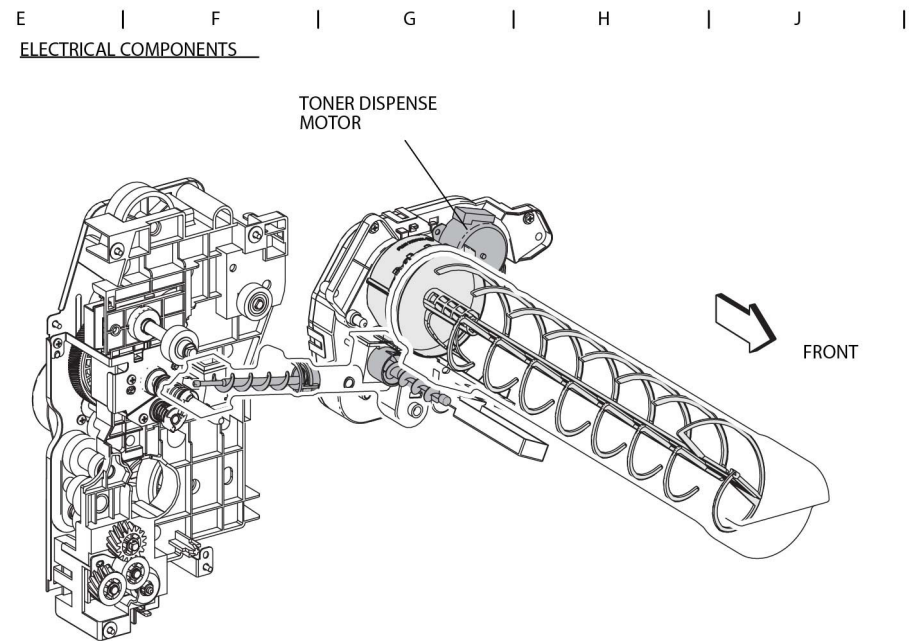
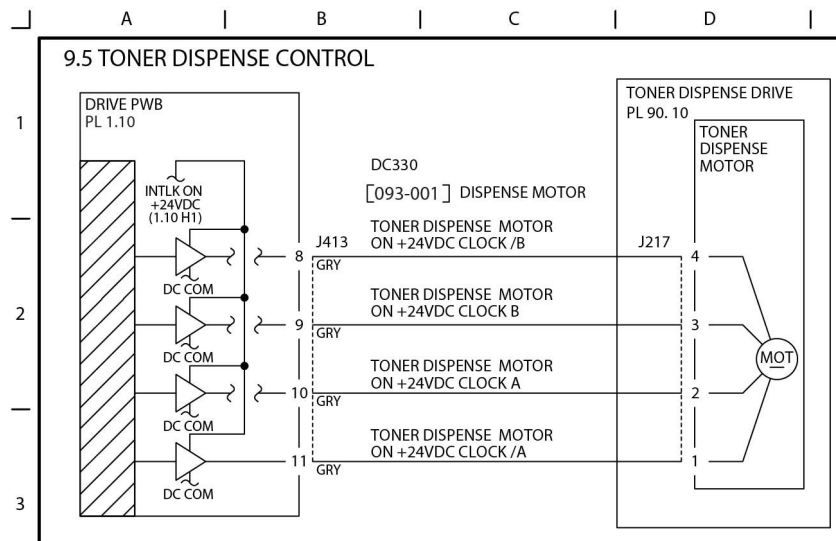


Figure 76 BSD 9.6

TY-1-0114-A

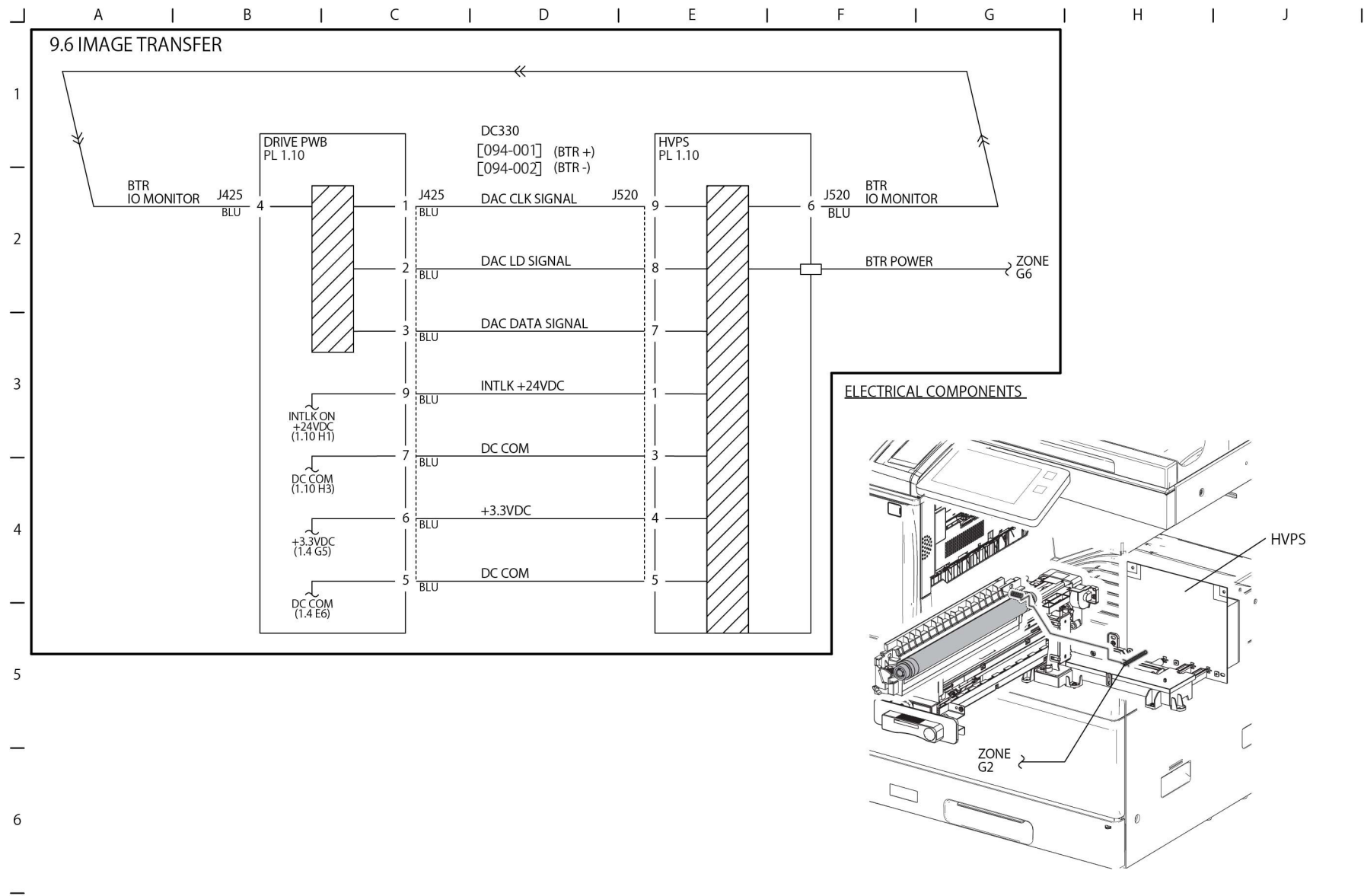
BSD 9.8 Toner Dispense Control



TY-1-0115-A

Figure 77 BSD 9.8

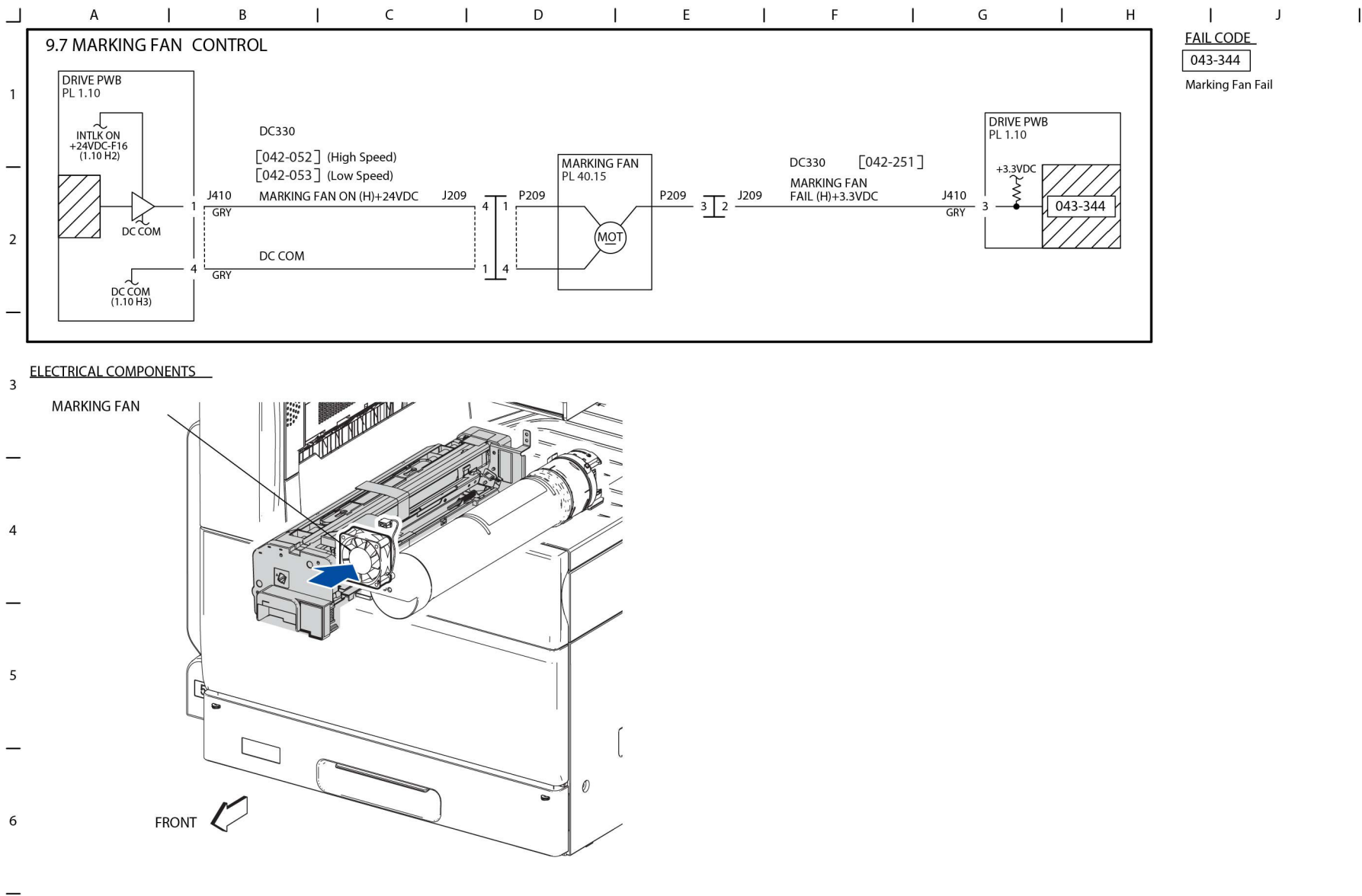
BSD 9.11 Image Transfer



TY-1-0116-A

Figure 78 BSD 9.11

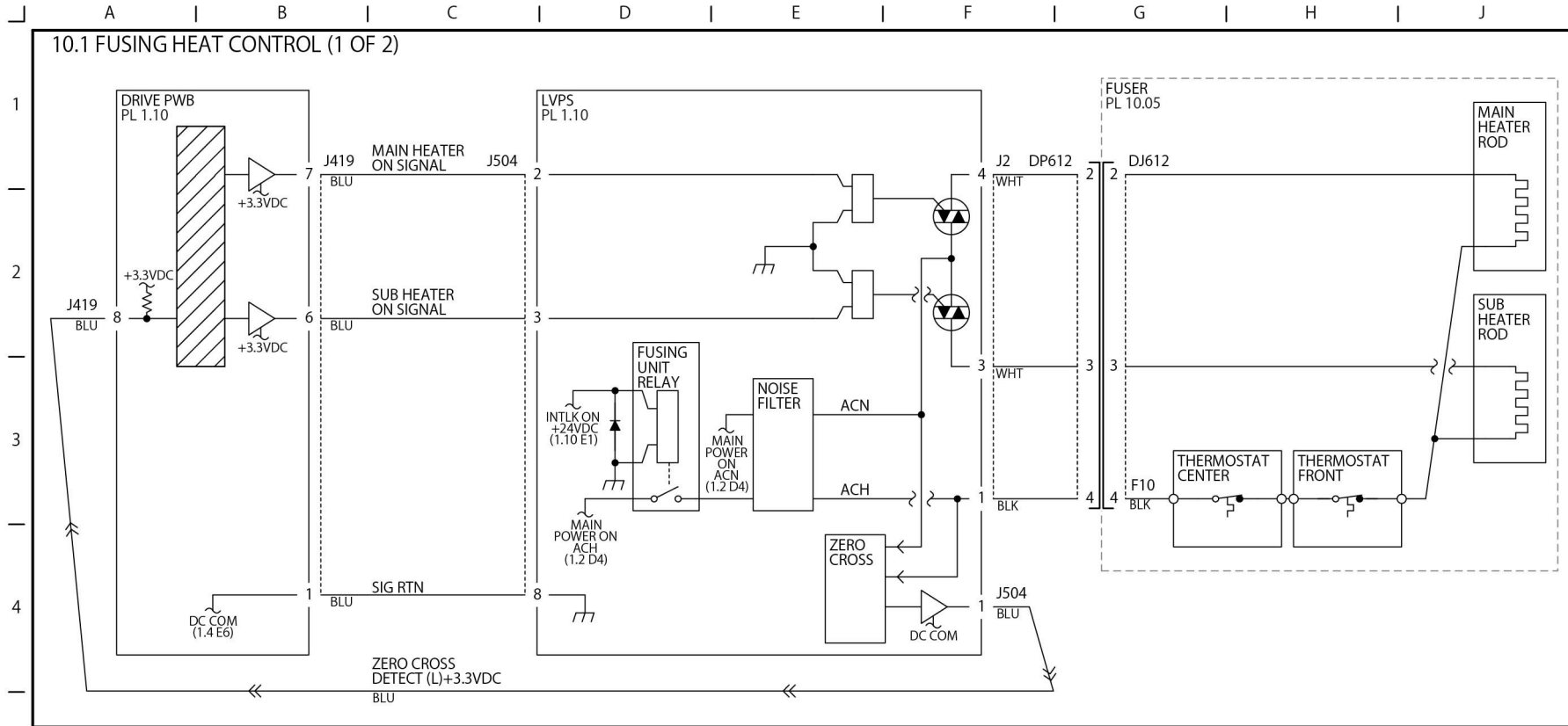
BSD 9.14 Marking Fan Control



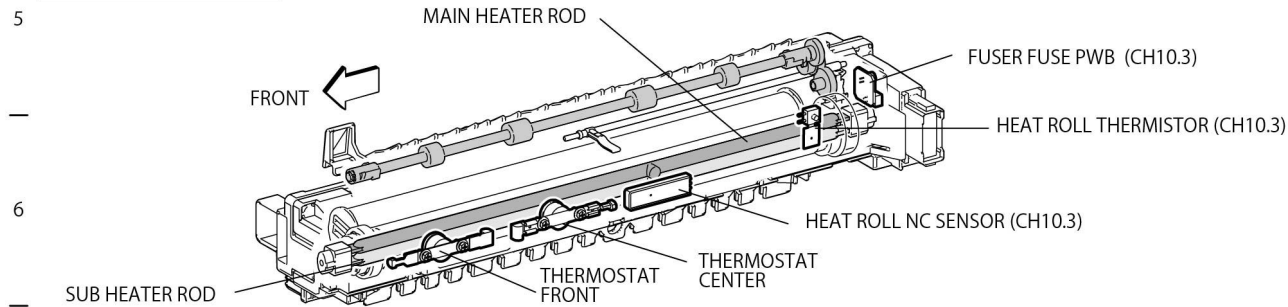
TY-1-0117-A

Figure 79 BSD 9.14

BSD 10.2 Fusing Heat Control (1 of 2)



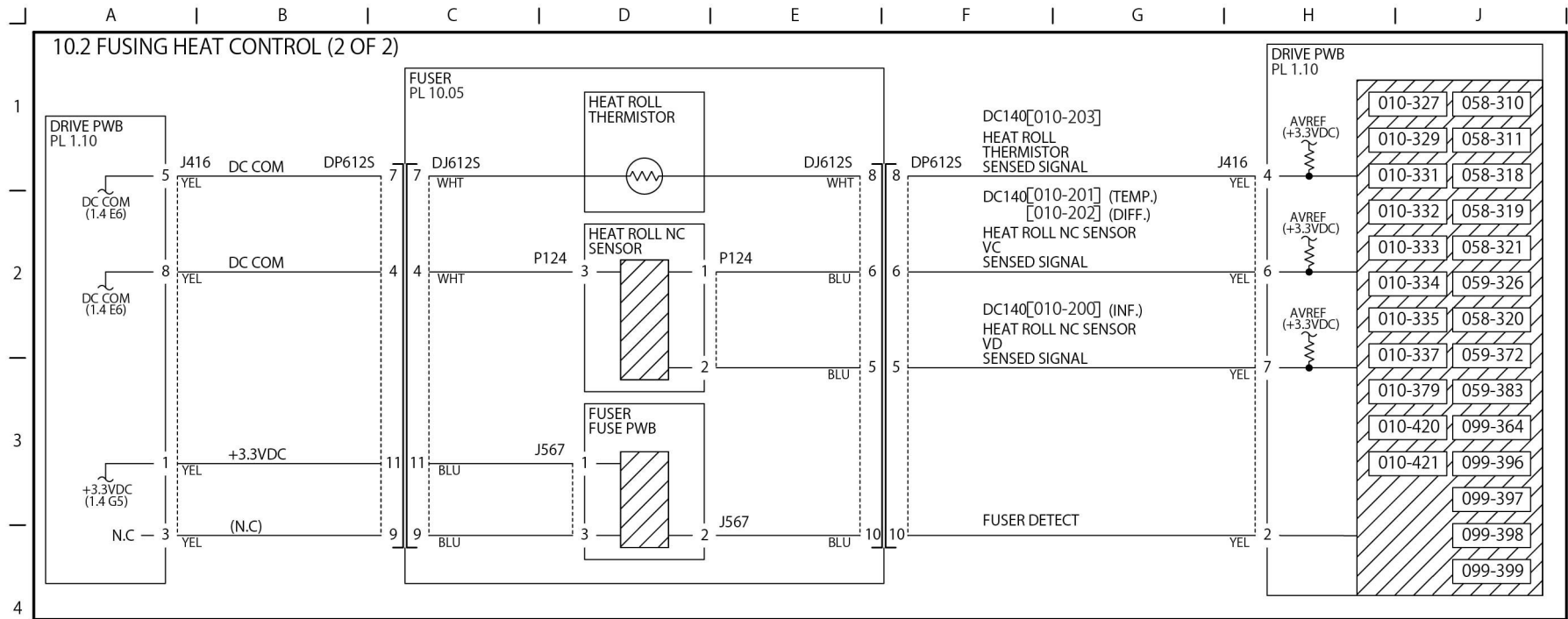
ELECTRICAL COMPONENTS



TY-1-0118-A

Figure 80 BSD 10.2

BSD 10.3 Fusing Heat Control (2 of 2)



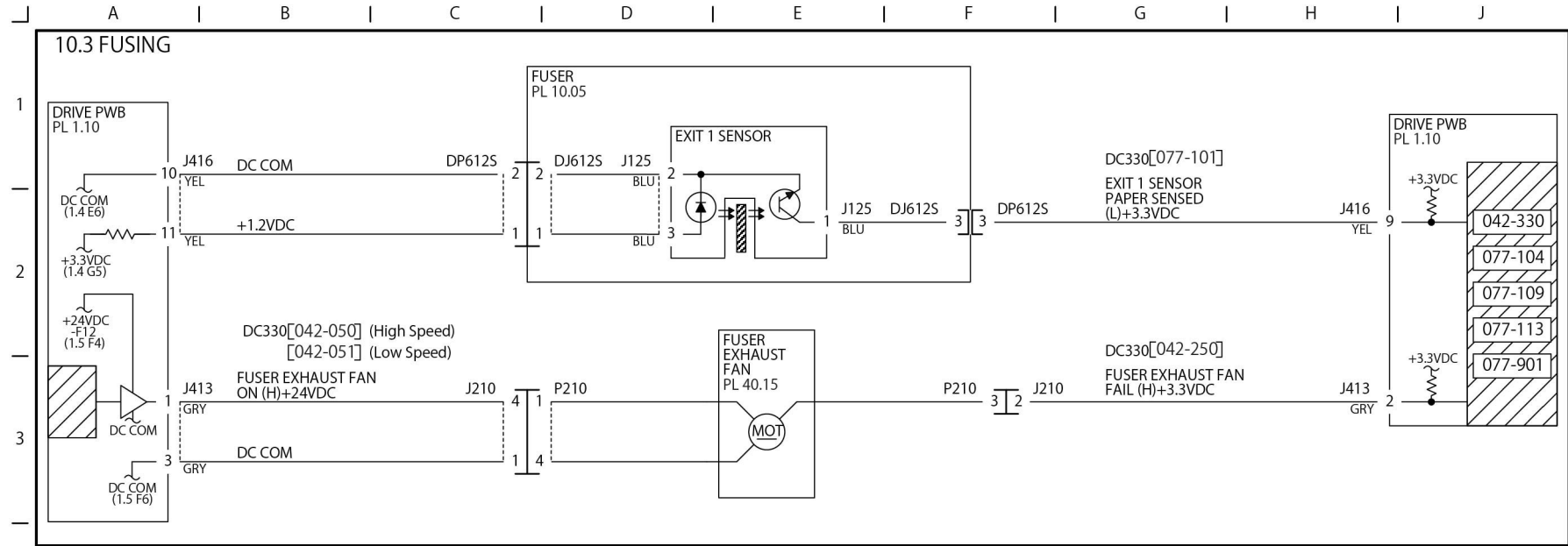
FAIL CODE

010-327	010-334	010-421	058-320	099-364
Fusing On Time Fail	Heat Roll NC Sensor Broken Fail	Fuser Life Over Warning	Fusing Ep U4 Noheat Side Fail	Fusing Cold Not Ready Return Time Fail
010-329	010-335	058-310	058-321	099-396
Fuser Fuse Cut Fail	Heat Roll NC Sensor Range Fail	Fusing Ep U4 Notrdy Nc Fail	Fusing Ep U4 Slowheat Side Fail	Fusing Ep U4 Noheat Center Fail
010-331	010-337	058-311	059-326	099-397
Heat Roll STS Over Temperature Fail	Heat Roll Paper Winding Fail	Fusing Ep U4 Notrdy Sts Fail	Heat Roll STS Disconnection Fail	Fusing Ep U4 Slowheat Center Fail
010-332	010-379	058-318	059-372	099-398
Heat Roll NC Sensor Disconnection Fail	Fuser Hot Not Ready Return Time Fail	Fusing Ep U4 Fastheat Side Fail	Heat Roll NC Sensor Differential Amp Fail	Fusing Ep U4 Fastheat Center Fail
010-333	010-420	058-319	059-383	099-399
Heat Roll NC Sensor Over Temperature Fail	Fuser Near Life Warning	Fusing Ep U4 Lamp position Fail	Warm Up Time Fail	Fusing Ep U4 Under Side Fail

TY-1-0119-A

Figure 81 BSD 10.3

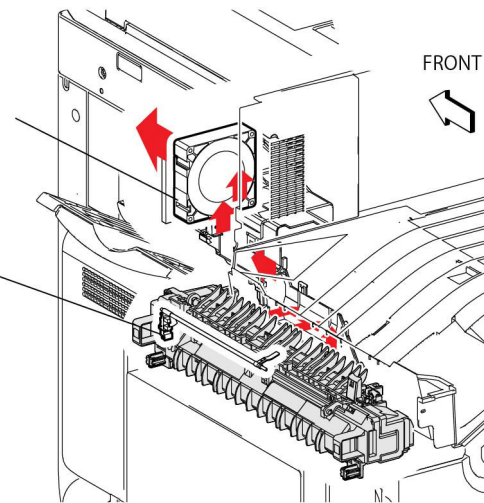
BSD 10.4 Fusing



ELECTRICAL COMPONENTS

FUSER EXHAUST FAN

EXIT 1 SENSOR



FAIL CODE

042-330

Fuser Exhaust Fan Fail

077-104

Fuser Exit Sensor Off Jam (Short)

077-109

Fuser Exit Sensor On Jam

077-113

Fuser Exit Sensor Off Jam (Long)

077-901

Fuser Exit Sensor Static Jam

TY-1-0120-A

Figure 82 BSD 10.4

BSD 10.5 Fused Paper Exit 1 OCT Control

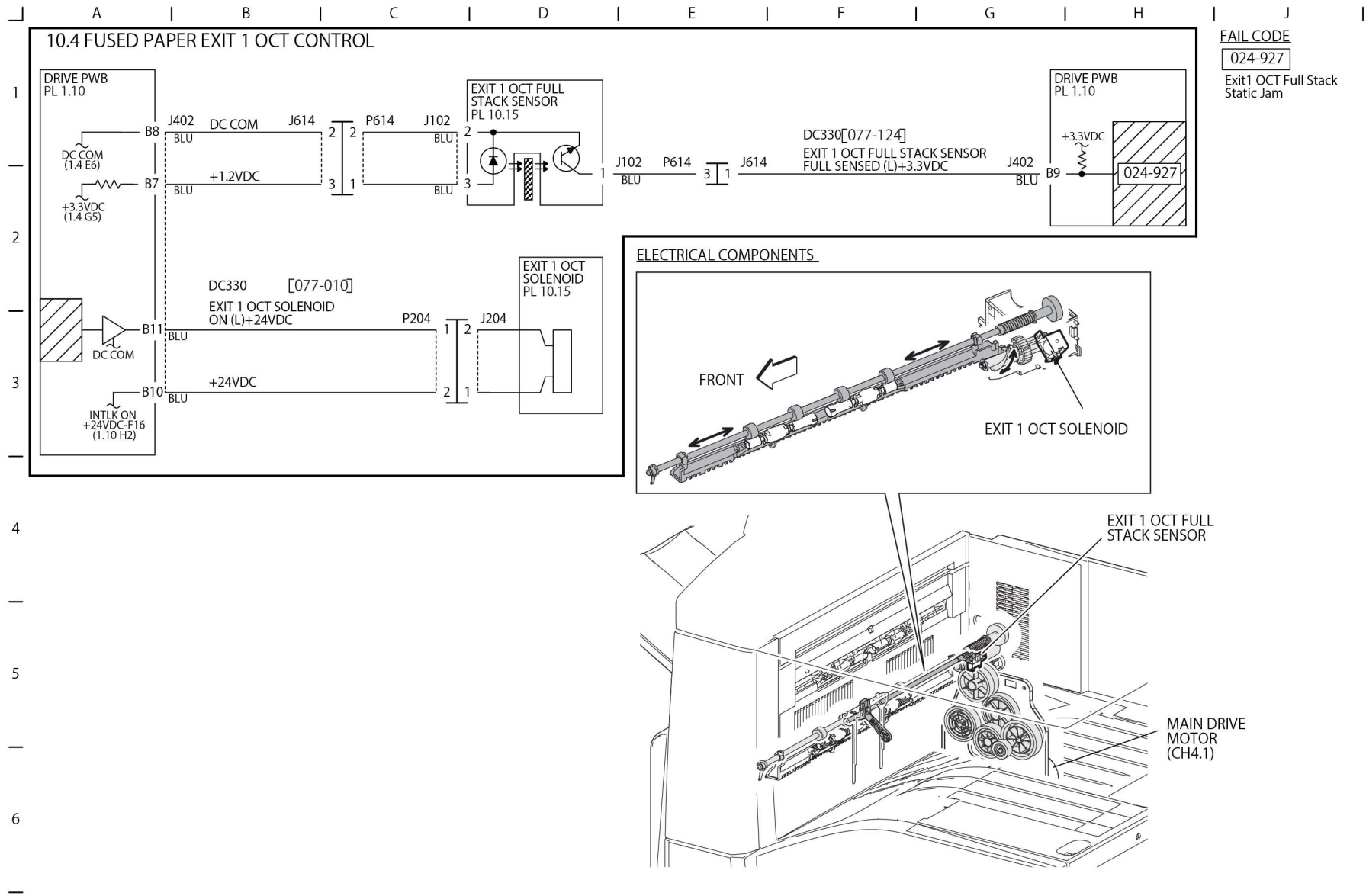


Figure 83 BSD 10.5

TY-1-0121-A

BSD 10.6 Fused Paper Exit 2

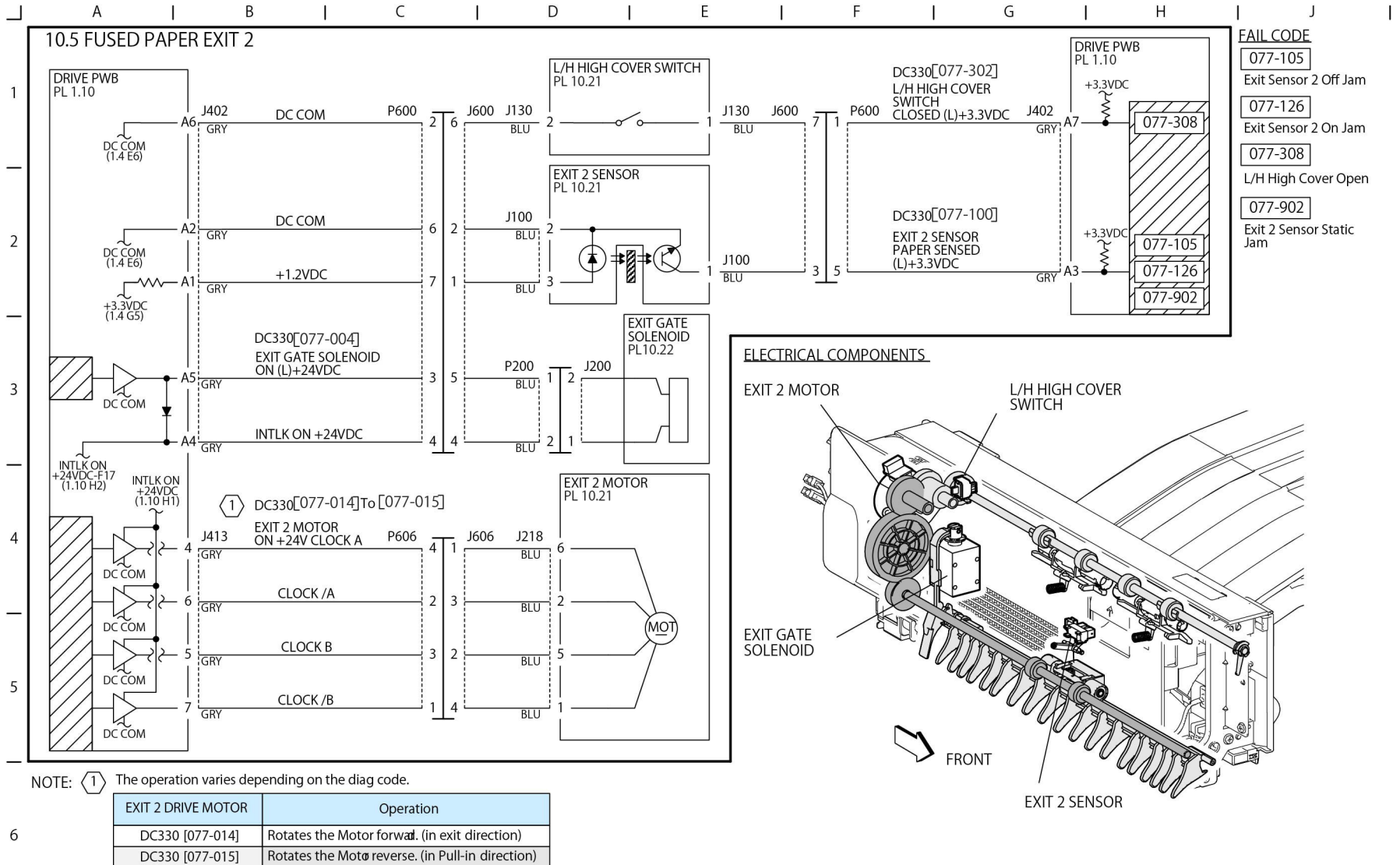
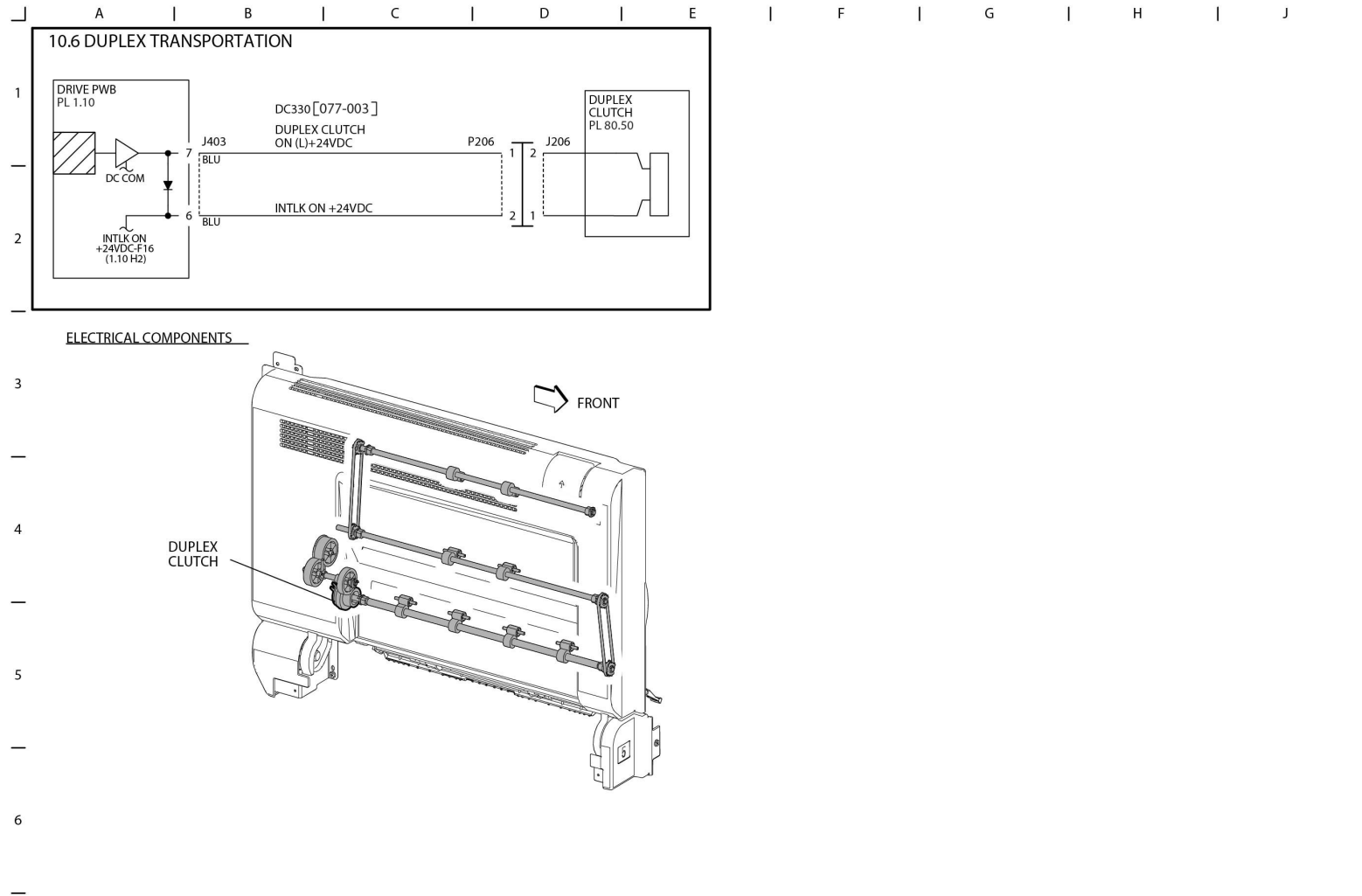


Figure 84 BSD 10.6

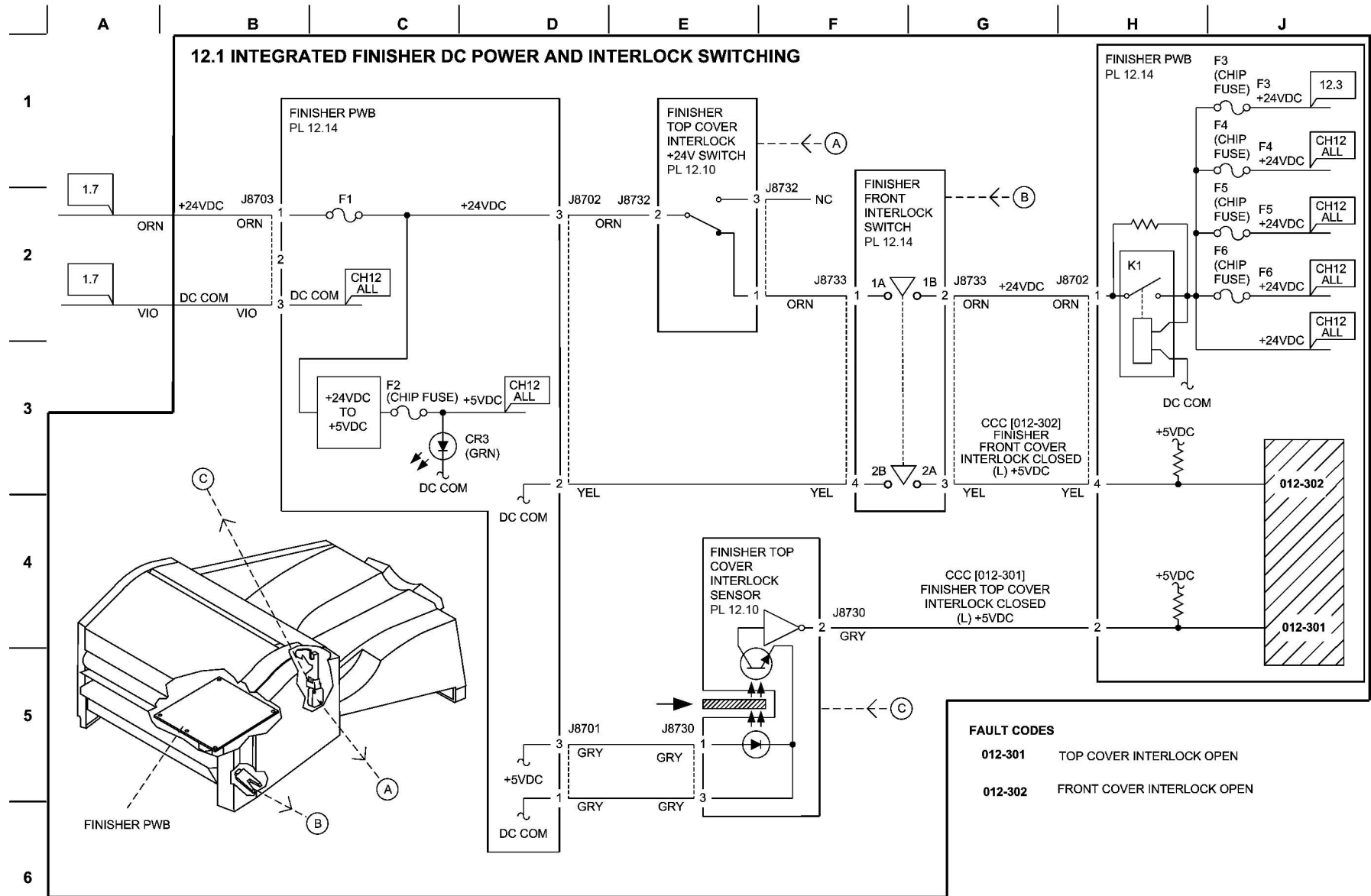
BSD 10.7 Duplex Transport



TY-1-0124-A

Figure 85 BSD 10.7

BSD 12.1 Integrated Office Finisher DC Power and Interlock Switching



TY-1-0125-A

Figure 86 BSD 12.1

BSD 12.2 IOT to Integrated Office Finisher Communication

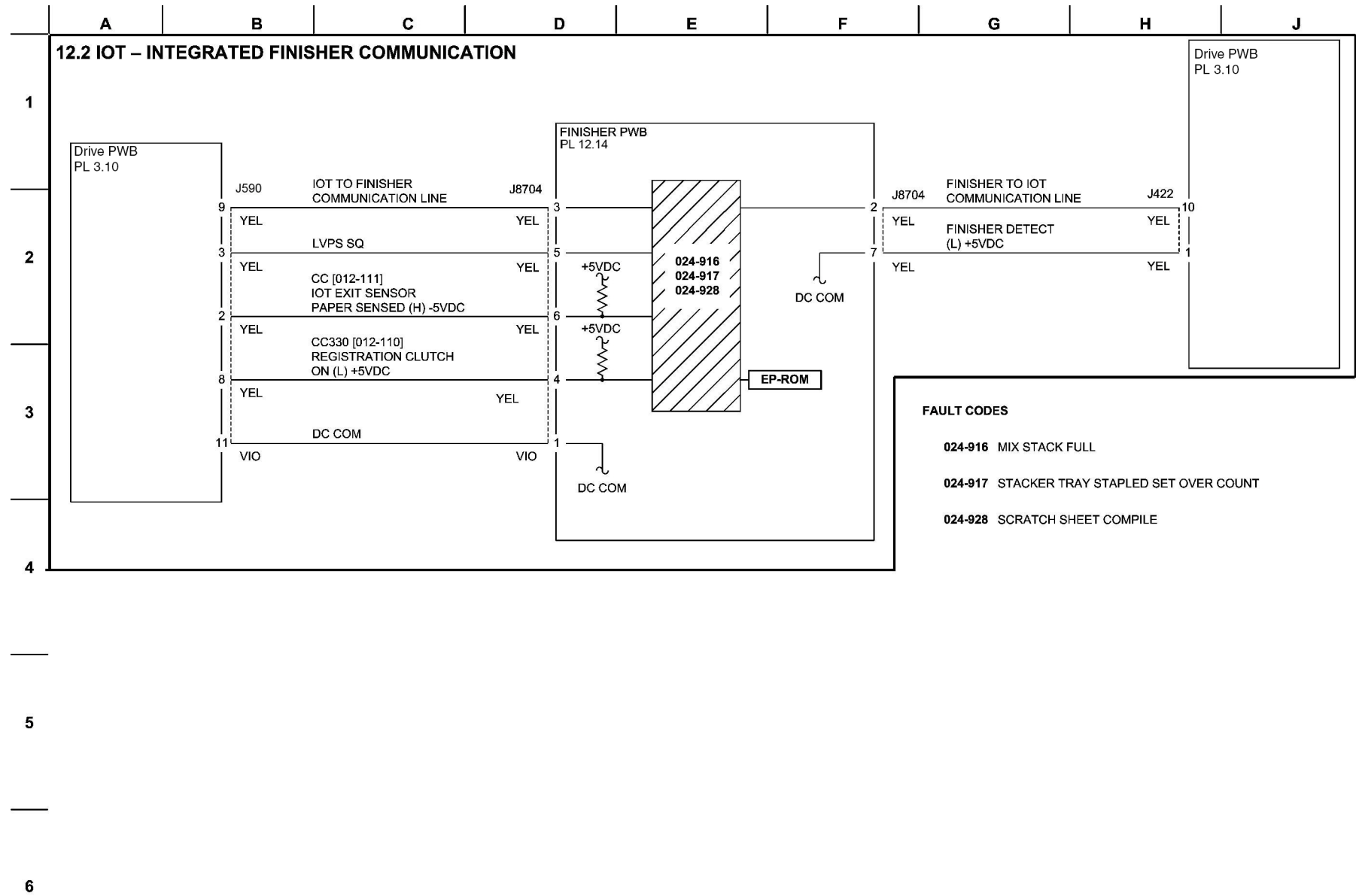
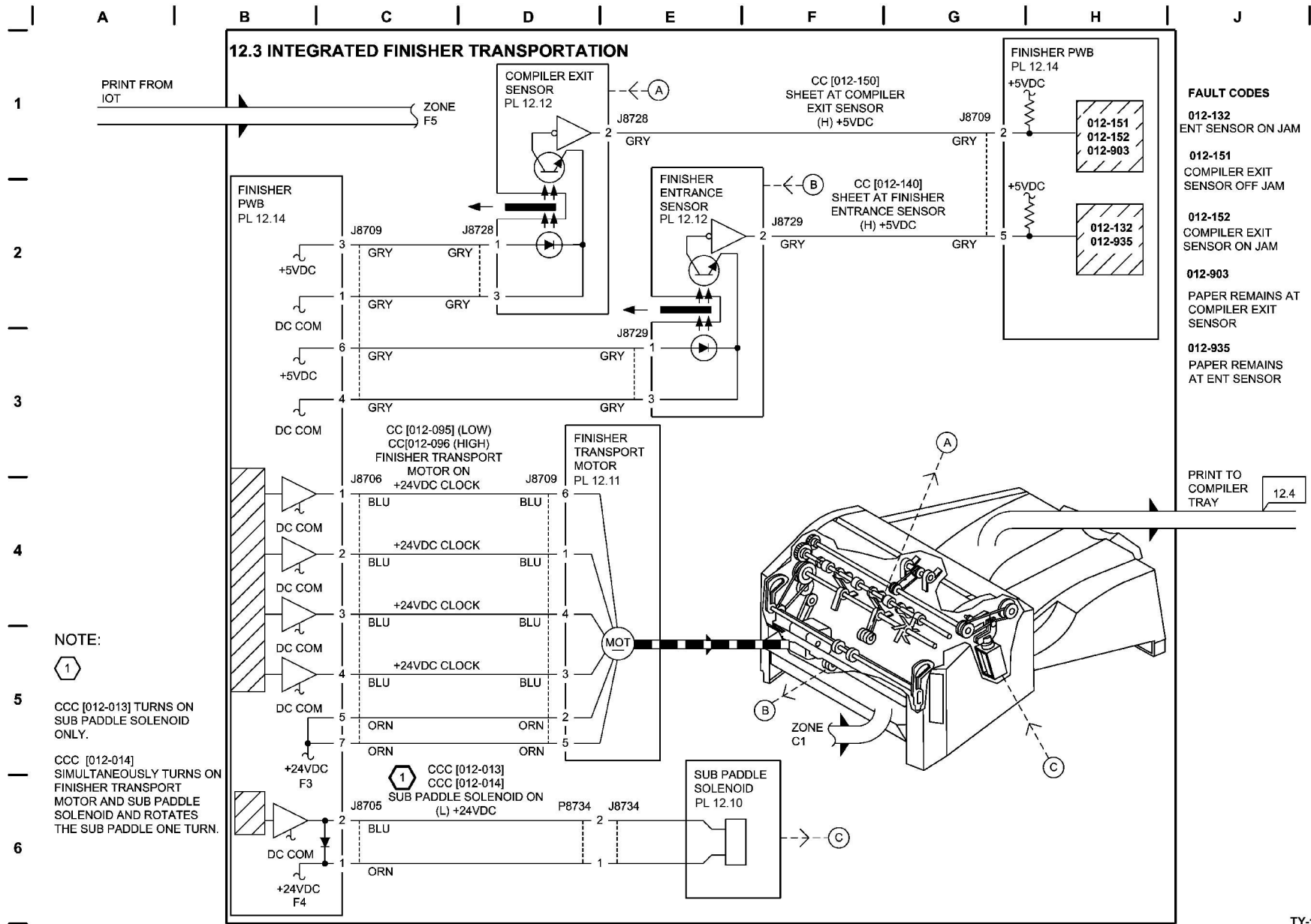


Figure 87 BSD 12.2

TY-1-0126-A

BSD 12.3 Integrated Office Finisher Transportation



TY-1-0127-A

Figure 88 BSD 12.3

BSD 12.4 Integrated Office Finisher Tamping and Offset

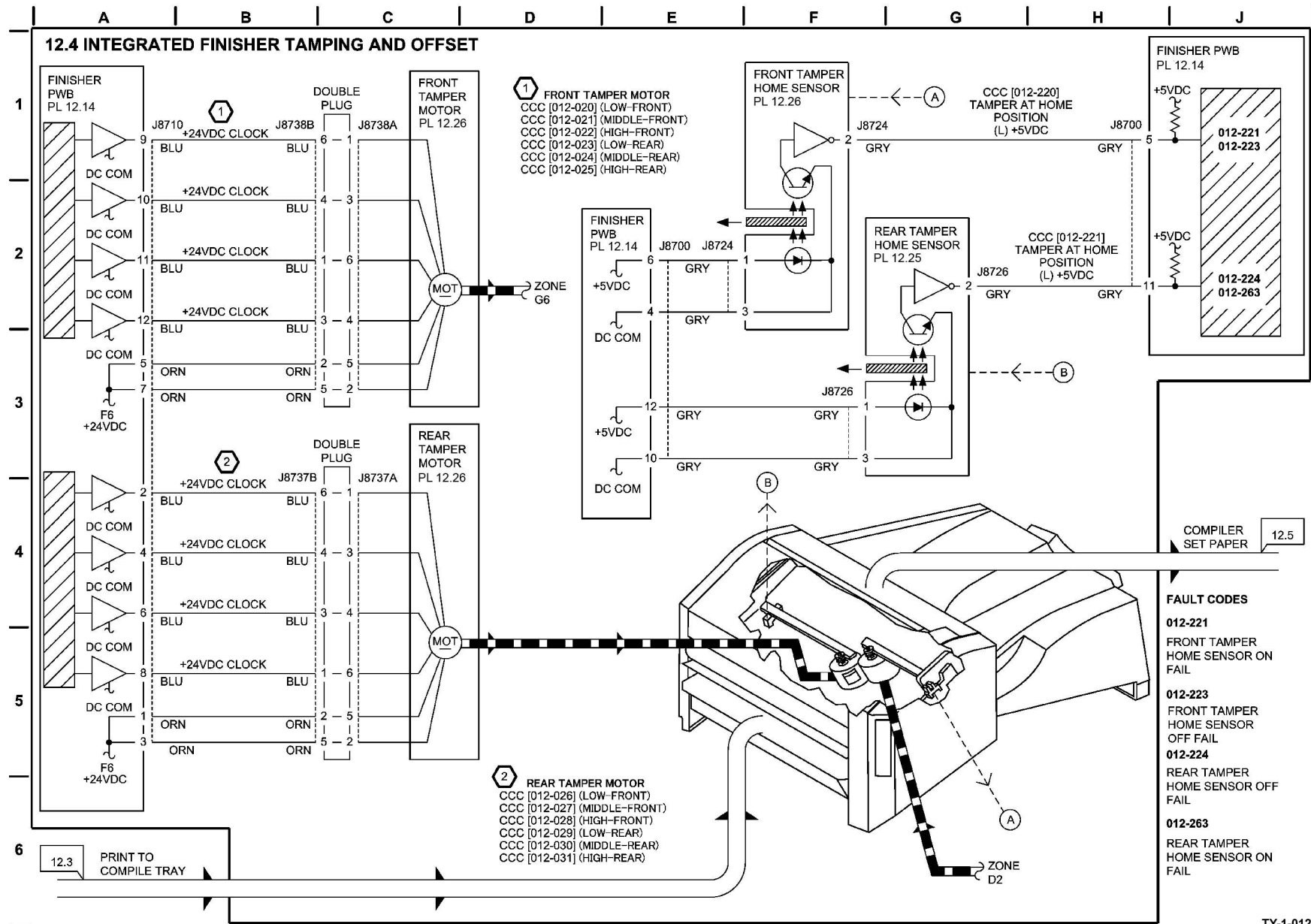
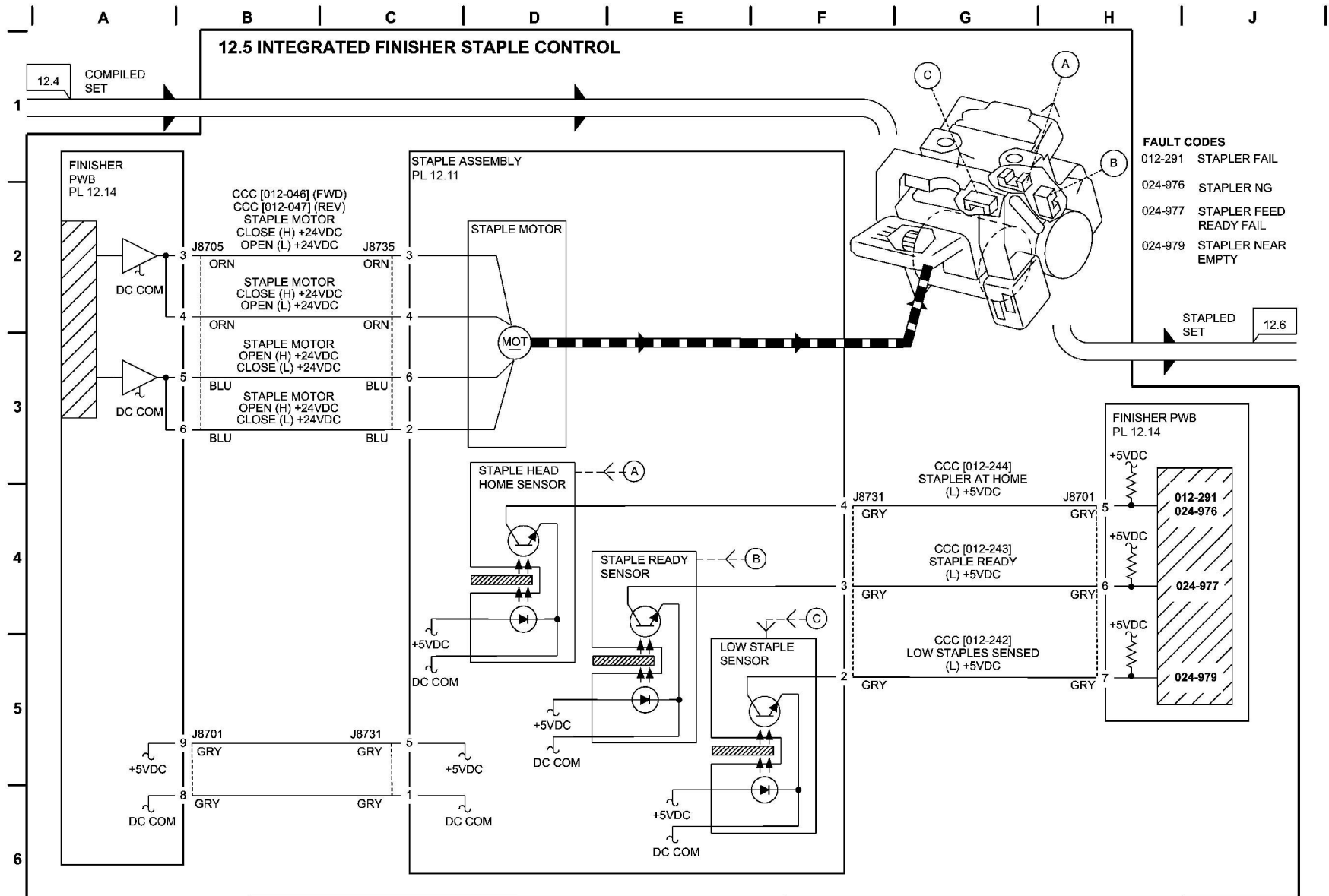


Figure 89 BSD 12.4

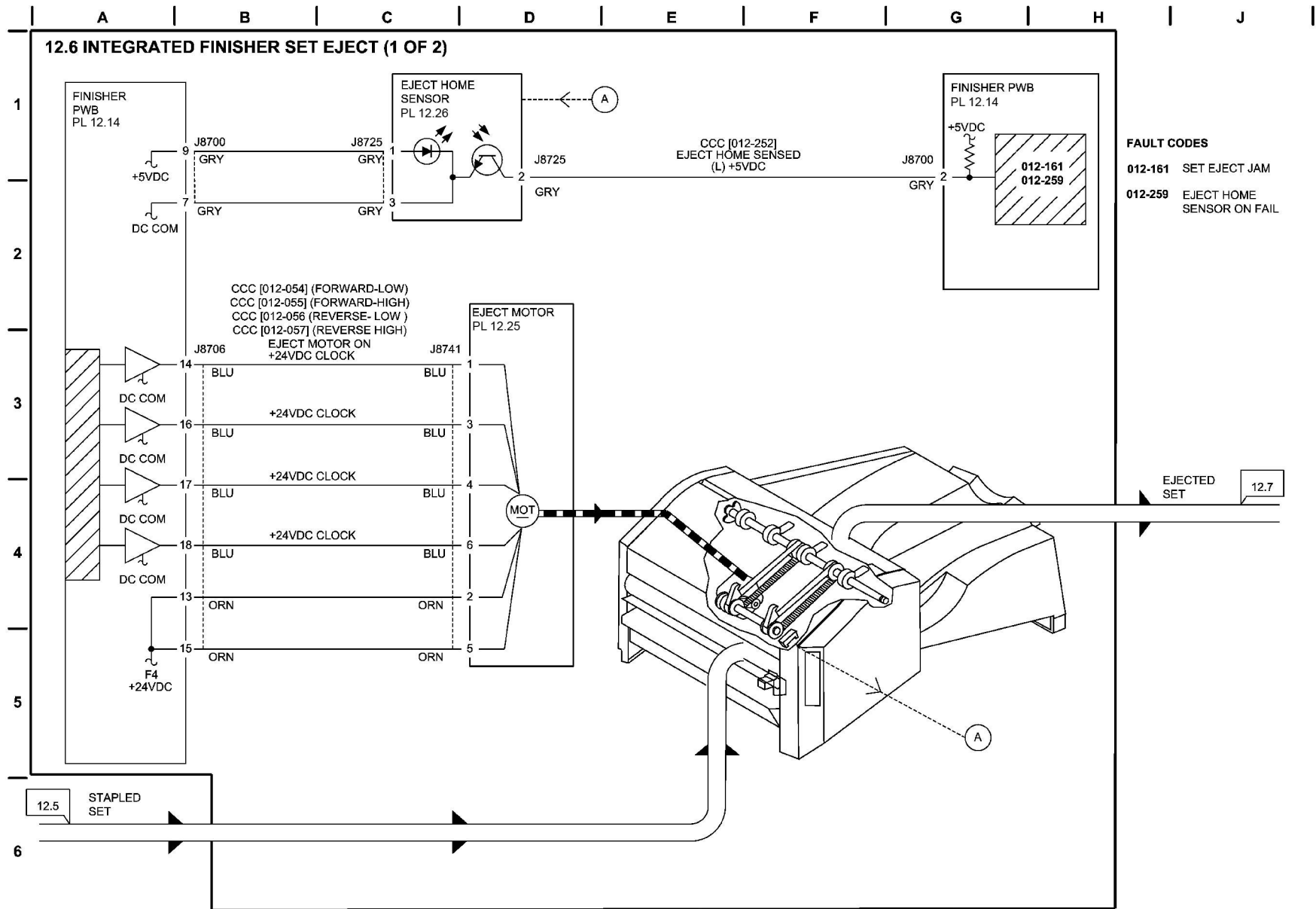
BSD 12.5 Integrated Office Finisher Staple Control



TY-1-0129-A

Figure 90 BSD 12.5

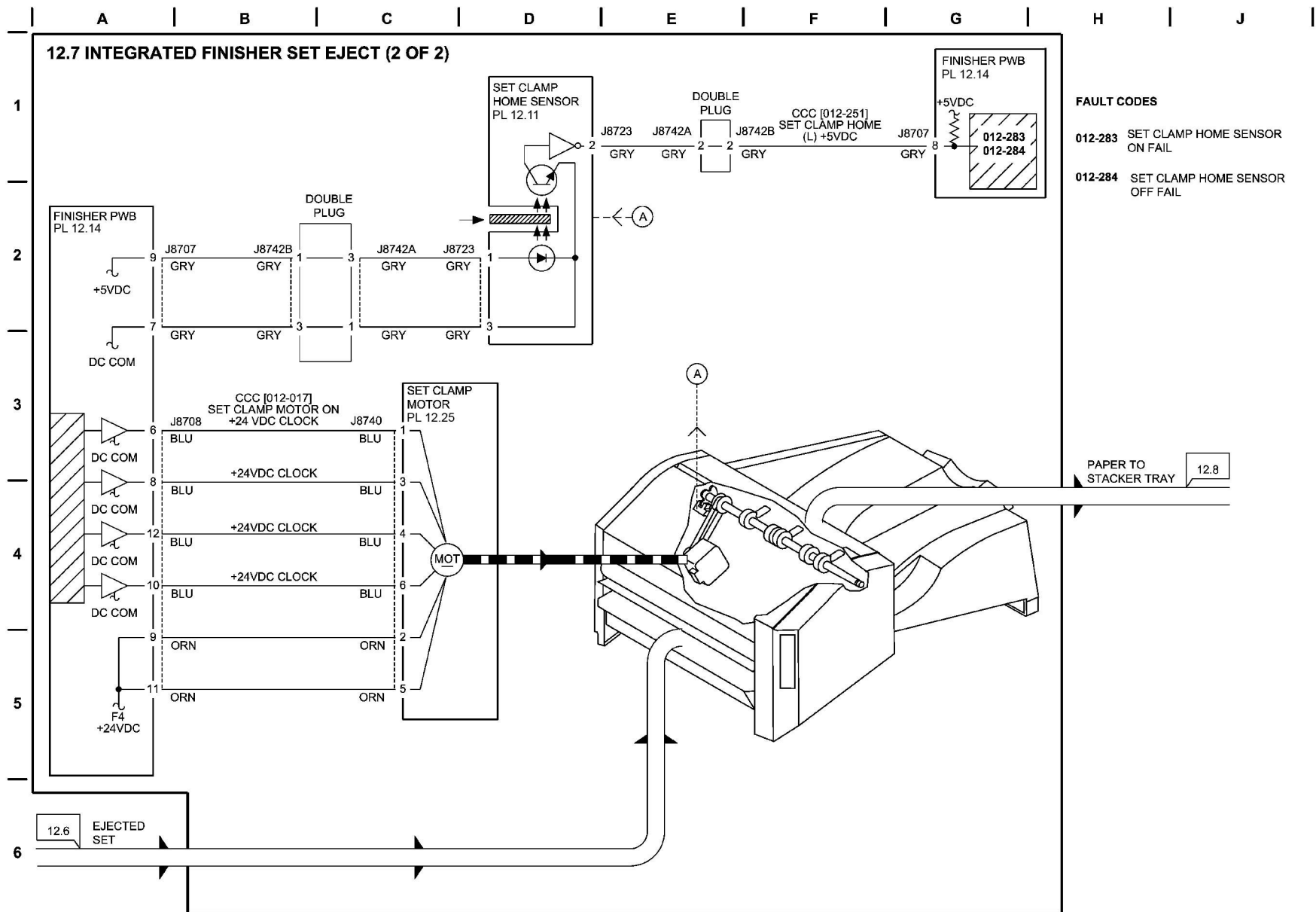
BSD 12.6 Integrated Office Finisher Set Eject (1 of 2)



TY-1-0130-A

Figure 91 BSD 12.6

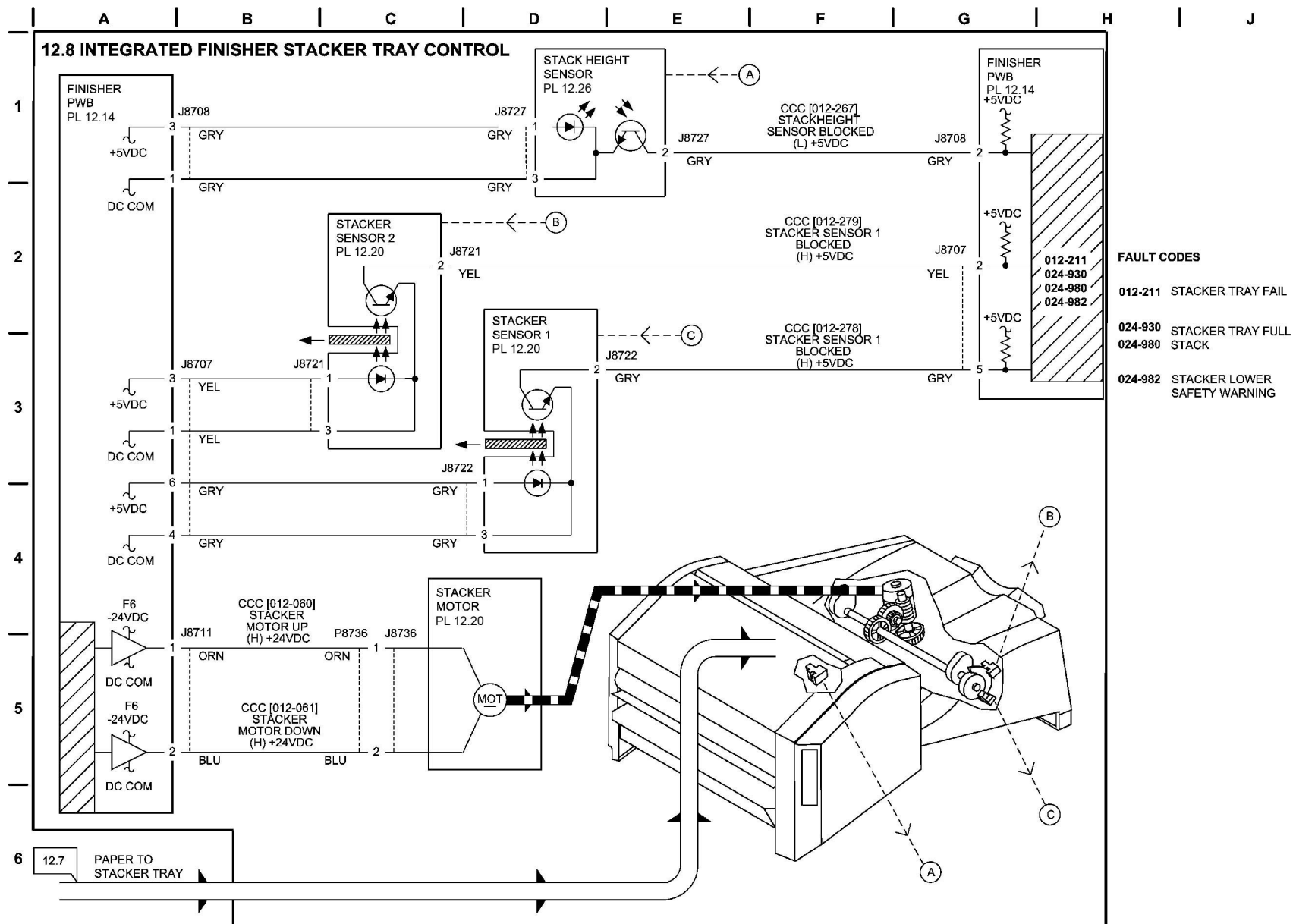
BSD 12.7 Integrated Office Finisher Set Eject (2 of 2)



TY-1-0131-A

Figure 92 BSD 12.7

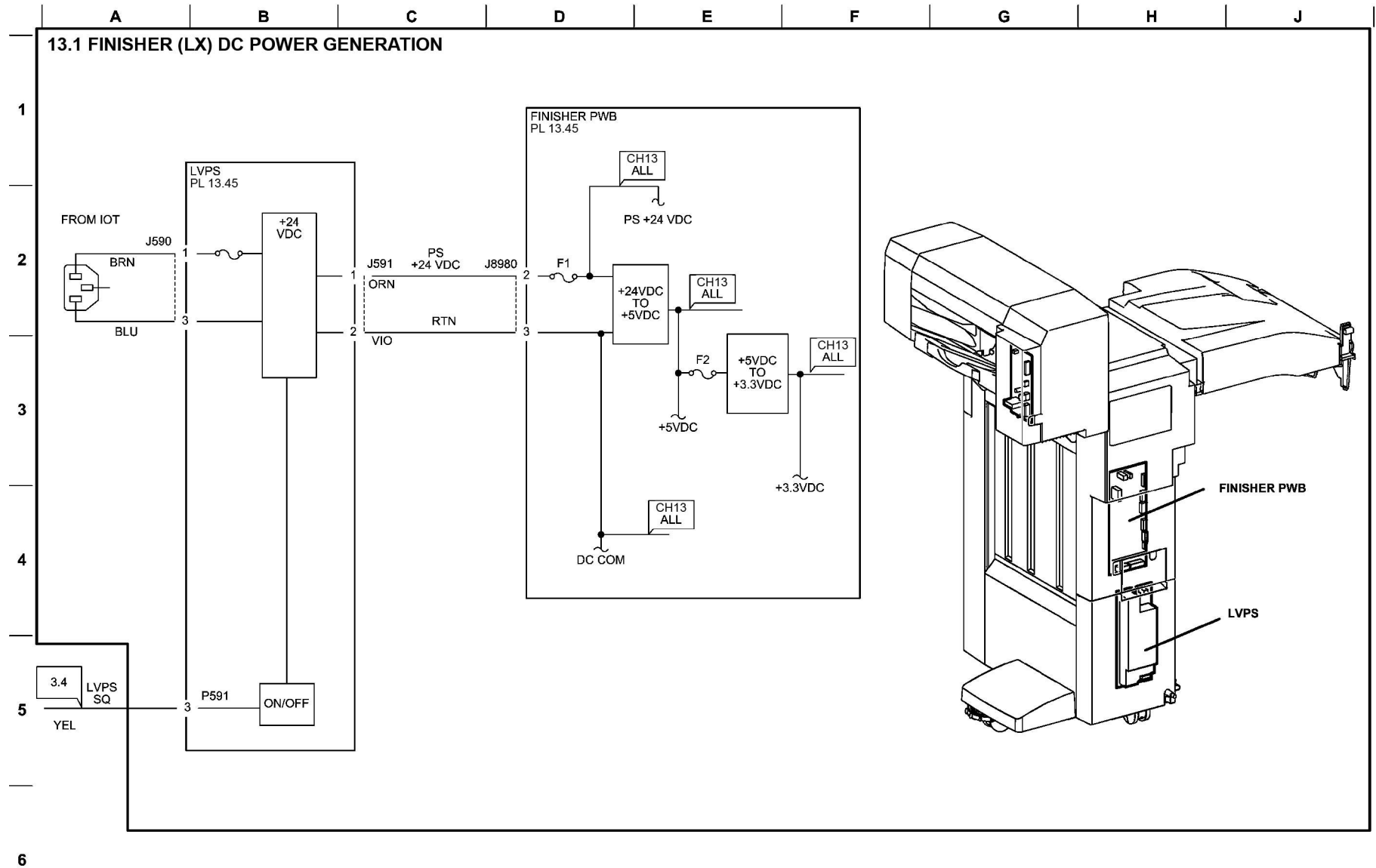
BSD 12.8 Integrated Office Finisher Stacker Tray Control



TY-1-0132-A

Figure 93 BSD 12.8

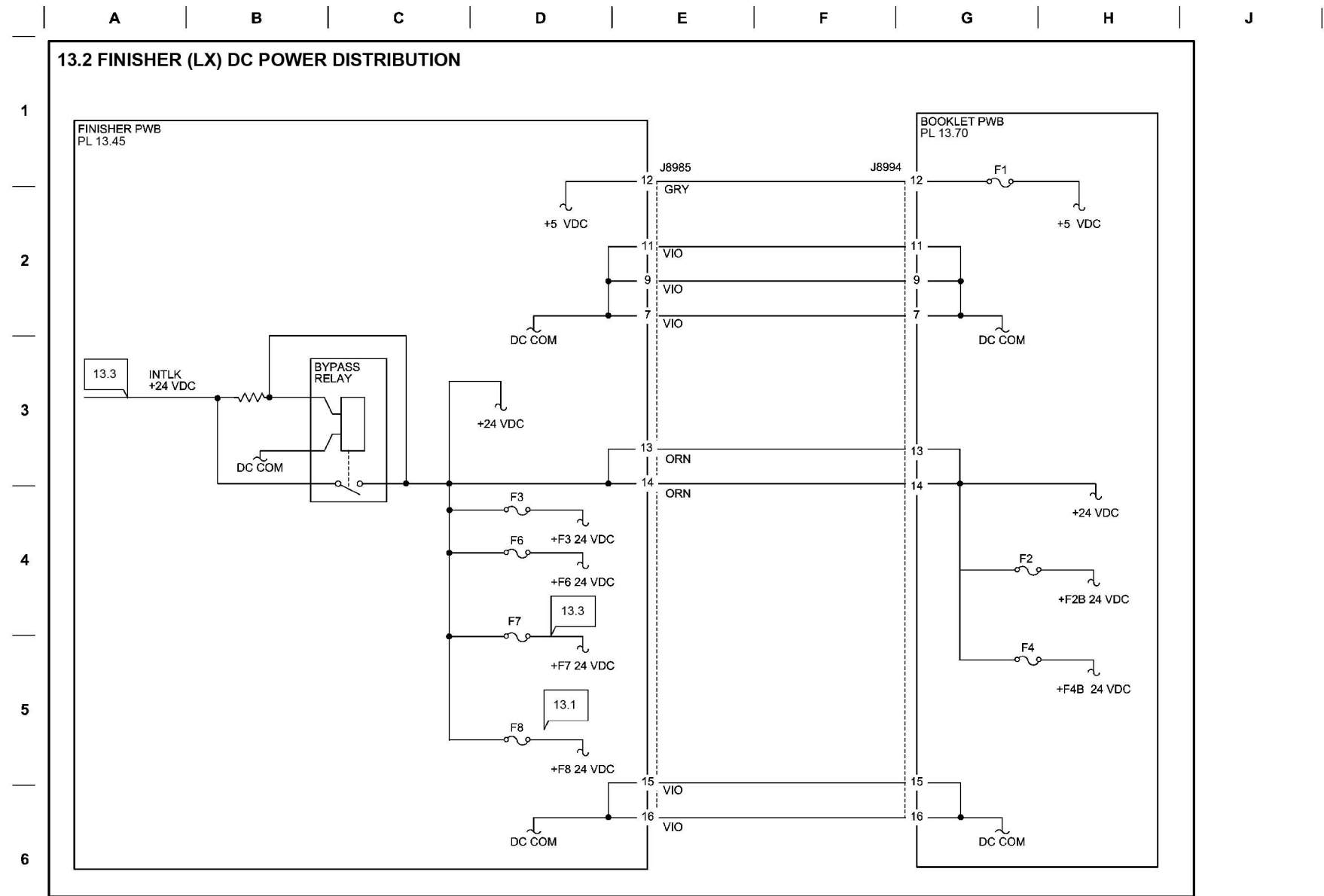
BSD 13.1 Office Finisher LX DC Power Generation



TY-1-0133-A

Figure 94 BSD 13.1

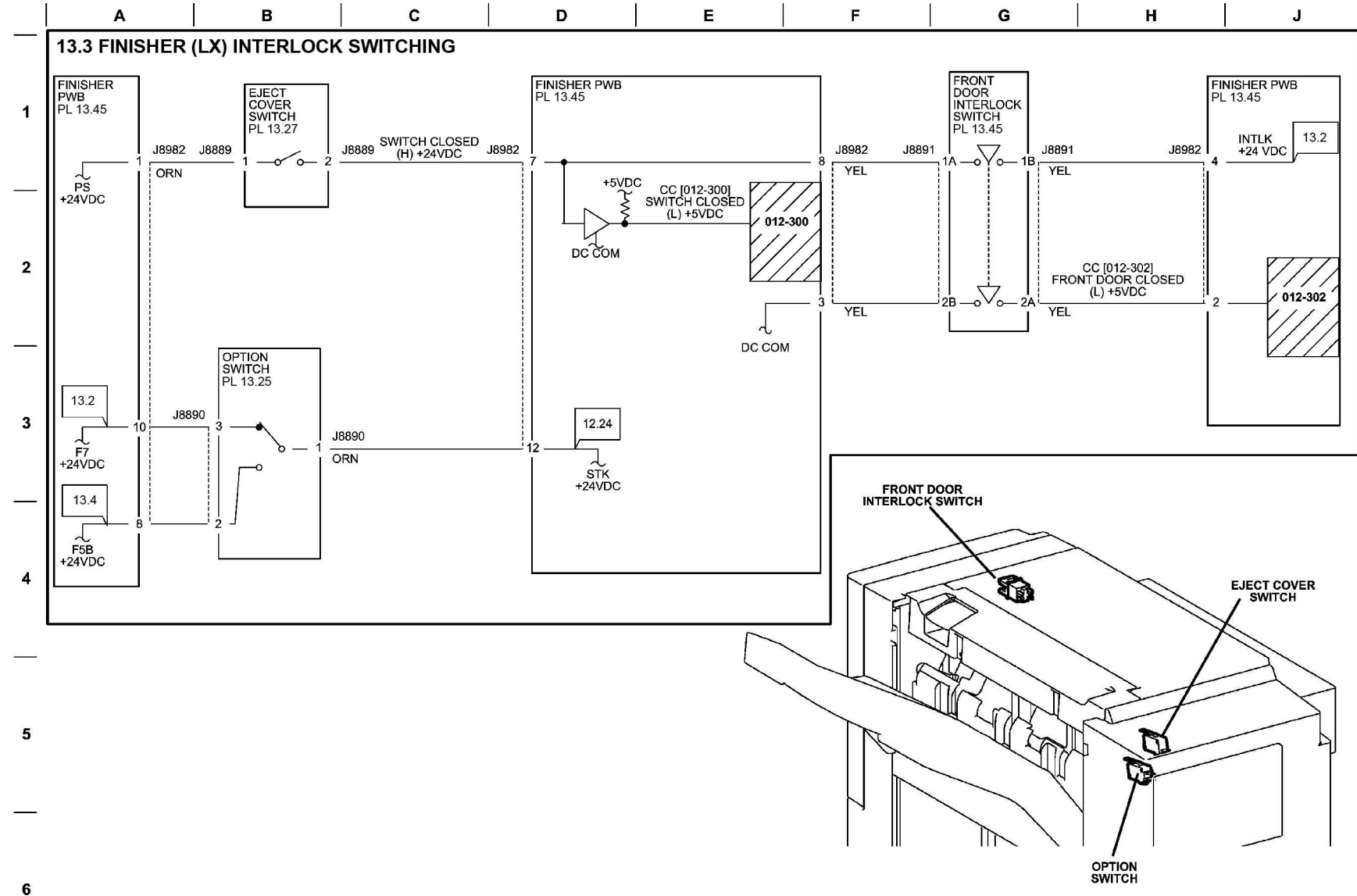
BSD 13.2 Office Finisher LX DC Power Distribution



TY-1-0134-A

Figure 95 BSD 13.2

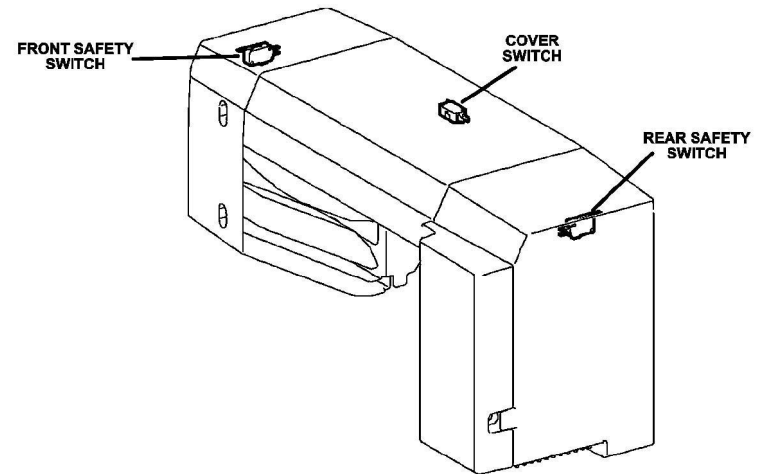
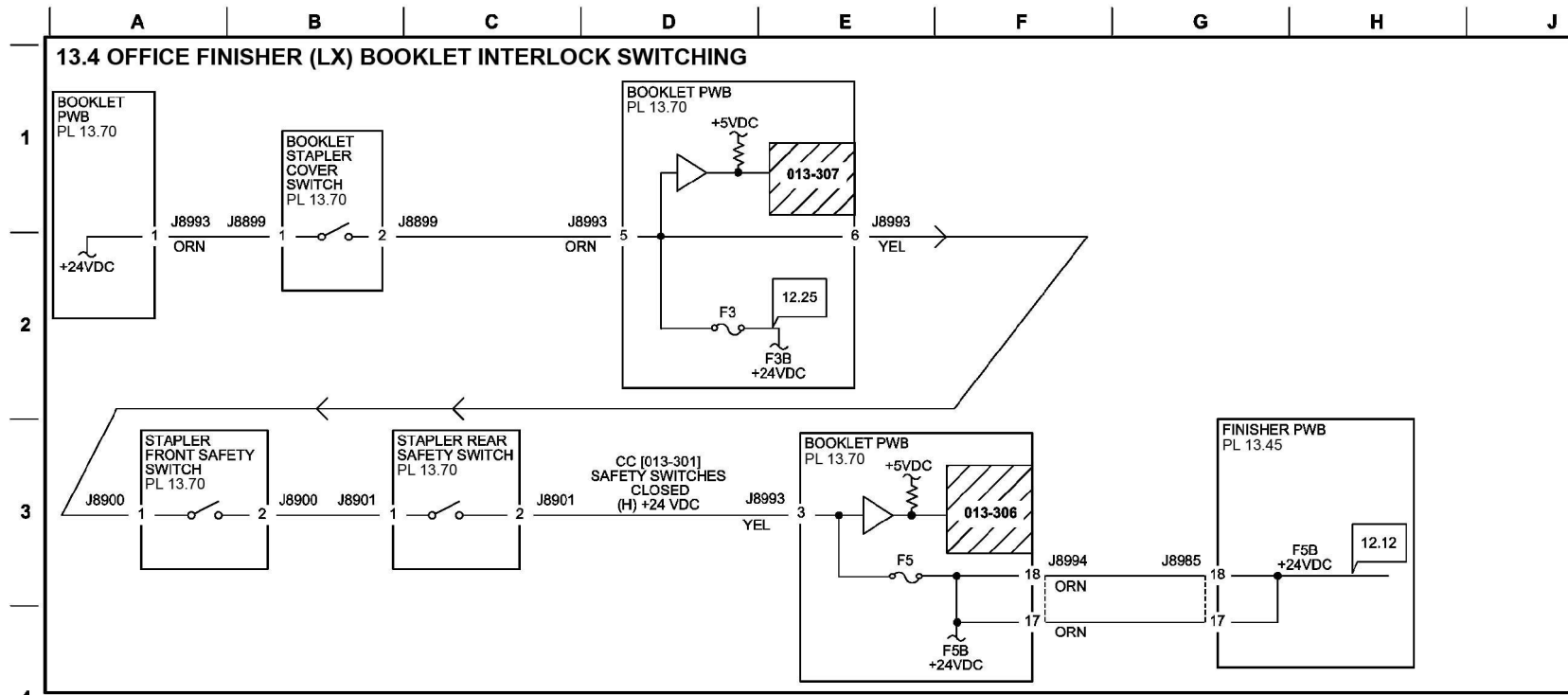
BSD 13.3 Office Finisher LX Interlock Switching



TY-1-0135-A

Figure 96 BSD 13.3

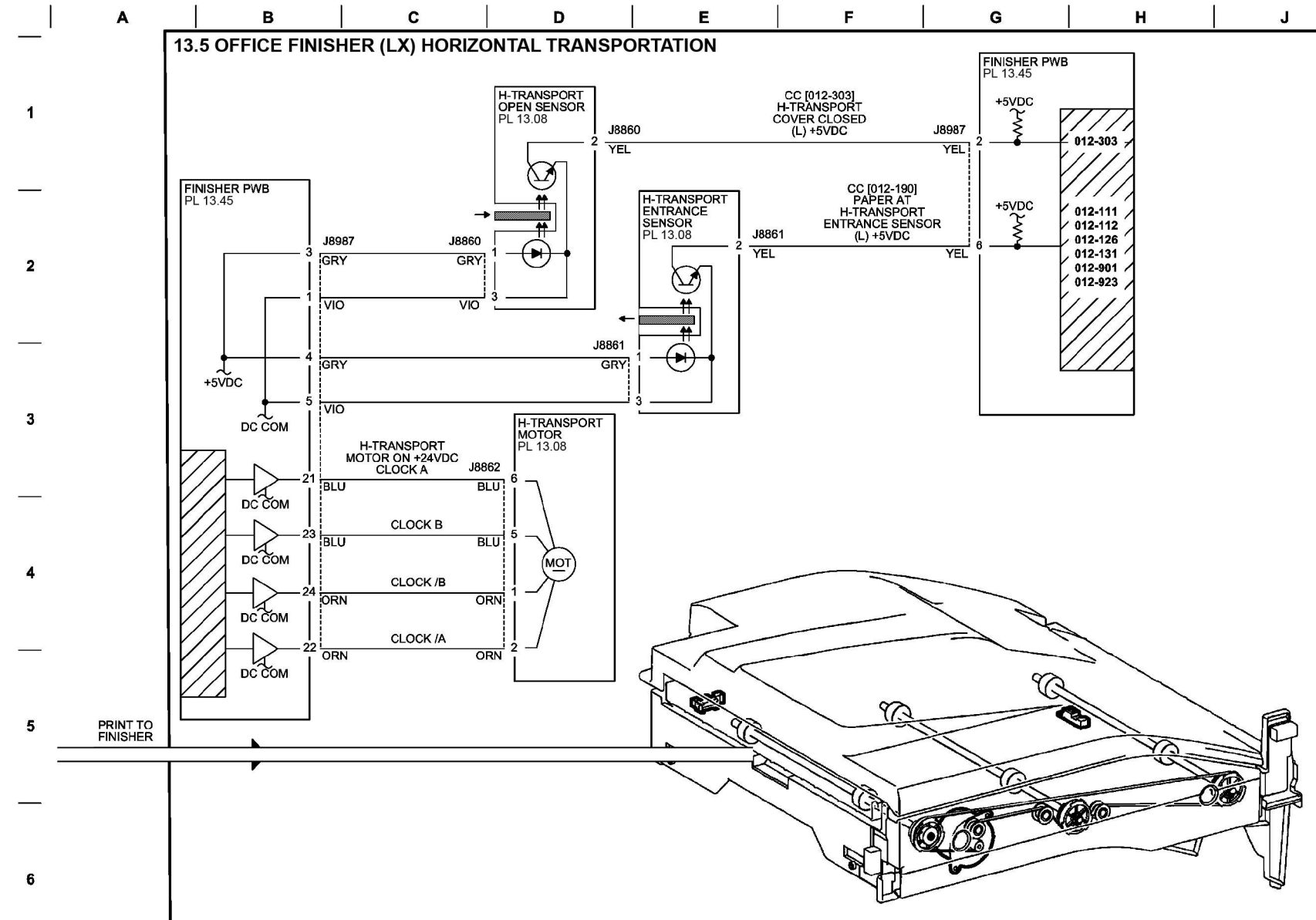
BSD 13.4 Office Finisher LX Booklet Interlock Switching



TY-1-0136-A

Figure 97 BSD 13.4

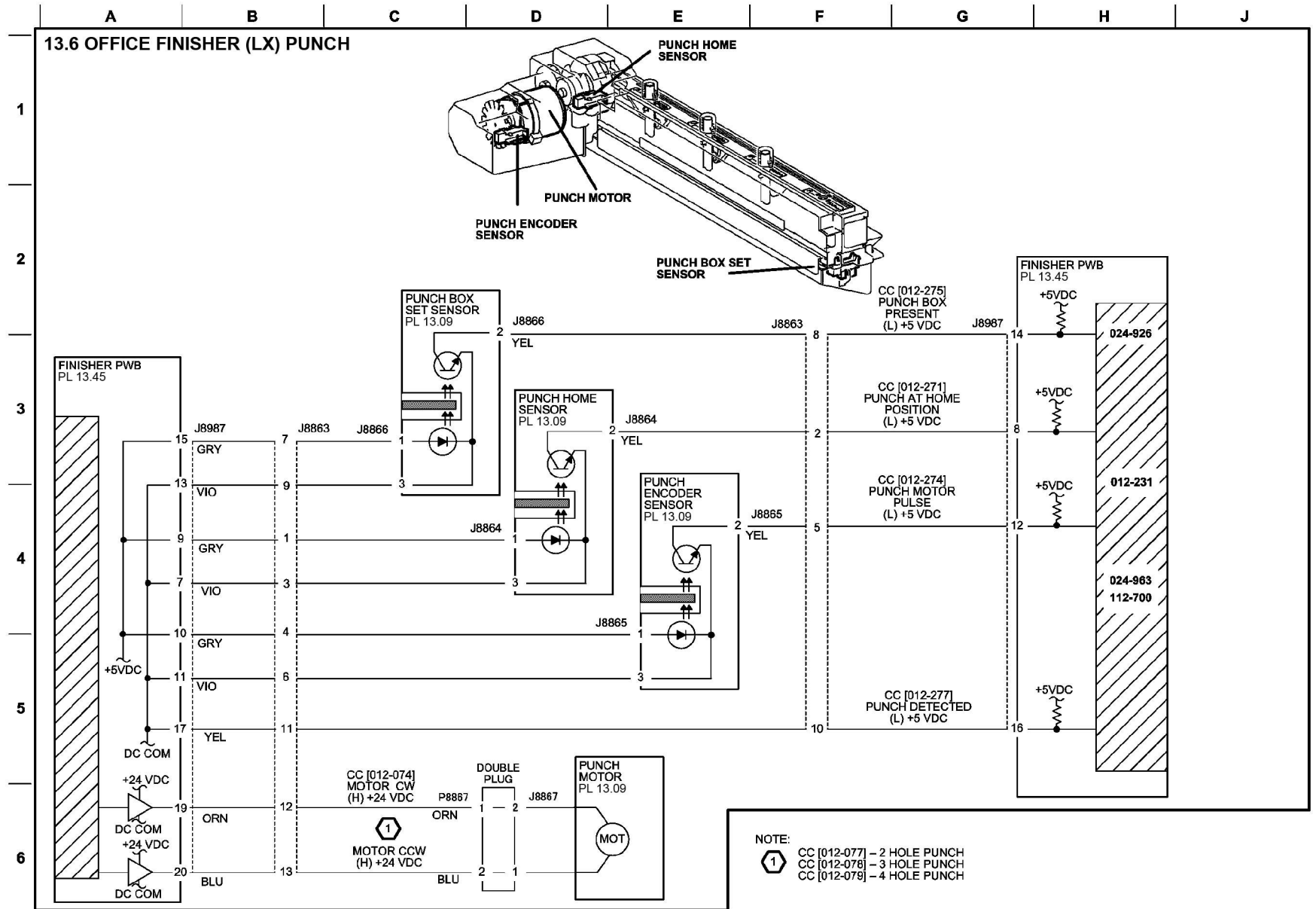
BSD 13.5 Office Finisher LX Horizontal Transport



TY-1-0137-A

Figure 98 BSD 13.5

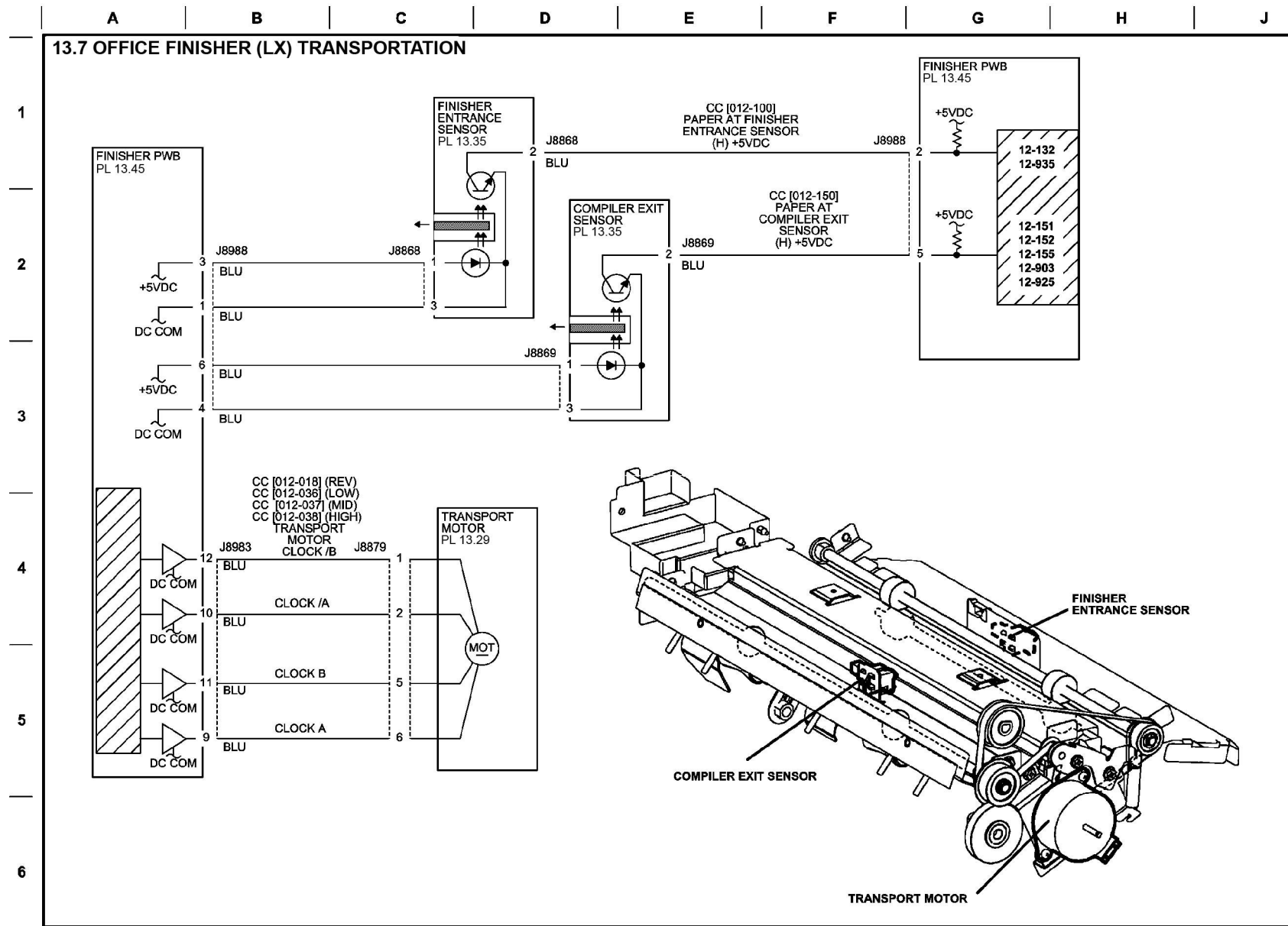
BSD 13.6 Office Finisher LX Punch



TY-1-0138-A

Figure 99 BSD 13.6

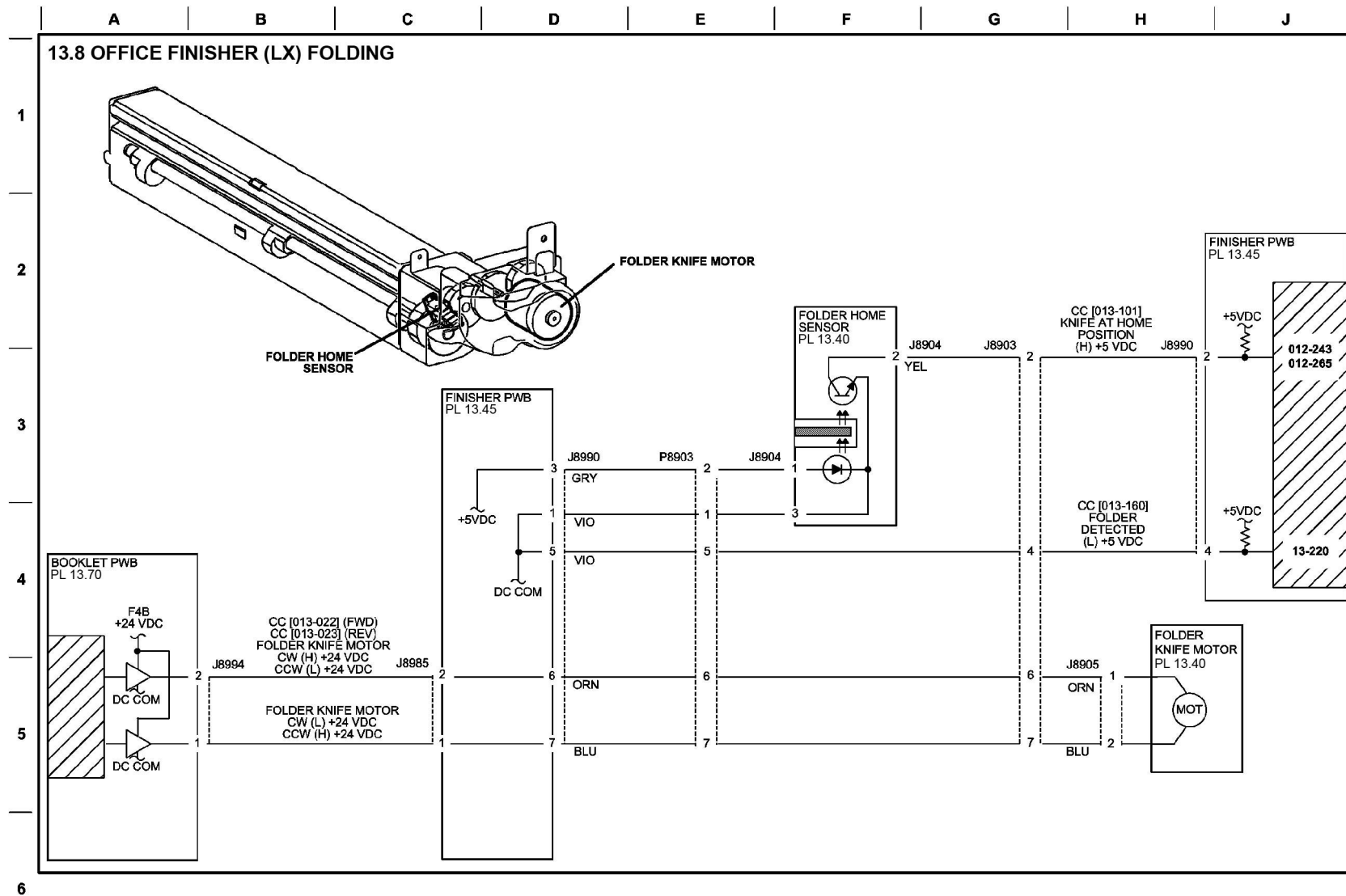
BSD 13.7 Office Finisher LX Transportation



TY-1-0139-A

Figure 100 BSD 13.7

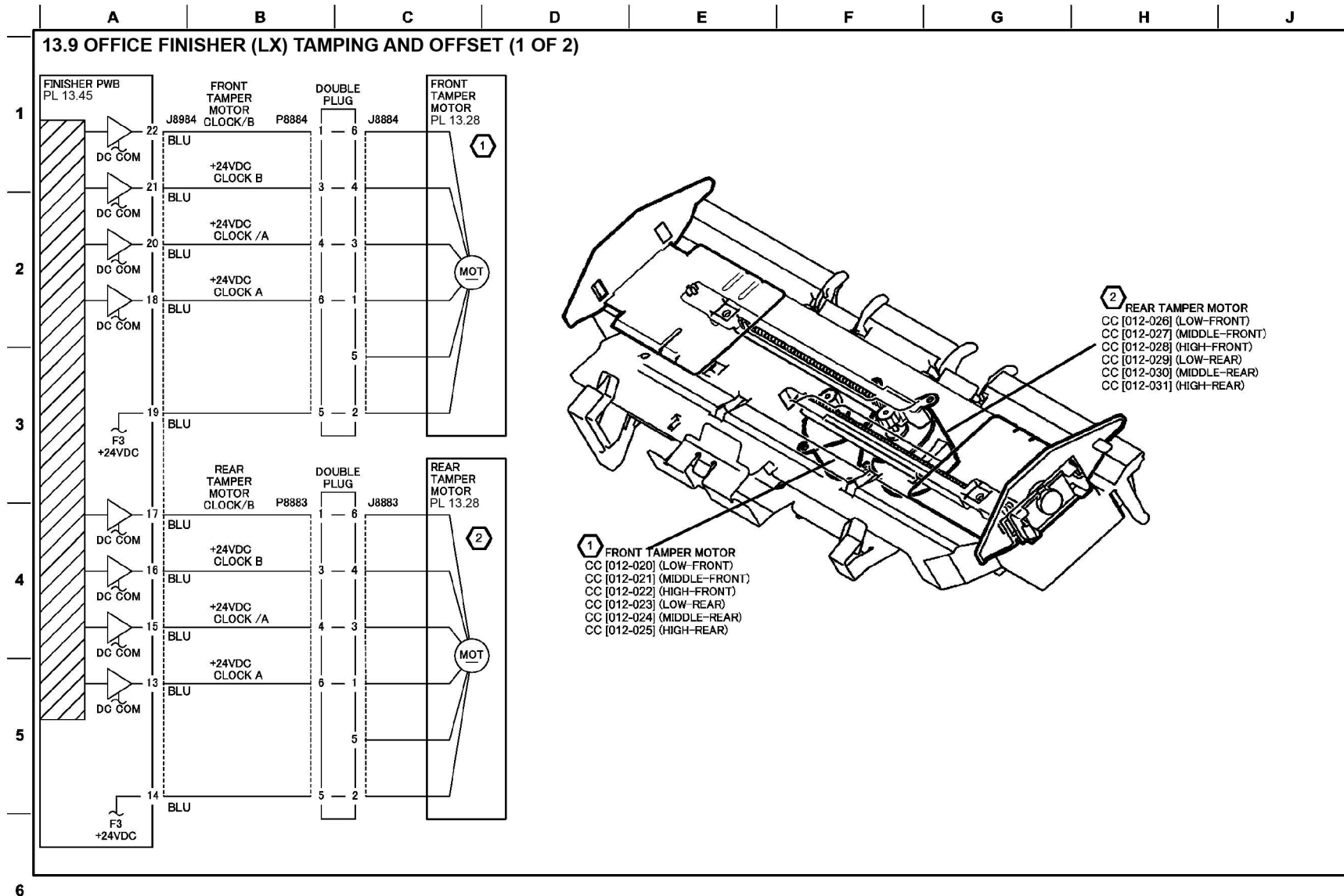
BSD 13.8 Office Finisher LX Folding



TY-1-0140-A

Figure 101 BSD 13.8

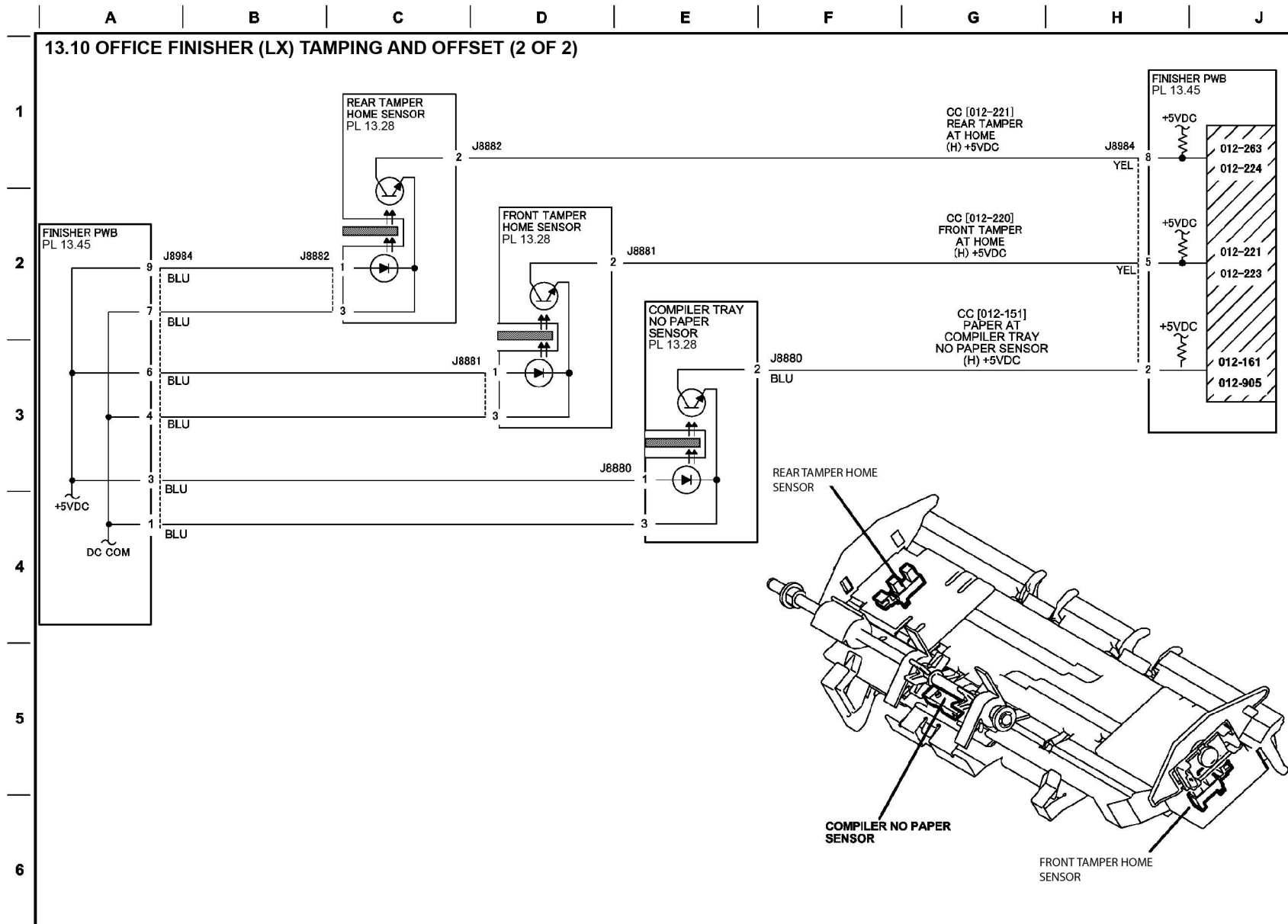
BSD 13.9 Office Finisher LX Tamping and Offset (1 of 2)



TY-1-0141-A

Figure 102 BSD 13.9

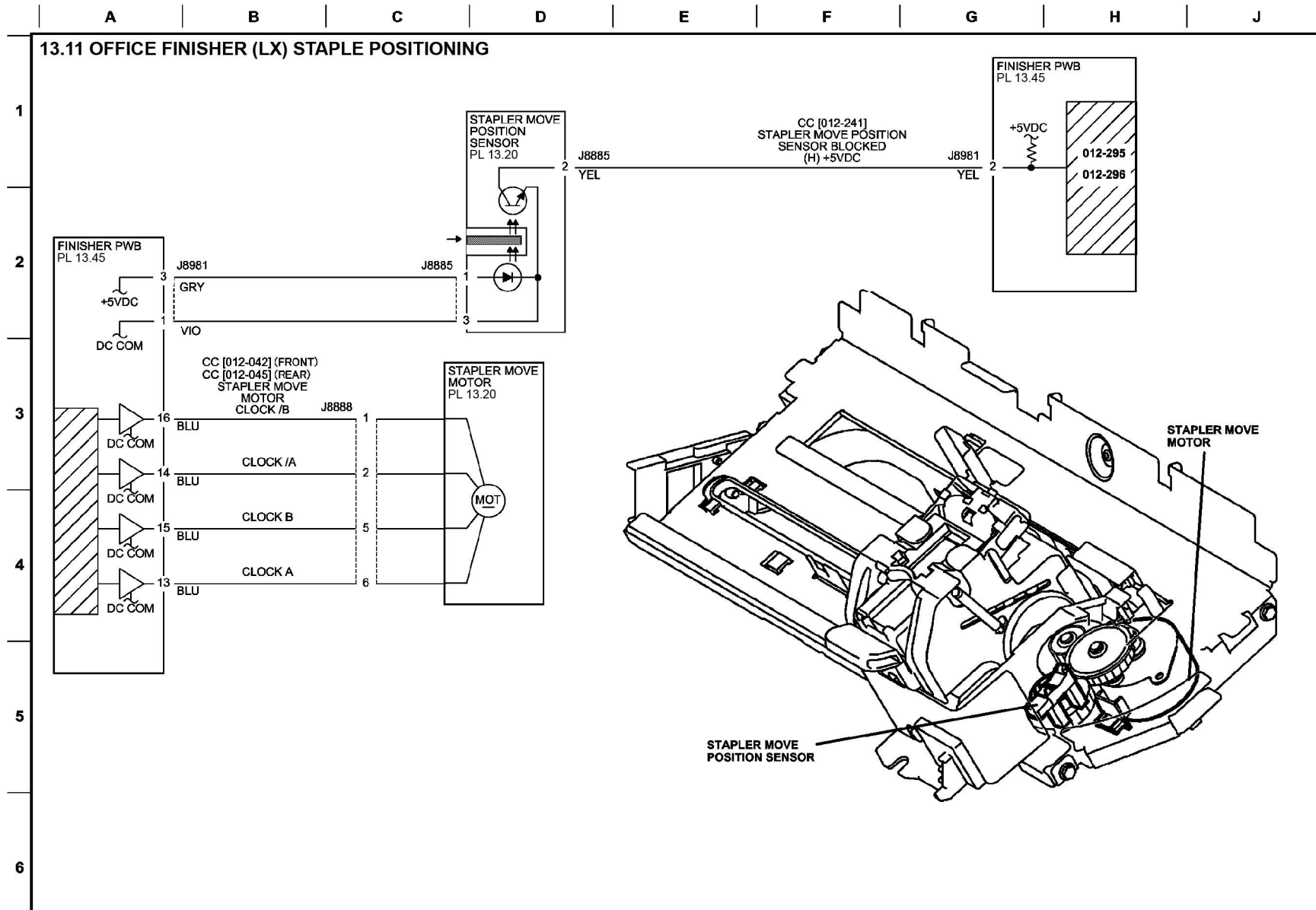
BSD 13.10 Office Finisher LX Tamping and Offset (2 of 2)



TY-1-0142-A

Figure 103 BSD 13.10

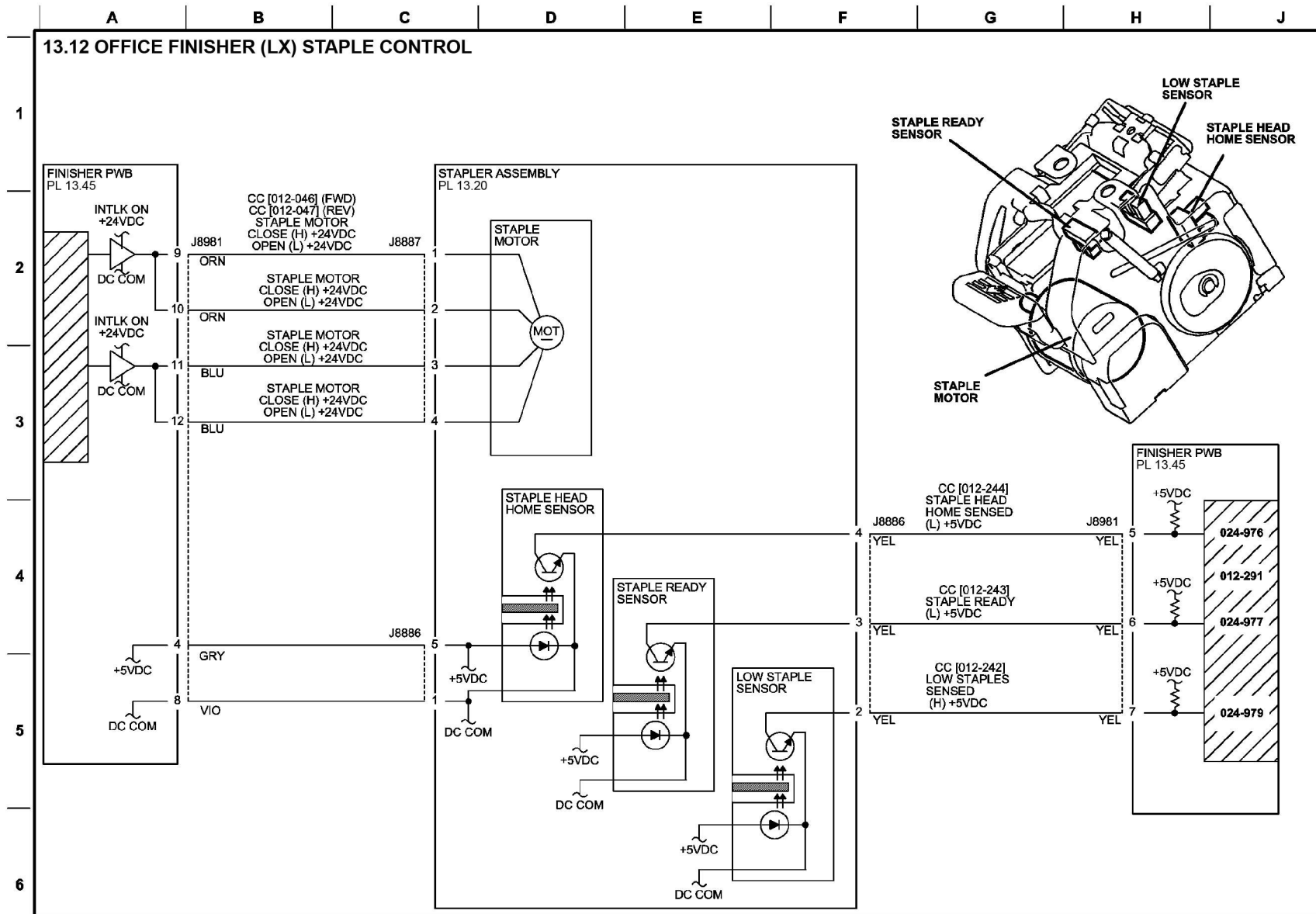
BSD 13.11 Office Finisher LX Staple Positioning



TY-1-0143-A

Figure 104 BSD 13.11

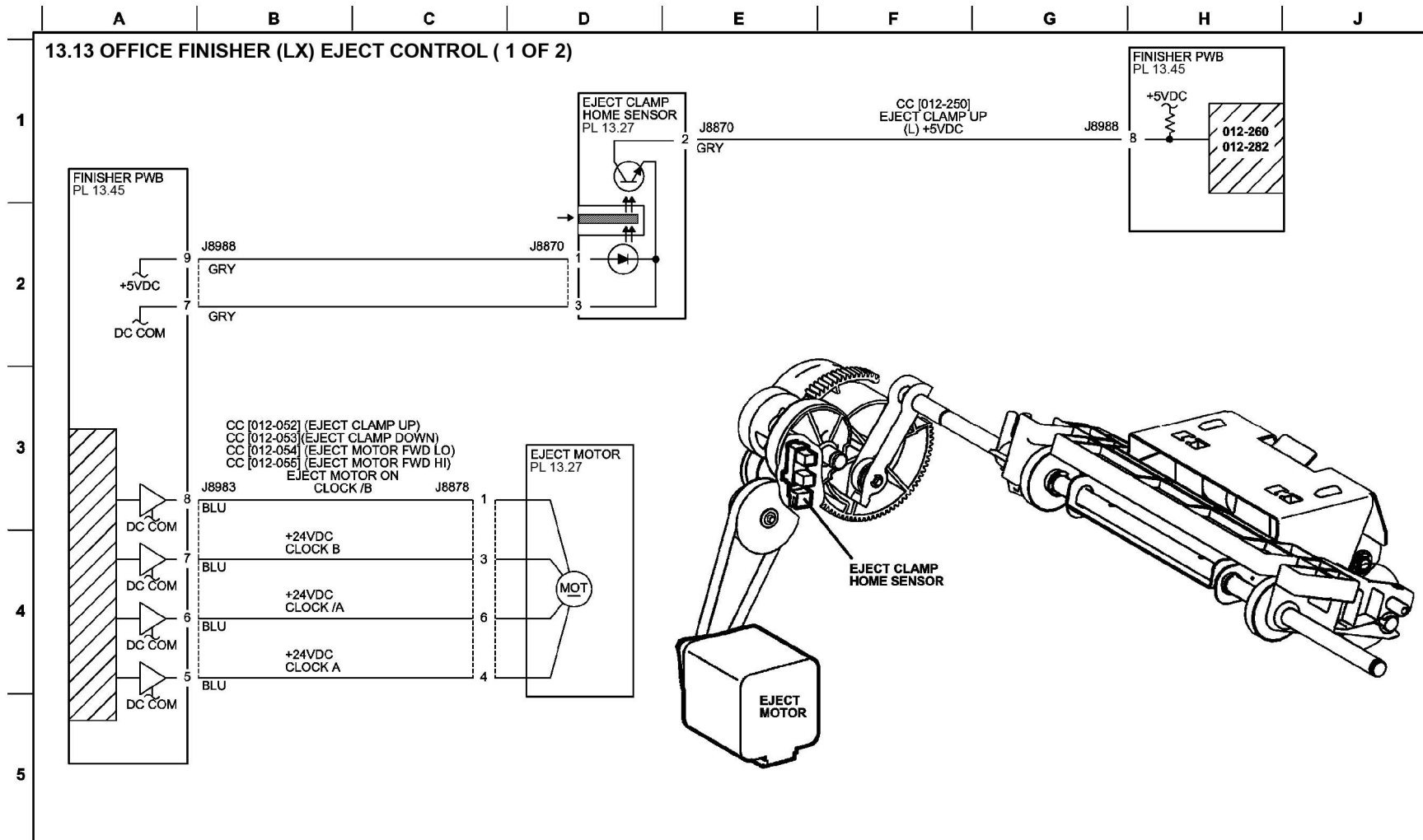
BSD 13.12 Office Finisher LX Staple Control



TY-1-0144-A

Figure 105 BSD 13.12

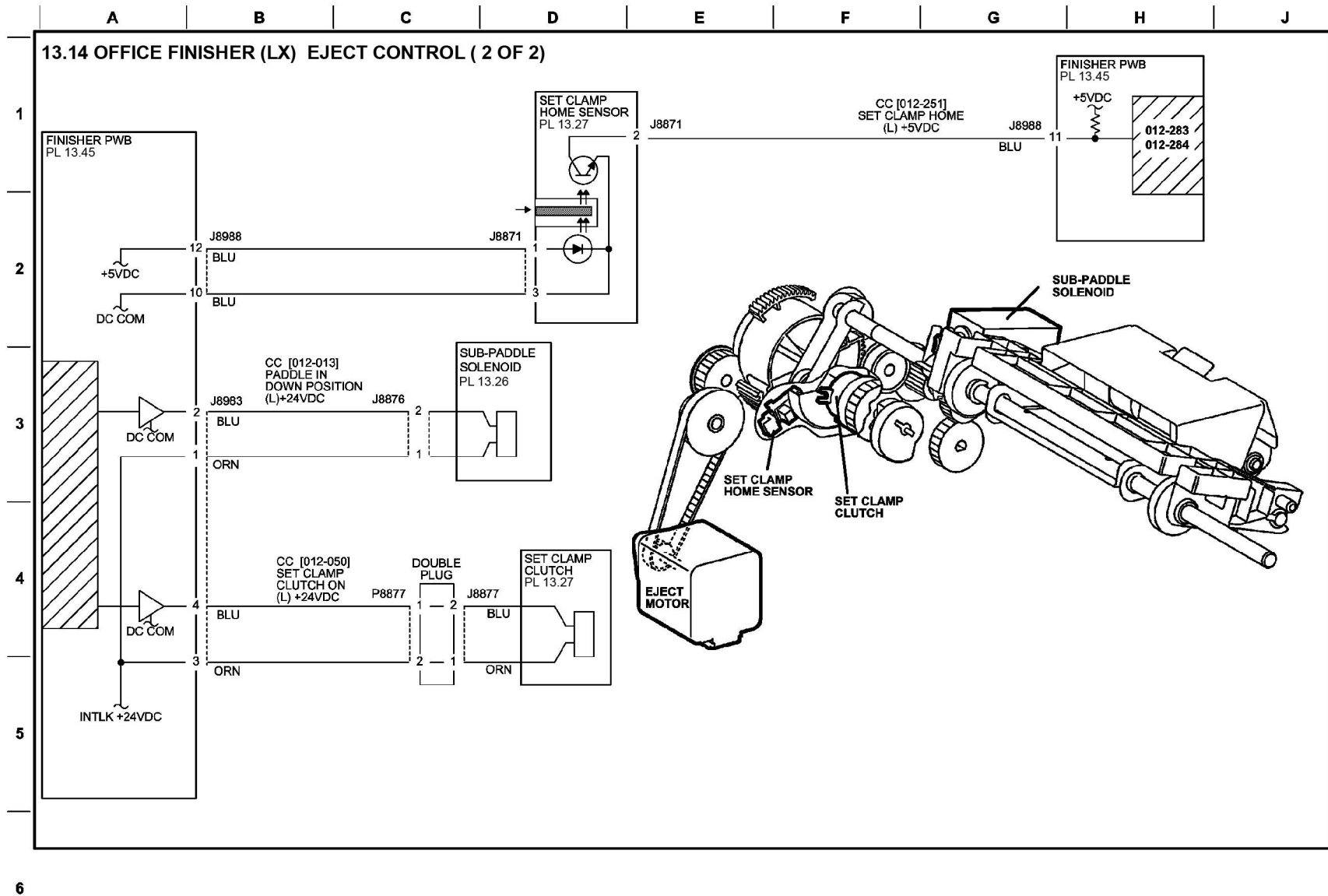
BSD 13.13 Office Finisher LX Eject Control (1 of 2)



TY-1-0145-A

Figure 106 BSD 13.13

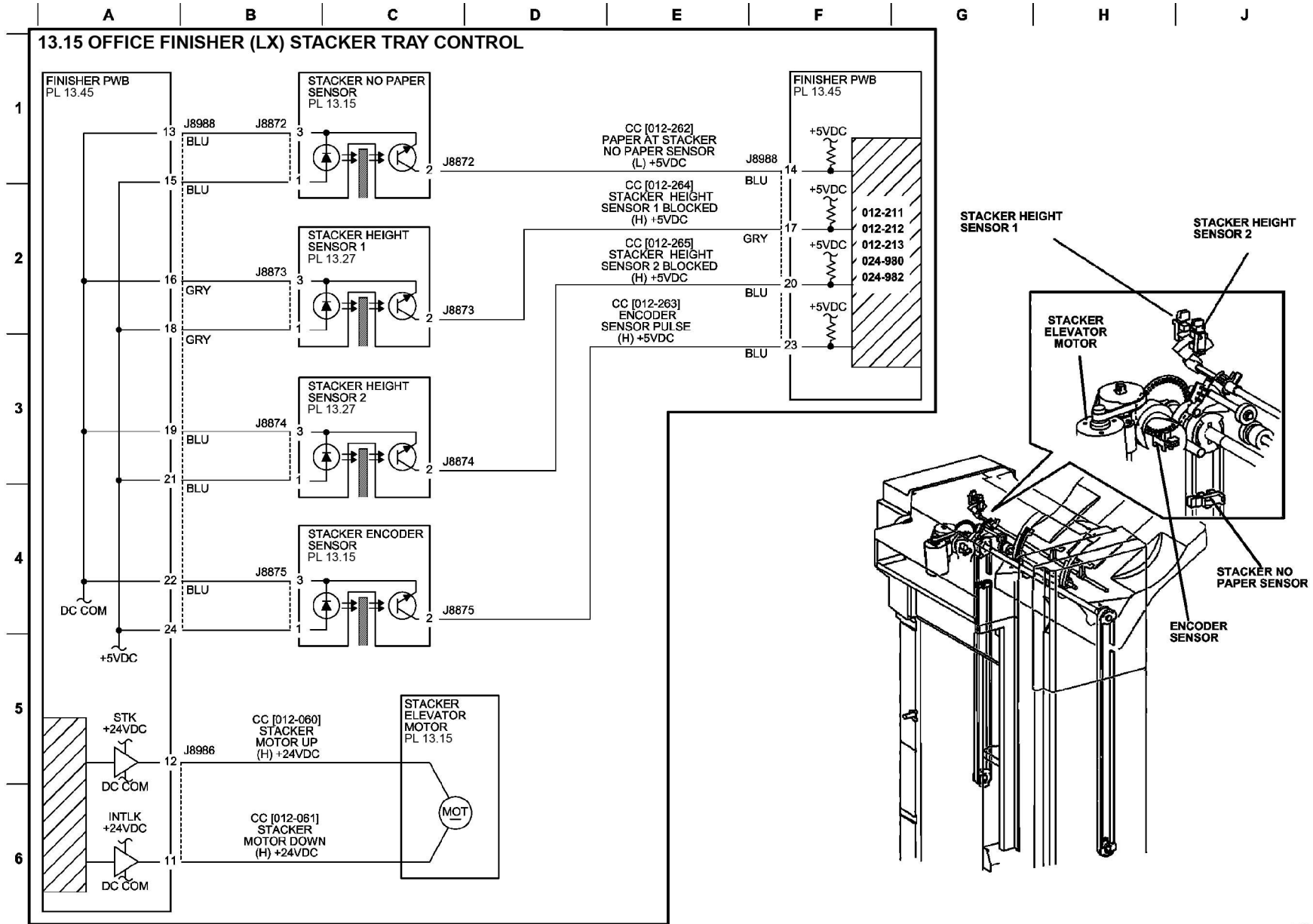
BSD 13.14 Office Finisher LX Eject Control (2 of 2)



TY-1-0146-A

Figure 107 BSD 13.14

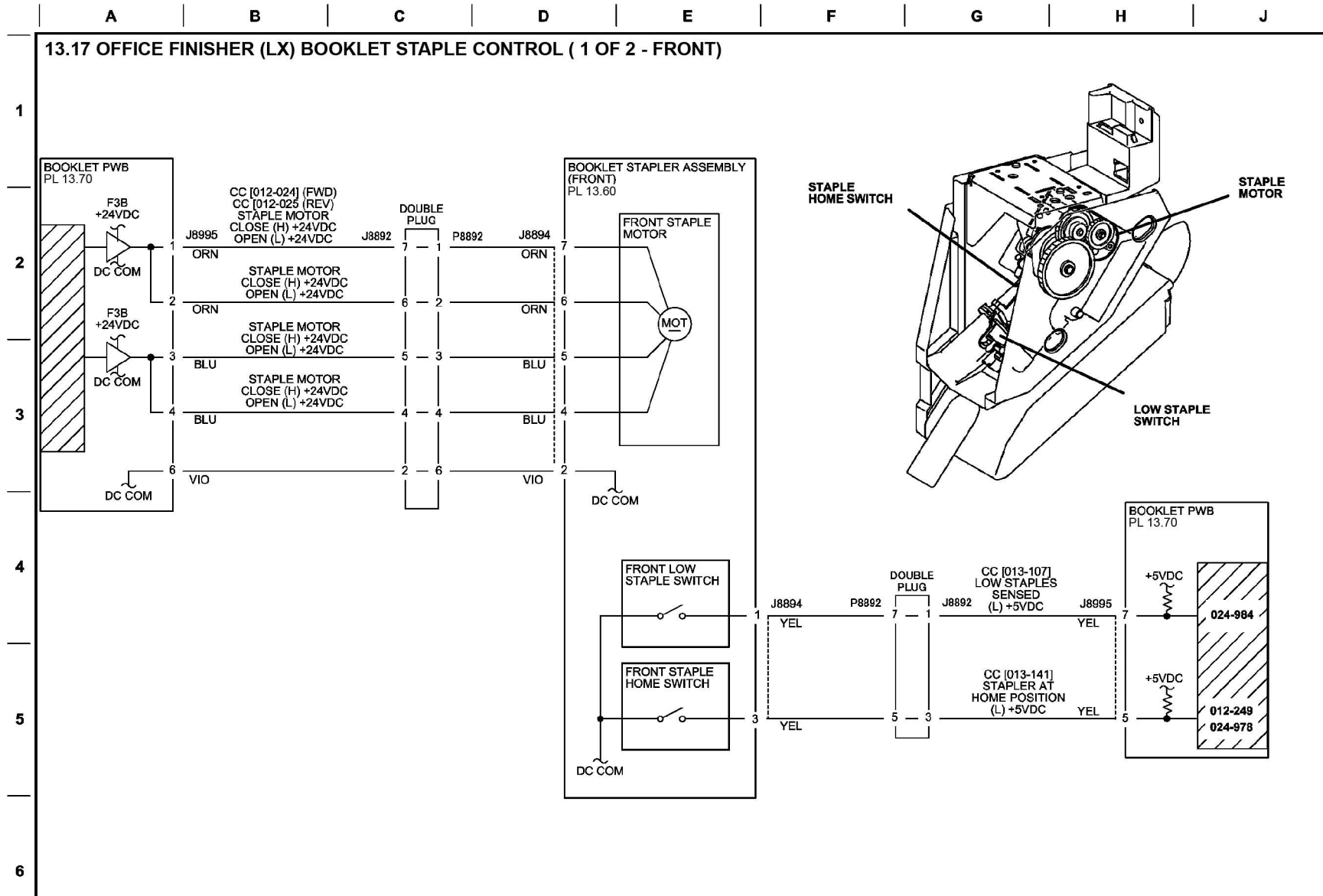
BSD 13.15 Office Finisher LX Stacker Tray Control



TY-1-0147-A

Figure 108 BSD 13.15

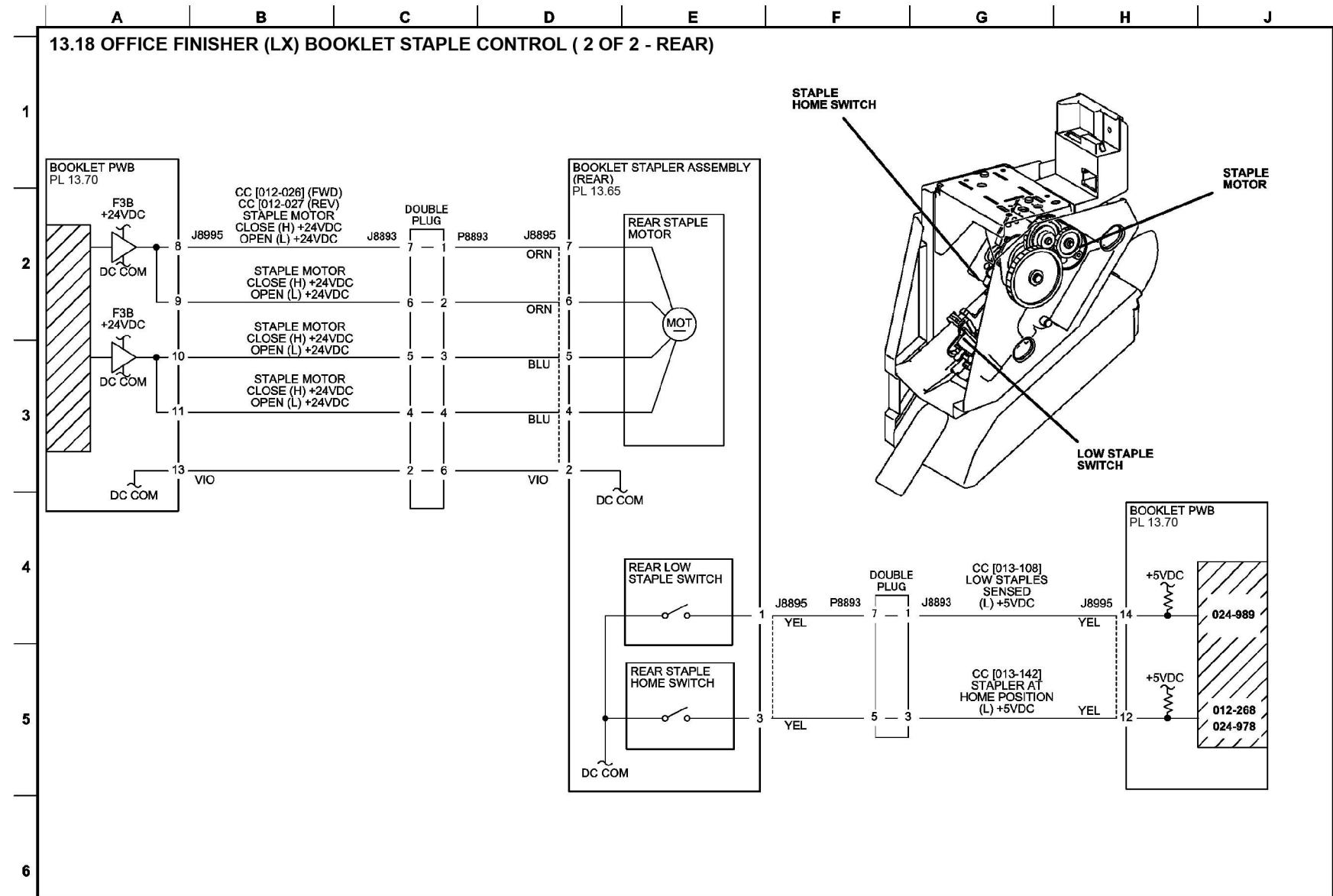
BSD 13.17 Office Finisher LX Booklet Staple Control (1 of 2 - Front)



TY-1-0149-A

Figure 110 BSD 13.17

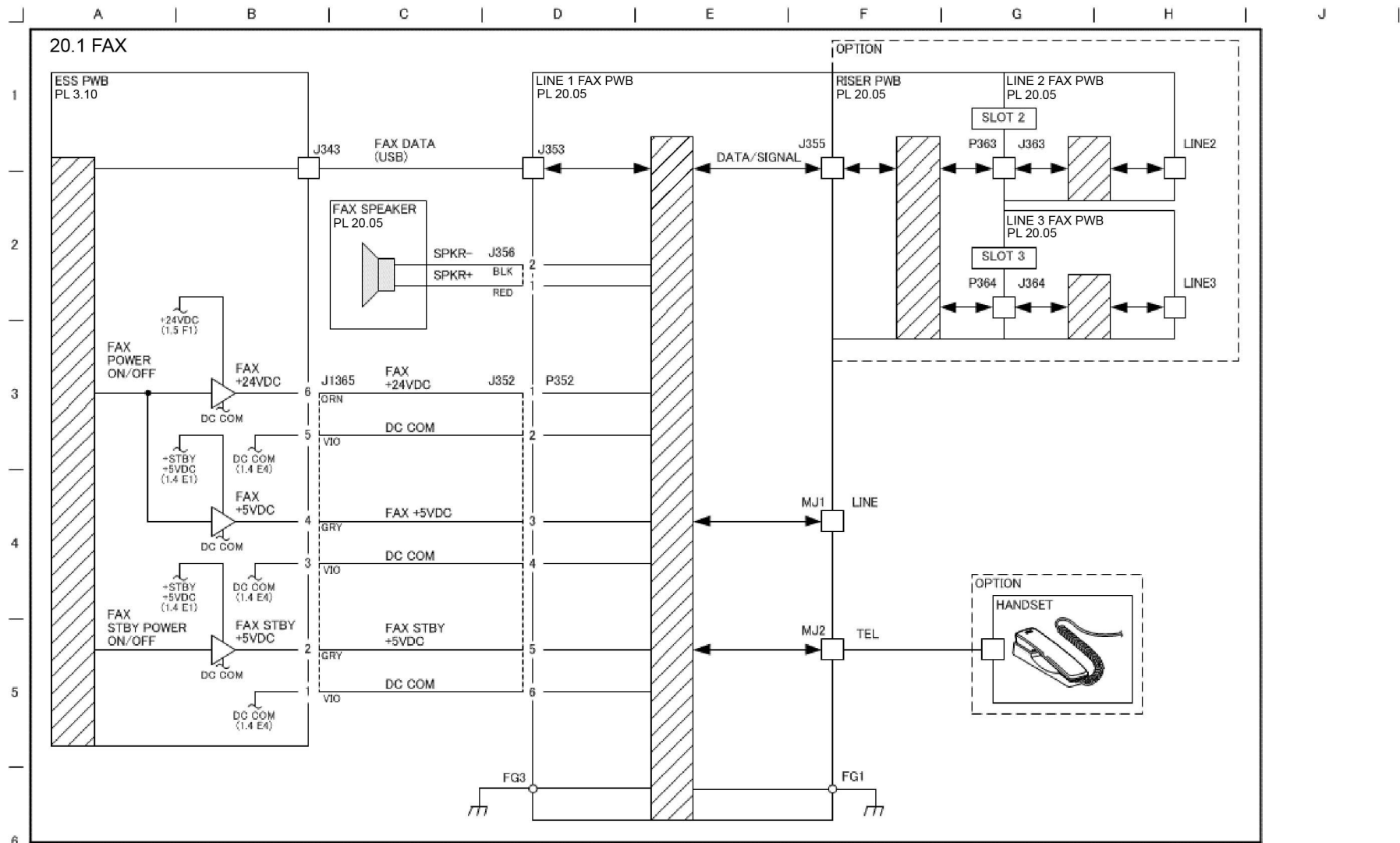
BSD 13.18 Office Finisher LX Booklet Staple Control (2 of 2 - Rear)



TY-1-0150-A

Figure 111 BSD 13.18

BSD 20.1 Fax



TY-1-0151-A

Figure 112 BSD 20.1

8 Product Technical Overview

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- Fax1225

System Overview

Note: The following service manuals are external to this service manual and can be referenced when required, GSN Library # 17020:

- Global A Integrated Office Finisher - 2FA - Part Number 705P01445
- Global B Office Finisher - EZK - Part Number 705P01448

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.

Machine Configurations

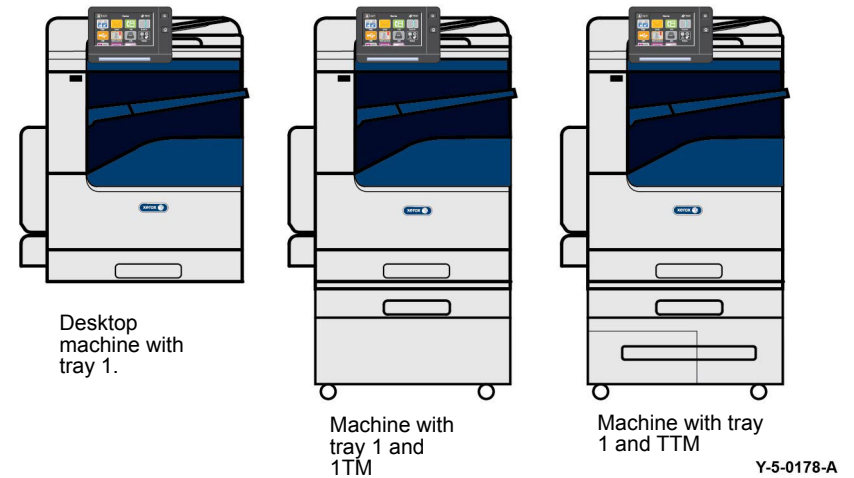
The Xerox® VersaLink® B7125/B7130/B7135 is available in the following base configurations:

- **Multi Function Printer** - provides full digital copier features with the flexibility of network connections for printing and enhanced scanning capabilities

The basic configurations include:

- Duplexing automatic document feeder (DADF); IOT with duplex path.
- Color image input terminal (IIT) for full color document scanning.
- Color scan to print from USB.
- Color scan to email/mailbox.
- Monochrome print engine running at 25, 30, or 35ppm.
- One paper tray.
- Offsetting center catch tray (exit 1 only) and exit 2 tray.
- Multi sheet inserter (MSI/bypass tray).

Refer to [Figure 1](#).



Options

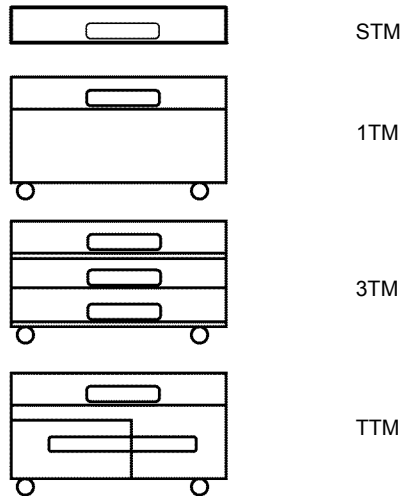
Paper Supply Modules

The VersaLink® B7125/B7130/B7135 is available as a desktop machine or on a stand with multiple paper supply modules.

- STM - single tray module used in desktop configuration.
- 1TM - tray 1 tray module with wheeled stand.
- 3TM - three tray module.
- TTM - tandem tray module.
- Envelope tray.
- 2K HCF (requires 1TM/3TM/TTM).
- GAR finisher.
- GB finisher.
- Work surface.
- HDD (standard for stacked configurations).
- Center tray/dual catch tray (standard for stacked configurations).
- WiFi.
- CAC reader.
- Convenience stapler.

- 1 or 3 line fax.
- Fax over IP (VOIP fax).
- Adobe PS.

For more information refer to . Refer to [Figure 2](#) for paper supply options.



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Product Codes and Configurations

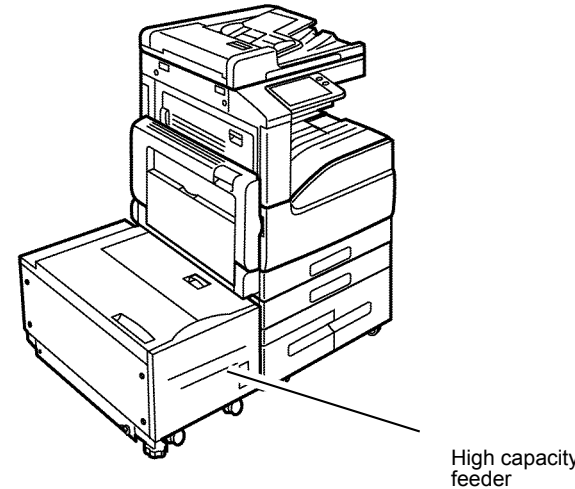
Refer to [Table 1](#).

Table 1 Product codes

Configuration	Product Code	Voltage
25/30/35ppm - Desktop	7CX	120V
25/30/35ppm - Desktop	7CXN	120V GSA
25/30/35ppm - Desktop	9CX	220V
25/30/35ppm w/ 1TM	2DA	120V
25/30/35ppm w/ 1TM	2DAN	120V GSA
25/30/35ppm w/ 1TM	4DA	220V
25/30/35ppm w/ TTM	5DA	120V
25/30/35ppm w/ TTM	5DAN	120V GSA
25/30/35ppm w/ TTM	7DA	220V

High Capacity Feeder

The high capacity feeder (HCF) is a dedicated paper tray with a capacity of approximately 2000 sheets of 60 to 215gsm (16lb bond to 80lb cover) paper. It can handle paper sizes of A4 LEF, 7.25x10.5 inch LEF, or 8.5x11 inch LEF. Refer to [Figure 3](#).



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Finishers

The finishers serve as optional output devices for the machine. Two types of finisher are available:

- **GAR Finisher** - The Integrated office finisher has a capacity of approximately 500 sheets of Letter/A4 paper. It can handle paper sizes ranging from A6 up to A3 (11x17 inch), with a paper weight range from 60 to 215gsm (16 to 58lb). The following options are available:
 - Collation
 - Stapling
- **GB Finisher** - The office finisher LX has two output options. The center tray has a capacity of 200 sheets of 80gsm (20lb.) paper and the stacker tray has a capacity of up to 2000 sheets, depending on paper size. The office finisher LX has the following output options:
 - Collation
 - Stacking
 - Stapling
 - Hole Punching

With the optional booklet maker installed, the office finisher LX can produce pre-created, stapled booklets.

Customer Replaceable Units (CRUs)

The Xerox® VersaLink® B7125/B7130/B7135 machines have these CRUs:

- Toner cartridge
- Xerographic cartridge
- Bias transfer roller (non-marketed CRU).
- Fuser (non-marketed CRU).

Main Power

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.

AC Power

The Xerox® VersaLink® B7125/B7130/B7135 machines are equipped a power button on the UI and a main power switch on the front of the IOT. To access the main power switch, open the front cover assembly.

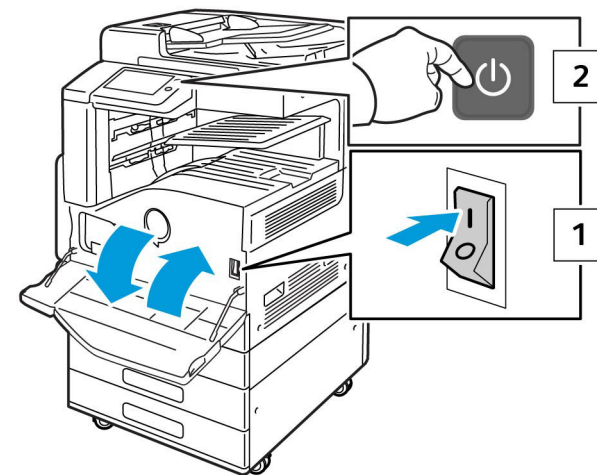
Refer to [GP 10](#) for power off, quick restart and power on procedures.

Closing the main power switch supplies AC power to the low voltage power supply, from which it is distributed throughout the machine, [Figure 1](#), item 1. The AC power is converted into +5VDC stand-by power which is supplied to the [PL 3.10 Item 6](#) (and Fax if installed). The ESS PWB supplies 5VDC power to the UI power button, [Figure 1](#), item 2.

With only the main power switch on there is no generation of either +5V power or +24V power. This cannot occur until the power button on the UI is pressed.

The ESS PWB monitors the UI power button. When the UI power button is pressed the ESS PWB detects the change in status and enables the low voltage power supply to begin producing and distributing both the +5VDC and +24VDC power required for operation.

Refer to [Block Schematic Diagrams \(BSDs\) BSDs](#).



Y-5-0130-A

Figure 1 Main power switch and UI power button

The main functions of the AC power are as follows:

- Provides ground fault interrupt and filtered power.
- Supplies AC power to the main power switch.
- Supplies AC power via the main power switch to the low voltage power supply for distribution to the finisher and PWS outlets.
- Supplies AC power to the low voltage power supply for conversion into standby +5VDC, +5VDC, and +24VDC power.

Low Voltage DC Power

With only the main power switch on, power on ACH is supplied to the +5VDC and +24VDC power generation circuits on the LVPS, [Figure 2](#). However, these circuits will not begin generating low voltage power until the power switch also is turned on and they receive the required on signals from the ESS PWB.

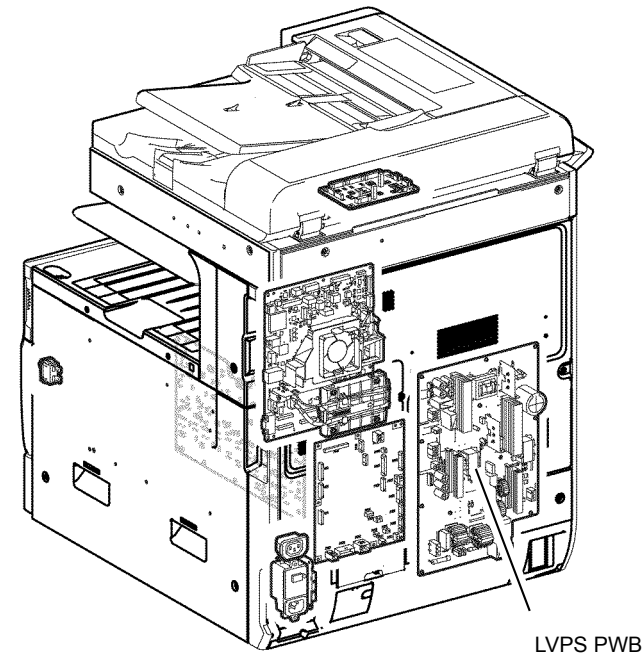
Also with only the main power switch on, STBY +5VDC power is routed to the ESS PWB so that it can produce the +3.3VDC and +3VDC power required to monitor system status.

After the power switch is turned on, the +5VDC on/off signal, the +24VDC on/off signal, and the +5VDC C-F On/off signal (fax) cause the low voltage power generation circuits to begin operation.

AC power is also routed via the LVPS to the finisher and accessory outlets.

Refer to:

- [BSD 1.3 LVPS Control](#)
- [BSD 1.4 DC Power Generation \(1 of 2\)](#)
- [BSD 1.5 DC Power Generation \(2 of 2\)](#)



Y-5-0132-A

High Voltage DC Power

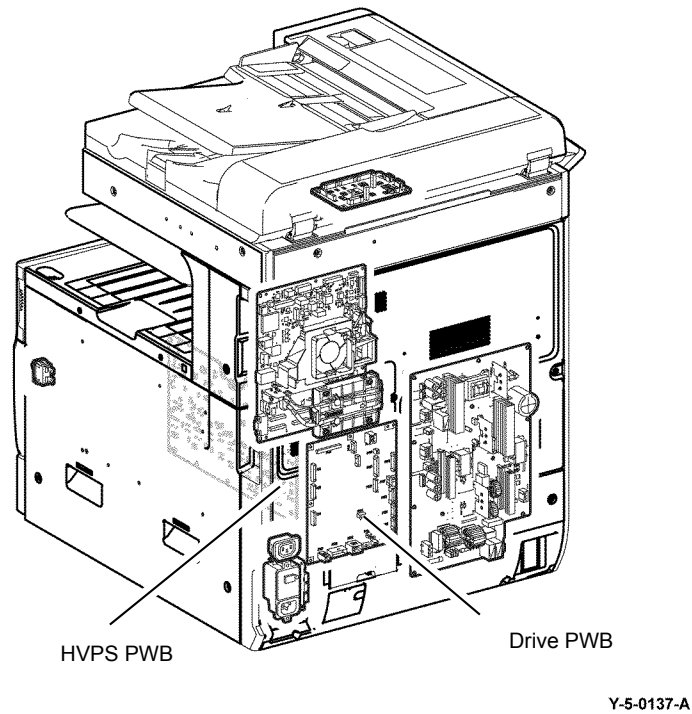
The high voltage power supply (HVPS) converts +24VDC power into the high voltages required by the xerographic subsystem.

The INTLK +24VDC power supplied via the drive PWB enters the HVPS, is routed to the transformers on the board, and is modified to the voltages required for charge, developer bias, detack, and transfer.

Refer to:

- [BSD 9.3 Charging and Exposure](#)
- [BSD 9.4 Development](#)
- [BSD 9.11 Image Transfer](#)

The HVPS is mounted behind the drive PWB, refer to [Figure 3](#).



IOT Modes and System Status

Refer to [Table 1](#) for the operating modes are available.

Table 1 Operating modes

Mode	Remaining
Running Mode	The data receiving/image creation/recording (printing) operation mode
Ready Mode	When the system can enter the Running Mode immediately
Low Power Mode	The mode that reduces the power consumption more than the Ready Mode
Sleep Mode*	The mode that reduces the power consumption further more than the Low Power Mode.
Sub Power OFF Mode	The controller is maintained with the programs in running state. The rest are in the same state as when the power is OFF.

* Applies to the International Energy Star Program.

IOT States

Refer to [Table 2](#) for the IOT systems are in the following states in each mode.

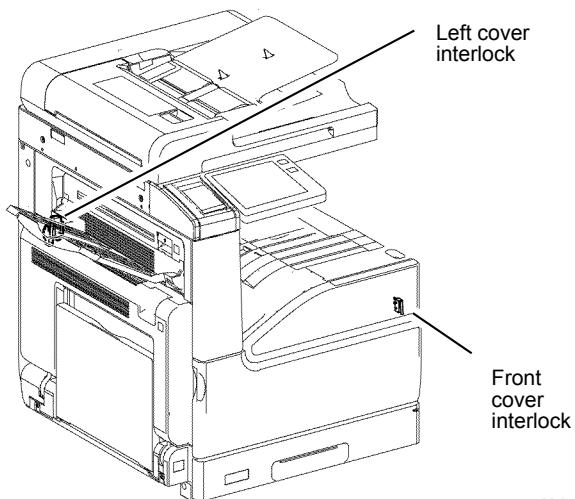
Table 2 States

	Running Mode	Ready Mode	Low Power Mode	Sleep Mode
Fusing System (Fusing Unit)	Maintaining operating temperature	Maintaining standby temperature	Maintaining at low temperature	Stop state
Marking system (Transfer, Developer, etc.)	Operating state	Stop state	Stop state	Stop state
Exposure System (LPH)	Operating state	Stop state	Stop state	Stop state
Fusing Fan	Low Speed Rotation or High Speed Rotation by Temperature Control	Temperature control in Stop or Rotate (slow)	Temperature control in Stop or Rotate (slow)	Stop state
Marking Fan	Stop or Rotation by Temperature Control (Low Speed/High Speed)	Temperature control in Stop or Rotate (slow)	Temperature control in Stop or Rotate (slow)	Stop state
ESS (Reference)	Operating state	Standby	Standby	Ready to receive

Front Cover and Left Cover Interlocks

The front cover interlock switch is wired in series with the L/H cover interlock switch. These switches are supplied with +5VDC power from the LVPS. The drive PWB monitors their status.

When the front cover interlock switch opens, fault code 077-300 front cover open sets and the drive PWB de-energizes the interlock relay located on the LVPS. Simultaneously, the fault code and a message to close the front cover display on the UI. With the interlock relay de-energized, the supply of +24VDC power is removed from the drive PWB and the devices it supplies and/or controls (tray module PWB, motors, clutches, solenoids, fans and xerographics). Refer to [Figure 4](#).



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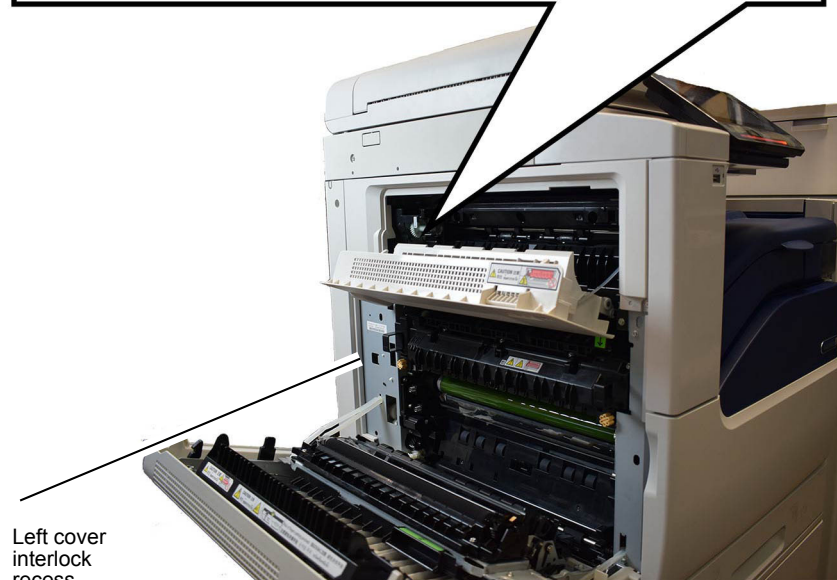
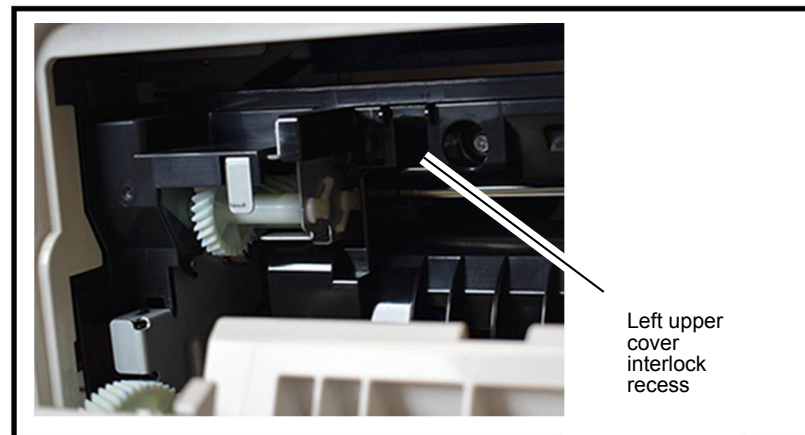
The left cover interlock switch is wired in series with the front cover interlock switch. These switches are supplied with +5VDC power from the LVPS. The drive PWB monitors their status.

When the L/H cover interlock switch opens, fault code 077-301 left hand cover open sets and the drive PWB de-energizes the interlock relay located on the LVPS. Simultaneously, the fault code and a message to close the front cover display on the UI. With the interlock relay de-energized, the supply of +24VDC power is removed from the drive PWB and the devices it supplies and/or controls (tray module PWB, motors, clutches, solenoids, fans, xerographics). Refer to [BSD 1.8 Power Interlock Switching \(1 of 3\)](#) and [Figure 4](#).

Left Upper Cover Interlock

The left upper cover switch, [Figure 5](#), is supplied with +5VDC power from the drive PWB, which also monitors its status.

When the left upper cover switch opens, fault 077-308 left hand high cover open is declared and a message to close the cover displays on the UI. The machine inhibits printing until the user closes the cover, canceling the condition.



Y-5-0160-A

Left Lower Cover Interlock

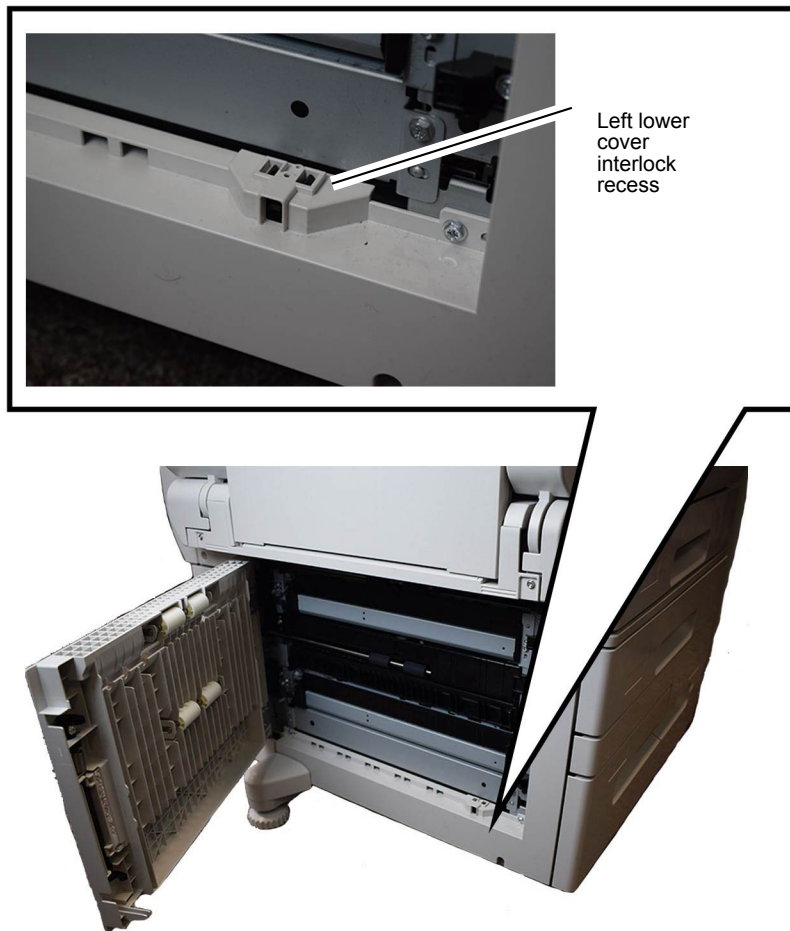
The left lower cover switch is supplied with +5VDC power from the drive PWB via the tray module PWB, which also monitors its status.

When the left lower cover switch opens the machine declares a fault tray module cover open, inhibits printing, and displays a message to close the cover.

The interlock is in a similar position in the optional paper input modules listed here. [Figure 6](#) shows the TTM as an example. Refer to the parts list for more information.

- TTM PL 70.95 Item 18.
- 1TM PL 80.15 Item 3.
- 3TM PL 80.30 Item 8.

Refer to [BSD 1.9 Power Interlock Switching \(2 of 3\)](#)



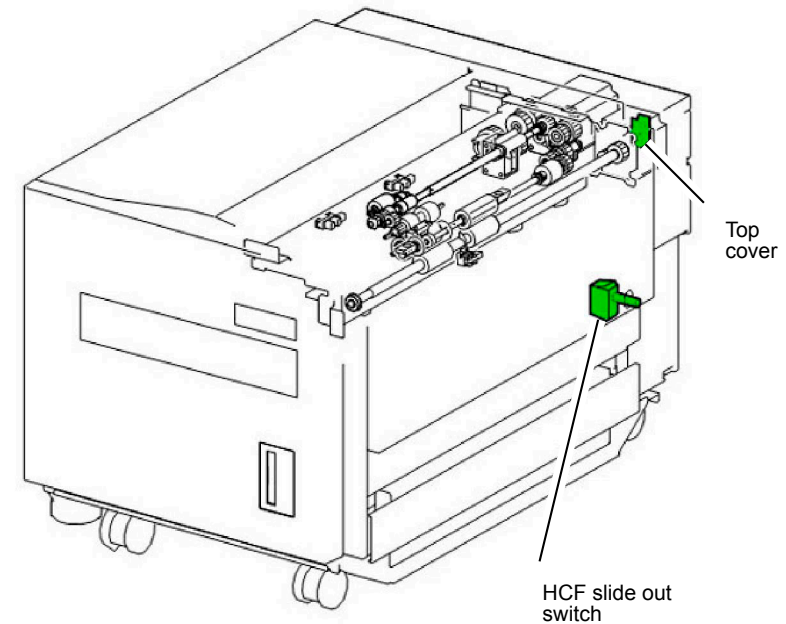
Y-5-0161-A

HCF Interlocks

The high capacity feeder is fitted with 2 interlocks:

- Top cover interlock, [PL 70.55 Item 26](#).
- HCF slide out switch, [PL 70.60 Item 8](#).

Refer to [BSD 1.11 DC Power Distribution - HCF](#) and [Figure 7](#).



Y-5-0159-A

User Interface

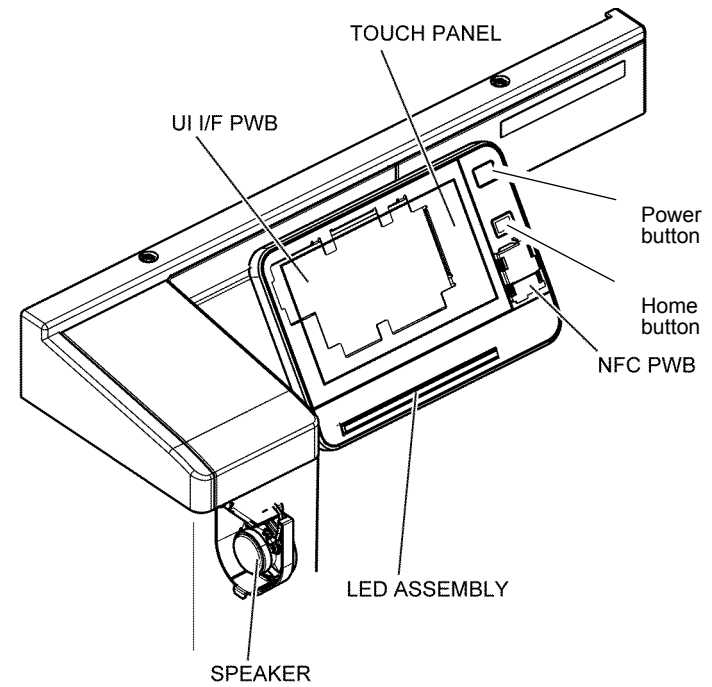
The user interface (UI) displays the state of the printer via the LCD touch screen and LED machine status display. The UI enables operation the device by means of the touch screen and buttons. Refer to [Figure 1](#).

The UI speaker generates synchronised operational sounds for the UI. The UI speaker is attached to the side of the main device.

The user interface (UI) consists of the components that follow:

- LCD touch screen.
- Power button.
- Home button.
- LED machine status display.
- Near field communication receiver.

Note: The UI assembly, [PL 2.05 Item 7](#) is replaced as a single item. The components within the UI are not accessible.



TY-5-0070-A

Machine Run Control

Overview

The main functions of run control are to:

- Perform self-testing at power on to verify the communication status between PWBs.
- Monitor and control the operation of the base machine and the installed options during all power states.
- Detect, log, and report faults.
- Communicate with the user through the user interface.

ESS PWB

The primary functions of the ESS PWB are as follows:

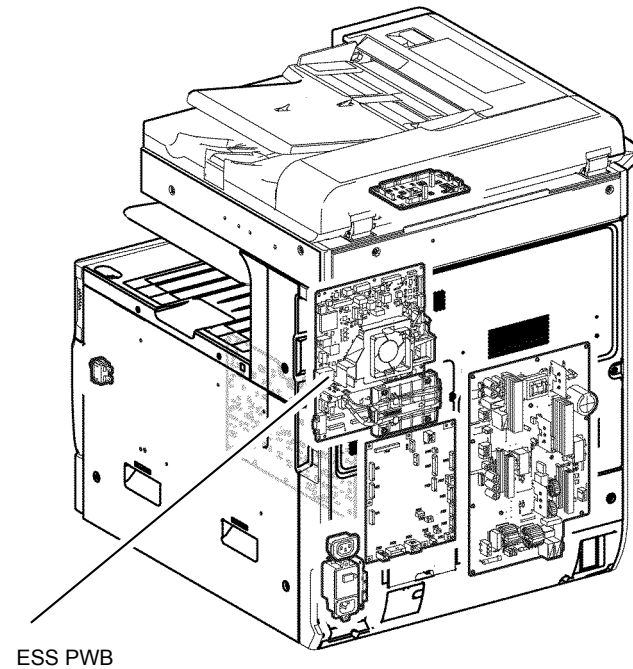
1. Receives image (video) data from the input module (IIT or DADF)
2. Processes this data based upon the user's requests (made at the user interface or a remote PC/server)
3. Sends the processed image data to the LPH to be written to the photoreceptor.
4. Sends printing, paper supply, and finishing requests to the drive PWB.

The ESS PWB, [PL 3.10 Item 6](#), connects to the UI, DADF PWB, drive PWB, HDD, fax and PWS.

The ESS PWB is contained in a chassis. The chassis contains the ESS PWB and HDD, along with mechanical parts and harnesses. Refer to [Figure 1](#).

Refer to:

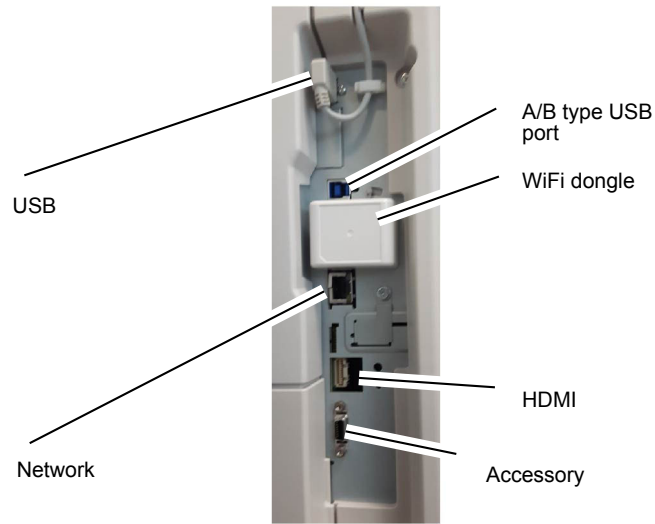
- [BSD 3.1 PWB Communications \(ESS PWB to Drive PWB\)](#)
- [BSD 3.2 PWB Communications \(ESS PWB/Drive PWB to STM\)](#)
- [BSD 3.3 PWB Communications \(ESS PWB/Drive PWB to 1TM/3TM/TTM\)](#)
- [BSD 3.4 PWB Communications \(ESS PWB to UI\)](#)
- [BSD 3.5 PWB Communications \(ESS PWB to DADF\)](#)
- [BSD 3.6 PWB Communications \(ESS PWB/Drive PWB to Finisher\)](#)
- [BSD 3.9 ESS](#)



Y-5-0173-A

Controller Interface

The functions of the connectors along the side of the ESS PWB are shown in [Figure 2](#).



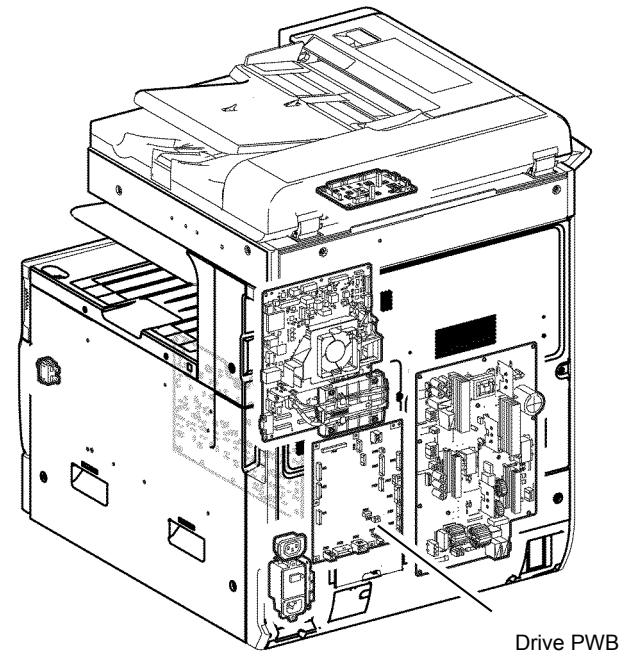
Y-5-0181-A

Drive PWB

The drive PWB controls the print engine, providing power and drive signals to most of the motors, sensors, clutches and solenoids, plus assemblies including the HVPS, fuser, drum cartridge and toner CRUM. Refer to [Figure 3](#).

Refer to:

- [BSD 3.1 PWB Communications \(ESS PWB to Drive PWB\)](#)
- [BSD 3.2 PWB Communications \(ESS PWB/Drive PWB to STM\)](#)
- [BSD 3.3 PWB Communications \(ESS PWB/Drive PWB to 1TM/3TM\)TTM](#)
- [BSD 3.6 PWB Communications \(ESS PWB/Drive PWB to Finisher\)](#)
- [BSD 4.1 Main Drive Control](#)
- [BSD 4.2 Drum Drive Control](#)

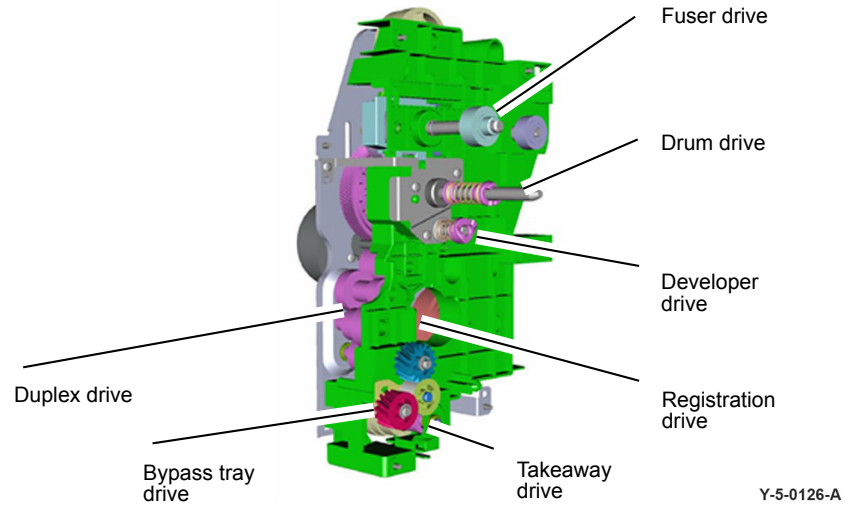
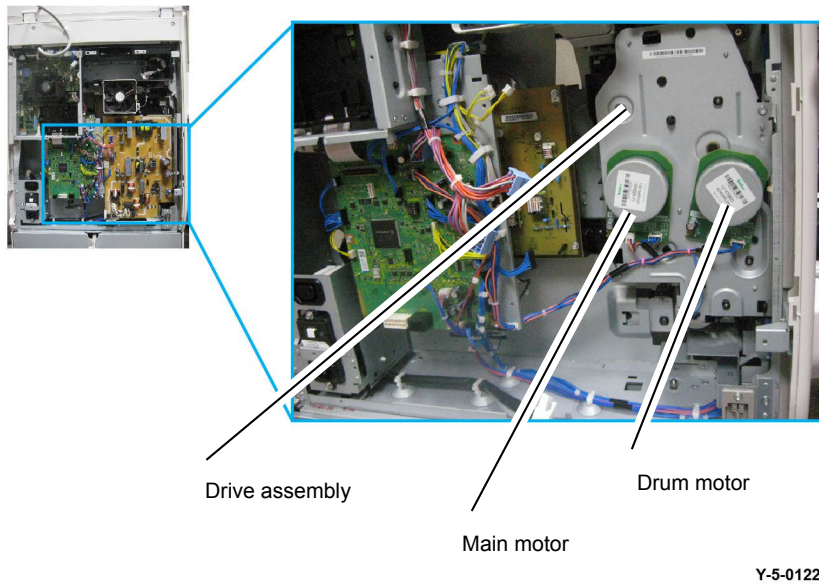


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Main Drives and Cooling

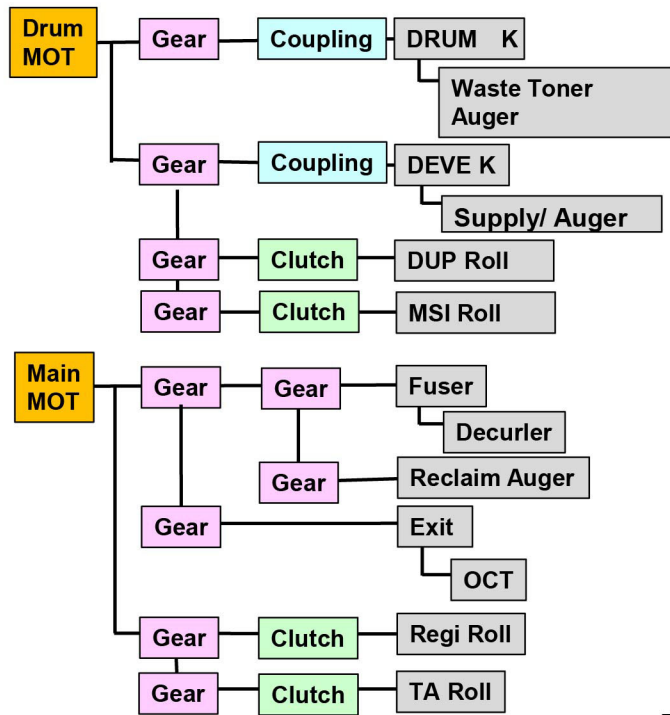
Main Drives

The main drive module PL 40.05 Item 1, is located to the rear of the machine behind the LVPS, PL 1.10 Item 8. Refer to Figure 1.

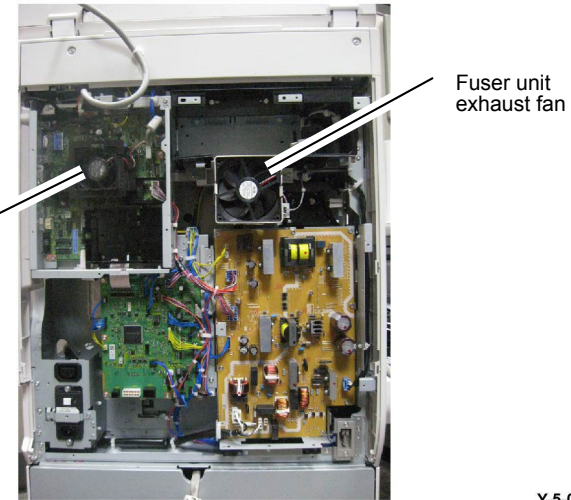


The drive train for the main motors is show in the schematic in Figure 3.

The main drive couplings are shown in Figure 2.



TY-5-0125-A



Y-5-0133-A

Figure 1 Main drives

Refer also to [BSD 4.1 Main Drive Control](#).

Cooling

The VersaLink® B7125/B7130/B7135 contains 2 main cooling fans. No filters are used in any of the fan duct work.

- Fuser unit exhaust fan, [PL 40.15 Item 4](#) inside the upper rear cover. Refer to [Figure 4](#).
- Marking fan, [PL 40.15 Item 8](#) at the front of the machine inside the inner cover. The fan position is not visible on the inner cover.

The ESS PWB [PL 3.10 Item 6](#) also features a dedicated fan to cool components on the board.

DADF

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the [PWS://Xerox/Edoc/\[product\]/html/Videos](#) folder.

Document Feeding Overview

The duplexing automatic document feeder (DADF) scans single or multi-page documents automatically. Single-sided and double-sided documents can be fed. Mixed sizes can be run after the appropriate selections are made on the UI

The DADF can invert a document to scan images on both sides, and it employs a constant velocity transport (CVT) system. With the CVT system, the lamp carriage of the IIT is fixed at a specified position (the scan position) where images are scanned as documents feed across the platen at a constant speed. Refer to [Figure 1](#).



Y-5-0100-A

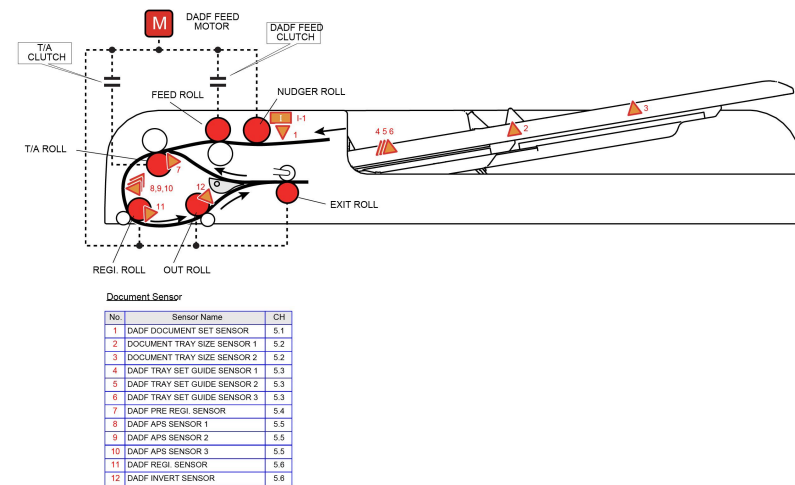
Figure 1 DADF

The DADF performs the following functions:

- Automatically separates and feeds documents for copying.
- Automatically senses the document size.
- De-skews the documents before they are copied.
- Automatically inverts two-sided documents for duplex copying.

- Automatically stacks copied documents on the exit tray in the correct order and same orientation in which they were fed.

[Figure 2](#) shows the relative locations of the DADF components used to sense, size, and feed documents.



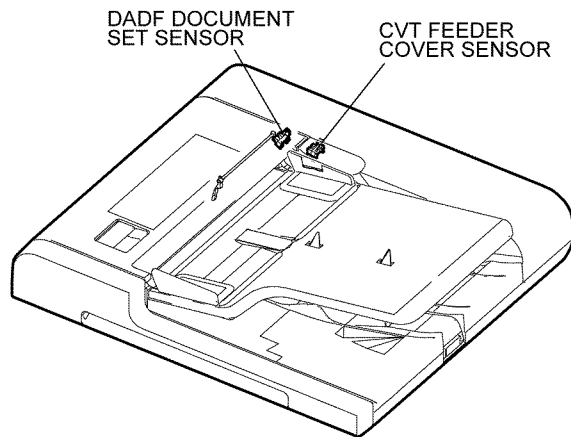
TY-5-0071-A

Figure 2 DADF components

Document Set Sensing

When a document is placed in the document tray, it activates the document sensor, [PL 5.30 Item 7](#).

The CVT feeder cover sensor detects that the upper feeder assembly, [PL 5.10 Item 10](#), is closed. Refer to [Figure 3](#)



TY-5-0072-A

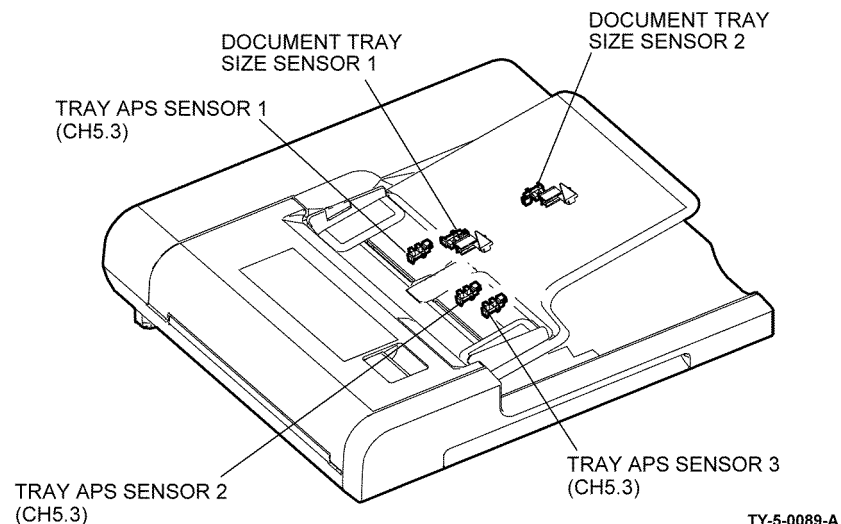
Figure 3 Document set sensor

Tray APS Sensors and Size Sensors

The document guides move a rack and gear that actuates 3 sensors (tray APS sensors 1, 2 and 3) within the DADF tray assembly, [Figure 4](#). Together these sensors detect the document width (in the cross process direction). The length of the document (in the process direction) is determined by the on or off states of DADF tray size sensor 1 and 2, [Figure 4](#). Refer to [PL 5.55](#).

Note: The tray APS sensors should not be confused with the APS sensors in the paper path. Refer to [APS Sensors](#).

When a document stack of different sizes is set, the document size is detected according to the combination of the maximum width and length of the documents.



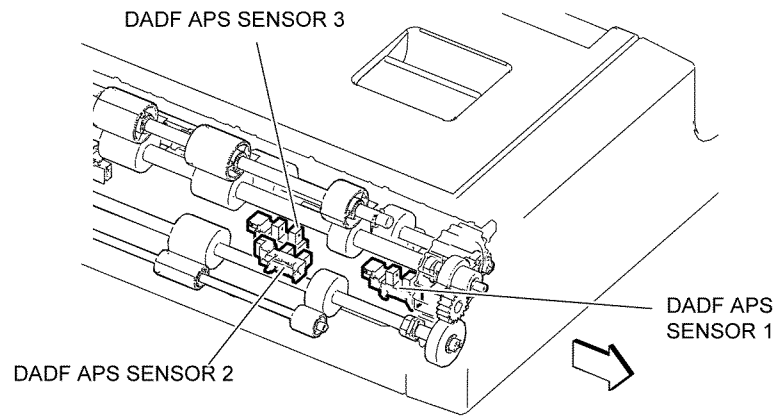
TY-5-0089-A

Figure 4 Tray APS sensors and size sensors

APS Sensors

DADF APS sensors 1, 2 and 3 detect the document width in the cross process direction, [Figure 4](#). Refer to [PL 5.50 Item 8](#). These sensors monitor the document width (cross process direction) as the documents pass along the document path. They allow multiple sized documents to be processed in a single job. Refer to [Figure 5](#)

Note: The APS sensors should not be confused with the tray APS sensors. Refer to [Tray APS Sensors and Size Sensors](#).

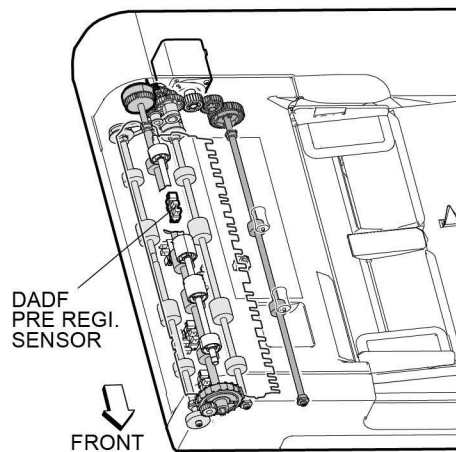


TY-5-0073-A

Figure 5 DADF APS sensors

Pre Registration Sensor

The DADF pre-registration sensor, PL 5.50 Item 8, is installed immediately before the takeaway roll. It detects that the preceding sheet has left the takeaway roll. Refer to Figure 6.



TY-5-0074-A

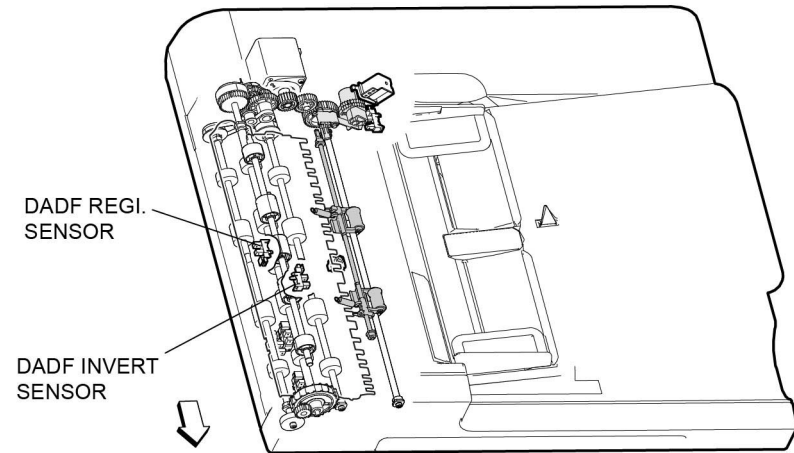
Figure 6 Pre-registration sensor

Registration Sensor and Invert Sensor

The DADF registration sensor is installed before the registration roll. It detects that the preceding sheet has left the registration roll, triggering the pre-registration of the next.

The registration sensor and the pre-registration sensor provide jam detection as the document feeds through the document path.

The DADF invert sensor is installed immediately after the out roll. It detects the ejection of a sheet and provides timing data for two sided jobs. Refer to Figure 7.



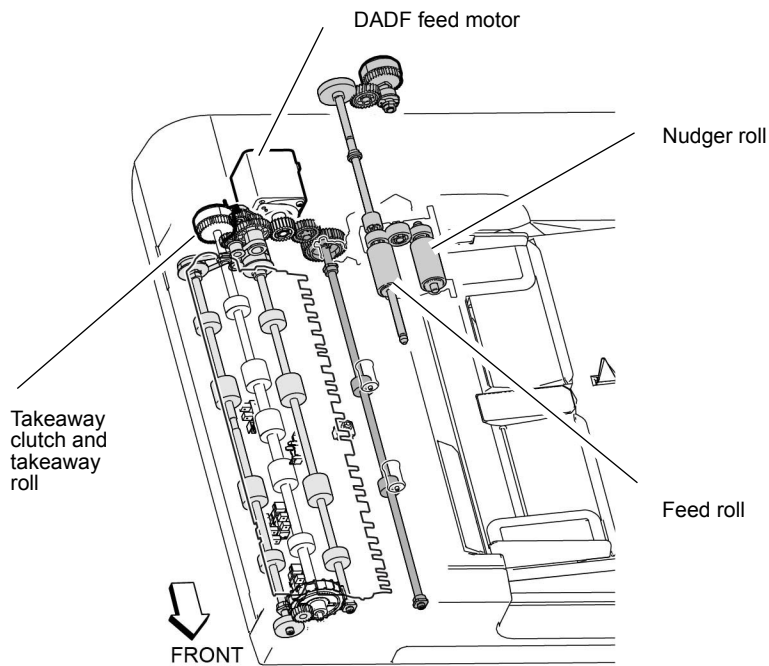
TY-5-0083-A

Figure 7 Registration sensor and invert sensor

Feed Motor, Nudger Roll, Feed Roll and Takeaway Roll

The DADF feed motor is a stepping motor that rotates the nudger roll and feed roll in the reverse (CCW) direction. It also rotates the takeaway roll in the normal (CW) direction. The takeaway roll stops when this motor rotates in the reverse direction.

The feed roll and the takeaway roll are driven through clutches that are controlled by the DADF PWB, PL 5.10 Item 11. Refer to Figure 8.

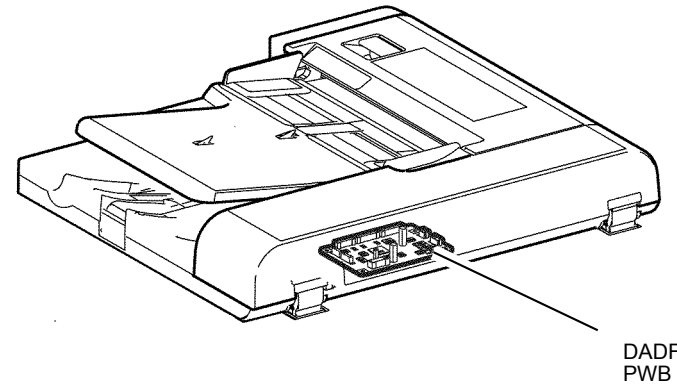


Y-5-0090-A

DADF PWB

The DADF PWB, [Figure 9](#), controls the following:

- DADF feed motor, [PL 5.30 Item 3](#).
- DADF feed clutch, [PL 5.36 Item 2](#).
- Takeaway clutch, [PL 5.36 Item 2](#).



Y-5-0136-A

Document Size Sensing - Same Size Set

Document Width - Cross Process Direction

The document set width (cross process direction) is detected by the DADF tray set guide sensors 1 - 3 (tray APS sensors, [Figure 4](#)) that are activated by the rack gear that moves with the document edge guides.

Document Length - Process Direction

The document length (in the process direction) is detected by the document tray size sensors 1 and 2, [Figure 4](#).

Refer to [Tray APS Sensors and Size Sensors](#).

Document Size Sensing - Mixed Set

Initial Document Sensing

When a stack of documents of different sizes is set the initial document set size is detected according to the combination of the maximum width and length of the set, refer to [Tray APS Sensors and Size Sensors](#).

Mixed Document Length - Process Direction

Individual document length (process direction) is determined by counting pulses from the feed motor. The counting begins when the lead edge of the document arrives at the registration sensor. The counting ends when the trail edge of the document leaves the DADF feed out sensor. A calculation is then made to determine the document length.

Mixed Document Width - Cross Process Direction

Individual page size checking (cross process direction) occurs as the documents feed using the APS sensors located in the paper path, refer to [APS Sensors](#). APS sensors 1, 2 and 3 monitor the document as it feeds to the pre-registration rolls. The control logic uses the input from the APS sensors to calculate document width.

Imaging

Image Input Terminal Overview

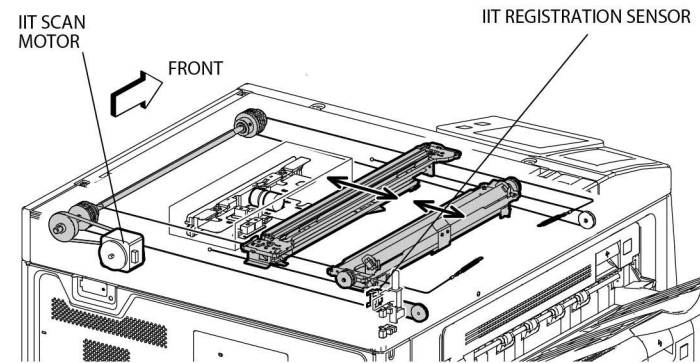
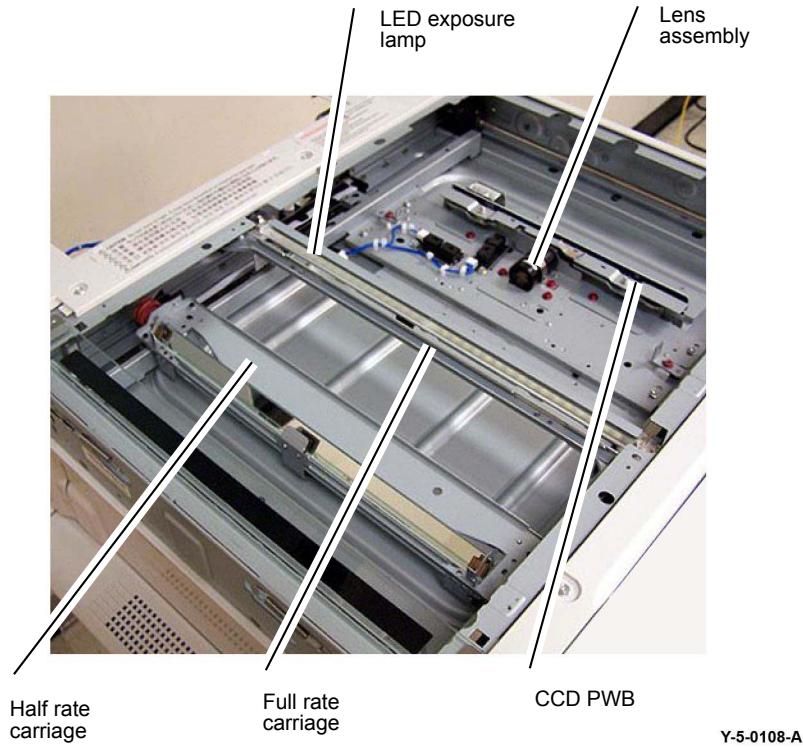
The scanner in the Image Input Terminal (IIT) uses an LED exposure lamp to illuminate and scan the document.

Note: The LED exposure lamp is referred to as the lamp assembly in the Parts List, refer to [PL 60.20 Item 9](#).

The LED exposure lamp is mounted on the full rate carriage and illuminates the document. in response to signals from the ESS PWB via the FFC LED cable.

The image of the document is reflected by the mirrors on the full and half rate carriages to the lens assembly. The image is focused by the lens onto the charge-coupled device (CCD). The CCD array converts the optical information to electrical analog levels that represent the red, green, and blue components of the original image. The CCD array uses a series of red, green and blue filters to separate the reflected image data into its R, G, and B components. Refer to [Figure 1](#).

Note: [Figure 1](#) shows the IIT after removal of the lens cover assembly, [PL 60.10 Item 12](#).



TY-5-0109-A

Figure 1 IIT scan motor and registration sensor

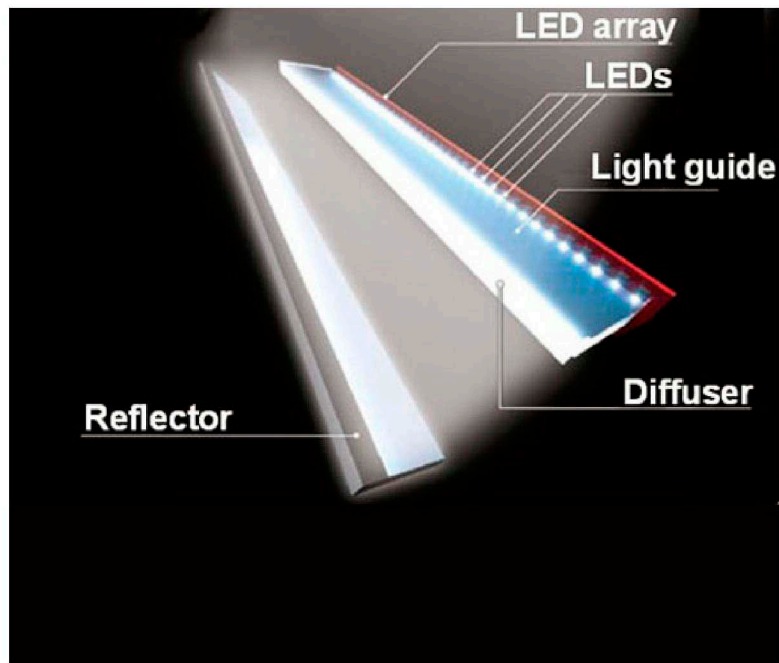
Light Guide Overview

The LED exposure lamp consists of a white LED array, a light guide, a diffuser, and a reflector. Refer to [Figure 3](#).

The full rate carriage moves the LED exposure lamp to scan the complete document on the document glass.

The IIT scan motor, [PL 60.30 Item 5](#) drives the full and half rate carriages via cables and pulleys. The carriage motor is a stepper motor that precisely controls the movement of the scan carriages beneath the document glass.

The IIT registration sensor, [PL 60.30 Item 7](#) is used to establish the home position of the carriages so that the control logic knows their locations. Refer to [Figure 2](#).

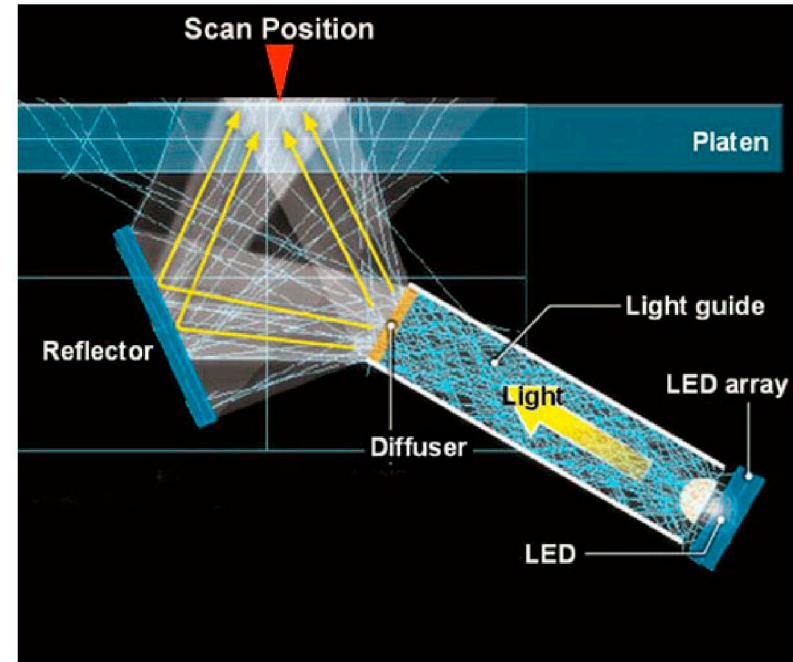


TY-5-0110-A

Figure 2 LED array

The light guide and diffuser convert the light from the LED array into a uniform pattern that closely parallels the output from a fluorescent lamp. Refer to [Figure 4](#).

The benefits of this design include uniform and stable light output at lower energy cost, reduced heat output, and faster start up.



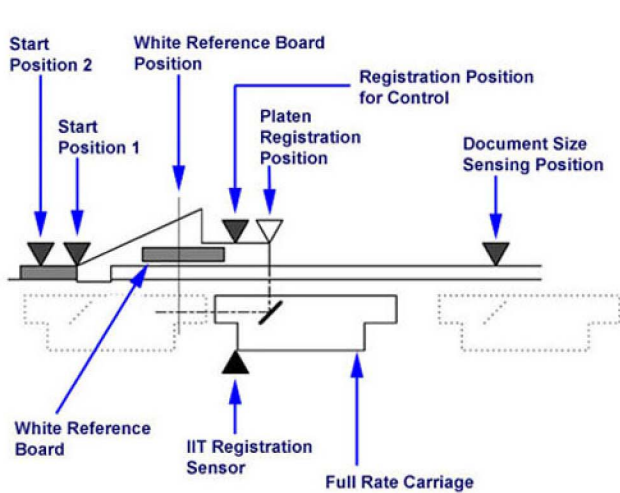
TY-5-0111-A

Figure 3 Light diffusion

Scanning Overview

When a document is scanned from the document glass, the scan cables that drive the full rate and half rate carriages maintain a fixed length optical path between the document and CCD. This is important for accurate size reproduction and focus.

The scan speed varies according to the reduction or enlargement ratio that has been selected. A slow scan produces an enlarged image and a fast scan produces a small image. Electronic processing is used to change the image size in the front- to-back (fast scan) direction when reduction or enlargement is selected. Refer to [Figure 5](#).



TY-5-0112-A

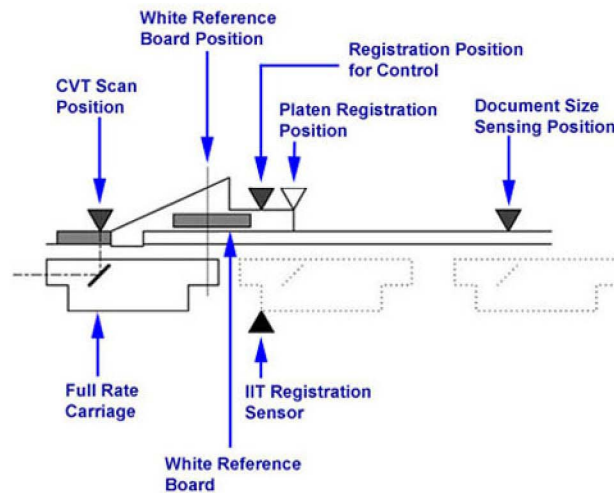
Figure 4 Scanning overview

DADF Scanning

In the DADF mode, the carriage is positioned under the constant velocity transport (CVT) glass. The carriage remains stationary while the document is moved across the CVT glass by the DADF.

The stationary half rate and full rate mirrors are used in the usual way to reflect the image through the lens to the CCD.

In all copy modes, the document is only scanned once regardless of the number of copies required. Refer to Figure 6.



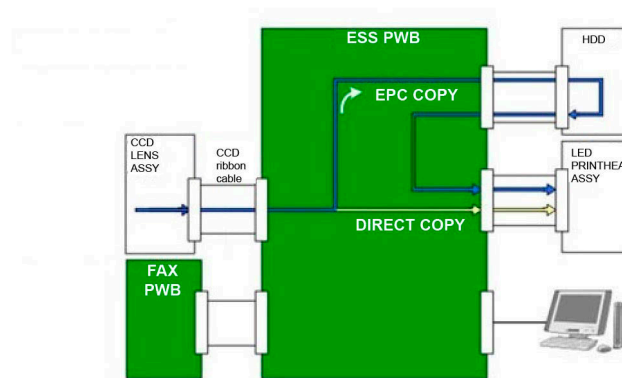
Full Rate Carriage position for DADF scanning

TY-5-0113-A

Figure 5 DADF scanning

Image Flow

The image data from the CCD image sensor are sent to the ESS PWB via the CCD ribbon cable. Shading compensation and white and black correction are then applied to the image data. Refer to Figure 7.



TY-5-0114-A

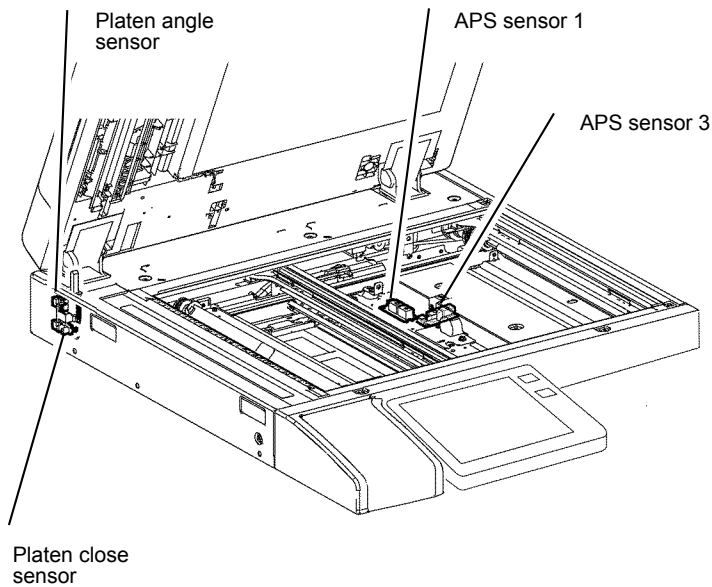
Figure 6 Image flow

IIT Document Size Sensing

The signal from the platen angle sensor indicates when the DADF opens and closes. The control logic responds to a “closed” signal by initiating size sensing. Size sensing also occurs when a user presses the Start button with the DADF open.

To determine a document’s width, the exposure lamp is switched on momentarily, the document is illuminated, and the CCD image sensor detects the width (fast scan direction) to the nearest millimeter. A document’s length (slow scan direction) is detected by the APS sensors 1 and 3. Refer to [Figure 8](#).

A look-up table is used to determine the size of the document. Refer to [Table 1](#).



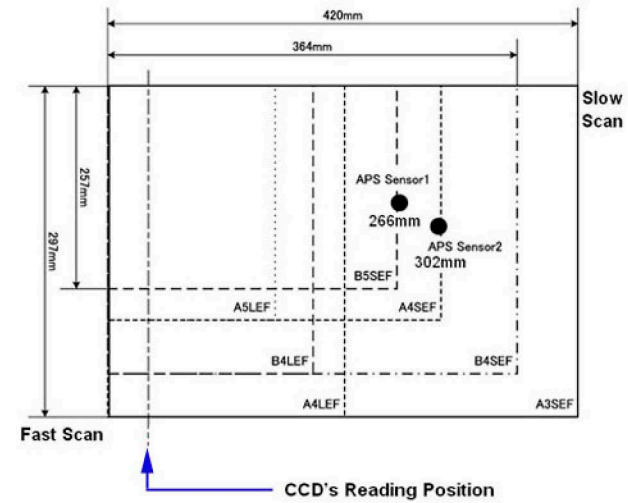
Y-5-0115-A

IIT Document Size Sensing

If two documents are of the same size in the fast scan direction, their slow scan size is determined based on which, if either, of the APS sensors detects them.

Example: The scanner differentiates between an A4 LEF and an A3 SEF document because only the A3 SEF document is detected by the APS sensors.

The IIT has two APS sensors which enable it to distinguish between 8.5x11 inch SEF, 8.5x13 inch SEF, and 8.5x14 inch SEF. Refer to [Figure 9](#).



TY-5-0116-A

Figure 7 Document size sensing

Paper Sizes Detected by the IIT

Refer to [Table 1](#). This table indicates the standard paper sizes which the IIT is capable of detecting

Note: The NVM setting for 715-305 determines whether the machine will detect 13” or 14” in the slow scan direction.

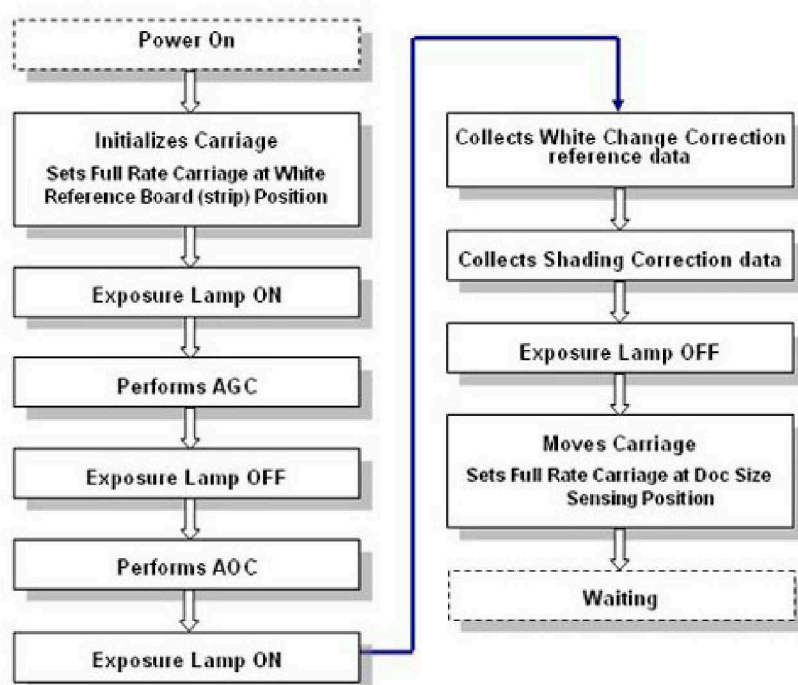
Table 1 Paper sizes

Document size	Width (mm)	Length (mm)	DMO-W	XE/DMO-E	XC
A5 SEF	148	210	Y	Y	N
A5 LEF	210	148	Y	Y	N
5.5” x 8.5” LEF	215.9	139.7	Y	N	Y
5.5” x 8.5” SEF	139.7	215.9	N	N	Y
B5 SEF	182	257	Y	N	N
B5 LEF	257	182	Y	N	N
A4 SEF	210	297	Y	Y	N
A4 LEF	297	210	Y	Y	Y
8.5” x 11” SEF	215.9	279.4	Y	N	Y
8.5” x 11” LEF	279.4	215.9	Y	Y	Y
8.5” x 13” SEF	215.9	330.2	Y	Y	N

Document size	Width (mm)	Length (mm)	DMO-W	XE/DMO-E	XC
8.5" x 14"	215.9	355.9	Y	N	Y
B4 SEF	257	364	Y	N	N
A3 SEF	297	420	Y	Y	Y
11" x 17" SEF	279.4	431.8	Y	Y	Y
Executive LEF	266.7	184.2	N	Y	Y
A6 SEF	105	148	Y	Y	N
Post card LEF	152.4	101.6	Y	Y	Y
B6 SEF	128.5	182	Y	Y	N

Scanner Initialization

The carriage position initializes after the machine is powered on or has recovered from power save mode. Refer to [Figure 10](#).



TY-5-0117-A

Figure 8 Scanner initialization

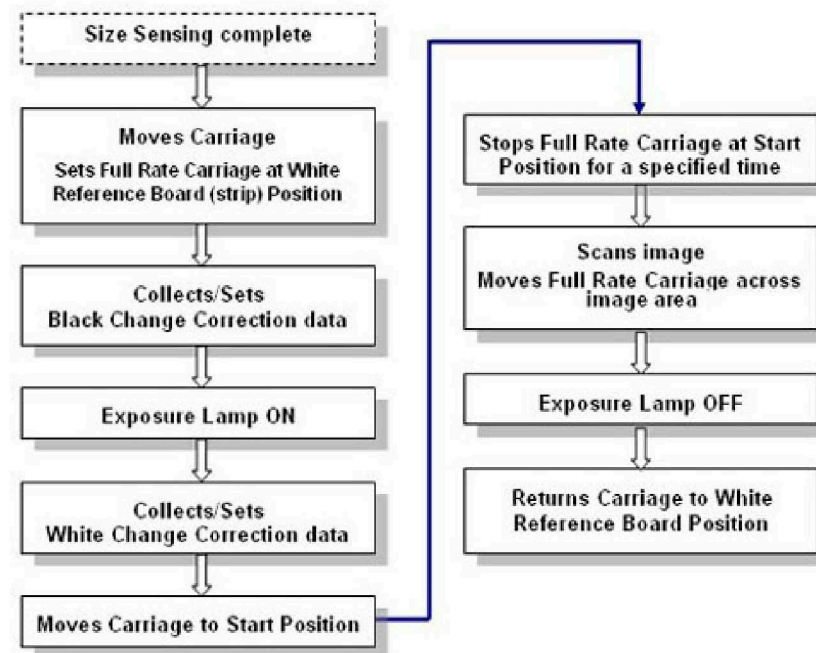
Platen Scanning Operation

The scan process begins once size sensing is complete. First, the full rate carriage moves to the white reference strip position. Here, with the exposure lamp off, it collects and applies black change correction data.

Next, the exposure lamp turns on and the IIT collects and applies white change correction data.

The full rate carriage now moves to the start position, where it waits a specified time. When the wait time elapses, the full rate carriage moves across the image area.

The exposure lamp turns off at the end of the scan, and the full rate carriage returns to the white reference strip position. Refer to [Figure 11](#).



TY-5-0118-A

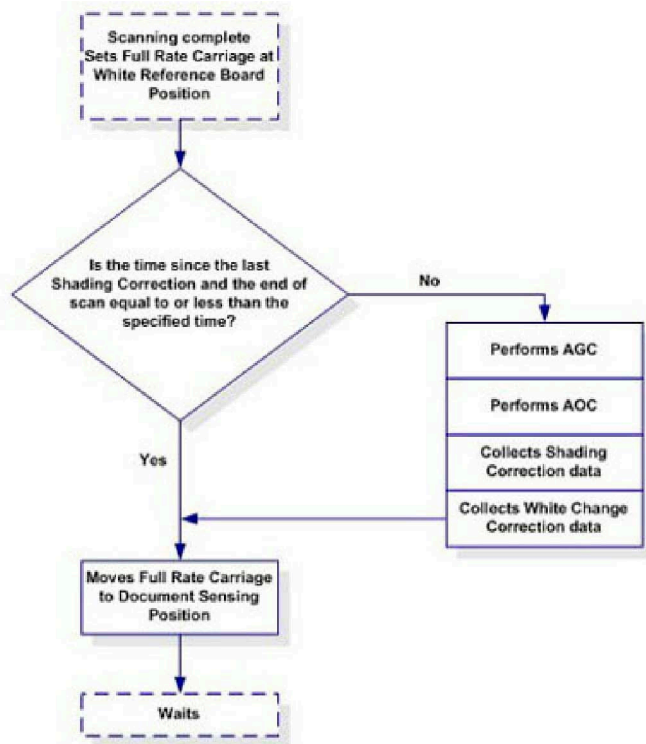
Figure 9 Platen scanning operation

End of Platen Scanning Operations

At the end of the scan, with the full rate carriage at the white reference strip position, the IIT determines how much time has elapsed since the last shading correction was performed.

If the elapsed time is greater than a specified value, the IIT performs auto gain control and auto offset control, and collects shading correction data and white change correction data.

It then moves the full rate carriage to the document sensing position, where it waits for the next customer job. Refer to [Figure 12](#).



TY-5-0119-A

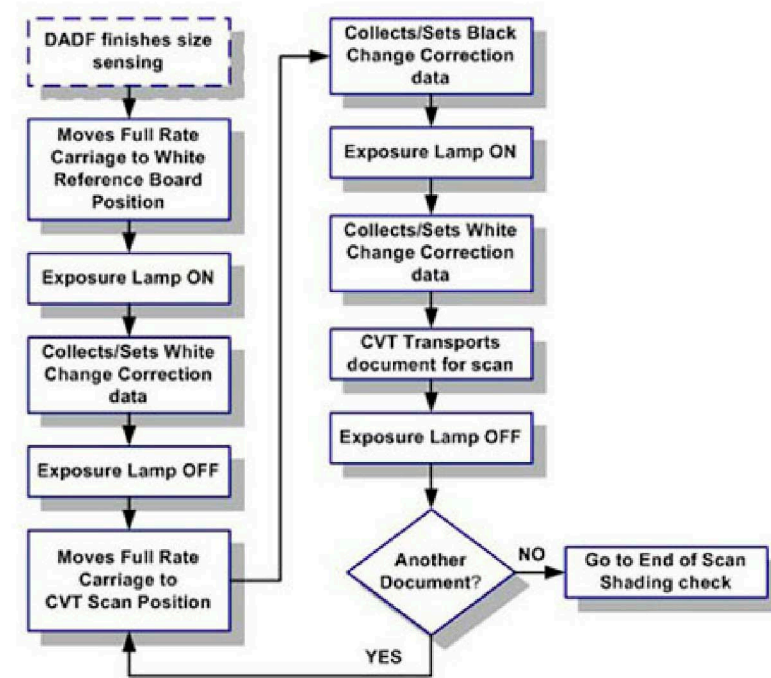
Figure 10 End of platen scanning

DADF Scanning Operations

After the DADF finishes size sensing, the full rate carriage moves to the white reference strip position. Here the exposure lamp is turned on and the IIT collects and applies white change correction data.

Next the exposure lamp turns off and the full rate carriage moves to the CVT scan position. First it collects and applies black change correction data, then it turns on the exposure lamp and collects white change correction data, setting the white and black levels.

The IIT scans the document as it is transported by the CVT. If there are multiple documents, the full rate carriage stays at the CVT scan position. Refer to [Figure 13](#).



TY-5-0120-A

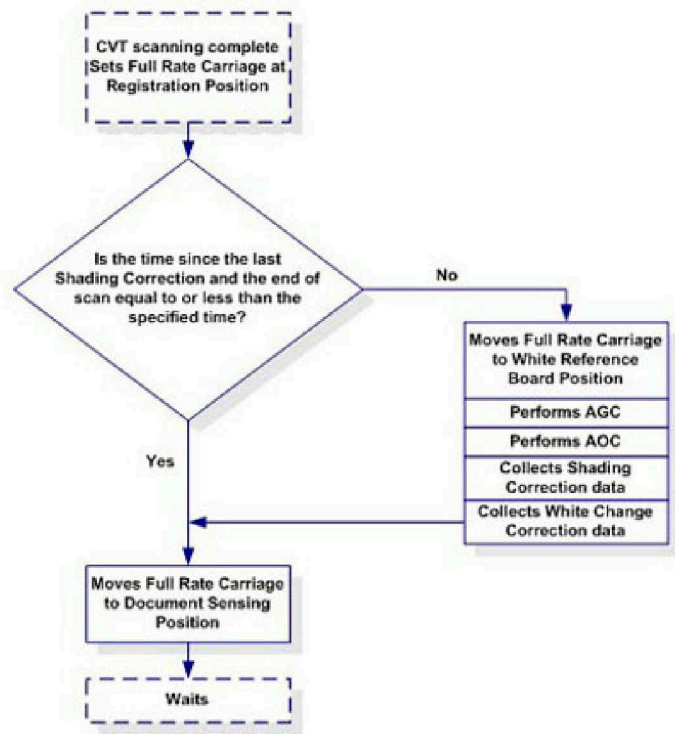
Figure 11 DADF scanning operations

End of DADF Scan Operations

At the end of a CVT scan, with the full rate carriage at the registration position, the IIT determines how much time has elapsed since the last shading correction was performed.

If the elapsed time is greater than a specified value, the IIT moves the full rate carriage to the white reference strip position and performs AGC and AOC, and collects shading correction data and white change correction data.

It then moves the full rate carriage to the document sensing position, where it waits for the next customer job. Refer to [Figure 14](#).



TY-5-0121-A

Figure 12 End of DADF scan

Document Scanning: CCD Calibration

To compensate electronically for variations in each pixel of the CCD and exposure lamp, five automatic calibrations are performed when the machine is switched on and at other specific times during operation. The values gathered during these calibrations are then applied to the data scanned by the IIT during processing by the IPS.

1. Automatic Gain Control (AGC)

AGC is a routine that adjusts gain so that the CCD image sensor output will be equal to a stored target value when the exposure lamp is switched on. This is also known as the white level coarse adjustment. AGC adjusts the level of the video signal prior to the A/D conversion in order to compensate for the natural decline in output of the exposure lamp as it ages and also for variations in the analog video circuits from one PWB to another. AGC is performed during initialization, at power on, and on recovery from Power Saver Mode.

The exposure lamp is switched on and several lines of image data from the white reference strip are scanned by the CCD image sensor in the fast scan direction.

The average value of the scanned lines of image data is compared with the AGC target value. If the average scanned value is not within the specified range for AGC target value, gain will be increased and the routine will be repeated until the value falls within the specified range.

2. Automatic Offset Control (AOC)

AOC is a routine that adjusts offset voltage so that the CCD image sensor output will be closer to the target value when the exposure lamp is turned off. This is also known as the black level adjustment for image. AOC is performed during initialization, at power on, and on recovery from Power Saver Mode.

The exposure lamp is turned off and multiple lines of data under the white reference strip are scanned by the CCD image sensor in the fast scan direction.

The difference between the averaged scanned values and the AOC target value will be the offset voltage.

3. Shading Correction

The shading correction compensates for the variations in the sensitivity of the pixels in the CCD image sensor. It also corrects variations in pixel output values caused by uneven lighting in the optical system, in the fast scan direction. Shading correction is performed during initialization, at power on, and on recovery from Power Saver Mode. The value is applied to the image data when the image is scanned.

When the exposure lamp is switched on, the CCD image sensor reads several lines from the white reference strip, in the fast scan direction. The shading correction is then calculated and applied during scanning to achieve a more uniform output.

4. White Change Correction

The white change correction compensates for variation in the light intensity of the exposure lamp; it consists of two processes:

- Collecting the white change correction reference data during initialization
- Performing the white change correction during document scanning

To collect the white change correction data during initialization, the exposure lamp is illuminated. Image data reflected from the white reference strip (in the fast scan direction) are read by the CCD image sensor and averaged. The averaged readings are the white change correction reference value.

During scanning, the exposure lamp is illuminated and the above process is repeated. A comparison is then made of the white change correction reference value with the averaged scanned value. A calculation called the white level adjustment coefficient is then applied to the output data.

When scans are made from the DADF, white change correction is performed both at the white reference strip position under the platen glass and at the white reference strip at the CVT scan position.

5. Black Change Correction

The purpose of this adjustment is to ensure that the black level reference is accurate in the output data from the CCD. Just as each CCD pixel has variations in recognizing white, they also have variations recognizing black. Variations occur from pixel-to-pixel in the CCD and also from temperature drift in the analog circuit.

The black change correction consists of two processes: Collecting the black change correction reference data and calculating the black change correction coefficient.

During collection, the exposure lamp is switched off and multiple lines of the image data on the white reference strip are scanned by the CCD image sensor, in the fast scan direction.

The black change correction coefficient is then calculated from the average of the readings. This value is applied to the output data after the image is scanned.

6. Image Data Flow

The image data read by the CCD image sensor is converted into analog signals which are sent from the CCD PWB to the ESS PWB. The ESS performs image correction (if required), analog-to-digital conversion, image processing and then outputs to the LED print heads.

Paper Supply and Feed

Note: A video of this procedure is available on the EDOC. The video is accessible from the Library menu of the Service Interface, if present. Alternatively, access the videos from the **PWS://Xerox/Edoc/[product]/html/Videos** folder.

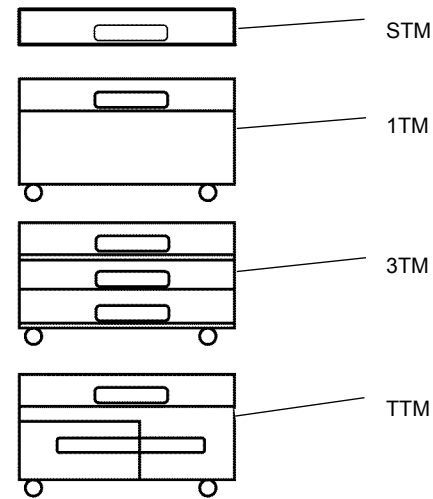
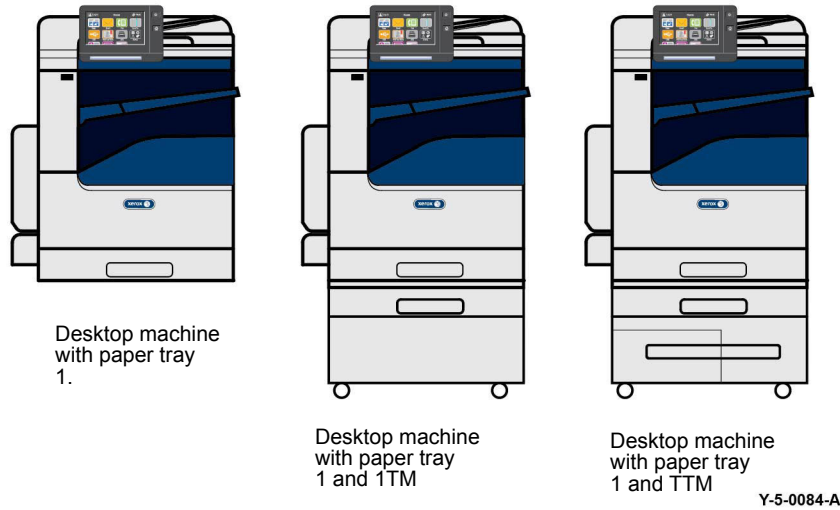
Media Supply

- [Configurations](#)
- [Supported Media](#)
- [Paper Tray Elevation and Feeding: Trays 1, 2, 3 and 4](#)
- [Paper Size Detection: Trays 1, 2, 3 and 4](#)
- [No Paper Detection: Trays 1, 2, 3 and 4](#)
- [Remaining Paper Indication](#)
- [Paper Tray Specifications: Trays 1 and 2](#)
- [Paper Tray Specifications: Tandem Tray Module \(TTM\)](#)
- [Tandem Tray Module \(TTM\): Tray 3 components](#)
- [Tandem Tray Module \(TTM\): Tray 4 Components](#)
- [Bypass tray \(Tray 5\)](#)
- [High Capacity Feeder \(HCF\) \(Tray 6\)](#)

Configurations

There are three basic Xerox® VersaLink® B7125/B7130/B7135 machine paper supply configurations, [Figure 1](#) :

- Desktop machine with paper tray 1, [PL 70.05](#).
- Stacked machine with paper tray 1 and 1 tray module (1TM), [PL 70.15](#).
- Stacked machine with paper tray 1 and tandem tray module (TTM), [PL 70.65](#).

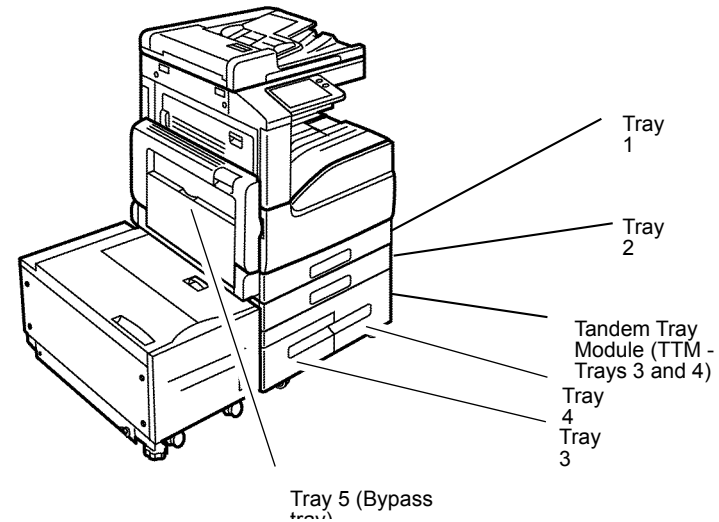


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There are four Xerox® VersaLink® B7125/B7130/B7135 optional paper supply configurations for the desktop machine, [Figure 2](#) :

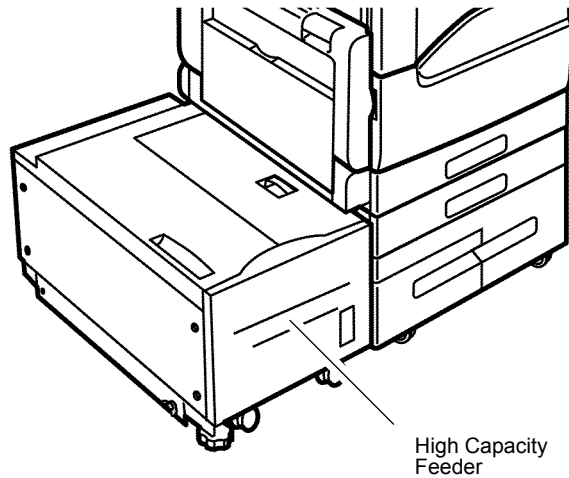
- Desktop machine with single tray module (STM), [PL 70.25](#).
- Desktop machine with 1TM, [PL 70.15](#).
- Desktop machine with 3 tray module (3TM), [PL 70.20](#).
- Desktop machine with TTM, [PL 70.65](#).

All the Xerox® VersaLink® B7125/B7130/B7135 machine configurations feature a bypass tray (Tray 5), [PL 70.30](#). The machine can also be configured with an optional high capacity feeder (HCF), [PL 70.45](#) and [Figure 3](#).



Y-5-0088-A

The HCF can only be installed on machines configured with either a 1TM, 3TM or TTM, [Figure 4](#).



High Capacity Feeder

Y-5-0101-A

An optional envelope tray is available, [PL 70.100 Item 1](#). The envelope tray is installed by the customer in the tray 1 position. Refer to [Figure 5](#).



Envelope tray

Y-5-0128-A

Supported Media

Refer to [GP 15](#) for the paper and media size specifications of the various paper trays.

Paper Tray Elevation and Feeding: Trays 1, 2, 3 and 4

Note: The elevation mechanism is similar trays 3 and 4 of the TTM but on different on the HCF.

Refer to the relevant sections:

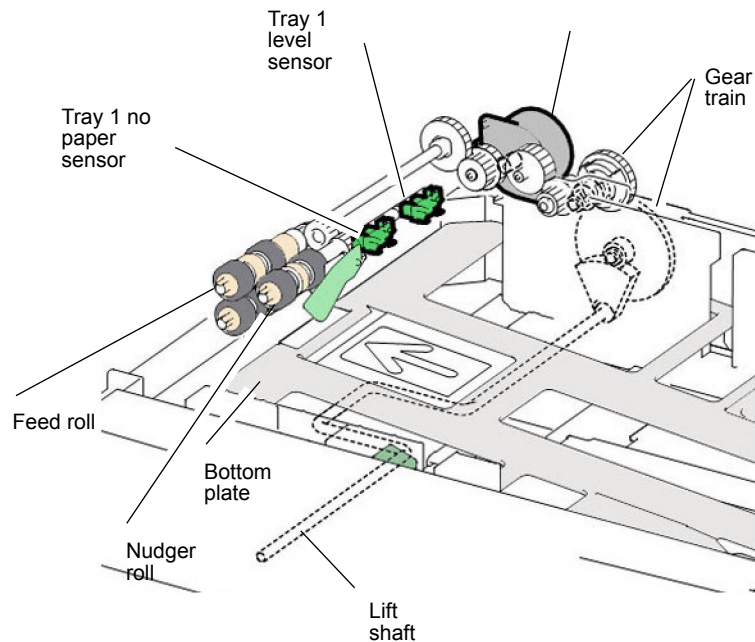
- [Tandem Tray Module \(TTM\): Tray 3 components.](#)
- [Tandem Tray Module \(TTM\): Tray 4 Components.](#)
- [High Capacity Feeder \(HCF\) \(Tray 6\).](#)

Paper trays 1, 2, 3 and 4 all have similar paper elevator systems that lift the paper stack into the paper feed position. The paper feed side of a hinged bottom plate is raised by a lift shaft until the paper stack is at the correct height to feed the top sheet of paper, [Figure 6](#). The tray drops mechanically when the tray is opened as the gears disengage.

When either of the paper trays 1, 2, 3 or 4 are fully inserted into a powered on machine the state of their tray level sensor is checked by a component control PWB. The STM, 1TM, 3TM and TTM all have an integral control PWB. However, the components of tray 1 are controlled by the drive PWB, [PL 1.10 Item 3](#). If the signal tray level sensor off is detected by the control logic, the feed/lift motor is activated to run in the counter clockwise direction (CCW). Thereby, elevating (via a gear train and lift shaft) the bottom plate and paper stack of that tray up to the paper feed position. In the feed position the elevated paper stack actuates the tray level sensor to signal on. When tray level sensor on signal is detected by the control logic, the feed/lift motor begins to rotate in a clockwise (CW) direction, driving the nudger and feed rolls and thereby feeding the top sheet towards the takeaway rolls, [Figure 6](#).

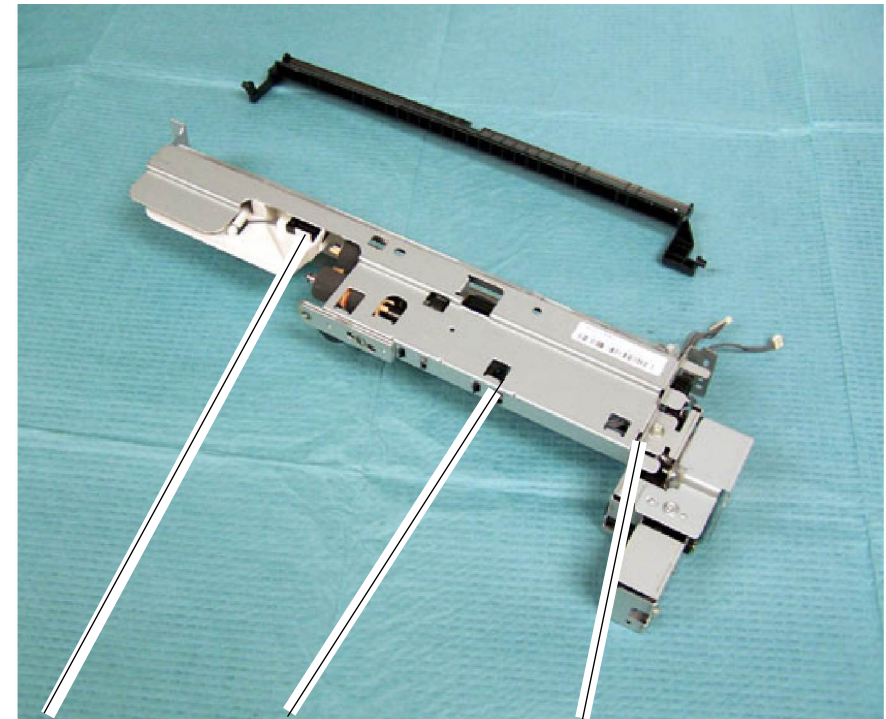
During paper feeding the tray level sensor is continuously monitored. When the signal tray level sensor signal off is detected, the control logic determines that it cannot feed the next sheet. The feed/lift motor, that is rotating CW during feed, then begins rotating CCW a predetermined time after the end of the feed operation. Thereby, recommencing elevation of the paper stack to the paper feed position, then the feed cycle begins again, [Figure 6](#).

The tray level sensor, no paper sensor and pre feed sensor are all integral to the feeder assembly, [Figure 7](#). The feed/lift motor is part of the feeder assembly, [Figure 8](#). Only paper tray 1 has a pre feed sensor. This sensor is use to detect paper mis feeds and paper jams.



NOTE: This component configuration is typical for paper trays 1, 2, 3 and

Y-5-0094-A

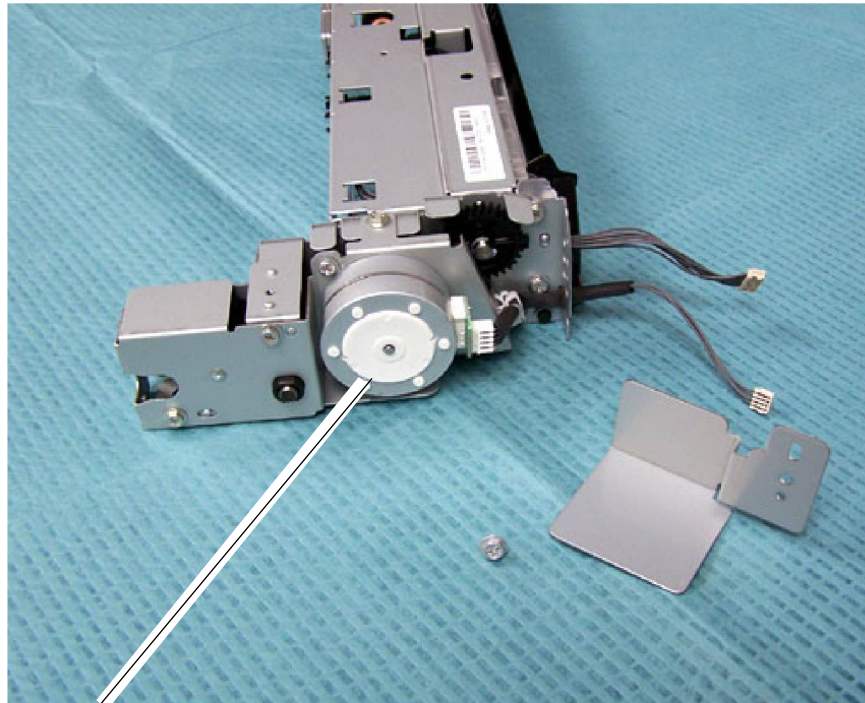


Pre feed

No paper sensor

Tray level

Y-5-0095-A

Feed/lift
motor

Y-5-0096-A

Paper Size Detection: Trays 1, 2, 3 and 4

Note: The paper size detection system is different on HCF and trays 3 and 4 of the TTM.

Refer to the relevant sections:

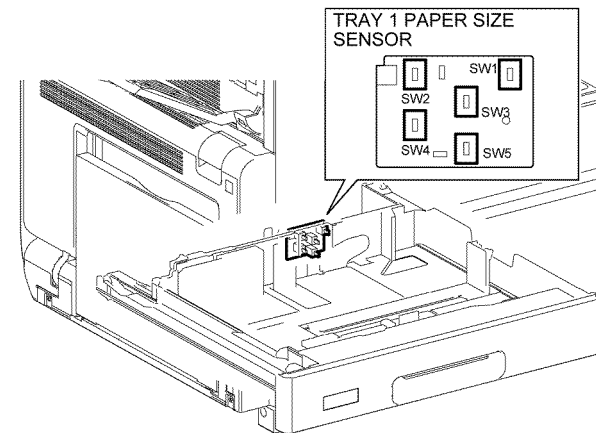
- Tandem Tray Module (TTM): Tray 3 components.
- Tandem Tray Module (TTM): Tray 4 Components.
- High Capacity Feeder (HCF) (Tray 6).

Paper size detection is similar for trays 1, 2, 3 and 4. Adjustment of the paper tray front and rear side and end guides into contact with the paper stack enables the size of the paper to be calculated. **Figure 9**, An actuator located at the rear of the tray, moves with the side guides, actuating one or more of the 5 switches which comprise the paper size switch, **Figure 10**. The combination of on and off signals from the paper size switches changes its output voltage. This output voltage is then converted from an analog to a digital value that is monitored by a PWB. The digital value indicates the size of the paper.

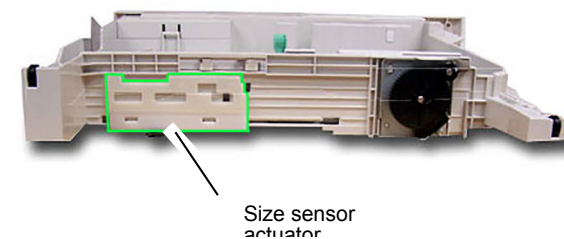
Paper size detection is performed at power on and every 0.1 second thereafter. However, the paper size sensor for a tray that has begun to feed paper is not monitored.

If a tray selected on the UI does not contain paper of the selected size, the machine will not print using that tray. If an analog to digital value that is not appropriate for the size of paper in a specific tray is detected the machine will not print using that tray.

Note: Although **Figure 9** depicts the tray 1 paper size sensor, the location of the sensor in relation to the paper tray is typical for paper trays 2, 3 and 4.



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Figure 1 Paper size switch locationSize sensor
actuator

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No Paper Detection: Trays 1, 2, 3 and 4

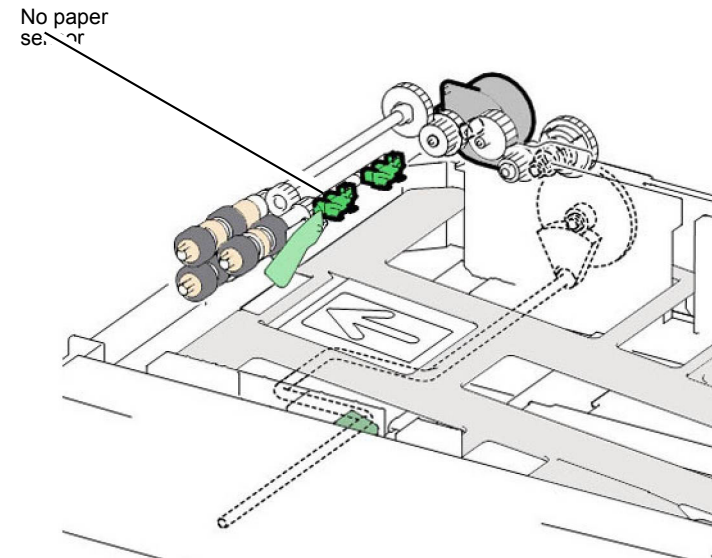
Note: The no paper detection system is different on HCF and trays 3 and 4 of the TTM.

Refer to the relevant sections:

- [Tandem Tray Module \(TTM\): Tray 3 components.](#)
- [Tandem Tray Module \(TTM\): Tray 4 Components.](#)
- [High Capacity Feeder \(HCF\) \(Tray 6\).](#)

Refer to [Figure 11](#). The no paper sensor detects if there is paper in the paper tray. The no paper sensors monitor every 0.01 second while the machine is in operation and at standby. When the last sheet feeds from the tray, the no paper sensor actuator drops into an opening in the paper tray bottom plate and unblocks the no paper sensor. This signals to the control logic that the tray is empty and to display a tray empty message on the UI.

If it is determined that a tray has no paper, the machine prohibits that tray from being used. If no paper is detected during feed, the machine will finish with the paper that is being fed and then stop. However, if the machine is in auto tray switch (ATS) mode and the same size of paper is found in another tray, the machine will start to feed paper from that tray.



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Remaining Paper Indication

The machine informs the user of the amount of paper in each tray (trays 1 through 4 and 6) at five levels: 100 %, 75 %, 50 %, 25 %, and 0 %.

The calculation of the amount of paper in a paper tray by the control logic is dependent on the time that elapses during elevation of the paper stack. Based on the time taken from when the tray feed/lift motor begins to drive the lift plate, until the paper stack triggers the tray level sensor on.

Paper Tray Specifications: Trays 1 and 2

The IOT is equipped with paper tray 1. The STM, 1TM, 3TM and TTM each provide for a paper tray 2 within their configurations.

Trays 1 and 2 each hold about 500 sheets of A4 or 8.5 x 11 inch paper.

The signals from the tray 1 and tray 2 paper size switches indicates the size of the paper loaded in each tray, refer to [Paper Size Detection: Trays 1, 2, 3 and 4](#).

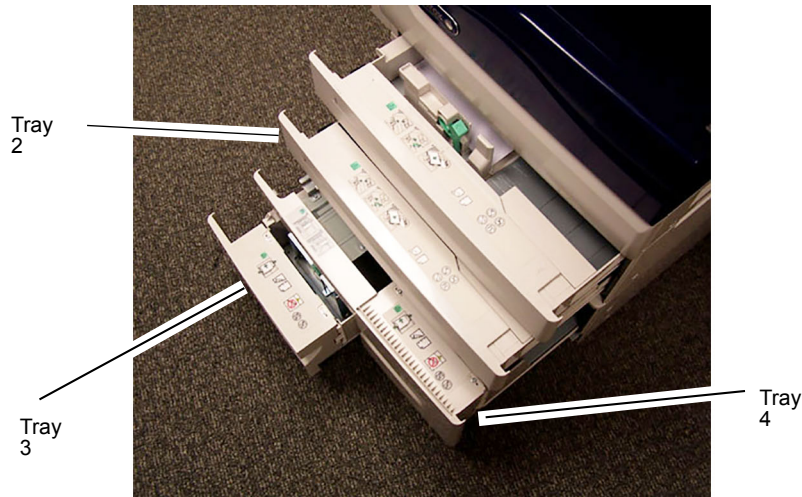
For detailed media information refer to [GP 15 Paper and Media Size Specifications](#).

Paper Tray Specifications: Tandem Tray Module (TTM)

The TTM is equipped with trays 2, 3, and 4, [Figure 12](#). Trays 3 and tray 4 are high capacity trays and have the following capacities:

- Tray 3: 870 sheets of A4 or 8.5 x 11 inch paper.
- Tray 4: 1130 sheets of A4 or 8.5 x 11 inch paper

For detailed media information refer to [GP 15](#) Paper and Media Size Specifications.

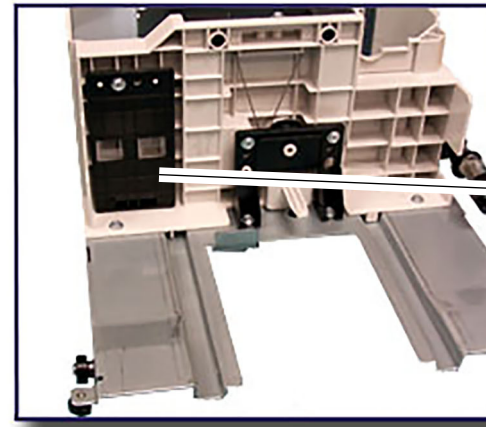


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Tandem Tray Module (TTM): Tray 3 components

Tray 3 paper size sensor - The tray 3 paper size sensor detects if tray is inserted and senses paper size. The tray 3 paper size sensor contains two switches, [Figure 15](#). The size actuator, [PL 70.66 Item 2](#), mounted on the tray, that works with the tray side rear, [PL 70.66 Item 3](#), and the side front, [PL 70.66 Item 4](#), guides, presses these switches, [Figure 13](#). The combination of the on and off states of these switches changes the output voltage, based on which paper size is sensed.

For tray 3 and tray 4, the tray size sensor senses A4 LEF, Letter (8.5 x 11 inch) LEF, and B5 LEF paper.



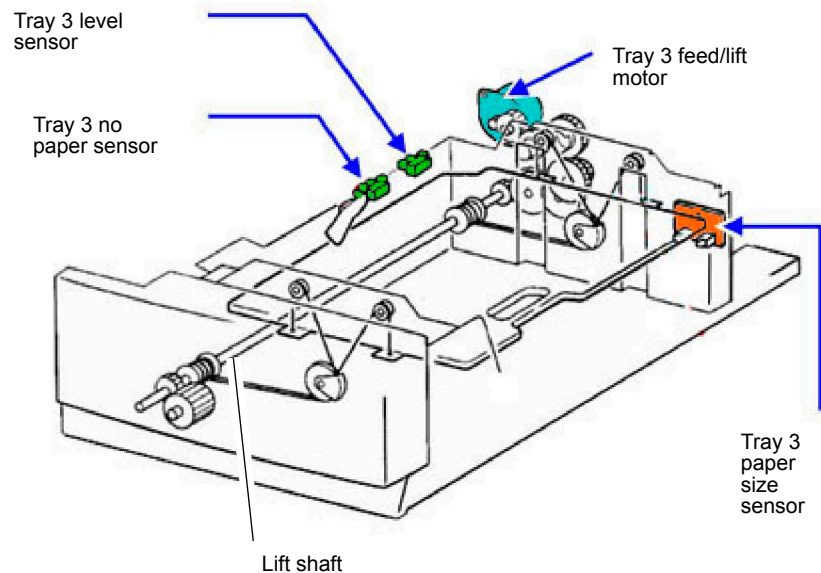
The tray 3 size actuator is a thin, clear film sheet with cutouts; tray 4 is similar.

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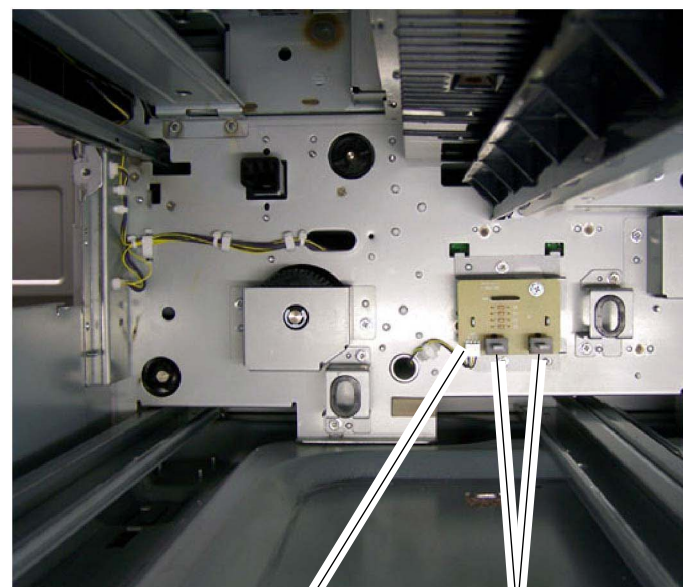
Tray 3 level sensor . The tray 3 level sensor detects that the tray has lifted the paper and is ready to feed, [Figure 14](#).

Tray 3 no paper sensor . The tray 3 no paper sensor detects that there is no paper in the tray. The sensor is monitored continually during run, at power on, and when the tray is inserted, [Figure 14](#).

Tray 3 Feed/lift motor . The feed/lift motor is a bi-directional stepping motor. When the motor rotates counter clockwise (CCW), it rotates the lift shaft through the gears and lifts the bottom plate. As it rotates clockwise (CW), it drives the nudger roll and the feed roll, [Figure 14](#).



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Tray 3 Paper Size Sensor

Switches

Y-5-0105-A

Tandem Tray Module (TTM): Tray 4 Components

Paper tray 4 serves as a high capacity media tray and can only be loaded with 8.5" X 11" (A4) media. The capacity of the HCF is 2000 sheets of 24lb (90gsm) paper.

Paper Size Sensing

The tray 4 paper size sensor is identical to the tray 3 paper size sensor, [Figure 15](#). Moving the side rear, [PL 70.67 Item 2](#), and side front, [PL 70.67 Item 3](#), guides provides the control logic with the paper size information that it displays on the UI. Paper sizes are checked and sent from the TTM PWB, [PL 70.90 Item 1](#) to the drive PWB, [PL 1.10 Item 3](#).

Tray 4 Tray Lift

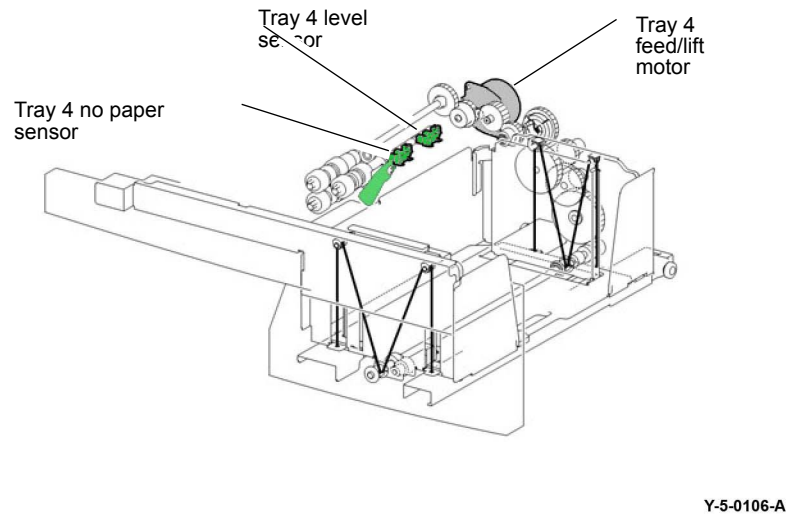
Lifting the paper stack is accomplished through a cable and pulley system. When the tray is loaded and pushed into the machine, thereby actuating the paper size sensor, the control logic commands the tray 4 feed/lift motor to rotate in a clockwise direction. The motor provides drive to the cable and pulley system, raising the stack. When the stack actuates the tray 4 level sensor, the motor stops, with the paper stack now in the feed position, [Figure 16](#).

Tray 4 Level Sensor

Stack height is maintained in the same way as trays 1, and 2, refer to [Paper Size Detection: Trays 1, 2, 3 and 4](#).

Tray 4 No Paper Detection

When the last sheet feeds from the tray, the tray 4 no paper sensor actuator drops into an opening in the paper tray elevator unblocking the tray 4 no paper sensor. This signals the control logic that the tray is empty and to display a (tray empty) message on the UI, [Figure 16](#).



Bypass tray (Tray 5)

The bypass tray is located on the left-hand side of the IOT below the left cover assembly.

Tray 5 will feed special and standard paper from 60 to 216gsm weight but is not intended to feed transparencies.

For detailed media information refer to [GP 15 Paper and Media Size Specifications](#).

Tray 5 (Bypass tray): Components

Bypass tray no paper sensor - The bypass tray no paper sensor detects the presence of media. If the detected length of the media is greater than the size selected on the control panel or not within a range from 88.9 to 297mm, the machine stops, [Figure 17](#).

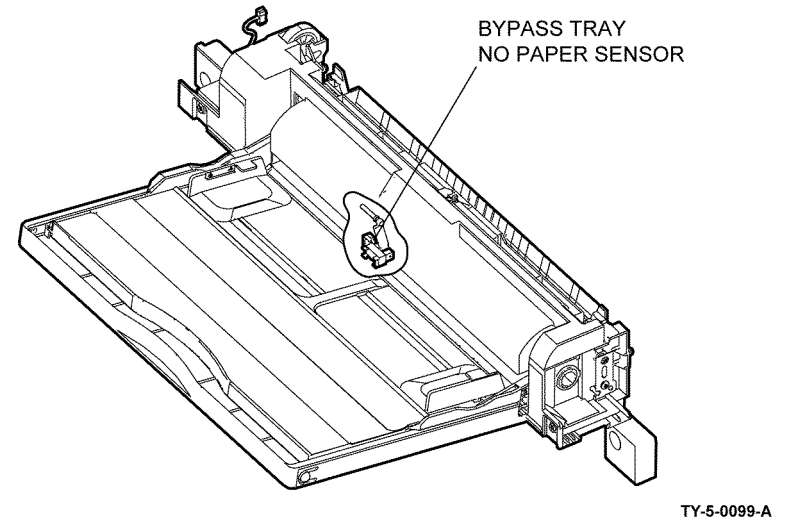


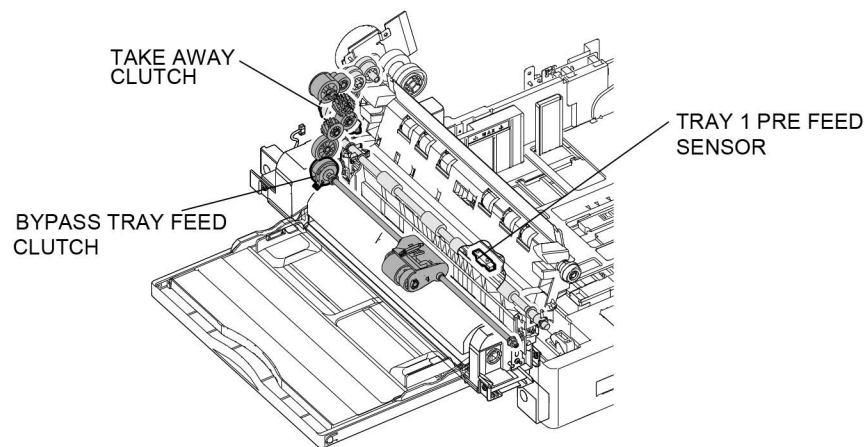
Figure 2 Bypass tray no paper sensor

An actuator attached to the upper frame, [PL 70.35 Item 6](#), blocks the bypass tray no paper sensor when there is no media in tray 5. As paper is loaded in tray 5, the lead edge of the stack moves the actuator, unblocking the sensor. The bypass tray no paper sensor signal is monitored by the drive PWB, [PL 1.10 Item 3](#).

Bypass tray paper feed

The bypass tray employs a friction retard pad, feed roll and nudger roll for media separation and feed. Drive for the bypass Tray is provided by the drum motor MOT42-002, [PL 40.10 Item 1](#), via a 3 gear train, [PL 40.05](#).

When media is placed in the bypass tray the paper stopper is locked in the down position preventing media entering the paper path and the nudger roll is in a none media contact raised position, [Figure 18](#).

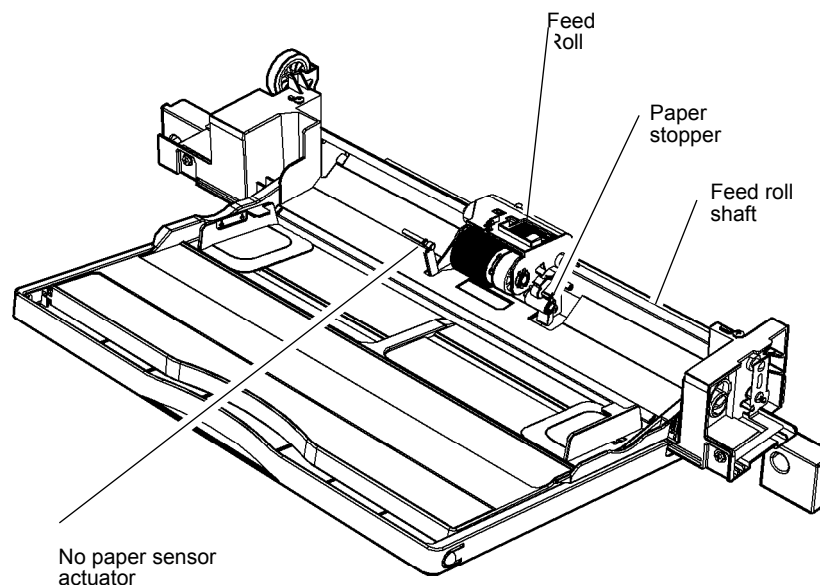


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Figure 3 Bypass tray

When energized, the bypass tray feed clutch transfers drive from the drive gear 22T to the shaft of the feed roll. In turn the feed gear 30T, [PL 70.40 Item 19](#), transfers motion to the nudger roll, [PL 70.40 Item 16](#), via the idler gear, [PL 70.40 Item 14](#), and nudger rear 37T, [PL 70.40 Item 15](#).

As drive is provided to the nudger roll lowers just enough to contact and pick up the media. The paper stopper is unlocked and media feed enabled, [Figure 19](#).



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High Capacity Feeder (HCF) (Tray 6)

The HCF feature (optional) is used as a high capacity media supply and is primarily loaded with 8.5x11 or A4 paper. The capacity of the HCF is 2000 sheets of 80gsm (20lb) paper, [Figure 4](#).

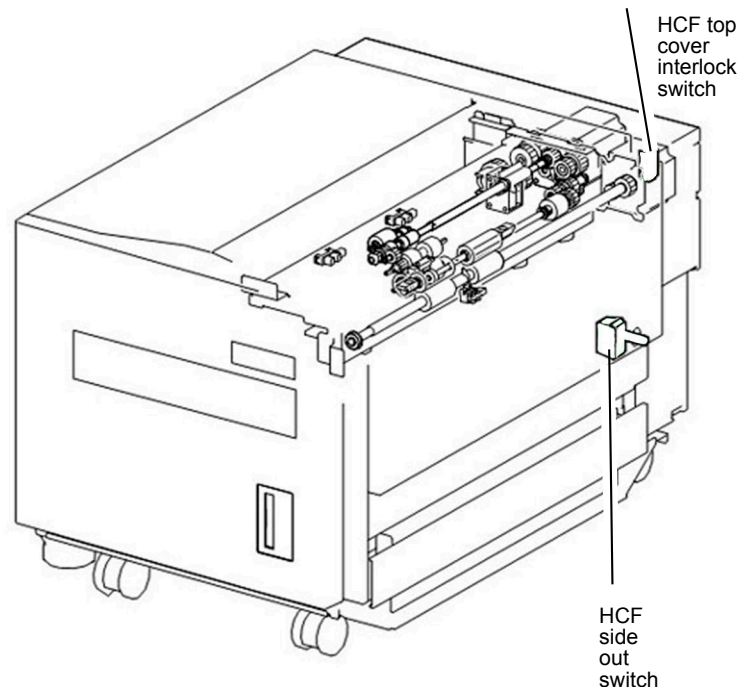
For detailed media information refer to [GP 15 Paper and Media Size Specifications](#).

High Capacity Feeder: Sensors and Interlocks

The HCF side out switch detects if the HCF is in the home position (against the left side of the device) following jam clearance. During jam clearance, the operator may need to slide the HCF to the left, away from the machine, [Figure 20](#).

Refer to [Figure 20](#). The HCF top cover interlock switch cuts +24VDC power to the K1 relay on the HCF PWB, [PL 70.60 Item 9](#), when opened, turning off the HCF feed/lift motor, [PL 80.60 Item 23](#), and the takeaway motor, [PL 70.60 Item 7](#).

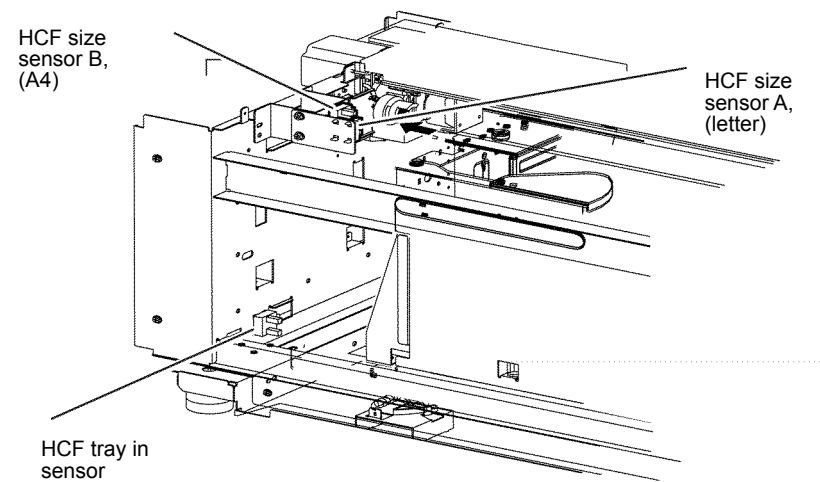
Refer to [Figure 21](#). The HCF tray in sensor detects that the HCF drawer is in the operating position. This prevents the HCF feed/lift motor, [PL 80.60 Item 23](#), from operating with the drawer open.



High Capacity Feeder: Loading and Size Sensing

When the HCF tray is pulled out to load paper, the lift gear is separated from the drive gear and the tray is free to fall to the bottom position. A torque limiter on the lift shaft slows the fall of the paper tray to prevent damage to feeder components.

Size sensing is determined by the HCF size sensor (A) and the HCF size sensor (B). The paper tray guides actuate the size sensors, [Figure 21](#) and [Table 1](#).



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Table 1 Paper size by sensor state

Paper Size	Tray Paper Size Sensor	
	Sensor B	Sensor A
B5 LEF or 7.25x10.5 inch LEF	OFF	OFF
8.5x11 inch LEF	OFF	ON
A4 LEF	ON	OFF
Long A4 (Irregular Settings)	OFF	OFF

High Capacity Feeder: Tray Lift Operation

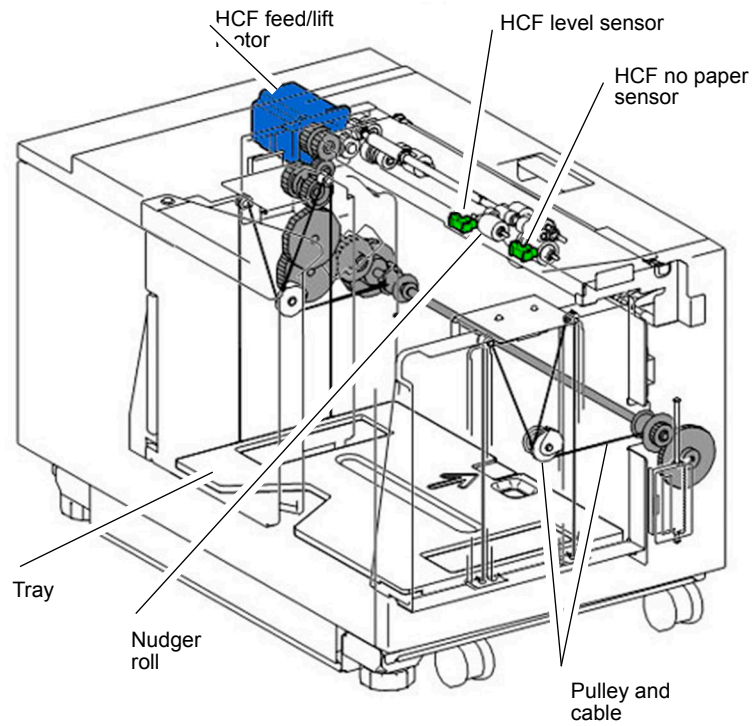
When the HCF tray is pushed in and actuates the HCF tray in sensor, [Figure 21](#), the following sequence of events occurs, refer to [Figure 22](#) :

1. The nudger roll is lowered.
2. The HCF feed/lift motor switches on and rotates CCW to lift the tray through a pulley and cable arrangement.
3. Lift continues until the paper stack reaches and lifts the nudger roll, deactuating the HCF level sensor.
4. The HCF feed/lift motor switches off.

High Capacity Feeder: Remaining Paper Calculation

The control logic calculates the amount of paper that remains in the HCF tray by the time it takes for the paper stack to deactivate the HCF level sensor, [Figure 22](#). The value is then displayed on the UI for operator information. Refer to [Table 2](#) for the time/quantity relationship.

If the HCF is empty, the HCF no paper sensor will actuate, and a Tray Empty message will display, [Figure 22](#).



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Table 2 Time/quantity relationship

Paper Remaining	Lift Time (msec)
25 %	8798-11526
50 %	6068-8797
75 %	3338-6067
FULL	0-3337

Paper Transport

- [Overview: Drive Components and Sensors](#)
- [Overview: Paper Path Sensors](#)
- [Takeaway Rolls and Drive](#)
- [Paper Transport from Tray 1](#)
- [Paper Transport from Tray 2, Tray 3 and Tray 4 of the 3TM](#)
- [Paper Transport from the TTM](#)
- [Paper Transport from the Bypass Tray](#)
- [Drive from the Drum Motor](#)
- [Registration Roll and Sensor](#)
- [Duplex Transport](#)
- [High Capacity Feeder: Paper Feed](#)

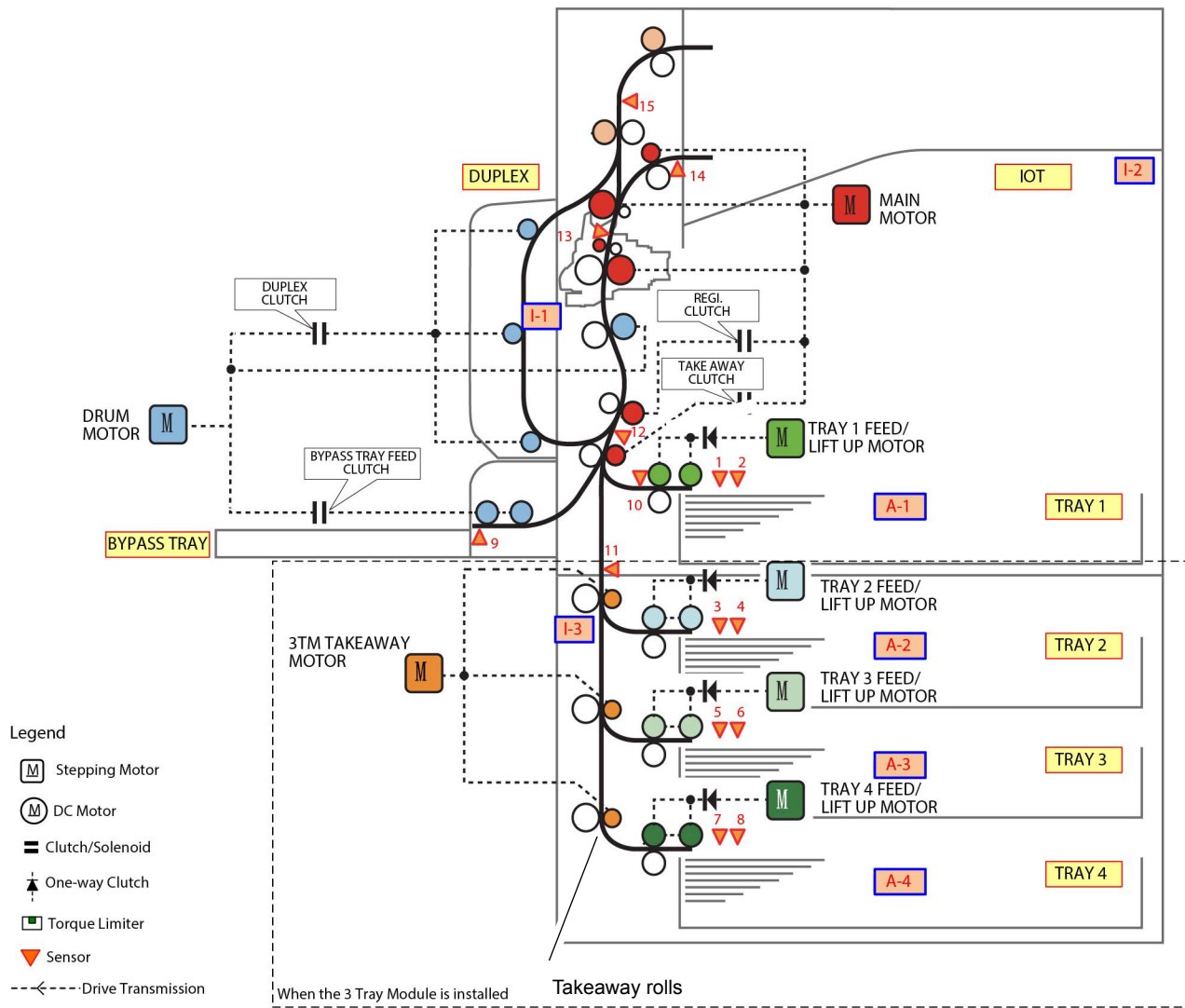
Overview: Drive Components and Sensors

Note: Paper feed from trays 1, 2, 3, 4, 5 and the HCF is discussed in the section of this product technical overview (PTO), as are the functions of the paper trays' paper size sensors, level sensors, no paper sensors, and feed/lift motors.

The purpose of the paper transport system is to take a sheet of media from any of the various paper trays and then deliver that media un-skewed to the point of xerographic transfer. Refer to Xerographics for details on the xerographic process and Fusing/Copy Transportation for details on fusing and post fuser copy transportation.

[Figure 1](#) shows the paper path, drive components and sensors of the Xerox® VersaLink® B7125/B7130/B7135 machine, configured with a 3 tray module (3TM).

Refer to [Block Schematic Diagrams \(BSDs\)](#) chain 8 for paper transport component wiring and interconnection details.



Cover Switch

No.	Switch Name	CH
I-1	L/H COVER INTERLOCK SWITCH	1.8
I-2	FRONT COVER INTERLOCK SWITCH	1.8
I-3	3TM LEFT COVER SWITCH	1.9

Paper Size Sensor

No.	Sensor Name	CH
A-1	TRAY 1 PAPER SIZE SENSOR	7.1
A-2	TRAY 2 PAPER SIZE SENSOR	7.4
A-3	TRAY 3 PAPER SIZE SENSOR	7.5
A-4	TRAY 4 PAPER SIZE SENSOR	7.6

Paper Path Sensor

No.	Sensor Name	CH
1	TRAY 1 NO PAPER SENSOR	7.7
2	TRAY 1 LEVEL SENSOR	7.7
3	TRAY 2 NO PAPER SENSOR	7.10
4	TRAY 2 LEVEL SENSOR	7.10
5	TRAY 3 NO PAPER SENSOR	7.11
6	TRAY 3 LEVEL SENSOR	7.11
7	TRAY 4 NO PAPER SENSOR	7.12
8	TRAY 4 LEVEL SENSOR	7.12
9	BYPASS TRAY NO PAPER SENSOR	7.13
10	TRAY 1 PRE FEED SENSOR	8.1
11	TRAY 2 FEED OUT SENSOR	8.4
12	REGI. SENSOR	8.5
13	FUSING UNIT EXIT SENSOR	10.3
14	EXIT 1 OCT FULL STACK SENSOR	10.4
15	EXIT 2 SENSOR	10.5

This column shows the BSD reference numbers for the listed components.

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Overview: Paper Path Sensors

The control logic uses the signals from the paper path sensors to control the on and off timing of the drive components and to detect jams and misfeeds.

Misfeeds typically indicate that a feed out sensor or a pre feed sensor fails to turn on within the specified time.

Misfeed Examples

- Fault 073-101 tray 3 miss-feed occurs when the tray 3 feed out sensor does not turn on a specified time after the tray 3 feed start signal.
- Fault 072-100 tray 2 pre miss-feed occurs when the tray 2 pre-feed sensor fails to turn ON within a specified time from tray 2 feed start.

Jams typically indicate that a sensor's signal remains on too long or fails to turn on at all.

Jam Examples

- Fault 072-105 registration sensor jam (tray 2) indicates that registration sensor failed to turn ON in a specified amount of time after the registration clutch initialized during paper feeding from tray 2.
- Fault 077-902 exit 2 sensor jam indicates that paper remains at exit 2 sensor while the machine is powered on and stopped and has its interlocks closed.

Note: The following describes typical functions performed by various paper path sensors; it is not an exhaustive list.

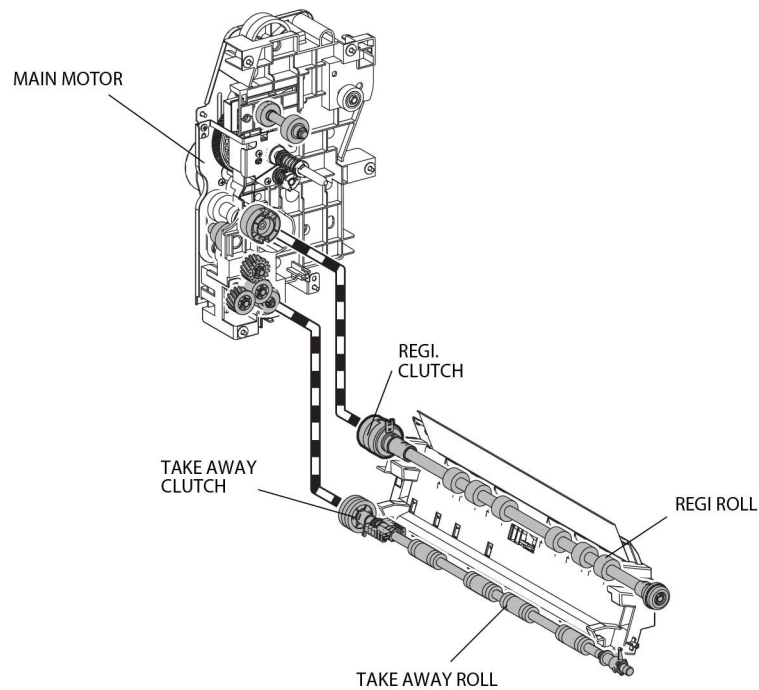
Refer to [Figure 1](#).

- Tray 1 pre feed sensor - provide misfeed and jam detection for trays 1.
- Tray 2 feed out sensor- this sensor detects the lead and trail edges of sheets fed from tray 2 as they pass the takeaway roll; also used for tray 2 misfeed and jam detection.
- Bypass no paper sensor - The bypass no paper sensor detects paper presence in the bypass tray.
- Registration sensor - monitors the registration unit for the presence of paper. Its signal, in conjunction with the registration clutch on signal, indicates media jams, i.e., if the registration clutch on signal has occurred and the sensor fails to stay on a specified time, a jam downstream from the sensor or in the duplex path is indicated. The control logic also uses the signal from the registration sensor (registration sensor off) in the control of duplex transport operations, bypass feed start timing, and tray 1 feed start timing.
- Duplex sensor - The duplex sensor monitors the duplex path. A duplex path sensor on jam occurs when the sensor fails to turn on a specified time after the exit 2 motor reverses rotation to feed the sheet into the duplex area. A jam in the duplex area may be indicated by the sensor remaining on.

Takeaway Rolls and Drive

Each individual paper tray with the exception of tray 4 on the TTM has an associated takeaway roll that takes over transportation of media fed via the paper feeder and then drives that media along the paper path towards the registration nip rolls. The transportation of paper feed from tray 4 on the TTM is continued via the tray 4 transport assembly, [PL 80.70 Item 11](#).

The drive for the takeaway rolls is provided by the take away motor of the associated paper tray, with the exception of paper tray 1. The drive for the tray 1 takeaway roll is provided by the main drive motor, [Figure 2](#).



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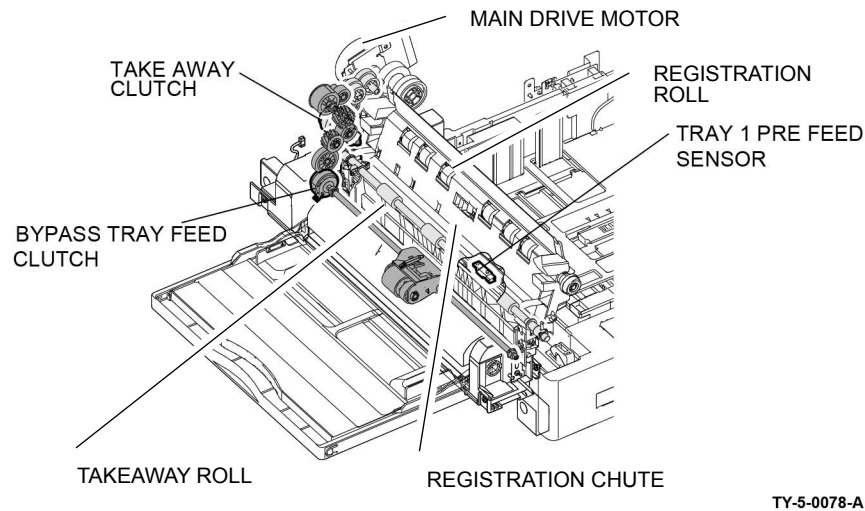
Figure 1 Tray 1 Takeaway and registration roll drive

The gear train linkage from each of the takeaway motors to the takeaway rolls varies for each paper supply modules. Refer to the following section for details on post feed paper transportation to registration nip rolls:

- Paper Transport from Tray 1
- Paper Transport from Tray 2, Tray 3 and Tray 4 of the 3TM
- Paper Transport from the TTM

Paper Transport from Tray 1

When tray 1 is selected the takeaway clutch, [PL 40.10 Item 5](#), is energized, thereby transferring drive via a gear from the main drive motor, [PL 40.10 Item 1](#), to takeaway roll 1, [PL 80.55 Item 15](#). At the same time the tray 1 feeder is activated and paper is fed from the feeder into the registration chute, [PL 80.55 Item 2](#), and onwards to the registration roll nip via the takeaway roll, [Figure 3](#).



Refer to in the Paper Supply and Feed section of this PTO for detailed paper feed information.

Paper Transport from Tray 2, Tray 3 and Tray 4 of the 3TM

When tray 2 is selected tray 1 takeaway roll is energized and the tray 2 associated takeaway motor turns on, driving takeaway roll 2. At the same time the tray 2 feeder is activated and paper is fed from the feeder onto takeaway roll 2. When the tray 2 feed out sensor detects the lead edge of the sheet, the takeaway motor reduces speed, [Figure 4](#).

Subsequent sheets in the same print job start feed after the trail edge of the previous sheet passes the registration sensor, the timing being based on the feed pitch.

The takeaway motor stops when the registration sensor, [PL 80.55 Item 4](#), detects the lead edge of the final sheet in a print job.

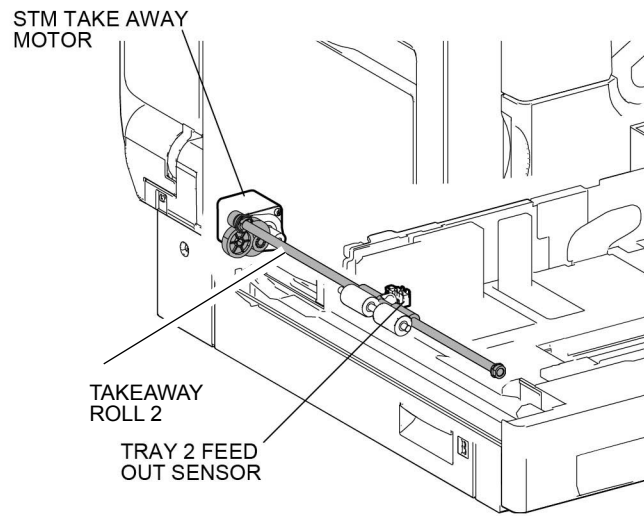
The takeaway roll paper transportation for all configuration of tray 2 is the same it is only their takeaway motors and gear trains that vary.

The figures that follow show the respective takeaway motor to takeaway roll 2 configurations:

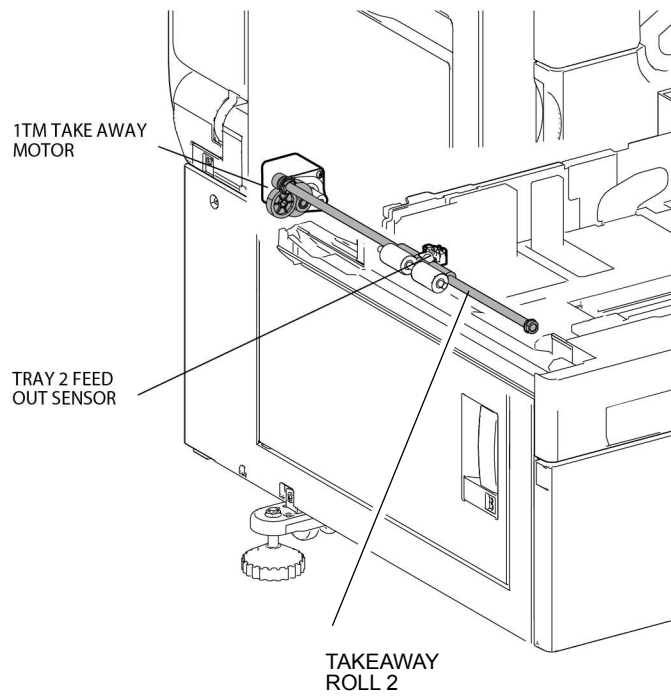
- Tray 2 STM, [Figure 4](#).
- Tray 2 1TM, [Figure 5](#).
- Tray 2, 3 and 4, [Figure 6](#).

When feeding from tray 3 or tray 4 of a 3TM, the takeaway motors of all the above paper trays are energized and drive their associated takeaway rolls, [Figure 6](#). At the same time the tray 3 or 4 feeder is activated and paper is fed from the feeder onto the associated takeaway roll (3 or 4). Trays 3 and tray 4 have no feed out sensors. The takeaway motors for trays 1, 2, 3 and 4 will stop when the registration sensor detects the lead edge of the final sheet in a print job.

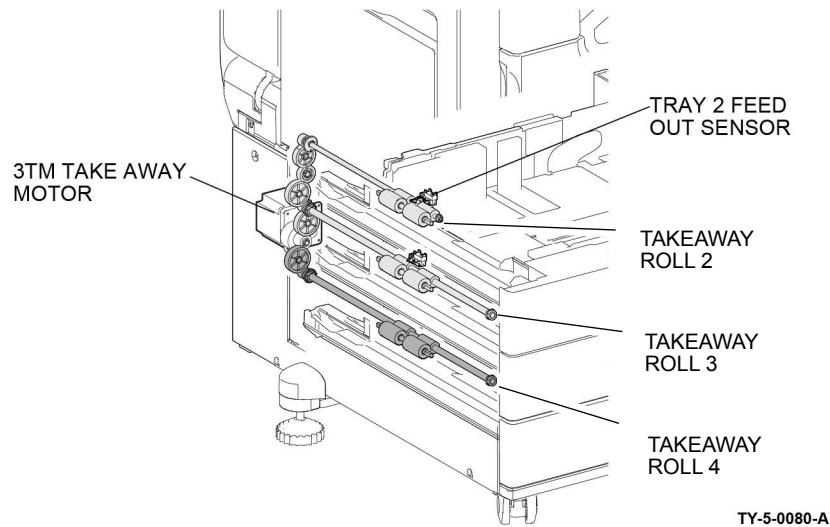
Refer to in the Paper Supply and Feed section of this PTO for detailed paper feed information.



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TY-5-0153-A



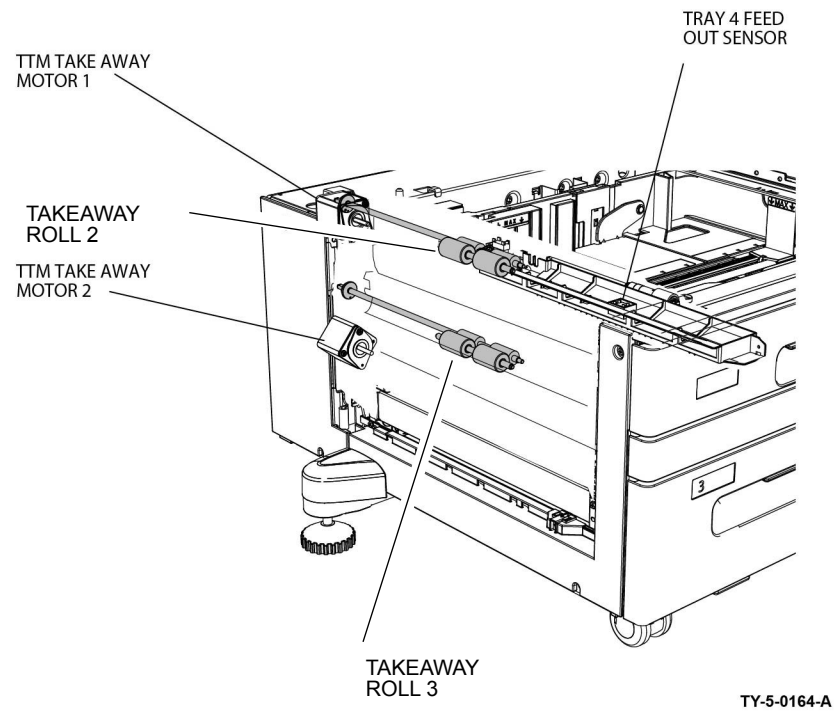
Paper Transport from the TTM

When tray 2 is selected the tray 1 takeaway roll is driven by the main drive motor and takeaway roll 2 of the TTM, [PL 80.65 Item 17](#), is driven via a gear train by the takeaway motor 1 (MOT77-033), [PL 70.85 Item 2](#). At the same time the tray 2 feeder is activated and paper is fed from the feeder onto takeaway roll 2.

Refer to in the Paper Supply and Feed section of this PTO for detailed paper feed information.

When tray 3 or tray 4 is selected tray 1 takeaway roll is driven by the main drive motor, tray 2 takeaway roll is driven by the takeaway motor 1. Takeaway roll 3, [PL 80.65 Item 17](#), and the tray 4 transport roll, [PL 80.70 Item 14](#), of the TTM are driven via their respective gear trains and a drive belt, [PL 70.85 Item 10](#), linked to takeaway motor 2 (MOT77-035), [PL 70.85 Item 2](#) and [Figure 7](#). At the same time the tray 3 or 4 feeder is activated and paper is fed from the feeder onto takeaway roll 3. Paper feed from tray 4 is transported past the tray 4 feed out sensor to the tray 3 takeaway roll via the tray 4 transport assembly, [PL 80.70 Item 11](#).

The paper continue transportation to the registration nip rolls via takeaway rolls 1 and 2. The takeaway motors for trays 1, 2, 3 and 4 will stop when the registration sensor detects the lead edge of the final sheet in a print job.



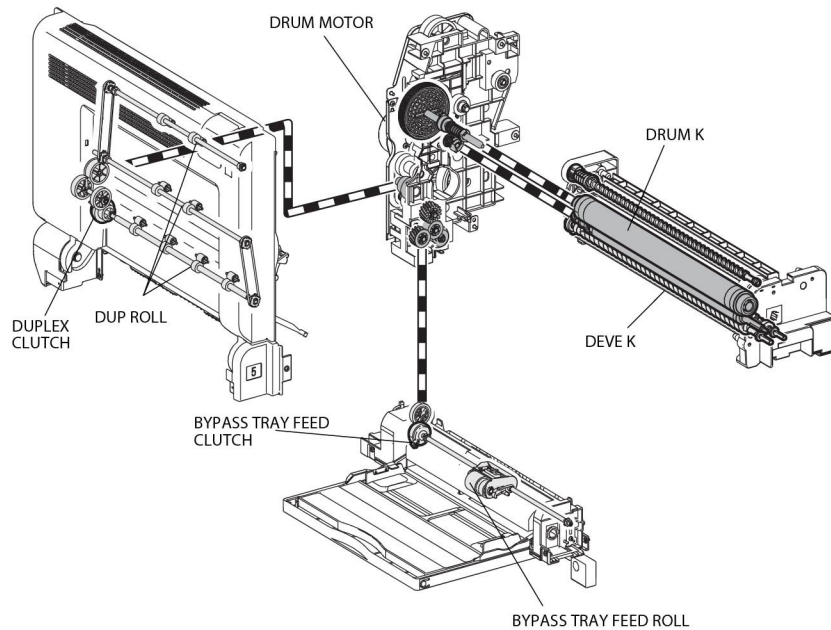
Paper Transport from the Bypass Tray

Media is transported from the bypass tray directly to the registration nip rolls via drive from the bypass tray feed roll, refer to, [Figure 8](#).

Refer to [Bypass tray \(Tray 5\)](#) in the Paper Supply and Feed section of this PTO for detailed information on paper feed from the bypass tray.

Drive from the Drum Motor

The drum motor (MOT42-002), [PL 40.10 Item 1](#), provides in direct drive to the bypass tray, drum cartridge and the duplex rolls, [Figure 8](#).



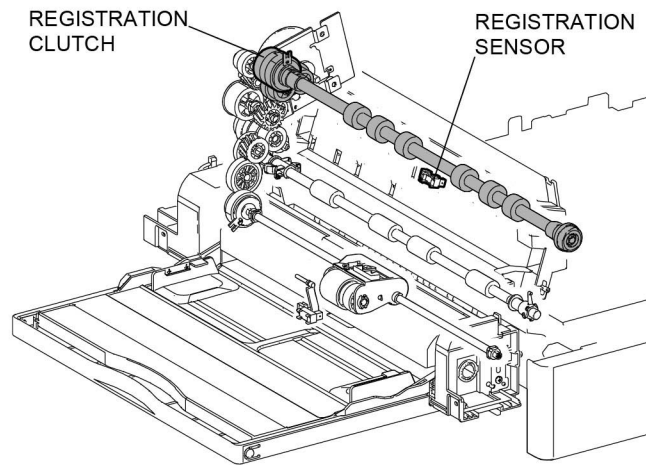
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Figure 2 Drum motor

Registration Roll and Sensor

The registration sensor detects the paper just prior to the registration nip rolls. Its signal, in conjunction with the registration clutch on signal, indicates media jams, i.e., if the registration clutch on signal has occurred and the sensor fails to stay on a specified time, a jam downstream from the sensor or in the duplex path is indicated and the paper path transport system will shut down. The control logic also uses the signal from the registration sensor (registration sensor off) in the control of duplex transport operations, bypass feed start timing, and tray 1 feed start timing, [Figure 9](#).

The idlers for the registration roll, [PL 80.55 Item 8](#), are located in the LH cover assembly, [PL 80.45 Item 1](#), and with the registration roll form the registration nip. The registration roll is driven by the main motor via a gear train and registration clutch, [PL 80.55 Item 11](#). As the registration roll receives the paper that has been fed from the paper trays a buckle is formed in each sheet as it reaches the registration nip to remove any skew. At this point there is a small delay for sheet scheduling. After this time has expired, the registration clutch is energized and the main motor and registration roll are run to transport the sheet between the BTR roll and the photoreceptor in the xerographic transfer area. As the sheet passes the drum of the photo receptor the toner image is transferred to the paper, refer to [Figure 8](#) and [Figure 9](#).



TY-5-0081-A

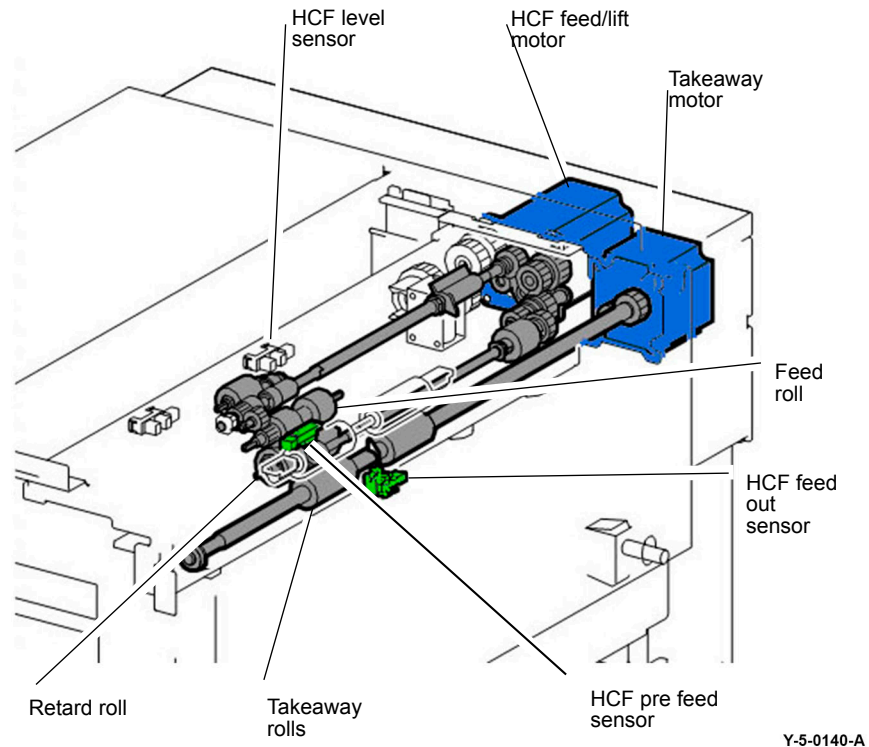
Figure 3 Paper registration**Duplex Transport**

The duplex paper path reverses the direction of travel, enabling side 2 printing. The duplex rolls are driven by the drum motor via a gear train and clutch, [Figure 8](#) and Fusing/Copy Transportation.

High Capacity Feeder: Paper Feed

Refer to [Figure 10](#).

- The HCF feed/lift motor switches on in a clockwise direction, rotating the nudger roll and feed rolls.
- The top sheet feeds into the nip of the feed roll and retard roll, actuating the HCF pre feed sensor; this turns on the takeaway motor.
- Paper continues to advance, actuating the HCF feed out sensor.
- The takeaway motor rotates the takeaway rolls, transporting the sheet to the takeaway rolls in the IOT's takeaway (vertical) transport.
- When the trail edge of the paper clears the HCF feed out sensor, a timed interval begins after which the takeaway motor switches off.
- As paper continues to feed from the paper stack, the HCF level sensor will de actuate, causing a lift cycle. The HCF lift/feed motor will switch off to stop feeding, then begin rotating counter clockwise to lift the paper stack, then the feed cycle will then begin again.



Xerographics

Overview

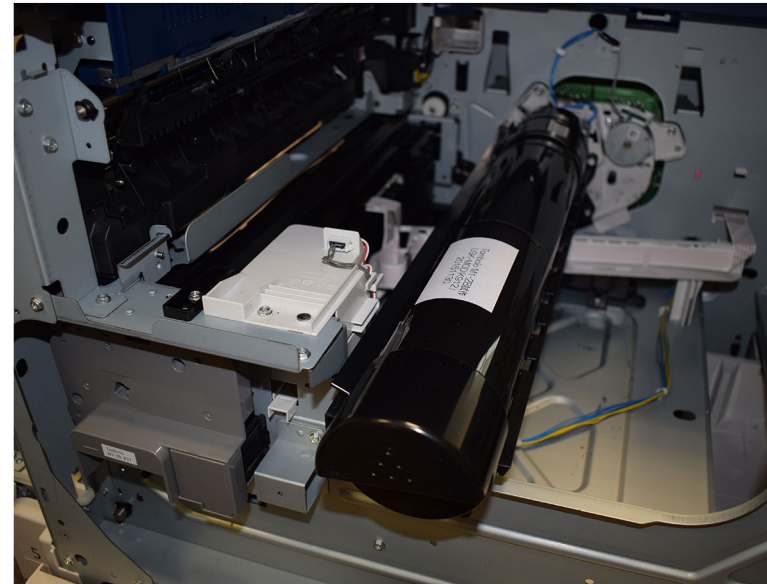
The Xerox® VersaLink® B7125/B7130/B7135 employs a direct transfer monochrome print engine, which utilizes the xerographic process described below:

1. **Charge:** A negative charge is uniformly distributed over the surface of the photoreceptor drum by a bias charge roll (BCR).
2. **Expose:** A laser print head (LPH) creates a latent image on the photoreceptor drum by exposing it with a laser beam emitted from a semiconductor laser.
3. **Develop:** Toner is transported from the toner cartridge to the drum cartridge and via the magnetic developer roll onto the photoreceptor drum. The toner particles are attracted to the latent image that was formed on the photoreceptor drum by the exposure process.
4. **Transfer:** The bias transfer roll (BTR) transfers the toner image from the photoreceptor drum to the surface of the paper.
5. **Clean:** The surface of the photoreceptor drum is cleaned by a cleaning mechanism located within the drum cartridge.

Note: The print engine employs the "Write Black" xerography principle; when developing the image, the discharged areas of the photoreceptor drum attract toner.

The print engine uses the following components in the xerographic process, refer to [Figure 1](#).

- Toner cartridge (customer replaceable unit).
- Toner dispenser assembly.
- Drum cartridge (customer replaceable unit).
- Laser Print Head (LPH).
- Bias Transfer Roller (BTR) (customer replaceable unit).
- HVPS.



Y-5-0142-A

Figure 1 Main xerographic components

Toner Cartridge

The toner cartridge is a customer replaceable unit (CRU) with sufficient toner capacity for up to 31 000 pages. Refer to [Figure 2](#).

The toner cartridge does not include a toner empty sensor. Toner level is monitored by a combination of feedback from the automatic toner control (ATC) sensor and pixel counting. The machine monitors toner level and informs the user when it reaches these states:

- **Pre-Near End-of-Life:** the toner cartridge is approximately 25 % full
- **Near End-of-Life:** the dispense motor is on but the ATC sensor detects no increase in toner in the drum cartridge.
- **End-of-Life:** the ATC sensor detects no toner in the drum cartridge. The machine hard stops at this point.

Note: The toner cartridge is a CRU and is not serviceable.



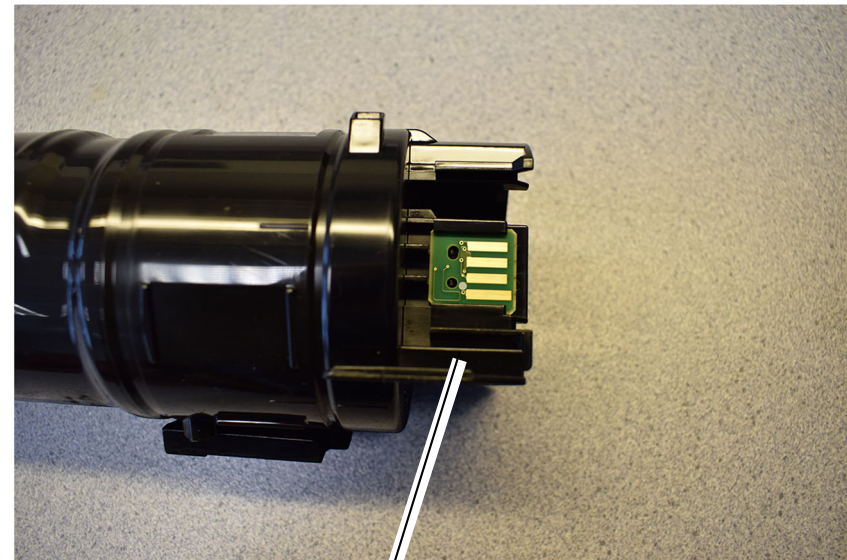
Y-5-0143-A

Figure 2 Toner Cartridge

The toner cartridge is equipped with customer replaceable unit monitor (CRUM). A CRUM monitors and stores information about the customer replaceable unit (CRU). The information stored in the CRUM is used to:

- Monitor CRU usage (total number of copies/prints)
- Indicate how near the CRU is to the end of its life.
- Prevent the installation and use of an unauthorized or incorrect CRU (CRUM checks for Xerox trademark on the CRU)
- Indicate that a new CRU has been installed

The CRUM consists of two components - a CRUM Tag and a CRUM PWB. The CRUM PWB for the toner cartridge is mounted on the toner dispense drive, [PL 90.10 Item 2](#) at the rear of the toner cartridge. Refer to [Figure 3](#).



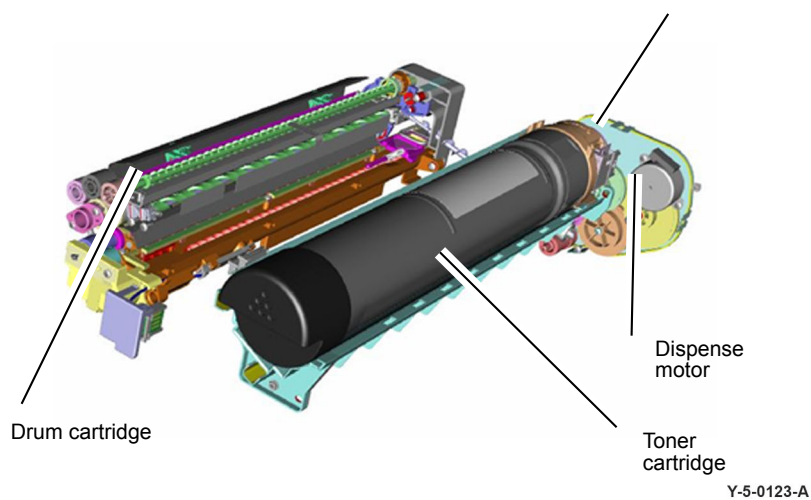
Toner cartridge CRUM
PWB

Y-5-0144-A

Toner Dispenser

The toner is transported from the toner cartridge to the drum cartridge by a dispenser which contains an auger. The dispenser is driven through gears by the dispense motor under the control of the automatic toner control (ATC) system.

The dispense motor also drives an agitator in the toner cartridge to stir the toner. Refer to [Figure 4](#).



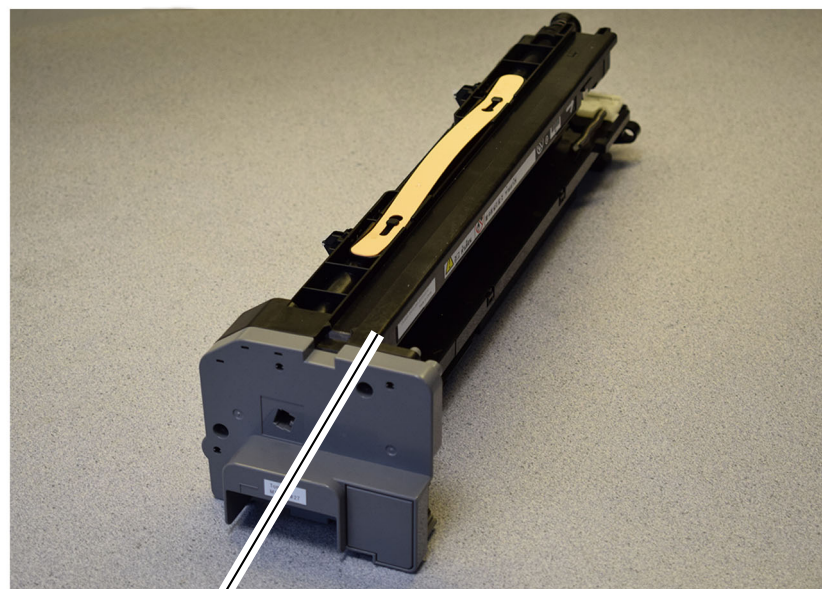
Drum Cartridge (Overview)

The drum cartridge is a customer replaceable unit (CRU) with a life expectancy of approximately 80 000 pages. The machine will stop operation when end of life is reached and generate a fault code. A message on the UI will inform the customer to replace the cartridge.

The drum cartridge contains the following components:

- photoreceptor drum
- Bias charge roll (BCR)
- Developer roll
- Augers (supply and toner reclamation/cleaning augers)
- Automatic toner control (ATC) sensor
- Drum cartridge CRUM

Refer to [Figure 5](#).



Drum cartridge

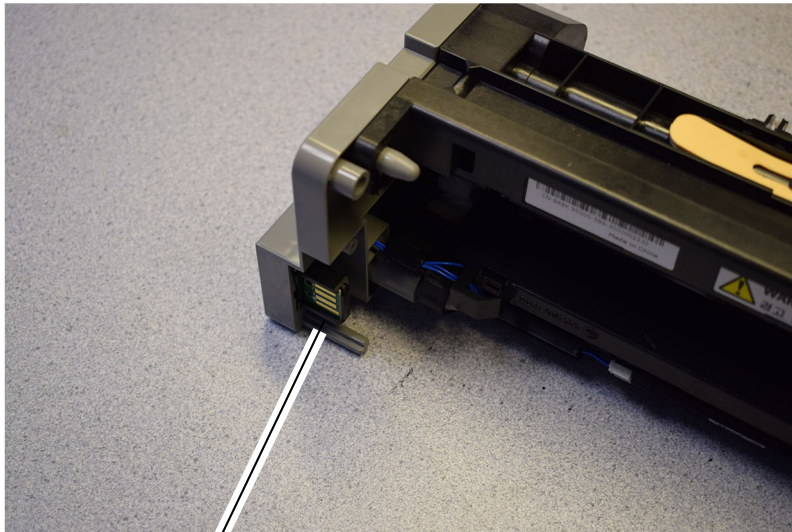
Y-5-0145-A

Note: The drum cartridge is a CRU and is not serviceable.

The drum cartridge is equipped with customer replaceable unit monitor (CRUM). A CRUM monitors and stores information about the customer replaceable unit (CRU). The information stored in the CRUM is used to:

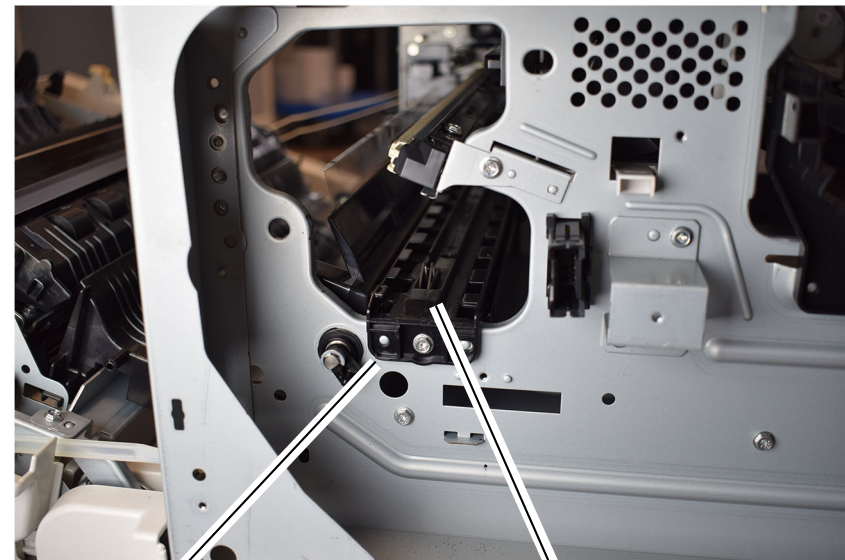
- Monitor CRU usage (total number of copies/prints)
- Indicate how near the CRU is to the end of its life.
- Prevent the installation and use of an unauthorized or incorrect CRU (CRUM checks for Xerox trademark on the CRU)
- Indicate that a new CRU has been installed

The CRUM consists of two components - a CRUM Tag and a CRUM PWB. The CRUM PWB for the drum cartridge is mounted at the front of the cartridge. Refer to [Figure 6](#).



Drum cartridge CRUM
PWB

Y-5-0146-A



Drum cartridge guide
assembly

Developer
bias high
voltage
contact

Y-5-0147-A

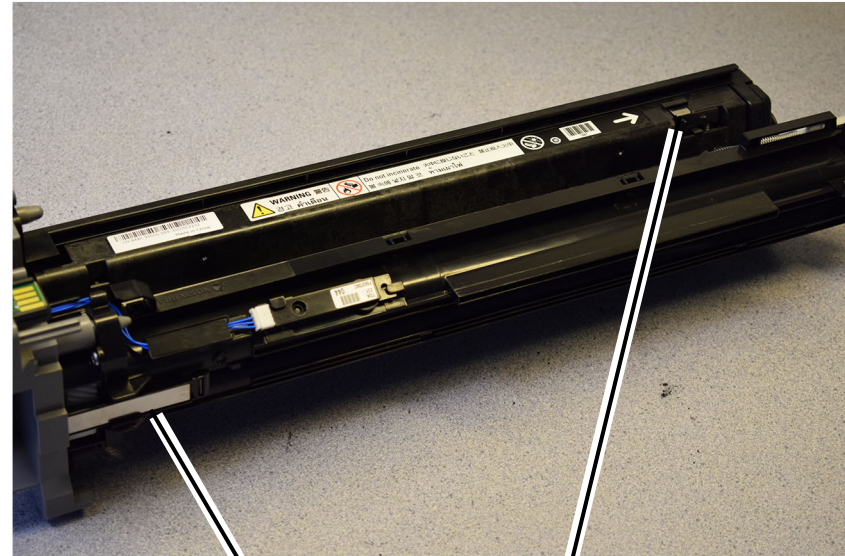
Drum Cartridge (Power)

The high voltages required by the drum cartridge for charge and development are provided by the high voltage power supply (HVPS), [PL 1.10 Item 2](#), through two high voltage contacts on the guide assembly that supports the cartridge. Refer to [Figure 7](#), [Figure 8](#) and [Figure 9](#).



BCR (charge)
high voltage
contact

Y-5-0148-A



Developer bias high
voltage contact

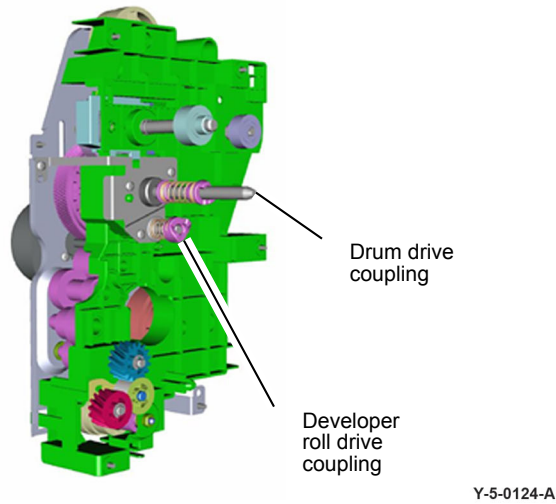
BCR (charge) high
voltage contact

Y-5-0149-A

Drum Cartridge (Drive)

The mechanical drive for the photoreceptor drum and the developer roll is provided by the drive assembly [PL 40.05 Item 1](#). Drive to the assembly for the photoreceptor drum and developer roll is provided by the drum motor, [PL 40.10 Item 1](#), which is mounted next to the main motor on the drive assembly.

The rotation of the photoreceptor drum drives the waste toner auger which returns used toner to the drum cartridge housing. The rotation of the developer roll provides drive to the supply auger. Refer to [Figure 10](#).

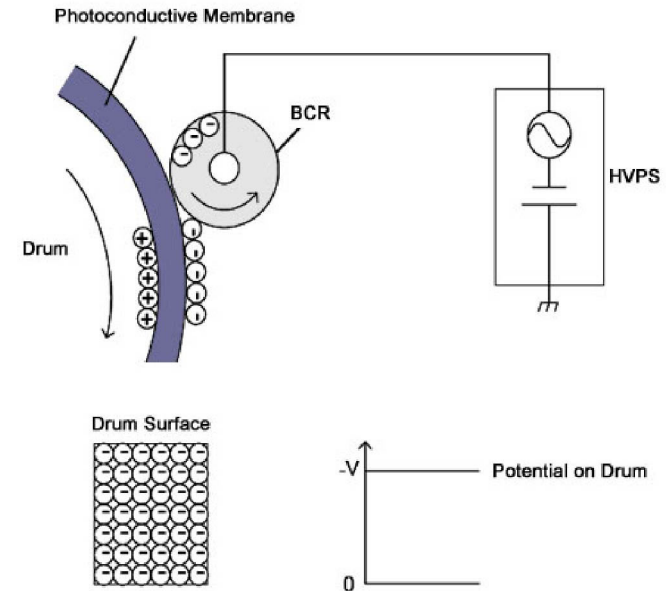


Drum Cartridge (Charge)

Note: Some images in this section show the drum cartridge opened to reveal the charge and development components. This is for information purposes only. You will never need to disassemble the drum cartridge.

The bias charge roll (BCR) is in constant contact with and rotates with the photoreceptor drum. It applies a uniform negative DC voltage charge superimposed with AC voltage on the surface of the photoreceptor, preparing it to be exposed by the laser print head (LPH).

The surface of the drum is a light-sensitive, dispersion undercoat (DUC) membrane. After the photoreceptor's surface receives a uniform charge from the bias charge roller, the LPH exposes (discharges) the image areas. Refer to [Figure 11](#).



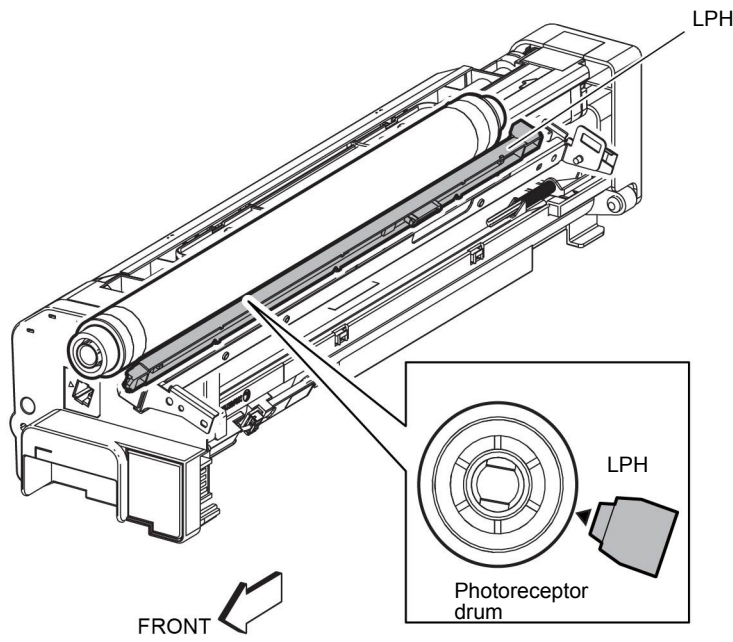
TY-5-0155-A

Figure 3 Photoreceptor drum charging Laser Print Head (LPH)

Exposure of the image on the drum is achieved using a laser print head (LPH).

The ESS PWB controls the LPH directly via the FFC cable. LPH operation begins when the ESS PWB sends the start instruction and image data to the LPH.

The lasers are switched on and off based on the image density data from the ESS PWB and the laser light is directed onto the surface of the photoreceptor. The regions of the photoreceptor that are exposed by the laser become discharged, forming the electrostatic latent image that attracts the toner. Refer to [Figure 12](#).



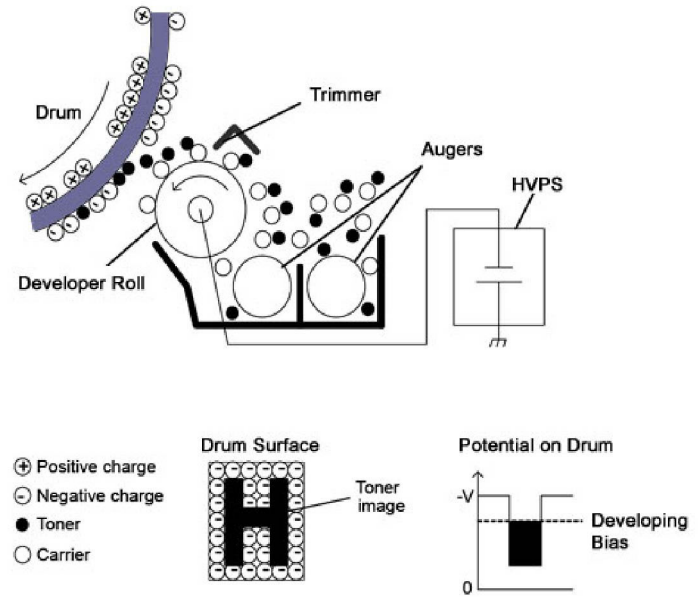
Y-5-0134-A

Drum Cartridge (Develop)

Toner is supplied from the drum cartridge housing to the photoreceptor drum by the supply augers and the developer roll. The rotation of the augers mixes the toner and carrier, producing a negative charge on the toner.

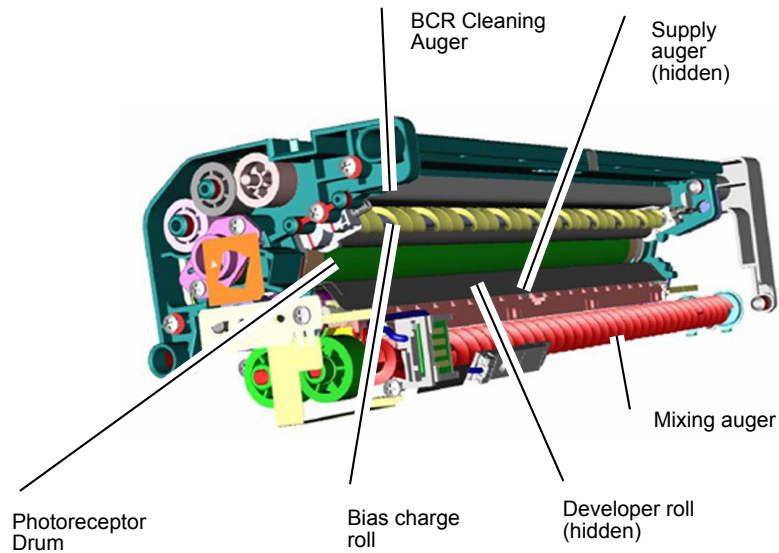
The developer roll has a magnetic core which causes a brush to form at its surface. The height of the brush is controlled by the trimmer blade. The brush contacts the photoreceptor drum and the toner is attracted to the latent image formed by exposure to the LPH, that is, to the areas that have a reduced negative charge.

A developer bias voltage that is applied to the developer roll controls the development process and gives cleaner background areas. The developer bias voltage is modified based on the user's selections on the UI. Darker images require a greater amount of negative charge to be applied than lighter images. Refer to [Figure 13](#) and [Figure 14](#).



TY-5-0156--A

Figure 4 Drum cartridge development principle

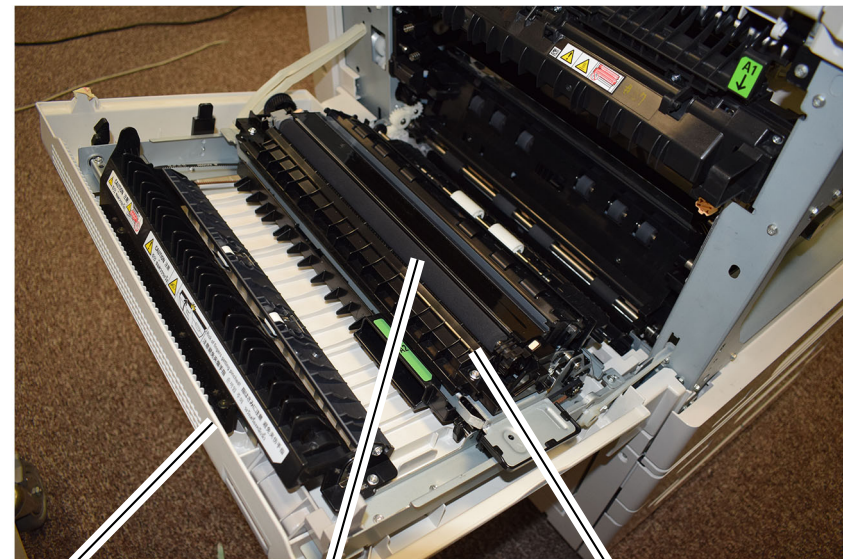


Transfer and Detack

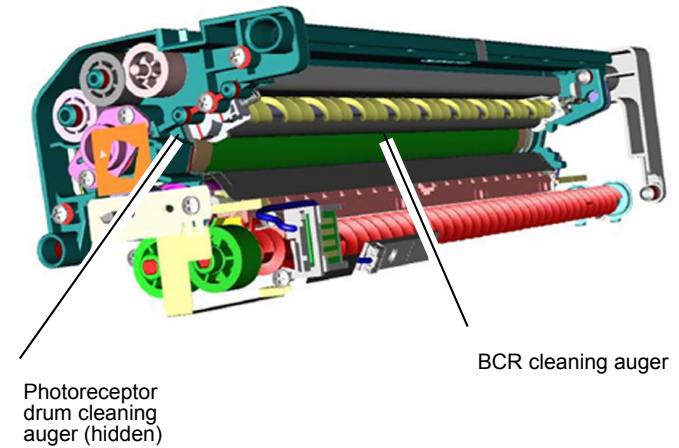
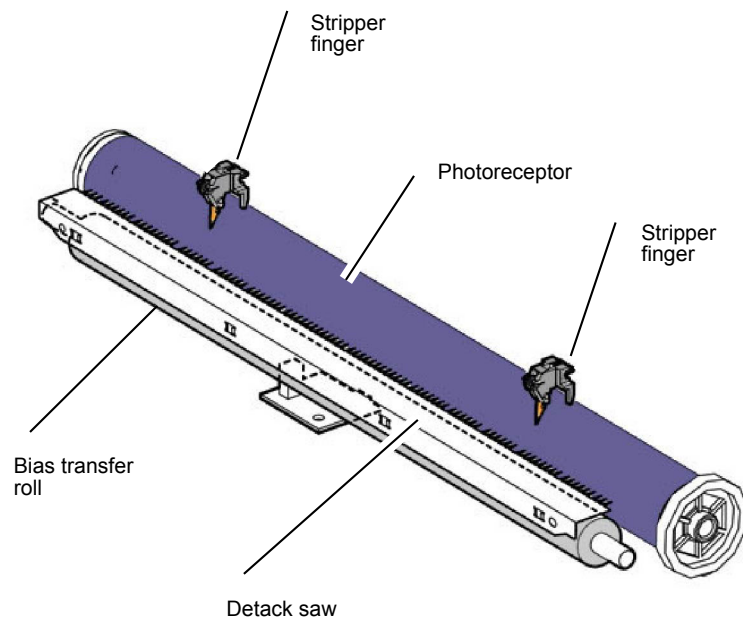
The toner image is transferred from the photoreceptor drum to the surface of the paper by the bias transfer roll (BTR). The BTR is constructed of a metal shaft surrounded by a soft, conductive urethane roll which has a positive charge. As the photoreceptor and BTR rotate together, the positive charge of the BTR attracts the negative charge of the toner.

The paper is released from the photoreceptor drum by the detack saw and stripper fingers. A voltage is applied to the detack saw to eliminate the charge on the paper. In cases where the paper is still attracted to the photoreceptor drum, the stripper fingers will physically strip the paper from it. Refer to [Figure 15](#) and [Figure 16](#).

Note: The detack saw is part of the transfer chute assembly, [PL 90.15 Item 1](#).



Y-5-0150-A

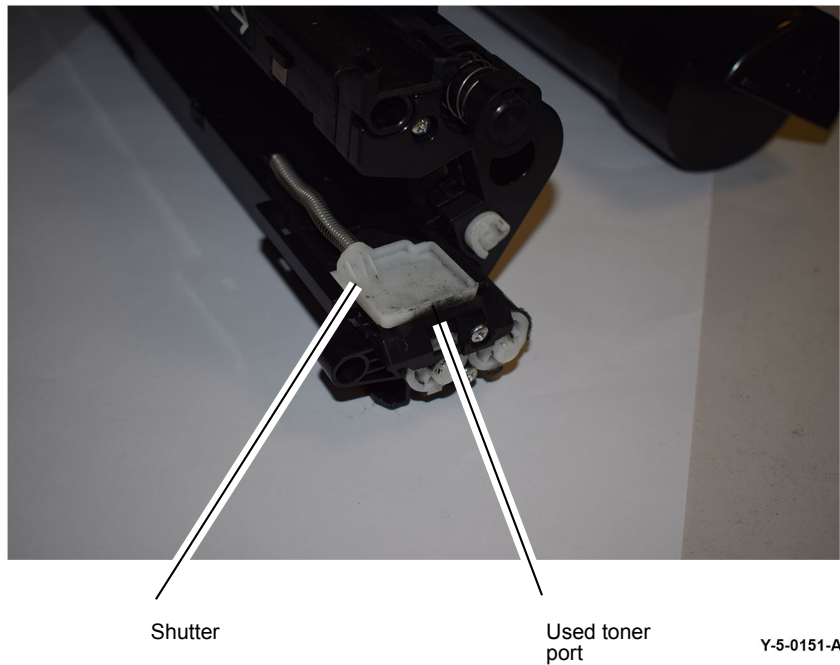


Y-5-0157-A

Drum Cartridge (Clean)

As the photoreceptor drum and BCR rotate their surfaces are cleaned by the cleaning augers. The auger strips used toner from the photoreceptor drum and BCR following transfer and transports the used toner to a port at the rear of the drum cartridge for reuse.

A shutter adjacent to the used toner port retracts when the cartridge is installed. It is here that fresh toner enters the cartridge. Refer to [Figure 17](#) and [Figure 18](#).



Process Control

Overview

Process control maintains image quality by compensating for temperature and humidity changes and the aging of machine components. In part, this involves controlling the charge potential of the BCR and the light output from the LPH. Image quality deterioration also occurs as the photoconductive layer on the photoreceptor drum wears with increased use.

Process control uses inputs from the:

- CRUMs
- Humidity and temperature sensors
- Automatic toner control (ATC) sensor

The humidity and temperature sensors mounted on the ESS PWB, [PL 3.05 Item 1](#) monitor the environmental conditions inside the machine.

The ATC sensor (mounted to the drum cartridge, [PL 90.20 Item 1](#)) monitors the toner concentration inside the drum cartridge.

Process control uses the information from the above sources to:

- Alter the BCR voltage as required
- Alter the LPH light intensity
- Control the toner dispense rate

Process Control: Sensor Checks Humidity and Temperature Sensor Check

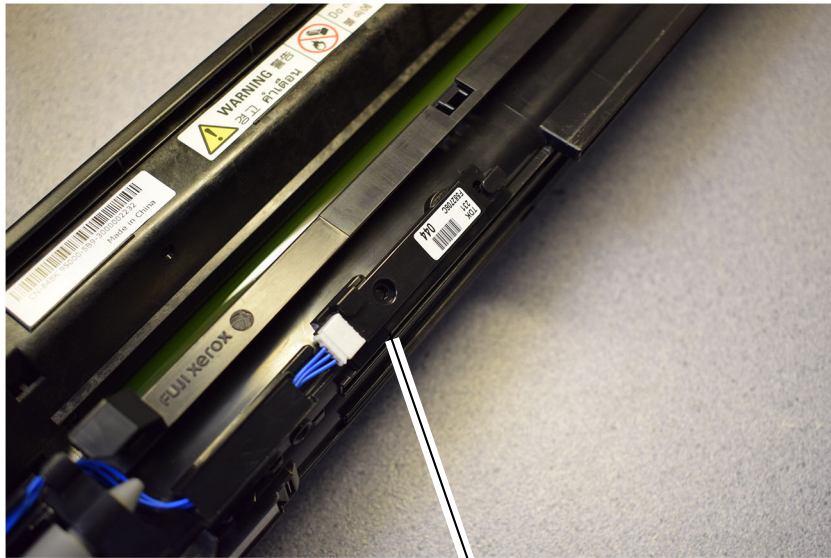
The humidity and temperature sensor checks the temperature and humidity independently. When the power is ON, the sensor values are continuously monitored to measure the temperature and humidity in the machine. The humidity and temperature sensors are mounted on the ESS PWB, [PL 3.10 Item 6](#).

ATC Sensor Check

The ATC sensor checks the toner concentration in the drum cartridge while the developer roll is being driven. The method is as follows:

- The ATC sensor output is read at predetermined intervals.
- The read values, excluding some of the highest and lowest, are averaged.
- The difference between maximum and minimum values is calculated.
- The average read value is corrected to determine the ATC output value (current toner concentration).

After an ATC sensor check, the ATC target value is calculated. To calculate the ATC target value, the temperature and humidity correction values calculated from the temperature and humidity in the machine and the developing material deterioration correction value calculated from the cumulative drum rotation time are added to the standard ATC target value. Refer to [Figure 19](#).



ATC sensor

Y-5-0152-A

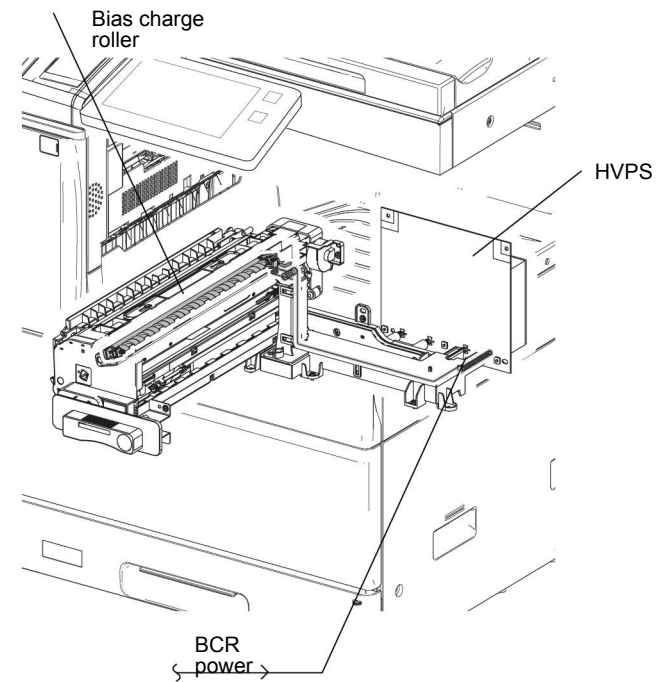
Process Control: Charge Control and Exposure Control

Charge Control

Charge control corrects the charge voltage (the BCR output). Charge control correction factors include temperature and humidity and the cumulative number of drum rotations. These values are added to calculate the charge voltage correction value. Charge control occurs at the following times:

- At power on
- On return from power save mode
- At the start of a print job

Refer to [Figure 20](#).



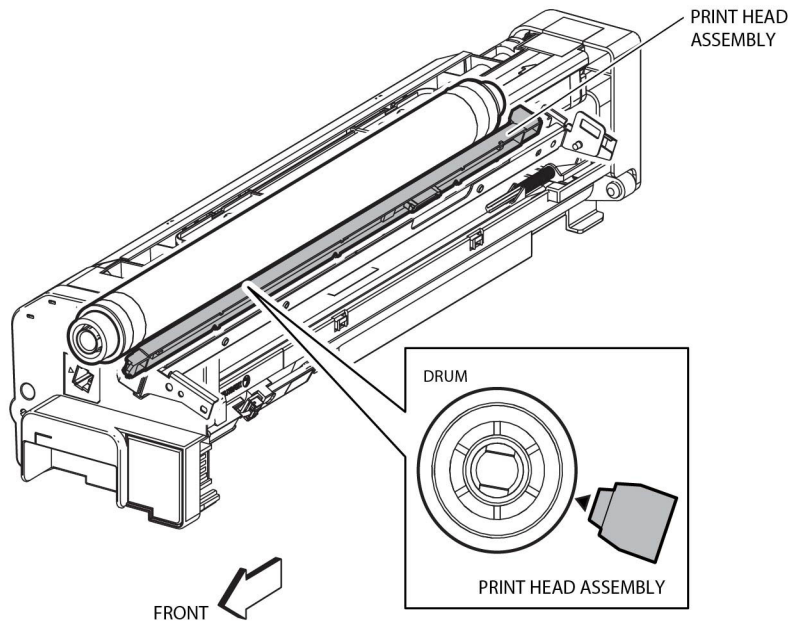
Y-5-0135-A

Exposure Control

Exposure control corrects the quantity of laser light for image exposure on the photoreceptor drum. Correction factors for temperature and humidity, cumulative number of drum rotations, and no-toner state detection are added to calculate the exposure correction value. Exposure control occurs at the following times:

- At power on
- On return from Power Save Mode
- At the start of a print job
- When the print count reaches a predetermined level

Refer to [Figure 21](#).



TY-5-0154-A

Figure 5 Exposure control

Process Control: Toner Dispensing

This control function supplies toner from the toner cartridge to the drum cartridge to maintain optimum toner concentration. The control logic calculates the dispensing time using ICDC and ATC.

ATC Dispensing

The dispense time is calculated from the toner concentration in the developing unit. The difference between the ATC target value and the ATC output value is calculated. From this difference, the ATC dispense time is calculated.

ICDC Dispensing

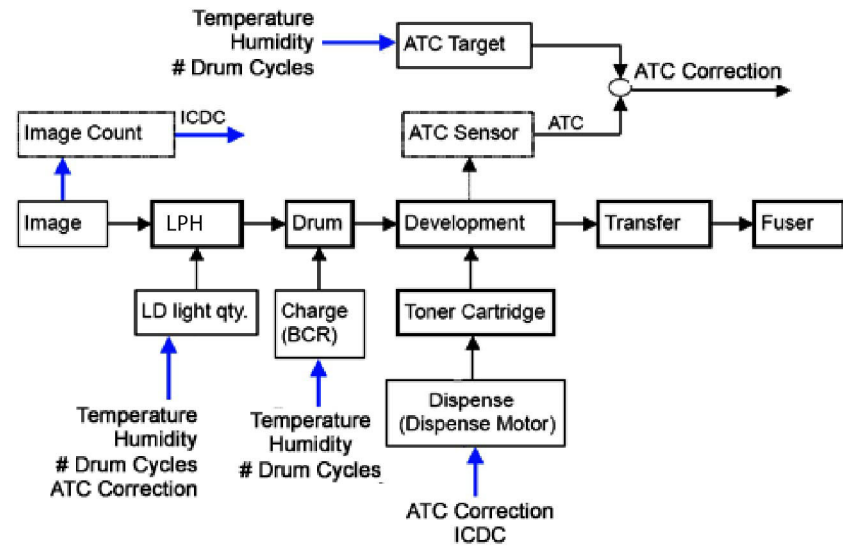
The dispense time is calculated from the number of pixels in image data. From each print, the pixels per page are counted. From the ICDC count, the dispense time per sheet is calculated.

Dispense Motor Drive

The dispense motor is driven for the dispense time calculated from ATC and ICDC.

Note: Toner dispense may be set in the NVMs to timed dispense, ICDC dispense, or dispense based on ATC control. When either timed or ICDC dispense is selected, ATC faults will not be reported but TC will be out of control. The preferred (default) setting allows Toner Control to manage dispense.

Refer to [Figure 22](#).



TY-5-0129-A

Figure 6 Toner dispensing control

Fusing/Copy Transportation

Fuser Overview

The fuser module bonds the toner to the paper by applying heat and pressure. This process melts the toner and fuses it to the paper.

The fuser module consists of a main heat roll, a fusing belt, thermostats, thermistors, and stripper blade.

Note: There are no spare parts in the fuser assembly. The fuser is replaced as an assembly.

Refer to [Figure 1](#).



Fuser

Y-5-0167-A

Overview

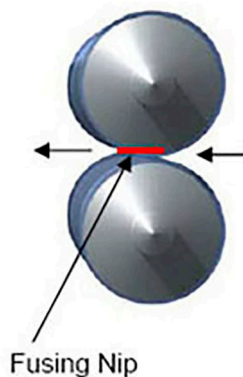
Fusing works using a free belt nip fusing mechanism consisting of a heat roll, and with a fusing belt in place of a pressure roll. The heat roll consists of a thin steel tube coated with teflon to control the build-up of static and an anti-wear agent. The heat roll and fuser belt are in constant contact during

fusing, [Figure 2](#). The stripper blade physically removes the paper from the heat roll during processing. The heat roll receives drive from the main motor through a system of gears. The fusing belt is driven by the friction applied from the heat roll.

The heat roll is heated by main and sub heat rods. The two rods are used in various combinations depending on the operating conditions to achieve and even temperature along the entire length of the heat roll.

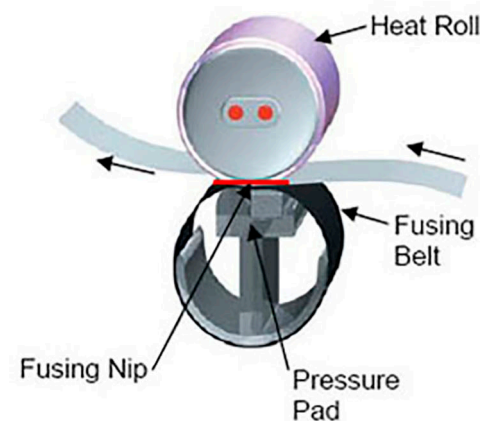
The fuser temperature control is managed by two thermostats, the fuser non-contact (NC) sensor and the fuser thermistor, [Figure 3](#).

Conventional Fusing



Fusing Nip

Free Belt Nip Fuser



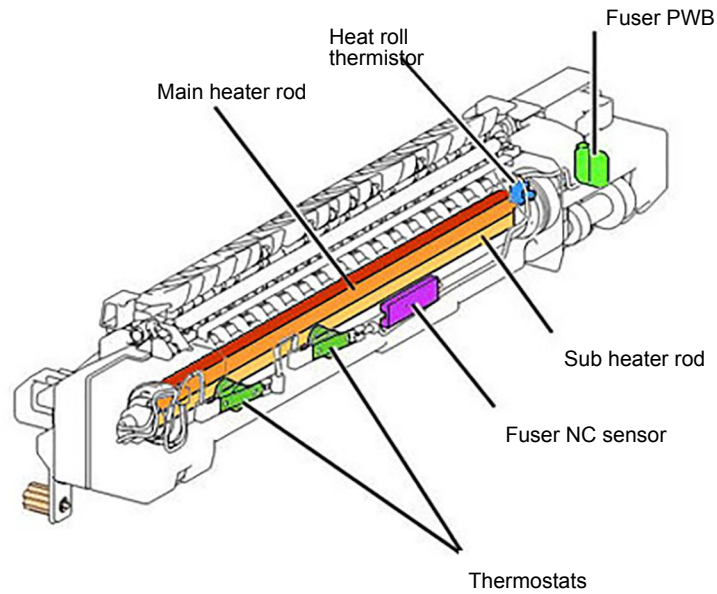
Heat Roll

Fusing Belt

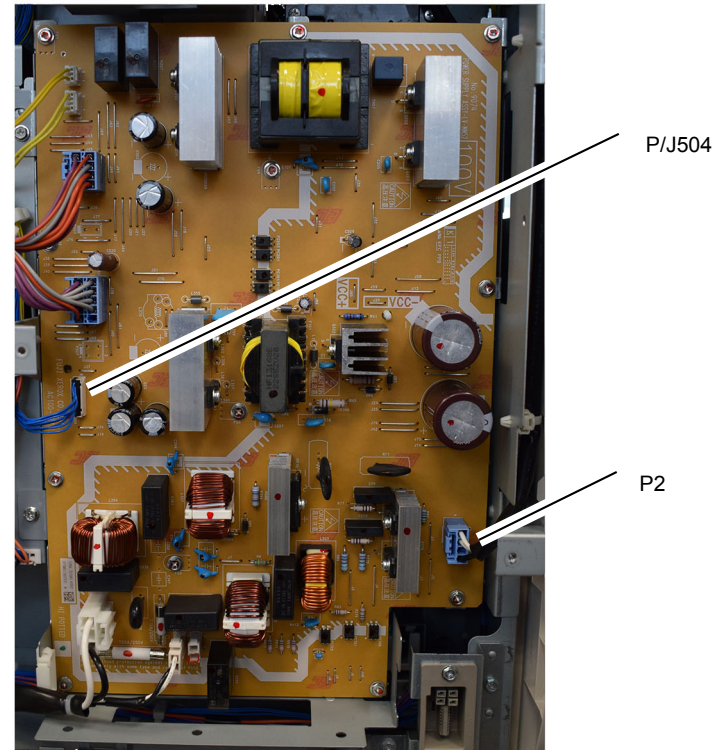
Pressure Pad

Figure 1 Free belt nip fuser

TY-5-0168-A



Y-5-0169-A

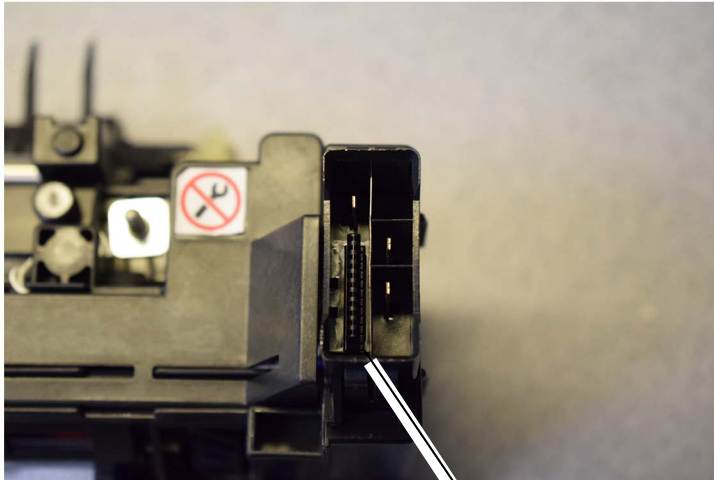


Y-5-0175-A

Fuser Power

Main and sub heater on signal is supplied from P/J419 on the drive PWB, PL 1.10 Item 3 to P/J504 on the LVPS, PL 1.10 Item 8. With the fuser relay energized, power is supplied from P2 on the LVPS, Figure 4, to the fuser power connector, Figure 5. Refer to BSD 10.2 Fusing Heat Control (1 of 2) .

The drive PWB controls fusing temperature as required by the temperature control logic.



Fuser connector

Y-5-0171-A

Fuser Life

The fuser assembly is a customer replaceable unit (CRU). The life of the fuser assembly is 175K feeds.

The fuser may require more frequent replacement if any of the following usage factors exist:

- Area coverage exceeds 5 %
- Paper larger than letter size is commonly printed
- Printing short-edge feed
- Printing on specialty media

Print Quantity Counter (Counter 1):

Fuser counter 1 increments each time the fuser exit sensor turns OFF.

Each A4 LEF fed sheet is counted as 10 HFSI counts. When the HFSI counter (chain-link 954-850) reaches a value of 1,750,000 (175,000 x 10), the CSE will be notified on the HFSI counter UI diagnostics screen that the fuser should be replaced. Note that the machine and fuser will continue to run if the fuser is not replaced at this time.

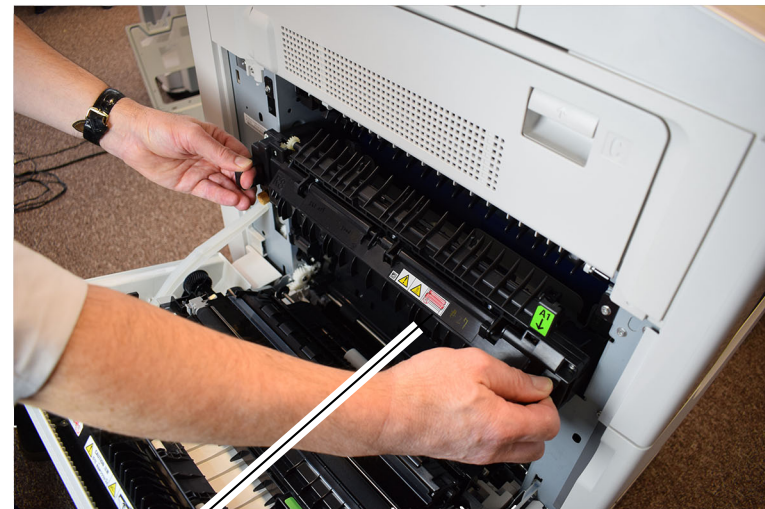
Total Power On Time Counter (Counter 2):

Fuser counter 2 increments a count of 1 for each second of machine power on time.

The fuser assembly will also age/degrade due to extended usage time. The ON time HFSI counter (chain-link 954-851) keeps track of machine ON time in seconds. When this HFSI reaches a count of 18,000,000 seconds (approximately 208 days), the CSE will be notified on the HFSI counter UI diagnostics screen that the fuser should be replaced. Note that the machine and fuser will continue to run if the fuser is not replaced at this time.

At power on after installing a new fuser a fuse is blown within the fuser module, this activates the resetting of the HFSI counters automatically.

Refer to [Figure 6](#).



Fuser

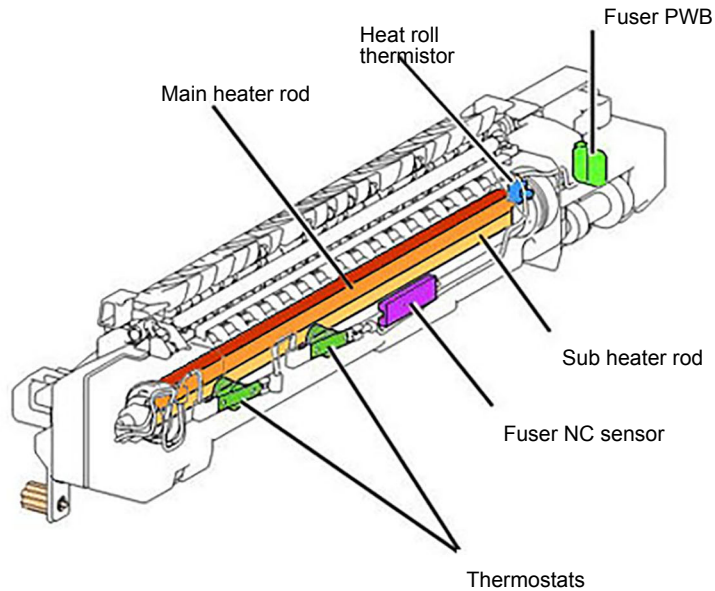
Y-5-0176-A

Fuser Temperature Control

The heat roll temperature is monitored by the fuser non-contact sensor in the center of the heat roll and a soft-touch thermistor at the rear end of the heat roll. Each sensor measures the temperature in its region then provides temperature information to the drive PWB. [Figure 7](#).

The drive PWB logic uses the inputs from the sensors to control the fusing temperature by switching the heat rods on and off as required, refer to [BSD 10.2 Fusing Heat Control \(1 of 2\)](#).

The thermostats, located near the center and the front of the heat roll, provide over temperature protection. When the surface temperature of the heat roll exceeds a predetermined value, the thermostat opens, de-energizing the fuser relay and cutting off the current to the heat rods, refer to [BSD 10.2 Fusing Heat Control \(1 of 2\)](#), [Figure 7](#).



Y-5-0169-A

Fuser Cooling

The fuser fan, [PL 40.15 Item 4](#), exhausts heated air from the fuser area via the ducting. Refer to [Figure 8](#) and [Figure 9](#).

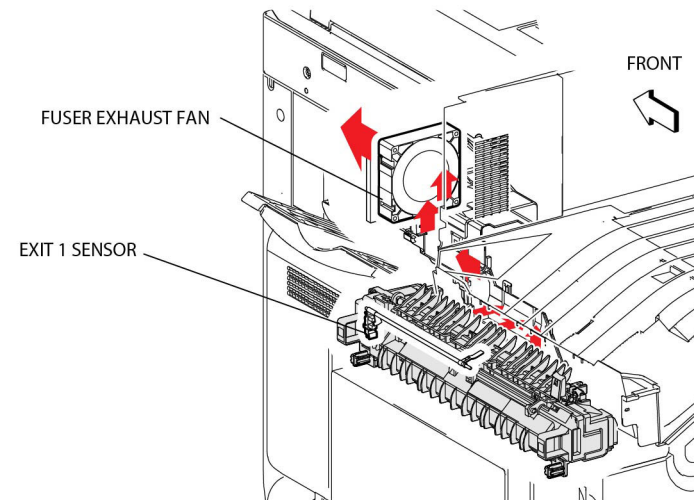
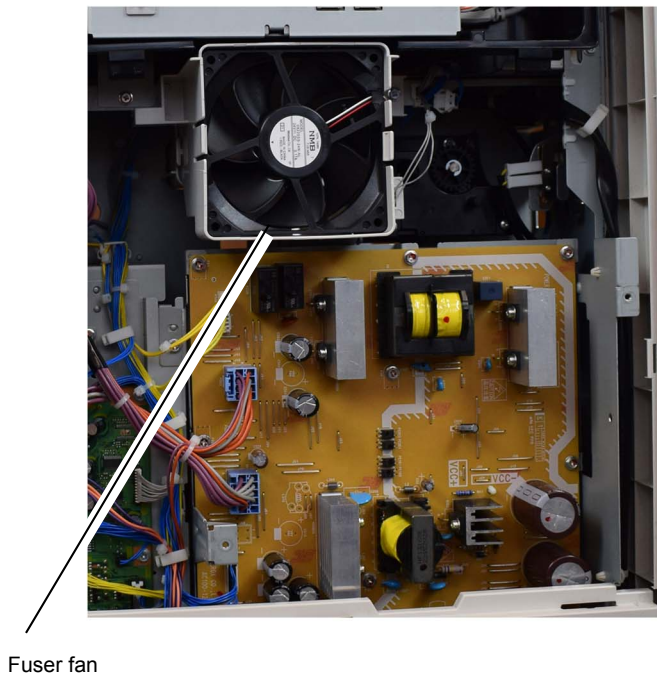


Figure 2 Fuser cooling ducting

TY-5-0172-A



Fuser fan

Y-5-0170-A

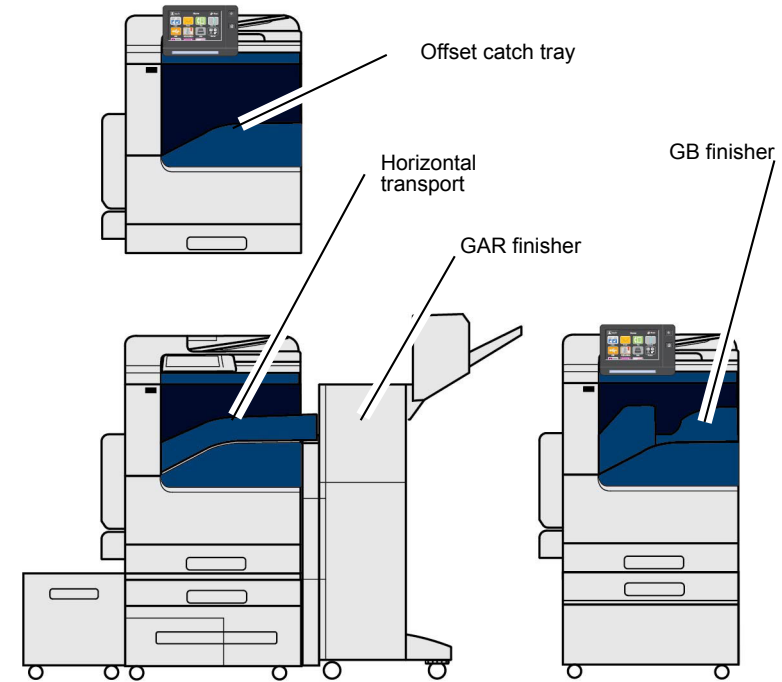
Print Transportation Overview

Overview

Prints exiting the fuser may go to any one of the following:

- To the output catch tray (exit 1) as single sheets or offset stacks.
- The integrated office finisher (exit 1).
- The horizontal transport (exit 1) to the office finisher LX.
- To the centre catch tray (exit 2) as single sheets. Exit 2 has no output sheet offset capability.
- To the inverter (exit 2) for side two registration and printing.

Refer to [Figure 10](#).



Y-5-0183-A

Print Transportation

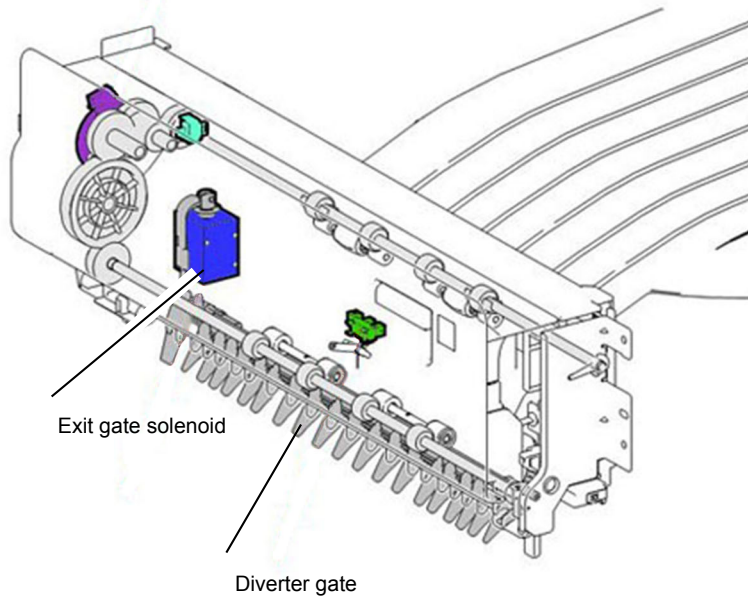
Exit 1

The exit gate solenoid is normally de-energized. With the solenoid in this state, the diverter gate directs prints to exit 1.

Based on the configuration of the system, exit 1 directs prints to either the:

- Output catch tray
- Horizontal transport when an office finisher LX is installed
- Integrated office finisher

Refer to [Figure 11](#).



Y-5-0182-A

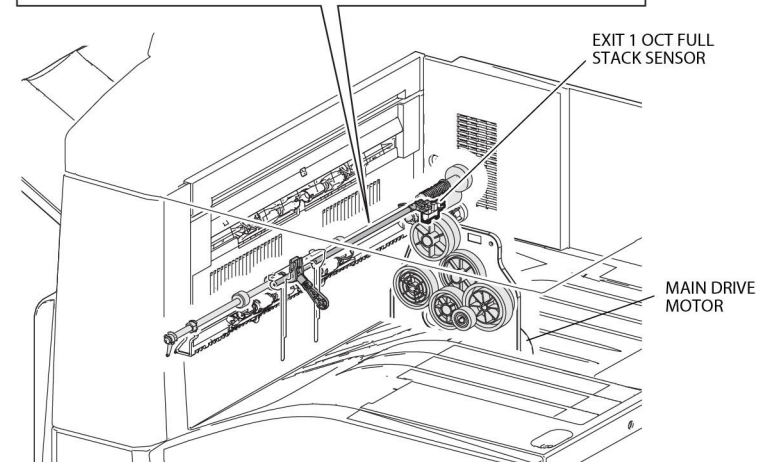
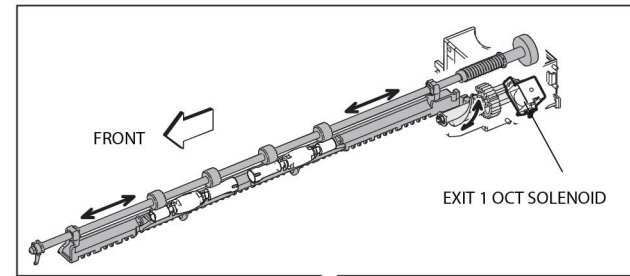
Print Transportation

Exit 1: Stacking

The exit 1 roller, exit 1 OCT full stack sensor and exit 1 OCT solenoid are used to offset print sets as they exit the machine. The output paper will be stacked in different positions by the movement of the exit 1 roller.

The exit 1 OCT solenoid moves the exit 1 roller toward the front or rear to offset the sheet or set. The exit 1 OCT full stack sensor monitors the position of the exit 1 roller.

Drive for the exit 1 roller is obtained from the main motor through a system of gears. Refer to [Figure 12](#).



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Figure 3 Exit 1 stacking

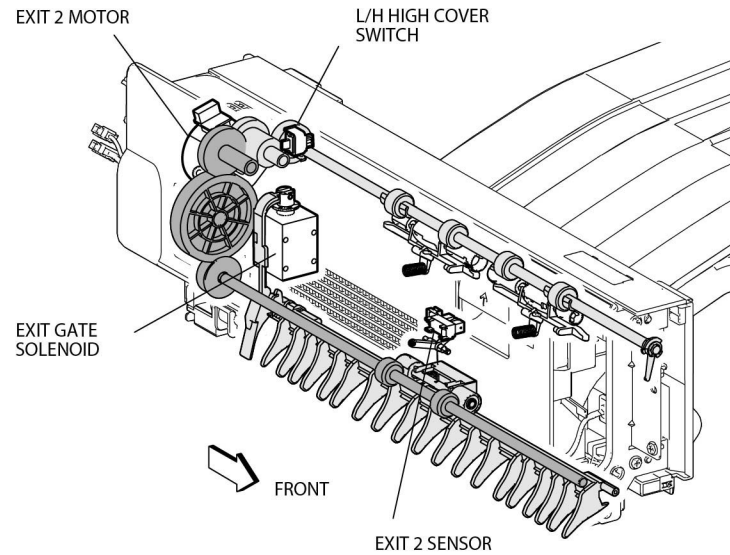
Print Transportation

Exit 2

A specified time after the paper is detected by the fuser exit sensor, the exit 2 motor is turned On, driving the inverter roll and the exit 2 roll. Prints are directed to exit 2 when the exit gate solenoid actuates the diverter gate, directing prints past exit 1

The signal from the fuser exit sensor, assists in controlling the operation of the exit 2 motor (stop and reverse timing) and actuation of the exit gate solenoid, both for duplex printing. Its signal also enables the control logic to count finished prints. The signal from the exit 2 sensor, [PL 10.22 Item 12](#), is used for jam detection in the exit area and to monitor completed prints as they exit to exit 2. Refer to [Figure 13](#)

Note: Because there is no face up tray option, there is neither a face up solenoid nor an exit 2 gate. Prints travel from the exit 1 area to exit 2 through baffles.

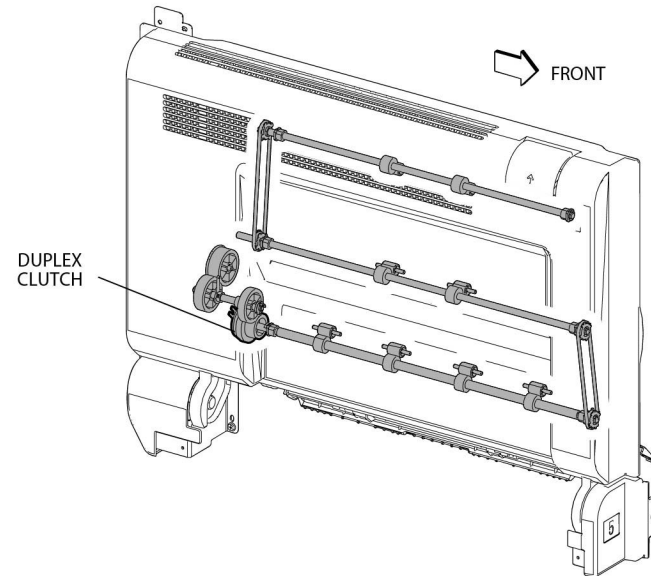


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**Figure 4 Exit 2
Print Transportation
Duplex Printing**

The duplex printing function first prints the front side of the sheet and then ejects the lead edge of that sheet into the exit 2 tray.

After the trail edge of the sheet passes the diverter gate, the paper is inverted, drawn into the duplex path, and returned to the registration unit for side 2 printing. Refer to [Figure 14](#)



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Figure 5 Duplex printing

Fax

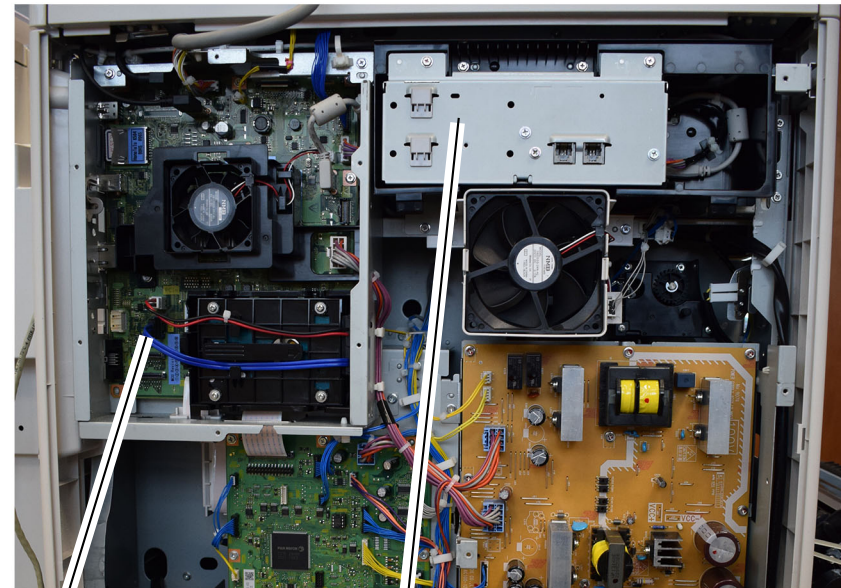
Overview

Super G3 analog fax capability is provided as an optional 1 or 3-line fax module or as a software-enabled Digital Fax over IP (VoIP Fax)

The 1 or 3-line fax module contains the fax modem(s) and fax speaker and is installed at the rear of the printer adjacent to the ESS PWB, [Figure 1](#). The line 1 fax PWB, [PL 20.05 Item 10](#), is fitted with a single fax modem. For the 3-line fax option, the line 2 and 3 fax PWBs, [PL 20.05 Item 15](#) are connected to the line 1 fax PWB via the riser PWB, [PL 20.05 Item 16](#). The line 1 fax PWB is connected directly to the ESS PWB and is controlled by software running on the ESS PWB. Refer to [BSD 20.1 Fax](#). The fax module also features a port to accommodate an optional telephone handset.

Fax over IP (VoIP Fax) is a purchasable option, installed via the USB port, which allows the printer to send and receive faxes over an IP based network using session Initiation Protocol (SIP) and Voice over IP (VoIP) protocols and services. The Fax over IP enabled printer can send and receive faxes from a variety of analog and digital devices.

Fax functionality is selected and controlled via the UI.



ESS PWB

Fax module (1-line
module shown)

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