

WorkCentre® 6655
Color Multifunction Printer
Service Manual



**Sample
Fault Code Structure**

322-330-00



WorkCentre® 6655 Color Multifunction Printer Service Manual

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Xerox Internal-Use Only



Xerox WorkCentre 6655 Color Multifunction Printer

Service Documentation

WorkCentre 6655 Color Multifunction Printer Service Manual

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About This Manual iii
How To Use This Manual..... iii
Service Safety Summary..... iv
Symbols Used On The Product..... v
Voltage Measurement and Specifications..... vi
Health and Safety Incident Reporting vii
Regulatory Specifications..... viii
Translation of Warnings ix
WorkCentre 6655 Overview xi
Options Overview xv
Configurations xvi
Consumables and Maintenance..... xvii
Product Codes and Serial Number Range..... xviii

About This Manual

The WorkCentre 6655 Multifunction Printer Service Manual is part of a multinational service documentation system delivered in the standard Xerox EDOC service manual format. This manual is the primary document used for diagnosing, repairing, maintaining, and troubleshooting these systems. The Service Manual is the controlling publication for a service call. To ensure product understanding, complete the Xerox Service Training Program for this printer.

Organization

Section titles and the information contained in each is presented in the following paragraphs:

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 sub-assembly.

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/Adjustments

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

Section 5 Parts List

This section contains the 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 / Information

This section contains all other procedures, product specifications and general information.

Section 7 Wiring Data

This section contains the wiring diagrams.

Section 8 Principles of Operation

This section contains details of printer operation and component locations.

Component Names

Names of parts that appear in the disassembly procedures may not be exactly the same as the names that appear on the part or listed in the Parts List. For example; a part called the Registration Chute Assembly may appear on the Parts List as Assembly, Chute REGI.

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

The machine will be identified in this manual by the model identifier 6655N/DN or 6655SN/DN.

When a procedure, parts list description or other reference is unique amongst different models of machine, the appropriate model designator is indicated. Any artwork is also 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.

A translated version of all warnings is in Translation of Warnings.

CAUTION

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

NOTE: *A note appears to highlight a procedure, practice, condition or statement.*

Service Acronyms

While using this service documentation, you may encounter acronyms that are unfamiliar.

To find definitions for Xerox acronyms, go to the following page in your web browser, then enter the acronym and click Search:

<https://open.xerox.com/Services/acronym>

Service Safety Summary

General Guidelines

For qualified service personnel only: Refer also to the preceding Electrical Safety.

Avoid servicing alone: Do not perform internal service or adjustment of this product unless another person capable of rendering first aid or resuscitation is present.

Use care when servicing with power applied: Dangerous voltages may exist at several points in this product. To avoid personal injury, do not touch exposed connections and components while power is on. Disconnect power before removing the power supply shield or replacing components.

Do not wear jewelry: Remove jewelry prior to servicing. Rings, necklaces and other metallic objects could come into contact with dangerous voltages and currents.

Electrical Safety

- Use the Power Cord supplied with the printer.
- Plug the Power Cord directly into a properly grounded electrical outlet.
- Do not use a ground adapter plug to connect the printer to an electrical outlet that does not have a ground connection terminal.
- Do not use an extension cord or power strip.
- Do not place the system in an area where people might step on the power cord.
- Do not place objects on the power cord.
- Do not block ventilation openings. These openings prevent printer overheating.
- Do not drop paper clips or staples into the printer.

Operational Safety

The printer and supplies were designed and tested to meet strict safety requirements. These include safety agency examination, approval, and compliance with established environmental standards.

Pay attention to these safety guidelines to ensure the continued, safe operation of the printer.

- Use the supplies specifically designed for your system. The use of unsuitable materials may cause poor performance and a possible safety hazard.
- Follow all warnings and instructions marked on, or supplied with, the system, options and supplies.

NOTE: *The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.*

Maintenance Safety

- Do not attempt maintenance not specifically described in the printer documentation.
- Do not use aerosol cleaners. The use of supplies that are not approved may cause poor performance and could create a hazardous condition.
- Do not burn any consumables or routine maintenance items. For information on Xerox supplies recycling programs, go to www.xerox.com/gwa.

Safety Labels

Read and obey all posted caution, warning, and danger labels. Throughout the printer, these safety labels are displayed on potentially dangerous components. As you service the printer, check to make certain that all safety labels remain in place.

- **Caution:** An unapparent hazard exists that may cause personal injury or damage to the equipment. For example, a panel may cover the hazardous area.
- **Warning:** An unapparent hazard exists that may cause serious personal injury.
- **Danger:** An unapparent hazard exists that may cause serious personal injury or death.

Safety Interlocks

Make sure all covers are in place and all interlock switches are functioning correctly after you have completed a service call. If you bypass an interlock switch, use extreme caution when working on or around the printer. Figure 1 shows the interlock circuitry.

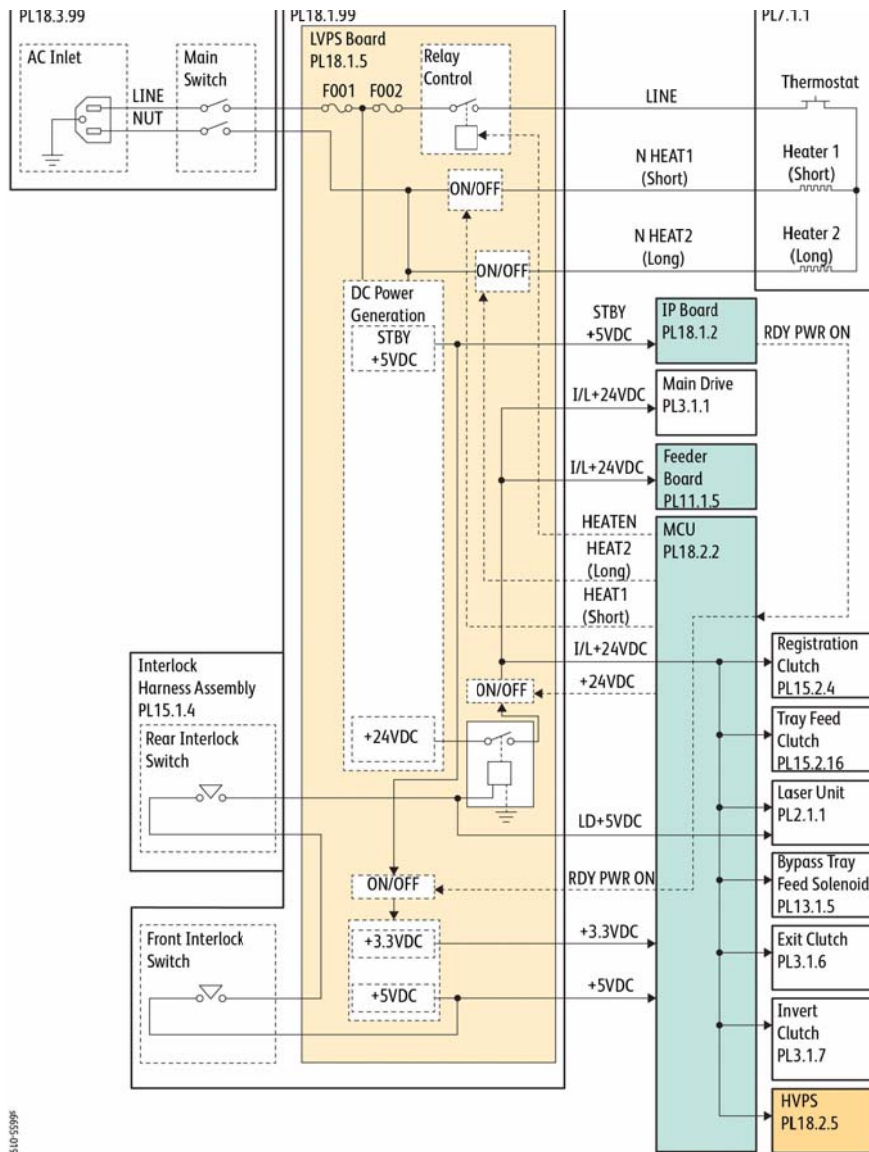


Figure 1 Interlock circuits

Symbols Used On The Product

The following precautionary symbols may appear on the machine.

Figure 1 indicates Danger High Voltage.



Figure 1 High Voltage symbol

Figure 2 is the Protective Ground (Earth) symbol.



Figure 2 Protective Ground (earth) symbol

Figure 3 is the symbol indicating a hot surface. Use caution to avoid personal injury.



Figure 3 Hot Surface symbol

Figure 4 is the symbol indicating that the surface is hot while the printer is running. After turning off the power, wait 30 minutes.



Figure 4 Wait 30 Minutes symbol

Figure 5 is the symbol indicating where avoid pinching fingers in the printer. Use caution to avoid personal injury.



Figure 5 Pinch Injury symbol

Figure 6 is the symbol to use caution (or draws attention to a particular component). Refer to the manual(s) for information.



Figure 6 Use Caution symbol

Figure 7 is the symbol indicating that the item is sensitive and should not be touched.



Figure 7 Do Not Touch symbol

Figure 8 is the symbol indicating the item is sensitive to sunlight, and exposure to it will reduce its life span.



Figure 8 No Sunlight symbol

Figure 9 is the symbol indicating the item is sensitive to any light, and exposure to it will reduce its life span.



Figure 9 No Light symbol

Voltage Measurement and Specifications

Table 1 shows the voltages present in the WorkCentre 6655. Measurements of DC voltage must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure. All measurements of AC voltage should be made with respect to the adjacent return or ACN wire.

Table 1 Voltage Measurement and Specifications

Voltage	Specification
Input Power 220 V	198 VAC TO 254 VAC
Input Power 100 V	90 VAC TO 135 VAC
Input Power 120 V	90 VAC TO 135 VAC
+5 VDC	+4.75 VDC TO +5.25 VDC
+24 VDC	+23.37 VDC TO +27.06 VDC

Logic Voltage Levels

Table 2 show the logic levels present in the WorkCentre 6655. Measurements of logic levels must be made with reference to the specified DC Common, unless some other point is referenced in a diagnostic procedure.

Table 2 Logic Levels

Voltage	H/L Specification
+5 VDC	H = +3.00 V or greater L = below 0.8 V
+3.3V	H = +2 V or greater L =below 0.8 V

DC Voltage Measurement in RAPs

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

There is +5 VDC from P/J7 to P/J68.

In this example, the red meter lead would be placed on P/J7 and the black lead on P/J68.

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

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 & 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 any of the following methods:
 - For incidents in North America and Developing Markets West (Brazil, Mexico, Latin American North and Latin American South):
 - Phone* Xerox EH&S at: 1-800-828-6571.
 - Electronic mail to Xerox EH&S
 - Fax Xerox EH&S at: 1-585-422-6449 [internet 8*222 6449].
 - For incidents in Europe and Developing Markets East (Middle East, Africa, India, China and Hong Kong):
 - Phone* Xerox EH&S at: +44 (0) 1707 353434.
 - Electronic mail Xerox EH&S at: Elaine.Grange@xerox.com.
 - Fax Xerox EH&S at: +44 (0) 1707 353914 [internet 8*668 3914].

*Initial notification made by phone must be followed within 24 hours by a completed incident report and sent to the indicated electronic mail address or fax number.

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.

Regulatory Specifications

Xerox has tested this product to electromagnetic emission and immunity standards. These standards are designed to mitigate interference caused or received by this product in a typical office environment.

United States (FCC Regulations)

The WorkCentre 6655 has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation. This equipment generates, uses, and can radiate radio frequency energy. If it is not installed and used in accordance with these instructions, it may cause harmful interference to radio communications. Operation of Class A equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense. There is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment Off and On, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiver.
- Increase the separation between the equipment and receiver.
- Connect the equipment to a different electrical circuit.
- Consult the dealer or an experienced radio/television technician for help.

Any modifications not expressly approved by Xerox could void the user's authority to operate the equipment. To ensure compliance with Part 15 of the FCC rules, use shielded interface cables.

Canada (Regulations)

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

European Union

CE Mark



Figure 1 CE Symbol

The CE mark (Figure 1) applied to this product symbolizes Xerox's declaration of conformity with the following applicable Directives of the European Union as of the dates indicated:

December 12, 2006: Low Voltage Directive 2006/95/EC

December 15, 2004: Electromagnetic Compatibility Directive 2004/108/EC

This product, if used properly in accordance with the user's instructions, is neither dangerous for the consumer nor for the environment.

To ensure compliance with European Union regulations, use shielded interface cables.

A signed copy of the Declaration of Conformity for this product can be obtained from Xerox.

Translation of Warnings

WARNING

Switch off the electricity to the machine. 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. 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. 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. 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. 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

Perform the steps in the following procedure carefully. Failure to follow this procedure carefully could result in electrical shock and personal injury.

DANGER: Faire très attention en effectuant les étapes de la procédure suivante. Si cette procédure n'est pas strictement respectée, il y a des risques d'électrocution et d'autres blessures.

AVVERTENZA: Si prega eseguire attentamente la seguente procedura. Omettere di eseguire attentamente la procedura indicata può provocare forti scosse e gravi ferite.

VORSICHT: Befolgen Sie die Schritte der folgenden Anleitung genau. Die Nichtbefolgung dieser Anweisungen kann elektrischen Schlag oder andere Körperverletzungen zur Folge haben.

AVISO: Lleve a cabo los pasos del procedimiento siguiente con mucho cuidado. No seguir este procedimiento cuidadosamente puede ocasionar una descarga eléctrica y lesiones personales

WARNING

Use extreme care when working in the following area. Some of the components are electrically energized and could cause electrical shock and personal injury if touched.

DANGER: Faire très attention en travaillant dans la zone suivante. Certains éléments portent une charge électrique et présentent un risque d'électrocution et de graves blessures s'ils sont touchés.

AVVERTENZA: Maneggiare la seguente area con la massima precauzione. Alcuni componenti sono carichi di corrente elettrica e se toccati possono provocare scosse elettriche e lesioni.

VORSICHT: Bei Arbeiten in folgenden Bereichen besondere Vorsicht walten lassen. Einige der Komponenten sind elektrisch aufgeladen und können bei Berührung einen Stromschlag und körperliche Verletzung verursachen

AVISO: Tenga mucho cuidado al trabajar en el área siguiente. Algunos de los componentes están cargados eléctricamente y podrían producir descargas y lesiones, si se tocan

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

Use safe handling procedures when removing the module. Refer to GP 16. The module is heavy.

DANGER: Conformez-vous aux procédures de manipulation de sécurité pour le retrait du module. Reportez-vous à GP 16. Le module est lourd.

AVVERTENZA: Utilizzare procedure di gestione sicura durante la rimozione del modulo. Vedere GP 16. Il modulo è pesante.

VORSICHT: Verwenden Sie sichere Vorgehensweisen zum Entfernen des Moduls. Siehe auch GP 16. Das Modul ist sehr schwer.

AVISO: Utilice los procedimientos de seguridad cuando elimine el módulo. Consulte el GP 16. El módulo es pesado.

WARNING

Follow the service procedure exactly as written. Use of controls or adjustments other than those specified in this manual, may result in an exposure to invisible laser radiation. During servicing, the invisible laser radiation can cause eye damage if looked at directly.

DANGER : Les procédures de dépannage doivent être suivies à la lettre. Si les réglages ou vérifications ne sont pas effectués suivant les instructions de ce manuel, il peut y avoir un risque d'exposition dangereuse au faisceau laser. Celui-ci peut provoquer des lésions oculaires s'il est observé directement.

AVVERTENZA: Eseguire le procedure di servizio esattamente come descritto. L'utilizzo di dispositivi di controllo o di registrazione diversi da quelli riportati in questo manuale potrebbe comportare un'esposizione a radiazioni laser invisibili. Tali radiazioni possono danneggiare gli occhi se si guarda direttamente il fascio laser durante gli interventi di servizio.

VORSICHT: Die Wartungsarbeiten genau den Anweisungen entsprechend durchführen. Der Umgang mit Steuer- oder Bedienelementen, deren Verwendung nicht ausdrücklich in diesem Handbuch angewiesen wurde, kann dazu führen, dass unsichtbare Laserstrahlung frei gesetzt wird. Direkter Blickkontakt mit dem Laserstrahl kann bleibende Augenschäden verursachen.

AVISO: Siga los procedimientos de mantenimiento tal como están descritos. El uso de controles o ajustes no especificados en este manual puede tener como resultado la exposición a radiación láser invisible. Durante las operaciones de mantenimiento, la radiación de láser invisible puede causar daños en los ojos si se mira directamente a ella.

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.

DANGER: États-Unis et Canada. Si cette machine est installée dans un couloir ou une voie de sortie, 1,12 m (44 pouces) d'espace supplémentaire à l'espace normal doit être disponible devant la machine conformément aux normes de sécurité d'incendie.

AVVERTENZA: N/A

VORSICHT: N/A

AVISO: Estados Unidos y Canadá. No instale esta máquina en un corredor o ruta de salida que no tenga 1.12 m (44 pulgadas) de ancho delante de la máquina, sin incluir el espacio que ocupe la máquina. Este espacio adicional de 1.12 m (44 pulgadas) delante de la máquina en corredores y rutas de salida es necesario para cumplir los requisitos de las normas sobre incendios.

WARNING

Use only Xerox materials and components. This product is safety certified using Xerox materials and components. The use of non Xerox materials and components may invalidate the safety certificate.

DANGER : N'utilisez que des matières premières et des composants Xerox. La sécurité du produit est assurée dans le cadre de son utilisation avec des matières premières et des composants Xerox. L'utilisation de matières premières et de composants autres que ceux de Xerox risque d'invalider le certificat de sécurité.

AVVERTENZA: Utilizzare solo materiali e componenti Xerox per avvalersi della certificazione di protezione. L'utilizzo di materiali e componenti non Xerox può rendere nulla la certificazione di protezione.

VORSICHT: Verwenden Sie nur Materialien und Komponenten von Xerox. Dieses Produkt besitzt die Sicherheitszertifizierung bei Verwendung von Xerox-Materialien und -Komponenten. Die Verwendung von Materialien und Komponenten anderer Hersteller setzt möglicherweise das Sicherheitszertifikat außer Kraft.

AVISO: Utilice solo los materiales y componentes Xerox. Este producto dispone de un certificado de seguridad si se utilizan los materiales y componentes Xerox. Este certificado de seguridad no será válido si se utilizan materiales y componentes que no sean de Xerox.

WARNING

Do not touch the fuser while it is hot.

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

AVVERTENZA: Non toccare il fonditore quando è caldo.

VORSICHT: Fixierbereich erst berühren, wenn dieser abgekühlt ist.

AVISO: No toque el fusor mientras está caliente.

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

DANGER: Ne pas manipuler les éléments du four avant de les laisser refroidir. Certains éléments du four fonctionnent à des températures très élevées et peuvent causer de graves blessures s'ils sont touchés.

AVVERTENZA: Non maneggiare i componenti del fusore finché non sono raffreddati. Alcuni di questi componenti funzionano ad alte temperature e possono provocare gravi ferite se vengono toccati.

VORSICHT: Die Fixieranlage sollte erst gehandhabt werden, wenn diese genügend abgekühlt ist. Einige Teile der Fixieranlage erzeugen übermäßige Hitze und führen bei der Berührung zu schweren Verbrennungen.

AVISO: No manipule los componentes del fusor antes de que se enfríen. Algunos de los componentes del fusor funcionan a altas temperaturas y pueden ocasionar daños personales graves si se los toca.

WARNING

Do not attempt to remove or lift the following component with less than 2 people. The component is very heavy and requires at least 2 people to lift or remove it. Any attempt to remove or lift the component with less than 2 people could result in serious personal injury.

DANGER: Ne pas tenter d'enlever ou soulever l'élément suivant tout seul. Cet élément est très lourd; au moins 2 personnes doivent être présentes pour le soulèvement ou la dépose. Toute tentative d'enlever ou soulever cet élément sans la collaboration d'au moins 2 personnes peut causer de graves blessures.

AVVERTENZA: Non tentare di togliere o sollevare il componente seguente con meno di 2 persone. Il componente è molto pesante e richiede almeno 2 persone per sollevarlo o rimuoverlo. Tentare di rimuovere o sollevare questo componente con meno di 2 persone può provocare gravi ferite.

VORSICHT: Versuchen Sie keinesfalls, die folgende Komponente mit weniger als 2 Personen zu entfernen oder zu heben. Die Komponente ist sehr schwer, daher werden mindestens 2 Personen benötigt, um sie zu heben oder zu entfernen. Der Versuch, die Komponente mit weniger als 2 Personen zu entfernen oder zu heben, kann schwere Körperverletzung zur Folge haben.

AVISO: No intente levantar o retirar el componente siguiente usando menos de 2 personas. El componente es muy pesado, y se necesitan por lo menos 2 personas para levantarlo o retirarlo. Intentar retirar o levantar el componente usando menos de 2 personas puede resultar en lesiones personales serias.

WorkCentre 6655 Overview

The WorkCentre 6655 combines a color laser print engine with a scanner and Duplex Automatic Document Feeder (DADF), Tray 1. The Output Tray holds 250 20lb. sheets facedown. WorkCentre 6655 options add media capacity and wireless connectivity. A configuration with one additional 550-Sheet Feeder is supported. The following subsections identify parts from the front, side, rear, and internal views.

Technical Support Information

The Xerox Service Manual is the primary document used for repairing, maintaining, and troubleshooting the printer. To ensure complete understanding of this product, participation in Xerox Service Training is strongly recommended. To service this product, certification for this product is required.

For updates to the Service Manual, Service Bulletins, knowledge base, etc., go to:

- Xerox Global Service Net - <https://www.xrxgsn.com/secure/main.p>

For further technical support, contact your assigned Xerox Technical Support for this product.

WorkCentre 6655 Standard Orientation

Figure 1 shows the standard orientation for the WorkCentre 6655. Directional descriptions used in the procedures are defined as follows:

- Front: Direction toward you when facing the front of the printer.
- Rear: Direction opposite to the front when facing the front of the printer.
- Left: Left-hand direction when facing the front of the printer.
- Right: Right-hand direction when facing the front of the printer.

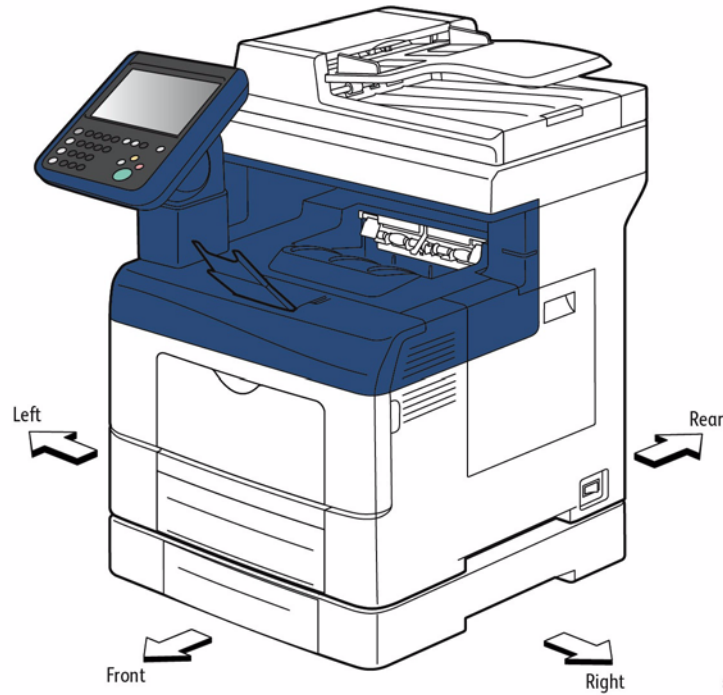


Figure 1 WorkCentre 6655 Standard Orientation

s6655-018

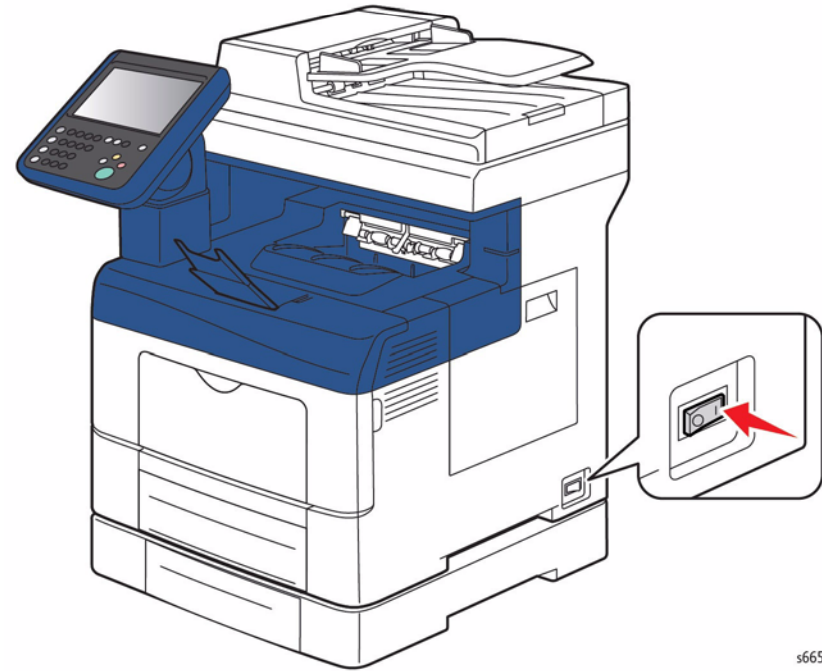


Figure 2 WorkCentre 6655 Main Power Switch

s6655-013

Parts of the Printer

Main On/Off Power Switch

Figure 2 shows the printer's On/Off power switch with a detail of the On and Off positions. When Off, electricity is removed from the printer's internal components. The figure shows the switch in the On position.

WARNING

Switch off the electricity to the machine. 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.

WorkCentre 6655 Front View

Figure 3 shows the printer's front view with parts identified in Table 1.

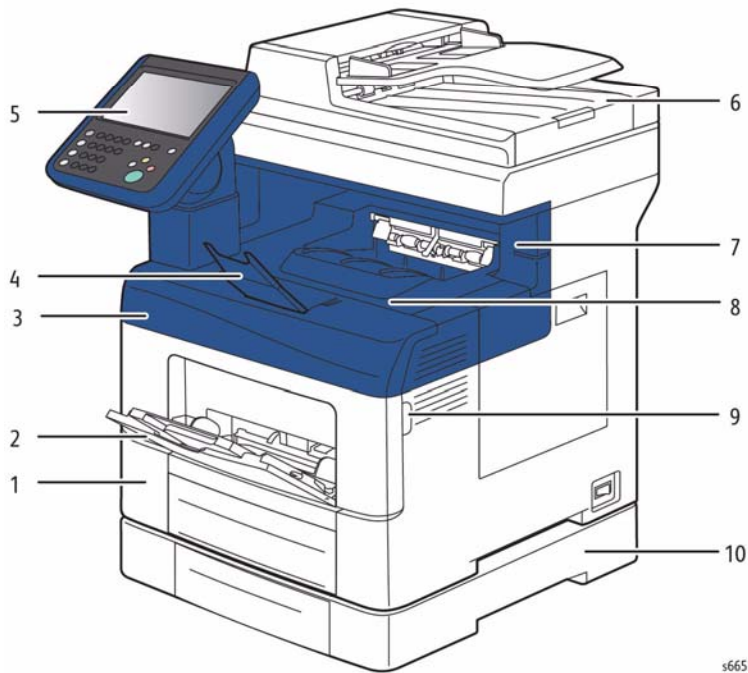


Figure 3 Front and Right Side Views

Table 1 Front View

1. Tray 1	6. Duplex Automatic Document Feeder
2. Bypass Tray	7. Staple Cartridge Door
3. Front Door	8. Output Tray
4. Output Tray Paper Stop	9. Front Door Handle
5. UI Console Panel	10. Tray 2, Optional 550-Sheet Feeder

WorkCentre 6655 Rear and Side Views

Figure 4 shows the printer's rear and side views with parts identified in Table 2.

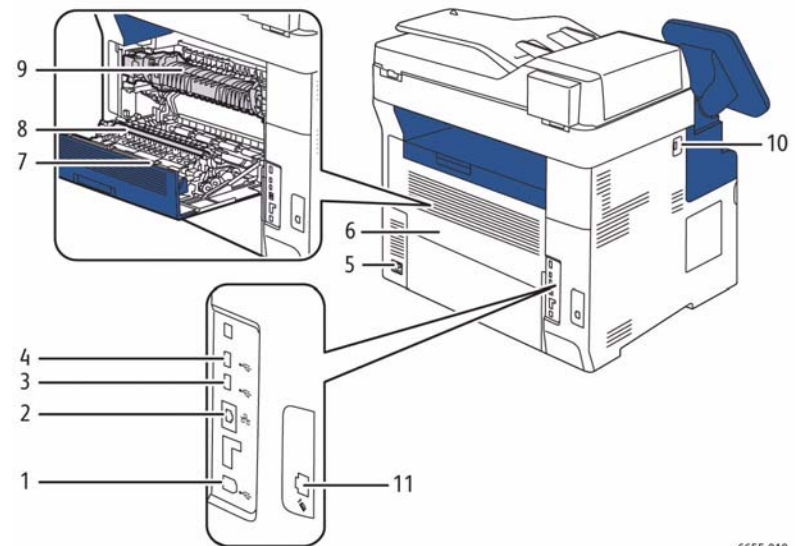


Figure 4 Rear and Left Side Views

Table 2 Rear and Side Views

1. USB Type B Port (slave)	7. Duplex Unit
2. Ethernet Connector	8. Transfer Roller
3. USB Type A Port (host)	9. Fuser
4. USB Type A Port (host)	10. USB Type A Port (host)
5. Power Connector	11. Fax Line Connector
6. Rear Door	

WorkCentre 6655 Internal Parts

Figure 5 shows the printer's rear and side views with parts identified in Table 3.

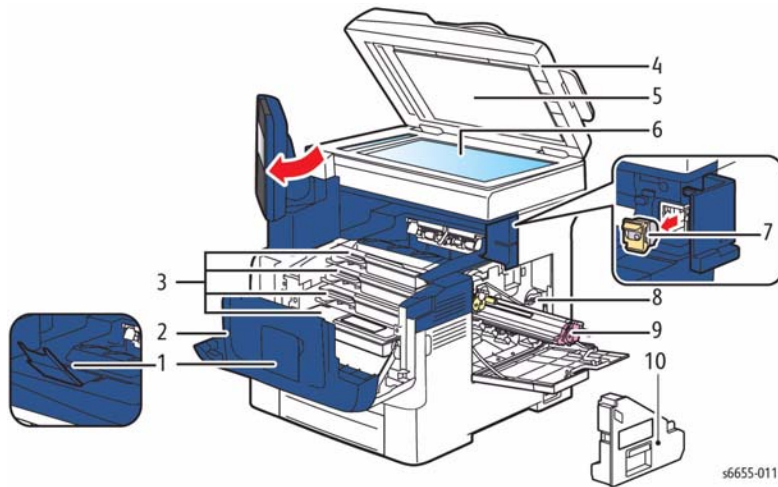


Figure 5 Internal Parts

Table 3 Internal Parts

1. Output Tray Paper Stop	6. Document Glass
2. Front Door	7. Staples Refill Cartridge
3. Toner Cartridges	8. Waste Cartridge Lock
4. Duplex Automatic Document Feeder	9. Imaging Unit
5. Document Cover	10. Waste Cartridge

Control Panel Layout

The WorkCentre 6655 Control Panel (Figure 6) consists of a touchscreen, a keypad, and several buttons. These buttons are used to navigate the menu system, perform functions, and select operational modes. Table 4 lists the function of each control.

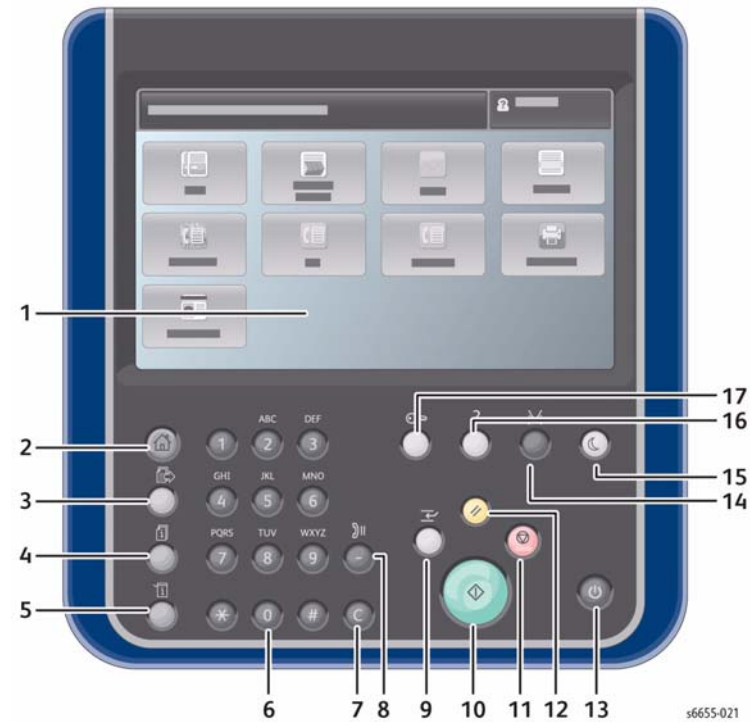


Figure 6 Control Panel

Table 4 Control Panel Features

Item	Description
1. Display	Touchscreen display of printer settings, status, messages and menus
2. Services Home	Services Home displays services, such as copy, scan, and fax
3. Services	Returns to the active service from the Job Status or Machine Status screens, or to a preset service
4. Job Status	Displays active, held, and completed jobs
5. Machine Status	Displays settings and information
6. Keypad	Enter alphanumeric characters
7. Clear	Deletes numeric values or the last digit entered
8. Dial Pause	Inserts a pause in a telephone number for fax transmission.
9. Interrupt Print	Pauses the currently printing job to run a more urgent job.
10. Start	Start the selected job
11. Stop	Stops the current job. Follow the onscreen instructions to cancel or resume the job
12. Clear All	Clears previous and changed settings for the current service. Press twice to reset all defaults and clear existing scans

Table 4 Control Panel Features

13. Power	Restart or shuts down the printer
14. Language	Changes the touch screen language and keyboard settings
15. Power Saver	Enter a reduced power mode
16. Help	Displays additional information about the current selection or service
17. Log In / Out	Access password protected features following login

Options Overview

WorkCentre 6655 options include:

- 550-sheet feeder
- USB wireless network adaptor
- Printer stand

550-Sheet Feeder

The optional 550-sheet feeder (Figure 1) increases media storage. One additional tray is supported.

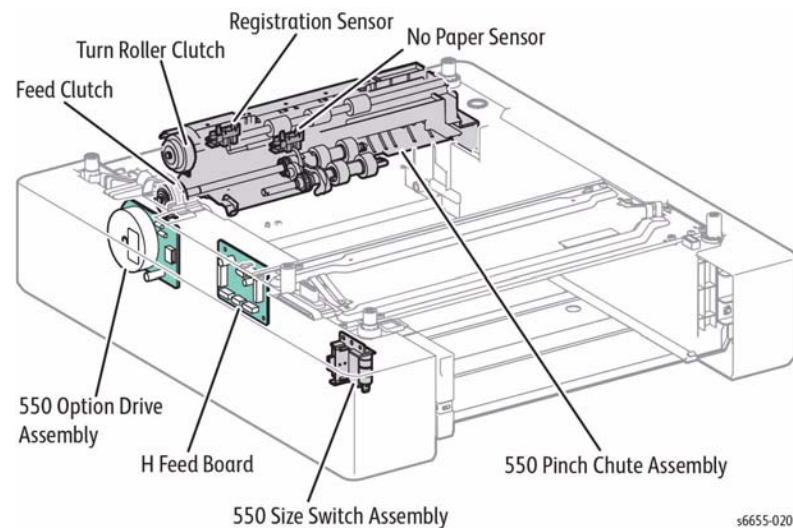


Figure 1 Option 550-Sheet Feeder

Configurations

WorkCentre 6655 configurations are described in this section.

Basic Configuration

The printer has the following basic configurations (Figure 1) depending on the destination.

- Print engine main unit (MSI and 550 feeder unit as the standard paper feeding)
- Consumables (CRU)

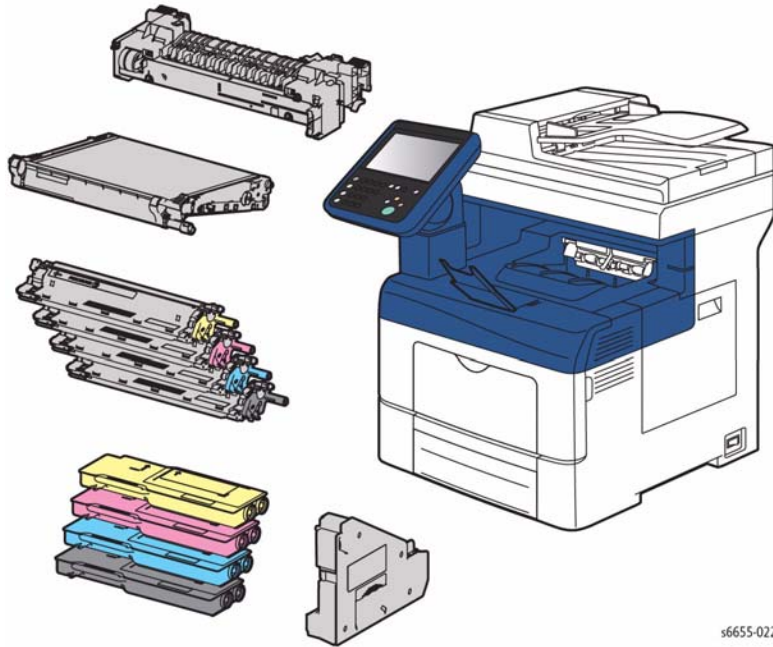


Figure 1 Basic Configuration

Functional Configuration

The WorkCentre 6655 functional configuration is shown in Figure 2.

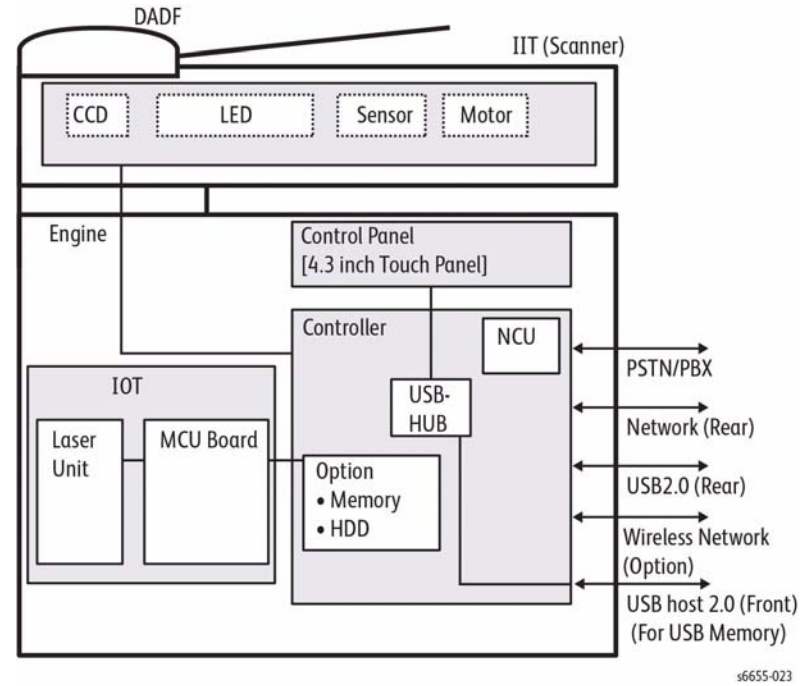


Figure 2 Functional Configuration

Consumables and Maintenance

Consumables consist of C, M, Y, and K Toner Cartridges, C, M, Y, and K Imaging Units, and the Waste Cartridge as shown in Figure 1.

Each Toner Cartridge (except starter cartridges) has a CRUM (Customer Replaceable Unit Monitor) to record regional and toner usage information. The CRUM maintains a count of the amount of toner consumed. When the count reaches set values, warning and error messages appear to notify the user when near and end of life status is reached.

Like the Toner Cartridges, each Imaging Unit has a CRUM to maintain a page count. When the count reaches a set value, warning and error messages appear to notify the user that the Imaging Unit has reached near or end of life status.

NOTE: The specifications shown life ratings are correct at the time of product release. For the most current values, go to www.xerox.com.

Life ratings are based on ISO/IEC 19798 (Table 1)

Table 1 Consumable Life Expectancy

Consumable		Capacity
CMYK Standard Capacity Toner Cartridges	sold cartridges	3,000 color 6,000 black
	metered cartridges	7,500 color 12,000 black
CMYK High Capacity Toner Cartridges	sold cartridges	7,500 color 12,000 black
	metered cartridges	11,500 color 12,000 black
CMYK Imaging Unit		60,000
Waste Cartridge		30,000

Routine Maintenance Items

The following list shows the life rating for routine maintenance items, which appear in Figure 1 with the consumables:

- Fuser (110V / 220V): 100 kPV or 5 years (B50)
- Transfer Belt unit + Transfer Roller unit + Cassette Retard Roller: 100 kPV (B10)
- DADF Pick roller module and separation pad: 35 kPV

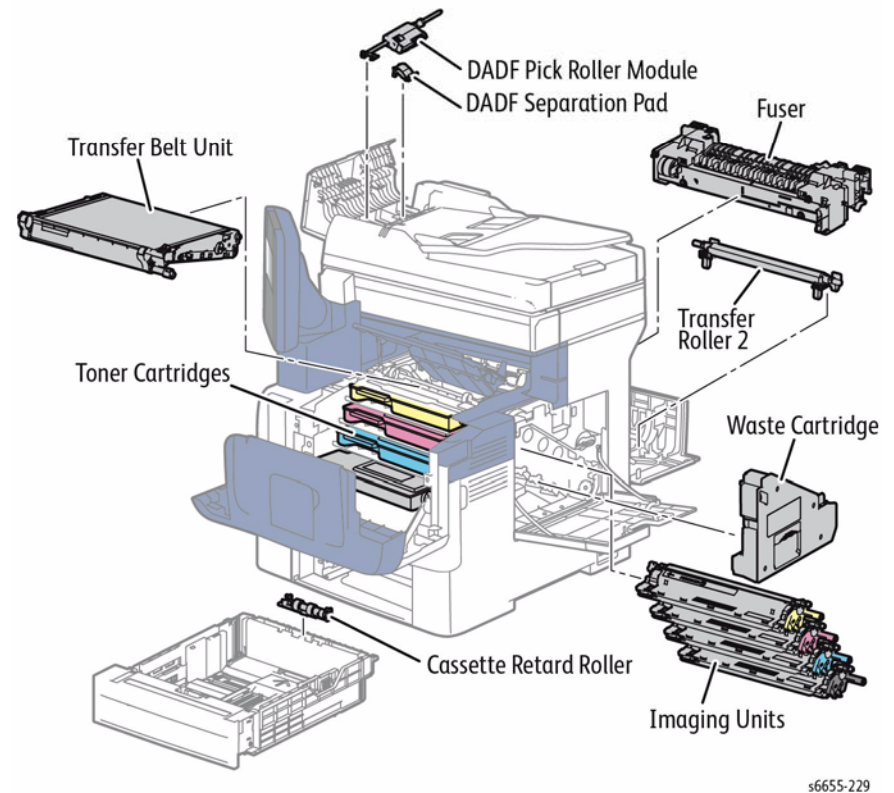


Figure 1 Routine Maintenance Items

Product Codes and Serial Number Range

Product codes are listed in Table 1. Serial number ranges for each product appear in Table 2.

Table 1 Product Codes

Product	Code
6655_XM 110V (Metered; Color Copy/Print/Scan/Fax/Email, Stapler)	E1B
6655_X 110V (Sold; Color Copy/Print/Scan/Fax/Email, Stapler)	E1B
6655_YXM 110V TAA-compliant (Metered; Color Copy/Print/Scan/Fax/Email, Stapler)	E1B
6655V_XM 220V (Metered; Color Copy/Print/Scan/Fax/Email, Stapler)	E9A
6655V_X 220V (Sold; Color Copy/Print/Scan/Fax/Email, Stapler)	E9A
6655V_XA 220V Argentina (Sold; Color Copy/Print/Scan/Fax/Email, Stapler)	E9A
6655V_XC 220V Chile (Sold; Color Copy/Print/Scan/Fax/Email, Stapler)	E9A
6655V_XP 220V Peru (Sold; Color Copy/Print/Scan/Fax/Email, Stapler)	E9A

Table 2 Serial Number Range

Product	Serial Number Range
6655_X, 6655_XM	E9A933916 - E9A943815
6655_YXM	E9A270501 - E9A280500
6655V_X, 6655V_XA, 6655V_XC, 6655V_XC	315529501 - 315537500
6655V_XM	315943916 - 315958815

1 Service Call Procedures

Service Call Procedures.....	1-3
SCP 1 Initial Actions.....	1-4
SCP 2 First Call Actions.....	1-4
SCP 3 Normal Call Actions.....	1-5
SCP 4 Fault Analysis.....	1-5
SCP 5 Subsystem Maintenance.....	1-6
SCP 6 Final Actions.....	1-7
SCP 7 Configurations and Options.....	1-8

Service Call Procedures

This section provides an overview of the steps a service technician should take to service the printer and attached options. The printer's diagnostic routines report problems using error messages and fault codes displayed on the Control Panel, logged in the Service Usage Profile, or by flashing LEDs. These error indications serve as the entry point into the troubleshooting process. System problems not directly indicated by or associated with an error message or fault code are covered in Section 6, General Procedures. Print-quality problems are covered in Section 3, Image Quality

The steps listed here are a guide for performing any service on this printer. If you choose not to use these steps, it is recommended that you start at the appropriate troubleshooting procedure and proceed from there. When servicing the printer, follow the safety measures detailed in the [[Service Safety Summary]] section.

1. Identify the problem.
 - Verify the reported problem does exist.
 - Check for any error codes and write them down.
 - Print normal customer prints and service test prints.
 - Make note of any print-quality problems in the test prints.
 - Make note of any mechanical or electrical abnormalities present.
 - Make note of any unusual noise or smell coming from the printer.
 - Print a Usage Profile, if the printer is able to print.
 - View the Engine Error and Jam Histories under the Tools menu.
 - Verify the AC input from the wall outlet is within specifications.
2. Inspect and clean the printer.
 - Follow the cleaning instructions.
 - Verify that the power cord is in serviceable condition.
 - Restart the printer to check if the error reoccurs.
3. Find the cause of the problem.
 - Use the troubleshooting procedures to find the root cause of the problem.
 - Use Service Diagnostics to check the printer and optional components.
 - Use the Wiring Diagrams and Plug/Jack Locator to locate test points.
 - Take voltage readings as instructed in the troubleshooting procedure.
4. Correct the problem.
 - Use the Parts List to locate a part number.
 - Use the Repair procedures to replace the part.
5. Final Checkout
 - Test the printer to verify the problem is corrected and no new problems arose.

Accessing Engine Fault History

Listed below are three ways in which you can access fault history. Additional fault history information appears in GP 2.

NOTE: Error and fault code definitions appear in Section 2.

1. Read (if possible) fault history from the Machine Status menu on the Control panel. The error history is listed on screen.

2. Accessing fault history in Service Diagnostics
 - a. Enter Service Diagnostics.
 - b. Touch Service Info.
 - c. Touch dc122 Fault History.
3. If the printer is connected to a network and has a TCP/IP address, view the printer's web page using a web browser.
 - a. Open a web browser.
 - b. Enter the printer's IP address as the URL.
 - c. Select **Support --> Troubleshooting --> Diagnostics Logs** and the fault history displays.

SCP 1 Initial Actions

Initial Actions are used to gather information on printer performance

Start a service call with SCP 1 and end with SCP 6 Final Actions.

Also refer to SCP 7.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

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

NOTE: Ignore references to options not installed on the printer.

1. Take note of symptoms or error messages.
2. Ask the operator to describe or demonstrate the problem.
3. Make sure:
 - a. The power cord is connected to the wall outlet and to the machine.
 - b. Paper is loaded correctly and all paper trays and covers are closed
 - c. If installed, the USB cable or network connection is installed correctly.
4. If available, check the service log book for any previous actions that may be relevant to the call.
5. If this is the first service call to this printer, perform SCP 2 First Call Actions, otherwise go to SCP 3 Normal Call Actions.

SCP 2 First Call Actions

First Call Actions are used for the first service call.

Procedure

1. Check the machine configuration with the customer, refer to SCP 7 Configurations and Options. Check that all required hardware and software is installed and/or enabled.
2. Check that all the relevant machine settings are correctly entered, refer to GP 4 System Administration Tools.
3. If a fault is present, go to SCP 3 Normal Call Actions. If there is no fault present, go to SCP 6 Final Actions.
4. Enter the printer and customer details in the service log.

SCP 3 Normal Call Actions

Normal Call Actions are used to determine the reason for the service call.

Procedure

NOTE: If a fault message appears at any time. Refer directly to the RAP for the fault message and perform the procedure.

If possible, perform the following:

1. Review any defective print samples.
2. Determine that the user accessible settings are correct. If necessary refer to the user documentation.
3. Check all job queues and verify with the customer any requirement to print the documents in memory, before switching off the power or clearing memory.
4. Print the Customer Assistance Report (Call for Assistance), then record the total print count.
5. Go to SCP 4 Fault Analysis.

SCP 4 Fault Analysis

Fault Analysis is used to identify a fault.

Procedure

When diagnosing or repairing a fault in a particular subsystem, exercise the machine in all modes until the fault is determined. In the instance of finding more than one fault or failure, correct one fault before going to the next fault. If no fault is found, go to SCP 5 Subsystem Maintenance.

Fault Codes

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

Control Panel Faults

If the power is on but the Control Panel is blank, test the Control Panel with dC330.

Stapler Faults

If the machine has a stapler fault, test the Stapler with dC330.

Image Quality Defects

If the image quality is defective, go to the IQ1 Image Quality Entry RAP.

Additional Information

If necessary, refer to the following general procedures and information:

- GP 1 Service Diagnostics Entry and Exit
- GP 2 Fault Codes and History Logs
- GP 3 Customer Administration Tools
- GP 4 How to Switch Off or Switch On the Printer
- GP 5 Service Copy (Tools) Mode
- GP 6 Electrostatic Discharge Prevention
- GP 7 Machine Specifications
- GP 8 General Disassembly Precautions
- GP 9 Installing System Software
- GP 10 How to Check a Motor
- GP 11 How to Check a Sensor
- GP 12 How to Check a Solenoid or Clutch
- GP 13 How to Check a Switch
- GP 14 Cloning Network Configurations
- GP 15 - removed -
- GP 16 Separate System Modules
- GP 17 External FAX Line Test
- GP 18 Printing Reports
- GP 19 Intermittent or Noise Problem
- GP 20 How to Safely Lift or Move the Printer
- GP 21 Machine Lubrication

- GP 22 Installation Space Requirements
- GP 23 First Print Output Time
- GP 24 Restriction of Hazardous Substances (RoHS)
- GP 25 Remote Control Panel
- GP 26 Media Specifications
- GP 27 Environmental Data
- GP 28 Toner CRUM Conversion
- GP 29 How to Check a Dispenser Motor
- GP 30 IP (ESS) Specifications
- GP 31 IIT Specifications
- GP 32 Fax Specifications
- GP 33 Interior and Exterior Cleaning

SCP 5 Subsystem Maintenance

Subsystem Maintenance contains information regarding the component life of the machine.

Procedure

WARNING

Switch off the electricity to the machine. 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. Clean the Pick Rollers on every call.
2. Use the Control Panel to check maintenance item counters.
3. Compare the counter values to those listed in Table 1.
4. Advise the customer of any routine maintenance items that are approaching or over the service limit.

Inspection

Rollers

Replace rollers when you see any of the following defects:

- Flat spots
- Out of roundness
- Cracked rubber
- Loss of traction (tackiness) causing pick or feed failures

Gears

Replace gears that show any signs of wear or damage. Look for these problems:

- Thinned gear teeth
- Bent or missing gear teeth; check especially where a metal gear drives a plastic gear.
- Fractured or cracked gears (oil or incorrect grease on a plastic gear can cause the gear to crack).

Lubrication

CAUTION

Plastic parts deteriorate when unspecified lubricants or chemicals are used. To avoid damage, use only approved lubricant.

The printer is lubricated during assembly at the factory and does not require periodic lubrication. Some parts require lubrication following replacement. These parts are identified in the replacement procedures. When lubricating during replacement, use approved grease.

Component Life

The design life of the major components are shown in Table 1. Environmental conditions and actual use will vary these factors. The component life shown in Table 1 is for reference only.

Table 1 Component Life Expectancies

Item	Description	Print Life
1.	Pick and Nudger Rollers	100,000 pages
2.	Separator Roller	100,000 pages

Table 1 Component Life Expectancies

Item	Description	Print Life
3.	Transfer Roller	100,000 images
4.	Fuser	100,000 images
5.	Feed Roller	100,000 pages

HFSI

The High Frequency Service Items are shown in Table 2.

Table 2 High Frequency Service Items

Item	Description	Recommended Life	Reference
Drum Cartridge	The total sides of copies and prints after the last HFSI reset.	85k impressions	PL 5.1 Item 4 PL 5.1 Item 5 PL 5.1 Item 6 PL 5.1 Item 7
Bypass Tray Pick Roller	Sheets fed from Tray 1 after last HFSI reset.	100k feeds	PL 13.2 Item 10
Tray 1 Pick Roller	Sheets fed from Tray 1 after last HFSI reset.	100k feeds	PL 9.1 Item 4
Optional Tray Pick Rollers	Sheets fed from Tray 2 after last HFSI reset.	100k feeds	PL 10.2 Item 3
Maintenance Kit	Total prints after the last HFSI reset.	200k impressions	-

SCP 6 Final Actions

Final Actions are used to evaluate the total operation of the system and to identify the actions required to complete the service call.

Procedure

Complete the following, if a fault is identified, return to SCP 4 Fault Analysis:

- Perform the end of call subsystem maintenance actions, SCP 5 Subsystem Maintenance.
- Exercise the machine in all modes, printing from all trays. If a fault message is displayed or some other problem is evident, go to SCP 4 Fault Analysis.
- Make a print of a customer document.
- If any of the customers selections were changed, return them to the customers preferred settings. Refer to GP 4 System Administration Tools.
- At the first service and at any subsequent service where changes are made or options are added, print the configuration report and store it with machine log book. Discard any previous versions of the configuration report.
- Remove and destroy any copies of test patterns.
- Ensure the machine and service area are clean before leaving the customer premises.
- Provide customer training if required.

SCP 7 Configurations and Options

Configurations and Options

Refer to Table 1 for basic configurations and options. This service manual covers all configurations. Within this manual ignore any references to options that are not installed.

Table 1 WorkCentre 6655 Configurations

Features	6655 DN
Processor Speed	1 GHz - Dual Core
Memory	4 GB
Print Speed	Color: 47 ppm, Letter / 45 ppm, A4 Mono: 36 ppm, Letter / 35 ppm, A4
PS3 Fonts (136)	Standard
PCL6 Fonts (80 Scalable, 9 Bitmap)	Standard
USB 2.0	Standard
Ethernet Interface	10/100/1000 Base-TX
Automatic Document Feeder	Standard
Bypass Tray (150 sheet)	Standard
Tray 1 (550 sheet)	Standard
Tray 2 (550 sheet)	Optional
Duplex	Standard
Stapler	Standard
Hard Disk Drive	Standard
FAX	Standard
Wireless LAN	Optional
Printer Resolution	600 x 600 dpi 2400 x 600 dpi

2 Status Indicator RAPs

Chain 2 - User Interface

02-302-00, 02-306-00, 02-308-00 Flash Failure	2-5
02-312-00 Application Checksum Failure	2-5
02-315-00 Service Registry Bad Data	2-6
02-316-00, 02-317-00 SRS Error	2-6
02-320-00 Data Time Out Error	2-7
02-321-00 XEIP Browser Does Not Respond or is Dead	2-7
02-380-00, 02-381-00 UI Communication Fault	2-8
02-390-00 Configurable Services Not Stable	2-8

Chain 3 - Machine Run Control

03-301-00 Engine Serial Number Failure	2-9
03-302-00 Engine XPC Failure	2-9
03-303-00 Engine Data Error	2-10
03-306-00 Upgrade Request Failed - Downgrade Not Allowed	2-10
03-307-00 Sync Failure. Unable to Enter SW Upgrade	2-11
03-316-00 Communication Fault	2-12
03-317-00, 03-318-00, 03-319-00 IOT NVM Error	2-12
03-320-00 Upgrade Failed - Incompatible Product Type	2-13
03-324-00 File Transfer Failure During SW Upgrade	2-13
03-325-00 Wall Clock Fault	2-14
03-326-00 Upgrade Failed - Version Same as Machine	2-14
03-327-00 SW Upgrade Failed	2-15
03-329-00 Upgrade Request Failed due to Active Diagnostics	2-15
03-330-00 Upgrade Failed Security Feature Active	2-16
03-331-00, 03-332-00 Communication Fault with NC	2-16
03-338-00 CCM Reset	2-17
03-346-00, 03-347-00 Communication Fault with UI	2-17
03-355-00 CCM POST Failure	2-18
03-380-00 POST Boot Failure	2-18
03-390-00 Upgrade Automation Failed	2-19
03-397-00 System Configuration Error	2-19
03-398-00 SIM Card Serial Number Mismatch	2-20
03-399-00 SIM Card Data Cannot be Processed	2-20
03-401-00, 03-403-00 FAX Not Detected	2-21
03-417-00 Incompatible FAX Software Detected	2-21
03-777-00 Power Loss Detected	2-22
03-788-00 Failed to Exit Power Save Mode	2-22
03-790-00 Time Zone Overridden to GMT: DST Disabled	2-23

Chain 5 - IIT

05-110-00 DADF Pickup Jam	2-25
05-112-00 DADF Jam During Rotation of Document	2-25
05-121-00 CVT-DADF Feed Sensor On Jam	2-26
05-305-00 DADF Cover Open	2-26
05-900-00 ADF Sensor Static Jam	2-27
05-940-00 DADF No Original Fail	2-27
05-941-00 DADF Not Enough Document	2-28

Chain 10 - Fuser / Exit

10-311-00 to 10-376-00 Fuser Thermal Error	2-29
10-317-00, 10-902-00 Fuser Failure, or Missing	2-30
10-319-00 Fuser Differential Amp Fail	2-31
10-329-00 Fuse Cut Error	2-32
10-420-00, 10-421-00 Fuser End of Life	2-32
10-903-00 Main Error updating data	2-33
12-930-00 Exit Tray Full	2-33

Chain 16 - Network Controller

16A Network Error Entry	2-35
16B FTP or SMB Unable to Connect to Remote Server	2-35
16C Remote Directory Lock Failed	2-37
16-000-00 to 16-000-26 Cannot Create RPC With ENS	2-38
16-001-09 to 16-001-90 Unable to do Startup Synchronization	2-38
16-002-09 to 16-002-46 Unable to Register as RPC Server	2-39
16-003-09 to 16-003-90 Too Many IPC Handles	2-39
16-004-14 to 16-005-92 RPC Failure to Register	2-40
16-006-09, 16-006-19 Cannot Register for Events	2-40
16-007-92 to 16-010-99 Invalid IPC / RPC Data	2-41
16-013-14, 16-014-14 Copier Synchronization Error	2-41
16-015-14, 16-015-19 SESS Data Store Variable Not Set	2-42
16-016-14, 16-016-19 Data Store Initialization Failed	2-42
16-017-19 to 16-021-26 Send Event Failure / Could Not Get Host Name RAP	2-43
16-021-46 Unable to Get Host Name	2-43
16-023-09, 16-023-26 RPC Call Failure	2-44
16-026-09 to 16-026-92 Memory Allocation Error	2-44
16-027-90 Unable to Obtain Well Known Queue ID	2-45
16-028-09, 16-028-90 Unable to Complete RPC Call / Invalid Range String	2-45
16-030-19 Unable to Obtain Client RPC Handle	2-46
16-031-09 Invalid Event Notification Received	2-46
16-032-19, 16-039-00 NVM Connection Failure / Pthread Create Error	2-47
16-040-92 Semaphore Fault	2-47
16-048-09 Unable to Set Binding	2-48
16-048-14, 16-048-90 Cannot Set NC Client Binding	2-48
16-048-99 Cannot Set NC Client Binding	2-49
16-150-09 Cannot Send Registration Event	2-49
16-150-14 Unable to Obtain RPC Transport	2-50
16-150-19 NC Sync Peer Service Fault	2-50
16-150-26 Fault Service Failed to Write to Log	2-51
16-150-90 Invalid IPC Request Destination	2-51
16-150-92 Consumer Interface Fault	2-52
16-151-09 to 16-151-19 Invalid IPC Command / SNMP Reg Failure	2-52
16-151-26 Fault Service Failed to Get a Log Handle	2-53
16-151-90 Put Environment Variable Failure	2-53
16-152-09 Internal IPC Failure	2-54
16-152-14 Empty Internal Event Received by ENS	2-54

16-152-19 Unable to Send Request to SESS	2-55	16-616-35 to 16-616-46 Data Store Initialization Failure.....	2-81
16-152-26 Fault Service Could Not Open Fault Log	2-55	16-616-47 IPC Message Failure	2-81
16-153-09 Unable to Obtain IPC Queue.....	2-56	16-616-67 Submission of Email or IFax Job Failed.....	2-82
16-153-14 Cannot Initialize Internal Event List	2-56	16-617-19 Send Event Failure Unable to send event to NC.....	2-82
16-153-19 NVM Save Failure.....	2-57	16-617-47 Upgrade Request Failed -TAR Extraction Failure.....	2-83
16-154-09 IP Registration Configuration Error.....	2-57	16-618-47 DLM SPI Extraction Failure RAP	2-83
16-154-14 Cannot Create Internal Event Queue	2-58	16-619-14 to 16-619-93 Unable to Unregister Registration service	2-84
16-154-19 NVM Read Failure	2-58	16-619-47 Upgrade Request Failed - DMPR Failure at Web.....	2-84
16-155-19 NC Failed to Boot from Alternate Partition.....	2-59	16-620-07 to 16-620-99 Registration Service Failed.....	2-85
16-156-19 Service Run Loop Failed	2-59	16-620-47 Upgrade Request Rejected.....	2-85
16-160-09 NC Registration Service Process Death.....	2-60	16-621-00 to 16-621-99 Unable to Get Host Name	2-86
16-161-09 to 16-164-09 Cannot Send Reg Event / List Access Failure	2-60	16-622-07 to 16-622-46 Corrupt O/S RPC Table.....	2-86
16-429-00, 16-431-00 Unable to Write to Data Store / Get System Time.....	2-61	16-622-47 FTP "get" Failure.....	2-87
16-432-00 Unknown Scheduler Received.....	2-61	16-622-66 to 16-622-68 Failed to Unregister as RPC Service During Shutdown	2-87
16-433-00 RPC Call Failed	2-62	16-623-35, 16-623-47, 16-624-46 RPC Call Failure	2-88
16-434-00 Unable to Change Scheduler in DM	2-62	16-625-35 to 16-625-90 Invalid IPC Type	2-88
16-600-07 to 16-600-67 Cannot Create RPC Connection	2-63	16-626-00 to 16-626-67 Memory Allocation Error.....	2-89
16-601-26 to 16-601-46 Queue Setup / System Control Failed / Invalid UI Info.....	2-63	16-628-07 to 16-628-67 Range String Variable Error	2-89
16-601-47 Diag Service Failed IPC Queue Setup	2-64	16-629-11 to 16-629-93 No Acknowledgment For RPC.....	2-90
16-601-66, 16-601-67 Unable to do Start up Synchronization.....	2-64	16-630-09 to 16-630-99 Unable to Get RPC Client Handle	2-90
16-601-68 Unable to Start Up and Sync with SC.....	2-65	16-631-19 to 16-636-99 XDR Data Error	2-91
16-601-105 Unable Synchronize At Start Up	2-65	16-637-11 to 16-637-95 File Error.....	2-91
16-602-07 to 16-602-105 RPC Service Registration Failure.....	2-66	16-638-66 to 16-641-46 O/S Failure	2-92
16-603-11, 16-603-28 Replace Handler Call Failed.....	2-66	16-642-46 to 16-645-67 File I/O Errors	2-92
16-603-46 to 16-603-67 Too Many IPC Handlers	2-67	16-646-26 to 16-650-99 Invalid Service Attribute.....	2-93
16-603-68 Replace Handler Call Failed	2-67	16-651-19 to 16-656-38 Registration Failure	2-93
16-603-105, 16-604-14 RPC Call Failure to NC Registration Service	2-68	16-658-07 Unable to Get Host Name.....	2-94
16-604-38,16-604-99 Could Not Register With Reg Service	2-68	16-659-07 to 16-667-95 Parser Utility Errors	2-94
16-604-105 SESS Data Store Variable Not Set.....	2-69	16-668-47 Write NVM Failed.....	2-95
16-605-07 Unable to Register with Registration Service	2-69	16-668-93, 16-668-95 Unable To Determine Local File Statistics.....	2-96
16-605-14 to 16-605-105 RPC Registration Failure.....	2-70	16-669-28 to 16-670-00 Unable To Write Job Template	2-96
16-606-07 to 16-606-99 Cannot Register For Events.....	2-70	16-670-11 to 16-671-47 Unable To Decode Template File.....	2-97
16-606-105 OS Problem	2-71	16-671-93 to 16-673-95 File Error.....	2-97
16-607-19 to 16-608-14 Invalid RPC Data / Unable to Free Resources.....	2-71	16-674-00 to 16-709-00 XSA Database Error.....	2-98
16-608-26 Fault Service Failed to Unbind RAP	2-72	16-710-00 to 16-750-11 Unable To Create Client Handle.....	2-98
16-608-28 to 16-608-67 Unable to Free IPC Resources	2-72	16-750-14 to 16-750-90 Invalid Request.....	2-99
16-608-105 Build UI SVC Obtain Client Failed	2-73	16-750-92 to 16-751-26 Database Error	2-99
16-609-07 Unknown Message Received	2-73	16-751-28 to 16-751-93 Unknown Attribute	2-100
16-609-19 to 16-609-105 Invalid IPC Data Failure	2-74	16-752-00 to 16-752-47 Invalid File Details	2-100
16-610-00, 16-610-07 IPC Send Failure	2-74	16-752-66 to 16-753-28 Scan to FAX Registration Error	2-101
16-610-09 Cannot send IPC Message to NC Platform	2-75	16-753-35 to 16-754-09 Data Store Read Failure.....	2-101
16-610-11 to 16-610-90 Unable to Send IPC Message.....	2-75	16-754-14 to 16-754-68 OS Error	2-102
16-610-92 Failure to Send Queue Status	2-76	16-754-90 to 16-755-28 Fault Service Error.....	2-102
16-610-99 Unable to Send IPC Message RAP	2-76	16-755-35 to 16-756-14 Request Error	2-103
16-611-07, 16-611-38 Client Removal Failure	2-77	16-756-26 to 16-757-26 NVM Corrupt.....	2-103
16-611-19 to 16-611-99 Unable to Remove RPC Connection.....	2-77	16-757-35 to 16-758-26 Unable to Write NVM.....	2-104
16-612-09 to 16-612-68 Unable to Do Shutdown Sync RAP	2-78	16-758-35 to 16-759-26 Service Run Loop Failed	2-104
16-612-47 Upgrade Request Failed - Downgrade Not Allowed.....	2-78	16-759-46 to 16-760-46 Fail to Enable Process.....	2-105
16-613-09 to 16-614-19 DC Sync / Comms Error.....	2-79	16-760-47 to 16-761-46 File Error.....	2-105
16-614-47 Invalid Software Upgrade	2-79	16-761-47 to 16-769-95 Other Network Faults 1.....	2-106
16-615-35 to 16-615-90 SESS Data Store Variable Not Set	2-80	16-770-09 to 16-779-95 Other Network Faults 2.....	2-107
16-615-47 Multiple Software Upgrade File.....	2-80	16-780-00 to 16-789-47 Other Network Faults 3.....	2-108

16-790-09 to 16-799-47 Other Network Faults 4	2-109
16-800-09 to 16-809-47 Other Network Faults 5	2-110
16-810-00 to 16-819-47 Other Network Faults 6	2-111
16-820-47 to 16-829-47 Other Network Faults 7	2-112
16-830-47 to 16-839-47 Other Network Faults 8	2-113
16-840-47 to 16-849-47 Other Network Faults 9	2-113
16-850-47 to 16-859-47 Other Network Faults 10	2-114
16-860-47 to 16-869-47 Other Network Faults 11	2-114
16-870-47 to 16-879-47 Other Network Faults 12	2-115
16-880-47 to 16-890-47 Other Network Faults 13	2-115
16-891-00, 16-892-00 Edge Server Error	2-116
16-900-19 to 16-909-19 Other Network Faults 14	2-116
16-910-19 to 16-919-19 Other Network Faults 15	2-117
16-920-19 to 16-929-19 Other Network Faults 16	2-117
16-930-19 to 16-939-19 Other Network Faults 17	2-118
16-940-19 to 16-949-19 Other Network Faults 18	2-118
16-950-19 to 16-959-19 Other Network Faults 19	2-119
16-960-19 to 16-969-19 Other Network Faults 20	2-119
16-975-19 to 16-979-35 Other Network Faults 21	2-120
16-980-00 to 16-989-35 Other Network Faults 22	2-120
16-990-00 to 16-999-35 Other Network Faults 23	2-121

Chain 19 - Image Processing

19-300-00 to 19-310-00 Image Disk (HDD) Failure	2-123
19-401-00, 19-402-00 Out of Memory	2-123
19-403-00 Out of Memory - Job in EPC	2-124
19-409-00 Video Integrity Fault	2-124
19-410-00 to 19-410-13 Image Structure Failure RAP	2-125
19-750-00 EPC Memory Size Fault	2-125
19-752-00 Image Rotation Config Fault	2-126
19-754-00 Image Disk Config Fault	2-126
19-760-00 Test Patterns are Missing from EPC	2-127

Chain 20 - Fax

20A Fax Troubleshooting Entry	2-129
20B Unable To Send A Fax	2-129
20C Unable To Send A Fax To Some Machines	2-130
20D Unable To Receive A Fax	2-131
20E Fax Will Not Print	2-132
20F Fax Board Checkout	2-132
20G Fax Problems on Digital Networks	2-133
20H Fax Tab Not Available RAP	2-133
20-302-00 to 20-305-00 Fax Board Hardware or Software Error	2-134
20-320-00 Fax Fault Not Cleared by Card Reset	2-134
20-322-00 NV Device Not Fitted to Basic Fax Card	2-135
20-323-00, 20-324-00 Fax System Memory is Low	2-135
20-327-00 Registers Cannot be Accessed on Extended Card	2-136
20-331-00 to 20-341-00 Fax Network Line 1 Fault	2-136
20-342-00 Error Accessing File on a NV Device	2-137
20-345-00 FaxPort1 Modem Failure	2-137
20-701-00 Phonebook Download Failed	2-138
20-710-00, 20-711-00 Fax Card Overwrite Errors	2-138

Chain 22 - System Errors

22-300-05 to 22-309-04 Other Network Faults 24	2-139
22-310-04 to 22-318-04 Other Network Faults 25	2-139
22-319-04 IOT Integrity Problem While Printing a Job	2-140
22-320-00, 22-321-00 Scan to File Fault	2-140
22-321-04 RS422I ResponseTimeOutError	2-141
22-322-00 to 22-327-00 Service Faults	2-141
22-328-00 Incomplete System Information	2-142
22-330-00 Supplies Plan Activation Code Entry Locked	2-142
22-330-01 to 22-332-00 Queue Timed Out	2-143
22-335-00 to 22-340-00 Service Faults	2-143
22-350-01, 22-350-02 Software Detects Non-Valid Xerox SOK	2-144
22-351-01 to 22-351-03 SOK Write Failure	2-144
22-352-00, 22-352-01 Serial Number Lost/Missing	2-145
22-360-00 Service Plan Inconsistent	2-145
22-370-00 Unable to Communicate with XSA Database	2-146
22-371-00, 22-372-00 Fax Application Registration Error	2-146
22-407-00 to 22-421-00 Embedded Fax Faults	2-147
22-701-04 Module Completion Fault	2-147
22-720-00, 22-721-00 Service Registry Errors	2-148
22-750-04 to 22-755-17 Configuration Mismatch RAP	2-148
24-340-00 IOT Firmware Error	2-149
24-362-00 IOT Start Image Marking Timeout	2-149
24-920-00 IOT Standard Stacker Full	2-150

Chain 42 - Drive, Cooling, and Laser Unit

41-340-00 to 41-414-00 IOT NVM Error	2-151
41-388-00 Marking Logic Fail	2-151
42-313-00 Side Cooling Fan Failure	2-152
42-324-00 Sub (Paper Transport) Motor Failure	2-152
42-325-00 Motor Failure	2-153
42-338-00 IP Fan Fail	2-153
42-700-00 Over Heat Stop	2-154
45-301-00 to 45-305-00 IOT I/F Error	2-155
45-310-00 Image Ready NG	2-155
45-311-00 Controller Comm Fail	2-156
46-310-00 IOT HVPS Error	2-156

Chain 62 - Scanner

61-020-00 to 61-340-00 ROS Error	2-157
61-320-00 Polygon Motor Fail	2-158
61-370-00 IOT ROS Failure	2-158
62-310-00 to 62-393-00 IIT Scan Error	2-159
62-316-00 DADF Motor Fail	2-160
62-790-00 PreIPS XFail	2-160

Chain 70 - Media Handling

70-099-00 I/F IOTFED Communication	2-161
71-101-00 Tray1 Misfeed Jam	2-161
71-215-00 Tray 1 Feeder Composition Error	2-162
72-098-00 Option Feeder Mode	2-162
72-101-00 Tray2 Misfeed Jam	2-163

72-102-00 Feeder Path 2 Sensor On Jam (RC2)	2-163
72-211-00 IOT Option Feeder2 Failure	2-164
72-215-00 Tray 2 Feeder Composition Error	2-164
72-216-00 Option Feeder Motor2 Error	2-165
75-101-00 Bypass Misfeed Jam	2-165
75-910-00 Bypass Tray Detached	2-166
77-101-00 Regi Off Jam	2-166
77-102-00 Psync On Jam	2-167
77-103-00 to 77-106-00 Exit On/Off Jam	2-167
77-110-00 Feeder Regi Sensor On Jam	2-168
77-123-00 Duplex Regi On Jam	2-168
77-300-00 Front Door Interlock Open	2-169
77-301-00 Rear Door Interlock Open	2-169
77-302-00 Right Door Interlock Open	2-170
77-900-00 IOT Static Jam	2-170
77-901-00 Optional Feeder Static Jam	2-171

Chain 90 - Xerographic, Thermal, IOT, SW Upgrade

91-312-00 CC HVPS Comm Fail	2-173
91-400-00, 91-911-00 Waste Toner Bottle Near Full	2-173
91-401-00 to 91-934-00 Drum Cartridge Life Near End	2-174
91-912-00 Drum (K) Not in Position	2-174
91-913-00 K Drum Cartridge Dead Stop Error	2-175
91-914-00, 91-921-00 K Drum Comm Error	2-175
91-915-00 to 91-923-00 Drum X CRUM Data Broken	2-176
91-917-00 Drum Y Comm Fail	2-176
91-918-00 Drum M Comm Fail	2-177
91-919-00 Drum C Comm Fail	2-177
91-927-00 to 91-929-00 Drum X CRUM Not Position	2-178
91-936-00 to 91-939-00 Drum X Cartridge ID Error	2-178
92-310-00, 92-311-00 CTD Sensor Fail	2-179
92-584-00, 92-586-00 Internal - Over Temp Failure	2-179
92-652-00 Dirty CTD Sensor	2-180
92-653-00 CTD Sensor TC/SAD Patch Fail (V Dark)	2-180
92-661-00 Environment Temperature Sensor Fail	2-181
92-670-00 to 92-673-00 X Patch Error	2-181
92-805-00 24V Fan Off Detect	2-182
93-320-00 Developer Motor Fail	2-182
93-400-00 to 93-424 Toner Cartridge Near Empty	2-183
93-425-00, 93-912-00 K Toner Cartridge Life Near End	2-183
93-921-00 to 93-935-00 Toner CRUM Data/Comm Fail	2-184
93-922-00 to 93-924 Toner Cartridge is Empty	2-184
93-925-00 to 93-932-00 Toner Cartridge Error	2-185
93-938-00 CRUM Validation	2-185
93-970-00 to 93-973-00 Toner CRUM Not in Position	2-186
94-315-00 BTR Illegal Output	2-186
94-419-00 to 94-424-00 BTR (IBT) Life End	2-187
94-910-00 BTR (IBT) Unit Not in Position	2-187
95-000-00 to 95-255-00 Upgrade Failure	2-188
95-300-00 to 95-302-00 Upgrade Failure: Incompatible Product	2-189
95-303-00, 95-304-00 Upgrade Failure: Downgrade / Sidegrade	2-190
95-305-00 Upgrade Failure: Platform Sync	2-190

OF - Other Faults

OF 1 Unusual Noises	2-191
OF 2 Control Panel Touch Screen Failure	2-192
OF 3 Status Codes and Messages	2-193
OF 4 Convenience Stapler Failure	2-208
OF 5 Multi-feed Error	2-209
OF 6 Power On Self Test (POST)	2-210
OF 7 Registration Sensor	2-212
OF 8 Feed Clutch	2-212
OF 9 Registration Clutch	2-213
OF 10 550 Option Main Feed Assembly Path Sensor	2-213
OF 11 550 Option Registration Clutch Assembly	2-214
OF 12 550 Option Feed Clutch Assembly	2-215
OF 13 550 Option Drive Assembly	2-216
OF 14 Bypass Tray Feed Solenoid	2-217
OF 15 Exit Sensor	2-217
OF 16 Exit Drive Assembly Clutch 1	2-218
OF 17 Exit Drive Assembly Clutch 2	2-218
OF 18 +24 VDC Power	2-219
OF 19 +5 VDC Power	2-219
OF 20 +3.3 VDC Power	2-220

02-302-00, 02-306-00, 02-308-00 Flash Failure

02-302-00 Flash rewrite failure

02-306-00 Flash erase failure

02-308-00 Flash download failure

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

02-312-00 Application Checksum Failure

02-312-00 Application checksum failure

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform [[SCP 6]] Final Actions.

Perform GP 9 to reload system software.

02-315-00 Service Registry Bad Data

02-315-00 Service registry bad or corrupted data

NOTE: The status code 16-503 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

02-316-00, 02-317-00 SRS Error

02-316-00 SRS returns to LUI invalid fields, invalid data or missing data.

02-317-00 LUI gets no response from SRS.

NOTE: The status code 16-503 is raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

02-320-00 Data Time Out Error

02-320-00 Control Panel does not receive requested data from the CCM within the specified time limit.

NOTE: Status code 02-520 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

02-321-00 XEIP Browser Does Not Respond or is Dead

02-321-00 XEIP browser does not respond or is dead

NOTE: Status code 02-521 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

02-380-00, 02-381-00 UI Communication Fault

02-380-00 Communication via H-H USB net path connection between network controller and Control Panel is not working. Status code 02-501 is raised with this fault code.

02-381-00 Communication via USB connection between CC and Control Panel is not working. Status code 02-502 is raised with this fault code.

Procedure

WARNING

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

CAUTION

Before a new Control Panel is installed, identify the machine software level. Check the compatibility of the software on the new user interface assembly. Install the software to meet the customer machine requirements.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Check connections between the IP Board and Control Panel, REP 1.2.1. **The connections are secure.**

Y N
| Secure the connections.

Install new components as necessary:

- Control Panel, REP 1.2.1
- IP Board, REP 18.2.6

02-390-00 Configurable Services Not Stable

02-390-00 During power up, not all configurable services achieved a stable state after 5 minutes. Status code 02-590 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-301-00 Engine Serial Number Failure

03-301-00 Engine serial number is found faulty during a check

Printing is inhibited.

Procedure

WARNING

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

Power Off/On the printer. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check serial number, GP 1

03-302-00 Engine XPC Failure

03-302-00 Engine XPC failure has occurred

Printing is inhibited.

Procedure

WARNING

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

Power Off/On the printer. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace MCU Board, REP 18.1.11.

03-303-00 Engine Data Error

03-303-00 Engine board has failed

Printing is inhibited.

Procedure

WARNING

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

Power Off/On the printer. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace MCU Board, REP 18.1.11.

03-306-00 Upgrade Request Failed - Downgrade Not Allowed

03-306-00 Downgrade of system software not allowed

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-307-00 Sync Failure. Unable to Enter SW Upgrade

03-307-00 Software upgrade synchronization failure

The reload process does not start and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-316-00 Communication Fault

03-316-00 CCM cannot communicate with IOT. Communications have failed. An automatic reset is initiated 1 time. Status codes 03-561 and 03-505 are raised with this fault code.

Initial Actions

- If the fault occurs during a software upgrade, wait 15 minutes for the software programming operation to complete, before performing the next action.
- Check the fault history file for other 03-xxx fault codes. If the 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check connections between the IIT and IOT at the IP, IIT Control, and MCU Boards. **The connections are secure.**

Y N
| Secure the connections.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- IP Board, REP REP 18.2.6
- IIT Control Board, REP 18.2.2
- MCU Board, REP 18.1.11

03-317-00, 03-318-00, 03-319-00 IOT NVM Error

03-317-00 Error saving critical IOT NVM

03-318-00 Error initializing IOT NVM

03-319-00 Error restoring critical IOT NVM

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- IP Board, REP 18.2.6
- MCU Board, REP 18.1.11

03-320-00 Upgrade Failed - Incompatible Product Type

03-320-00 Incompatible Product Type

Software upgrade aborted due to incompatible product type. System software set does not match the product hardware.

Procedure

WARNING

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

Check the version number installed and obtain the correct system software set. Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Retry system software reload. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- IP Board, REP 18.2.6
- IIT Control Board, REP 18.2.2
- MCU Board, REP 18.1.11

03-324-00 File Transfer Failure During SW Upgrade

03-324-00 SW Upgrade File Transfer Failure

Software upgrade aborted due to file transfer failure. The upgrade process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Download a new system software set for the product, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Retry the system software reload from a different USB port. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- IP Board, REP 18.2.6
- MCU Board, REP 18.1.11

03-325-00 Wall Clock Fault

03-325-00 System clock did not increment within the specified time limit. The operating system detected the system clock failed to increment within 1.5 seconds during power on. Status code 03-505 is raised with this fault code.

NOTE: *The machine may continue to boot with this fault, but printing may be disabled.*

Initial Actions

WARNING

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

Check the fault history file for other 03-xxx fault codes. If the 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Check the battery installation on the IP Board. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- IP Board, REP 18.2.6

03-326-00 Upgrade Failed - Version Same as Machine

03-320-00 Upgrade is not required

Software upgrade is not required, identical system software set is already on the printer. The upgrade process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain a different system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-327-00 SW Upgrade Failed

03-327-00 Upgrade failure

Software upgrade has failed. The upgrade process is aborted and the printer resets. If configured and possible, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-329-00 Upgrade Request Failed due to Active Diagnostics

03-329-00 Upgrade failure due to active diagnostics

Software upgrade request during active diagnostics. The upgrade process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-330-00 Upgrade Failed Security Feature Active

03-329-00 Upgrade failure due to active security feature

Software upgrade request during while a security feature is active. The upgrade process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

03-331-00, 03-332-00 Communication Fault with NC

03-331-00 Main controller board cannot communicate with network controller. Status code 03-563 is raised with this fault code.

03-332-00 Unable to reestablish communications with the network controller after 12 minutes. Status code 03-518 is raised with this fault code.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- IP Board, REP 18.2.6

03-338-00 CCM Reset

03-338-00 The main controller on CCM reset because either the watch dog timer timed out or because the application SW wrote to an illegal address.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- IP Board, REP 18.2.6.

03-346-00, 03-347-00 Communication Fault with UI

03-346-00 Unable to reestablish communication with the Control Panel after 30 seconds. Status code 03-520 is raised with the fault code.

03-347-00 IP Board cannot communicate with the Control Panel. Continue to attempt to establish communication for 30 seconds. Status code 03-521 is raised with the fault code.

NOTE: Network printing remains operational.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- IP Board, REP 18.2.6.
- Control Panel, REP 1.2.1.

03-355-00 CCM POST Failure

03-338-00 CCM POST failure. NVM battery may be dead.

Initial Actions

Check SD Card and IP Board battery installation.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- IP Board, REP 18.2.6.

03-380-00 POST Boot Failure

03-380-00 Distribution PWBA is missing or disconnected. POST boot failure. Prevent run and all marking functions. Fault assumes no Control Panel communications.

NOTE: PWS communication for diagnostic purposes available.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- IP Board, REP 18.2.6.
- Control Panel, REP 1.2.1.

03-390-00 Upgrade Automation Failed

03-390-00 Automatic upgrade process failure.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- IP Board, REP 18.2.6.
- Control Panel, REP 1.2.1 .

03-397-00 System Configuration Error

03-390-00 System Configuration Error

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- SD Card, REP 18.2.10.
- IP Board, REP 18.2.6.

03-398-00 SIM Card Serial Number Mismatch

03-398-00 SIM card serial number did not match the serial number contained in system CCS NVM. Status code 22-559 is raised with this fault code.

NOTE: Printing is disabled by this fault.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Install new components as necessary:

- SD Card, REP 18.2.10
- IP Board, REP 18.2.6.

03-399-00 SIM Card Data Cannot be Processed

03-399-00 Unable to establish communications with the SIM Card. Status code 22-560 is raised with this fault code.

NOTE: Printing is disabled by this fault.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Install new components as necessary:

- SD Card, REP 18.2.10
- IP Board, REP 18.2.6.

03-401-00, 03-403-00 FAX Not Detected

03-401-00 Basic FAX not detected/confirmed. Status code 03-547 is raised with this fault code.

03-403-00 Extended FAX not detected/confirmed. Status code 03-548 is raised with this fault code.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Check FAX Board connections. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Perform GP 9 to reload system software. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Install new components as necessary:

- FAX Board, REP 18.2.11.
- IP Board, REP 18.2.6.

03-417-00 Incompatible FAX Software Detected

03-417-00 FAX software version supplied at power up is not compatible with the CCM. Status code 03-546 is raised with this fault code.

Initial Actions

Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Perform GP 9 to reload system software. **The error persists.**

Y	N
	Perform SCP 6 Final Actions

Install new components as necessary:

- FAX Board, REP 18.2.11.
- IP Board, REP 18.2.6.

03-777-00 Power Loss Detected

03-777-00 The printer detected an AC power loss.

Initial Actions

- Connect the printer directly to a dedicated AC outlet.
- Check fault history for other 03-xxx fault codes. If 03-xxx fault codes occur randomly, the cause may be electrical noise.

Procedure

WARNING

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

Check AC Inlet connections. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

- AC Inlet Harness, REP 18.3.99.
- IP Board, REP 18.2.6.

03-788-00 Failed to Exit Power Save Mode

03-788-00 Failed to exit power save mode

NOTE: Status code 03-598 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Perform GP 9 to reload system software.

03-790-00 Time Zone Overridden to GMT: DST Disabled

03-790-00 Time Zone overridden to GMT: DST Disabled. Contact the system admin to reset.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Perform SCP 6 Final Actions

Perform GP 9 to reload system software.

05-110-00 DADF Pickup Jam

05-110-00 DADF pick-up jam. DADF registration sensor does not detect the media leading edge in the specified time from feed start.

Initial Actions

- Remove all documents from the DADF.
- Make sure that the customer is not using damaged documents.
- Clean the DADF Registration Sensor, Feed Roller, and surrounding area.
- Check that the Pick-up Assembly is installed correctly, refer to REP 51.1.97.

Procedure

WARNING

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

NOTE: To access the DADF registration sensor, remove the DADF Top Cover, REP 51.1.98.

Open the DADF Top Cover and clean the area surrounding the DADF Pick-up Assembly. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Clean or replace the DADF Pick-up Assembly, REP 51.1.97. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Install new components as necessary:

- DADF Pick-up Assembly, REP 51.1.97
- DADF Assembly, REP 51.1.1
- IIT MCU Board, REP 18.2.2

05-112-00 DADF Jam During Rotation of Document

05-112-00 DADF Jam during rotation of document. DADF registration sensor does not detect the media leading edge in the specified time from feed start.

Initial Actions

- Remove all documents from the DADF.
- Make sure that the customer is not using damaged documents.
- Clean the DADF Registration Sensor, Feed Roller, and surrounding area.
- Check that the Pick-up Assembly is installed correctly, refer to REP 51.1.97.

Procedure

WARNING

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

NOTE: To access the DADF registration sensor, remove the DADF Top Cover, REP 51.1.98.

Open the DADF Top Cover and clean the area surrounding the DADF Pick-up Assembly. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Clean or replace the DADF Pick-up Assembly, REP 51.1.97. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Install new components as necessary:

- DADF Pick-up Assembly, REP 51.1.97
- DADF Assembly, REP 51.1.1
- IIT MCU Board, REP 18.2.2

05-121-00 CVT-DADF Feed Sensor On Jam

05-121-00 The feed sensor is not turned on in the time specified. In Duplex mode, the feed sensor is not turned on after a specified time.

Initial Actions

- Remove all documents from the DADF.
- Make sure that the customer is not using damaged documents.
- Clean the DADF Registration Sensor, Feed Roller, and surrounding area.
- Check that the Pick-up Assembly is installed correctly, refer to REP 51.1.97.

Procedure

WARNING

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

NOTE: To access the DADF registration sensor, remove the DADF Top Cover, REP 51.1.98.

Open the DADF Top Cover and clean the area surrounding the DADF Pick-up Assembly. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Clean or replace the DADF Pick-up Assembly, REP 51.1.97. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- DADF Pick-up Assembly, REP 51.1.97
- DADF Assembly, REP 51.1.1
- IIT MCU Board, REP 18.2.2

05-305-00 DADF Cover Open

05-305-00 The Document Feeder Top Cover is open during a scan.

NOTE: The Document Feeder operation is stopped.

Initial Actions

Remove any media in Document Feeder paper path.

Procedure

WARNING

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

Check the DADF cover. **The DADF cover is closed properly.**

Y N
| Close the DADF cover.

Check the connection between the DADF Assembly and the IP Board (P/J1502). **The connection is good.**

Y N
| Reattach the connection securely.

Replace the DADF Assembly. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

05-900-00 ADF Sensor Static Jam

05-900-00 The DADF Top Cover interlock switch is opened during DADF operation. Paper remains in paper path after cover is closed.

Initial Actions

- Remove all documents from the DADF.
- Make sure that the Top Cover closes correctly.
- Check the switch actuator on the DADF Top Cover. If the actuator is damaged, install a new DADF Top Cover, REP 51.1.98.

Procedure

WARNING

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

Check the DADF Top Cover properly actuates the interlock switch. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the DADF Assembly, REP 51.1.1.

05-940-00 DADF No Original Fail

05-940-00 Original has been removed. Status code 05-525 is raised with this fault code.

Initial Actions

- Remove all documents from the DADF.
- Clean the DADF registration sensor and surrounding area.
- Check that the Pick-up Assembly is installed correctly, REP 51.1.97.

Procedure

WARNING

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

NOTE: To access the DADF registration sensor, remove the DADF Top Cover, REP 51.1.98.

Open the DADF Top Cover and clean the area surrounding the DADF Pick-up Assembly. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Clean or replace the DADF Pick-up Assembly, REP 51.1.97. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- DADF Pick-up Assembly, REP 51.1.97
- DADF Assembly, REP 51.1.1
- IIT MCU Board, REP 18.2.2

05-941-00 DADF Not Enough Document

05-941-00 The number of original sheets fails after all originals are returned. Status code 22-503-05 is raised with this fault code.

Initial Actions

- Remove all documents from the DADF.
- Clean the DADF registration sensor and surrounding area.
- Check that the Pick-up Assembly is installed correctly, REP 51.1.97.

Procedure

WARNING

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

NOTE: To access the DADF registration sensor, remove the DADF Top Cover, REP 51.1.98.

Open the DADF Top Cover and clean the area surrounding the DADF Pick-up Assembly. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Clean or replace the DADF Pick-up Assembly, REP 51.1.97. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- DADF Pick-up Assembly, REP 51.1.97
- DADF Assembly, REP 51.1.1
- IIT MCU Board, REP 18.2.2

10-311-00 to 10-376-00 Fuser Thermal Error

10-311-00 Center STS sensor burnout detection

10-313-00 AD detection output table outside

10-314-00 Fuser compensation sensor is disconnected

10-315-00 Fuser NC Comp Fail

10-321-00 Hard Relay OFF

10-326-00 Cool Down Timeout

10-328-00 Warming up - timeout

10-334-00 STS center-side sensor failure

10-335-00 STS side-center sensor failure

10-336-00 Fuser Comp Failure

10-337-00 Heat Roll Paper twine Error

10-338-00 Main lamp ON consecutive errors

10-372-00 Center STS High-temperature anomaly

10-373-00 Side STS Disconnection abnormality

10-374-00 Side STS High-temperature anomaly

10-375-00 Center STS Low-temperature anomaly

10-376-00 Side STS Low-temperature anomaly

NOTE: Status codes 03-561 and 10-527 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

NOTE:

- These errors often are intermittent. Check Fault History for any of the listed fault codes showing multiple occurrences. Replace the fuser even if a power cycle clears the error.
- A fuser used only for troubleshooting purposes will blow the first-time-use fuse at power-on. Though the fuser is still new, it can no longer reset an end-of-life message when installed a second time.

Cycle the system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the Fuser, REP 7.1.1. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the Fuser and drawer connector for proper installation without bent pins, or foreign objects. **The installation is good.**

Y N
| Correct installation problems, reassemble and perform SCP 6 Final Actions.

Check the connection between the Fuser Assembly and the MCU Board, and the connection between the Fuser Assembly and the LVPS. **The connections are good.**

Y N
| Reattach the connections securely.

Check the connections between the LVPS and the MCU Board. **The connections are good.**

Y N
| Reattach the connections securely.

Check the continuity of the cables in the Heater Harness Assembly. **The continuity is good.**

Y N
| Replace the Heater Harness Assembly.

Check the continuity of the cables in the Top Harness Assembly. **The continuity is good.**

Y N
| Replace the Top Harness Assembly.

Verify the Fuser power is about +5 VDC by measuring the voltage between the MCU Board ground and the P/J28 pin 2. **The voltage is correct.**

Y N
| Refer to OF 19 +5 VDC Power.

A

A
Replace the LVPS. **The error persists.**
Y N
Perform SCP 6 Final Actions.
Replace the MCU Board, REP 18.1.11.

10-317-00, 10-902-00 Fuser Failure, or Missing

10-317-00 Fuser detached

10-902-00 Fuser missing. Status code 09-639 is raised with this fault code

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Cycle the system power. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Check the Fuser life count. **Fuser life count is good (not at or near end of life).**

Y N
Replace the Fuser, REP 7.1.1.

Check the Fuser and drawer connector for proper installation without bent pins, or foreign objects. **The installation is good.**

Y N
Correct installation problems, reassemble and perform SCP 6 Final Actions.

Check the connection between the Fuser Assembly and the MCU Board, and the connection between the Fuser Assembly and the LVPS. **The connections are good.**

Y N
Reattach the connections securely.

Check the connections between the LVPS and the MCU Board. **The connections are good.**

Y N
Reattach the connections securely.

Check the continuity of the cables in the Heater Harness Assembly. **The continuity is good.**

Y N
Replace the Heater Harness Assembly.

Check the continuity of the cables in the Top Harness Assembly. **The continuity is good.**

Y N
Replace the Top Harness Assembly.

Verify the Fuser power is about +5 VDC by measuring the voltage between the MCU Board ground and the P/J28 pin 2. **The voltage is correct.**

Y N
Refer to OF 19 +5 VDC Power.

Replace the Fuser Assembly. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Replace the LVPS. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11.

10-319-00 Fuser Differential Amp Fail

10-319-00 Differential amplifier circuit failure.

NOTE: Status codes 03-561 and 10-527 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

After clearing NVM, and differential amplification error detection history, cycle system power. Verify the following possible causes: NC sensor amplification circuit of main board is defective (IC breakage, Short-circuit of I/O line?). **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Replace the Fuser, REP 7.1.1.

10-329-00 Fuse Cut Error

10-329-00 Fuser fuse cut failure.

NOTE: Status codes 03-561 and 10-527 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the Fuser, REP 7.1.1.

10-420-00, 10-421-00 Fuser End of Life

10-420-00 Fuser Assy Near Life. Status code 10-524 is raised with this fault code.

10-421-00 Fuser Assy Life End. Status code 10-523 is raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Check the Fuser life count. **Fuser life count is at or near end of life.**

Y N
| Cycle system power. **The error message is displayed.**

Y N
| Reassemble and perform SCP 6 Final Actions.

Reset the Fuser life count in the diagnostic menu.

Replace the Fuser, REP 7.1.1.

10-903-00 Main Error updating data

10-903-00 Fusing failure, main error updating data

NOTE: Status codes 03-561 and 10-527 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Replace the Fuser, REP 7.1.1.

12-930-00 Exit Tray Full

12-930-00 Exit Tray Full

NOTE: Status code 12-730 is raised with this fault code.

Initial Actions

- Empty the output tray.
- Check the full stack actuator for damage or obstructed movement.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Use dC330 code 071-105 to check Full Stack Sensor operation. **The sensor signal changes.**

Y N
| Remove the Exit Chute Assembly to check the condition of the sensor, actuator, and harness. **The sensor is connected and the harness undamaged.**

Y N
| Replace the Full Stack Sensor or repair the harness. If the actuator is damaged, replace the Exit Assembly.

Replace the MCU Board, REP 18.1.11.

Replace these components in order until the error is corrected.

1. Exit Assembly, REP 17.1.1
2. MCU Board, REP 18.1.11

16A Network Error Entry

Use this RAP when the customer reports network failures. e.g. Cannot connect to the scan server when using FTP or SMB protocols, or when a folder on the scan server cannot be opened.

NOTE: The fault message appears on the confirmation report. The report may take several minutes to print after scanning the document.

Initial Actions

Consult your manager before troubleshooting the customer's network, as the policy varies according to region.

Procedure

NOTE: If it is possible to log into CWIS by entering the printer's IP address, then the network controller on the IP Board is good.

Perform the following:

1. Check that the printer date and time are correctly set, refer to GP 31.
2. Print a configuration report.
3. Check that confirmation report printing is enabled. If necessary, ask the customer to enable printing of the confirmation report.
4. Ensure that the printer is configured for scan to file:
 - a. Check the back of the configuration report under the heading Workflow Scanning.
 - b. If a IP address or name is not listed next to Alt1 Repository Protocol, ask the customer to configure the machine before continuing.
5. Go to the relevant procedure:
 - 16B FTP or SMB Unable to Connect to Remote Server RAP.
 - 16C Remote Directory Lock Failed RAP.

16B FTP or SMB Unable to Connect to Remote Server

The printer cannot connect, find or login to the scan server.

Procedure

NOTE: The FTP/SMB protocol is followed by a colon and port number, :21 for FTP and :139 for SMB.

Scan the document using the default template and one other template. **The fault is present on both templates.**

Y N

The failed template is incorrectly configured. Ask the customer or system administrator to verify the settings of the web template that failed, including the login password.

Ask the customer to open the printer's CWIS page. **The printer's CWIS page opens.**

Y N

Look at the front of the Configuration report. Make sure HTTP is enabled and set to port 80. **The settings are correct.**

Y N

Enable HTTP and set the port to 80. Restart this RAP from the beginning. If this path has been followed previously, escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which is subject to a charge.

Disconnect the network cable from the printer. Make sure the PWS network adaptor settings are set to Auto. Use a crossover cable to connect the PWS to the printer. **Either the two LEDs on the IP Board or PWS are lit, indicating a connection.**

Y N

Perform the following:

1. Change the network speed setting of the machine.
2. If the LEDs light, use the new network speed setting. Inform the customer that the network speed has been changed then follow the Yes path from this step.
3. If the LEDs do not light, install a new IP Board, REP 18.2.6.

Correctly configure the PWS IP address to communicate with the printer, refer to 'Set a Static IP Address on the PWS' (GP 14). Make sure to disable the PWS firewall. Ping the printer from the PWS.

NOTE: Re-enable the PWS firewall after completion of this procedure.

The printer responds to the ping request.

Y N

Perform an Altboot, GP 9.

The printer software is up to date.

Y N

Upgrade the software, GP 9. **The fault persists.**

Y N

Perform SCP 6 Final Actions.

A B C

A B C
 Perform the "Customers Settings Check" (16B). **Customer settings were changed.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Retry the job. **The job was successful.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Perform SCP 6 Final Actions.

Perform the "Customers Settings Check" (16B). **Customer settings were changed.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Retry the job. **The job was successful.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Perform SCP 6 Final Actions.

Ask the customer to ping the scan servers IP address or name.

NOTE: The scan server is the computer the job is being sent to. The scan server's IP address or name appears on the confirmation report.

The customer can ping the scan server.

Y N
 Check the configuration report for default gateway IP address listed under TCP/IPv6 Settings. **A default gateway IP address is listed.**
Y N
 Perform the "Customers Settings Check" (16B). **Customer settings were changed.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Retry the job. **The job was successful.**

D E
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Perform SCP 6 Final Actions.

The customer can ping the default gateway IP address.
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Perform the "Customers Settings Check" (16B). **Customer settings were changed.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Retry the job. **The job was successful.**
Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Perform SCP 6 Final Actions.

Perform the "Customers Settings Check" (16B). **Customer settings were changed.**

Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Retry the job. **The job was successful.**

Y N
 Escalate the fault to the system administrator. If the customer does not have a system administrator, they should contact the Customer Support Center or request a Xerox analyst troubleshoot their network which will be subject to a charge.

Perform SCP 6 Final Actions.

Customers Settings Check

NOTE: Both the configuration and confirmation reports are required to check the customers settings. Corrections must be made through the printer's CWIS page.

Check the following with the customer, ask the customer to correct any errors:

1. That the scan server is switched on and online.

NOTE: The scan server is the computer that the job is being sent.

2. That the scan servers IP address or name is correct.

3. That the path and user name are correct.
4. **(SMB protocol only)** That the Share name is correct, referred to as the Volume on the configuration report.
5. Check with System Administrator that the correct password has been entered on the machines CWIS page.

NOTE: The password is not printed on the configuration or confirmation reports.

16C Remote Directory Lock Failed

Use this RAP when the customer reports that the machine has logged onto the scan server, but cannot create a folder inside of the scan directory. The creation of the scan folder is necessary for the machine to successfully complete the scan to file job.

NOTE: The scan server is the computer that the job is being sent.

Procedure

The machines login name that it is using to log onto the scan server, for this file repository, does not have sufficient rights. Ask the customer to verify the rights for this user at the scan server, or escalate the problem to their System Administrator. If the customer does not have a System Administrator, they should contact the Customer Support Centre or request a Xerox analyst troubleshoot their network which will be subject to a charge.

16-000-00 to 16-000-26 Cannot Create RPC With ENS

16-000-00 Format Service Non Shutdown NC Faults

16-000-01 ENS Service Non Shutdown NC Faults

16-000-09 Cannot create RPC connection with ENS

16-000-14 Cannot create RPC connection with ENS

16-000-19 Cannot create RPC connection with ENS

16-000-26 Cannot create RPC connection with ENS

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y **N**
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-001-09 to 16-001-90 Unable to do Startup Synchronization

16-001-09 Unable to do startup synchronization

16-001-14 Unable to do startup synchronization

16-001-19 Unable to do startup synchronization

16-001-26 Unable to Start up and synchronize with SC

16-001-47 Unable to do startup synchronization

16-001-90 Unable to do startup synchronization

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y **N**
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y **N**
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-002-09 to 16-002-46 Unable to Register as RPC Server

16-002-09 Unable to Register as RPC server

16-002-14 Unable to Register as RPC server

16-002-19 Unable to Register as an RPC server

16-002-26 Could not become an RPC Server

16-002-46 Unable to Register as an RPC server

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-003-09 to 16-003-90 Too Many IPC Handles

16-003-09 Too many IPC Handles

16-003-14 Too many IPC Handles

16-003-19 Too many IPC Handlers

16-003-90 Utility Insert Handler Failure

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-004-14 to 16-005-92 RPC Failure to Register

16-004-14 RPC Connect Failure to NC Registration Service

16-004-19 RPC Connect Failure to NC Registration Service

16-004-26 RPC Connect Failure to NC Registration Service

16-004-46 RPC Failed to Connect to with NC Service

16-005-14 RPC Call Failure to NC Registration Service

16-005-19 RPC Call Failure to NC Registration Service

16-005-26 RPC Call Failure to NC Registration Service

16-005-46 RPC Failed to Register with NC Service

16-005-68 RPC Failed to Register with NC Service

16-005-90 RPC call to NC Registration Failed

16-005-92 RPC Failed to Register with NC Service

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-006-09, 16-006-19 Cannot Register for Events

16-006-09 Cannot register for events

16-006-19 Cannot register for events

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-007-92 to 16-010-99 Invalid IPC / RPC Data

16-007-92 Invalid RPC Data Received

16-009-09 Invalid IPC Data Received

16-010-14 Unable to send IPC

16-010-99 Unable to send IPC

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-013-14, 16-014-14 Copier Synchronization Error

16-013-14 Digital Copier ENS synchronization error

16-014-14 Digital Copier ENS registration error

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-015-14, 16-015-19 SESS Data Store Variable Not Set

16-015-14 SESS data store environmental variable not set

16-015-19 SESS data store environmental variable not set

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-016-14, 16-016-19 Data Store Initialization Failed

16-016-14 Data store initialization failed

16-016-19 Data store initialization failed

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-017-19 to 16-021-26 Send Event Failure / Could Not Get Host Name RAP

16-017-19 Send Event Failure Unable to send event to NC ENS

16-021-19 NC PM Registration Connect Error

16-021-26 Service could not get Host Name

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-021-46 Unable to Get Host Name

16-021-46 Unable to get Host Name

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single instance occurs, cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-023-09, 16-023-26 RPC Call Failure

16-023-09 RPC Call Failure to ENS

16-023-26 RPC Call Failure to ENS

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-026-09 to 16-026-92 Memory Allocation Error

16-026-09 Memory Allocation Failure

16-026-14 Malloc Error

16-026-46 Memory Allocation Error

16-026-90 Malloc Error

16-026-92 Memory Allocation Fault

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-027-90 Unable to Obtain Well Known Queue ID

16-027-90 Unable to obtain well known queue ID

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-028-09, 16-028-90 Unable to Complete RPC Call / Invalid Range String

16-028-09 Unable to complete RPC call

16-028-90 Invalid Range String

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-030-19 Unable to Obtain Client RPC Handle

16-030-19 Unable to obtain client RPC handle to EJS

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-031-09 Invalid Event Notification Received

16-031-09 Invalid event notification received

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-032-19, 16-039-00 NVM Connection Failure / Pthread Create Error

16-032-19 NVM Connection Failure

16-039-00 Pthread Create Error

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-040-92 Semaphore Fault

16-040-92 Semaphore fault

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-048-09 Unable to Set Binding

16-048-09 Unable to set binding

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-048-14, 16-048-90 Cannot Set NC Client Binding

16-048-14 Cannot set NC client binding

16-048-90 Cannot set NC client binding

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-048-99 Cannot Set NC Client Binding

16-048-99 Unable to set client binding

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-150-09 Cannot Send Registration Event

16-150-09 Cannot send Registration Event

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-150-14 Unable to Obtain RPC Transport

16-150-14 Unable to obtain RPC transport

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-150-19 NC Sync Peer Service Fault

16-150-19 Unable to sync peer infrastructure services. Operating system tries 3 times; If fault continues, the IP is reset.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-150-26 Fault Service Failed to Write to Log

16-150-26 Fault Service Failed to write to log

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-150-90 Invalid IPC Request Destination

16-150-90 Invalid IPC request destination

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-150-92 Consumer Interface Fault

16-150-92 Consumer interface fault

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-151-09 to 16-151-19 Invalid IPC Command / SNMP Reg Failure

16-151-09 Invalid IPC command

16-151-14 SNMP event registration failed

16-151-19 Invalid IPC command

NOTE: Status codes 03-518 and 16-502 are raised with these fault codes.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-151-26 Fault Service Failed to Get a Log Handle

16-151-26 Fault service failed to get a log handle

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-151-90 Put Environment Variable Failure

16-151-90 Put environment variable failure

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-152-09 Internal IPC Failure

16-152-09 Internal IPC failure

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-152-14 Empty Internal Event Received by ENS

16-152-14 Empty internal event received by ENS

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-152-19 Unable to Send Request to SESS

16-152-19 Unable to send request to SESS

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-152-26 Fault Service Could Not Open Fault Log

16-152-26 Fault Service could not open Fault Log

Procedure

WARNING

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

If a single occurrence, perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the Hard Drive harness connections. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install a new Hard Drive, REP 18.2.4.

16-153-09 Unable to Obtain IPC Queue

16-153-09 Unable to obtain IPC queue

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-153-14 Cannot Initialize Internal Event List

16-153-14 Cannot initialize internal event list

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-153-19 NVM Save Failure

16-153-19 NVM Save Failure

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary

- IP Board, REP 18.2.6

16-154-09 IP Registration Configuration Error

16-154-09 IP Registration service configuration error

Procedure

WARNING

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

If a single occurrence, perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Verify system software version, download a new version and install.

16-154-14 Cannot Create Internal Event Queue

16-154-14 Cannot create internal event queue

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-154-19 NVM Read Failure

16-154-19 NVM read failure

NOTE: Status codes 03-518 and 16-502 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary

- SD Card, REP 18.2.10
- IP Board, REP 18.2.6

16-155-19 NC Failed to Boot from Alternate Partition

16-155-19 NC Failed to Boot from Alternate Disk Partition

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-156-19 Service Run Loop Failed

16-156-19 Service run loop failed

NOTE: Status code 16-575 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-160-09 NC Registration Service Process Death

16-160-09 IP Registration Service Process Death

NOTE: Status code 16-575 is raised with this fault code.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check fault history log for possible root cause. This error is a symptom of another problem.

16-161-09 to 16-164-09 Cannot Send Reg Event / List Access Failure

16-161-09 Cannot send registration event

NOTE: Status code 16-576 is raised with this fault code.

16-162-09 NC Platform Manager Service Process Death

NOTE: Status code 16-577 is raised with this fault code.

16-163-09 NC DM Agent Service Process Death

NOTE: Status code 16-584 is raised with this fault code.

16-164-09 List access failure (create, add, find, delete)

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check fault history log for possible root cause. These errors are symptoms of other problems.

16-429-00, 16-431-00 Unable to Write to Data Store / Get System Time

16-429-00 Unable to write to data store

16-431-00 Unable to get system time

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-432-00 Unknown Scheduler Received

16-432-00 Unknown scheduler received

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-433-00 RPC Call Failed

16-433-00 RPC call failed

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-434-00 Unable to Change Scheduler in DM

16-434-00 Unable to change scheduler received

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-600-07 to 16-600-67 Cannot Create RPC Connection

16-600-07 Cannot create RPC connection to ENS

16-600-35 Cannot create RPC connection to ENS

16-600-46 Cannot create RPC connection to ENS

16-600-66 Unable to create RPC connection to ENS

16-600-67 Unable to create RPC connection to ENS

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-601-26 to 16-601-46 Queue Setup / System Control Failed / Invalid UI Info

16-601-26 Fault Service Failed IPC Queue Setup

16-601-35 System control initialization Failed

16-601-46 Invalid UI Information (RPC data) Returned

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-601-47 Diag Service Failed IPC Queue Setup

16-601-47 Diagnostics service failed IPC queue setup

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-601-66, 16-601-67 Unable to do Start up Synchronization

16-601-66 Unable to do start up synchronization

16-601-67 Unable to do start up synchronization

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-601-68 Unable to Start Up and Sync with SC

16-601-68 Unable to start up & synchronize with SC

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-601-105 Unable Synchronize At Start Up

16-601-105 Unable to do start up synchronization

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-602-07 to 16-602-105 RPC Service Registration Failure

16-602-07 RPC Service Registration Failure

16-602-09 Unable to unregister as RPC service

16-602-11 RPC Server Registration failed

16-602-28 RPC Server Registration failed

16-602-35 RPC Server Registration

16-602-38 RPC Server Registration Failed

16-602-66 Unable to Register as an RPC Server

16-602-67 Unable to Register as an RPC Server

16-602-68 Unable to Register as an RPC Server

16-602-105 Unable to Register as an RPC Server

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-603-11, 16-603-28 Replace Handler Call Failed

16-603-11 Replace Handler call failed

16-603-28 Replace Handler call failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-603-46 to 16-603-67 Too Many IPC Handlers

16-603-46 Too many IPC handlers

16-603-66 Too many IPC handlers

16-603-67 Too many IPC handlers

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-603-68 Replace Handler Call Failed

16-603-68 Replace handler call failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-603-105, 16-604-14 RPC Call Failure to NC Registration Service

16-603-105 RPC call failure to network controller registration service.

16-604-14 RPC call failure to network controller registration service

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-604-38,16-604-99 Could Not Register With Reg Service

16-604-38 Could not register with registration service

16-604-99 Could not register with registration service

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-604-105 SESS Data Store Variable Not Set

16-604-105 SESS data store environmental variable not set

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-605-07 Unable to Register with Registration Service

16-605-07 Unable to register with registration service

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-605-14 to 16-605-105 RPC Registration Failure

16-605-14 RPC call failure to IP registration service

16-605-26 Fault Service timed out

16-605-35 RPC Call Failure to NC Registration Service

16-605-47 RPC Call Failure to NC Registration Service

16-605-66 RPC Call Failure to NC Registration Service

16-605-67 RPC Call Failure to NC Registration Service

16-605-105 Unable to unregister as RPC service during shutdown

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-606-07 to 16-606-99 Cannot Register For Events

16-606-07 Cannot register for events

16-606-35 Cannot register for events

16-606-46 Cannot register for events

16-606-99 Cannot register for events

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-606-105 OS Problem

16-606-105 OS problem

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-607-19 to 16-608-14 Invalid RPC Data / Unable to Free Resources

16-607-19 Invalid RPC data received

16-607-46 Invalid RPC data received

16-607-47 Invalid RPC disk diagnostic data received

16-607-92 Invalid RPC data received

16-607-105 Service run loop failed

16-608-09 Unable to free IPC resources

16-608-11 IPC unregister failed

16-608-14 Unable to free IPC resources

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-608-26 Fault Service Failed to Unbind RAP

16-608-26 Fault service failed to unbind with SC

Procedure

WARNING

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

If a single occurrence, perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the Hard Drive harness connections. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install a new Hard Drive, REP 18.2.4.

16-608-28 to 16-608-67 Unable to Free IPC Resources

16-608-28 IPC unregister fail

16-608-35 Unable to Free IPC resources

16-608-38 Unable to unregister as IPC server

16-608-46 Unable to Free IPC resources

16-608-66 Unable to Free IPC resources

16-608-67 Unable to Free IPC resources

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-608-105 Build UI SVC Obtain Client Failed

16-608-105 Build UI SVC obtain client failed

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-609-07 Unknown Message Received

16-609-07 Unknown message received from DM agent

Procedure

WARNING

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

If a single occurrence, perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the Hard Drive harness connections. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install a new Hard Drive, REP 18.2.4.

16-609-19 to 16-609-105 Invalid IPC Data Failure

16-609-19 Invalid RPC data received

16-609-26 IPC Fault Service

16-609-46 Invalid IPC Data Received

16-609-47 Invalid IPC Data

16-609-92 Invalid IPC Data Received

16-609-105 Too many IPC handlers

Procedure

WARNING

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

If a single occurrence, perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the Hard Drive harness connections. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install a new Hard Drive, REP 18.2.4.

16-610-00, 16-610-07 IPC Send Failure

16-610-00 IPC send failure to NC TripleA service

16-610-07 IPC Send Failure to DM Agent

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-610-09 Cannot send IPC Message to NC Platform

16-610-09 Cannot send IPC message to NC Platform Manage

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-610-11 to 16-610-90 Unable to Send IPC Message

16-610-11 IPC communication failed

16-610-19 Unable to send IPC message

16-610-26 Unable to send IPC message

16-610-28 IPC communication failed

16-610-35 Unable to send IPC message

16-610-46 Unable to send IPC message

16-610-90 IPC send response error

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-610-92 Failure to Send Queue Status

16-610-92 Failure to send queue status

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-610-99 Unable to Send IPC Message RAP

16-610-99 Unable to send IPC message

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-611-07, 16-611-38 Client Removal Failure

16-611-07 Client removal failure

16-611-38 Client removal failure

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-611-19 to 16-611-99 Unable to Remove RPC Connection

16-611-09 Cannot remove RPC connection

16-611-14 Cannot remove RPC connection

16-611-19 Unable to remove RPC connection

16-611-26 Cannot remove RPC connection

16-611-46 Cannot remove RPC connection

16-611-47 Cannot remove RPC connection

16-611-66 Unable to remove RPC connection

16-611-67 Unable to remove RPC connection

16-611-99 Cannot remove RPC connection

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-612-09 to 16-612-68 Unable to Do Shutdown Sync RAP

16-612-09 Unable to do shutdown synchronization

16-612-14 Unable to do shutdown synchronization

16-612-35 Unable to do shutdown synchronization

16-612-46 Unable to do shutdown synchronization

16-612-68 Unable to do shutdown synchronization

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-612-47 Upgrade Request Failed - Downgrade Not Allowed

03-306-00 Downgrade of system software not allowed

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain the current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-613-09 to 16-614-19 DC Sync / Comms Error

16-613-09 DC registration synchronization error

16-613-14 DC ENS synchronization error

16-613-19 DC sys mgr sync error

16-614-09 DC registration communications error

16-614-14 Digital copier ENS registration error

16-614-19 DC sys mgr communications error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-614-47 Invalid Software Upgrade

16-614-47 Invalid SW upgrade file

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain the current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary

- SD Card, REP 18.2.10
- IP Board, REP 18.2.6

16-615-35 to 16-615-90 SESS Data Store Variable Not Set

16-615-35 SESS data store environmental variable not set

16-615-46 SESS data store environmental variable not set

16-615-66 SESS data store environmental variable not set

16-615-67 SESS data store environmental variable not set

16-615-90 SESS data store environmental variable not set

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-615-47 Multiple Software Upgrade File

16-615-47 Multiple SW upgrade files in directory

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Remove all but the current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-616-35 to 16-616-46 Data Store Initialization Failure

16-616-35 Data Store initialization failure

16-616-38 Error - Shared Memory Failure

16-616-46 Data Store Initialization Failed

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-616-47 IPC Message Failure

16-616-47 IPC message failure.

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-616-67 Submission of Email or IFax Job Failed

16-616-67 Submission of Email or IFax Job Failed

Procedure

WARNING

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

If a single occurrence, the network controller automatically retries. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Send a different job. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Save customer NVM with dC361, then reset and restore NVM. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-617-19 Send Event Failure Unable to send event to NC

16-617-19 Send Event Failure Unable to send event to NC ENS

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-617-47 Upgrade Request Failed -TAR Extraction Failure

16-617-47 TAR extraction failure

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

For a single occurrence, cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-618-47 DLM SPI Extraction Failure RAP

16-618-47 DLM SPI Extraction failure

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-619-14 to 16-619-93 Unable to Unregister Registration service

16-619-14 Unable to unregister Registration service

16-619-19 Unable to unregister Registration service

16-619-26 Could not unregister with Registration Service

16-619-46 Unable to unregister with NC due to RPC timeout

16-619-68 Unable to unregister with NC due to RPC timeout

16-619-93 Unable to unregister with NC due to RPC timeout

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-619-47 Upgrade Request Failed - DMPR Failure at Web

16-619-47 Upgrade request failed - DMPR failure at web

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

For a single occurrence, cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-620-07 to 16-620-99 Registration Service Failed

16-620-07 Failure to unregister with NC

16-620-14 Unable to unregister Registration service

16-620-19 Unable to unregister Registration service

16-620-35 Unable to unregister Registration service

16-620-38 Unable to unregister with NC Registration Service

16-620-39 Completed job log is unable to Unregister with Registration Service

16-620-46 Unable to Unregister with Registration Service

16-620-90 Unable to unregister with NC (Reg Service failure)

16-620-92 Unable to unregister with Registration Service

16-620-93 Unable to unregister with NC (Reg Service failure)

16-620-99 Unable to unregister with NC (Reg Service failure)

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-620-47 Upgrade Request Rejected

16-620-47 Upgrade request rejected

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

For a single occurrence, cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-621-00 to 16-621-99 Unable to Get Host Name

16-621-00 Unable to get host name

16-621-07 Unable to get host name

16-621-11 Unable to get host name

16-621-28 Unable to get host name

16-621-35 Get Host Name failed

16-621-38 Unable to get host name

16-621-47 Get Host Name failed

16-621-66 Unable to get the host name

16-621-67 Unable to get the host name

16-621-93 Unable to get host name

16-621-99 Get Host Name failed

Initial Actions

Check printer network settings.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y **N**
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-622-07 to 16-622-46 Corrupt O/S RPC Table

16-622-07 Corrupt O/S RPC Table

16-622-09 Corrupt O/S RPC Table

16-622-11 Corrupt O/S RPC Table

16-622-14 Corrupt O/S RPC Table

16-622-19 Corrupt O/S RPC Table

16-622-26 Corrupt O/S RPC Table

16-622-28 Corrupt O/S RPC Table

16-622-35 Corrupt O/S RPC Table

16-622-38 Corrupt O/S RPC Table

16-622-46 Corrupt O/S RPC Table

16-622-47 Software upgrade file failure.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y **N**
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-622-47 FTP "get" Failure

16-622-47 FTP "get" failure

The reload process is aborted and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

For a single occurrence, cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-622-66 to 16-622-68 Failed to Unregister as RPC Service During Shutdown

16-622-66 Failed to unregister as RPC service during shutdown

16-622-67 Failed to unregister as RPC service during shutdown

16-622-68 Cannot unregister from registration service

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-623-35, 16-623-47, 16-624-46 RPC Call Failure

16-623-35 RPC Call Failure to ENS

16-623-47 RPC Call Failure to ENS

16-624-46 Unable to create RPC connection

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-625-35 to 16-625-90 Invalid IPC Type

16-625-35 Invalid IPC Type

16-625-46 Invalid IPC Message Type

16-625-66 Invalid IPC Message Type

16-625-67 Invalid IPC Message Type

16-625-90 Invalid Queue Service IPC message type

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-626-00 to 16-626-67 Memory Allocation Error

16-626-00 Memory Allocation Error

16-626-11 Can't allocate memory to load a template

16-626-38 Memory Allocation Error

16-626-47 Memory Allocation Error

16-626-67 Memory allocation failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Reseat IP Board RAM. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Use dC361 to save customer NVM settings, then reset and restore NVM. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-628-07 to 16-628-67 Range String Variable Error

16-628-07 Range String could not be computed

16-628-09 Unable to complete RPC call

16-628-35 Unable to complete RPC call

16-628-46 Range String calculation failed

16-628-66 Object write value out of range

16-628-67 Cannot get range environment variable

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-629-11 to 16-629-93 No Acknowledgment For RPC

16-629-11 RPC call failure

16-629-26 Fault Service Call to PSW Callback failed

16-629-46 No Acknowledgment to RPC Message. RPC time-out

16-629-67 No acknowledgment for RPC message.

16-629-68 No acknowledgment for RPC message.

16-629-92 No Acknowledgment to RPC Message. RPC timeout.

16-629-93 No Acknowledgment to RPC Message. RPC timeout

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-630-09 to 16-630-99 Unable to Get RPC Client Handle

16-630-09 Unable to connect to a service using RPC

16-630-26 Fault Service Failed to get RPC Client Handle

16-630-35 Unable to Get RPC Client Handle

16-630-38 Client Create Failed

16-630-46 Unable to Get RPC Client Handle

16-630-47 Unable to Get RPC Client Handle

16-630-66 Unable to get RPC client handle.

16-630-67 Unable to get RPC client handle.

16-630-68 Unable to get RPC client handle.

16-630-99 Unable to Get RPC Client Handle

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-631-19 to 16-636-99 XDR Data Error

16-631-19 Invalid Event Notification Received

16-631-46 Unexpected Event Notification

16-633-19 NVM Detach Error

16-634-46 Unable to specify Shutdown Routine during Initialization

16-635-07 Cannot free XDR data

16-635-35 Cannot free XDR data

16-635-46 Unable to free XDR data

16-635-99 Cannot free XDR data

16-636-35 Unable to unmarshall XDR data

16-636-99 Unable to unmarshall XDR data

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-637-11 to 16-637-95 File Error

16-637-11 Can't open template cache file

16-637-26 Unable to open file

16-637-38 Unable to Open File for Write

16-637-47 Failed to Open File

16-637-66 File I/O error.

16-637-67 File I/O error.

16-637-93 Unable to open local file

16-637-95 Unable to open local file

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-638-66 to 16-641-46 O/S Failure

16-638-66 Unable to initialize with queue library

16-638-67 Unable to initialize with queue library

16-639-38 Create Thread Fault

16-639-46 Pthread create error

16-640-28 RPC call failure

16-640-35 RPC send

16-640-46 Unable to create Semaphore

16-641-00 Cannot log fault to NC Fault Log

16-641-26 Cannot log fault to IP fault log

16-641-46 Cannot log fault to NC fault service

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-642-46 to 16-645-67 File I/O Errors

16-642-46 Invalid Internal Parameters

16-642-47 Invalid Internal Parameters

16-643-19 Unable to close file

16-643-26 Unable to close file

16-643-47 Failed to close a file

16-644-11 Can't read template cache file

16-644-26 Unable to read from file

16-644-47 SWVerify Get_next_proc failed

16-644-66 File I/O error

16-644-67 File I/O error

16-645-11 Can't write updated template cache file

16-645-26 Unable to write to file

16-645-46 Failed to Write File

16-645-47 Failed to Write File

16-645-66 File I/O error

16-645-67 File I/O error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-646-26 to 16-650-99 Invalid Service Attribute

16-646-26 Failed to delete file

16-647-19 Unable to get Time and Date

16-647-26 Unable to become Client of Diag Service

16-649-35 Invalid service attribute defaults

16-650-35 Invalid service attribute requested

16-650-99 Invalid service attribute requested

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-651-19 to 16-656-38 Registration Failure

16-651-19 Cannot register for SESS Events

16-651-35 Cannot register for SESS Events

16-651-99 SPI register failed

16-652-38 Unable to Enroll Spi Callbacks

16-652-99 SPI enroll failed

16-653-38 Error - Invalid Job Handle Fault

16-654-38 Return from spi_register Fault

16-654-99 Return from Log_init Fault

16-655-38 Return from spi_register Fault

16-656-38 RPC processing fault

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-658-07 Unable to Get Host Name

16-658-07 Unable to get host name

Initial Actions

Check printer network settings.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-659-07 to 16-667-95 Parser Utility Errors

16-659-11 Parser utility open failure.

16-659-28 Parser utility open failure.

16-659-93 Parser utility open failure.

16-659-95 Parser utility open failure.

16-660-95 Cannot read local directory entries.

16-660-99 Service initialization failed.

16-661-95 Cannot create spool directory.

16-662-11 Parser utility template failed to parse.

16-662-28 Parser utility template failed to parse.

16-662-93 Parser utility template failed to parse.

16-662-95 Parser utility template failed to parse.

16-663-11 Parser utility destroy template failed

16-663-28 Parser utility destroy template failed

16-663-93 Parser utility destroy template failed

16-663-95 Parser utility destroy template failed

16-664-11 Parser utility parser closing failed

16-664-28 Parser utility parser closing failed

16-664-93 Parser utility parser closing failed

16-664-95 Parser utility parser closing failed

16-665-95 Unable to detach from child thread

16-666-11 Parser utility invocation failed.

16-666-28 Parser utility invocation failed.

16-666-93 Parser utility invocation failed.

16-666-95 Parser utility invocation failed

16-667-11 Parser utility set status failed.

16-667-28 Parser utility set status failed.

16-667-95 Parser utility set status failed.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-668-47 Write NVM Failed

16-668-47 Write NVM Failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6

Replace the IP Board, REP 18.2.6

16-668-93, 16-668-95 Unable To Determine Local File Statistics

16-668-93 Unable to determine local file statistics

16-668-95 Unable to determine local file statistics

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-669-28 to 16-670-00 Unable To Write Job Template

16-669-28 Unable to write job template to network controller disk.

16-669-93 Unable to write job template to network controller disk.

16-669-95 Unable to write job template to network controller disk.

16-670-00 Unable to lock/unlock data store.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-670-11 to 16-671-47 Unable To Decode Template File

16-670-11 Unable to decode template file

16-670-28 Unable to decode template file

16-670-47 Save NVM Failed

16-670-93 Unable to decode template file

16-671-00 Sort jobs failed

16-671-47 Init NVM failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-671-93 to 16-673-95 File Error

16-671-93 Unable to encode template file

16-671-95 Unable to encode template file

16-672-09 Unable to remove file from system

16-672-95 Unable to remove file from system

16-673-95 Cannot remove local directory

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-674-00 to 16-709-00 XSA Database Error

16-674-00 XSA RPC Server Death

16-674-09 XSA RPC Server Death

16-675-00 XSA Database Server Death

16-700-00 Unknown Attribute Requested

16-700-35 Unknown attribute requested

16-701-00 Unable to communicate with XSA database

16-701-68 Unable to communicate with Postgre database. Status code 16-536 is raised with this fault code.

16-701-99 Unable to communicate with XSA database

16-702-00 Unable to communicate with XSA database

16-702-95 Unable to communicate with XSA database

16-707-00 Unknown Queue Request received

16-709-00 Unknown Modify request received

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-710-00 to 16-750-11 Unable To Create Client Handle

16-710-00 NC Internal Communication Failure

16-710-35 IPC send failure

16-716-00 Data Store init failed

16-718-00 Data Store Full

16-720-00 Disk Partition Full

16-728-00 Unable to compute Range String

16-730-00 Unable to create Client Handle

16-730-35 Unable to create Client Handle

16-730-66 Unable to create Client Handle

16-740-19 Error - NC Hard Disk IIO Failure

16-742-19 On Demand Image overwrite failed

16-750-07 Message Received from DM not Processed correctly

16-750-09 Cannot Add existing Service

16-750-11 Template cache file is missing

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-750-14 to 16-750-90 Invalid Request

16-750-14 Retry SNMP event registration

16-750-19 Invalid Online/ Offline request

16-750-26 Invalid number of faults requested

16-750-35 Queue Service library Initialization failed

16-750-38 Error - SPI Init Fault

16-750-46 Unknown Object (on Read)

16-750-47 SC Diag Startup failed

16-750-66 Failure to set service state

16-750-67 Failure to set service state

16-750-90 Invalid Queue Service IPC Queue ID

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-750-92 to 16-751-26 Database Error

16-750-92 Bad file descriptor

16-750-93 IFS error when requesting memory

16-750-95 Local Spool area does not exist

16-751-00 Database Error known by Service Registry or registry not available

16-751-07 Message Received from NC AAA not Processed correctly

16-751-09 Registration receives unrequested ENS notification

16-751-11 Initialization procedure fails

16-751-14 SESS SC event registration failed

16-751-19 Unable to set time / date

16-751-26 Unrecognized Fault Code

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-751-28 to 16-751-93 Unknown Attribute

16-751-28 Templates attributes are invalid, or syntax error

16-751-35 Failure to initialize with DM Agent

16-751-38 Warning- Unknown Attribute

16-751-46 Unknown Object (on Write)

16-751-47 SWVerify RepairDir failed

16-751-66 Unable to send event to NC ENS

16-751-67 Unable to send event to NC ENS

16-751-92 Job State Fault

16-751-93 Invalid template attribute

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-752-00 to 16-752-47 Invalid File Details

16-752-00 File Cabinet Application Registration Error. Status code 17-552 is raised with this fault code.

16-752-07 Queue Service Library Initialization Failed

16-752-09 Attempt to register too many services

16-752-14 Retry SESS Sys Control event registration

16-752-19 Cannot Acknowledge System Mode Change

16-752-26 Unrecognized SESS Error Code

16-752-28 Template cache file is missing

16-752-35 Failure to initialize with PrintSpi

16-752-46 Invalid table row (on Read)

16-752-47 Invalid Test Pattern Source

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-752-66 to 16-753-28 Scan to FAX Registration Error

16-752-66 Scan to FAX services registration error

16-752-67 Scan to Distribution services registration error

16-752-92 Printspi can't read frame type from data store

16-752-93 Error accessing job(s) in job list

16-752-95 File transfer operation failure

16-753-00 File Cabinet Application Un-Registration Error. Status code 17-561 is raised with this fault code.

16-753-09 No. of services attempt to go below zero

16-753-14 Invalid event number error received by ENS

16-753-19 Unable to send event to NC ENS

16-753-26 Unable to become Client of PSW

16-753-28 Cannot communicate with UI for template list request

Procedure

WARNING

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

Cycle system power. The error persists.

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-753-35 to 16-754-09 Data Store Read Failure

16-753-35 Unable to change EJS status to offline

16-753-46 Invalid table row (on Write)

16-753-47 Failed to Close Directory

16-753-66 Data Store Read Failure

16-753-67 Data Store Read Failure

16-753-90 Null Return Address

16-753-92 Printspi can't read frame type from data store

16-753-93 Error adding job(s) in job list

16-753-95 Requested transfer protocol not supported

16-754-09 Exiting w/NC services still registered

Procedure

WARNING

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

Cycle system power. The error persists.

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-754-14 to 16-754-68 OS Error

16-754-14 Event notification via IPC error - no queue

16-754-19 Shutdown Request Reason Unknown

16-754-26 Fault Service encountered error reading fault log

16-754-28 Initialization procedure fails

16-754-35 Can not generate SESS event

16-754-46 Attempted write of read-only object

16-754-47 SWVerify Repair file failed

16-754-66 OS problem

16-754-67 OS problem

16-754-68 Initialize procedure fails

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-754-90 to 16-755-28 Fault Service Error

16-754-90 Attempt to Free Null Node

16-754-92 Consumer Interface Fault

16-754-93 Error deleting jobs from job list

16-754-95 Unable to remove advisory lock on network server

16-755-00 Service Registry cannot initialize database

16-755-09 Unable to register requested service

16-755-14 Event notification via IPC error - full queue

16-755-19 Unable to provide new s/w config to SESS

16-755-26 Fault Service failed to Clear Fault Log

16-755-28 Cancel Request Failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-755-35 to 16-756-14 Request Error

16-755-35 Unable to update Data Store attribute

16-755-46 Object type mismatch

16-755-47 SWVerify Repair permission failed

16-755-67 Cancel Request Failed

16-755-90 Exceeding Queue Array Size

16-755-93 Unable to initialize with IFS

16-755-99 Unable to abort job fault

16-756-09 Unable to unregister requesting service

16-756-14 RPC creation error: RPC coms to client services error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-756-26 to 16-757-26 NVM Corrupt

16-756-26 Memory Allocation Failure

16-756-35 Unable to read NVM value

16-756-46 ServiceRun loop failed

16-756-47 SC Run Diagnostic failed

16-756-66 Unable to read NVM value

16-756-67 Unable to read NVM value

16-756-93 IPA operation failed

16-757-09 Invalid RPC parameters

16-757-14 RPC Control error

16-757-19 System Manager callback sm_operation complete failed

16-757-26 Fault Service could not close Fault Log

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

16-757-35 to 16-758-26 Unable to Write NVM

16-757-35 Unable to write NVM value

16-757-46 Failed to get a specific IPC queue

16-757-47 SWVerify Repair chksum failed

16-757-66 Unable to write NVM

16-757-67 Unable to write NVM

16-757-93 Unable to set ICS document state

16-758-09 Invalid service failure reported

16-758-14 RPC communications error to client

16-758-19 Unable to Unregister Registration Service

16-758-26 Fault Service: Error trying to access queue ID

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

16-758-35 to 16-759-26 Service Run Loop Failed

16-758-35 Unable to change EJS state to OFF line

16-758-46 Registration Monitor Failure

16-758-47 Error Finding Job Id

16-758-66 ServiceRun loop failed

16-758-67 ServiceRun loop failed

16-758-93 Unable to obtain data store object handle

16-759-09 Unable to map process death

16-759-14 Request for wildcard from non-NC

16-759-19 NC Failed Cold Reset 3 Times in a Row

16-759-26 Unrecognized Service ID requesting Fault Information

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-759-46 to 16-760-46 Fail to Enable Process

16-759-46 Failed to disable or enable a process

16-759-47 Failed to Abort Process

16-759-66 OA event register failed

16-759-67 OA event register failed

16-759-93 Unable to create .DAT file

16-760-09 Scan To File process death

16-760-14 Invalid unregister request.

16-760-19 NC Initializing

16-760-26 Unable to become Client of RDT

16-760-46 Processes is in an unknown state

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-760-47 to 16-761-46 File Error

16-760-47 Incorrect Checksum partition 1

16-760-67 Create List Failed

16-760-68 SRS returns invalid or missing data

16-760-93 Job report failure from CCM

16-760-99 Request for system policy failed

16-761-09 LPD process death

16-761-14 Invalid RPC data

16-761-19 NC Shutting Down

16-761-26 Unable to become client of UI

16-761-46 Ethernet status file error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-761-47 to 16-769-95 Other Network Faults 1

16-761-47 SWVerify Init File failed

16-761-67 Failed to Retrieve Public List

16-761-68 Login gets no response from SRS (No IPC Response?)

16-761-93 Image conversion to TIFF failed

16-761-95 Unable to read template pool

16-762-09 Netware process death

16-762-14 Invalid internal table type

16-762-19 DC Platform Mgr Comm Error

16-762-26 Unable to become client of SCS Diag Service

16-762-46 Token ring status file error

16-762-47 Missing File

16-762-67 Invalid Index for Recipient List

16-762-68 Service Registry Bad data / Corrupted

16-762-93 IFSImageDoneX call failed

16-762-95 Unable to read document repository

16-763-09 NetBios process death

16-763-14 Reached internal limit for events

16-763-19 System Manager Comm Error

16-763-26 No acknowledgment to RPC message. RPC time-out

16-763-46 DHCP status file error

16-763-47 Invalid Permission

16-763-67 Failed to retrieve LDAP list

16-763-93 Document image count not found

16-763-95 Internal destination error

16-764-09 AppleTalk process death

16-764-14 Internal Logic error

16-764-19 Set Up of the SIGALRM Signal failed

16-764-46 RARP status file error

16-764-47 Incorrect Checksum partition 2

16-764-67 Create List Failed

16-765-09 Banyan Vines process death

16-765-19 SystemMgr call failed

16-765-46 Failed to clear SM status

16-765-47 Novell Daemon not running

16-765-67 Failed to Retrieve Recipient List

16-765-93 Unable to access data store

16-766-09 Adobe process failure

16-766-19 DM admin error

16-766-46 Failed to set SM status

16-766-47 No Servers Responded

16-766-67 Failed to Bind to LDAP Server

16-766-93 TIFF handle has become null

16-766-95 Cannot create Image file name

16-767-09 HP PCL process death

16-767-19 Request to cancel spooling job error

16-767-46 Failed to send SESS alert/event

16-767-47 Server in Config list not up

16-767-67 Error performing LDAP search

16-767-93 Get Document Image Count failed

16-767-95 Cannot determine filing policy for transfer

16-768-09 Parallel process death

- 16-768-19 Hold/release of jobs error
- 16-768-46 Request had invalid parameters
- 16-768-47 NC Not Attached to Server
- 16-768-67 Error performing Public search
- 16-768-93 Increment image count failed
- 16-768-95 Cannot get Network advisory lock file name
- 16-769-09 HTTP process death
- 16-769-19 Novell Network communications error
- 16-769-46 Config Methods library error
- 16-769-47 NC Not Attached to print queue
- 16-769-67 Failed to Cancel Search Request
- 16-769-93 IFS deregister call failed
- 16-769-95 Cannot determine appropriate lock name/address

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
Perform SCP 6 Final Actions.	

Perform GP 9 to reload system software.

16-770-09 to 16-779-95 Other Network Faults 2

- 16-770-09 Unexpected process death
- 16-770-19 Online/Offline request time out
- 16-770-46 Cannot register for SESS events
- 16-770-47 Attached to Queue and Server
- 16-770-67 Required attribute missing
- 16-771-09 Print Service EJS process death
- 16-771-19 Online/Offline callback failure
- 16-771-46 Internal error with Synchronizer queue
- 16-771-47 Novell Config Info Failure
- 16-772-09 NC Print SPI process death
- 16-772-19 Failure to set NC Platform Manager service state
- 16-772-46 TCPIP status file error
- 16-772-47 RPC Failure for communication
- 16-772-95 Invalid transfer request
- 16-773-09 NC Print Service Surrogate process death
- 16-773-19 Unknown client requested online/offline
- 16-773-46 Failed requesting platform reset
- 16-774-09 NC Protocol Module process death
- 16-774-19 Can not obtain RPC connection
- 16-774-46 BOOTP status file error
- 16-775-19 Can not obtain Data Store handle for server object
- 16-775-46 TCPIP missing configuration data
- 16-775-95 Cannot create temporary file name
- 16-776-09 NC Fault Service process death
- 16-776-19 Cannot delete jobs using Job Map library

- 16-776-46 TCPIP invalid interface
- 16-776-95 Cannot clean up after job completion
- 16-777-09 NC Completed Job Log Service/SPI process death
- 16-777-19 Cannot access Data Store element
- 16-777-46 TCPIP invalid addressing
- 16-777-95 Cannot log requested network server
- 16-778-09 NC Configuration Utility process death
- 16-778-19 Invalid Enable Demo Job setting
- 16-778-46 TCPIP socket failure
- 16-778-95 Cannot generate confirmation sheet
- 16-779-00 Power Save Complete callback failed
- 16-779-09 NC Diagnostic Service process death
- 16-779-19 Power Save Complete callback failed
- 16-779-46 TCPIP interface attach
- 16-779-47 SESS IPX test failed on open for send
- 16-779-95 Cannot create the template/job log name.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y	N
	Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-780-00 to 16-789-47 Other Network Faults 3

- 16-780-00 Power Saver request time out
- 16-780-09 NC Authentication SPI process death
- 16-780-19 Power Saver request time out
- 16-780-46 TCPIP enable interface
- 16-780-47 SESS IPX test failed on open for receive
- 16-780-95 Cannot determine the remote directory
- 16-781-09 NC Counters Utility process death
- 16-781-19 Network Upgrade Checksum Error
- 16-781-46 TCPIP NVRAM Failure.
- 16-781-47 SESS IPX test failed on bind for send
- 16-782-09 NC Configuration Synchronization process failure
- 16-782-19 SW Upgrade manifest mismatch
- 16-782-46 TCPIP Gateway Failure
- 16-782-47 SESS IPX test failed on bind for receive
- 16-783-09 Unable to send sc_proc_disable()
- 16-783-19 NC Failure to enter upgrade mode.
- 16-783-46 TCPIP host file failure
- 16-783-47 SESS IPX test send failure
- 16-784-09 Missing service type
- 16-784-19 Upgrade aborted - IOT failed to enter Upgrade Mode
- 16-784-46 TCPIP Resolve File Failure
- 16-784-47 SESS IPX test receive failure
- 16-785-09 NC SNMP Agent process failure
- 16-785-19 Upgrade aborted - UI failed to enter Upgrade Mode
- 16-785-46 TCPIP Resolve File Failure

16-785-47 SESS IPX test bad data in receive

16-786-09 Token Ring process death

16-786-19 NC failure to uncompress upgrade file

16-786-46 TCPIP ELT File Failure

16-786-47 SESS IPX test unknown error

16-787-09 Sub agent process death

16-787-19 IOT SW Upgrade failed

16-787-46 TCPIP IPC failure

16-787-47 SESS Apple test zip failure - network unreachable

16-788-09 Serial process death

16-788-19 NC PM Failed to install Scan to File

16-788-46 Dynamic DNS status file error

16-788-47 SESS Apple test no zones found

16-789-09 Connectivity Configuration Server process death

16-789-19 NC PM Failed to install LAN FAX

16-789-46 Autonet status file error

16-789-47 SESS Apple test unknown error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-790-09 to 16-799-47 Other Network Faults 4

16-790-09 Lan Fax process death

16-790-19 NC PM Failed to install Job Based Accounting

16-790-47 SESS Banyan test unknown error

16-791-09 Accounting process death

16-791-19 Scan to File DLM is not defined

16-791-46 DHCP for IPv6 failed. Status code 17-512 is raised for the fault code.

16-791-47 SESS Banyan test no network

16-792-09 Tiff process death

16-792-19 Lan Fax DLM is not defined

16-792-47 SESS Banyan test open failure

16-793-09 Port9100 process death

16-793-19 Job Based Accounting DLM is not defined

16-793-47 SESS Banyan test echo failure

16-794-09 Cross platform synchronization error

16-794-19 Install Password mismatch

16-794-47 SESS Banyan test no servers

16-795-09 Slpsa process death

16-795-19 NC PM Failed to remove LAN FAX

16-795-47 SESS NetBIOS test no lanas found

16-796-09 SSDP process death

16-796-19 NC PM Failed to remove Scan to File

16-796-47 SESS NetBIOS test invalid command

16-797-09 USB process death

16-797-19 NC PM Failed to remove Job Based Accounting

16-797-47 SESS NetBIOS test interface busy

16-798-09 POP3 process death

16-798-19 Option already enabled

16-798-47 SESS NetBIOS test too many commands

16-799-09 SMTP process death

16-799-19 Option already enabled

16-799-47 SESS NetBIOS test invalid adapter

Procedure

WARNING

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

Cycle system power. The error persists.

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-800-09 to 16-809-47 Other Network Faults 5

16-800-09 List access failure (create, add, find, delete)

16-800-19 Option not supported

16-800-46 Ethernet Initialization failure

16-800-47 SESS NetBIOS test cannot cancel

16-801-09 Invalid SESS event/IPC error

16-801-19 Serial Number mismatch

16-801-46 Token Ring Initialization failure

16-801-47 SESS NetBIOS test oem x (unusual network problem)

16-802-09 Invalid SESS event/IPC error

16-802-19 Counters do not match

16-802-46 DHCP Initialization failure

16-802-47 SESS NetBIOS test adapter malfunction

16-803-09 Invalid SESS event/IPC error

16-803-46 RARP Initialization failure

16-803-47 SESS NetBIOS test cannot init token ring

16-804-09 Invalid SESS event/IPC error

16-804-47 SESS NetBIOS test no cable connected to board

16-805-09 Invalid SESS event/IPC error

16-805-19 Accounting install failed

16-805-47 SESS NetBIOS test could not join ring

16-806-00 CPI service Death Error

16-806-09 CPI service unavailable

16-806-19 Counters did not increment

16-806-47 SESS NetBIOS test cable not connected to MAU

16-807-00 JobLog Service Death Error

16-807-09 Job log service unavailable

16-807-19 State change failed

16-807-47 SESS NetBIOS test memory allocation error

16-808-00 Job Tracker Service Death Error

16-808-09 Job tracker service unavailable

16-808-47 SESS NetBIOS test no more minor devices available

16-809-00 Kerberos Service Death Error

16-809-09 Kerberos service unavailable

16-809-47 SESS NetBIOS test token ring board was stopped

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-810-00 to 16-819-47 Other Network Faults 6

16-810-00 Scan To Distribution Service Death Error

16-810-09 Scan service unavailable

16-810-19 Failed to remove Accounting

16-810-47 SESS NetBIOS test network is bad

16-811-00 SMB Service Death Error

16-811-09 SMB service unavailable

16-811-19 Failed to change the enable upgrade flag

16-811-47 SESS NetBIOS test command timed out

16-812-00 TCP/IP Service Death Error

16-812-09 TCPIP service unavailable.

16-812-19 Failed to change the enable upgrade flag.

16-812-47 SESS NetBIOS test message incomplete

16-813-00 WS Scan Temp Service Death Error

16-813-09 Scan service unavailable

16-813-47 SESS NetBIOS test no resources on local adapter

16-814-00 Scan Compressor Service Death Error

16-814-09 Scan compressor service unavailable

16-814-47 SESS NetBIOS test duplicate name in local name table

16-815-09 Service Registry process death

16-815-47 SESS NetBIOS test name table is full

16-816-09 EIP Service not responding

16-816-47 SESS NetBIOS test unexpected protocol received

16-817-47 SESS NetBIOS test NetBIOS/ix being reset

16-818-47 SESS NetBIOS test NetBIOS/ix being stopped

16-819-47 SESS NetBIOS test NetBIOS/ix not loaded

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-820-47 to 16-829-47 Other Network Faults 7

16-820-47 SESS NetBIOS test NetBIOS/ix not running

16-821-47 SESS NetBIOS test MAC driver went offline

16-822-47 SESS NetBIOS test error during reset

16-823-47 SESS NetBIOS test unknown error

16-824-47 SESS UNIX test unknown error

16-825-47 Echo Test Failure; SESS diag name not found

16-826-47 SESS Apple test zip failure - system error

16-827-47 SESS Apple test zip failure - invalid parameters

16-828-47 SESS Apple test zip failure - no router found

16-829-47 SESS Apple test zip failure - unknown zip error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-830-47 to 16-839-47 Other Network Faults 8

16-830-47 GetNetData IP Diagnostic - failed to get default router

16-831-47 GetNetData IP Diagnostic - failed to get subnet mask

16-832-47 GetNetData IP Diagnostic - failed to get local devices

16-833-47 GetNetData IP Diagnostic - failed on ARP

16-834-47 Novell GetNetData - failed getting default file server

16-835-47 Novell GetNetData - failed getting frame type

16-836-47 Novell GetNetData - failed to init netware

16-837-47 GetNetData - Diagnostic Name not found

16-838-47 SWVerify Setup Alarm Failed

16-839-47 SWVerify Repair Filelength Failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-840-47 to 16-849-47 Other Network Faults 9

16-840-47 System call failed

16-841-47 SWVerify Missing Directory

16-842-47 SWVerify Process Not Running

16-843-47 SWVerify Repair Timeout

16-844-47 Failed to save data to NVM

16-845-47 Failed to initialize NVM

16-846-47 Failed to restore contents of NVM

16-847-47 Failed to write value to NVM

16-848-47 Failed to read faults

16-849-47 Failed to create command array

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-850-47 to 16-859-47 Other Network Faults 10

16-850-47 Failed to add substitution string

16-851-47 Failed calling stream editor

16-852-47 Failed to process fault for error report

16-853-47 Failed to get last reset time

16-854-47 Failed on call to fault service

16-855-47 Failed on call send event

16-856-47 Failed on system command

16-857-47 Failed to find process

16-858-47 Failed to dump log

16-859-47 Failed on software verify

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-860-47 to 16-869-47 Other Network Faults 11

16-860-47 No response for IP Ping Test

16-861-47 Registration Monitor Failure

16-862-47 SESS NETBIOS test invalid cancel command

16-863-47 SESS NETBIOS test illegal buffer length

16-864-47 SESS NETBIOS test illegal local session number

16-865-47 SESS NETBIOS test session closed

16-866-47 SESS NETBIOS test command cancelled

16-867-47 SESS NETBIOS test name deregistered

16-868-47 SESS NETBIOS test local session table full

16-869-47 SESS NETBIOS test no listen in remote computer

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-870-47 to 16-879-47 Other Network Faults 12

16-870-47 SESS NETBIOS test illegal name number

16-871-47 SESS NETBIOS test cannot find name or no answer

16-872-47 SESS NETBIOS test name in use

16-873-47 SESS NETBIOS test name deleted

16-874-47 SESS NETBIOS test session abnormal end

16-875-47 SESS NETBIOS test name conflict

16-876-47 SW verify setup SIGTERM Failed

16-877-47 SESS PCI test unknown error

16-878-47 SESS PCI test failed to open driver

16-879-47 SESS PCI test failed flushing stream buffer

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-880-47 to 16-890-47 Other Network Faults 13

16-880-47 SESS PCI test failed on put msg call

16-881-47 SESS PCI test invalid argument

16-882-47 SESS PCI test failed on put msg call

16-883-47 SESS PCI test failed on ioctl call

16-884-47 SESS PCI test control flag area too small

16-885-47 SESS PCI test driver not initialized

16-886-47 SESS PCI test info request failed

16-887-47 SESS PCI test driver failed to register

16-888-47 SESS PCI test driver failed to unregister

16-889-47 SW verify get data failed

16-890-47 SW verify get next proc failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-891-00, 16-892-00 Edge Server Error

16-891-00 Edge server auto registration failed. Status code 17-562 is raised with this fault code.

16-892-00 Edge server communication failed. Status code 17-563 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-900-19 to 16-909-19 Other Network Faults 14

16-900-19 Failed to open on SMC driver

16-901-19 Failed to make ioctl call using SMC driver

16-902-19 Address specified is invalid

16-903-19 Result from ioctl does not match FD

16-904-19 Invalid ioctl request

16-905-19 Unknown ioctl failure

16-906-19 Malloc failed for net upgrade

16-908-19 Error opening file

16-909-19 Error transfer data to CCM

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-910-19 to 16-919-19 Other Network Faults 15

- 16-910-19 Failed to untar File
- 16-911-19 Error changing directory
- 16-912-19 Install script did not execute
- 16-913-19 Write failure to file
- 16-914-19 Shared memory was corrupted
- 16-915-19 Open failed
- 16-916-19 CRC Failed
- 16-917-19 Failed to close on checksum
- 16-918-19 CRC comparison failed
- 16-919-19 Restart request failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-920-19 to 16-929-19 Other Network Faults 16

- 16-920-19 ELT Daemon start failed
- 16-922-19 NVM store failed
- 16-923-19 Failed saving persistent data
- 16-924-19 Failed in restoring persistent data
- 16-925-19 Failed saving web config data
- 16-926-19 Failed to save data store values
- 16-927-19 Failed to restore web config data
- 16-928-19 Failed to install files
- 16-929-19 Failed to restore data store values

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-930-19 to 16-939-19 Other Network Faults 17

16-930-19 Failed to remove jobs

16-931-19 Failed to close on SMC driver

16-932-19 NVM write failure

16-933-19 Failed to remove file

16-934-19 Job Based Accounting not enough dc memory

16-935-19 Auto-upgrade failed. Cannot read/write attributes to machine.

16-936-19 Auto-upgrade failed. Cannot connect to remote server.

16-937-19 Auto-Upgrade failed Cannot login to remote server

16-938-19 Auto-upgrade failed. Cannot access directory on remote server

16-939-19 Auto-upgrade failed. Multiple upgrade files found on remote server

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the system software set version, then perform GP 9 to reload system software.

16-940-19 to 16-949-19 Other Network Faults 18

16-940-19 Auto-upgrade failed. Machine is in diagnostics mode.

16-941-19 Auto-Upgrade failed. NC to CCS Coms failure

16-942-19 Auto-Upgrade failed. Upgrade file is invalid

16-943-19 Auto-Upgrade failed. File is invalid. Installed software is more recent

16-944-19 Auto-Upgrade failed. File is invalid. Corruption detected

16-945-19 Auto-Upgrade failed - File not valid for machine

16-946-19 Failed install Scan to Email

16-947-19 Failed to install internet Fax

16-948-19 Remove of Scan to Email option failed

16-949-19 Remove of Internet Fax option failed

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check the system software set version, then perform GP 9 to reload system software.

16-950-19 to 16-959-19 Other Network Faults 19

16-950-19 Scan to email image processing hardware not available

16-951-19 Internet fax image processing hardware not available

16-952-19 Scan to Email memory size error

16-953-19 Internet fax memory size error

16-954-19 Internet Fax Application Registration Error. Status code 17-553 is raised with this fault code.

16-955-19 Internet Fax Application Registration Error. Status code 17-557 is raised with this fault code.

16-956-19 Internet Fax Application Registration Error. Status code 17-554 is raised with this fault code.

16-957-19 Internet Fax Application Registration Error. Status code 17-558 is raised with this fault code.

16-958-19 Failed to install Kerberos.

16-959-19 Failed to install SMB.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-960-19 to 16-969-19 Other Network Faults 20

16-960-19 Failed to install SMTP

16-961-19 Failed to remove Kerberos.

16-962-19 Failed to remove SMB.

16-963-19 Failed to remove SMTP

16-964-19 Failed to Cancel operation

16-965-19 Failed to send Platform Unavailable

16-966-19 Failed to install job tracker

16-967-19 Failed to remove job tracker

16-968-19 Failed to install POP3

16-969-19 Failed to remove POP3

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-975-19 to 16-979-35 Other Network Faults 21

16-975-19 Failed to install Disk Overwrite

16-976-19 Failed to install Immediate Image Overwrite

16-977-00 Queue List Jobs failure

16-977-19 NC PM failed to remove Disk Overwrite

16-977-35 Queue List Jobs failure

16-978-00 Unable to get copy jobs

16-978-19 NC PM failed to remove Job Overwrite

16-978-35 Unable to get copy jobs

16-979-00 Unknown attribute returned

16-979-19 NC PM failed to remove Embedded Fax

16-979-35 Unknown attribute returned

Procedure

WARNING

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

Cycle system power. The error persists.

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-980-00 to 16-989-35 Other Network Faults 22

16-980-00 DM request Handle NULL

16-980-19 NC PM failed to install G4

16-980-35 DM request Handle NULL

16-981-00 Unable to Obtain Job Handle

16-981-35 Unable to Obtain Job Handle

16-982-00 Unknown Finishing Value returned

16-982-19 Failed to remove Embedded Fax

16-982-35 Unknown Finishing Value returned

16-983-00 Unknown Offset value returned

16-983-19 Failed to remove G4

16-983-35 Unknown Offset value returned

16-984-00 Unknown Job State Reason value returned

16-984-35 Unknown Job State Reason value returned

16-985-00 Unknown Medium Type value returned

16-985-19 Workflow Scanning Application Registration Error. Status code 17-554 is raised with this fault code.

16-985-35 Unknown Medium Type value returned

16-986-00 Unknown Collation value returned

16-986-19 Workflow Scanning Application Un-Registration Error. Status code 17-558 is raised with this fault code.

16-986-35 Unknown Collation value returned

16-987-00 Unknown Tray value returned

16-987-19 Server Fax Application Registration Error. Status code 17-551 is raised with this fault code.

16-987-35 Unknown Tray value returned

16-988-00 Unknown signature value returned

16-988-19 Server Fax Application Un-Registration Error. Status code 17-556 is raised with this fault code.

16-988-35 Unknown signature value returned

16-989-00 Unknown Plex Value returned

16-989-19 Disk Encryption operation failed on one or more partitions due to a higher priority operation

16-989-35 Unknown Plex Value returned

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform GP 9 to reload system software.

16-990-00 to 16-999-35 Other Network Faults 23

16-990-00 Promote response from DM received with errors

16-990-35 Promote response from DM received with errors

16-991-00 Request to DM to promote Job Failed

16-991-35 Request to DM to promote Job Failed

16-992-00 Unable to build SESS Job Identifier for promote

16-992-35 Unable to build SESS Job Identifier for promote

16-993-00 Unable to get admin. name from data store for promote

16-993-35 Unable to get admin. name from data store for promote

16-994-00 Cancel response from DM received with errors

16-994-35 Cancel response with errors

16-995-00 Request to DM to Cancel Job Failed

16-995-35 Request to DM to Cancel Job Failed

16-996-00 Warning- Unable to build SESS Job Identifier

16-996-35 Warning- Unable to build SESS Job Identifier

16-997-00 Unable to get admin. name from data store

16-997-35 Unable to get admin. name from data store

16-998-00 Job not set to Released State

16-998-35 Job not set to Released State

16-999-00 Could Not Obtain Job PIN for Authorization

16-999-35 Could Not Obtain Job PIN for Authorization

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

A

A
Perform GP 9 to reload system software.

19-300-00 to 19-310-00 Image Disk (HDD) Failure

19-300-00 Unable to read from Image Disk

19-301-00 Unable to write to Image Disk

19-302-00 Bad Data received from Disk

19-303-00 Unable to Format Image Disk

19-310-00 Disk System capacity fault

NOTE: Status codes 19-511 and 19-512 are raised with these fault codes.

Procedure

WARNING

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

Check that the SATA cable from the IP Board to the Hard Drive is connected and not damaged. **The cable is good.**

Y N
|
Install a replacement SATA cable.

Check the power harness from the LVPS to the Hard Drive. **The wiring is good.**

Y N
|
Repair the harness as necessary.

Install new components as necessary:

- Hard Drive, REP 18.2.4
- IP Board, REP 18.2.6

19-401-00, 19-402-00 Out of Memory

19-401-00 Out of Memory - Stress Document

19-402-00 Out of Memory - Stress Job

NOTE: Status code 19-502 is raised with these fault codes.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 14. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

If this fault remains for more than five minutes, cycle system power. **The fault has cleared.**

Y N
|
Perform GP 9 to reload system software.

Go to SCP 6 Final Actions.

19-403-00 Out of Memory - Job in EPC

19-403-00 Out of Memory - job in EPC

NOTE: Status code 19-515 is raised with this fault code.

Procedure

WARNING

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

No service action is required. Re-scan the job.

19-409-00 Video Integrity Fault

19-409-00 Video integrity fault

NOTE: Status code 19-514 is raised with this fault code.

Procedure

WARNING

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

Cycle system power, then re-run the job.

19-410-00 to 19-410-13 Image Structure Failure RAP

19-410-00 Mark Output Timeout

19-410-01 Video Decompressor fault

19-410-02 Compress Image timeout

19-410-03 Decompress Image timeout

19-410-04 Merge Image timeout

19-410-05 Rotate Image timeout

19-410-06 Network Input Failure

19-410-07 E-Fax Send/Receive Failure

19-410-08 Scan Input Failure

19-410-09 Byte Count Error

19-410-10 Set Up Too Late

19-410-11 DMA Master Abort

19-410-12 Huffman Error

19-410-13 EOR ERROR

NOTE: Status code 19-510 is raised with -00. 19-505 is raised with the other fault codes listed.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 14. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

If this fault remains for more than five minutes, cycle system power. **The error persists.**

Y N
| Go to SCP 6 Final Actions.

Perform GP 9 to reload system software.

19-750-00 EPC Memory Size Fault

19-750-00 EPC Memory Size fault

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 14. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

No service action required. Re-run the job.

19-752-00 Image Rotation Config Fault

19-752-00 Image Rotation Config fault

Procedure

WARNING

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

Cycle system power, then re-run the job.

19-754-00 Image Disk Config Fault

19-754-00 Image Disk Config fault

Procedure

WARNING

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

Cycle system power, then re-run the job. **The error persists.**

Y N

| Go to SCP 6 Final Actions.

Go to 19-300-00 to 19-310-00 Image Disk (HDD) Failure RAP.

19-760-00 Test Patterns are Missing from EPC

19-754-00 Test Patterns are missing from EPC

NOTE: Status code 09-582 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Go to SCP 6 Final Actions.

Perform GP 9 to reload system software.

20A Fax Troubleshooting Entry

Use this RAP to isolate components which contribute to Fax communications failure.

Initial Actions

- Check that the telephone and Fax line cables are properly connected.
- Use a hand set to dial remote number and listen to dial type, (tone / pulse)
- Check the fault history. Go to the appropriate RAP.
- Check the Fax setup for active features that would inhibit transmission, such as: Delayed start time, Local name and ID are set, Dialing type or junk Fax prevention.

Check the following:

- Fax country setting
- Line setup
- Options
- Dial type setting, tone / pulse.

- Print a Fax Activity Report and check for error codes.

Procedure

WARNING

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

The Fax tab is available

Y N
Go to 20H Fax Tab Not Available.

The printer will send a Fax to all machines.

Y N
The printer will send a fax to some machines.

Y N
Go to 20B Unable To Send A Fax.

Go to 20C Unable To Send A Fax To Some Machines.

The printer will receive a fax from the remote machine.

Y N
Go to 20D Unable To Receive A Fax.

The Fax prints out.

Y N
Go to 20E Fax Will Not Print.

The fault is cleared.

Y N
Go to 20G Fax module Checkout.

The Fax is working correctly. Send a three page test Fax to a known good Fax machine. Print a Protocol Report and check for errors.

20B Unable To Send A Fax

Use this RAP to isolate components which contribute to a send failure.

Initial Actions

- Refer to the 20A Fax Troubleshooting Entry RAP and complete all of the initial actions.

Procedure

WARNING

Ensure that the electricity to the machine is switched off while performing tasks that do not need electricity. Refer to GP 14. Disconnect the power cord. Electricity can cause death or injury. Moving parts can cause injury.

Verify with the customer that PSTN / PABX (Public Switched Telephone Network / Private Automatic Branch Exchange) line is operational. Connect a telephone handset into line outlet and listen for a dial tone. Use a known good telephone handset. **The dial tone is present.**

Y N
Use the line test tool to check the telephone line. **The green normal indicator light is on.**

Y N
Ask the customer to request a line check by the telephone company.

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 and set to Enable and High volume.

Dial the Fax number and listen for a dial tone or dialing and answer tones. **A Fax tone is present.**

Y N
Enter dC131 NVM Read / Write. Reset the value at the following location:
NVM ID 200-415 Line1CurrentDetect = 0
NVM ID 200-416 Line2CurrentDetect = 0 **A Fax tone is present.**

Y N
Go to the 20F Fax Board Checkout.
Install new components as necessary:

- Fax Board, REP 18.2.11.
- Telephone cable.

The Fax is working correctly. Send a three page test Fax to a known good Fax machine. Enter Admin / Tools / Service Settings / Embedded Fax Setting / Print Fax Reports. Print a Protocol Report and check for errors.

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 is DTMF (Dual Tone Multiple Frequency) or pulse dialing.

Perform the following:

- Ensure that the machine is set for the correct dialing tone.
Enter dC131 NVM Read / Write. Reset the values at NVM ID 200-201 FaxLine1DialTypeDef and at NVM ID 200-202 FaxLine2DialTypeDef set to 0 = Tone or 1 = Pulse.
- Insert a pause (,) between the first and second digit of the dial string. In the Dialling Options select Dialling Characters / Pause / Add Character / Save.

The Fax only dials once and hangs up or the busy tone has unusual timing, frequency or level. **The busy tones are recognized.**

A

Y N

Check the number for a voice or tone answer.

The Fax is working correctly. Send a three page test Fax to a known good Fax machine. Enter Admin / Tools / Service Settings / Embedded Fax Setting / Print Fax Reports. Print a Protocol Report and 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 (Enter Admin / Tools / Service Settings / Embedded Fax Setting / Transmission Defaults / Audio Line Monitor) and set to Enable. Select High volume and max time.

Dial the Fax number and listen for a dial tone or dialing and answer tones. **A Fax tone is present.**

Y N

Enter dC131 NVM Read / Write. Reset the value at the following location:

NVM ID 200-415 Line1CurrentDetect = 0

NVM ID 200-416 Line2CurrentDetect = 0 **A Fax tone is present.**

Y N

Go to the 20F Fax Board Checkout.

Install new components as necessary:

- Fax module, REP 18.2.11.
- Telephone cable.

The Fax is working correctly. Send a three page test Fax to a known good Fax machine. Enter Admin / Tools / Service Settings / Embedded Fax Setting / Print Fax Reports. Print a Protocol Report and check for errors.

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 is DTMF (Dual Tone Multiple Frequency) or pulse dialing.

Perform the following:

- Ensure that the machine is set for the correct dialing tone.
 - Enter dC131 NVM Read / Write. Reset the values at NVM ID 200-201 FaxLine1DialTypeDef and at NVM ID 200-202 FaxLine2DialTypeDef set to 0 = Tone or 1 = Pulse.
- Insert a pause (,) between the first and second digit of the dial string. In the Dialling Options select Dialling Characters / Pause / Add Character / Save.
- Enter dC131 NVM Read / Write. Set NVM ID 200-397 FaxTimeBeforeDial to 13.

The Fax only dials once and hangs up or the busy tone has unusual timing, frequency or level.

Are the busy tones recognized.

Y N

- Check the number for a voice or tone answer.
- Check that the values at NVM ID 200-237 to 200-241 are set to the correct defaults to match the appropriate country setting.

The fax is working correctly. Send a three page test Fax to a known good Fax machine. Print a Protocol Report and check for errors. Re-enter the details from the fax options

20C Unable To Send A Fax To Some Machines

Use this RAP to isolate components which contribute to a failure to send a Fax to some machines.

Initial Actions

- Refer to the 20A Fax Troubleshooting Entry RAP and complete all of the initial actions.

Procedure

WARNING

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

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 longer pause between digits.

- Insert a pause (,) between the first and second digit of the dial string. In the Dialling Options select Dialling Characters / Pause / Add Character / Save.
- Enter dC131 NVM Read / Write. Change setting at NVM ID 200-410 FaxDTMFTone-Time to 100.

Call the fax number from a known good telephone and listen for the answer fax tone. **The Fax tone is heard.**

Y N

Fax on remote end is not picking up or no Fax is connected. Advise customer to check the machine at the remote end.

Print a Protocol Report. The Protocol Report shows RNR (Receive Not Ready) is received from the remote Fax repeatedly until time out and DCN (Disconnect). Check communication failure after V34-PH2 / V34-PH3 or DCS / TCF. **The remote Fax receives and prints the Fax.**

Y N

Compatibility problem with remote Fax.

- Print a Protocol Report and check for communication errors.
- Line quality too poor for Super G3 to function correctly. Possible mains interference on line.
- Disable V34 (Super G3). Enter dC131 NVM Read / Write. Reset the value at the following locations:
 - NVM ID 200-087 T30MaxSpeedL1Tx = 11 (14400).
 - NVM ID 200-088 T30MaxSpeed2Tx = 11 (14400).
 If mains noise, try installing and using line 2 instead of line 1.
- When sending to a PC fax or fax server that has an ISDN card, there is a need to customize the CEQ values. Enter dC131 NVM Read / Write. Set the value at NVM ID 203-031 to 0.

The Protocol Report shows MCF (Message Confirmation) is not sent by the remote Fax (last page), only DCN (Disconnect). **The failure report printed out, but the remote fax prints multiple copies of the job or failed page.**

Y N

The Fax is working correctly. Send a three page test Fax to a known good Fax machine. Print a Protocol Report and check for errors.

The machine will resend up to 10 times before printing the failure report. Set number of resends to 1 or 2.

20D Unable To Receive A Fax

Use this RAP to isolate components which contribute to the fax not received from the machine.

Initial Actions

- Refer to the 20A Fax Entry RAP and complete all of the initial actions.

Procedure

WARNING

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

WARNING

Use extreme care when working in the following area. Some of the components are electrically energized and could cause electrical shock and personal injury if touched.

Verify with the customer that analog phone line is operational. Use a known good telephone handset or use the line test tool, to check the telephone line. **The dial tone is present.**

Y N

Ask the customer to request a line check by the telephone company.
Ensure 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 Fax service is enabled and supported on that line by a PBX administrator.

Enable audio line monitor and set to Enable and High volume.

Dial the Fax number and listen for a dial tone or dialing and answer tones. **A Fax tone is present.**

Y N

Go to 20G Embedded Fax Checkout
Install new components as necessary:

- Fax Board, REP 18.2.11.
- Telephone cable.

Reconnect the fax and call the fax number from an independent telephone line and listen for a Fax tone. **The machine answers and a fax tone is heard.**

Y N

Print an Activity Report. Check for receive calls on the Activity Report. Machine probably does not beep to indicate incoming call.
Check that the NVM values at NVM ID 200-203, NVM ID 200-423 and 200-426 are set to the correct defaults to match the appropriate country setting. **The machine answers and a Fax tone is heard.**

Y N

Go to 20G Fax Board Checkout
Install new components as necessary:

- Fax Board, REP 18.2.11.

A B

A B

The Fax is working correctly. Send a three page test Fax to a known good Fax machine. Print a Protocol Report and check for errors.

Receive a three page test Fax from the original Fax machine. Print a Protocol Report and check for errors. **The Protocol Report shows communication failure after CSI / DIS (Called Subscriber Identified / Digital Identification Signal) or DCS / TCF (Digital Command Signal / Training Check) or after V34-PH2 / V34-PH3 or EQM (Eye Quality Monitor) value greater than 5000.**

Y N

The problem may be intermittent, inform the operator of the remote machine, they should report the problem to the telephone company.

Perform the following:

- Confirm line is standard PSTN / PBX analog line
- Line quality too poor for Super G3 or G3 to function correctly. Possible mains interference on line. Possible DSL line, not properly filtered.
- Ask customer to request Fax capable service from telephone company.
- If mains noise, install a new Fax Board, REP 18.2.11. Use line 1.
- Enter dC131 NVM Read / Write. Set the value at the following locations:
 - NVM ID 200-085 T30 Maximum resolution Line 1 Rx = 7
 - NVM ID 200-086 T30 Maximum resolution Line 2 Rx = 7This sets the receive resolution capabilities for line 1 and line 2 to 400 x 400 max, this will shorten the DIS.
- The DIS field is too long to enable successful communication.
Enter dC131 NVM Read / Write. Change NVM ID 200-141 USSTOCKSUPPORTRAX to 0 (disable).
- Disable V34 (Super G3). Enter dC131 NVM Read / Write and reset the value at the following locations:
 - NVM ID 200-089 T30MaxSpeedL1Rx = 11 (14400)
 - NVM ID 200-090 T30MaxSpeedL2Rx = 11 (14400)If the problem still exists try a lower line receive (Rx) speed: 12 = 12000, 13 = 9600, 14 = 7200, 15 = 4800, 16 = 2400
- Send a three page test Fax from a known good fax machine.

20E Fax Will Not Print

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 media for printing the Fax.

Procedure

WARNING

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

- If the received fax has mixed size documents (example, the first prints are 8.5 x 11 and then followed by 8.5 x 14 prints). Check in the 'All Incomplete Jobs' queue, the job will print 8.5 x 11 pages without printing 8.5 x 14 pages and then the job will be deleted.
Perform the following:
In Tools menu, go to Fax setup and select:
 - Receive Defaults.
 - Receive Printing mode and change to Manual.
 - In paper sizes, select correct page for each size to match the paper in the tray.
 - Save and then change back to Auto. Save and Exit.
- If the User Interface is asking for a size paper that is not loaded in trays.
Perform the following:
In Tools menu, go to Fax setup and select:
 - Receive Defaults.
 - Receive Printing mode.
 - Select manual, change small paper setting to None and Save.

NOTE: For small, long and large paper sizes select NONE if the corresponding paper is not loaded in the paper trays.

 - Change setting to Auto and Save.

20F Fax Board Checkout

Use this RAP to check for problems with the Fax Board.

Initial Actions

- Cycle the system power.
- Check that the Fax Board is installed and grounded correctly.

Procedure

WARNING

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

Check for +5V from the USB port. **The voltage is good.**

Y N

- Install a new components as required.
 - USB cable
 - IP Board, REP 18.2.6.

Install new components as necessary:

- Fax Board, REP 18.2.11.
- IP Board, REP 18.2.6.

Switch on the machine. **The fault is cleared.**

Y N

Return to the original fault code RAP and perform the remaining actions in the procedure.

Go to SCP 6 and perform the final actions.

20G Fax Problems on Digital Networks

Use this RAP to isolate the problem 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 analog phone PSTN (Public Switched Telephone Network) line or POTS (Plain Old Telephone system).

- The Fax option will function on the following technologies:
 - ADSL - Asymmetric Digital Subscriber Line
 - DSL - Digital Subscriber Line
 - VOIP - Voice Over Internet Protocol
 - FOIP - Fax Over Internet Protocol, (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 the following technology:
 - ISDN - Integrated Services Digital Network

Initial Actions

- Cycle the system power.
- 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 are available.
- Ask the customer to check with service provider that an analogue port for Fax service has been provided and enabled.

Procedure

WARNING

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

Perform the steps that follow:

- Go to 20A Fax Entry RAP.
- Request the latest SPAR release.
- Disable V34.
 - Enter dC131 NVM Read / Write and reset the value at the following locations:
 - NVM ID 200-087 T30MaxSpeedL1Tx = 11 (14400)
 - NVM ID 200-088 T30MaxSpeedL2Tx = 11 (14400)
 - NVM ID 200-089 T30MaxSpeedL1Rx = 11 (14400)
 - NVM ID 200-090 T30MaxSpeedL2Rx = 11 (14400)
 - NVM ID 203-105 V34toV21FallbackTime = 20
- If problems are still not resolved after these actions, then escalate the problem using the normal escalation process

20H Fax Tab Not Available RAP

Use this RAP to isolate the problem when the Fax service is not available or greyed out.

Initial Actions

- Cycle system power.
- Check Fax Board installation.

Procedure

WARNING

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

The Fax tab is displayed on the Control Panel.

Y N

The fax installation was not completed.

Go to Fax Setup. Select Enable and Save. Cycle system power. This will initiate the 'Fax Install Wizard' and follow the prompts on the screen to complete the install of the Fax.

The Fax tab is displayed after installation.

Y N

Check that the Fax Board is installed correctly, REP 18.2.11.

Perform the following:

1. Cycle system power.
2. Check the connection between the Fax Board and IP Board.
3. Switch on the printer.

The super fine tab is displayed.

Y N

The Server Fax may be enabled.

Go to Admin / Tools / Service Setting / Embedded Fax Setting / Fax Setup and press Disable and Save. This will disable the Server Fax.

After installing Fax Module. The Fax selection tab is greyed out and requesting a pass code to enable the Fax (Scan to E-mail installed).

Y N

The fax is installed correctly. Send a three page test fax to a known good fax machine. Enter Admin / Tools / Service Settings / Embedded Fax Setting / Print Fax Reports. Print a Protocol Report and check for errors.

Reload system software with the AltBoot procedure, GP 9.

NOTE: Software should only be loaded on a working machine. Loading or reloading software onto a machine (or Fax board) that has a fault will not work.

20-302-00 to 20-305-00 Fax Board Hardware or Software Error

The Fax Board will automatically reset.

20-302-00 Fax Card Hardware or Software error

20-303-00 Fax Card Hardware or Software error

20-305-00 Fax Card Hardware or Software error

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Go to 20F Fax Board Checkout.

20-320-00 Fax Fault Not Cleared by Card Reset

20-320-00 5 instances of unrecoverable fax fault not cleared by card reset

NOTE: Status code 20-559 is raised with this fault code.

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

20-322-00 NV Device Not Fitted to Basic Fax Card

20-322-00 NV device not fitted to basic fax card

NOTE: Status code 20-558 is raised with this fault code.

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install new parts as necessary:

- Fax Board, REP 18.2.11.

20-323-00, 20-324-00 Fax System Memory is Low

20-323-00 Fax system memory is low

NOTE: Status code 20-547 is raised with this fault code.

20-324-00 Not enough memory to use Fax Service

NOTE: Status code 20-546 is raised with this fault code.

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install new parts as necessary:

- Fax Board, REP 18.2.11.

20-327-00 Registers Cannot be Accessed on Extended Card

20-327-00 Registers cannot be accessed on the Extended card

NOTE: Status code 20-570 is raised with this fault code.

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install new parts as necessary:

- Fax Board, REP 18.2.11.

20-331-00 to 20-341-00 Fax Network Line 1 Fault

20-331-00 No comms via PSTN1 port. Status code 20-562 is raised with this fault code

20-332-00 No comms via PSTN2 port. Status code 20-563 is raised with this fault code

20-338-00 Fax communication error at power up or re-boot. Status code 20-549 is raised with this fault code.

20-339-00 Fax Card Internal Fault. Status code 20-571 is raised with this fault code.

20-340-00 FaxPort2ModemFailure. Status code 20-572 is raised with this fault code.

20-341-00 Miscellaneous Basic Card problems. Status code 20-547 is raised with this fault code

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check the connection between the Fax Board and the IP Board. **The connections are good.**

Y N
| Install new parts as necessary:

- Fax harness, REP 18.2.13.
- Fax Board, REP 18.2.11.

Check the phone line. Plug a phone into the line and check for a dial tone. If a phone is not available then use a line test tool. **The phone line connection is good.**

Y N
| Inform the customer to have the line checked by the telephone company.

Install new parts in the following order:

- Telephone cable.
- Fax Board, REP 18.2.11.
- IP Board, REP 18.2.6.

20-342-00 Error Accessing File on a NV Device

20-342-00 Error accessing file on a NV device

NOTE: Status code 20-570 is raised with this fault code.

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

20-345-00 FaxPort1 Modem Failure

20-345-00 FaxPort1ModemFailure

NOTE: Status code 20-595 is raised with this fault code.

Initial Actions

- Backup the phone book and customer settings, refer to dC361 Save and Restore.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

20-701-00 Phonebook Download Failed

20-701-00 Phonebook download failed

Initial Actions

WARNING

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

- Check that the Fax Board is correctly grounded.

Procedure

Perform GP 9 to reload system software. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Reseat USB connections between the Fax and IP Boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Clear Fax NVM. Go to dC301 NVM Initialization, select Embedded Fax NVM initialization and perform the routine, All Data. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install a new IP Board, REP 18.2.6.

20-710-00, 20-711-00 Fax Card Overwrite Errors

20-710-00 I/O Error occurred on fax card when overwriting the job

20-711-00 ODIO Error on fax card when overwriting compact flash memory

NOTE: Status code 19-506 is raised with these fault codes.

Initial Actions

- Check that the Fax Board is correctly grounded.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Reseat USB connections between the Fax and IP Boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install new parts as necessary:

- Fax Board, REP 18.2.6.

22-300-05 to 22-309-04 Other Network Faults 24

22-300-05 Image Complete fault

22-300-10 DVMA Transfer fault

22-300-16 Clock overflow fault. Status code 03-561 is raised with this fault code

22-301-05 Scan resource fault

22-309-04 No Accepts received fault. Five consecutive 22-309-04 will cause 22-319-04.

Procedure

WARNING

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

Cycle system power. The error persists.

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-310-04 to 22-318-04 Other Network Faults 25

22-310-04 Extended Job Service fault

22-311-04 Sequencer response fault

22-314-04 Module Registration Error

22-315-04 Module completion fault. Status code 22-503 is raised with this fault code.

22-316-04 Job Paper Tray fault. Status code 22-504 is raised with this fault code.

22-317-04 Job Finishing fault

22-318-04 Job IOT fault

Procedure

WARNING

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

Cycle system power. The error persists.

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-319-04 IOT Integrity Problem While Printing a Job

22-319-04 IOT Integrity problem while printing a job

This fault can result in two ways:

1. IOT cycles down and back up 10 times without printing a page within the same job causing a 22-319-04.
2. 5 consecutive 22-309-04 will also cause a 22-319-04. Refer to 22-309-04 for more information.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Verify that power is supplied directly from a wall outlet and the outlet provides adequate power. **Power is OK.**

Y N
| Connect the printer to an adequate power source.

Perform GP 9 to reload system software.

22-320-00, 22-321-00 Scan to File Fault

22-320-00 Scan to File install fault

22-321-00 Scan to File remove fault

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-321-04 RS422I ResponseTimeOutError

22-321-04 RS422I ResponseTimeOutError (Config Mismatch)

NOTE: Status code 22-501 is raised with this fault code.

Initial Actions

- Check machine configuration.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-322-00 to 22-327-00 Service Faults

22-322-00 LAN FAX install fault

22-323-00 LAN FAX remove fault

22-324-00 Scan to Email install fault

22-325-00 Scan to Email remove fault

22-326-00 IFAX install Fault

22-327-00 IFAX remove Fault

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-328-00 Incomplete System Information

22-328-00 Incomplete System Information. Accounting Service Data is corrupt

NOTE: Status code 22-564 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y **N**
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-330-00 Supplies Plan Activation Code Entry Locked

22-330-00 Supplies Plan Activation Code entry locked; too many attempts

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y **N**
| Go to SCP 6 and complete the Final Actions.

Obtain a new PIN and try again in 24 hours.

22-330-01 to 22-332-00 Queue Timed Out

22-330-01 List Jobs Request Timed out between UI and CCS

22-330-02 Queue to NC print Timeout

22-330-03 Queue to Scan to file Timeout

22-330-04 Queue to FaxSend Timeout

22-330-05 Queue to DC JOB service Timeout

22-330-06 Queue to Scan to distribution Timeout

22-332-00 Plan Conversion entry locked; too many attempts

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

| Go to SCP 6 and complete the Final Actions.

| Perform GP 9 to reload system software.

22-335-00 to 22-340-00 Service Faults

22-335-00 JBA install fault

22-336-00 JBA Remove Fault

22-337-00 ODIO install fault

22-338-00 ODIO remove fault

22-339-00 IIO install fault

22-340-00 IIO remove fault

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

| Go to SCP 6 and complete the Final Actions.

| Perform GP 9 to reload system software.

22-350-01, 22-350-02 Software Detects Non-Valid Xerox SOK

22-350-01 Software detected non-valid Xerox software option key 1

22-350-02 Software detected non-valid Xerox software option key 2 or 3

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Ignore all requested options from the software option key (SOK).

22-351-01 to 22-351-03 SOK Write Failure

22-351-01 Software option key 1 Write Failure

22-351-02 Software option key 2 Write Failure

22-351-03 Software option key 3 Write Failure

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Ignore all requested options from the software option key (SOK).

22-352-00, 22-352-01 Serial Number Lost/Missing

22-352-00 Serial number lost/missing. A password routine may be required to write serial number to machine.

22-352-01 Password routine required to write serial number to machine.

NOTE: Status code 22-557 is raised with these fault codes.

Initial Actions

NOTE: The SD Card is also referred to as the product enablement key.

- Check that the SD Card is present and fully inserted in the IP Board.
- Check fault history for 03-xxx fault codes. Go to the appropriate RAP.

Procedure

WARNING

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

Check the serial number reported on the Control Panel matches the chassis label. **The numbers are different.**

Y N
| Go to SCP 6 and complete the Final Actions.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Use dC132 to restore the serial number.

22-360-00 Service Plan Inconsistent

22-360-00 Service Plan inconsistent. A Password routine may be required to write Service Plan/Region to machine.

NOTE: Status code 22-581 is raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install hardware removed before fault was raised. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Recover using SD Card (PagePack only).

22-370-00 Unable to Communicate with XSA Database

22-370-00 Unable to communicate with XSA database

NOTE: Status code 22-562 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-371-00, 22-372-00 Fax Application Registration Error

22-371-00 Fax Application Registration Error. Status code 22-566 is raised with this fault code

22-372-00 Fax Application Un-Registration Error. Status code 22-567 is raised with this fault code

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Reseat USB connections on the Fax and IP boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-407-00 to 22-421-00 Embedded Fax Faults

22-407-00 Install Embedded Fax Fault

22-417-00 Removal Embedded Fax Fault

22-419-00 Enable Embedded Fax Fault

22-421-00 Disable Embedded Fax Fault

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Reseat USB connections on the Fax and IP boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-701-04 Module Completion Fault

22-701-04 Module completion fault

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Reseat USB connections on the Fax and IP boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-720-00, 22-721-00 Service Registry Errors

22-720-00 Service Registry Bad data / Corrupted

22-721-00 Triple A gets no response from SRS

NOTE: Status code 16-503 is raised with these fault codes.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

22-750-04 to 22-755-17 Configuration Mismatch RAP

22-750-04 Output Device Configuration Mismatch

22-750-17 Accessory Card Configuration Mismatch

22-751-04 Paper Tray Configuration Mismatch

22-754-17 UI Config change fault

22-755-17 RDT Configuration Mismatch

Initial Actions

Check option installation. Reseat all connections between the option and printer.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform GP 9 to reload system software.

24-340-00 IOT Firmware Error

24-340-00 IOT Firmware Error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check the MCU Board firmware version. **The firmware version is current.**

Y N
| Upgrade the MCU Board firmware. Perform GP 9 to reload system software.

Replace the MCU Board, REP 18.1.11.

Go to SCP 6 and complete the Final Actions.

24-362-00 IOT Start Image Marking Timeout

24-362-00 IOT Start Image Marking Timeout

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Replace the MCU Board, REP 18.1.11. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Replace the IP Board, REP 18.2.6.

24-920-00 IOT Standard Stacker Full

24-920-00 IOT Standard Stacker Full

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N

Go to SCP 6 and complete the Final Actions.

Execute dC330 code 071-105, and check the Full Stack Sensor operation. **The test fails.**

Y N

Replace the MCU Board, REP 18.1.11.

Check the connection between the Full Stack Sensor and the MCU Board (P/J154 and P/J15).

The connections are good.

Y N

Reattach the connections securely.

Check the continuity of the cables between P/J154 and P.J15 that connect the Full Stack Sensor and the MCU Board. **The continuity is good.**

Y N

Replace the Sensor Harness Assembly.

Verify the power to the Full Stack Sensor is about +5 VDC by measuring the voltage between the MCU Board ground and P/J15 pin 4. **The voltage is good.**

Y N

Refer to OF 19 +5 VDC Power.

Replace the Full Stack Sensor, REP 17.1.10.

41-340-00 to 41-414-00 IOT NVM Error

41-340-00 IOT NVM-Verify Data Read error

41-342-00 F/W Exception Handling Error

41-400-00 IOT NVM-Read NVM failure version

41-402-00 IOT NVM-Read the data write copy failed area at three locations

41-404-00 IOT NVM-Ack-time error 1byte Read

41-406-00 IOT NVM-Ack-time error Continuous Read

41-408-00 IOT NVM-Write on the device can not start Busy

41-410-00 IOT NVM-Can not Write (Verify error)

41-412-00 IOT NVM-Write process is completed without

41-414-00 IOT NVM-Write retry processing over

NOTE: Status codes 03-561 and 04-563 are raised with this fault code.

Procedure

WARNING

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

CAUTION

Do not replace the MCU and IP Boards at the same time. Replace or check the IP Board first, then cycle system power before replacing the MCU Board.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check the wiring and connections between the MCU and IP Boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install new components as necessary:

- MCU Board, REP 18.1.11.
- IP Board, REP 18.2.6.

41-388-00 Marking Logic Fail

41-388-00 Marking Logic Fail

NOTE: Status codes 03-561 and 04-561 are raised with this fault code.

Procedure

WARNING

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

CAUTION

Do not replace the MCU and IP Boards at the same time. Replace or check the IP Board first, then cycle system power before replacing the MCU Board.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check the wiring and connections between the MCU and IP Boards. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Perform a Forced AltBoot GP 9 to reload system software. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Install new components as necessary:

- MCU Board, REP 18.1.11.
- IP Board, REP 18.2.6.

42-313-00 Side Cooling Fan Failure

42-313-00 Side Cooling Fan Fail

NOTE: Status codes 03-561 and 04-563 are raised with this fault code.

Initial Actions

- Check for accumulations of dust, debris or other obstructions preventing Fan rotation.
- Check the Fan harness for damage at the Side Cover hinge point.

Procedure

WARNING

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

Manually check the Fan rotation. **The Fan rotates freely.**

Y N
| Repair or replace the Fan.

Execute dC330 code 042-001 to test Main Fan rotation. **The fan rotates.**

Y N
| Replace the fan, and re-execute dC330 code 042-001. **The error persists.**
Y N
| Go to SCP 6 and complete the Final Actions.
| Continue with the procedure.

Check the Fan wiring and connection P/J503 between the Fan and LVPS. **The connection is good.**

Y N
| Re-seat loose Fan harness connector.

Check the connections P/J501 and P/J29 between the LVPS and the MCU Board. **The connections are good.**

Y N
| Reconnect P/J501 and P/J29.

Check the continuity of each cable of P/J501 and P/J29 between the LVPS and the MCU Board. **The continuity is good.**

Y N
| Replace the Top Harness Assembly.

Replace the MCU Board.

Go to SCP 6 and complete the Final Actions.

42-324-00 Sub (Paper Transport) Motor Failure

42-324-00 Sub motor failure

NOTE: Status codes 03-561 and 04-563 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Execute dC330 code 071-004 to check the Paper Transport Motor rotation. **The motor fails to rotate properly.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Paper Transport Motor and the LVPS, and the connection between the Paper Transport Motor and MCU Board (P/J312, P/J509, P/J172, and P/J17). **The connections are good.**

Y N
| Secure the connections for P/J312, P/J509, P/J172, and P/J17.

Check the continuity of the cables connected between the Paper Transport Motor and the MCU Board (P/J172 and P/J17). **The continuity is good.**

Y N
| Replace the Drive Harness Assembly, REP 18.4.2.

Check the continuity of the cables connected between the Paper Transport Motor and the LVPS (P/J312 and P/J509). **The continuity is good.**

Y N
| Replace the Top Harness Assembly, REP 18.4.5.

Close the interlock switch(es), and check if the voltage between the LVPS ground and the P/J509 pin 3 is about +24 VDC. **The voltage is correct.**

Y N
| Replace the LVPS, REP 18.3.2.

Replace the Drive Assembly, REP 3.1.1.

42-325-00 Motor Failure

42-325-00 Main motor failure

NOTE: Status codes 03-561 and 04-563 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Execute dC330 code 071-001 to check the Main Motor rotation. **The motor fails to rotate properly.**

Y N
Replace the MCU Board, REP 18.1.11.

Check the connection between the Main Motor and the LVPS, and the connection between the Main Motor and MCU Board (P/J311, P/J509, P/J171, and P/J17). **The connections are good.**

Y N
Secure the connections for P/J311, P/J509, P/J171, and P/J17.

Check the continuity of the cables connected between the Main Motor and the MCU Board (P/J171 and P/J17). **The continuity is good.**

Y N
Replace the Drive Harness Assembly, REP 18.4.2.

Check the continuity of the cables connected between the Main Motor and the LVPS (P/J311 and P/J509). **The continuity is good.**

Y N
Replace the Top Harness Assembly, REP 18.4.5.

Close the interlock switch(es), and check if the voltage between the LVPS ground and the P/J509 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
Replace the LVPS, REP 18.3.2.

Replace the Drive Assembly, REP 3.1.1.

42-338-00 IP Fan Fail

42-338-00 IP (controller) fan fails to start during power-up, controller temperature is high

NOTE: Status code 03-565 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Execute dC330 code 042-200 to test IP Fan rotation. **The error persists.**

Y N
Replace the MCU Board, REP 18.1.11.

Manually check the Fan rotation. **The Fan rotates freely.**

Y N
Reinstall the Fan, REP 18.2.16.

Check the Fan wiring and connections P/J4331 and P/J433 between the Fan and IIT MCU. **The connection is good.**

Y N
Re-seat loose Fan harness connector.

Check the continuity of each cable of P/J4331 and P/J433 between the Fan and the IIT MCU Board. **The continuity is good.**

Y N
Replace the Top Harness Assembly.

Check the connections P/J390 and P/J432 between the IP (ESS) Board and the IIT MCU Board. **The connections are good.**

Y N
Reconnect P/J390 and P/J432.

Check the continuity of the cable P/J390 pin B16 and P/J432 pin B3 (IP FAN ON signal), and the cable P/J390 pin B12 and P/J432 pin B7 (IP FAN FAIL signal) between the IP Board and the IIT MCU Board. **The continuity is good.**

Y N
Replace the Controller IIT SU Harness Assembly.

Replace the Fan. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Install new components as necessary:

- IIT MCU Board, REP 18.2.2.
- IP Board, REP 18.2.6.

42-700-00 Over Heat Stop

42-700-00 Over heat stop

NOTE: Status code 03-565 is raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Cycle the system power. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Check the Fuser life count. **Fuser life count is good (not at or near end of life).**

Y N
Replace the Fuser, REP 7.1.1.

Check the Fuser and drawer connector for proper installation without bent pins, or foreign objects. **The installation is good.**

Y N
Correct installation problems, reassemble and perform SCP 6 Final Actions.

Check the connection between the Fuser Assembly and the MCU Board, and the connection between the Fuser Assembly and the LVPS. **The connections are good.**

Y N
Reattach the connections securely.

Check the connections between the LVPS and the MCU Board. **The connections are good.**

Y N
Reattach the connections securely.

Check the continuity of the cables in the Heater Harness Assembly. **The continuity is good.**

Y N
Replace the Heater Harness Assembly.

Check the continuity of the cables in the Top Harness Assembly. **The continuity is good.**

Y N
Replace the Top Harness Assembly.

Verify the Fuser power is about +5 VDC by measuring the voltage between the MCU Board ground and the P/J28 pin 2. **The voltage is correct.**

Y N
Refer to OF 19 +5 VDC Power.

Replace the Fuser Assembly. **The error persists.**

Y N
Perform SCP 6 Final Actions.

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Replace the LVPS. **The error persists.**

Y N

Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11.

45-301-00 to 45-305-00 IOT I/F Error

45-301-00 I/F Ack Unreceived High

45-302-00 I/F Ack Unreceived Low

45-303-00 I/F Received Buffer Overflow

45-304-00 I/F Send Buffer High Overflow

45-305-00 I/F Send Buffer Low Overflow

NOTE: Status codes 03-561 and 04-566 are raised with this fault code.

Procedure

WARNING

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

CAUTION

Do not replace the MCU and IP Boards at the same time. Replace or check the IP Board first, then cycle system power before replacing the MCU Board. Simultaneous replacement of IP and MCU Boards will make the printer inoperable.

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check the wiring and connections between the MCU and IP Boards. **The wiring is good.**

Y N
Re-seat loose connectors or install new components as necessary:

- MCU Board, REP 18.1.11.
- IP Board, REP 18.2.6.

Go to SCP 6 and complete the Final Actions.

45-310-00 Image Ready NG

45-310-00 Image preparation failure of Controller

NOTE: Status codes 03-561 and 04-563 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check the connections between the IOT and Controller. **The connections are good.**

Y N
Re-seat loose connectors and check for presence of foreign material in backplane and connectors.

Go to SCP 6 and complete the Final Actions.

45-311-00 Controller Comm Fail

45-311-00 Communication failure between IOT and Controller

NOTE: Status codes 03-561 and 04-565 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check LED CR7 (MCU 3.3V). **CR7 is on.**

Y N
Measure fuse F1. **Fuse measures less than 1 ohm.**

Y N
Replace MCU Board.

Check LVPS fuse.

Check LED CR8 (5V). **CR8 is on.**

Y N
Check conduction between MCU +5V (Test Point 4) and FG. **Resistance between Test Point 4 and FG is less than 1 ohm.**

Y N
Check LVPS fuse.

Remove connector one-by-one from MCU board. **Resistance from Test Point 4 to FG is greater than 1 ohm.**

Y N
Try another connector.

Find and repair any earth ground fault located on the harness causing low resistance measurement.

Go to SCP 6 and complete the Final Actions.

46-310-00 IOT HVPS Error

46-310-00 IOT HVPS error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check the connection between the Transfer HVPS Board and the Development HVPS Board (P/J1821 and P/J182). **The connections are good.**

Y N
Reattach the connections securely.

Check the continuity of the cables on the harness connecting the Transfer HVPS Board and the Development HVPS Board (P/J1821 and P/J182). **The continuity is good.**

Y N
Replace the HVPS Harness Assembly.

Check the connection between the Development HVPS Board and the MCU Board (P/J181 and P/J18). **The connections are good.**

Y N
Reattach the connections securely.

Replace the MCU-HVPS Flat Flex Cable. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Replace the Transfer HVPS Board. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Replace the Development HVPS Board. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Replace the MCU Board, REP 18.1.11.

61-020-00 to 61-340-00 ROS Error

61-020-00 ROS Rotation fail

61-323-00 Polygon Motor Ready check fail

61-327-00 ROS Warm up fail

61-340-00 ROS LD fail

NOTE: Status codes 03-561 and 06-515 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Check the connection between the Laser Unit and the MCU Board, and the connection between the Laser Unit and the PWBA LVPS (P/J36, P/J11, and P/J43). **The connections are good.**

Y N
| Secure the connections.

Check the continuity of the cables on P/J43 and P/J431 between the LVPS and the Laser Unit. **The cables are continuous.**

Y N
| Replace the Top Harness Assembly, REP 18.4.5.

Close the interlock switches and check if the voltage between the LVPS ground and the P/J43 pin 2 is about +5 VDC. **The voltage is correct.**

Y N
| Replace the LVPS, REP 18.3.2.

Close the interlock switches and check if the voltage between the MCU Board ground and the P/J36 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Check if the voltage between the MCU Board ground and the P/J11 pin 1 is about +3.3 VDC. **The voltage is correct.**

Y N
| Refer to OF 20 +3.3 VDC Power.

Replace the Laser Unit, REP 2.1.1. **The error is fixed.**

Y N
| Replace the MCU Board, REP 18.1.11.

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Initial Issue - Xerox Internal Use Only

Xerox WorkCentre 6655 Color Multifunction Printer

9/2014
2-157

A
Perform SCP 6 Final Actions.

Status Indicator RAPs
61-020-00 to 61-340-00

61-320-00 Polygon Motor Fail

61-320-00 IOT reports Polygon Motor failure

NOTE: Status codes 03-561 and 06-515 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Replace the Polygon Motor.

61-370-00 IOT ROS Failure

61-370-00 IOT ROS Failure

NOTE: Status codes 03-561 and 06-515 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Check the connection between the Laser Unit and the MCU Board, and the connection between the Laser Unit and the PWBA LVPS (P/J36, P/J11, and P/J43). **The connections are good.**

Y N
| Secure the connections.

Check the continuity of the cables on P/J43 and P/J431 between the LVPS and the Laser Unit. **The cables are continuous.**

Y N
| Replace the Top Harness Assembly, REP 18.4.5.

Close the interlock switches and check if the voltage between the LVPS ground and the P/J43 pin 2 is about +5 VDC. **The voltage is correct.**

Y N
| Replace the LVPS, REP 18.3.2.

Close the interlock switches and check if the voltage between the MCU Board ground and the P/J36 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Check if the voltage between the MCU Board ground and the P/J11 pin 1 is about +3.3 VDC. **The voltage is correct.**

Y N
| Refer to OF 20 +3.3 VDC Power.

Replace the Laser Unit, REP 2.1.1. **The error is fixed.**

Y N
| Replace the MCU Board, REP 18.1.11.

Perform SCP 6 Final Actions.

62-310-00 to 62-393-00 IIT Scan Error

62-310 IIT/CCS Communication Failure

62-311-00 IISS LOGIC Fail. Status code 03-557 is raised with this fault code.

62-317-00 IIT Video Over-run

62-318-00 IIT Scanning Timing Error

62-319-00 PLL Lock Time Out Error

62-320-00 Scanning Error

62-321-00 Unexecutable Error

62-322-00 S/W Parameter Error

62-345-00 IISS EEPROM Fail

62-360-00 Carriage Home Position Error

62-362-00 X Hard Fail

62-371-00 IIT Failure Lamp Error

62-380-00 AGC Fail

62-386-00 AOC Fail

62-389-00 Carriage Over Run Fail. Status code 14-517 is raised with these fault codes

62-393-00 CcdAsic Communication Error

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check connections and wiring between the IIT Assembly and IP Board (P/J1401 and P/J1501). **The connections and wiring are good.**

Y N
| Repair the wiring or reattach the connectors so they are secure.

Replace the IIT Assembly. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

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Initial Issue - Xerox Internal Use Only

Xerox WorkCentre 6655 Color Multifunction Printer

9/2014

2-159

Status Indicator RAPs

62-310-00 to 62-393-00

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Replace the IP Board, REP 18.2.6.

62-316-00 DADF Motor Fail

62-316-00 Dadf Motor Fail

NOTE: Status code 14-517 is raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check connections and wiring between the DADF Assembly and IP Board. **The wiring is good.**

Y N
| Repair or reseal wiring as needed.

Install new components as necessary:

- DADF Assembly, REP 51.1.1
- IP Board, REP 18.1.11

62-790-00 PreIPS XFail

62-790-00 PreIPS XFail. Bank note detected.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check connections and wiring between the IIT Assembly and IP Board (P/J1401 and P/J1501). **The connections and wiring are good.**

Y N
| Repair the wiring or reattach the connectors so they are secure.

Replace the IIT Assembly. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

70-099-00 I/F IOTFED Communication

70-099-00 I/F IOTFED Communication

NOTE: Status codes 03-561 and 92-530 are raised with this fault code.

Initial Actions

- Lock the Optional Feeder to the printer.
- Reseat the IOT on the Optional Feeder.
- Check for obstructions blocking the option connections.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Use safe handling procedures when removing the module. Refer to GP 20. The module is heavy.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Remove the printer from the Optional Feeder. Check feeder option connector continuity. **The harnesses are undamaged.**

Y N
| Replace the damaged option harness.

Install new components as necessary:

1. Feeder Board, REP 10.1.10
2. MCU Board, REP 18.1.11

71-101-00 Tray1 Misfeed Jam

71-101-00 Tray1 Misfeed Jam, Status code 07-501 is raised with this fault code

Initial Actions

- Check media condition.
- Check for obstructions in the media path.
- Check Tray 1 media guides and lift operation.
- Check Feed Roller condition.
- Check actuator condition.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Retard Rollers for excessive wear or contamination. **The rollers are undamaged and clean.**

Y N
| Clean or replace the rollers.

Use dC330 code 071-103 to test the Registration Sensor. **The sensor signal changes.**

Y N
| Check the connection between the HVPS and MCU Board. **The connection is secure.**

Y N
| Secure the connection.

Replace the HVPS, REP 18.1.12.

Use dC330 code 071-008 to test the Feed Clutch. **The clutch activates.**

Y N
| Replace the Feed Clutch, REP 15.2.6.

Use dC330 code 071-001 to test the Main Motor on the Drive Assembly. **The motor rotates.**

Y N
| Replace the Main Motor on the Main Drive Assembly, REP 3.1.1.

Replace the Feed Rollers, REP 9.1.96.

71-215-00 Tray 1 Feeder Composition Error

71-215-00 Tray 1 Feeder Composition Error

NOTE: Status codes 03-561 and 72-215 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Use safe handling procedures when removing the module. Refer to GP 20. The module is heavy.

Verify product and option compatibility, **The Tray is supported.**

Y N
| Install the correct Tray.

Perform GP 9 to reload system software. Reinstall the Tray and test. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform a Forced AltBoot GP 9 to reload system software.

72-098-00 Option Feeder Mode

72-098-00 Option Feeder2 Mode

NOTE: Status codes 03-561 and 77-098 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Use safe handling procedures when removing the module. Refer to GP 20. The module is heavy.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Remove the Optional Feeder, then obtain the appropriate system software set and perform GP 9 to reload system software. Reinstall the Optional Feeder and test. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the Feeder Board, REP 10.1.10 .

72-101-00 Tray2 Misfeed Jam

72-101-00 Path2 Sensor on Jam.

NOTE: Status code 07-502 is raised with this fault code.

Initial Actions

- Check media condition.
- Check for obstructions in the media path.
- Check Tray 2 media guides and lift operation.
- Check Feed and Take Away Roller condition.
- Check actuator condition.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Retard Rollers for excessive wear or contamination. The rollers are undamaged and clean.

Y N
Clean or replace the rollers.

Use dC330 code 071-020 to test the Tray 2 Feed Solenoid. The clutch activates.

Y N
Replace the Feed Clutch, REP 10.1.8.

Use dC330 code 071-010 to test the Tray 2 Registration. The clutch activates.

Y N
Replace the Registration Clutch, REP 10.2.2.

Use dC330 code 071-014 to test the Tray 2 Feed Motor. The motor rotates.

Y N
Replace the Feed Motor, REP 10.1.9.

Replace the Option Feeder Feed Assembly, REP 10.2.1.

72-102-00 Feeder Path 2 Sensor On Jam (RC2)

72-102-00 Feeder Path 2 Sensor On Jam

NOTE: Status code 07-508 is raised with this fault code.

Initial Actions

1. Check for obstructions in the media path.
2. Check Optional Feeder Path Sensor actuator condition.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Separator Rollers for excessive wear or contamination. The rollers are undamaged and clean.

Y N
Clean or replace the rollers.

Use dC330 code 071-103 to test the Registration Sensor. The sensor signal changes.

Y N
Check the connection between the HVPS and MCU Board. The connection is secure.

Y N
Secure the connection.

Replace the HVPS, REP 18.1.12.

Use dC330 code 071-119 to test the Tray 2 Path Sensor. The sensor signal changes.

Y N
Replace the Path Sensor.

Use dC330 code 071-020 to test the Tray 2 Feed Solenoid. The clutch activates.

Y N
Replace the Feed Clutch, REP 10.1.8.

Use dC330 code 071-010 to test the Tray 2 Registration. The clutch activates.

Y N
Replace the Registration Clutch, REP 10.2.2.

Use dC330 code 071-014 to test the Tray 2 Feed Motor. The motor rotates.

Y N
Replace the Feed Motor, REP 10.1.9.

Replace the Option Feeder Feed Assembly, REP 10.2.1.

72-211-00 IOT Option Feeder2 Failure

72-211-00 IOT Option Feeder2 Failure

NOTE: Status codes 03-561 and 77-216 are raised with this fault code.

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Check the connections P/J27, DP/DF271, and P/J419 between the 550 Option Feeder Board and MCU Board. **The connections are good.**

Y N
| Secure the connections.

Check the continuity of the cables on P/J419 and DP/DJ271 between the 550 Option Feeder Board and the drawer connector. **The cables are continuous.**

Y N
| Replace the Drawer 1 Feeder Harness Assembly.

Check the continuity of the cables on P/J27 and DP/DJ271 between the MCU Board and the drawer connector. **The cables are continuous.**

Y N
| Replace the Main Harness Assembly.

Replace the 550 Option Feeder Board. **The error is fixed.**

Y N
| Replace the MCU Board, REP 18.1.11.

Perform SCP 6 Final Actions.

72-215-00 Tray 2 Feeder Composition Error

72-215-00 Tray 2 Feeder Composition Error

NOTE: Status codes 03-561 and 77-216 are raised with this fault code.

Initial Actions

- Check Optional Feeder part number.
- Check Optional Feeder installation.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Install new components as necessary:

- Option Feeder Board, REP 10.1.10
- Optional Feeder Assembly, REP 10.1.1
- MCU Board, REP 18.1.11

72-216-00 Option Feeder Motor2 Error

72-216-00 Option Feeder Motor2

NOTE: Status codes 03-561 and 77-216 are raised with this fault code.

Initial Actions

1. Check for obstructions in the media path.
2. Check Optional Feeder installation.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Use dC330 code 071-014 to test the Tray 2 Feed Motor. **The motor rotates.**

Y N
|
Replace the Feed Motor, REP 10.1.9.

Replace the Option Feeder Board, REP 10.1.10.

75-101-00 Bypass Misfeed Jam

75-101-00 Bypass tray misfeed jam

NOTE: Status code 07-505 is raised with this fault code.

Initial Actions

1. Check media condition.
2. Check for obstructions in the media path.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Separator Rollers for excessive wear or contamination. **The rollers are undamaged and clean.**

Y N
|
Clean or replace the rollers.

Use dC330 code 071-103 to test the Registration Sensor. **The sensor signal changes.**

Y N
|
Replace the Registration Sensor.

Use dC330 code 071-007 to test the Feed Solenoid. **The solenoid activates.**

Y N
|
Replace the MSI Feed Solenoid, REP 13.2.99.

Use dC330 code 071-001 to test the Main Motor. **The motor rotates.**

Y N
|
Replace the Main Motor on the Drive Assembly, REP 3.1.1.

Replace the MSI Feed Roller, REP 13.2.10.

75-910-00 Bypass Tray Detached

75-910-00 Bypass Tray Detached

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Bypass Tray installation. **The tray is installed properly.**

Y N
|
Install the Bypass Tray properly.

Check the Bypass Tray Cover Assembly. **The cover is not broken and works properly.**

Y N
|
Replace the Bypass Tray Cover Assembly.

Use dC330 code 071-100 to test the Bypass Tray No Paper Sensor operation. **The sensor operation fails.**

Y N
|
Replace the MCU Board, REP 18.1.11.

Check the connections between the Bypass Tray No Paper Sensor and the MCU Board (P/J211 and P/J21). **The connections are good.**

Y N
|
Reattach the connections securely.

Check the continuity of the cables in the Bypass Tray Harness Assembly (P/J211 and P/J21). **The continuity is good.**

Y N
|
Replace the Bypass Tray Harness Assembly.

Check the power to the Bypass Tray No Paper Sensor by measuring if the voltage between the MCU Board ground and P/J21 pin1 is about +5 VDC. **The voltage is correct.**

Y N
|
Refer to OF 19 +5 VDC Power.

Replace the Bypass Tray No Paper Sensor.

77-101-00 Regi Off Jam

77-101-00 Regi Off Jam, status code 07-522 is raised with this fault code.

Initial Actions

1. Check media condition.
2. Check for obstructions in the media path.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Separator Rollers for proper installation, and for excessive wear or contamination. **The rollers are installed properly, and are undamaged and clean.**

Y N
|
Reinstall, clean, or replace the rollers as needed.

Use dC330 code 071-103 to test the Registration Sensor. **The sensor operates normally.**

Y N
|
Refer to OF 7 Registration Sensor.

Use dC330 code 071-010 to test the Registration Clutch. **The clutch operates normally.**

Y N
|
Refer to OF 9 Registration Clutch.

Use dC330 code 071-004 to test the Paper Transport Motor. **The motor operates normally.**

Y N
|
Refer to 42-324-00 Paper Motor Failure.

Use dC330 code 071-104 to test the Exit Sensor. **The sensor operates normally.**

Y N
|
Refer to OF 15 Exit Sensor.

Use dC330 code 071-001 to test the Main Motor. **The motor operates normally.**

Y N
|
Refer to 42-325-00 Motor Failure.

Replace the Transport Assembly, REP 15.2.1.

77-102-00 Psync On Jam

77-102-00 Psync On Jam

NOTE: Status code 07-5?? is raised with this fault code.

Initial Actions

1. Check media condition.
2. Check for obstructions in the media path.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Separator Rollers for excessive wear or contamination. The rollers are undamaged and clean.

Y N
Clean or replace the rollers.

Use dC330 code 071-103 to test the Registration Sensor. **The sensor signal changes.**

Y N
Replace the Registration Sensor.

Use dC330 code 071-010 to test the Registration Clutch. **The clutch activates.**

Y N
Replace the Registration Clutch, REP 15.1.8.

Use dC330 code 071-001 to test the Main Motor. **The motor rotates.**

Y N
Replace the Main Drive Assembly, REP 3.1.1.

Cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Perform GP 9 to reload system software. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Replace the Transport Assembly, REP 15.2.1.

77-103-00 to 77-106-00 Exit On/Off Jam

77-103-00 Exit Off Jam

77-104-00 Exit Off Early Jam

77-106-00 Exit On Jam

Initial Actions

1. Check Exit Sensor actuator operation.
2. Check for obstructions in the media path.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Check the Nudger, Feed, and Separator Rollers for proper installation, and for excessive wear or contamination. **The rollers are installed properly, and are undamaged and clean.**

Y N
Reinstall, clean, or replace the rollers as needed.

Use dC330 code 071-104 to test the Exit Sensor. **The sensor operates normally.**

Y N
Refer to OF 15 Exit Sensor.

Use dC330 code 071-011 to test the Exit Clutch 1. **The clutch operates normally.**

Y N
Refer to OF 16 Exit Clutch 1.

Use dC330 code 071-012 to test the Exit Clutch 2. **The clutch operates normally.**

Y N
Refer to OF 17 Exit Clutch 2.

Use dC330 code 071-001 to test the Main Motor. **The motor operates normally.**

Y N
Refer to 42-325-00 Motor Failure.

Replace the Exit Chute Assembly, REP 17.1.1.

77-110-00 Feeder Regi Sensor On Jam

77-110-00 Feeder Regi sensor On Jam

NOTE: Status code 07-520 is raised with this fault code.

Initial Actions

1. Check media condition.
2. Check for obstructions in the media path.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the Nudger, Feed, and Separator Rollers for excessive wear or contamination. The rollers are undamaged and clean.

Y N
Clean or replace the rollers.

Use dC330 code 071-103 to test the Registration Sensor. The sensor signal changes.

Y N
Replace the Registration Sensor.

Use dC330 code 071-010 to test the Registration Clutch. The clutch activates.

Y N
Replace the Registration Clutch, REP 15.1.8.

Use dC330 code 071-001 to test the Main Motor. The motor rotates.

Y N
Replace the Main Drive Assembly, REP 3.1.1.

Replace the Transport Assembly, REP 15.2.1.

77-123-00 Duplex Regi On Jam

77-123-00 Duplex Regi On Jam

NOTE: Status code 07-511 is raised with this fault code.

Initial Actions

1. Check Rear Cover latch and fitment.
2. Check media condition.
3. Check for obstructions in the media path.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Check the Duplex, Exit, and Pinch Rollers for excessive wear or contamination. The rollers are undamaged and clean.

Y N
Clean or replace the rollers.

Use dC330 code 071-010 to test the Registration Clutch. The clutch activates.

Y N
Replace the Registration Clutch, REP 15.1.8.

Use dC330 code 071-001 to test the Main Motor. The motor rotates.

Y N
Replace the Main Drive Assembly, REP 3.1.1.

Install new components as necessary:

1. Duplex Chute Assembly, REP 14.1.1
2. Exit Drive Assembly, REP 17.1.21
3. Transport Assembly, REP 15.2.1

77-300-00 Front Door Interlock Open

77-300-00 Front Door Interlock Open

NOTE: Status code 01-510 is raised with this fault code.

Initial Actions

1. Check Front Cover latch and fitment.
2. Check front interlock actuator.
3. Check Front Interlock Switch position and condition.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Use dC330 code 041-302 to test the Front Cover Sensor. The sensor fails to operate normally.

Y N

Replace the MCU Board, REP 18.1.11.

Check the connection between the Front Cover Sensor and the MCU Board (P/J145 and P/J14). The connections are good.

Y N

Reattach the connectors securely.

Check if the voltage between the MCU Board ground and P/J14 pin 9 is about +5 VDC. The voltage is correct.

Y N

Refer the OF 19 +5 VDC Power.

Replace the Front Cover Sensor, REP 18.1.22

77-301-00 Rear Door Interlock Open

77-301-00 Side Cover Open

NOTE: Status code 01-516 is raised with this fault code.

Initial Actions

1. Check Rear Cover latch and fitment.
2. Check rear interlock actuator.
3. Check Rear Interlock Switch position and condition.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Use dC330 code 041-301 to test the Rear interlock Switch. The switch signal changes.

Y N

Replace the Rear Interlock Switch.

Install new components as necessary:

1. Rear Door Assembly, REP 19.2.98
2. LVPS, REP 18.3.2

77-302-00 Right Door Interlock Open

77-302-00 Right Hand Door Interlock Open

NOTE: Status code 01-502 is raised with this fault code.

Initial Actions

1. Check Right Cover latch and fitment.
2. Check right interlock actuator.
3. Check Right Interlock Switch position and condition.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Use dC330 code 041-300 to test the Side Cover Interlock Switch. **The switch fails to operate normally.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Door Interlock Switch and the LVPS (P/J42). **The connections are good.**

Y N
| Reattach the connections securely.

Replace the Door Interlock Switch, REP 19.1.98. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Replace the LVPS, REP 18.3.2

77-900-00 IOT Static Jam

77-900-00 IOT Static Jam

NOTE: Status code 07-510 is raised with this fault code.

Initial Actions

1. Clear any media from the media path.
2. Check for obstructions at or near the Registration Sensor.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Use dC330 code 071-103 to test the Registration Sensor. **The sensor signal changes.**

Y N
| Replace the Registration Sensor.

Replace the Transport Assembly, REP 15.2.1.

77-901-00 Optional Feeder Static Jam

77-901-00 Optional Feeder Static Jam

NOTE: Status code 07-520 is raised with this fault code.

Initial Actions

1. Clear any media from the media path.
2. Check for obstructions at or near the Exit Sensor.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Use the appropriate dC330 code 071-117 to test the Optional Tray Path Sensor. The sensor signal changes.

Y N
| Replace the affected Path Sensor.

Replace the Feed Assembly, REP 10.2.1.

91-312-00 CC HVPS Comm Fail

91-312-00 CC Wire monitor detects CC HVPS comm failure

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Replace HVPS, REP 18.1.12, REP 18.1.16.

91-400-00, 91-911-00 Waste Toner Bottle Near Full

91-400-00 Waste Bottle Near Full

91-911-00 Waste Bottle Full

Procedure

WARNING

Switch off the electricity to the machine. 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.

Use dC330 code 094-202 to check the Waste Toner Box Full Sensor. **The sensor fails to operate normally.**

Y N
Replace the MCU Board, REP 18.1.11.

Check the connection between the Toner Full Sensor and the MCU Board (P/J203 and P/J29). **The connections are good.**

Y N
Reattach the connections securely.

Check if the Toner Full Sensor voltage between the MCU Board ground and P/J29 pin 20 is about +5 VDC. **The voltage is correct.**

Y N
Refer to OF 19 +5 VDC Power.

Replace the Toner Full Sensor, REP 4.1.17.

91-401-00 to 91-934-00 Drum Cartridge Life Near End

91-401-00 K Drum Cartridge Life Near End

91-402-00 K Drum Cartridge Life End

91-411-00 Drum Cartridge Y Near Life

91-421-00 Drum Cartridge M Near Life

91-431-00 Drum Cartridge C Near Life

91-480-00 Drum Cartridge Y Life Over

91-481-00 Drum Cartridge M Life Over

91-482-00 Drum Cartridge C Life Over

91-932-00 Drum Cartridge Y Life End

91-933-00 Drum Cartridge M Life End

91-934-00 Drum Cartridge C Life End

Initial Actions

1. Reseat the Drum Cartridge.
2. Verify Drum Cartridge is genuine Xerox.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Drum Cartridge life count. **The Drum Cartridge is at or near end of life.**

Y N
Reseat the Drum Cartridge and cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions

Install new components as necessary:

1. Xerographic Connector, REP 8.1.1
2. MCU Board, REP 18.1.11

Replace the Drum Cartridge, REP 8.1.95

91-912-00 Drum (K) Not in Position

91-912-00 Drum (K) not in position

NOTE: Status code 09-553 is raised with this fault code.

Initial Actions

1. Verify Imaging Unit is genuine Xerox.
2. Reseat and lock the Imaging Unit.
3. Check the CRUM connector (REP 8.1.1) for bent contacts or other damage.
4. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Drum K position. **The drum is in the correct position.**

Y N
Reseat the drum. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Continue with the procedure.

Replace the CRUM connector, REP 8.1.1.

91-913-00 K Drum Cartridge Dead Stop Error

91-913-00 K Drum Cartridge Dead Stop Error

Initial Actions

1. Reseat the Drum Cartridge.
2. Verify Drum Cartridge is genuine Xerox.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check Drum Cartridge life count. **The Drum Cartridge is at or near end of life.**

Y N
Reseat the Drum Cartridge and cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions

Install new components as necessary:

1. Toner Cartridge, REP 5.1.8
2. Xerographic Connector, REP 8.1.1
3. MCU Board, REP 18.1.11

Replace the Drum Cartridge.

91-914-00, 91-921-00 K Drum Comm Error

91-914-00 K Drum Comm Error

91-921-00 K Drum Cartridge Missing. Status code 09-553.

NOTE: Status codes 03-561 and 09-548 are raised with these fault codes.

Initial Actions

1. Verify Drum Cartridge is genuine Xerox.
2. Inspect the Drum Cartridge Xerographic Connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the connection between the CRUM and the CRUM Connector Assembly inside the K Imaging Unit. **The Imaging Unit connection is clean and installed properly.**

Y N
Clean the connector and reinstall the K Imaging Unit.

Check the connection terminal of the CRUM inside the K Imaging Unit. **The connection terminal is good and not broken.**

Y N
Replace the K Imaging Unit, REP 8.1.95.

Check the connection terminal of the CRUM Connector Assembly. **The connection terminal is good and not broken.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Check the connection between the CRUM Connector Assembly and the MCU Board (P/J124 and P/J12). **The connections are good.**

Y N
Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the CRUM Connector Assembly and the MCU Board (P/J124 and P/J12). **The continuity is good.**

Y N
Replace the CRUM Connector Assembly REP 8.1.1.

Replace the MCU Board, REP 18.1.11.

91-915-00 to 91-923-00 Drum X CRUM Data Broken

91-915-00 K Drum Cartridge Data Error. Status codes 03-561, 09-548.

91-920-00 Drum Y CRUM data broken. Status code 09-506.

91-922-00 Drum M CRUM data broken. Status code 09-505.

91-923-00 Drum C CRUM data broken. Status code 09-504.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check if the Imaging Unit is correct for this printer and installed in the correct color location. **The imaging unit is the correct part and installed in the correct location.**

Y N
Install the correct Imaging Unit, REP 8.1.95.

Reinstall the Imaging Unit, REP 8.1.95.

91-917-00 Drum Y Comm Fail

91-917-00 Drum Y CRUM communication failure

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Initial Actions

1. Verify Drum Cartridge is genuine Xerox.
2. Inspect the Drum Cartridge Xerographic Connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the connection between the CRUM and the CRUM Connector Assembly inside the Y Imaging Unit. **The Imaging Unit connection is clean and installed properly.**

Y N
Clean the connector and reinstall the Y Imaging Unit.

Check the connection terminal of the CRUM inside the Y Imaging Unit. **The connection terminal is good and not broken.**

Y N
Replace the Y Imaging Unit, REP 8.1.95.

Check the connection terminal of the CRUM Connector Assembly. **The connection terminal is good and not broken.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Check the connection between the CRUM Connector Assembly and the MCU Board (P/J121 and P/J12). **The connections are good.**

Y N
Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the CRUM Connector Assembly and the MCU Board (P/J121 and P/J12). **The continuity is good.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Replace the MCU Board, REP 18.1.11.

91-918-00 Drum M Comm Fail

91-918-00 Drum M CRUM communication failure

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Initial Actions

1. Verify Drum Cartridge is genuine Xerox.
2. Inspect the Drum Cartridge Xerographic Connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the connection between the CRUM and the CRUM Connector Assembly inside the M Imaging Unit. **The Imaging Unit connection is clean and installed properly.**

Y N
Clean the connector and reinstall the M Imaging Unit.

Check the connection terminal of the CRUM inside the M Imaging Unit. **The connection terminal is good and not broken.**

Y N
Replace the M Imaging Unit, REP 8.1.95.

Check the connection terminal of the CRUM Connector Assembly. **The connection terminal is good and not broken.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Check the connection between the CRUM Connector Assembly and the MCU Board (P/J122 and P/J12). **The connections are good.**

Y N
Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the CRUM Connector Assembly and the MCU Board (P/J122 and P/J12). **The continuity is good.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Replace the MCU Board, REP 18.1.11.

91-919-00 Drum C Comm Fail

91-919-00 Drum C communication failure

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Initial Actions

1. Verify Drum Cartridge is genuine Xerox.
2. Inspect the Drum Cartridge Xerographic Connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the connection between the CRUM and the CRUM Connector Assembly inside the C Imaging Unit. **The Imaging Unit connection is clean and installed properly.**

Y N
Clean the connector and reinstall the C Imaging Unit.

Check the connection terminal of the CRUM inside the C Imaging Unit. **The connection terminal is good and not broken.**

Y N
Replace the C Imaging Unit, REP 8.1.95.

Check the connection terminal of the CRUM Connector Assembly. **The connection terminal is good and not broken.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Check the connection between the CRUM Connector Assembly and the MCU Board (P/J123 and P/J12). **The connections are good.**

Y N
Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the CRUM Connector Assembly and the MCU Board (P/J123 and P/J12). **The continuity is good.**

Y N
Replace the CRUM Connector Assembly, REP 8.1.1.

Replace the MCU Board, REP 18.1.11.

91-927-00 to 91-929-00 Drum X CRUM Not Position

91-927-00 Drum Y CRUM is not in position. Status code 09-556.

91-928-00 Drum M CRUM is not in position. Status code 09-555.

91-929-00 Drum C CRUM is not in position. Status code 09-554

Initial Actions

1. Verify Imaging Unit is genuine Xerox.
2. Reseat and lock the Imaging Unit.
3. Check the CRUM connector (REP 8.1.1) for bent contacts or other damage.
4. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Drum K position. **The drum is in the correct position.**

Y N
| Reseat the drum. **The error persists.**
Y N
| | Perform SCP 6 Final Actions.
| Continue with the procedure.

Replace the CRUM connector, REP 8.1.1.

91-936-00 to 91-939-00 Drum X Cartridge ID Error

91-936-00 Drum Y Cartridge ID Error

91-937-00 Drum M Cartridge ID Error

91-938-00 Drum C Cartridge ID Error

91-939-00 Drum K Cartridge ID Error

NOTE: Status code 09-548 is raised with this fault code.

Initial Actions

1. Verify Drum Cartridge is genuine Xerox.
2. Inspect the Drum Cartridge Xerographic Connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Xerographic Connector condition. **The Xerographic Connector is good.**

Y N
| Replace the Xerographic Connector, REP 8.1.1. **The error persists.**
Y N
| | Perform SCP 6 Final Actions
| Install new components as necessary:
1. Xerographic Connector harness
2. MCU Board, REP 18.1.11

Replace the Drum Cartridge, REP 5.1.8.

92-310-00, 92-311-00 CTD Sensor Fail

92-310-00 CTD Sensor Very Dark Fail

92-311-00 CTD Sensor V Clean Sensor Fail

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Check the CTD Sensor surface for any smears or foreign objects. **The sensor is clean.**

Y N
Clean the CTD Sensor surface by wiping with a dry, soft cloth (without alcohol), or remove the foreign objects.

Check the CTD Sensor Assembly installation. **The CTD Sensor Assembly is installed properly.**

Y N
Reinstall the CTD Sensor Assembly, REP 6.1.14.

Check the connection between the CTD Sensor Assembly and the MCU Board (P/J131 and P/J13). **The connections are good.**

Y N
Connect P/J131 and P/J13 securely.

Check the continuity of the cables in the harness between P/J131 and P/J13 connecting the CTD Sensor Assembly and the MCU Board. **The continuity is good.**

Y N
Replace the Regi Harness Assembly.

Check if the voltage between the MCU Board ground and P/J13 pin 1 is about +5 VDC. **The voltage is about +5 VDC.**

Y N
Refer to OF 19 +5 VDC Power Procedure.

Replace CTD Sensor Assembly, REP 6.1.14. **The error is fixed.**

Y N
Replace the MCU Board, REP 18.1.11.

Go to SCP 6 and complete the Final Actions.

92-584-00, 92-586-00 Internal - Over Temp Failure

92-584-00 Internal temperature over temp Broken. Status codes 03-561 and 04-563 are raised with this fault code.

92-586-00 Internal - Over temp failure

Initial Actions

1. Verify printer installation complies with environmental specifications.
2. Clear vents of any dust accumulation.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Use dC140 code 091-200 to check environmental sensor operation. **The sensor is good.**

Y N
Replace the environmental sensor.

Use dC330 code 042-001 to test the Main Fan. **The fan rotates.**

Y N
Replace the Main Fan, REP 4.1.13.

Use dC330 code 042-003 to test the IP Fan **The fan rotates.**

Y N
Replace the IP Fan, REP 18.2.16.

Check Toner Cartridge life count. **The Toner Cartridge is at or near end of life.**

Y N
Reseat and lock the Toner Cartridge, then cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions

Install new components as necessary:

1. environmental sensor
2. LVPS, REP 18.3.2
3. MCU Board, REP 18.1.11

Replace the Toner Cartridge, REP 5.1.8.

92-652-00 Dirty CTD Sensor

92-652-00 Dirty CTD Sensor

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check the CTD Sensor surface for smears or foreign objects. **The sensor is clean.**

Y N

Clean the CTD Sensor surface by wiping with a dry, soft cloth (without alcohol), or remove the foreign objects.

Check the CTD Sensor assembly installation. **The CTD Sensor Assembly is installed properly.**

Y N

Reinstall the CTD Sensor Assembly, REP 6.1.14.

Check the connection between the CTD Sensor Assembly and the MCU Board (P/J131 and P/J13). **The connections are good.**

Y N

Connect P/J131 and P/J13 securely.

Check the continuity of the cables in the harness between P/J131 and P/J13 connecting the CTD Sensor assembly and the MCU Board. **The continuity is good.**

Y N

Replace the Regi Harness Assembly.

Check if the voltage between the MCU Board ground and P/J pin 1 is about +5 VDC. **The voltage is about +5 VDC.**

Y N

Refer to OF 19 +5 VDC Power.

Replace the CTD Sensor Assembly, REP 6.1.14.

92-653-00 CTD Sensor TC/SAD Patch Fail (V Dark)

92-653-00 CTD Sensor TC/SAD patch fail (V dark)

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N

Go to SCP 6 and complete the Final Actions.

Replace CTD sensor, REP 6.1.14.

92-661-00 Environment Temperature Sensor Fail

92-661-00 Environment Temperature Sensor Fail

Procedure

WARNING

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

Cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions

Check the connection between the Laser Unit and the MCU Board, and the connection between the Laser Unit and the PWBA LVPS (P/J36, P/J11, and P/J43). **The connections are good.**

Y N
Secure the connections.

Check the continuity of the cables on P/J43 and P/J431 between the LVPS and the Laser Unit. **The cables are continuous.**

Y N
Replace the Top Harness Assembly, REP 18.4.5.

Close the interlock switches and check if the voltage between the LVPS ground and the P/J43 pin 2 is about +5 VDC. **The voltage is correct.**

Y N
Replace the LVPS, REP 18.3.2.

Close the interlock switches and check if the voltage between the MCU Board ground and the P/J36 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
Refer to OF 18 +24 VDC Power.

Check if the voltage between the MCU Board ground and the P/J11 pin 1 is about +3.3 VDC. **The voltage is correct.**

Y N
Refer to OF 20 +3.3 VDC Power.

Replace the Laser Unit, REP 2.1.1. **The error is fixed.**

Y N
Replace the MCU Board, REP 18.1.11.

Perform SCP 6 Final Actions.

92-670-00 to 92-673-00 X Patch Error

92-670-00 Yellow ADC Patch Fail

92-671-00 Magenta ADC Patch Fail

92-672-00 Cyan ADC Patch Fail

92-673-00 Black ADC Patch Fail

Procedure

WARNING

Switch off the electricity to the machine. 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:

- Apply this procedure to the color corresponding to error code.
- This error is caused from an amount of toner in the Imaging Unit's developer assembly that is insufficient to maintain density. The two likely causes are, the Print Cartridge is not fully seated, or the Dispenser Assembly is not functioning correctly.

Check the Imaging Unit connection part for cleanliness and proper installation. The Imaging Unit should touch against the guides on the left and right sides. **The Imaging Unit is clean and properly installed.**

Y N
Clean the connection part, then reinstall the Imaging Unit and run prints until the print density is normal (about 50).

Reseat the Imaging Unit and run prints until the print density is normal (about 50). **The error persists.**

Y N
Perform SCP 6 Final Actions.

Check the Dispenser Motor operation, GP 30, comparing the affected color to an unaffected color. **The Dispenser is binding or not dispensing toner into the Imaging Unit.**

Y N
Perform SCP 6 Final Actions.

Replace the Dispenser Assembly for the affected color, REP 5.1.4, then run prints until the density is normal. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Replace the Dispenser Motor Assembly, REP 5.1.1.

92-805-00 24V Fan Off Detect

92-805-00 24V fan off detect.

Initial Actions

1. Clear vents of any dust accumulation.
2. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Use dC330 code 042-001 to test the Main Fan **The fan rotates.**

Y N
| Replace the Main Fan, REP 4.1.13.

Use dC140 code 091-200 to check environmental sensor operation. **The sensor is good.**

Y N
| Replace the environmental sensor.

Install new components as necessary:

1. Main Fan, REP 4.1.13
2. LVPS, REP 18.3.2
3. MCU Board, REP 18.1.11

93-320-00 Developer Motor Fail

93-320-00 Developer motor rotation is not correct

NOTE: Status codes 03-561 and 09-548 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Execute dC330 code 093-001, and check the Developer Motor rotation. **Motor fails to function properly.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Developer Motor and the MCU Board (P/J331 and P/J33). **The connections are good.**

Y N
| Secure the connections.

Check the continuity of the cables between the connections for the Developer Motor and the MCU Board (P/J331 and P/J33). **The continuity is good.**

Y N
| Replace the Drive Harness Assembly, REP 18.4.2.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J33 pin 2, and the voltage between the MCU Board ground and P/J33 pin 4 is about +24 VDC. **The voltage is correct.**

Y N
| Replace the LVPS, REP 18.3.2.

Replace the Developer Motor on the Drive Assembly, REP 3.1.1.

93-400-00 to 93-424 Toner Cartridge Near Empty

93-400-00 Yellow toner cartridge near empty; replace soon

93-423-00 Magenta toner cartridge near empty; replace soon

93-424-00 Cyan toner cartridge near empty; replace soon

Initial Actions

1. Verify Toner Cartridge is genuine Xerox.
2. Reseat and lock the Toner Cartridge.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
Go to SCP 6 and complete the Final Actions.

Replace Toner Cartridge, REP 5.1.8.

93-425-00, 93-912-00 K Toner Cartridge Life Near End

93-425-00 K Toner Cartridge Life Near End

93-912-00 K Toner Cartridge Life End

Initial Actions

1. Verify Toner Cartridge is genuine Xerox.
2. Reseat and lock the Toner Cartridge.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Toner Cartridge life count. **The Toner Cartridge is at or near end of life.**

Y N
Reseat and lock the Toner Cartridge, then cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions

Install new components as necessary:

1. Toner Cartridge, REP 5.1.8
2. Toner CRUM Assembly
3. MCU Board, REP 18.1.11

Replace the Toner Cartridge, REP 5.1.8.

93-921-00 to 93-935-00 Toner CRUM Data/Comm Fail

93-921-00 Toner CRUM Comm Fail Magenta. Status codes 03-561 and 09-548.

93-927-00 Toner CRUM Comm Fail Yellow. Status codes 03-561 and 09-548.

93-929-00 Toner CRUM Comm Fail Cyan. Status codes 03-561 and 09-548.

93-933-00 Toner CRUM Data Broken Fail Yellow. Status code 09-558.

93-934-00 Toner CRUM Data Broken Fail Magenta. Status code 09-559.

93-935-00 Toner CRUM Data Broken Fail Cyan. Status code 09-560.

Initial Actions

1. Verify Toner Cartridge is genuine Xerox.
2. Inspect the Toner Cartridge CRUM connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Replace the Toner Cartridge, REP 5.1.8.

93-922-00 to 93-924 Toner Cartridge is Empty

93-922-00 Cyan toner cartridge is empty

93-923-00 Yellow toner cartridge is empty

93-924-00 Magenta toner cartridge is empty

Initial Actions

1. Verify Toner Cartridge is genuine Xerox.
2. Reseat and lock the Toner Cartridge.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Cycle system power. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check Dispense Motor drive GP 29. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Check toner supply path. **The error persists.**

Y N
| Go to SCP 6 and complete the Final Actions.

Replace the Toner Cartridge, REP 5.1.8.

93-925-00 to 93-932-00 Toner Cartridge Error

93-925-00 K Toner ID Error

93-926-00 K Toner Cartridge Data Error

93-928-00 K Toner Cartridge Comm Failure

93-930-00 Yellow Toner ID Error

93-931-00 Magenta Toner ID Error

93-932-00 Cyan Toner ID Error

NOTE: Status codes 03-561 and 09-548 are raised with these fault codes.

Initial Actions

1. Verify Toner Cartridge is genuine Xerox.
2. Inspect the Toner Cartridge CRUM connector.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Toner Cartridge life count. **Toner Cartridge life remains.**

Y N
| Replace the Toner Cartridge, REP 5.1.8.

Check Toner CRUM Connector condition. **The Toner CRUM Assembly is good.**

Y N
| Replace the Toner CRUM Assembly, REP 8.1.1. **The error persists.**
Y N
| Perform SCP 6 Final Actions
Install new components as necessary:
1. Toner Cartridge, REP 5.1.8
2. MCU Board, REP 18.1.11

Replace the Toner Cartridge, REP 5.1.8.

93-938-00 CRUM Validation

93-938-00 Crum validation

Initial Actions

1. Inspect the Toner Cartridge CRUM connector.
2. Reseat and lock the Toner Cartridge.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Toner CRUM Connector condition. **The Toner CRUM Assembly is good.**

Y N
| Replace the Toner CRUM Assembly, REP 8.1.1. **The error persists.**

Y N
| Perform SCP 6 Final Actions

Install new components as necessary:

1. Toner Cartridge, REP 5.1.8
2. MCU Board, REP 18.1.11

Replace the Toner Cartridge, REP 5.1.8.

93-970-00 to 93-973-00 Toner CRUM Not in Position

93-970-00 Toner CRUM Y not in position. Status code 09-540.

93-971-00 Toner CRUM M not in position. Status code 09-541.

93-972-00 Toner CRUM C not in position. Status code 09-542.

93-973-00 Toner CRUM K not in position. Status code 09-543.

Initial Actions

1. Verify Toner Cartridge is genuine Xerox.
2. Reseat and lock the Toner Cartridge.
3. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

Check Toner CRUM Connector condition. **The Toner CRUM Assembly is good.**

Y N
Replace the Toner CRUM Assembly. **The error persists.**

Y N
Perform SCP 6 Final Actions

Install new components as necessary:

1. Toner Cartridge, REP 5.1.8
2. MCU Board, REP 18.1.11

Replace the Toner Cartridge, REP 5.1.8.

94-315-00 BTR Illegal Output

94-315-00 BTR illegal output

NOTE: Status codes 3-561 and 4-563 are raised with this fault code.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Cycle system power. **The error persists.**

Y N
Perform SCP 6 Final Actions

Upgrade MCU software to newer version.

94-419-00 to 94-424-00 BTR (IBT) Life End

94-419-00 BTR Near Life End

94-422-00 BTR Life End

94-424-00 BTR Life Over

Initial Actions

1. Check Transfer Roller life count.
2. Cycle system power.

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Check Transfer Roller life count. **The Transfer Roller is at or near end of life.**

- Y N**
- Install new components as necessary:
1. Transfer Roller, REP 6.1.97
 2. MCU Board, REP 18.1.11

Replace the Transfer Roller, REP 6.1.97

94-910-00 BTR (IBT) Unit Not in Position

94-910-00 BTR unit not in position

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Raise status. **The error persists.**

- Y N**
- Perform SCP 6 Final Actions.

Re-insert BTR. **The error persists.**

- Y N**
- Perform SCP 6 Final Actions.

Install new components as necessary:

1. Transfer Roller, REP 6.1.97
2. MCU Board, REP 18.1.11

95-000-00 to 95-255-00 Upgrade Failure

One or more system software components has failed to upgrade.

95-000-00 Upgrade Failure : DC Boot Code

95-001-00 Upgrade Failure : SWUP Code

95-002-00 Upgrade Failure : DC Application

95-008-00 Upgrade Failure : DC operating System

95-009-00 Upgrade Failure : DC CIPS

95-016-00 Upgrade Failure : SUI Application

95-019-00 Upgrade Failure : SUI H8

95-020-00 Upgrade Failure : DADH Application

95-021-00 Upgrade Failure : External Memeory

95-022-00 Upgrade Failure : DADH Kernel

95-030-00 Upgrade Failure : Fax Application

95-031-00 Upgrade Failure : Fax FPGA

95-035-00 Upgrade Failure : Fax Boot

95-038-00 Upgrade Failure : Embedded Fax

95-040-00 Upgrade Failure : IOT Bootstrap

95-041-00 Upgrade Failure : IOT Boot Loader

95-042-00 Upgrade Failure : IOT Application

95-048-00 Upgrade Failure : IOT Duplex Module

95-049-00 Upgrade Failure : IOT LC Module

95-050-00 Upgrade Failure : LCSS 1K Application

95-060-00 Upgrade Failure : LCSS 2K Application

95-065-00 Upgrade Failure : LCSS 2K Boot

95-070-00 Upgrade Failure : LCSS 3K Application

95-100-00 Upgrade Failure : HCSS BO HCSS Application

95-110-00 Upgrade Failure : HCSS BO Application

95-140-00 Upgrade Failure : DC NC Application

95-141-00 Upgrade Failure : DC NC Operation System

95-150-00 Upgrade Failure : IIT Application

95-151-00 Upgrade Failure : Embedded Fax Application

95-153-00 Upgrade Failure : IIT Kernel

95-154-00 Upgrade Failure : IIT A4 Scan

95-155-00 Upgrade Failure : IIT CCD Module

95-156-00 Upgrade Failure : IIT FW TES Module

95-157-00 Upgrade Failure : DADH Quiet 100 Sheet Module

95-158-00 Upgrade Failure : DADH 100 Sheet Module

95-159-00 Upgrade Failure : DADH Quiet Module

95-170-00 Upgrade Failure : Scanner

95-180-00 Upgrade Failure : HCF FW Module

95-190-00 Upgrade Failure : PFM FW Module

95-191-00 Upgrade Failure : PFP FW Module

95-192-00 Upgrade Failure : HVF Application

95-193-00 Upgrade Failure : HVF BM Application

95-194-00 Upgrade Failure : HVF BC

95-195-00 Upgrade Failure : HVF BM BC

95-196-00 Upgrade Failure : PFP BL

95-200-00 Upgrade Failure : C Finisher Application

95-201-00 Upgrade Failure : D Finisher Application

95-202-00 Upgrade Failure : KM Finisher Application

95-203-00 Upgrade Failure : A Finisher Application

95-204-00 Upgrade Failure : SB Finisher Application

- 95-206-00 Upgrade Failure PFM Tray 3 Application
- 95-207-00 Upgrade Failure : PFM Tray 4 Application
- 95-208-00 Upgrade Failure : PFM Tray 5 Application
- 95-212-00 Upgrade Failure : DC IOT Proxy
- 95-213-00 Upgrade Failure : DC IIT Proxy
- 95-214-00 Upgrade Failure : DC ACD
- 95-216-00 Upgrade Failure : DC Glue
- 95-217-00 Upgrade Failure : DC PWS Proxy
- 95-218-00 Upgrade Failure : SS Boot Code
- 95-219-00 Upgrade Failure : SS Application
- 95-221-00 Upgrade Failure : LVF Boot
- 95-222-00 Upgrade Failure : LVF Application
- 95-223-00 Upgrade Failure : LVF BM Boot
- 95-224-00 Upgrade Failure : LVF BM Application
- 95-251-00 Upgrade Failure : DC Nomad Proxy
- 95-254-00 Upgrade Failure : DC URD
- 95-255-00 Upgrade Failure : DC SCD

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
 | Perform SCP 6 Final Actions.

Perform a Forced AltBoot GP 9 to reload system software.

95-300-00 to 95-302-00 Upgrade Failure: Incompatible Product

95-300-00 Upgrade Failure: Incompatible Product

95-301-00 Upgrade Failure: Incompatible HW

95-302-00 Upgrade Failure: Incompatible FW

The reload process does not start and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Verify product model, then obtain the appropriate system software set and perform GP 9 to reload system software. **The error persists.**

Y N
 | Perform SCP 6 Final Actions.

Perform a Forced AltBoot GP 9 to reload system software.

95-303-00, 95-304-00 Upgrade Failure: Downgrade / Sidegrade

95-303-00 Upgrade Failure: Downgrade

95-304-00 Upgrade Failure: Sidegrade

The reload process does not start and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform a Forced AltBoot GP 9 to reload system software.

95-305-00 Upgrade Failure: Platform Sync

95-305-00 Upgrade Failure: Platform Sync

The reload process does not start and the printer resets. If configured, an email alert is sent and upgrade report printed. An entry is made in Upgrade History log.

Procedure

WARNING

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

Obtain a current system software set, then perform GP 9 to reload system software. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Perform a Forced AltBoot GP 9 to reload system software.

OF 1 Unusual Noises

Use this procedure to isolate unusual noises.

NOTE: Due to the intermittent nature of unusual noises, this RAP can only give guidance on how to isolate noises. This RAP will not find all possible causes. When machines become old and worn, unusual noises may arise that are not covered in this RAP.

Procedure

WARNING

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

1. Ask the customer to demonstrate the function that generates the unusual noise.
2. Check the fault and error logs.
3. Cycle system power. Wait while the printer performs a normal initialization and warm-up.
4. Run the machine in all modes. Also use the diagnostics to run individual components. Go to the relevant subsection:
 - DADF
 - Scanner
 - Bypass Tray
 - Tray 1
 - Optional Feeder Assembly
 - Exit Path
 - Fans

DADF

Possible causes and potential solutions are:

- **Grinding noise.**

Possible causes are:

 - Feed bearings can stick, preventing the feed roll from free wheeling as the document is transported.
 - Large flat spots, confined to one or two areas on the retard roll, which causes feed noise and an increase in jams.

Solution:

 - Install a new Pick-up Module, REP 51.1.97.
 - Replace the DADF, REP 51.1.1.
- **Noise from the DADH input tray.**

Possible causes are:

 - Document guides.

Solution:

 - Clean the DADF input tray in the area below the input guides with antistatic fluid.
- **Squeaks from the DADH.**

Possible causes are:

 - DADF exit roll assembly or take away roll assembly.

Solution:

- Remove and clean the shafts and plastic bushes with antistatic fluid.

- **Knocking noise.**

Possible causes are:

- The feed motor not tensioned correctly, causing the drive belts to slip.

Solution:

- Replace the DADF, REP 51.1.1.

- **Gear rattle.**

Possible causes are:

- A loose meshing of the clutch and motor gears.

Solution:

- Replace the DADF, REP 51.1.1.

Scanner

Possible causes and potential solutions are:

- **Grinding.**

Possible causes are:

- The scan carriage is moving erratically and the scan motor is generating a grinding sound. The teeth of the scanner drive belt are not engaging with the capstan on the scan motor.

Solution:

- Replace the Scanner, REP 51.1.14.

Bypass Tray

Run the following components:

- Combine dC330 code 071.001, Main Drive Assembly, and 071.007, MSI Feed Solenoid to test Bypass Tray feed components.

Possible causes and potential solutions are:

- **No drive or a knocking noise.**

Possible causes are:

- Incorrectly aligned or damaged parts.
- Contamination of the drive shafts and the bearings.

Solution:

- Check the Bypass Pick-up Assembly, PL 13.2 Item 1.
- Adjust or install new components as necessary.

Tray 1

Remove Tray 1 and run the following components:

- Enter dC330 code 071.001 to run the Main Drive Assembly.

Possible causes and potential solutions are:

- **Squeaks.**

Possible causes are:

- Contamination of the Transport Assembly shafts and bearings.
- Incorrectly aligned or damaged parts.

Solution:

- Clean the Feed Rollers and shafts. Replace if necessary, REP 9.1.96.

- Check Transport Assembly. Install new parts as necessary, PL 15.2.
- Check the Tray for parts that are damaged or out of position.
- Adjust or install new components as necessary.

Optional Feeder Assembly

NOTE: Instructions are provided for Tray 2 in the Optional Feeder Assembly.

Remove Tray 2 and run the following components:

- Enter dC330 code 071.009 to operate the Tray 2 Feed Motor, PL 10.1 Item 9.
- Check tray lift by removing the tray and letting the tray drop, then push the tray back in.

Possible causes and potential solutions are:

- **No drive or a knocking noise from the Feed Motor.**

Possible causes are:

- Feed Motor, PL 10.1 Item 9.
- Worn drive gears
- Failed Feed Clutch, PL 10.1 Item 8.

Solution:

- Check the Feed Motor and Feed Clutch connections.
- Check the Optional Feeder Assembly connection to the printer.
- Check that the tray moves freely inside the feeder assembly.
- Adjust or install new components as necessary.

Exit Path

Run the following components:

- Combine dC330 code 071.001 Main Drive Assembly and 071.012 exit clutch to run the exit transport.
- Combine dC330 code 071.001 Main Drive Assembly and 071.013 exit invert clutch to run the duplex transport. Used for duplex and paper invert.

Possible causes:

- Exit Drive Assembly, PL 3.1 Item 2
- Exit Invert Drive Assembly, PL 3.1 Item 3
- Exit Chute Assembly, PL 17.1 Item 1.

Solution:

- If the noise repeats, identify the source and install new parts as necessary.

Fans

Run the following components:

- Enter dC330 code 042.001 to run the Main Fan.
- Enter dC330 code 042.003 to run the IP Fan.

Possible causes:

- Bearings in the cooling fans have worn or failed.
- Incorrectly aligned or damaged parts.

Solution:

- Check for parts that are damaged or out of position.
- Adjust or install new components as necessary.

OF 2 Control Panel Touch Screen Failure

Use this procedure to solve Control Panel display problems when the printer has power but either the display is blank, is too dark, or the touch screen responds incorrectly.

Initial Actions

WARNING

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

- Refer to GP 1 to access Service Diagnostics.
- Press the Machine Status key. Select the Tools tab. Select Device Settings, then Display Brightness. Adjust the brightness level.
- Refer to REP 1.2.1 to access Control Panel wiring.
- Check and re-seat the Control Panel cable at both ends.
- If the operating system fails to boot, observe the progress bar to determine the failure.
 - Yellow progress bar = XUI code booting up.
 - Non moving green bar = Code loaded but not communicating.
 - Moving green bar = IP Board is operational and is trying to communicate.

Procedure

Check for +3.3V from the IP Board to the Control Panel. **+3.3V is measured.**

Y N

Check the wiring between the IP Board and Control Panel. Repair the wiring as necessary.

Reload the system software, GP 9. **The fault remains.**

Y N

Perform SCP 6 Final Actions .

Replace the Control Panel, REP 1.2.1.

OF 3 Status Codes and Messages

The status code format is HCC-LLL-EE where HCC is the chain, LLL is the link and EE is the extension number. The hundreds digit H is not shown in this procedure.

Example: Status code 01-510-00 Front door is open.

Most recent fault and messages can be displayed on the UI without entering diagnostics, by pressing the Machine Status button on the keypad, touching the Fault tab on the UI, then select as appropriate:

- Current Faults.
- Current Messages.
- Fault History.

The following tables bring together the status codes, the relevant RAP or procedure references, and UI messages, if generated.

NOTE: Not all status codes are shown in the active message window. Some status codes have no messages.

Procedure

Review fault code history, GP 2 and identify and clear any active faults. Use these tables to identify a status code or message:

Status Code Tables

- Table 1 Chain 01 Status codes
- Table 2 Chain 02 Status codes
- Table 3 Chain 03 Status codes
- Table 4 Chain 04 Status codes
- Table 5 Chain 05 Status codes
- Table 6 Chain 06 Status codes
- Table 7 Chain 07 Status codes
- Table 8 Chain 09 Status codes
- Table 9 Chain 10 Status codes
- Table 10 Chain 14 Status codes
- Table 11 Chain 15 Status codes
- Table 12 Chain 16 Status codes
- Table 13 Chain 17 Status codes
- Table 14 Chain 19 Status codes
- Table 15 Chain 20 Status codes
- Table 16 Chain 22 Status codes
- Table 17 Chain 72 to 77 Status codes
- Table 18 Chain 95 Status codes

Table 1 Chain 01 Status codes

Code	UI Message	Reason for Message	Reference / Action
01-502-00	Right Side Door open	The right side cover interlock is open.	Copying and printing are not available. Perform the RAP 77-302-00 Right Hand Door Interlock Open
01-510-00	Front door is open	The front door is open.	Copying and printing are not available. Perform the RAP 77-300-00 Front Door Interlock Open.
01-512-00	Bypass Tray not detected	Bypass tray missing or not fully inserted.	Insert Bypass tray. Print and Copy services can continue with other trays.
01-516-00	Rear Door Open.	Printer rear door interlock open.	Copying and printing are not available. Perform the 77-301-00 Rear Door Interlock Open
01-540-01	Check the settings for tray 1	Paper removed or added to tray 1	Confirm the tray 1 settings
01-540-02	Check the settings for tray 2	Paper removed or added to tray 2	Confirm the tray 2 settings
01-540-05	Check the settings for Bypass Tray	Paper removed or added to Bypass Tray	Confirm Bypass Tray settings
01-541-01	Tray 1 guides are not set to a standard size.	tray 1 guide setting	Paper guide position does not support a standard paper size. Adjust paper guides.
01-541-02	Tray 2 guides are not set to a standard size.	tray 2 guide setting	Paper guide position does not support a standard paper size. Adjust paper guides.
01-541-05	Bypass Tray guides are not set to a standard size.	tray 4 guide setting	Paper guide position does not support a standard paper size. Adjust paper guides.
01-545-01	Tray 1 guides are not set properly	Dedicated tray 1 closed with media size other than what was set	Reload the required paper and correctly adjust the paper guides
01-545-02	Tray 2 guides are not set properly	Dedicated tray 2 closed with media size other than what was set	Reload the required paper and correctly adjust the paper guides
01-550-00	-	NC status code - system is in power save mode	Printing will start when a job is received or a user initiates a job at the machine
01-551-00	-	NC status code - system is in sleep mode	Printing will start when a job is received or a user initiates a job at the machine

Table 2 Chain 02 Status codes

Code	UI Message	Reason for Message	Reference / Action
02-501-00	-	Control Panel USB communication error.	Cycle system power. If the error persists, perform 02-380-00, 02-381-00 UI Communication Fault.
02-502-00	-	Control Panel USB communication error.	Cycle system power. If the error persists, perform 02-380-00, 02-381-00 UI Communication Fault.
02-516-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information.	Cycle system power.
02-517-00	A Supplies Plan Activation Code must be entered soon.	PagePack Grace Period Active	The printer is in the Supplies Plan courtesy period. Enter a valid activation code.
02-518-00	Courtesy Prints are depleted. Print services are disabled.	PagePack Grace Period Expired	Supplies Plan courtesy prints are depleted. Enter a valid activation code.
02-520-00	The device is not available	A software error has occurred.	Cycle system power. If the error persists, perform 02-320-00 Data Time Out Error.
02-521-00	-	The XEIP browser is dead or not responding	Cycle system power. If the error persists, perform 02-321-00 XEIP Browser Does not Respond.
02-590-00	Machine power on failed. Power off then on and notify system administrator	Configurable services are not stable at power on	Cycle system power. If the error persists, perform 02-390-00 Configurable Services Not Stable.

Table 3 Chain 03 Status codes

Code	UI Message	Reason for Message	Reference / Action
03-504-00 03-504-01	The device is offline	NC status code	Cycle system power.
03-505-00	System error. Power off then on and notify system administrator	The digital copier is not available	Cycle system power. If the error persists, perform 03-316-00, 03-325-00, 03-355-00.
03-506-00	No message	Copy Activity Report is Printing	No action needed.
03-516-00	Scan and Copy Services not available. Print Service is available.	Scanner Not Available	Cycle system power.

Table 3 Chain 03 Status codes

Code	UI Message	Reason for Message	Reference / Action
03-518-00	Network controller not available. Power off then on and notify system administrator	The network controller is not available.	Cycle system power. If the error persists, perform 03-331-00, 03-332-00 Communication Fault with NC
03-520-00	No message	CCM to UI communication not established in 30 sec	Cycle system power. If the error persists, perform 03-346-00, 03-347-00 Communication Fault with UI.
03-521-00	No message	CCM to UI communication are lost	Cycle system power. If the error persists, perform 03-346-00, 03-347-00 Communication Fault with UI.
03-535-00	Diagnostics are active. The system is not available. Please wait.	Machine has entered non-intrusive diagnostic mode	-
03-536-00	Diagnostics are active. The system is not available. Please wait.	The machine has entered intrusive diagnostic mode	-
03-536-01	Diagnostics are active. The system is not available. Please wait.	The machine has entered intrusive diagnostic mode via the PWS	-
03-546-00	Incompatible Fax software detected (upgrade required)	Incompatible Fax software detected at power on	Perform 03-417-00 Incompatible FAX Software Detected.
03-547-00	A Fax service error has occurred. Power off then on	Basic Fax not detected or confirmed	Cycle system power. If the error persists, perform 03-401-00, 03-403-00 FAX Not Detected.
03-548-00	Fax line 2 is unavailable. Notify your system administrator.	Extended Fax not detected or confirmed	Cycle system power. If the error persists, perform 03-401-00, 03-403-00 FAX Not Detected.
03-549-00	Fax memory error. Power off then on and notify system administrator	Fax POST failure status	Cycle system power.
03-550-00	A Fax service error has occurred. Power Off then On	Fax card is unavailable	Cycle system power. If the error persists, perform 20-302-00 to 20-305-00 Fax Board Hardware or Software error.
03-551-00	A Fax Service error has occurred. Power Off then On	Fax service is unavailable	Cycle system power. If the error persists, perform 20-331-00 to 20-341-00 Fax Network Line 1 Fault

Table 3 Chain 03 Status codes

Code	UI Message	Reason for Message	Reference / Action
03-557-00	Please wait... The Scanner is attempting to recover.	Power on while the IIT is being initialized	Cycle system power. If the error persists, perform 62-310-00 to 62-393-00 IIT Scan Error.
03-558-00	Please complete all steps required by the external accounting device to access this service	Not defined	-
03-558-01	Please insert card into the external accounting device to access this service	Not defined	-
03-558-02	Please enter access code into external accounting device to access this service	Not defined	-
03-558-03	Please insert money into the external accounting device to access this service	Not defined	-
03-558-04	Please insert key counter into the external accounting device to access this service	Not defined	-
03-561-00	Please wait... the system is attempting to recover	The system is recovering	Wait until the system recovers. If the error persists, perform 10-311-00 to 10-376-00 Fuser Thermal Errors
03-562-00	Some jobs may have been deleted	When some jobs may have been deleted	Removed upon user intervention
03-563-00	The network controller is initializing. Copy and print jobs may be delayed	Network service are being established	Wait until the system recovers. If the error persists, perform the 03-331-00, 03-332-00 Communication Fault with NC
03-564-00	Image rotation is not available. Power off then on and notify system administrator	Image rotation is not available	Cycle system power. If the error persists, review fault code history to identify failed component.
03-565-00	System error. Power off them on and notify system administrator	System fault	Cycle system power. If the error persists, review fault code history to identify failed component.

Table 3 Chain 03 Status codes

Code	UI Message	Reason for Message	Reference / Action
03-578-00	System Error. Power Off then On and Notify System Administrator	Paper Tray error	Cycle system power. If the error persists, review fault code history to identify failed component.
03-581-00	System Error. Power Off then On and Notify System Administrator	Paper Tray error	Cycle system power. If the error persists, review fault code history to identify failed component.
03-587-00	Tray 1 is not available. Notify your System Administrator	Paper Tray error	Cycle system power. If the error persists, perform 71-215-00 Tray 1 Feeder Composition Error
03-588-00	Tray 2 is not available. Notify your System Administrator	Paper Tray error	Cycle system power. If the error persists, perform 71-215-00 Tray 2 Feeder Composition Error.
03-597-00	Communication error. Power off then on and notify system administrator	The document feeder is not available. Use the document glass	Cycle system power. If the error persists, perform 05-110-00 DADF Pickup Jam
03-598-00	System Error. Power Off then On and notify system administrator.	Unable to set Ready mode	Cycle system power. If the error persists, perform 03-788-00 Failed to Exit Power Save Mode

Table 4 Chain 04 Status codes

Code	UI Message	Reason for Message	Reference / Action
04-561-00	System error. Power off then on and notify system administrator	Software Logic Failure	Cycle system power. If the error persists, perform 41-388-00 Marking Logic Fail
04-563-00	System error. Power off then on and notify system administrator	Image module system fault/ hardware failure	Cycle system power. If the error persists, review fault code history to identify failed component.
04-565-00	System error. Power off then on and notify system administrator	IME controller communication failure	Cycle system power. If the error persists, perform 45-301-00 to 45-305-00 IOT I/F Error
04-566-00	System error. Power off then on and notify system administrator	IME controller communication failure	Cycle system power. If the error persists, perform 45-301-00 to 45-305-00 IOT I/F Error
04-567-00	Output tray Offsetting is not available. Power Off then On and Notify System Administrator.	OCT offset failure occurred	Cycle system power. If the error persists, review fault code history to identify failed component.

Table 4 Chain 04 Status codes

Code	UI Message	Reason for Message	Reference / Action
04-568-00	The output tray is full. Empty the output tray	The OCT is full.	Empty the tray.

Table 5 Chain 05 Status codes

Code	UI Message	Reason for Message	Reference / Action
05-501-00	The document feeder is open	Document feeder is up.	Close the DADH. If the error persists, perform 05-900-00 ADF Sensor Static Jam
05-502-00	The document feeder top cover is open	The DADH top cover is open.	Close the DADH top cover. If the error persists, perform 05-900-00 ADF Sensor Static Jam
05-506-00	Paper Jam in the Document Feeder.	Document Feeder Jam.	Clear the jam. If the error persists, perform RAP 05-121-00, CVT-DADF Feed Sensor On Jam.
05-510-00	DADF paper jam	DADF jam while running and interlock open.	Clear the paper jam. If the error persists, perform RAP 05-121-00, CVT-DADF Feed Sensor On Jam. Copy and Scan services are disabled;
05-525-00	No message	The Document feeder tray is empty	Cycle system power. If the error persists, perform 05-940-00 DADF No Original Fail
05-535-00	No message	Document feeder tray loaded	-
05-570-00	Reload sheets in Document Feeder.	DADF jam clearance.	Re-sort and reload the document originals. Cycle system power. If the error persists, perform 05-940-00 DADF No Original Fail
05-575-00	The number of originals was less than the number originally scanned.	Paper jam in the Document Feeder.	Re-sort and reload the document originals. Cycle system power. If the error persists, perform 05-940-00 DADF No Original Fail

Table 6 Chain 06 Status codes

Code	UI Message	Reason for Message	Reference / Action
06-515-00	Imaging Error. Power Off then On and Notify System Administrator	Unclearable Laser Unit fault	Cycle system power. If the error persists, perform 62-310-00 to 62-393-00 ROS Error

Table 7 Chain 07 Status codes

Code	UI Message	Reason for Message	Reference / Action
07-501-01	Tray 1 paper jam.	Misfeed in Tray 1	Paper jam in Bypass and Tray 1 area. User intervention is required to clear the jam. If error persists, perform 71-101-00 Tray1 Misfeed Jam
07-501-02	Tray 1 paper jam.	Misfeed in Tray 1	Paper jam in Bypass and Tray 1 area. User intervention is required to clear the jam. If error persists, perform 71-101-00 Tray1 Misfeed Jam
07-502-02	Tray 2 paper jam.	Misfeed in Tray 2	Paper jam in Tray 2. User intervention needed to clear the jam. If error persists, perform 72-101-00 Tray2 Misfeed Jam
07-505-01	Bypass tray paper jam.	Misfeed in Bypass/MSI	Bypass Tray jam. User intervention needed to clear the jam. If error persists, perform 75-101-00 Bypass Misfeed Jam
07-505-02	Bypass tray paper jam.	Misfeed in Bypass/MSI	Bypass Tray jam. User intervention needed to clear the jam. If error persists, perform 75-101-00 Bypass Misfeed Jam
07-508-01	Paper jam behind Rear Door.	Jam behind Tray 2 rear cover	Paper jam behind Rear Cover. User must clear the jam. If error persists, perform 72-102-00 Feeder Path 2 Sensor On Jam (RC2)
07-508-02	Paper jam behind Rear Door.	Jam behind Tray 2 rear cover	Paper jam behind Rear Cover. User must clear the jam. If error persists, perform 72-102-00 Feeder Path 2 Sensor On Jam (RC2)
07-509-01	Paper jam behind Rear Door.	Jam in Fuser area	Paper jam behind Rear Cover. User must clear the jam.

Table 7 Chain 07 Status codes

Code	UI Message	Reason for Message	Reference / Action
07-509-02	Paper jam behind Rear Door.	Jam in Fuser area	Paper jam behind Rear Cover. User must clear the jam.
07-510-01	Paper jam behind Rear Door.	Jam in registration area	Paper jam behind Rear Cover. User must clear the jam. If error persists, perform 77-900-00 IOT Static Jam
07-510-02	Paper jam behind Rear Door.	Jam in registration area	Paper jam behind Rear Cover. User must clear the jam. If error persists, perform 77-900-00 IOT Static Jam
07-513-01	Tray 1 is open	Dedicated tray 1 is open	Cycle system power. If the error persists, review fault code history to identify failed component.
07-513-02	Tray 2 is open	Dedicated tray 2 is open	Cycle system power. If the error persists, review fault code history to identify failed component.
07-514-01	Tray 1 is open	Adjustable tray 1 is open	Cycle system power. If the error persists, review fault code history to identify failed component.
07-514-02	Tray 2 is open	Adjustable tray 2 is open	Cycle system power. If the error persists, review fault code history to identify failed component.
07-520-02	Optional tray static jam.	Optional tray - Static jam Regi	Paper jam behind Rear Cover. User must clear the jam. If error persists, perform RAP 77-901-00 Feeder Static Jam.
07-535-00	Bypass Tray is empty. Add paper.	Bypass Tray is empty	Cycle system power. If the error persists, review fault code history to identify failed component.
07-544-00	Tray 1 is empty. Add paper.	Tray 1 is empty	Cycle system power. If the error persists, review fault code history to identify failed component.
07-545-00	Tray 2 is empty. Add paper.	Tray 2 is empty	Cycle system power. If the error persists, review fault code history to identify failed component.
07-546-01	Unexpected paper size or type detected from Tray 1	Tray 1 media or type mismatch detected	Cycle system power. If the error persists, review fault code history to identify failed component.
07-546-02	Unexpected paper size or type detected from Tray 2	Tray 2 media or type mismatch detected	Cycle system power. If the error persists, review fault code history to identify failed component.
07-546-05	Unexpected paper size or type detected from Bypass Tray	Bypass Tray media or type mismatch detected	Cycle system power. If the error persists, review fault code history to identify failed component.

Table 8 Chain 09 Status codes

Code	UI Message	Reason for Message	Reference / Action
09-503-00	The Imaging Unit (K) is not compatible.	Imaging Unit (K) is not compatible.	Cycle system power. If the error persists, perform RAP 91-914-00 to 91-921-00 K Drum Cartridge Error.
09-504-00	The Imaging Unit (C) is not compatible.	The Imaging Unit (C) is not compatible.	Cycle system power. If the error persists, perform RAP 91-920-00 to 91-923-00 Drum Y CRUM Data Broken.
09-505-00	The Imaging Unit (M) is not compatible.	The Imaging Unit (M) is not compatible.	Cycle system power. If the error persists, perform RAP 91-920-00 to 91-923-00 Drum Y CRUM Data Broken.
09-506-00	The Imaging Unit (Y) is not compatible.	The Imaging Unit (Y) is not compatible.	Cycle system power. If the error persists, perform RAP 91-920-00 to 91-923-00 Drum Y CRUM Data Broken.
09-508-00	Toner Waste Cartridge near Full	Reorder Toner Waste cartridge but DO NOT replace until prompted.	Reorder Toner Waste cartridge but DO NOT replace until prompted. Perform RAP 91-400-00, Waste Bottle near full. Device services are unaffected.
09-521-00	Imaging Units Life Over.	Imaging Unit Kit is at end of life (over). Hard stop.	Imaging Unit Kit has reached end of life. Replace the Imaging Unit Kit, perform RAP 93-922 to 93-924, Toner Cartridge is Empty. Print and Copy services are disabled.
09-533-00	Reorder Imaging Kit.	Imaging Unit Kit is at end of life.	Cycle system power. If the error persists, perform 91-913-00 K Drum Cartridge Dead Stop Error
09-540-00	Toner (Y) not in position.	Tonor CRUM Y not in Position	Cycle system power. If the error persists, perform 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-541-00	Toner (M) not in position.	Tonor CRUM M not in Position	Cycle system power. If the error persists, perform 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-542-00	Toner (C) not in position.	Tonor CRUM C not in Position	Cycle system power. If the error persists, perform 93-970-00 to 93-973-00 Toner CRUM Not in Position.

Table 8 Chain 09 Status codes

Code	UI Message	Reason for Message	Reference / Action
09-543-00	Toner (K) not in position.	Toner CRUM K not in Position.	Cycle system power. If the error persists, perform 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-548-00	There is a problem with the Xerographic system. Call for assistance.	Xerographic system error.	Cycle system power. If the error persists, perform 91-914-00, 91-921-00 K Drum Cartridge Error
09-553-00	Imaging Unit (K) missing	Imaging Unit CRUM (K) missing.	Cycle system power. If the error persists, perform RAP 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-554-00	Imaging Unit (C) missing	Imaging Unit CRUM (C) missing	Cycle system power. If the error persists, perform RAP 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-555-00	Imaging Unit (M) missing	Imaging Unit CRUM (M) missing	Cycle system power. If the error persists, perform RAP 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-556-00	Imaging Unit (Y) missing	Imaging Unit CRUM (Y) missing	Cycle system power. If the error persists, perform RAP 93-970-00 to 93-973-00 Toner CRUM Not in Position.
09-558-00	Yellow Toner (Y) is not Compatible	Yellow Toner (Y) is not Compatible	Cycle system power. If the error persists, perform RAP 93-925-00 to 93-932-00 Toner Cartridge Error. Print and Copy services are disabled.
09-559-00	Magenta Toner (M) is not Compatible	Magenta Toner (M) is not Compatible	Cycle system power. If the error persists, perform RAP 93-925-00 to 93-932-00 Toner Cartridge Error. Print and Copy services are disabled.
09-560-00	Cyan Toner (C) is not Compatible	Cyan Toner (C) is not Compatible	Cycle system power. If the error persists, perform RAP 93-925-00 to 93-932-00 Toner Cartridge Error. Print and Copy services are disabled.
09-561-00	Black Toner (K) is not compatible.	toner crum mismatch (K)	Cycle system power. If the error persists, perform RAP 93-925-00 to 93-932-00 Toner Cartridge Error

Table 8 Chain 09 Status codes

Code	UI Message	Reason for Message	Reference / Action
09-565-00	Yellow Toner near end of life.	Reorder Yellow Toner Cartridge (Y) but DO NOT replace until prompted.	Reorder Yellow Toner; do not replace until prompted. If the error persists, perform RAP 93-400-00, 93-424, Toner Cartridge Near Empty. Device services are unaffected.
09-566-00	Magenta Toner near end of life.	Reorder Magenta Toner (M) but DO NOT replace until prompted.	Reorder Magenta Toner; do not replace until prompted. If the error persists, perform RAP 93-400-00, 93-424, Toner Cartridge Near Empty. Device services are unaffected.
09-567-00	Cyan Toner near end of life.	Reorder Cyan Toner (C) but DO NOT replace until prompted.	Reorder Cyan Toner; do not replace until prompted. If the error persists, perform RAP 93-400-00, 93-424, Toner Cartridge Near Empty. Device services are unaffected.
09-568-00	Black Toner near end of life.	Reorder Black Toner (K) but DO NOT replace until prompted.	Reorder Black Toner; do not replace until prompted. If the error persists, perform RAP 93-425-00, 93-912-00, K Toner Cartridge Life Near End. Device services are unaffected
09-575-00	Imaging Unit fail	Imaging Unit CRUM Comm Failure.	Cycle system power. If the problem persists, perform RAP 91-917-00 to 91-919-00 Drum CRUM Comm Fail. Print and Copy services are disabled.
09-578-00	Transfer Unit missing	Transfer Belt Unit missing or not seated correctly.	Cycle system power. If the problem persists, perform RAP 94-910-00 BTR Unit Not in Position. Print and Copy services are disabled.
09-582-00	System Error. Power Off then On and notify system administrator.	Software Error has Occurred	Cycle system power. If the error persists, use GP 9 to reload system software.
09-584-00	Please wait... Adjustments are in progress.	Xerographic adjustment in progress.	Wait until the system recovers. If the error persists, cycle system power. If necessary, review fault code history to identify failed component.

Table 8 Chain 09 Status codes

Code	UI Message	Reason for Message	Reference / Action
09-586-00	Magenta Toner empty.	The Magenta Toner (M) is empty. Replace it NOW.	Replace the Magenta Toner (M). If the error persists, perform RAP 93-922-00 to 93-924, Toner Cartridge Empty. Print and Copy services are disabled.
09-587-00	Cyan Toner empty.	The Cyan Toner (C) is empty. Replace it NOW.	Replace the Cyan Toner (C). If the error persists, perform RAP 93-922-00 to 93-924, Toner Cartridge Empty. Print and Copy services are disabled.
09-588-00	The Black Toner is empty.	The Black Toner (K) is empty. Replace them NOW.	Replace the Toner Cartridge. If the error persists, perform 93-425-00, 93-912-00, K Toner Cartridge Life Near End.
09-589-00	The Toner Waste Cartridge is full. Replace it NOW.	The Toner Waste Cartridge is full. Replace it NOW.	The Toner Waste Cartridge is full. Replace the Toner Waste Container, perform RAP 91-911-00, Waste Bottle Full. Printing and copying services are not available.
09-594-00	Imaging Unit NEAR EOL	Imaging Unit Kit is near end of life.	Imaging Unit Kit is near end of life. Reorder the Imaging Unit Kit; do not replace until prompted. When prompted, perform RAP 93-922-00 to 93-924, Toner Cartridge is Empty.
09-596-00	Yellow Toner empty.	The Yellow Toner (Y) is empty. Replace it NOW.	Replace the Yellow Toner (Y). If the error persists, perform RAP 93-922-00 to 93-924, Toner Cartridge Empty. Print and Copy services are disabled.
09-602-00	Fuser Dead Stop	Fuser Life over - dead stop	Replace the Fuser Assembly. Print and Copy services are available, but Image Quality may be degraded. Perform RAP 10-420-00, 10-421-00 Fuser End of Life.
09-612-00	Fuser Past EOL	Fuser is PAST End of Life	Replace the Fuser Assembly soon. Print and Copy services are available, but Image Quality may be degraded. Perform RAP 10-420-00, 10-421-00 Fuser End of Life.
09-622-00	Fuser near EOL	Fuser Near End of Life	Reorder the Fuser; do not replace until prompted. When prompted, perform RAP 10-420-00, 10-421-00 Fuser End of Life.

Table 8 Chain 09 Status codes

Code	UI Message	Reason for Message	Reference / Action
09-639-00	Fuser is missing or misinstalled.	Fuser Missing	Fuser missing or not installed correctly. User intervention needed to install or lock Fuser. If the error persists, perform 10-317-00, 10-902-00 Fuser Missing
09-661-00	Confirm if Fuser was replaced.	Fuser cover confirmation status	Fuser replaced. User intervention is required at the local user interface to confirm the replacement of the Fuser.
09-663-00	Confirm if Bias Transfer Roll was replaced.	Bias Transfer Roll replacement yes/no status	Confirm replacement at the Control Panel.

Table 9 Chain 10 Status codes

Code	UI Message	Reason for Message	Reference / Action
10-505-00	The Fuser is warming up. Printing may be delayed.	The Fuser is warming up. Printing may be delayed	Cycle system power. If the error persists, perform 10-311-00 to 10-376-00 Fuser Thermal Error
10-523-00	Transfer Unit EOL.	The Transfer Belt Kit needs replacement. Replace Soon. (no hard stop).	Transfer Belt Kit has reached end of life. Replace the Transfer Belt Kit soon. Image Quality may be degraded. Perform RAP 94-419-00, 94-422-00 BTR Near Life End.
10-524-00	Transfer Unit near EOL.	Reorder Transfer Belt Kit but DO NOT replace until prompted.	Transfer Belt Kit has reached end of life. Replace the Transfer Belt Kit soon. Image Quality may be degraded. Perform RAP 94-419-00, 94-422-00 BTR Near Life End.
10-527-00	Fuser System error. Call for assistance.	Fuser component/sensor fault	Cycle system power. If the error persists, perform 10-311-00 to 10-376-00 Fuser Thermal Error

Table 10 Chain 14 Status codes

Code	UI Message	Reason for Message	Reference / Action
14-517-00	Scanner fault. Power off then on and notify system administrator	Scanner fault.	Cycle system power. If the error persists, perform 62-310-00 to 62-393-00 or review fault code history to identify failed component.

Table 11 Chain 15 Status codes

Code	UI Message	Reason for Message	Reference / Action
15-571-00	Unauthorized banknote image reproduction not supported.	Banknote detection system faulted.	Cycle system power. If the error persists, perform 62-790-00 PrelPS XFail

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-501-00	Network Services with Job Based Accounting not available. Notify your System Administrator.	Job based accounting not enough DC memory.	Cycle system power. If the error persists, perform 16-930-19 to 16-939-19 Other Network Faults 17
16-502-00	The network controller is about to be reset.	Network Controller reset is about to occur	Cleared when the network controller reset is initiated.
16-503-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information.	Cycle system power.
16-504-00	Some Network Services involving DDNS are not available. Notify your System Administrator.	Generic Fault frame with DDNS disabled	The DDNS address resolution process has failed. Cycle system power. If the error persists, check the DDNS server's network connection.
16-505-00	Some network services involving scan to E-mail are not available. Notify system administrator.	Insufficient memory for E-mail	Cycle system power. If the error persists, check the network connections
16-506-00	Your administrator is reconfiguring the system. Services will not be available.	Your administrator is reconfiguring the system	The system administrator is saving the machine configuration to a remote station.
16-507-00	Some network services involving SLP are not available. Notify your system administrator.	SLP process stopped. Some network controller services are not available	Cycle system power.
16-508-00	Autonet functions are not available. Notify your system administrator.	Autonet is not available	Cycle system power. Printing can continue if other network protocols are used
16-509-00	Some network services involving Internet Fax are not available. Notify system administrator.	Insufficient memory for internet Fax	Cycle system power. Printing can continue if other network protocols are used

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-510-00	Network services involving scan to E-mail are not available. Notify system administrator.	Scan to E-mail process failed	Cycle system power. If the problem persists check network connections
16-511-00	Network services related to Internet Fax are not available. Notify system administrator.	Internet Fax process failed	Cycle system power. If the problem persists check network connections
16-512-00	Some Network Services involving USB are not available. Notify your System Administrator.	USB Process Death	Cycle system power. If the problem persists check USB configuration.
16-513-00	Some network services involving SSDP are not available. Notify your system administrator.	Simple service discovery protocol (SSDP) failed.	Cycle system power.
16-514-00	Network services involving scan to E-mail are not available. Notify system administrator	Post office protocol (POP3) (for inbound IFAX messages) process failed	Cycle system power.
16-517-00	Network services involving scan to E-mail are not available. Notify system administrator	SMTP process failed	Cycle system power.
16-518-00	Network services using WS edge client are not available. Notify your system administrator	Web services edge client interface does not work	Cycle system power. If the error persists, check network connections.
16-519-00	Network services using WS edge client are not available. Notify your system administrator	Web services client controller does not work	Cycle system power. If the error persists, check network connections.
16-520-00	Network services using WS edge client are not available. Please notify the system administrator	Web services server controller interface does not work.	Cycle system power. If the error persists, check network connections.
16-521-00	Some network services involving CPI are not available. Notify your system administrator	The network controller's CPI service process has stopped	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5
16-522-00	Some network services involving job log are not available. Notify system administrator	The network controller's job log service process has stopped	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-523-00	Some network services with job tracker are not available. Notify your system administrator	The network controller's job tracker service process has stopped	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5
16-524-00	Some network services with Kerberos are not available. Notify your system administrator	The network controller's Kerberos service process has stopped	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5
16-525-00	Scan to distribution services are not available. Notify your system administrator	The network controller's scan to distribution service process has stopped	Cycle system power. If the error persists, perform 16-810-00 to 16-819-47 Other Network Faults 6
16-526-00	Some network services involving SMB are not available. Notify your system administrator	The network controller's SMB service process has stopped.	Cycle system power. If the error persists, perform 16-810-00 to 16-819-47 Other Network Faults 6
16-527-00	Some network services involving TCP/IP are not available. Notify your system administrator	The network controller's TCP/IP service process has stopped.	Cycle system power. If the error persists, perform 16-810-00 to 16-819-47 Other Network Faults 6
16-528-00	Network services using WS scan temp are not available. Notify your system administrator	The network controller's WS scan temp service process has stopped.	Cycle system power. If the error persists, perform 16-810-00 to 16-819-47 Other Network Faults 6
16-529-00	Network services with Scan compressor are not available. Notify your system administrator	The network controller's Scan compressor service process has stopped.	Cycle system power. If the error persists, perform 16-810-00 to 16-819-47 Other Network Faults 6
16-531-00	System Error. Power Off then On and Notify System Administrator.	Incomplete System Information	Cycle system power.
16-533-00	Service limit exceeded. New services will not be available until some services are removed	Controller software service limit exceeded	Remove some existing services to enable new services to be added. Machine services are available but may be degraded
16-535-00	Immediate job overwrite failed. Perform an on demand overwrite immediately	Immediate job overwrite failed	Cycle system power. If the error persists, perform 16-710-00 to 16-750-11 Unable To Create Client Handle
16-536-00	Network controller error. Some network services not available. Notify system administrator.	The XSA service is unavailable. Network controller error	Cycle system power. If the error persists, perform 16-674-00 to 16-709-00 XSA Database Error

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-540-00	Ensure the USB Wireless Network Interface is properly connected.	USB Wireless Network not connected.	Ensure cables are properly connected.
16-544-00	Network cable unplugged	An Ethernet cable is unplugged	Ensure cables are properly connected
16-546-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information. Logon Service Data is corrupt.	Cycle system power.
16-547-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information.SR defaults unable to load.	Cycle system power.
16-548-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information. SR database error.	Cycle system power.
16-550-00	Device entering SW upgrade mode. ALL jobs will be cancelled.	Device entering SW upgrade mode - all jobs will be canceled.	The Device entered a software upgrade mode (all jobs will be deleted). No user intervention is required. Device services are unavailable until the software upgrade process has completed.
16-551-00	Accounting out of memory. Notify your system administrator	Network controller - accounting log is full or a hard disk full state exists	Accounting administrator needs to retrieve accounting data log from the system
16-552-00	Software option codes do not match.	Software Option codes do not match.	Cycle system power.
16-553-00	Additional memory is required to support scan to file. Notify your system administrator	Scan-to File memory shortage	Cycle system power. Hardware must be added or replaced.
16-554-00	Workflow scanning hardware must be added or replaced. Notify your system administrator.	Hardware must be added or replaced.	Cycle system power. Hardware must be added or replaced.
16-555-00	Insufficient memory for Fax job. Notify your system administrator.	LAN Fax memory shortage	Additional memory required to support Fax. The Fax service is not available
16-556-00	802.1X authentication failed, the device will remain offline until resolved. Please contact the system administrator.	Ensure 802.1X settings on the printer match the 802.1X network authentication settings.	Check printer settings to see if they match server settings. Cycle system power. If the error persists, perform 16-780-00 to 16-789-47 Other Network Faults 3

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-557-00	Network services using DC platform recovery not available. Notify system administrator	DC Platform Recovery Failed	Cycle system power. If the error persists, review fault code history to identify failed component.
16-558-00	Network services using DC platform recovery not available. Notify system administrator	Network controller DC communications failed	Cycle system power. If the error persists, review fault code history to identify failed component.
16-559-00	Network services using BOOTP initialization not available. Notify system administrator	Network controller BOOTP initialization failure	Check the BOOTP Server and its network connection. If error persists, cycle system power.
16-560-00	Some network services are not available due to a process error. Notify system administrator.	Some processes on the network controller have failed	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-561-00	Scan to file not available. Power off then on and notify system administrator	Network controller - scan to file processes have failed	Cycle system power. If the error persists, perform 16-759-46 to 16-760-46 Fail to Enable Process
16-562-00	Some network services involving LPD are not available. Notify your system administrator	Network controller - the line printer daemon (LPD) process has failed	Cycle system power. If the error persists, perform 16-760-47 to 16-761-46 File Error
16-563-00	Some network services involving Novell are not available. Notify your system administrator	Network controller - the Novell netware connectivity process has failed	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1
16-564-00	Some network services involving NetBios are not available. Notify system administrator	Network controller - the NetBIOS connectivity process has failed	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1
16-565-00	Network services involving Apple Talk are not available. Notify your system administrator	Apple Talk printing error. Printing can continue using other submission methods	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1
16-567-00	Some network services involving PostScript are not available. Notify your system administrator	Network controller - a PostScript interpreter error has occurred, causing the process to fail	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1
16-568-00	Some network services involving PCL are not available. Notify your system administrator	Network controller - a PCL interpreter error has occurred, causing the process to fail	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-569-00	Network services involving a parallel port are not available. Notify system administrator	Network controller - parallel ports are not available	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1
16-570-00	Some network services involving HTTP are not available. Notify your system administrator	Network controller - an HTTP interpreter error has occurred, causing the process to fail	Cycle system power. If the error persists, perform 16-761-47 to 16-769-95 Other Network Faults 1
16-571-00	Network printing disabled. Notify your system administrator	Network controller - print service has failed	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-572-00	Network printing disabled. Notify your system administrator	Network controller - print service has failed	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-573-00	Network printing disabled. Notify your system administrator.	Network controller - IP print service has failed	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-574-00	Job queue error. Power off then on and notify system administrator	IP queue utility has failed. Only a partial list is available for display at this time	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-575-00	The network controller connection is about to be reset	The network controller IP registration service process has stopped	Cycle system power. If the error persists, perform 16-160-09 NC Registration Service Process Death
16-576-00	Network controller connection is about to be reset	The network controller IP event notification service process has stopped	Cycle system power. If the error persists, perform 16-161-09 to 16-164-09 Cannot Send Reg Event / List Access Failure
16-577-00	Network controller connection is about to be reset	The network controller IP platform manager service process has stopped	Cycle system power. If the error persists, perform 16-161-09 to 16-164-09 Cannot Send Reg Event / List Access Failure
16-578-00	Incomplete system information. Power off then on and notify system administrator	The network controller IP fault log service process has stopped	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-579-00	Job status not available. Power off then on and notify system administrator	The network controller IP completed job log service has stopped	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-580-00	Incomplete system information. Power off then on and notify system administrator	The network controller IP configuration utility process has stopped	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-581-00	Some network diagnostic services are not available. Notify your system administrator	The network controller IP diagnostic service process has stopped	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-582-00	Some network authentication services unavailable. Notify your system administrator	The network controller IP authentication SPI process has stopped	Cycle system power. If the error persists, perform 16-780-00 to 16-789-47 Other Network Faults 3
16-583-00	Incomplete system information. Power off then on and notify system administrator	The network controller IP counters utility process has stopped	Cycle system power. Printing and scanning can continue.
16-584-00	Network controller connection is about to be reset	The network controller document manager agent process has stopped	Cycle system power. If the error persists, perform 16-161-09 to 16-164-09 Cannot Send Reg Event / List Access Failure
16-585-00	Incomplete system information. Power off then on and notify system administrator	The network controller IP configuration synchronization process has stopped	Cycle system power. If the error persists, perform 16-780-00 to 16-789-47 Other Network Faults 3
16-586-00	Incomplete system information. Power off then on and notify system administrator	The network controller agent process has stopped	Cycle system power. If the error persists, perform 16-780-00 to 16-789-47 Other Network Faults 3
16-589-00	Network services involving a serial port are not available. Notify system administrator.	The network controller serial port connectivity has failed	Cycle system power. If the error persists, perform 16-780-00 to 16-789-47 Other Network Faults 3
16-590-00	Network connectivity configuration server not available. Notify your system administrator	The network controller CCS process has failed	Cycle system power. If the error persists, perform 16-780-00 to 16-789-47 Other Network Faults 3
16-591-00	Some network services involving Ethernet are not available. Notify system administrator.	Network controller Ethernet process has failed	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5
16-593-00	Some network services involving DHCP are not available. Notify your system administrator.	Network controller - DHCP address resolution has failed	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5

Table 12 Chain 16 Status codes

Code	UI Message	Reason for Message	Reference / Action
16-594-00	Some network services involving RARP are not available. Notify your system administrator.	Network controller - RARP address resolution has failed	Cycle system power. If the error persists, perform 16-800-09 to 16-809-47 Other Network Faults 5
16-595-00	LAN Fax service error. Power off then on and notify system administrator	The network controller LAN Fax service has failed	Cycle system power. If the error persists, perform 16-790-09 to 16-799-47 Other Network Faults 4
16-596-00	Some network accounting services are not available. Notify your system administrator.	Some network controller services are not available	Cycle system power. If the error persists, perform 16-790-09 to 16-799-47 Other Network Faults 4
16-597-00	Some network services involving TIFF are not available. Notify your system administrator.	The network controller TIFF interpreter has failed	Cycle system power. If the error persists, perform 16-790-09 to 16-799-47 Other Network Faults 4
16-598-00	Some network services involving TCP/IP are not available. Notify your system administrator.	Network controller - TCP/IP address is already in use on the network	Cycle system power. If the error persists, perform 16-770-09 to 16-779-95 Other Network Faults 2
16-599-00	Network services with Port 9100 process are not available. Notify system administrator	Raw TCP/IP printing (port 9100) process has failed	Cycle system power. If the error persists, perform 16-790-09 to 16-799-47 Other Network Faults 4
16-600-00	System error. Performance degraded. Notify system administrator.	Disk partition threshold has been exceeded.	Cycle system power.

Table 13 Chain 17 Status codes

Code	UI Message	Reason for Message	Reference / Action
17-510-00	Duplicate IPv6 address detected. Reconfigure with a unique address	Duplicate IPv6 address detected	Reconfigure with a unique address. Cycle system power. Copy and Fax services (if installed) can continue.
17-512-00	DHCPv6 services are not available. Notify your system administrator.	DHCPv6 Failure status	Cycle system power. Printing can continue with other submission methods.
17-513-00	Duplicate IPv4 address detected. Reconfigure with a unique address	Duplicate IPv4 address detected.	Cycle system power.

Table 13 Chain 17 Status codes

Code	UI Message	Reason for Message	Reference / Action
17-514-00	The machine is not available. Accounting communication failure	External accounting device communication failure	Administrator intervention required to check the connection to the external accounting device.
17-551-00	Server Fax service cannot register. Power off then on and notify system administrator	Server Fax service cannot register	Cycle system power. If the error persists, perform 16-980-00 to 16-989-35 Other Network Faults 22
17-552-00	Reprint Saved Jobs Service cannot Register. Power Off then On. Notify System Administrator.	Reprint Saved Jobs Service cannot Register	Cycle system power. If the error persists, perform 16-752-00 to 16-752-47 Invalid File Details
17-553-00	Internet Fax service cannot register. Power off then on and notify system administrator	Internet Fax service cannot register	Cycle system power. If the error persists, perform 16-950-19 to 16-959-19 Other Network Faults 19
17-554-00	E-mail service cannot register. Power off then on and notify system administrator	Email Service cannot Register.	Cycle system power. If the error persists, perform 16-950-19 to 16-959-19 Other Network Faults 19
17-556-00	The server Fax service cannot un-register. Notify your system administrator	Server Fax service cannot un-register	Cycle system power. If the error persists, perform 16-980-00 to 16-989-35 Other Network Faults 22
17-557-00	The internet Fax service cannot un-register. Notify your system administrator	Internet Fax service cannot un-register	Cycle system power. If the error persists, perform 16-950-19 to 16-959-19 Other Network Faults 19
17-558-00	The E-mail service cannot un-register. Notify your system administrator	E-mail service cannot un-register	Cycle system power. If the error persists, perform 16-950-19 to 16-959-19 Other Network Faults 19
17-559-00	Workflow scanning service cannot register. Power off then on and notify system administrator	Network scanning service cannot register.	Cycle system power. If the error persists, perform 16-980-00 to 16-989-35 Other Network Faults 22
17-560-00	The workflow scanning service cannot un-register. Notify your system administrator	Network scanning service cannot un-register.	Cycle system power. If the error persists, perform 16-980-00 to 16-989-35 Other Network Faults 22
17-561-00	The reprint saved jobs service cannot un-register. Notify your system administrator	Reprint saved jobs service cannot un-register.	Cycle system power. If the error persists, perform 16-752-66 to 16-753-28 Scan to FAX Registration Error

Table 13 Chain 17 Status codes

Code	UI Message	Reason for Message	Reference / Action
17-562-00	No communications with Xerox SMart eSolutions server. Contact system administrator	Registration with edge server fails	User intervention is required to review SMart eSolutions settings. Cycle system power. If the error persists, perform 16-891-00, 16-892-00 Edge Server Error
17-563-00	No communications with Xerox SMart eSolutions server. Contact system administrator	Communication with edge server fails	User intervention is required to review SMart eSolutions settings. Cycle system power. If the error persists, perform 16-891-00, 16-892-00 Edge Server Error
17-565-00	Extensible services are not responding. Power machine off then on	EIP service not responding	Cycle system power.
17-570-00	No message	Communication with NNTP server failed	User intervention is required to verify network time protocol server settings, operability and machine time.
17-580-00	Please wait. Disk encryption operation is in progress.	Disk encryption is in progress	No user intervention is required. Machine is unavailable, please wait.
17-590-00	Image overwrite is in progress... the machine is offline.	Image overwrite (ODIO) is in progress	No service action required, please wait for the overwrite to finish.
17-591-00	On Demand Overwrite Failed. Perform an On Demand Overwrite immediately.	HDD or FAX On Demand Overwrite Failed.	Cycle system power. If the error persists, perform 16-710-00 to 16-750-11 Unable To Create Client Handle or 20-710-00, 20-711-00 Fax Card Overwrite Errors as appropriate.

Table 14 Chain 19 Status codes

Code	UI Message	Reason for Message	Reference / Action
19-502-00	Please wait, freeing memory	Out of memory resources. The machine has run out of image processing memory for the current job	No user intervention required, please wait, printing will resume after memory is freed. Other machine services are unaffected. If the error persists, perform 19-401-00, 19-402-00 Out of Memory

Table 14 Chain 19 Status codes

Code	UI Message	Reason for Message	Reference / Action
19-505-00	Some jobs may have been deleted	Compressor DVMA time-out. Current job has been deleted	Confirm the UI message and re-scan the job. If the error persists, perform the 19-403-00 Out of Memory - Job in EPC
19-506-00	Immediate job overwrite failed. Perform an on demand overwrite immediately	Immediate job overwrite failed	Administrator intervention is required to perform an on demand image overwrite immediately. Printing can continue. Other machine services are unaffected.
19-507-00	On Demand Overwrite Failed. Perform an On Demand Overwrite immediately.	HDD or FAX On Demand Overwrite Failed.	Cycle system power. If the error persists, perform 16-710-00 to 16-750-11 Unable To Create Client Handle or 20-710-00, 20-711-00 Fax Card Overwrite Errors as appropriate.
19-510-00	Please wait... the system is attempting to recover	System is attempting to recover. Image disk error	No service action required. Printing and other machine services are unaffected
19-511-00	Image disk is offline. Job(s) may take longer than normal. Notify system administrator	Image disk unavailable. Performance is degraded. Service is required	Perform the 19-300-00 to 19-310-00 Image Disk (HDD) Failure
19-512-00	Image disk offline. Power off then on and notify system administrator	The image disk must be serviced. Power off/ power on will temporarily alleviate the problem.	Perform the 19-300-00 to 19-310-00 Image Disk (HDD) Failure.
19-513-00	Please wait... The image disk is full	The image disk is full	Print jobs may be delayed. No service action required. The system is attempting to recover. Printing and other machine services are available
19-514-00	All incomplete jobs have been deleted	Video job integrity fault detected	If the error persists, perform the 19-409-00 Video Integrity Fault
19-550-00	Configuration mismatch	The controller cannot access the EPC memory or the image disk	Cycle system power. Install a new hard disk drive, REP 18.2.4. Install a new IP Board, REP 18.2.6.

Table 15 Chain 20 Status codes

Codes	UI Message	Reason for Message	Reference / Action
20-544-00	Please wait... The Fax service is initializing	The Fax service is initializing	The Fax service is re-starting. No user intervention is required. Printing and other machine services are available
20-545-00	Fax job could not be sent at this time, please try again	A Fax job could not be sent	Fax job could not be sent, retry. Printing and other machine services are available
20-546-00	Fax memory is low. Contact your system administrator	Not enough memory to use Fax service	Cycle system power. If the error persists, perform 20-323-00, 20-324-00 Fax System Memory is Low
20-547-00	Fax memory is low. Contact your system administrator	Fax memory is low	User intervention is required to delete unnecessary mailbox files or Fax jobs stored for polling. Cycle system power. If the error persists, perform 20-323-00, 20-324-00 Fax System Memory is Low
20-550-00	Fax line 2 is unavailable. Notify your system administrator	Extended Fax card failure detected	Cycle system power. Fax service can continue from line 1. Printing and other machine services are available
20-556-00	Fax memory error. Power off then on and notify system administrator	Fax service error. Reset Fax service	Cycle system power. If the error persists, perform 20-331-00 to 20-341-00 Fax Network Line 1 Fault
20-558-00	Fax memory error. Power off then on and notify system administrator	Fax memory error	Cycle system power. If the error persists, perform 20-322-00 NV Device Not Fitted to Basic Fax Card
20-559-00	Fax memory error. Power off then on and notify system administrator	Fax service error	Cycle system power. If the error persists, perform 20-320-00 Fax Fault Not Cleared by Card Reset
20-562-00	Fax line 1 is unavailable. Check line connection or notify your system administrator	No communication on Fax line 1	Cycle system power. If the error persists, perform 20-331-00 to 20-341-00 Fax Network Line 1 Fault
20-563-00	Fax line 2 is unavailable. Check line connection or notify your system administrator	No communication on Fax line 2	Cycle system power. If the error persists, perform 20-331-00 to 20-341-00 Fax Network Line 1 Fault

Table 15 Chain 20 Status codes

Codes	UI Message	Reason for Message	Reference / Action
20-565-00	Fax job limit has been reached. Power off then on and notify system administrator	All jobs IDs allocated cannot create any more	Cycle system power. Fax and LAN Fax are disabled
20-570-00	Fax memory error. Power off then on and notify system administrator	Fax service error	Cycle system power. If the error persists, perform 20-342-00 Error Accessing File on a NV Device
20-571-00	Fax memory error. Power off then on and notify system administrator	Fax service error	Cycle system power. If the error persists, perform 20-331-00 to 20-341-00 Fax Network Line 1 Fault
20-572-00	Fax line 2 is unavailable. Call for assistance	Fax service error. Fax line 2 is unavailable	Cycle system power. If the error persists, perform 20-331-00 to 20-341-00 Fax Network Line 1 Fault
20-580-00	Fax service is unavailable. Turn machine off then on	NVM values supplied by the Fax are invalid. Fax NVM data error	Cycle system power. If the error persists, perform 20-302-00 to 20-305-00 Fax Card HW or SW Error
20-595-00	Fax line 1 is unavailable. Call for assistance.	Fax service Error. Fax line 1 is unavailable	Cycle system power. If the error persists, perform 20-345-00 FaxPort1 Modem Failure

Table 16 Chain 22 Status codes

Codes	UI Message	Reason for Message	Reference / Action
22-501-04	Please wait... The system is attempting to recover.	System is in recovery	Wait for the system to recover. If the error persists, perform 22-310-04 to 22-318-04 Other Network Faults 25
22-502-04	No message	An active message has been produced.	Select the Current Messages button in the Machine Status for more information.
22-503-04	All incomplete jobs have been deleted.	System Error - Jobs have been lost.	Resubmit job. If the error persists, perform 22-310-04 to 22-318-04 Other Network Faults 25
22-503-05	The number of originals was less than the number originally scanned	Not enough originals detected in the DADF during DADF fault recovery.	Re-sort and reload all originals. If the error persists, perform 05-940-00 No Original Fail

Table 16 Chain 22 Status codes

Codes	UI Message	Reason for Message	Reference / Action
22-504-04	No tray is configured with the required paper size	No paper tray is configured to run the stock size required for this job	Job must be deleted. Paper tray must be configured to match the job. If the problem persists, perform the 22-310-04 to 22-318-04 Other Network Faults 25
22-504-05	Invalid original size detected. It will be treated as the next largest standard size	Invalid mixed size original pair detected	Make sure the originals are not creased or folded
22-504-16	Machine is in a non customer mode.	Non customer mode. Auto configuration is disabled. Wait for machine to exit Diagnostics mode. The machine is unavailable	Refer to the embedded pdf on this page for the recovery procedure
22-505-00	Remove documents from the document feeder input tray or close the document feeder.	Documents sensed in the DADH tray during IIT standby and document handler cover is open.	To scan from the document glass, remove documents in the document feeder input tray. To use the document feeder to scan your documents, lower the document feeder.
22-505-05	Start accepted. Job will begin when the system is ready.	fax and network scan	Scanning delayed temporarily. Job begins when the system is ready.
22-505-17	Machine is in a non-customer mode	Machine is in a non-customer mode	Refer to the embedded pdf for the recovery procedure.
22-506-17	Auto configuration is disabled	Machine is in a non-customer mode	Refer to the embedded pdf for the recovery procedure.
22-508-04	Scanning will be delayed	Scan start up delayed whilst awaiting resources	Job will begin when system is ready. If the error persists, perform the 22-330-01 to 22-332-00 Queue Timed Out
22-511-04	Paper required for current job is not available	Media required for current marking job is not loaded	Load the correct paper to complete the held job or cancel the held job. Other machine services are unaffected.
22-512-04	Auto Paper Select is not available.	All trays have been specified by the SA/KO to be direct select trays.	System administrator intervention is required to enable at least one tray for auto selection.



Table 16 Chain 22 Status codes

Codes	UI Message	Reason for Message	Reference / Action
22-513-04	One or more queued jobs need resources.	One or more queued jobs in the system is being held.	Queued job needs resources. User intervention is required to supply resources required for one or more queued jobs; jobs will be held until resources are available.
22-515-04	One or more queued jobs need resources.	One or more queued jobs in the system is being held.	Queued job needs resources. User intervention is required to supply resources required for one or more queued jobs; jobs will be held until resources are available.
22-552-00	Option Install error. Please wait...The system is attempting to recover.	Option Install Error.	Wait for the system to recover. If the error persists, perform 22-350-01, 22-350-02 Software Detects Non-Valid Xerox SOK
22-553-00	Please wait... One or more options are being installed.	Options are being installed.	Wait for the system to recover. If the error persists, perform 22-351-01 to 22-351-03 SOK Write Failure
22-554-00	Please wait... One or more options are being removed.	Options are being removed.	Wait for the system to recover. If the error persists, perform 22-351-01 to 22-351-03 SOK Write Failure
22-555-00	Option Install error. If problem persists call for assistance.	Option Install Error.	Cycle system power. If the error persists, perform 22-351-01 to 22-351-03 SOK Write Failure
22-556-00	Option Removal error. If problem persists call for assistance.	Option Removal Error.	Cycle system power. If the error persists, perform 22-351-01 to 22-351-03 SOK Write Failure
22-557-00	Configuration parameter error.	Serial number sync failure	Cycle system power. Use dC132 to check the serial number. Use dC131 to check printer configuration. If the error persists, perform 22-352-00, 22-352-01 Serial Number Lost/Missing
22-558-00	Your software is not the latest version. Do you want to upgrade now?	Power On Upgrade Available	Accept the upgrade. If the error persists, use GP 9 to force the upgrade.
22-561-00	Network Controller error. Contact System Administrator.	Raised when printer speed, Geo Region or CRU Ordering has changed via SIM card.	Cycle system power. If the error persists, perform 03-399-00 SIM Card Data Cannot be Processed

Table 16 Chain 22 Status codes

Codes	UI Message	Reason for Message	Reference / Action
22-562-00	Network Controller error. Contact System Administrator.	Network Controller Error	Cycle system power. If the error persists, perform 22-370-00 Unable to Communicate with XSA Database
22-563-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information. SR Dead - declared by IP reg service.	Cycle system power.
22-564-00	System Error. Power Off then On and notify system administrator.	Incomplete System Information. Acct Service Data is corrupt.	Cycle system power.
22-566-00	The Fax Service cannot Register. Notify your System Administrator.	Fax service cannot register	Cycle system power. If the error persists, perform 22-371-00, 22-372-00 Fax Application Registration Error
22-567-00	The Fax Service cannot Un-Register. Notify your System Administrator.	Fax service cannot un-register	Cycle system power. If the error persists, perform 22-371-00, 22-372-00 Fax Application Registration Error
22-568-00	No message	Status requiring POPO detected & Auto-Reset Count less than 2	Status codes requiring a POPO are defined in the Auto-Restart column. NVM 616-216 counts restart attempts the system will automatically try before engaging the user. NOTE: This status should never be added to the auto-restart list
22-580-00	Register for your Supplies Plan.	Service Plan registration alert.	Supplies Plan registration required. User intervention is required to enter Supplies Plan code.
22-581-00	The Supplies Plan is unknown. Print services are disabled.	Service Plan is undetermined.	Supplies Plan registration required. User intervention is required to enter Supplies Plan code. Print and Copy services are disabled.
22-582-00	The Supplies Plan expires soon. Contact your System Administrator.	Service Plan registration warning.	Supplies Plan expires soon. Contact your System Administrator to enter Activation Code. Print services are unaffected.
22-583-00	The Supplies Plan expires in {%d} days.	Service Plan registration expiration warning.	Supplies Plan registration expiration warning. Contact System Administrator to enter activation code. Print services are disabled.

Table 16 Chain 22 Status codes

Codes	UI Message	Reason for Message	Reference / Action
22-584-00	The Supplies Plan has expired. Print services are disabled.	Service Plan registration expired.	Supplies Plan has expired. Contact your System Administrator to enter Activation Code. Print services are disabled.

Table 17 Chain 72 to 77 Status codes

Code	UI Message	Reason for Message	Reference / Action
72-215-00	Optional Feeder Configuration Failure.	Feeder Composition Failure	Cycle system power. If the error persists, perform 71-215-00 Tray Feeder Composition Error
77-098-00	Optional Feeder Failure.	Option Feeder Mode Error	Cycle system power. If the error persists, perform 72-098-00 Option Feeder Mode
77-216-00	Feeder Motor Failure.	Option Feeder Motor Failure	Cycle system power. If the error persists, perform 72-216-00 Option Feeder Motor2 Error

Table 18 Chain 95 Status codes

Code	UI Message	Reason for Message	Reference / Action
95-100-00	Software Upgrade Failure.	Software Upgrade Failure	An attempted upgrade did not complete successfully. Use GP 9 to upgrade.

OF 4 Convenience Stapler Failure

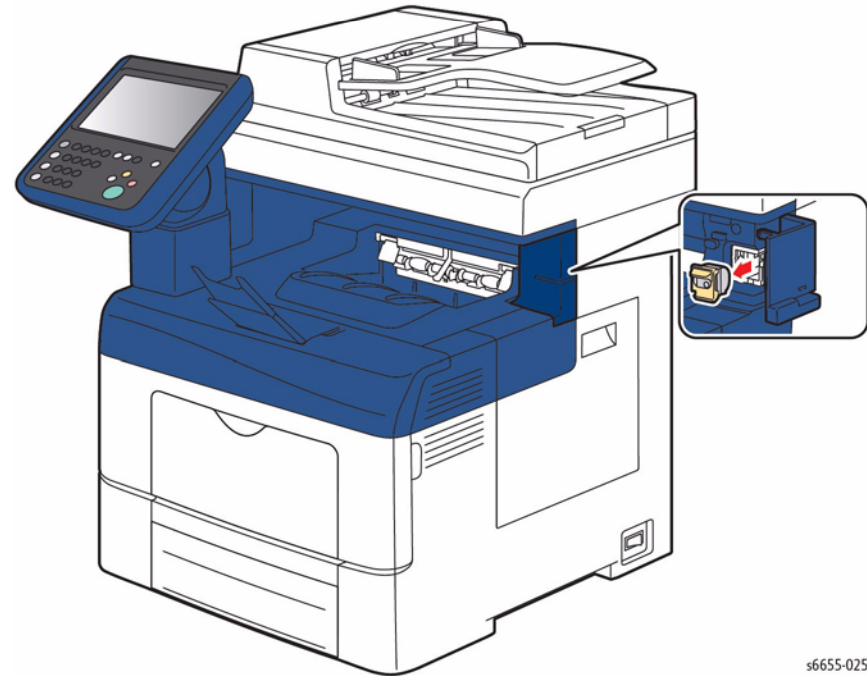
To identify problems with the convenience stapler.

Initial Actions

WARNING

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

Check the staples refill box to ensure it contains staples. Refer to Figure 1 for the refill box location.



s6655-025

Figure 1 Staples Refill Box Location

Procedure

WARNING

Perform the steps in the following procedure carefully. Failure to follow this procedure carefully could result in electrical shock and personal injury.

NOTE: There are no serviceable components in the convenience stapler.

Refer to Figure 2 to locate and check that the power lead is correctly connected to the convenience stapler.

Check the AC mains (line) voltage at the customer power outlet. **The voltage measured is within the power requirements.**

Y N

If the voltages are incorrect or the wiring of the main supply is defective, inform your technical manager and the customer. Do not attempt to repair or adjust the customer supply.

Install a new convenience stapler, REP 18.3.9.

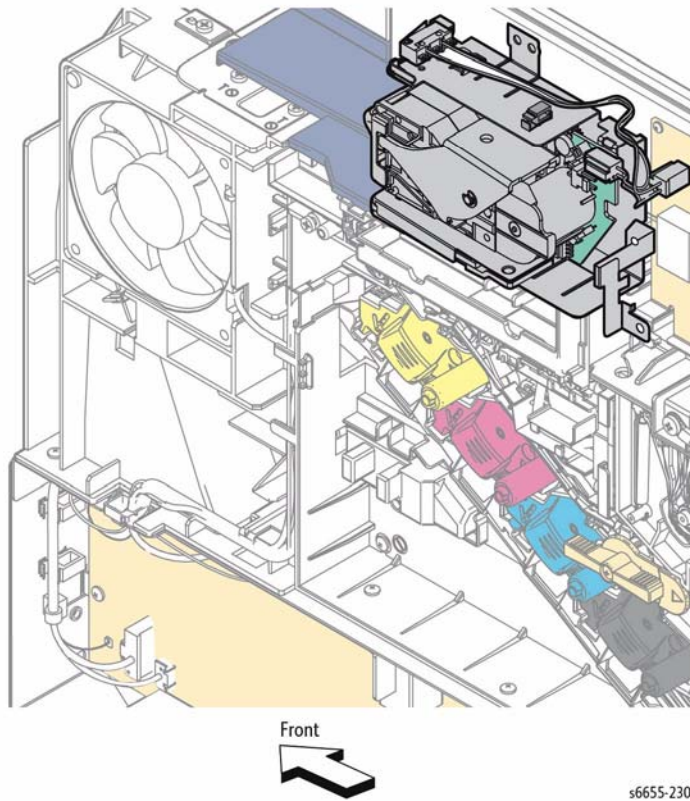


Figure 2 Stapler Assembly

OF 5 Multi-feed Error

To solve several sheet multi-feeds or extra blank sheet output problems.

Initial Actions

WARNING

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

- Check media condition. Do not use incorrectly cut paper, damp paper, paper with rough edges, badly drilled paper, paper with wrapper wax or glue contamination.
- Check media specifications, GP 26.

Procedure

When troubleshooting multi-feeds, use a new ream of paper. If a new ream can not be used, perform the following:

1. Fan the paper.
2. Turn the paper round or turn the paper over.
3. Remove four or five sheets from the top of the stack.

Bypass Tray

Perform the following:

1. Ensure that the customer is not filling the tray above the max fill line.
2. Clean the Pick-up Assembly, PL 13.2 Item 1 with a damp cloth with water.
3. Check that the Retard Roller, PL 13.2 Item 98 is clean, has torque resistance and does not rotate freely.

Tray 1

Check the following:

1. Check the tray side guides.
2. The bottom plate drops down when the tray is pulled out and elevates when pushed in.
 - a. Check the Transport Assembly components, PL 15.2.
 - b. Check the Feed Rolls, PL 9.1 Item 96.
 - c. Check that the friction clutch, PL 9.1 Item 5 in the Retard Roll Assembly has a torque resistance and does not rotate freely.
3. Check the tray for worn, broken or missing components. Replace if necessary, PL 9.1 Item 1.

Optional Tray

Check the following:

1. The bottom plate drops down when the tray is pulled out and elevates when closed.
 - a. Check the Optional Feeder Feed Assembly, PL 10.2 Item 1.
 - b. Check that the friction clutch, PL 10.3 Item 5 in the Retard Roll Assembly has a torque resistance and does not rotate freely.
2. Check tray for worn, broken or missing components.

OF 6 Power On Self Test (POST)

POST is the Power-On Self Test that runs during the boot process and prior to loading of the operating systems (OS). POST checks basic system functions throughout the printer before passing control onto the operating system.

POST Fault LED Codes

Refer to Figure 1 to locate the row of eight LEDs used to display POST faults. To view the POST LEDs, remove the Left Side IF Cover, REP 19.2.3. The LEDs may indicate a hardware problem ahead of the operating system loading and the Control Panel can be used to determine the problem with the printer when the Control Panel is not functioning.

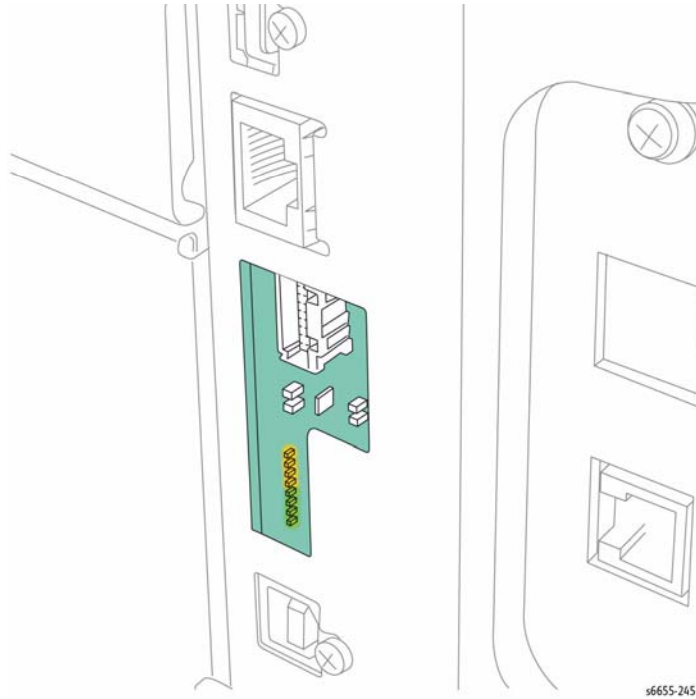


Figure 1 POST LED Location

POST Fault Codes

The following tables list possible POST fault indications.

- Table 1 Boot Loader Initialization
- Table 2 Boot Loader CPU Off Recovery
- Table 3 SD Card Initialization
- Table 4 Switch Off Recovery

Table 1 Boot Loader Initialization

LED Value	Boot Loader Status	Component	Error Indication	Fault Code
00000000	Initial status of power-on	IP Board	On	None
00000001	CPU CORE initialization done	IP Board	On	None
00000010	DDR initialization done	IP Board	On	None
00000011	Access window configuration done	IP Board	On	None
00000100	DDR pre-access Wait process done	IP Board	On	None
00000101	DDR memory check Write done	IP Board	On	None
00000110	DDR memory check done	IP Board	On	None
00000111	DDR memory zero clear done	IP Board	On	None
00001000	Copy to memory of Panbug (Text)	IP Board	On	None
00001001	Copy to memory of Panbug (Base)	IP Board	On	None
00001010	Stack pointer configuration done	IP Board	Flashing	None
00010000	Start hardware initialization process	IP Board	On	None
00010001	I2C module initialization done	IP Board	On	None
00010010	Interrupt controller initialization done	IP Board	On	None
00010011	GIO configuration done	IP Board	On	None
00010101	MSR register initialization done	IP Board	On	None
00010110	HID0 register initialization done	IP Board	On	None
00010111	Debug serial initialization done	IP Board	On	None
00011001	PCI-Express module initialization done	IP Board	On	None
00100000	Start software initialization processing	IP Board	On	None
00100001	Obtain and store MacAddress done	IP Board	On	None
00100010	Memory domain variable config done	IP Board	On	None
00100011	Command table initialization done	IP Board	On	None
00100100	Debug serial interruption enabling done	IP Board	On	None
00100101	CPU GPIO interruption enabling done	IP Board	On	None
00100110	Timer interruption enabling done	IP Board	On	None
00100111	Other interruption enabling done	IP Board	On	None
00101010	SD Card initialization done	IP Board	On	None
00110001	JUMP to Panbug Main section	IP Board	On	None
00110010	SeepROM access failure	IP Board	On	016-351
11111111	Repeat alternate pattern On/Off	IP Board	Flashing	None
00000000	DDR initialization processing failure			
11110000	Repeat alternate pattern On/Off	RAM	Flashing	None
00001111	Test error of DDR memory Read/Write			
11000000	Repeat alternate pattern On/Off	IP Board	Flashing	None
00000011	Unable to recognize PCI-Express			

Table 2 Boot Loader CPU Off Recovery

LED Value	Boot Loader Status	Component	Error Indication	Fault Code
00110011	DDR pre-access Wait process done	IP Board	On	None
00110100	Access window configuration done	IP Board	On	None
00110101	NVRAM Write Protect unlock done	IP Board	On	None
00110110	Jump to CPU OFF recovery done	IP Board	On	None
00110111	Reserved	IP Board	On	None
00111000	Reserved	IP Board	On	None
00111001	Clear processing of Data Cache done	IP Board	On	None
00111010	ASIC Cielo initialization done	IP Board	On	None
10000000 00000001	Repeat alternate pattern On/Off Reserved	IP Board or RAM	Flashing	None
11111111	Recovery from CPUOFF Mode	IP Board	On	None

Table 3 SD Card Initialization

LED Value	Boot Loader Status	Component	Error Indication	Fault Code
11010000	Start SD module initialization	RAM or SD Card	Flashing	117-329
11010001	SD module register initialization done	RAM or SD Card	Flashing	117-319
11010010	SD module interrupt configuration done	RAM or SD Card	Flashing	117-319
11010011	SD module clock initialization done	RAM or SD Card	Flashing	117-319
11010100	SD card initialization command 1 done	RAM or SD Card	Flashing	117-321
11010101	SD card clock enabling done	RAM or SD Card	Flashing	117-321
11010110	SD card initialization done	RAM or SD Card	Flashing	117-321
11010111	SD card unlock done	RAM or SD Card	Flashing	117-319
11011000	SD card information obtain done	RAM or SD Card	Flashing	117-319
11011001	SD card bus width configuration done	RAM or SD Card	Flashing	117-319
11011010	SD module initialization done	RAM or SD Card	Flashing	117-319

Table 3 SD Card Initialization

LED Value	Boot Loader Status	Component	Error Indication	Fault Code
11011011	Start read processing from SD card	RAM or SD Card	Flashing	117-319
11011100	SD module initial check done	RAM or SD Card	Flashing	117-319
11011110	Program memory expansion done	RAM or SD Card	Flashing	None
11110000 00001111	Repeat alternate pattern On/Off Extend processing error of Program data	RAM or SD Card	Flashing	117-319

Table 4 Switch Off Recovery

LED Value	Boot Loader Status	Component	Error Indication	Fault Code
00110011	DDR pre-access Wait process done	IP Board	On	None
00110100	Access window configuration done	IP Board	On	None
00110101	NVRAM Write Protect unlock done	IP Board	On	None
00110110	Jump to CPU OFF recovery done	IP Board	On	None
00110111	Checksum calculation of data done	IP Board	On	None
00111000	Compare checksum values done	IP Board	On	None
00111001	CPU GPIO initialization done	IP Board	On	None
00111010	Debug serial initialization done	IP Board	On	None
00111011	PCI-Express module initialization done	IP Board	On	None
00111100	Software initialization done	IP Board	On	None
11111111	Recovery from Switch OFF Mode	IP Board	On	None

OF 7 Registration Sensor

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Registration Sensor.

Procedure

WARNING

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

Use dC330 code 071-103 to check the Registration Sensor operation. **The sensor operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Registration Sensor and MCU Board (P/J232 and P/J23). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the wires in the harness connecting the Registration Sensor and the MCU Board. **The continuity is good.**

Y N
| Replace the Registration Harness Assembly.

Check for +5 VDC from the MCU Board ground and P/J23 pin 6. **The voltage is correct.**

Y N
| Refer to OF 19 +5 VDC Power.

Replace the Registration Chute Assembly, REP 15.2.1.

OF 8 Feed Clutch

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Feed Clutch.

Procedure

WARNING

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

Use dC330 code 071-008 to check the Feed Clutch operation. **The clutch operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Feed Clutch and MCU Board (P/J392 and P/J39). **The connections are good.**

Y N
| Reattach the connectors securely.

Remove the Feed Clutch, and check the wire-wound resistance between both terminals for a value of 240 ohm (at 20 degrees C). **The resistance measures correctly.**

Y N
| Replace the Feed Clutch, REP 15.2.6.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J39 pin 3 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Replace the Feed Clutch, REP 15.2.6.

OF 9 Registration Clutch

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Registration Clutch.

Procedure

WARNING

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

Use dC330 code 071-010 to check the Registration Clutch operation. **The clutch operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Registration Clutch and MCU Board (P/J234 and P/J23). **The connections are good.**

Y N
| Reattach the connectors securely.

Remove the Registration Clutch, and check the wire-wound resistance between both terminals for a value of 240 ohm (at 20 degrees C). **The resistance measures correctly.**

Y N
| Replace the Registration Clutch, REP 15.1.8.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J23 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Replace the Registration Clutch, REP 15.1.8.

OF 10 550 Option Main Feed Assembly Path Sensor

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the 550 Option Main Feed Assembly's Path Sensor.

Procedure

WARNING

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

Use dC330 code 071-117 to check the Path Sensor operation. **The sensor operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Path Sensor and 550 Option Feeder Board (P/J4214 and P/J421). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the Path Sensor and the 550 Option Feeder Board (P/J4214 and P/J421). **The continuity is good.**

Y N
| Replace the C2 Size Harness Assembly.

Check if the voltage between the 550 Option Feeder Board ground and P/J23 pin 6 is about +3.3 VDC. **The voltage is incorrect.**

Y N
| Replace the Path Sensor on the 550 Option Main Feed Assembly.

Check if the voltage between the 550 Option Feeder Board ground and P/J419 pin 4 is about +3.3 VDC. **The voltage is incorrect.**

Y N
| Replace the 550 Option Feeder Board, REP 10.1.10.

Check if the voltage between the MCU Board ground and P/J27 pin 7 is about +3.3 VDC. **The voltage is correct.**

Y N
| Refer to OF 20 +3.3 VDC Power.

Check the connections between the Feeder Board and MCU Board (P/J419, P/J27 and DP/J271). **The connections are good.**

Y N
| Reattach the connectors securely.

Replace the Drawer 1 Feeder Harness Assembly and the Main Harness Assembly, REP 18.4.3.

OF 11 550 Option Registration Clutch Assembly

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the 550 Option Registration Clutch Assembly.

Procedure

WARNING

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

Use dC330 code 071-020 to check the 550 Option Registration Clutch operation. **The clutch operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the 550 Option Registration Clutch and 550 Option Feeder Board (P/J4213 and P/J421). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the 550 Option Registration Clutch and the 550 Option Feeder Board (P/J4213 and P/J421). **The continuity is good.**

Y N
| Replace the C2 Size Harness Assembly.

Remove the 550 Option Registration Clutch, and check the wire-wound resistance between both terminals for a value of 240 ohm (at 20 degrees C). **The resistance measures correctly.**

Y N
| Replace the 550 Option Registration Clutch Assembly, REP 10.1.1.

Close the interlock switch(es), and check if the voltage between the Feeder Board ground and P/J421 pin 1 is about +24 VDC. **The voltage is incorrect.**

Y N
| Replace the 550 Option Registration Clutch Assembly, REP 10.2.2.

Close the interlock switch(es), and check if the voltage between the 550 Option Feeder Board ground and P/J419 pin 6, and the voltage between the 550 Option Feeder Board ground and P/J419 pin 7 is about +24 VDC. **The voltage is incorrect.**

Y N
| Replace the 550 Option Feeder Board, REP 10.1.10.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J271 pin 4, and the voltage between the MCU Board ground and P/J27 pin 5 is about +24 VDC. **The voltages are correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Check the connection between the Feeder Board Assembly and the MCU Board (P/J419, DP/J271, and P/J27). **The connections are secure.**

Y N
| Reattach the connections securely.

Replace the Drawer 1 Feeder Harness Assembly and the Main Harness Assembly, REP 18.4.3.

OF 12 550 Option Feed Clutch Assembly

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the 550 Option Feed Clutch Assembly.

Procedure

WARNING

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

Use dC330 code 071-020 to check the 550 Option Feed Clutch Assembly operation. **The clutch operation fails.**

Y N
Replace the MCU Board, REP 18.1.11.

Check the connection between the 550 Option Feed Clutch Assembly and 550 Option Feeder Board (P/J4201 and P/J420). **The connections are good.**

Y N
Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the 550 Option Feed Clutch Assembly and the 550 Option Feeder Board (P/J4201 and P/J420). **The continuity is good.**

Y N
Replace the C2 Turn Harness Assembly.

Remove the 550 Option Feed Clutch Assembly, and check the wire-wound resistance between both terminals for a value of 240 ohm (at 20 degrees C). **The resistance measures correctly.**

Y N
Replace the 550 Option Feed Clutch Assembly, REP 10.1.8.

Close the interlock switch(es), and check if the voltage between the Feeder Board ground and P/J421 pin 1 is about +24 VDC. **The voltage is incorrect.**

Y N
Replace the 550 Option Feed Clutch Assembly, REP 10.1.8.

Close the interlock switch(es), and check if the voltage between the 550 Option Feeder Board ground and P/J419 pin 6, and the voltage between the 550 Option Feeder Board ground and P/J419 pin 7 is about +24 VDC. **The voltage is incorrect.**

Y N
Replace the 550 Option Feeder Board, REP 10.1.10.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J271 pin 4, and the voltage between the MCU Board ground and P/J27 pin 5 is about +24 VDC. **The voltages are correct.**

Y N
Refer to OF 18 +24 VDC Power.

Check the connection between the Feeder Board Assembly and the MCU Board (P/J419, DP/J217, and P/J27). **The connections are secure.**

Y N
Reattach the connections securely.

Replace the Drawer 1 Feeder Harness Assembly and the Main Harness Assembly, REP 18.4.3.

OF 13 550 Option Drive Assembly

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the 550 Option Drive Assembly.

Procedure

WARNING

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

Use dC330 code 071-014 to check the 550 Option Drive Assembly operation. **The drive assembly operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Rotate the 550 Option Drive Assembly manually. **The drive assembly rotates easily without an overload.**

Y N
| Reinstall the 550 Option Drive Assembly correctly, REP 10.1.9.

Check the connection between the 550 Option Drive Assembly and 550 Option Feeder Board (P/J4221 and P/J422). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the cables in the harness connecting the 550 Option Drive Assembly and the 550 Option Feeder Board (P/J4221 and P/J422). **The continuity is good.**

Y N
| Replace the Feeder Motor Harness Assembly.

Close the interlock switch(es), and check if the voltage between the 550 Option Feeder Board ground and P/J422 pin 6 is about +24 VDC. **The voltage is incorrect.**

Y N
| Replace the 550 Option Drive Assembly, REP 10.1.9.

Close the interlock switch(es), and check if the voltage between the 550 Option Feeder Board ground and P/J419 pin 6, and the voltage between the 550 Option Feeder Board ground and P/J419 pin 7 is about +24 VDC. **The voltage is incorrect.**

Y N
| Replace the 550 Option Feeder Board, REP 10.1.10.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J271 pin 4, and the voltage between the MCU Board ground and P/J27 pin 5 is about +24 VDC. **The voltages are correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Check the connection between the Feeder Board Assembly and the MCU Board (P/J419, DP/J271, and P/J27). **The connections are secure.**

Y N
| Reattach the connections securely.

A

Status Indicator RAPs

OF 13

A

Replace the Drawer 1 Feeder Harness Assembly and the Main Harness Assembly, REP 18.4.3.

OF 14 Bypass Tray Feed Solenoid

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Bypass Tray Feed Solenoid.

Procedure

WARNING

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

Use dC330 code 071-007 to check the Bypass Tray Feed Solenoid operation. **The solenoid operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Bypass Tray Feed Solenoid and MCU Board (P/J214 and P/J21). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the wires in the harness connecting the Bypass Tray Feed Solenoid and the MCU Board (P/J214 and P/J21). **The continuity is good.**

Y N
| Replace the Bypass Tray Harness Assembly.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J21 pin 9 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Replace the Bypass Tray Feed Solenoid, REP 13.2.99.

OF 15 Exit Sensor

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Exit Sensor.

Procedure

WARNING

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

Use dC330 code 071-104 to check the Exit Sensor operation. **The sensor operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Exit Sensor and MCU Board (P/J155, P/J151, and P/J15). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the wires in the harness connecting the Exit Sensor and the relay connector (P/J155 and P/J151). **The continuity is good.**

Y N
| Replace the Exit Sensor Harness Assembly.

Check the continuity of the wires in the harness connecting the relay connector and the MCU Board (P/J151 and P/J15). **The continuity is good.**

Y N
| Replace the Sensor Harness Assembly.

Check if the voltage between the MCU Board ground and P/J15 pin 1 is about +5 VDC. **The voltage is correct.**

Y N
| Refer to OF 19 +5 VDC Power.

Replace the Exit Sensor, REP 17.1.1.

OF 16 Exit Drive Assembly Clutch 1

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Exit Drive Assembly Clutch 1.

Procedure

WARNING

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

Use dC330 code 071-011 to check the Exit Clutch 1 operation. **The clutch operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Exit Clutch 1 and MCU Board (P/J40). **The connection is good.**

Y N
| Reattach the connector securely.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J40 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Replace the Exit Clutch 1, REP 17.1.21.

OF 17 Exit Drive Assembly Clutch 2

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the Exit Drive Assembly Clutch 2.

Procedure

WARNING

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

Use dC330 code 071-012 to check the Exit Clutch 2 operation. **The clutch operation fails.**

Y N
| Replace the MCU Board, REP 18.1.11.

Check the connection between the Exit Clutch 2 and MCU Board (P/J38). **The connection is good.**

Y N
| Reattach the connector securely.

Close the interlock switch(es), and check if the voltage between the MCU Board ground and P/J38 pin 1 is about +24 VDC. **The voltage is correct.**

Y N
| Refer to OF 18 +24 VDC Power.

Replace the Exit Clutch 2, REP 17.1.21.

OF 18 +24 VDC Power

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the +24 VDC Power Supply.

Procedure

WARNING

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

Check the connection between the LVPS and the MCU Board (P/J501 and P/J29). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the wires in the harness connecting the LVPS and the MCU Board (P/J501 and P/J29). **The continuity is good.**

Y N
| Replace the Top Harness Assembly, REP 18.4.5.

Close the interlock switch(es), and check if the voltage between the LVPS ground and P/J501 pin 2, and the voltage between the LVPS ground and P/J501 pin 1 is about +24 VDC. **The voltage is incorrect.**

Y N
| Replace the MCU Board, REP 18.1.11.

Turn the power off, wait a while, then turn the power on again. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check if the voltage between the LVPS connectors P/J48 pin 1 and P/J48 pin 3 is 100 VAC. **The voltage is correct.**

Y N
| Replace the AC Inlet, REP 18.3.99.

Replace the LVPS, REP 18.3.2.

OF 19 +5 VDC Power

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the +5 VDC Power Supply.

Procedure

WARNING

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

Check the connection between the LVPS and the MCU Board (P/J501 and P/J29). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the wires in the harness connecting the LVPS and the MCU Board (P/J501 and P/J29). **The continuity is good.**

Y N
| Replace the Top Harness Assembly, REP 18.4.5.

Check if the voltage between the LVPS ground and P/J501 pin 3 is about +5 VDC. **The voltage is incorrect.**

Y N
| Replace the MCU Board, REP 18.1.11.

Turn the power off, wait a while, then turn the power on again. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check if the voltage between the LVPS connectors P/J48 pin 1 and P/J48 pin 3 is 100 VAC. **The voltage is correct.**

Y N
| Replace the AC Inlet, REP 18.3.99.

Replace the LVPS, REP 18.3.2.

OF 20 +3.3 VDC Power

Use this procedure when referred by a Repair Analysis Procedure to troubleshoot possible problems with the +3.3 VDC Power Supply.

Procedure

WARNING

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

Check the connection between the LVPS and the MCU Board (P/J501 and P/J29). **The connections are good.**

Y N
| Reattach the connectors securely.

Check the continuity of the wires in the harness connecting the LVPS and the MCU Board (P/J501 and P/J29). **The continuity is good.**

Y N
| Replace the Top Harness Assembly, REP 18.4.5.

Check if the voltage between the LVPS ground and P/J501 pin 5 is about +3.3 VDC. **The voltage is incorrect.**

Y N
| Replace the MCU Board, REP 18.1.11.

Turn the power off, wait a while, then turn the power on again. **The error persists.**

Y N
| Perform SCP 6 Final Actions.

Check if the voltage between the LVPS connectors P/J48 pin 1 and P/J48 pin 3 is 100 VAC. **The voltage is correct.**

Y N
| Replace the AC Inlet, REP 18.3.99.

Replace the LVPS, REP 18.3.2.

3 Image Quality

IQ1 Image Quality Entry	3-3
IQ2 Light or Undertoned Print	3-4
IQ3 One Color is Light or Undertoned on the Print	3-5
IQ4 Unfused Image	3-6
IQ5 Random Spots.....	3-7
IQ6 Blank Print or Missing One Color	3-8
IQ7 Vertical Process Streaks	3-9
IQ8 Pitched Color Dots	3-10
IQ9 Vertical Blanks (line, band, spots)	3-11
IQ10 Ghosting	3-12
IQ11 Light-Induced Fatigue.....	3-13
IQ12 Fog, Background Contamination	3-14
IQ13 Bead-Carry-Out (BCO)	3-15
IQ14 Jagged Characters	3-15
IQ15 Horizontal Bands (voids, streaks).....	3-16
IQ16 Auger Mark.....	3-17
IQ17 Wrinkled/Stained Paper.....	3-17
IQ18 Leading Edge Paper Damage	3-18
IQ19 Incorrect Top and Side Margins	3-19
IQ20 Color Registration is Out of Alignment	3-20
IQ21 Images are Skewed.....	3-21

IQ1 Image Quality Entry

The purpose of this procedure is to establish the source and type of imaging defect. Print-quality defects can be attributed to printer components, consumables, media, internal software, external software applications, and environmental conditions. To successfully troubleshoot print-quality problems, eliminate as many variables as possible. First, recreate the perceived defect using the customer's job or test print. The test print procedure is located at the end of this section. Use approved laser paper from a fresh ream acclimated to room temperature and humidity.

If the print-quality defect is still present after printing on approved media from an unopened ream of paper, investigate software applications being used and environmental conditions. Check the temperature and humidity under which the printer is operating. Compare this to the "Environmental Specifications". Extreme temperature and humidity can adversely affect the printer's xerographic and fusing characteristics.

When analyzing a imaging defect, determine if the defect is repeating or random. Continuous defects in the process direction, such as voids and lines, are the most difficult to diagnose. Check the CRU life counters for end of life conditions. Inspect the visible surfaces of all rollers for obvious defects. If a cursory inspection does not reveal any obvious defects, continue troubleshooting the defect, starting with the list of initial actions.

Initial Actions

Use the following steps to determine which part of the system is at fault.

1. If possible, discuss the defect with the customer to determine if the perceived defect is outside the printer's image specifications.
2. Ensure all connections to the printer are secure.
3. Check the CRU life counts. Replace components at end of life.
4. Cycle system power.
5. Make sure the printer is positioned to allow adequate airflow at all vents. Refer to GP 22, Installation Space Requirements.
6. Make sure the printer's interior is clean.
7. Check the tray guides.
8. Use the customer's print job to check defect reoccurrence. If the defect persists, begin to isolate the defect by attempting to identify the component responsible.
9. Check stored tray settings for media size and type.
10. Check image adjustment and print mode settings being used.

Defects Associated with Specific Components

To aid with defect diagnosis, listed below are defects associated with specific components.

Laser Unit image defects:

- Vertical white lines
- Curved lines

Transfer Roller image defects:

- Uneven Density
- Background contamination
- Ghosting

- Vertical white lines
- Vertical black line or band
- Stains on the page back

Fuser image defects:

- Ghosting
- Stains on the page back or front
- Poor image adhesion

Image Unit image defects:

- Uneven density
- Background contamination
- Spots, smudges, or smears
- Ghosting
- Vertical white lines
- Vertical black line or band
- Stains on the page front
- Blank prints or prints missing one color
- Horizontal Black lines or bands

After determining the defect type and possible source, match the defect with those listed in Table 1. Go to the RAP listed to correct the defect.

Image Defect Definitions

Table 1 lists image defect definitions and the RAP(s) used to correct the problem.

Table 1 Image Defect Definitions

Defect	Definition	Go To
Light Prints	The overall image density is too light.	IQ2
One Color Light on Print	The image density for a single color is too light.	IQ3
Unfused Image	Part or all of the image is infused. Refer to the specification.	IQ4
Spots	There are random spots of toner on the page.	IQ5
Blank Prints	Prints with no visible image, or missing one color entirely.	IQ6
Vertical Process Streaks	Extraneous dark lines/bands in the process direction.	IQ7
Pitched Color Dots	Recurring color dots or spots.	IQ8
Vertical Blanks	Areas of image appear as blanks or deletions.	IQ9
Ghosting	The image from a previous print appears on the current print.	IQ10
Light-Induced Fatigue	Light fatigue pattern appearing across image	IQ11
Fog	Toner contamination on all or part of the page appears as a very light gray dusting or fog.	IQ12
Bead-Carry-Out	Multiple dots appearing across image.	IQ13
Jagged Characters	Text in image is fuzzy or blurry	IQ14

Table 1 Image Defect Definitions

Defect	Definition	Go To
Horizontal Banding	Voids and streaks that appear as areas of horizontal bands.	IQ15
Auger Mark	Auger marks appear across output	IQ16
Wrinkled Paper	The paper comes out either wrinkled, creased, stained, or torn	IQ17
Leading Edge Paper Damage	The page comes out with the leading edge damaged.	IQ18
Incorrect Margins	Image prints outside of the page margins.	IQ19
Color Registration is out of Alignment	Image colors are not aligned with each other	IQ20
Skewed Images	Images in the output are not parallel to the edge of the printed sheet.	IQ21

You can print the test print from the Control Panel or by using test pins on the MCU Board.

- To print the test print from the Control Panel:
 - From the Main menu, scroll to **Troubleshooting**, then press the **OK** button.
 - Scroll to **Test Prints**, then press the **OK** button.
 - Select test print 1. Press OK to print.
- To print the test print by using test pins on the MCU Board:
 - Remove the Left Cover Assembly, REP 19.2.99.
 - Refer to Figure 1 to locate and short the Test Print test pins on the MCU Board.
 - Short the test pins together for a brief period to initiate the test print.

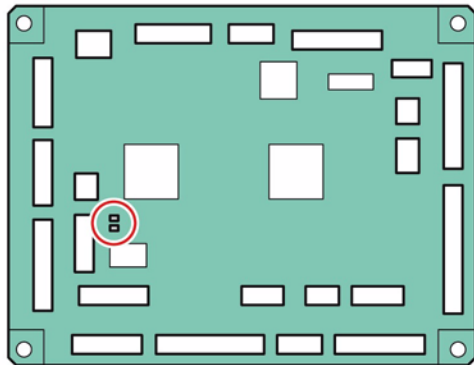


Figure 1 Test Print test pins on the MCU Board

s6655-278

IQ2 Light or Undertoned Print

The overall image density is too light (Figure 1).

WARNING

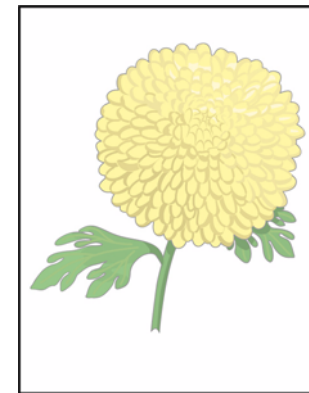
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check the Imaging Units' life counters. Replace the Imaging Units that are at end of life.
- Check that the Imaging Units' electrical contact points are clean.
- Ensure that there are no obstructions in the laser light path.
- Ensure that draft mode is turned Off.



Light or Undertone Print

Figure 1 Light or undertone print example

Procedure

Check media condition. Load new, dry recommended paper, and print a test print. **The image is too light.**

Y N
Perform SCP 6 Final Actions.

Remove and examine the Transfer Belt Assembly for surface contamination or excessive wear. **The Transfer Belt Assembly is good.**

Y N
Replace the Transfer Belt Assembly, REP 6.1.97.

A

A

Print a test print. While the print is printing, turn off system power. Open the Rear Door and check the image formed on the Transfer Belt. **The image is poorly formed, faint and difficult to read.**

Y N
Replace the Transfer Belt Assembly, REP 6.1.97.

Replace the Transfer HVPS, REP 18.1.16, and print a test print. **The image is too light.**

Y N
Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11. **The image is too light.**

Y N
Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

IQ3 One Color is Light or Undertoned on the Print

The overall image density for one color is too light (Figure 1).

WARNING

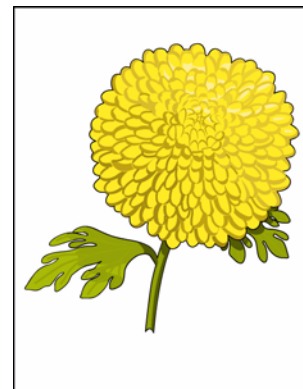
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check the Imaging Unit life counter of the affected color. If at end of life, replace the Imaging Unit.
- Check that the Imaging Unit's electrical contact points are clean.
- Ensure that there are no obstructions in the laser light path.
- Ensure that draft mode is turned Off.



Light Print in One Color

Figure 1 Light or undertone in one color print example

Procedure

Check media condition. Load new, dry recommended paper, and print a test print. **The image is too light.**

Y N
Perform SCP 6 Final Actions.

Replace the Imaging Unit of the affected color (REP 8.1.95), and print a test print. **The image is too light.**

Y N
Perform SCP 6 Final Actions.

A

A

Remove the Imaging Unit of the affected color, clean the electrical contacts, then print a test print. **The image is too light.**

Y N

Perform SCP 6 Final Actions.

Print a test print. While the print is printing, turn off system power. Remove the Transfer Belt, and check the image formed on the belt right before the transfer. **The image of the affected color is well formed, clear, and easy to read.**

Y N

Replace the Transfer Belt Assembly, REP 6.1.97. **The problem persists.**

Y N

Perform SCP 6 Final Actions.

Continue with the procedure.

Replace the Transfer HVPS, REP 18.1.16, and print a test print. **The image is too light.**

Y N

Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11. **The image is too light.**

Y N

Perform SCP 6 Final Actions.

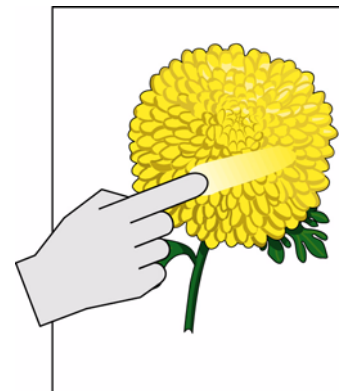
Replace the IP Board, REP 18.2.6.

IQ4 Unfused Image

The printed image is not fully fused to the paper (Figure 1). The image rubs off easily. A cold environment affects the warm-up time, while high humidity has an adverse effect on fusing. Also, media weight and composition affect fusing performance.

Initial Actions

- Check the environment. A location that's too cold or humid reduces fusing performance.
- Inspect the media path for debris, such as staples, paper clips, and paper scraps.
- Verify that the media type is set correctly.
- Set media type setting to the next heavier type.
- Verify that the toner cartridge(s) of the affected color(s) is genuine Xerox Toner.



Unfused Image

Figure 1 Unfused image

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Rub the image with a soft cloth or tissue. **The image smears.**

Y N

Perform SCP 6 Final Actions.

Replace the media with new, dry media from an unopened ream. **The image smears.**

Y N

Perform SCP 6 Final Actions.

Check the emerald green Fuser jam release levers. **The levers are in the lowered (locked) position.**

Y N
 Push the levers down, cycle system power, and test. **The problem persists.**

Y N
 Perform SCP 6 Final Actions.

Continue with the procedure.

Remove and inspect the Fuser, REP 7.1.1. **The Fuser rollers are good.**

Y N
 Replace the Fuser, REP 7.1.1.

Check the Fuser electrical connection. **The connector is good.**

Y N
 Repair or replace the harness.

Replace the Fuser.

IQ5 Random Spots

There are spots of toner randomly scattered on the page (Figure 1).

WARNING

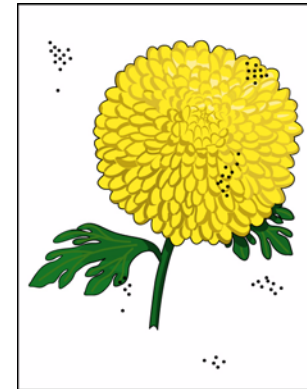
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- If using recycled paper, it may have spots.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check if the defects repeat at regular intervals. If so, see IQ18.
- Check Drum surface for spots or contamination.
- Check the Fuser for wear or contamination.
- Check that the Drum Cartridge contacts are clean.



Random Spots

Figure 1 Spots example

Procedure

Check the media. **The media is clean, of the approved type, and free of defects.**

Y N
 Replace the media with approved media from a freshly opened package.

Check the media path for dirt, debris, or toner residue. **The media path is clean.**

Y N
 Clean the media path.

Print the 50% YMCKRGB test prints. **The image contains spots in all colors.**

Y N
Replace the Imaging Unit of the affected color (REP 8.1.95), and rerun the test print. **The problem persists with the affected color.**
Y N
Perform SCP 6 Final Actions.
Continue with the procedure.

Remove the Transfer Belt Assembly and check for surface contamination or excessive wear. **The Transfer Belt Assembly is good.**

Y N
Replace the Transfer Belt Assembly, REP 6.1.97.

Check if the spots are only on the back of a single-sided print. **The back side is clear of spots.**

Y N
Remove the Transfer Roller (REP 14.1.99) and check for surface contamination or excessive wear. **The Transfer Roller is good.**

Y N
Replace the Transfer Roller, REP 14.1.99.

Continue the procedure.

Remove the Fuser. Check for damage or debris on the rollers. **The Fuser rollers are good.**

Y N
Replace the Fuser, REP 7.1.1.

Check connections between the IP Board and Laser Unit. **The connections are secure.**

Y N
Secure the connections.

Replace the IP Board, REP 18.2.6.

IQ6 Blank Print or Missing One Color

No visible image anywhere on the output (Figure 1).

Initial Actions

- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counters. Replace components at end of life.
- Clear any obstructions in the laser light path.
- Check for multi-sheet feeds.



Blank Print

Figure 1 Blank print example

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Print a test print. **The test print is blank.**

Y N
Check the customer's print job settings and the printer's Ethernet or USB connections. **Print job settings and network connections are good.**

Y N
Correct the settings or connections.

Replace the IP Board, REP 18.2.6.

Check the test print is missing one or more colors. **The print is totally blank (missing all colors).**

Y N
 Remove the Imaging Unit of the affected color and clean the electrical contacts; then, reinstall the Imaging Unit and rerun the test print. **The print is still missing the color.**

Y N
 Perform SCP 6 Final Actions.

Replace the Imaging Unit for the affected color, REP 8.1.95, and rerun the test print. **The print is still missing the color.**

Y N
 Perform SCP 6 Final Actions.

Continue with the procedure.

Remove examine the Transfer Roller for surface contamination or excessive wear. **The Transfer Roller is good.**

Y N
 Replace the Transfer Roller, REP 14.1.99.

Check for obstructions between the Laser Unit and Drum Cartridge. **The laser light path is clear.**

Y N
 Clear the laser light path of obstructions.

Check connections to the Laser Unit from the IP Board. **The connections are secure.**

Y N
 Secure the connections.

Check Transfer HVPS connections to the bias contacts. **The connections are secure.**

Y N
 Secure the connections.

Replace the HVPS, REP 18.1.16, and print a test print. **The image is blank.**

Y N
 Perform SCP 6 Final Actions.

Replace the Laser Unit and reprint the test print. **The image is blank.**

Y N
 Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11. **The image is blank.**

Y N
 Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

IQ7 Vertical Process Streaks

Extraneous vertical dark lines or bands (Figure 1).

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper supply is dry and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check that the Drum Cartridge contacts are clean.
- Inspect the media path for contamination or obstruction.

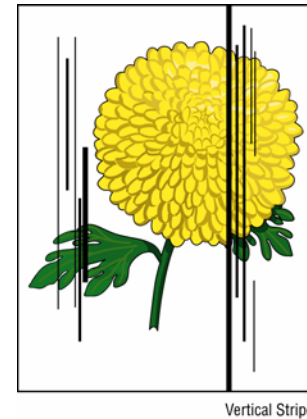


Figure 1 Vertical process streak example

Procedure

Check the error mode. **The error occurs only when printing, and not when copying or scanning.**

Y N
 Check the original. **The original color is clean.**

Y N
 Change the original.

Clean the DADF glass and the Scanner's white strip with a clean dry cotton swab. **The error persists when copying or scanning.**

Y N
 Perform SCP 6 Final Actions.

Continue with the procedure.

A

Check the amount of toner remaining in each cartridge; replace Toner Cartridges as needed, REP 5.1.8. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Replace the Imaging Units, REP 8.1.95. **The error persists.**

Y N
Perform SCP 6 Final Actions.

Check the Intermediate Transfer Belt for cleanliness, wear, and installation. **The Transfer Belt is clean, not worn, and works correctly.**

Y N
Replace the Transfer Belt, REP 6.1.97.

Contact Xerox Technical Support.

IQ8 Pitched Color Dots

Recurring color dots or spots (Figure 1).

WARNING

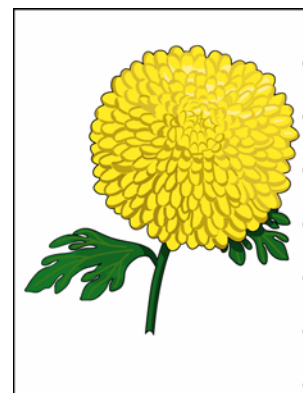
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Repeating Defect, Developer Roller

Figure 1 Pitched color dots example

Procedure

Determine the cause of the problem using test prints. **Cannot determine defective part.**

Y N
Proceed to the action below corresponding to the problem part.

Replace the Imaging Units, REP 8.1.95. **The problem persists.**

Y N
Task complete. Final actions.

Replace the Fuser Assembly, REP 7.1.1. **The problem persists.**

Y N
Task complete. Final actions.

Replace the Transfer Belt Assembly, REP 6.1.97; the Transfer Roller, REP 14.1.99; and the Retard Roller, REP 13.3.98. **The problem persists.**

Y N
Task is complete. Final actions.

Check the Development HVPS Board connector connection. **The Development HVPS Board connector is connected correctly.**

Y N
Connect the connector. Task complete. Final actions.

Check the installation of the Transfer Belt Assembly. **The Transfer Belt Assembly HV terminal is clean, and it contacts the spring correctly.**

Y N
Clean the HV terminal. Reinstall the Transfer Belt Assembly.

Check the Transfer Belt Assembly. **The Transfer Belt Assembly is clean, undamaged, and works correctly.**

Y N
Replace the Transfer Belt Assembly, REP 6.1.97.

Check the Transfer HVPS Board connector connection. **The Transfer HVPS Board connector is connected correctly.**

Y N
Contact Xerox Technical Support.

Connect the connector.

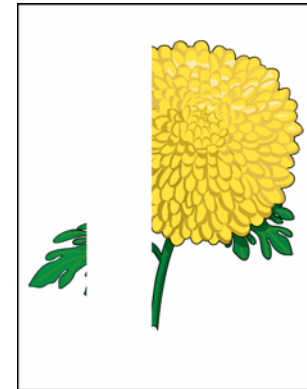
Perform SCP 6 Final Actions.

IQ9 Vertical Blanks (line, band, spots)

Use this procedure to correct defects that appear as areas of image blanks or deletions (Figure 1).

Initial Actions

- Check that the paper supply is dry and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check Drum Cartridge installation.
- Clean Drum Cartridge contacts.
- Check the Transfer Roller for contamination or wear.
- Check that rollers and other media path components are clean and unobstructed.
- If vertical lines of deletion appear, clean the Laser Unit window.



Vertical White Band

Figure 1 Vertical blank, line, or spot deletions example

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Print and inspect the 50% YMCKRGB test prints for deletions (missing image). There should be no deletions with a diameter larger than 0.5 mm visible on the test prints. **No deletions are visible.**

Y N
Perform SCP 6 Final Actions.

Check the media. **The media is clean, of the approved type, and free of defects.**

Y N
Replace the media with approved media from a freshly opened package.

A

A

Check the media path for dirt, debris, or toner residue. **The media path is clean.**

Y N

Clean the media path.

If the blank is in only one color, replace the Imaging Unit (REP 8.1.95) and reprint the test print. **The image contains spots.**

Y N

Perform SCP 6 Final Actions.

Remove and examine the Transfer Belt Assembly for surface contamination or excessive wear. **The Transfer Belt Assembly is good.**

Y N

Replace the Transfer Belt Assembly, REP 6.1.97.

Check for debris on the Laser Unit window or obstructions between the Laser Unit and Imaging Unit. **The laser light path is clear.**

Y N

Clear the laser light path of obstructions.

Remove and examine the Fuser for damage or debris on the rollers. **The Fuser rollers are good.**

Y N

Replace the Fuser, REP 7.1.1

Check connections between the IP Board and Laser Unit. **The connections are secure.**

Y N

Secure the connections.

Replace the IP Board, REP 18.2.6.

IQ10 Ghosting

The image from a previous print appears on the current print (Figure 1).

WARNING

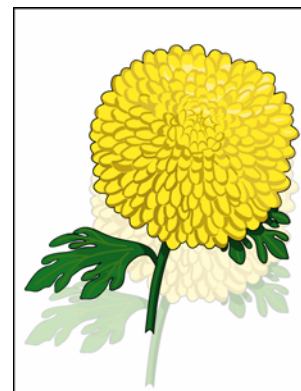
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check media type settings are correct.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check that the Fuser green nip release levers are released (down).
- Verify the paper is within specifications.



Residual Image/Ghosting

Figure 1 Residual image (ghosting) example

Procedure

Print 10 test prints. A residual image appears on all copies.

Y N

Set the paper type to one type higher, and print an additional 10 prints to clean residual toner from the rollers.

Measure the defect frequency on the prints. **No defect pattern is visible.**

Y N

Refer to IQ13 Repeating Defects to determine the defective component.

Remove the Transfer Belt Assembly and check for surface contamination or excessive wear. **The Transfer Belt Assembly is good.**

Y N

Replace the Transfer Belt Assembly, REP 6.1.97.

A

A

Remove and examine the Fuser for damage or debris on the rollers. **The Fuser rollers are good.**

Y N

Replace the Fuser, REP 7.1.1.

Replace the following, in order, until the defective component is found.

- Fuser, REP 7.1.1.
- Transfer Belt Assembly, REP 6.1.97.
- Transfer HVPS, REP 18.1.16.

IQ11 Light-Induced Fatigue

Light fatigue pattern appearing across image (Figure 1).

WARNING

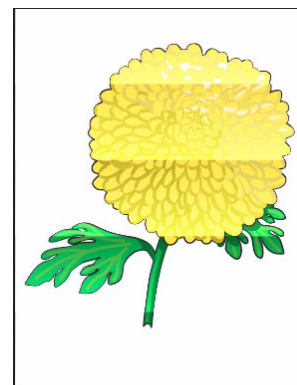
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Light Induced Fatigue

Figure 1 Light-induced fatigue example

Procedure

Determine the cause of the problem using test prints. **Pattern on the output matches that on the scale.**

Y N

Contact Xerox Technical Support.

Replace the Imaging Units, REP 8.1.95. **The problem is fixed.**

Y N

Contact Xerox Technical Support.

Task complete.

Perform SCP 6 Final Actions.

IQ12 Fog, Background Contamination

There is toner contamination on all or part of the page (Figure 1). The contamination appears as a very light single or multi-color dusting or fog.

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check media type settings are correct.
- Some glossy media or photo paper will exhibit high background. If the issue only occurs on a particular media, try a different brand.
- Check that the paper is clean, dry, and meets specifications.
- Verify the Toner Cartridge is a Xerox manufactured part with adequate life remaining. If a non-Xerox Toner Cartridge is being used, this could be the problem.
- Clean the Drum Cartridge contacts.
- Ensure covers are in place and no outside light enters the printer.



Background Contamination

Figure 1 Background defect example

Procedure

Check the paper condition. Load new, dry recommended paper, and print a test print. **The image includes background defects.**

Y N
Perform SCP 6 Final Actions.

If the background is in only one color, remove the Imaging Unit, clean the electrical contacts, then print a test print. **The image includes background defects.**

Y N
Perform SCP 6 Final Actions.

Replace the Imaging Unit of the affected color and reprint the test print. **The image includes background defects.**

Y N
Perform SCP 6 Final Actions.

Remove and examine the Transfer Belt Assembly for surface contamination or excessive wear. **The Transfer Belt Assembly is good.**

Y N
Replace the Transfer Belt Assembly, REP 6.1.97.

Replace the HVPS, REP 18.1.16, and print a test print. **The image includes background defects.**

Y N
Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11. **The image includes background defects.**

Y N
Perform SCP 6 Final Actions.

Replace the IP Board, REP 18.2.6.

IQ13 Bead-Carry-Out (BCO)

Multiple dots appearing across image (Figure 1).

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.

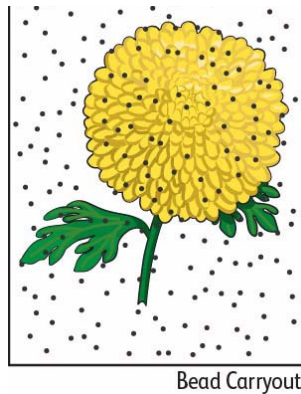


Figure 1 Bead-carry-out example

Procedure

Check altitude of printer installation location. **The printer is within specified altitude limits.**

- Y N
Relocate printer to within specified altitude limits.
Perform SCP 6 Final Actions.

Replace the Imaging Units. **The problem persists.**

- Y N
Task complete.
Perform SCP 6 Final Actions.

Check the Development HVPS Board connector connection. **The Development HVPS Board connector is connected correctly.**

- Y N
Connect the connector.

Replace the Development HVPS Board.

IQ14 Jagged Characters

Text in image is fuzzy or blurry (Figure 1).

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.

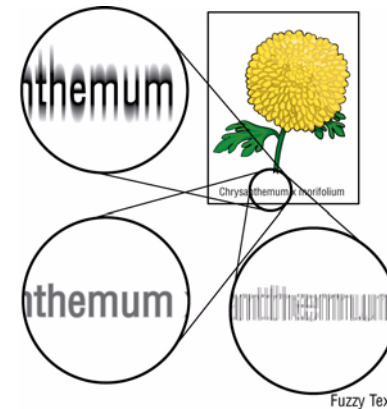


Figure 1 Jagged characters example

Procedure

On the Printer Options tab, set Print Quality to Enhanced. **The problem persists.**

- Y N
Task complete.
Perform SCP 6 Final Actions.

If using a downloaded font, ensure that the font is recommended for the printer, operating system, and the application being used. **The problem persists.**

- Y N
Task complete.
Perform SCP 6 Final Actions.

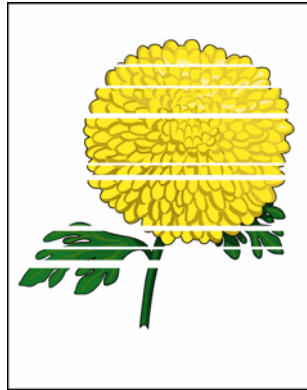
Replace the IP Board, REP 18.2.6.

IQ15 Horizontal Bands (voids, streaks)

Use this procedure to correct defects that appear as areas of horizontal bands (Figure 1).

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Horizontal Band, Void, or Streaks

Figure 1 Horizontal bands, voids, or streaks example

Procedure

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Determine the cause of the problem using test prints. **Cannot determine the part causing the problem.**

Y N

Proceed to the task below corresponding to the problem part.

Replace the Imaging Units, REP 8.1.95. **The problem persists.**

Y N

The task is complete.
Perform SCP 6 Final Actions.

Replace the Fuser Assembly, REP 7.1.1. **The problem persists.**

Y N

The task is complete.
Perform SCP 6 Final Actions.

A

A

Replace the Transfer Belt Assembly, REP 6.1.97; the Transfer Roller, REP 14.1.99; and the Retard Roller, REP 13.3.98. **The problem persists.**

Y N

The task is complete.
Perform SCP 6 Final Actions.

Contact Xerox Technical Support.

IQ16 Auger Mark

Auger marks appear across output (Figure 1).

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



TS Augermark

Figure 1 Auger marks example

Procedure

Replace the Imaging Units. **The problem persists.**

Y N
| Task complete.
| Perform SCP 6 Final Actions.

Contact Xerox Technical Support.

IQ17 Wrinkled/Stained Paper

The page comes out of the Output Tray either wrinkled, creased, stained, or torn (Figure 1).

WARNING

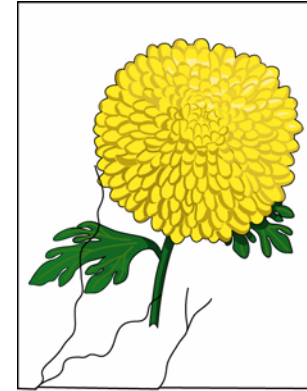
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Wrinkling

Figure 1 Wrinkled, torn, stained paper example

Procedure

Verify that correct print media is being used and replace media if needed. **The problem persists.**

Y N
| Task complete.
| Perform SCP 6 Final Actions.

Check if problem occurs on paper sheets or on envelopes. **Problem occurs on paper sheets.**

Y N
| Check the location of wrinkles on the envelope. **Are wrinkles more than 30 mm from the four edges of the envelope?**

Y N
| This type of wrinkle is considered normal. Your printer is not at fault.

Reload the envelopes in the Bypass Tray properly. **The problem persists.**

A

A

Y N

The task is complete.

Continue with the procedure.

Reload the paper loaded in the paper cassette by removing the cassette, adjusting the paper guides, and reloading the paper properly. Reinstall the cassette and perform a test print. **The problem persists.**

Y N

The task is complete.

Check the paper humidity conditioning effect by loading recommended paper from unopened package or that has been sealed and stored under humidity control. Perform a test print. **The problem persists.**

Y N

The task is complete.

Check the paper type setting. **Does the paper type setting correspond with the paper printed?**

Y N

Set the correct paper type.

Check the paper transfer path. **The path is clear of any smears or foreign substances on the path between the paper entrance and the paper exit.**

Y N

Remove the foreign substances.

Check the paper feed path roller. **The roller on the paper feed path is not dirty, damaged, or worn; it works correctly; or the roller is installed correctly.**

Y N

Clean or replace the corresponding roller, and reinstall it.

Check the installation status of the Transfer Roller. **The Transfer Roller is installed correctly.**

Y N

Reinstall Transfer Roller.

Check the Fuser Assembly. **The Fuser Assembly is installed correctly.**

Y N

Reinstall the Fuser Assembly.

Check the Fuser Assembly.

WARNING

Do not touch the fuser while it is hot.

Remove the Fuser Assembly, turn the gear by hand, and examine the Heat Roll section **The Heat Roll section is not dirty or damaged, and it works correctly.**

Y N

Replace the Fuser Assembly.

Contact Xerox Technical Support.

IQ18 Leading Edge Paper Damage

The page comes out of the Output Tray with the leading edge damaged (Figure 1).

WARNING

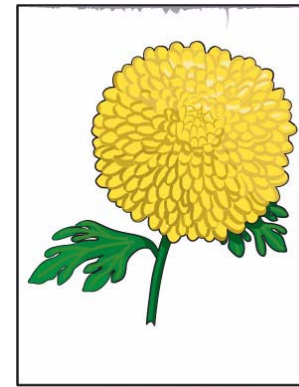
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Leading Edge Damage

Figure 1 Leading edge paper damage example

Procedure

Check if damage occurs when using the Bypass Tray or with other trays. **The problem does not occur when using the Bypass Tray.**

Y N

Reverse the paper in the Bypass Tray and try again. **The problem persists.**

Y N

The task is complete

Insert a different sheet of paper in the Bypass Tray and try again. **The problem persists.**

Y N

The task is complete.

Use another tray in place of the Bypass Tray. **The problem persists.**

Y N

The task is complete.

A

B

A B
Go to the next action.

Reload the paper loaded in the paper cassette by removing the cassette, adjusting the paper guides, and reloading the paper properly. Reinstall the cassette and perform a test print. **The problem persists.**

Y N
The task is complete.

Check the paper humidity conditioning effect by loading recommended paper from unopened package or that has been sealed and stored under humidity control. Perform a test print. **The problem persists.**

Y N
The task is complete.

Check the paper type setting. **Does the paper type setting correspond with the paper printed?**

Y N
Set the correct paper type.

Check the paper transfer path. **The path is clear of any dirt or foreign substances on the paper transfer path.**

Y N
Remove the foreign substances.

Check the paper feed path roller. **The roller on the paper feed path is not dirty, damaged, or worn; it works correctly; and it is installed correctly.**

Y N
Clean or replace the corresponding roller, and reinstall it.

Check the installation status of the Transfer Roller. **The Transfer Roller is installed correctly.**

Y N
Reinstall Transfer Roller.

Check the Fuser Assembly installation. **The Fuser Assembly is installed correctly.**

Y N
Reinstall the Fuser Assembly.

Check the Fuser Assembly.

WARNING

Do not touch the fuser while it is hot.

Remove the Fuser Assembly, turn the gear by hand, and examine the Heat Roll section **The Heat Roll section is not dirty or damaged, and it works correctly.**

Y N
Replace the Fuser Assembly.

Contact Xerox Technical Support.

IQ19 Incorrect Top and Side Margins

Image prints outside of the page margins (Figure 1).

WARNING

Switch off the electricity to the machine. 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.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.

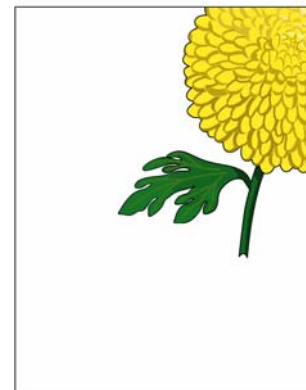


Image Not Centered

Figure 1 Incorrect margins example

Procedure

Ensure the margins are set correctly on the application being used. **The problem persists.**

Y N
Task complete.
Perform SCP 6 Final Actions.

Replace the MCU Board, REP 18.1.11. **The problem persists.**

Y N
The task is complete.

Replace the IP Board, REP 18.2.6. **The problem persists.**

Y N
The task is complete.

Call Xerox Technical Support.

IQ20 Color Registration is Out of Alignment

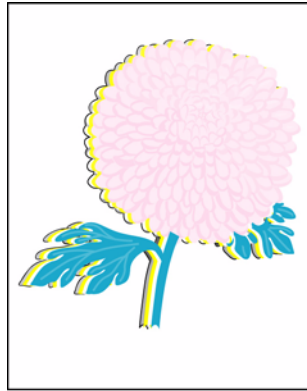
Image colors are not aligned with each other (Figure 1).

WARNING

Switch off the electricity to the machine. 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.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Color Registration

Figure 1 Color registration misalignment example

Procedure

Adjust the settings of the paper type on the printer driver to those of the tray. **The problem persists.**

- Y N**
| Task complete.
| Perform SCP 6 Final Actions.

Perform the auto color registration adjustment described in Setting Automatic Color Registration. **The problem persists.**

- Y N**
| The task is complete.

Manually correct the color registration using Performing a Manual Color Registration Adjustment. **The problem persists.**

- Y N**
| The task is complete.

A

A

Check the installation status of the drum unit. Remove the Imaging Unit Y/M/C/K. **Each imaging unit is installed correctly, and the contacts at each end of the imaging units are clean and free of deformation.**

- Y N**
| Restore and clean the interface. Reinstall the Imaging Unit Y/M/C/K.

Replace the Imaging Units. **The problem persists.**

- Y N**
| The task is complete.

Check for dirt and foreign substances on the CTD Sensor surface. **The CTD Sensor Assembly sensor surface is clean, or are there no foreign substances on the surface.**

- Y N**
| Clean the CTD sensor surface or remove the foreign substance with a cotton swab. Do not use alcohol.

Replace the Transfer Belt Assembly. **The problem persists.**

- Y N**
| The task is complete.

Replace the Laser Unit. **The problem persists.**

- Y N**
| The task is complete.

Contact Xerox Technical Support.

IQ21 Images are Skewed

Images in the output are not parallel to the edge of the printed sheet (Figure 1).

WARNING

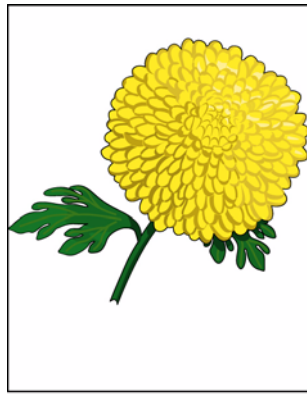
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

WARNING

Do not touch the Fuser while it is hot.

Initial Actions

- Check that the paper is clean, dry, and meets specifications.
- Inspect the paper path for items, such as staples, paper clips, and paper scraps.
- Check CRU life counts. Replace components at end of life.



Skew 2

Figure 1 Skewed image example

Procedure

Adjust the paper guides properly. **The problem persists.**

Y N
Task complete.
Perform SCP 6 Final Actions.

Install the Transfer Belt Assembly according to an appropriate procedure. **The problem persists.**

Y N
Task complete.
Perform SCP 6 Final Actions.

Check the paper humidity conditioning effect by loading recommended paper from unopened package or that has been sealed and stored under humidity control. Perform a test print. **The problem persists.**

Y N
The task is complete.

Check the paper type setting. **The paper type setting corresponds with the paper printed.**

Y N
Set the correct paper type.

Check the paper transfer path. **There is no dirt or foreign substances on the paper transfer path between the paper entrance and the paper exit.**

Y N
Remove the foreign substance.

Check the paper feed path roller. **The roller on the paper feed path is not dirty, damaged, or worn; it works correctly; and it is installed correctly.**

Y N
Clean or replace the corresponding roller, and reinstall it

Check the installation status of the Transfer Roller. **The Transfer Roller is installed correctly.**

Y N
Reinstall the Transfer Roller.

Check the installation status of the Fuser Assembly. **The Fuser Assembly is installed correctly.**

Y N
Reinstall the Fuser Assembly.

Contact Xerox Technical Support.

4 Repair and Adjustment Procedures

Repair Procedures

REP 1.1.2 IIT Front Cover.....	4-3	REP 10.2.1 550 Option Main Feed Assembly.....	4-41
REP 1.1.3 IIT Front Bottom Cover	4-3	REP 10.2.2 550 Option Registration Clutch Assembly	4-42
REP 1.1.4 Right Upper UI Base Cover	4-4	REP 10.2.3 550 Option Feed Roller Assembly	4-43
REP 1.1.6 Left UI Base Cover	4-4	REP 13.1.98 Bypass TA1 Roller Assembly.....	4-43
REP 1.2.1 Control Panel Assembly	4-5	REP 13.1.99 Bypass TA2 Roller Assembly.....	4-44
REP 1.2.2 Upper Rear UI Cover	4-6	REP 13.2.1 Bypass Tray Frame Assembly.....	4-44
REP 1.2.3 UI Hinge Cover	4-6	REP 13.2.4a Bypass Tray No Paper Sensor	4-45
REP 1.2.9 Control Panel UI Cable	4-7	REP 13.2.4b Bypass Tray Sensor.....	4-46
REP 1.2.98 UI Hinge Assembly	4-8	REP 13.2.10 Bypass Tray Feed Roller Assembly.....	4-46
REP 2.1.1 Laser Unit Assembly.....	4-9	REP 13.2.98 Bypass Tray Feed Roller Assembly Kit.....	4-47
REP 3.1.1 Main Drive Assembly	4-10	REP 13.2.99 Bypass Tray Feed Solenoid Assembly	4-48
REP 3.1.2 Waste Drive Assembly.....	4-12	REP 13.3.1 Bypass Tray Assembly	4-48
REP 3.1.8 Drive Shaft Assembly	4-13	REP 13.3.2 Bypass Tray Cover Assembly.....	4-49
REP 3.1.9 Waste Bearing Assembly.....	4-14	REP 13.3.4 Bypass Tray Lower Cover.....	4-50
REP 4.1.6 S3 Rear Frame	4-15	REP 13.3.5 Bypass Tray Chute Assembly.....	4-50
REP 4.1.13 Main Fan.....	4-15	REP 13.3.98 Bypass Tray Separator Roller Assembly	4-51
REP 4.1.17 Toner Full Sensor	4-16	REP 13.3.99 Bypass Tray Pinch Roller Assembly	4-52
REP 4.1.97 Left Rear Latch	4-16	REP 14.1.1 Duplex Assembly	4-53
REP 4.1.98 Foot Assembly.....	4-17	REP 14.1.4 Rear Hinge Bracket.....	4-54
REP 4.1.99 Right Rear Latch.....	4-17	REP 14.1.99 CRU Transfer Roller Assembly.....	4-54
REP 5.1.1 Upper Dispenser Motor Assembly.....	4-18	REP 15.1.4 Lower and Opt 550 Registration Chutes.....	4-55
REP 5.1.2 Dispenser Motor	4-20	REP 15.1.6 Upper Transfer Belt Chute Assembly	4-56
REP 5.1.4 Dispenser Assemblies Y, M, C, K.....	4-22	REP 15.1.8 Registration Clutch Assembly.....	4-57
REP 5.1.8 Toner Cartridges Y, M, C, K.....	4-24	REP 15.1.10 Cassette Stopper	4-58
REP 6.1.5 Waste Box Lock.....	4-24	REP 15.1.98 Duplex Chute Assembly.....	4-59
REP 6.1.6 Left Transfer Belt Guide Assembly.....	4-25	REP 15.1.99 Registration Chute Assembly Kit	4-60
REP 6.1.14 Color Toner Density (CTD) Sensor Assembly	4-26	REP 15.2.1 Registration Chute Assembly.....	4-61
REP 6.1.97 Transfer Belt Assembly.....	4-27	REP 15.2.2 Right / Left Registration Bearings	4-63
REP 6.1.98 Transfer Belt Right Latch Kit.....	4-28	REP 15.2.5 Duplex Clutch Assembly	4-64
REP 6.1.99 Coupling Kit	4-30	REP 15.2.6 550 Option Feed Clutch Assembly	4-64
REP 7.1.1 Fuser Assembly	4-31	REP 15.2.7 Feed Roller Assembly.....	4-65
REP 8.1.1 Transfer CRUM Connector Assembly	4-31	REP 15.2.10 No Paper Actuator	4-65
REP 8.1.6 Cleaner Assembly.....	4-32	REP 17.1.1 Exit Assembly	4-66
REP 8.1.7 Waste Box Assembly.....	4-33	REP 17.1.10 Stack Full Actuator.....	4-67
REP 8.1.95 CRU Xerographic Development Assembly (Imaging Unit)	4-33	REP 17.1.21 Exit Drive Assembly	4-68
REP 9.1.1 IOT 550 Cassette Assembly.....	4-34	REP 18.1.11 MCU Board	4-69
REP 9.1.96 Feed Roller Assembly.....	4-35	REP 18.1.12 Development HVPS Board	4-70
REP 9.1.97 Cassette Retard Holder Assembly.....	4-35	REP 18.1.16 Transfer HVPS Board	4-70
REP 10.1.1 Optional 550-Sheet Feeder	4-36	REP 18.1.19 Drawer 1 Feeder.....	4-71
REP 10.1.2 550 Option Left-Side Cover and Frame.....	4-37	REP 18.1.22 Front Door Interlock Photo Sensor	4-71
REP 10.1.6 550 Option Cassette Stopper	4-37	REP 18.1.23 Transfer HVPS Harness	4-72
REP 10.1.8 550 Option Feed Clutch Assembly	4-38	REP 18.1.99 Varistor.....	4-73
REP 10.1.9 550 Option Drive Assembly	4-39	REP 18.2.2 IIT MCU Board Assembly	4-73
REP 10.1.10 550 Option Feeder Board	4-39	REP 18.2.4 Hard Disk Package Kit.....	4-75
REP 10.1.11 550 Option Size Switch Assembly	4-40	REP 18.2.6 IP (ESS) Board	4-76
REP 10.1.13 550 Option Drawer1 Feeder Harness Assembly	4-40	REP 18.2.7 IP (ESS) Plate Assembly	4-77
		REP 18.2.8 IP (ESS) Box.....	4-78

REP 18.2.9 DDR3 DIMM Module Assembly	4-79
REP 18.2.10 SD Card	4-79
REP 18.2.11 Fax Board	4-80
REP 18.2.13 Fax USB Cable	4-80
REP 18.2.15 Front USB Cable Assembly	4-81
REP 18.2.16 IP (ESS) Fan.....	4-81
REP 18.3.2 LVPS.....	4-82
REP 18.3.9 Stapler Assembly.....	4-83
REP 18.3.12 Stapler Sub LVPS.....	4-84
REP 18.3.99 AC Inlet Harness Assembly	4-85
REP 18.4.2 Drive Harness Assembly	4-85
REP 18.4.3 Main Harness Assembly	4-86
REP 18.4.5 Top Harness Assembly.....	4-86
REP 19.1.1 Top Cover Assembly	4-87
REP 19.1.20 Front Door Assembly	4-89
REP 19.1.28 Staple Box	4-90
REP 19.1.96 Right Side Door Assembly.....	4-90
REP 19.1.97 Right Cover Assembly	4-91
REP 19.1.98 Right Interlock Switch Assembly.....	4-92
REP 19.1.99 Stapler Right Side Cover	4-93
REP 19.2.3 Left Side IF Cover.....	4-94
REP 19.2.4 Top Exit Cover.....	4-94
REP 19.2.98 Rear Cover Assembly.....	4-95
REP 19.2.99 Left Cover Assembly.....	4-96
REP 51.1.1 DADF Assembly	4-97
REP 51.1.9 DADF Hinges.....	4-98
REP 51.1.11 DADF Input Tray Assembly	4-99
REP 51.1.14 Scanner (IIT) Assembly	4-100
REP 51.1.97 DADF Pick-Up Module.....	4-102
REP 51.1.98 DADF Top Cover Assembly.....	4-103
Adjustments & Cleaning	
ADJ 1.1 Altitude Adjustment	4-105
ADJ 2.1 Laser Lens Cleaning	4-105
ADJ 5.1 Color Registration Adjustment.....	4-108
ADJ 6.1 Color Toner Density Sensors Cleaning	4-110
ADJ 6.2 Transfer Belt Offsets Adjustment	4-114
ADJ 6.3 Transfer Roller Bias Adjustment.....	4-114
ADJ 7.1 Fuser Adjustment	4-115
ADJ 9.1 Paper Type Adjustment.....	4-116

REP 1.1.2 IIT Front Cover

Parts List on PL 1.1 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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. Tilt the Control Panel down and swivel to the front.
2. Refer to Figure 1 to locate and detach the left ends of both the Front Cover and Front Bottom Cover from the scanner.
3. Pull the covers forward, then move to the right to unhook the right side of the cover from the scanner.

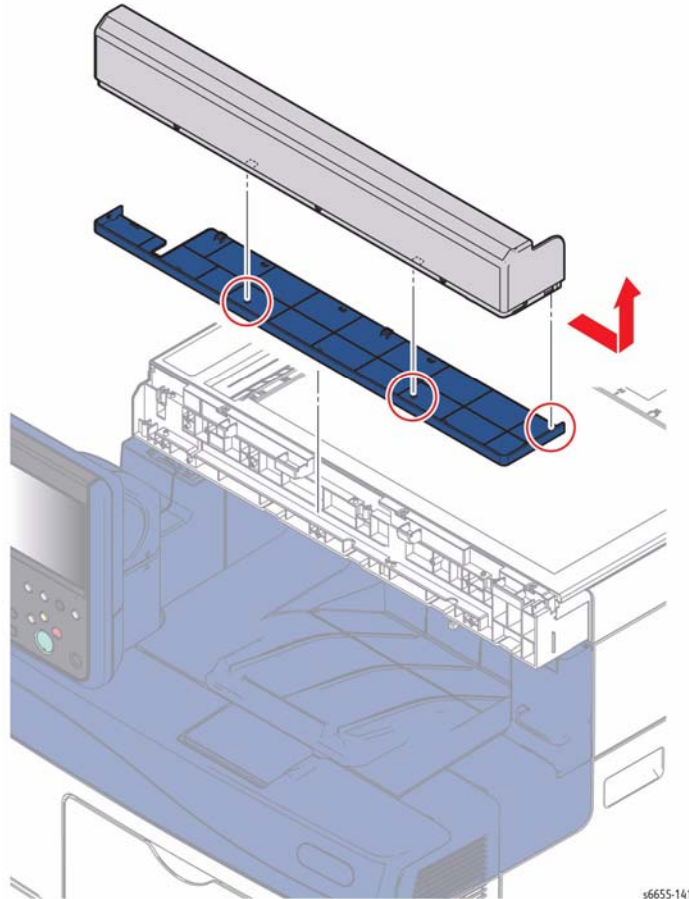


Figure 1 Remove the IIT Front Cover

REP 1.1.3 IIT Front Bottom Cover

Parts List on PL 1.1 Item 3

Removal

WARNING

Switch off the electricity to the machine. 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 IIT Front Cover, REP 1.1.2.
2. Referring to Figure 1, detach the left end of the Front Bottom Cover from the Front Cover, then separate the covers.

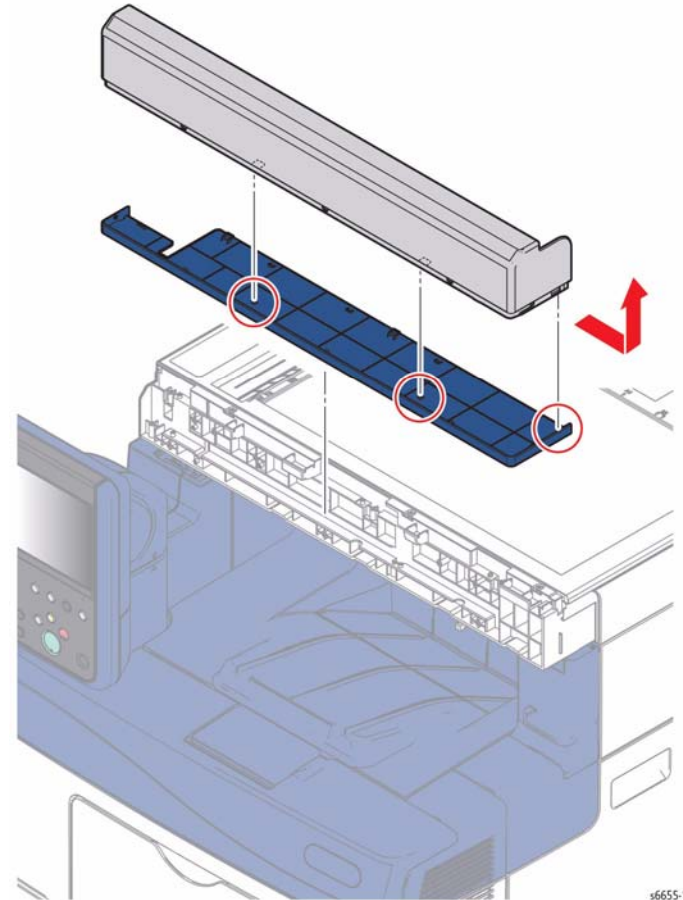


Figure 1 Remove the IIT Front Bottom Cover

REP 1.1.4 Right Upper UI Base Cover

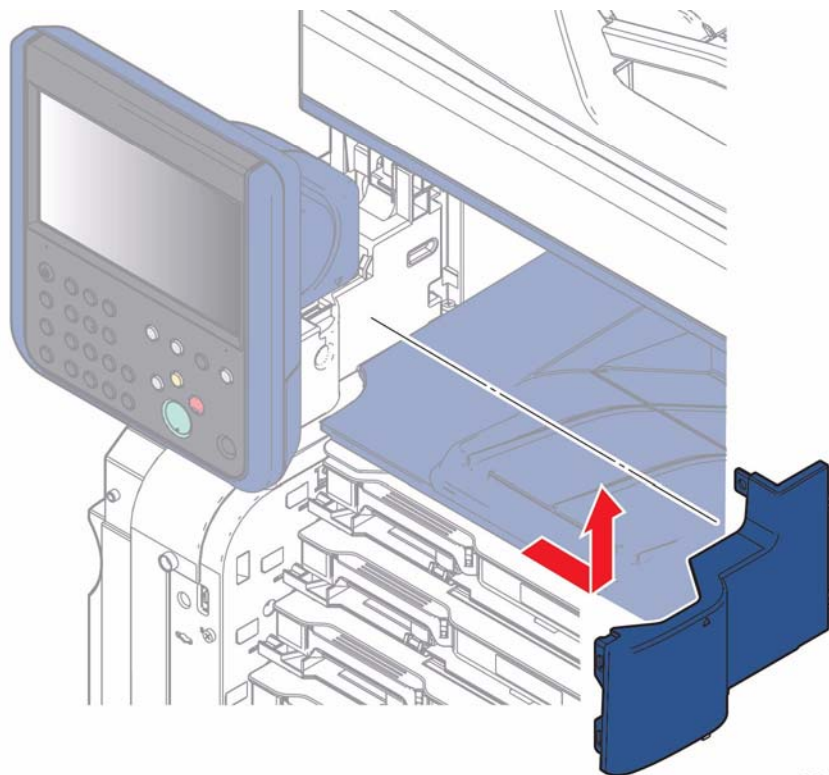
Parts List on PL 1.1 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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 Front Cover.
2. Remove the Left UI Base Cover, REP 1.1.6.
3. Remove the UI Hinge Cover, REP 1.2.3.
4. Referring to Figure 1, slide the Right UI Base Cover forward while tilting to the right to remove.



s6655-142

Figure 1 Remove the Right UI Base Cover

REP 1.1.6 Left UI Base Cover

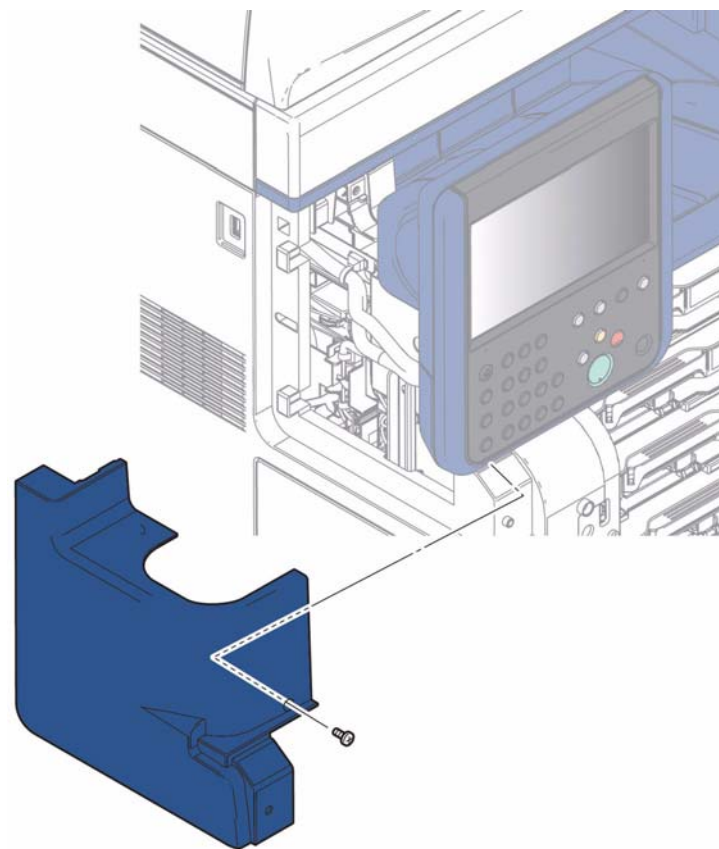
Parts List on PL 1.1 Item 6

Removal

WARNING

Switch off the electricity to the machine. 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 Front Cover.
2. Refer to Figure 1 to locate and remove one screw (silver, 6 mm) to remove the cover.



s6655-143

Figure 1 Remove the Left UI Base Cover

REP 1.2.1 Control Panel Assembly

Parts List on PL 1.2 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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

The UI Cable connector is easily damaged. Use care when connecting, disconnecting, and routing the UI Cable through the UI Hinge Assembly.

1. Remove the UI Hinge Cover, REP 1.2.3.
2. Remove the Upper Rear UI Cover, REP 1.2.2.
3. Refer to Figure 1 to locate and remove one screw and one tie that secure the UI cable to the Control Panel.

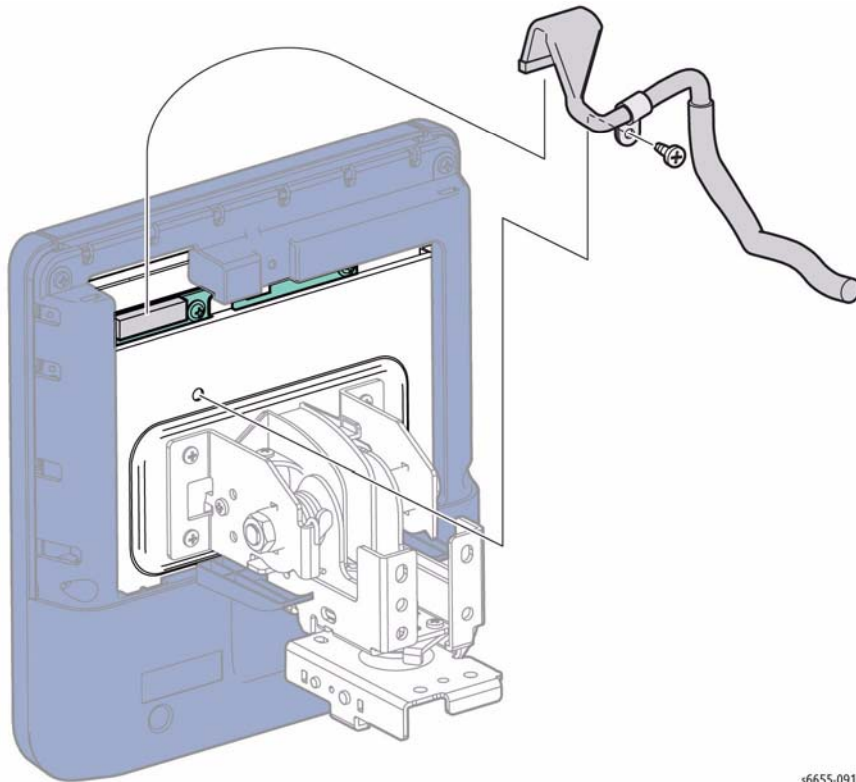


Figure 1 Disconnect the Control Panel Cable

4. Disconnect the UI cable from the Control Panel.

5. Refer to Figure 2 to locate and remove four screws (silver, 6 mm) that secure the Control Panel to the UI Hinge Assembly.

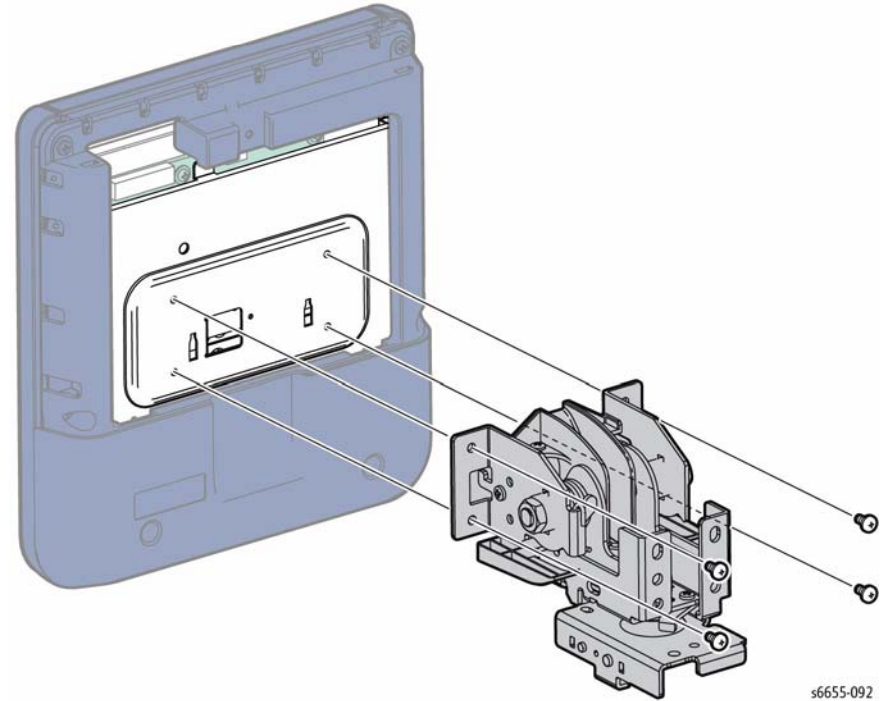


Figure 2 Remove the Control Panel from the UI Hinge Assembly

REP 1.2.2 Upper Rear UI Cover

Parts List on PL 1.2 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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 UI Hinge Cover, REP 1.2.3.
2. Refer to Figure 1 to locate and remove one screw (silver, tapping, 8 mm) that secures the cover.

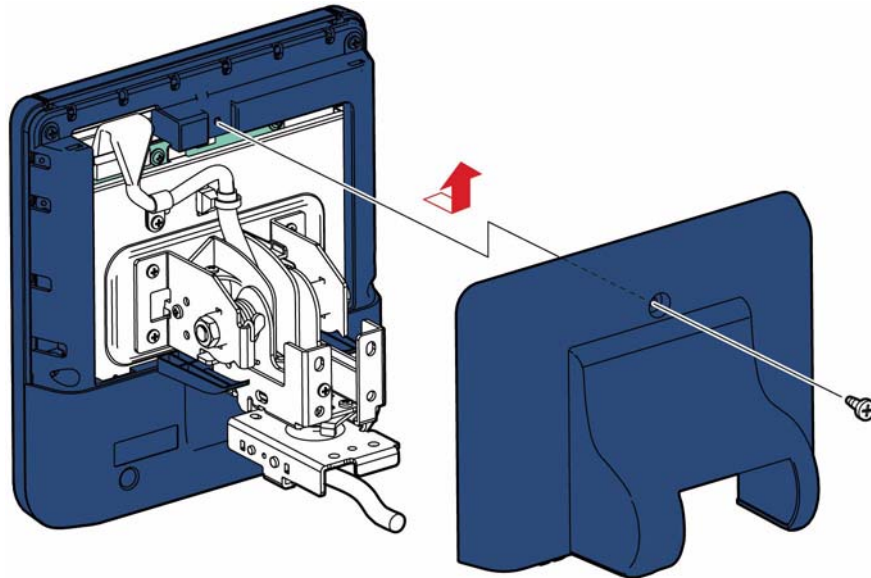


Figure 1 Remove the Upper Rear UI Cover

s6655-093

REP 1.2.3 UI Hinge Cover

Parts List on PL 1.2 Item 3, PL 1.2 Item 4

Removal

The UI Hinge Cover consists of two parts (left and right) held together on the UI Hinge Assembly by a single screw.

WARNING

Switch off the electricity to the machine. 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. Refer to Figure 1 to locate and remove one screw (silver, 6 mm) that secures the covers.
2. Detach the back of the right-side cover while lifting the front edge, then slide forward to remove.
3. Detach the tab at the back of the left-side cover while lifting the front edge, then slide forward to remove.

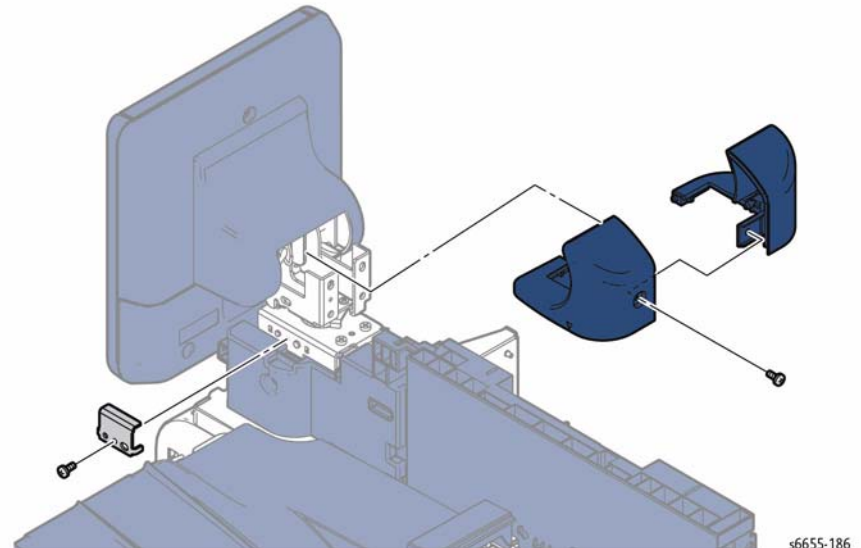


Figure 1 Remove the UI Hinge Cover

s6655-186

REP 1.2.9 Control Panel UI Cable

Parts List on PL 1.2 Item 9

Removal

WARNING

Switch off the electricity to the machine. 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

The UI Cable connector is easily damaged. Use care when connecting, disconnecting, and routing the UI Cable through the UI Hinge Assembly.

1. Open the Rear Cover.
2. Remove the Left Side IF Cover, REP 19.2.3.
3. Remove the Left UI Base Cover, REP 1.1.6.
4. Remove the Left Cover, REP 19.2.99.
5. Remove the five screws (silver, 6 mm) holding the IIT MCU Plate and remove the plate.
6. Disconnect the harnesses from along the top edge of the IIT MCU Board.
7. Remove the three screws (silver, 6 mm) that hold the IIT MCU Box to the chassis, and pull the IIT MCU Box away from the chassis for access to the UI Cable.
8. Referring to Figure 1, release the UI Control Panel Cable from the cable guide, one clamp, and one tie that secure the cable to the chassis.

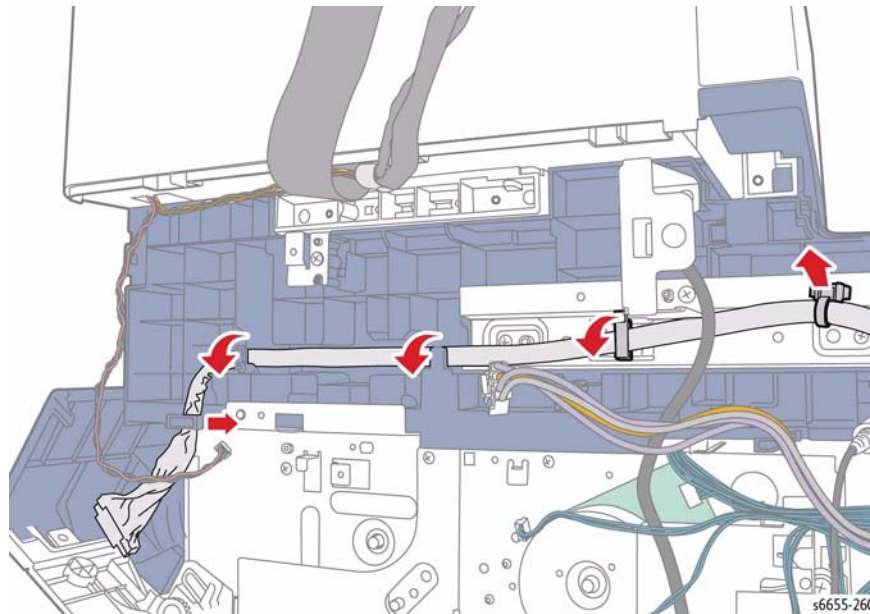


Figure 1 Release the Control Panel Cable

9. Remove the UI Hinge Cover, REP 1.2.3.

10. Remove the Upper Rear UI Cover, REP 1.2.2.
11. Refer to Figure 2 to disconnect the cable from the Control Panel, then locate and remove one screw and one tie that secure the cable to the UI Hinge. While adjusting the Control Panel position as needed, remove the cable from the UI Hinge Assembly.

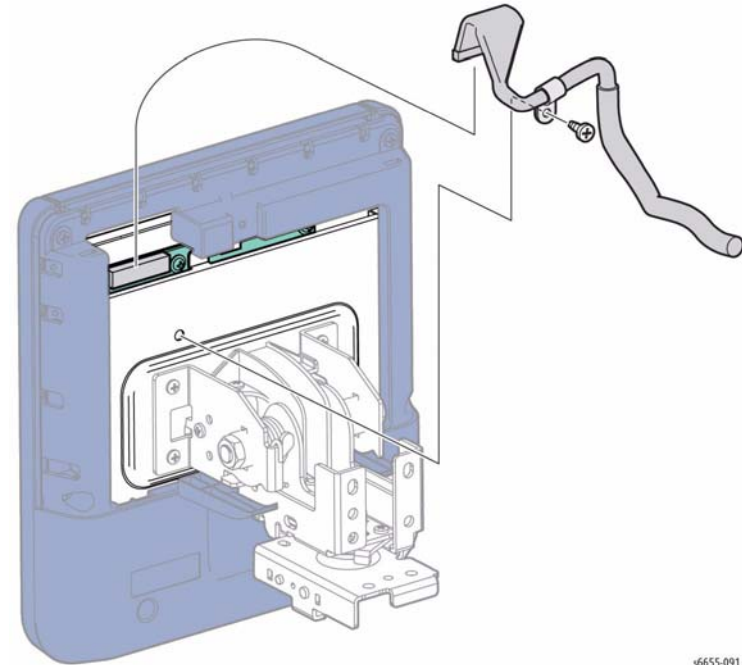


Figure 2 Remove the Control Panel UI Cable

REP 1.2.98 UI Hinge Assembly

Parts List on PL 1.2 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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

The UI Cable connector is easily damaged. Use care when connecting, disconnecting, and routing the UI Cable through the UI Hinge Assembly.

1. Remove the UI Hinge Cover, REP 1.2.3.
2. Remove the Left UI Base Cover, REP 1.1.6.
3. Remove the Right UI Base Cover, REP 1.1.4.
4. Remove the Upper Rear UI Cover, REP 1.2.2.
5. Remove the Control Panel, REP 1.2.1.
6. Remove the UI cable from the UI Hinge Assembly.
7. Refer to Figure 1 to locate and remove one screw (silver, 6 mm) that secures the UI swivel stop.

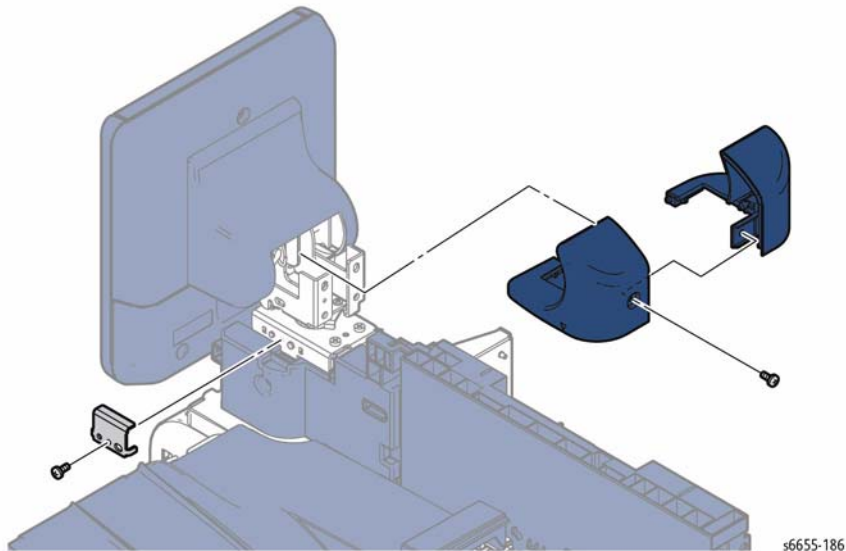


Figure 1 Remove the UI Swivel Stopper

8. Refer to Figure 2 to locate and remove three screws (silver, 6 mm) that secure the UI Hinge Assembly to the chassis, then tilt and slide the UI Hinge Assembly to the right to remove.

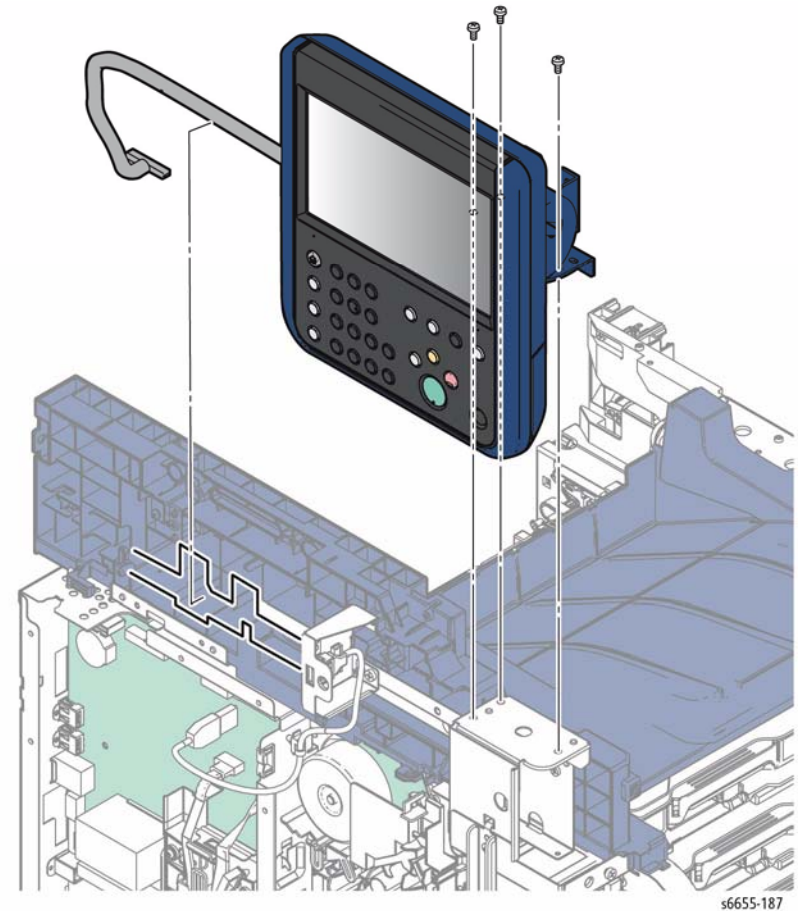


Figure 2 Remove the UI Hinge Assembly

REP 2.1.1 Laser Unit Assembly

Parts List on PL 2.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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 all the Dispenser Assemblies Y, M, C, K, REP 5.1.4.
2. Remove the nine screws (silver, 6 mm) securing the IP Plate Assembly.
3. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 8 mm) that attach the Base Duct to the printer and remove the duct. One screw is at the top, the other at the front.
4. Release the clamp holding the harness to the Laser Unit Assembly
5. Remove the two screws (silver, 6 mm) that attach the Laser Unit Assembly and remove the Laser Unit Assembly while pulling the harness out of the hole on the frame.

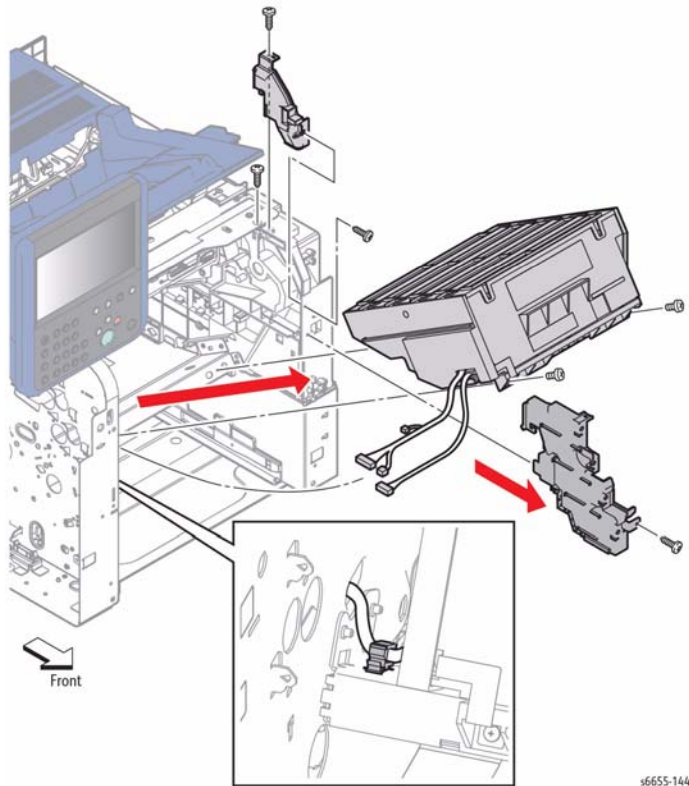


Figure 1 Remove the Laser Unit Assembly

Replacement

When replacing the Laser Unit Assembly, be sure to install it along the guides as shown in Figure 2:

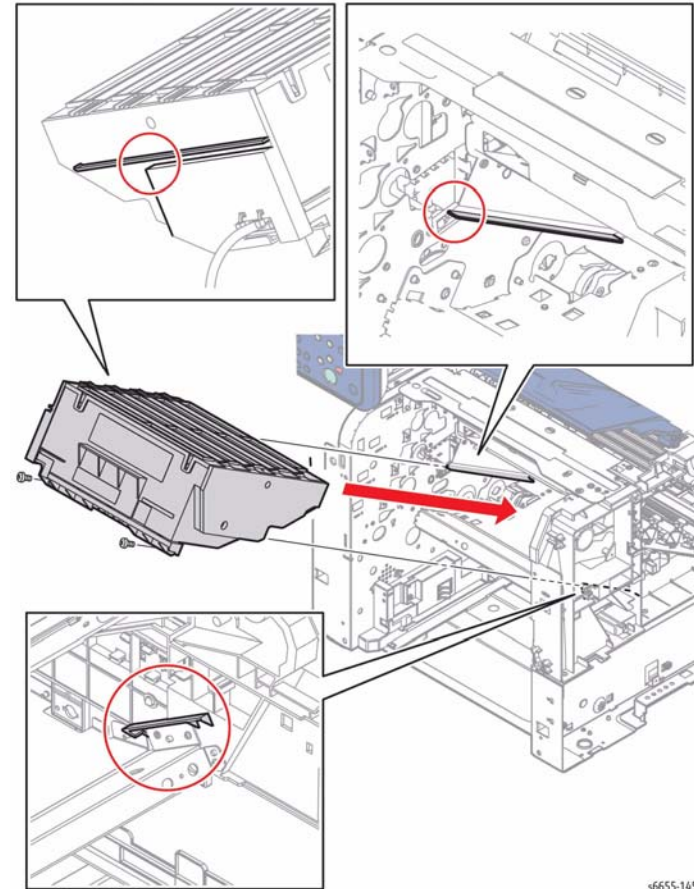


Figure 2 Replace the Laser Unit Assembly Along the Guides

REP 3.1.1 Main Drive Assembly

Parts List on PL 3.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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 Development HVPS Board, REP 18.1.12.
2. Remove the IP Box, REP 18.2.8.
3. Refer to Figure 1 to locate and remove the screw (silver, 6 mm) that attaches the HV Ground Plate to the printer and remove the plate.

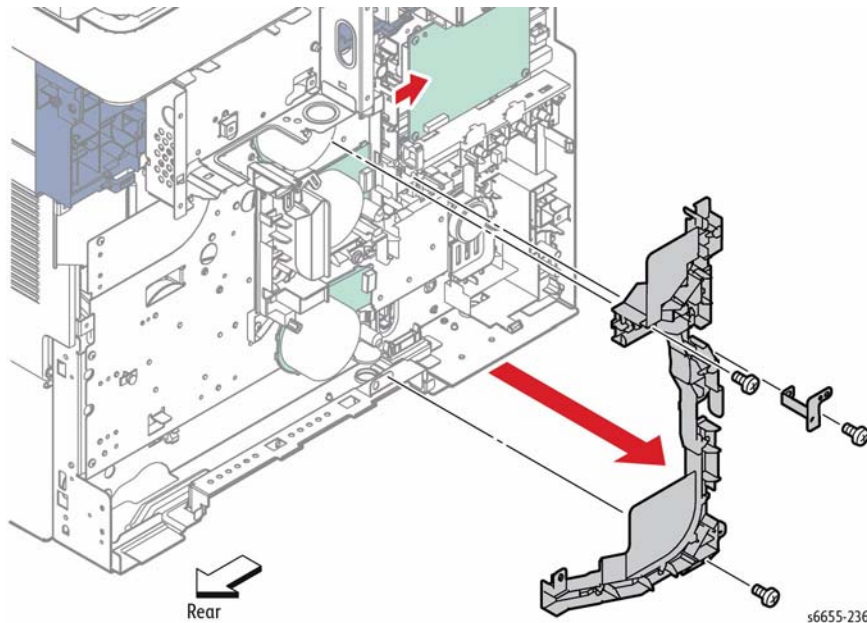


Figure 1 Remove the Left Harness Guide

4. Release the harness from the Left Harness Guide.
5. Release the harness from the Video Harness Guide (shown in Figure 2).
6. Refer to Figure 1 to locate and remove the two screws (silver, 6 mm) that attach the Left Harness Guide to the printer.
7. Release the pawl holding the Left Harness Guide and remove the guide.
8. Refer to Figure 2 to locate and disconnect plugs P/J171, P/J311, P/J172, P/J312, P/J331, P/J213 from the three drive motors and the interim connector from the jack inside the Main Drive Assembly.

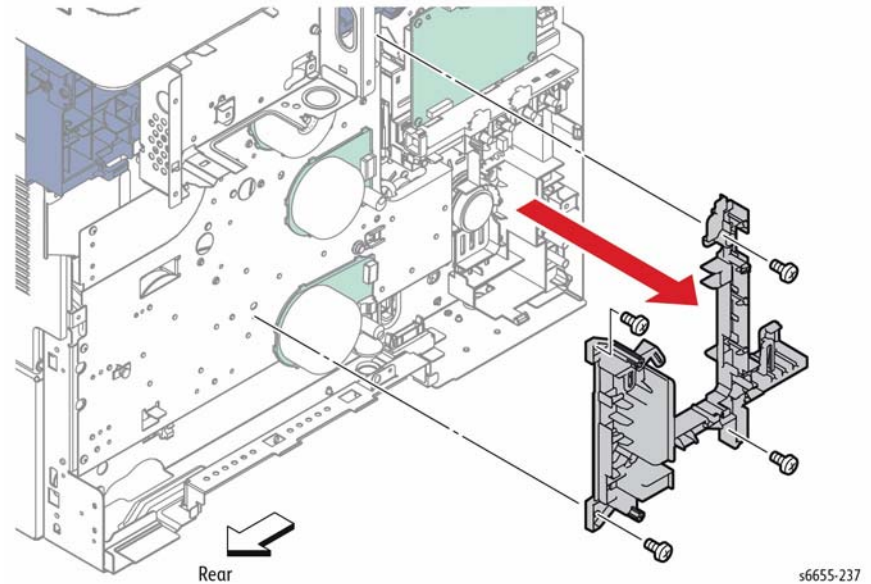


Figure 2 Remove the Video Harness Guide

9. Release the harnesses from the clamp at the bottom of the Drive Assembly.
10. Refer to Figure 2 to locate and remove the four screws (silver, 6 mm) that attach the Video Harness Guide to the printer and remove the guide.
11. Open the Right Side Door, then lift the Top Cover.
12. Remove the Transfer 2 Link from the Transfer Link Holder (shown in Figure 3).

CAUTION

When performing the following step to remove the Drive Assembly, use caution not to drop the gears

13. Remove the ten screws (silver, 6 mm) that attach the Drive Assembly to the printer and remove the assembly.

NOTE: When placing the Drive Assembly on the workbench, face the gear side upward to prevent the gears from falling off.

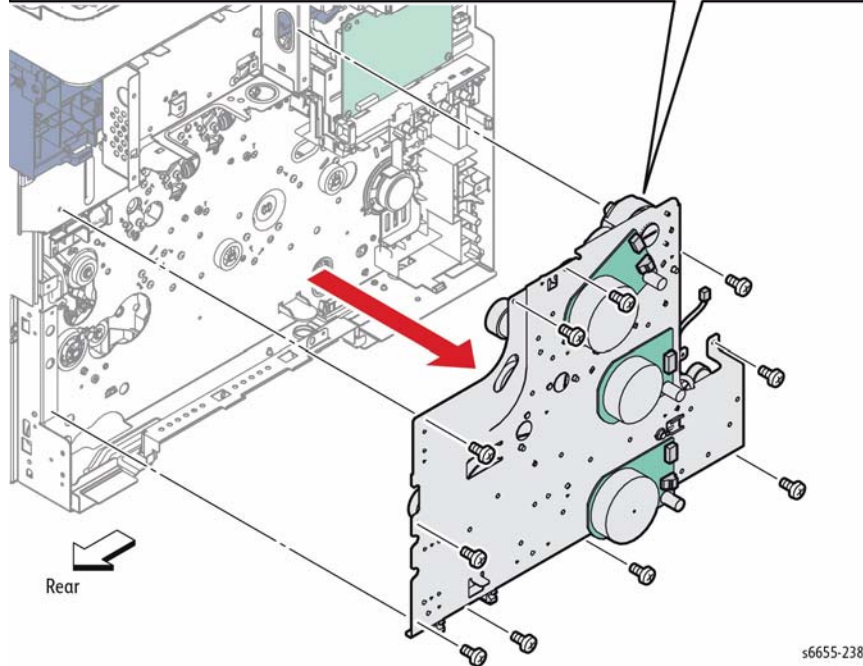
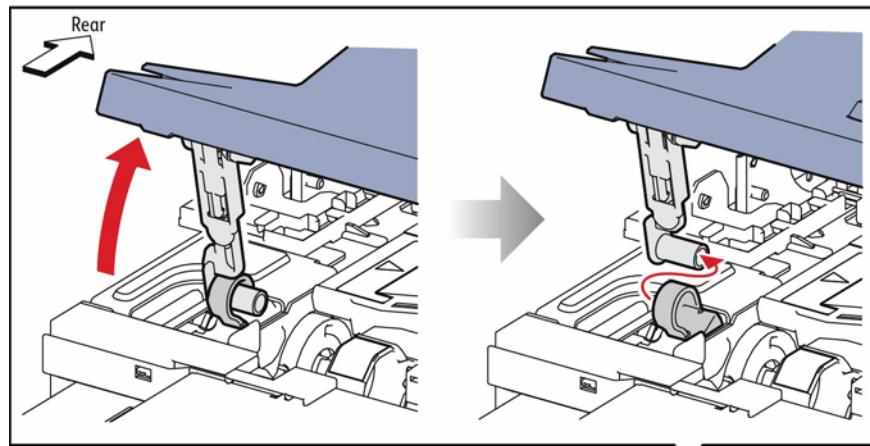
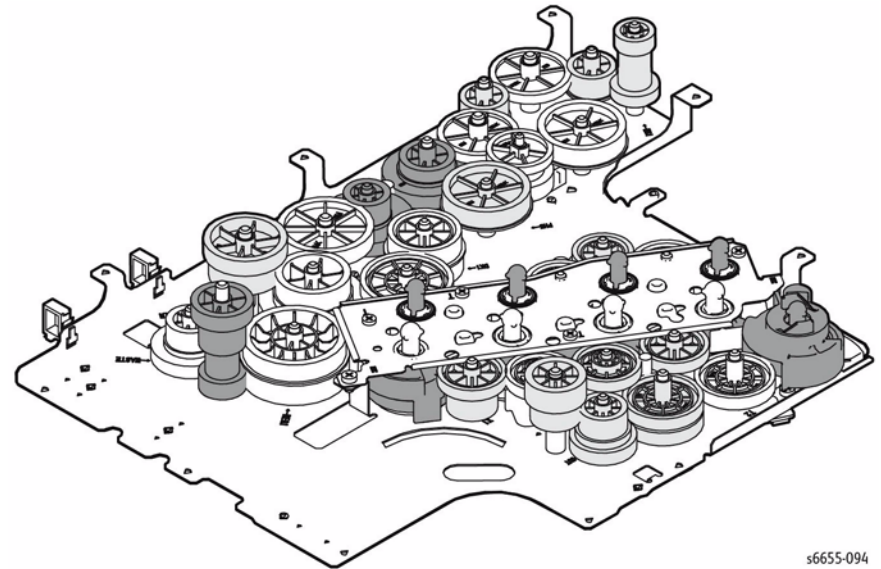


Figure 3 Remove the Drive Assembly

s6655-238

NOTE: Figure 4 shows how the gears are installed to the Drive Assembly.



s6655-094

Figure 4 Installation of Gears on Drive Assembly

Replacement

When the installation hole of the Transfer 2 Link for the Transfer Link Holder is lowered, raise it by accessing the Transfer Link Coupling from inside the frame as shown in Figure 5.

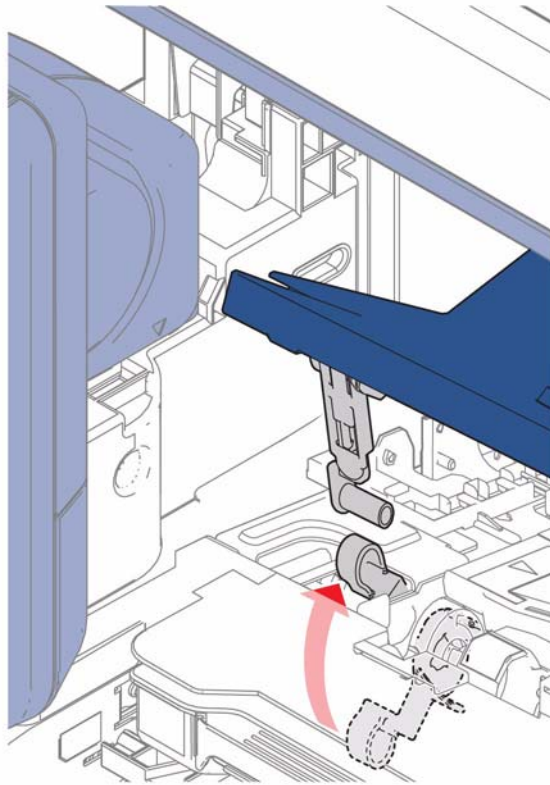


Figure 5 Reconnect the Transfer 2 Link to the Transfer Link Coupling

REP 3.1.2 Waste Drive Assembly

Parts List on PL 3.1 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned

1. Remove the Right Cover Assembly, REP 19.1.97.
2. Release the harness from the clamp installed on the Waste Drive Assembly.
3. Refer to Figure 1 to locate and remove two screws (silver, tapping, 8 mm) and two screws (silver, 6 mm) (silver, M4, 6 mm) that attach the Waste Drive Assembly to the printer and ground wire, then remove the Waste Drive Assembly.

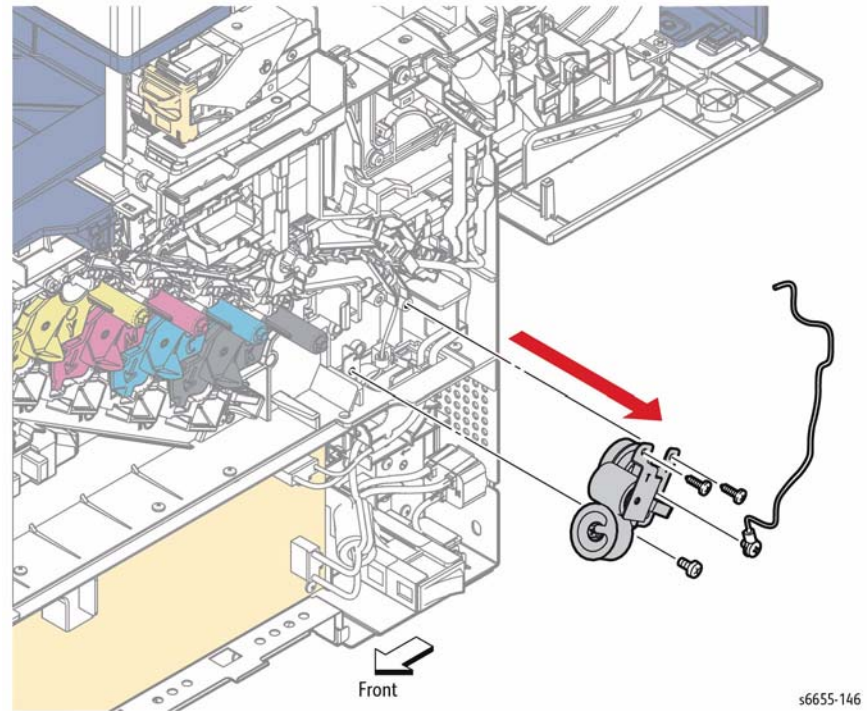


Figure 1 Remove the Waste Drive Assembly

REP 3.1.8 Drive Shaft Assembly

Parts List on PL 3.1 Item 8

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Main Drive Assembly, REP 3.1.1.
2. Remove the Duplex Chute Assembly, REP 15.1.98.
3. Release the harness from the LV AC Harness Guide.
4. Refer to Figure 1 to locate and remove the screw (silver, 6 mm) that attaches the LV AC Harness Guide to the printer and remove the guide.
5. Release the hook of Waste Gear 3 and remove the gear.
6. Release the hook of Waste Gear 2 and remove the gear.
7. Unlock Waste Bearing 1 and rotate the bearing to remove it.
8. Remove the Waste Idler Shaft by pulling it out of the hole in the frame.

NOTE: Remove Waste Bearing 2.

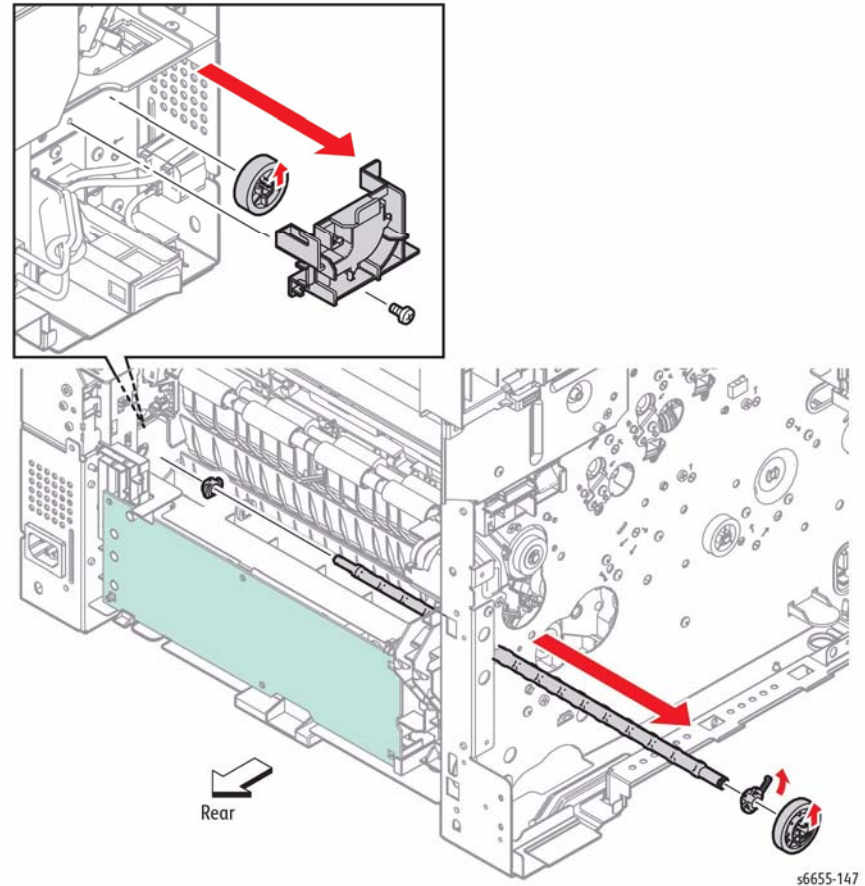


Figure 1 Remove the Drive Shaft Assembly

REP 3.1.9 Waste Bearing Assembly

Parts List on PL 3.1 Item 9

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Main Drive Assembly, REP 3.1.1.
2. Remove the Duplex Chute Assembly, REP 15.1.98.
3. Release the harness from the LV AC Harness Guide.
4. Refer to Figure 1 to locate and remove the screw (silver, 6 mm) that attaches the LV AC Harness Guide to the printer and remove the guide.
5. Release the hook of Waste Gear 3 and remove the gear.
6. Release the hook of Waste Gear 2 and remove the gear.
7. Unlock Waste Bearing 1 and rotate the bearing to remove it.
8. Remove the Waste Idler Shaft by pulling it out of the hole on the frame.
9. Remove Waste Bearing 2.

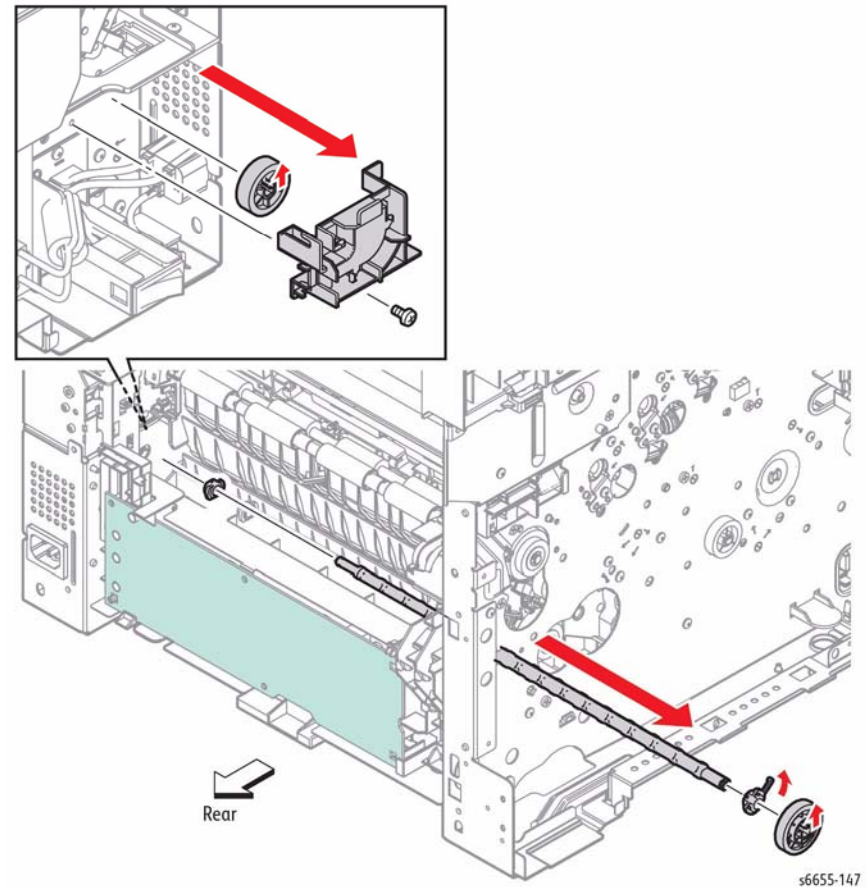


Figure 1 Remove the Waste Bearing

REP 4.1.6 S3 Rear Frame

Parts List on PL 4.1 Item 6

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Waste Box, REP 8.1.7.
2. Remove the Waste Box Lock, REP 6.1.5.
3. Remove the Front Door Assembly, REP 19.1.20.
4. Remove the Right Cover Assembly, REP 19.1.97.
5. Remove the Left Cover Assembly, REP 19.2.99.
6. Remove the IP Box, REP 18.2.8.
7. Refer to Figure 1 to locate and remove the four screws (silver, 6 mm) that attach the S3 Rear Frame to the printer and remove the frame.

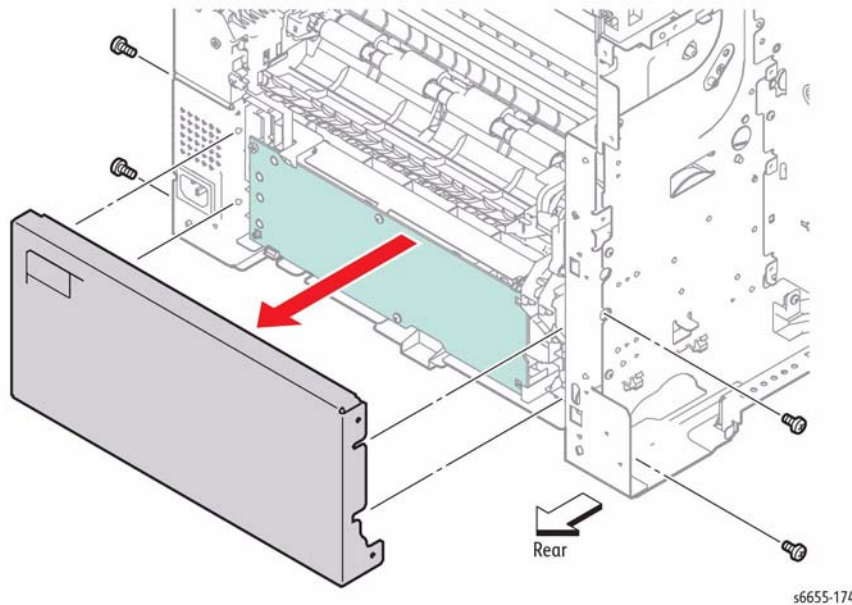


Figure 1 Remove the S3 Rear Frame

REP 4.1.13 Main Fan

Parts List on PL 4.1 Item 13

Removal

WARNING

Switch off the electricity to the machine. 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 Right Cover Assembly REP 19.1.97.
2. Unplug connector P/J503 from the LVPS, and release the harness from the clamp.
3. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 30 mm) that attach the Main Fan to the printer, and remove the fan.

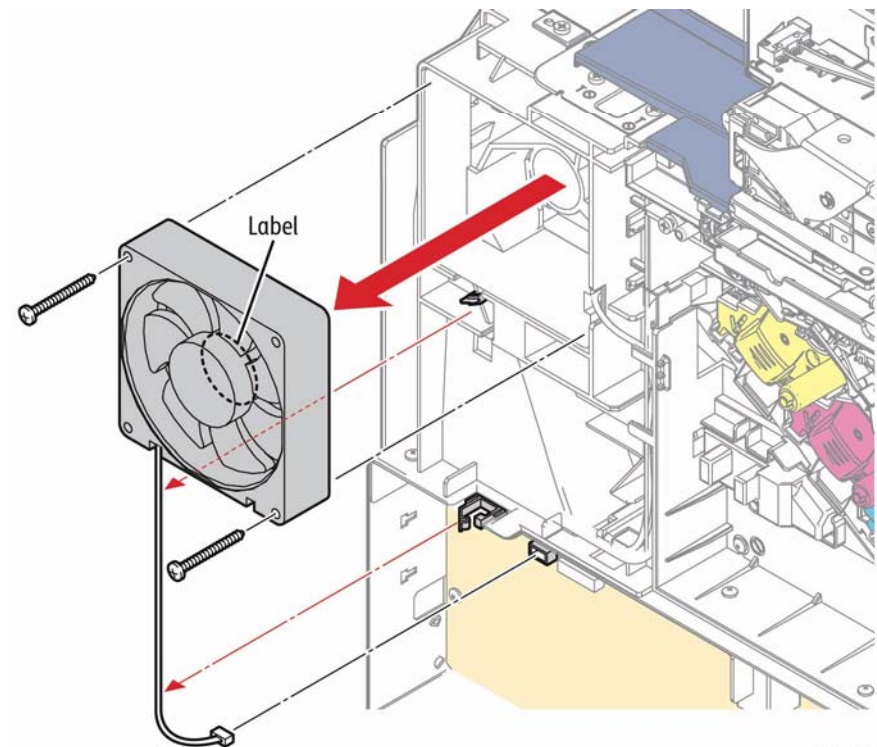


Figure 1 Remove the Main Fan

Replacement

Orient the Main Fan during installation so that the label side faces inward.

REP 4.1.17 Toner Full Sensor

Parts List on PL 4.1 Item 17

Removal

WARNING

Switch off the electricity to the machine. 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 Waste Box, REP 8.1.7.
2. Refer to Figure 1 to locate and release the four hooks holding the Waste Sensor Cover and remove the cover.
3. Disengage connector P/J203 of the Toner Full Sensor.
4. Release the hook holding the Toner Full Sensor and remove the sensor.

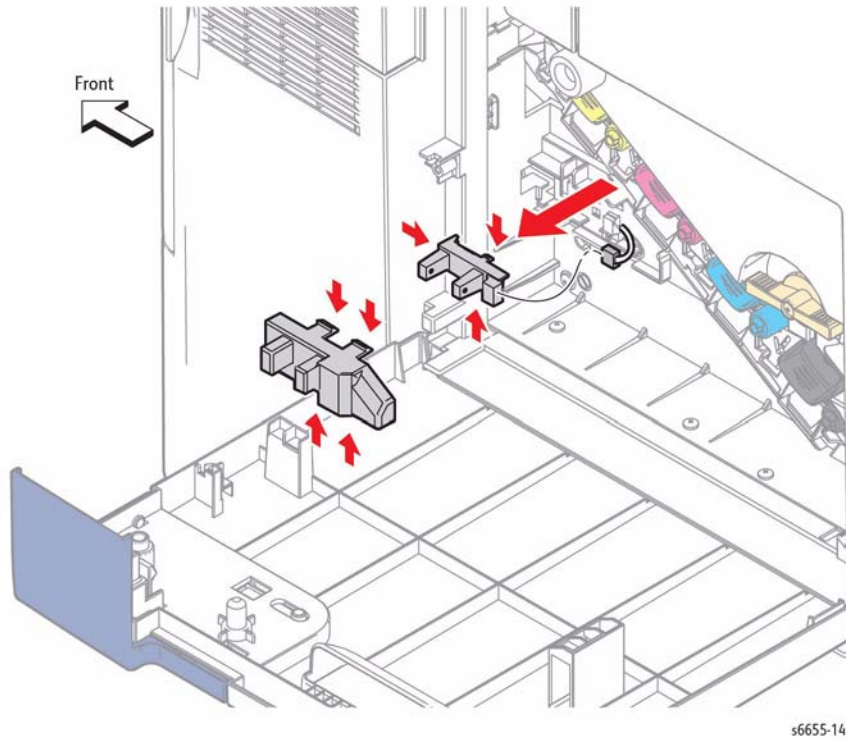


Figure 1 Remove the Toner Full Sensor

REP 4.1.97 Left Rear Latch

Parts List on PL 4.1 Item 97

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser, REP 7.1.1.
2. Remove the IP Box, REP 18.2.6.
3. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 8 mm) that attach the Left Latch Bracket to the printer and remove the Left Latch Bracket.
4. Referring to the inset in Figure 1, remove the Left Rear Latch and the Latch Spring from the Left Latch Bracket.

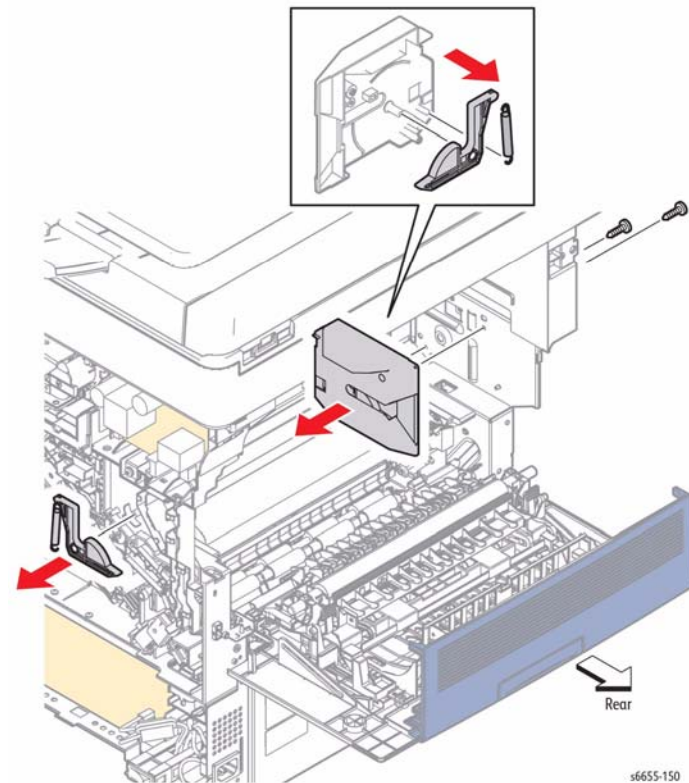


Figure 1 Remove the Left Rear Latch

REP 4.1.98 Foot Assembly

Parts List on PL 4.1 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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 positioning the printer to overhang the edge of the workbench, make the overhang as small as possible to prevent the printer from falling off.

1. Position the front of the printer to overhang the edge of the workbench.
2. Refer to Figure 1 to locate and remove the screws (silver, 6 mm) that attach the Bottom Feet on the front, and replace the feet.
3. Reposition the printer so that the rear of the printer overhangs the edge of the workbench.
4. Refer to Figure 1 to locate and remove the screws (silver, 6 mm) that attach the Bottom Feet on the rear, and replace the feet.

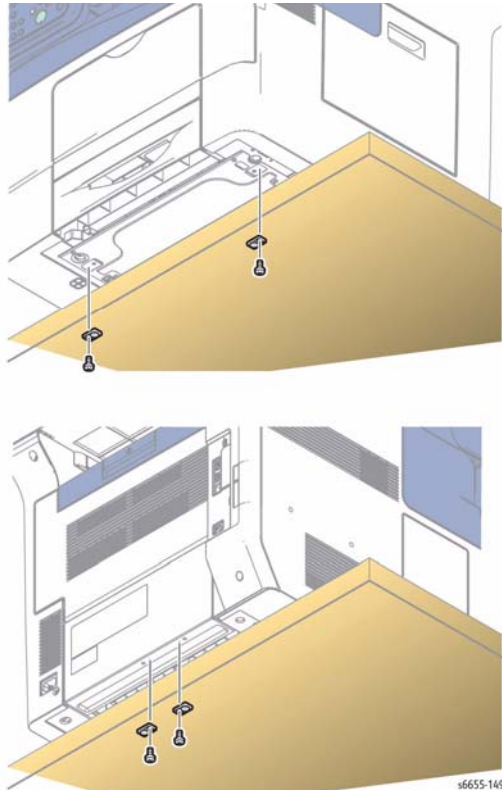


Figure 1 Replace the Bottom Feet

REP 4.1.99 Right Rear Latch

Parts List on PL 4.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser, REP 7.1.1.
2. Remove the Right Side Cover, REP 19.1.97.
3. Refer to Figure 1 to locate and remove the Right Latch Spring on the right side of the printer and remove the Right Rear Latch.

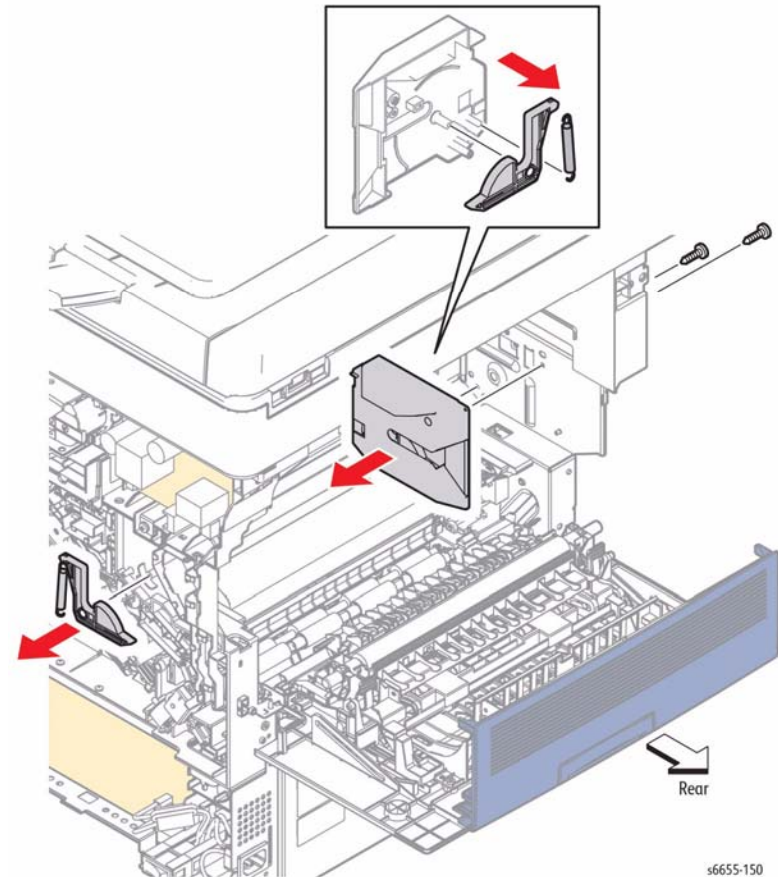


Figure 1 Remove the Right Rear Latch

REP 5.1.1 Upper Dispenser Motor Assembly

Parts List on PL 5.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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: When doing the following step, it is not necessary to remove the board completely for access to the Upper Dispenser Motor Assembly. It is necessary only to unplug the connector from the MCU Board to the HVPS Board, and the connector to the Bypass Tray Frame Assembly. Swing the board clockwise out of the way.

1. Remove the MCU Board, REP 18.1.11.
2. Remove the Development HVPS Board, REP 18.1.12.
3. Refer to Figure 1 to locate and unplug connector P/J145 of the Front Door Interlock Photo Sensor.
4. Release the harness from the clamp installed on the MCU Plate.
5. Refer to Figure 1 to locate and remove three screws (silver, tapping, 8 mm) and two screws (silver, 6 mm) that attach the MCU Plate to the printer and remove the plate.

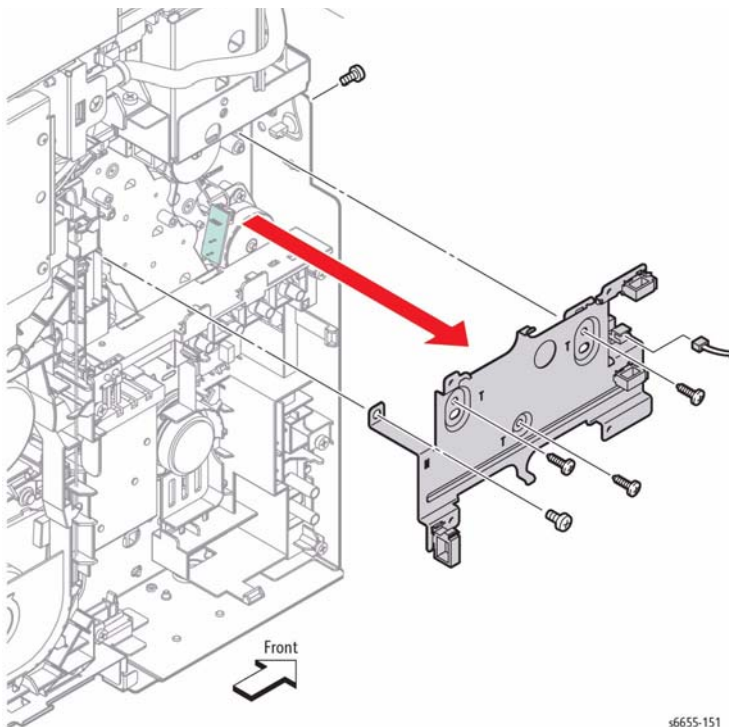


Figure 1 Remove the MCU Plate

6. Unplug connector P/J251 from the EEPROM Board.
7. Refer to Figure 2 to locate and remove the screw (silver, 6 mm) that attaches the HV Ground Plate to the printer and remove the plate.
8. Release the harness from the harness guide of the Outer Developer Charge Housing Assembly.

NOTE: In the following step, do NOT remove the tapping screw (shown in the circle) that holds together the two pieces of the Outer Developer Charge Housing Assembly.

9. Refer to Figure 2 to locate and remove the four screws (silver, 6 mm) that attach the Outer Developer Charge Housing Assembly and remove it.

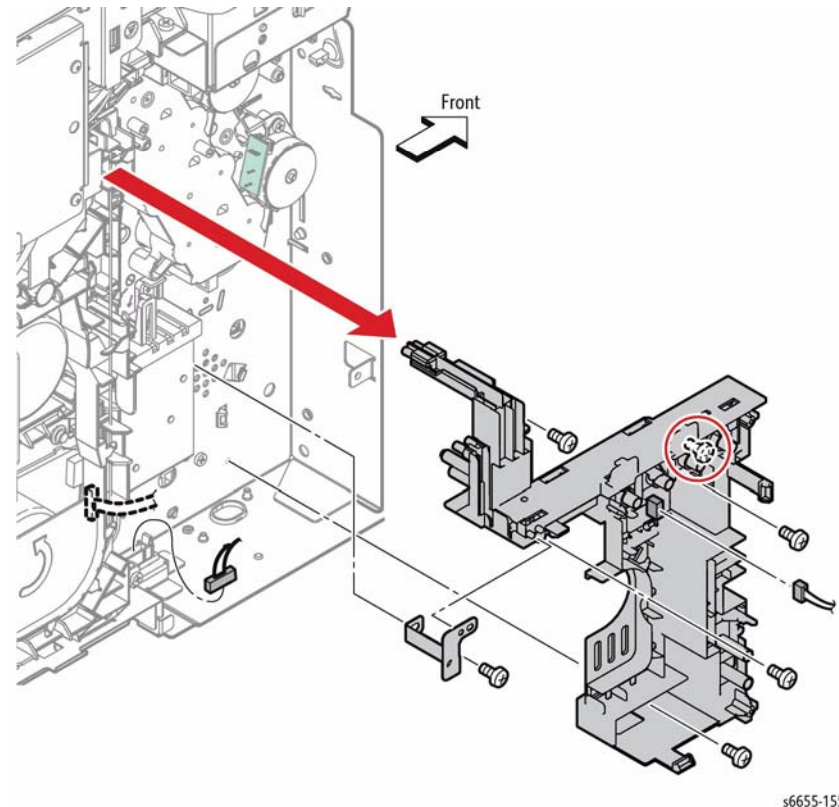


Figure 2 Remove the Outer Developer Charge Housing Assembly

10. Release the two clamps of the Upper Dispenser Motor Assembly, and release the harness.
11. Refer to Figure 3 to locate and remove the four screws (silver, 6 mm) that attach the Upper Dispenser Motor Assembly to the printer and remove the assembly.

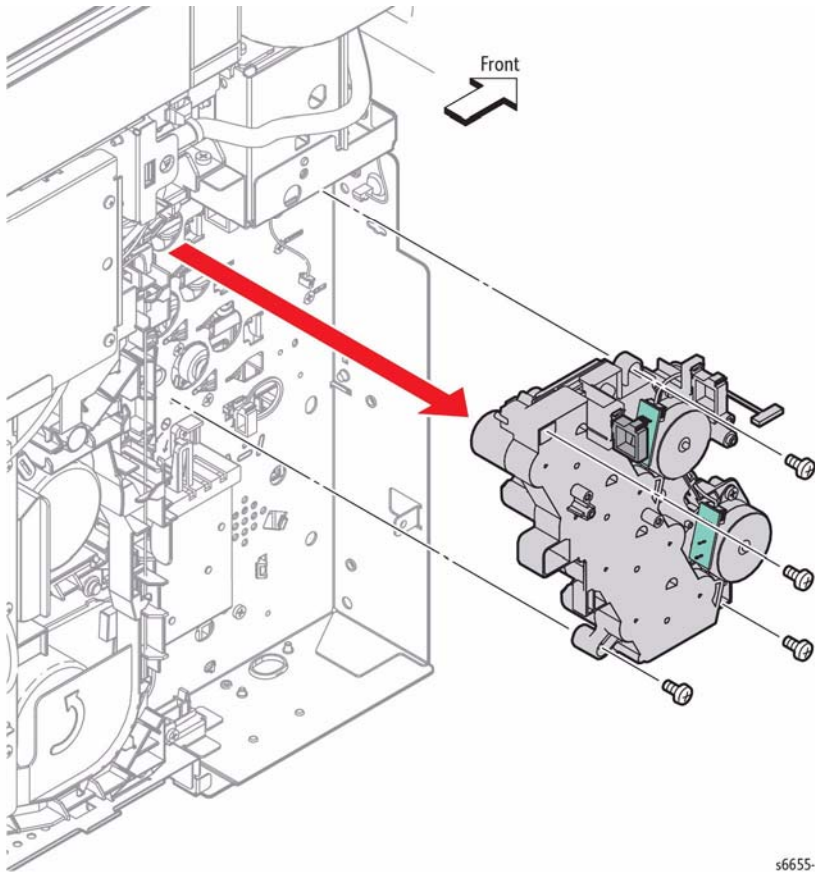


Figure 3 Remove the Upper Dispenser Motor Assembly

s6655-153

Replacement

When installing the Outer Developer Charge Housing Assembly, make sure that the tips of the six springs are correctly in place as shown in Figure 4. (The Upper Dispenser Motor Assembly is not shown in the figure for the sake of clarity.)

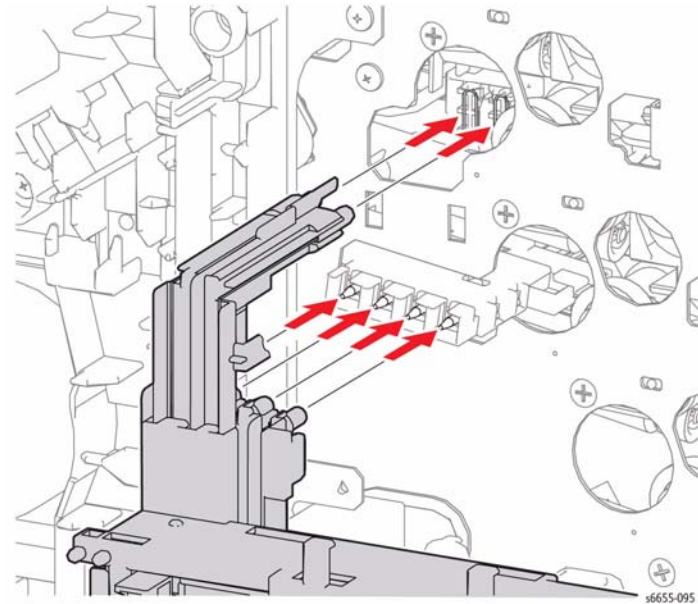


Figure 4 Replacing the Outer Developer Charge Housing Assembly

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REP 5.1.2 Dispenser Motor

Parts List on PL 5.1 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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: To remove only the Y, M Dispenser Motor, perform steps 1, 4, 5, 10, and 11.

1. Remove the MCU Board, REP 18.1.11.
2. Remove the Development HVPS Board, REP 18.1.12.
3. Refer to Figure 1 to locate and unplug connector P/J145 of the Front Door Open Sensor (Interlock Photo Sensor).
4. Release the harness from the clamp installed on the MCU Plate.
5. Refer to Figure 1 to locate and remove the three screws (silver, tapping, 8 mm) and the two screws (silver, 6 mm) that attach the MCU Plate to the printer and remove the plate.

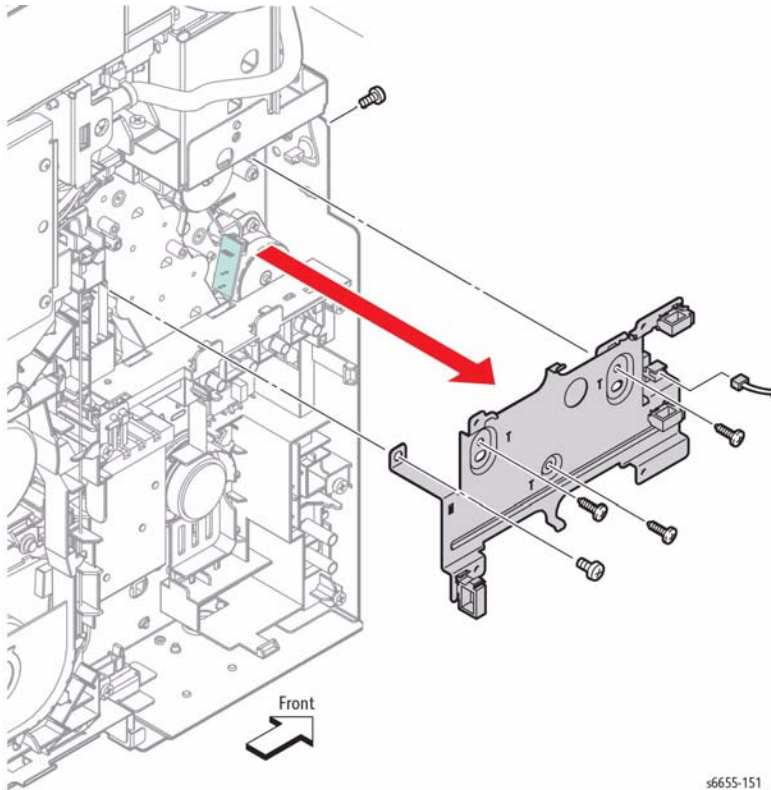


Figure 1 Remove the MCU Plate

6. Unplug connector P/J251 from the EEPROM Board.
7. Refer to Figure 2 to locate and remove the screw (silver, 6 mm) that attaches the HV Ground Plate to the printer and remove the plate.
8. Release the harness from the harness guide of the Outer Developer Charge Housing Assembly.

NOTE: In the following step, do NOT remove the tapping screw (shown in the circle) that holds together the two pieces of the Outer Developer Charge Housing Assembly.

9. Refer to Figure 2 to locate and remove the four screws (silver, 6 mm) that attach the Outer Developer Charge Housing Assembly and remove it.

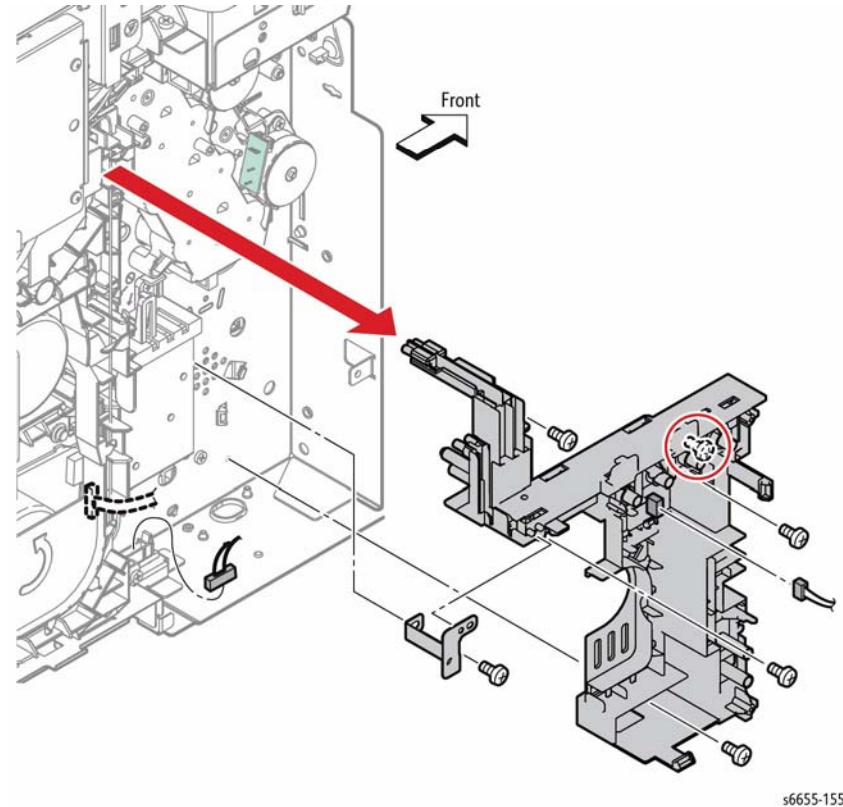


Figure 2 Remove the Outer Developer Charge Housing Assembly

10. Unplug connectors P/J141 and P/J144 connected to the two Dispenser Motors.
11. Refer to Figure 3 to locate and remove the screws that attach each Dispenser Motor (silver, tapping, 8 mm) and remove each Dispenser Motor by rotating them counterclockwise.

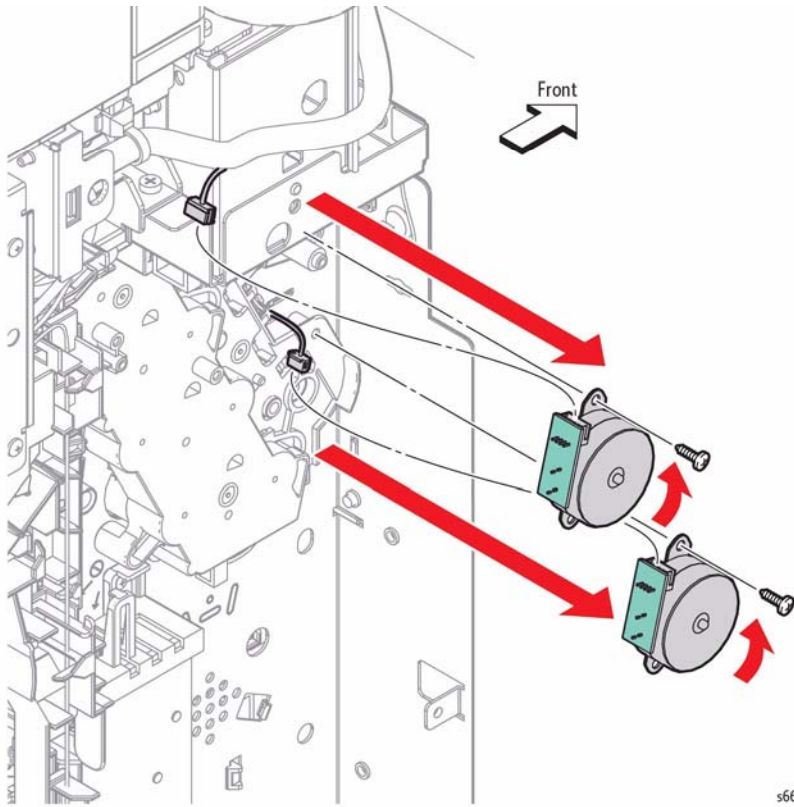


Figure 3 Remove the Dispenser Motors

Replacement

When installing the Outer Developer Charge Housing Assembly, make sure that the tips of the six springs are correctly in place as shown in Figure 4. (The Upper Dispenser Motor Assembly is not shown in the figure for the sake of clarity.)

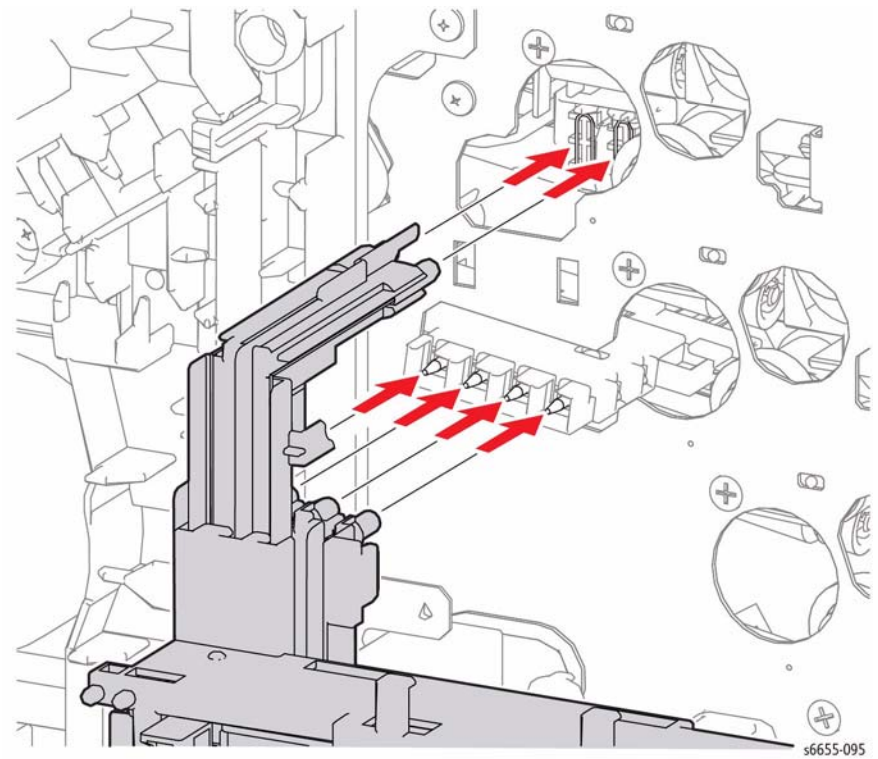


Figure 4 Replacing the Outer Developer Charge Housing Assembly

REP 5.1.4 Dispenser Assemblies Y, M, C, K

Parts List on PL 5.1 Item 4, PL 5.1 Item 5, PL 5.1 Item 6, PL 5.1 Item 7
Removal

WARNING

Switch off the electricity to the machine. 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 Dispenser Assemblies must be removed in order from the bottom, K, C, M, Y.

1. Remove the Toner Cartridges Y, M, C, K, REP 5.1.8.
2. Remove the Imaging Units Y, M, C, K, REP 8.1.95.
3. Remove the Upper Dispenser Motor Assembly, REP 5.1.1.
4. Remove the Bypass Tray Frame Assembly, REP 13.2.1.
5. Refer to Figure 1 to locate and disconnect the CRUM Board connector on the bottom of the Dispenser Assembly K.
6. Refer to Figure 1 to locate and remove the three screws (silver, tapping, 8 mm) that attach the Dispenser Assembly K and pull the Dispenser Assembly K to the front while pressing the lug on the left side inward with a screwdriver.

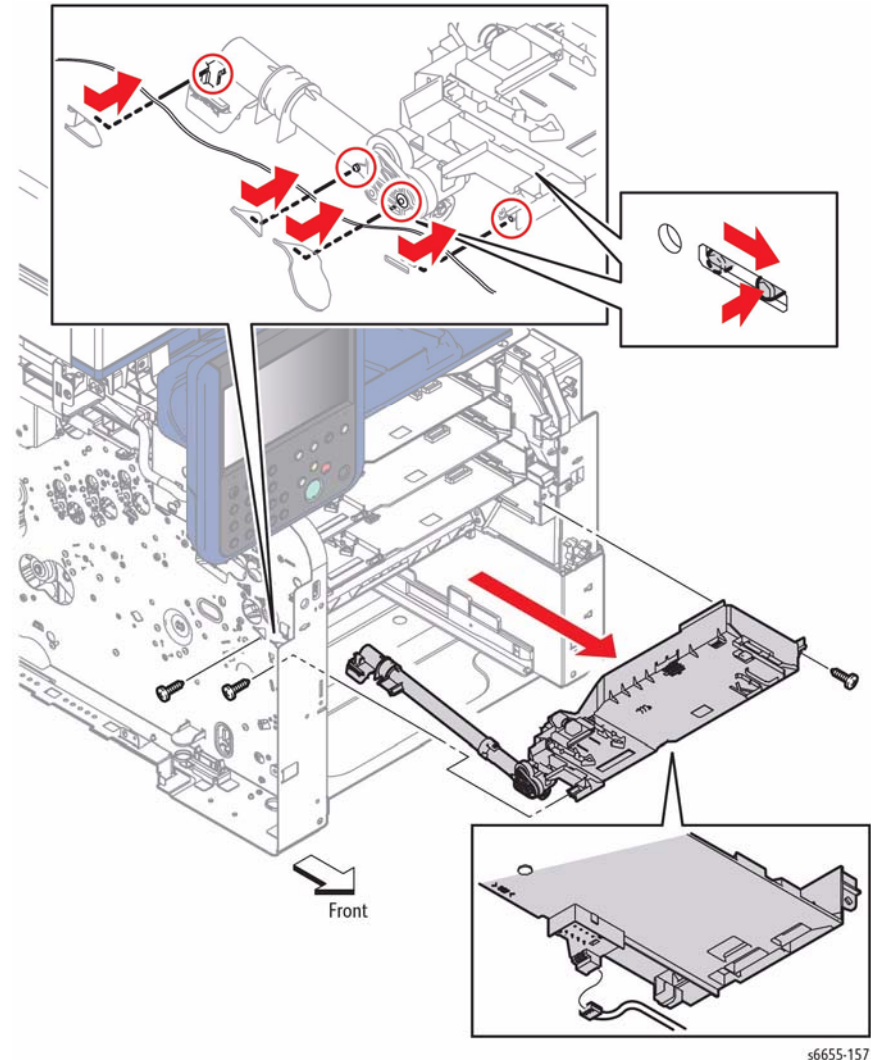


Figure 1 Remove the Dispenser Assembly Kit

7. Refer to Figure 2 to locate and remove the two screws (silver, tapping, 8 mm) that attach the Frame Duct to the printer and remove the duct.
8. Refer to Figure 2 to locate and disengage the connectors connected to the Dispenser Assemblies in the order of C, M, and Y. Remove the three screws (silver, tapping, 8 mm) that attach each Dispenser Assembly, and pull the Dispenser Assemblies to the front in the order of C, M, and Y while pressing the lug on the left side inward with a screwdriver.

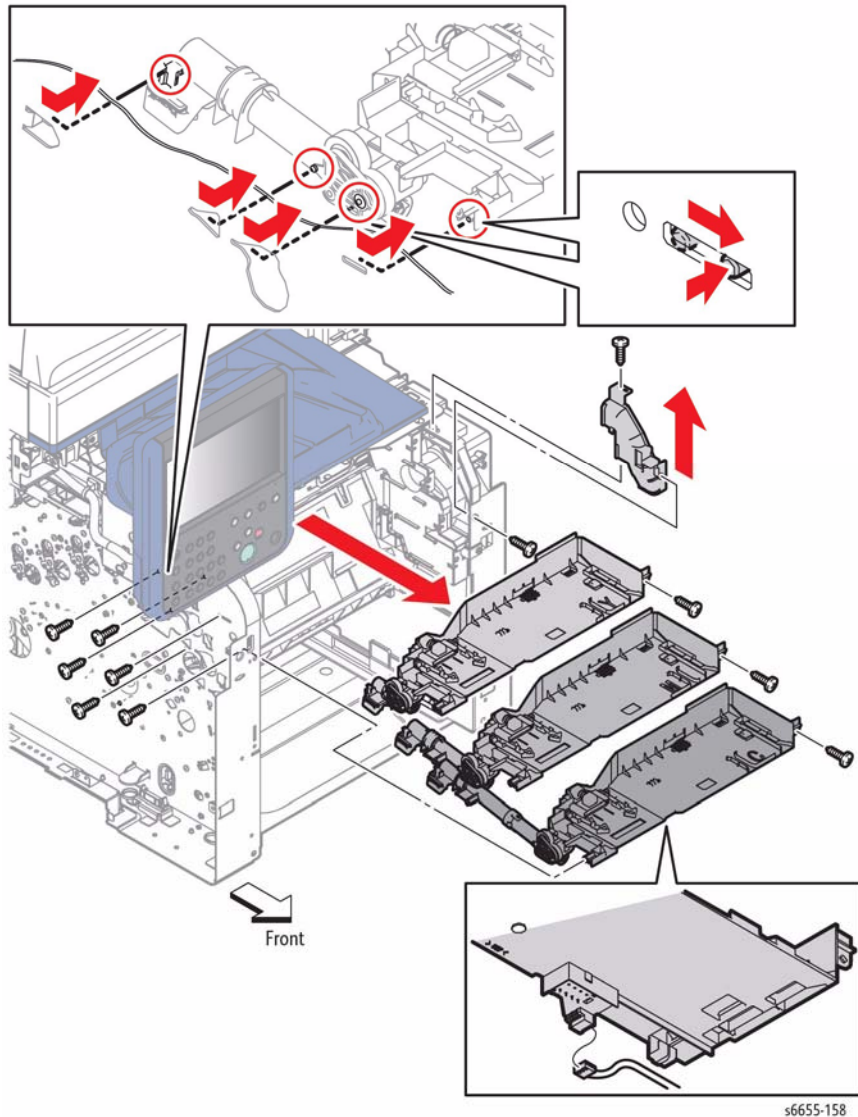


Figure 2 Remove Dispenser Assemblies C, M, and Y

Replacement

- The Dispenser Assemblies must be installed in Y, M, C, K order from top to bottom.
- Reconnect the CRUM connector harness for each Dispenser before fully seating the Dispenser in the frame.

- Before securing the Dispenser Assemblies, make sure that the lug on the front and the hook on the rear are correctly in place as shown in Figure 3.

NOTE: The rear hook placement can't be seen when the Main Drive is not removed. Visually check that the hook is in the correct position by looking into the area behind where the Imaging Units are installed. Verify the Dispenser alignment by test fitting each Imaging Unit before securing the Dispenser in place.

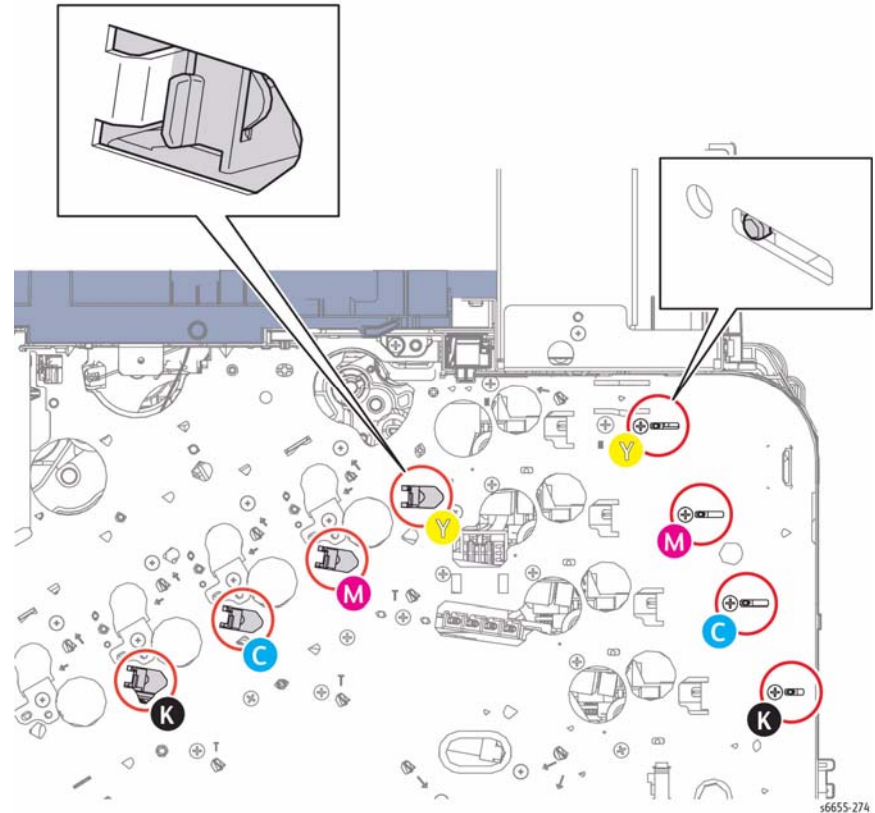


Figure 3 Reinstalling the Dispenser Assemblies Y, M, C, and K

REP 5.1.8 Toner Cartridges Y, M, C, K

Parts List on PL 5.1 Item 8, PL 5.1 Item 9, PL 5.1 Item 10, PL 5.1 Item 11
Removal

WARNING

Switch off the electricity to the machine. 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: Please observe the following about removing toner cartridges.

- Since the removal procedure is the same for all the toner cartridges, this procedure describes removal of Toner Cartridge Y only.
 - When removing a Toner Cartridge, be careful not to spill toner.
1. Open the Front Door Assembly.
 2. Pull out the Toner Cartridge Y to the front by the handle as shown in Figure 1.

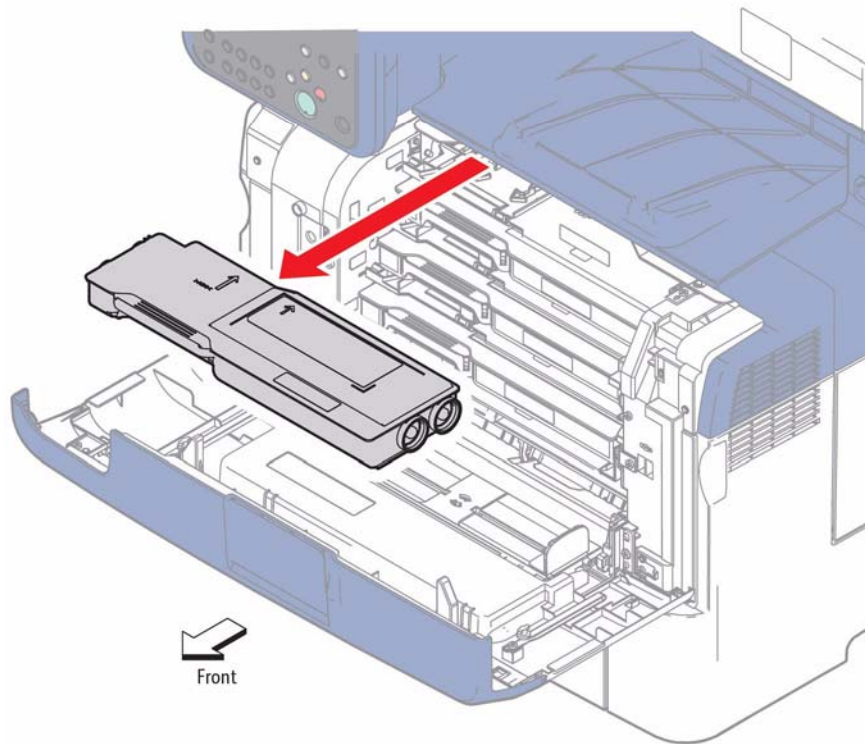


Figure 1 Remove Toner Cartridge

s6655-159

REP 6.1.5 Waste Box Lock

Parts List on PL 6.1 Item 5
Removal

WARNING

Switch off the electricity to the machine. 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 Right Side Door.
2. Referring to Figure 1, rotate the Waste Box Lock counterclockwise.
3. Remove the screw (silver, 6 mm) that holds the Waste Box Lock on the shaft and remove the handle.

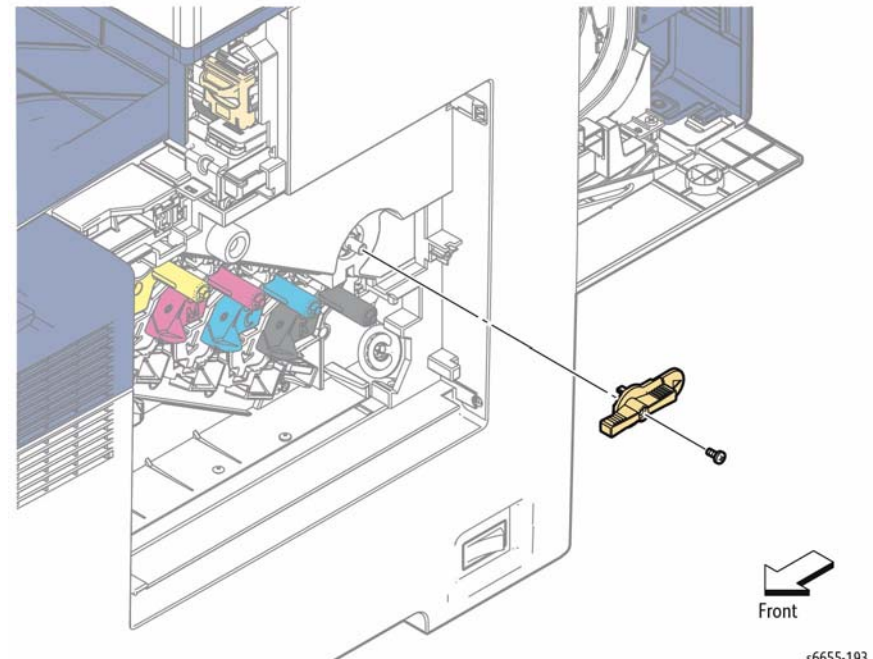


Figure 1 Remove the Waste Box Lock

r6655.102

REP 6.1.6 Left Transfer Belt Guide Assembly

Parts List on PL 6.1 Item 6

Removal

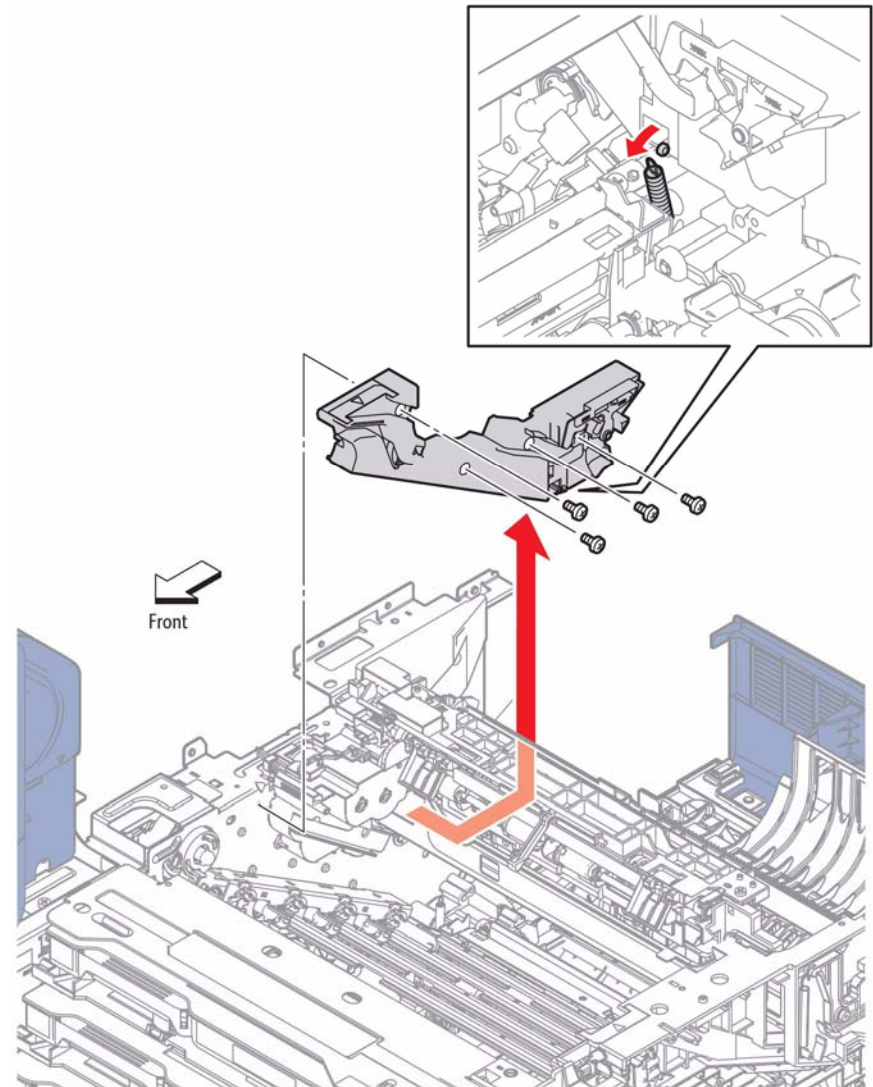
WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Upper Transfer Belt Chute Assembly, REP 15.1.6.
2. Remove the Imaging Units Y, M, C, K, REP 8.1.95.
3. Release the CTD Spring from the Left Transfer Belt Guide Assembly.
4. Refer to Figure 1 to locate and remove the four screws (silver, 6 mm) that attach the Left Transfer Belt Guide Assembly to the printer and remove the assembly.



s6655-161

Figure 1 Remove the Left Transfer Belt Guide Assembly

REP 6.1.14 Color Toner Density (CTD) Sensor Assembly

Parts List on PL 6.1 Item 13, PL 6.1 Item 14

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Upper Transfer Belt Chute Assembly, REP 15.1.6.

NOTE: When performing the following steps, use caution not to drop and lose the CTD Spring.

2. Refer to Figure 1 to locate and remove the right CTD Spring from the frame.

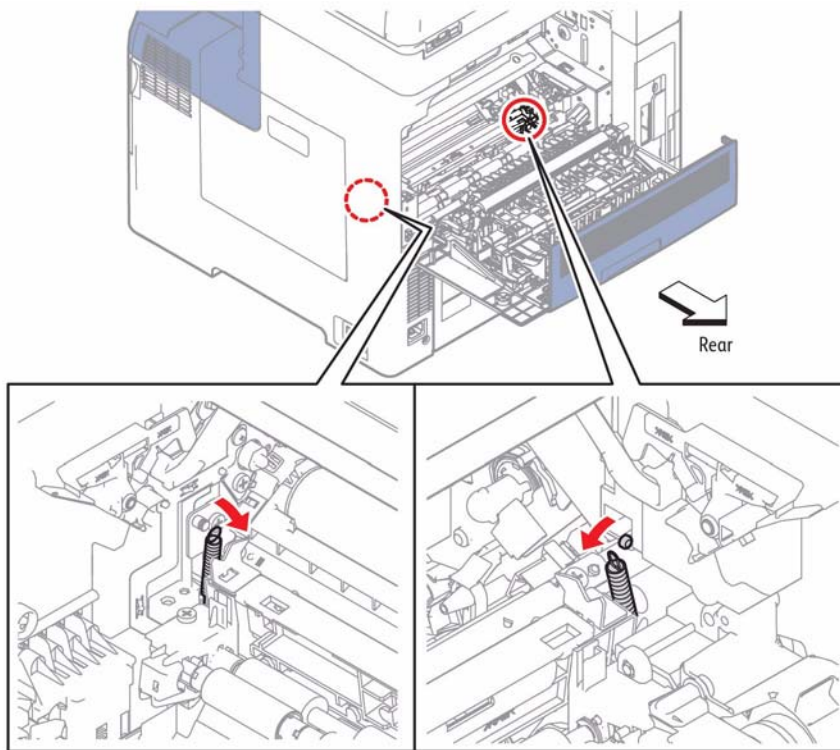


Figure 1 Remove the CTD Springs

3. Referring to Figure 2, raise the right side of the CTD Sensor Assembly, pull the shaft on the left side out of the hole on the guide, and then raise the CTD Sensor Assembly.
4. Unplug the connector from the CTD Sensor Assembly.

5. Release the harness from the harness guide of the CTD Sensor Assembly.
6. Refer to Figure 2 to remove the shaft on the left side of the CTD Sensor Assembly from the CTD Spring.
7. Remove the springs from their remaining attachments.

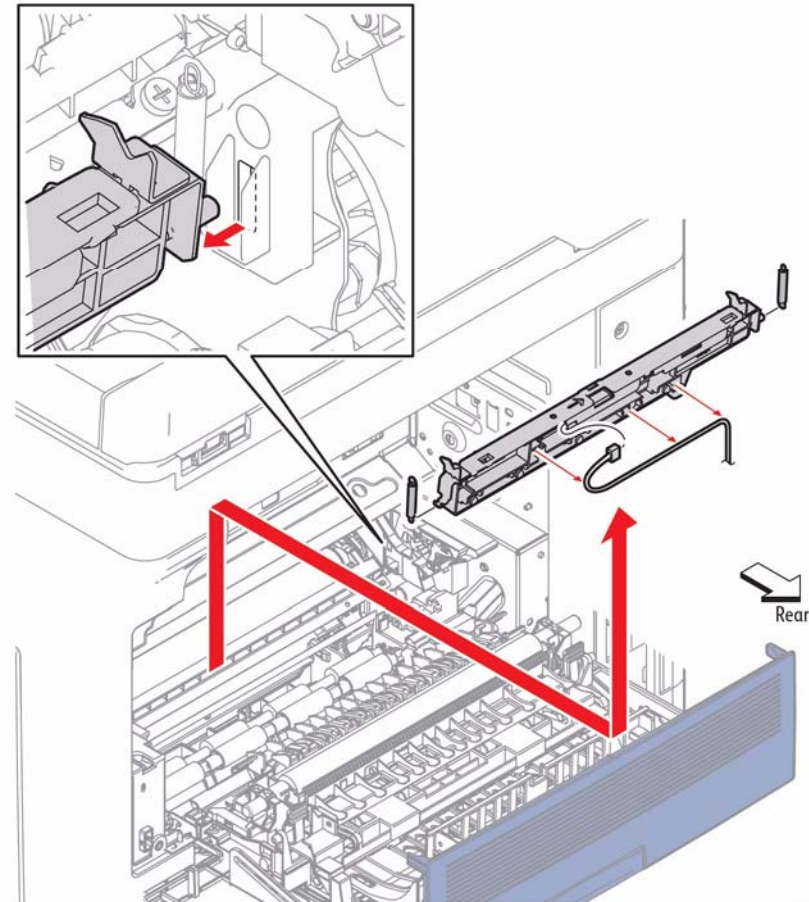


Figure 2 Remove the CTD Sensor Assembly

Replacement

Use the following replacement steps to re-install the CTD Sensor Assembly:

1. Insert the harness into the CTD Sensor Assembly harness guide, then plug the connector onto the sensor assembly.
2. Referring to Figure 1, attach the left CTD Spring to the Left Transfer Belt Guide.
3. Insert the shaft on the left side of the CTD Sensor Assembly through the spring and into the slot in the guide.

- Referring to Figure 1, attach the right CTD Spring to the CTD Sensor.
- Replace the Upper Transfer Belt Chute, REP 15.1.6.
- Referring to Figure 3, be sure to keep the right CTD Spring pointed up in a vertical position when installing the Right CTD Guide.
- Hook the right CTD Spring onto the frame.

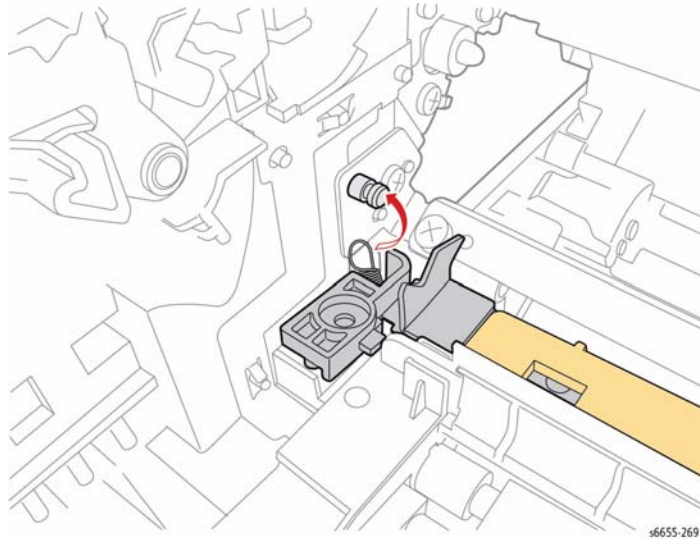


Figure 3 Install the Right CTD Guide and Attach the Right CTD Spring

REP 6.1.97 Transfer Belt Assembly

Parts List on PL 6.1 Item 97

Removal

WARNING

Switch off the electricity to the machine. 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: Make sure that the belt surface of the Transfer Belt Assembly is never touched.

- Open the Front Door Assembly.
- Open the Right Side Door.
- Open the Rear Door Assembly.
- Open the Top Cover Assembly.
- Remove the Waste Box, REP 8.1.7.
- Refer to Figure 1 to locate and lift the Transfer Belt Assembly by the handles on the left and right sides, and then pull it out to the front.

NOTE: Keep the Transfer Belt Assembly on a flat workbench free of foreign substances.

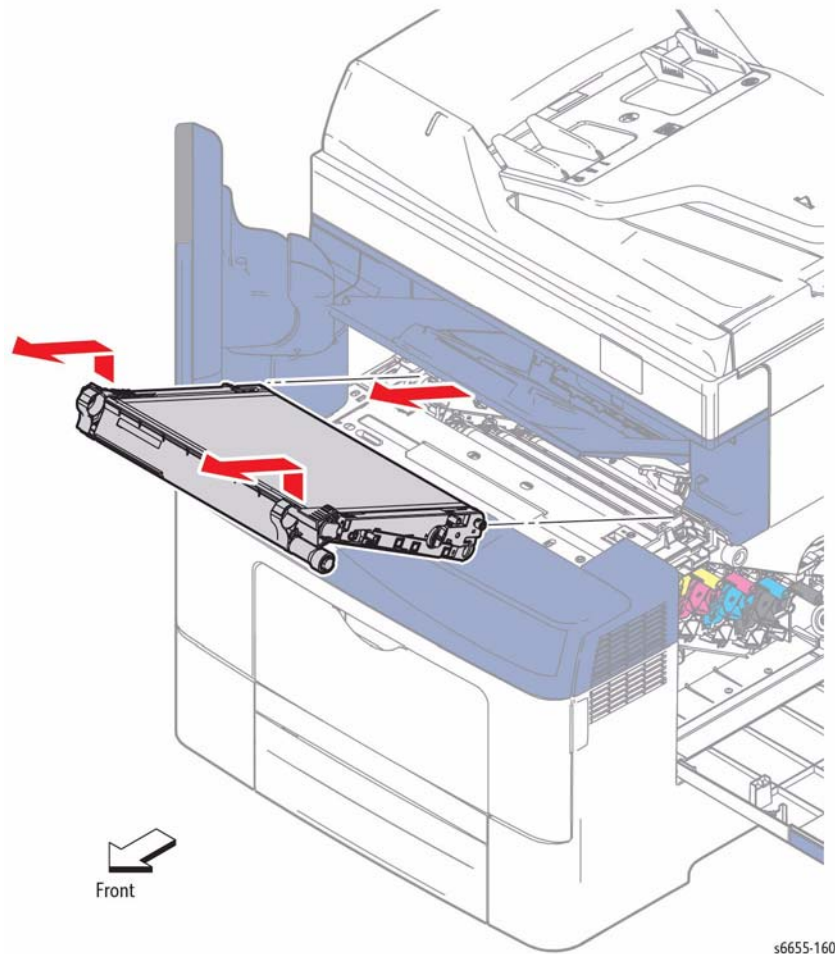


Figure 1 Remove the Transfer Belt Assembly

REP 6.1.98 Transfer Belt Right Latch Kit

Parts List on PL 6.1 Item 98

Removal

NOTE: The Transfer Belt Right Latch Kit includes the Transfer Belt Right Latch Housing, Transfer Belt Latch Spring, Transfer Belt Right Rear Spring, Transfer Belt Latch Plate, and Transfer Belt Right Latch Arm.

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser Assembly, REP 7.1.1.
2. Remove the Waste Box, REP 8.1.7.
3. Remove the Transfer Belt Assembly, REP 6.1.97.

CAUTION

When performing the following step, use caution not to drop and lose the Transfer Belt Latch Spring.

4. Refer to Figure 1 to locate and release the hook on the Transfer Belt Right Latch Arm, and pull it off of the shaft while removing the Transfer Belt Latch Spring.
5. Remove the Transfer Belt Latch Plate from the shaft along with the Transfer Belt Right Rear Spring.

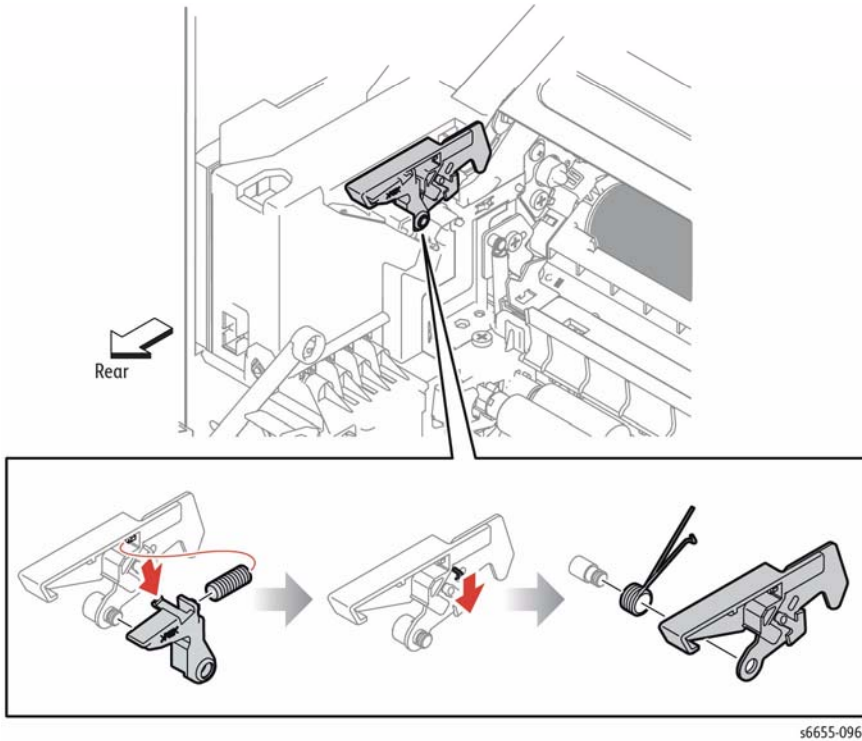


Figure 1 Remove the Transfer Belt Latch Plate and Transfer Belt Right Rear Spring

Replacement

When installing the Transfer Belt Latch Plate with the Right Rear Spring, make sure that the straight end of the spring is hooked on the frame as shown in Figure 2.

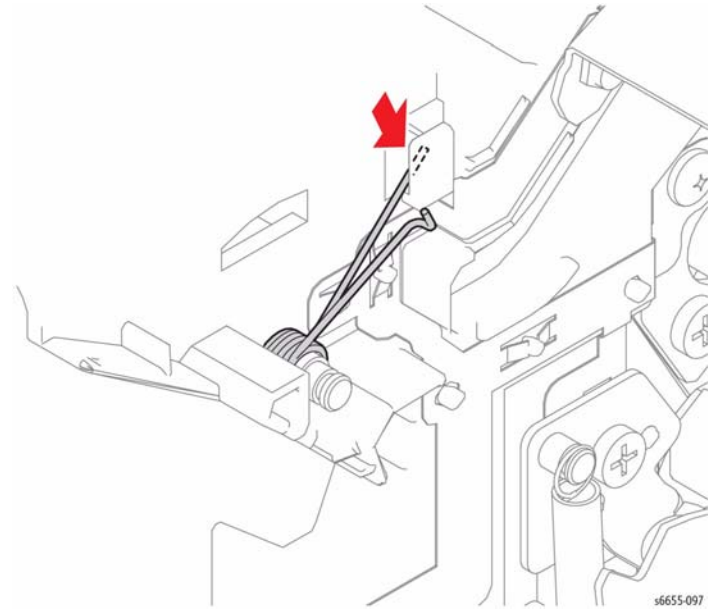


Figure 2 Replace the Transfer Belt Right Rear Spring

REP 6.1.99 Coupling Kit

Parts List on PL 6.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Transfer Belt Assembly, REP 6.1.97.
2. Remove the Right Cover Assembly, REP 19.1.97.

NOTE: When performing the following step, use caution not to drop the Dowel Pin.

3. Refer to Figure 1 to locate and pull out the Dowel Pin.
4. Remove the Coupling Kit.

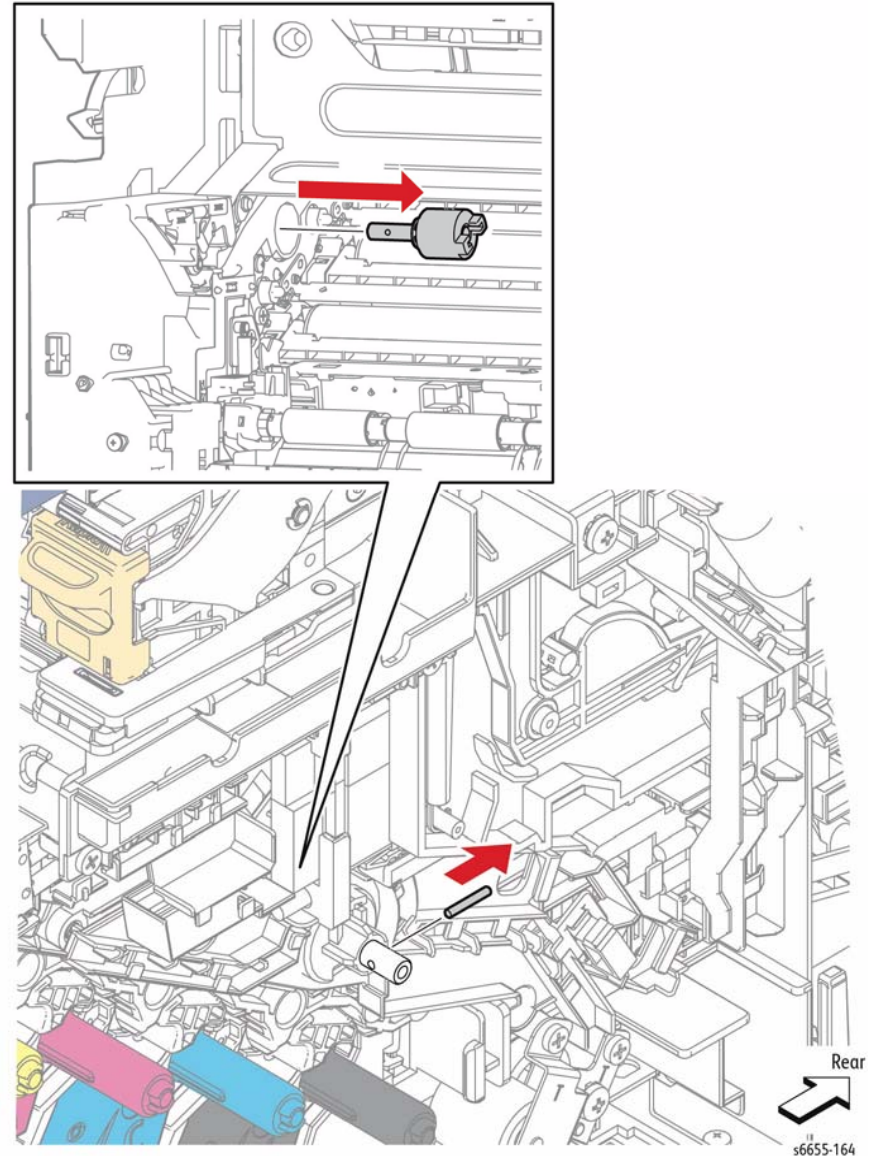


Figure 1 Remove the Coupling Kit

REP 7.1.1 Fuser Assembly

Parts List on PL 7.1 Item 1

Removal

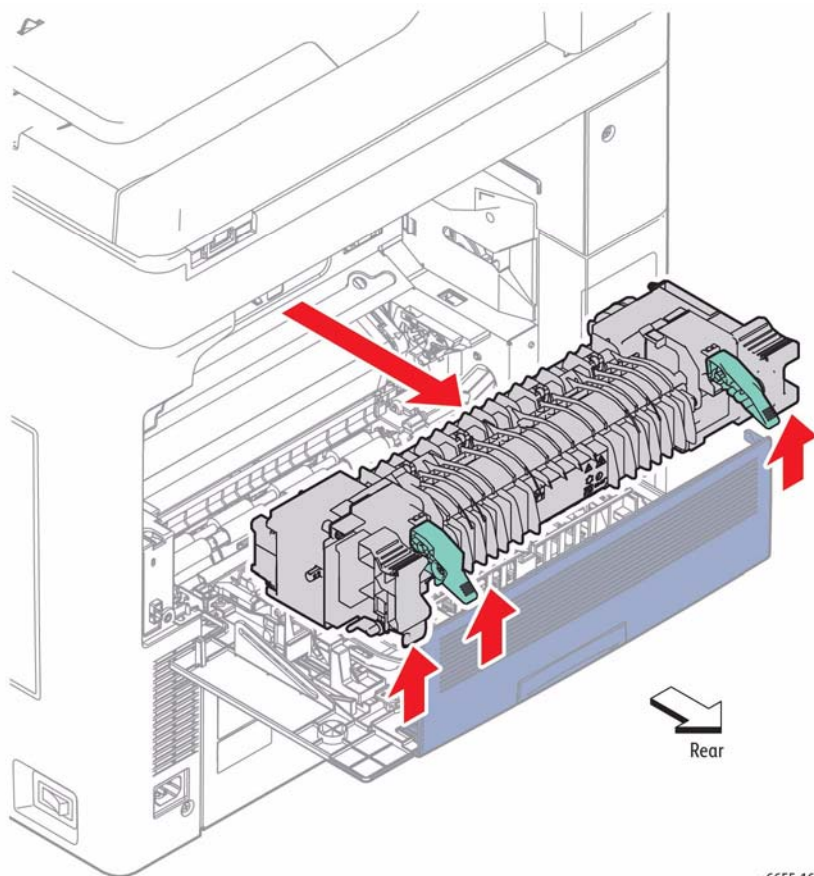
WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Open the Rear Door Assembly.
2. Refer to Figure 1 to locate and press up on the Fuser latch release at the lower-left to unlock the Fuser Assembly, and pull it out to the rear by the handles on the left and right sides.



s6655-165

Figure 1 Remove the Fuser Assembly

REP 8.1.1 Transfer CRUM Connector Assembly

Parts List on PL 8.1 Item 1

Removal

NOTE: Since the removal procedure is common among the four Transfer CRUM Connector Assemblies, this section describes only the removal procedure of the Transfer CRUM Connector Assembly connected to the Imaging Unit Y.

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Transfer Belt Assembly, REP 6.1.97.
2. Remove the Imaging Units Y, M, C, K, REP 8.1.95.
3. Open the Top Cover Assembly, REP 19.1.1.
4. Refer to Figure 1 to locate and remove the screw (silver, 6 mm) that attaches the Transfer CRUM Connector Assembly.
5. Release the harness from the harness guide on the Transfer CRUM Connector Assembly, unplug the connectors and remove the Transfer CRUM Connector Assembly.

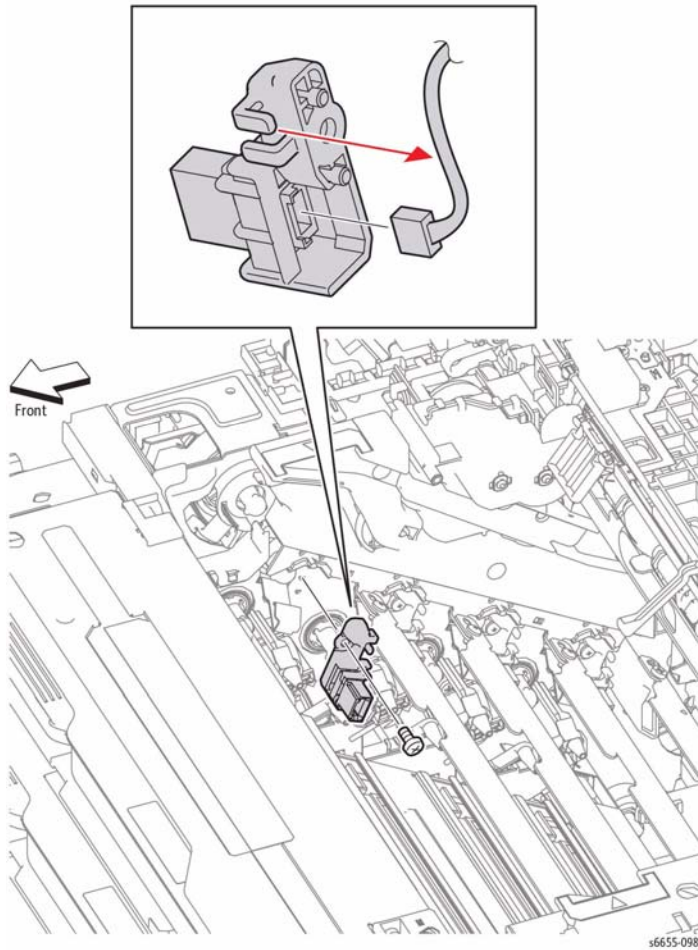


Figure 1 Remove the Transfer CRUM Connector Assembly

REP 8.1.6 Cleaner Assembly

Parts List on PL 8.1 Item 6, PL 8.1 Item 9, PL 8.1 Item 10
Removal

WARNING

Switch off the electricity to the machine. 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 Waste Box, REP 8.1.7.
2. Referring to Figure 1, pull out the Cleaner Assembly.
3. Release the hook holding the Cleaner Assembly Base and remove it.

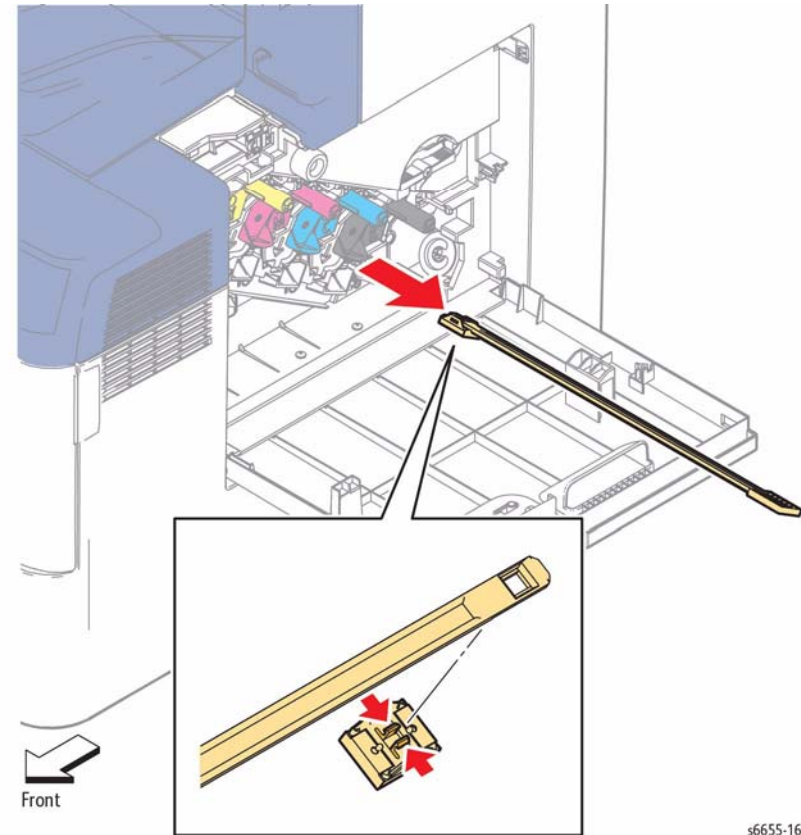


Figure 1 Remove the Cleaner Assembly and Cleaner Assembly Base

REP 8.1.7 Waste Box Assembly

Parts List on PL 8.1 Item 7

Removal

WARNING

Switch off the electricity to the machine. 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 Right Side Door.
2. Refer to Figure 1 to locate and rotate the Waste Box Lock counterclockwise.
3. Pull out the Waste Box toward you.

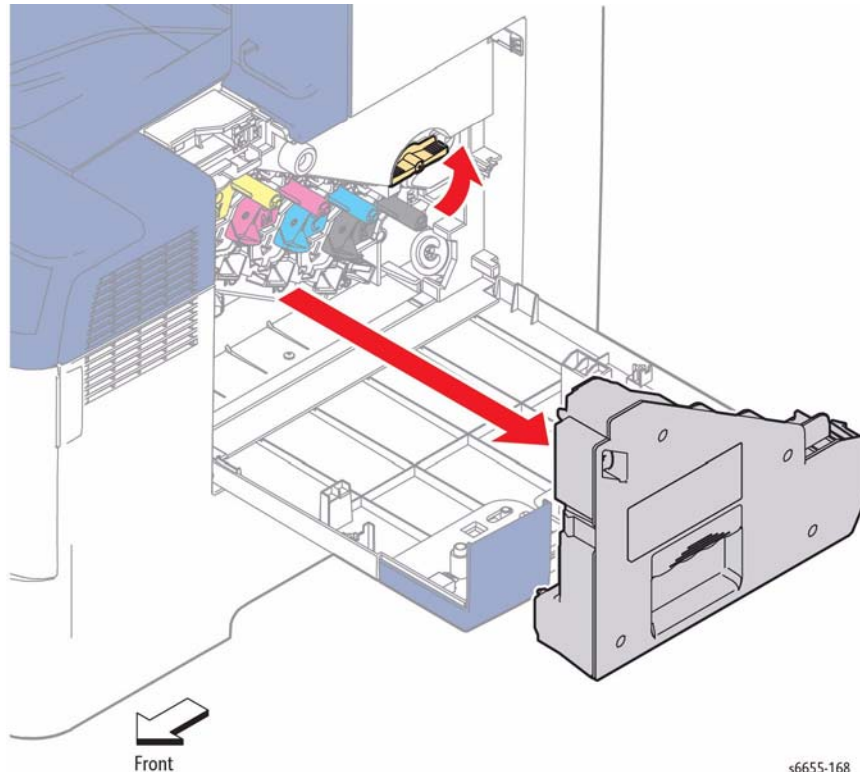


Figure 1 Remove the Waste Box Assembly

s6655-168

REP 8.1.95 CRU Xerographic Development Assembly (Imaging Unit)

Parts List on PL 8.1 Item 95, PL 8.1 Item 96, PL 8.1 Item 97, PL 8.1 Item 98

Removal

NOTE: Since the removal procedure is common among the four Imaging Units, this section describes the removal procedure only for the Imaging Unit Y.

WARNING

Switch off the electricity to the machine. 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 Right Side Door.
2. Remove the Waste Box Assembly, REP 8.1.7.

CAUTION

Imaging Units are sensitive to, and can be damaged by, exposure to light. Be sure to store the Imaging Units in a dark location.

3. Refer to Figure 1 to remove each Imaging Unit by pressing down on the tab next to the arrow and pulling straight out.

REP 9.1.1 IOT 550 Cassette Assembly

Parts List on PL 9.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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. Refer to Figure 1 to remove the 550 Cassette Assembly from the printer.

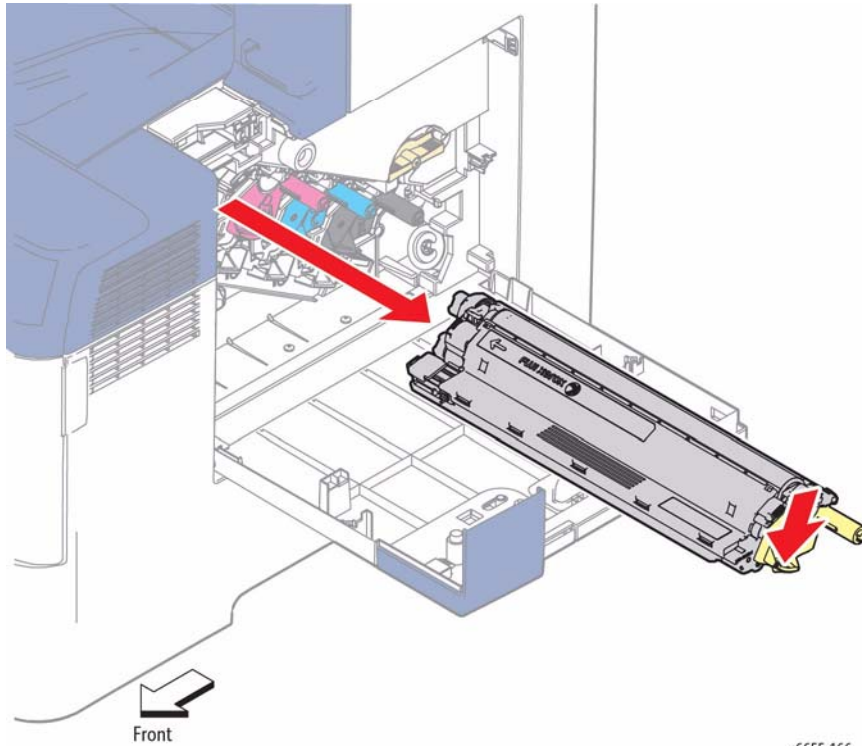


Figure 1 Remove the CRU Xerographic Development Assemblies

s6655-166

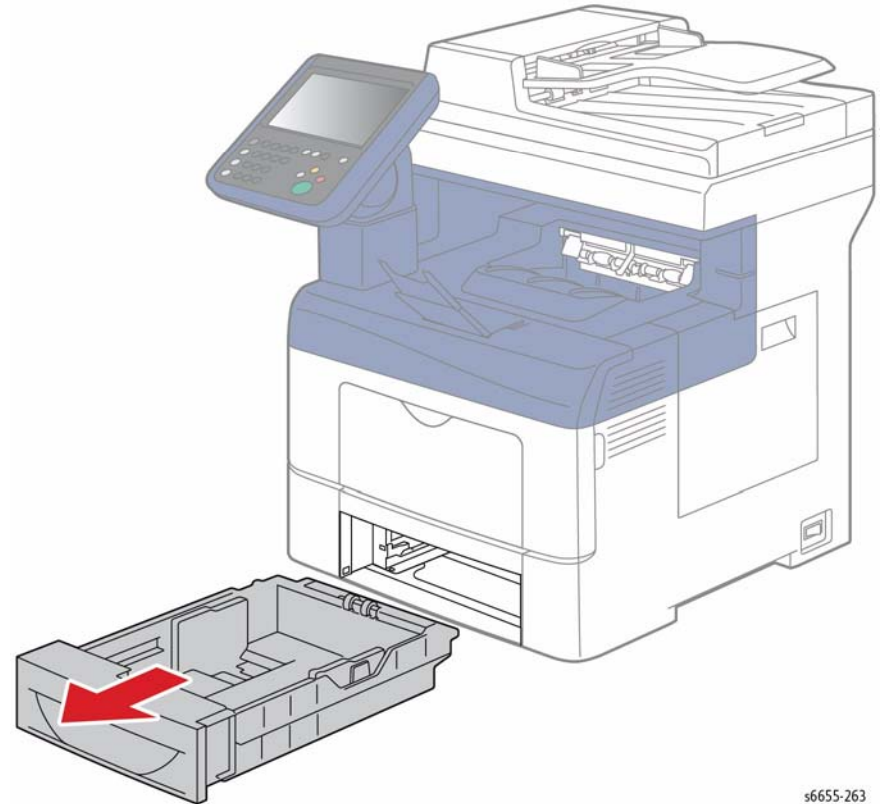


Figure 1 Remove the IOT 550 Cassette Assembly

REP 9.1.96 Feed Roller Assembly

Parts List on PL 9.1 Item 96

Removal

WARNING

Switch off the electricity to the machine. 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 550 Cassette Assembly from the printer.
2. Remove the Cassette Retard Holder Assembly, REP 9.1.97.
3. Refer to Figure 1 to locate and release the hook holding the Cassette Retard Shaft and remove the shaft together with the Feed Roller Assembly by pulling it out sideways.
4. Release the hook that holds the Feed Roller Assembly and slide the roller off the shaft.

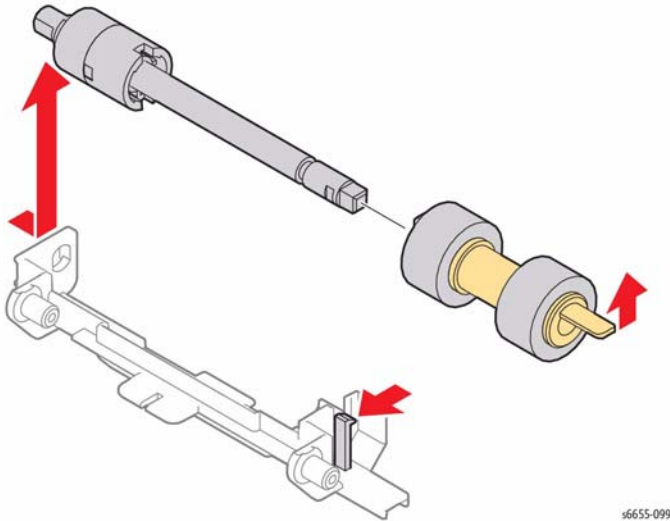


Figure 1 Remove the Feed Roller Assembly

REP 9.1.97 Cassette Retard Holder Assembly

Parts List on PL 9.1 Item 97

Removal

WARNING

Switch off the electricity to the machine. 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 550 Cassette Assembly from the printer.
2. Refer to Figure 1 to locate and release the hook from the end of the Cassette Retard Holder.
3. Lift the Cassette Retard Holder Assembly, and slide sideways to remove the assembly.

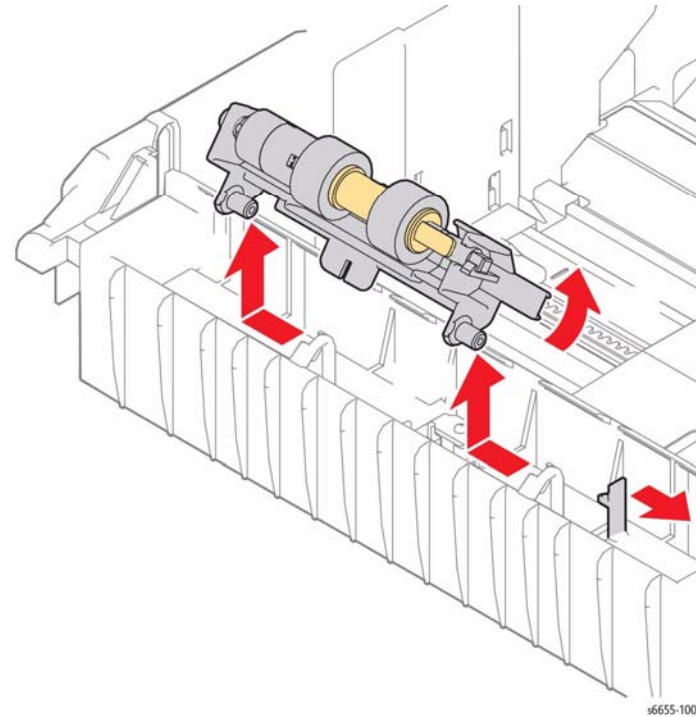


Figure 1 Remove the Cassette Retard Holder Assembly

REP 10.1.1 Optional 550-Sheet Feeder

Parts List on PL 10.1 Item 1, PL 10.1 Item 17

Removal

WARNING

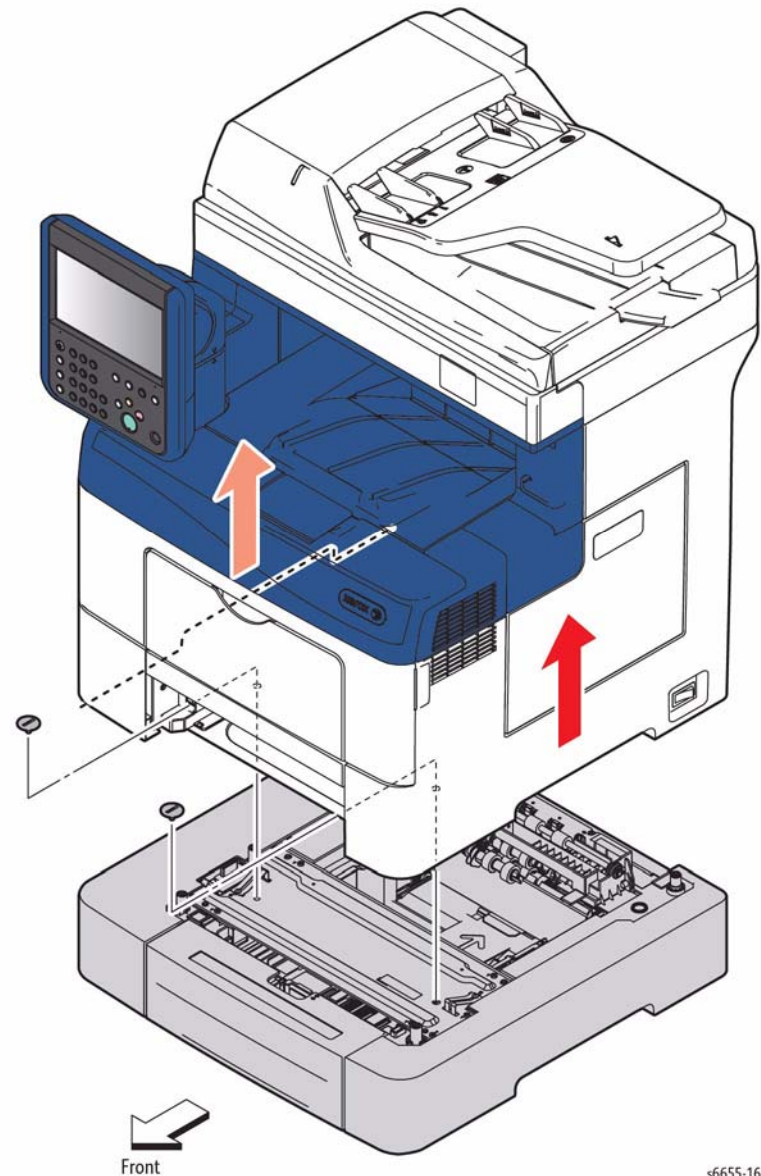
Switch off the electricity to the machine. Disconnect the power cord from the customer supply while performing tasks that do not need electricity. Electricity can cause death or injury. Moving parts can cause injury.

1. Remove the 550 Cassette Assembly from the printer.
2. Refer to Figure 1 to locate and remove the two Joint Screws that attach the Optional 550-Sheet Feeder to the printer.

WARNING

Do not attempt to remove or lift the following component with less than 2 people. The component is very heavy and requires at least 2 people to lift or remove it. Any attempt to remove or lift the component with less than 2 people could result in serious personal injury.

3. Raise the printer while holding the recessed areas on both sides, and separate it from the Optional 550-Sheet Feeder.



Front

s6655-169

Figure 1 Remove the Optional 550-Sheet Feeder

REP 10.1.2 550 Option Left-Side Cover and Frame

Parts List on PL 10.1 Item 2, PL 10.1 Item 21

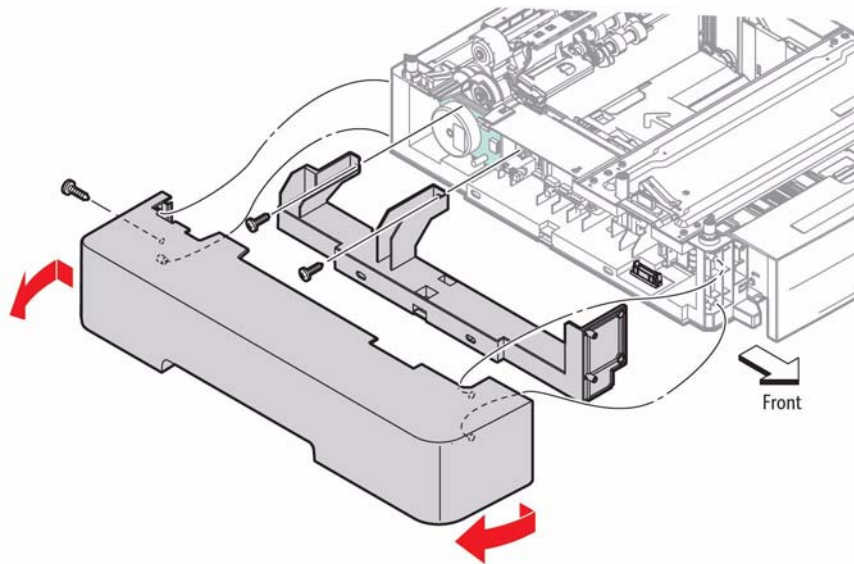
Removal

WARNING

Switch off the electricity to the machine. 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: When installing or removing this part, you do not need to separate the printer from the Optional 550-Sheet Feeder.

1. Remove the 550 Option Cassette Assembly from the 550 Option Feeder.
2. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the 550 Option Left-Side Cover to the feeder.
3. Remove the 550 Option Left-Side Cover by releasing the two bosses on its rear and then the two bosses on its front while flexing its rear end outward.
4. Remove the Option 550 Left Side Frame by releasing the hook, and removing the two screws (silver, tapping, 8 mm) attaching the frame to the printer.



s6655-170

Figure 1 Remove the 550 Option Left-Side Cover and Frame

REP 10.1.6 550 Option Cassette Stopper

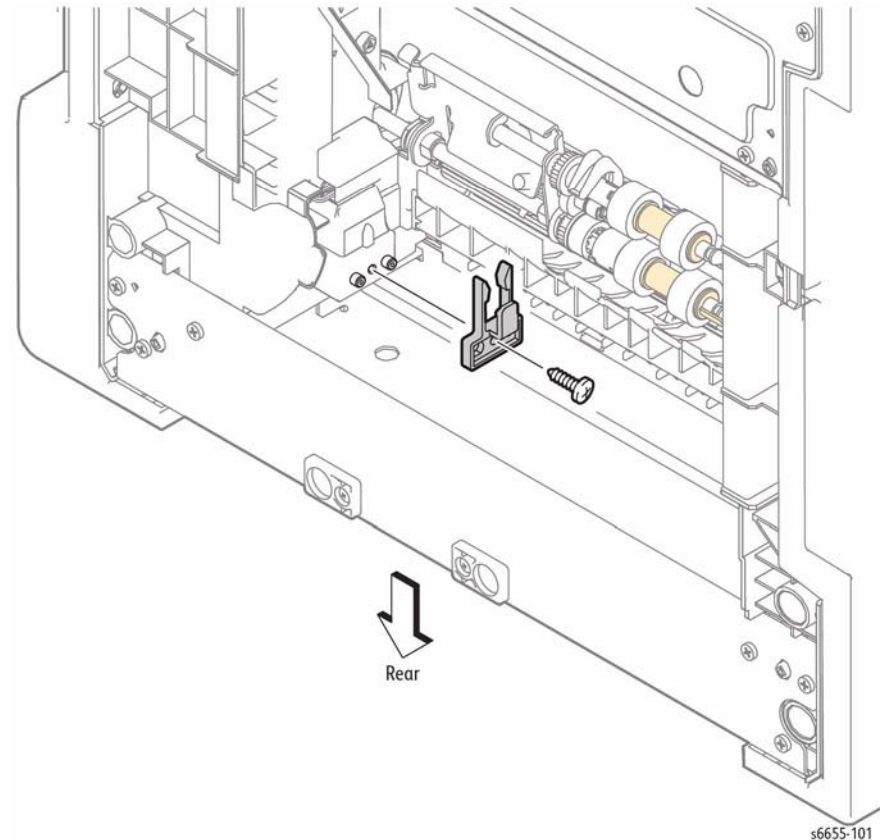
Parts List on PL 10.1 Item 6

Removal

WARNING

Switch off the electricity to the machine. 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 550 Cassette Assembly from the Optional 550-Sheet Feeder.
2. Remove the Optional 550-Sheet Feeder from the printer, REP 10.1.1.
3. Turn the Optional 550-Sheet Feeder over onto its top.
4. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the Cassette Stopper to the feeder and remove the stopper.



s6655-101

Figure 1 Remove the Option Cassette Stopper

REP 10.1.8 550 Option Feed Clutch Assembly

Parts List on PL 10.1 Item 8

Removal

WARNING

Switch off the electricity to the machine. 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 550 Option Drive Assembly, REP 10.1.9.
2. Refer to Figure 1 to locate and unplug connector P/J4213 on the harness coming out of the 550 Option Feed Clutch Assembly, and then release the harness from the harness guide.
3. Remove the E-ring holding the 550 Option Feed Clutch Assembly, and then pull the 550 Option Feed Clutch Assembly off of the shaft.

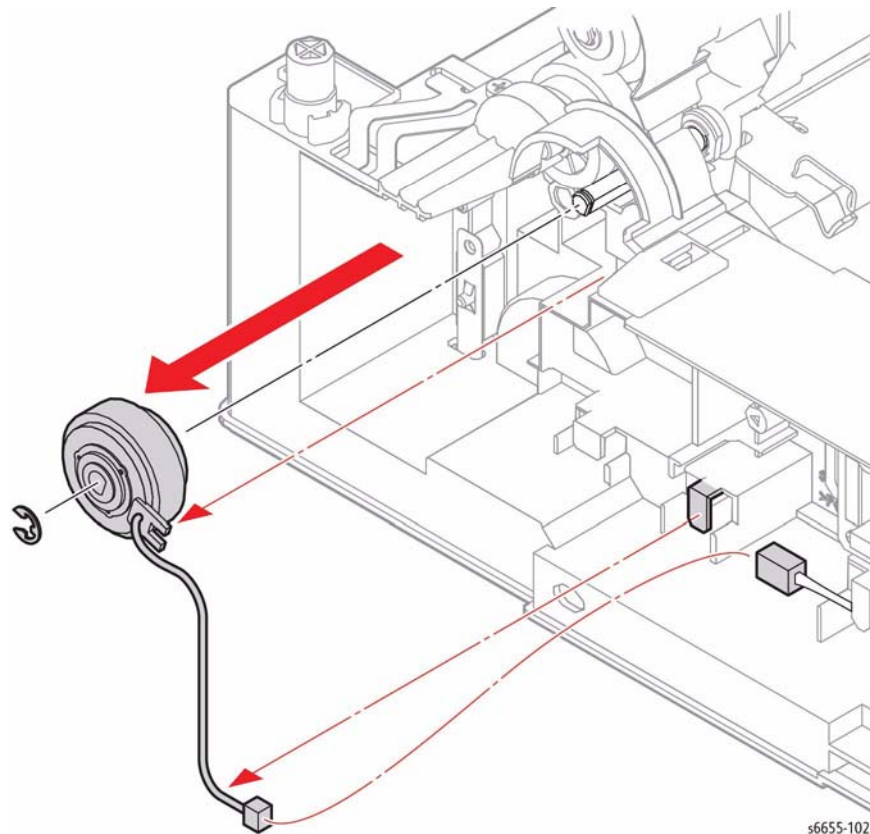


Figure 1 Remove the 550 Option Feed Clutch Assembly

Replacement

When installing the 550 Option Feed Clutch Assembly, align the recess on the 550 Option Feed Clutch Assembly with the lug on the frame.

REP 10.1.9 550 Option Drive Assembly

Parts List on PL 10.1 Item 9

Removal

WARNING

Switch off the electricity to the machine. 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: When installing or removing this part, you do not need to separate the printer from the Optional 550-Sheet Feeder.

1. Remove the 550 Option Cassette Assembly from the Optional 550-Sheet Feeder.
2. Remove the 550 Option Left-Side Cover and Frame, REP 10.1.2.
3. Refer to Figure 1 to locate and unplug connector P/J4221 from the 550 Option Drive Assembly.
4. Remove the four screws (silver, tapping, 8 mm) that attach the 550 Option Drive Assembly to the feeder and remove the drive assembly.

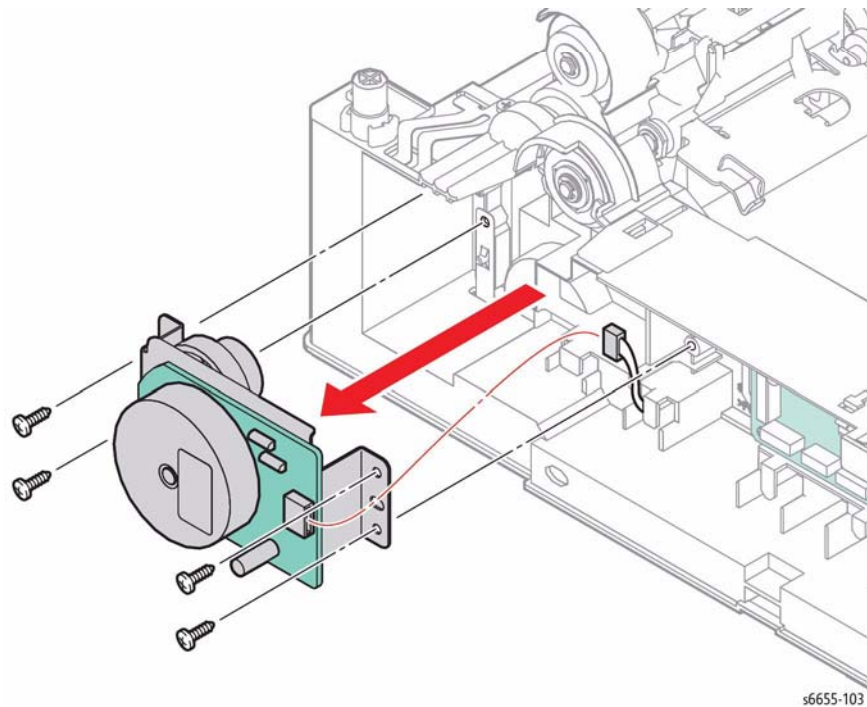


Figure 1 Remove the 550 Option Drive Assembly

REP 10.1.10 550 Option Feeder Board

Parts List on PL 10.1 Item 10

Removal

WARNING

Switch off the electricity to the machine. 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: When installing or removing this part, you do not need to separate the printer from the Optional 550-Sheet Feeder.

1. Remove the 550 Option Cassette Assembly from the Optional 550-Sheet Feeder.
2. Remove the 550 Option Left-Side Cover and Frame, REP 10.1.2.
3. Refer to Figure 1 to locate and disengage all connectors on the 550 Option Feeder Board.
4. Remove the clamp secured on the frame by sliding it to the left.
5. Refer to Figure 1 to locate and remove the three screws (silver, tapping, 8 mm) that attach the 550 Option Feeder Board to the feeder and remove the board.

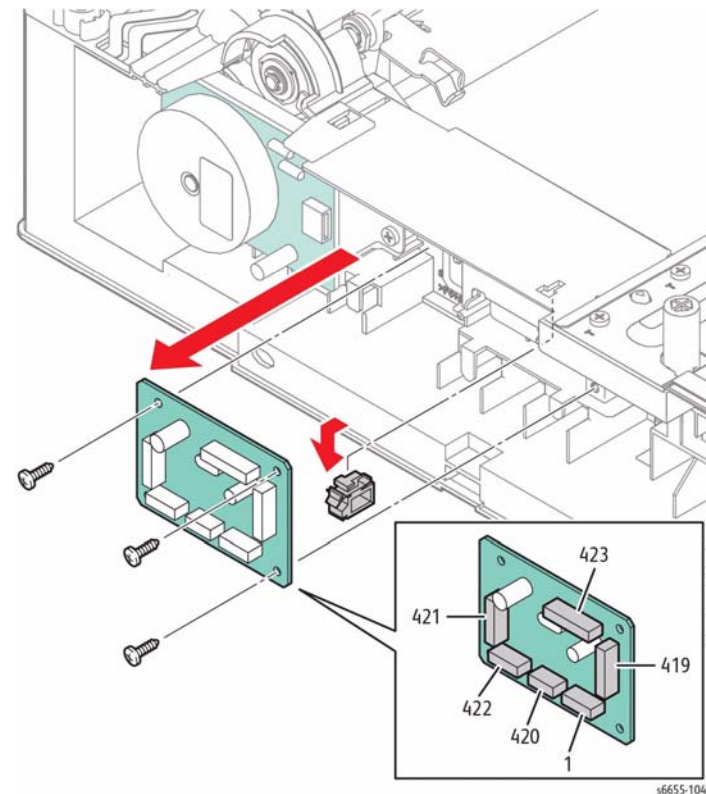


Figure 1 Remove the 550 Option Feeder Board

REP 10.1.11 550 Option Size Switch Assembly

Parts List on PL 10.1 Item 11

Removal

WARNING

Switch off the electricity to the machine. 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: When installing or removing this part, you do not need to separate the printer from the Optional 550-Sheet Feeder.

1. Remove the 550 Option Left-Side Cover and Frame, REP 10.1.2.
2. Refer to Figure 1 to locate and unplug connector P/J4211 from the 550 Size Switch Assembly.
3. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the 550 Size Switch Assembly to the feeder and remove the switch assembly.

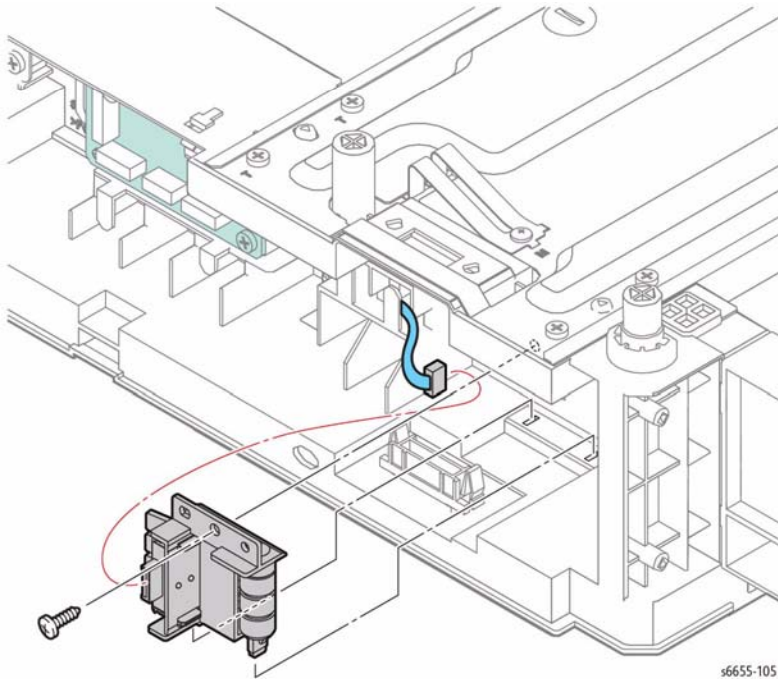


Figure 1 Remove the 550 Size Switch Assembly

REP 10.1.13 550 Option Drawer1 Feeder Harness Assembly

Parts List on PL 10.1 Item 13

Removal

WARNING

Switch off the electricity to the machine. 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. Separate the 550 Option Feeder from the printer, REP 10.1.1.
2. Remove the 550 Option Left-Side Cover and Frame, REP 10.1.2.
3. Refer to Figure 1 to locate and unplug the Feeder Harness connector P/J419 from the Option Feeder Board.
4. Release the harness from the harness guide.
5. Refer to Figure 1 to locate and release the two latches attaching the feeder to the printer frame, and remove the feeder with its harness.

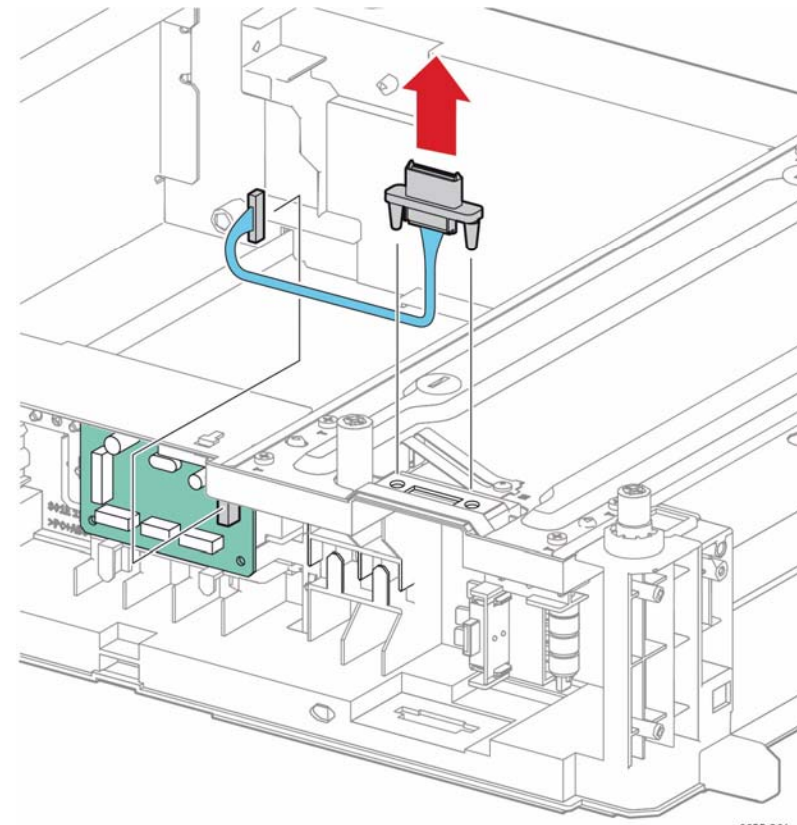


Figure 1 Remove the 550 Option Feeder Harness Assembly

REP 10.2.1 550 Option Main Feed Assembly

Parts List on PL 10.2 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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 Optional 550-Sheet Feeder from the printer, REP 10.1.1.
2. Remove the 550 Option Feed Clutch Assembly, REP 10.1.8.
3. Refer to Figure 1 to locate and unplug connectors P/J4201, P/J4202, and P/J4214 on the harness coming from the 550 Option Main Feed Assembly, and then release the harness from the harness guide.
4. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 8 mm) that attach the 550 Option Main Feed Assembly and remove the 550 Option Main Feed Assembly while pulling the harness out of the hole on the frame.

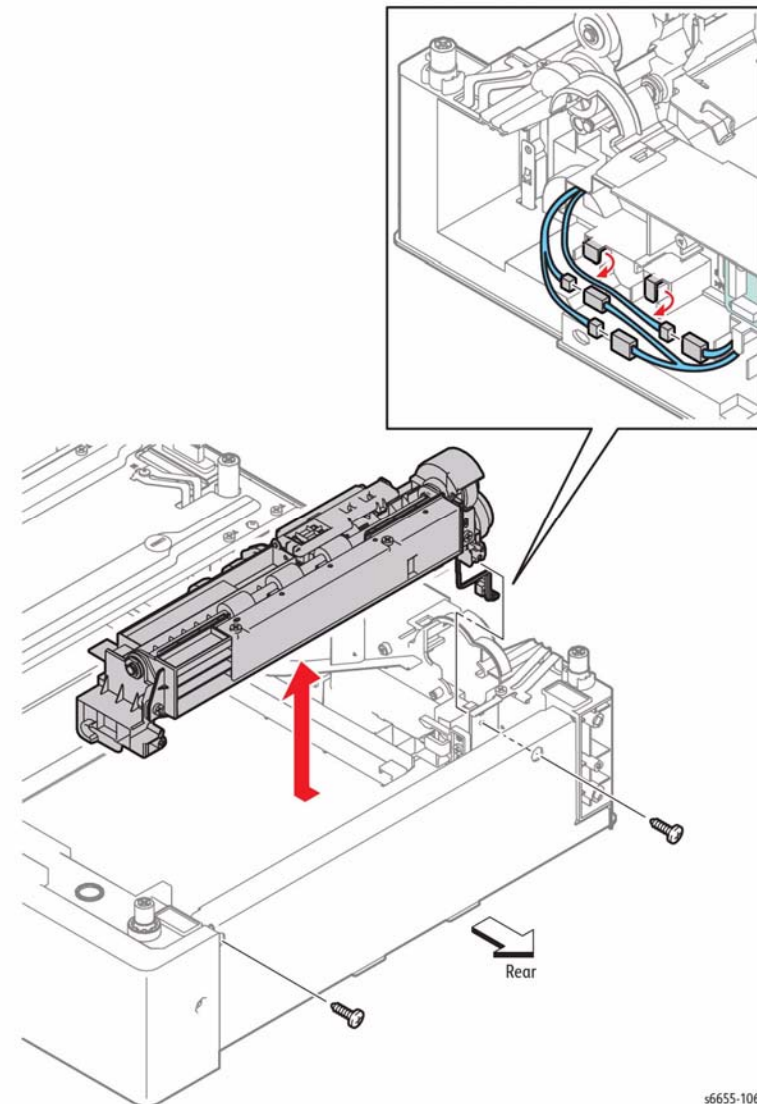


Figure 1 Remove the 550 Option Main Feed Assembly

s6655-106

REP 10.2.2 550 Option Registration Clutch Assembly

Parts List on PL 10.2 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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 Optional 550-Sheet Feeder from the printer, REP 10.1.1.
2. Remove the 550 Option Main Feed Assembly, REP 10.2.1.
3. Pull out the 550 Option Feeder Gear together with the shaft.
4. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the Nudger 2 Spring Bracket to the printer and remove the bracket.
5. Release the harness coming out of the 550 Option Registration Clutch Assembly from the harness guide.
6. Refer to Figure 1 to locate and remove the E-ring holding the 550 Option Registration Clutch Assembly, and then pull the clutch assembly off of the shaft.

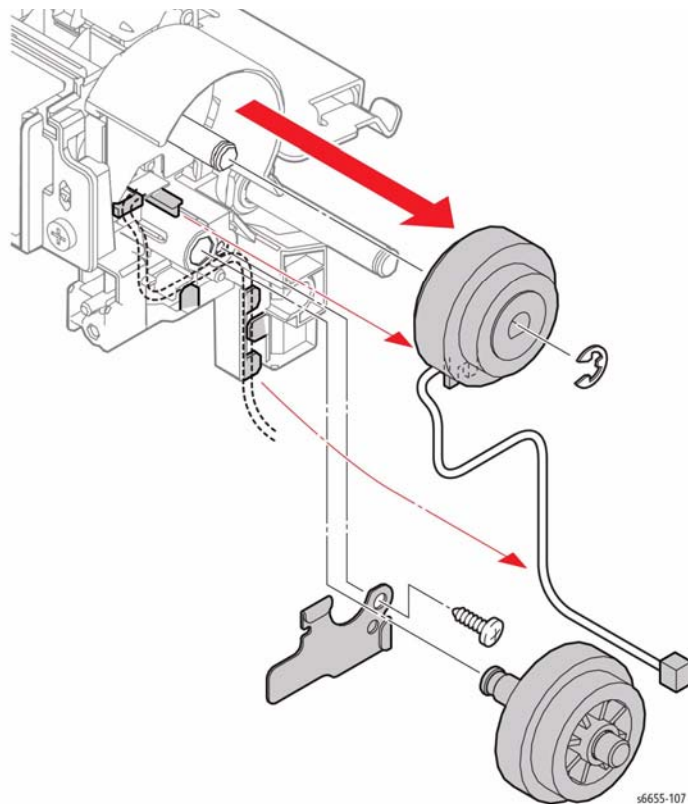


Figure 1 Remove the 550 Option Registration Clutch Assembly

Replacement

When installing the 550 Option Registration Clutch Assembly, align the recess on the clutch assembly with the lug on the frame.

REP 10.2.3 550 Option Feed Roller Assembly

Parts List on PL 10.2 Item 3

Removal

WARNING

Switch off the electricity to the machine. 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 550 Option Cassette Assembly from the Optional 550-Sheet Feeder.
2. Remove the Optional 550-Sheet Feeder from the printer, REP 10.1.1.
3. Refer to Figure 1 to locate and release the hook holding the Feed Roller Assembly, and slide the assembly off the shaft.

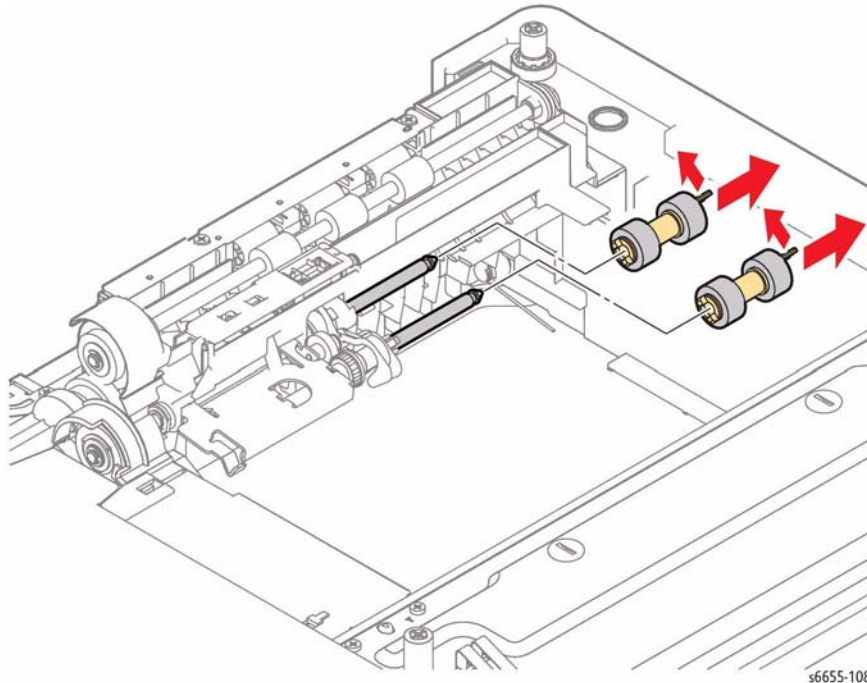


Figure 1 Remove the 550 Option Feed Roller Assembly

REP 13.1.98 Bypass TA1 Roller Assembly

Parts List on PL 13.1 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Frame Assembly, REP 13.2.1.
2. Remove Main Drive Assembly, REP 3.1.1.
3. Release the hook holding the Turn Gear and remove the gear.
4. Refer to Figure 1 to locate and unlock the TA Bearing and remove it by rotating it.
5. Unlock the Duplex Bearing, rotate it, and then slide it onto the shaft.
6. Slide the TA1 Roller Assembly to the left and remove it from the end of the right shaft.

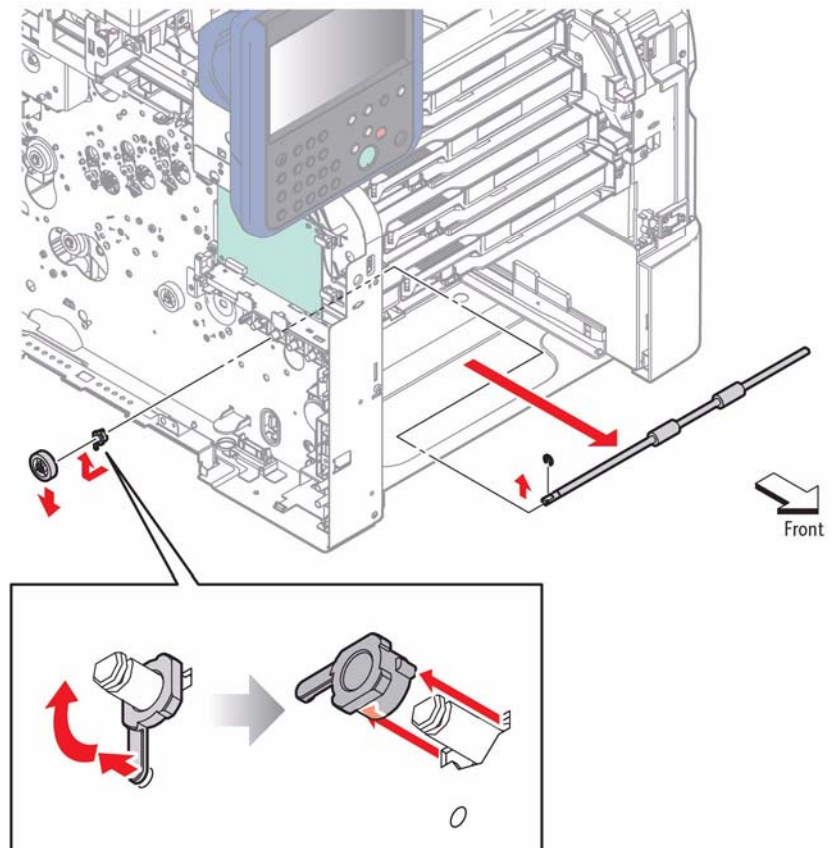


Figure 1 Remove the TA1 Roller Assembly

REP 13.1.99 Bypass TA2 Roller Assembly

Parts List on PL 13.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Laser Unit Assembly, REP 2.1.1.
2. Remove Main Drive Assembly, REP 3.1.1.
3. Release the hook holding the Turn Gear and remove the gear.
4. Refer to Figure 1 to locate and unlock the TA Bearing and remove it by rotating it.
5. Unlock the Duplex Bearing, rotate it, and then slide it onto the shaft.
6. Slide the TA2 Roller Assembly to the left and remove it from the end of the right shaft.

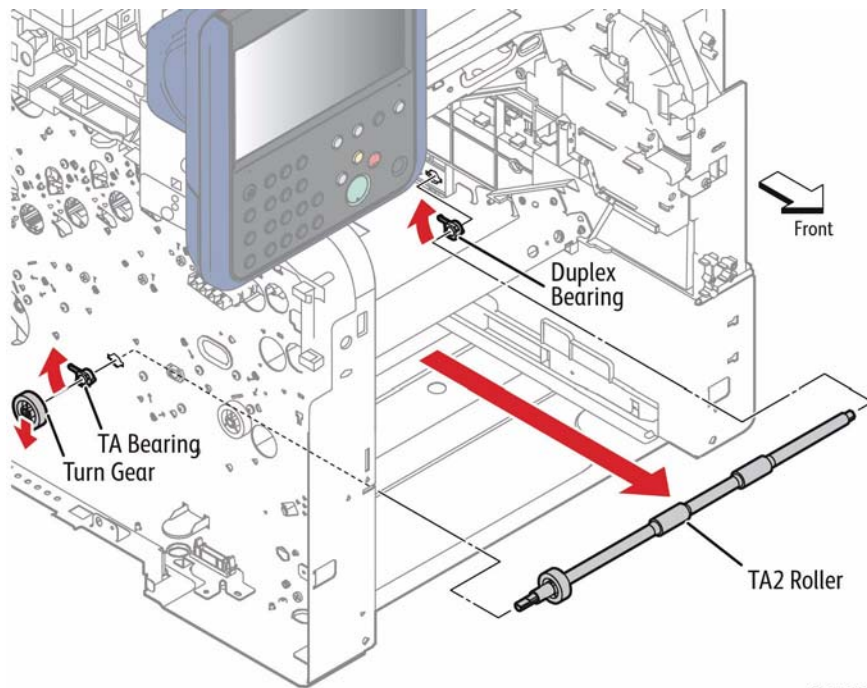


Figure 1 Remove the TA2 Roller Assembly

REP 13.2.1 Bypass Tray Frame Assembly

Parts List on PL 13.2 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Assembly, REP 13.3.1.
2. Refer to Figure 1 to locate and remove the front three screws (silver, 6 mm) from the Main Drive Assembly (REP 3.1.1), so that the front of the assembly can be flexed away from the frame about 1/4 inch.

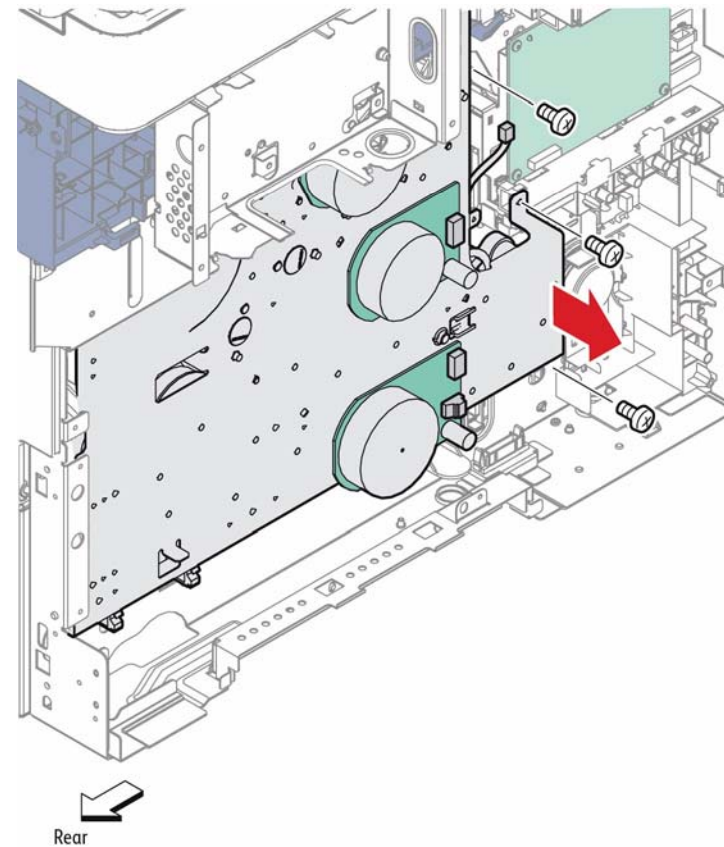


Figure 1 Remove Indicated Screws from the Main Drive Assembly

3. Refer to Figure 2 to locate and unplug connector P/J21 from the MCU Board, and release the harness from the clamps.

4. Remove the two screws (silver, 6 mm) (silver, tapping, 8 mm) that attach the Bypass Tray Frame Assembly.
5. Flex the front of Main Drive Assembly away from the frame about ¼ inch, then remove the Bypass Tray Frame Assembly while guiding the harness through the hole in the chassis.

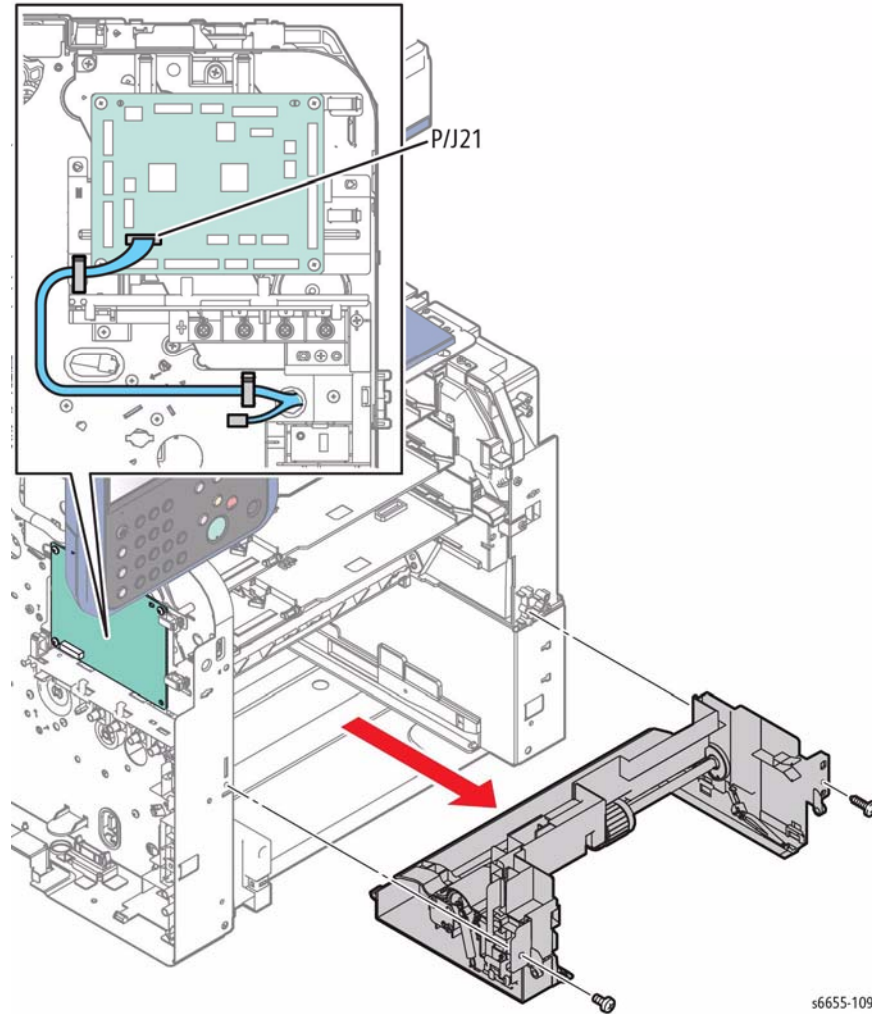


Figure 2 Remove the Bypass Tray Frame Assembly

s6655-109

REP 13.2.4a Bypass Tray No Paper Sensor

Parts List on PL 13.2 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Frame Assembly, REP 13.2.1.
2. Refer to Figure 1 to locate and unplug connector P/J212 of the Bypass Tray No Paper Sensor (Interlock Photo Sensor).
3. Release the hook holding the Bypass Tray No Paper Bracket and remove the Bypass Tray No Paper Bracket together with the Bypass Tray No Paper Sensor.
4. Release the hook holding the Bypass Tray No Paper Sensor and remove it.

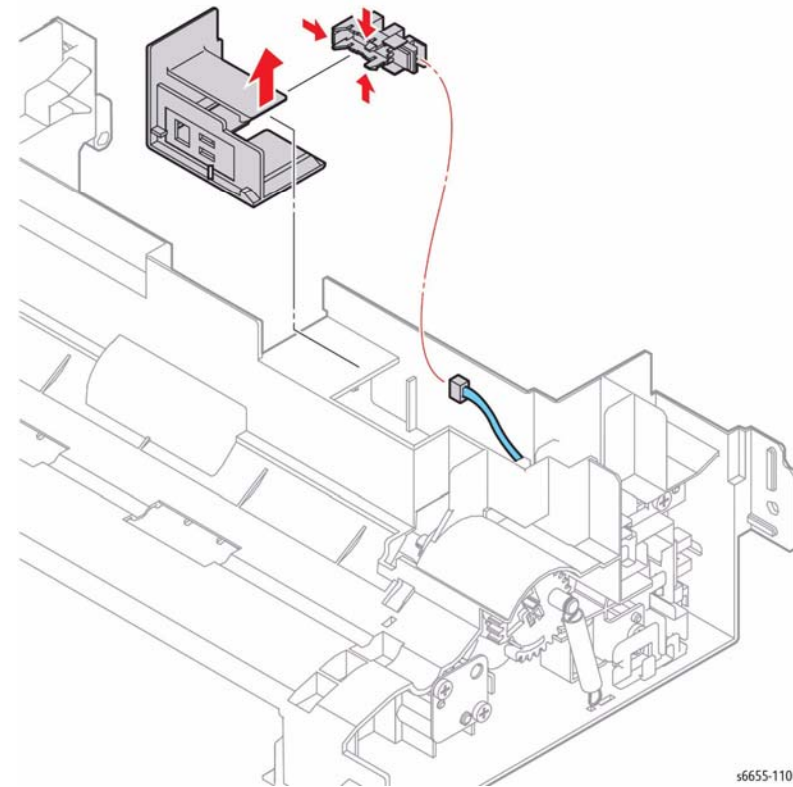


Figure 1 Remove the Bypass Tray No Paper Sensor

s6655-110

REP 13.2.4b Bypass Tray Sensor

Parts List on PL 13.2 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Frame Assembly, REP 13.2.1.
2. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the Bypass Tray Harness Guide and remove the Bypass Tray Harness Guide together with the Bypass Tray Sensor (Interlock Photo Sensor).
3. Unplug connector P/J211 of the Bypass Tray Sensor.
4. Release the hook holding the Bypass Tray Sensor and remove the sensor.

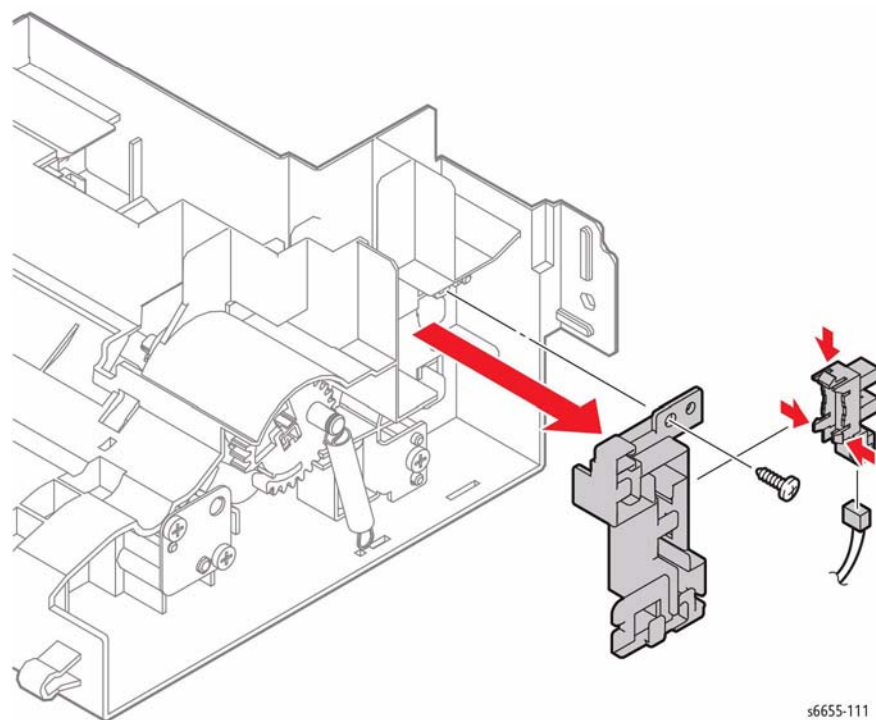


Figure 1 Remove the Bypass Tray Sensor

REP 13.2.10 Bypass Tray Feed Roller Assembly

Parts List on PL 13.2 Item 10

Removal

WARNING

Switch off the electricity to the machine. 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 550-sheet Paper Tray.
2. Remove the Bypass Tray Assembly, REP 13.3.1.
3. Rotate the top of the Feed Roller into position for access to the release tab as shown in Figure 1.
4. Refer to Figure 1 to locate and release the tab holding the Feed Roller Assembly and remove the Feed Roller Assembly by sliding it to the right.

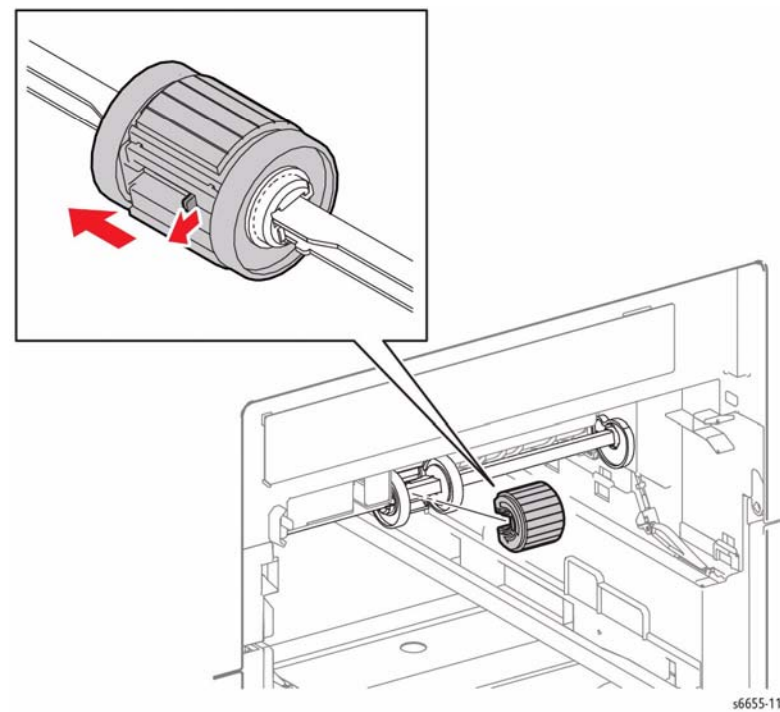


Figure 1 Remove the Feed Roller Assembly

Replacement

Rotate shaft into the position shown in Figure 1 then replace the roller by sliding it on from the front.

REP 13.2.98 Bypass Tray Feed Roller Assembly Kit

Parts List on PL 13.2 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Frame Assembly, REP 13.2.1.
2. Refer to Figure 1 to locate and remove the Feed Spring.
3. Release the hook holding the Bypass Tray Feed Gear and remove the gear from the Bypass Tray Feed Shaft.
4. Release the hook holding the Left Bypass Tray Cam, and slide the cam to the right.
5. Slide the Roller Assembly to the left to release the shaft's right end; then, to free the left end, swing the right end of the shaft toward the front while shifting the shaft to the right.

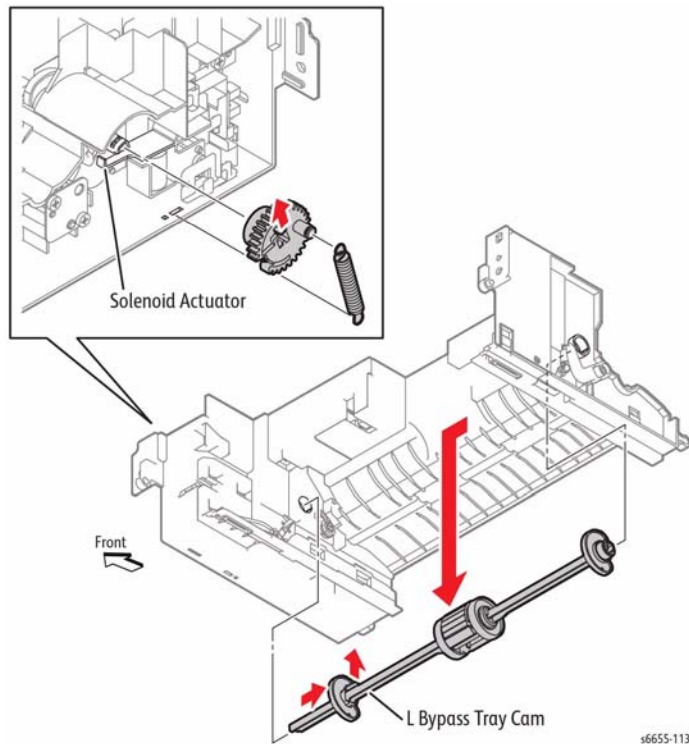


Figure 1 Remove the Bypass Tray Feed Roller Assembly

Replacement

Make sure that the solenoid actuator is aligned with the shaft when reinstalling the Bypass Tray Feed Roller Assembly as shown in Figure 2.

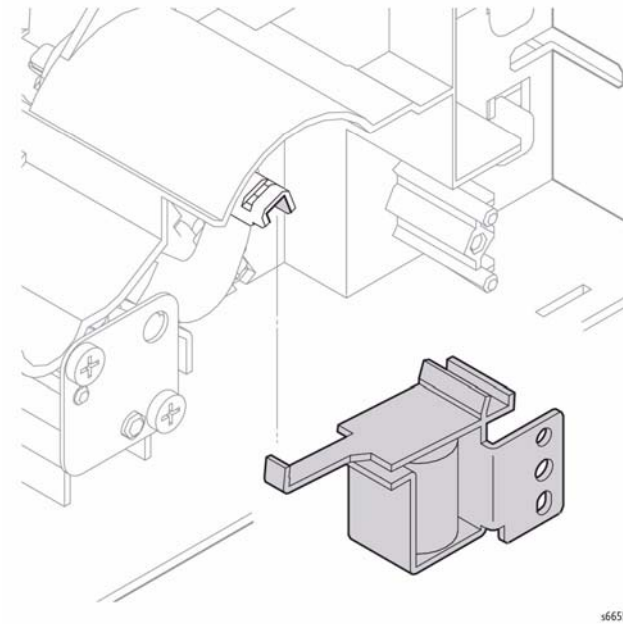


Figure 2 Align the Solenoid Actuator with the Bypass Feed Shaft

REP 13.2.99 Bypass Tray Feed Solenoid Assembly

Parts List on PL 13.2 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Frame Assembly, REP 13.2.1.
2. Refer to Figure 1 to locate and remove the Feed Spring.
3. Release the hook holding the Bypass Tray Feed Gear and remove the gear from the Bypass Tray Feed Shaft.
4. Unplug connector P/J214 on the harness coming from the Bypass Tray Feed Solenoid.
5. Remove the screw (silver, tapping, 8 mm) that attaches the Bypass Tray Harness Guide, and then move the Bypass Tray Harness Guide sideways together with Bypass Tray Sensor.
6. Remove the screw (silver, tapping, 8 mm) that attaches the Bypass Tray Feed Solenoid to the printer and remove the solenoid.

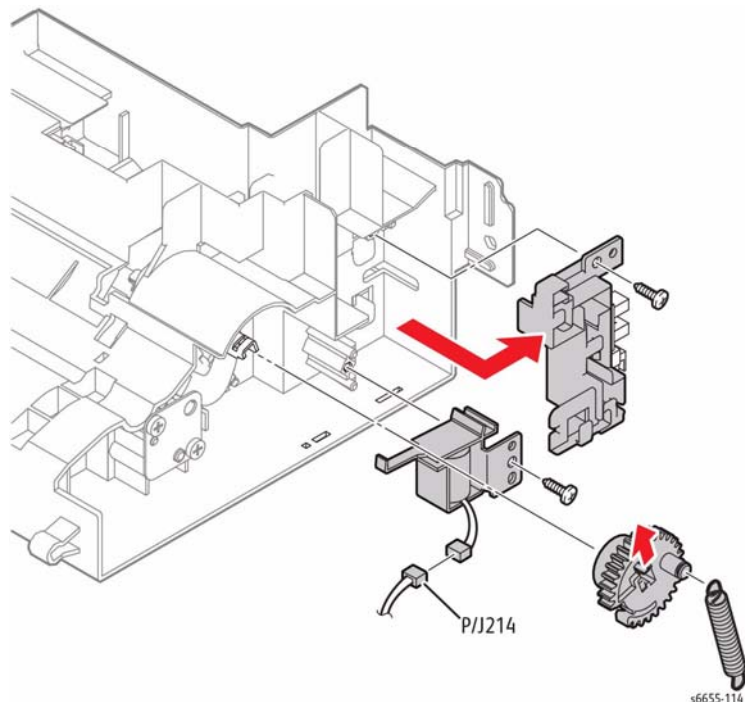


Figure 1 Remove the Bypass Tray Feed Gear and Bypass Tray Feed Solenoid

REP 13.3.1 Bypass Tray Assembly

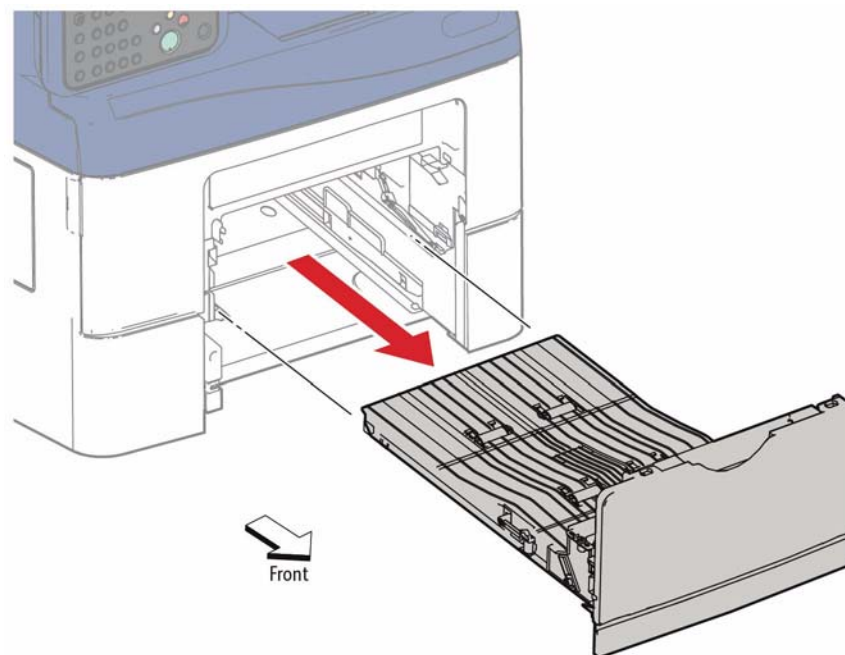
Parts List on PL 13.3 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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. Refer to Figure 1 to remove the 550-sheet Paper Tray from the printer.
2. Pull the Bypass Tray Assembly out toward you.



s6655-234

Figure 1 Remove the Bypass Tray Assembly

REP 13.3.2 Bypass Tray Cover Assembly

Parts List on PL 13.3 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Assembly, REP 13.3.1.
2. Refer to Figure 1 to open the Bypass Tray Cover Assembly.
3. Remove the paper guide from the cover by flexing the paper guide to release the bosses from the holes in both the cover and the tray assembly, and by releasing the Damper Spring.
4. Remove the Bypass Tray Cover Assembly by flexing it to release the bosses from the holes.

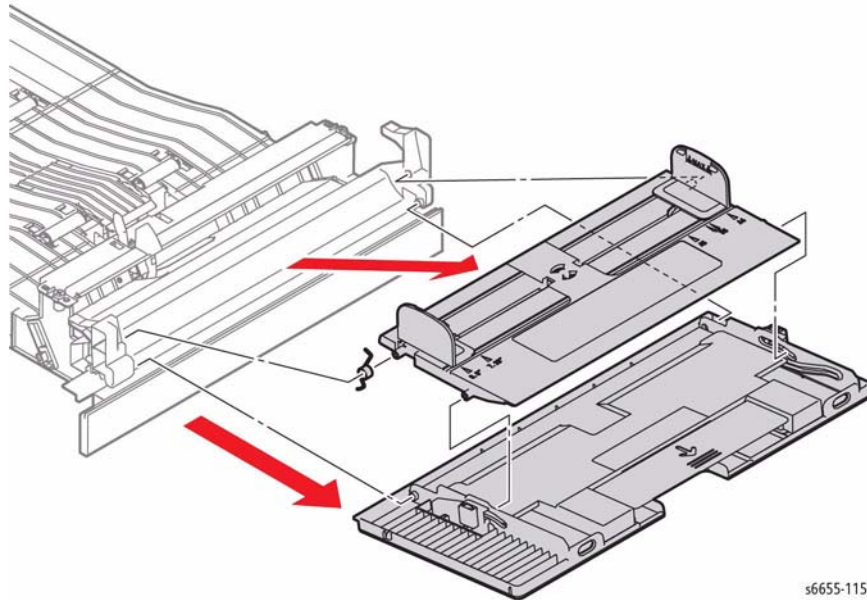


Figure 1 Remove the Bypass Tray Cover Assembly

Replacement

Check that the Damper Spring is correctly in place as shown in Figure 2.

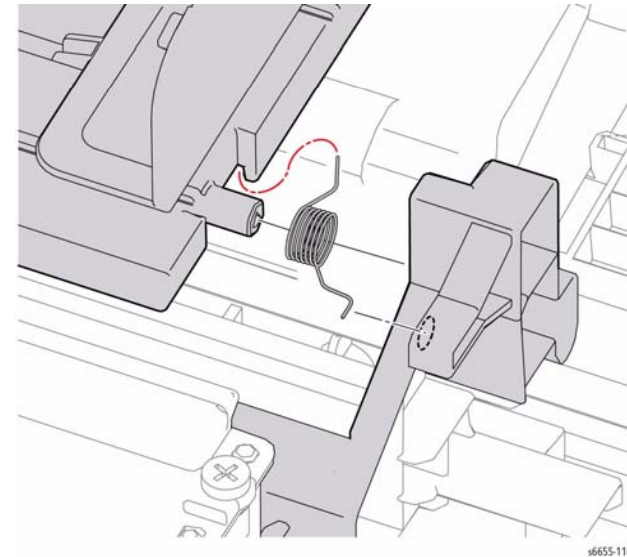


Figure 2 Replace the Damper Spring Correctly

REP 13.3.4 Bypass Tray Lower Cover

Parts List on PL 13.3 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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 550 Cassette Assembly from the printer, REP 9.1.1.
2. Refer to Figure 1 to locate and release the two hooks holding the Bypass Tray Lower Cover and remove the cover. If the two hooks are difficult to release, remove the Bypass Tray Assembly first (REP 13.3.1), then remove the lower cover.

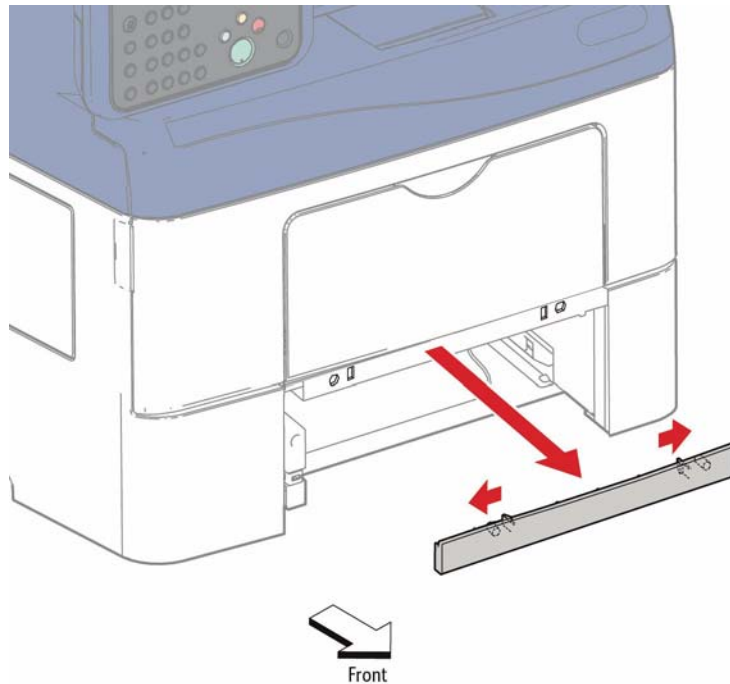


Figure 1 Remove the Bypass Tray Lower Cover

s6655-235

REP 13.3.5 Bypass Tray Chute Assembly

Parts List on PL 13.3 Item 5

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Assembly, REP 13.3.1.
2. Remove the Bypass Tray Cover Assembly, REP 13.3.2.
3. Remove the Bypass Tray Lower Cover, REP 13.3.4.

NOTE: Figure 1 shows the Bypass Tray Chute Assembly as it appears after the covers are removed.

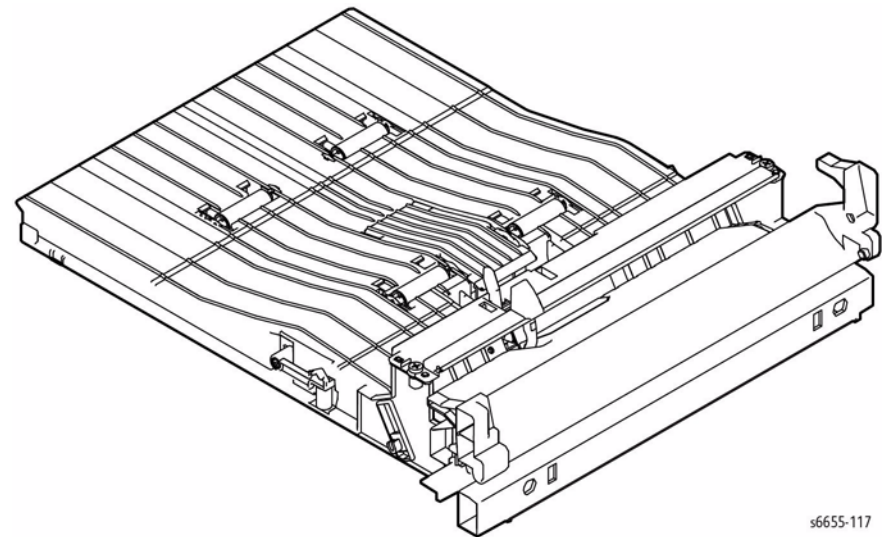


Figure 1 The Bypass Tray Chute Assembly Without Covers

s6655-117

REP 13.3.98 Bypass Tray Separator Roller Assembly

Parts List on PL 13.3 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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: Refer to Figure 1 to replace only the Bypass Tray Retard Roller. Remove only the roller from the plate by releasing the roller ends from the holder.

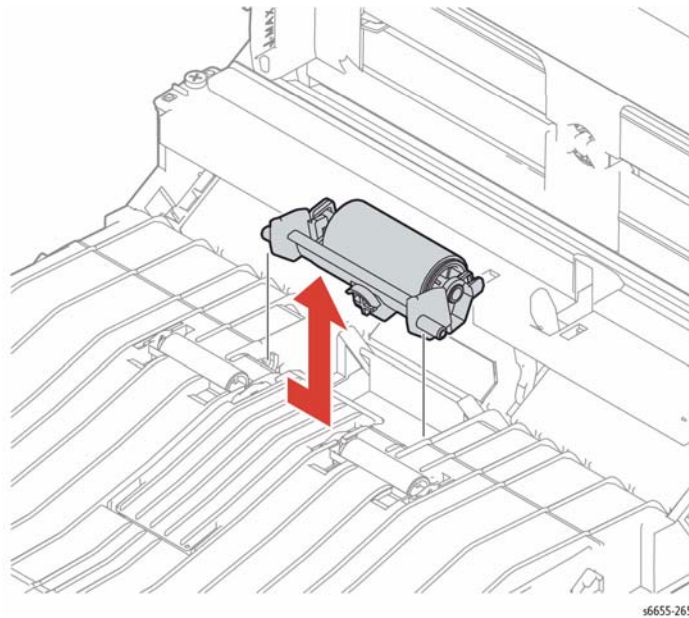


Figure 1 Replacing only the Bypass Tray Retard Roller

1. Remove the Bypass Tray Assembly, REP 13.3.1.
2. Refer to Figure 2 to locate and remove the Bypass Tray Retard Spring through the access hole on the underside of the tray.
3. Release the ends of the Bypass Tray Retard Plate Assembly from the bosses, and move the plate as far forward as possible.
4. Slide the Retard Holder Assembly to the left and remove it upward by releasing the right shaft first.

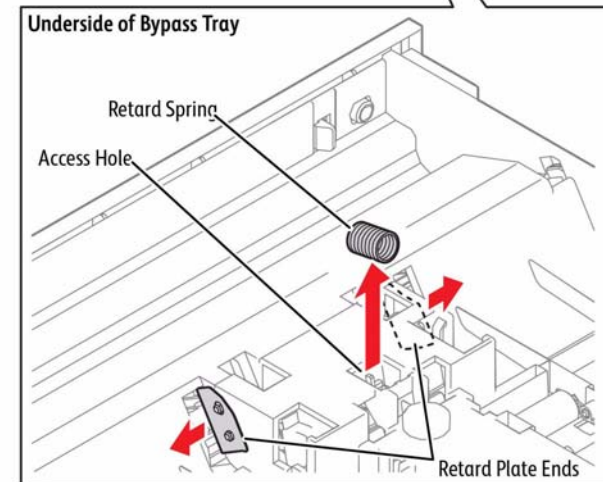
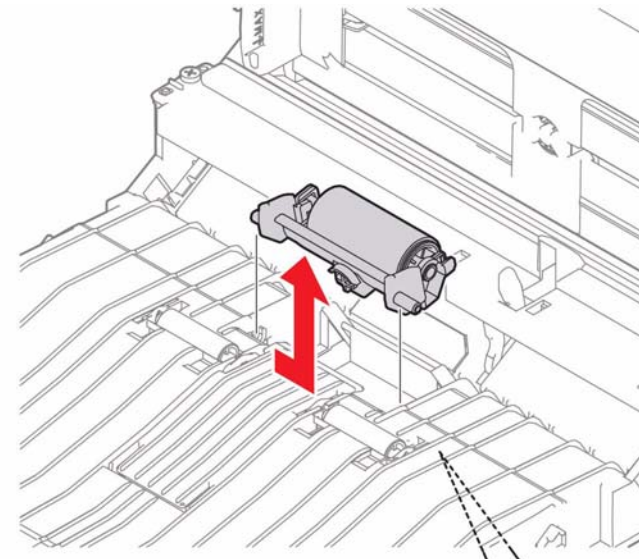


Figure 2 Remove the Retard Holder Assembly

REP 13.3.99 Bypass Tray Pinch Roller Assembly

Parts List on PL 13.3 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Assembly, REP 13.3.1.
2. Turn over the Bypass Tray Assembly.
3. Refer to Figure 1 to locate and remove the pinch spring from the roller being removed.
4. Remove the Bypass Tray Pinch Roller.

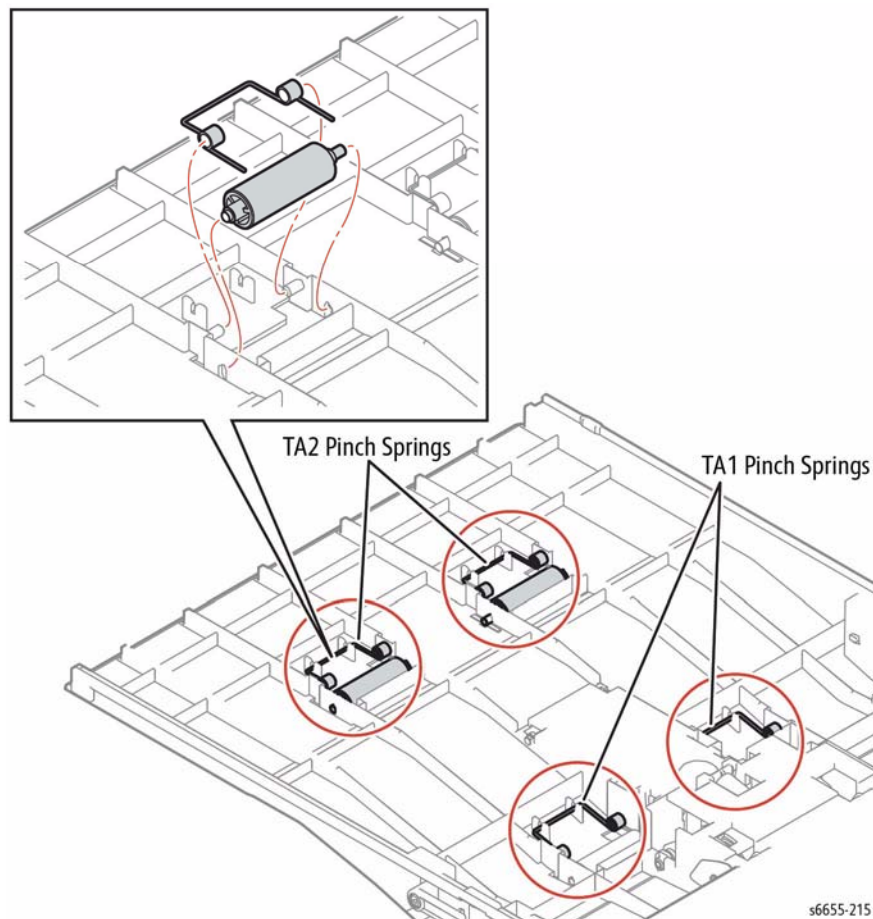


Figure 1 Remove the Bypass Tray Pinch Roller

Replacement

The TA1 and TA2 Pinch Springs are not the same. Carefully note the difference in the springs when removing, and use caution not to confuse the springs when reinstalling.

REP 14.1.1 Duplex Assembly

Parts List on PL 14.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

NOTE: In the following steps, after disconnecting the power supply (pink wire) from the Duplex Assembly to remove the Rear Door Assembly, reconnect the wire to the Duplex Assembly in the final step.

1. Remove the Rear Door Assembly, REP 19.2.98.

CAUTION

In the following step, to prevent the door from falling off as you remove the screws, support the door from underneath

2. Refer to Figure 1 to locate and remove the four screws (silver, tapping, 8 mm) that attach the Duplex Assembly to the Rear Cover and remove the assembly.

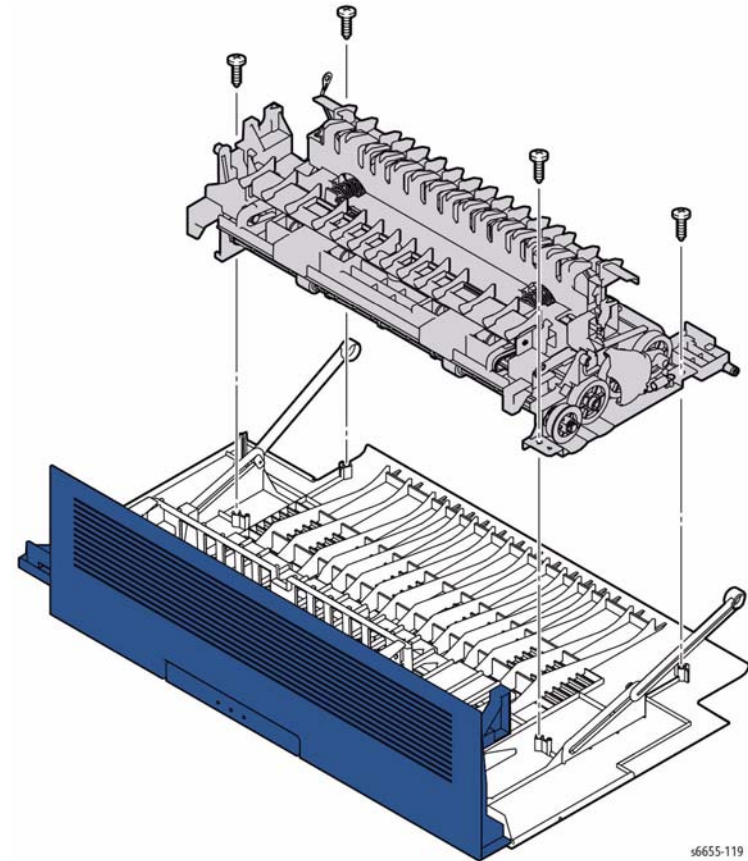


Figure 1 Remove the Duplex Assembly

3. Remove the Rear Frame, REP 4.1.6.
4. Disconnect the power supply harness (pink wire) from the Transfer HVPS Board.
5. Re-attach the power supply harness to the Duplex Assembly.

REP 14.1.4 Rear Hinge Bracket

Parts List on PL 14.1 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Rear Cover Assembly, REP 19.2.98.
2. Remove the Left Cover Assembly, REP 19.2.99.
3. Remove the IP Box, REP 18.2.8.
4. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 8 mm) that attach the Rear Hinge Bracket, and remove the Rear Hinge Bracket.

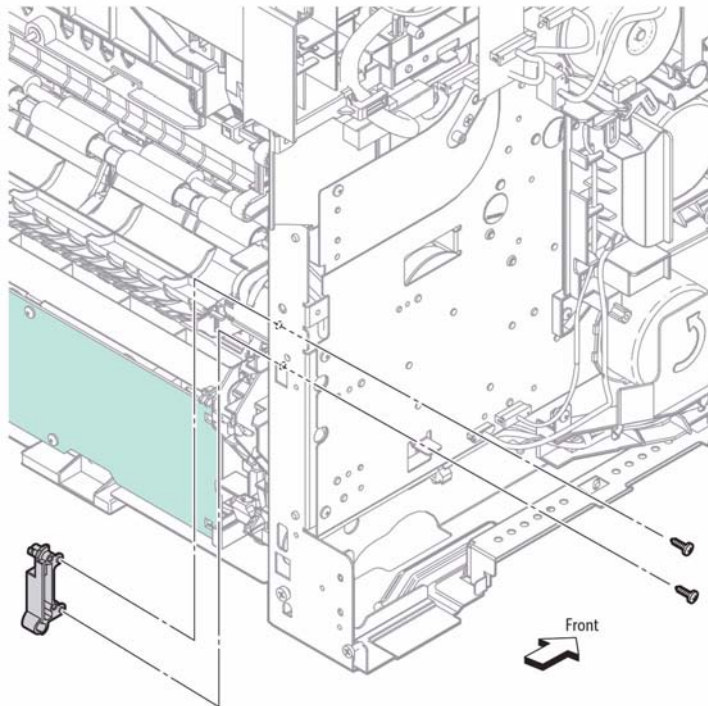


Figure 1 Remove the Rear Hinge Bracket

REP 14.1.99 CRU Transfer Roller Assembly

Parts List on PL 14.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Rear Door Assembly.
2. Refer to Figure 1 to remove the Transfer Roller upward while squeezing the tabs holding it.

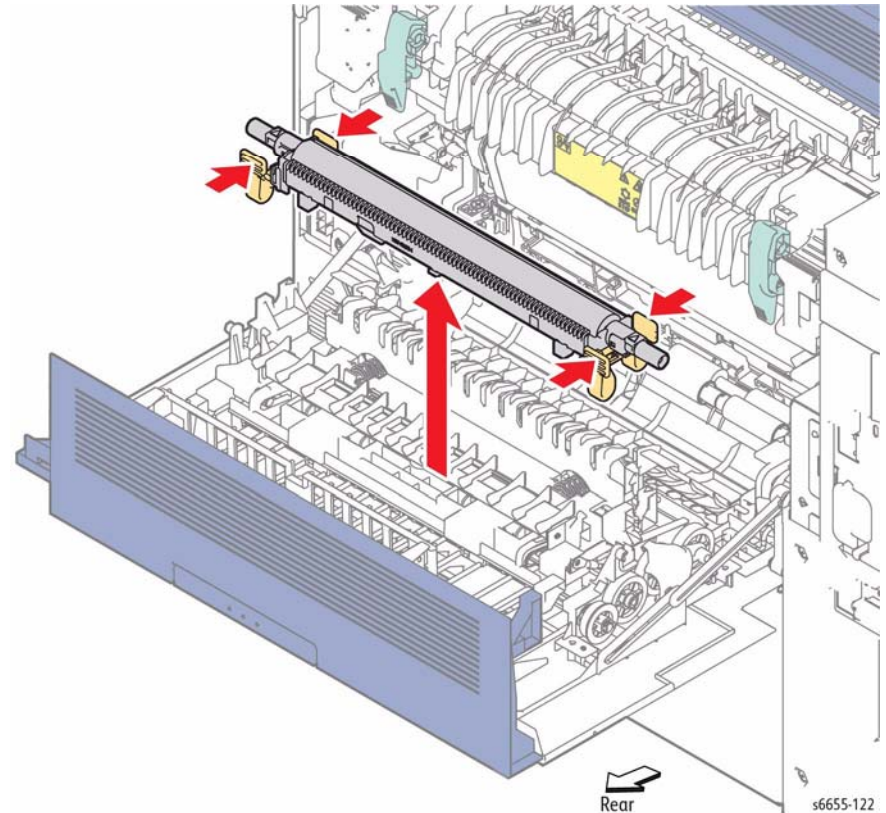


Figure 1 Remove the Transfer Roller

REP 15.1.4 Lower and Opt 550 Registration Chutes

Parts List on PL 15.1 Item 4, PL 15.1 Item 5

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the 550 Cassette Assembly.
2. Refer to Figure 1 to remove the Opt 550 Registration Chute by releasing the two bosses and by sliding the Opt 550 Registration Chute downward to release the hook.

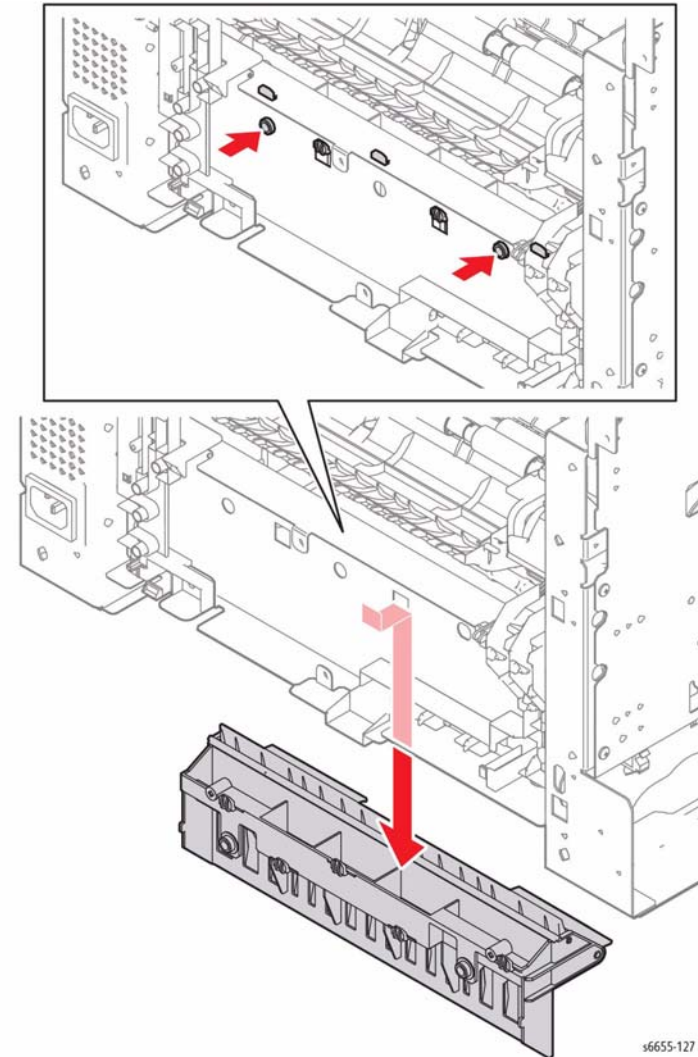


Figure 1 Remove the Opt 550 Registration Chute

Replacement

When replacing the Opt 550 Registration Chute, move the left end into place first, then swing the right end into position. Next, align the mounting tabs with the holes in the frame, and snap into place as shown in Figure 2.

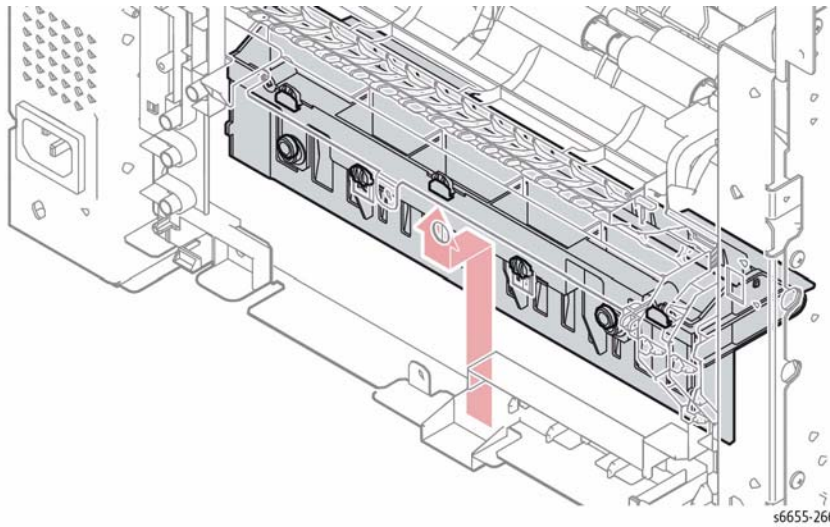


Figure 2 Replacing the Opt 550 Registration Chute

REP 15.1.6 Upper Transfer Belt Chute Assembly

Parts List on PL 15.1 Item 6

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser Assembly, REP 7.1.1.
2. Remove the Transfer Belt Assembly, REP 6.1.97.
3. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the Right CTD Guide to the printer and remove the guide.
4. Raise the right end of the Upper Transfer Belt Chute Assembly, release the hook on the left from the hole and remove the Upper Transfer Belt Chute Assembly.

REP 15.1.8 Registration Clutch Assembly

Parts List on PL 15.1 Item 8

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser, REP 7.1.1.
2. Remove the Main Drive Assembly, REP 3.1.1.
3. Remove the Rear Cover Assembly, REP 19.2.98.
4. Remove the S3 Rear Frame, REP 4.1.6.
5. Refer to Figure 1 to locate and unplug connector P/J234 on the harness coming from the Registration Clutch Assembly, and release the harness from the harness guide.
6. Remove the E-ring holding the Registration Clutch Assembly, and pull the assembly off the shaft.

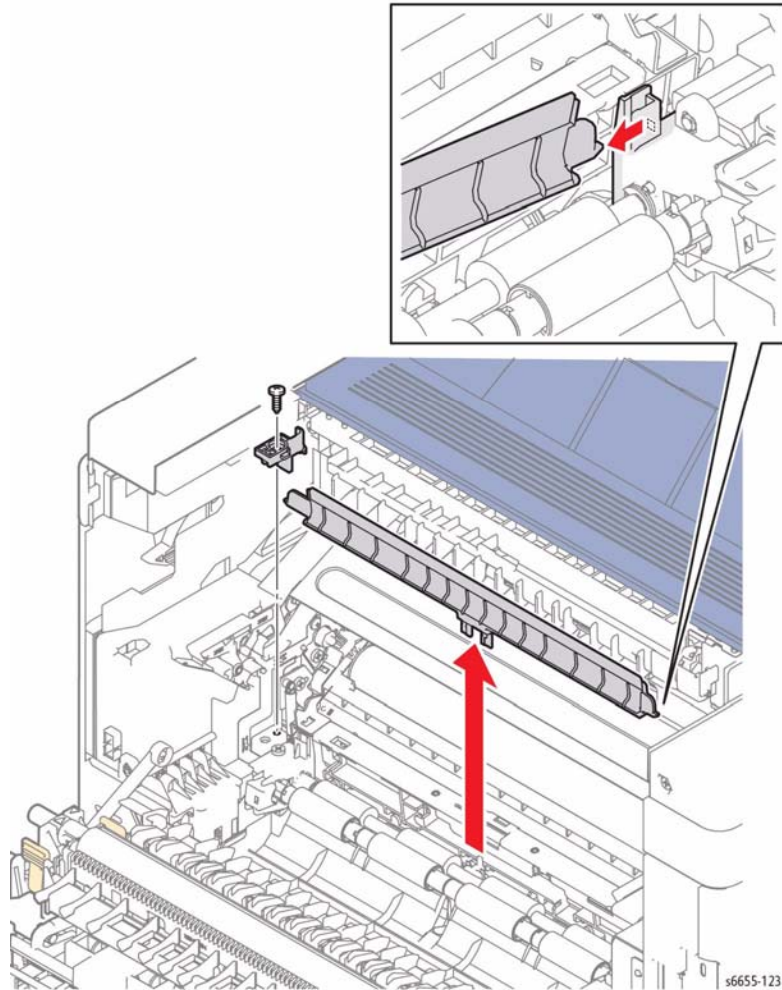


Figure 1 Remove the Upper Transfer Belt Chute Assembly

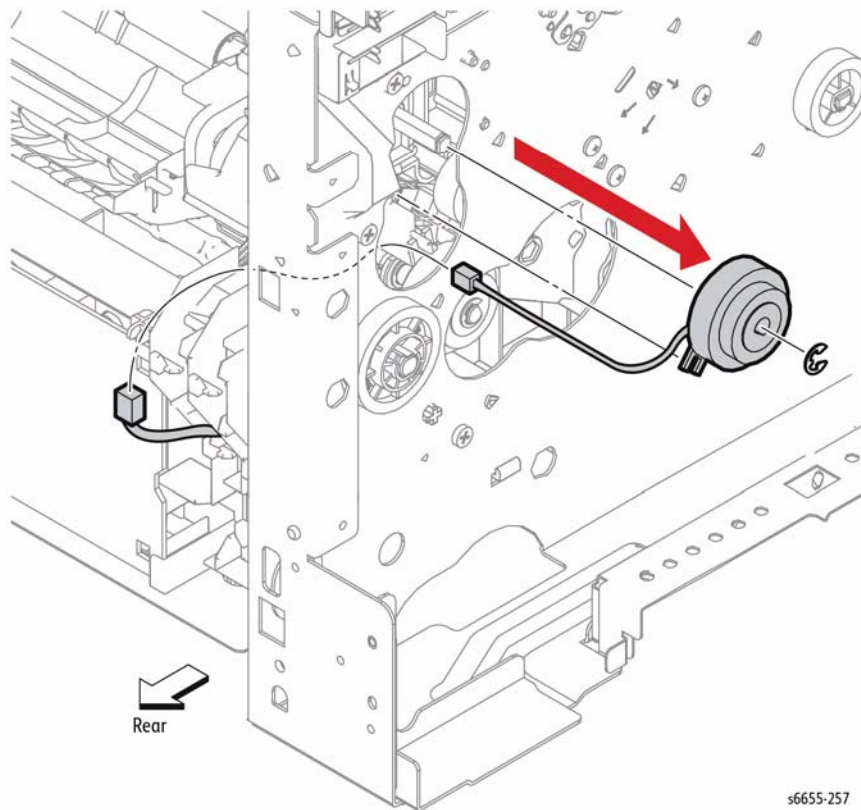


Figure 1 Remove the Registration Clutch Assembly

s6655-257

REP 15.1.10 Cassette Stopper

Parts List on PL 15.1 Item 10

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

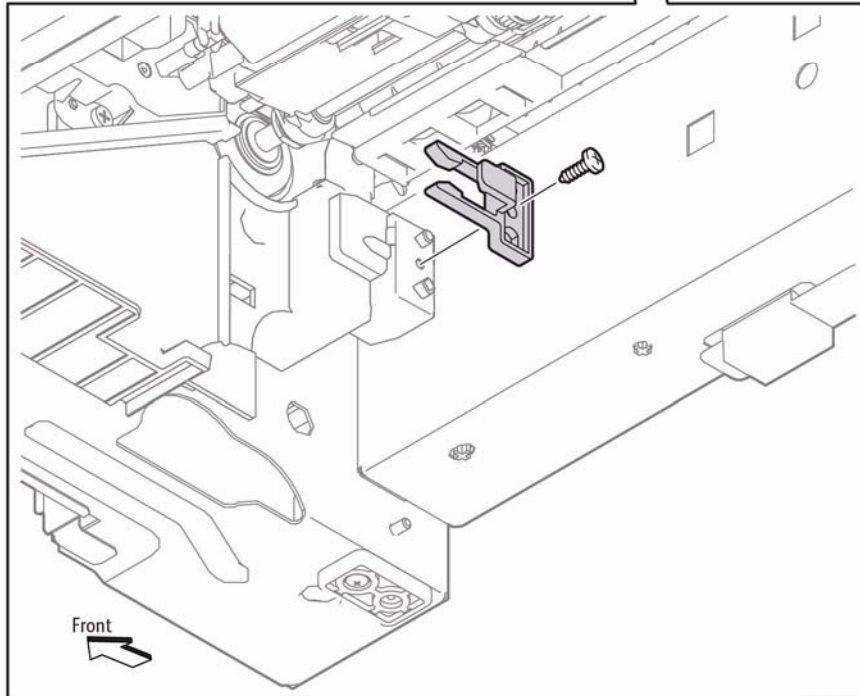
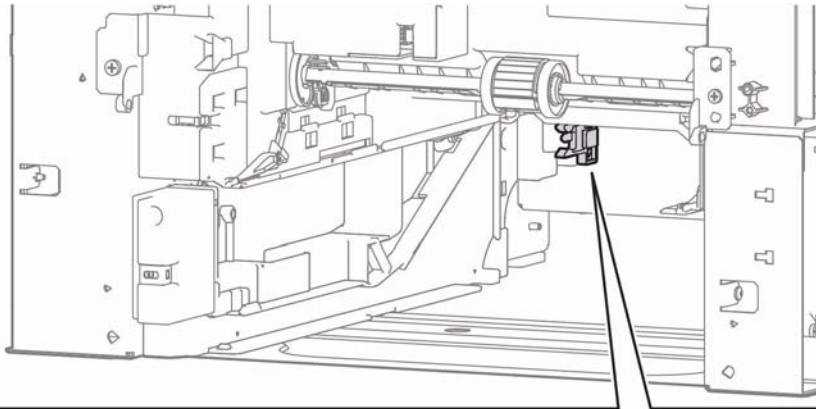
1. Remove the Lower and Opt 550 Registration Chutes, REP 15.1.4.
2. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the Cassette Stopper to the printer and remove the stopper.

Replacement

CAUTION

When replacing the Registration Clutch onto the shaft, observe the following to avoid damaging the clutch and its harness:

- Position the clutch alignment slot over the tab on the Registration Clutch Assembly.
- Carefully route the harness through the harness guide.



s6655-125

Figure 1 Remove the Cassette Stopper

REP 15.1.98 Duplex Chute Assembly

Parts List on PL 15.1 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser Assembly, REP 7.1.1.
2. Remove the Rear Cover Assembly, REP 19.2.98.
3. Remove the S3 Rear Frame, REP 4.1.6.

CAUTION

In the following step, avoid damaging the Mylar edge strip when removing the Duplex Chute Assembly.

4. Refer to Figure 1 to locate and release the screw (silver, tapping, 8 mm) that attaches the Duplex Chute Assembly. Release the two hooks and remove the Duplex Chute Assembly. (Note: the Duplex Chute Assembly comprises the Upper and Lower Duplex Chutes which are attached together.)

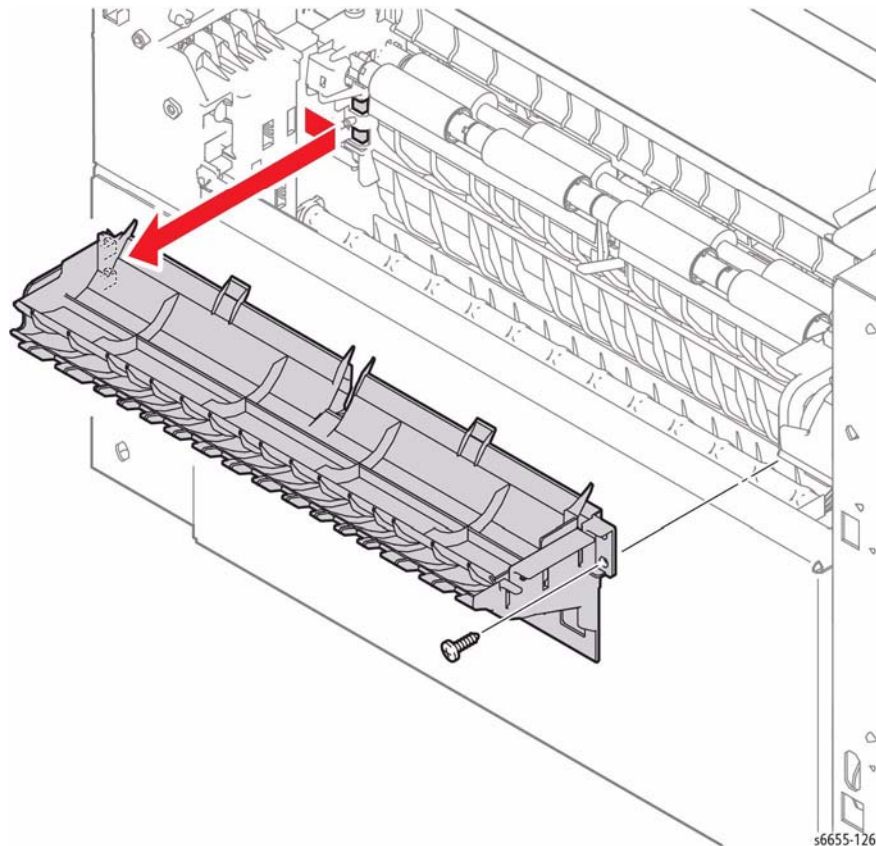


Figure 1 Remove the Upper Duplex Chute with the Duplex Registration Chute

REP 15.1.99 Registration Chute Assembly Kit

Parts List on PL 15.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the 550 Cassette Assembly from the printer.
2. Remove the Duplex Chute Assembly, REP 15.1.98.
3. Remove the Lower and Opt 550 Registration Chutes, REP 15.1.4.
4. Remove the Registration Chute Assembly, REP 15.2.1.

REP 15.2.1 Registration Chute Assembly

Parts List on PL 15.2 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the 550 Cassette Assembly.
2. Remove the Fuser Assembly, REP 7.1.1.
3. Remove Rear Cover Assembly, REP 19.2.98.
4. Remove Rear Frame, REP 4.1.6.
5. Remove the CTD Sensor Assembly, REP 6.1.14.
6. Remove Registration Clutch Assy (left side) but do not disconnect, REP 15.1.8.
7. Refer to Figure 1 to remove the Inner Transfer Wire Housing Assembly by removing the screw (silver, 6 mm) near the bottom, and by releasing the two hooks on the sides.
8. Release the harness from the PH Harness Guide.
9. Refer to Figure 1 to locate and remove the PH Harness Guide by removing the screw (silver, 6 mm) that attaches the PH Harness Guide and by releasing the two hooks.

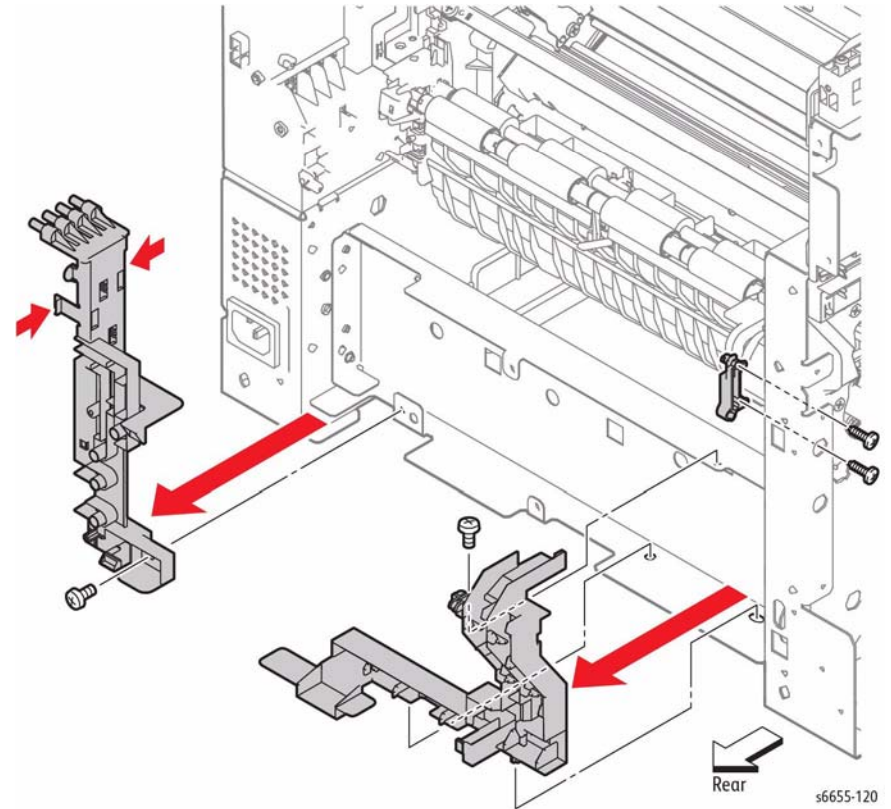


Figure 1 Remove the PH Harness Guide and the Rear Hinge Bracket

10. Remove the Waste Drive Shaft Bearing and Gear to loosen shaft, REP 3.1.8.
11. Remove the Duplex Chute Assembly, REP 15.1.98.
12. Remove the Lower and Opt 550 Registration Chutes, REP 15.1.4.
13. Refer to Figure 2 to locate and unplug connectors P/J13, P/J23, and P/J39 from the MCU Board, and release the harness from the clamp.
14. Pull the harness out of the hole on the frame.

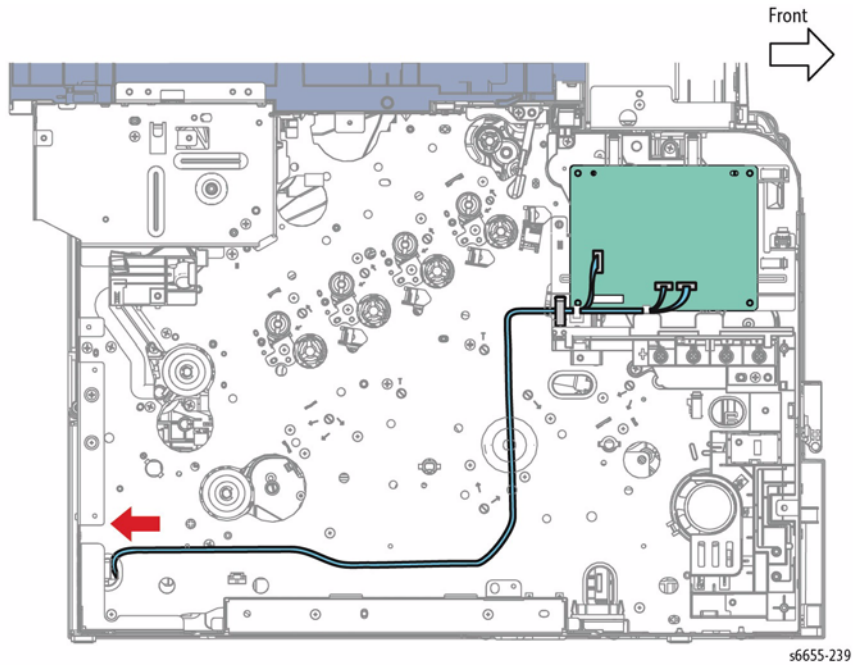


Figure 2 Unplug Connectors from the MCU Board and Remove the Harness

15. Refer to Figure 3 to locate and remove the four screws (silver, tapping, 8 mm) that attach the Registration Chute Assembly.
16. Remove the Registration Chute Assembly by releasing its right lug from the recess while moving the shaft end of the Registration Clutch Assembly along the recess on the left frame of the printer.

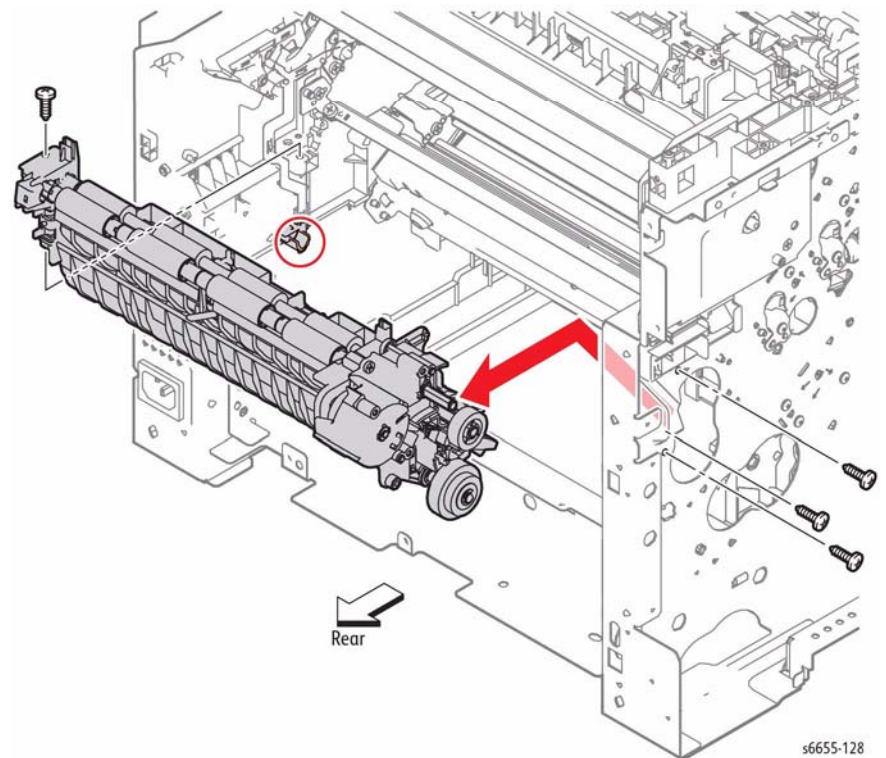


Figure 3 Remove the Registration Chute Assembly

Replacement

When installing the Inner Transfer Wire Housing Assembly, check that the ends of the four springs fit correctly into the holes as shown in Figure 4.

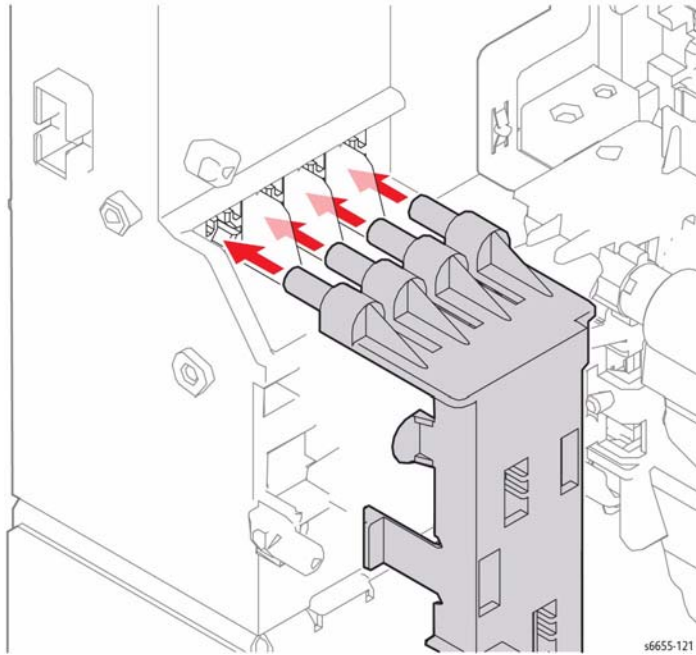


Figure 4 Replace the Inner Transfer Wire Housing Assembly

REP 15.2.2 Right / Left Registration Bearings

Parts List on PL 15.2 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Registration Chute Assembly, REP 15.2.1.
2. Refer to Figure 1 to remove the Right and Left Registration Bearings by unlocking and rotating each one, then removing them.

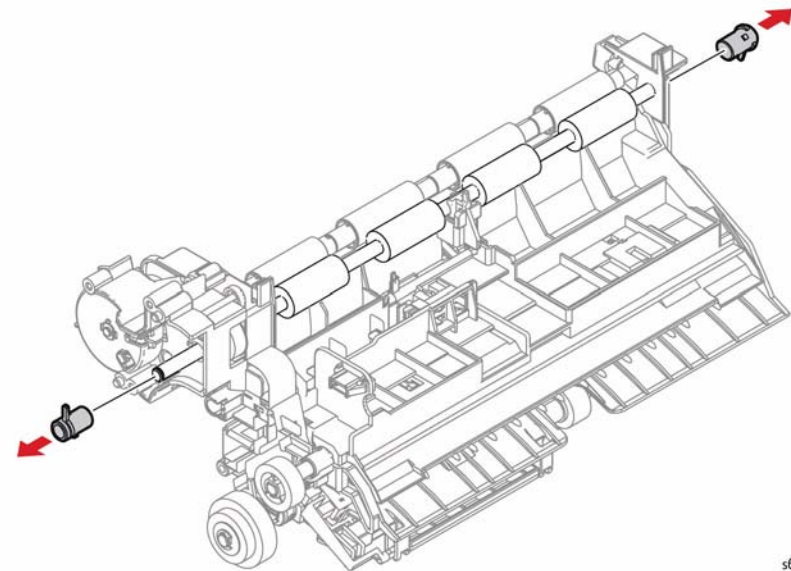


Figure 1 Remove the Registration Bearings

REP 15.2.5 Duplex Clutch Assembly

Parts List on PL 15.2 Item 5

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Registration Chute Assembly, REP 15.2.1.
2. Remove the Right Registration Bearing, REP 15.2.2.
3. Release the harness from the harness guide of the Duplex Gear Cover.
4. Refer to Figure 1 to locate and remove the three screws (silver, tapping, 8 mm) that attach the Duplex Gear Cover to the Registration Chute Assembly and remove the cover.

CAUTION

The gears and shafts of the Duplex Clutch Assembly easily fall off of the assembly. Use care when removing to avoid losing or damaging any of the parts.

5. Remove the Duplex Clutch Assembly from the shaft.

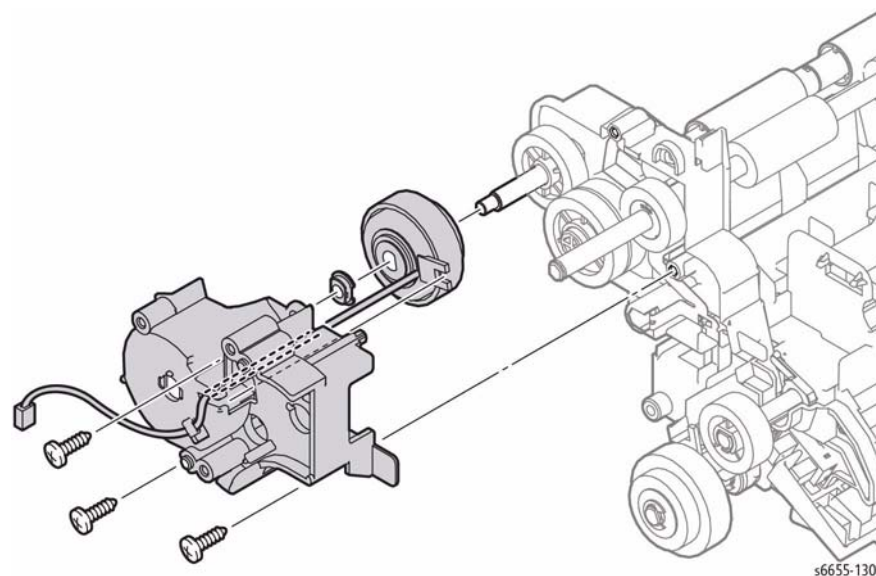


Figure 1 Remove the Duplex Clutch Assembly

REP 15.2.6 550 Option Feed Clutch Assembly

Parts List on PL 15.2 Item 6

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Registration Chute Assembly, REP 15.2.1.
2. Refer to Figure 1 to locate and unplug connector P/J392 on the harness coming from the Feed Clutch Assembly, and release the harness from the harness guide.
3. Remove the E-ring holding the Feed Clutch Assembly, and then pull the clutch off of the shaft.

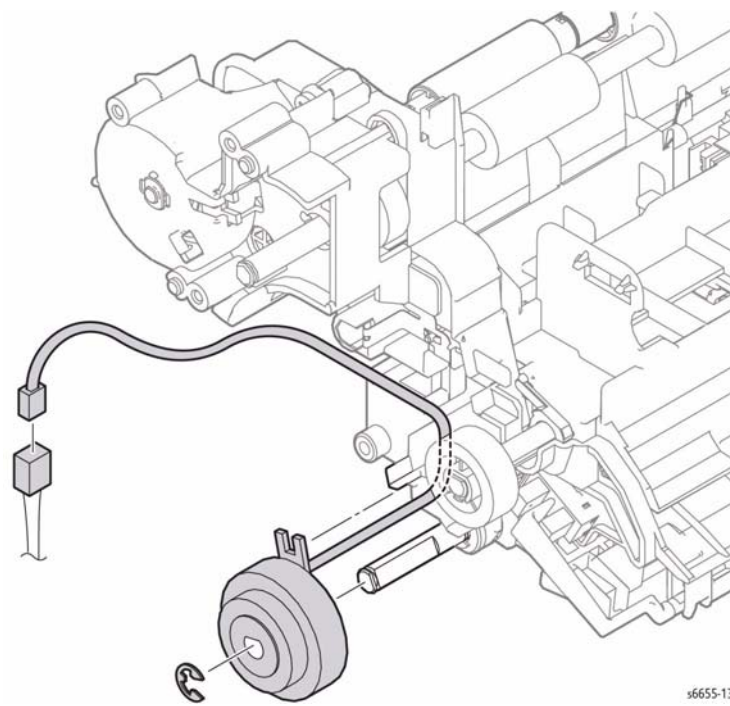


Figure 1 Remove the Feed Clutch Assembly

REP 15.2.7 Feed Roller Assembly

Parts List on PL 15.2 Item 7

Removal

WARNING

Switch off the electricity to the machine. 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 550 Cassette Assembly from the printer.
2. Remove the Bypass Tray Assembly, REP 13.3.1.
3. Refer to Figure 1 to locate and release the latch that holds the Feed Roller Assembly on the shaft, and slide the roller to the right off the shaft.

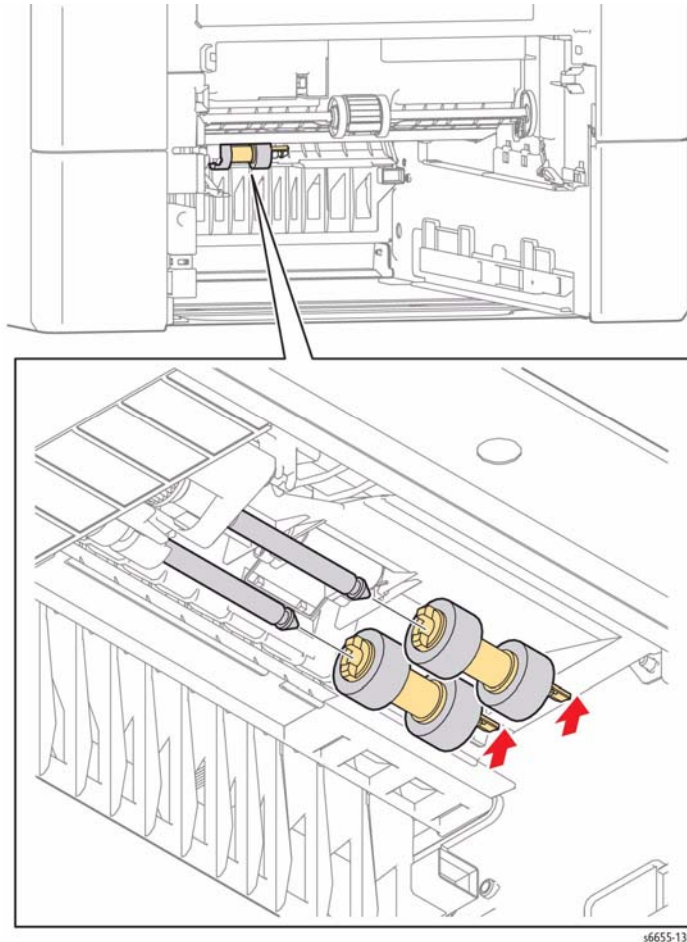


Figure 1 Remove the Feed Roller Assembly

REP 15.2.10 No Paper Actuator

Parts List on PL 15.2 Item 10

Removal

WARNING

Switch off the electricity to the machine. 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 Registration Chute Assembly, REP 15.2.1.
2. Remove the Right / Left Registration Bearings, REP 15.2.2.
3. Refer to Figure 1 to locate and remove the E-ring, and then remove the Rubber Roller Assembly together with the Center Registration Bearing in the direction of the arrow.

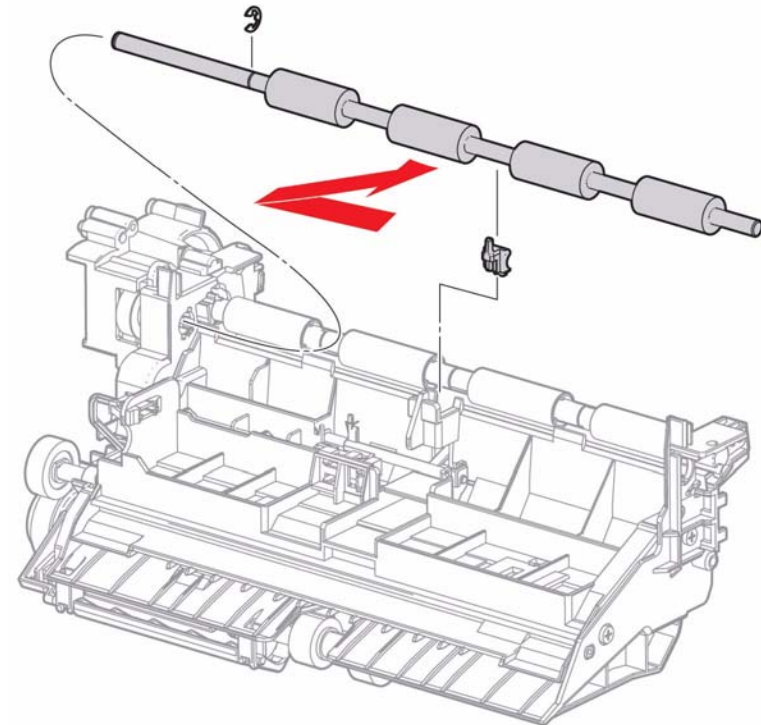


Figure 1 Remove the Rubber Roller Assembly

4. Refer to Figure 2 to locate and turn the No Paper Actuator, and remove the actuator together with the Registration Actuator Spring in the direction of the arrow.

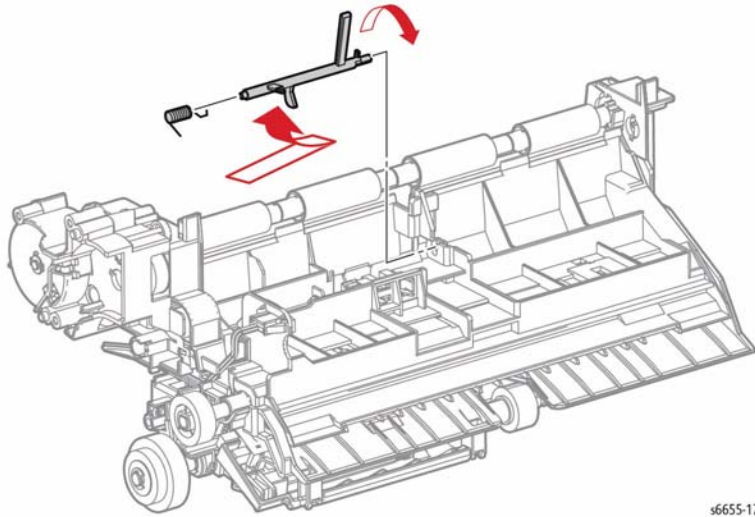


Figure 2 Remove the No Paper Actuator

s6655-176

REP 17.1.1 Exit Assembly

Parts List on PL 17.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser, REP 7.1.1.
2. Remove the Scanner Assembly, REP 51.1.14.
3. Remove the Top Exit Cover, REP 19.2.4.
4. Refer to Figure 1 to locate and remove the two screws (silver, 6 mm) that attach the Exit Assembly to the printer and remove the Exit Assembly. Do not remove the two screws circled in the detail boxes.
5. Unplug connectors P/J151 and P/J154 of the Exit Assembly.
6. Remove the two screws (silver, tapping, 8 mm) that attach the Exit Tray Cover to the Exit Assembly and remove the cover.

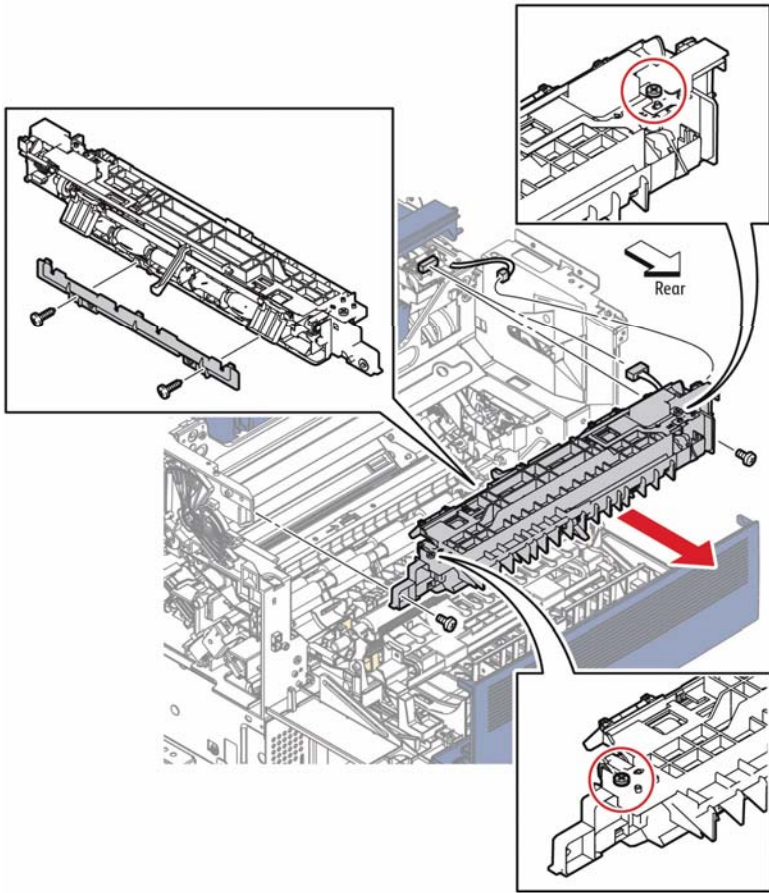


Figure 1 Remove the Exit Assembly

s6655-271

REP 17.1.10 Stack Full Actuator

Parts List on PL 17.1 Item 10

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Scanner Assembly, REP 51.1.14.
2. Remove the Top Exit Cover, REP 19.2.4.
3. Refer to Figure 1 to remove the Stack Full Actuator by swinging it 90deg upward and releasing the left end; then, release the right end from the hole.

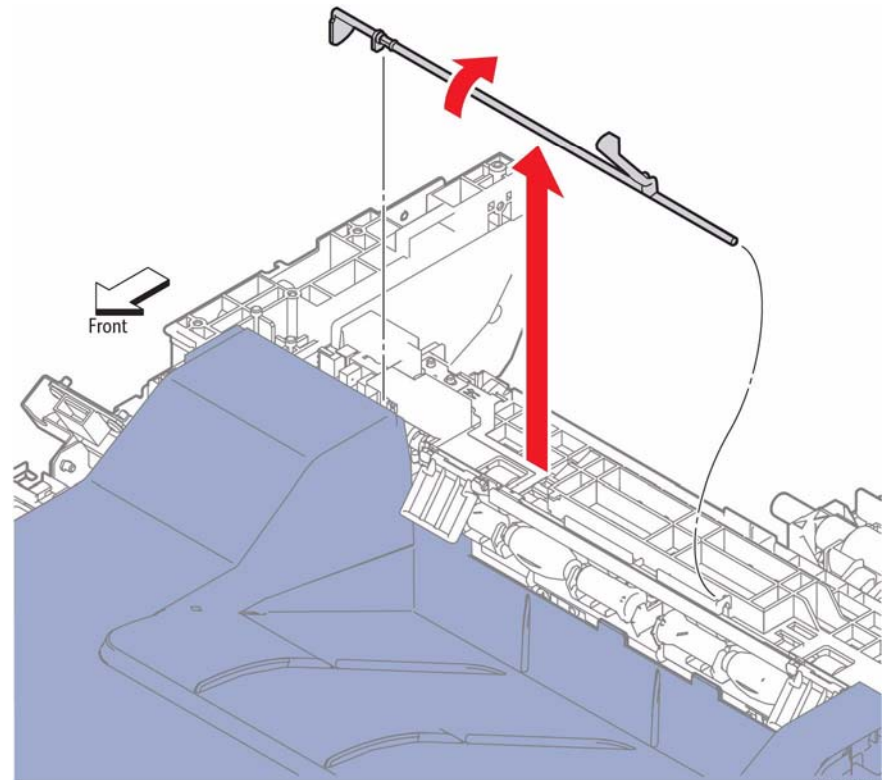


Figure 1 Remove the Stack Full Actuator

s6655-134

REP 17.1.21 Exit Drive Assembly

Parts List on PL 17.1 Item 21

Removal

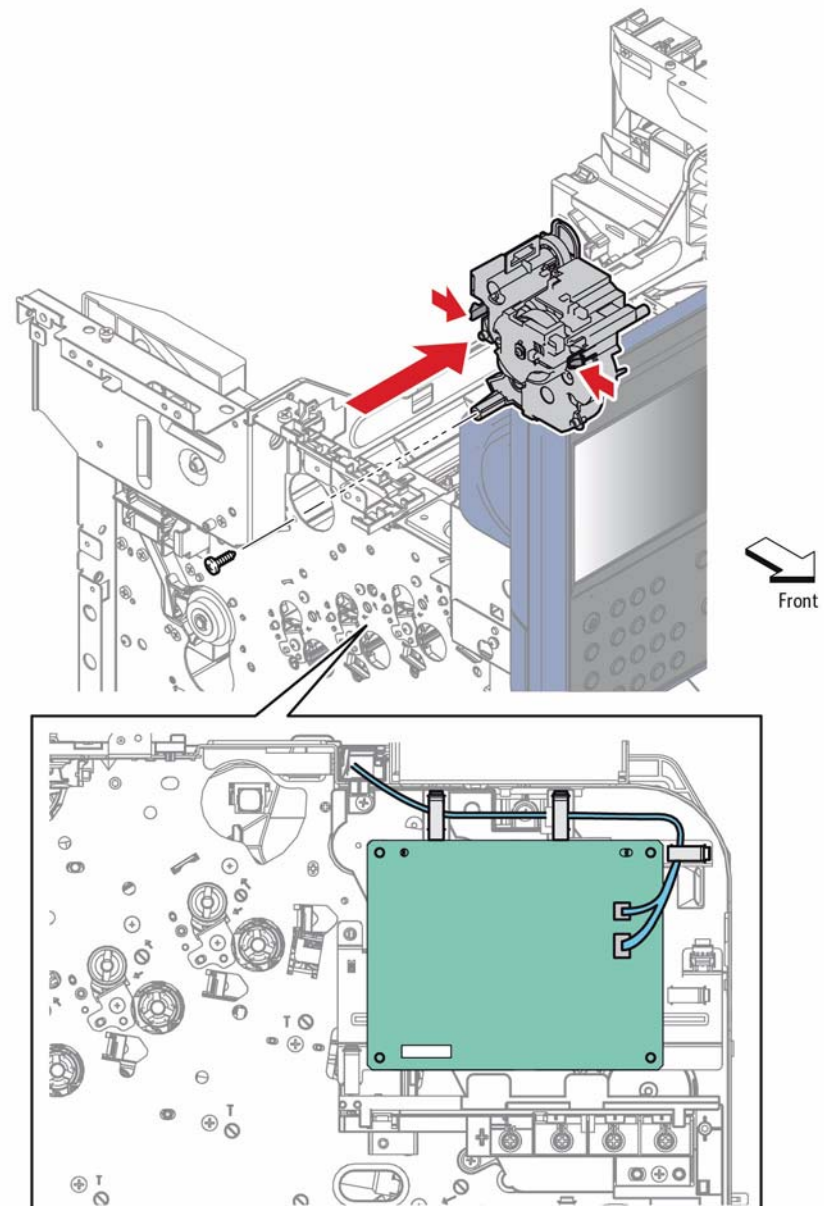
WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Main Drive Assembly, REP 3.1.1.
2. Remove the Exit Assembly, REP 17.1.1.
3. Refer to Figure 1 to locate and unplug connectors P/J38 and P/J40 connected to the MCU Board, and release the harness from the clamp and the harness guide.
4. Unplug the harness from the interim connector on top of the Exit Drive Assembly.
5. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the Exit Drive Assembly.
6. Release the two latches holding the Exit Drive Assembly and remove the assembly.



s6655-240

Figure 1 Unplug the Exit Drive Assembly Connectors from the MCU Board and Remove the Exit Drive Assembly

REP 18.1.11 MCU Board

Parts List on PL 18.1 Item 11

Removal

1. Save NVM parameters; see "NVM Save and Restore" (dC361).

WARNING

Switch off the electricity to the machine. 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.

2. Remove the Left Cover Assembly, REP 19.2.99.
3. Remove two screws (silver, 6 mm) from the vertical metal strap attached to the chassis located over the MCU Board and the HVPS Development Board.

NOTE: Before unplugging connectors on the MCU Board, release harnesses from the clamps.

4. Refer to Figure 1 to locate and unplug all connectors from the MCU Board.
5. Remove the four screws (silver, 6 mm) that attach the MCU Board to the printer and remove the board.
6. After replacing the board, restore previously saved NVM parameters; see "NVM Save and Restore" (dC361).

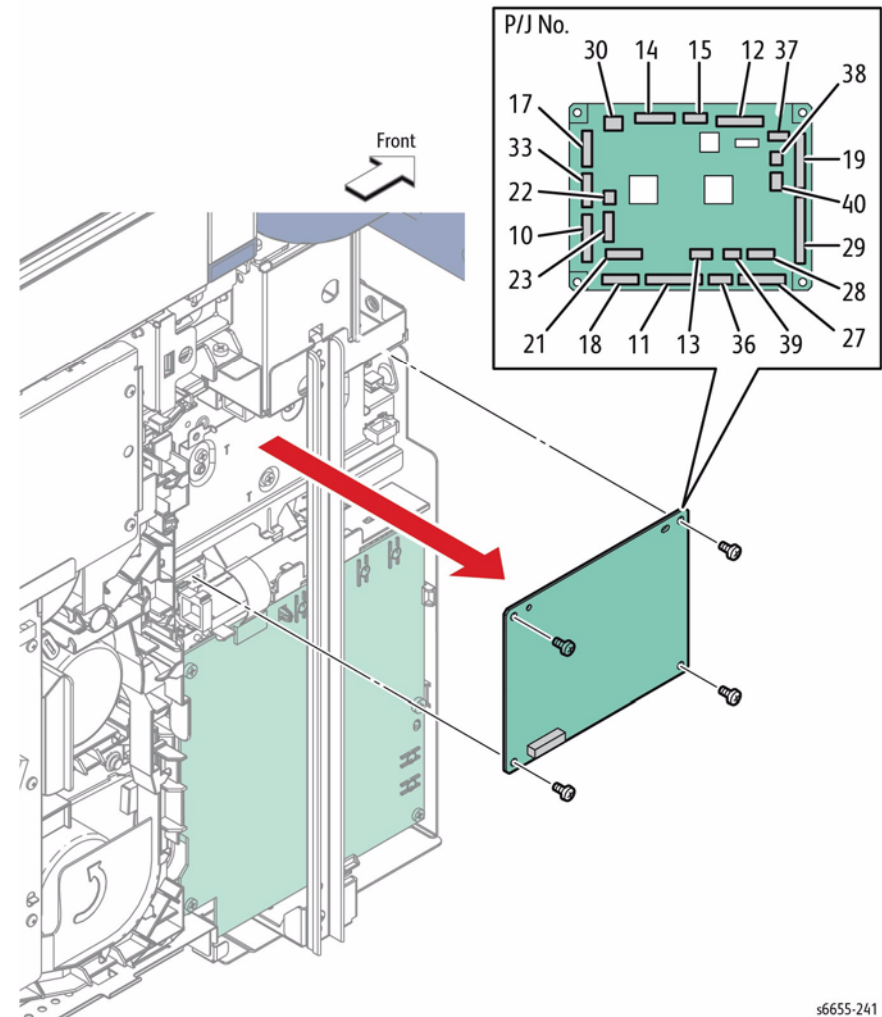


Figure 1 Remove the MCU Board

s6655-241

REP 18.1.12 Development HVPS Board

Parts List on PL 18.1 Item 12

Removal

WARNING

Switch off the electricity to the machine. 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 Front Door Assembly, REP 19.1.20.
2. Remove the Left Cover Assembly, REP 19.2.99.
3. Remove two screws (silver, 6 mm) from the vertical metal strap attached to the chassis located over the MCU Board and the Development HVPS Board.
4. Refer to Figure 1 to locate and remove the five screws (three silver, tapping, 8 mm) (two silver, 6 mm) that attach the Development HVPS Board and remove the Development HVPS Board after releasing the four hooks.
5. Unplug connectors P/J181 and P/J182 from the HVPS Board and remove the board.

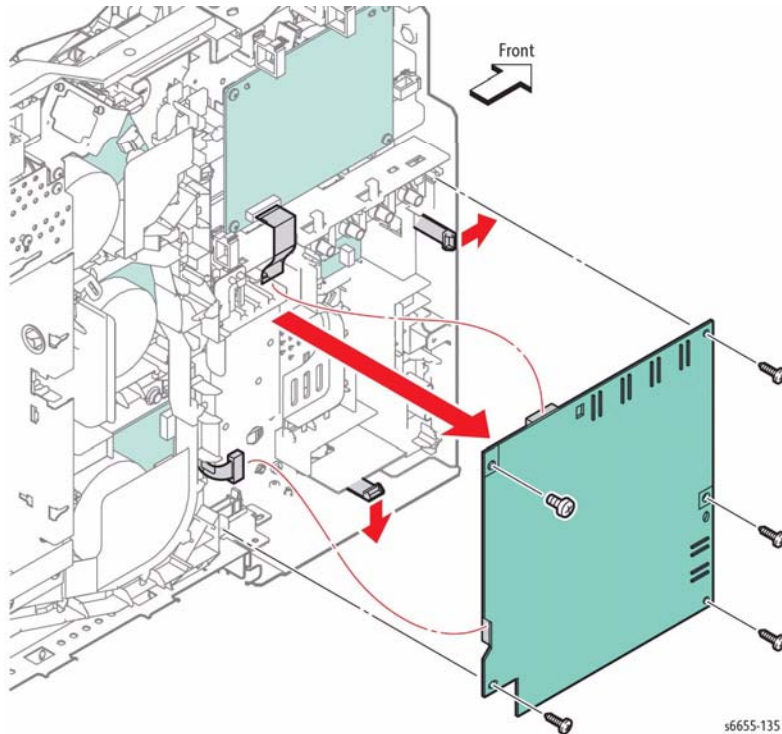


Figure 1 Remove the HVPS Board

Replacement

When installing the HVPS Board, check that the six springs correctly connect to the board.

REP 18.1.16 Transfer HVPS Board

Parts List on PL 18.1 Item 16

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Front Door Assembly, REP 19.1.20.
2. Remove the Right Cover Assembly, REP 19.1.97.
3. Remove the Left Cover Assembly, REP 19.2.99.
4. Remove the IP Box, REP 18.2.6.
5. Remove the S3 Rear Frame, REP 4.1.6.
6. Refer to Figure 1 to locate and remove the three screws (one silver, tapping, 8 mm; two, silver, 6 mm) that attach the Transfer HVPS Board.
7. Release the two hooks that attach the Transfer HVPS Board, and move the board away from the frame enough to access the connectors.

CAUTION

The harnesses connected to the Transfer HVPS Board have little slack. Pull carefully on the board to avoid damage to the connectors or wires.

NOTE: Release the harness from the guide to allow enough slack to unplug the connector.

8. Refer to Figure 1 to locate and unplug P/J1821 and the Faston connector from the Transfer HVPS Board and remove the board.

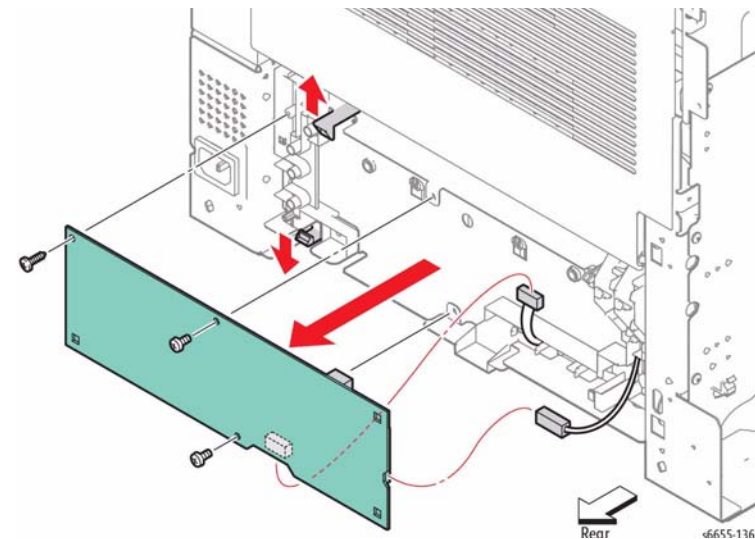


Figure 1 Unplug the Connectors to the Transfer HVPS Board and Remove the Board

REP 18.1.19 Drawer 1 Feeder

Parts List on PL 18.1 Item 19

Removal

WARNING

Switch off the electricity to the machine. 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 Left Cover Assembly, REP 19.2.99.
2. Remove the Development HVPS Board, REP 18.1.12.
3. Refer to Figure 1 to locate and release the two latches on the Drawer 1 Feeder attaching the feeder to the printer frame, and remove the feeder.
4. Disconnect the harness from the feeder connector DP/DJ271.

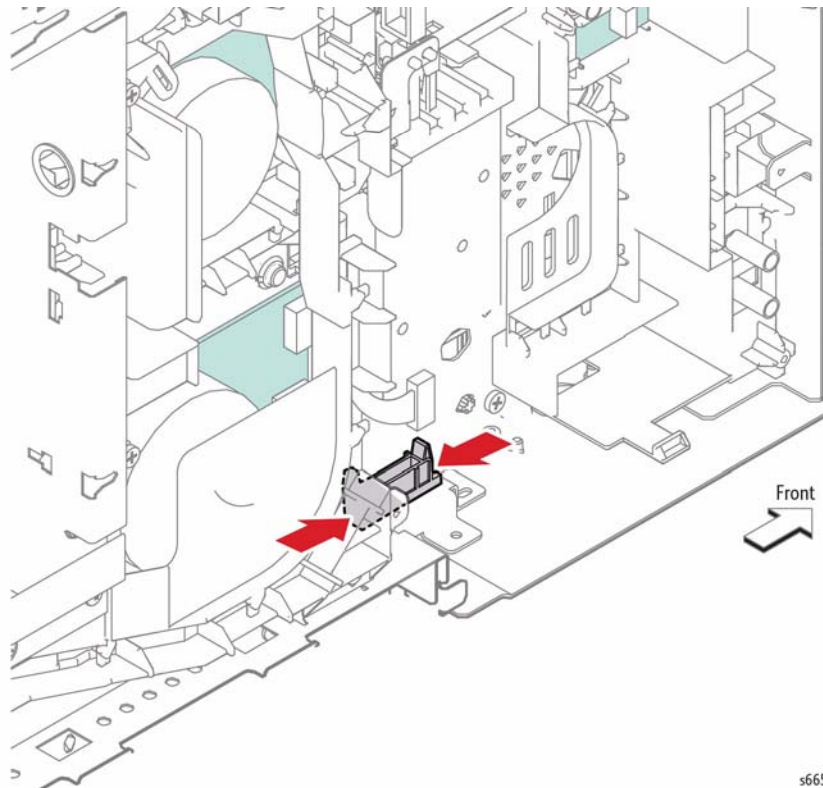


Figure 1 Remove the Drawer 1 Feeder

REP 18.1.22 Front Door Interlock Photo Sensor

Parts List on PL 18.1 Item 22

Removal

WARNING

Switch off the electricity to the machine. 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: When doing the following step, it is not necessary to remove the board completely for access to the MCU Plate. It is necessary only to unplug the connector from the MCU Board to the HVPS Board, and P/J14. Swing the board out of the way to the left.

1. Remove MCU Board, REP 18.1.11.
2. Refer to Figure 1 to locate and unplug connector P/J145 of the Front Door Interlock Photo Sensor.

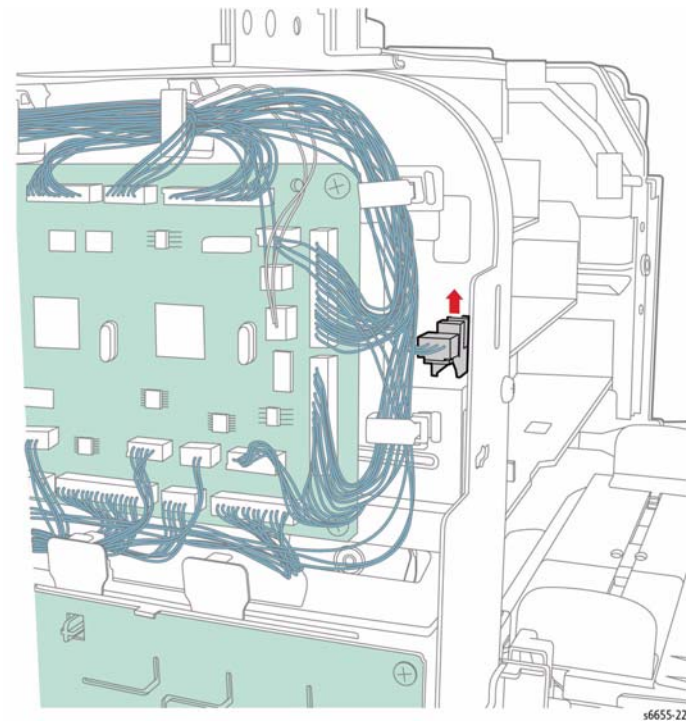
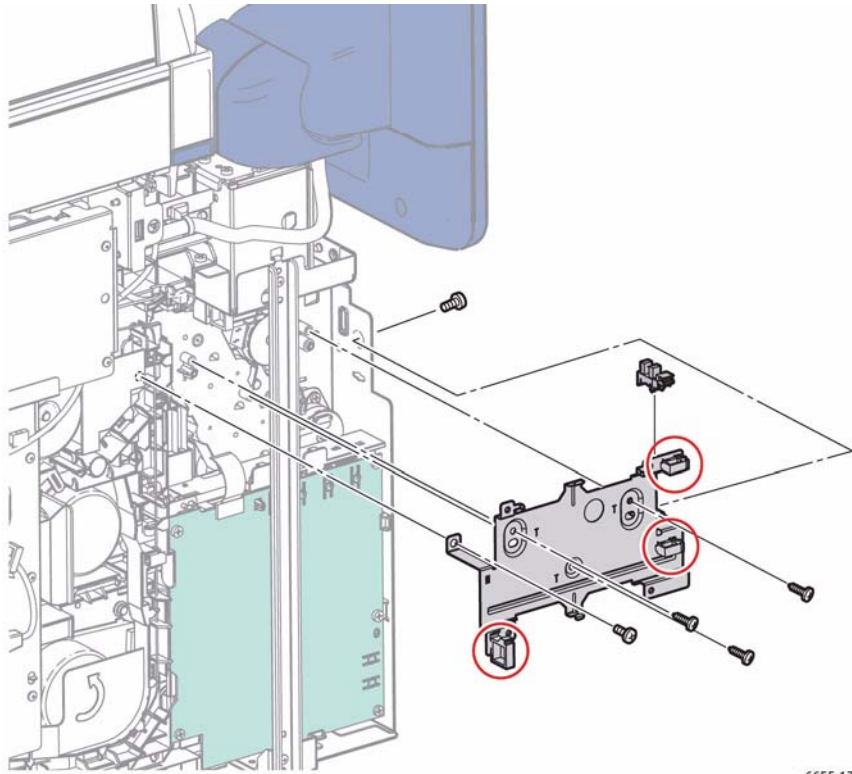


Figure 1 Remove the Front Door Interlock Photo Sensor

3. Refer to Figure 2 to locate and remove three screws (silver, tapping, 8 mm) and two screws (silver, 6 mm) that attach the MCU Plate to the printer and swing the front of the plate out to expose the photo sensor.
4. Release the latches securing the sensor to the MCU Plate, and remove the sensor.



s6655-177

Figure 2 Detach the MCU Plate from the Printer and Remove the Sensor

REP 18.1.23 Transfer HVPS Harness

Parts List on PL 18.1 Item 23

Removal

WARNING

Switch off the electricity to the machine. 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.

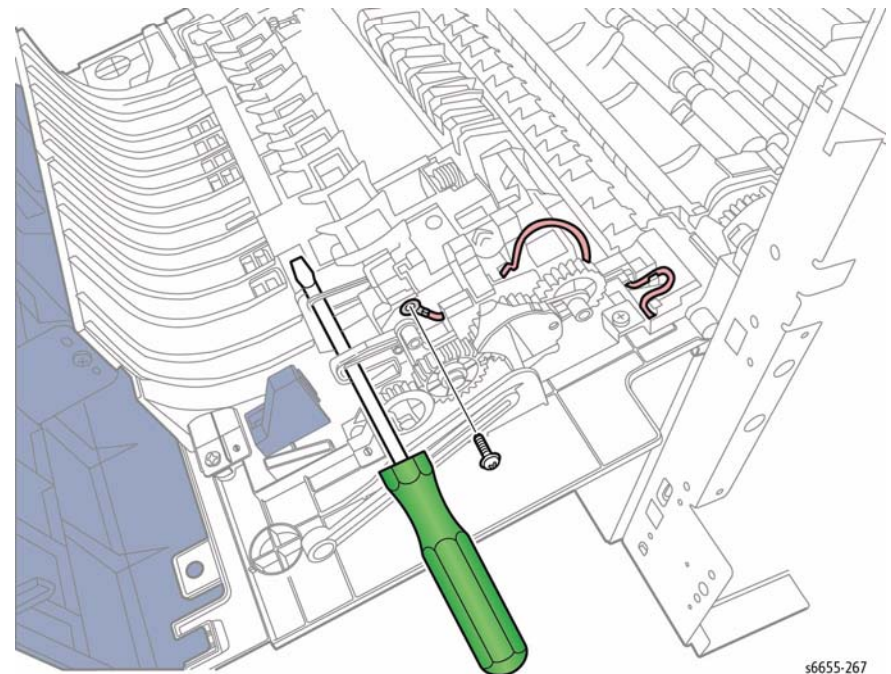
WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Open the Rear Cover.
2. Remove the Transfer Roller, REP 14.1.99.

NOTE: In the following step, to gain access to the screw attaching the wire to the Duplexer, squeeze the Duplexer together and lock in place with a small screwdriver as shown in Figure 1.

3. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the power supply (pink wire) to the Duplex Assembly, and release the wire from the harness guide.
4. Remove the S3 Rear Frame, REP 4.1.6.
5. Disconnect the Transfer HVPS Harness from the Transfer HVPS Board and remove the harness.



s6655-267

Figure 1 Remove the Transfer HVPS Harness

REP 18.1.99 Varistor

Parts List on PL 18.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Front Door Assembly, REP 19.1.20.
2. Remove the Left Cover Assembly, REP 19.2.99.
3. Remove the Development HVPS Board, REP 18.1.12.
4. Remove the IP Box, REP 18.2.6.
5. Remove the Main Drive Assembly, REP 3.1.1.
6. Refer to Figure 1 to locate and remove the screw (silver, 6 mm) that attaches the Varistor to the printer and remove the device.

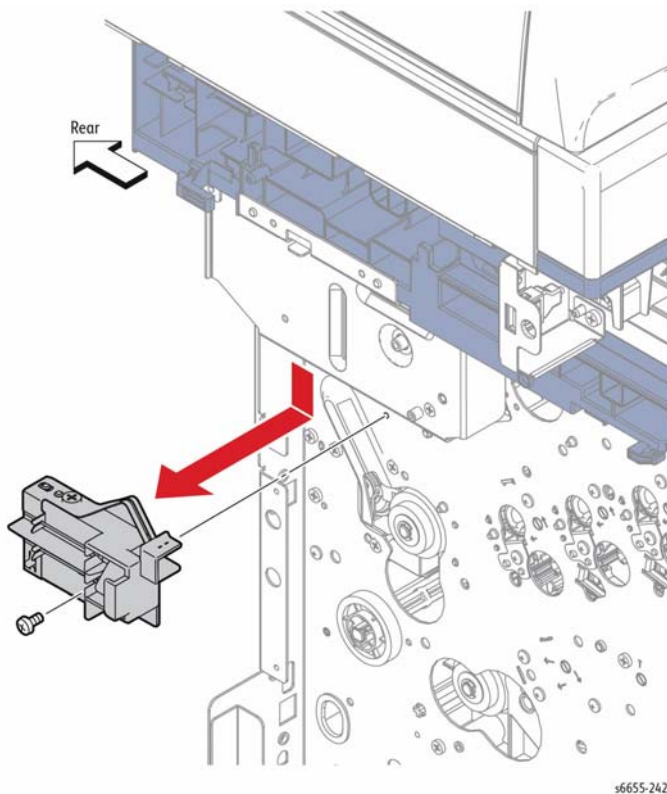


Figure 1 Remove the Varistor

REP 18.2.2 IIT MCU Board Assembly

Parts List on PL 18.2 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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 Left Cover Assembly, REP 19.2.99.
2. Refer to Figure 1 to locate and remove the five screws (silver, 6 mm) attaching the IIT MCU Plate, and remove the plate in the direction of the arrow.
3. Disconnect all of the connectors from the IIT MCU Board.
4. Remove the six screws (silver, 6 mm) attaching the IIT MCU Board, and remove the board.

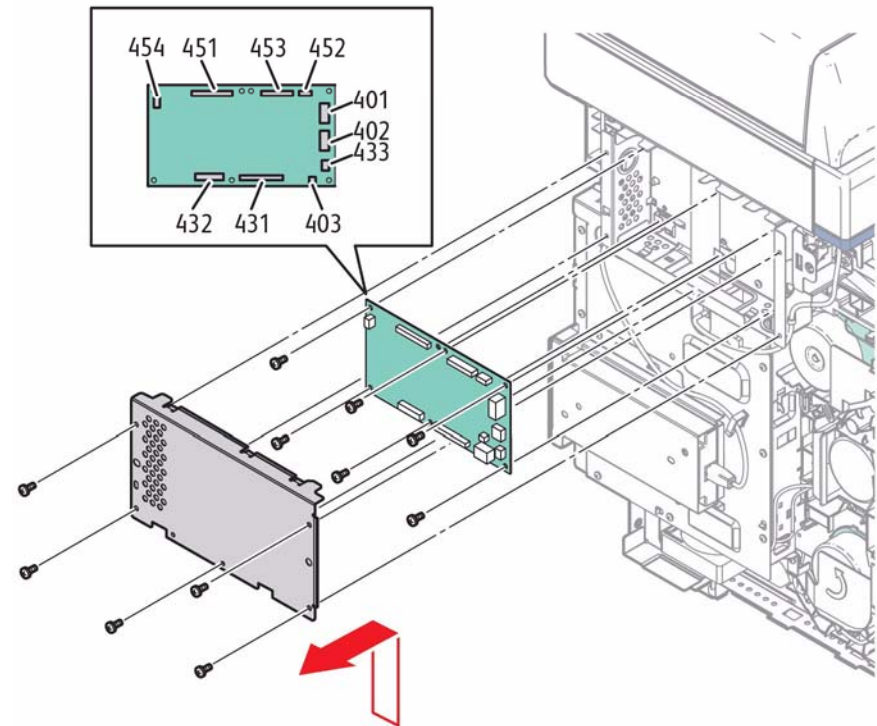


Figure 1 Remove the IIT MCU Board

s6655-178

Replacement

NOTE: When installing the IIT MCU Board, re-connect the Ground Wire using the screw in the upper-right corner (Figure 2), and move the EEPROM over to the new pwb.

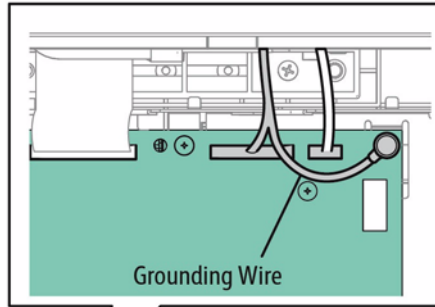


Figure 2 Re-connect the Ground Wire when Installing the IIT MCU Board

NOTE: When installing IIT MCU Plate, place the bottom edge of the plate inside the top edge of the IP Plate, then attach with the screw (silver, 6 mm) (Figure 3).

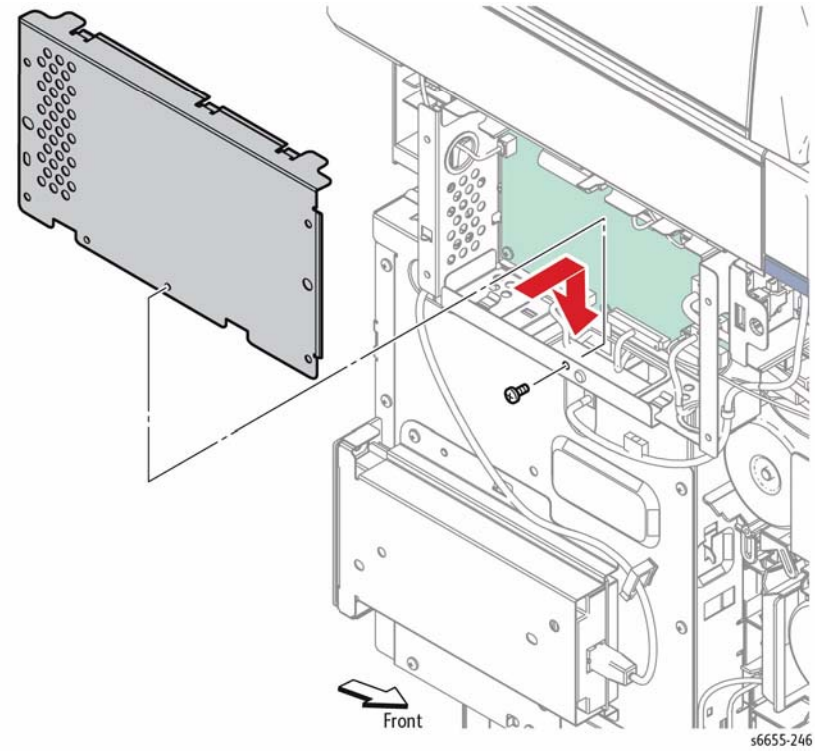


Figure 3 Replace the IIT MCU Plate

REP 18.2.4 Hard Disk Package Kit

Parts List on PL 18.2 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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 Front Door Assembly, REP 19.1.20.
2. Remove the Left Cover Assembly, REP 19.2.99.
3. Remove the IP Plate, REP 18.2.7.
4. Unplug the Hard Disk Drive connectors P/J302 and P/J310 from the IP Board.
5. Refer to Figure 1 to locate and remove three screws (silver, 6 mm) attaching the Hard Disk Bracket (with the Hard Disk Drive) to the IP Board.
6. Release the latch on the Hard Disk Drive to separate the drive from the bracket (Figure 2).

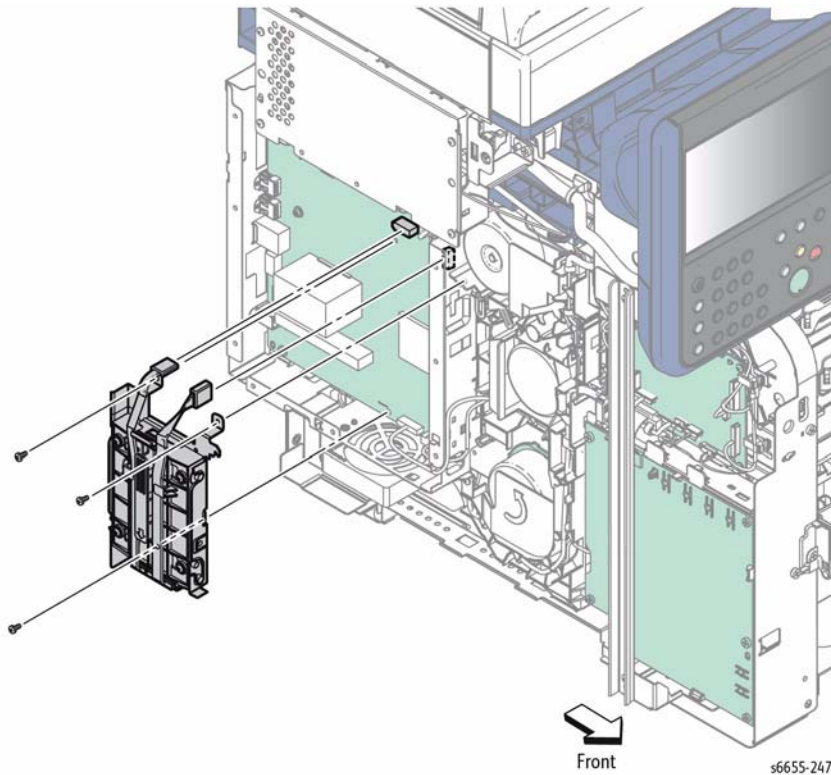


Figure 1 Remove the Hard Disk Package Kit

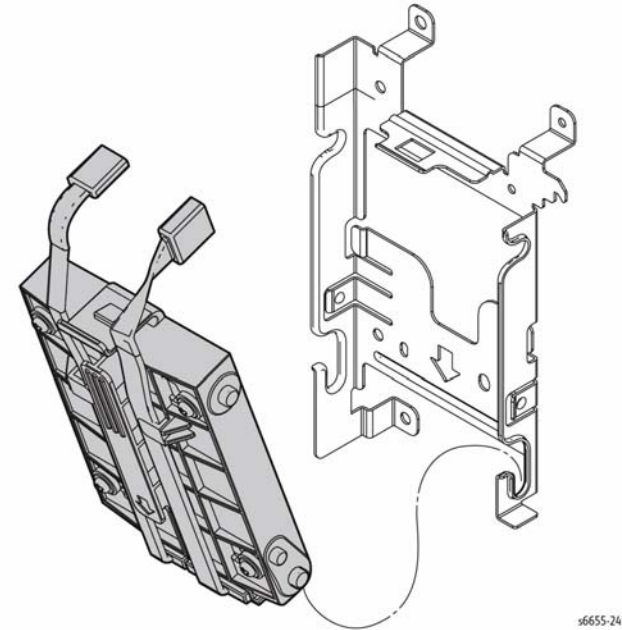


Figure 2 Separate the Hard Disk Drive from the Bracket

REP 18.2.6 IP (ESS) Board

Parts List on PL 18.2 Item 6

Removal

WARNING

Switch off the electricity to the machine. 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: Observe the following when removing or replacing the IP Board:

- Never remove the battery from the IP Board.
 - Before removing the IP Board, disconnect all cables connected at the rear of the IP Box.
 - When replacing the IP Board, be sure to retain the EEPROM, MEMORY CARD, Hard Disk Drive, and, if installed, Optional Wireless Kit so they can be transferred to the new IP Board.
 - When replacing the IP Board, the Address Book data is lost. If possible, use the Address Book Editor to save any data before removing the board.
1. Remove the Front Door Assembly, REP 19.1.20.
 2. Remove the Left Cover Assembly, REP 19.2.99.
 3. Remove the IP Plate, REP 18.2.7.
 4. Remove the Hard Disk Package, but do not separate the Hard Disk Drive from its bracket, REP 18.2.4.
 5. Refer to Figure 1 to locate and unplug all connectors from the IP Board.
 6. Refer to Figure 1 to locate and remove six screws (silver, 6 mm) from the IP Board, and three screws (silver, 4 mm) from the rear ports that attach the IP Board to the IP Box, then remove the board.

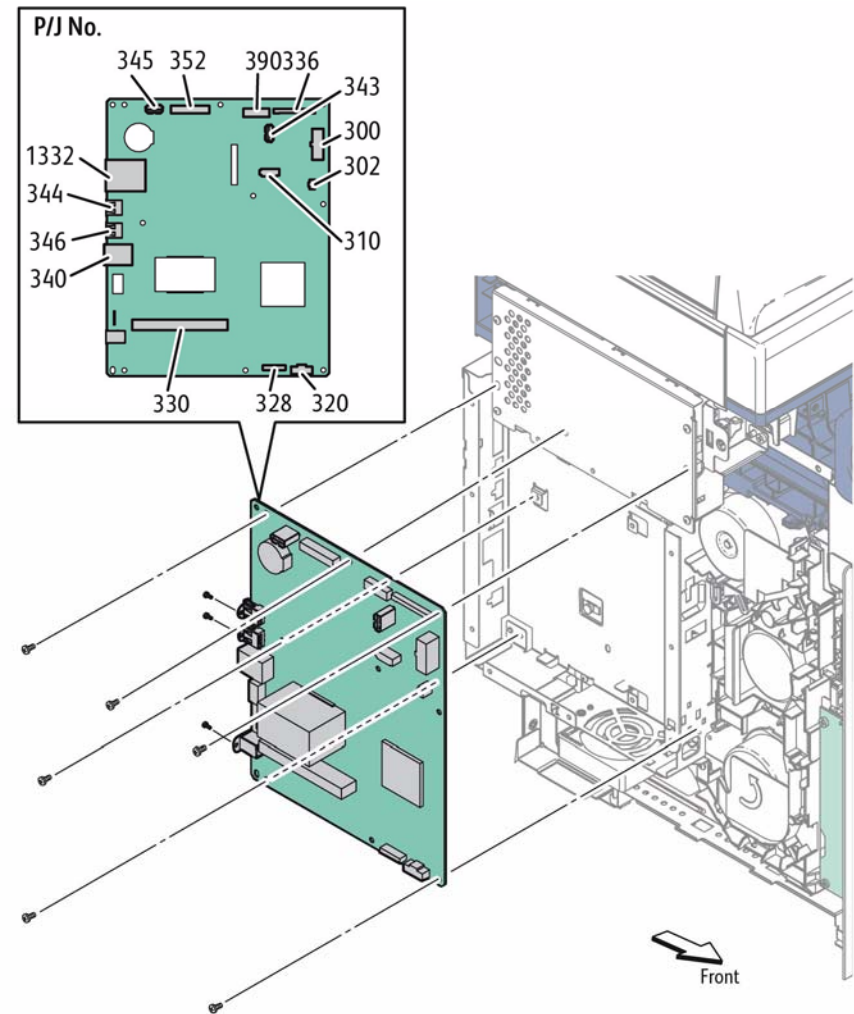


Figure 1 Unplug the IP Connectors and Remove the IP Board

Replacement

- When replacing the IP Board with a new board, refer to Figure 2 to transfer the following items before installing the new IP Board:
 - The EEPROM (U7901)
 - The Memory Card
 - The plug-in SD Card at back edge of board

- When installing the IP Board, make sure that the harness is connected properly to the power connector P/J300. When the power is on without connecting the harness to the power connector P/J300, the machine does not work properly. In this case, turn off the power, wait five minutes, then turn on the power to restore proper operation.
- Replace the Hard Disk Drive Package before replacing the IP Plate.
- Replace the Wireless Kit (if this option is installed).

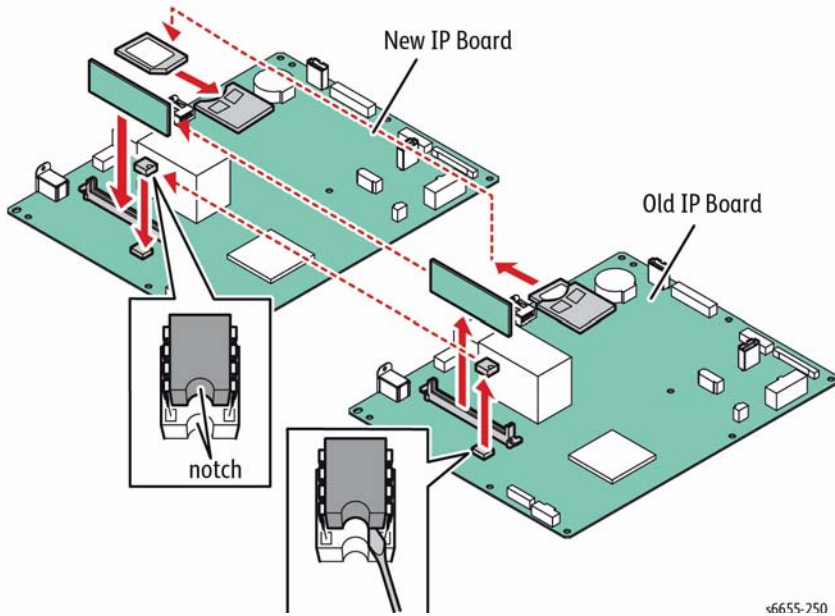


Figure 2 Transfer Components to the Replacement IP Board

REP 18.2.7 IP (ESS) Plate Assembly

Parts List on PL 18.2 Item 7

Removal

WARNING

Switch off the electricity to the machine. 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 Front Door Assembly, REP 19.1.20.
2. Remove the Left Cover Assembly, REP 19.2.99.
3. Disconnect the USB Cables from P/J343 and P/J345 on the IP Board.
4. Refer to Figure 1 to locate and remove the nine screws (silver, 6 mm) that attach the IP Plate.

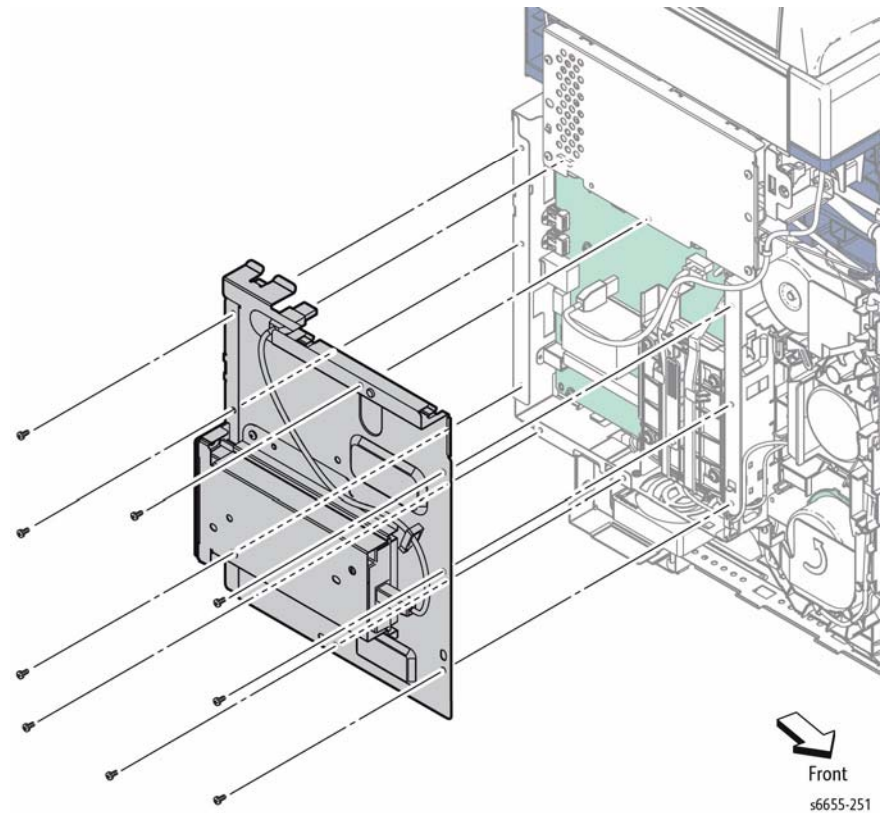


Figure 1 Remove the IP Plate

REP 18.2.8 IP (ESS) Box

Parts List on PL 18.2 Item 8

Removal

WARNING

Switch off the electricity to the machine. 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 Front Door Assembly, REP 19.1.20.
2. Remove the Left Cover Assembly, REP 19.2.99.
3. Remove the IP Plate Assembly, REP 18.2.7.
4. Remove the Hard Disk Package, REP 18.2.4.
5. Referring to Figure 1, unplug all connectors from the IP Board.

NOTE: When removing the IP Box, the IP Board remains attached to the box.

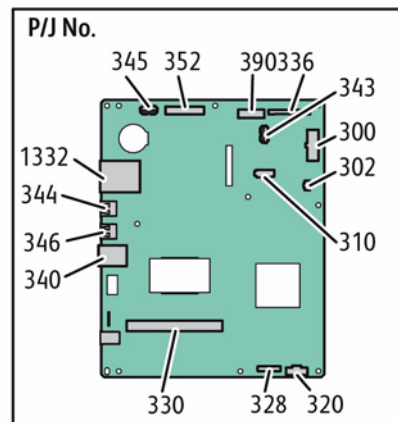


Figure 1 Unplug the IP Board Connectors

6. Guide the disconnected harnesses out of the IP Box that feed through the sides.
7. Unplug the connector for the IP Fan.
8. Remove the IIT MCU Plate, four screws (silver, 6 mm)
9. Refer to Figure 2 to locate and remove the nine screws (silver, 6 mm) that attach the IP Box to the chassis and remove the box. Don't let the box fall.

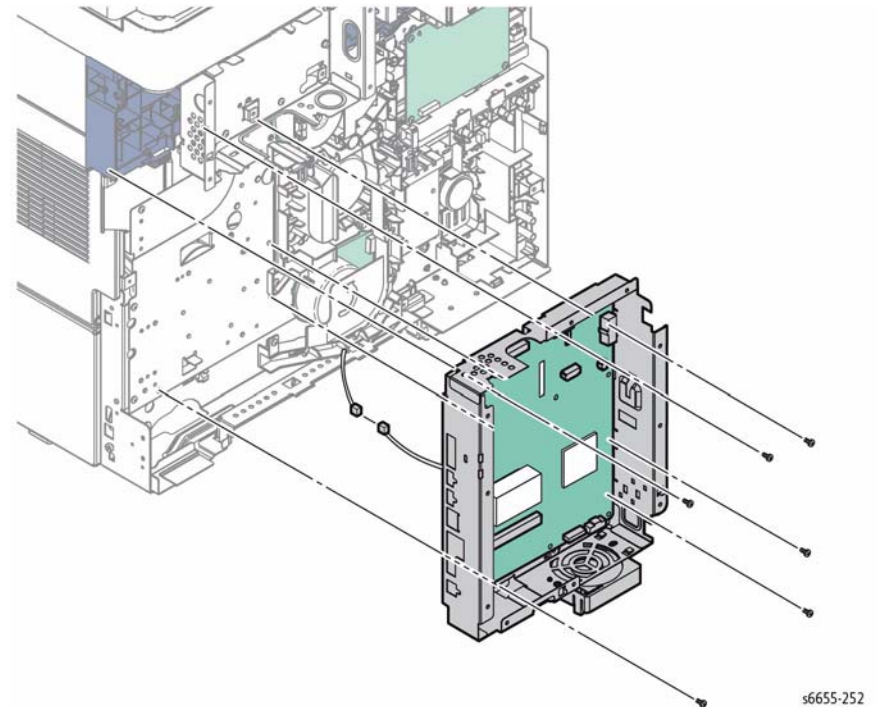


Figure 2 Remove the IP Box

Replacement

When replacing the IP Box, be sure the box's mounting tab located at the bottom-right corner is placed behind the bottom-left end of the Left Harness Guide.

REP 18.2.9 DDR3 DIMM Module Assembly

Parts List on PL 18.2 Item 9

Removal

WARNING

Switch off the electricity to the machine. 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 Left Cover, REP 19.2.99.
2. Remove the IP Plate, REP 18.2.7.
3. Refer to Figure 1 to locate the DIMM Module and use the ejector tabs to remove the module.

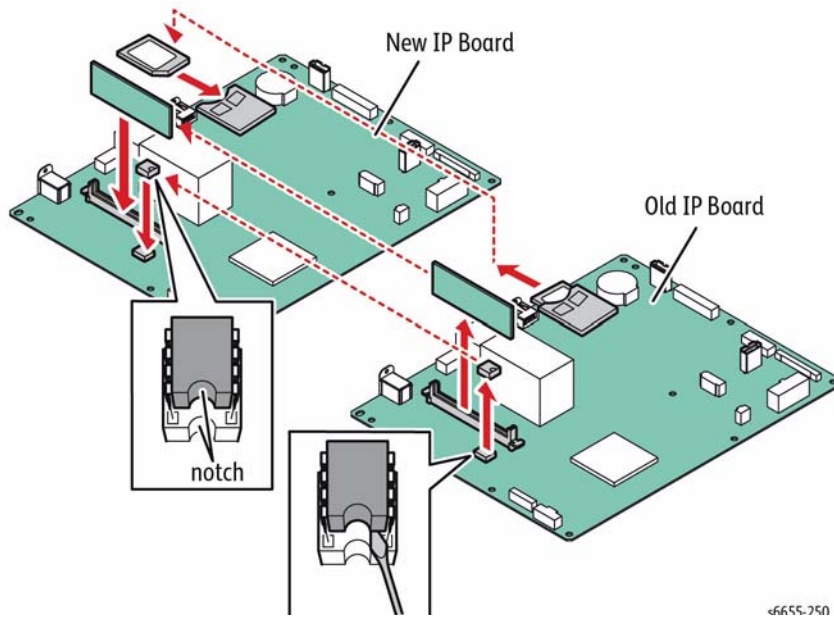


Figure 1 Remove the DDR3 DIMM Module Assembly

REP 18.2.10 SD Card

Parts List on PL 18.2 Item 10

Removal

WARNING

Switch off the electricity to the machine. 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 Left Side IF Cover, REP 19.2.3.
2. Refer to Figure 1 to locate the SD Card.
3. To remove the SD Card, push the edge in to unlock the latch, then slide the card out.

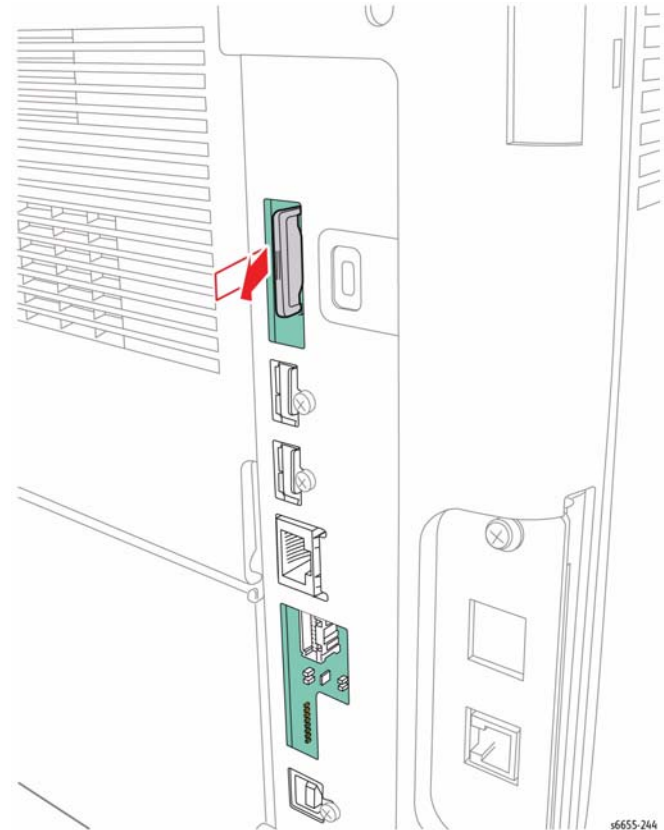


Figure 1 Remove the SD Card

Replacement

To replace the SD Card, slide the card into the slot, pressing the edge until the latch locks.

REP 18.2.11 Fax Board

Parts List on PL 18.2 Item 11

Removal

WARNING

Switch off the electricity to the machine. 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

Do not remove the FAX Board from the protective bag until ready for installation. Always wear a grounded wrist band while handling circuit boards.

1. Remove the Left Side Cover, REP 19.2.99.
2. Refer to Figure 1 to locate and unplug the Fax cable from the end of the Fax Board.
3. Refer to Figure 1 to locate and remove two screws (silver, 6 mm) that secure the FAX Board to the Fax Board Bracket.
4. Slide the Fax Board out of the Fax Board Bracket.

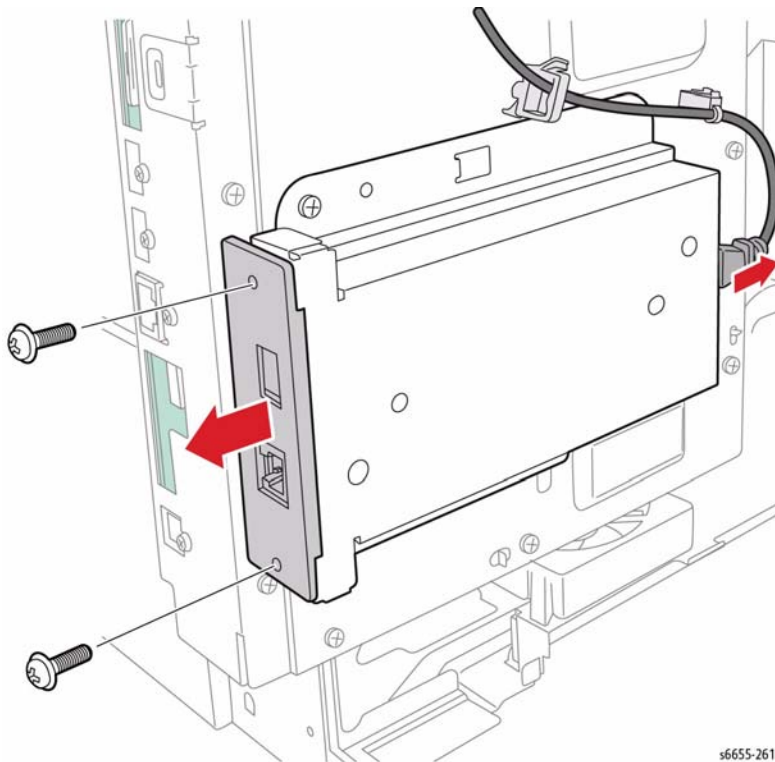


Figure 1 Remove the FAX Board

REP 18.2.13 Fax USB Cable

Parts List on PL 18.2 Item 13

Removal

WARNING

Switch off the electricity to the machine. 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 Left Cover Assembly, REP 19.2.99.
2. Refer to Figure 1 to locate and unplug the upper end of the Fax USB Cable from the IP Board.
3. Release the cable from the clamps.
4. Disconnect the lower end of the Fax USB Cable from the Fax Board.

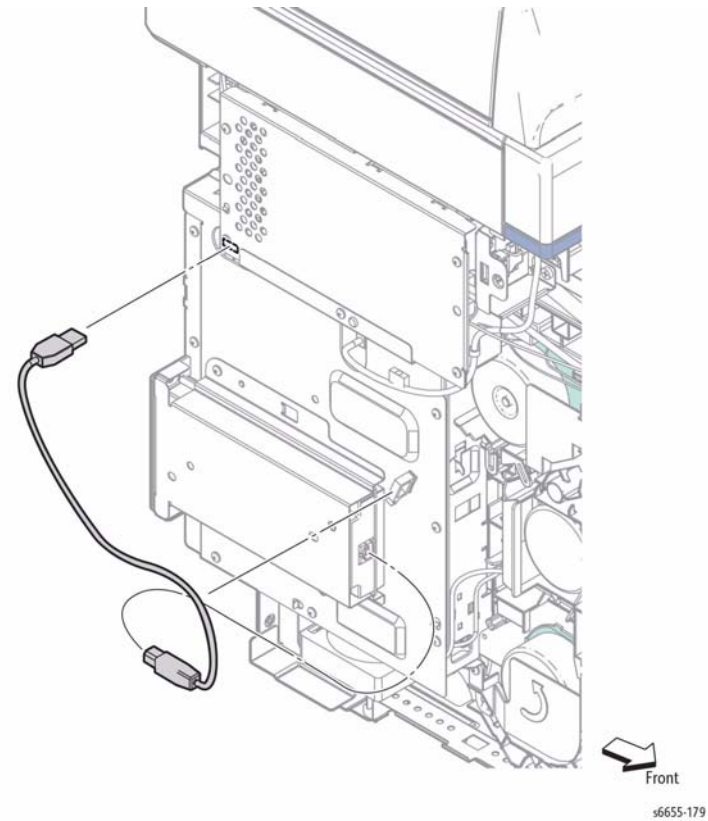


Figure 1 Remove the Fax USB Cable

REP 18.2.15 Front USB Cable Assembly

Parts List on PL 18.2 Item 15

Removal

WARNING

Switch off the electricity to the machine. 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 Left Cover Assembly, REP 19.2.99.
2. Unplug the lower end of the Front USB Cable.
3. Refer to Figure 1 to locate and release the cable clamp from the IIT MCU Box.
4. Remove one screw (silver, tapping, 8 mm) and one screw (silver, 6 mm) attaching the Front USB Bracket to the printer, and remove the bracket together with the Front USB Cable.
5. Remove two screws (silver, 6 mm) attaching the Front USB Cable Assembly to the Front USB Bracket, and remove the cable.

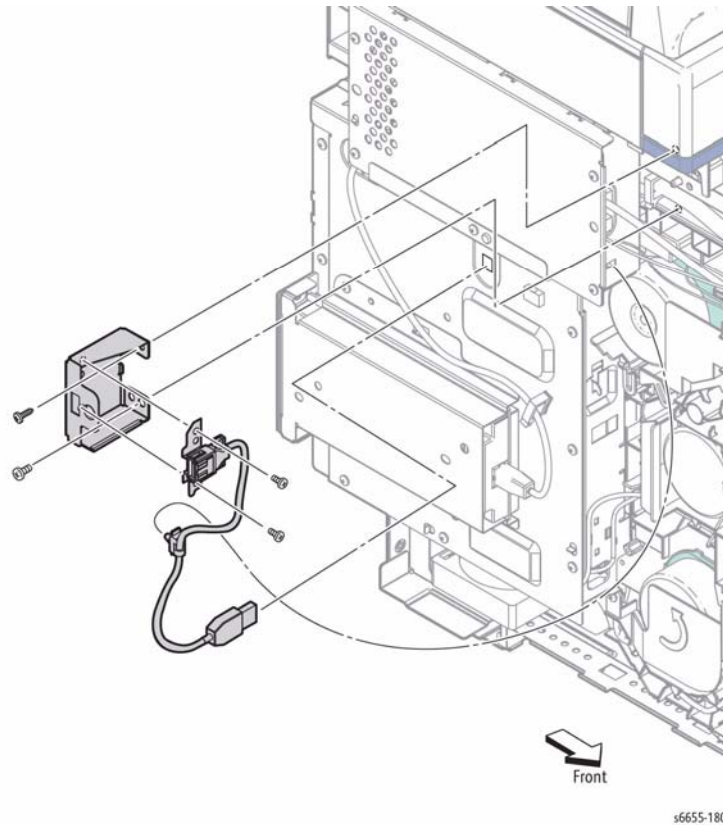


Figure 1 Remove the Front USB Cable Assembly

REP 18.2.16 IP (ESS) Fan

Parts List on PL 18.2 Item 16

Removal

WARNING

Switch off the electricity to the machine. 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 Left Cover Assembly, REP 19.2.99.
2. Refer to Figure 1 to locate and disconnect the connector (P/J4331), then release the harness from the harness guide.
3. Remove one screw (silver, 6 mm) attaching the IP Fan Duct, and remove the duct together with the IP Fan.
4. Release the two hooks attaching the IP Fan to the IP Fan Duct, then release the harness from the harness guide and remove the IP Fan.

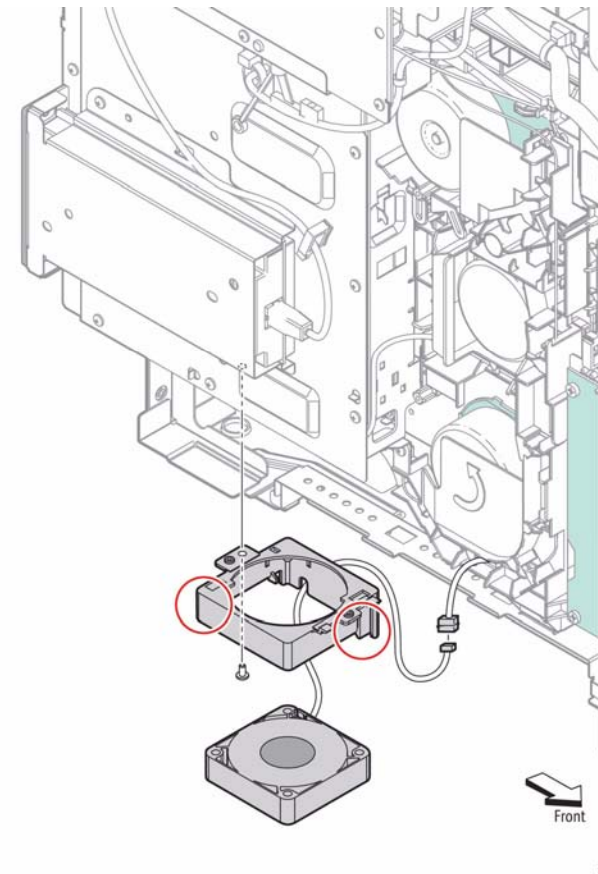
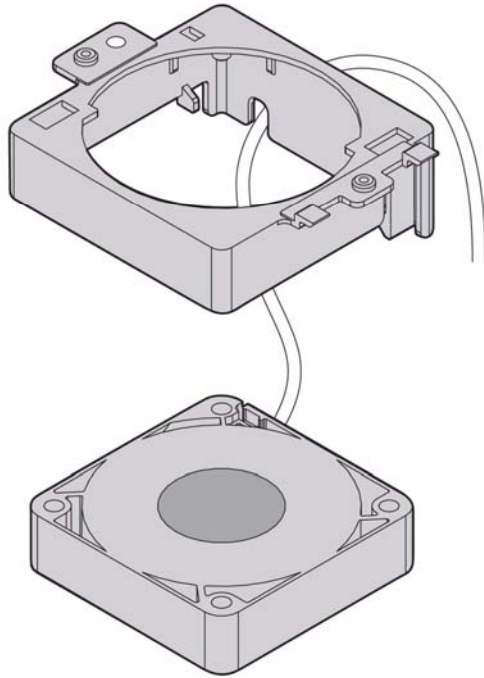


Figure 1 Remove the IP Fan

Replacement

Note the orientation of the IP Fan in Figure 2 and re-install it so the label faces up.



j6655-182

Figure 2 Insert the Fan into the Duct with the Label Facing Up

REP 18.3.2 LVPS

Parts List on PL 18.3 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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 Right Cover Assembly, REP 19.1.97.
2. Referring to Figure 1, disconnect all of the connectors on the LVPS.
3. Refer to Figure 1 to locate and remove the screw (silver, 6 mm) attaching the Upper LVPS Duct and remove the duct.
4. Refer to Figure 1 to locate and release the two hooks attaching the Bottom LV Cap to the printer, and pull out the cap.
5. Remove the five screws (silver, 6 mm) that attach the LVPS to the printer and remove the LVPS.

REP 18.3.9 Stapler Assembly

Parts List on PL 18.3 Item 9

Removal

WARNING

Switch off the electricity to the machine. 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 Right Cover Assembly, REP 19.1.97.
2. Remove the Stapler Sub LVPS, REP 18.3.12.
3. Release the Stapler Harness from the harness guide.
4. Refer to Figure 1 to locate and remove one screw (silver, 6 mm) attaching the Stapler Earth Plate to the printer and remove the plate.
5. Refer to Figure 1 to locate and remove three screws (silver, tapping, 8 mm) attaching the Stapler Assembly to the printer, and remove the Stapler Assembly together with the Stapler Interlock Harness Assembly.
6. To remove the Stapler Interlock Harness Assembly, unplug the harness connector from the Stapler board.
7. Remove one screw (silver, 8 mm) attaching the Stapler Interlock Harness Assembly, to the Stapler and remove the harness.

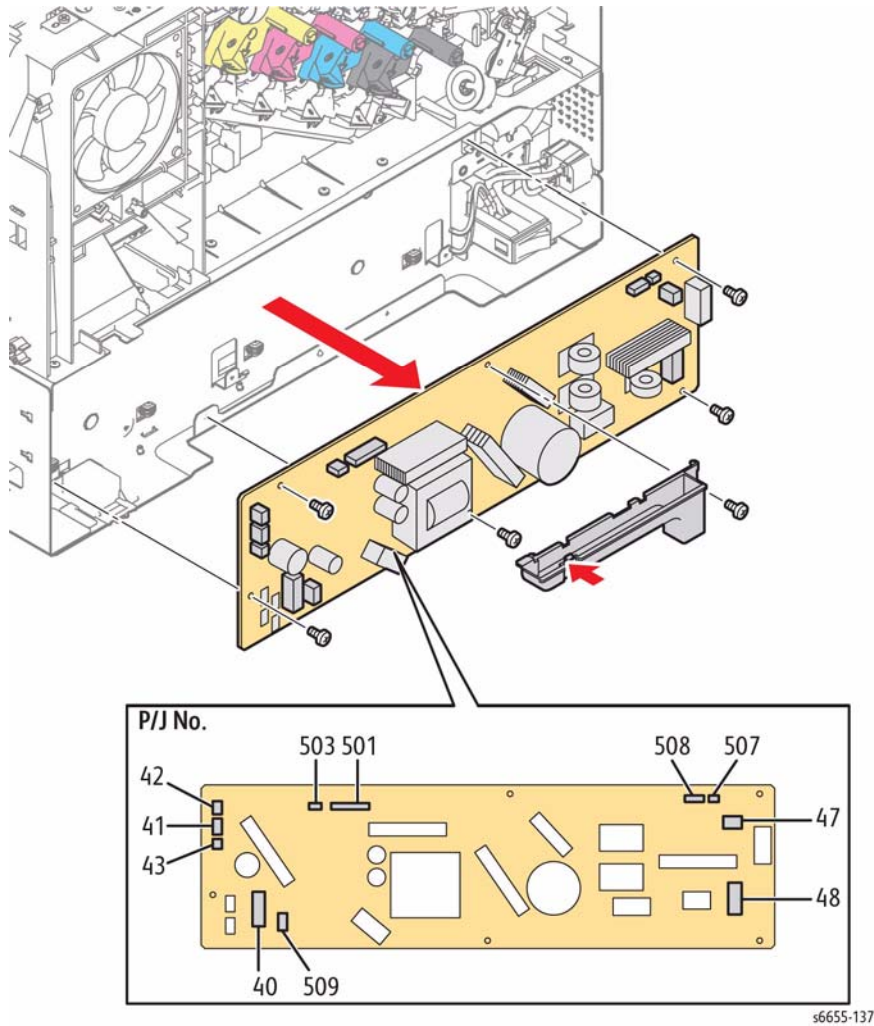


Figure 1 Remove the LVPS

s6655-137

REP 18.3.12 Stapler Sub LVPS

Parts List on PL 18.3 Item 12

Removal

WARNING

Switch off the electricity to the machine. 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 Right Cover Assembly, REP 19.1.97.
2. Disconnect the three connectors from the Stapler Sub LVPS.
3. Refer to Figure 1 to locate and remove the four screws (silver, 6 mm) that attach the Stapler Sub LVPS to the printer, and remove the Stapler Sub LVPS.

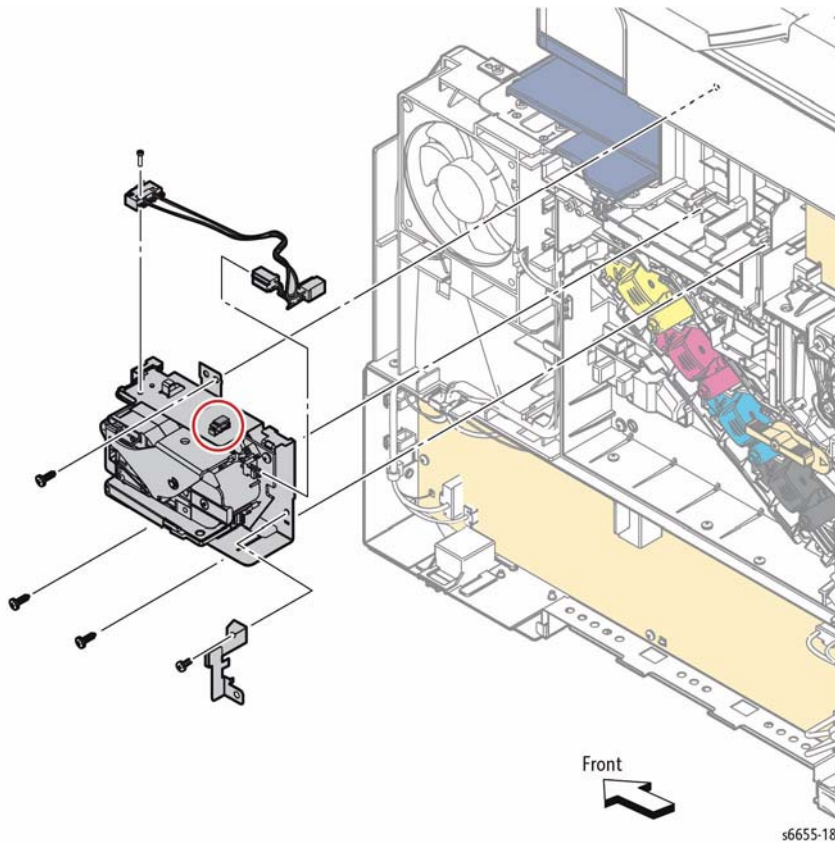


Figure 1 Remove the Stapler Assembly

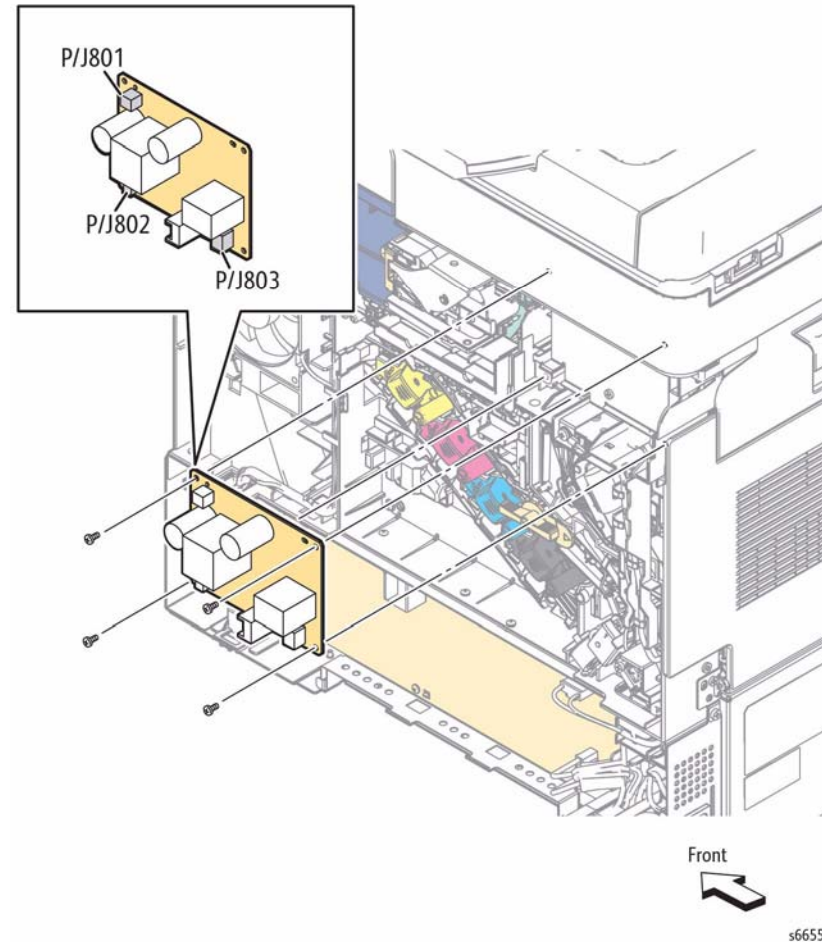


Figure 1 Remove the Stapler Sub LVPS

REP 18.3.99 AC Inlet Harness Assembly

Parts List on PL 18.3 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Right Cover Assembly, REP 19.1.97.
2. Referring to Figure 1, unplug connector P/J48 from the LVPS.
3. Remove the screw (silver, 6 mm) attaching the harness guide located above the Inlet Assembly and loosen the guide from its location. It's not necessary to remove it.
4. Unplug connector P/J800 from the Stapler Sub LVPS, and release from the harness guides.
5. Remove the screw attaching the grounding wire to the printer frame.
6. Remove the two screws (silver, 6 mm) attaching the Inlet Harness Guide to the printer and remove the guide.
7. Release the two hooks holding the AC Inlet and remove the AC Inlet.

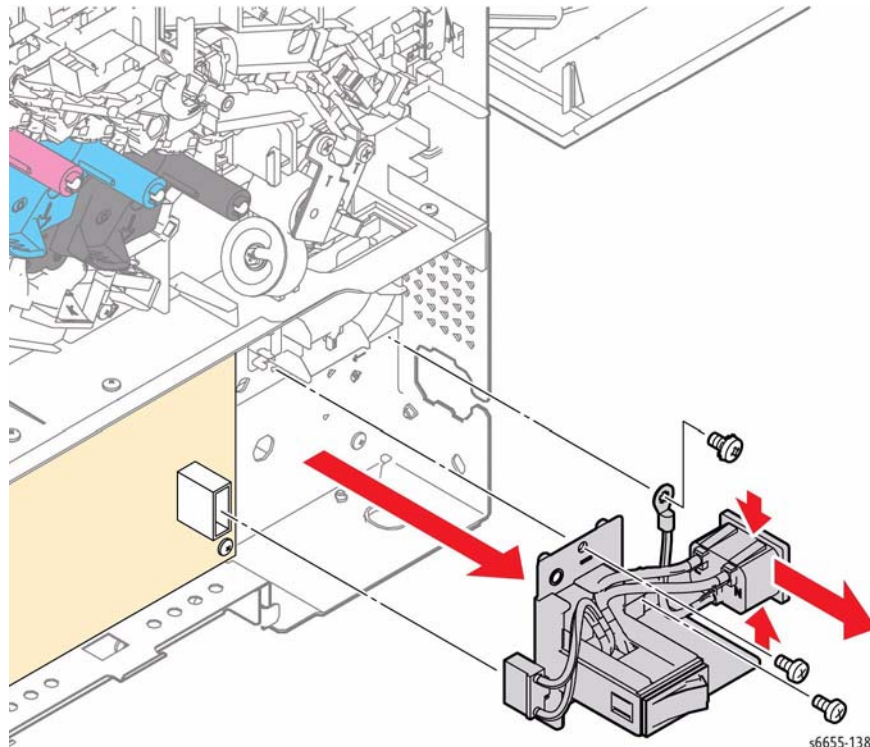


Figure 1 Remove the AC Inlet Harness Assembly

REP 18.4.2 Drive Harness Assembly

Parts List on PL 18.4 Item 2

Removal

WARNING

Switch off the electricity to the machine. 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.

Refer to Figure 1 to locate the Drive Harness Assembly.

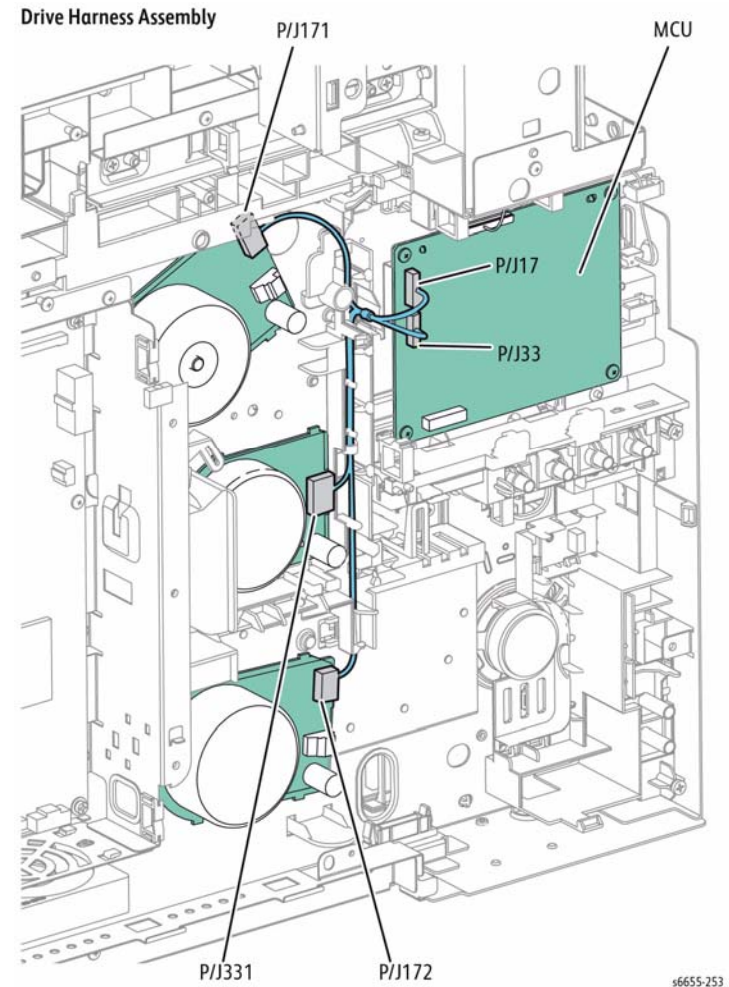


Figure 1 Location of Drive Harness Assembly

REP 18.4.3 Main Harness Assembly

Parts List on PL 18.4 Item 3

Removal

WARNING

Switch off the electricity to the machine. 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.

Refer to Figure 1 to locate the Main Harness Assembly.

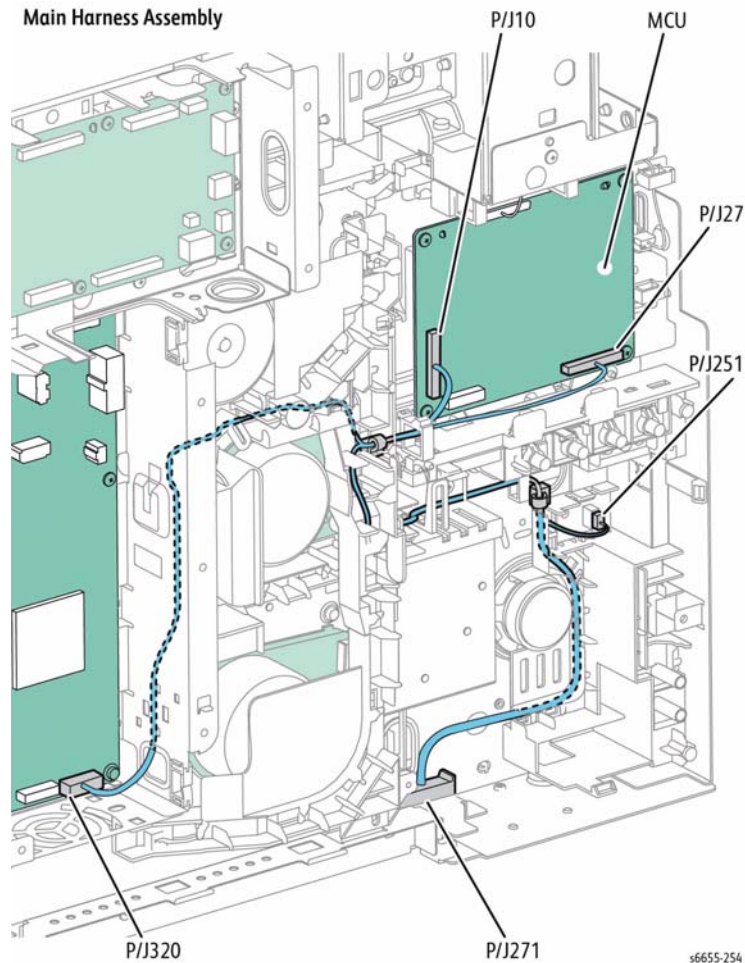


Figure 1 Location of Main Harness Assembly

REP 18.4.5 Top Harness Assembly

Parts List on PL 18.4 Item 5

Removal

WARNING

Switch off the electricity to the machine. 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.

Refer to Figure 1 to locate the Top Harness Assembly running along the left and front sides of the printer.

Refer to Figure 2 to locate the Top Harness Assembly running along the right side of printer.

Top Harness Assembly (1/2)

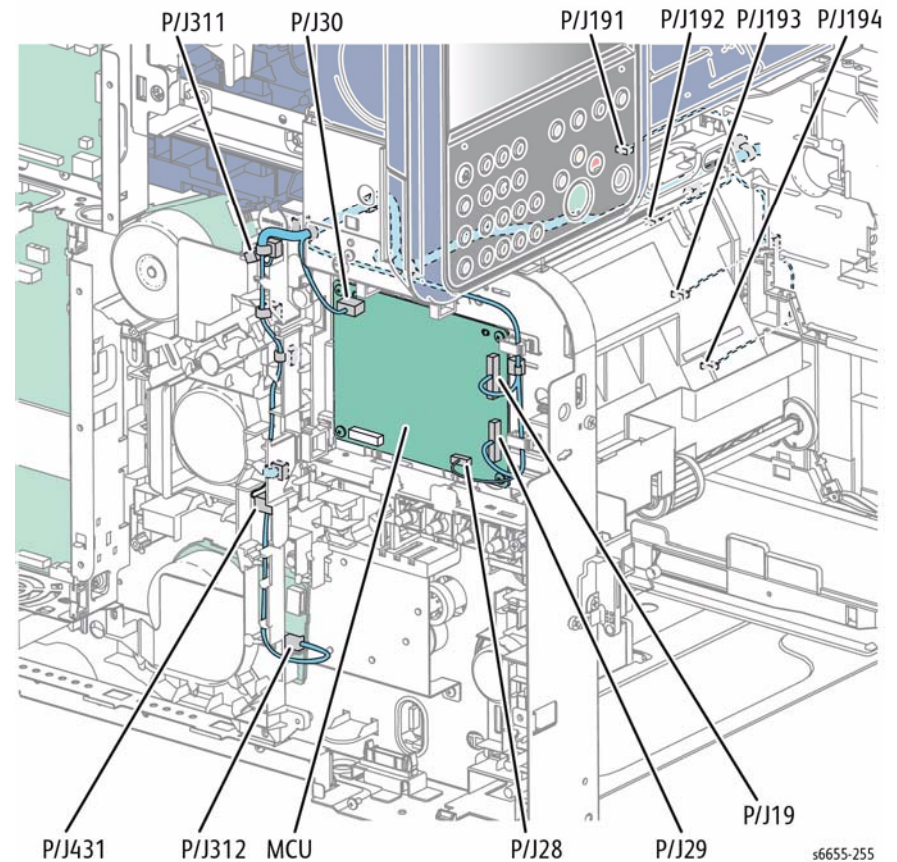


Figure 1 Location of Top Harness Assembly - Left Side and Front

Top Harness Assembly (2/2)

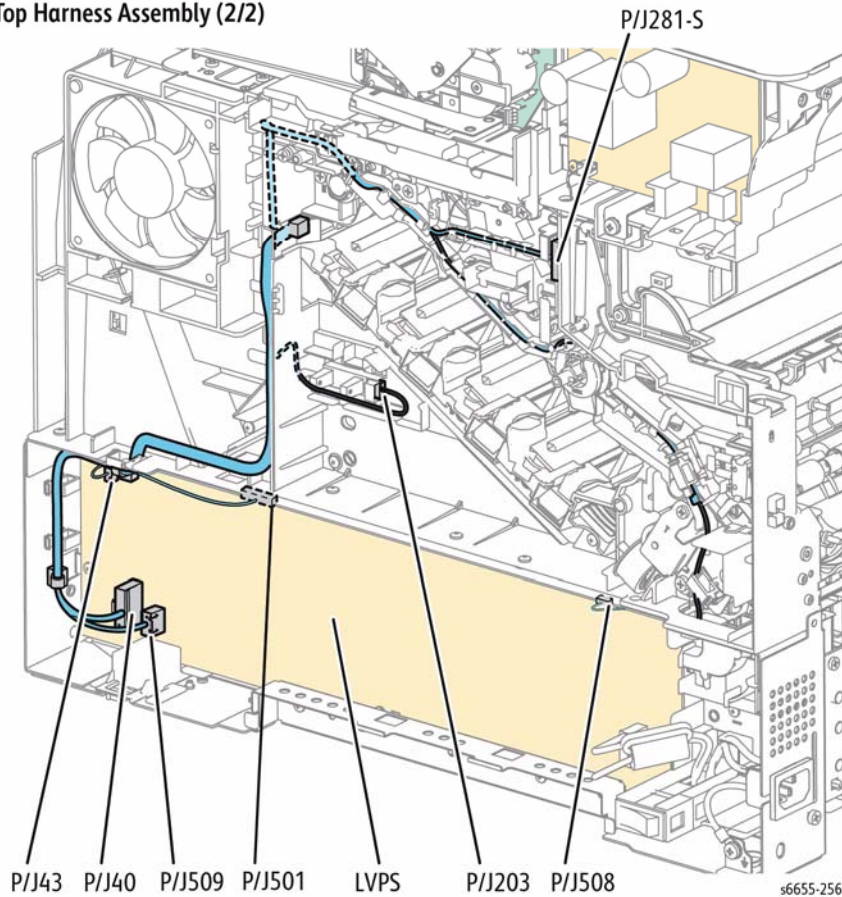


Figure 2 Location of Top Harness Assembly - Right Side

REP 19.1.1 Top Cover Assembly

Parts List on PL 19.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser, REP 7.1.1.
2. Remove the Transfer Belt Assembly, REP 6.1.97.
3. Remove the Scanner (IIT) Assembly, REP 51.1.14.
4. Remove the Top Exit Cover, REP 19.2.4.
5. Remove the Stapler Assembly, REP 18.3.9.
6. Open the Top Cover Assembly and refer to Figure 1 to locate and disconnect the Top Cover's Transfer 2 Link from the Transfer Coupling Link.

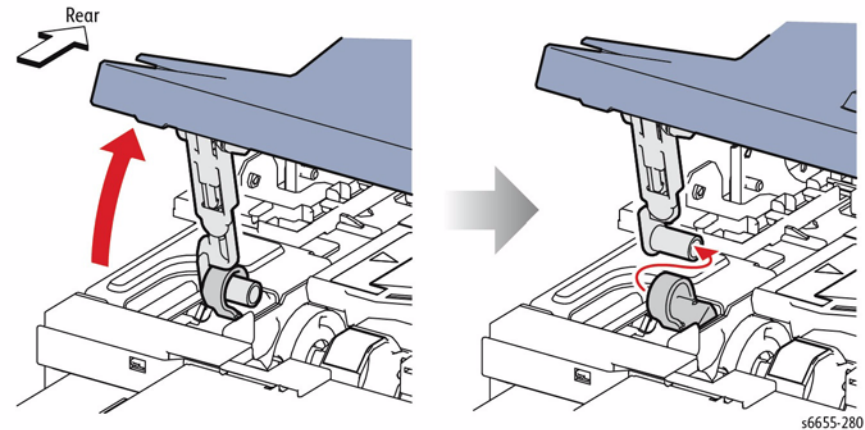


Figure 1 Disconnect the Transfer 2 Link from the Transfer Coupling Link

7. Refer to Figure 2 to locate and release the harness clamp from the bottom of the Right Side Inner Cover, and to remove the three screws (silver, tapping, 8 mm) attaching the Right Side Inner Cover to the printer; then remove the cover.

NOTE: The top of the harness guide for the Stapler Sub LVPS harness latches into the Right Side Inner Cover. The harness guide will be detached when the Right Side Inner Cover is removed.

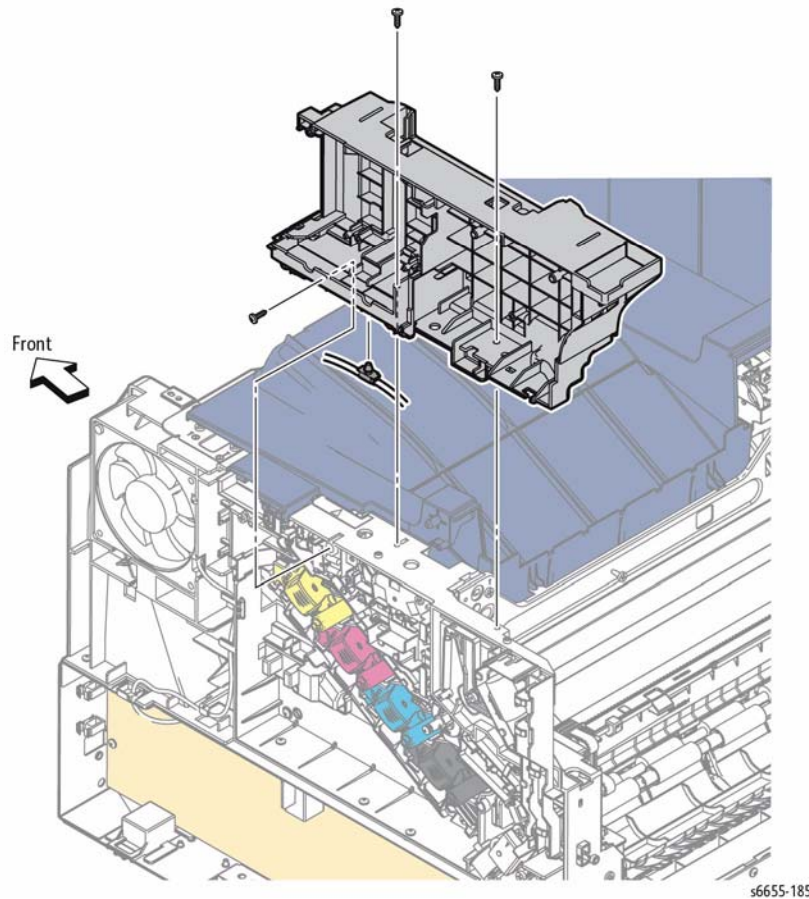


Figure 2 Remove the Right Side Inner Cover

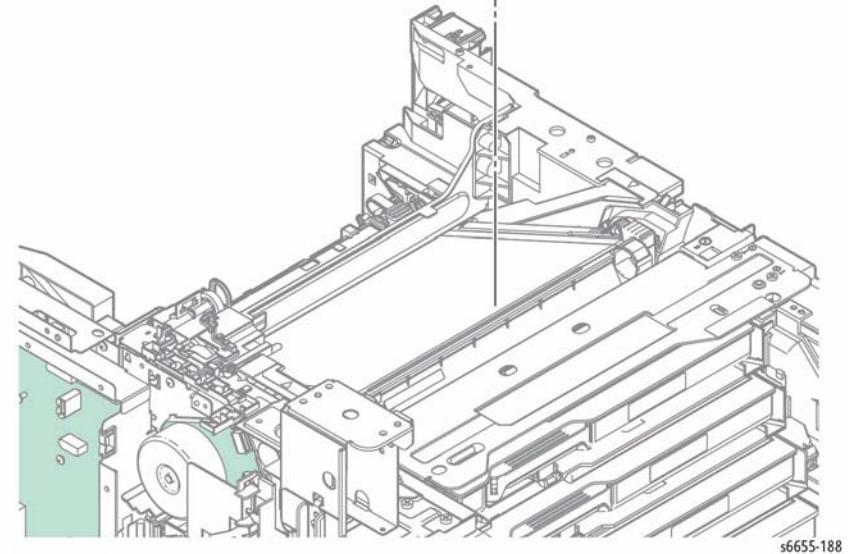
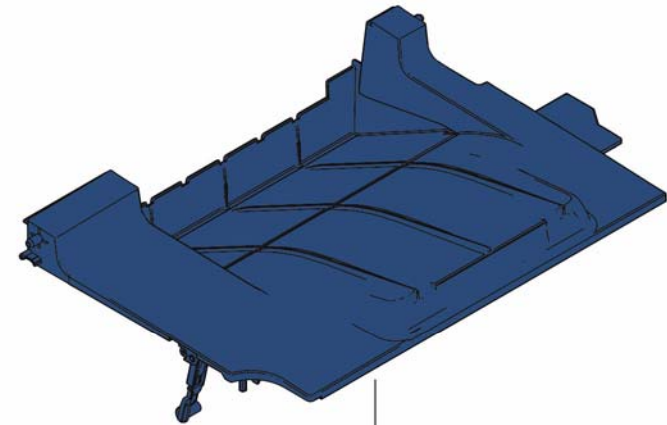


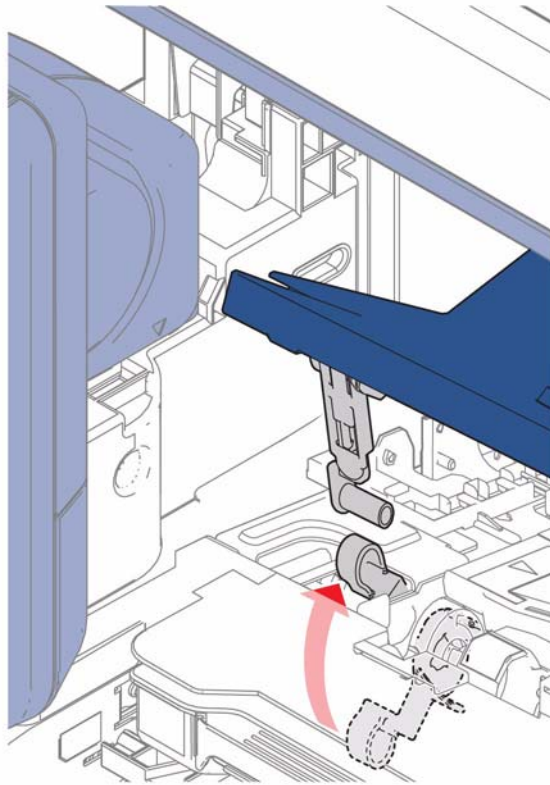
Figure 3 Remove the Top Cover Assembly

8. Refer to Figure 3 to slide the Top Cover Assembly left hinge pin out of the Left Side Inner Cover and remove the Top Cover.

Replacement

When replacing the Top Cover, if the installation hole on the Transfer Link Coupling for the Transfer 2 Link is retracted, raise it by accessing the Transfer Link Coupling from inside the frame as shown in Figure 4.

Latch the top of the harness guide for the Stapler Sub LVPS harness into the Right Side Inner Cover after replacing the cover (Figure 2).



s6655-231

Figure 4 Reconnect the Transfer 2 Link to the Transfer Link Coupling

REP 19.1.20 Front Door Assembly

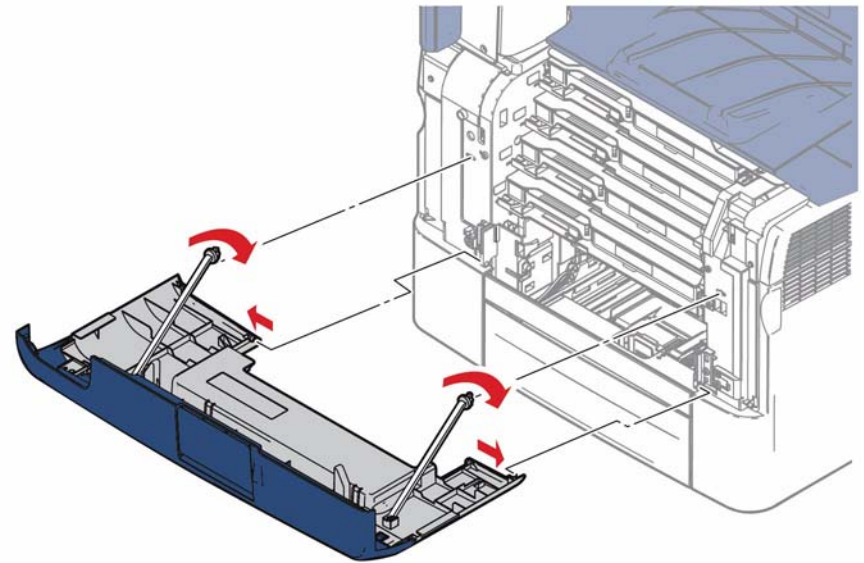
Parts List on PL 19.1 Item 20

Removal

WARNING

Switch off the electricity to the machine. 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 Bypass Tray Assembly, REP 13.3.1.
2. Open the Front Door Assembly.
3. Referring to Figure 1, rotate the ends of the left and right Front Straps 90 degrees to release them from the slots on printer.
4. Push the hinge on either the left or right side enough to release the hinge from the boss. Then slide the door in the other direction to free the other hinge boss and remove the door.



s6655-189

Figure 1 Remove the Front Door Assembly

REP 19.1.28 Staple Box

Parts List on PL 19.1 Item 28

Removal

WARNING

Switch off the electricity to the machine. 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 Right Side Cover, REP 19.1.97.
2. Refer to Figure 1 to locate the Staple Box and detach the harness clamp from the bottom.
3. Refer to Figure 1 to locate and remove two screws (silver, tapping, 8 mm) attaching the Staple Box and remove the Staple Box.

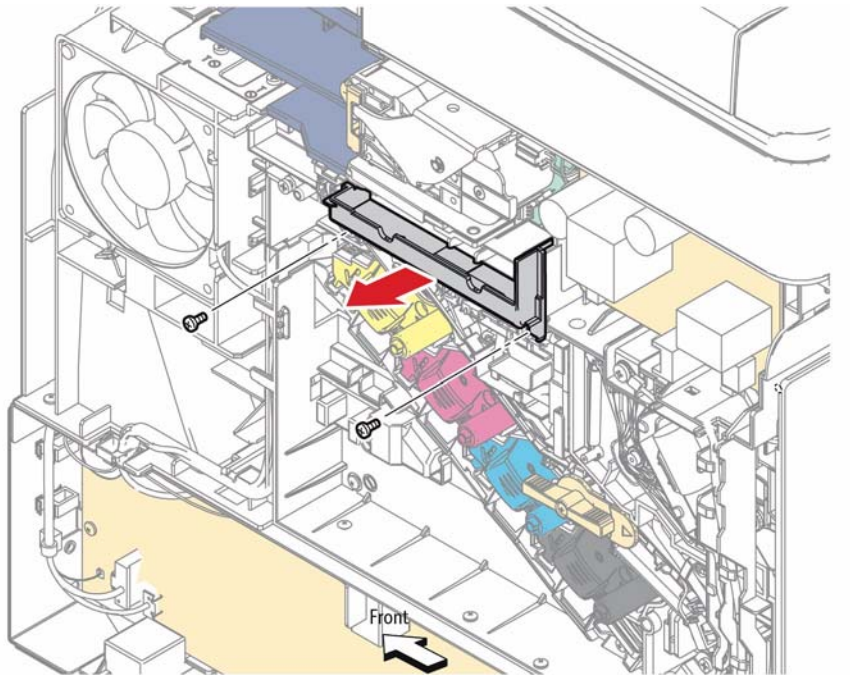


Figure 1 Remove the Staple Box

REP 19.1.96 Right Side Door Assembly

Parts List on PL 19.1 Item 96

Removal

WARNING

Switch off the electricity to the machine. 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 Right Side Door Assembly.
2. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 8 mm) that attach each of the Right Side Door Straps to the Right Cover Assembly.
3. Remove the Right Side Door Assembly while flexing it to release the bosses one by one from the holes.

Tip: When removing the Right Side Door, lift it to the almost-closed position to allow it to flex easily

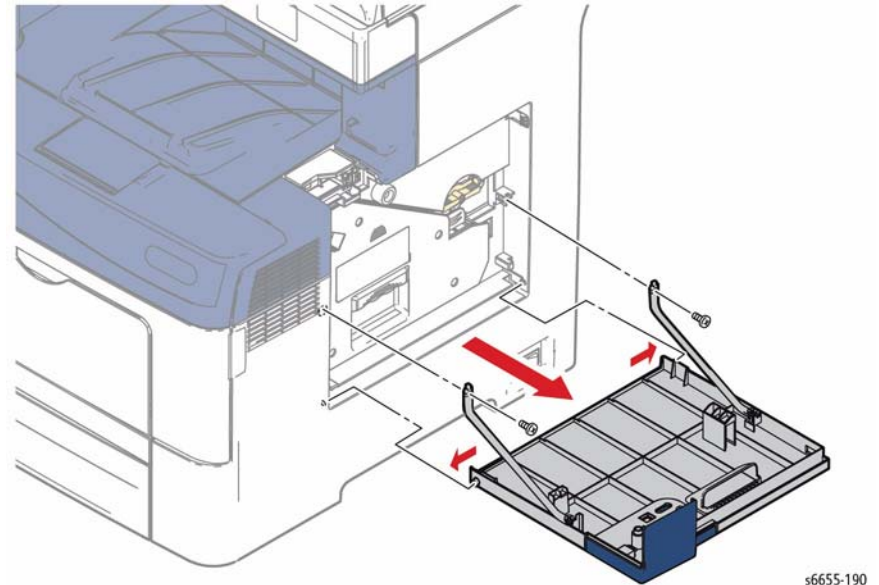


Figure 1 Remove the Right Side Door Assembly

REP 19.1.97 Right Cover Assembly

Parts List on PL 19.1 Item 97

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Waste Box, REP 8.1.7.
2. Remove the Waste Box Lock, REP 6.1.5.
3. Remove the Stapler Cover, REP 19.1.99.
4. Remove the Front Door Assembly, REP 19.1.20.
5. Open the Rear Cover.
6. Refer to Figure 1 to locate and remove the four screws (silver, tapping, 8 mm), and one screw (silver, 6 mm) that attach the Right Cover to the printer at the front and rear.
7. Release the two bosses on the front, then, while flexing the front end slightly outward, release the two bosses on the rear and tilt the top of the Right Cover Assembly out. If necessary, use a flatblade screwdriver (or something similar) to release the two hooks below the recessed grip while flexing the top outward.
8. Remove the Right Cover Assembly.

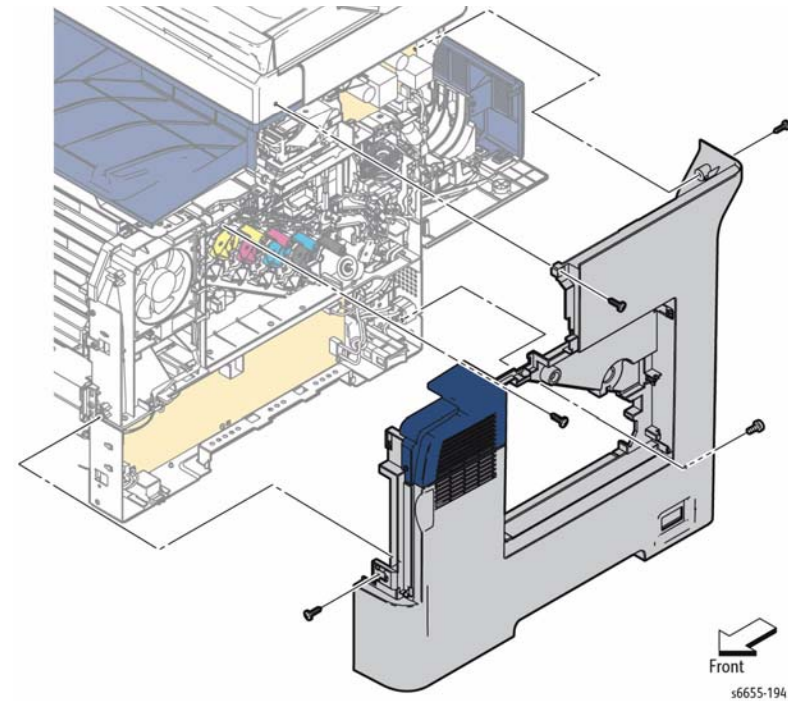
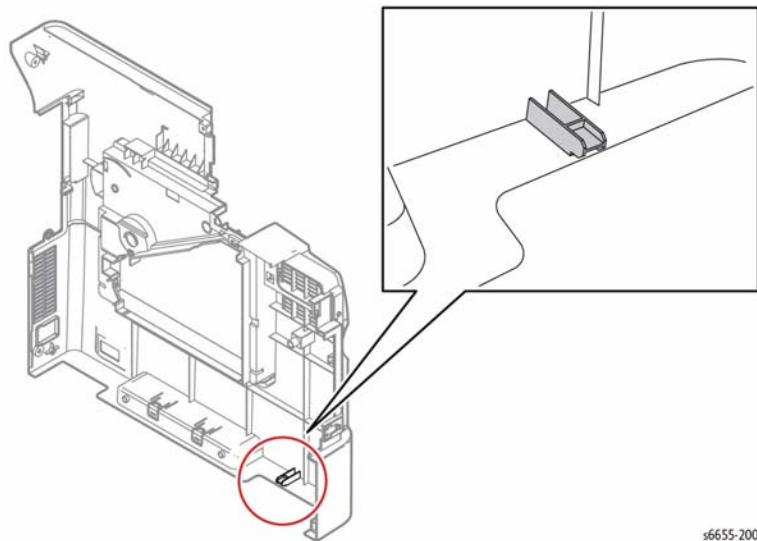


Figure 1 Remove the Right Cover Assembly

Replacement

When replacing the cover, secure the clip on the bottom of the cover first, then engage the remaining clips and bosses (Figure 2).



s6655-200

Figure 2 Secure the Bottom Clip before the Remaining Clips and Bosses

REP 19.1.98 Right Interlock Switch Assembly

Parts List on PL 19.1 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Right Cover Assembly, REP 19.1.97.
2. Referring to Figure 1, unplug connector P/J42 from the LVPS, and release the harness from the guides.
3. Open the Top Cover.
4. Refer to Figure 1 to locate and remove the two screws (silver, tapping, 8 mm) that attach the Right Side Interlock Bracket to the printer and remove the Right Interlock Switch Assembly.

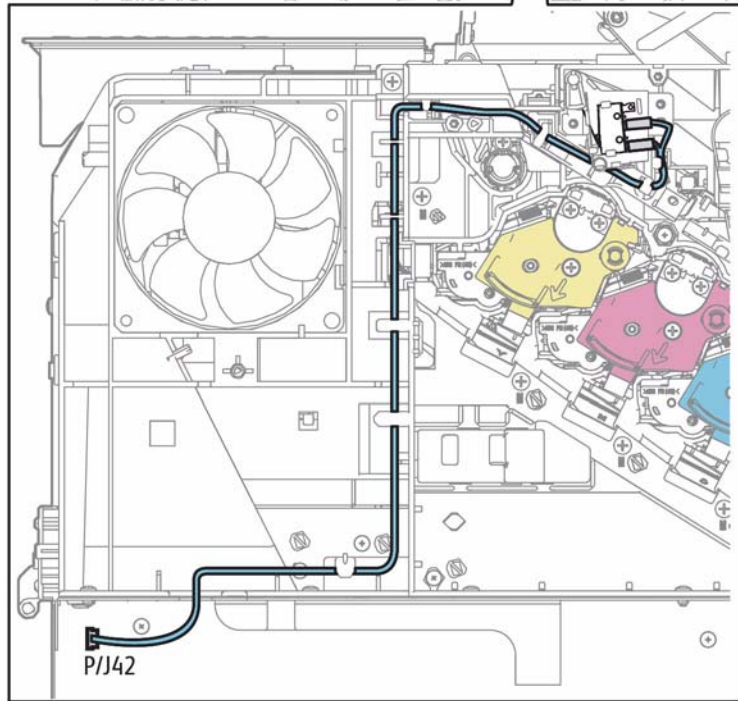
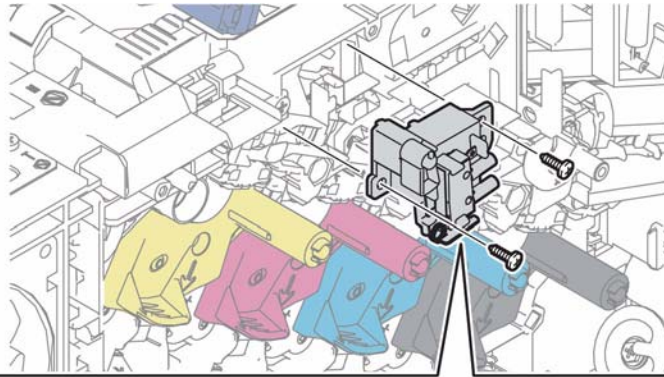


Figure 1 Remove the Right Interlock Switch Assembly

s6655-268

REP 19.1.99 Stapler Right Side Cover

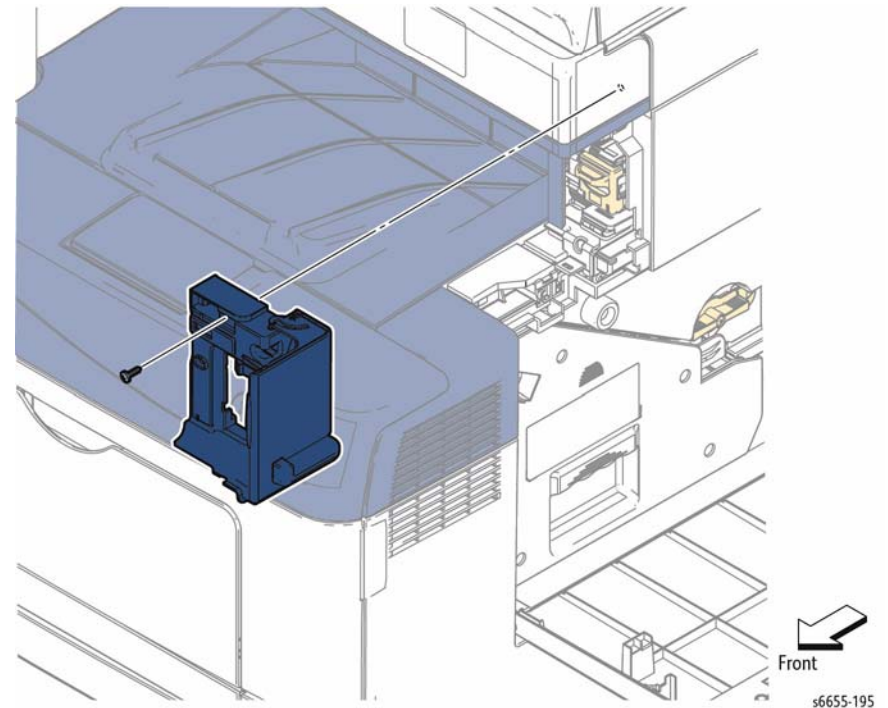
Parts List on PL 19.1 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Right Side Door.
2. Open the Stapler Door.
3. Refer to Figure 1 to locate and remove one screw (silver, tapping, 8 mm).
4. Close the Stapler Door, then release the tab at the bottom of the Stapler Cover and pull the Stapler Cover to the front.
5. After removing the Stapler Cover, remove the Stapler Door by opening the door, then lifting it off the Stapler Cover hinges.



s6655-195

Figure 1 Remove the Stapler Cover and Door

REP 19.2.3 Left Side IF Cover

Parts List on PL 19.2 Item 3

Removal

WARNING

Switch off the electricity to the machine. 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. Refer to Figure 1 to locate and remove one screw (silver, tapping, 8 mm).
2. Remove the IF Cover.

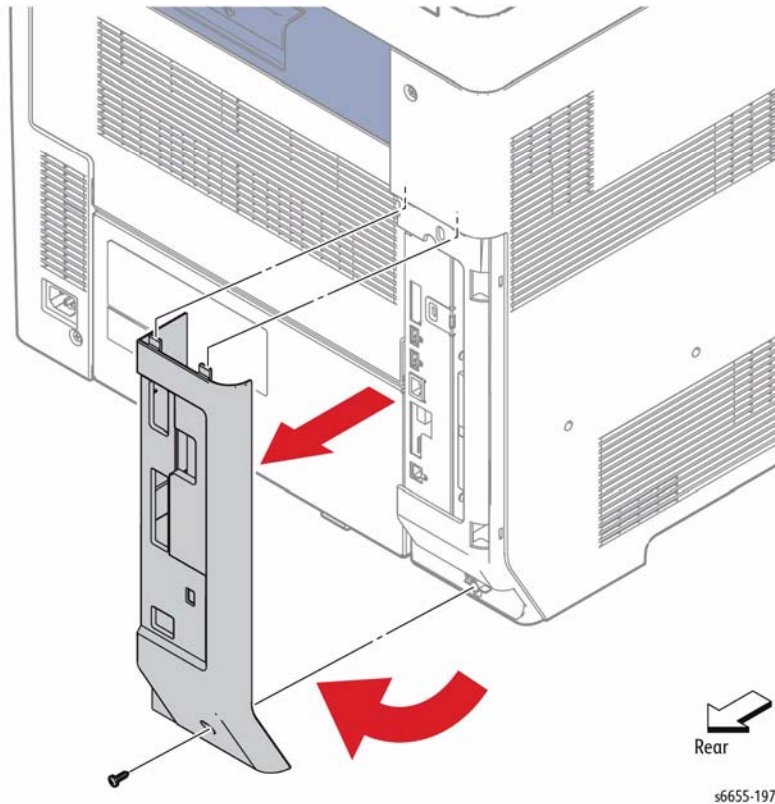


Figure 1 Remove the Left Side IF Cover

REP 19.2.4 Top Exit Cover

Parts List on PL 19.2 Item 4

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Remove the Fuser Assembly, REP 7.1.1
2. Remove the Right Cover, REP 19.1.97.
3. Remove the Left Cover Assembly, REP 19.2.99.
4. Remove the Scanner Assembly, REP 51.1.14.
5. Refer to Figure 1 to remove the Top Exit Cover.

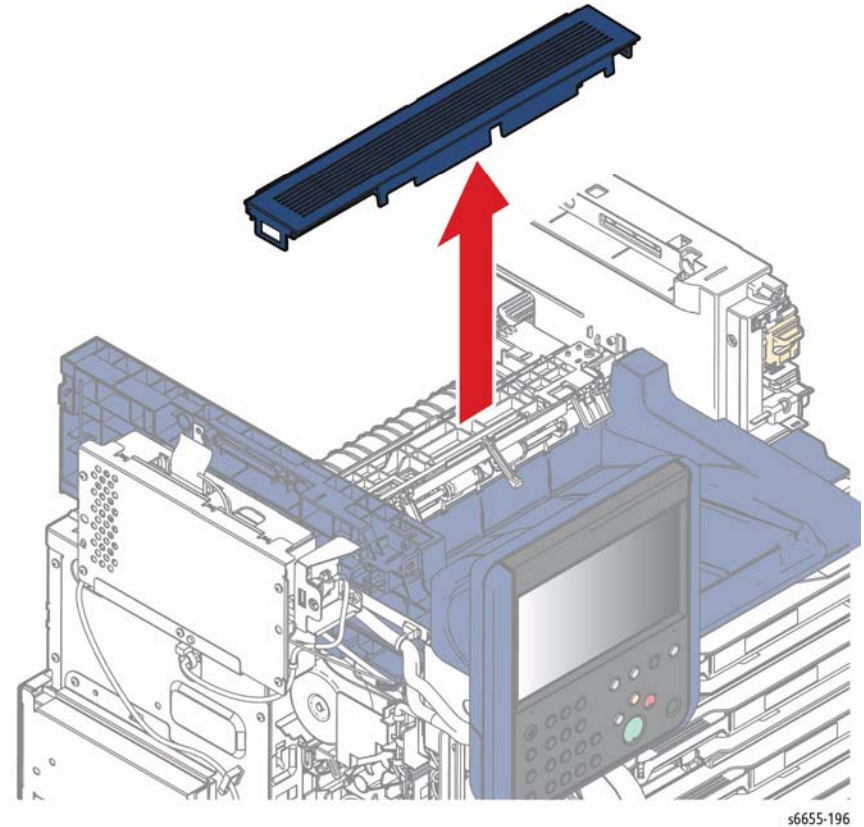


Figure 1 Remove the Top Exit Cover

REP 19.2.98 Rear Cover Assembly

Parts List on PL 19.2 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

The Fuser is very hot. Take added care when handling the fuser to avoid being burned.

1. Open the Rear Door Assembly.
2. Remove the Transfer Roller, REP 14.1.99.

NOTE: In the following step, to gain access to the screw attaching the wire to the Duplexer, squeeze the Duplexer together and lock in place with a small screwdriver as shown in Figure 1.

3. Refer to Figure 1 to locate and remove the screw (silver, tapping, 8 mm) that attaches the power supply (pink wire) to the Duplex Assembly, and release the wire from the harness guide.

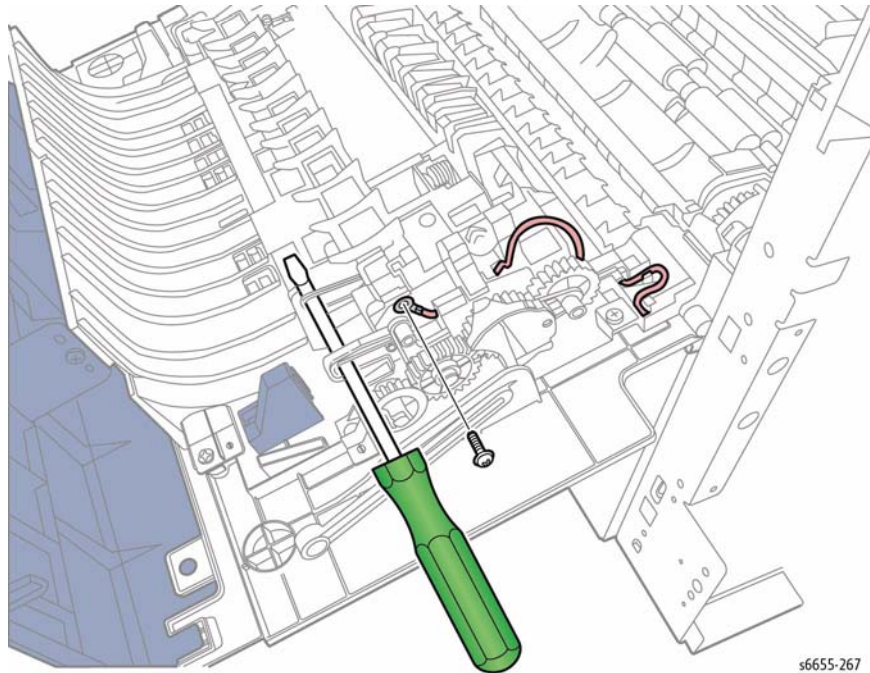


Figure 1 Remove the Transfer HVPS Harness

CAUTION

To prevent the door from falling off as you remove the screws, support the door from underneath.

NOTE: The removal procedure for Rear Cover Link is the same on both the right and left sides.

4. Referring to Figure 2, remove the Rear Cover Links by raising the Rear Cover slightly so that the holes on the Rear Cover Links can be released from the keyed bosses on the left and right.
5. Raise the Left Hinge Shaft on the left side and slide the pin to the right to remove it.
6. Swing the right side of the assembly out so that the corner is clear of the frame, then move the assembly to the left to disengage the hinge pin on the right side. When the grounding spring is clear of the hinge pin, lift the Rear Cover/Duplex Assembly away from the printer.

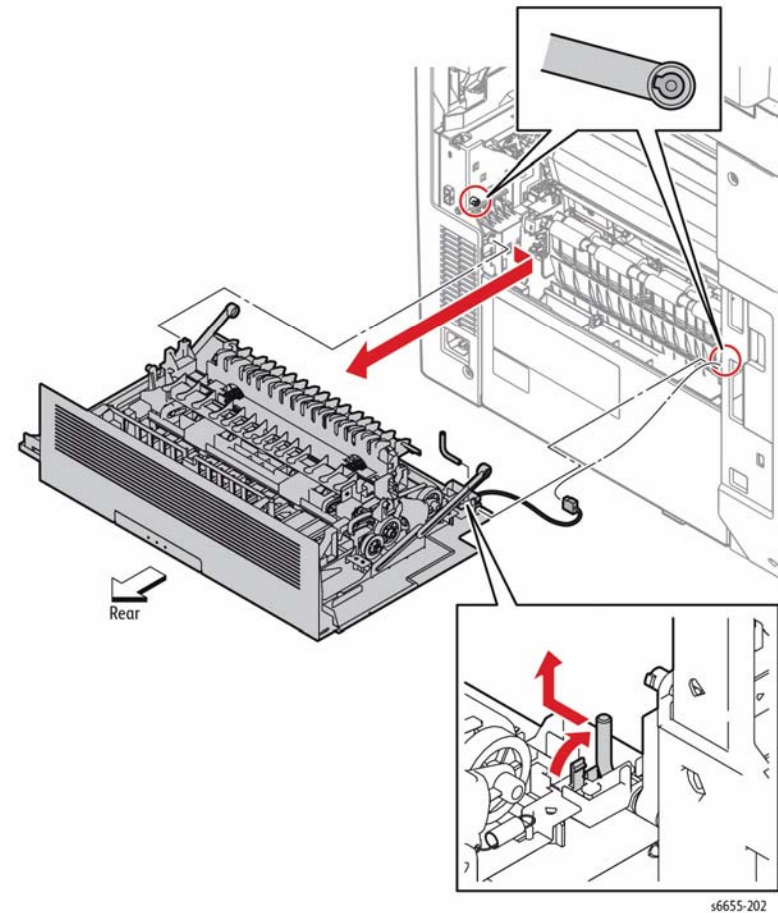


Figure 2 Remove the Rear Cover/Duplex Assembly

REP 19.2.99 Left Cover Assembly

Parts List on PL 19.2 Item 99

Removal

WARNING

Switch off the electricity to the machine. 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 Front Door Assembly, REP 19.1.20.
2. Remove the Left Side IF Cover, REP 19.2.3.
3. Remove the Left UI Base Cover, REP 1.1.6.
4. Refer to Figure 1 to locate and remove two screws (silver, tapping, 8 mm) and two screws (silver, 6 mm) that attach the Left Cover Assembly to the printer.
5. Release the bosses on the front and rear of the Left Cover Assembly, and release the two hooks below the recessed grip using a flatblade screwdriver while flexing the front end slightly outward.

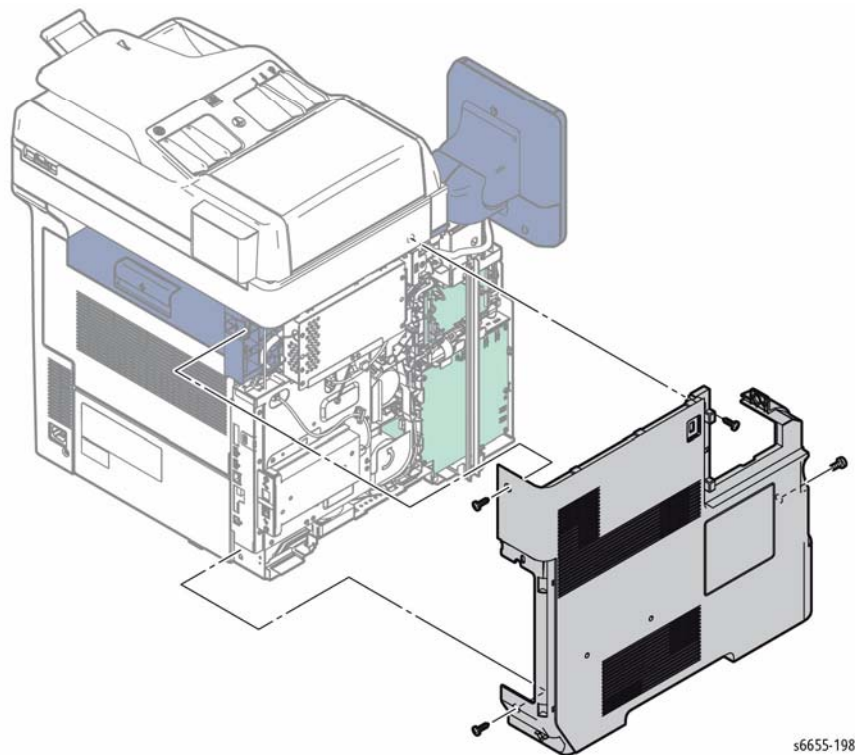


Figure 1 Remove the Left Cover Assembly

Replacement

When replacing the cover, secure the clip on the bottom of the cover first, then engage the remaining clips and bosses (Figure 2).

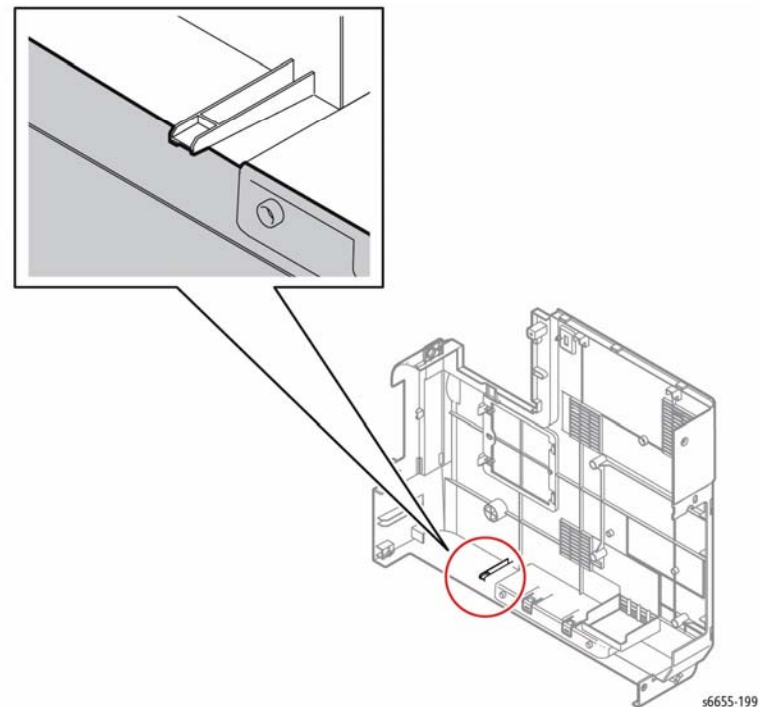


Figure 2 Secure the Bottom Clip before the Remaining Clips and Bosses

REP 51.1.1 DADF Assembly

Parts List on PL 51.1 Item 1

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

1. Remove the Left Cover Assembly, REP 19.2.99.
2. Refer to Figure 1 to locate and remove the five screws (silver, 6 mm) attaching the IIT MCU Plate (PL18.2.1), and remove the plate.
3. Refer to Figure 1 to locate and remove one screw (silver, 6 mm) attaching the ground wire to the IIT MCU Board, and remove the ground wire
4. Locate in Figure 1 connectors P/J451,P/J452,P/J453 and disconnect from the Board.

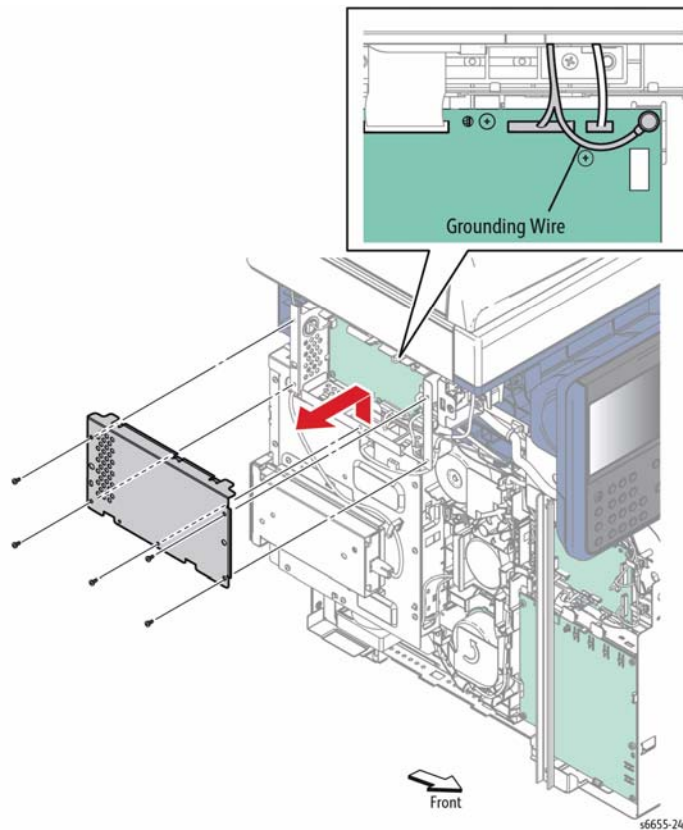


Figure 1 Remove the IIT MCU Plate and Disconnect the Scanner Connectors

5. On the underside of the left end of the Scanner, remove the two screws (silver, tapping, 8 mm) that attach the two Scanner/DADF cable clamps.
6. Note which harnesses are included in the cable clamps, and pull the clamps off.
7. Tilt the DADF up, and pull the DADF harness out of the hole on the Scanner (IIT) Assembly (PL51.1.14).
8. Lift the DADF to expose the hinges. Referring to Figure 2, use a small, flat-bladed screwdriver to release the hook of the Right Hinge Assembly (shown in Figure 3) and remove the DADF Assembly from the Scanner (IIT) Assembly.

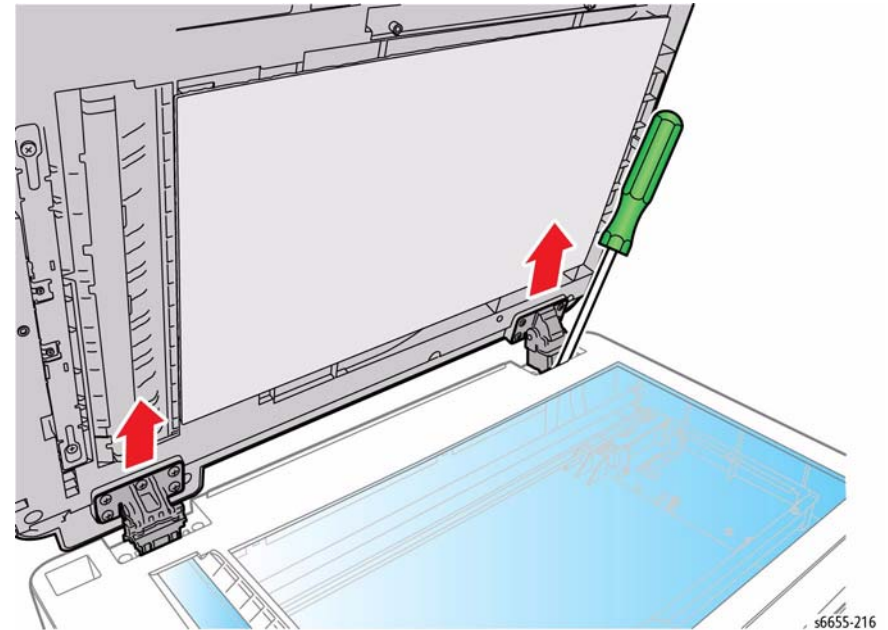


Figure 2 Remove the DADF from the Scanner

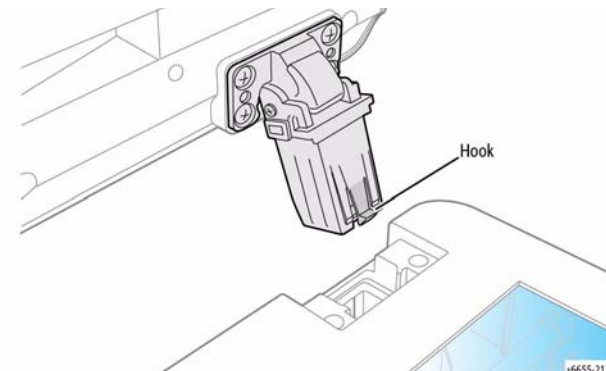


Figure 3 Release Hook on Right Hinge Assembly

Replacement

When replacing the cable clamps be sure to include the same harnesses that were released during removal.

REP 51.1.9 DADF Hinges

Parts List on PL 51.1 Item 9, PL 51.1 Item 10

Removal

1. Remove the DADF, REP 51.1.1, and rest upside down on the work surface.
2. Refer to Figure 1 to locate and remove four screws (silver, tapping, 8 mm) to remove the Right Hinge or five screws (silver, tapping, 8 mm) to remove the Left Hinge.

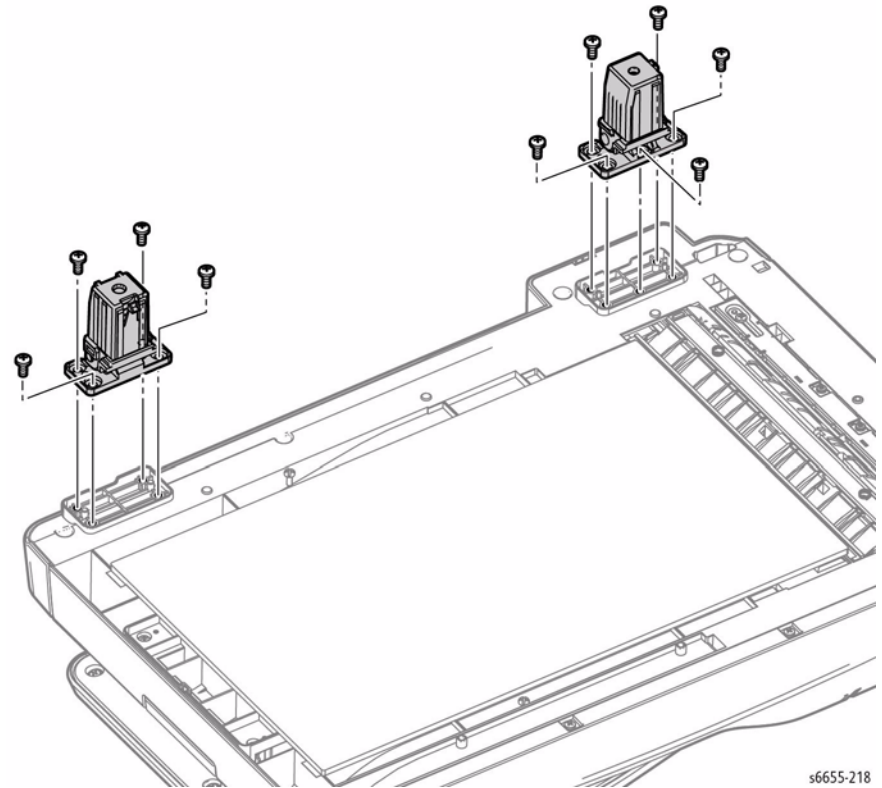


Figure 1 Remove the DADF Hinges

s6655-218

REP 51.1.11 DADF Input Tray Assembly

Parts List on PL 51.1 Item 11

Removal

WARNING

Switch off the electricity to the machine. 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 Assembly, REP 51.1.1.
2. Turn the DADF over, and refer to Figure 1 to locate and remove four screws (silver, tapping, 8 mm) from the bottom of the DADF rear cover.

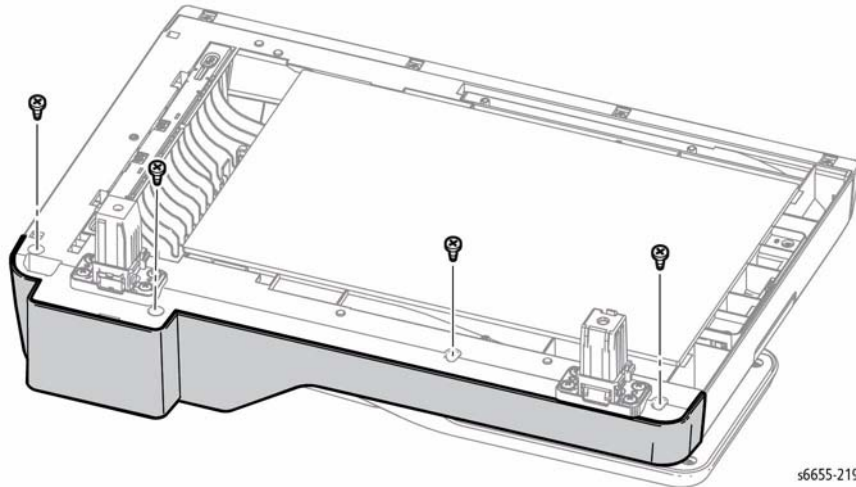


Figure 1 Remove the DADF Rear Cover Screws

3. Turn the DADF upright and refer to Figure 2 to raise the DADF Top Cover and Input Tray Assembly to release the rear cover.

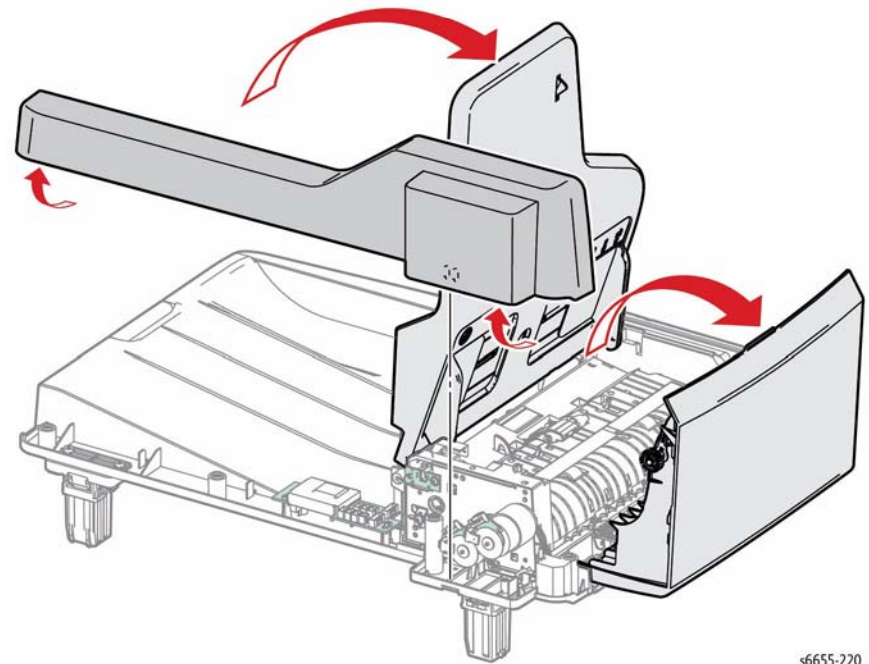


Figure 2 Remove the DADF Rear Cover

4. Refer to Figure 3 to locate and cut the cable tie on the tray harness, then disconnect the yellow connector (CON 12) and remove the tray by lifting and moving it towards the harnesses.

REP 51.1.14 Scanner (IIT) Assembly

Parts List on PL 51.1 Item 14

Removal

WARNING

Switch off the electricity to the machine. 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.

WARNING

Do not touch the Fuser while it is hot.

1. Remove the Right Cover Assembly, REP 19.1.97.
2. Remove the Stapler Sub LVPS, REP 18.3.12.
3. Refer to Figure 1 to locate and remove the three screws (silver, tapping, 8 mm) and the one screw (silver, 6 mm) attaching the Stapler Bracket (PL18.3.11) and a ground wire to the printer, and remove the Stapler Bracket.

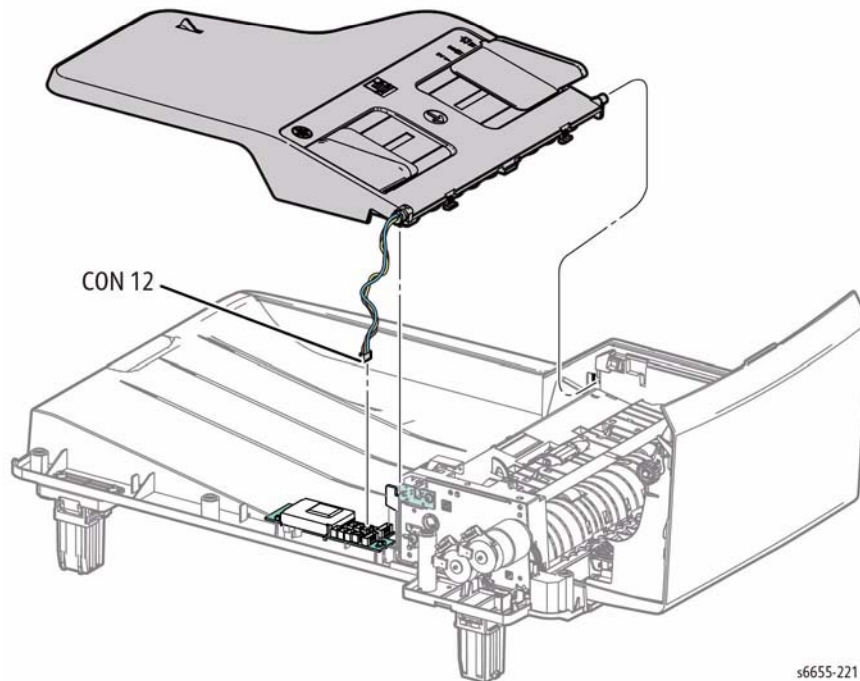


Figure 3 Remove the DADF Tray Assembly

s6655-221

Replacement

Route the tray harness through the slot provided in tray's rear boss, and tie all of the harnesses together again that were released from the cable tie.

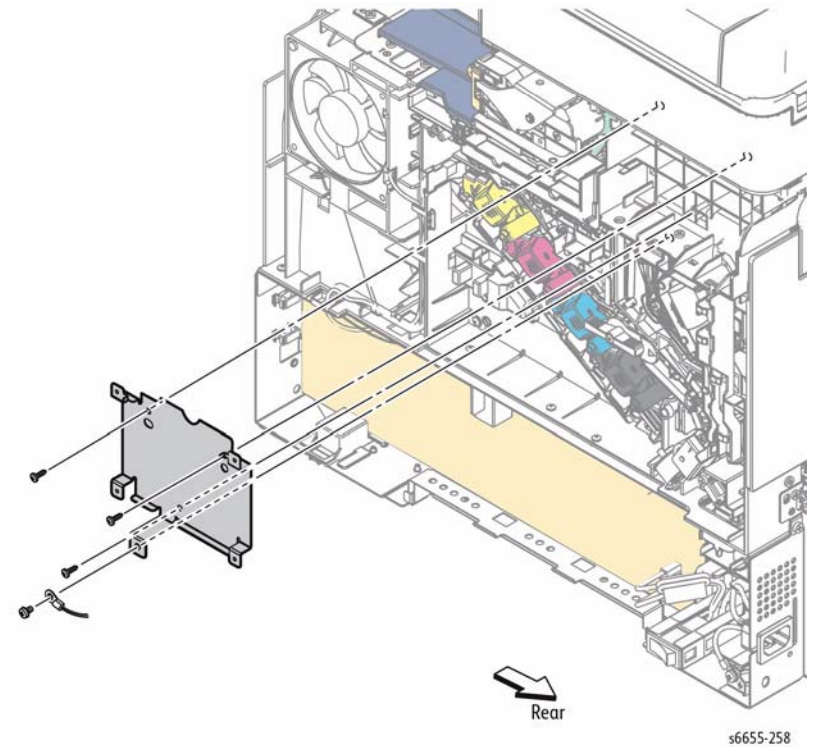


Figure 1 Remove the Stapler Bracket and Scanner Assembly Screws

s6655-258

4. Refer to Figure 2 to locate and remove three screws (silver, tapping, 10 mm) attaching the right side of the Scanner Assembly.

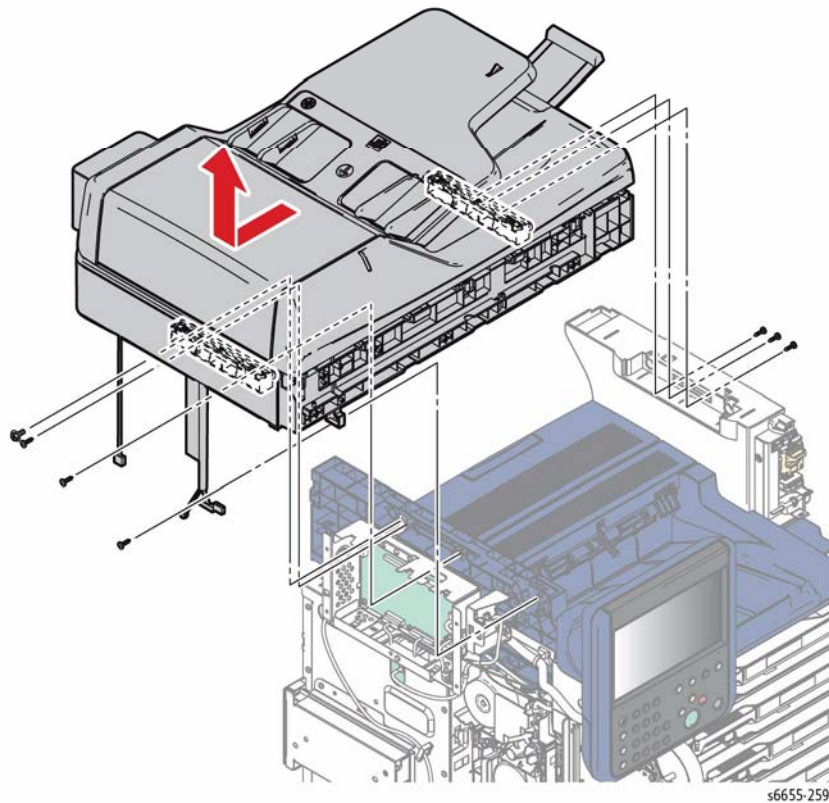


Figure 2 Remove the Screws Attaching the Scanner Assembly

5. Remove the Left Cover Assembly, REP 19.2.99.
6. Refer to Figure 3 to locate and remove five screws (silver, 6 mm) attaching the IIT MCU Plate (PL18.2.1), and remove the plate.
7. Refer to Figure 3 to locate and disconnect the connectors (P/J451, P/J452, P/J453, P/J454) from the IIT MCU Board. After disconnecting P/J454, feed the harness out of the IIT MCU Box.
8. Refer to Figure 3 to locate and remove one screw (silver, 6 mm) attaching the ground wire to the IIT MCU Board, and remove the ground wire.

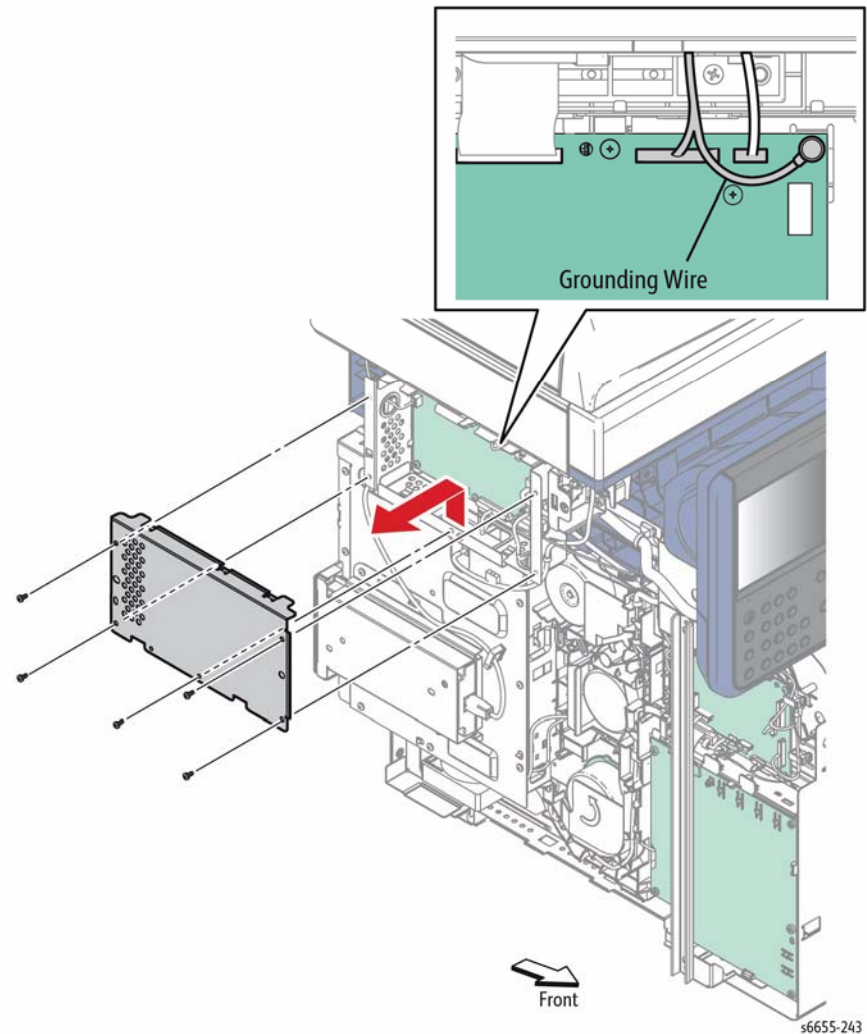


Figure 3 Remove the IIT MCU Plate and Disconnect the Scanner Connectors

9. Refer to Figure 2 to locate and remove one screw (silver, tapping, 8 mm), two screws (silver, tapping 10 mm) and one screw (silver, 8 mm) attaching the left side of the Scanner Assembly.
10. Slide the Scanner Assembly left to release the four bosses and remove.

REP 51.1.97 DADF Pick-Up Module

Parts List on PL 51.1 Item 97

Removal

1. Open the DADF Top Cover.
2. Remove the guides from the Pick-up Assembly shaft.
3. Refer to Figure 1 to locate and release the bearing locks at each end of the shaft to remove the assembly.

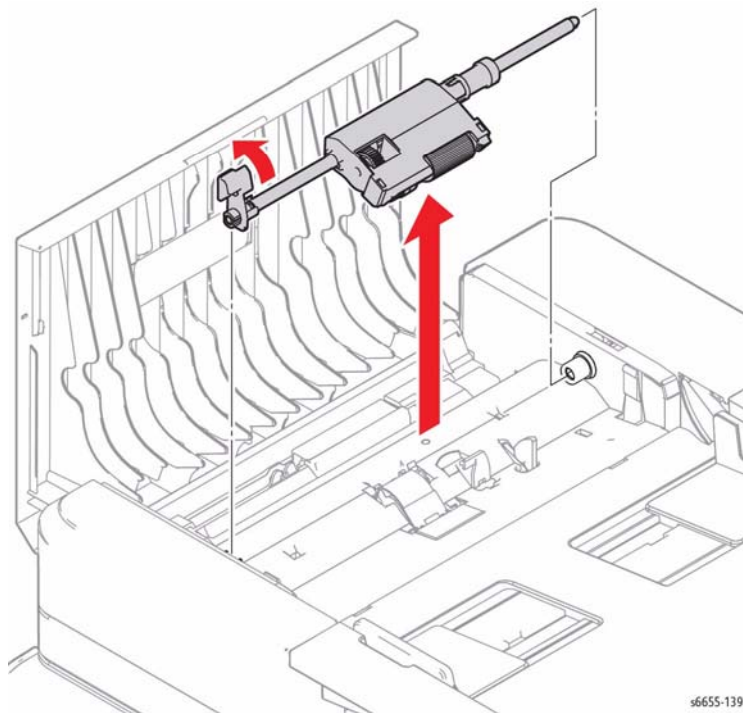


Figure 1 Remove the DADF Pick-up Assembly

4. Refer to Figure 2 to release two clips and remove the Separation Pad.

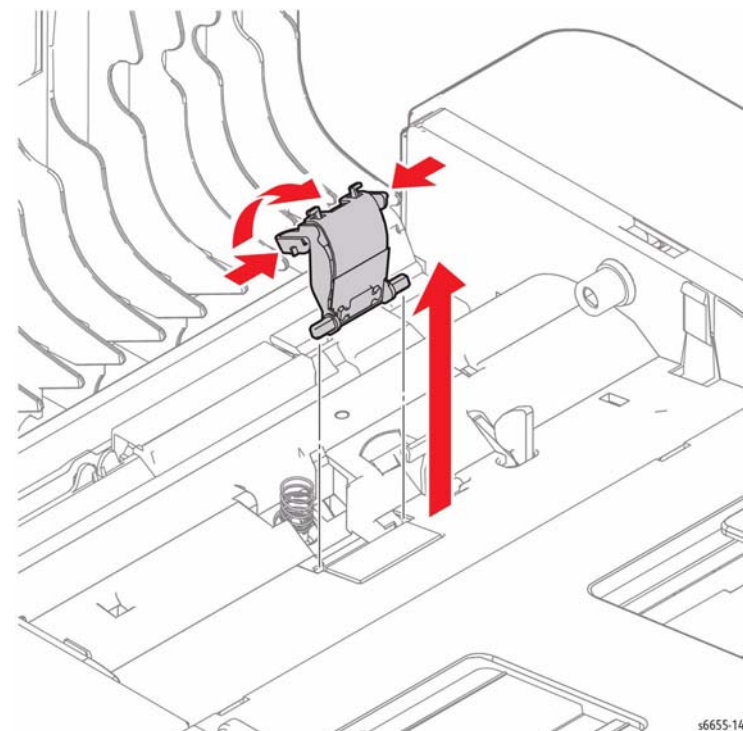


Figure 2 Remove the IIT Separation Pad

REP 51.1.98 DADF Top Cover Assembly

Parts List on PL 51.1 Item 98

Removal

WARNING

Switch off the electricity to the machine. 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 DADF Top Cover.
2. Refer to Figure 1 to locate and release the cover from the hinge bosses to remove.

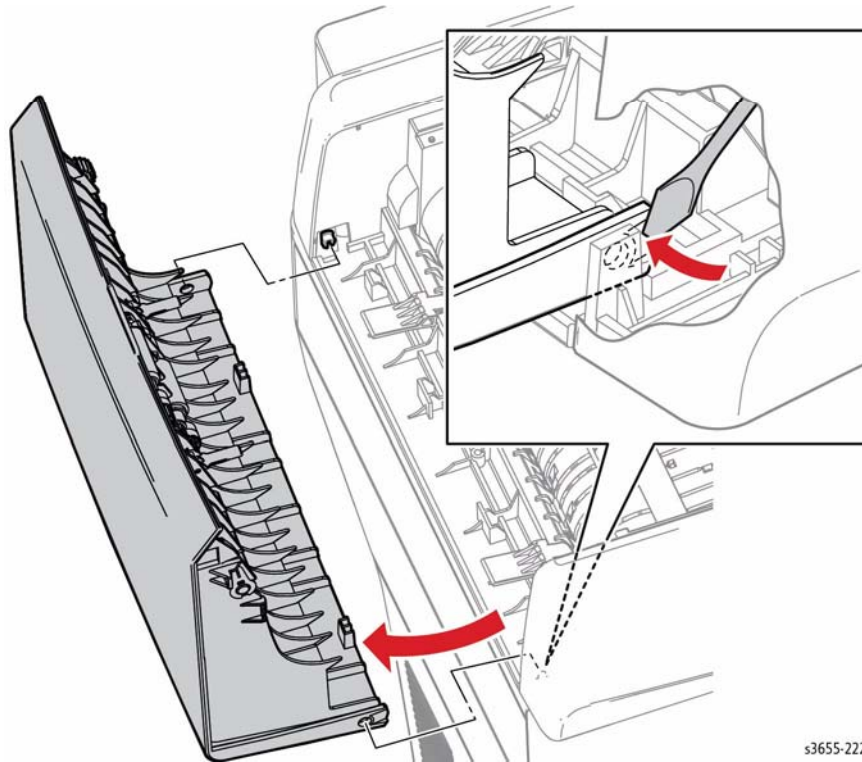


Figure 1 Remove the DADF Top Cover

3. Remove the Pick-up Assembly, REP 51.1.97, and transfer to the replacement cover.

Replacement

Refer to Figure 2 and raise the Top Cover tabs (black) before installing the Top Cover.

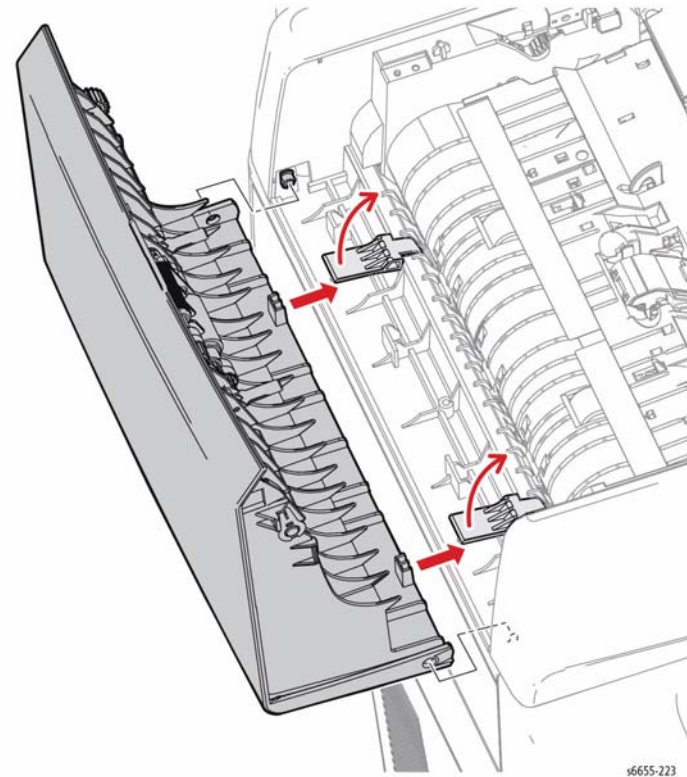


Figure 2 Install the DADF Top Cover

ADJ 1.1 Altitude Adjustment

Purpose

Print quality varies with barometric pressure. Since the barometric pressure decreases as the altitude increases, altitude can affect the print quality. To optimize print quality for your location, select an altitude setting to match the location by entering Service Mode and editing NVM using a specific Chain-Link code.

Adjustment

When editing NVM values, refer to "NVM Save and Restore" (dC361) for detailed instructions.

1. Enter Service Mode and navigate to Printer Diag > Engine Diag > NVM Settings > Edit NVM.
2. Enter the Chain-Link code 746-515.
3. Referring to Table 1, set the NVM value to 1, 2, 3, 4, 5, 6, or 7, corresponding to whichever is closest to your altitude in meters. The default setting is 0. Use only the NVM values listed in Table 1.

Table 1 NVM Values for Altitude Adjustment

Altitude	NVM Value
0 m	0 (default)
500 m	1
1000 m	2
1500 m	3
2000 m	4
2500 m	5
3000 m	6
3500 m	7

ADJ 2.1 Laser Lens Cleaning

Parts List on PL 2.1

Purpose

This procedure explains how to clean the laser lenses which can help fix problems with prints that have voids or light streaks through one or more color. Refer to GP 33 for general cleaning precautions.

Adjustment

WARNING

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

CAUTION

If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor

CAUTION

If the optional Productivity Kit (HD) is not installed, ensure that the Ready LED is off before you turn off the printer. The data in the memory is cleared if the printer is turned off.

1. Open the right side door, Figure 1.

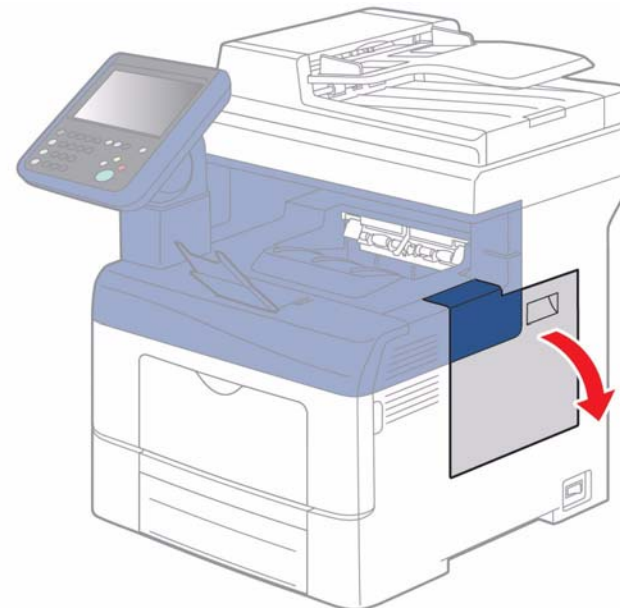


Figure 1 Open the Right Side Door

2. To unlock the waste cartridge, turn the waste cartridge lever 90-degrees counterclockwise, Figure 2.

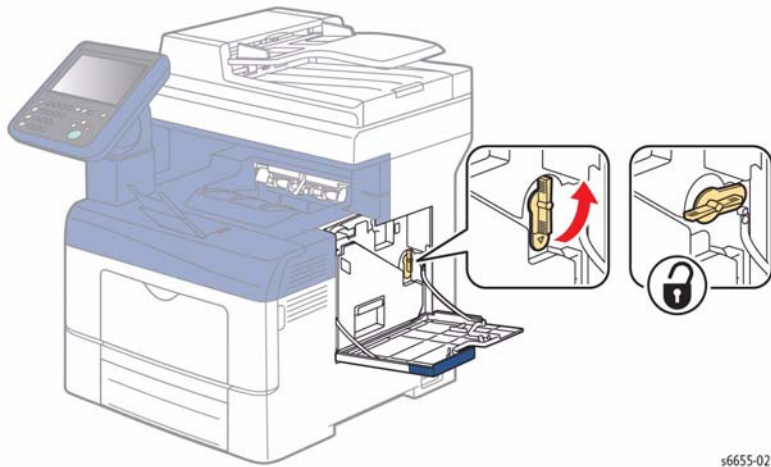


Figure 2 Unlock the Waste Cartridge

3. Grasp the handle of the waste cartridge, then pull it out, Figure 3. To prevent toner spills, keep the openings facing up, Figure 4.

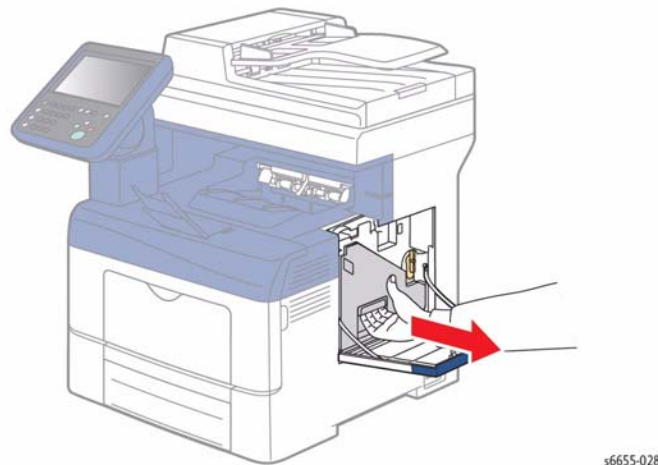


Figure 3 Remove the Waste Cartridge

NOTE:

- Be careful not to spill toner when handling the waste cartridge.
- After removing the waste cartridge, do not touch the area shown in Figure 4.

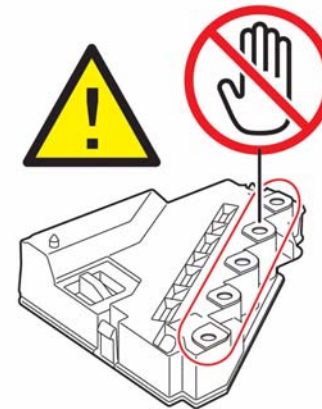


Figure 4 Keep Waste Cartridge Openings Facing Up

4. Place the removed waste cartridge on a level surface, Figure 5.

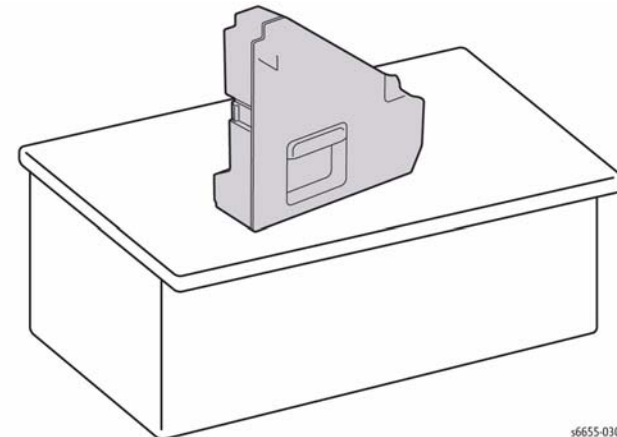
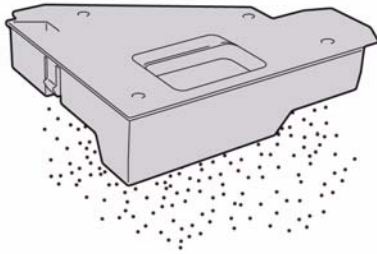


Figure 5 Waste Cartridge Placed on a Level Surface

CAUTION

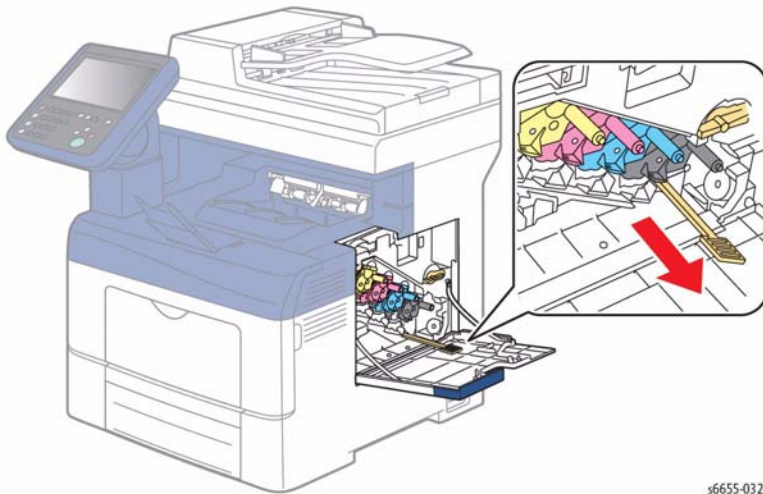
To avoid toner spills or malfunction, do not lay the waste cartridge on its side, Figure 6.



s6655-031

Figure 6 Do Not Lay the Waste Cartridge with Openings Facing Down

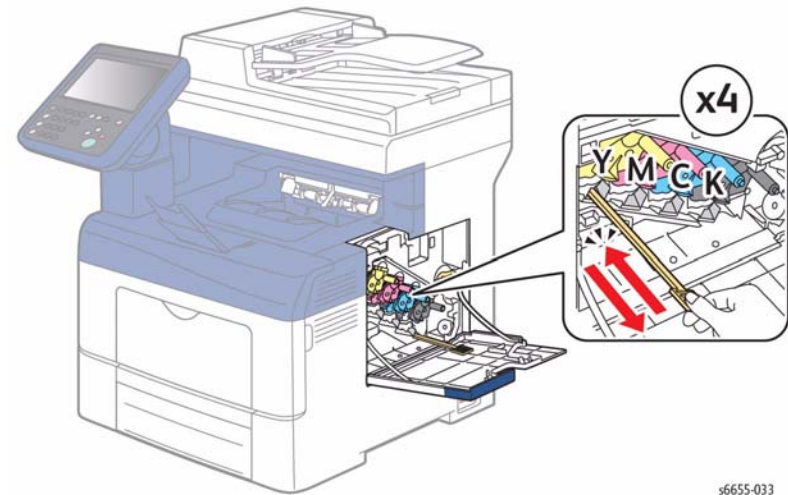
5. Remove the cleaning rod from inside the printer, Figure 7.



s6655-032

Figure 7 Remove the Cleaning Rod

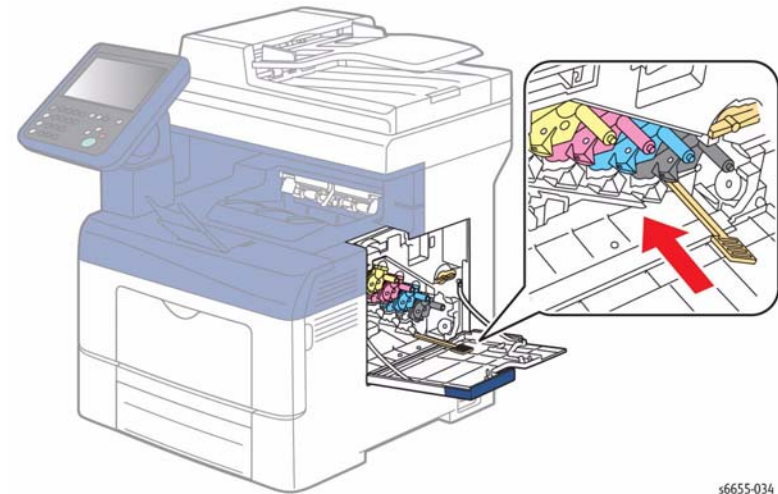
6. Insert the cleaning rod into one of the four cleaning holes until it clicks, Figure 8, then pull it out. Repeat this two more times. Repeat this step for the other three colors.



s6655-033

Figure 8 Use the Cleaning Rod to Clean the Laser Lenses for Each Color

7. Repeat the procedure for the holes in the other three slots.
8. Return the cleaning rod to its original location, Figure 9.



s6655-034

Figure 9 Replace Cleaning Rod

9. Reinsert the waste cartridge, and turn the waste cartridge lock lever 90-degrees clockwise, Figure 10.

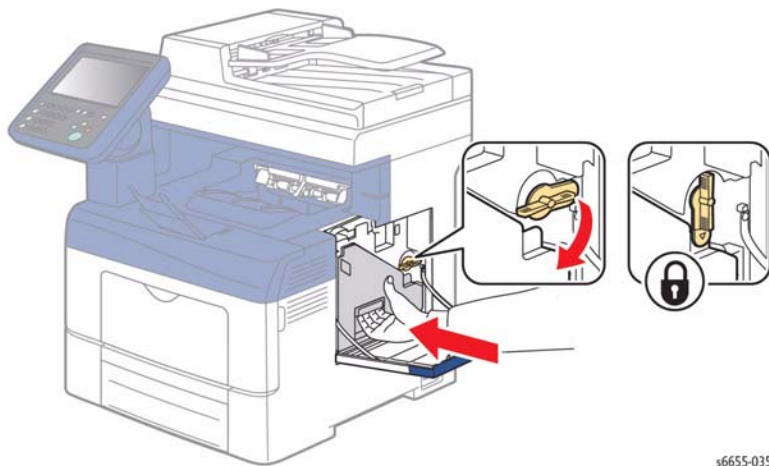


Figure 10 Reinsert and Lock the Waste Cartridge

NOTE: If the waste cartridge does not fit into place properly, ensure that the Transfer Belt is inserted fully (REP 6.1.97).

10. Close the side door, Figure 11.

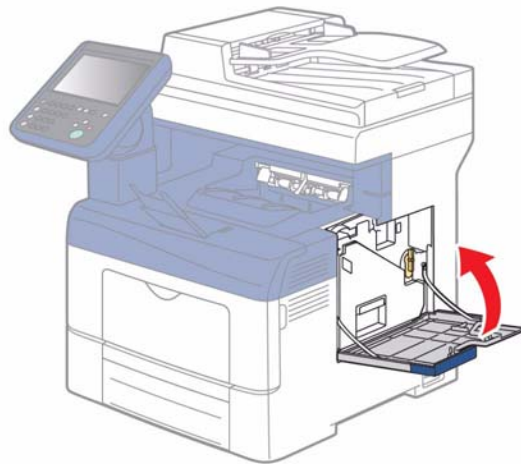


Figure 11 Close the Side Door

ADJ 5.1 Color Registration Adjustment

Purpose

Adjusts the color registration after the printer is moved, or after replacing a toner cartridge, or if there are printer output problems such as blurry or hazy prints, or prints with color halos.

Adjustment

Adjusting the Color Registration is accomplished in two ways:

- Automatically, by setting Automatic Registration. See Setting Automatic Color Registration.
- Manually, by printing a Color Registration Chart and adjusting registration based on output results. See Performing a Manual Color Registration Adjustment.

Setting Automatic Color Registration

Once Automatic Color Registration is set, automatic adjustment occurs every time a new toner cartridge is installed. To run an automatic adjustment at other times, see Performing an Automatic Color Registration Adjustment.

To set Automatic Color Registration:

1. At the control panel, press the Machine Status button.
2. Touch Tools, then touch Admin Settings.
3. Touch Service Tools.
4. Touch Auto Registration, then touch On.
5. Touch OK.

Performing an Automatic Color Registration Adjustment

Run automatic color registration adjustment as needed.

To run automatic color registration adjustment:

1. At the printer control panel, press the Machine Status button.
2. Touch Tools, then touch Admin Settings.
3. Touch Service Tools.
4. Touch Color Registration > Auto Registration > On.

The printer runs while it performs the Auto Registration routine.

Performing a Manual Color Registration Adjustment

Color Registration adjusts the printer to make corrections to blurry or hazy prints, or prints with color halos.

To perform a color registration adjustment:

1. Ensure the printer is idle.
2. At the control panel, press the Machine Status button.
3. Touch Tools, then touch Admin Settings.
4. Touch Service Tools.
5. Touch Color Registration > Print Registration Chart.
6. Starting with the left side calibration lines, circle the line in each group where the color bar aligns with the adjacent black bars. An example is shown in Figure 1.

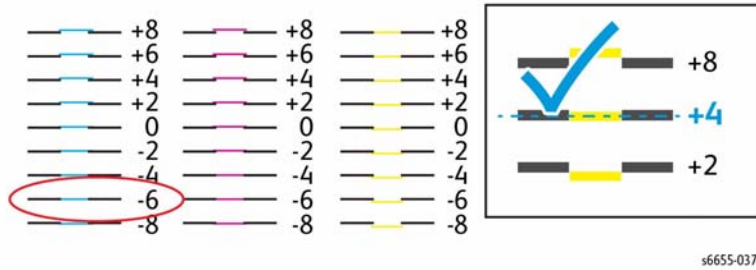


Figure 1 Circle the Group with Aligned Color and Black Bars

7. Repeat the process for the right side calibration lines, RY, RM, and RC.
8. Align a straight edge through the middle of the white zone in each of the PY, PM, and PC charts. Circle the number at the end of each chart that represents the middle of the white zone. An example is shown in Figure 2.

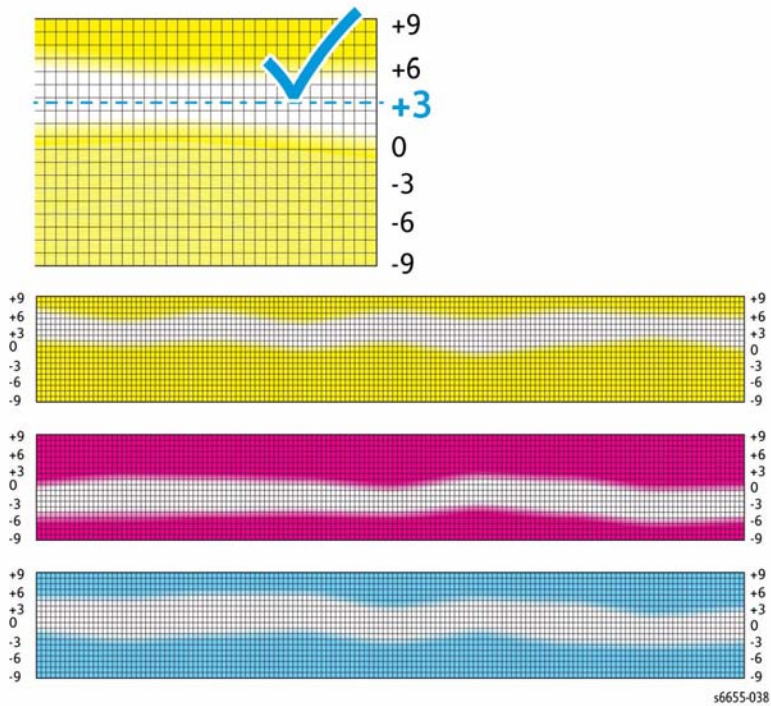


Figure 2 Circle the Number Representing the Middle of the White Zone

9. Touch Enter Registration Value.
10. To enter values for each LY, LM, and LC fields, use - and + to adjust the value to what you circled in step 6.

11. Touch Next.
12. To enter values for each RY, RM, and RC fields, use - and + to adjust the value to what you circled in step 7.
13. Touch Next.
14. To enter values for each PY, PM, and PC fields, use - and + to adjust the value to what you circled in step 8.
15. Touch OK.
16. Print another Registration Chart, then repeat the process until you complete the color registration corrections.
17. Touch the Back arrow to return to the next menu level, or press the Services Home button to return to Service Home.

ADJ 6.1 Color Toner Density Sensors Cleaning

Parts List on PL 6.1

Purpose

This procedure explains how to clean the color toner density (CTD) sensors which can help fix problems with prints that have voids or light streaks through one or more color. Refer to GP 33 for general cleaning precautions.

Adjustment

WARNING

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

WARNING

If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool water, not hot, to rinse off the toner. If toner gets on your skin, wash it off with cool water and a mild soap. If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

1. Turn off the printer.

CAUTION

If the optional Productivity Kit (HD) is not installed, ensure that the Ready LED is off before you turn off the printer. The data in the memory is cleared when the printer is turned off.

2. Push down on the rear door release and pull open the door, Figure 1.

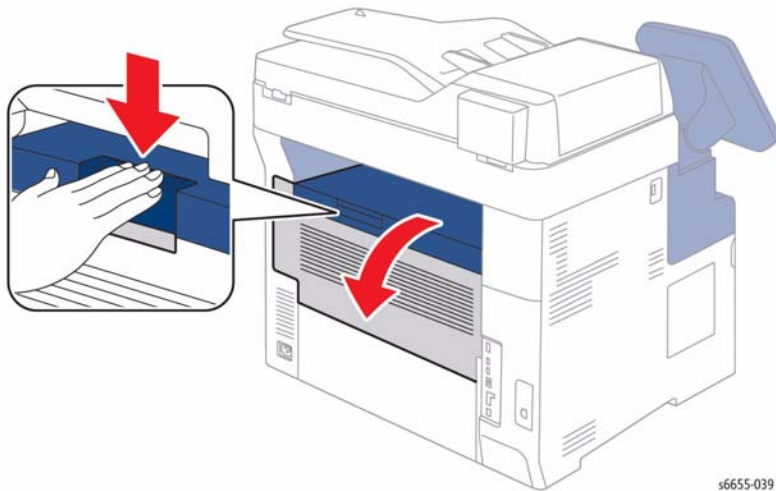


Figure 1 Open the Rear Door

3. Open the side door, Figure 2.

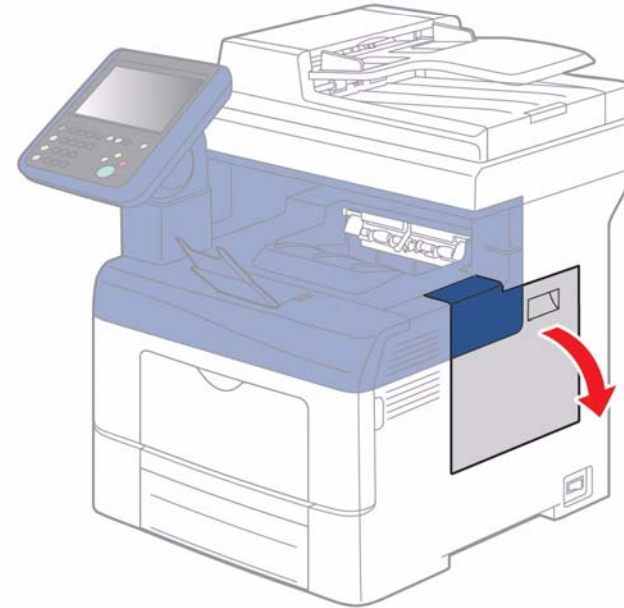


Figure 2 Open the Side Door

4. To unlock the waste cartridge, turn the waste cartridge lever 90-degrees counterclockwise, Figure 3.

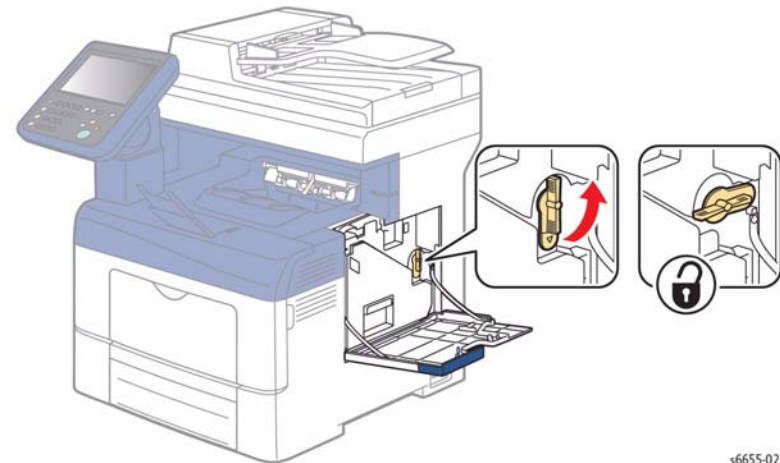
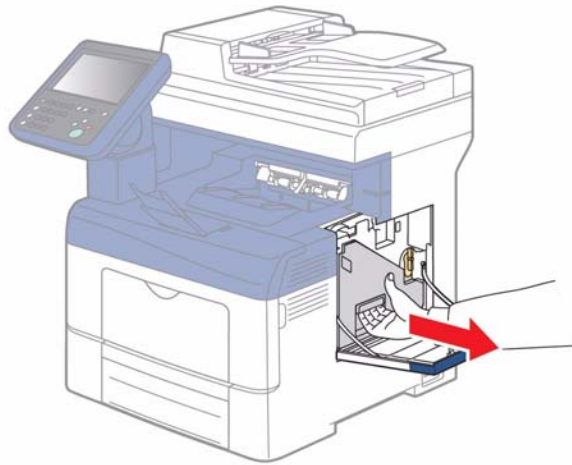


Figure 3 Unlock the Waste Cartridge

5. Grasp the handle of the waste cartridge, then pull it out, Figure 4. To prevent toner spills, keep the openings facing up, Figure 5.



s6655-028

Figure 4 Remove the Waste Cartridge

NOTE:

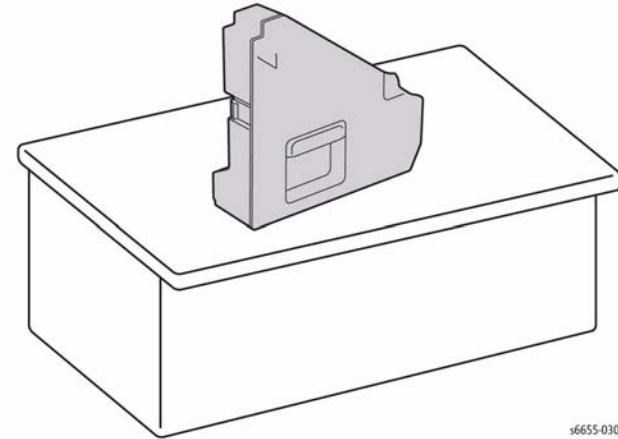
- Be careful not to spill toner when handling the waste cartridge.
- After removing the waste cartridge, do not touch the area shown in Figure 5.



s6655-029

Figure 5 Keep Waste Cartridge Openings Facing Up

6. Place the removed waste cartridge on a level surface, Figure 6.

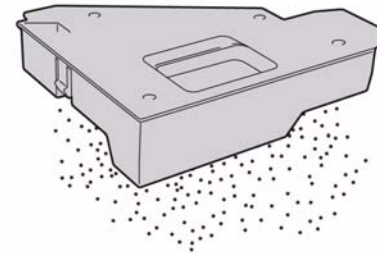


s6655-030

Figure 6 Waste Cartridge Placed on a Level Surface

CAUTION

To avoid toner spills or malfunction, do not lay the waste cartridge on its side, Figure 7.



s6655-031

Figure 7 Do Not Lay the Waste Cartridge with Openings Facing Down

7. Open the top cover, Figure 8.

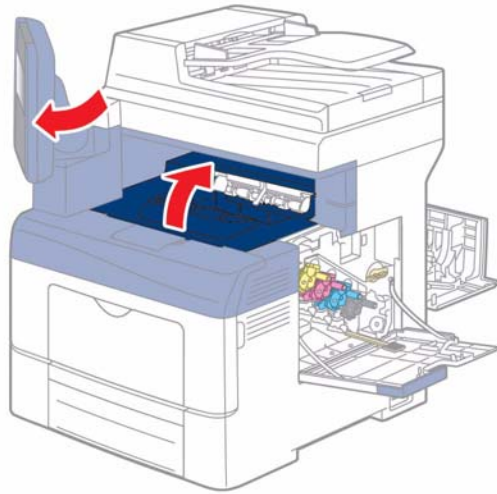


Figure 8 Open the Top Cover

s6655-040

8. Pull out the Transfer Belt (REP 6.1.97), Figure 9.

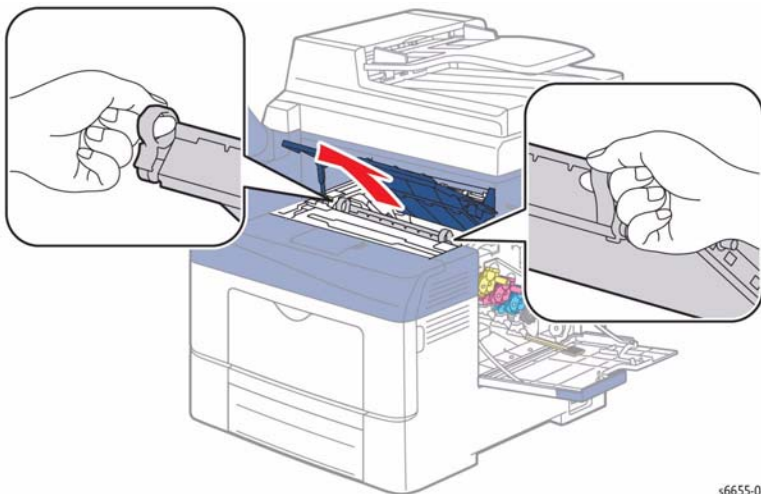


Figure 9 Remove the Transfer Belt

s6655-041

9. Use a dry cotton swab to clean the color toner density sensors, Figure 10.

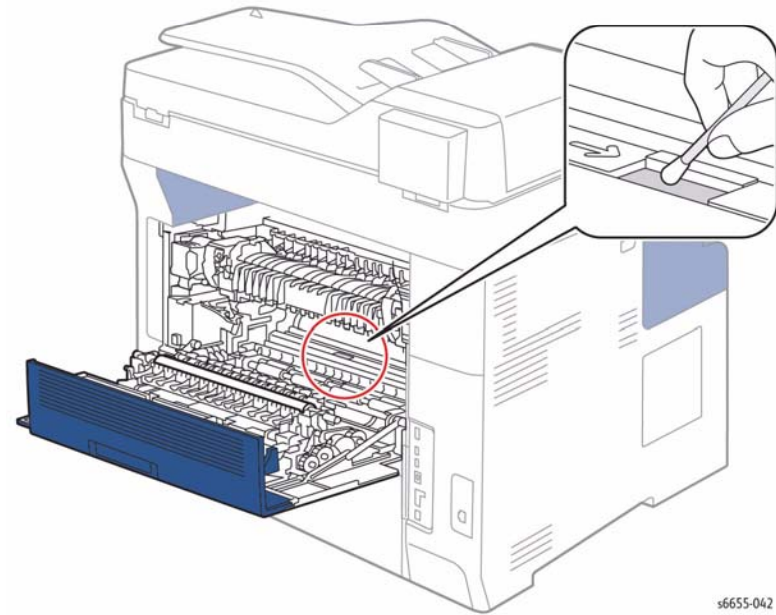


Figure 10 Clean the CTD Sensors with a Cotton Swab

s6655-042

10. Reinsert the Transfer Belt unit into the printer, Figure 11.

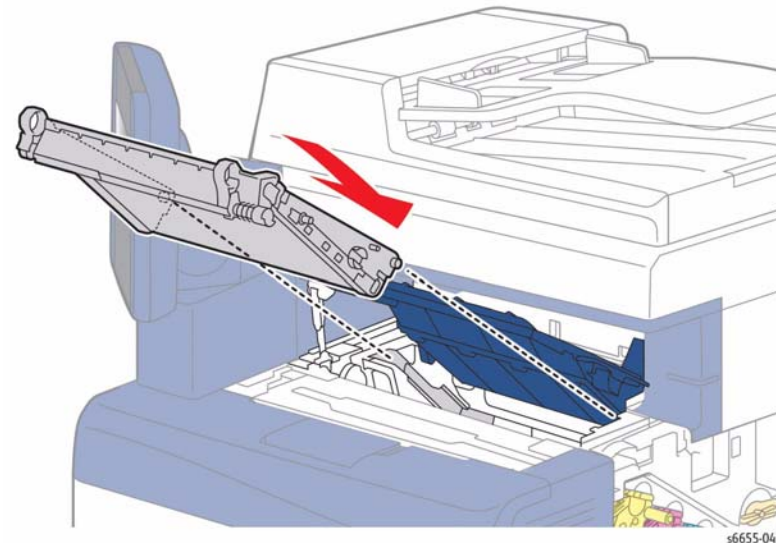
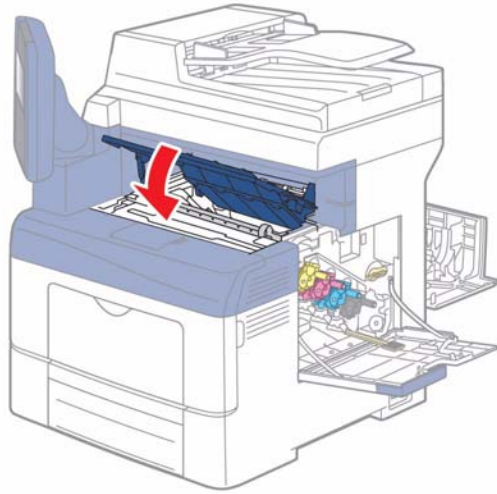


Figure 11 Reinsert the Transfer Belt

s6655-043

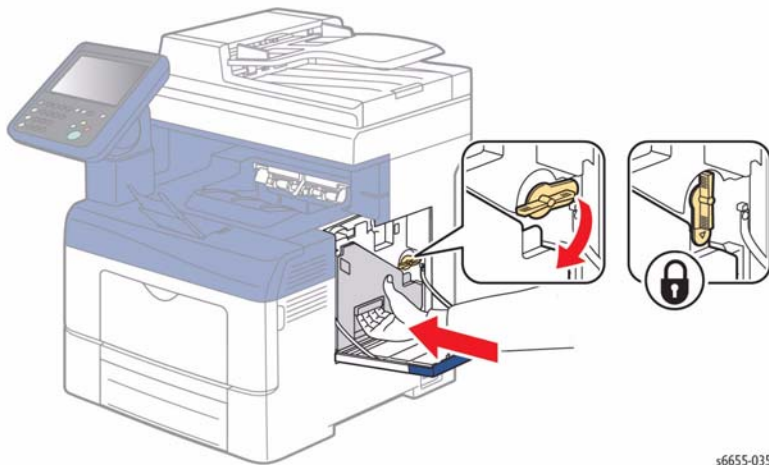
11. Close the top cover, Figure 12.



s6655-044

Figure 12 Close the Top Cover

12. Reinsert the waste cartridge, and turn the waste cartridge lock lever 90-degrees clockwise, Figure 13.

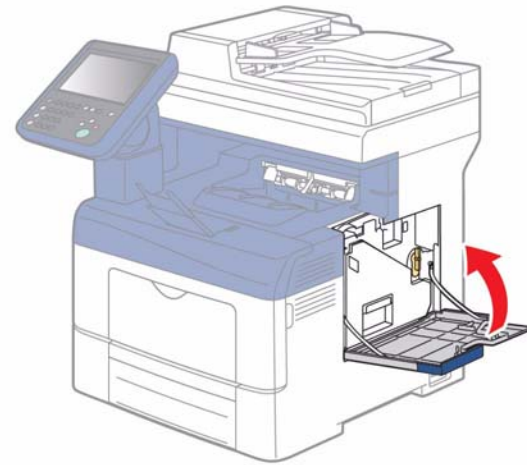


s6655-035

Figure 13 Reinsert and Lock the Waste Cartridge

NOTE: If the waste cartridge does not fit into place properly, ensure that the Transfer Belt is inserted fully.

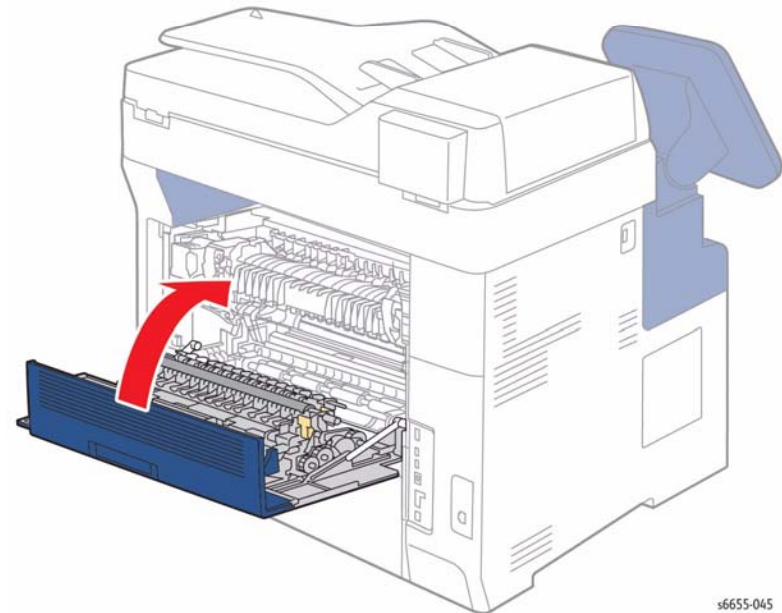
13. Close the side door, Figure 14.



s6655-036

Figure 14 Close the Side Door

14. Close the rear door, Figure 15.



s6655-045

Figure 15 Close the Rear Door

ADJ 6.2 Transfer Belt Offsets Adjustment

Purpose

The Transfer Belt Offset needs adjustment only in cases where the Transfer Roller Bias adjustment has reached its limit without resolving the problem concerning the transfer of toner from the Transfer Belt to the paper.

Adjustment

Adjusting the Transfer Belt Offset for black (K) or color (YMC) is accomplished in one of two ways:

- Use the Service Tools menu in Admin Settings. See Using Service Tools Menu.
- Enter Service Mode and edit NVM using a specific Chain-Link code. See Editing NVM Values in Service Mode.

Using Service Tools Menu

To adjust the Transfer Belt offsets using Service Tools menu:

1. At the control panel, press the Machine Status button.
2. Touch Tools, then touch Admin Settings.
3. Touch Service Tools.
4. Touch Adjust Transfer Belt Unit.
5. Touch K Offset or YMC Offset.
6. Touch the - or + on the screen to lower or raise the offset value. Set to a value between -5 and +5.
7. Touch OK to apply the setting.

Editing NVM Values in Service Mode

When editing NVM values, refer to “NVM Save and Restore” (dC361) for detailed instructions. Refer to Table 1 for the Chain-Link codes associated with the K and YMC Offsets.

To adjust the Transfer Belt Offset:

1. Enter Service Mode and navigate to Printer Diag > Engine Diag > NVM Settings > Edit NVM.
2. Enter the Chain-Link code (see Table 1) for either K or YMC Offset.

Table 1 Chain-Link Codes for Offset Adjustment

Parameter	Range	Initial	Chain-Link
K Offset	1~11	6	746-516
YMC Offset	1~11	6	746-517

CAUTION

In the following step, do not use values higher than 11.

3. Adjust the value up or down as necessary to a value with the range 1-11. The default setting is 6.

ADJ 6.3 Transfer Roller Bias Adjustment

Purpose

The bias voltage applied to the Transfer Roller (BTR2) controls how the toner transfers from the Transfer Belt to the paper. If the bias voltage is too low, the toner does not transfer properly, producing light colors and white spots. If the bias voltage is too high, the image can become mottled.

Adjustment

Adjusting the Transfer Roller bias is accomplished in one of two ways:

- Use the Service Tools menu in Admin Settings. See Using Service Tools Menu.
- Enter Service Mode and edit NVM using a specific Chain-Link code. See Editing NVM Values in Service Mode.

Using Service Tools Menu

Using this method, you can adjust the Transfer Roller Bias for each of the following paper types:

- Plain
- Light Card
- Heavy Card
- LW Gloss Card
- HW Gloss Card
- Labels
- Envelope

To adjust the Transfer Roller bias using Service Tools menu:

1. At the control panel, press the Machine Status button.
2. Touch Tools, then touch Admin Settings.
3. Touch Service Tools.
4. Touch Adjust Transfer Roller.
5. Touch one of the paper types.
6. Touch the - or + on the screen to lower or raise the bias value. Set to a value between -5 and +10.
7. Touch OK to apply the setting.

Editing NVM Values in Service Mode

When editing NVM values, refer to “NVM Save and Restore” (dC361) for detailed instructions. Refer to Table 1 for the Chain-Link codes associated with the various different paper types.

To adjust the Transfer Roller bias by editing NVM values:

1. Identify the paper type that is producing symptoms of mis-adjusted bias.
2. Enter Service Mode and navigate to Printer Diag > Engine Diag > NVM Settings > Edit NVM.

- Enter the Chain-Link code for the paper identified in step 1. Refer to Table 1 for the appropriate Chain-Link code.

Table 1 Chain-Link Codes for Paper Type Adjustment

Parameter	Paper Type	Range	Initial	Chain Link
Plain Paper-L	Hole-Punched or Colored	1-16	6	746-500
Plain Paper-H	Plain	1-16	6	746-501
Recycled	Recycled	1-16	6	746-503
Heavier Paper-L	Special or Heavyweight Cardstock	1-16	6	746-504
Heavier Paper-H	Special or Heavyweight Cardstock	1-16	6	746-505
Coated Paper-M	Lightweight Glossy Cardstock	1-16	6	746-512
Coated Paper-H	Heavyweight Glossy Cardstock	1-16	6	746-513
Envelope	Envelope	1-16	6	746-509
Label-H	Labels	1-16	6	746-507

CAUTION

In the following step, do not use values higher than 16.

- Adjust the value up or down as necessary to a value with the range 1-16. The default setting is 6.

ADJ 7.1 Fuser Adjustment

Purpose

The Fuser uses heat and pressure to bond the toner image to the paper. For optimal print quality, the printer automatically adjusts the temperature of the Fuser when you change the paper type. Because of differences in paper construction and thickness, the adjustment made by the printer is not enough or is too much for all paper types. If the Fuser temperature is too low, the toner will not properly bond to the paper. If the Fuser is too hot, the paper can curl.

Adjustment

Changing the Fuser temperature for a particular paper type is accomplished in one of two ways:

- Use the Service Tools menu in Admin Settings. See Using Service Tools Menu.
- Enter Service Mode and edit NVM using a specific Chain-Link code. See Editing NVM Values in Service Mode.

Using Service Tools Menu

Using this method, you can adjust the Fuser temperature for each of the following paper types:

- Plain
- Light Card
- Heavy Card
- LW Gloss Card
- HW Gloss Card
- Labels
- Envelope

To adjust the Fuser temperature using Service Tools menu:

- At the control panel, press the Machine Status button.
- Touch Tools, then touch Admin Settings.
- Touch Service Tools.
- Touch Adjust Fuser.
- Touch one of the paper types.
- Touch the - or + on the screen to lower or raise the temperature change value. Set to a value between -3 and +3.

Each value of the setting raises (if positive) or lowers (if negative) the Fuser temperature by three degrees celsius above or below the default temperature for the specified paper type and printer speed. For example, a value of +2 will raise the temperature by six degrees celsius.

- Touch OK to apply the setting.

Editing NVM Values in Service Mode

When editing NVM values, refer to "NVM Save and Restore" (dC361) for detailed instructions. Refer to Table 1 for the Chain-Link codes associated with the various different paper types.

To adjust the Fuser temperature by editing NVM values:

- Identify the paper type for which you need to adjust the fuser temperature.

2. Enter Service Mode and navigate to Printer Diag > Engine Diag > NVM Settings > Edit NVM.
3. Enter the Chain-Link code for the paper identified in step 1. Refer to Table 1 for the appropriate Chain-Link code.
4. Adjust the value up or down as necessary using one of the following settings:
-9, -6, -3, 0 (default), +3, +6, +9.

The value of the setting raises (if positive) or lowers (if negative) the Fuser temperature for the specified paper type and printer speed. For example, entering +3 will raise the temperature by three degrees celsius.

Table 1 Paper Type Chain-Link Codes for Fuser Temperature Adjustment

Media Name	Media Mode	Chain-Link	Default
Plain	Plain-H	744-016	0
Special	Heavier-L	744-017	0
Hole Punched	Plain-L	744-018	0
Colored	Plain-L	744-019	0
Lightweight Cardstock	Heavier-L	744-036	0
Heavyweight Cardstock	Heavier-H	744-037	0
Labels	Label-H	744-039	0
Envelope	Envelope	744-041	0
Lightweight Glossy Cardstock	Coated-M	744-044	0
Heavyweight Glossy Cardstock	Coated-H	744-045	0

ADJ 9.1 Paper Type Adjustment

Purpose

Compensates for paper thickness within a paper type.

Adjustment

If the printed image is too light, use the Heavyweight setting for the paper in use. If the printed image is mottled or blotchy-looking, use the Lightweight setting.

To adjust the paper type:

1. At the control panel, press the Machine Status button.
2. Touch Tools, then touch Admin Settings.
3. Touch Service Tools.
4. Touch Adjust Paper Type.
5. Select Plain or Label, then touch OK.
6. Select Lightweight or Heavyweight, then touch OK to apply the setting.

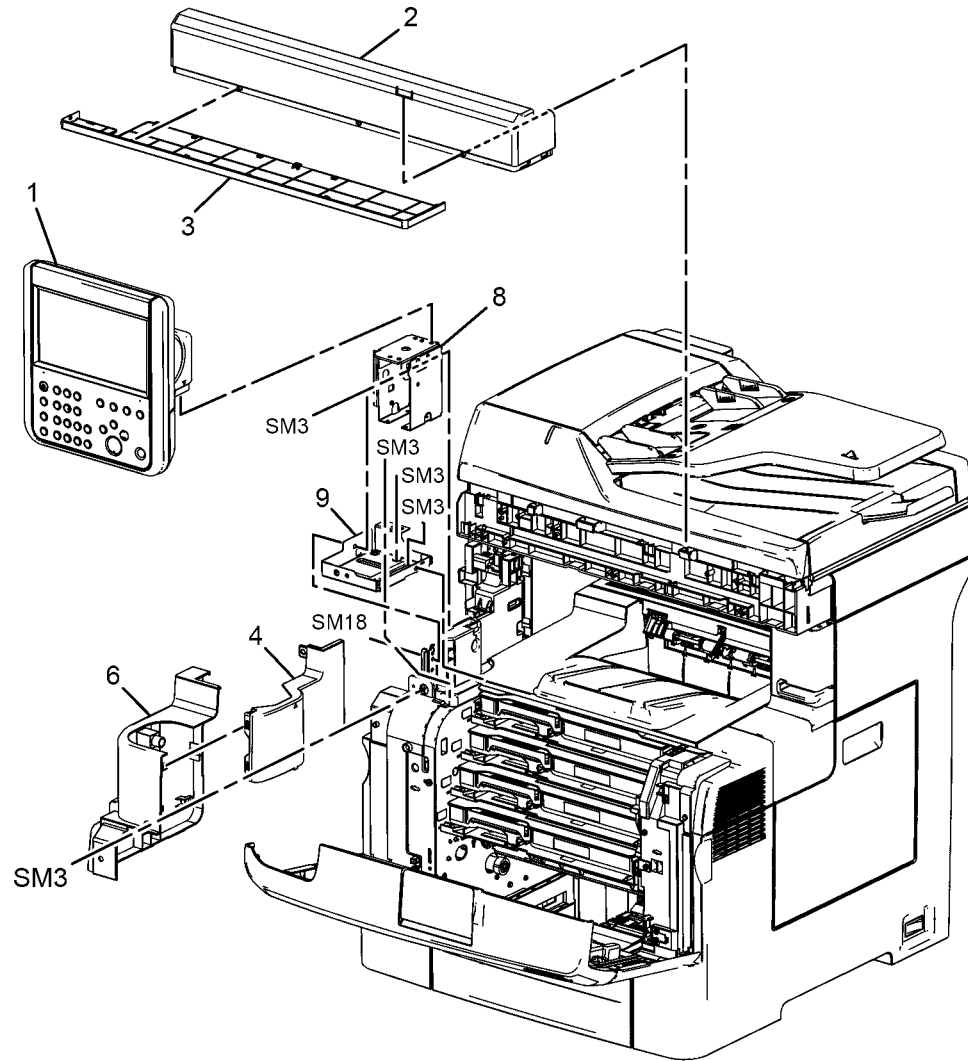
5 Parts Lists

UI Base		PL 18.3 Electrical (3 of 4)	5-25
PL 1.1 UI Base	5-3	PL 18.4 Electrical (4 of 4)	5-26
PL 1.2 Console UI	5-4	Cover	
ROS		PL 19.1 Cover (1 of 2)	5-27
PL 2.1 ROS	5-5	PL 19.2 Cover (1 of 2)	5-28
Drive		IIT/DADF	
PL 3.1 Drive	5-6	PL 51.1 IIT/DADF	5-29
NOHAD			
PL 4.1 NOHAD	5-7		
Dispenser			
PL 5.1 Dispenser	5-8		
Transfer			
PL 6.1 Transfer	5-9		
Fuser			
PL 7.1 Fuser	5-10		
Xerographics			
PL 8.1 Xerographics	5-11		
Tray			
PL 9.1 Tray	5-12		
Option Feeder			
PL 10.1 Option Feeder (1 of 3)	5-13		
PL 10.2 Option Feeder (2 of 3)	5-14		
PL 10.3 Option Feeder (3 of 3)	5-15		
MSI			
PL 13.1 MSI (1 of 3)	5-16		
PL 13.2 MSI (2 of 3)	5-17		
PL 13.3 MSI (3 of 3)	5-18		
Duplex			
PL 14.1 Duplex	5-19		
Registration/Feeder			
PL 15.1 Registration/Feeder (1 of 2)	5-20		
PL 15.2 Registration/Feeder (2 of 2)	5-21		
Exit			
PL 17.1 Exit	5-22		
Electrical			
PL 18.1 Electrical (1 of 4)	5-23		
PL 18.2 Electrical (2 of 4)	5-24		

PL 1.1 UI Base

Item	Part	Description
1	848K91323	Consol Assy UI AIO 110V
-	848K91334	Consol Assy UI AIO 220V
2	822E07120	Cover IIT Front
3	822E07140	Cover IIT Front Bottom
4	822E07001	Cover UI Base Right Upper
5	-	--
6	822E07021	Cover UI Base Left
7	-	Frame Assy UI Under (with 8, 9)
8	-	Plate UI Under
9	-	Plate UI Base

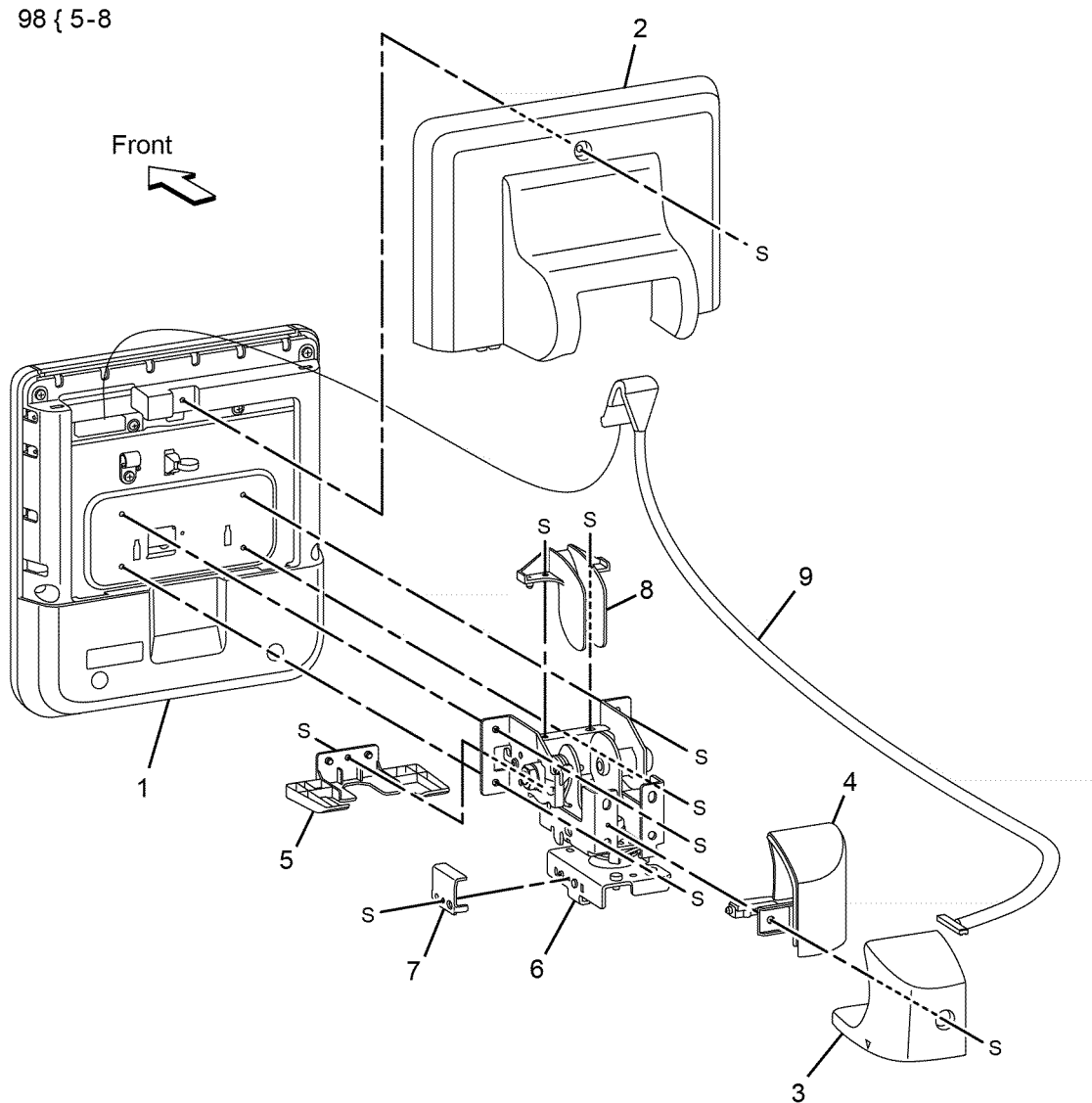
7 { 8,9



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PL 1.2 Console UI

Item	Part	Description
1	848K91323	Console Assy UI 110v
	848K91334	Console Assy UI 220v
2	822E09640	Cover UI Rear Upper
3	—	Cover UI Hinge Left
4	—	Cover UI Hinge Right
5	—	Cover UI Rear Lower
6	—	UI Assy Hinge Neck
7	—	UI Stopper Swivel
8	—	Guide UI Cable
9	—	UI Cable
98	604K90601	Kit UI Assy Hinge (with 5-8)

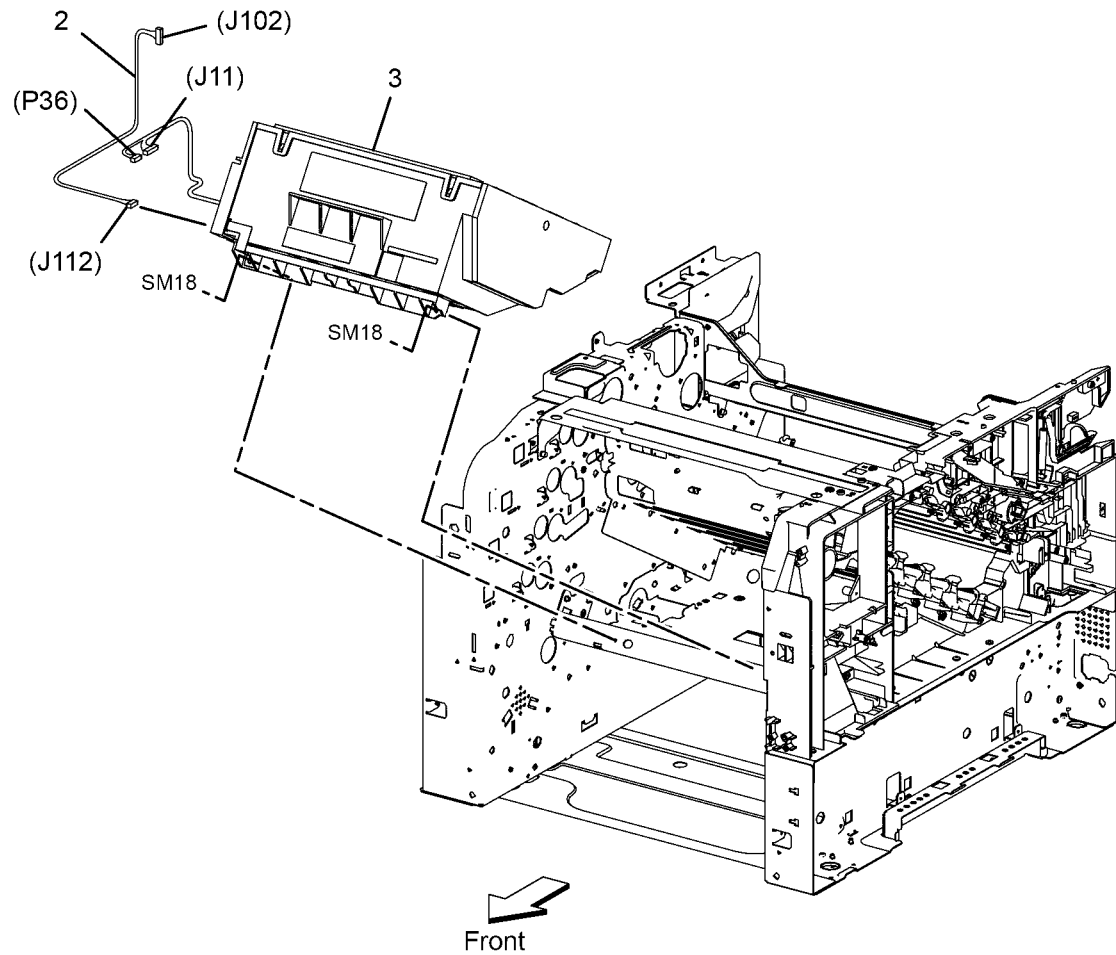


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PL 2.1 ROS

Item	Part	Description
1	062K25870	ROS Assy (with 2, 3)
2	-	Harness Assy-Video
3	-	ROS Sub Assy

1 { 2,3



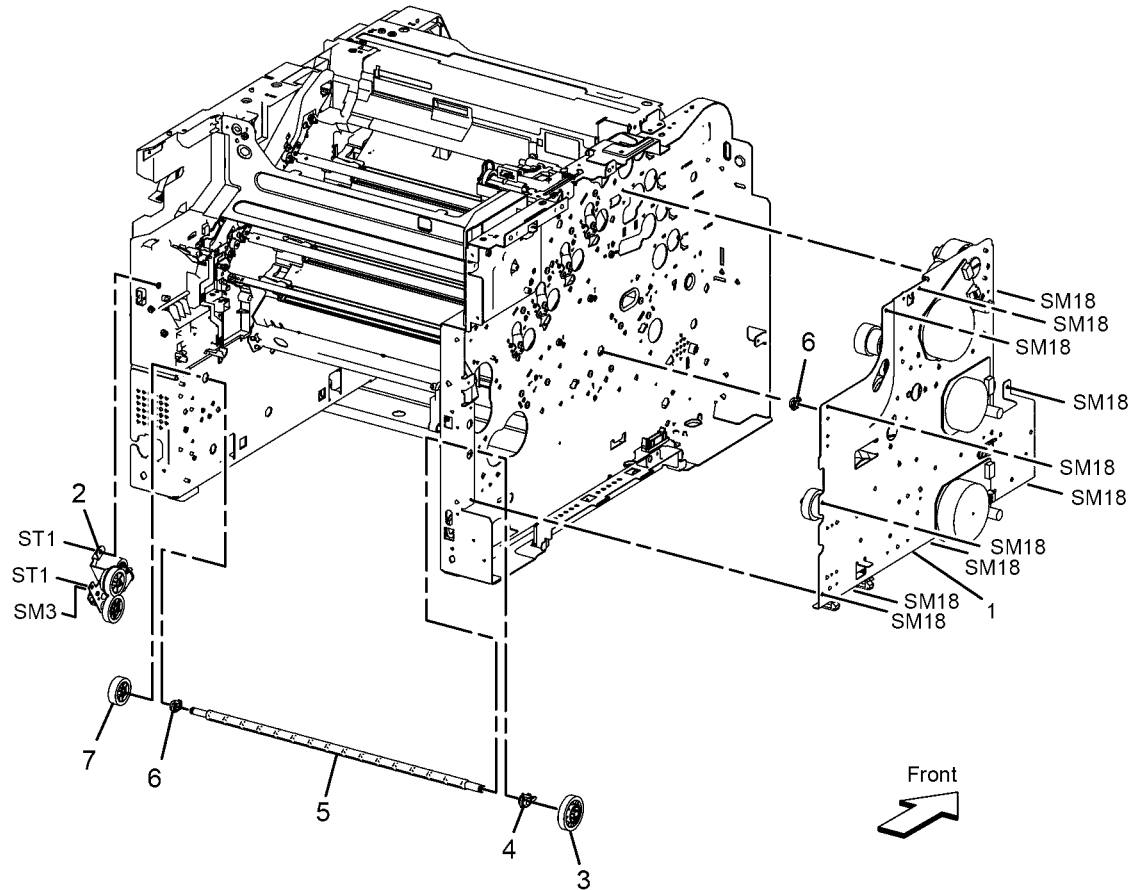
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PL 3.1 Drive

Item	Part	Description
1	007K20811	Drive Assy Main
2	007K17962	Drive Assy Waste
3	-	Gear Waste 2
4	-	Bearing Waste 1
5	-	Shaft Idler Waste
6	-	Bearing Waste 2
7	-	Gear Waste 3
8	007K17971	Drive Shaft Assy (with 3, 5, 7)
9	604K90780	Kit Bearing Waste (with 4, 6)

8 { 3,5,7

9 { 4,6

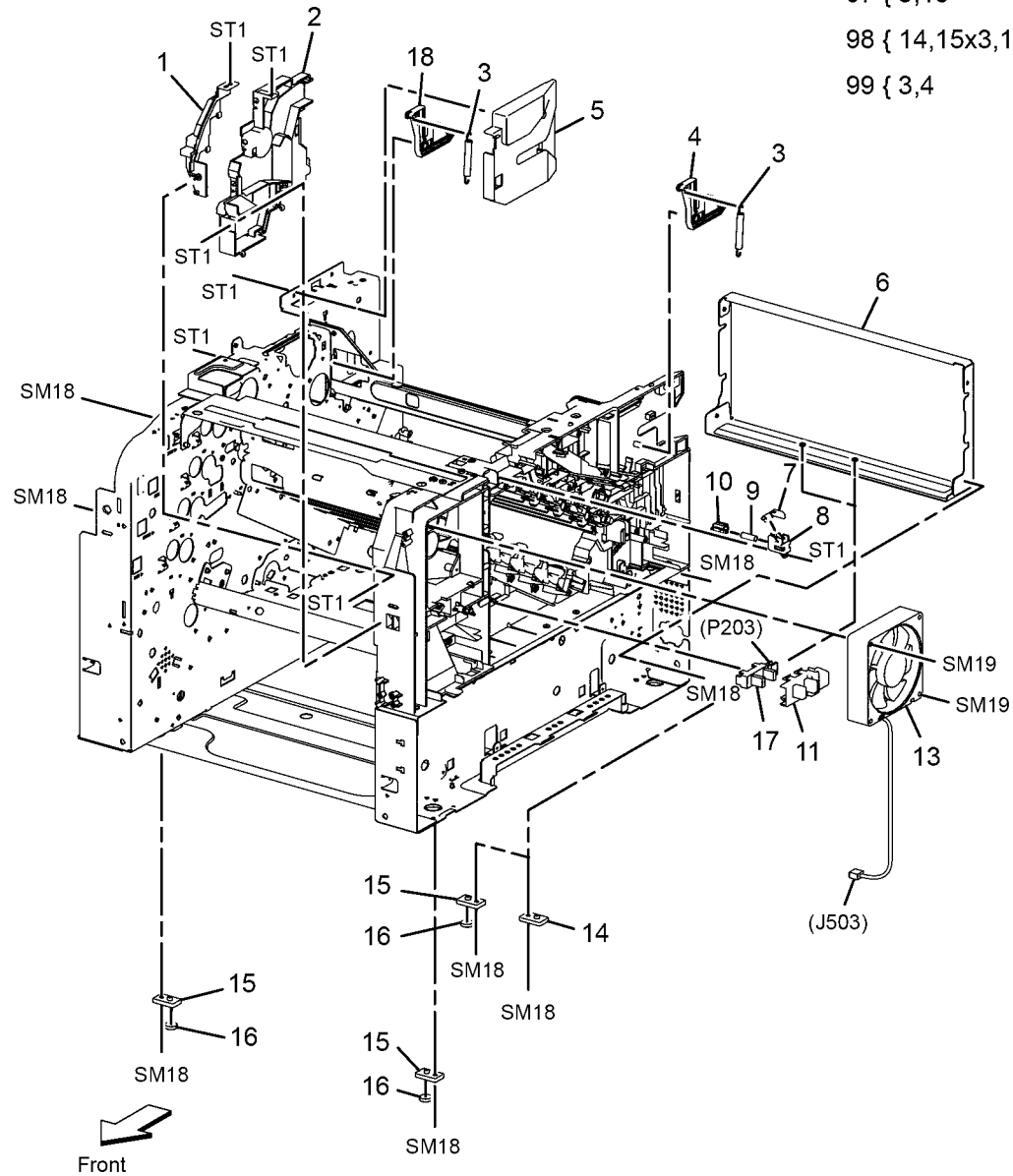


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PL 4.1 NOHAD

Item	Part	Description
1	-	Duct Frame SEG3
2	-	Duct Base SEG3
3	-	Spring Latch
4	-	Latch Rear Right
5	-	Bracket Latch Left
6	-	Frame Rear S3
7	-	Actuator-Belt IL RT
8	-	Holder-Belt IL
9	-	Spring-Belt IL
10	-	Actuator-Belt IL LN
11	-	Cover-Sensor Waste
12	-	Screw Fan (Not Shown)
13	127E86480	Fan Main
14	-	Foot Rear
15	-	Foot Base Front
16	-	Foot
17	930W00511	Sensor Toner Full
18	-	Latch Rear Left
97	604K73980	Kit Latch Left (with3, 18)
98	604K76341	Kit Foot Assy (with 14, 15x3, 16x3)
99	604K76350	KitT Latch Right (with3, 4)

97 { 3,18
 98 { 14,15x3,16x3
 99 { 3,4

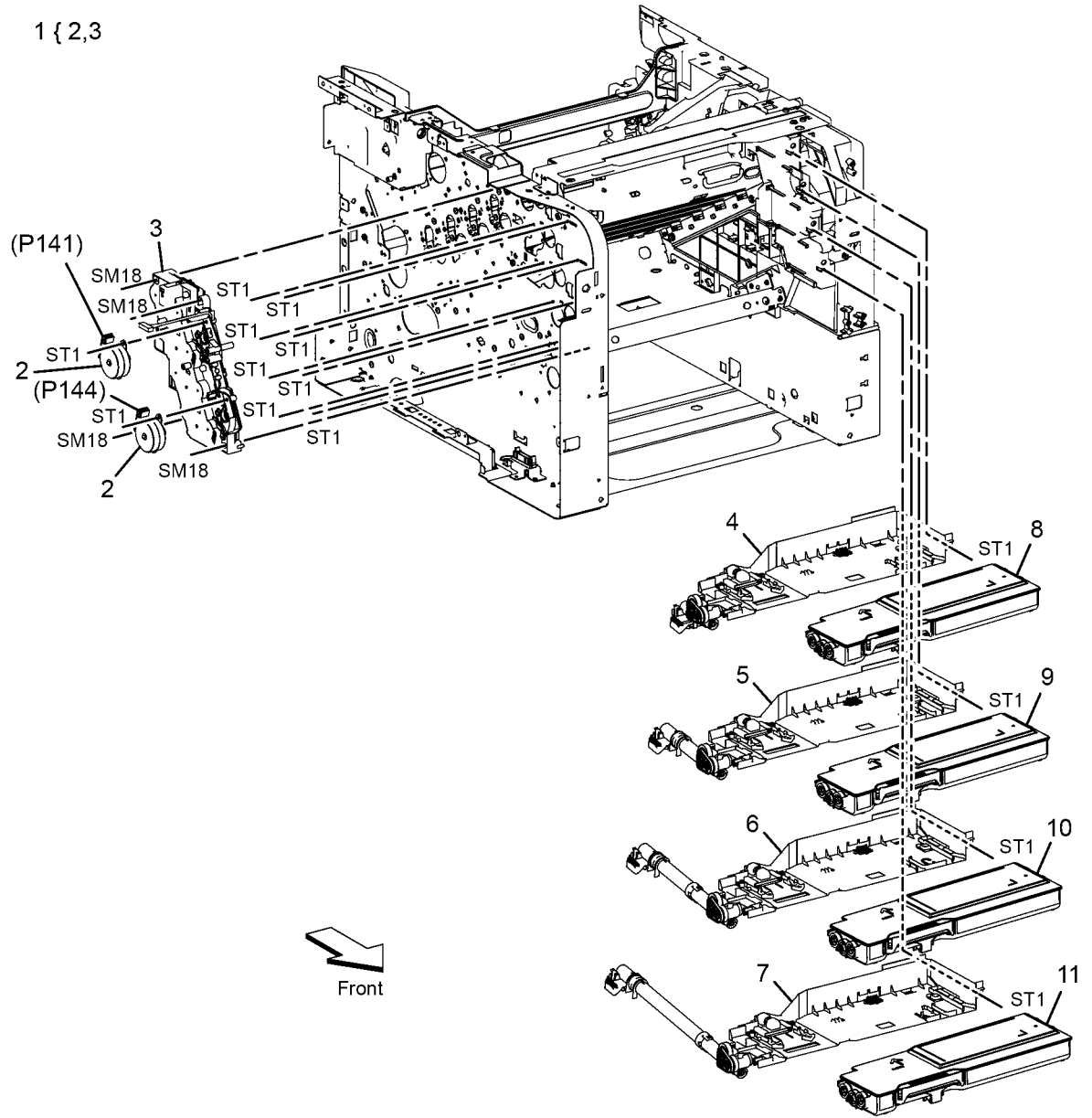


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PL 5.1 Dispenser

Item	Part	Description
1	127K64252	Motor High Assy Dispenser (with 2, 3)
2	127K64260	Motor Assy Dispenser
3	-	Motor Assy Gear
4	094K93433	Dispenser Assy - Y
5	094K93423	Dispenser Assy - M
6	094K93413	Dispenser Assy - C
7	094K93403	Dispenser Assy - K
8	-	Toner Cartridge Y
9	-	Toner Cartridge M
10	-	Toner Cartridge C
11	-	Toner Cartridge K

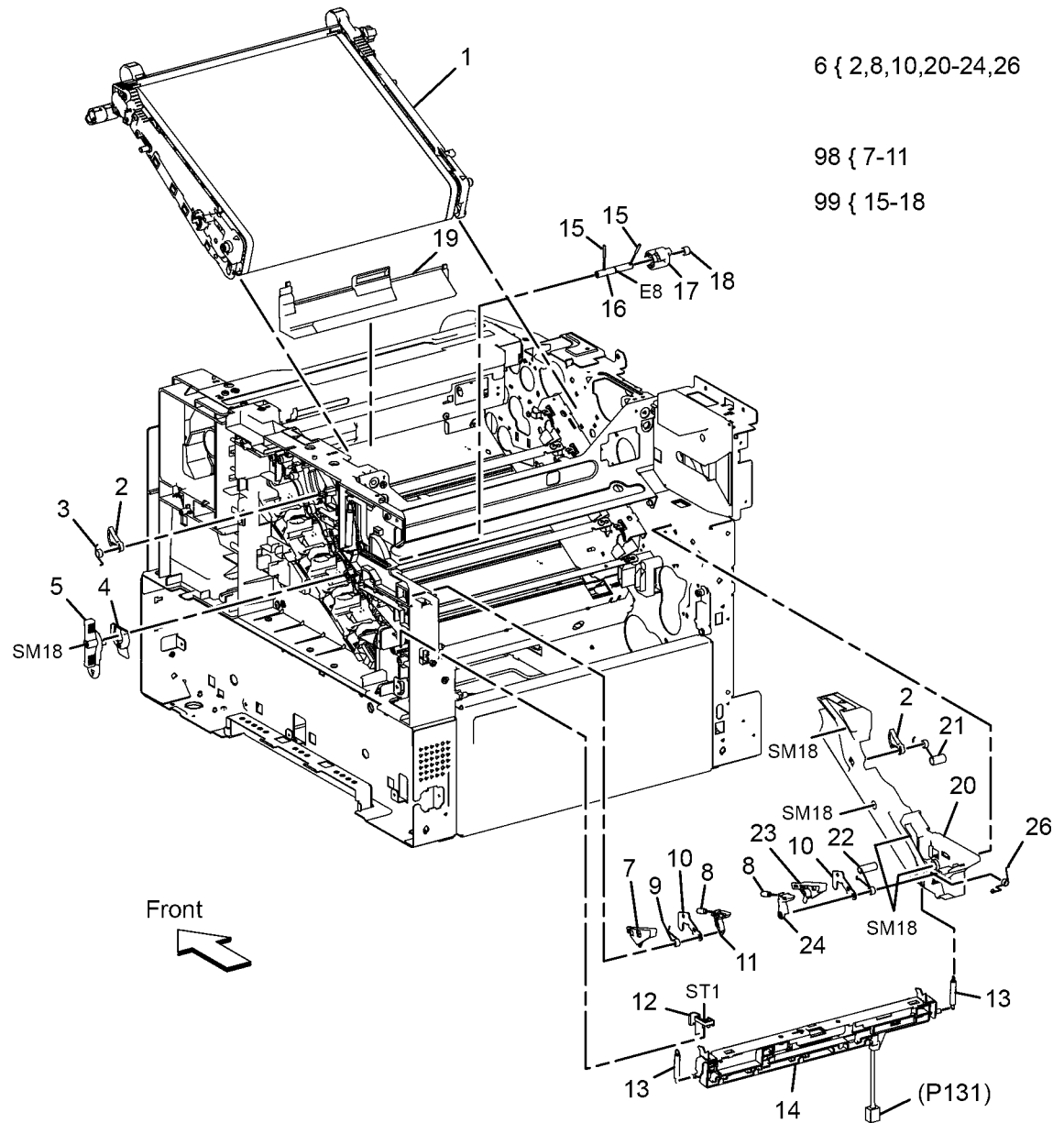
1 { 2,3



0505003A-BAR

PL 6.1 Transfer

Item	Part	Description
1	604K77531	Belt Assy - IBT, Unit
2	-	Latch - IBT Front
3	-	Spring - IBT Front Right
4	-	Actuator - Coupling
5	803E15100	Handle - IBT
6	032K07422	Guide Assy - IBT L (with 2, 8, 10, 20-24, 26)
7	-	Housing - Latch IBT Right
8	-	Spring - Latch IBT
9	-	Spring - IBT Rear Right
10	-	Plate - Latch IBT
11	-	Arm-Latch IBT Right
12	-	Guide - CTD Right
13	809E96300	Spring - CTD
14	130K77830	Sensor Assy CTD
15	-	Pin - Dowel
16	-	Shaft - Coupling
17	-	Coupling - Retract IBT
18	-	Spring - Coupling
19	-	Cover - Harness IBT
20	-	Guide - Belt Left
21	-	Spring - IBT Front Left
22	-	Spring - IBT Rear Left
23	-	Housing - Latch IBT Left
24	-	Arm - Latch IBT Left
25	-	--
26	-	Spring - GND ADC



6 { 2,8,10,20-24,26

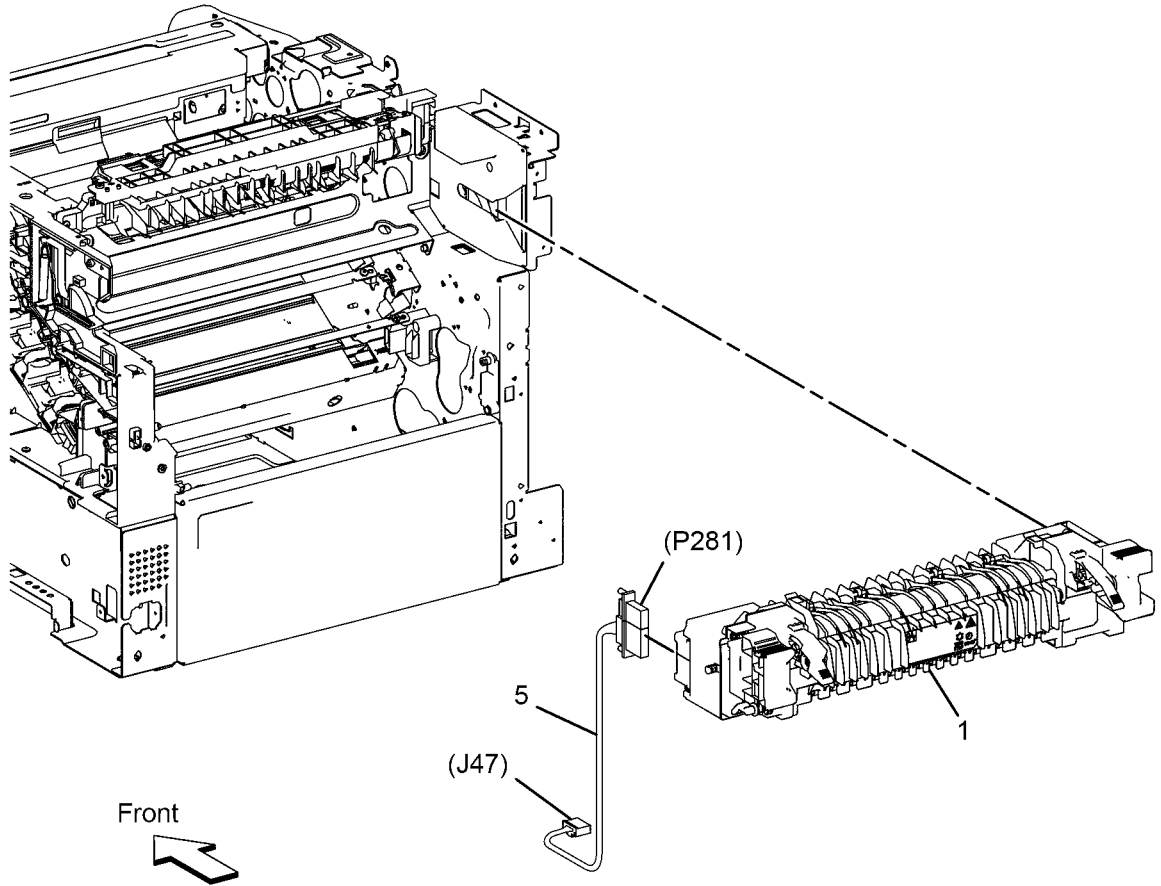
98 { 7-11

99 { 15-18

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PL 7.1 Fuser

Item	Part	Description
1	115R00088	Fuser Assy 110V
	115R00089	Fuser Assy 220V
3	-	--
4	-	--
5	-	Harness Assy HTR 100V
		Harness Assy HTR 200V

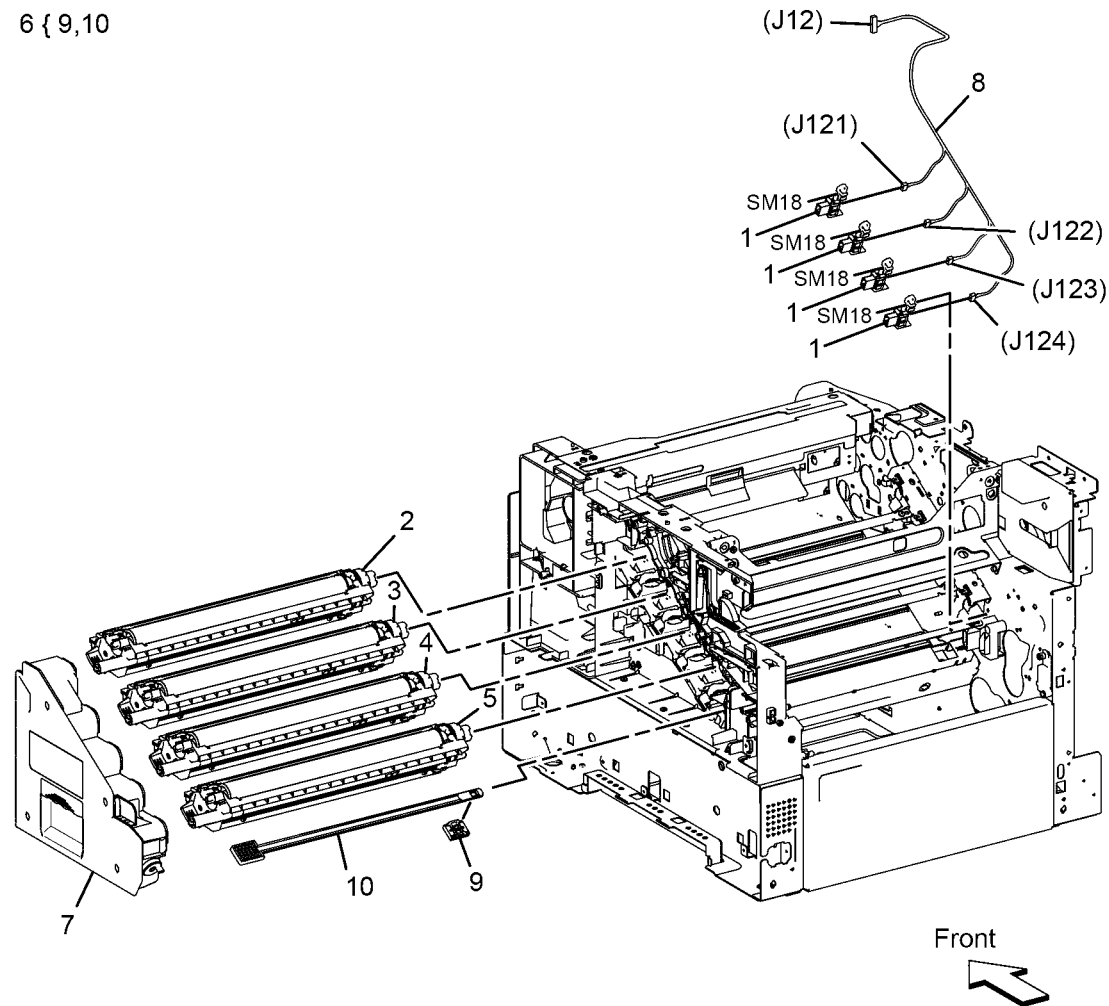


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PL 8.1 Xerographics

Item	Part	Description
1	019K12700	Crum Connector Assy
2	-	Xero Deve CRU Assy - Y (initial)
3	-	Xero Deve CRU Assy - M (initial)
4	-	Xero Deve CRU Assy - C (initial)
5	-	Xero Deve CRU Assy - K (initial)
6	042K94440	Cleaner Assy (with 9, 10)
7	-	Box Assy - Waste
8	-	Harness Assy X-CRUM
9	-	Clearer Assy Base
10	-	Rod Cleaner
95	604K77584	Kit Xero Deve CRU Assy - Y (Not Shown)
96	604K77574	Kit Xero Deve CRU Assy - M (Not Shown)
97	604K77564	Kit Xero Deve CRU Assy - C (Not Shown)
98	604K77554	Kit Xero Deve CRU Assy - K (Not Shown)

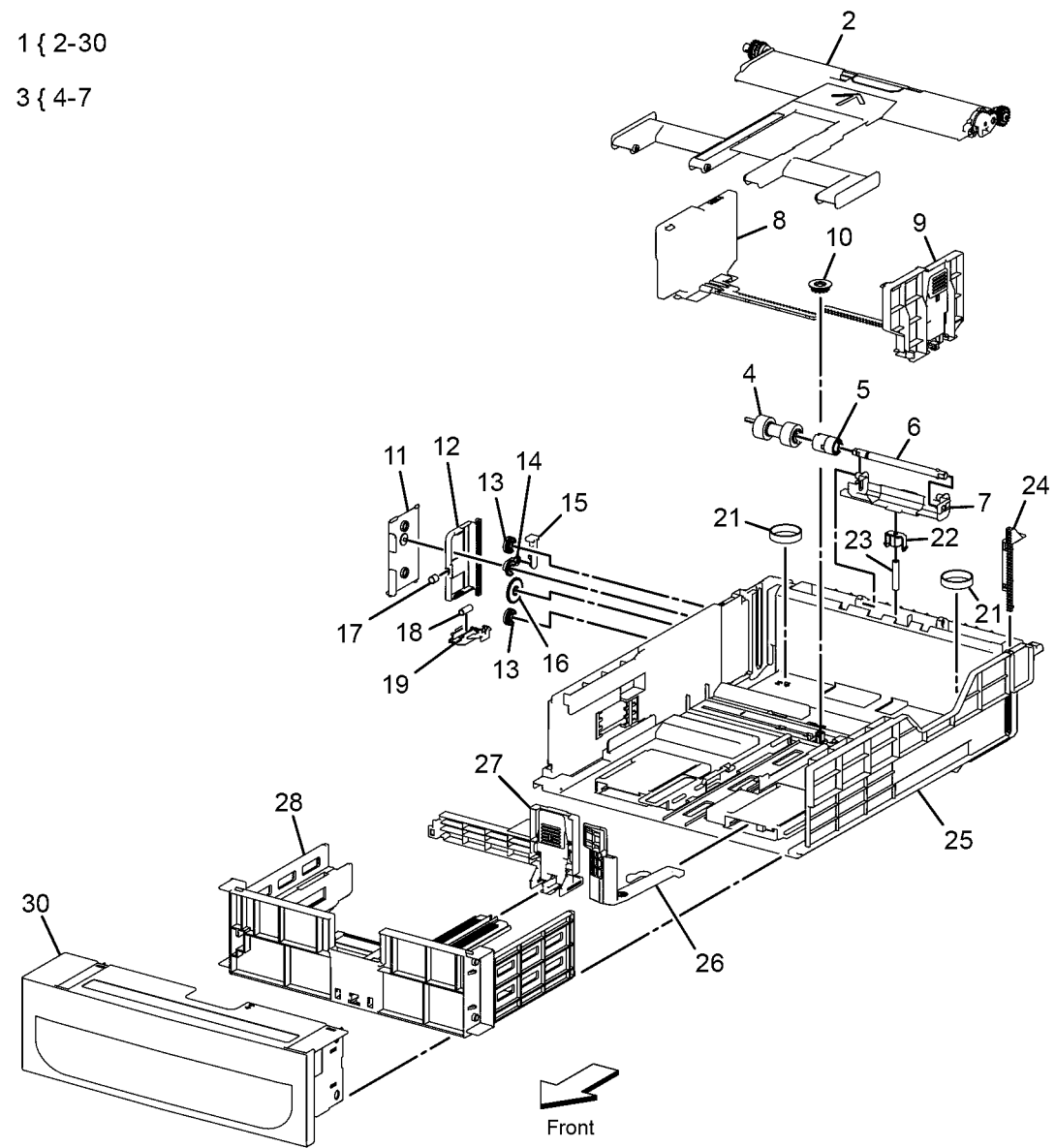
6 { 9,10



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PL 9.1 Tray

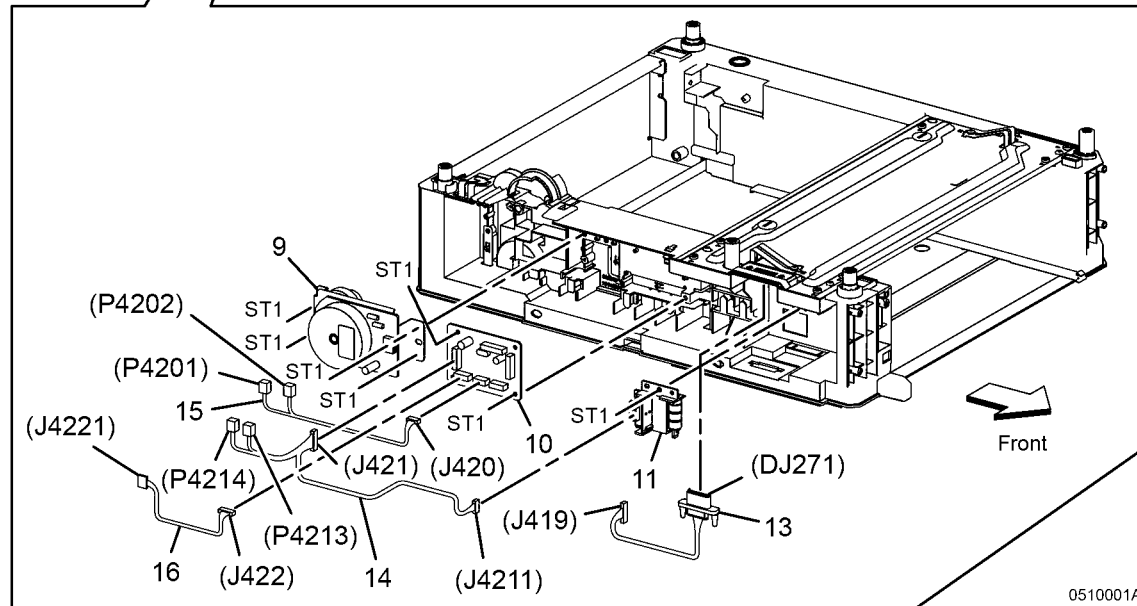
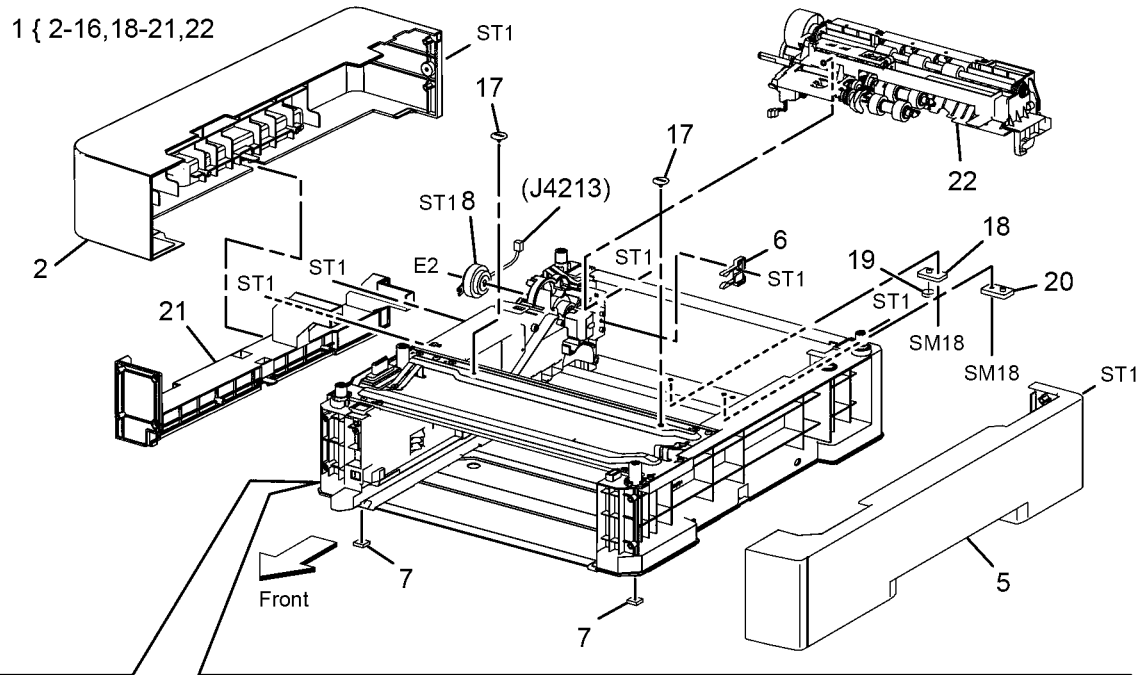
Item	Part	Description
1	050K72371	Cassette Assy 550 IOT (with 2-30)
2	-	Plate Assy Bottom
3	-	Holder Assy Retard CST (with4-7)
4	-	Roll Assy Feed
5	-	Clutch Friction RTD Z
6	-	Shaft Retard CST
7	-	Holder Retard CST
8	-	Guide Side L 550
9	-	Guide Assy Side R 550
10	-	Gear Pinion
11	-	Cover BTM Lock 550
12	-	Rack BTM Lock 550
13	-	Gear BTM Lock Pinion
14	-	Gear Lever BTM Lock
15	-	Lever BTM Lock
16	-	Gear 40 BTM Lock
17	-	Spring BTM Lock
18	-	Spring Lock PB
19	-	Actuator Lock PB L
20	-	--
21	-	Spring BTM UP 550 A4
22	-	Holder Spring Retard MSI
23	-	Spring Retard CST
24	-	Rack Lift Up PB 550
25	-	Housing Base 550
26	-	Lever Ext End 550
27	-	Guide Assy End 550 Opt
28	-	Housing End 550
29	-	--
30	-	Handle CST 550
96	675K47673	Kit Roll Assy Feed (with 4x3P, instruction) (Not Shown)
97	604K77660	Kit Holder Assy Retard CST (with 3, instruction) (Not Shown)
99	604K78360	Kit Retard Assy Roll (Not Shown)



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PL 10.1 Option Feeder (1 of 3)

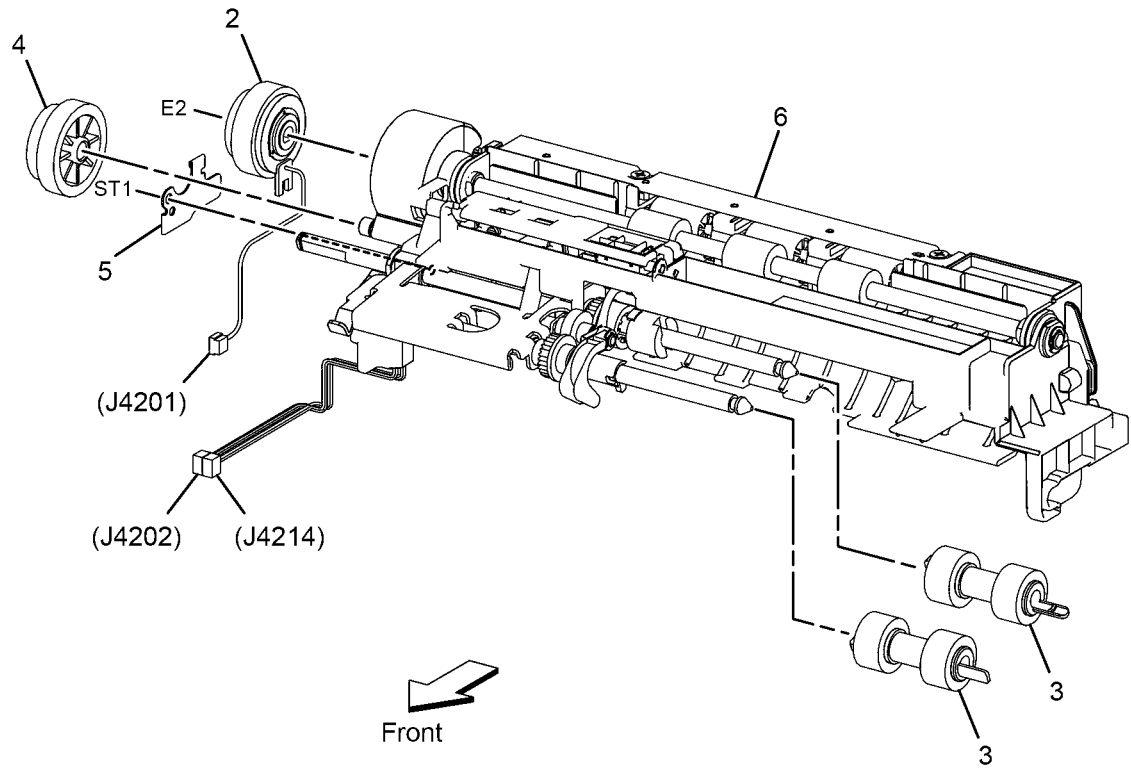
Item	Part	Description
1	059K87650	Kit Feeder Assy Opt 550 (with 2-16, 18-21, 22)
2	-	Cover Side L 550 Opt
3	-	--
4	-	--
5	-	Cover Side R 550 Opt
6	803E10840	Stopper CST
7	-	Foot Assy
8	005K83210	Clutch Assy Opt Feed
9	007K18020	Drive Assy Opt 550
10	960K77590	PWBA Feed - SK
11	110K16610	Switch Assy Size 550
12	-	--
13	962K91960	Harness Assy FDR Drawer1
14	-	Harness Assy C2 Size
15	-	Harness Assy C2 Turn
16	-	Harness Assy FDR Mot
17	-	Screw Joint
18	-	Foot Base Front
19	-	Foot
20	-	Foot Rear
21	-	Frame Side L Opt 550
22	059K71760	Feed Assy Opt 550 Main



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PL 10.2 Option Feeder (2 of 3)

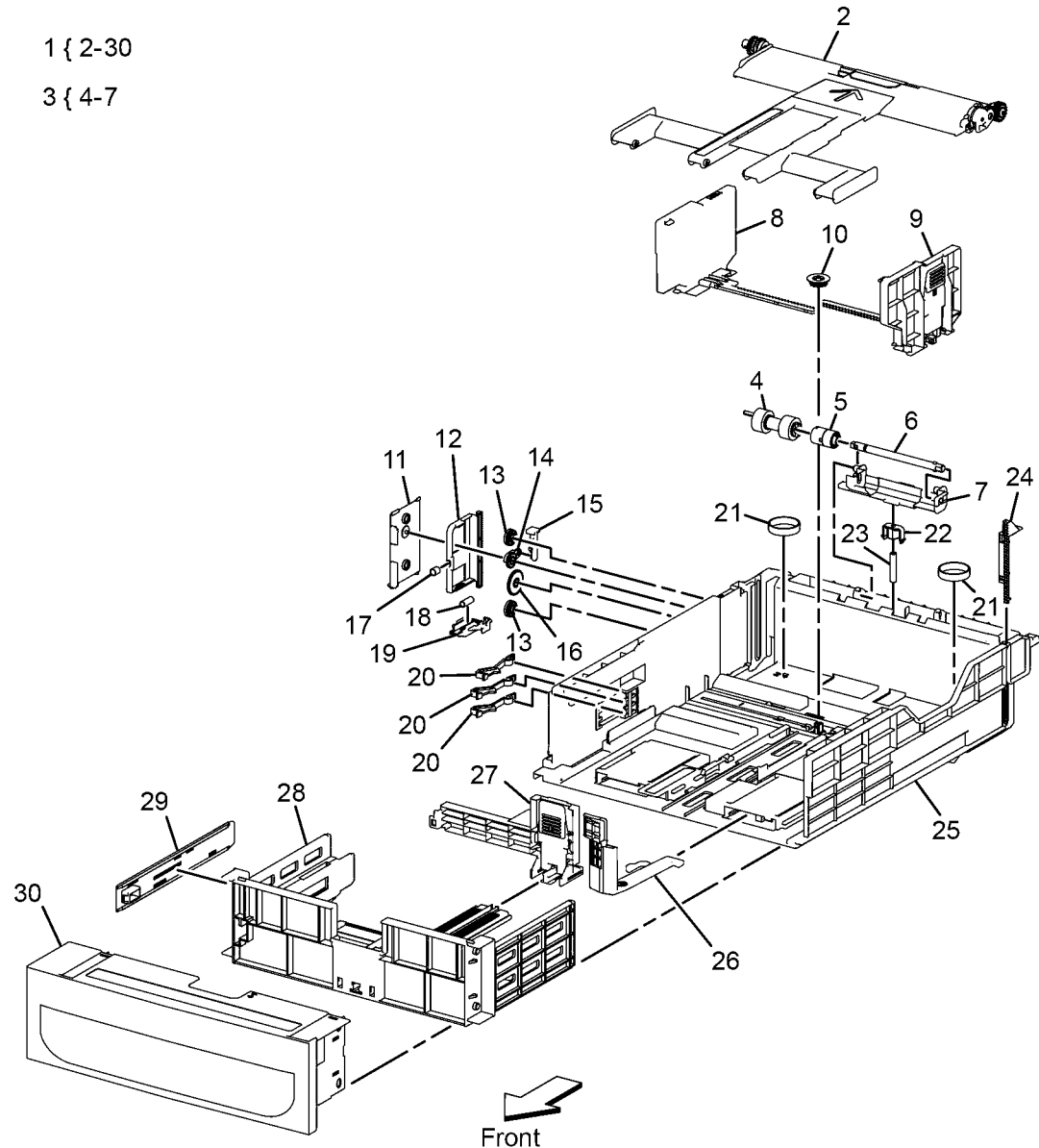
Item	Part	Description	
1	059K71760	Feed Assy Opt 550 Main (with 2-6)	1 { 2-6
2	-	Clutch Assy Registration	
3	-	Roll Asy Feed	
4	-	Gear Opt Feeder	
5	-	Bracket Spring Nudger	
6	-	Feed Sub Assy	



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PL 10.3 Option Feeder (3 of 3)

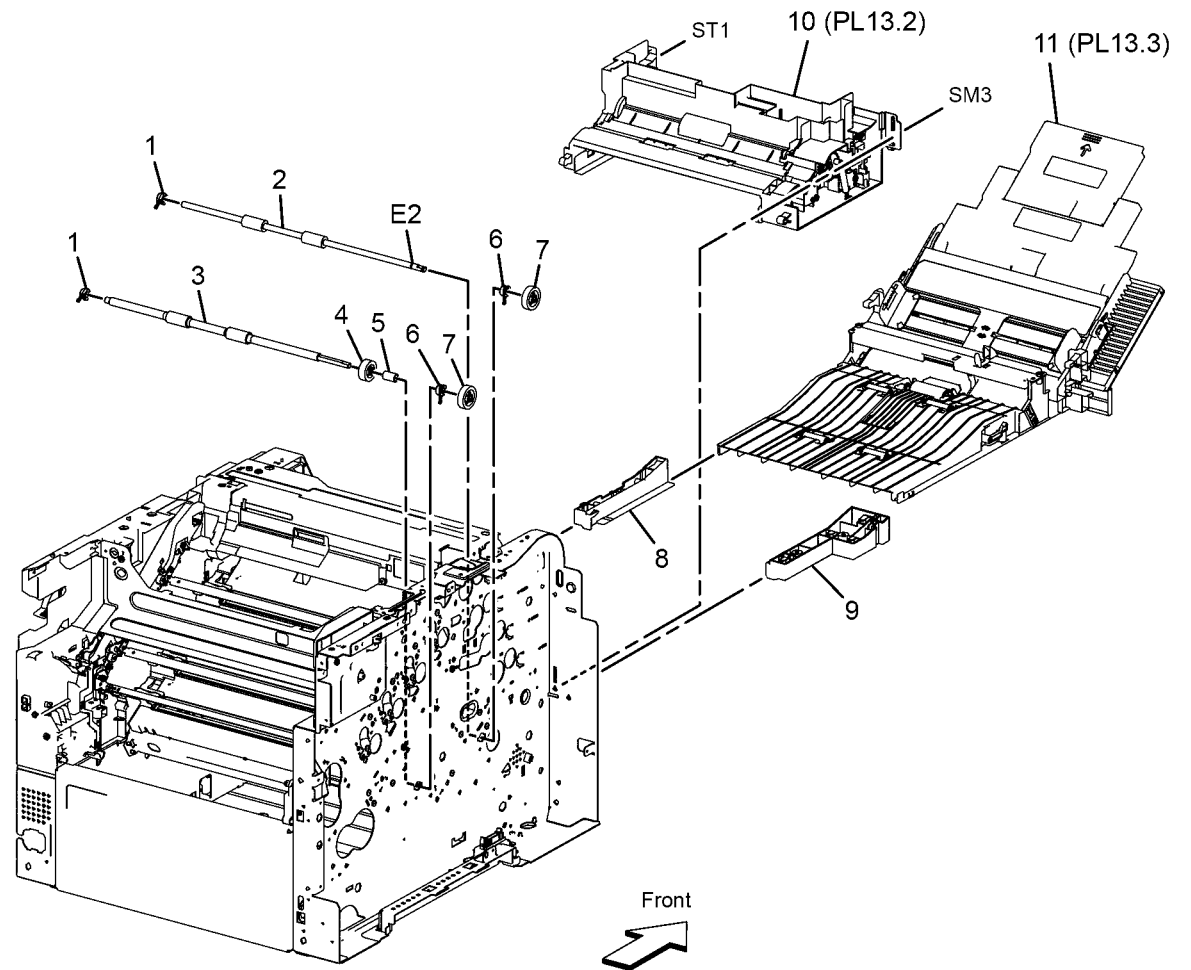
Item	Part	Description	
1	050K66516	Cassette Assy 550 Opt (with 2-30)	
2	-	Plate Assy Bottom	1 { 2-30
3	-	Holder Assy Retard CST (with 4-7)	
4	-	Roll Assy Feed	3 { 4-7
5	-	Clutch Friction RTD Z	
6	-	Shaft Retard CST	
7	-	Holder Retard CST	
8	-	Guide Assy Side Left 550	
9	-	Guide Assy Side Right 550	
10	-	Gear Pinion	
11	-	Cover Btm Lock 550	
12	-	Rack Btm Lock 550	
13	-	Gear Btm Lock Pinion	
14	-	Gear Lever Btm Lock	
15	-	Lever Btm Lock	
16	-	Gear 40 Btm Lock	
17	-	Spring Btm Lock	
18	-	Spring Lock PB	
19	-	Actuator Lock PB Left	
20	-	Actuator Size	
21	-	Spring Btm Up 550 A4	
22	-	Holder Spring Retard MSI	
23	-	Spring Retard CST	
24	-	Rack Lift Up PB 550	
25	-	Housing Base 550	
26	-	Lever Ext End 550	
27	-	Guide Assy End 550 Opt	
28	-	Housing End 550	
29	-	Plate Slot Size	
30	-	Handle CST 550 Opt	



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PL 13.1 MSI (1 of 3)

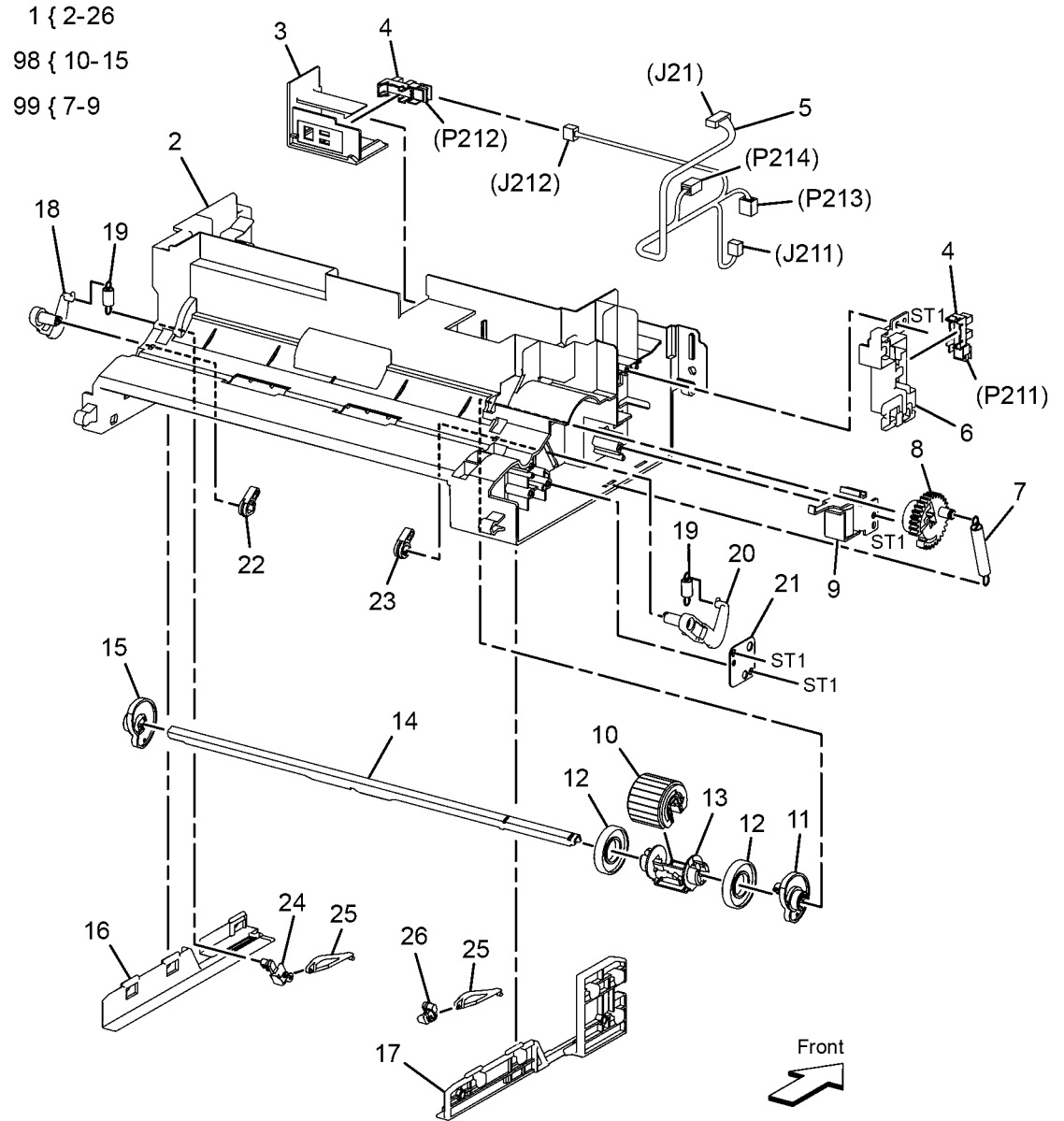
Item	Part	Description
1	-	Bearing Duplex
2	-	Roll Assy TA1
3	-	Roll Assy TA2
4	-	Gear TA1
5	-	Spacer TA2
6	-	Bearing TA
7	-	Gear Turn
8	-	Guide MSI Right
9	-	Guide MSI Left
10	801K47623	Frame Assembly MSI (P/O PL 13.2 Item 1)
11	050K66574	Tray Assembly MSI Main (P/O PL 13.3 Item 1)
98	604K73890	Kit Roll Assy 1 (with1, 2, 6, 7)
99	604K73900	Kit Roll Assy 2 (with1, 3-7)



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PL 13.2 MSI (2 of 3)

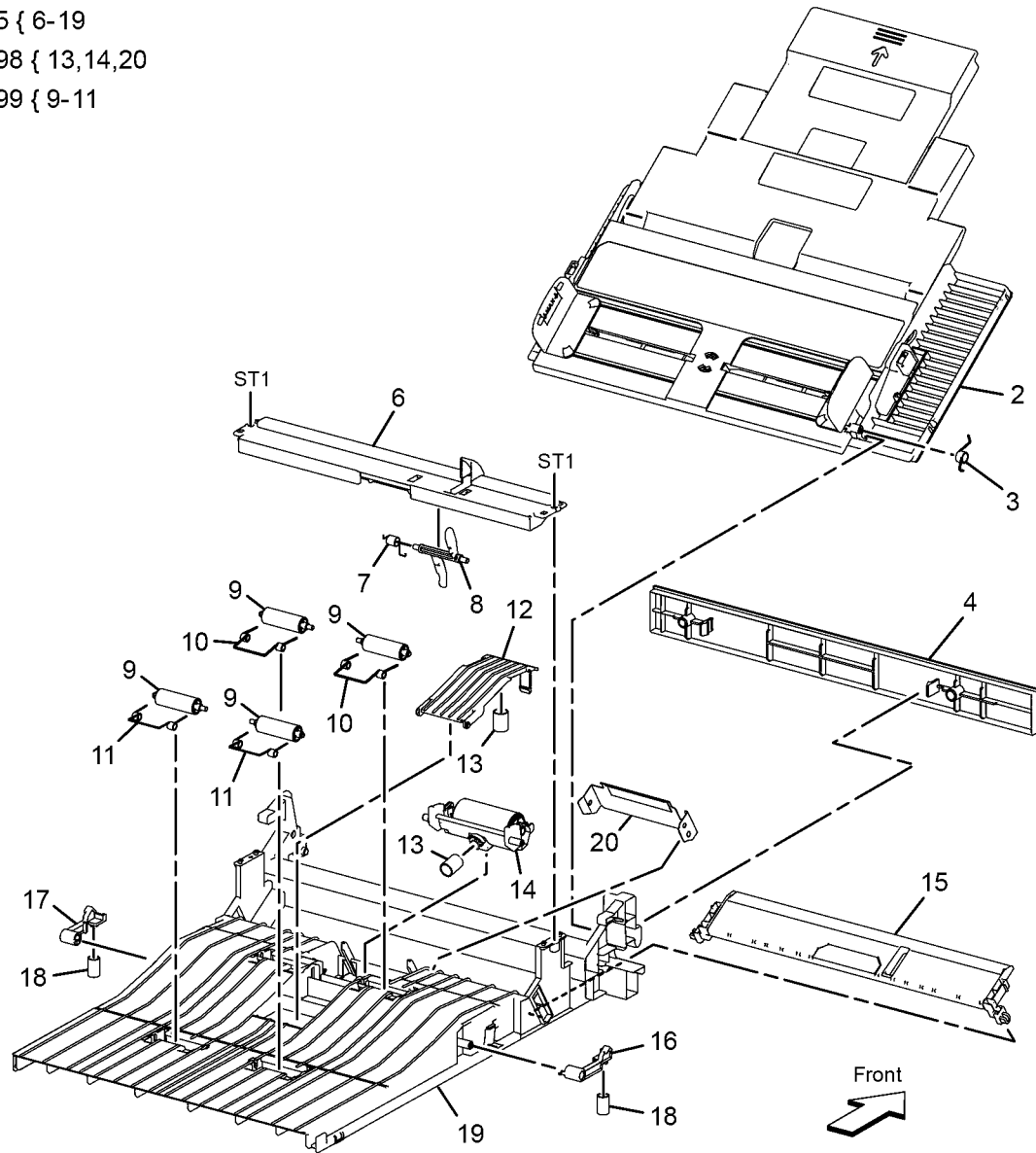
Item	Part	Description
1	801K47623	Frame Assy MSI (with 2-26)
2	-	Frame MSI
3	-	Bracket No Paper MSI
4	930W00123	Sensor - Photo Int
5	-	Harness Assy MSI
6	-	Guide Harness MSI
7	-	Spring Feed (ACO)
8	-	Gear Feed MSI
9	-	Solenoid Feed MSI
10	059K78701	Roll Assy Feed
11	-	CAM MSI Left
12	-	Roller Core
13	-	Holder Feed
14	-	Shaft Feed MSI
15	-	CAM MSI Right
16	-	Guide Support Right
17	-	Guide Support Left
18	-	Arm Right
19	-	Spring NF
20	-	ARM Left
21	-	Bracket Gear
22	-	Follower Right
23	-	Follower Left
24	-	Guide Bottom Right
25	-	Side Bottom
26	-	Guide Bottom Left
98	604K73910	Kit Roll Assy (with 10-15)
99	604K73921	Kit Solenoid Assy (with 7-9)



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PL 13.3 MSI (3 of 3)

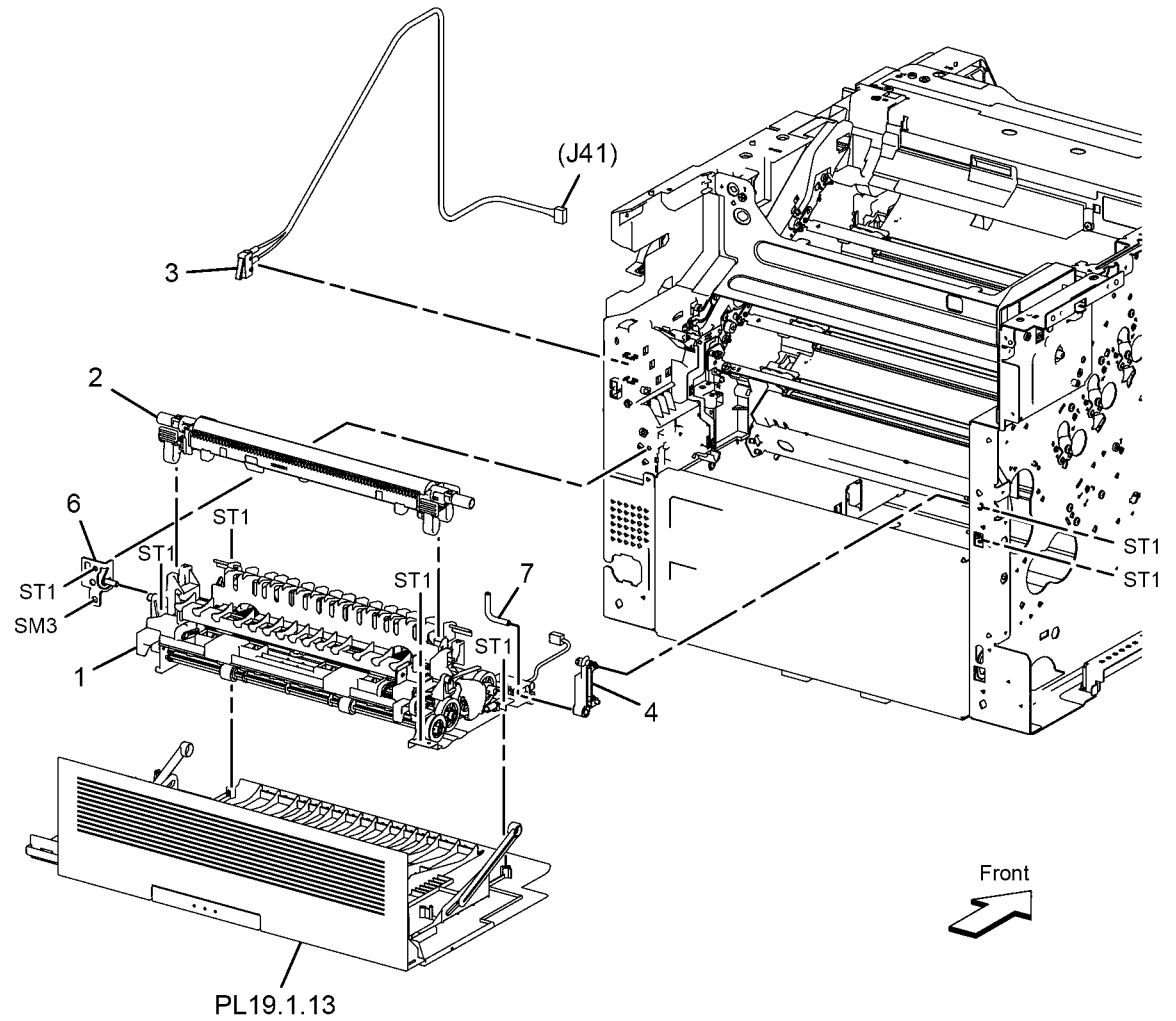
Item	Part	Description	
1	050K66574	Tray Assy MSI Main (with 2-19)	1 { 2-19
2	848K51105	Cover Assy MSI	5 { 6-19
3	-	Spring Damper	98 { 13,14,20
4	-	Cover MSI Under	99 { 9-11
5	054K46613	Chute Assy MSI (with 6-19)	
6	-	Bar MSI Front	
7	-	Spring No Paper	
8	-	Actuator No Paper	
9	-	Roll Pinch MSI	
10	-	Spring Pinch TA1	
11	-	Spring Pinch TA2	
12	-	Chute Retard	
13	-	Spring Retard MSI	
14	-	Holder Assy Retard	
15	-	Plate Assy Bottom	
16	-	Latch MSI Left	
17	-	Latch MSI Right	
18	-	Spring Latch MSI	
19	-	Chute MSI	
20	-	Plate Assy Retard MSI	
98	604K74441	Kit Roll Assy Separator (with 13, 14, 20)	
99	604K73940	Kit Roll Pinch (with 9-11)	



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PL 14.1 Duplex

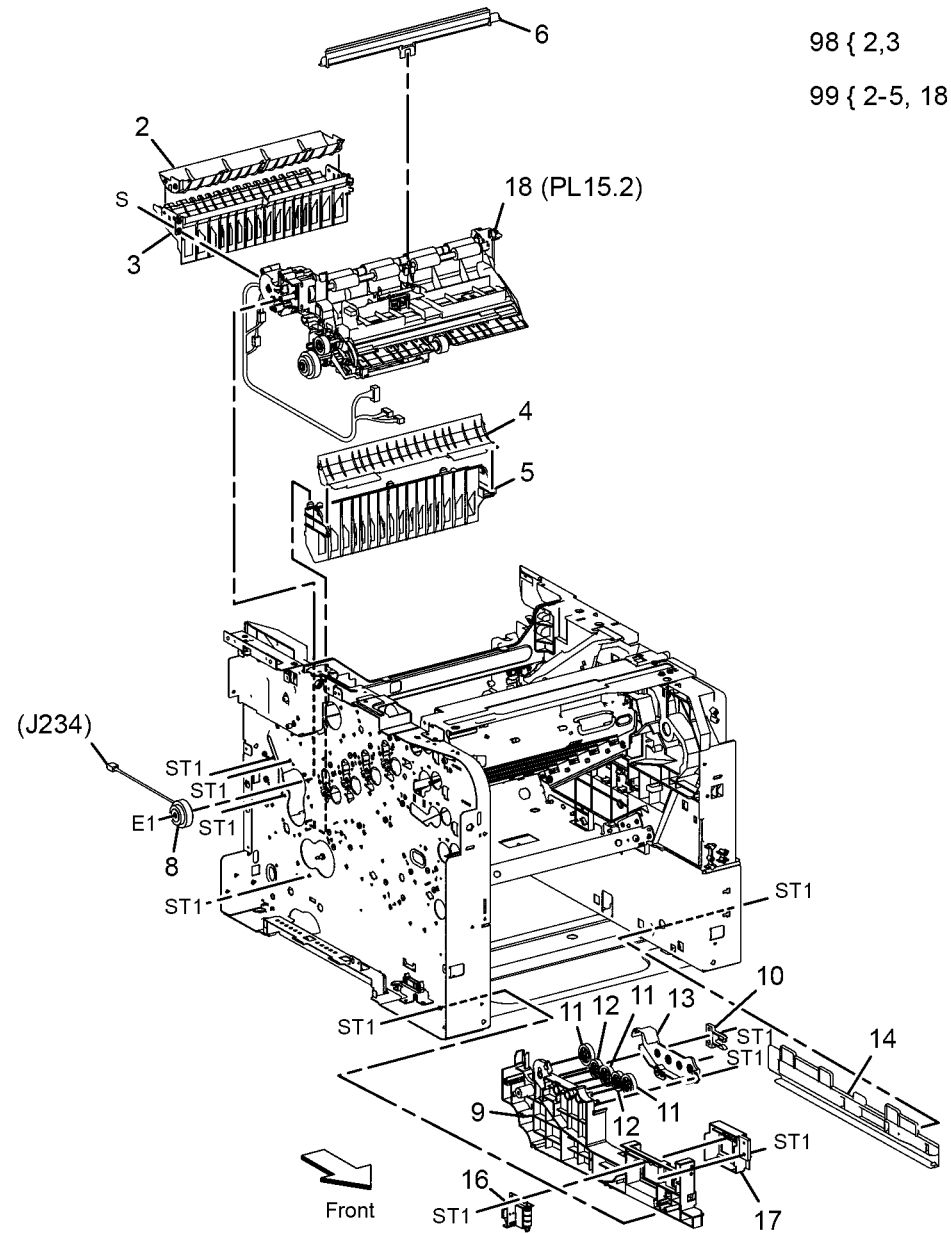
Item	Part	Description
1	054K46665	Chute Assy Duplex
2	604K77540	2nd BTR Assy CRU
3	-	Harness Assy Rear SW (I/L SW)
4	868E68951	Bracket Hinge Rear
5	-	--
6	-	Plate Hinge Right
7	-	Shaft Hinge Left



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PL 15.1 Registration/Feeder (1 of 2)

Item	Part	Description
1	--	--
2	--	Chute DUP Upper
3	--	Chute DUP Lower A
4	--	Chute Regi Lower
5	--	Chute Regi Opt 550
6	054K46650	Chute Assy Upper IBT
7	--	--
8	--	Clutch Assy Registration
9	--	Guide Tray Left
10	803E10840	Stopper CST
11	--	Gear Idle 28
12	--	Gear Idle 25
13	--	Cover Gear MSI
14	--	Guide Tray Right
15	--	--
16	110K16610	Switch Assy Size
17	--	Bracket SW Size
18	054K47993	Chute Assy Regi
98	054K46641	Chute DUP Assy (with 2, 3)
99	604K77750	Kit Chute Regi High Assy DN (with 2-5, 18)



98 { 2,3

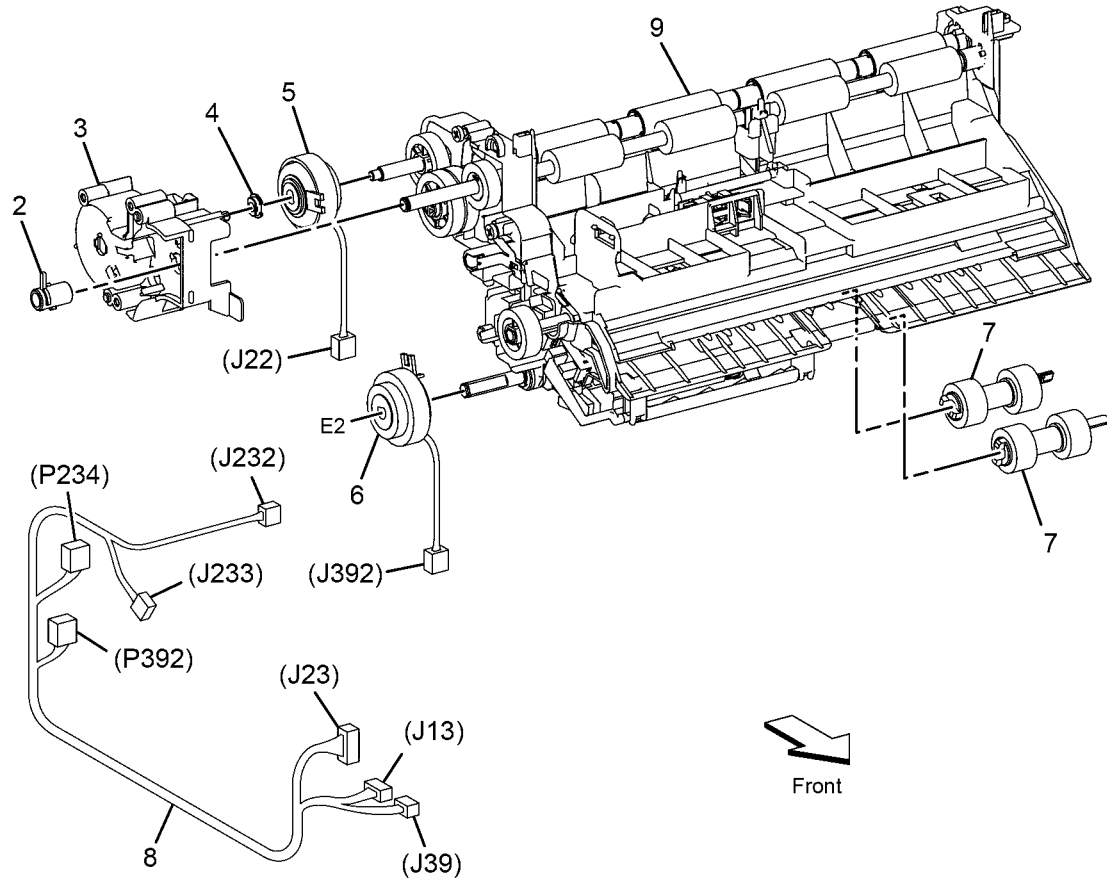
99 { 2-5, 18

0515001A-BAR

PL 15.2 Registration/Feeder (2 of 2)

Item	Part	Description
1	054K47993	Chute Assy Regi (with 2-9)
2	-	Bearing Regi R
3	-	Cover DUP Gear
4	-	Bearing
5	121K48680	Clutch Assy DUP
6	005K83210	Clutch Assy Opt Feed
7	-	Roll Assy Feed
8	-	Harness Assy Regi
9	-	Chute Sub Assy Regi
10	120E33761	Actuator No Paper

1 { 2-9

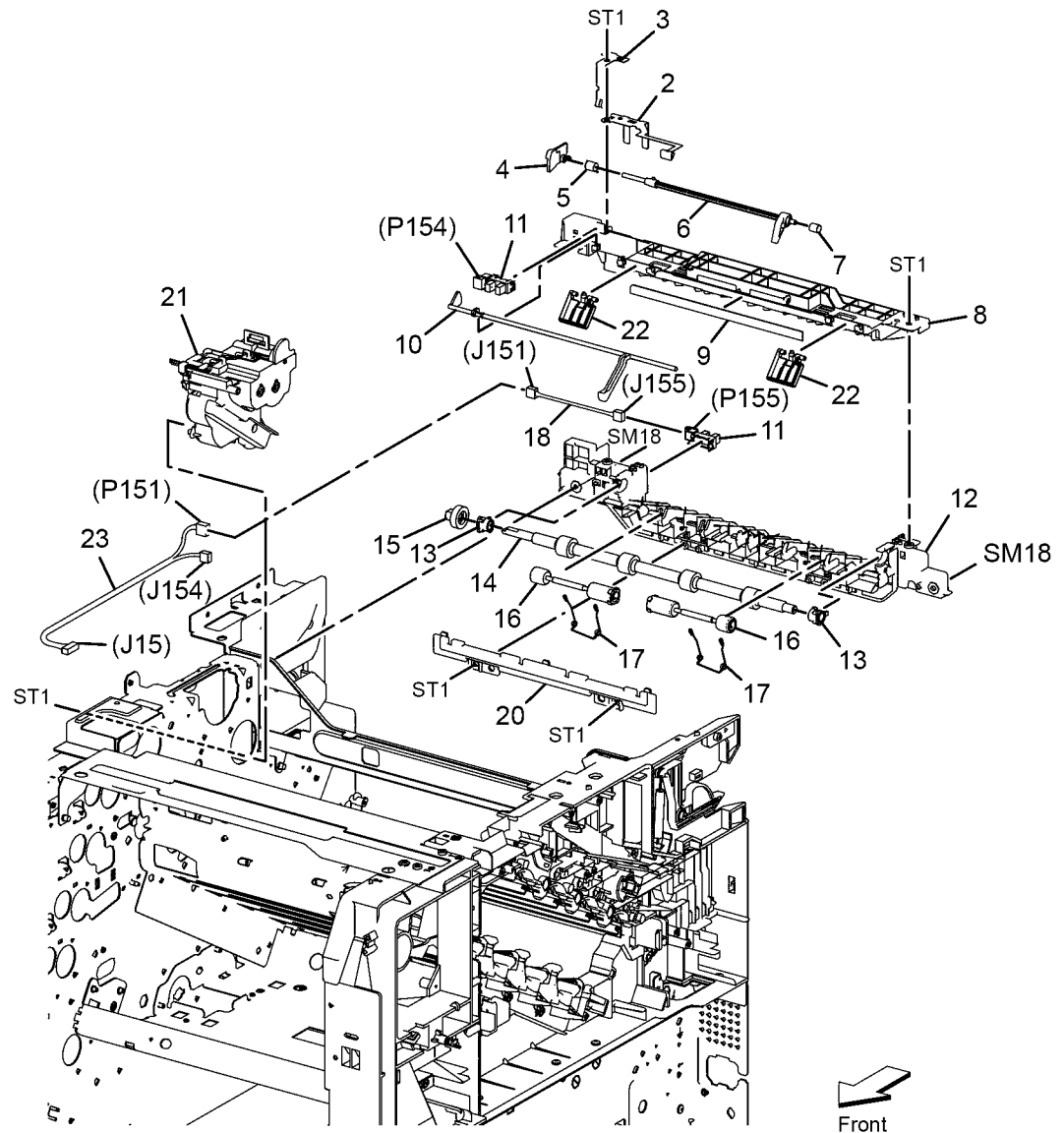


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PL 17.1 Exit

Item	Part	Description
1	054K49232	Kit Assy Exit (with 2-18, 20, 22)
2	-	Plate Earth Exit B
3	-	Plate Earth Exit A
4	-	Actuator Exit B
5	-	Spring Actuator B
6	-	Actuator Exit A
7	-	Spring Actuator A
8	-	Chute Exit Upper S3
9	-	Eliminator Exit
10	-	Actuator Full Stack
11	930W00123	Sensor - Photo Int
12	-	Chute Exit Lower S3
13	-	Bearing - Exit
14	-	Roll Assy Exit
15	-	Gear Exit
16	-	Roll Pinch
17	-	Spring - Pinch
18	-	Harness Assy Exit SNR
19	-	--
20	-	Cover Exit Tray
21	007K18766	Drive Assy Exit DN
-	-	Chute Flapper Exit
22	-	Chute Flapper Exit
23	-	Harness Assy SNR

1 { 2-18, 20, 22

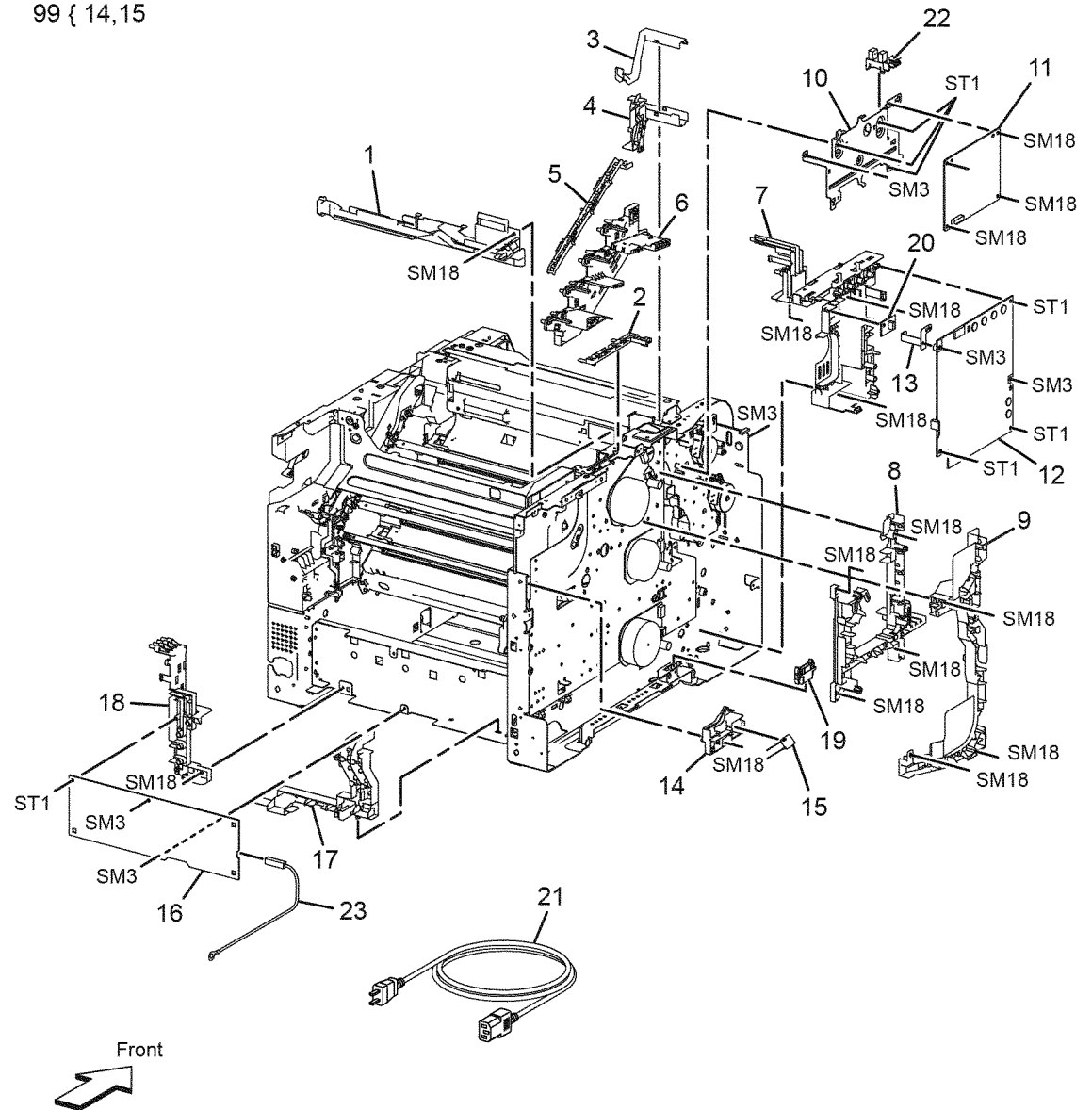


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PL 18.1 Electrical (1 of 4)

Item	Part	Description
1	-	Guide Harness Top
2	-	Guide Harness Exit
3	-	Cover Harness Top
4	-	Guide Harness Top L
5	-	Guide Harness Erase CRM
6	-	Housing Assy Charge Deve
7	-	Housing Assy Charge Deve Out
8	-	Guide Harness Video
9	-	Guide Harness L
10	-	Plate MCU
11	960K74660	PWBA MCU
12	105K26095	PWBA HVPS XD
13	-	Plate Earth HV
14	-	Housing Assembly Ground Fusing
15	-	Varistor, NVD10UCD1100
16	105K26103	PWBA HVPS Transfer
17	-	Guide Harness PH
18	-	Housing Assembly Wire Transfer IN
19	913W12104	Feeder Drawer 1
20	-	PWBA EEPROM XPRO
21	-	Power Cord 110V
22	930W00123	Sensor-photo Int
23	-	Harness Assembly BTR
24	-	--
99	848K69221	Kit Varistor Assembly (with 14, 15)

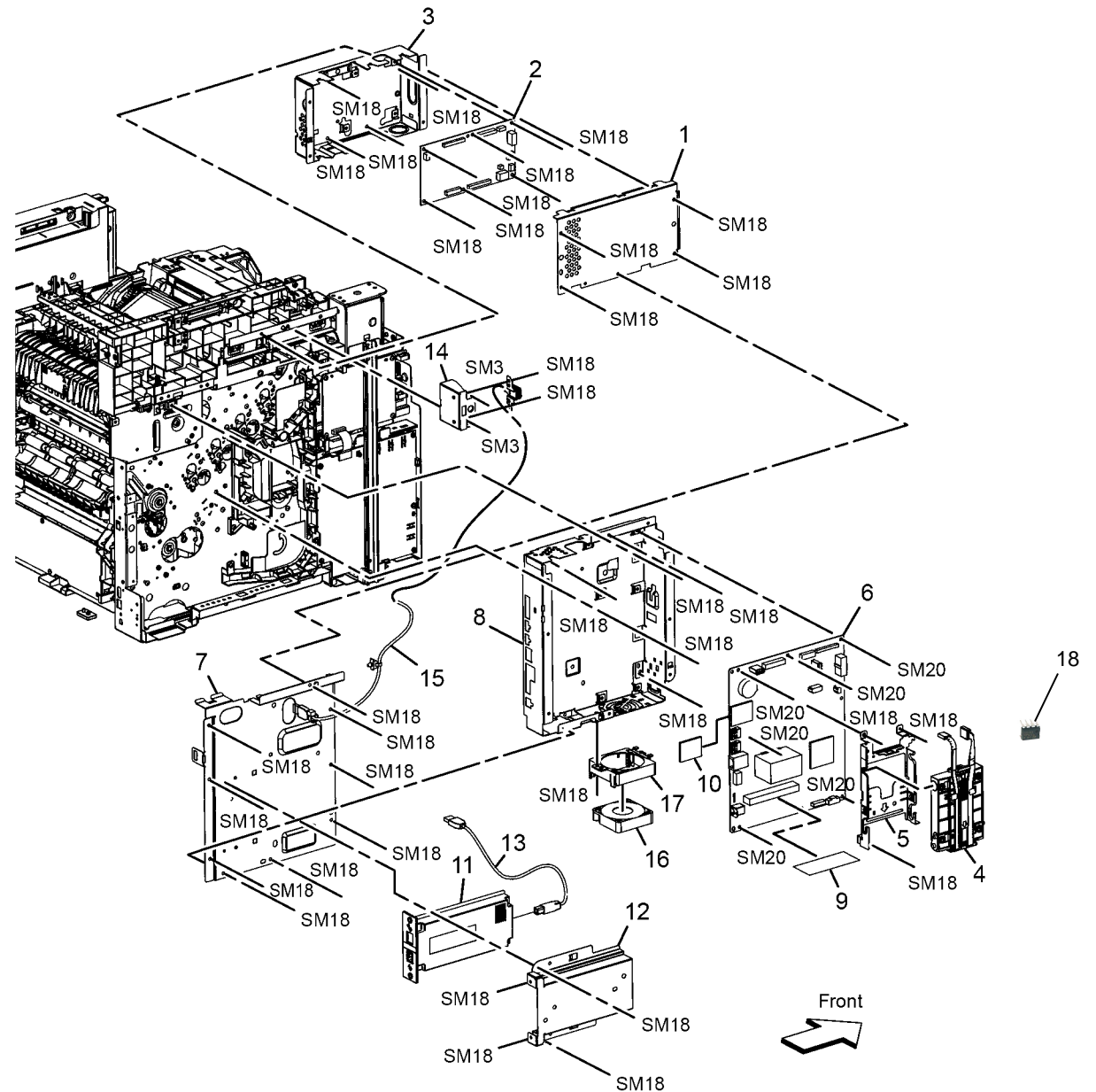
99 { 14,15



0518001A-BAR

PL 18.2 Electrical (2 of 4)

Item	Part	Description
1	-	Plate Window IIT MCU
2	960K74900	PWBA Assembly IIT MCU
3	-	Box IIT MCU
4	604K90931	Hard Disk
5	-	Bracket HDD
6	604K91840	PWBA ESS AIO
7	-	Plate Assembly ESS FAX
8	-	Box ESS
9	133K27570	DDR3 DIMM 4GB (Module Assembly)
10	604K91860	SD Card SIK 2GB
11	084K42802	PWBA Fax
12	-	Bracket Fax XC AN
13	117E38790	Cable Fax USB
14	-	Bracket Front USB
15	952K16680	Cable Assembly Front USB
16	127E86620	ESS Fan
17	-	Duct Fan ESS
18	-	EEPROM (not spared)

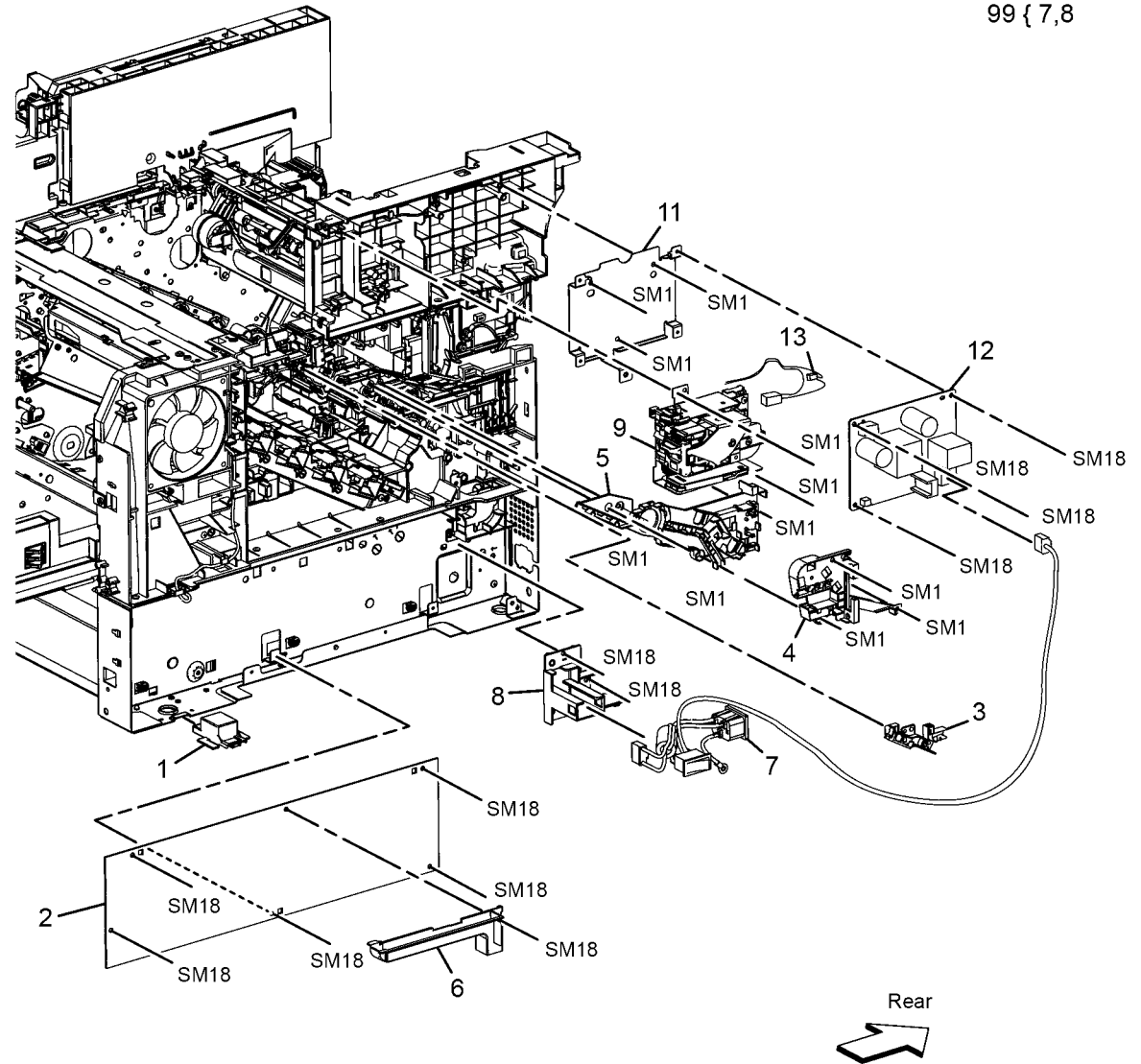


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PL 18.3 Electrical (3 of 4)

Item	Part	Description
1	-	Cap LV Bottom
2	105K30562	LVPS 110V
	105K30572	LVPS 220V
3	-	Guide Harness Right
4	-	Holder Drawer
5	-	Cover Wire Trans
6	-	Duct LVPS Upper
7	-	Harness Assy AC Inlet (p/o 99)
8	-	Guide Harness Inlet (p/o 99)
9	604K90550	Stapler Assembly
10	-	Harness Assy Stplv
11	-	Bracket - Stapler
12	105K31931	Sub LVPS STP 110V
	105K31941	Sub LVPS STP 220V
13	--	Harness Assy STP Intlk
99	604K92020	Harness Assy Inlet (with 7, 8)

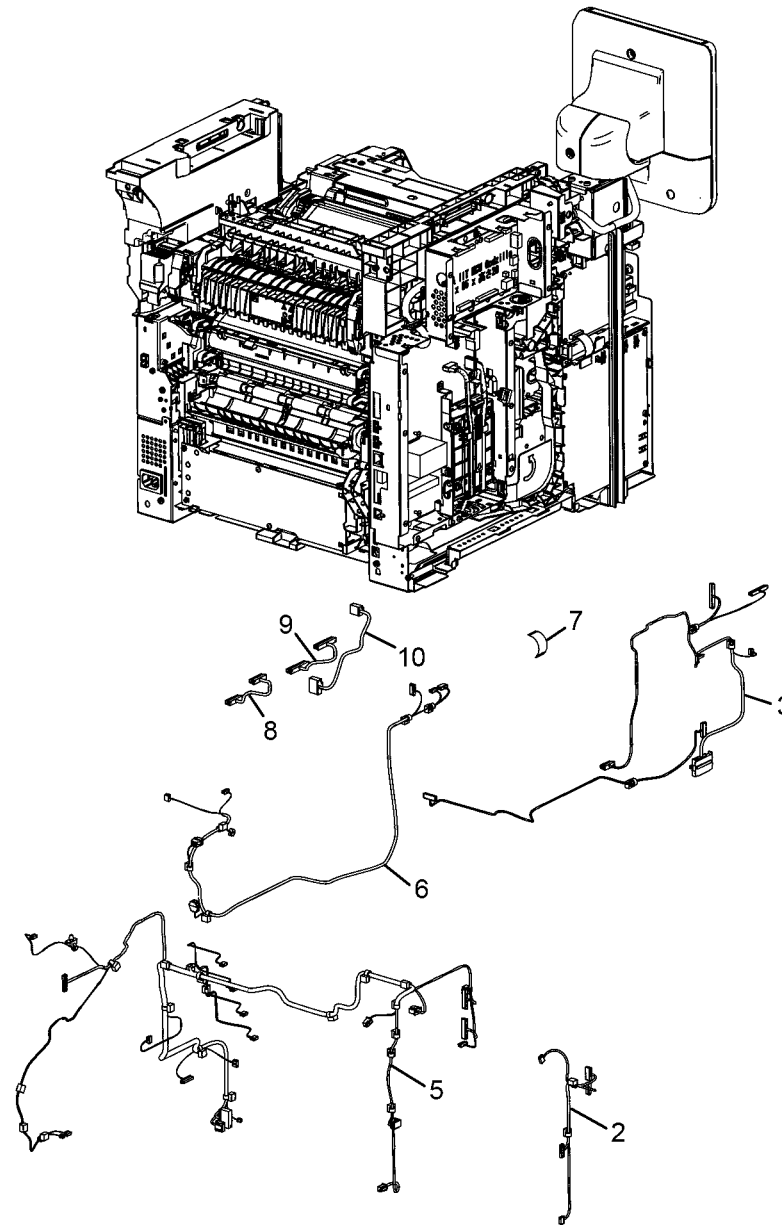
99 { 7,8



0518003A-BAR

PL 18.4 Electrical (4 of 4)

Item	Part	Description
1	--	--
2	--	Harness Assembly Drive
3	--	Harness Assembly Main
4	--	--
5	--	Harness Assembly Top AIO
6	--	Harness Assembly HVPS
7	--	FFC MCU - HVPS
8	--	Harness Assembly Cont IIT
9	--	Harness Assembly IIT Video
10	--	Harness Assembly Cont IIT

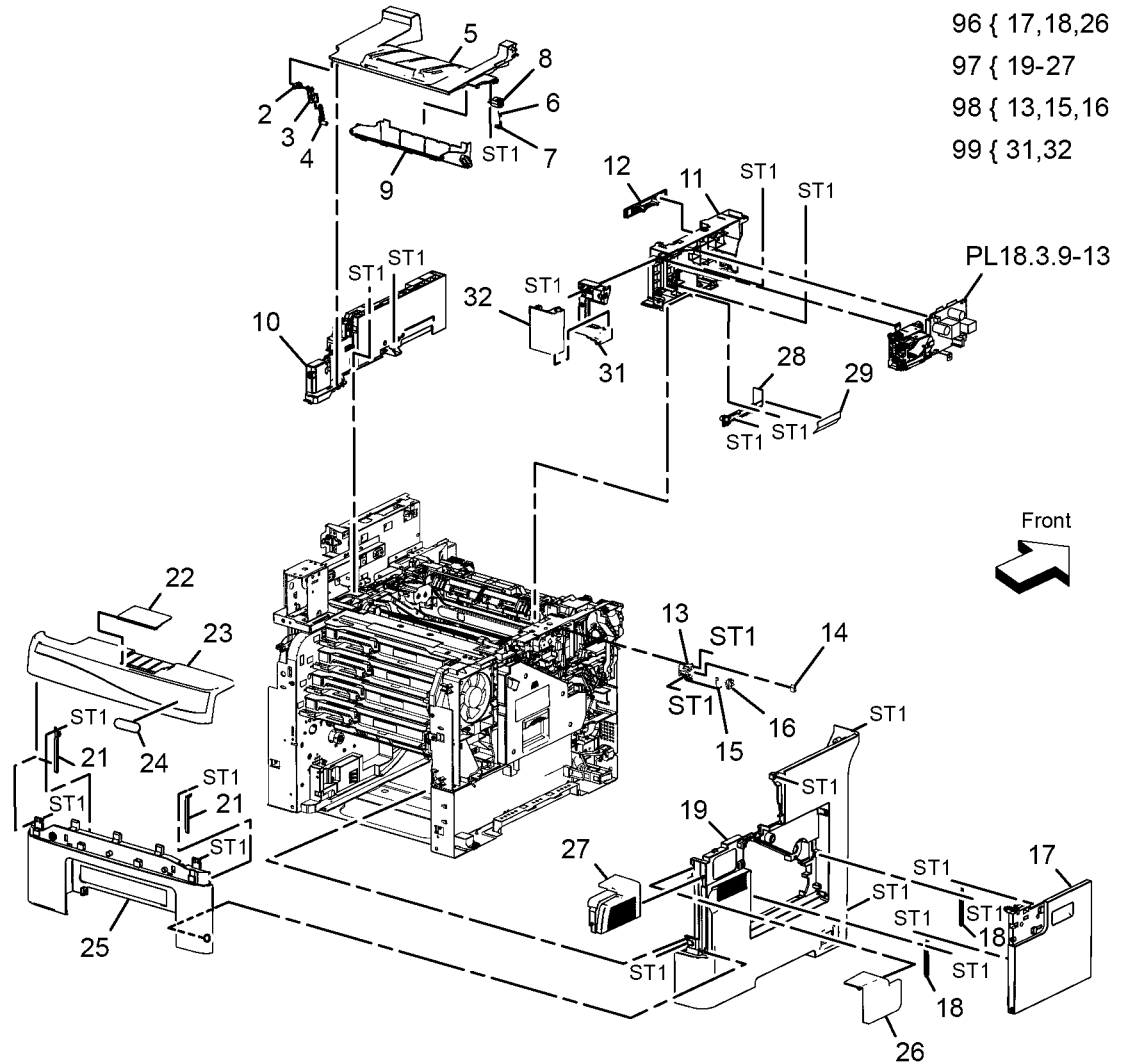


0518004A-BAR

PL 19.1 Cover (1 of 2)

Item	Part	Description
1	848K90362	Cover Assembly Top (With 2-9)
2	-	Holder Link Trans
3	-	Link Trans 1
4	-	Link Trans 2
5	-	Cover Top
6	-	Spring Actuator Interlink
7	-	Actuator Turn Interlink
8	-	Holder Actuator Interlink
9	-	Cover Tray Bottom
10	-	Cover Side Left In
11	-	Cover Side Right In
12	-	Cover Bracket IIT
13	-	Bracket Interlock Side Right
14	-	Actuator Swing Interlock
15	-	Spring WC IL
16	-	Harness Assembly Door I/L
17	-	Cover Side Right Door
18	-	Strap Cover Side Right
19	-	Cover Side Right
20	848K90230	Cover Assembly Front (with 21-25)
21	-	Strap Front
22	-	Cover Front Exit
23	-	Cover Front Top
24	-	Plate Logo
25	-	Cover Front Under
26	-	Cover Side Right Door Upper
27	-	Cover Side Right Front
28	-	Staple Box
29	-	Film Stapler
30	-	--
31	-	Cover Side Right Stapler
32	-	Cover Side Right Stapler Door
96	604K92050	Kit Cover Assembly Door (with 17, 18, 26)
97	848K90341	Kit Cover Assembly Right (with 19, 27)
98	110K16891	Kit Switch Assembly Interlock Right (with 13, 15, 16)
99	604K92070	Kit Cover Assembly Stapler (with 31, 32)

- 1 { 2-9
- 20 { 21-25
- 96 { 17,18,26
- 97 { 19-27
- 98 { 13,15,16
- 99 { 31,32

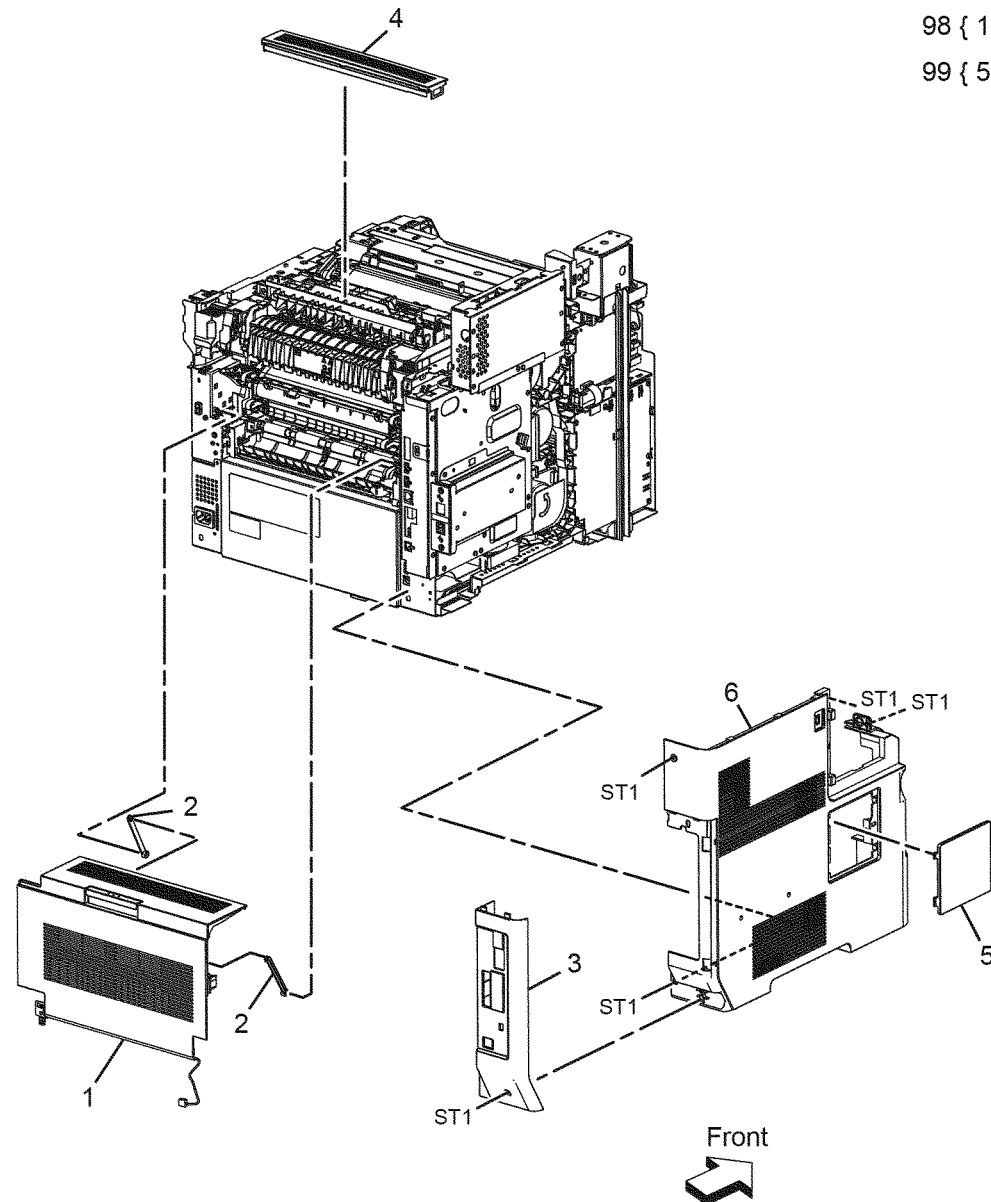


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PL 19.2 Cover (1 of 2)

Item	Part	Description
1	-	Cover Assembly Rear
2	-	Link Rear Cover
3	-	Cover Side Left IF
4	822E07101	Cover Top Exit
5	-	Cover Side Left MCU
6	-	Cover Side Left
98	604K92040	Kit Cover Assy Rear (with 1, 2)
99	604K92060	Kit Cover Assy Left (with 5, 6)

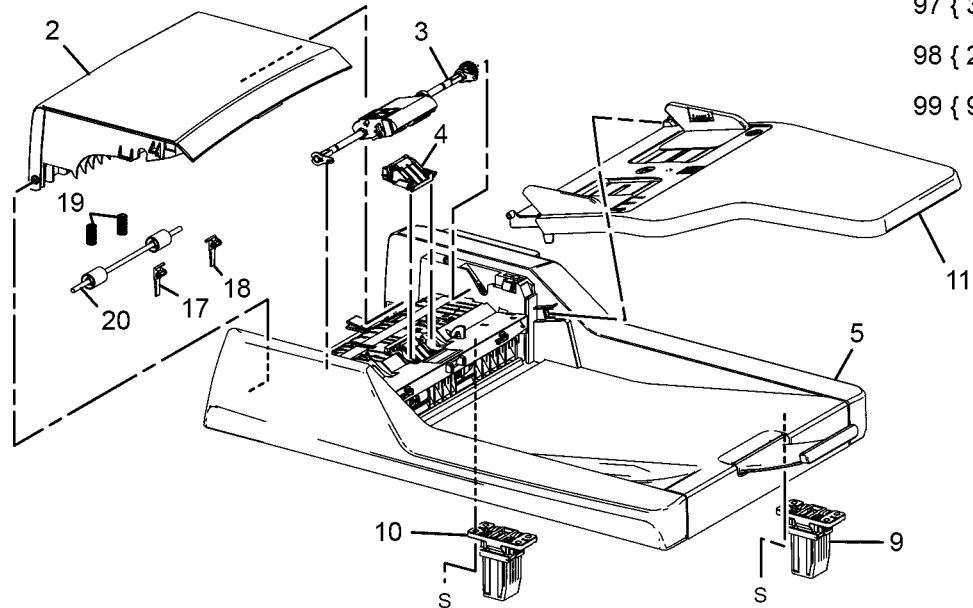
98 { 1-2
99 { 5-6



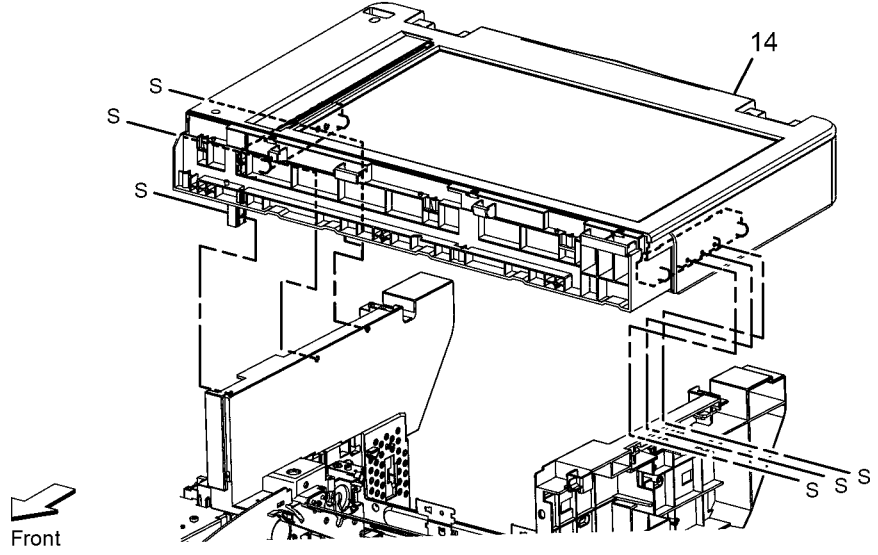
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PL 51.1 IIT/DADF

Item	Part	Description
1	059K81533	DADF Assembly (with 2-5, 9-11, 17-20)
2	—	Cover Top ADF
3	—	Roller Assembly ADF
4	—	Separation Pad
5	—	ADF Frame Assembly
7	—	--
8	—	--
9	003K89860	Hinge Assembly-right
10	003K89140	Hinge Assembly-left
11	050K71060	ADF Tray Assembly
12	—	--
13	—	--
14	062K26470	IIT Assembly
15	—	--
16	—	--
17	—	Stopper Plate L
18	—	Stopper Plate R
19	—	PF 1 Idle Spring
20	—	Idle Roller Assembly
97	604K85850	Kit DADF Pick Up Module (with 3, 4)
98	604K85860	DADF Assembly Top Cover (with 2, 17-20)
99	—	Kit DADF Top Cover (with 97, 98)



- 1 { 2-5,9-11,17-20
- 97 { 3,4
- 98 { 2,17-20
- 99 { 97,98



0521001A-BAR

6 General Procedures and Diagnostics

General Procedures

GP 1 Service Diagnostics Entry and Exit	6-3
GP 2 Fault Codes and History Logs	6-4
GP 3 Customer Administration Tools	6-6
GP 4 How to Switch Off or Switch On the Printer	6-9
GP 5 Service Copy (Tools) Mode	6-10
GP 6 Electrostatic Discharge Prevention	6-11
GP 7 Machine Specifications	6-11
GP 8 General Disassembly Precautions	6-14
GP 9 Installing System Software	6-15
GP 10 How to Check a Motor	6-18
GP 11 How to Check a Sensor	6-19
GP 12 How to Check a Solenoid or Clutch	6-19
GP 13 How to Check a Switch	6-20
GP 14 Cloning Network Configurations	6-20
GP 15 Removed	6-23
GP 16 Separate System Modules	6-24
GP 17 External Fax Line Test	6-25
GP 18 Printing Reports	6-25
GP 19 Intermittent or Noise Problem	6-26
GP 20 How to Safely Lift or Move the Printer	6-27
GP 21 Machine Lubrication	6-28
GP 22 Installation Space Requirements	6-29
GP 23 First Print Output Time	6-31
GP 24 Restriction of Hazardous Substances (RoHS)	6-31
GP 25 Remote Control Panel	6-32
GP 26 Media Specifications	6-33
GP 27 Environmental Data	6-34
GP 28 Toner CRUM Conversion	6-35
GP 29 How to Check a Dispenser Motor	6-36
GP 30 IP (ESS) Specifications	6-37
GP 31 IIT Specifications	6-40
GP 32 Fax Specifications	6-41
GP 33 Interior and Exterior Cleaning	6-42

Diagnostic Utilities

dC104 Usage Counters	6-45
dC108 Software Version	6-45
dC120 Fault Counters	6-46
dC122 Fault History	6-46
dC131 NVM Read/Write	6-47
dC132 Serial Number Restore	6-49
dC135 CRU/HFSI Status	6-50
dC140 Analog Monitor	6-51
dC188 Service Mode Exit	6-52
dC301 NVM Initialization	6-52
dC305 UI Test	6-54

dC312 Network Echo Test	6-54
dC330 Component Control	6-55
dC361 NVM Save and Restore	6-59
dC612 Print Test Pattern	6-60
dC919 Color Balance Adjustment	6-60
dC945 IIT Calibration	6-61
dC1033 Slave Initialization	6-61

Change Tags

Change Tags	6-63
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GP 1 Service Diagnostics Entry and Exit

Purpose

This procedure describes the following items:

- How to enter Service Diagnostics
- The Service Diagnostics screen.
- How to exit Service Diagnostics.

NOTE: When Service Diagnostic mode is entered, all existing print jobs are suspended. All scheduled jobs are held in a queue until Service Diagnostics exits.

To enter Service Diagnostics remotely, refer to GP 25

Description

The WorkCentre 6655 has built-in diagnostics that allow access to sensors, clutches, solenoids, motors, printer status, and some NVRAM access. Using these tests, service technicians should be able to diagnose problems quickly and isolate which component or assembly needs replacement.

The printer's operating system monitors sensors located throughout the print engine and attached options. Sensors are used to monitor media handling and mechanical activity along the entire media path. As a sheet travels along the paper path, sensors change state temporarily to indicate the sheet's presence. If the pattern of sensor state changes differs from the expected timing for a particular media size and path, the sensor where the timing difference occurs identifies the error to report. However, having the error message information does not necessarily pinpoint the problem. Sensor signals locate where, but often cannot identify why. Motors, belts, gears, solenoids, and numerous other parts are involved in media transport. The Service Diagnostics' suite of tests and utilities are the best tools available to pinpoint the root cause behind the reported error.

If confronted with an error that requires more than a cursory investigation to clear or when directed by a troubleshooting procedure, use Service Diagnostics to exercise selected sub-assemblies or parts in the vicinity of the reported error. Diagnostic tests are controlled from the Control Panel.

Procedure

To enter Service Diagnostics:

1. Press and hold 0 (zero) for at least 5 seconds.
2. While holding 0 (zero), press and release the Start button.
3. Enter 6789 on the login screen and touch Enter.
4. The Service Info tab is displayed upon entering Service Diagnostics (Figure 1).

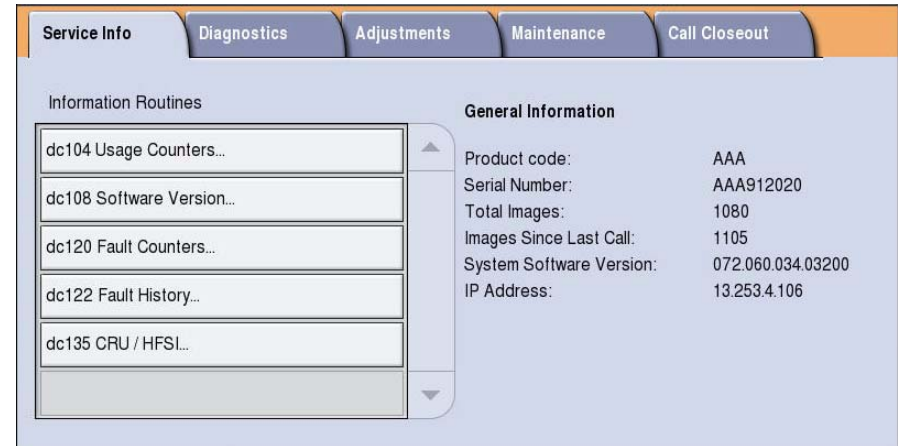


Figure 1 Service Diagnostics Interface

Service Diagnostics tabs

When the Service Diagnostic screen is displayed, these tabs are available: **Service Info**, **Diagnostics**, **Adjustments**, **Maintenance**, and **Call Closeout**. Touch a tab to open that group. Touch a dC routine to launch it.

- **Service Info**
This is the default tab for Service Diagnostics. It contains the following:
General information (serial #, product code, image count, s/w version, IP address).
dC104, dC108, dC120, dC122 and dC135
- **Diagnostics**
This tab contains:
dC140, dC312, dC330 and dC612.
- **Adjustments**
This tab contains:
dC131, dC301, dC361, dC919, dC945, and dC1033.
- **Maintenance**
This tab contains:
dC120, dC122, dC132, and dC135.
- **Call Closeout**
This tab allows you to choose whether the printer reboots when you exit diagnostic mode, and whether fault counters are cleared. Touch **Reset Counters?** to clear fault history.

To exit Service Diagnostics:

1. Use Call Closeout to exit diagnostics mode. It is recommended that following diagnostic testing, you reboot the printer to return it to correct operation.
2. Allow diagnostics to time-out.

GP 2 Fault Codes and History Logs

Purpose

To describe access to fault history, explain fault code structure, and define error messages and codes generated by the printer.

Description

The printer tracks and reports errors in a number of ways. The two types of error reporting discussed here include:

- Error messages and fault codes displayed on the Control Panel (Figure 1).
- Error and fault code history stored in the printer.

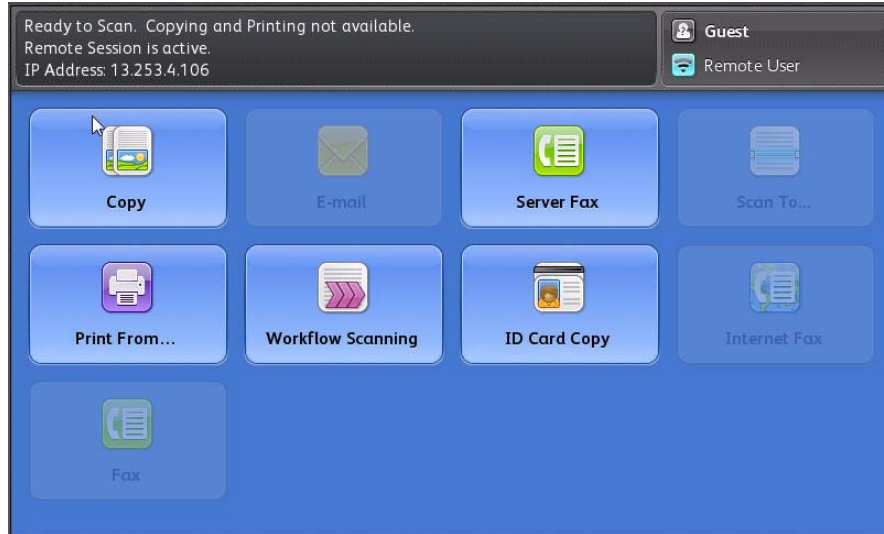


Figure 1 Home Screen Fault Code Display

Fault history lists the most recent printer fault codes with a time and date stamp. Use the fault code to determine the appropriate troubleshooting procedure. To access fault history files from the Control Panel, refer to Accessing Fault History.

NOTE: Fault codes may appear containing different pre-fix (i.e. 089-XXX vs. 389-XXX) on the Services Home Menu and Fault History.

Function and Fault Codes

Refer to Table 1 for a list of Fault code prefixes.

Table 1 Function and Fault Code Prefixes

Chain Code	Function	Chain Code	Function
302	System Controller/UI	361	Laser Unit
303	Machine Run Control	362	Scanning

Table 1 Function and Fault Code Prefixes

Chain Code	Function	Chain Code	Function
305	DADF	370	I/F IOT
310	Fusing	371	Tray 1
312	Media Tray	372	Tray 2
316	Network Functions	375	Bypass Tray
319	Hard Drive / Image Data	377	IOT Jam
320	Fax	391	Drum Cartridge
322	Network Faults	392	ATC / Environmental
341	IOT NVM	393	Toner Dispense
342	NOHAD / Fan / Drive	394	Transfer Roller
345	Communications	395	Software Upgrade
346	IOT HVPS		

Accessing Fault History

Fault History is available in two locations:

- Machine Status Menu
- Service Diagnostics

NOTE: Fault history can be viewed on the Control Panel without logging in as an administrator.

Accessing Fault History from Machine Status Menu

1. Press the Machine Status button.
2. Touch the Active Messages tab shown in Figure 2.

Current fault and status messages are displayed. You can select how to filter the messages displayed with the Faults and Alerts pull-down. Highlight a status message to view details.

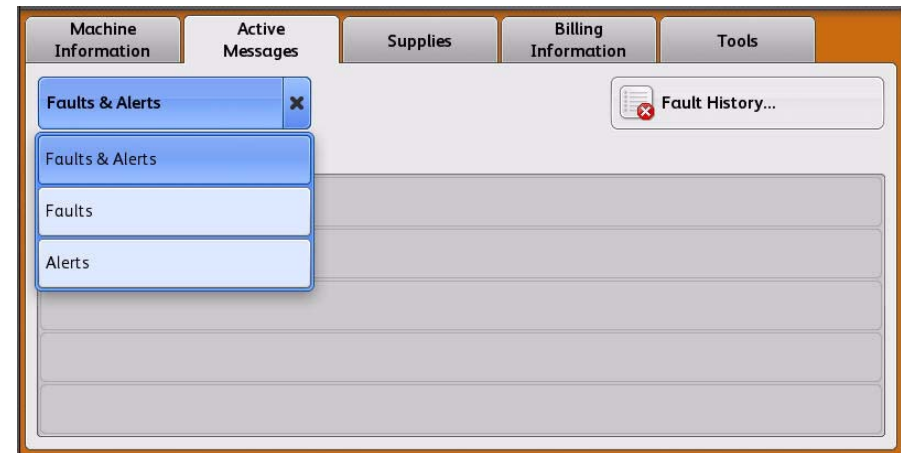


Figure 2 Access and Filter Fault Details

3. Touch Fault History to view a listing of recorded faults as shown in Figure 3.

Fault Code	Date	Time	Image Count
1 303.777.00	2014- 3-10	08:41:49 AM	0
2 303.777.00	2014- 2-27	08:27:49 AM	0
3 322.372.00	2014- 2-19	08:26:52 AM	1074
4 303.777.00	2014- 2-11	05:56:52 PM	0
5 303.777.00	2014- 2-11	03:09:35 PM	0
6 322.372.00	2014- 2-11	02:58:37 PM	688

Figure 3 Fault History Listing

Accessing Fault History in Service Diagnostics

1. Enter Service Diagnostics.
2. Touch Service Info.
3. Touch dC122 Fault History to display the listing as shown in Figure 4.

Chain Link	Description	Date & Time
303-777-00	Power Loss Detected	2014/03/10 08:41:49
303-777-00	Power Loss Detected	2014/02/27 08:27:49
322-372-00	Fax Application Un-Registration Error	2014/02/19 08:26:52
303-777-00	Power Loss Detected	2014/02/11 17:56:52
303-777-00	Power Loss Detected	2014/02/11 15:09:35
322-372-00	Fax Application Un-Registration Error	2014/02/11 14:58:37

Figure 4 Service Diagnostics Fault History Interface

4. Select the desired fault, then select Details as shown in Figure 5 to view the fault detail.

Chain Link	Description	Date & Time
303-777-00	Power Loss Detected	2014/03/10 08:41:49
303-777-00	Power Loss Detected	2014/02/27 08:27:49
322-372-00	Fax Application Un-Registration Error	2014/02/19 08:26:52
303-777-00	Power Loss Detected	2014/02/11 17:56:52
303-777-00	Power Loss Detected	2014/02/11 15:09:35
322-372-00	Fax Application Un-Registration Error	2014/02/11 14:58:37

Figure 5 Access Fault Details

Accessing Machine Status/Tools Menu as Administrator

1. Press Log In/ Out.
2. Enter the default user name admin.
3. Touch Next.
4. Enter the default password 1111.
5. Touch Done.
6. Press the Machine Status button to view the screen shown in Figure 6.
7. Touch Tools to access various printer settings.

Machine Information	Active Messages	Supplies	Billing Information	Tools
Customer Support http://www.xerox.com 2226476 Model WorkCentre 6655X Serial Number AAA912020 Software Version 072.060.034.03200		IPv4 Address 13.253.4.106 IPv6 Address Enabled Host Name XRX08003760B65E		Paper Tray Status... Information Pages... Maintenance Assistant...

Figure 6 Machine Status Interface

Print Process Traces

Printers equipped with a Hard Drive record system activity, To retrieve printer's activity, use this procedure:

1. Insert a thumbdrive into the front USB port.
2. Press the Menu button.
3. Select Information and press OK.
4. Select Firmware Versions and press OK.
5. Wait approximately 30 seconds as the traces are transferred to the thumbdrive.

GP 3 Customer Administration Tools

Purpose

To gain access to customer administration tools.

How to Enter Customer Administrator Tools

Perform the following:

1. Select login / out on the key pad or select guest on the UI.
2. Enter User Name 'admin' (case sensitive).
3. Select Next.
4. Enter the Password '1111' (default setting).
5. Select Done.
6. Select Machine Status key, to access the customer administration screen.

When the machine is password protected use Service Copy Mode (GP 5) to access device, network settings. Perform the following:

NOTE: Not all Admin settings are available while logged in as CSE.

1. Press and hold the # key, * key and the Stop key.
2. Enter the passcode 2732.
3. Select Enter.
4. Select Machine Status key then Tools tab. To access the customer administration screen.

NOTE: After entering customer administration tools, all existing copy jobs are cancelled. The network controller will stop accepting jobs and a 'Offline' screen message is displayed. When exiting service mode an 'Online' screen message is displayed.

The tools menu map is also available in the information pages. Select Machine Status / Machine Information / Information Pages and select the Tools Menu Map.

The customer administration Tools menu contains the following features:

- Device Setting - Table 1
- Service Setting - Table 2
- Network Setting - Table 3
- Accounting Setting - Table 4
- Security Setting - Table 5
- Troubleshooting - Table 6

Table 1 Device Settings

Feature	Feature options	Selection	
General	Energy Saver	Intelligent Ready Job Activated Scheduled Energy Saver Timers	
	Date and Time	Time Zone (GMT Offset) Date Time	
	Languages / Keyboard Selection	Display Languages Keyboard Layout	
	Custom Keyboard Button	Enter Button Label	
	Xerox Customer Support	Phone number	
	Entry Screen Defaults	Screen Defaults When Originals Detected	
	Measurements	Units Numeric Separator	
	Paper Size Preference	Inches / Metric	
	Audio Tones	Fault Tone Conflict Tone Selection Tone	
	Feature installation	Enter Feature Installation key	
	Revert to Previous Settings	Cancel / Restart	
	Paper Management	Paper Type and Color	Plain / Recycled / Colour
		Paper Substitution	Enable / Disable
Paper Size Preference		Inches / Metric	
Tray Settings		Edit settings	
Tray Contents		Paper Size / Type	
Timers	Auto Resume Timer	Auto Resume / Wait for User	
	Delete Held Jobs After	Enable / Disable	
	System Timeout	Enable / Disable	
Input	Auto Color Detection	Scan from Document Glass / Scan from Document Feeder	
	Photo / Text Settings	Recognition	
Output	Contention Management	Priority / First In, First Out	
	Within Job Offsetting	Enable / Disable	
Supplies	Enter Supplies Activation	Enter Activation Code	
	Enter Plan Conversion	Enter Plan Conversion	
	Low Supply Warning	Set Supply Warning	
	Clear Low Supply Warning	Select Warnings to Hide	
	Supply Counter Reset	Reset CRU Life Count	
Device Software Upgrade	Allow Upgrade	Enable / Disable	

Table 1 Device Settings

Feature	Feature options	Selection
Quick Setup Home	IP Address / Contact Numbers / Fax Setup	-
Display Brightness	Brighter / Darker	-
Configuration / Information Pages	-	Administrator Only Open to All Users Print Configuration at Power On/Print Now
Reset UI to Factory Settings	- Cancel / Restart	-
Interrupt Printing Enablement	-	Enable / Disable
Display Device Information	Device Parameters	Show / Hide

Table 2 Service Settings

Feature	Feature options	Selection
Service Registration	Service Home	Enable All / Disable All
Device Address Book	Manage	Create Address Book Records
	Import	
	Export Export Sample	
Copy Service Settings	Feature Defaults	Reset / Save
	Color Preset Screen	On / Off
	Edge Erase Presets	Undo / Reset / Save
	Image Shift Presets	Undo / Reset / Save
	Reduce/Enlarge Presets	Undo / Reset / Save
	Reading Order Options	Scan Order Print Order
Auto Image Rotation	When Auto R/E Selected	When Auto Paper Selected
	When Auto Paper Selected	
ID Card Copy Service	Enablement	Enable / Disable
	Side 1 / 2 Shared Defaults	Reduction / Supply
	Side 1 Defaults	Type / Contrast / Background
	Side 2 Defaults	Type / Contrast / Background
	Reduce / Enlarge Presets	Percentage

Table 2 Service Settings

Feature	Feature options	Selection
Embedded Fax Settings	Fax Setup	Enable / Disable
	Feature Defaults	-
	Fax Country Setting	-
	Line 1 Setup	-
	Incoming Fax Defaults	Auto Answer Delay Paper Settings Ring Volume Secure Receive Default Output Options Advanced Capabilities
	Transmission Defaults	Automatic Redial Setup Automatic Resend Audio Line Monitor Send Header Text Batch Send
	Mailbox and Polling Policies	Received Documents Stored Documents
	Mailbox Setup	-
	Setup Fax Reports	Activity Report Confirmation Report Broadcast and Multipoll Report
	Print Fax Reports	Activity Report Protocol Report Fax Address Book Report Options Report Pending Jobs Report Print Now
	Fax Passcode Length	Set Length
	Job Sheets	Banner Sheets
Output Error Sheets		Enable / Disable
Paper Type and Color		Paper Type Paper Color
Weblet Settings	Weblet Install Policy	Allow / Do Not Allow
	Weblet Management	Add / Remove
Service Plan	Current / Change Plan	Enter Authorization Code

Table 3 Network Settings

Feature	Feature Options
Online / Offline	Online and Offline

Table 3 Network Settings

Feature	Feature Options
Network Connectivity	Wired / Wireless / Non-Networked
TCP/IP Settings	TCP/IP Enablement Dynamic Addressing IP Address / Host Name Subnet and Gateway DNS Configuration
Advanced Settings	Ethernet Physical Media HTTP Settings 802.1X
Network Logs	Basic Enhanced Download Basic Log File
USB Settings	USB Connection Mode (Software Tools or Direct Print)

Table 4 Accounting Settings

Feature	Feature Options
Accounting Mode	None Xerox Standard Accounting Network Accounting
Copy Activity Report	Enable / Disable

Table 5 Security Settings

Feature	Feature Options	Selection
USB Port Security	Rear and Side Ports	Enable / Disable
Audit Log	-	Download Log
Authorization	Job Deletion	Available using CWIS
Image Overwrite Security	Job Overwrite	Disable / Enable
	Disk Overwrite	Never Daily Weekly Monthly
		Disk Overwrite Now
Change Admin Password	-	Enter New Password
IPSec	-	Enable from CWIS
Valid Recipients	Email / Address Book	Allow / Limit

GP 4 How to Switch Off or Switch On the Printer

Purpose

Provide instruction on how to properly switch printer power On or Off. The printer is equipped with both an on/off switch and a Power button on the Control Panel. Normally the Power button is used to power the printer On and Off. However, when service procedures require you to cycle system power or perform procedures that would expose you to the potential for electrical shock, use the shutdown procedure below.

WARNING

Switch off the electricity to the machine. 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.

Power Down Procedure

CAUTION

Do not disconnect the Power Cord or interrupt the electricity supply before power down is complete. Data and software can become corrupted.

1. Press Power on the Control Panel. A confirmation window will open.

NOTE: *If the machine is in power save mode, the machine will exit to Ready To Scan before commencing the switch off procedure. If the machine is in software upgrade mode, a message is displayed to warn against switching off the machine.*

NOTE: *If the Control Panel is unavailable, the power down request cannot be confirmed. The printer powers down automatically after 60 seconds.*

2. Confirm by selecting Power Down.

NOTE: *If Power is pressed again before either confirm has been selected or 60 seconds has elapsed, power off is cancelled. The printer returns to normal operation.*

3. When a standard power off has been initiated:

- Control Panel screen goes blank (Black screen).
- Power Saver LED blinks for approximately 25 seconds.
- Go off line and stop receiving jobs.

NOTE: *The printer will attempt to print the current sheet and send all sheets in the paper path to the output tray.*

- Stop processing any remaining jobs in the print queue.
- Send the scan carriage assembly to the home position.

4. When the printer has entered Power Saver mode, switch the on/off switch to the Off position and remove the Power Cord.

5. Wait at least 1 minute following removal of the Power Cord to allow the power supplies to completely discharge before beginning any service procedure.

Switch On Procedure

1. After a power down, wait a minimum of one minute before the printer is switched on.
2. After a service call, ensure that all service tools are removed from the printer.
3. Connect the Power Cord from the AC supply outlet to the printer.
4. Switch the on/off switch to the On position.

Table 6 Troubleshooting

Feature	Feature options	Selection
Support Pages	Repeating Defects Page Total Pages (A4) Total Pages (Letter) 50% Fill Pages IOT PQ Half Tone Inspection Chart (A4) IOT PQ Half Tone Inspection Chart (Letter) Pitch Chart (A4) Pitch Chart (Letter)	Print
Color Registration	-	Close / Start
Calibration	Print Calibration	Cancel / Next Cancel / Next Cancel / Approve
	Reset Print Calibration	Cancel / Next
Xerographic Module Cleaning	Clean the Drum	Begin
Resets	Software Reset	All Software Network Software Copy Software Reset
	Supply Counter Reset	Fuser Transfer Unit Kit Reset Counter
Network	Echo Test	Protocol Start Test
Fax	Fax Protocol Report	Protocol Report Print Now

5. Press the Power button on the Control panel. The following occurs:
 - The Interrupt button blinks during POST testing. 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 Interrupt button stops blinking as the operating system begins to load. A progress bar and software version information is displayed during loading.
 - If enabled, a Configuration Report is printed.
 - The Services home screen is displayed.
6. The machine is ready to print.
7. If the machine switches on, but the Control Panel is blank, go to the OF 2 Control Panel Touch Screen Failure RAP.

Service Mode

The machine can be switched on directly into Service Mode, refer to GP 1.

Operational Modes

Operational modes are listed in Table 1. Power activity during each operation mode is listed in Table 2.

Table 1 Printer Operational Modes

Mode	State
Running	In operation (print, scan, data receiving)
Ready	Ready to receive data
Light Sleep	Power reduced below Ready mode
Deep Sleep	Power reduced below Light Sleep mode
Soft Off	Control Panel Power button Off, Power switch On

Table 2 Power Activity by Operational Mode

-	Running	Ready	Light Sleep	Deep Sleep	Soft Off
Fuser	Operating	Standby	Off	Off	Off
Development	On	Off	Off	Off	Off
Exposure	On	Off	Off	Off	Off
IP Fan	On (high)	On (low)	Off	Off	Off
Main Fan	On (high)	On (low)	On (low)	Off	Off
3.3V	On	On	On	Off	Off
5V	On	On	On	On to IP	On IIT to IP
24V	On	On	On	On MCU to IP	Off

NOTE: Refer to Electrical Specifications in GP 7 for further information.

Energy Saver options are set in the Customer Administration Tools menu listed in GP 3.

GP 5 Service Copy (Tools) Mode

The CSE Service Copy (Tools) mode provides enhanced access to printer settings without taking the printer off-line. Service Copy mode allows you to perform a number of checks and run copies without compromising customer security settings. This mode is available if the administrator account is unavailable.

Procedure

1. Press and hold the **0** button for approximately 5 seconds then simultaneously press the **Start** button on the UI. Release both buttons after a few seconds.
2. On the Service Diagnostics Login screen, enter **2732**, then select **Enter**.
3. CSE appears in the user name area of the Services home screen.
4. Press Machine Status to access the Tools tab. The Tools available in this mode are a subset of those available in Administrator mode.

NOTE: CSE Service Copy mode will time-out and return to the Guest account after a couple minutes of inactivity.

GP 6 Electrostatic Discharge Prevention

Some semiconductor components, and the sub-assemblies that contain them, are vulnerable to damage by Electrostatic Discharge (ESD). These techniques reduce the occurrence of component damage caused by static electricity.

Be sure the power is Off and observe all other safety precautions.

- Immediately before handling any semiconductor components, drain the electrostatic charge from your body. This can be accomplished by touching an earth ground source or by wearing a wrist strap device connected to an earth ground source. Wearing a wrist strap will also prevent accumulation of additional bodily static charges. Be sure to remove the wrist strap before applying power to the unit under test to avoid potential shock.
- After re a static sensitive assembly from its anti-static bag, replace it on a grounded conductive surface. If the anti-static bag is conductive, you may ground the bag and use it as a conductive surface.
- Do not use freon-propelled chemicals. These can generate electrical charges sufficient to damage some devices.
- Do not remove a replacement component or electrical sub-assembly from its protective package until you are ready to install it.
- Immediately before removing the protective material from the leads of a replacement device, touch the protective material to the chassis or circuit assembly into which the device will be installed.
- Minimize body motions when handling unpacked replacement devices. Motion such as your clothes brushing together, or lifting a foot from a carpeted floor can generate enough static electricity to damage an electro-statically sensitive device.
- Handle IC's carefully to avoid bending pins.
- Pay attention to the direction of parts when mounting or inserting them on circuit boards.

GP 7 Machine Specifications

Functional Specifications

Resolution

Line Density in Fast Scan Direction: 600 dots/25.4 mm

Line Density in Slow Scan Direction: 600 dots/25.4 mm (fixed)

Operation Mode

Power-Off State

The power switch is off and no power is supplied. The machine does not operate

Ready (Standby) Mode

When the system starts up by power-on, it shifts from the power-off state to the Ready mode.

After pressing "Power Saver button" on the operator panel, the machine enters the Energy Saver Mode to save more power consumption

Running Mode

There are the Print mode, Scan mode, and FAX communication mode in which the IOT, IIT, and FAX communication operate respectively.

Print Mode

In this mode, the IOT is operating for printing and report printing.

Scan Mode

In this mode, the IIT is operating for copy scanning, local scanning, network scanning, and FAX scanning.

FAX Communication Mode

In this mode, FAX sending/receiving is in progress.

Energy Saver (Sleep) Mode

When no jobs are executed for a certain period of time, the machine enters Energy Saver mode to reduce electricity consumption. The user can set the time that the printer spends idle in Ready mode before it shifts to Energy Saver mode for a period of 1 to 60 minutes. The factory default is 5 minutes for the MFP, and 10 minutes for the SFP.

After one minute in Energy Saver mode, the printer automatically enters Deep Sleep mode for a further reduction in power consumption.

The following conditions trigger the printer to exit Energy Saver or Deep Sleep mode and return to Ready mode:

- Pressing "Energy Saver button" on the operator panel
- Receiving a print job

- Receiving a FAX job
- Receiving Direct Fax job
- Report printing directions from CWIS
- Start sending or polling data at the communication, if start time specified by the operator

Machine State

See Table 1 for running modes during machine states:

Table 1 Running Modes During Machine States

Feature	Initializing	Running	Ready	Sleep	Deep Sleep
Exposure	Working during calibration	Working	Rest		
Developer and transfer		Working	Rest		
Fusing Unit	Rest	Working	Standby Temp	Rest	
Cooling fan	Rest	Working	Working (half)	Rest	
IIT	Working			Rest	
MCU	Working				Rest
Operation panel	Working			Power Saver button LED Only	
Controller	Working				
Interface Port ^a	Working				
a. Interface Port: USB Port (Type B), Ethernet Port					

Warm-Up Time

See Table 2 for warm-up times for various events:

Table 2 Warm-Up Time

Event	State Transition	Warm-up Time	Condition
Power On	Power off to Ready	As few as 12 seconds	20degC/60%RH, Rated voltage. Power On after seasoning for 3 hours or more.
Wake up from Sleep mode	Sleep to Ready	As few as 3 seconds	20degC/60%RH, Rated voltage. Plain paper job in Deep Sleep Mode shift and 1 hour.
Wake up from Deep Sleep mode	Deep sleep to Ready		

FPOT (First Print Output Time) and FCOT (First Copy Output Time)

See Table 3 for the time required for the first sheet of paper to exit the printer after clicking OK in the driver (FPOT) and time required for paper to exit after pressing Start for copy (FCOT).

Table 3 First Print/Copy Output Time

Color Mode	FPOT (Ready)	FPOT (Power Saver/ Sleep)	FPOT (from cold)	FCOT
B/W	As fast as 10.5 sec	As fast as 23.4 sec	26.0 sec	Platen: 14.2 sec DADF simplex: 15.0 sec
Color	As fast as 10.8 sec	As fast as 23.4 sec	26.0 sec	Platen: 15.6 sec DADF simplex: 18.9 sec

Input Capacities

See Table 4 for media tray capacities:

Table 4 Input Capacities

Input	Capacity
Cassette Tray	550 sheets or under 59.4 mm of standard paper
Bypass Tray	150 sheets or under 15 mm of standard paper

Output Properties

See Table 5 for output tray capacities:

Table 5 Output Properties

Paper delivery system:	Face up deliver
Paper delivery capacity:	250 sheets (Letter/A4 standard paper)
Delivery paper size / mass:	All paper sizes applicable to this printer
Full stack detection:	There is a sensor to detect a full stack.

Paper

See the following tables for supported paper types, weights, and sizes:

- Supported Paper Types and Weights - Table 6
- Supported Standard Paper Sizes - Table 7
- Supported Types and Weights for Automatic 2-Sided Printing - Table 8
- Supported Custom Paper Sizes - Table 9

Table 6 Supported Paper Types and Weights

Tray	Paper Types	Weights
All Trays	Recycled Custom	60-105 g/m ² (16-28 lb)
	Plain Hole Punched Pre-Printed Bond Letterhead	75-105 g/m ² (20-28 lb)
	Lightweight Cardstock Lightweight Glossy Cardstock	106-163 g/m ² (28-43 lb)
	Cardstock Glossy Cardstock	164-220 g/m ² (44-58 lb)
Bypass Tray	Labels Envelope	

Table 7 Supported Standard Paper Sizes

Tray	European Standard Sizes	North American Standard Sizes
All Trays	A4 (210 x 297 mm, 8.3 x 11.7") B5 (176 x 250 mm, 6.9 x 9.8") A5 (148 x 210 mm, 5.8 x 8.3") JIS B5 (182 x 257 mm, 7.2 x 10.1") 215 x 315 mm, 8.5 x 12.4")	Legal (216 x 356 mm, 8.5 x 14") Folio (216 x 330 mm, 8.5 x 13") Letter (216 x 279 mm, 8.5 x 11") Executive (184 x 267 mm, 7.25 x 10.5") 203 x 254 mm, 8 x 10"
	Bypass Tray	A6 (105 x 148 mm, 4.1 x 5.8") B6 (125 x 176 mm, 4.9 x 6.9") C5 envelope (162 x 229 mm, 6.4 x 9") C6 envelope (114 x 162 mm, 4.5 x 6.38") DL envelope (110 x 220 mm, 4.33 x 8.66") JIS B6 (128 x 182 mm, 5.0 x 7.2") 127 x 178 mm, 5 x 7" Postcard (100 x 148 mm, 3.9 x 5.8") Postcard (148 x 200 mm, 5.8 x 7.9")

Table 8 Supported Paper Types and Weights for Automatic 2-Sided Printing

Paper Types	Weights
Recycled Custom	60-105 g/m ²

Table 8 Supported Paper Types and Weights for Automatic 2-Sided Printing

Paper Types	Weights
Plain Hole Punched Pre-Printed Letterhead Bond	75-105 g/m ²
Lightweight Cardstock Lightweight Glossy Cardstock	106-163 g/m ²

Table 9 Supported Custom Paper Sizes

Tray	Size
All Trays Automatic 2-Sided Printing Duplex Automatic Document Feeder	Width: 148.0-215.9 mm (5.8-8.5") Length: 210-355.6 mm (8.3-14")
Bypass Tray	Width: 76.2-215.9 mm (3-8.5") Length: 127-355.6 mm (5-14")

Electrical Specifications

Table 10 lists the printer's electrical requirements.

Table 10 Electrical Specifications

Characteristic	Specifications
Primary Line Voltages	<ul style="list-style-type: none"> 100-127 VAC ±10% (90 ~ 140V) (10 amps) 220-240 VAC ±10% (198 ~ 264V) (5 amps)
Primary Line Voltages Frequency Range	50/60 Hz ± 3%
Power Consumption at Rated Voltage Input	<ul style="list-style-type: none"> Power Off: 0 W Printing: 550 W Idle: 33 W Power Saver: 11 W
Rush Current	When the power switch is turned on, the inrush current shall be maximum 50 Amp (Cold start)/ 135 Amp (Hot start) at first 2.5 msec, and 80 Amp (120 V/220 V/240 V) / 85 Amp (100 V) within 10 msec.

GP 8 General Disassembly Precautions

Purpose

Use these precautions when disassembling and reassembling components.

Procedure

NOTE: *The close proximity of cables to moving parts makes proper routing essential. If components are removed, any cables disturbed by the procedure must be restored as close as possible to their original positions. Before removing any component from the machine, note the cable routing that will be affected.*

Whenever servicing the machine, perform the following:

1. Check the replacement part number.
2. Check to verify that jobs are not stored in memory.
3. Power down the printer, GP 4.
4. Use a flat and clean surface.
5. Only install authorized components.
6. Do not forcibly remove plastic components.
7. Ensure all components are in their correct position.
8. When replacing screws into plastic components, turn the screw counterclockwise to engage the original thread, then turn the screw clockwise. Do not overtighten. If a new thread is cut, the plastic component will lose the ability to hold the screw. This also applies to metal components.

GP 9 Installing System Software

Purpose

This procedure explains how to upgrade, downgrade or reload system software.

Procedure

Determine the appropriate system software loading method by selecting the device(s) that require software and type of software loading required (Upgrade, Downgrade or Reload), see Table 1.

Table 1 Software Loading

Software Platform	Procedure	Network Controller	Copy Controller	Scanner		Marking Engine
				IIT Apps	DADF	
Platform Components	Overview		XUI-Copy Controller-Fax	IIT Apps	DADF	IOT
Normal USB Upgrade - Recommended CSE method	DLM file placed in Upgrade folder on a USB drive. Insert after printer is fully booted. <i>NOTE: Printer must be online and the USB port enabled.</i>	Upgrade	Upgrade	Upgrade	N/A	Upgrade
Customer Manual Upgrade via CWIS	DLM file is loaded through CWIS Properties -> General Setup -> Machine Software -> Manual Upgrade. <i>NOTE: Printer must be online.</i>	Upgrade	Upgrade	Upgrade	N/A	Upgrade
Customer Automatic FTP Upgrade	DLM file is placed on an FTP server and CWIS is configured to periodically check the FTP site for updated software.	Upgrade	Upgrade	Upgrade	N/A	Upgrade
Automatic Power On Software Upgrade (POSU)	At every power on, the system checks the current version of components and compares with a copy retained on the network controller. Supported platforms are upgraded or downgraded if a mismatch exists. <i>NOTE: Printer must be online.</i> <i>NOTE: Auto power on upgrade will not occur if install phase (616-14) is set to manufacturing (0) or customer install (2)</i>	N/A	Upgrade, Downgrade	Upgrade, Downgrade	N/A	Upgrade
Regular AltBoot	DLM file placed in "Altboot" folder on a USB drive and inserted prior to powering on the printer. <i>NOTE: Data loss will occur. Make a clone file before upgrading, then restore it afterwards (GP 13).</i> <i>NOTE: USB ports must be enabled.</i>	Upgrade, Downgrade, Reload	Upgrade, Downgrade, Reload	After AltBoot POSU may occur	N/A	After AltBoot POSU may occur
Forced AltBoot / Failed Upgrade	DLM file placed in Altboot folder on a USB flash drive, along with a file called FORCED_UPGRADE (case sensitive with no file extension) and inserted before powering on the printer <i>NOTE: Data loss will occur. Make a clone file before upgrading, then restore it afterwards (GP 13).</i> <i>NOTE: Adding a file called DISABLE_DATA_BACKUP (case sensitive with no file extension) will prevent the NC from keeping data that is normally retained through an AltBoot.</i> <i>NOTE: USB Ports must be enabled.</i>	Upgrade, Downgrade, Reload	Upgrade, Downgrade, Reload	Upgrade, Downgrade, Reload	Upgrade, Downgrade, Reload. May require manual NVM changes	Upgrade, Downgrade, Reload

Select from the following installation options:

- Normal USB Upgrade
- Regular / Forced AltBoot

Normal USB Upgrade

NOTE: Machine must be online and the USB port must be enabled. The System Administrator should be able to determine which USB ports are enabled.

Procedure

Obtaining Software

System software is available in GSN library #11428 or www.Xerox.com. To load SW onto the USB Flash Drive perform the following:

1. Connect the flash drive to a USB port on your PWS.

NOTE: You should not have an **upgrade** and **altboot** folder in the root of the flash drive at the same time.

2. Create a folder named **upgrade** at the root level of the flash drive.
3. Navigate to the root directory of the flash drive.

NOTE: If you have more than one file with the suffix **.dlm** inside the **upgrade** folder, the latest version is automatically selected.

4. Locate the **Machine SW** folder. Inside the folder is a file with the name **WorkCentre_6655-system-sw#061120000****#.dlm**, where **** is the version number of the software. Copy this file to the **upgrade** folder on the USB flash drive.
5. Remove the flash drive from your PWS.

Loading Software

1. Switch on the printer and wait for boot up.
2. Perform an NVM Save, dC361.
3. Perform the Network Clone procedure, GP 13.
4. If possible, complete or delete all pending print jobs. If the prints jobs cannot be deleted, warn the customer that all pending jobs will be lost.
5. Before software is loaded, ensure that the machine is fully operational. Any active faults or jams must be resolved before starting this procedure.
6. Connect the USB flash drive to the Side USB port.

CAUTION

It may take several minutes for the upgrade to start. There is **NO** indication until the Control Panel displays the **Software Upgrade** screen. **DO NOT** remove the flash drive or switch Off power until the printer reboots.

7. It may take several minutes for the upgrade to start. The Control Panel displays the **Software Upgrade** screen. Progress bars for each of the software modules is displayed.
8. The upgrade process may require 15 minutes to complete. After the upgrade loads, the printer reboots. When the reboot is complete, remove the flash drive.
9. Print a Configuration Report and verify software version levels.

If the procedure is not successful . . .

Listed below are possible problems that may stop software loading:

- Incompatible USB flash drive or inactive USB port:
If the activity light on the USB flash drive never lights or flashes, the customer may have disabled the USB ports. Log into the printer's web page, select Properties tab, Security heading, and then click on USB Port Security and ensure that the USB ports are checked and enabled.
- Corrupt .dlm file.
- Incorrectly named upgrade directory on USB flash drive.
- HDD corruption or failure.
- USB port disable/damage
- Control Panel failure
- IP Board failure

Regular / Forced AltBoot

NOTE: Printer must be online and the USB port enabled. The system administrator should be able to determine which USB ports are enabled.

AltBoot should be only be used under the following circumstances:

- To attempt to reinstall corrupt software
- After replacing a Hard Drive
- To upgrade software without running multiple software upgrades.
- To downgrade software.

There are two types of AltBoot; Regular and Forced:

- A **Regular AltBoot** is used to recover from problems with the IP Board (e.g. Disk corruption, general issues). It will upgrade all software on the IP Board. Any other peripheral devices that need an upgrade will be handled by the Power On Upgrade feature after the AltBoot is complete and the printer has rebooted.
 - The IOT cannot be reloaded or downgraded using this feature.
 - A Regular AltBoot takes approximately 5-10 minutes.

CAUTION

The **Forced AltBoot** feature should be used with extreme caution as it will replace bootcode as well as application code. Power failure during a **Forced Altboot** while programming bootcode may result in certain options not being recoverable.

- A **Forced Altboot** will upgrade or downgrade every printer component regardless of the currently-installed software version. A **Forced Altboot** is required for recovering from corrupt application code on devices such as Fax, IOT, and IIT.
 - A **Forced Altboot** should be used if a downgrade of the IOT or IIT is required.
 - Performing a **Forced Altboot** may require 25 minutes to complete.

Procedure

Obtaining Software

System software is available in GSN library #11428 or www.Xerox.com. To load software onto a USB flash drive perform the following:

1. Connect the flash drive to a USB port on your PWS.

NOTE: You should not have an upgrade and altboot folder on the flash drive at the same time.

2. Create a folder named altboot at the root level of the drive.
3. **Forced AltBoot only:** Create a file named **FORCED_UPGRADE** inside the altboot folder. This is an empty file and **must not** have an extension; the AltBoot routine only checks to see that a file with this name is present. To create the empty file, do the following:
 - Open the altboot folder
 - In a blank area of the screen, right click and select "New".
 - Select "Text Document".
 - The name "New Text Document.txt" will be highlighted.
 - Type "FORCED_UPGRADE" and hit "Enter".
 - A pop-up with the message "If you change a file name extension, the file might become unusable. Are you sure you want to change it?" will appear.
 - Click on "Yes".

To eliminate corrupt data carryover, create a file called **DISABLE_DATA_BACKUP** (case sensitive with no file extension). This prevents the NC from keeping data that is normally retained through an AltBoot.

4. Navigate to the root directory of the flash drive.

NOTE: If you have more than one file with the suffix **.dlm** inside the **altboot** folder on the Flash Drive, the latest version will be automatically selected.

5. Locate the **Machine SW** folder. Inside the folder will be a file with the name **WorkCentre_6655-system-sw#061120000****#.dlm**, where **** is the version number of the software. Copy this file to the **altboot** folder on the USB flash drive
6. Remove the flash drive from your PWS.

Loading Software

1. Switch On printer power and wait for the printer to boot.
2. Perform an NVM Save, dC361.
3. Perform the Network Clone procedure, GP 14.
4. If possible, complete or delete all pending print jobs. If the prints jobs cannot be deleted, warn the customer that all pending jobs will be lost.
5. Before software is loaded, correct any active faults or jams.
6. Switch Off the printer.
7. Connect the USB flash drive to the Side USB Port.
8. Switch On the printer.
9. The Control Panel displays the **Software Upgrade** screen. Progress bars for each of the software modules are displayed.

10. The AltBoot process should complete after approximately 5 minutes. When finished, the Control Panel displays **Upgrade Complete. Remove USB Drive and press "0" in UI**. Remove the flash drive before hitting "0" or the printer will restart the upgrade.
11. If the AltBoot process fails, the **AltBoot failed** screen appears. Follow the on screen instructions. Restart the procedure.

NOTE: Do not switch off the machine until prompted to do so. During the next few steps, the Hard Drive is being encrypted. Switching Off the printer can cause only partial encryption of the Hard Drive.

12. The Control Panel displays the **Data Encryption/Decryption** screen after the data encryption is complete. This takes about 5 minutes. If there is a problem during encryption, a reset printer screen appears. Do not power Off unless the "RESET MACHINE" screen is displayed. In this case, cycle system power and check software version levels. If software is not correct, start over.
13. The printer reboots several times before returning to ready. In some instances a power on failure screen may appear. Cycle system power to clear the fault.
14. Perform an NVM Restore, dC361.
15. Perform a Network Clone Restore, GP 14.

If the procedure is not successful . . .

Listed below are possible problems that may stop AltBoot software loading:

- Incompatible USB flash drive.
- Corrupt .dlm file.
- Incorrectly named upgrade directory on USB flash drive.
- HDD corruption or failure.
- USB port disable/damage
- Control Panel failure
- IP Board failure

GP 10 How to Check a Motor

This procedure describes how to check a motor:

Initial Actions

WARNING

Switch off the electricity to the machine. 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. Check that the motor is free to rotate.
2. Check that all the motors 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, the motor is defective. Replace the motor.
4. Perform the appropriate procedure:
 - Two Wire DC Motor
 - DC Motor with Integral Encoder
 - Four Wire Stepper Motor

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

Two Wire DC Motor

NOTE: In cases where the motor may be driven forward or backward, the same two feed wires are used, but the voltages on them are reversed, to reverse the motor direction. Such motors may have two component control codes, for forward and reverse. A typical application is a tray lift motor with a tray-up and a tray-down direction

1. Check the drive voltage when the component control code for the motor is entered. If the drive voltage is measured, install a new motor. If the drive voltage is not measured, continue to the next step.
2. Check that the drive voltage can be measured on the PWB when the component control code for the motor is entered. If no drive voltage is measured, check the power to the PWB. If the power is good install a new PWB. If the drive voltage is measured at the PWB, check the wiring to the motor. Repair or install new wiring.

DC Motor with integral Encoder

NOTE: This type of motor has the normal drive voltages for a DC motor, plus the +3.3V and 0V lines for the encoder. The encoder has two outputs, A and B, producing pulses when the motor is on. When the motor is running in one direction, the encoder A pulses lead the encoder B pulses. In the other direction, encoder B pulses lead encoder A pulses. In this way the controller can detect that the motor is running in the correct direction.

Check the operation of the motor as follows:

1. Check the drive voltage when the component control code for the motor is entered. If the drive voltage is present at the motor, install a new motor. If the drive voltage is not present, go to step 2.

2. Check that the drive voltage at the driver PWB when the component control code for the motor is entered. If the drive voltage is present, check the wiring and connectors to the motor. If the drive voltage is not present, check the power to the driver PWB. If the power to the PWB is good, install a new driver PWB.

NOTE: When checking for pulses, use a standard digital multimeter. Using the DC volts range, or the AC volts range, expect to obtain a reading greater than 1V and less than 4 volts, while the motor is running. The actual value depends on the meter's reaction to square waves and to the particular frequency of the pulses. It is common to obtain a reading of 2 to 3 volts. If the meter has a minimum and maximum recording facility, expect a maximum value of around +4.9 volts DC, and a minimum value of around +0.2 volts DC

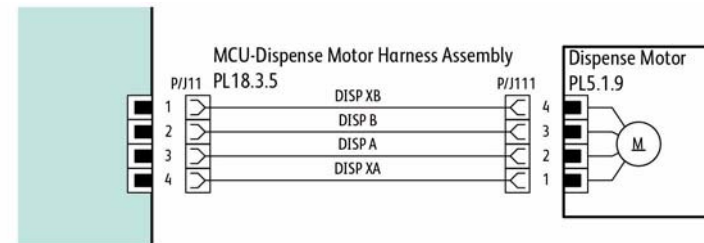
Check the operation of the encoder as follows:

Check for pulses when the motor is running. If pulses are present, check the driver PWB. If pulses are not present at the motor, check the wiring to the motor and repair to install new wiring. If pulses are present, install a new driver PWB.

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 multimeter to check stepper motor coil resistance.

1. Refer to Figure 1. Disconnect PJ111. Check the +24V supply and the phase pulses to GND when the component control code for the motor is entered. If the supply and pulses are present, install a new motor.
2. Check the connectors and wiring to the motor. Repair or install new wiring, as necessary.
3. Disconnect PJ11. Check the +24V. If +24V is not present, check the power to the PWB. If the power is good, install a new PWB. Check the phase pulses at the PWB. If the phase pulses are not present at the PWB, install a new PWB.



s6655-224

Figure 1 Example Motor Wiring Diagram

GP 11 How to Check a Sensor

Use this procedure to check the operation of all types of sensor.

NOTE: Some sensors have a resistor within the sensor and other sensors require a resistor on the PWB. The resistor limits the current through the LED. The voltage to the sensor LED with an external resistor, is typically 1.2V.

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are examples only. Go to the wiring diagram associated with the RAP for the correct information.

NOTE: In some cases, two sensors are used to form an interruptible beam of light. In these cases, the LED of one sensor and the sensing element of the other sensor are used. Treat the two sensors as if they were housed in the same body for diagnostic purposes, ignoring the unused part of each sensor. If the combined sensors do not operate correctly and the beam path is clear of obstruction, it may be necessary to install both new sensors.

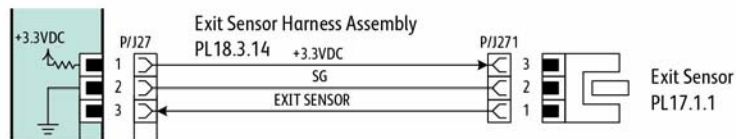
Quick Sensor Check

Enter the component control code for the sensor, refer to dC330. Actuate the sensor. If the display changes, the sensor operates correctly. If the display does not change, perform the procedure.

Procedure

For the sensor in the wiring diagram shown in Figure 1:

1. Actuate the sensor and check for a change in voltage at PJ27, pin 3. If the voltage changes, install a new PWB. If the voltage does not change, continue to the next step.
2. Disconnect PJ271. Check for +3.3V and 0V (GND) on the harness.
3. Disconnect PJ27 and PJ271. Check the harness and the connectors for continuity.
4. Check for +3.3V and 0V (GND) at the PWB.
5. If necessary, install new components or repair the wiring.



s6655-225

Figure 1 Example Sensor Wiring Diagram

GP 12 How to Check a Solenoid or Clutch

Use this procedure to check a clutch or solenoid.

Initial Actions

WARNING

Switch off the electricity to the machine. 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.

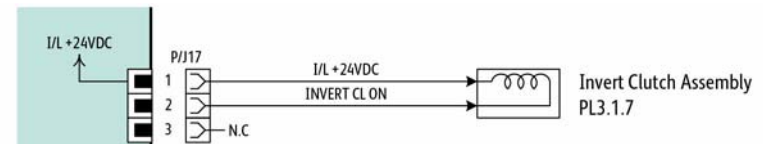
1. For a clutch, check that the shafts, gears, rolls etc., associated with the clutch are free to rotate, clean and lubricated where applicable.
2. For a solenoid, check that the solenoid is free to actuate and that the mechanisms associated with the solenoid are free to move.

Procedure

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

NOTE: When a solenoid is energized in diagnostics, movement is seen. When a clutch is energized in diagnostics, the sound of the clutch action is heard. If possible, run the motor connected to the clutch to confirm when the clutch is energized

1. Enter the dC330 output code for the clutch or solenoid. If the clutch or solenoid does not energize, continue with step 2.
2. Refer to Figure 1 to disconnect PJ17, check for +24V at pin 1 on the wiring side of the connector, If the voltage is not correct, trace the faulty component.
3. Reconnect PJ17, enter the dC330 output code for the clutch or solenoid, while measuring the voltage between pin 1 and ground. If the voltage does not change when the code is entered, install a new PWB.
4. There may be an intermittent fault, perform the actions that follow:
 - a. Check the wiring. Repair or install new components as necessary.
 - b. Operate the clutch or solenoid under normal running conditions. If the clutch or solenoid operates intermittently or with hesitation, install new parts.
 - c. Check that the clutch or solenoid has enough drive to operate the mechanism to which it is attached; if necessary, install a new clutch or solenoid.



s6655-226

Figure 1 Example Clutch Wiring Diagram

GP 13 How to Check a Switch

Use this procedure to check the operation of a switch.

NOTE: Figure 1 shows an interlock switch actuated by the closing of a door.

Initial Actions

WARNING

Switch off the electricity to the machine. 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.

Manually check that the switch operates. Ensure that the magnet or other actuator has enough mechanical movement to operate the switch.

NOTE: The voltages, PJ numbers, pin numbers and PWB names shown are an example only. Go to the wiring diagram associated with the RAP for the correct information.

Procedure

1. Enter diagnostics and check the switch. The switch is operating correctly, check and adjust the mechanism that actuates the switch
2. Refer to Figure 1, then disconnect the switch.
3. +5V is available between pin 1 and pin 2 on the wiring side of the connector.
4. +5V is available at PJ231 between pins 1 and 2 on the PWB.
5. Check the supply voltage. If +5V is available, install a new PWB.
6. Check the wiring between PJ231 and the switch. Repair or install new parts as necessary.
7. Install a new switch.

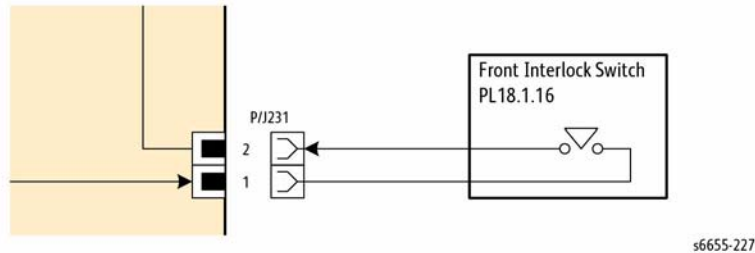


Figure 1 Example Switch Wiring Diagram

GP 14 Cloning Network Configurations

Purpose

Use this procedure establish a network connection between the PWS and printer to create a copy of network configuration settings and distribute these settings to multiple devices on the network. This cloning process can also be used to backup and restore network settings lost during an Altboot software load.

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 kernal types, 32 and 64-bit. If you try to install the wrong driver, Windows displays an error to indicate the driver is incorrect. To check the kernal type, click on Start, in the right column, right click on Computer and select Properties, you will see the kernal type listed as System Type.

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 you make. You may or may not need to reset the IP address, depending on PWS usage and local network practice.

1. Print a Configuration Report, GP 18. 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.
 - If running XP, click on **Start**, then select **Run**. Type **CMD** in the Run dialog box and press **Enter**.
 - If running W7, select **Start** and in the Search box above the Start button, type **CMD** and press **Enter**.

NOTE: If the Windows key is enabled (the key located in the lower left corner with the Microsoft logo), hold the Windows key down, press R and release both keys to open the Run dialog box.

4. Type **ipconfig** at the prompt, then write down 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 your laptop).

5. 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 forth 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.

6. After verifying the IP addresses are correctly configured, PING the printer.
 - a. 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.
 - b. If the printer responds to the PING command, it replies four times. This should not take more than two or three seconds.
 - c. If the PING command times out, or responds with "host unreachable", check the IP addresses that were entered. If the IP address is correct, see Troubleshooting the Connection.
7. 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.
8. 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.
9. For the Printer Name or IP address, enter the printer's IP address (192.168.0.2 in this example).
10. 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. Test the printer using CentreWare Internet Services
11. After the test print is completed, open a web browser on the PWS.
12. 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).
13. If the connection is working correctly, the CenterWareIS web page of the printer will be displayed.

NOTE: If you are unable to open the printer's webpage, verify that CentreWare Internet Services are enabled on the configuration page. Depending on the printer, this could be documented as HTTP (under protocols) or CentreWare IS (for example that is). If your web browser is set to use a Proxy address for the internet connection, you will not be able to bring up the printer's webpage as you will have no connection to that proxy server while directly connected to the printer via crossover Ethernet cable. Refer to PWS Browser Proxy Server Setting for instructions on Internet Explorer proxy configuration.

Creating the Clone File

1. When the **Centroware® Internet Services** window opens, select the **Properties** Tab. Click on the **General Setup** link, then the **Cloning** link (Figure 1).

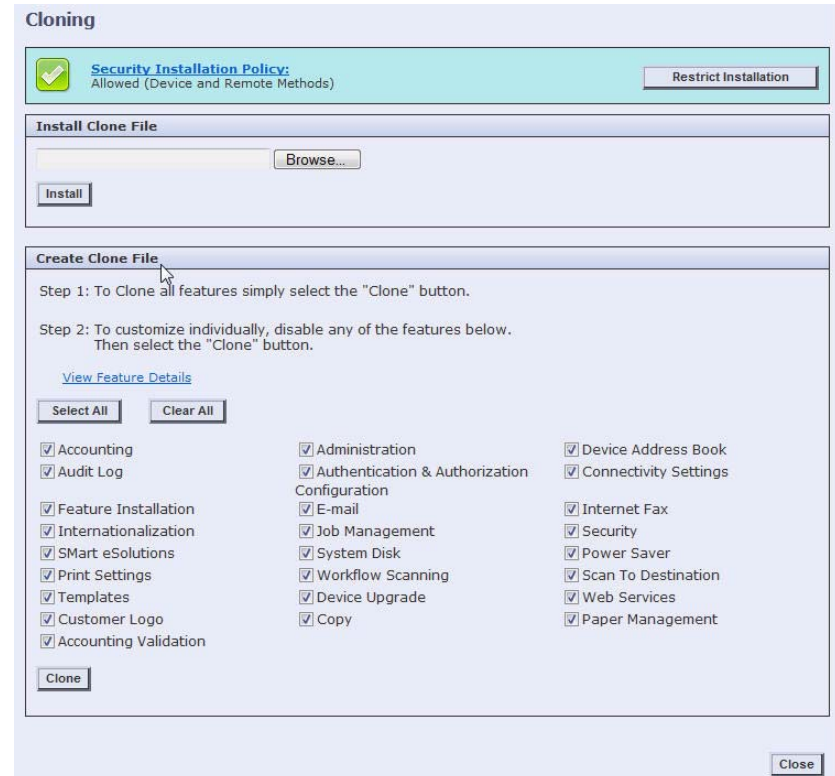


Figure 1 Cloning Interface

2. Scroll down the page to see critical information about the cloning process. Click the **View Feature Details** link to get a list of data that is backed up and/or restored using the Cloning Feature.

Saving Settings to a Clone File

1. Select the **Clone** button under the **View Feature Details** link (Figure 2).

NOTE: If the customer has enabled Administrator Password, you will be asked for a user name and password. Defaults are **admin** as the user name, and **1111** for the password.

CAUTION

- Do NOT attempt to open the clone file as it may corrupt the file.
2. Right click on **Cloning.dlm** to save the clone file (Figure 2).

NOTE: When the file is saved, a .txt extension may automatically be placed at the end of the file name. Before loading this clone file, navigate to the saved file, right-click on the file and select **Rename**. The correct format for the file name is xxxxxxxx.dlm.

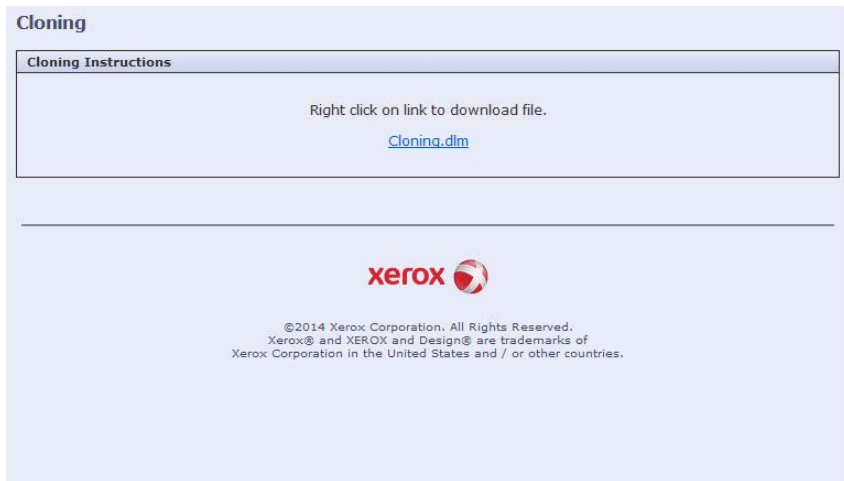


Figure 2 Save the Clone File

Using the Clone File

NOTE: This procedure can be done 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.

1. Open Internet Explorer
2. Enter the machine's IP address in the **Address** line and select **Go**.
3. When the **Centware® Internet Services** window opens, select the **Properties** Tab. Click on the **General Settings** link, then the **Cloning** link.
4. Scroll to the bottom of the page.
5. Use the **Browse** button to navigate to the clone file, or type the full path to the file. Click **Install**. If the printer does not reboot after five minutes, cycle system power.
6. 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 XP.

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 you temporarily disable the wireless Ethernet card. If unsure how to disable/enable your wireless Ethernet card, restart the PWS after setting the IP address.

For W7:

1. Open the **Control Panel**.
2. Select **Network and Internet**.

3. Select **Network Sharing Center**.
4. Select **Change Adaptor Settings** in the upper left corner of the Control Panel.
5. Right-click on **Local Area Connection**, then select **Properties**.
6. On the Networking tab (for local area connection), click on **Internet Protocol Version 4 (TCP/IPv4)**, then select **Properties**.
7. Select **Use the following IP address** and enter an IP address similar to the printer to manually set the PWS IP address and subnet mask to match the printer's IP configuration settings.
8. Click **OK** twice and exit Network Connections and return to Creating the Clone File.

For XP:

1. Click **Start** and select **Control Panel**.
2. Click **Network and Internet Connections** and then select **Network Connections**.
3. Right-click on **Local Area Connection** and then select **Properties**.
4. On the General tab (for local area connection), click **Internet Protocol (TCP/IP)**, and then click on **Properties**.
5. Click **Use the following IP address** to manually set the computer's IP address and subnet mask to match the printer's IP configuration.
6. Click **OK** twice to exit Network Connections 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**.

Troubleshooting the Connection

1. Verify the cable being used is a true crossover cable.
2. Print a new Configuration page and check that the TCP/IP area shows the IP address, Net Mask, and Gateway numbers entered.
3. If an Ethernet type and speed is shown on the Configuration page, the printer recognizes the connection. Example: "100BaseFullDuplex". This is a feature for some older products. Some products also display the Ethernet cable or network connection is not available on the Control Panel status screen.
 - a. If the Network Speed/Type is Disconnected, the printer is not recognizing the network card, or the printer is not detecting the cable or PWS.
 - b. Perform an NVRAM reset on the printer.
 - c. Print the Configuration Page and check the Network Speed/Type. If still showing Disconnected, reseal the IP Board and reprint the Configuration page.
 - d. If it still shows Disconnected, replace the IP Board, REP 18.2.6.
4. Check TCP/IP settings and verify that "LPR and Appsocket Port 9100" are both enabled
5. Set TCP/IP configuration settings to match the first (original) configuration page printed.

GP 15 - There is no PWS Altboot for the 6655

GP 16 Separate System Modules

Use this procedure to remove the Mailbox or Finisher modules from the printer.

Description

Most service procedures for finishing modules require separation of the module from the printer. Only 1 person is required to separate the Mailbox or Finisher from the printer.

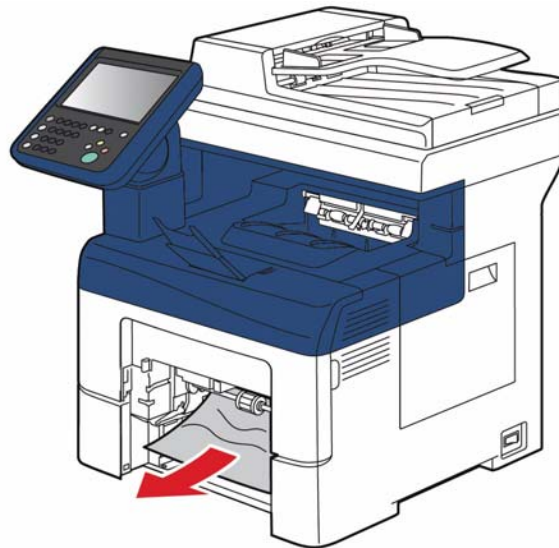
WARNING

Switch off the electricity to the machine. 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

Always move the printer separately from the optional tray.

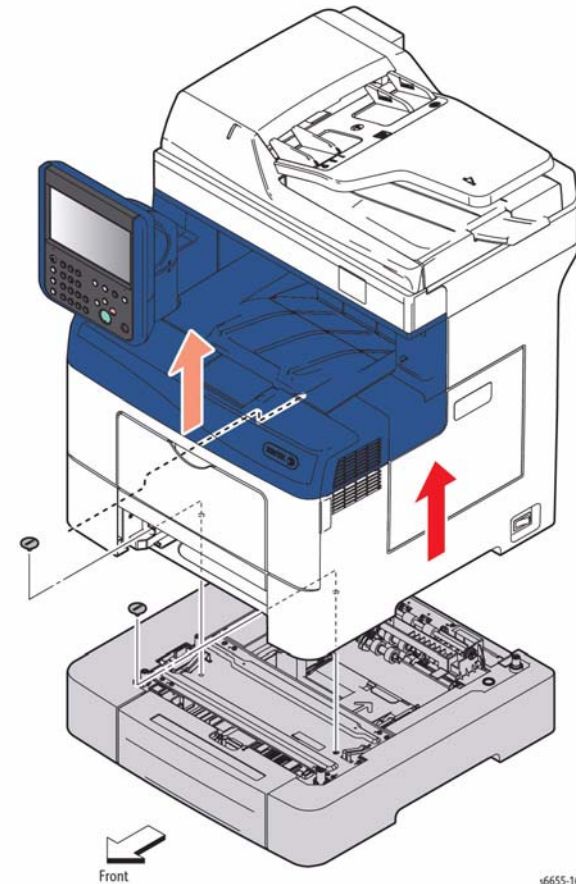
1. Refer to Figure 1 to clear the media path and output trays.



s6655-275

Figure 1 Clear the Media Path and Output Trays

2. Refer to Figure 2 to locate and remove the Optional Feeder retaining screws before separating the printer and optional trays.



s6655-169

Figure 2 Separate Optional Feeder Assembly from the Printer

3. Lift the module to clear the support brackets.
4. Place the module on a suitable work surface to avoid damage.
5. Check the position of the option connector before reassembly.

GP 17 External Fax Line Test

When the customer reports a fax issue sometimes it is very difficult to determine if the problem is with the customer's phone line or the Xerox machine.

The preferred method of verifying the phone line functionality is to use the Modem saver device part number 600T2133 to ensure the fax line is wired correctly and to use the Analog hand set part number 600T1937 or customer's analog phone to place calls on the line. Be sure that both local and long distance calls can be placed and the line quality is clear, no static.

Use Handset:

- Can it dial externally on the line?
- Can it receive a call on the line?
- Evaluate Line quality. Check Line for unwanted beeps, or noise.

Use Breakout Box to measure voltages (Use the machine chassis as ground). Refer to Fax 101 training for Breakout Box usage instruction:

- Check ground continuity.
- Line Voltage -20 to -50 VDC?
- Loop Current 15 to 95 mA DC?
- Ring Signal 50 to 90 VAC?
- Check Ring-Ground and Tip-Ground <1VAC

If a line quality issue or incorrect voltage is found then the customer will need to resolve these problems.

GP 18 Printing Reports

Purpose

To list reports available from the printer's Control Panel, refer to GP 3.

- Configuration Report
- Getting Started
- Troubleshooting Print Quality Page
- Graphics Demo Page
- PCL Font List
- PostScript Font List

Configuration Report

The Configuration Report lists the current state of system configuration parameters including installed options and network settings.

Getting Started

The Supplies Usage report includes the current status of printer consumables and routine maintenance items. Life counts, installation dates and replacement part numbers are listed for all items.

Troubleshooting Print Quality Page

The Usage Profile report lists page counts, coverage, and billing meter totals.

Graphics Demo Page

This report lists the chain-code, error message, and date of the last 40 errors.

PCL Font List

This report provides a list of the installed PCL fonts.

PostScript Font List

This report provides a list of the installed PostScript fonts.

Procedure

Reports are printed from the Control Panel, CWIS, or if configured, automatically following certain events. From the Control Panel

NOTE: *It is not necessary to enter SA mode (log in) in order to perform this procedure.*

- Press the **Machine Status** button.
- Select **Machine Information** tab.
- Select **Information Pages...**
- Select the desired report and press **Print** button.

GP 19 Intermittent or Noise Problem

Purpose

The purpose of this RAP is to provide guidance for resolving an intermittent or noise problem. This is not an exact procedure, but a set of recommended actions that use the resources of the service manual to help locate the cause of an intermittent or noise problem.

Procedure

1. Check the service log. Recent service actions may provide information about the problem. For example, a component that was recently replaced to correct another problem may be the cause of the new intermittent problem.
2. Noise problems may be due to improper installation. Check for packing materials that have not been removed. Check for loose or missing hardware.
3. Run the printer in a mode that vigorously exercises the function that is suspected. The printer may fail more frequently or may fail completely under these conditions. Look for signs of failure or abnormal operation.

An intermittent problem can usually be associated with a RAP, since when it does fail, it results in a fault code, a jam code, or some other observable symptom.

4. Using the RAP that is associated with the symptom of the intermittent problem, examine all of the components that are referenced in the RAP. Look for:
 - contamination, such as a feed roller that has a build up of dirt or toner
 - wear, such as gear teeth that are rounded or have excessive backlash
 - HFSI, even if they are not near or have not exceeded the SPEC LIFE or COPY COUNT value
 - wires chafing against components of the machine, especially against moving components
 - misaligned, mis-adjusted, or incorrectly installed components
 - slow or slipping clutches; slow or binding solenoids
 - damaged components
 - excessive heat, or symptoms of excessive heat, such as the discoloration of a component
 - loose cables or wires
5. Using the RAP that is associated with the symptom of the intermittent problem, perform all of the adjustments for the components or functions that are referenced in the RAP. Check to ensure that the adjustment can be made and that there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may be an indication of the cause of the problem.
6. Operate all of the components in the appropriate RAP that is associated with the symptom of the intermittent problem with Component Control. Observe the components for any symptoms of abnormal operation, such as a hesitation, or an unusual sound.
7. Check that the AC and DC power are within specification.
8. Get technical advice or assistance when it is appropriate. This will depend upon the situation and the established local procedures.
9. Examine the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSDs. Look for:

- contamination, such as a feed roller that has a build up of dirt or toner
 - wear, such as gear teeth that are rounded or have excessive backlash
 - HFSI, even if they are not near or have not exceeded the SPEC LIFE or COPY COUNT value
 - wires chafing against components of the machine, especially against moving components
 - misaligned, mis-adjusted, or incorrectly installed components
 - slow or slipping clutches; slow or binding solenoids
 - damaged components
 - excessive heat, or symptoms of excessive heat, such as the discoloration of a component
 - loose cables or wires
10. Perform the adjustments for the components that are not in the RAP, but are associated with the function that is failing. Refer to the BSDs. Check to ensure that the adjustment CAN BE MADE and that there is an adequate range of adjustment, and that it can be set to or near the nominal value. Any abnormality that is observed may be an indication of the cause of the problem. For example, a component can be adjusted to the nominal value, but it is at the limit of the adjustment range. This is not normal and may be an indication of the cause of the problem
 11. Operate all of the components that are not in the RAP, but are associated with the function that is failing with Component Control. Refer to the BSDs. Observe the components for any symptoms of abnormal operation, such as a hesitation, or an unusual sound.
 12. Replace any components or consumables that are known to be a frequent cause of the problem. When doing this, consider the cost and time required. If the suspected item is inexpensive, can be installed quickly, and has a high probability of resolving the problem, then it is reasonable to replace it.
 13. Leave an accurate and detailed record of your actions in the service log. Describe what you have observed, what actions you took, and the recommended next steps.

GP 20 How to Safely Lift or Move the Printer

Use this procedure when lifting or moving heavy modules.

Description

Most service procedures for the optional feeder module requires separation of the printer and feeder. Feeder removal requires two people.

WARNING

Do not attempt to remove or lift the following component with less than 2 people. The component is very heavy and requires at least 2 people to lift or remove it. Any attempt to remove or lift the component with less than 2 people could result in serious personal injury.

CAUTION

Always move the printer separately from the optional tray unless the optional stand is installed. Lift the printer firmly by gripping the recessed areas on both sides of the printer. Never lift the printer by gripping any other areas.

CAUTION

Failure to properly repackage the printer for shipment can result in damage to the printer. Printer damage caused by improper packaging is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.

When moving the printer or removing heavy modules, observe the following:

1. Locate a suitable stable surface to support the module after removal.
2. The support surface height is between 750 mm and 1000 mm (30" and 39").
3. Check there are no hazards or obstacles between the printer and support surface.

CAUTION

If the optional Productivity Kit (HD) is not installed, ensure that the Ready LED is off before you turn off the printer. The data in the memory is cleared when the printer is turned off.

4. Turn off the printer and disconnect the power cord and other cables from the back of the printer.
5. Remove any paper or other media from the output tray. If the output tray extension is extended, close it, Figure 1.

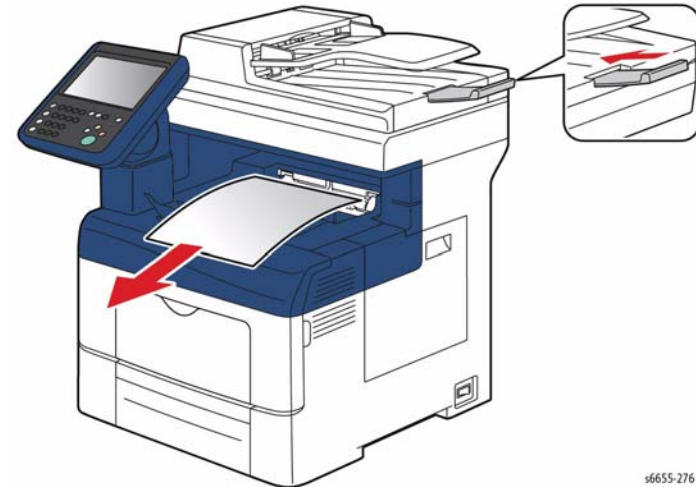


Figure 1 Close the Output Tray Extension

6. Remove the paper from the paper tray, Figure 2. Keep the paper wrapped and away from humidity and dirt.

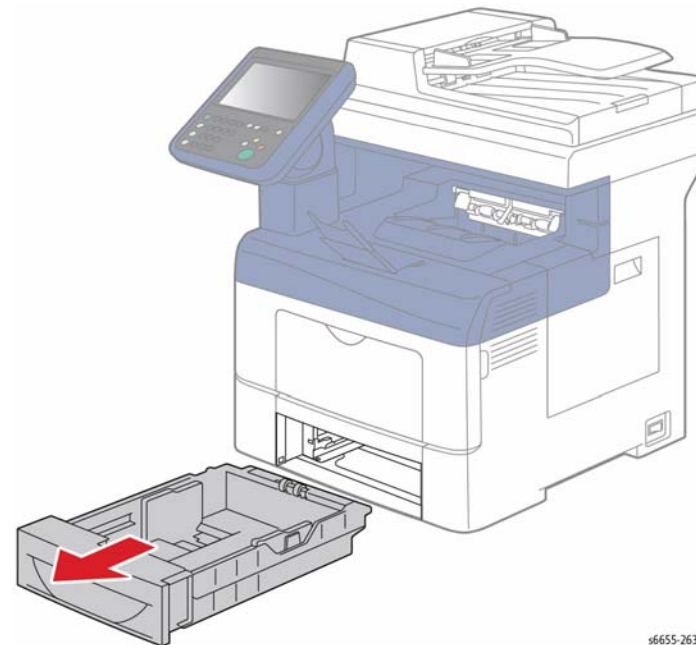


Figure 2 Remove Paper from the Paper Tray

7. Lift and carry the printer as shown in Figure 3.

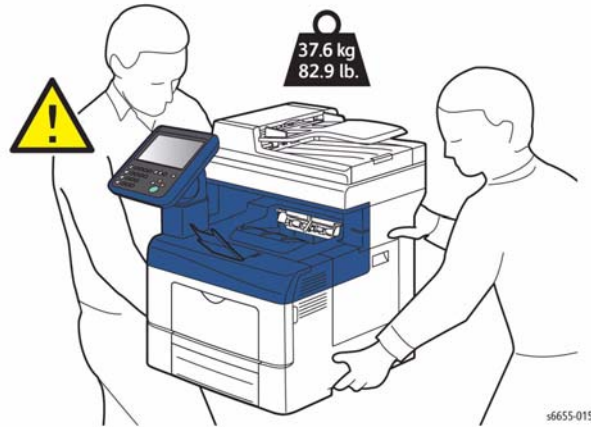


Figure 3 Printer Lifting Technique

NOTE:

- When moving the printer, do not tilt it more than 10 degrees to the front, back, left, or right. Tilting the printer more than 10 degrees can cause toner spillage.
 - When moving the printer over a long distance, remove the imaging units and toner cartridges to prevent toner from spilling. Pack the printer inside a box. For a repackaging kit and instructions, go to www.xerox.com/office/WC6655support.
8. After moving the printer:
- a. Reinstall any parts you removed.
 - b. Reconnect the printer to the cables and power cord.
 - c. Plug in and turn on the printer.

GP 21 Machine Lubrication

Purpose

To give information on the use of lubricants.

Procedure

CAUTION

Only use lubricants as directed. Incorrect use of lubricants could seriously affect the performance of the machine.

Take the following precautions when performing machine lubrication:

- Wear disposable gloves.
- Only use lubricants that are specified in the procedure.
- Only lubricate parts as directed.
- Apply only the smallest amount of lubricant, sufficient to lubricate the parts. To prevent contamination, remove any surplus lubricant.
- Take great care not to contaminate other parts with the lubricant.

GP 22 Installation Space Requirements

WARNING

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

WARNING

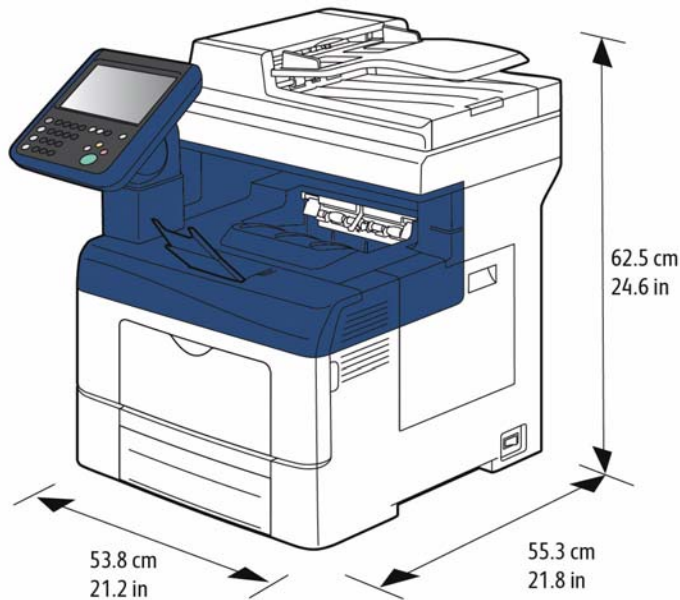
USA and Canada. Do not install this machine in a hallway or exit route that does not have 1.12 m (44 inches) of space additional to the normal space requirements in front of the machine. To conform with fire regulations this additional 1.12 m (44 inches) of space is needed in front of the machine in hallway and exit route

Dimensions/Mass of Printer

Refer to Table 1 for the printer mass. The dimensions shown in Figure 1 and Figure 2 are with Bypass Tray cover, ejection stacker, and scanner cover closed.

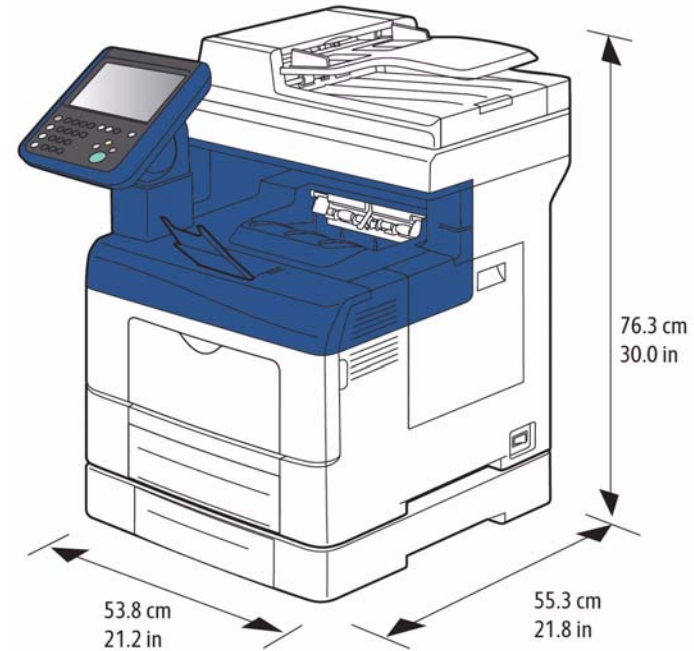
Table 1 Printer Mass

Printer	Mass
WorkCentre 6655	37.7 kg (83.1lb)
WorkCentre 6655 w/ 550-sheet feeder	43.9 kg (96.8 lb)



s6655-024

Figure 1 WorkCentre 6655 Dimensions



s6655-014

Figure 2 WorkCentre 6655 Dimensions with Option 550-Sheet Feeder

Installation Clearance Requirements

This section shows the required installation space needed to properly operate and service the machine.

1. In order to function properly, the printer must be placed on a flat surface with the following minimum clearances shown in Figure 3 (WorkCentre 6655) and Figure 4 (WorkCentre 6655 with option 550-sheet feeder).

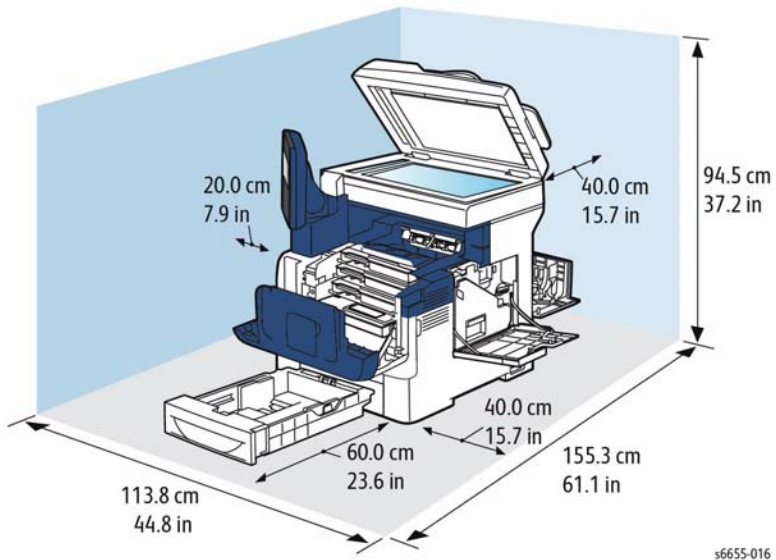


Figure 3 Minimum Installation Clearance Requirements: WorkCentre 6655

s6655-016

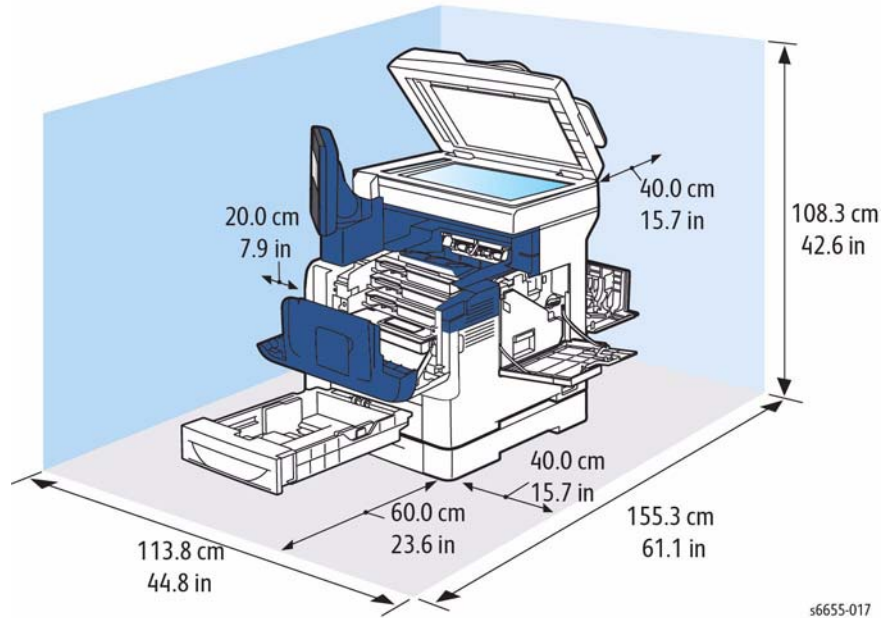


Figure 4 Minimum Installation Clearance Requirements: WorkCentre 6655 with Option 550-Sheet Feeder

s6655-017

2. Mounting surface flatness must be within the specified range.
3. The printer must not be tipped or tilted more than 7 mm in any direction (Figure 5).

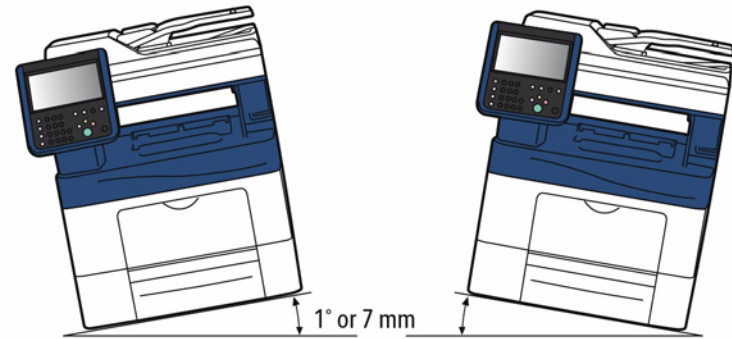
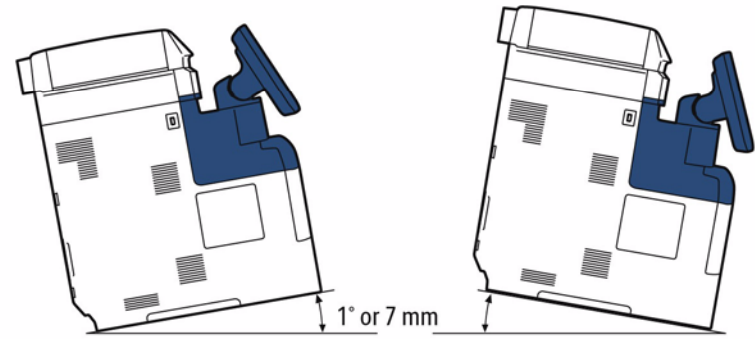


Figure 5 Tilting Specifications

s6655-262

GP 23 First Print Output Time

Purpose

From Ready State

First Print Output Time (FPOT) is defined as the time from when the engine receives a Start signal in Ready state, until a single page is printed and delivered to the output tray (Table 1).

From Sleep State

First Print Out Time includes the time required to print any maintenance pages (such as the configuration page) and a single customer page on A size media from Tray 2 (Table 1).

Table 1 First Print/Copy Output Time

Color Mode	FPOT (Ready)	FPOT (Power Saver/Sleep)	FPOT (from cold)	FCOT
B/W	As fast as 10.5 sec	As fast as 23.4 sec	26.0 sec	Platen: 14.2 sec DADF simplex: 15.0 sec
Color	As fast as 10.8 sec	As fast as 23.4 sec	26.0 sec	Platen: 15.6 sec DADF simplex: 18.9 sec

GP 24 Restriction of Hazardous Substances (RoHS)

Purpose

To give 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.

The hazardous substances are:

- Lead (Pb)
- Mercury (Hg)
- Cadmium (Cd)
- Hexavalent Chromium (Cr 6+, Cr [VI])
- Polybrominated Diphenyl Ethers (PBDE's)
- Polybrominated Biphenyls (PBB's)

Identification of a RoHS Compliant Machine

Xerox maintains a central list of RoHS compliant printers. This general procedure is for information only. All current-model WorkCentre printers are RoHS compliant.

GP 25 Remote Control Panel

The Remote Control Panel feature enables users the ability to:

- Remotely view the local UI display graphics
- Operate both hard and soft buttons on the control panel

The Remote Control Panel on the remote user PC mimics the device control panel enabling the remote user to operate the device as though they were standing at the machine.

Operation

Feature enablement – The feature is defaulted off when delivered to the customer. The System Administrator is required to enable the feature to allow usage.

1. In the Centroware window, login as admin.
2. Select Support, then Remote Control Panel.
3. Under Configuration, select Edit.
4. Select Enable.

Feature access permissions – The SA is required to set the permissions of the feature for it to be usable. When Enable is selected, the permission levels are displayed.

- SA only – This setting will prevent any user including Service Engineer personal from using the feature.
- SA and Service Engineer – This setting allows only the SA or Service Engineer to use the feature by authenticating their respective user credentials.
- All users – This opens the feature to all users without the need to authenticate.

Remote Session – The Remote Control Panel session is initiated under Access. This feature allows only the Admin and Diagnostics User to interact with the machine's local Control Panel. Before starting the session, the remote user should determine if the session collaborative or blocked.

- **Collaborative** - This mode means that both the Remote Control Panel and the Local UI are active. This mode can be used by System administrator, help desk support, IT support, or training when the person at the machine and the remote user need to see how the other is operating the machine.
- **Local UI blocking** – Check the box by Block Local Control Panel (local user can only observe). This blocks the local panel when the remote session is initiated. This protects the machine during remote service procedures. When activated, the local user is notified by a message that the local panel hard and soft keys are not functional at this time.

Only one remote connection at a time is allowed. If a user attempts to initiate a session while another one is active, they will get a message indicating the system is busy and to try again later. This allows a service engineer to view the device remotely without concern that another non-Service Engineer session can also connect.

NOTE: If a general user has a remote session active and an SA initiates a session, the SA has a button that will disconnect the general user. This way the SA can take control when desired.

A secure connection is required to create a remote session. If SSL is not set on the machine, a message will appear stating that it must be set. The window for enabling SSL will be displayed and can be set so that the machine is configured to allow the remote session. After the machine reboots, the remote session can start.

Remote session indication – When the remote session is initiated, a temporary popup message is displayed on the Local UI alerting any local users that there is a remote user online. A status message is then indicated in the status region and soft login button. The soft login button region is meant to describe the user roles. Authenticated users, including CSEs, are displayed. These remain persistent until the session is closed. A local Service Engineer will know whether the device is being used.

Remote Session Operation - When the Remote Control Panel is opened, the remote user will see a mimic of the local UI.

- The soft and hard buttons from the machine control panel are displayed on the Remote Control Panel. The hard buttons are located in slightly different locations, but are labeled and function the same as on the local control panel.
- Operation of all the machine features is the same on the Remote Control Panel as at the local control panel and UI.

NOTE: If the browser magnification is set to 75%, then the viewing window will be smaller than the control panel and the touch screen will be truncated. Conversely, if the browser magnification is set to 125%, the viewing window is larger than the remote control panel. The entire control panel is visible but there will be large grey areas around the panel.

Service Access - The System Administrator has access to the machine within the customer firewall. The service engineer must be invited inside the firewall.

- The procedure for the customer to invite the service engineer to remotely access the machine is OPCO dependent. Contact your OPCO for instructions on how to engage the customer.
- After the customer has given the service engineer a portal through their firewall, the service engineer can connect to the machine.

Only the service engineer should have the diagnostic User ID and Password. Only the Service Engineer can launch a diagnostics session from the remote UI.

NOTE: If the device is in service mode when a remote session is initiated, the session will only connect if logged in as diag in CentreWare. This prevents non-service engineers from connecting into the device while it is being serviced.

1. Connect to the printer via CentreWare IS.
2. Login to Centerware
 - User ID - **diag**
 - Password - **3424**
3. Select Support, then select Remote Control Panel.
4. If required, check **Block Local Control Panel** (user can only observe).
5. Select **Open Remote Control Panel**.

NOTE: Only one Remote Control session at a time is allowed. If a remote session is in progress, a message (Remote Control Panel session is already active.) will appear. If approved by the SA, select Disconnect Current Session to enable access. If the message returns, the machine may need to be rebooted.

6. If the window "**The web site's certificate cannot be verified. Do you want to continue.**" appears, select **Yes**.

If the window "There is a problem with this website's security certificate." appears, select **Continue to this website (not recommended)**.

7. To start Service Diagnostics, Select the Service Diagnostics button and login (6789).

Ending the session - A session can be terminated in several different ways. If in a diagnostic session, remember to perform Call Closeout before ending the session.

NOTE: *If the session is terminated before performing Call Closeout, it may not be possible to reestablish the Remote Control Panel session. If, when you attempt to reconnect to the machine an error message comes up that indicates a problem with initiating the session for some reason, either Call Closeout will have to be done at the printer, or power will have to be cycled before the session can be reestablished and/or returned to Customer operating mode.*

- Remote user closes the Remote Control Panel window.
- Machine reboots.
- Unplug the internet cable at the machine.
- Customer host that invited the service access closes their browser.
- System Timers - The session will be terminated if the system timers time out.

GP 26 Media Specifications

The media trays accommodate most sizes and types of paper or other specialty media. Print the Paper Tips page for a list of supported media.

Media that May Damage to the Printer

The printer can use a variety of media for print jobs. However, some media can cause poor output quality, increased jams, or damage. Unacceptable media includes:

- Rough, plastic, or porous media
- Transparency
- Paper that has been stapled, folded, photocopied, or wrinkled
- Envelopes with windows, metal clasps, padding, or adhesives with release strips
- CD labels
- Media that is less than 60 g/m2 or more than 220 g/m2

Media Storage Guidelines

If media handling problems are common, review these storage guidelines with the customer.

- Store media in dark, cool, relatively dry locations. Most media is susceptible to damage from ultraviolet (UV) and visible light. UV radiation, emitted by the sun and fluorescent bulbs, is particularly damaging to media. The intensity and length of exposure to visible light should be reduced as much as possible.
- Maintain constant temperatures and relative humidity
- Avoid attics, kitchens, garages, and basements. Inside walls are drier than outside walls where moisture can collect.
- Store flat. Media should be stored on pallets, cartons, shelves, or in cabinets.
- Do not open sealed packages until needed. Leave media in the original packaging. For most commercial grades, the wrapper's inner lining protects the media.

Supported Media

For more detailed information about supported paper and other media, print the Paper Tips page:

1. On the Control Panel, press the **System** button.
2. Select **Information**, and then press the **OK** button.
3. Select **Information Pages**, and then press the **OK** button.
4. Select **Paper Tips**, and then press the **OK** button to print.

See also: Recommended Media List at www.xerox.com/paper

Tray Capacity

Table 1 lists tray capacities.

Table 1 Tray Capacity

Media and Weight	Bypass Tray	Tray 1	Optional Tray	DADF Input
Standard Paper	100 Sheets	550 Sheets	550 Sheets	60 sheets
Envelope	10 (approx.)	0	0	0

Table 1 Tray Capacity

Media and Weight	Bypass Tray	Tray 1	Optional Tray	DADF Input
Weight	60-220 g/m2	60-220 g/m2	60-220 g/m2	50-125 g/m2 60-125 g/m2 duplex

Print Image Quality

Image Quality Guarantee Conditions

The image quality is specified and guaranteed under the conditions shown in Table 2.

Table 2 Print Image Quality Specifications

Item	Specification
Environmental conditions	Environment condition for evaluating image quality Temperature: 15-28degC Humidity: 20-70%RH
Guaranteed paper	The print quality defined in this chapter is guaranteed when standard paper is used in the tray.
Paper condition	The paper used is fresh paper immediately after unpacked, which has been left in the operating environment for 12 hours before unpacking.
Printer condition	The print image quality specified in this section is guaranteed with the printer in normal condition.
Image quality guaranteed area	The print image quality specified in this section is guaranteed in the guaranteed image quality area specified in this manual.
Criterion	The print image quality is guaranteed with the Spec. In rate = 90% (g = 90%).

GP 27 Environmental Data

Operating Environment Specifications

The printer should be stored and operated under the environmental conditions shown in Table 1:

Table 1 Operating Environment

Characteristic	Specification
Installation Temperature / Humidity	Installation temperature and humidity on the condition without condensation is as follows. Operating: 10-32degC, 10-85%RH (No condensation) Storage: minus 20-40degC, 5-85%RH (No condensation)
Installation Altitude	0 to 3,100m
Installation Horizontality	Longitudinal levelness of table surface on which the printer is installed Longitudinal: 1 degree or under Lateral: 1 degree or under
Storage Temperature of a Toner Cartridge	The guaranteed period of the Toner Cartridge before unpacked is as follows: Normal conditions: 24 months under 0 to 35degC, 15 to 80%RH. Harsh conditions: 1 month under -20 to 0degC and 35 to 40degC, 5 to 15%RH and 80 to 90%RH. The storage altitude shall be 0 to 3,100m. Can be extended to 0 to 15,000m when shipped by air. (Provided that the cargo bay is pressurized to 70.9275Kpa or higher.
Acoustic Noise Sound Pressure (Decibels)	Operation: 56.0 dB Standby or Ready: 30.0 dB

Safety / Environment Conditions

The printer meets the safety and environmental standards shown in Table 2:

Table 2 Safety / Environment Conditions

	100-127V M/C	220-240V M/C
Safety Standard	UL60950-1, CSA 22.2 60950	IEC60950-1 / EN60950-1
Laser Safety Standard	FDA21CFR Chapter 1, Subchapter J, Section 1010, 1040	IEC60825-1 Amendment 1 + Amendment 2 / EN60825-1 Amendment 1 + Amendment 2 Class 1 Laser Product
EMI	FCC Part15 Subpart B, Class A	EN55022:2006, Class A

Noise Levels

The printer's noise levels during operation and standby are shown in Table 3:

Table 3 Noise Levels

Operating Mode	Sound Power (B)	Sound Pressure (dB)
Running	7.15B	53dB
Standby	4.14B	25.1dB

GP 28 Toner CRUM Conversion

Purpose

This procedure explains how to set the geographic differentiation code and Toner Cartridge type to the correct values.

Introduction

The WorkCentre 6655 is shipped with "worldwide neutral" Toner Cartridges installed at the factory. When the cartridges shipped with the printer are installed, the printer is set to worldwide neutral configuration. When the Toner Cartridge is replaced, the geographic differentiation code and Toner Cartridge type in NVM automatically change to the same settings as the replacement cartridge. Once these NVM are set, the toner configuration can only be changed with a CRUM conversion.

There are three types of toner: Metered, which is a single part number world wide, Sold toner that is specific to the DMO/XING market, and Sold toner that is specific to NA/XE market. If a toner cartridge of the wrong type (i.e., a "sold" cartridge in a "metered" configured machine) is installed, it will generate a fault code and/or a message indicating toner incompatibility.

If the problem occurs after several toner replacements, the customer may have received the wrong toner in a consumables order; either because the wrong part number was ordered, or the shipment did not match the order. Resolution in this case is simple; the customer should exchange the toner for the correct part.

If the wrong toner was installed at the first toner replacement after install, or if the configuration NVM have changed due to software or NVM corruption, perform the following procedure:

Procedure (Non-Page Pack)

1. Record the machine serial number and the number of **Total Impressions**
2. Call Field Engineering or your NTS and provide the information collected in step 1.
3. You will be given a 6-character passcode.
4. Press **Machine Status** on the Control Panel.
5. Select the **Tools** tab. The Tools menu will be displayed.
On the left side of the screen are several buttons for the categories of features.
Within each category are **Groups** of features. Each **Group** contains one or more **Features**.
6. Select the **Device Settings** category, then the **Supplies** group, then select **Enter Supplies Activation Code**.

NOTE: Enter the passcode within 500 page counts of when it was issued, or it will not be valid.

7. Enter the passcode string provided in Step 3. If the passcode contains a special character, the level of software installed on the machine may not allow entry of this character because it is grayed out. Use the following procedure to enter the special character.
 - a. Log into Tools
 - b. In the Features column, select [General...]
 - c. Select [Custom Keyboard Button...]
 - d. The 3rd button on the bottom row is the customizable button
 - e. Select [Clear Text]

- f. Select [Shift]
 - g. Select the special character contained in the passcode
 - h. Select [Save]
 - i. Log out of Tools
8. The Geographic Differentiation Code and Toner Cartridge Type will be reset to the values of the customer's agreed-to supplies plan.

Procedure (Page Pack)

1. Before a 500 page count is reached, a PIN number must be entered, otherwise the machine will not operate after the 500 page limit.
2. If a bad PIN is entered 3 times consecutively, you must wait 24 hours before a good PIN can be entered.

GP 29 How to Check a Dispenser Motor

Purpose

This procedure explains how to check the operation of the Dispenser Motors and related gears. This is typically done when an error is caused from an amount of toner in the Imaging Unit's developer assembly that is insufficient to maintain density. The two likely causes are, the Print Cartridge is not fully seated, or the replenisher assembly is not functioning correctly.

Procedure

WARNING

Switch off the electricity to the machine. 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. Enter Service Diagnostics, GP 1.
2. Select the Service Info tab.
3. Select dC330 Component Control.
4. Remove the affected toner cartridge (e.g., Cyan)
5. Select code 041-001 for the 24V low voltage power supply.
6. Select the code for an unaffected toner dispenser motor (e.g., Yellow: 93-004) and listen to the gear movement. It should be smooth and relatively quiet. You can also look at the toner gear movement on the left side of the machine where the toner is dispensed.
7. Turn off the unaffected toner dispenser motor (e.g., Cyan: 93-008).
8. Turn on the affected toner dispenser motor and listen to, or watch, the gear movement. If there is clicking or chattering, the problem is related to the toner dispenser assembly.
9. Turn off the affected toner dispenser motor and the low voltage power supply.
10. Select Close to exit the routine.
11. Select Call Closeout to exit Service Diagnostics.

GP 30 IP (ESS) Specifications

Support OS

The machine supports the following operation systems with the latest service pack.

- Microsoft Windows XP (32bit / 64bit)
- Microsoft Windows Server 2003 (32bit / 64bit)
- Microsoft Windows Vista (32bit / 64bit)
- Microsoft Windows Server 2008 (32bit / 64bit)
- Microsoft Windows Server 2008 R2 (64bit)
- Microsoft Windows 7 (32bit / 64bit)
- Mac OS X 10.3.9/10.4/10.5 (PPC/x86)
- Mac OS X 10.6/10.7 (x86/x64)
- Red Hat Enterprise Linux 5/6 Desktop (x86)
- SUSE Linux Enterprise Desktop 10/11 (x86)

Interface Port

See the following tables for interface port specifications:

- Table 1 USB Type-B Interface Port Specifications
- Table 2 USB Type-A Interface Port Specifications
- Table 3 Ethernet Interface Port Specifications
- Table 4 Wireless Interface Port Specifications

USB

Table 1 USB Type-B Interface Port Specifications

Item	Specification
Connector	One Type-B connector
Protocol	Hi-speed USB 2.0 compatible

Table 2 USB Type-A Interface Port Specifications

Item	Specification
Connector	One Type-A connector
Protocol	Hi-speed USB 2.0 compatible
Supported Class	USB Mass Storage Class

Ethernet

Table 3 Ethernet Interface Port Specifications

Item	Specification
Connector	One RJ-45 connector
Protocol	10 Base-T / 100 Base-TX / 1000 Base-T compatible

Wireless

Wireless adapter is required.

Table 4 Wireless Interface Port^a Specifications

Item	Specification
Connectivity Technology	Wireless
Compliant Standards	IEEE802.11 n/g/b
Band width	2.4 GHz
Data Transfer Rate	IEEE802.11n mode: 65 Mbps IEEE802.11g mode: 54, 48, 36, 24, 18, 12, 9, 6 Mbps IEEE802.11b mode: 11, 5.5, 2, 1 M bps
Protocol	See "Network Protocol" for details
Device Type	Wireless Adapter
Security Protocol	64(40-bit key)/128(104-bit key) WEP,WPA-PSK(TKIP,AES), WPA2-PSK(AES), WPA-Enterprise(TKIP,AES), WPA2-Enterprise(AES) (EAP method supports PEAPv0 only)
Wifi Protected Setup (WPS)	Push Button Configuration (PBC), Personal Identification Number (PIN)

a. Connection to the Linux machine is not guaranteed. Only for infrastructure connection and when Linux terminal is connected with Wired LAN connection.

Network Protocol

Printing Protocol

Printing protocol is shown in Table 5:

Table 5 Printing Network Protocol

Protocol	Transport	Maximum Sessions	Remarks
Port9100	TCP/IP	1	Windows XP/Server2003/Vista/ Server2008/ 7/ Server2008 R2 Mac OS X
LPD	TCP/IP	10	Windows XP/Server2003/Vista/ Server2008/ 7/ Server2008 R2 Mac OS X Linux
IPP/IPPS	TCP/IP	5	Windows XP/Server2003/Vista/ Server2008/ 7/ Server2008 R2 Mac OS X
SMB	TCP/IP	5	Windows XP/Server2003/Vista/ Server2008/ 7/ Server2008 R2
Web Services on Devices	TCP/IP	2	[Print]:Windows Vista / Server2008/ 7 / Server2008 R2 [Scan] : Windows Vista / 7

Control and Management Protocol

Control and management protocol is shown in Table 6:

Table 6 Control and Management Network Protocol

Protocol	Transport	Application / Usage	Remarks
HTTP/HTTPS	TCP/IP	EWS	
SMTP	TCP/IP	E-Mail Alert	
SNMP v1/v2c/v3	UDP/IP	Driver, Installer, Management	SNMP v3 Default OFF
DHCP	UDP/IP	IP setup	
BOOTP	UDP/IP	IP setup	
RARP	TCP/IP	IP management	
AutoIP	TCP/IP	Installer (Device discovery)	
WINS	TCP/IP	IP setup	
Telnet	TCP/IP	IP management	
Bonjour (mDNS)	UDP/IP	IP setup for Mac	
LDAP	TCP/IP	Address Book,ColorTrack Pro1.1	
LDAPS	TCP/IP	Address Book,ColorTrack Pro1.1	
DNS	TCP/IP	IP management	
DDNS	TCP/IP	IP management	Default OFF
SNTP	TCP/IP	IP management	Default OFF
FTP	TCP/IP	IP management	

MIB

The following MIBs are supported.

- RFC1213 MIB-II
- RFC1514 HostResources
- RFC1759 Printer MIB
- Printer port monitor MIB
- XCMIB MIB

Decomposer

PDL

The PDL decomposer specifications are shown in Table 7:

Table 7 PDL Decomposer Specifications

PDL	Interface		Remark
	USB I/F Net	USB Storage	
PCL 5c	Yes ^a	No	
PCL 6	Yes	No	SupportOS: Windows XP/Server 2003/Vista/Server 2008/ 7 / Server2008 R2
PostScript	Yes	No	SupportOS: Mac OS X(10.3.9/10.4/10.5/10.6/10.7), Linux, Windows XP/Server2003/ Vista / Server2008 / 7 / Server2008 R2
FX-PDF	Yes	Yes	Ver1.6
TIFF	No	Yes	
JPEG	No	Yes	
HBPL	Yes	No	

a. Yes: Supported No: Not supported

Font

81 fonts and 36 Symbol Sets for PCL, 16 fonts for PDF and 136 fonts for PS3 are available as built-in font.

Image Area

The image area specifications are shown in Table 8:

Table 8 Image Area Specifications

Area Definition	Specification
Usable Area (maximum paper size)	215.9 ^a x 355.6 mm
Un-printable Area	Default: 4.0 mm each from four edges of paper
Printable Area	207.7 x 347.4 mm ^b
Print quality guaranteed Area	Same as Printable Area

a. Maximum width 220 mm for Envelope (DL LEF)
b. Maximum printable width of paper which paper width is more than 215.9 mm is 210.9 mm. Therefore, Maximum printable area is 210.9 x 361.6 mm.

Job Control

Print Cancel

A print job in progress can be cancelled from the operator panel.

Job Recovery

When a print job fails due to a recoverable error such as paper jam, the machine recovers the job automatically after the jammed paper is removed.

Job Timeout

When a print job is stopped for a certain period of time (time can be changed at the operator panel, and unlimited also can be selected), the print data of the job is deleted as an error

ColorTrack Pro1.1

Color Track is a function to designate the use of color printing and control print volume per user.

Only the administrator can set restrictions from the EWS.

The user name and password are embedded in the print job to confirm from whom the job is sent. In addition, the user name and password are entered by user from the printer driver.

The printer can support maximum 50 accounts.

When "ColorTrack Mode" is set to "Off", "Automatic Color to Monochrome Print" setting applies to all users. When "ColorTrack Mode" is set to "Internal Mode" or "External Mode", "Automatic Color to Monochrome Print" setting applies to Registered Users with "Monochrome Print Only" rights and Non Registered Users.

Secure Print

When the expansion memory (512MB) or HDD is attached, the printer holds print data in memory, including a user password (1~12 digits), a user name and a document name specified in the printer driver. The data is not printed until the same password, user name and document name are specified at the printer UI. The data is cleared after being printed. The data remains in the printer as long as it is not cleared. The data on the memory is cleared when the printer is turned off. The data on the HDD is not cleared even the printer is turned off.

Proof Print

When the expansion memory (512MB) or HDD is attached, only the proof print can be selected. When multiple sets of prints are specified in the printer driver, the printer prints only the first set of the print data. Then the user can select whether the remaining sets are printed or not (the remaining data is cleared) when the same user name and document name are entered at the Panel UI. The data remains in the printer as long as it is not cleared. The data on the memory is cleared when the printer is turned off. The data on the HDD is not cleared even the printer is turned off.

IP Filter

The user can select to accept or reject jobs for the specified IP address. Up to 5 IP addresses can be specified. IP filter is available only to LPD and Port 9100.

Virtual Mail Box

When the expansion memory (512MB) or HDD is attached, the Virtual Mail Box can be selected only. There are two type of Virtual Mail Box.

Public Virtual Mail Box

When print job is selected Public (password not needed) in the Stored Print menu on the driver, everyone can print job from operator panel if know user name or file name. And this print job remains till deleted intentionally.

Private Virtual Mail Box

When print job is selected Private (password needed) in the Stored Print menu on the driver, everyone cannot print job from operator panel if unknown password. And this print job remains till deleted intentionally.

Public Mail Box

When the expansion memory (512MB) or HDD is attached, the Public Mail Box can be selected only. When print job is selected "Public Mail Box" in the Job Type menu on the driver, everyone cannot print job from operator panel if unknown password. And this print job remains till deleted intentionally. The data on the memory is cleared when the printer is turned off. The data on the HDD is not cleared even the printer is turned off.

Logging

Job Logging

The machine can retain up to 20 job logs.

Job log is printed instantly by user's request or automatically when the number of the retained job logs has reached 20.

Job log includes the following information.

- Job finish date and time
- Job type (Print/File/FaxSend/FaxReceived/Copy/Scan)
- Input interface (USB, LPD, Port9100)
- Document name (File name)
- Output color
- User name/Host name
- Number of printed sheets (Color, B&W)
- Number of printed impressions (Color, B&W)
- Paper size
- Result (Successful, Error, etc.)

Error Logging

The machine can retain the following errors.

Fatal error: 42 errors at the maximum (10 errors at the minimum)

Jam error: 42 errors

The user can print the error log by the panel operation.

Jam error log includes the following information:

- Date and time when jam has occurred

Jam name Fatal error log includes the following information:

- Date and time when error has occurred
- Error code

Billing Counter

The PV counter counts the number of sheets printed properly (Similar to Odometer) (Table 9).

Table 9 Billing Counter Specifications

Counter	Description
Color PV (7 digits)(KCMY)	Count the number of paper printed in color.
B&W PV (7 digits)(K only)	Count the number of paper printed in B&W.
Total PV (7 digits)	Count the total number of paper printed in color and B&W.

ID Print

User name can be printed. The printing position can be selected from upper right, upper left, lower right and lower left (Only for PCL6). The user selects using the operator panel whether user name is printed or not and where it is printed.

Non-Genuine Mode

When a Toner Cartridge has reached end-of-life, the printer stops accepting print requests (Toner Cartridge life is counted by the counter in CRUM). Taking into consideration that some users use refilled Toner Cartridges they get from remanufacturers, the printer can accept a print request by the user's panel operation even if the life of the Toner Cartridge has ended. Settings of Toner Cartridge can be made separately (settings of Toner Cartridge can not be made by color). When the mode has changed so that the printer does not stop even after life of Toner Cartridge ends, the printer displays a message on the operator panel to inform the user of the mode change. When the printer operates in this mode, print image quality is not guaranteed. Also, remaining toner level is not displayed (as CRUM data can not be guaranteed).

GP 31 IIT Specifications

Scanner

Scanner specifications are shown in Table 1:

Table 1 Scanner Specifications

Item	Specification
Scanning Method	Platen: Document-fixed flatbed scanning method
	DADF: Carriage-fixed, document-feeding scanning method (2- side scanning)
Optical Resolution	600 x 400 dpi (max)
Light Source	LED
Maximum Scanning Guarantee Area	Platen: 215.9 mm x 355.6 mm (8.5" x 14")
	DADF: 215.9 mm x 355.6 mm (8.5" x 14")
Scanning Halftone Level	Output from the CCD has the following halftone level.
	Gray: 16bit x 2ch (CDD/EVEN)
	Color: 16bit x 3ch (R/G/B)

Platen

Platen specifications are shown in Table 2:

Table 2 Platen Specifications

Item	Description
Platen Glass	Size: 220 mm x 360 mm (8.66" x 14.17") (Flat glass area)
Document Image Area (Platen mode)	Max: 215.9 mm x 355.6 mm (8.5" x 14")

DADF

DADF specifications are shown in Table 3:

Table 3 DADF Specifications

Item	Description
Document Condition	Sheets without tears, wrinkles, or folds
Document Thickness	Simplex: 50g/m ² - 125g/m ²
	Duplex: 60g/m ² - 125g/m ²
Auto Document Size Detection	None
Retention Angle / Open Angle of Platen Cover with DADF	Maximum open angle: ≤ 70 deg Platen cover can be retained at any angle: 15 ± 5 through 65 ± 5 deg Platen cover self-weight drop angle: 15 ± 5 deg or less
Document Setting	Center Registration
Document Tray Capacity	50 sheets of standard documents (document stack height is ≤ 8 mm) Document shall not be creased/folded/swollen, etc.

GP 32 Fax Specifications

Fax Send/Receive Buffer

FlashROM: 4MB

Connectable Network

The Fax can be connected to the following communication networks:

- PSTN
- PBX
- Leased line (3.4 kHz/2-wire)

The Fax **cannot** be connected to the following communication networks:

- ISDN communication network
- VoIP network

Mutual Communication Ability

Fax mutual communication ability specifications are show in Table 1:

Table 1 Fax Mutual Communication Ability

Characteristic	Specification
Communication Mode	Priority 1: ITU-T Super G3 Priority 2: ITU-T G3 ECM Priority 3: ITU-T G3 Notes: ITU: International Telecommunication Union ITU-T: ITU Telecommunication Standardization Sector ECM: Error Correction Mode
Modem Signal Processing	The following communication standards are supported: <ul style="list-style-type: none"> • V.34 (33.6 /31.2 /28.8 /26.4 /24 /21.6 /19.2 /16.8 /14.4 /12 /9.6 /7.2 /4.8 /2.4 kbps) • V.17 (14.4 /12 /9.6 /7.2 kbps) • V.29 (9.6 /7.2 kbps) • V.27ter (4.8 /2.4 kbps)
Pixel Transmission Density (on the supported transmission path)	B/W: <ul style="list-style-type: none"> • R16 x 15.4 line/mm • R8 x 15.4 line/mm • R8 x 7.7 line/mm • R8 x 3.85 line/mm • 400 x 400 pixel/25.4 mm • 300 x 300 pixel/25.4 mm • 200 x 200 pixel/25.4 mm • 200 x 100 pixel/25.4 mm Color: Not supported
Communication Image Size	Fast scan direction size on communication: 215 mm ± 1%
Halftone/Compression Method	B/W: 1bit, JBIG, MMR, MR, MH encoding Color: Not supported

Table 1 Fax Mutual Communication Ability

Characteristic	Specification
Communication Control Procedure	Comply with ITU-T recommendation T.30
Nonstandard Function	Not supported

Transmission Time

Transmission time (Tp) of image data in G3 mode is as follows (Table 2).

Resolution conversion is not performed during transmission, and density is normal.

Specified value condition: ECM (No data error)

Table 2 Fax Transmission Time

Chart		14.4 Kbps (MMR)	28.8 Kbps (MMR)	33.6 Kbps (JBIG) ^a
		IIEEJ No.4	Super Fine	56 sec. or less
	Fine	26 sec. or less	13 sec. or less	1 sec. or less
	Standard	19 sec. or less	10 sec. or less	7 sec. or less
ITU-T No.1	Super Fine	30 sec. or less	15 sec. or less	12 sec. or less
	Fine	15 sec. or less	8 sec. or less	6 sec. or less
	Standard	11 sec. or less	6 sec. or less	4 sec. or less
FX English Sales Text	Standard	7 sec. or less	4 sec. or less	2 sec. or less
FX Japanese Sales Text	Standard	9 sec. or less	5 sec. or less	4 sec. or less
IIEEJ No.1	Standard	75 sec. or less	38 sec. or less	20 sec. or less

a. Reference value

Protocol Control Time

When no data error occurs, protocol control time (Tm, Tn, Tu) is as shown in Table 3:

Table 3 Fax Protocol Control Time

Mode	Before: messages: Tm	Between messages: Tn	After messages: Tu	Total
V.17, V.29, V.27ter Standard Protocol	16.4 sec. or less	3.2 sec. or less	4.4 sec. or less	24.0 sec. or less
-V.34 Standard Protocol	9.9 sec. or less	1.0 sec. or less	0.9 sec. or less	11.8 sec. or less

In G3 mode, when a data error that exceeds the threshold occurs, Tn increases by about 6 seconds.

In ECM (Error Correction Mode), according to the number of resending operations performed for the occurred data error, Tn increases by about Tn+1 seconds for each resending operation.

Throughput

The sending time is calculated in the following formula:

Sending time = Call setup time + Tm + (N x Tp) + {(N-1) x Tn} + Tu (sec)

(N: Send quantity; Tp: Image transmission time)

Cable Characteristics

With pseudo cable from 0 to 15 km, the highest speed shall be guaranteed for communication with V.17, V.29, and V.27ter. For V.34, 33600 bps communication speed shall be guaranteed from 0 to 2 km, 31200 bps or higher communication speed from 2 to 9 km, and 19200 bps or higher communication speed from 9 to 15 km.

Communication Load Characteristics

Data error characteristics for noise and cable loss during communication are as follows:

Error rate (Error frequency/Total communication quantity) \leq 1/500

Incoming Call Level

Under ideal conditions (flat line, no noise, and no other line stress), normal communication shall be guaranteed in the range from -3 through -43 dBm.

For V.17, V.29, and V.27ter, the highest speed shall be guaranteed in the range from -6 through -43 dBm. For V.34, 33600 bps communication speed shall be guaranteed in the range from -9 through -19 dBm, and 16800 bps or higher communication speed in the range from -19 through -43 dBm.

For V.34, normal communication shall be guaranteed in the range from -9 through -43 dBm.

GP 33 Interior and Exterior Cleaning

Purpose

Whenever cleaning any portion of the printer, follow the precautions given here.

General Precautions

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched

CAUTION

- *Do not remove the covers or guards that are fastened with screws. You cannot maintain or service any parts that are behind these covers and guards. Do not attempt any maintenance procedure that is not described in the documentation supplied with your printer*
- *When cleaning your printer do not use organic or strong chemical solvents or aerosol cleaners. Do not pour fluids directly into any area. Use supplies and cleaning materials only as directed in this documentation.*

- Do not place anything on top of the printer.
- Do not leave the covers and doors open for any length of time, especially in well-lit places. Light exposure can damage the imaging units.
- Do not open covers and doors during printing.
- Do not tilt the printer while it is in use.
- Do not touch the electrical contacts or gears. Doing so could damage the printer and cause the print quality to deteriorate.
- Ensure any parts removed during cleaning are replaced before you plug in the printer.

Recommended Tools

- Toner vacuum cleaner
- Clean water
- Clean, dry, lint-free cloth

Cleaning Process

WARNING

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

Clean the exterior of the printer once a month.

- Wipe the paper tray, output tray, control panel, and other parts with a damp, soft cloth.
- After cleaning, wipe with a dry, soft cloth.
- For stubborn stains, apply a small amount of mild detergent to the cloth and gently wipe the stain off.

CAUTION

Do not spray detergent directly on the printer. Liquid detergent could enter the printer through a gap and cause problems. Never use cleaning agents other than water or mild detergent.

WARNING

Do not handle the fuser components until they have cooled. Some fuser components operate at hot temperatures and can produce serious personal injury if touched.

Clean the interior of the printer regularly to prevent stains inside the printer that can deteriorate printing quality. Clean the printer interior whenever you replace an imaging unit.

After clearing paper jams or replacing a toner cartridge, inspect the inside of the printer before closing the printer covers.

- Remove any remaining pieces of paper or debris. For details, see Clearing Paper Jams.
- Remove any dust or stains with a dry, clean cloth.

dC104 Usage Counters

Purpose

To display the various usage counters.

Procedure

1. Enter Service Diagnostics, GP 1.
2. Select the Service Info tab.
3. Select dC104 Usage Counters.
4. Select the relevant counters from the pull down menu.
5. Select Close to exit the routine.
6. Select Call Closeout to exit Service Diagnostics.

dC108 Software Version

Purpose

To identify the version of the installed software on all major modules.

Procedure

1. Enter Service Diagnostics, GP 1.
2. Select the Service Info tab.
3. Select dC108 Software Versions.
The dC108 Software Versions screen will display the software and version numbers installed on the machine.
4. Select Close to exit the routine.
5. Select Call Closeout to exit Service Diagnostics.

dC120 Fault Counters

Purpose

To view the faults raised by the machine. Fault Counters records the number of occurrences of a fault, allows the counters to be sorted by occurrences and allows a specific fault to be found by chain.

Procedure

1. Enter Service Diagnostics, GP 1.
2. Select the Service Info tab.
3. Select dC120 Fault Counters.

NOTE: *There will be a delay while the machine retrieves the fault counter data.*

4. A list of faults that have occurred is displayed.
 - The list can be sorted by number of occurrences and to include zero occurrences. Selecting these options will resort the list upon selection.

NOTE: *When selecting zero occurrences there may be a delay as the list is reconfigured.*

- The list can be sorted by chain.
 - a. Select the chain field.
 - b. Enter a 3-digit chain number on the numeric keypad.
 - c. Select Find.
5. Select Close to exit the routine.
 6. Select Call Closeout to exit Service Diagnostics.

dC122 Fault History

Purpose

To view faults in chronological order and more detail than is shown in dC120 Fault Counters.

Procedure

1. Enter Service Diagnostics, GP 1.
2. Select the Service Info tab.
3. Select dC122 Fault History.
4. The dC122 Fault History screen is displayed with the last 40 faults shown in chronological order. The most recent fault is at the top of the list.
5. To observe the details of the fault, select the fault and select Details on the pop-up window. Select Close to return to the fault table.
6. Select Close to exit the routine.
7. Select Call Closeout to exit Service Diagnostics.

dC131 NVM Read/Write

Purpose

To review and modify values stored in NVM on the IP Board.

Description

NVM parameters are identified by an NVMMID in the form XXX-XXX. Refer to Table 1 for NVM parameters.

Procedure

1. Enter Service Diagnostics, GP 1.
2. Select the Adjustments tab.
3. Select dC131 NVM Read/Write.
4. Select the appropriate NVMMID.
5. View or edit the NVM value as necessary.
6. When the values have been changed, cycle system power to verify changes made to NVM.

Table 1 NVM Parameter Values

NVMMID	Name	Default	Minimum	Maximum
740-002	NVM Major	1	0	1
740-003	NVM Minor	5	0	5
740-004	NVM Patch	0	0	0
740-005	NVM Test	0	0	0
740-006	Factory Option Setting	0	0	255
740-007	IOT Config	0	0	255
740-014	Enable Duplex	1	0	1
740-015	hwerr_history_0_0	0	0	255
740-016	hwerr_history_0_1	0	0	255
740-017	hwerr_history_0_2	0	0	255
740-018	hwerr_history_0_3	0	0	255
740-019	hwerr_history_0_4	0	0	255
740-020	hwerr_history_0_5	0	0	255
740-021	hwerr_history_0_6	0	0	255
740-022	hwerr_history_0_7	0	0	255
740-023	hwerr_history_1_0	0	0	255
740-024	hwerr_history_1_1	0	0	255
740-025	hwerr_history_1_2	0	0	255
740-026	hwerr_history_1_3	0	0	255
740-027	hwerr_history_1_4	0	0	255
740-028	hwerr_history_1_5	0	0	255
740-029	hwerr_history_1_6	0	0	255
740-030	hwerr_history_1_7	0	0	255
740-031	hwerr_history_2_0	0	0	255

Table 1 NVM Parameter Values

NVMMID	Name	Default	Minimum	Maximum
740-032	hwerr_history_2_1	0	0	255
740-033	hwerr_history_2_2	0	0	255
740-034	hwerr_history_2_3	0	0	255
740-035	hwerr_history_2_4	0	0	255
740-036	hwerr_history_2_5	0	0	255
740-037	hwerr_history_2_6	0	0	255
740-038	hwerr_history_2_7	0	0	255
740-500	NV Limitation	0	0	255
742-008	side_reg_factory_0_0	-6	-32	32
742-009	side_reg_factory_0_1	-6	-32	32
742-010	side_reg_factory_0_2	-6	-32	32
742-011	side_reg_factory_0_3	-6	-32	32
742-012	side_reg_factory_0_4	-6	-32	32
742-013	side_reg_factory_1_0	-3	-32	32
742-014	side_reg_factory_1_1	-3	-32	32
742-015	side_reg_factory_1_2	-3	-32	32
742-016	side_reg_factory_1_3	-3	-32	32
742-017	side_reg_factory_1_4	-3	-32	32
742-516	Jam History	0	0	255
744-009	FusingInspectionMode	1	0	255
744-015	FuserControlTempPlainPaperL - Full Speed	0	-9	9
744-016	FuserControlTempPlainPaperH - Full Speed	0	-9	9
744-017	FuserControlTempThicker - Full Speed	0	-9	9
744-018	FuserControlTempRecycled - Full Speed	0	-9	9
744-019	FuserControlTempHeavierPaperL- Full Speed	0	-9	9
744-020	FuserControlTempHeavierPaperH - Full Speed	0	-9	9
744-021	FuserControlTempLabelL - Full Speed	0	-9	9
744-022	FuserControlTempLabelH - Full Speed	0	-9	9
744-023	Reserved	-	-	-
744-024	FuserControlTempEnvelope - Full Speed	0	-9	9
744-025	FuserControlTempPostcard - Full Speed	0	-9	9
744-026	FuserControlTempCoatedPaperL - Full Speed	0	-9	9
744-027	FuserControlTempCoatedPaperM - Full Speed	0	-9	9
744-028	FuserControlTempCoatedPaperH - Full Speed	0	-9	9
744-032	FuserControlTempPlainPaperL - Half Speed	0	-9	9
744-033	FuserControlTempPlainPaperH - Half Speed	0	-9	9

Table 1 NVM Parameter Values

NVMID	Name	Default	Minimum	Maximum
744-034	FuserControlTempThicker - Half Speed	0	-9	9
744-035	FuserControlTempRecycled - Half Speed	0	-9	9
744-036	FuserControlTempHeavierPaperL - Half Speed	0	-9	9
744-037	FuserControlTempHeavierPaperH - Half Speed	0	-9	9
744-038	FuserControlTempLabelL - Half Speed	0	-9	9
744-039	FuserControlTempLabelH - Half Speed	0	-9	9
744-040	Reserved	-	-	-
744-041	FuserControlTempEnvelope - Half Speed	0	-9	9
744-042	FuserControlTempPostcard - Half Speed	0	-9	9
744-043	FuserControlTempCoatedPaperL - Half Speed	0	-9	9
744-044	FuserControlTempCoatedPaperM - Half Speed	0	-9	9
744-045	FuserControlTempCoatedPaperH - Half Speed	0	-9	9
744-050	heat_temp_print_user_0_0	0	-9	9
744-051	heat_temp_print_user_0_1	0	-9	9
744-052	heat_temp_print_user_0_2	0	-9	9
744-053	heat_temp_print_user_0_3	0	-9	9
744-054	heat_temp_print_user_0_4	0	-9	9
744-055	heat_temp_print_user_0_5	0	-9	9
744-056	heat_temp_print_user_0_6	0	-9	9
744-057	heat_temp_print_user_0_7	0	-9	9
744-058	heat_temp_print_user_0_8	0	-9	9
744-059	heat_temp_print_user_0_9	0	-9	9
744-060	heat_temp_print_user_0_10	0	-9	9
744-061	heat_temp_print_user_0_11	0	-9	9
744-062	heat_temp_print_user_1_0	0	-9	9
744-063	heat_temp_print_user_1_1	0	-9	9
744-064	heat_temp_print_user_1_2	0	-9	9
744-065	heat_temp_print_user_1_3	0	-9	9
744-066	heat_temp_print_user_1_4	0	-9	9
744-067	heat_temp_print_user_1_5	0	-9	9
744-068	heat_temp_print_user_1_6	0	-9	9
744-069	heat_temp_print_user_1_7	0	-9	9
744-070	heat_temp_print_user_1_8	0	-9	9
744-071	heat_temp_print_user_1_9	0	-9	9
744-072	heat_temp_print_user_1_10	0	-9	9
744-073	heat_temp_print_user_1_11	0	-9	9

Table 1 NVM Parameter Values

NVMID	Name	Default	Minimum	Maximum
744-074	heat_temp_print_user_2_0	0	-9	9
744-075	heat_temp_print_user_2_1	0	-9	9
744-076	heat_temp_print_user_2_2	0	-9	9
744-077	heat_temp_print_user_2_3	0	-9	9
744-078	heat_temp_print_user_2_4	0	-9	9
744-079	heat_temp_print_user_2_5 (PhotoHeavier-PaperL)	0	-9	9
744-080	heat_temp_print_user_2_6 (PhotoHeavier-PaperM)	0	-9	9
744-081	heat_temp_print_user_2_7	0	-9	9
744-082	heat_temp_print_user_2_8	0	-9	9
744-083	heat_temp_print_user_2_9	0	-9	9
744-084	heat_temp_print_user_2_10	0	-9	9
744-106	Fuser Print Volume Near	180,000	0	4294967295
744-110	Fuser Print Volume End	200,000	0	4294967295
744-118	Lamp On Time Near	750,000	0	4294967295
744-122	Lamp On Time End	780,000	0	4294967295
746-020	cmd_tnr_refresh	0	0	255
746-021	cmd_btr_ppm_dn	0	0	1
746-023	Initial Install CRU	0	0	1
746-108	cmd_deve_refresh	0	0	1
746-201	Belt Print Volume Near	180,000	0	4294967295
746-205	Belt Print Volume End	200,000	0	4294967295
746-500	UserCorrectBTRPlainL	6	1	16
746-501	UserCorrectBTRPlainH	6	1	16
746-502	UserCorrectBTRThicker	6	1	16
746-503	UserCorrectBTRRecycled	6	1	16
746-504	UserCorrectBTRHeavierL	6	1	16
746-505	UserCorrectBTRHeavierH	6	1	16
746-506	UserCorrectBTRLabelL	6	1	16
746-507	UserCorrectBTRLabelH	6	1	16
746-508	UserCorrectBTRReserved	6	1	16
746-509	UserCorrectBTREnvelope	6	1	16
746-510	UserCorrectBTRPostcard	6	1	16
746-511	UserCorrectBTRCoatedPaperL	6	1	16
746-512	UserCorrectBTRCoatedPaperM	6	1	16
746-513	UserCorrectBTRCoatedPaperH	6	1	16
746-515	Altitude Mode	0	0	7
746-516	UserCorrectTransferPower K color	6	1	16
746-517	UserCorrectTransferPower YMC color	6	1	16
746-526	HighlandMode	0	0	7

Table 1 NVM Parameter Values

NVMID	Name	Default	Minimum	Maximum
746-531	Deve CRU Pixel counter	0	0	4294967295
746-535	Deve CRU Drum Motor round time	0	0	4294967295
749-528	Fusing Jam Prevention Function	0	0 (invalid)	1 (valid)
752-006	ATC Barcode	85	0	255
752-026	cnt_empty_chk_sw	1	0	255
752-570	Toner Cartridge PV counter	0	0	4294967295
766-003	Enable CRUM ID Check	0	0	255
766-046	Toner OEM Code	130	0	255
766-050	XERO OEM Code	130	0	255

dC132 Serial Number Restore

Purpose

Serial number data is stored at three locations:

- MCU Board
- IP Board
- IIT Control Board

This procedure is used to restore serial number data integrity in the event serial number data becomes corrupt.

It is not necessary to run this procedure if a single board is replaced; if these boards are replaced one-at-a-time, the printer automatically synchronizes the data on the new board. It is only required to perform the procedure if the removal/replacement procedure is not followed correctly.

Initial Action

Check fault history for communications faults. Intra-board communications faults can prevent serial number synchronization and must be addressed before proceeding.

Procedure

Part 1 - Request serial number passcode.

NOTE: It may take up to 24 hours to receive a password from ACAST.


1. Enter Service Diagnostics, GP 1.
2. Select the Maintenance tab.
3. Select dC132.

CAUTION

After the Unique Machine Identifier is generated, **DO NOT** touch the Generate New Identifier Code button again, as this invalidates the provided passcode.

4. Select Generate New Identifier Code. Record the Unique Machine Identifier

NOTE: Follow all instructions included in the form. You must complete the form, print it, obtain required signatures and data, then scan it.

5. Use the attached ACAST Serial Number Reinitialization Request Form. 
6. Read instructions and warning in the form very carefully.
7. Note that there is a cost for this service.
8. Fill all the information. Print the completed form. Have your budget center manager sign the form. If any information is missing, we cannot perform the service.
9. Have National Technical Specialist (NTS, RSE or FE) forward a copy of service log and proof of the location of the machine to acst01@xerox.com. This information must indicate machine location, customer name, and address.
Proof may be screen capture of NTS customer support database (account management database), FWSS, ICSS, DFM BT, VQMS, VALE, STPR, etc. The information on the proof must match information on the form.
10. Scan the completed form and email to acst01@xerox.com.

FAX NVM Values			
NVM	Description	Default	On Problem
200-079	Compress TypeLine1 TX	5	4 MMR compression / 3MR
200-081	Compress TypeLine1 RX	5	4 MMR compression / 3MR
200-087	Line 1 Sending speed in bps	3	11= 14,4 / 13= 9600 / 15= 4800
200-089	Line 1 Reception speed in bps	3	11= 14,4 / 13= 9600 / 15= 4800
200-097	ECM (Error Correction Mode)	1	0 = Disable
200-105	Protocol Report printed on communication error	0	1 = Auto print on Error
200-203	Fax Auto Answer Delay (also available in Tools)	0	12 if required to answer after 3 rings
200-402	T0 Timeout	55	110 seconds
200-404	Sending Level in Db	12	9 or per request
203-105	V34 to V21 Fallback Timing	40	60 seconds

Part 2 - Restore serial number

CAUTION

DO NOT touch the **Generate Id** button, as this will invalidate the Password that will be provided.

1. Enter Service Diagnostics, GP 1.
2. Select the Maintenance tab.
3. Select Enter Passcode.
4. Enter the passcode received from ACAST and touch Enter.
5. Exit Service Diagnostics.
6. Cycle system power.

Serial numbers are now synchronized.

dC135 CRU/HFSI Status

Purpose

To view and reset counters for customer replacement units.

NOTE: dC135 is also available from the Maintenance tab.

Procedure

1. Enter service mode, GP 1.
2. Select the Service Info tab.
3. Select dC135 CRU / HFSI. Current counts for the Fuser and Transfer Roller are listed.
4. To reset the CRU counter:
 - a. Select the item.
 - b. Select Reset Counter.
 - c. Select Reset to confirm.
5. Select Close to exit the routine.
6. Select Call Closeout to exit service mode.

dC140 Analog Monitor

Purpose

Monitor or adjust specific analog components. The nominal range and, when monitoring is active, the current value is displayed. Values are updated at least every second to allow the component state to be monitored. Refer to Table 1 and Table 2.

Procedure

1. Enter service mode, GP 1.
2. Select the Diagnostics tab.
3. Select dC140 Analog Monitor.
4. Scroll to display the available analog components.
5. Select the required item from the table.
6. A popup menu will be displayed, select start to confirm.
 - The table will display a status against the selected component.
 - In service mode the components are not active so the value will not change.
 - To check the component either manipulate the component manually or make a note of the value, exit Analog Monitor go to dC330 Component Control, to run the component and return to dC140 Analog Monitor.
 - Multiple components may be selected.
 - To stop monitoring select the required component and select stop.
 - Selecting Close will stop monitoring all components.
7. Select Close to return to the Diagnostic Routine window.
8. Select Call Closeout to exit service mode.

Table 2 Analog Component Output Values

ID	Component Name	Range	Comments
46 - 004	DA_DBAC	0 - 255	Writable
46 - 005	DA_DBDC	0 - 255	Writable
46 - 006	DA_CR	0 - 255	Writable
93 - 001	DA_DISP_MOT	0 - 255	Writable

Table 1 Analog Component Input Values

ID	Component Name	Range	Comments
010.200	Fusing Main STS Sensor	0 - 1023	Monitor only
010.201	Fusing Sub STS Sensor	0 - 1023	Monitor only
010.202	Fusing NC Sensor Voltage Difference	0 - 1023	Monitor only
010.203	Fusing STS Sensor	0 - 1023	Monitor only
046.200	BTR Current Monitor	0 - 1023	Monitor only
061.200	ROS Temperature Sensor	0 - 1023	Monitor only
091.200	Environment Sensor Temperature	0 - 1023	Monitor only
091.201	Environment Sensor Humidity	0 - 255	Monitor only
092.200	CTD Sensor Voltage 1	0 - 1023	Monitor only

Table 2 Analog Component Output Values

ID	Component Name	Range	Comments
46 - 001	DA_VREF	0 - 255	Writable
46 - 002	DA_TR+	0 - 255	Writable
46 - 003	DA_TR-	0 - 255	Writable

dC188 Service Mode Exit

Purpose

To exit Service Diagnostics.

Procedure

1. Enter service mode, GP 1.
2. Select Call Closeout to exit service mode.

dC301 NVM Initialization

General

The purpose of the NVM initialization routine is to reset the values of all applicable NVM parameters to default. There are three domains and three types of initialization.

The three machine domains are:

- Copier
- Network Controller
- Fax

***NOTE:** The network controller does not contain any NVM values accessible. Therefore, no NVM initialization procedures are for the network controller are provided here.*

The three types of initialization are:

- **User data** That data which defines the way the customer prefers that the equipment operates (i.e. customer preference, SA/KO settings, configuration).
- **System data** That data which defines the way the equipment operates in relation to its environment (i.e. machine variables).
- **All data:** That additional data (on top of System and User data) which may be initialized without significantly impacting the machines operation. (i.e. machine variables, SA/KO settings, Fault log).

Copier NVM Initialization

Purpose

To reset specific or all variable NVM (with the exception of protected NVM for which a password is required) to default values.

***NOTE:** Initialization does not affect the billing counter and accounting.*

Procedure

1. Save the NVM to disk, refer to NVM Save and Restore, dC361.
2. Enter service mode, GP 1.
3. Select the Adjustments tab.
4. Select dC301 NVM Initialization.
5. Select Copier.
6. Select the sub-domain. Refer to Table 1 for the functions in each sub domain.
 - Copy Controller
 - Scanner
 - Print Engine
 - Finisher
7. Select the NVM data to reset. Refer to Table 1 for the functions that are reset to default.
 - User
 - System
 - All
8. Select Initialize, when the pop-up window appears confirm the request. A message will be displayed to indicate successful completion.
9. Exit dC301 NVM initialization.

10. Select Call Closeout to exit service mode.
11. Reboot the machine for the changes to take effect.

Table 1 Copier NVM

Sub-Domain	NVM Initialization Type	User Data NVM	System Data NVM	All Data NVM
Copy Controller	All	N	N	N
	Billing Counter	N	N	N
	System Usage Counter			Y
	Fault Counter (1)			Y
	Diagnostic Counter (1)			Y
	SA / KO Setting	Y		Y
	Fault Log			Y
	Configuration			Y
	Diagnostics			Y
	Debug			Y
	Machine Variable		Y	Y
	Machine Variable Xero		Y	Y
	Machine Variable Registration		Y	Y
	Machine Variable Paper Path		Y	Y
	Machine Variable DADH		Y	Y
	Machine Variable Platen		Y	Y
	Auditron	Y		Y
	IP	N	N	N
	Crash Recovery Type			Y
	Completed Job Log			Y
	Controlled Access	N	N	N
	Machine Speed, Market Region			
	JBA Database	Y		Y
	JBA Configuration	Y		Y
	Auditron Configuration	Y		Y
	Xerox Standard Accounting	N	N	N
	HFSI Counter	N	N	N
Scanner	NVM Machine Variable		Y	Y
	SA / KO Setting	Y		Y
	Configuration			Y
Printer	NVM Machine Variable		Y	Y
	SA / KO Setting	Y		Y
	Configuration			Y

(1) These counters are reset using the Reset Counters option provided in the Call Closeout feature.

Fax NVM Initialization

Purpose

To return to default the fax NVM settings that are stored on the fax card. Refer to Fax Document.

Procedure

1. Save the NVM to disk, refer to NVM Save and Restore, dC361.
2. Enter service mode, GP 1.
3. Select the Adjustments tab.
4. Select dC301 NVM Initialization.
5. Select Fax.
6. Select the NVM data to reset. Refer to Table 2 for the functions that are reset to default.
 - User
 - System
 - All

NOTE: Deletion of all data.
7. Select Initialize when the pop-up window appears confirm the request.
8. A message is displayed to indicate successful completion.
9. Exit dC301 NVM Initialization.
10. Select Call Closeout to exit service mode.
11. Cycle system power for the changes to take effect.

Table 2 Fax NVM

NVM Initialization Type	User Data NVM	System Data NVM	All Data NVM
Controlled Access (2)			Y
Completed Job Log	Y		(Y)
Auditron	Y		(Y)
Configuration	Y	Y	(Y)
SA / KO Setting	Y		(Y)

(2) The Fax functionality for the NVM All Data Initialization will result in all of the NVM data being deleted, which is why the other categories are shown in brackets.

dC305 UI Test

Purpose

To test Control panel display function.

1. Enter diagnostics, refer to GP 1.
2. Select Printer Routines, the DC305 NVRAM Initialization.
3. Select from LDCD test or a complete UI test.

The display turns black as data is written to the display buffer. For the complete test, following the LCD test, the test continues prompting for each Control Panel button.

dC312 Network Echo Test

Purpose

To check network connectivity.

Procedure

1. Enter Service Mode, GP 1.
2. Select the Diagnostics tab.
3. Select dC312 Network Echo Test.
4. Select the required protocol from TCP / IP, AppleTalk or Novel or IPX.
5. Select Start Test.

The status region at the top of the user interface will indicate that the test is in progress.

The status region will indicate the result of the test before returning to the previous display.

6. Select Close to exit the routine.
7. Select Call Closeout to exit Service Mode.

dC330 Component Control

Purpose

To display status of input components e.g. sensors, and energize output components e.g. motors, solenoids.

Description

Input and output component control codes are entered into the Component Control Table on the Control Panel, and then energized individually or in permitted groups.

CAUTION

The +24 VDC low voltage power supply (code 041.001) must be turned On and Off when testing motors, solenoids, and clutches. Turn on the +24 VDC supply before testing motors, solenoids, and clutches. To avoid damage to the printer, turn off the +24 VDC supply after testing motors, solenoids, and clutches.

NOTE: Test display names do not necessarily match part names used in this manual. Where possible, test descriptions identify the part as named in the manual.

Component codes are listed in these tables:

- Component Input Codes
 - Table 1 Chain 5 Component Input Codes
 - Table 2 Chain 10 Component Input Codes
 - Table 3 Chain 40 Component Input Codes
 - Table 4 Chain 60 Component Input Codes
 - Table 5 Chain 70 Component Input Codes
 - Table 6 Chain 90 Component Input Codes
- Component Output Codes
 - Table 7 Chain 5 Component Output Codes
 - Table 8 Chain 10 Component Output Codes
 - Table 9 Chain 20 Fax Line 1 Component Output Codes
 - Table 10 Chain 20 Fax Line 2 Component Output Codes
 - Table 11 Chain 40 Component Output Codes
 - Table 12 Chain 60 Component Output Codes
 - Table 13 Chain 70 Component Output Codes
 - Table 14 Chain 90 Component Output Codes
 - Table 15 Chain 715 Component Output Codes

Input Components

When the appropriate code is entered, component status appears on the Control Panel.

NOTE: The actual signal as measured with a service meter will not necessarily be the same as the logic state shown on the Control Panel, 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.

Table 1 Chain 5 Component Input Codes

Chain-Link	Component Name	State	Comments
005.230	Feed Sensor	On / Off	
005.231	DADF Input Tray Sensor	On / Off	Media in DADF Input Tray
005.232	DADF Top Cover Sensor	On / Off	DADF Top Cover open
005.233	Stage Sensor	On / Off	
005.234	Legal Paper Sensor	On / Off	Legal media in DADF Tray

Table 2 Chain 10 Component Input Codes

Chain-Link	Component Name	State	Comments
010.200	Fusing Relay Enable	On / Off	
010.201	Fusing Fuse Sensor	On / Off	

Table 3 Chain 40 Component Input Codes

Chain-Link	Component Name	State	Comments
041.300	Side Cover Interlock Switch	On / Off	
041.301	Rear Cover Interlock Switch	On / Off	
041.302	Front Cover Sensor	On / Off	
042.200	LVPS Fan Fail	On / Off	Alarm signal

Table 4 Chain 60 Component Input Codes

Chain-Link	Component Name	State	Comments
062.212	Home Position Sensor	On / Off	
062.300	Platen Cover Sensor	On / Off	

Table 5 Chain 70 Component Input Codes

Chain-Link	Component Name	State	Comments
071.100	MSI (Bypass Tray) No Paper Sensor	On / Off	
071.101	Tray 1 No Paper Sensor	On / Off	

Table 5 Chain 70 Component Input Codes

Chain-Link	Component Name	State	Comments
071.102	MSI (Bypass Tray) Detect Sensor	On / Off	
071.103	Registration Sensor	On / Off	
071.104	Exit Sensor	On / Off	
071.105	Full Stack Sensor	On / Off	
071.109	Option Feeder 1 Size Sensor0	On / Off	
071.110	Option Feeder 1 Size Sensor1	On / Off	
071.111	Option Feeder 1 Size Sensor2	On / Off	
071.115	Option Feeder 1 No Paper Sensor	On / Off	
071.117	Option Feeder 1 Path Sensor	On / Off	
071.200	Main Motor Alarm	On / Off	
071.201	Sub (Paper Transport) Motor Alarm	On / Off	
071.202	Option Feeder 1 Motor Alarm	On / Off	

Table 6 Chain 90 Component Input Codes

Chain-Link	Component Name	State	Comments
093.200	Developer Motor Alarm	On / Off	
094.202	Waste Toner Box Full Sensor	On / Off	

Output Components

When the appropriate code is entered, the component is activated and its status appears on the Control Panel.

Table 7 Chain 5 Component Output Codes

Chain-Link	Component Name	State	Comments
005.091	Pick Motor	On / Off	Forward
005.092	Pick Motor	On / Off	Reverse
005.093	Feed Motor	On / Off	Forward
005.094	Feed Motor	On / Off	Reverse

Table 8 Chain 10 Component Output Codes

Chain-Link	Component Name	State	Comments
010.001	Fusing Relay	On / Off	

Table 9 Chain 20 Fax Line 1 Component Output Codes

Chain-Link	Component Name	State	Comments
020.010	Single Tone 0hz Line 1	On / Off	
020.011	Single Tone 400hz Line 1	On / Off	
020.012	Single Tone 1100hz Line 1	On / Off	
020.013	Single Tone 1300hz Line 1	On / Off	
020.014	Single Tone 1650hz Line 1	On / Off	
020.015	Single Tone 1850hz Line 1	On / Off	
020.016	Single Tone 2100hz Line 1	On / Off	
020.017	ANSAM Line 1	On / Off	
020.018	CI Line 1	On / Off	
020.020	DTMF # Line 1	On / Off	
020.021	DTMF * Line 1	On / Off	
020.022	DTMF 0 Line 1	On / Off	
020.023	DTMF 1 Line 1	On / Off	
020.024	DTMF 2 Line 1	On / Off	
020.025	DTMF 3 Line 1	On / Off	
020.026	DTMF 4 Line 1	On / Off	
020.027	DTMF 5 Line 1	On / Off	
020.028	DTMF 6 Line 1	On / Off	
020.029	DTMF 7 Line 1	On / Off	
020.030	DTMF 8 Line 1	On / Off	
020.031	DTMF 9 Line 1	On / Off	
020.032	DTMF A Line 1	On / Off	
020.033	DTMF B Line 1	On / Off	
020.034	DTMF C Line 1	On / Off	
020.035	DTMF D Line 1	On / Off	
020.040	V.21 300bps Line 1	On / Off	
020.041	V.27ter 2400bps Line 1	On / Off	
020.042	V.27ter 4800bps Line 1	On / Off	
020.043	V.29 7200bps Line 1	On / Off	
020.044	V.29 9600bps Line 1	On / Off	
020.045	V.17 7200bps Line 1	On / Off	
020.046	V.17 9600bps Line 1	On / Off	
020.047	V.17 12000bps Line 1	On / Off	
020.048	V.17 14400bps Line 1	On / Off	
020.049	V.34 2400bps Line 1	On / Off	
020.050	V.34 4800bps Line 1	On / Off	
020.051	V.34 7200bps Line 1	On / Off	
020.052	V.34 9600bps Line 1	On / Off	
020.053	V.34 12000bps Line 1	On / Off	

Table 9 Chain 20 Fax Line 1 Component Output Codes

Chain-Link	Component Name	State	Comments
020.054	V.34 14400bps Line 1	On / Off	
020.055	V.34 16800bps Line 1	On / Off	
020.056	V.34 19200bps Line 1	On / Off	
020.057	V.34 21600bps Line 1	On / Off	
020.058	V.34 24000bps Line 1	On / Off	
020.059	V.34 26400bps Line 1	On / Off	
020.060	V.34 28800bps Line 1	On / Off	
020.061	V.34 31200bps Line 1	On / Off	
020.062	V.34 33600bps Line 1	On / Off	

Table 10 Chain 20 Fax Line 2 Component Output Codes

Chain-Link	Component Name	State	Comments
020.112	V.27ter 4800bps Line 2	On / Off	
020.113	V.29 7200bps Line 2	On / Off	
020.114	V.29 9600bps Line 2	On / Off	
020.115	V.17 7200bps Line 2	On / Off	
020.116	V.17 9600bps Line 2	On / Off	
020.117	V.17 12000bps Line 2	On / Off	
020.118	V.17 14400bps Line 2	On / Off	
020.119	V.34 2400bps Line 2	On / Off	
020.120	V.34 4800bps Line 2	On / Off	
020.121	V.34 7200bps Line 2	On / Off	
020.122	V.34 9600bps Line 2	On / Off	
020.123	V.34 12000bps Line 2	On / Off	
020.124	V.34 14400bps Line 2	On / Off	
020.125	V.34 16800bps Line 2	On / Off	
020.126	V.34 19200bps Line 2	On / Off	
020.127	V.34 21600bps Line 2	On / Off	
020.128	V.34 24000bps Line 2	On / Off	
020.129	V.34 26400bps Line 2	On / Off	
020.130	V.34 28800bps Line 2	On / Off	
020.131	V.34 31200bps Line 2	On / Off	
020.132	V.34 33600bps Line 2	On / Off	

Table 10 Chain 20 Fax Line 2 Component Output Codes

Chain-Link	Component Name	State	Comments
020.080	Single Tone 0hz Line 2	On / Off	
020.081	Single Tone 400hz Line 2	On / Off	
020.082	Single Tone 1100hz Line 2	On / Off	
020.083	Single Tone 1300hz Line 2	On / Off	
020.084	Single Tone 1650hz Line 2	On / Off	
020.085	Single Tone 1850hz Line 2	On / Off	
020.086	Single Tone 2100hz Line 2	On / Off	
020.087	ANSAM Line 2	On / Off	
020.088	CI Line 2	On / Off	
020.090	DTMF # Line 2	On / Off	
020.091	DTMF * Line 2	On / Off	
020.092	DTMF 0 Line 2	On / Off	
020.093	DTMF 1 Line 2	On / Off	
020.094	DTMF 2 Line 2	On / Off	
020.095	DTMF 3 Line 2	On / Off	
020.096	DTMF 4 Line 2	On / Off	
020.097	DTMF 5 Line 2	On / Off	
020.098	DTMF 6 Line 2	On / Off	
020.099	DTMF 7 Line 2	On / Off	
020.100	DTMF 8 Line 2	On / Off	
020.101	DTMF 9 Line 2	On / Off	
020.102	DTMF A Line 2	On / Off	
020.103	DTMF B Line 2	On / Off	
020.104	DTMF C Line 2	On / Off	
020.105	DTMF D Line 2	On / Off	
020.110	V.21 300bps Line 2	On / Off	
020.111	V.27ter 2400bps Line 2	On / Off	

Table 11 Chain 40 Component Output Codes

Chain-Link	Component Name	State	Comments
041.001	Low Voltage Power Supply 24V	On / Off	
042.001	Main Fan	On / Off	Normal speed
042.002	Main Fan	On / Off	Half speed

Table 12 Chain 60 Component Output Codes

Chain-Link	Component Name	State	Comments
061.001	ROS (Laser Unit) Motor	On / Off	
062.002	IIT Exposure Lamp	On / Off	
062.005	FB Motor	On / Off	Forward
062.006	FB motor	On / Off	Reverse

Table 15 Chain 715 Component Output Codes

Chain-Link	Component Name	State	Comments
715-051	Platen SS Magnification Adjustment	On / Off	
715-053	Platen PRadjF	On / Off	
715-058	Slow Scan Magnification Adj. Color	On / Off	
715-059	Slow Scan Magnification Adj. B&W	On / Off	
715-061	DADF Side Registration Face Up	On / Off	
715-062	DADF Side Registration Face Down	On / Off	
715-063	DADF Lead Edge Registration FU Simplex	On / Off	
715-064	DADF Lead Edge Registration FU Duplex	On / Off	
715-065	DADF Lead Edge Registration Face Down	On / Off	
715-066	DADF Slow Scan Magnification Color	On / Off	
715-067	DADF Slow Scan Magnification B&W	On / Off	

Table 13 Chain 70 Component Output Codes

Chain-Link	Component Name	State	Comments
071.001	Main Motor	On / Off	Normal speed
071.002	Main Motor	On / Off	Half speed
071.004	Sub (Paper Transport) Motor	On / Off	Normal speed
071.005	Sub (Paper Transport) Motor	On / Off	Half speed
071.007	MSI (Bypass Tray) Feed Solenoid	On / Off	
071.008	Tray 1 Feed Clutch	On / Off	
071.009	Take Away 2 Clutch	On / Off	
071.010	Registration Clutch	On / Off	
071.011	Exit Clutch	On / Off	
071.012	Exit Clutch 2	On / Off	
071.013	Duplex Clutch	On / Off	
071.014	Option Feeder 1 Motor	On / Off	Normal speed
071.015	Option Feeder 1 Motor	On / Off	Half speed
071.020	Option Feeder 1 Feed Clutch	On / Off	
071.022	Option Feeder 1 Take Away Clutch	On / Off	

Table 14 Chain 90 Component Output Codes

Chain-Link	Component Name	State	Comments
093.001	Developer Motor	On / Off	Normal speed
093.002	Developer Motor	On / Off	Half speed
093.004	Yellow Toner Dispense Motor	On / Off	Normal speed
093.005	Yellow Toner Dispense Motor	On / Off	Half speed
093.006	Magenta Toner Dispense Motor	On / Off	Normal speed
093.007	Magenta Toner Dispense Motor	On / Off	Half speed
093.008	Cyan Toner Dispense Motor	On / Off	Normal speed
093.009	Cyan Toner Dispense Motor	On / Off	Half speed
093.010	Black Toner Dispense Motor	On / Off	Normal speed
093.011	Black Toner Dispense Motor	On / Off	Half speed

Table 15 Chain 715 Component Output Codes

Chain-Link	Component Name	State	Comments
715-026	Lamp On Interval	On / Off	
715-027	Lamp On Time	On / Off	
715-030	IIT Failure Part Diagnosis	On / Off	
715-050	Platen SS Registration Adjustment	On / Off	

dC361 NVM Save and Restore

Purpose

To restore the NVM parameters of the machine to their previous values following a service action; i.e. NVM expansion, IP or MCU Board replacement, or any others that would necessitate a full NVM initialization. It can also be used to recover a machine's NVM values to a recent service call, in the event that a complete NVM failure occurred. As an additional tool, the ability to copy files between the hard drive and a USB drive is provided.

The NVM save to hard disk must be performed at the first service call and whenever the system software is changed.

This procedure will save and restore only the IP, IIT and MCU NVM.

NOTE: After a USB flash drive is first connected to the machine a UI screen message offering scan to and print from USB options will display. This screen message can be closed or left open before entering diagnostics without effecting the NVM save / restore processes. If you choose to close the scan to and print from USB screen message it will not reappear on exit from diagnostics. Therefore, leave this message screen open if the scan to and print from USB options are to be required after a NVM save / restore.

Procedure

NVM Save

1. If necessary, connect the USB flash drive to the USB port on the left side of the machine.
2. Enter Service Diagnostics, GP 1.
3. Select the Adjustments tab.
4. Select dC361 NVM Save and Restore.

The screen displays the NVM data.

NOTE:

- The top entry displays the live NVM data for the machine.
- If the data has previously been saved to the hard disk these will be displayed in a list below the live data.
- If a USB device containing NVM data is connected these will be displayed below the hard disk data. To be recognized by the machine the USB device must be connected at the time dC361 is started.

5. Save the NVM data.
 - To save the live data to the hard disk select the live data entry and select save to hard disk.
 - To save the hard disk data to a USB device select the hard disk entry and select save to USB device.
 - To save the USB data to the hard disk select the USB entry and select save to HDD.

NOTE: Data cannot be saved or restored directly to or from the USB device to the machine.

6. Select Close to return to the service mode window.
7. Select Call Closeout to exit service mode

NVM Restore

1. If necessary, connect the USB drive to the USB port on the left side of the machine.
2. Enter service mode, GP 1.
3. Select the Adjustments tab.
4. Select dC361 NVM Save and Restore.

The screen displays the NVM data.

5. Restore the NVM data.
 - a. Select the entry from the available NVM data on the hard drive.

NOTE: NVM data on a USB device should be copied to the hard drive before it can be restored.

- b. Select Restore Machine NVM.

The status region at the top of the screen will report that the NVM was restored successfully.

6. Select Close to return to the service mode window.
7. Select Call Closeout to exit service mode.

dC612 Print Test Pattern

Purpose

To print embedded test prints useful for troubleshooting print quality problems.

1. Enter diagnostics, refer to GP 1.
2. Select the Diagnostics tab.
3. Select dC612 Print Test Pattern.
4. Select the test pattern to print from those listed on the display.

dC919 Color Balance Adjustment

Purpose

To adjust the copy mode color density.

1. Enter diagnostics, refer to GP 1.
2. Select the Adjustments tab.
3. Select dC919 Color Balance Adjustment.
4. Record the current values stored for dC919 Color Balance. Then reset the values to default and save.
5. Exit diagnostics.
6. IIT scanner components are thoroughly clean and in good operating condition. The machine is operating to image quality specification with no visual defects in either copy or print mode.
7. Print a hardcopy of the Print Quality Test Page "PQ1_std.ps" postscript file. Refer to location: <http://www.docushare-xogpsg.world.xerox.com/dsweb/View/Collection-154810>
8. Using the hardcopy print of the Print Quality Test Page (see above), place original print on the platen glass and make several sample copies (mark these copies as "Before" samples).
9. Enter diagnostics, refer to GP 1.
10. Change the display values (range -4 to +4) for selected colors. Save your changes.
11. Exit dc919, exit Service Diagnostics.
12. Again using the same original test page (from step 1) placed on the platen glass, make several sample copies. (mark copies as "After" samples)
13. Compare: the Before and After copy samples. Observe differences in color density dependent on the changes you performed during step 10.
14. Verify NVM.
15. Restore the dc919 original values or reset back to default as necessary. Save Values.
16. Exit diagnostics.

dC945 IIT Calibration

Purpose

To print embedded test prints useful for troubleshooting print quality problems.

1. Enter diagnostics, refer to GP 1.
2. Select the Adjustments tab, then dC945 IIT Calibration.
3. Follow the instructions on the screen to calibrate the CCD sensor.

dC1033 Slave Initialization

Purpose

Initializes the data on the MCU.

1. Enter diagnostics, refer to GP 1.
2. Select the Adjustments tab, then dC1033 Slave Initialization.
3. Follow the instructions on the screen to initialize the MCU.

Change Tags

Change Tag Introduction

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

The tag matrix for the IOT is affixed to the chassis inside the Front Door.

Classification Codes

A tag number may be required to identify differences between parts that cannot be interchanged, or differences in diagnostic, repair, installation, or adjustment procedures.

A tag number may also be required to identify the presence of optional hardware, special non-volatile memory programming, or whether mandatory modifications have been installed. Each tag number is given a classification code to identify the type of change that the tag has made. The classification codes and their descriptions are listed in Table 1.

Table 1 Classification Codes

Classification Code	Description
M	Mandatory tag.
N	Tag not installed in the field.
O	Optional tag.
R	Repair tag.

Change Tags

There are no Change Tags currently in effect for this product.

Plug and Jack Locations

How to Use the Plug / Jack Location List..... 7-3

Harness Routing

System Wiring Diagrams..... 7-9

Wiring Diagrams

Subsystem Wiring Diagrams..... 7-11

Table 1 Plug / Jack Locations

How to Use the Plug / Jack Location List

The P/J Locator diagrams show the location of primary connections within the printer. Use these illustrations to locate connections called out in the procedures presented in Sections 2, 4, and 6. Connectors designated "CN" are listed at the end of the P/J connectors.

Harness connections appear in sections System Wiring Diagrams and Subsystem Wiring Diagrams.

How to find a P/J location:

1. Locate the P/J connector designator in the first column of Table 1.
2. With this information, refer to the Map column for the figure number.
3. Use the coordinates to find the P/J connector designator's location on the map.

Table 1 Plug / Jack Locations

P/J	Map	Coordinates	Connection
1	Figure 6	G-107	Not Connected
10	Figure 5	G-102	MCU Board and Main Harness Assembly
11	Figure 5	H-102	MCU Board and Laser Unit
12	Figure 5	I-101	MCU Board and X CRUM Harness Assembly
13	Figure 5	H-102	MCU Board and Regi Harness Assembly
14	Figure 5	H-101	MCU Board and Upper Dispenser Motor Assembly
15	Figure 5	H-101	MCU Board and Sensor Harness Assembly
17	Figure 5	G-101	MCU Board and Drive Harness Assembly
18	Figure 5	H-102	MCU Board and MCU-HVPS Flat Flex Connector (FFC)
19	Figure 5	J-101	MCU Board and Top Harness Assembly
21	Figure 5	H-102	MCU Board and Bypass Tray Harness Assembly
22	Figure 5	H-102	MCU Board and Duplex Clutch
23	Figure 5	H-102	MCU Board and Regi Harness Assembly
27	Figure 5	I-102	MCU Board and Main Harness Assembly
28	Figure 5	I-102	MCU Board and Top Harness Assembly
29	Figure 5	J-102	MCU Board and Top Harness Assembly
30	Figure 5	H-102	MCU Board and Top Harness Assembly
33	Figure 5	G-102	MCU Board and Drive Harness Assembly
36	Figure 5	I-102	MCU Board and Laser Unit
37	Figure 5	I-101	MCU Board and Main Harness Assembly
38	Figure 5	I-101	MCU Board and Exit Clutch2 [Exit Drive Assembly]
39	Figure 5	I-102	MCU Board and Regi Harness Assembly
40	Figure 5	I-102	MCU Board and Exit Clutch1 [Exit Drive Assembly]
40	Figure 4	A-111	LVPS and Top Harness Assembly
41	Figure 4	A-110	LVPS and Rear Interlock Switch
42	Figure 4	A-110	LVPS and Front Interlock Switch
43	Figure 4	A-111	LVPS and Top Harness Assembly
47	Figure 4	G-110	LVPS and Heater Harness Assembly

P/J	Map	Coordinates	Connection
48	Figure 4	G-111	LVPS and AC Inlet Harness Assembly
112	Figure 3	G-108	Laser Unit and Laser Unit Video Harness Assembly
121	Figure 3	G-107	Imaging Unit CRUM Y and X CRUM Harness Assembly
122	Figure 3	F-107	Imaging Unit CRUM M and X CRUM Harness Assembly
123	Figure 3	F-108	Imaging Unit CRUM C and X CRUM Harness Assembly
124	Figure 3	E-108	Imaging Unit CRUM K and X CRUM Harness Assembly
131	Figure 4	G-106	CTD Sensor Assembly and Regi Harness Assembly
132	Figure 4	F-106	Inside CTD Sensor Assembly
141	Figure 1	F-107	Connects inside Upper Dispenser Motor Assembly (connects Toner Dispenser Motor Y,M and harness)
144	Figure 1	G-108	Connects inside Upper Dispenser Motor Assembly (connects Toner Dispenser Motor C,K and harness)
145	Figure 1	G-107	Front Cover Sensor and Upper Dispenser Motor Assembly
151	Figure 2	F-105	Sensor Harness Assembly and Exit Sensor Harness Assembly
154	Figure 2	F-105	Full Stack Sensor and Sensor Harness Assembly
155	Figure 2	E-105	Exit Sensor and Exit Sensor Harness Assembly
171	Figure 1	E-106	Main Motor and Drive Harness Assembly
172	Figure 1	E-109	Paper Transport (Sub) Motor and Drive Harness Assembly
181	Figure 5	G-109	Development HVPS Board and MCU-HVPS Flat Flex Connector (FFC)
182	Figure 5	G-110	Development HVPS Board and HVPS Harness Assembly
191	Figure 3	F-106	Toner CRUM Y and Top Harness Assembly
192	Figure 3	F-106	Toner CRUM M and Top Harness Assembly
193	Figure 3	F-106	Toner CRUM C and Top Harness Assembly
194	Figure 3	F-107	Toner CRUM K and Top Harness Assembly
203	Figure 4	C-106	Toner Full Sensor and Top Harness Assembly
211	Figure 2	I-107	Bypass Tray Sensor and Bypass Tray Harness Assembly
212	Figure 2	G-106	Bypass Tray No Paper Sensor and Bypass Tray Harness Assembly
213	Figure 1	F-108	Take Away Clutch 2 and Bypass Tray Harness Assembly
214	Figure 2	I-108	Bypass Tray Feed Solenoid and Bypass Tray Harness Assembly
232	Figure 2	D-107	Regi Sensor and Regi Harness Assembly
233	Figure 2	E-108	CST No Paper Sensor and Regi Harness Assembly
234	Figure 2	D-108	Regi Clutch and Regi Harness Assembly
251	Figure 1	G-109	EEPROM XPRO Board and Main Harness Assembly
271	Figure 1	F-109	Feeder Drawer 1 Harness Assembly and Main Harness Assembly

Table 1 Plug / Jack Locations

P/J	Map	Coordinates	Connection
271	Figure 6	H-106	Feeder Drawer 1 Harness Assembly and Main Harness Assembly
281	Figure 4	D-106	Fuser and Heater Harness Assembly
281-S	Figure 4	D-106	Fuser and Top Harness Assembly
300	Figure 5	D-101	IP Board and Cont IIT Harness Assembly
302	Figure 5	D-102	IP Board and Hard Disk Drive
310	Figure 5	C-102	IP Board and Hard Disk Drive
311	Figure 1	E-107	Main Motor and Top Harness Assembly
312	Figure 1	E-109	Paper Transport (Sub) Motor and Top Harness Assembly
320	Figure 5	C-104	IP Board and Main Harness Assembly
328	Figure 5	C-104	IP Board and Laser Unit Video Harness Assembly
330	Figure 5	B-103	IP Board and RAM Memory
331	Figure 1	E-108	Development Motor and Drive Harness Assembly
336	Figure 5	C-101	IP Board and IIT Video Cable Assembly
340	Figure 5	A-103	IP Board Ethernet Port
343	Figure 5	C-101	IP Board and Side USB Assembly
344	Figure 5	A-102	IP Board USB Port
345	Figure 5	A-101	IP Board and Fax Board
346	Figure 5	A-102	IP Board USB Port
352	Figure 5	B-101	IP Board and Console Assembly
390	Figure 5	C-101	IP Board and Cont IIT SU Harness Assembly
392	Figure 2	E-108	CST Feed Clutch and Regi Harness Assembly
401	Figure 5	G-104	IIT MCU Board and Top Harness Assembly
402	Figure 5	G-104	IIT MCU Board and Cont IIT POW Harness Assembly
403	Figure 5	G-105	IIT MCU Board and Top Harness Assembly
419	Figure 6	G-106	550 Option Feeder Board and Feeder Drawer 1 Harness Assembly
420	Figure 6	G-107	550 Option Feeder Board and C2 Turn Harness Assembly
421	Figure 6	F-107	550 Option Feeder Board and C2 Size Harness Assembly
422	Figure 6	F-107	550 Option Feeder Board and Feeder Motor Harness Assembly
423	Figure 6	G-106	Not Connected
431	Figure 3	G-108	Laser Unit and Top Harness Assembly
431	Figure 5	G-105	IIT MCU Board and IIT Video Cable Assembly
432	Figure 5	F-105	IIT MCU Board and Cont IIT SU Harness Assembly
433	Figure 5	G-105	IIT MCU Board and Top Harness Assembly
451	Figure 5	F-104	IIT MCU Board and IIT Assembly
452	Figure 5	G-104	IIT MCU Board and IIT Assembly
453	Figure 5	G-104	IIT MCU Board and DADF Assembly
454	Figure 5	F-104	IIT MCU Board and IIT Assembly

Table 1 Plug / Jack Locations

P/J	Map	Coordinates	Connection
501	Figure 4	C-110	LVPS and Top Harness Assembly
503	Figure 4	B-110	LVPS and Main Fan
508	Figure 4	F-110	LVPS and Top Harness Assembly
509	Figure 4	B-111	LVPS and Top Harness Assembly
800	Figure 4	F-105	Stapler LVPS Board and AC Inlet Harness Assembly
801	Figure 4	D-104	Stapler LVPS Board and Stapler Interlock Harness Assembly
802	Figure 4	E-105	Stapler LVPS Board and Top Harness Assembly
1332	Figure 5	A-102	IP Board and SD Card
1821	Figure 5	C-111	Transfer HVPS and HVPS Harness Assembly
3701	Figure 1	F-109	Size Switch Assembly and Main Harness Assembly
4201	Figure 6	E-108	C2 Turn Clutch and C2 Turn Harness Assembly
4202	Figure 6	E-107	550 Option Main Feeder Assembly and C2 Turn Harness Assembly
4203	Figure 6	D-106	550 Option Main Feeder Assembly No Paper Sensor and Harness (connects inside)
4211	Figure 6	H-106	CST Size Switch and C2 Size Harness Assembly
4212	Figure 6	D-106	550 Option Main Feeder Assembly Regi Sensor and Harness (connects inside)
4213	Figure 6	E-107	Option Feeder Feed Clutch and C2 Size Harness Assembly
4214	Figure 6	E-108	550 Option Main Feeder Assembly and C2 Size Harness Assembly
4221	Figure 6	F-107	550 Option Drive Assembly and Feeder Motor Harness Assembly
4331	Figure 5	E-111	IP Fan and Top Harness Assembly
8011	Figure 4	D-104	Stapler LVPS Board and Stapler Interlock Harness Assembly

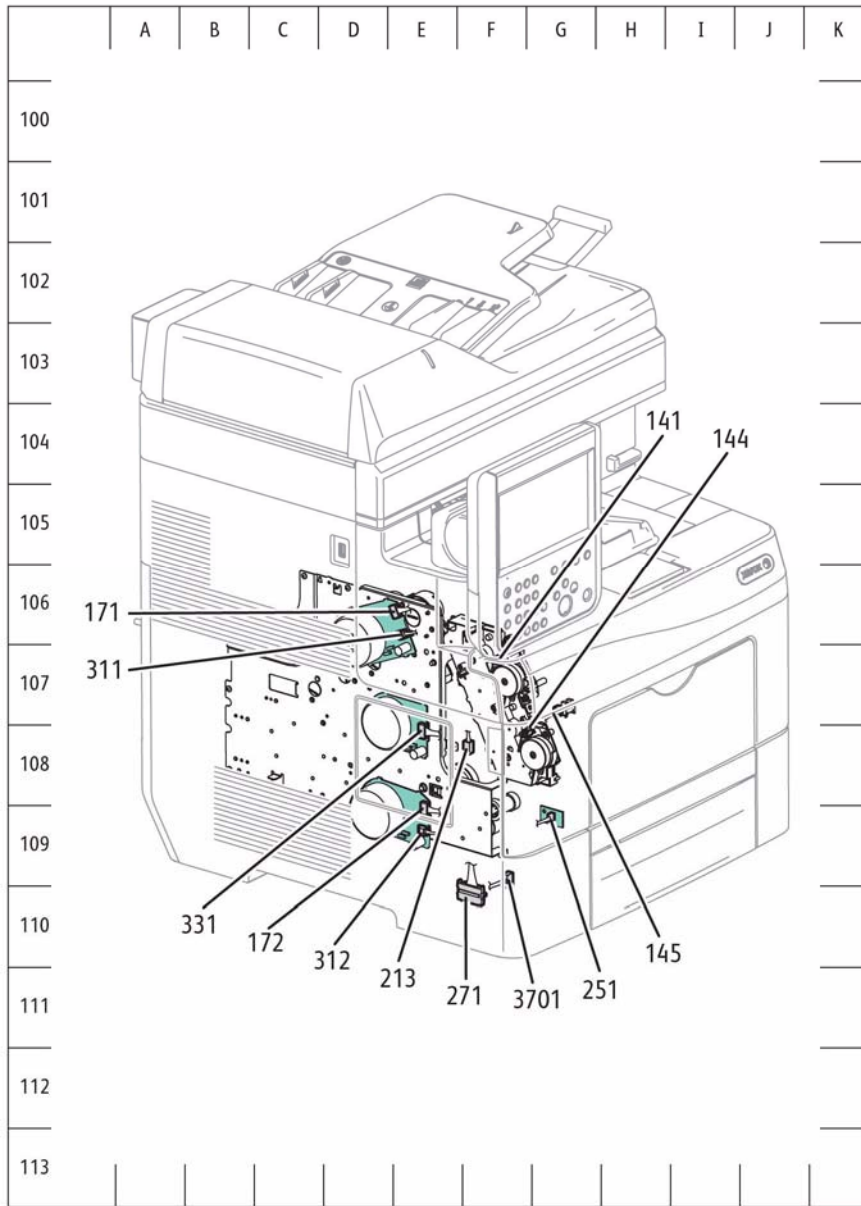


Figure 1 P/J Locator Map 1

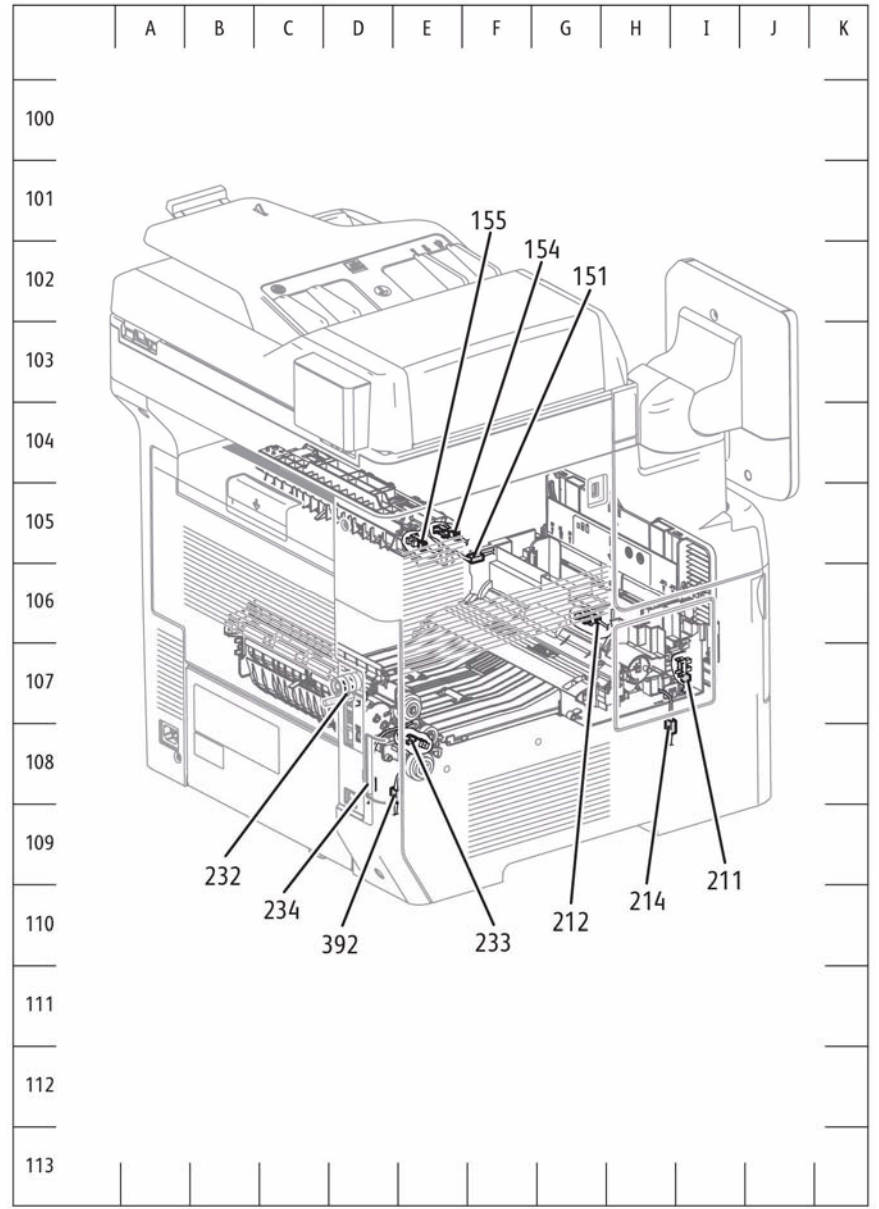


Figure 2 P/J Locator Map 2

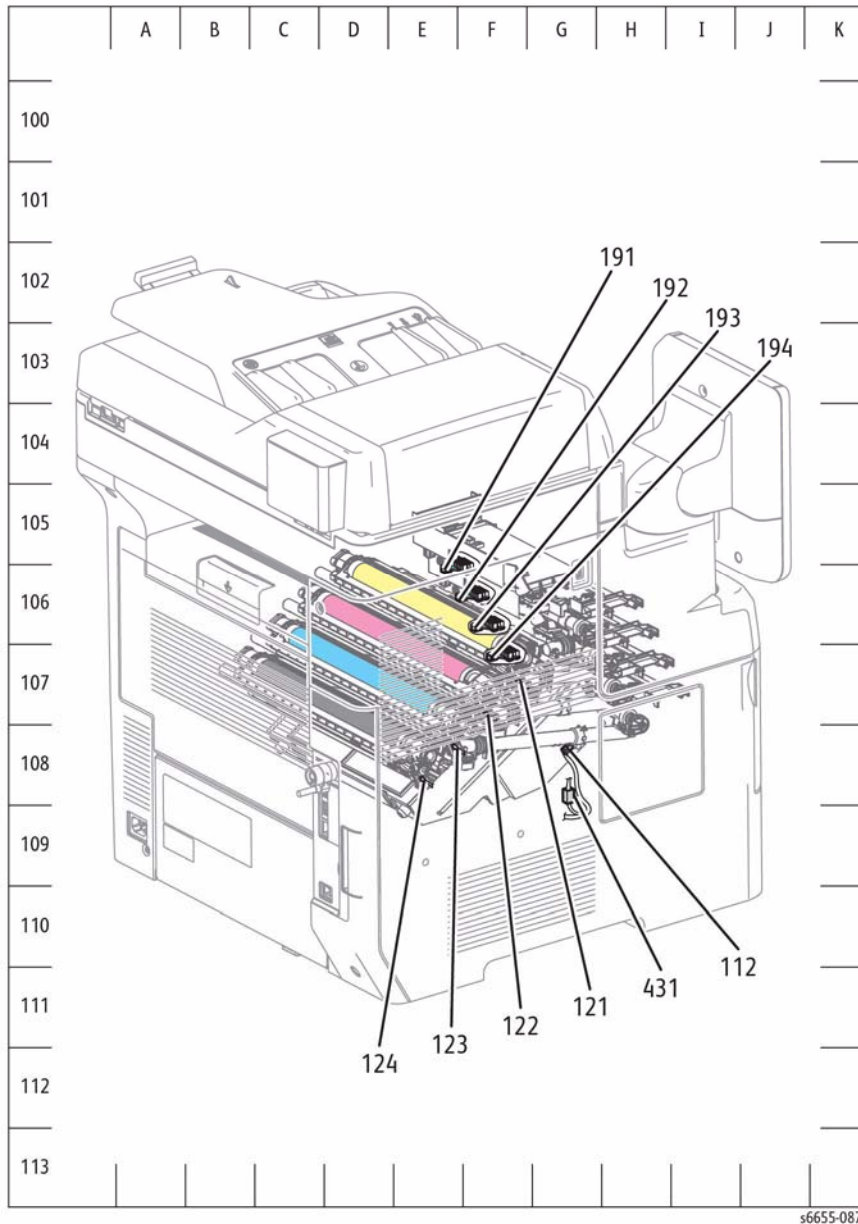


Figure 3 P/J Locator Map 3

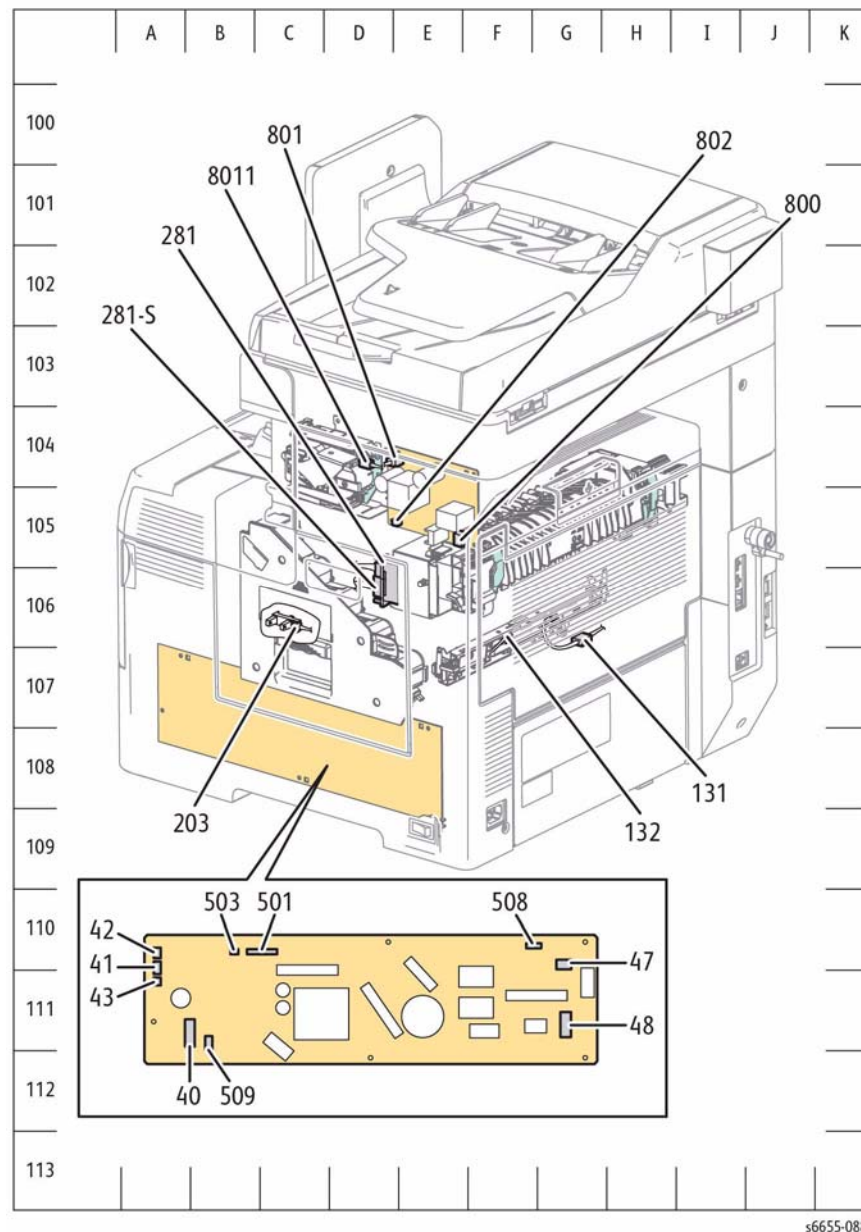


Figure 4 P/J Locator Map 4

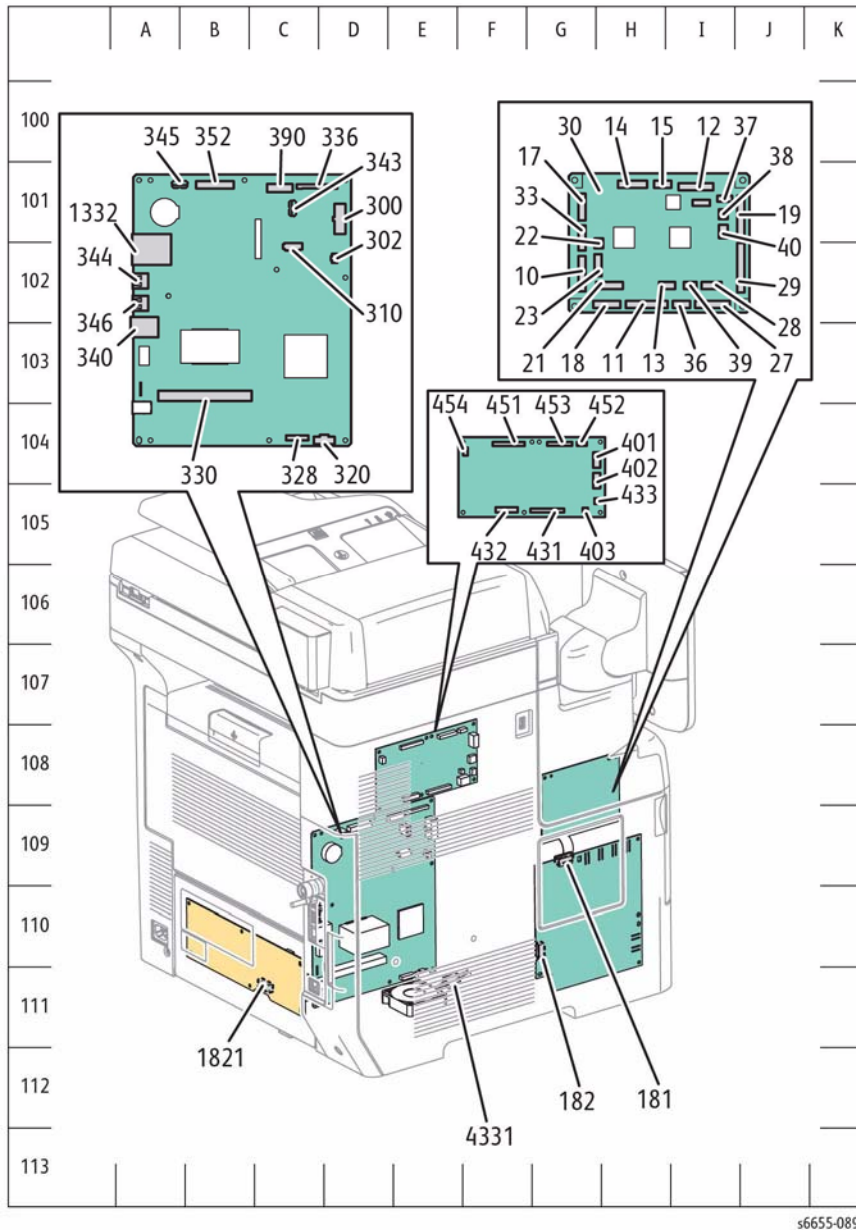


Figure 5 P/J Locator Map 5

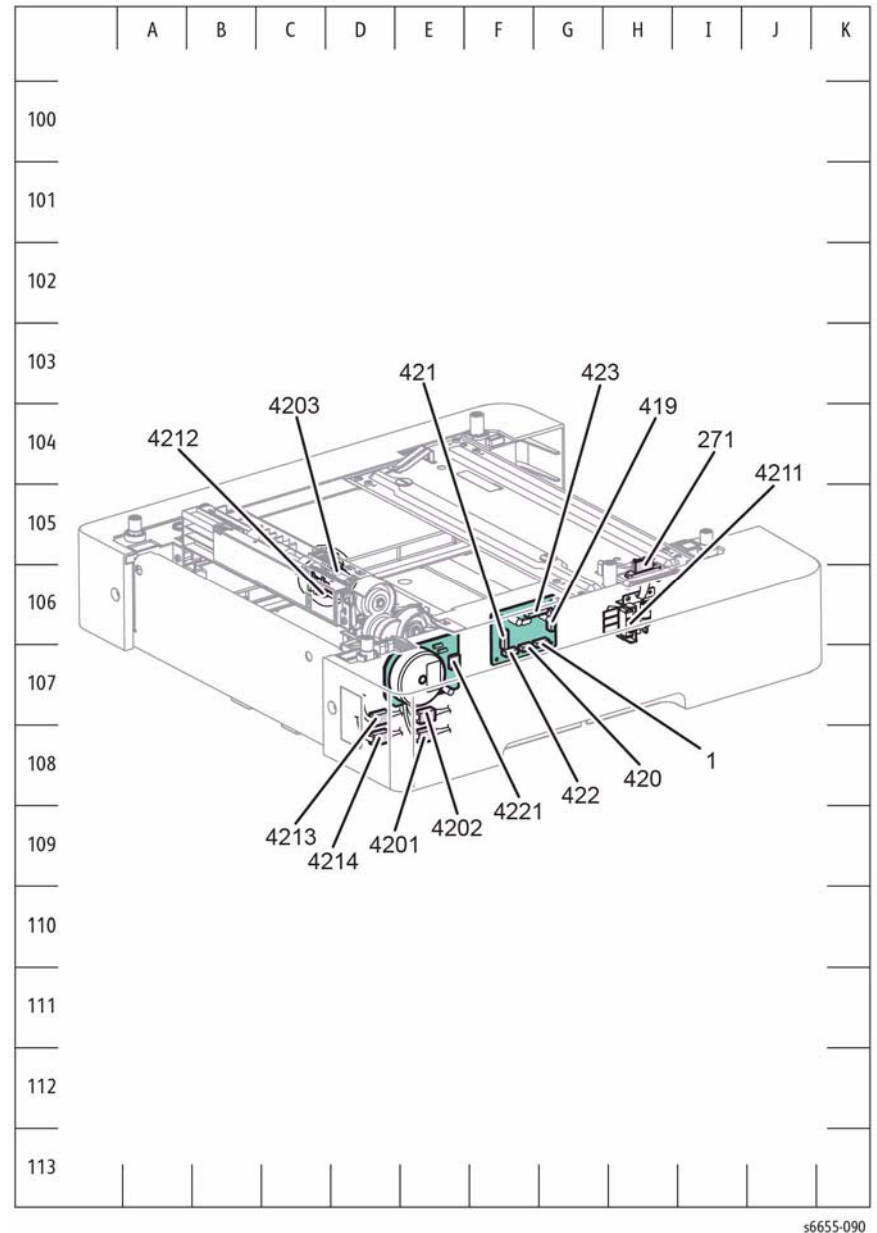


Figure 6 P/J Locator Map 6 (550 Option Tray)

System Wiring Diagrams

This section shows the wiring diagrams for the printer system. Refer to Table 1 for a list of the symbols used in the wiring diagrams.

Refer to Table 2 for a list of the wiring diagrams for the printer subsystems and the connection details shown in each diagram. The wiring diagrams follow Table 2.

Table 1 Symbols Used in the System Wiring Diagrams

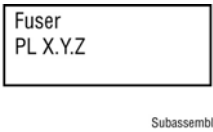
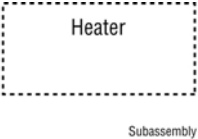
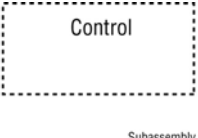

Symbol	Description
	Denotes the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
	Denotes functional parts attached with functional parts name.
	Denotes the control and its outline in the Board.
	Denotes a Safety Interlock Switch.

Table 2 Wiring Diagrams and Connection Details

Printer Subsystem	Diagram	Connection Details
Printer System	Figure 1	System Wiring Diagram 1: AC Power, Fusing, Drive, Laser, Controller
	Figure 2	System Wiring Diagram 2: Bypass (MSI), Transport, HVPS, Xerographic, Developer, Exit, 550 Option Feeder
	Figure 3	System Wiring Diagram 3: Scanner

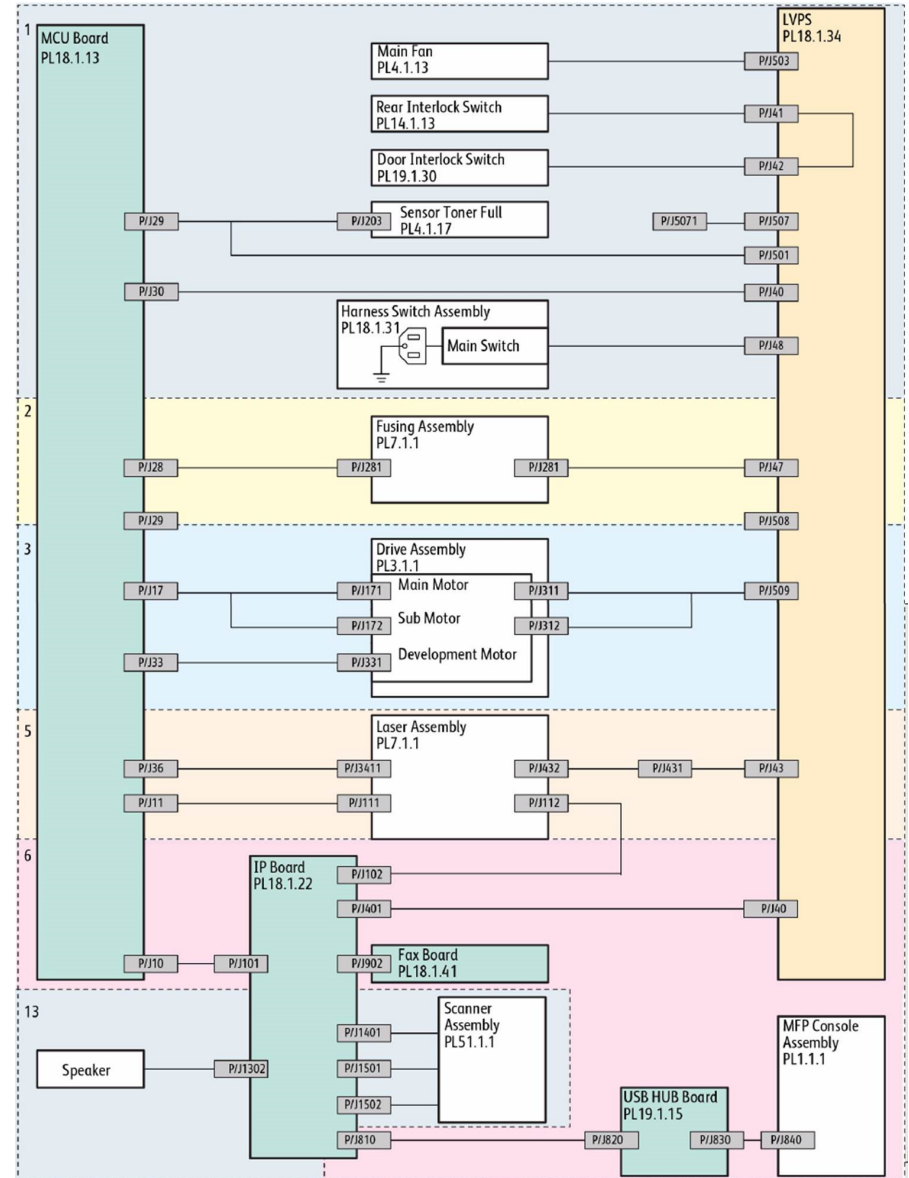


Figure 1 System Wiring Diagram 1

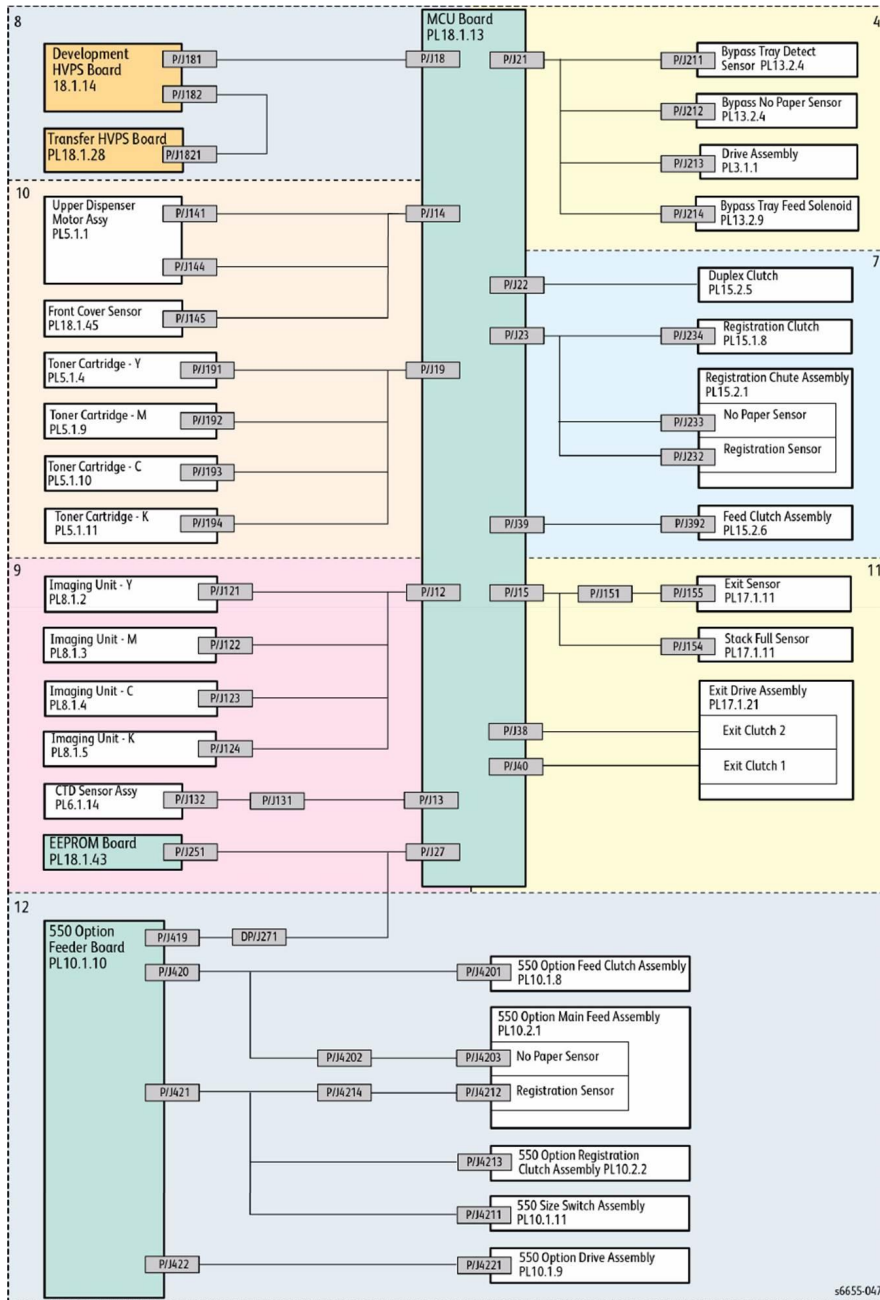


Figure 2 System Wiring Diagram 2

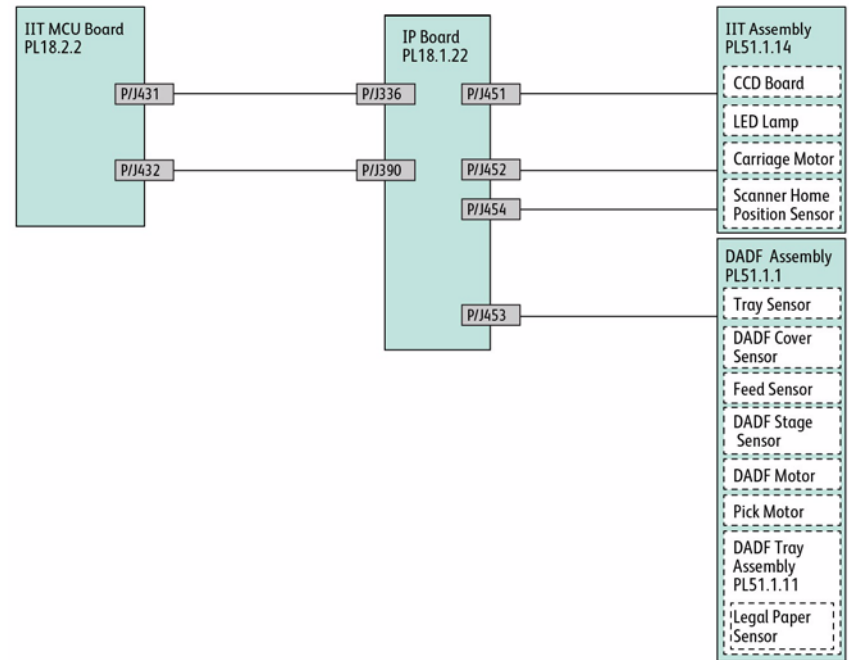


Figure 3 System Wiring Diagram 3

Subsystem Wiring Diagrams

This section shows the wiring diagrams for the printer subsystems including the 550 option feeder tray. Refer to Table 1 for a list of the symbols used in the wiring diagrams.

Refer to Table 2 for a list of the wiring diagrams for the printer subsystems and the connection details shown in each diagram. The wiring diagrams follow Table 2. Each printer subsystem diagram has an associated table listing the names for the main signal lines.

Table 1 Symbols Used in the Subsystem Wiring Diagrams


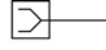

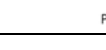



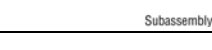
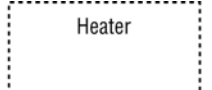
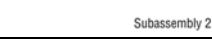
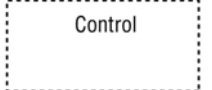

Symbol	Description
 Plug	Denotes a Plug.
 Jack	Denotes a Jack.
 P/Jxx YY	Denotes Pin yy and Jack yy of the connector Pxx and Jxx.
 Plug and Jack	
 JPxxx	Denotes a Jumper Point (JPxxx/xxx). Each end of the Jumper connection has a numeric designation.
 Jumper	
 Fuser PL X.Y.Z	Denotes the parts. PL X.Y.Z implies the item "Z" of plate (PL) "X.Y" in Parts List.
 Subassembly 1	
 Heater	Denotes functional parts attached with functional parts name.
 Subassembly 2	
 Control	Denotes the control and its outline in the Board.
 Subassembly 3	

Table 1 Symbols Used in the Subsystem Wiring Diagrams

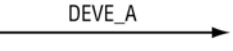
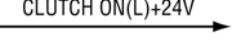
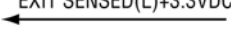

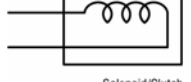



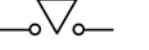
Symbol	Description
 DEVE_A Connection Wire	Denotes a connection between parts with harness or wired, attached with signal name/contents.
 CLUTCH ON(L)+24V Function Logic 1	Denotes function, and logic value of the signal to operate the function (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates the direction of signal.
 EXIT SENSED(L)+3.3VDC Function Logic 2	Denotes function, and logic value of the signal when the function operated (Low: L, High: H). The given voltage is for signal in high status. The arrow indicates the direction of signal.
 Connection of Wires	Denotes a connection between wires.
 Solenoid/Clutch	Denotes a Clutch or Solenoid.
 Motor	Denotes a Motor.
 Optic Sensor	Denotes a Photo Sensor.
 LED	Denotes an LED.
 Safety Interlock Switch	Denotes a Safety Interlock Switch.

Table 1 Symbols Used in the Subsystem Wiring Diagrams

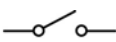


Symbol	Description
 On Off Switch	Denotes an On-Off Switch (single-pole, single-throw switch).
 Temperature Switch	Denotes an On-Off Switch (Temperature - normally closed).
 NPN Phototransistor	Denotes an NPN Photo-transistor.
I/L +24 VDC	Denotes DC voltage when the Interlock Switch in MCU Board turns On.
+5 VDC +3.3 VDC	Denotes DC voltage.
SG	Denotes signal ground.
AG	Denotes analog ground.
RTN	Denotes return.

Table 2 Wiring Diagrams and Connection Details

Printer Subsystem	Diagram	Connection Details
Power Regulation and Distribution	Figure 1 Table 3	Connections of LVPS with MCU Board. Connections of AC IN Assembly with LVPS. Connections of Main Fan with LVPS. Connections of Rear Interlock Switch with LVPS. Connections of Door Interlock Switch with LVPS. Connections of MCU Board with Toner Full Sensor.
Fuser	Figure 2 Table 4	Connections of FUSING Assembly with LVPS. Connections of FUSING Assembly with MCU Board. Connections of LVPS with MCU Board.
Drive	Figure 3 Table 5	Connections of DRIVE Assembly with MCU Board. Connections of DRIVE Assembly with LVPS.
Bypass Tray (MSI)	Figure 4 Table 6	Connections of Bypass Tray Sensor with MCU Board. Connections of Bypass Tray No Paper Sensor with MCU Board. Connections of DRIVE Assembly with MCU Board. Connections of Bypass Tray Feed Solenoid with MCU Board.

Table 2 Wiring Diagrams and Connection Details

Printer Subsystem	Diagram	Connection Details
Laser Unit	Figure 5 Table 7	Connections of Laser Unit with MCU Board. Connections of Laser Unit with LVPS Board. Connections of Laser Unit with IP Board.
Controller	Figure 6 Table 8	Connections of IP Board with MCU Board. Connections of IP Board with IIT MCU Board. Connections of MCU Board with LVPS. Connections of IIT MCU Board with LVPS. Connections of IIT MCU Board with IP Fan. Connections of IIT MCU with Stapler LVPS Board. Connections of Stapler LVPS Board with Stapler Assembly. Connections of IP Board with Control Panel Assembly. Connections of IP Board with Side USB Hub Board. Connections of IP Board with FAX Board. Connections of IP Board with Hard Disk Drive (HDD). Connections of IP Board with RAM. Connections of IP Board with SD Card.
Paper Transport	Figure 7 Table 9	Connections of Regi Clutch with MCU Board. Connections of Regi Chute Assembly with MCU Board. Connections of Feed Clutch with MCU Board. Connections of Duplex Clutch with MCU Board. Connections of Size Switch Assembly with MCU Board.
HVPS	Figure 8 Table 10	Connections of HVPS XERO DEVE with HVPS TR. Connections of HVPS XERO DEVE with MCU Board.
Xerographic	Figure 9 Table 11	Connections of XERO DEVE CRU Assembly Y with MCU Board. Connections of XERO DEVE CRU Assembly M with MCU Board. Connections of XERO DEVE CRU Assembly C with MCU Board. Connections of XERO DEVE CRU Assembly K with MCU Board. Connections of CTD Sensor with MCU Board. Connections of EEPROM Board with MCU Board.
Developer	Figure 10 Table 12	Connections of TONER CARTRIDGE Y with MCU Board. Connections of TONER CARTRIDGE M with MCU Board. Connections of TONER CARTRIDGE C with MCU Board. Connections of TONER CARTRIDGE K with MCU Board. Connections of Toner Dispense Motor(Y,M) with MCU Board. Connections of Toner Dispense Motor(C,K) with MCU Board. Connections of Front Cover Sensor with MCU Board.
Exit	Figure 11 Table 13	Connections of Exit Sensor with MCU Board. Connections of Full Stack Sensor with MCU Board. Connections of Exit Clutch 1 with MCU Board, Connections of Exit Clutch 2 with MCU Board.

Table 2 Wiring Diagrams and Connection Details

Printer Subsystem	Diagram	Connection Details
550 Option Feeder	Figure 12 Table 14	Connections of Option 550 Feeder Board with MCU Board. Connections of Turn Roll Clutch with Option 550 Feeder Board. Connections of Option 550 Main Feed Assembly with Option 550 Feeder Board. Connections of Feed Clutch with Option 550 Feeder Board. Connections of Option 550 Size Switch Assembly with Option 550 Feeder Board. Connections of Option 550 Drive Assembly with Option 550 Feeder Board.
Scanner	Figure 13 Table 15	Connections of IP Board with IIT MCU Board. Connections of IIT Assembly with IIT MCU Board. Connections of DADF Assembly with IIT MCU Assembly.

Figure 1 Power Regulation and Distribution Wiring Diagram

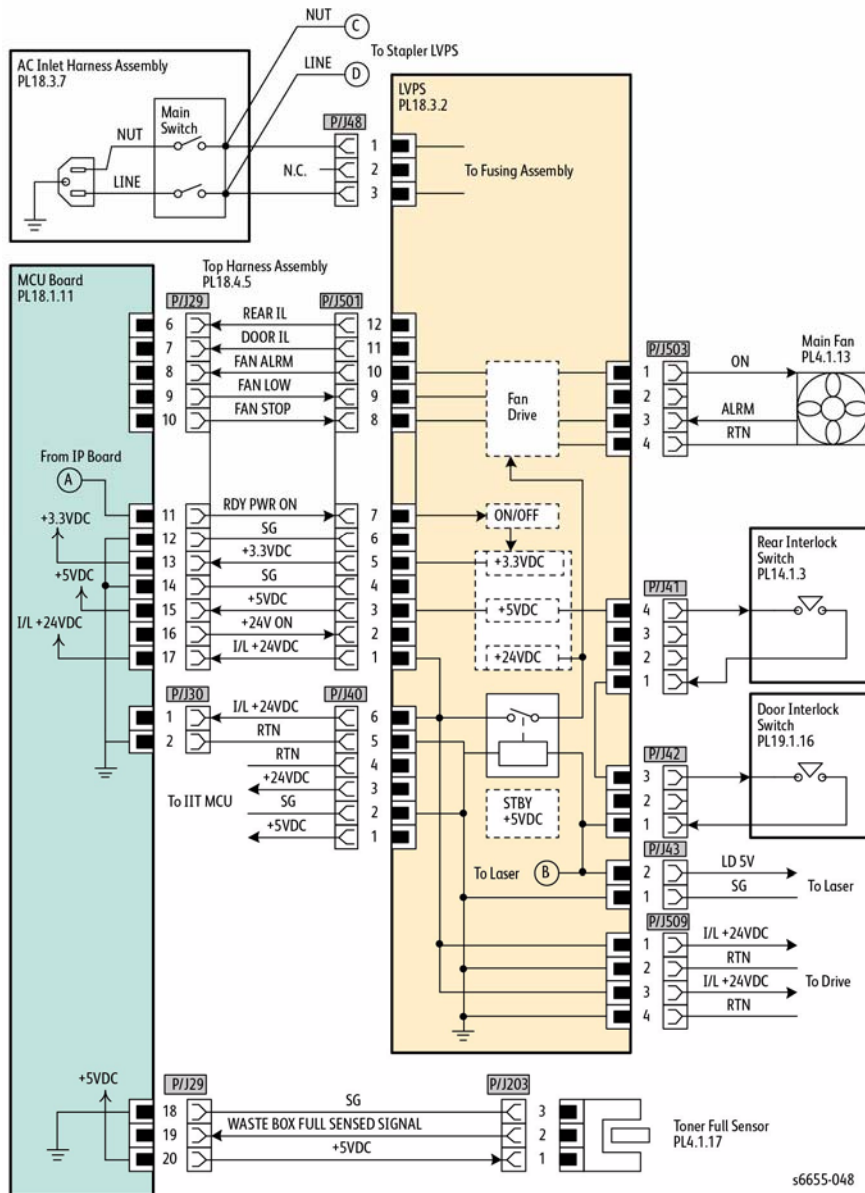


Table 3 Power Regulation and Distribution Signal Lines

Signal Line Name	Description
REAR IL	ON/OFF detect signal of the Rear Interlock Switch
DOOR IL	ON/OFF detect signal of the Door Interlock Switch
FAN ALRM FAN LOW FAN STOP	Drive control signal of the Main Fan
WASTE BOX FULL SENSED SIGNAL	Full detect signal of the Waste Cartridge by the Toner Full Sensor

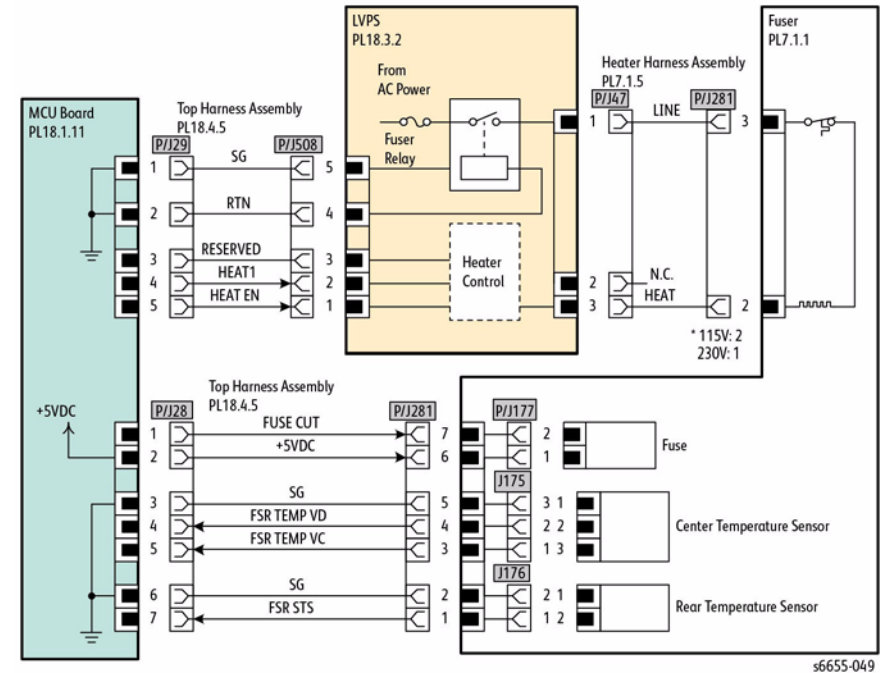


Figure 2 Fuser Wiring Diagram

Table 4 Fuser Signal Lines

Signal Line Name	Description
HEAT2 HEAT1 HEAT EN	Temperature control signal of the Fusing Assembly
FUSE CUT	Control signal of the Fuse

Table 4 Fuser Signal Lines

Signal Line Name	Description
FSR TEMP VD FSR TEMP VC	Temperature data measured by the Center Temp. Sensor
FSR STS	Temperature data measured by the Rear Temp. Sensor

Table 5 Drive Signal Lines

Signal Line Name	Description
SUB ALARM MOT SUB REF CLOCK SUB START/STOP SUB GAIN CHANGE	Drive control signal of the Paper Transport Motor
DEVE START/STOP DEVE ALARM MOT DEVE START/STOP DEVE GAIN CHANGE	Drive control signal of the Developer Motor

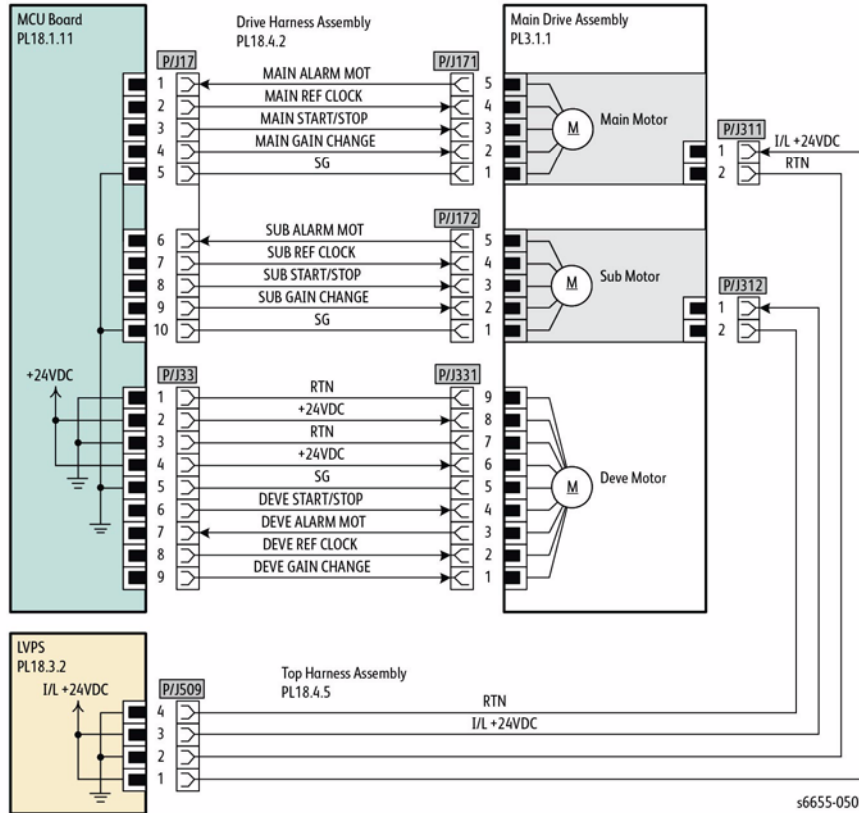


Figure 3 Drive Wiring Diagram

Table 5 Drive Signal Lines

Signal Line Name	Description
MAIN ALARM MOT MAIN REF CLOCK MAIN START/STOP MAIN GAIN CHANGE	Drive control signal of the Main Motor

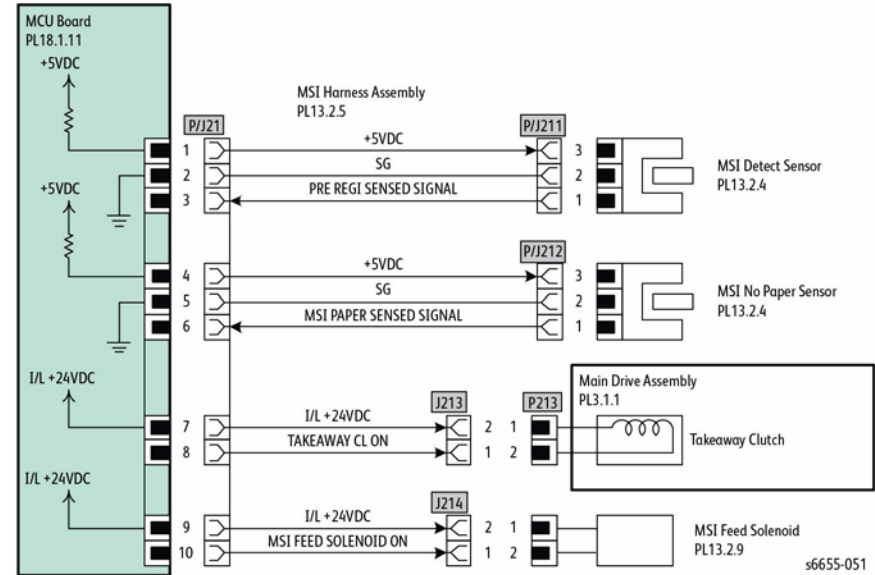
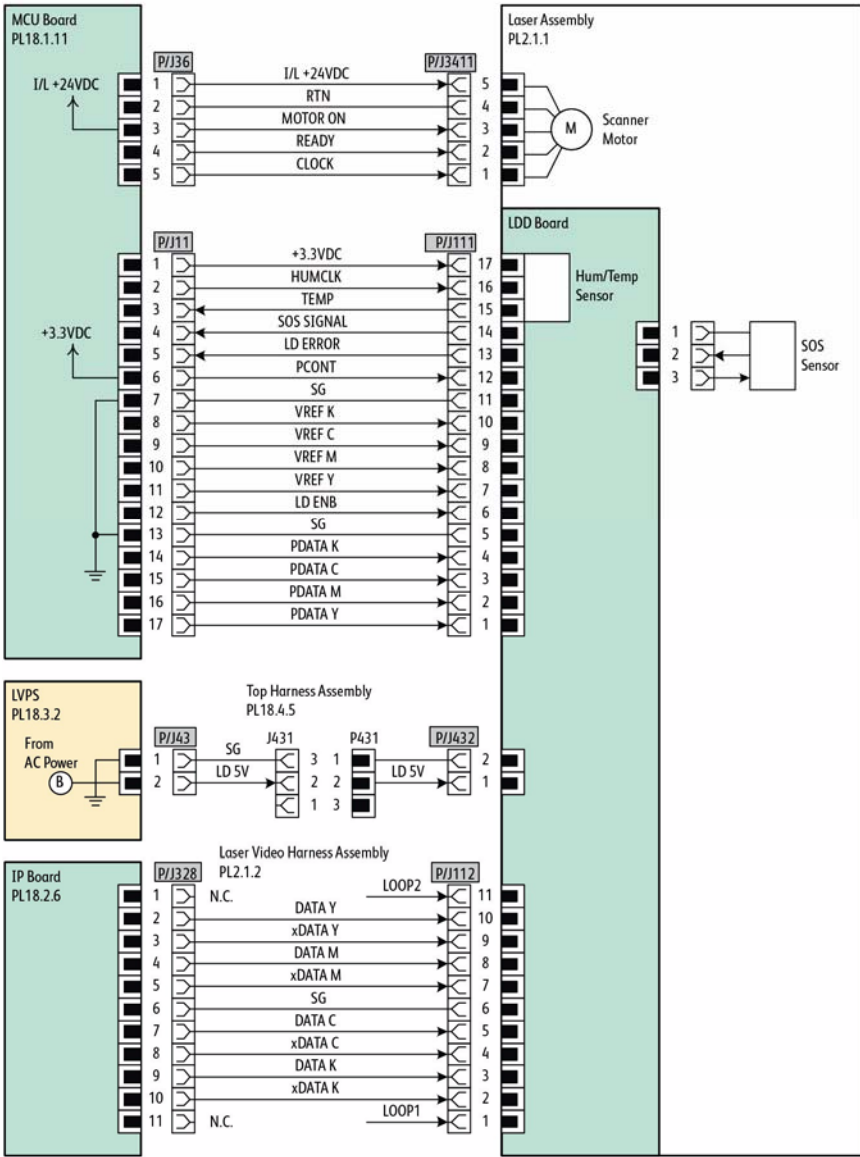


Figure 4 Bypass Tray (MSI) Wiring Diagram

Table 6 Bypass Tray (MSI) Signal Lines

Signal Line Name	Description
PRE REGI SENSED SIGNAL	Detect signal of paper in the Pre Registration section by the MSI Sensor
MSI PAPER SENSED SIGNAL	Detect signal of paper in the MSI section by the MSI No Paper Sensor
TAKEAWAY CL ON	ON/OFF signal of the Takeaway Clutch
MSI FEED SOLENOID ON	ON/OFF signal of the MSI feed Solenoid

Figure 5 Laser Unit Wiring Diagram

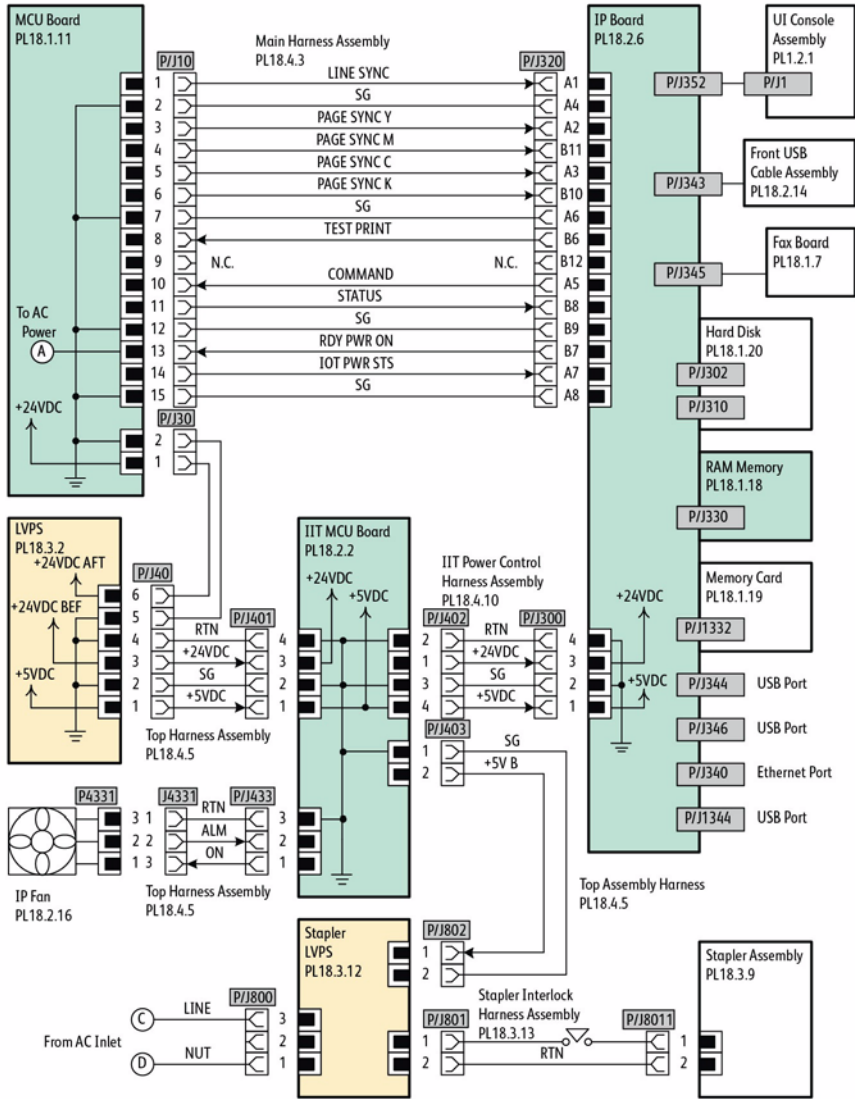


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Table 7 Laser Unit Signal Lines

Signal Line Name	Description
MOTOR ON READY CLOCK	Drive control signal of the Scanner Motor in the Laser Unit
HUMCLK TEMP SOS SIGNAL LD ERROR PCONT VREF K VREF C VREF M VREF Y LD ENB PDATA K PDATA C PDATA M PDATA Y	
DATA Y xDATA Y DATA M xDATA M DATA C xDATA C DATA K xDATA K	Image data of each color (Y/M/C/K)

Figure 6 Controller Wiring Diagram



s6655-053

Table 8 Controller Signal Lines

Signal Line Name	Description	
LINE SYNC	Control signal of the IP (ESS) Board	
PAGE SYNC Y		
PAGE SYNC M		
PAGE SYNC C		
PAGE SYNC K		
TEST PRINT		
CMD READY		
COMMAND		
STATUS		
RDY PWR ON		
IOT PWR STS		
ALM (FAN ALARM)		Drive control signal of the IP (ESS) Fan
ON (FAN ON)		

Table 9 Paper Transport Signal Lines

Signal Line Name	Description
FEED CL ON	ON/OFF signal for the Feed Clutch
DUP CL ON	ON/OFF signal for the Duplex Clutch
SIZE3 SIZE2 SIZE1	Detect signal of a paper size inside the optional tray by the Size Switch Assembly

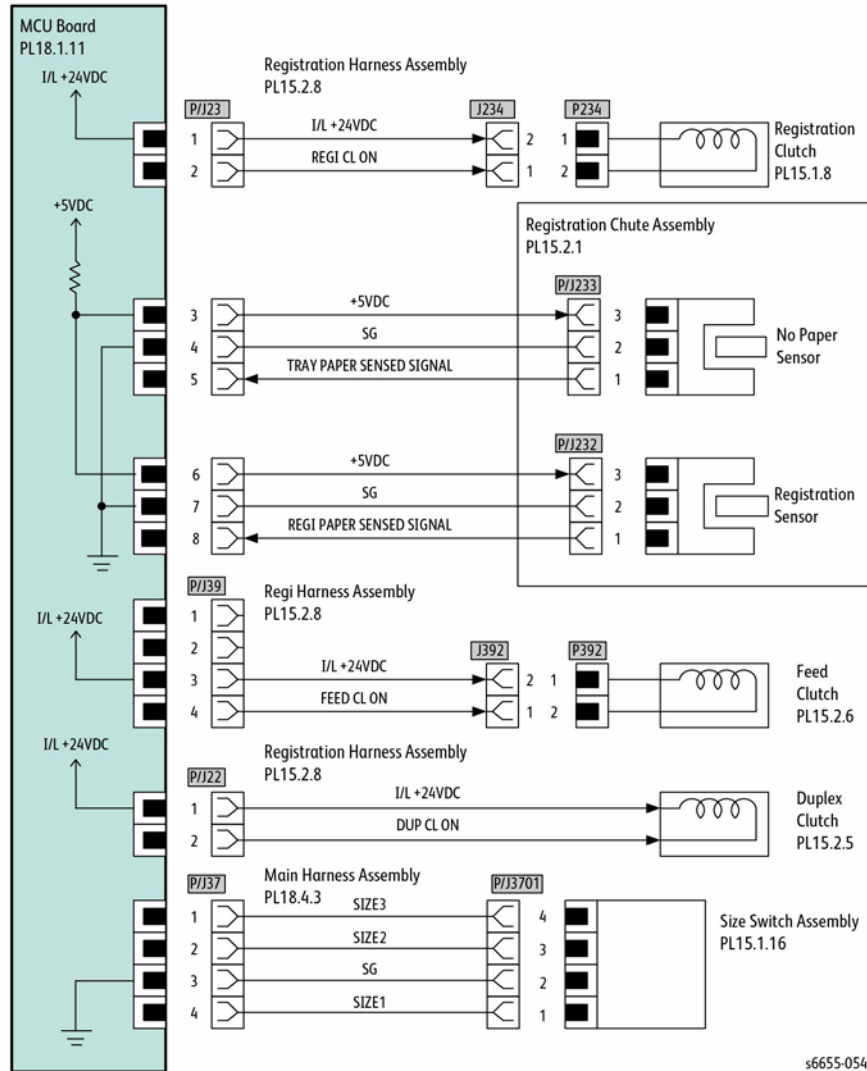


Figure 7 Paper Transport Wiring Diagram

Table 9 Paper Transport Signal Lines

Signal Line Name	Description
REGI CL ON	ON/OFF signal for the Regi Clutch
TRAY PAPER SENSED SIGNAL	Media detected in the tray by the No Paper Sensor
REGI PAPER SENSED SIGNAL	Media detected in the Pre-Registration section by the Regi Sensor

Figure 8 HVPS Wiring Diagram

Table 10 HVPS Signal Lines

Signal Line Name	Description
DA DO	Control signal of the HVPS
I MONITER	
+3V REF	
I/L +24VDC	
CLOCK 3	
CLOCK 2	
CLOCK 1	
DA LD	
DA CLOCK	
DA DI	
DA TR1 K	
DA TR1 CLR	
DA TR2	
DA TR2 CLN	
I-MONITOR TR2	

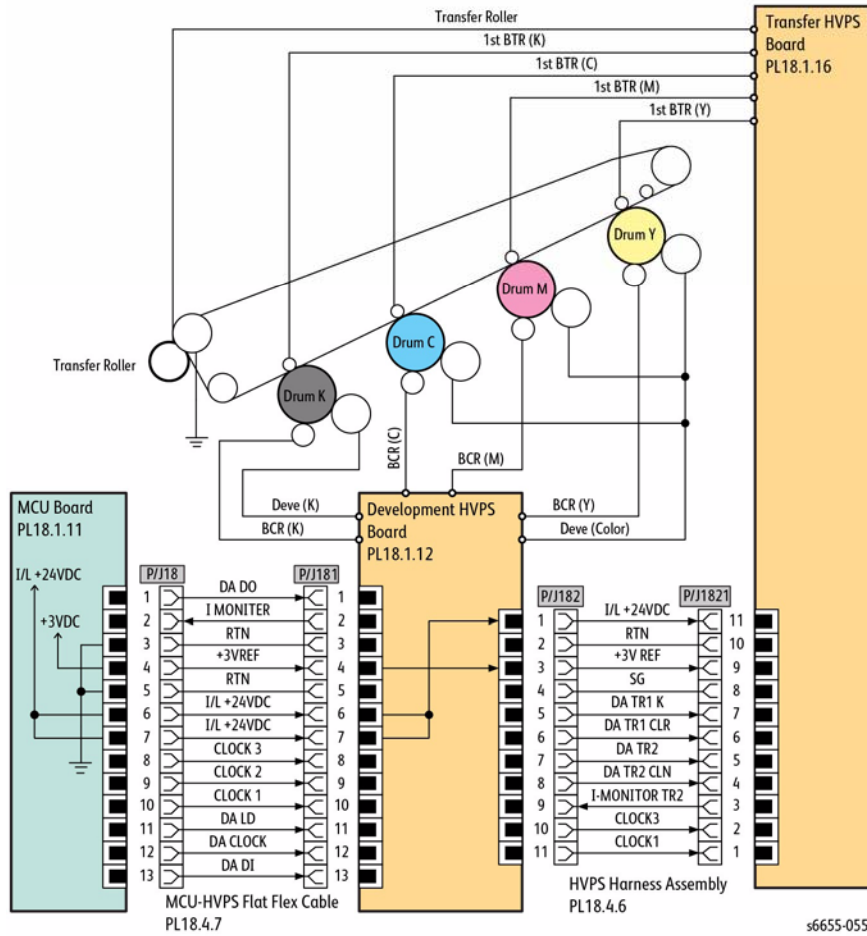
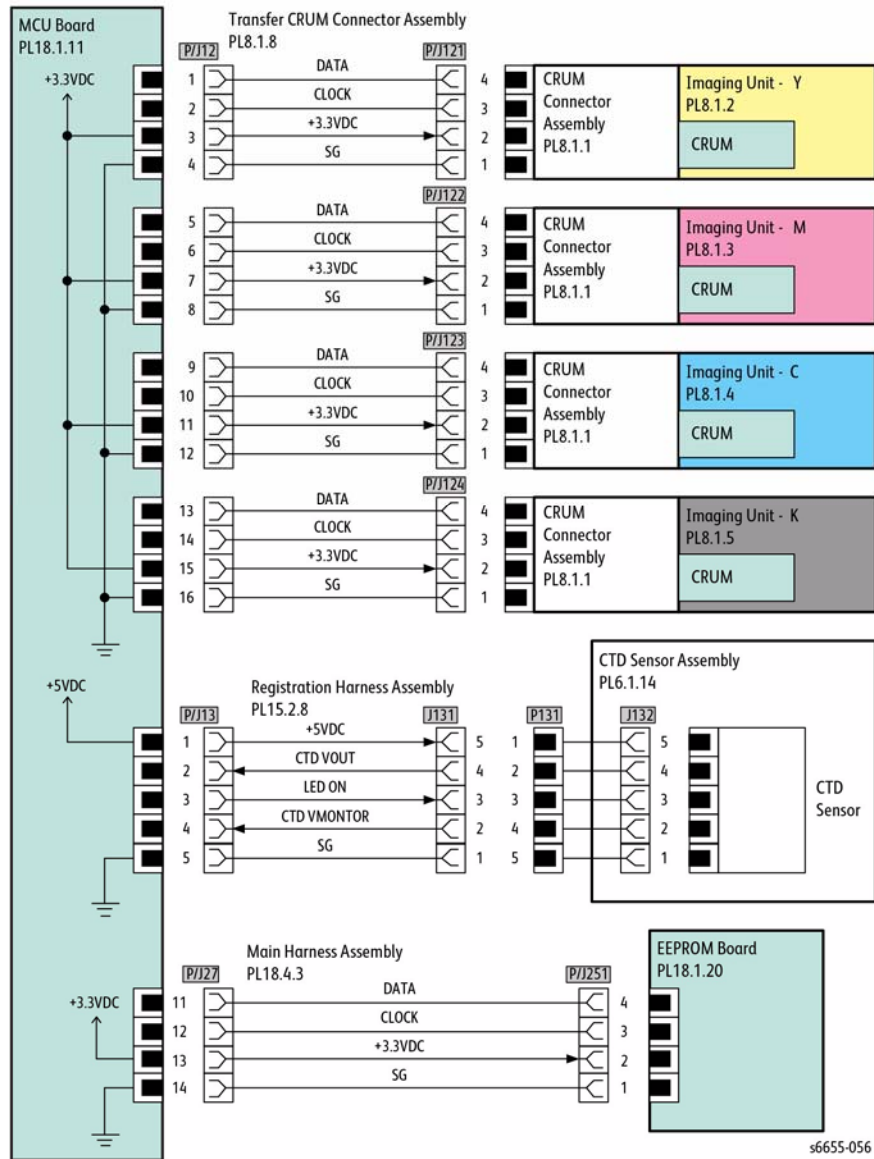


Figure 9 Xerographic Wiring Diagram

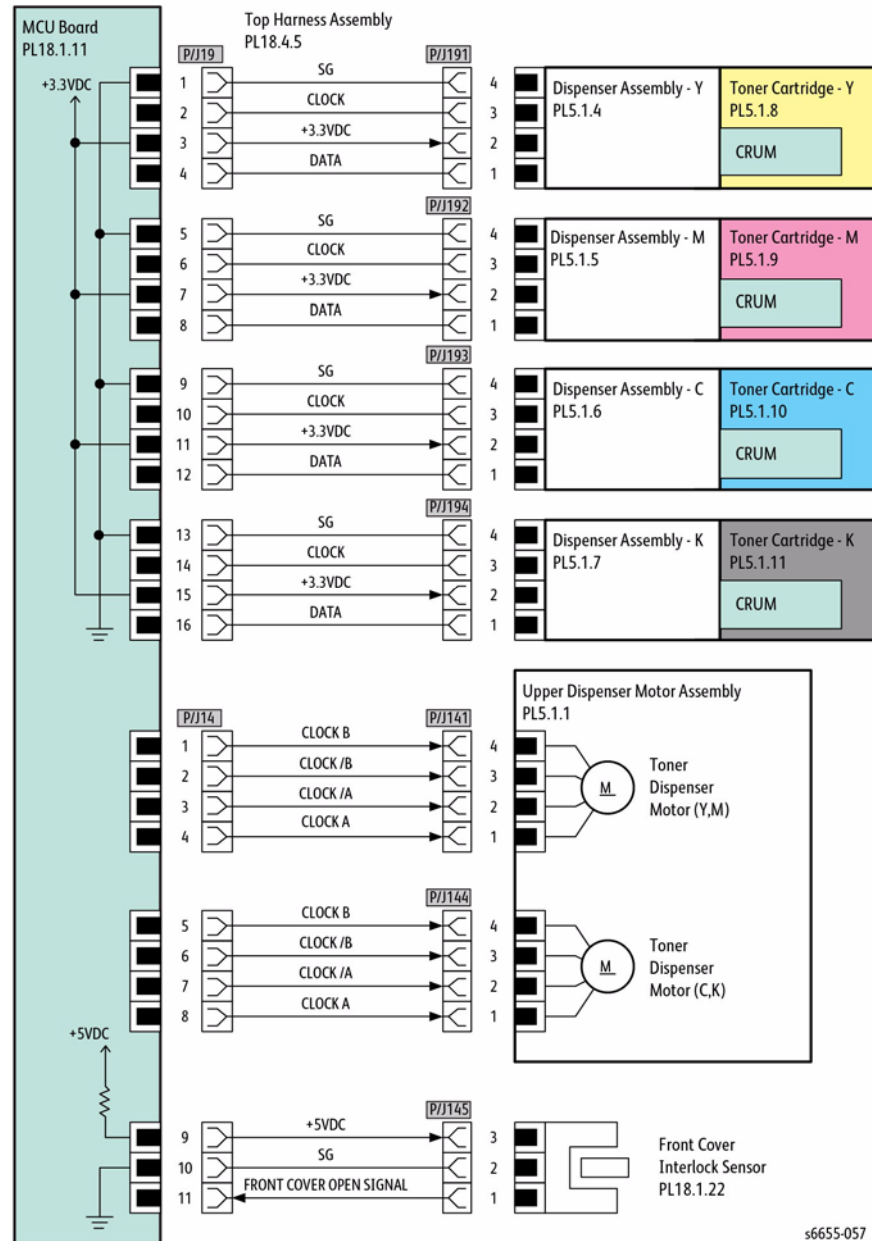
Table 11 Xerograph Signal Lines

Signal Line Name	Description
DATA	Control signal of the XERO DEVE CRU Assembly Y/M/C/K and the PWBA EEPROM
CLOCK	
CTD VOUT	Toner patch density data measured by the CTD Sensor
LED ON	LED lighting signal of the CTD Sensor
CTD VMONTOR	Voltage monitor signal of the CTD Sensor



s6655-056

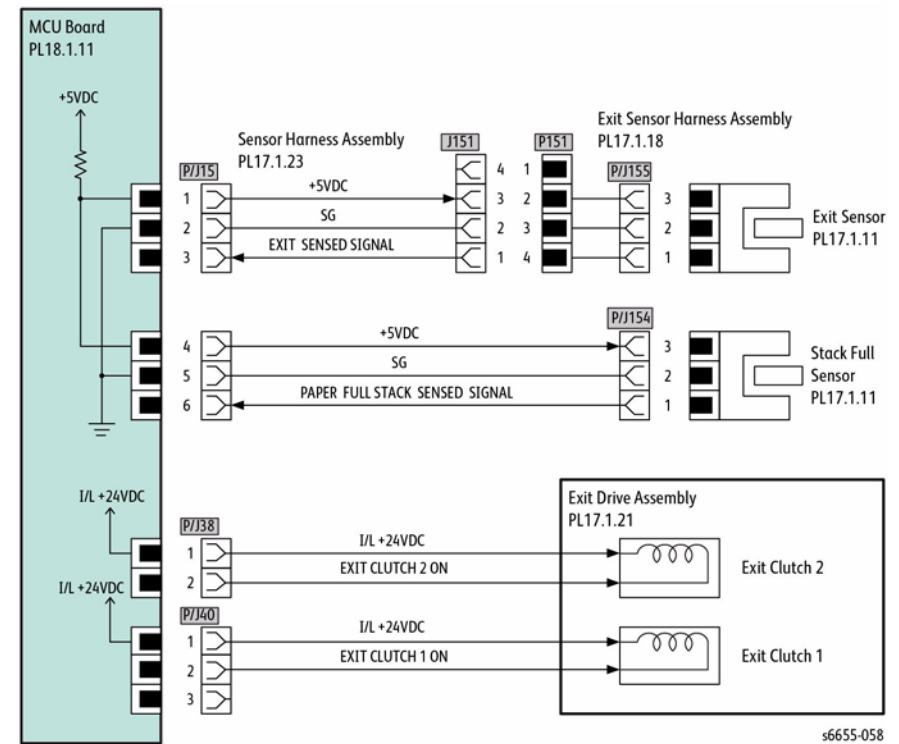
Figure 10 Developer Wiring Diagram



s6655-057

Table 12 Developer Signal Lines

Signal Line Name	Description
CLOCK DATA	Control signal of the Toner Cartridge Y/M/C/K
CLOCK B CLOCK /B CLOCK /A CLOCK A	Drive control signal of the Toner Dispense Motor (Y,M) / (C,K)
FRONT COVER OPER SIGNAL	FRONT COVER opening/closing detect signal by the Front Cover Sensor



s6655-058

Figure 11 Exit Wiring Diagram

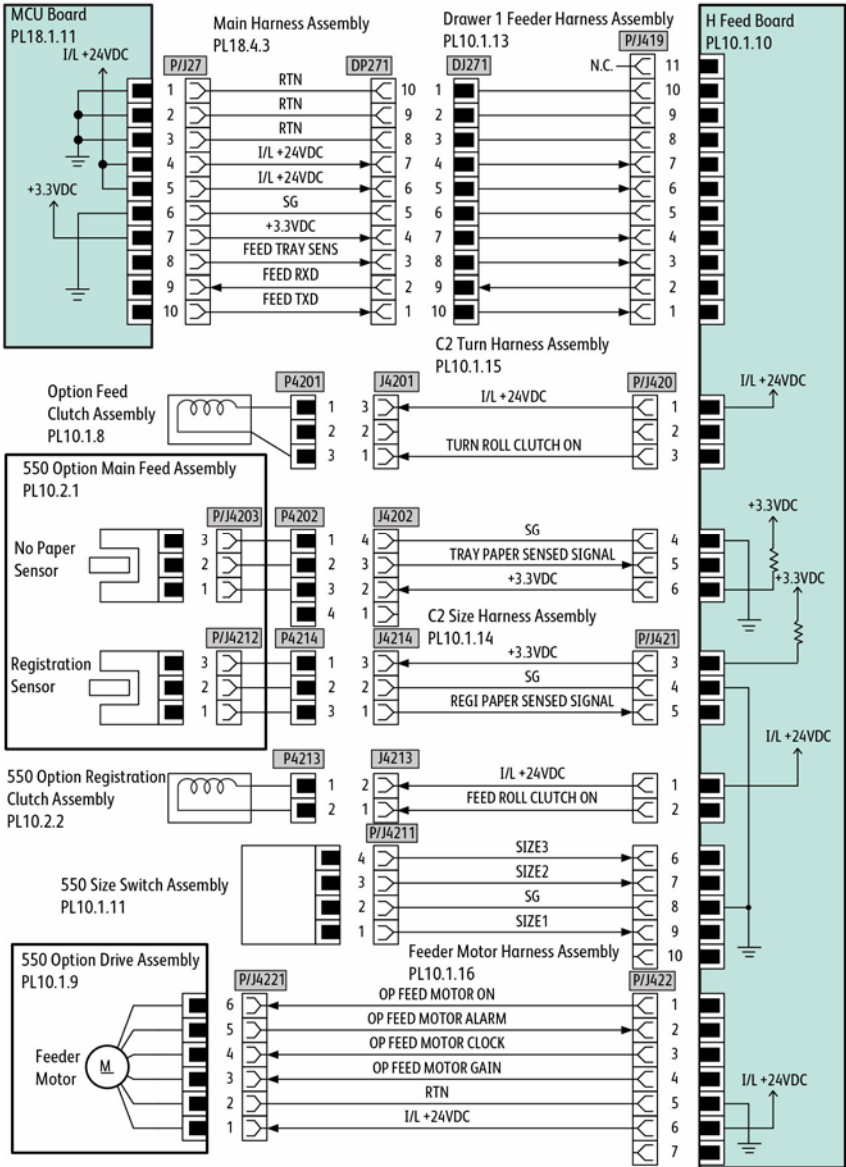
Table 13 Exit Signal Lines

Signal Line Name	Description
EXIT SENSED SIGNAL	Detect signal of paper in the Exit section by the Exit Sensor

Table 13 Exit Signal Lines

Signal Line Name	Description
PAPER FULL STACK SENSED SIGNAL	Paper full detect signal of the output tray by the Full Stack Sensor
EXIT CLUTCH 2 ON	ON/OFF signal of the EXIT CLUTCH 2
EXIT CLUTCH 1 ON	ON/OFF signal of the EXIT CLUTCH 1

Figure 12 550 Option Feeder Wiring Diagram



s6655-059

Table 14 550 Option Feeder Signal Lines

Signal Line Name	Description
FEED TRAY SENS FEED RXD FEED TXD	Control signal of the 550 Option Feeder Board
TURN ROLL CLUTCH ON	ON/OFF signal of the Turn Roll Clutch
TRAY PAPER SENSED SIGNAL	Detect signal of paper inside the optional tray by the C2 No Paper Sensor
REGI PAPER SENSED SIGNAL	Detect signal of paper in the Registration section of the optional tray by the C2 Regi Sensor
FEED ROLL CLUTCH ON	ON/OFF signal of the C2 Feed Clutch
SIZE 3 SIZE 2 SIZE 1	ON/OFF signal of a paper size inside the optional tray by the 550 Size Switch Assembly
OP FEED MOTOR ON OP FEED MOTOR ALARM OP FEED MOTOR CLOCK OP FEED MOTOR GAIN	Drive control signal of the Option Feeder Motor

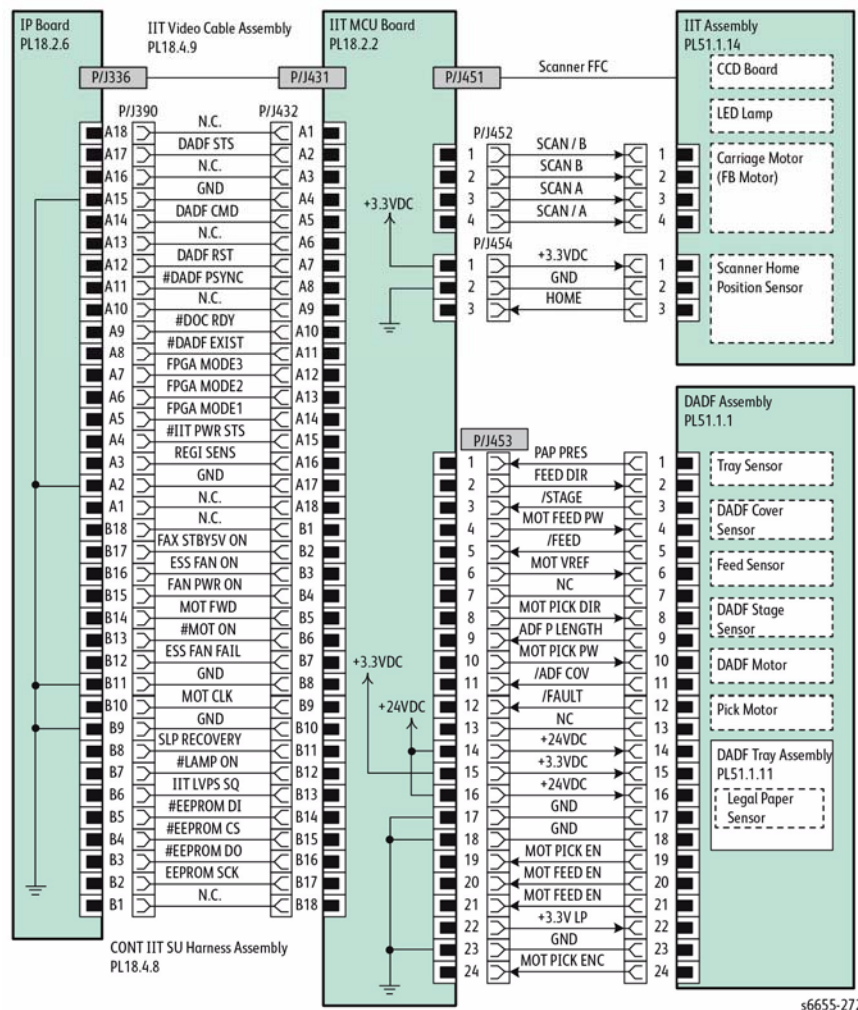


Figure 13 Scanner Wiring Diagram

Table 15 Scanner Signal Lines

Signal Line Name	Description
SCAN / A SCAN A SCAN B SCAN / B	Control signal of the Carriage Motor (FB Motor)
HOME	Registration position detect signal by Scanner Home Position Sensor (Home Pos Sensor)

Table 15 Scanner Signal Lines

Signal Line Name	Description
PAP PRES FEED FIR /STAGE MOT FEED PW /FEED MOT VREF MOT PICK DIR ADF PAPER LENGTH MOT PICK PW /ADF COV /FAULT MOT PICK EN MOT FEED EN +3.3V LP MOT PICK ENC	Control signal of the DADF Assembly
PONG IO DADF STS+, DADF STS- DADF CMD+, DADF CMD- DADF RST #DADF PSYNC DADF START #DOC RDY #DADF EXIST FPGA MODE3 FPGA MODE2 FPGA MODE1 #IIT PWR STS HOME SNR PING IO FAX STBY5V ON ESS FAN ON FAN PWR ON MOT FWD #MOT ON ESS FAN FAIL MOT CLK SLP RECOVERY #LAMP ON IIT LVPS SQ #EEPROM TX #EEPROM CS #EEPROM RX EEPROM SCK+, EEPROM SCK-	Control signal of the IIT MCU Board

8 Principles of Operation

WorkCentre 6655 Operational Overview	8-3
Media Handling	8-3
Sensors	8-8
Xerographics	8-10
Major IOT Assemblies	8-14
Major IIT Assemblies	8-18
WorkCentre 6655 Options	8-20

WorkCentre 6655 Operational Overview

This section describes the printer's operational characteristics providing detailed descriptions of the media path, sensors, xerographics and major assemblies.

Media Handling

This section describes the media feed path of the entire device and the media feed process in each feed section. Media is driven along the media path by various drive motors, belts, gear assemblies and rollers. Synchronization of these components is managed by the MCU Board. The operating system monitors sensors located along the media path throughout the print engine, ADF, and attached options. As a sheet travels along the media path, sensors change state temporarily to indicate the sheet's presence. If the pattern of sensor state changes differs from the expected timing for a particular media size and path, an error is reported.

Media Path Layout

Figure 1 shows the media feed layout when the duplex print unit and the tray module are installed, and the components relevant to media feed.

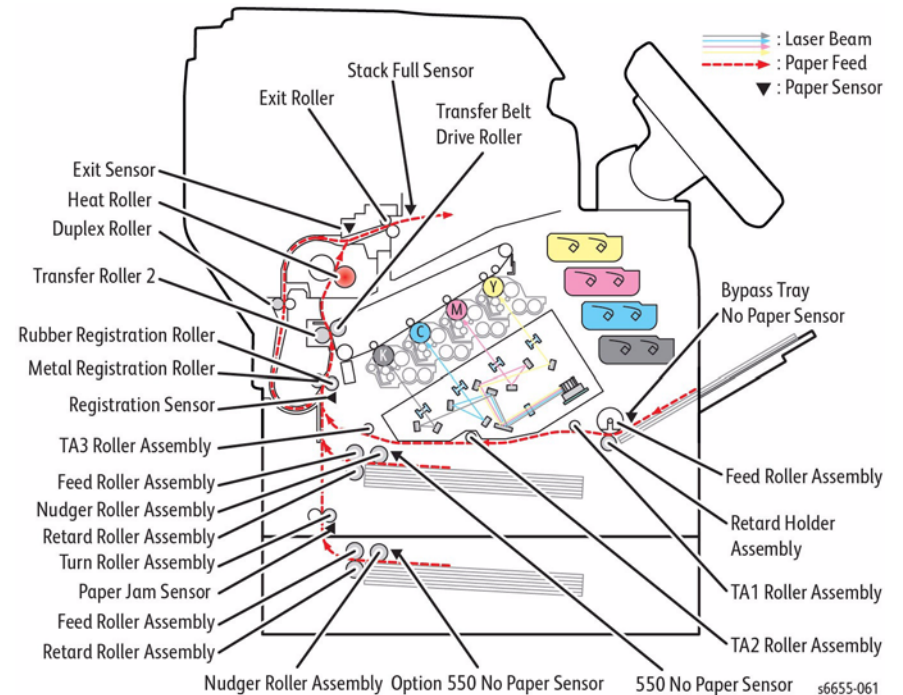


Figure 1 Media Path Layout

Feeding from Paper Cassette

The paper loaded in the paper cassette is fed between the Feed Roller and the Retard Roller by the Nudger Roller, and fed farther to the registration section by the rotation of the Feed Roller and the Retard Roller (Figure 2).

The Nudger Roller and the Feed Roller are rotated by the torque of the Paper Transport Motor via the Feed Roller Clutch.

The Retard Roller, pressed from underneath by the spring pressure and forced to the Feed Roller, plays a role of fanning a sheet by the rotation friction.

When the sheet is lapped over, the break force of the torque limiter combined with the Retard Roller separates and feeds only the sheet on the top.

The Bottom Plate Assembly is the mechanism driven with the gear located on the side of the paper cassette. Unless the interlock gear is unlocked, the Bottom Plate Assembly keeps the state that it is not lowered or elevated from the arbitrary position. The sheet is fed at this position.

As the media feed is proceeded and several sheets of paper on the top of the paper loaded are decreased, the Nudger Roller lowers down and the lever unlocks the gear, and then the Bottom Plate Assembly is elevated.

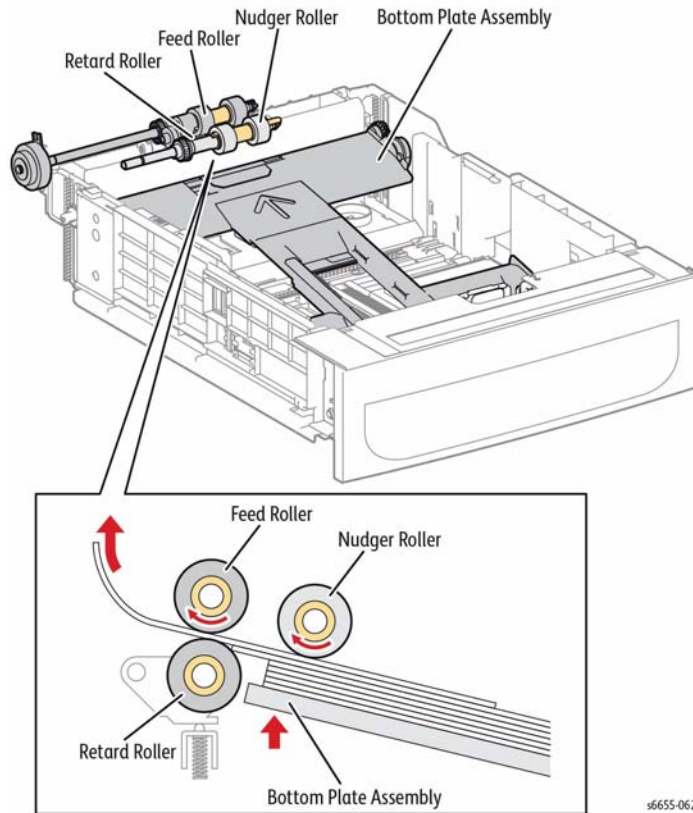


Figure 2 Paper Feed from the Cassette

Feeding from Bypass Tray

When sheet feeding from the Bypass Tray starts, the Feed Roller rotates, driven by the Paper Transport Motor and controlled by the Bypass Tray Feed Solenoid, to feed the sheet to the position where it is nipped between the Feed Roller and the Retard Roller (Figure 3).

As the Feed Roller rotates, the Left and Right Bypass Tray Cams also rotate to lift the Bottom Plate Assembly via the Left and Right Bypass Tray Arms to the position for sheet feeding.

Normally, when only one sheet is fed, both the Feed Roller and Retard Roller rotate to allow the sheet to pass. However, when two sheets are fed concurrently, only the Feed Roller rotates and the Retard Roller is locked thereby allowing the upper sheet to pass by being separated from the lower sheet that is stopped by the friction with the Retard Roller at rest.

The Retard Roller is being pushed toward the Feed Roller by spring pressure, and controlled by the torque limiter (Friction Clutch Assembly) with which it is coupled.

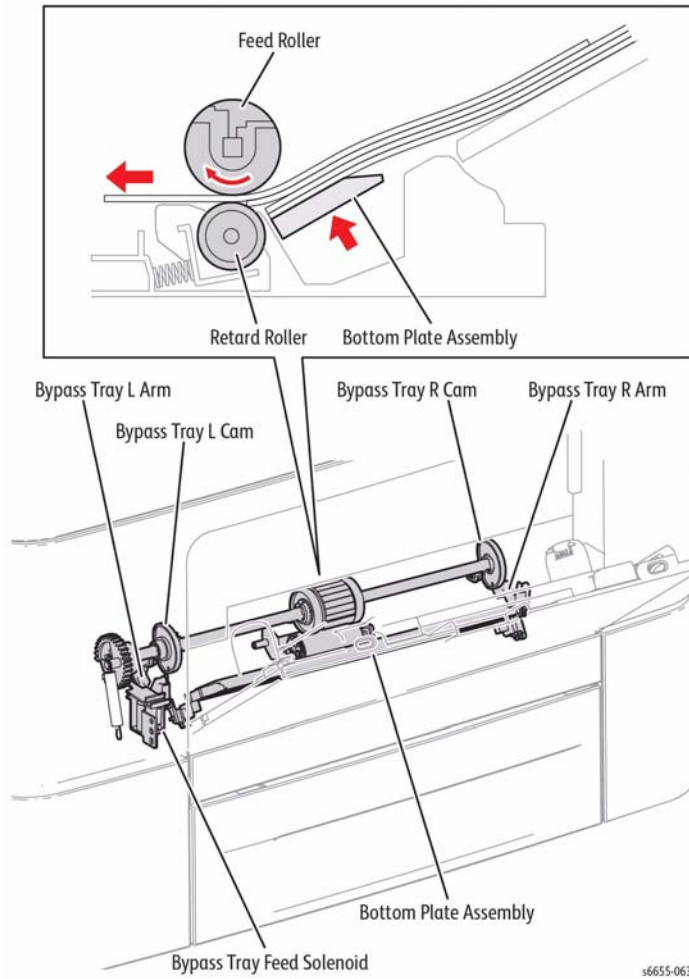


Figure 3 Media Feed from the Bypass Tray

Feeding to Registration Section

Media is fed to the printer's Registration section from either the Bypass Tray or from the paper cassettes.

A sheet coming from the Bypass Tray is fed to the registration section by the Takeaway rollers, TA1, TA2, and TA3, all driven by the Paper Transport Motor (Figure 4).

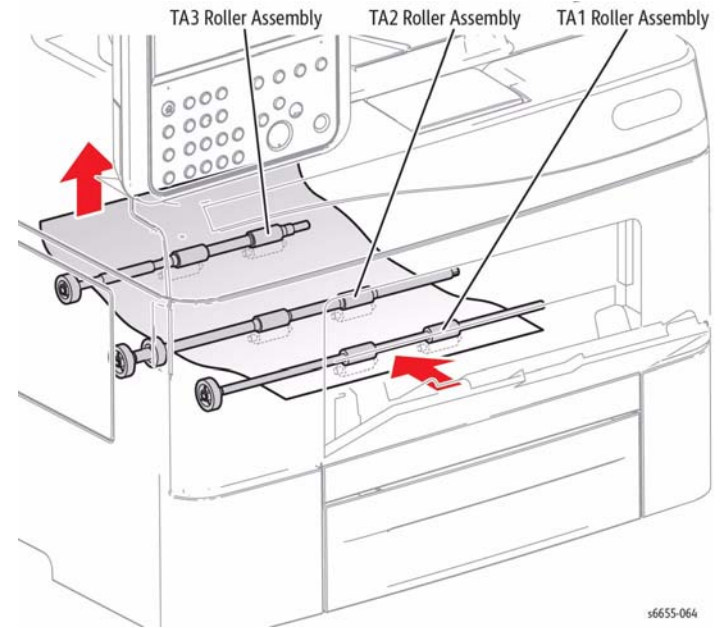


Figure 4 Media Feed from the Bypass Tray to the Registration Section

The sheet coming from the paper cassette passes through the chute directly and is fed to the registration section (Figure 5).

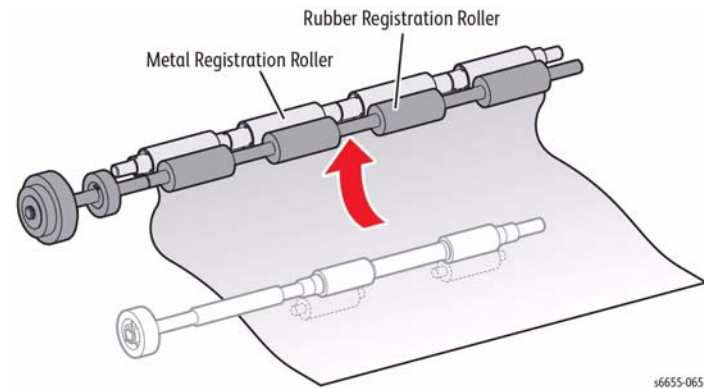


Figure 5 Media Feed from the Cassette to the Registration Section

Leading Edge Registration

When a sheet fed out of the Bypass Tray or cassette directly reaches the toner transfer section, the toner image may not be transferred at the correct position on the sheet due to misalignment of lead edges in the Bypass Tray or Tray.

To avoid this problem, the lead edge timing of the sheet needs to be corrected at the registration section before the sheet is forwarded to the toner transfer section.

By thrusting the edge of the sheet fed out of the Bypass Tray or Tray against the Regi Roller that is locked, the lead edge position of the sheet is corrected (Figure 6).

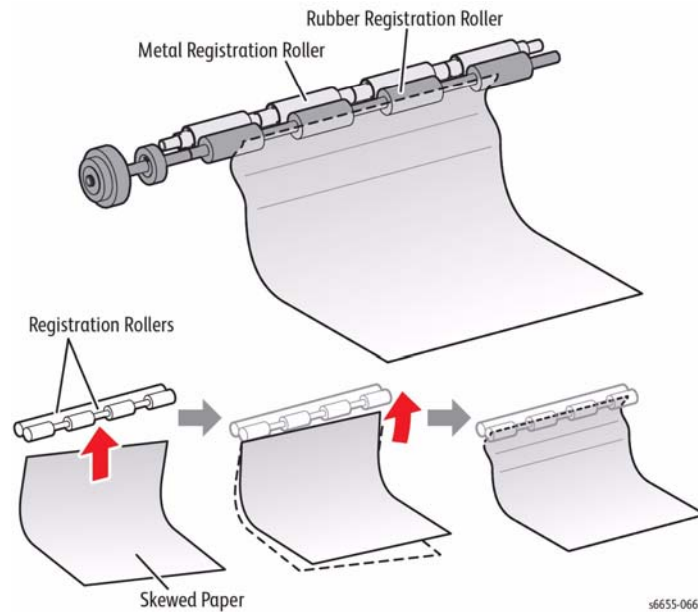


Figure 6 Registration Rollers Correct the Media Alignment

Feeding from Registration Section

The sheet is fed to the toner transfer section by the rotation of the Regi Roller at the proper time, after the lead edge position of the sheet fed is corrected in the registration section.

The Regi Roller is rotated by the drive from the Paper Transport Motor via the Regi Clutch.

Transfer / Fusing / Exit

Once the sheet passed through the registration section, the toner image on the intermediate transfer belt (IBT) is transferred by the intermediate transfer belt and the Transfer Roller rotated by the drive of the Developer Motor (Figure 7). Then, the sheet is fed to the exit section while its toner image is being fused by the Heat Roller that is rotated by the drive of the Main Motor. Also, the drive of the Main Motor is transmitted to the Exit Clutch 1, and the Exit Roller is rotated in the sheet exit direction, and the print completed sheet is ejected from the printer. The completion of the sheet exit is detected by the Exit Sensor.

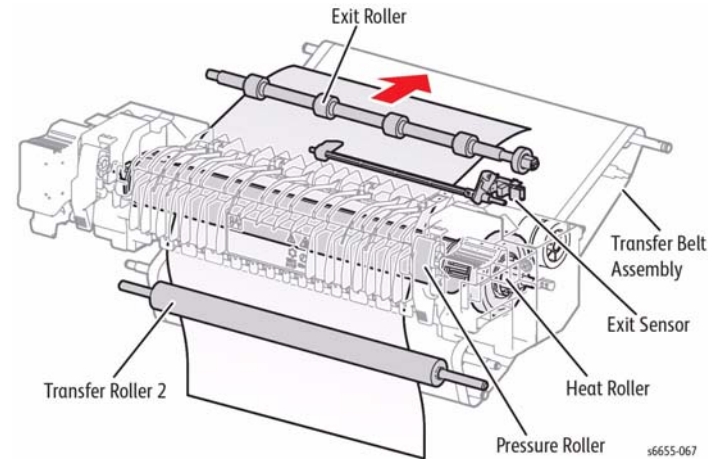


Figure 7 Media Feed Through Image Transfer and Fusing, then to Exit Section

Feeding to Duplexer

After the sheet goes through the Heat Roller and the printing on the side 1 is completed, the rotation direction of the Exit Roller is reversed to the duplex feed direction at the proper timing, and the sheet is nipped in the Duplex Assembly (Figure 8).

When the drive of the Main Motor is transferred to the Exit Clutch 2, the Exit Roller is rotated in the duplex direction.

Also, the Duplex Roller is rotated by the drive of the Paper Transport Motor, and the sheet is fed to the registration position.

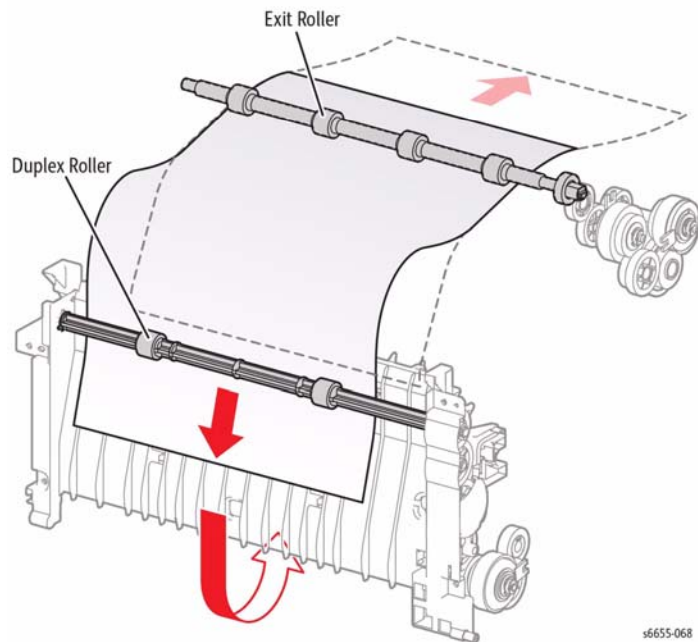


Figure 8 Media Feed to the Duplexer

Feeding Through DADF (Simplex)

When the sheet feeding from the Document Feeder Tray of the DADF starts, the Nudger Roll and the Feed Roll rotate driven by the torque from the DADF Motor (Figure 9). The sheet is nipped between the Feed Roll and the Retard Pad while being fed into the DADF.

Inside the DADF, the sheet is fed by the Takeaway Roll that rotates from the DADF Motor to the Scanner Home (CVT: Constant Velocity Transport) Position in the Carriage Assembly, and is scanned.

After being scanned, the sheet is ejected to the Document Output Tray of the DADF by the Transport Roll and Exit Roll that rotates from the DADF Motor.

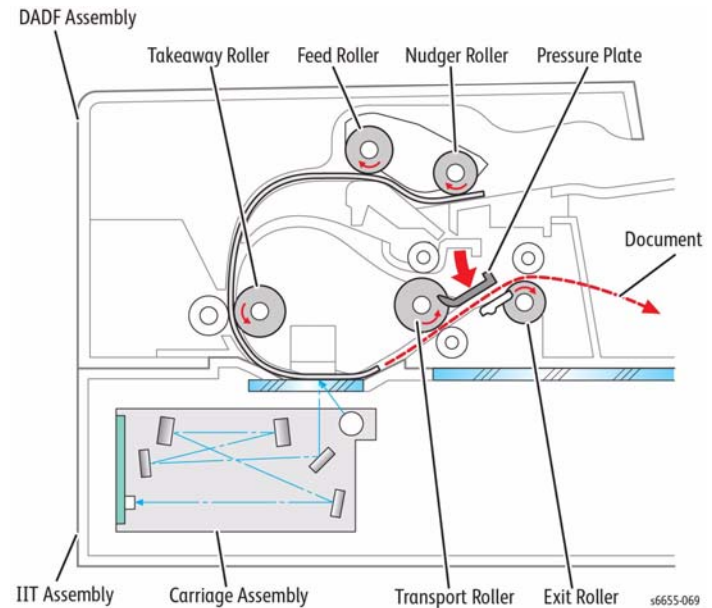


Figure 9 Simplex Media Feed Through the DADF

Feeding Through DADF (Duplex)

For duplex operation, after scanning a document is completed and the rear edge of the document is passed through the Transport Roll, the Pressure Plate position switches to that shown in Figure 10. Then, the Exit Roll is reversed by the reverse drive of the DADF Motor, and the document is nipped into the DADF. The document is reversed at this time. When the position of the Pressure Plate is switched, the gear to drive the Transfer Roll is switched, so the rotation is in a positive manner although the DADF Motor rotates in a negative manner. When the document is fed near side of the Take away Roll, switch the position of the Pressure Plate to below to make the DADF Motor return to the positive rotation drive, and the document is fed to the Scanner Home Position (CVT Position) by the torque from the Transport Roll. The document scanned at the CVT Position is fed to the Document Output Tray of the DADF by the Transport Roll and the Exit Roll.

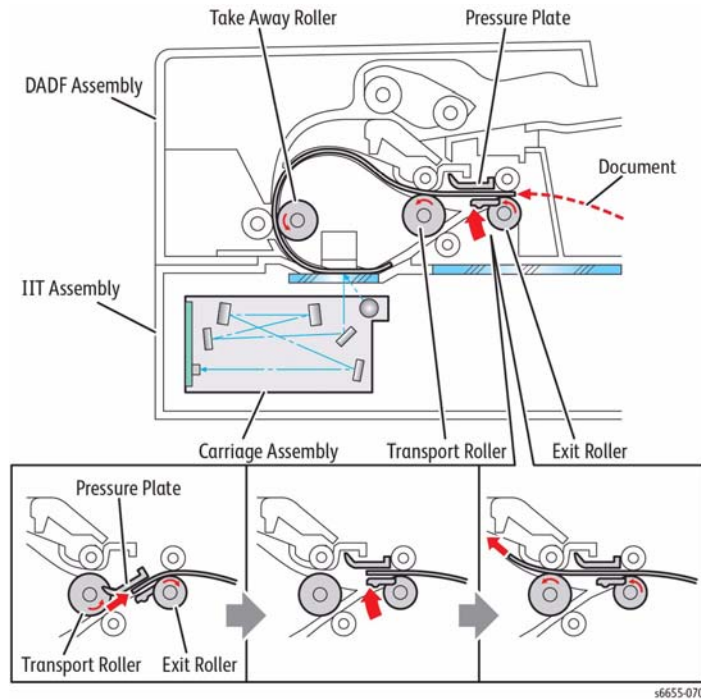


Figure 10 Duplex Media Feed Through the DADF

Sensors

The printer contains sensors of various types that perform a variety of functions. One group of sensors track media as it moves along the media path to detect jams. Other sensors detect the presence of the Drum Cartridge, stop printer activity if a door is open (interlock), and monitor the fusing temperature.

Sensor Types

The types of sensors used vary with function. In general, there are three types in use.

Photo Sensors

Two types of photo sensors are used, photo-reflective and photo-receptive. Photo-reflective sensors use light reflected back from an object to detect its presence. Photo-receptive sensors use an actuator or the object itself to block the light path to detect an object or condition.

Photo-reflective sensors have the light emitter and light receiver aligned on a single surface. Output of the photo-receptor is High ($> +4.5$ V) when light is being reflected back and Low ($< +3$ V) when it is not. Photo-receptive sensors consist of a LED in one arm of a U-shaped holder, and a photo-transistor in the other arm. When the sensing area is vacant, nothing is between the arms of the sensor, light falls on the photo-receptor sending the signal High. If the light is interrupted, the photo-transistor goes Low.

Thermistors

Thermistors have a known value of resistance whose value varies with temperature. Used primarily in the Fuser for temperature sensing.

Microswitches

Microswitches are used primarily as cover interlocks in the printer. They are in a normally open state, and close when actuated. A bank of microswitches is used to detect media size in the universal trays. Microswitches also employ hooks or catches for retention in the bracket or frame. Figure 1 shows Interlock Switch locations.

Sensor and Switch Locations

Table 1 lists sensors in the media path and interlock switches. The table describes the type and function of sensors in the media path and switches used to determine operational status and detect jams or failures. Error detection is based on media transport timing through the sensing area and on activation of interlocks.

Table 1 List of Sensor and Interlock Functions

Number	Name	Type	Function
S1	MSI No paper	Photo-receptive	Signals no media in Bypass Tray
S2	Registration	Photo-receptive	Signals leading edge at registration
S3	Path	Photo-receptive	Signals media exit from feeder
S4	Exit	Photo-receptive	Signals media exit from Fuser
S5	Stack Full	Photo-receptive	Signals output tray full
S7	Tray 1 No paper	Photo-receptive	Signals no media in Tray 1
S8	ADC	Photo-reflective	Monitors Toner density
S10	Rear Interlock	Microswitch	Signals Rear Cover open

Table 1 List of Sensor and Interlock Functions

Number	Name	Type	Function
S12	Front interlock	Microswitch	Signals Front Cover open
S13	Size Switch	Microswitch	Signals media size in tray
S14	Legal	Photo-receptive	Signals Legal media in DADF Input
S16	Environmental	pcb	Monitors temperature and humidity
S17	Internal temp	Thermistor	Monitors internal temperature

Figure 1 shows interlock switch locations. Figure 2 shows sensor locations in the media path.

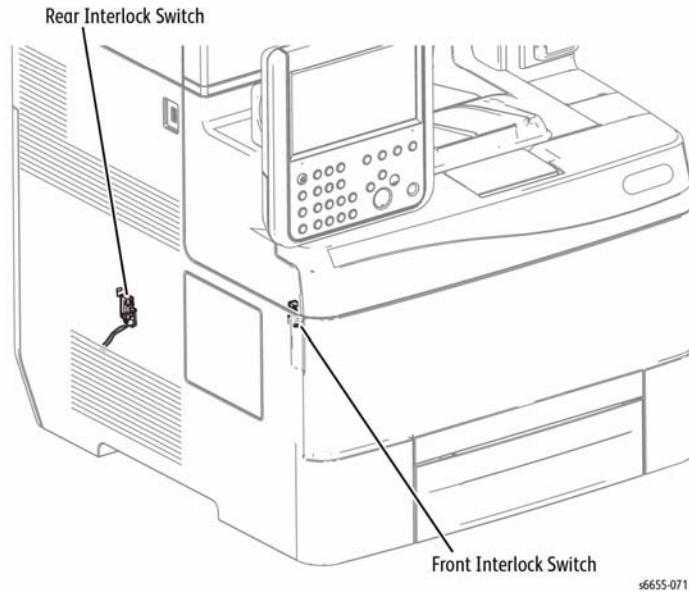


Figure 1 Interlock Switch locations

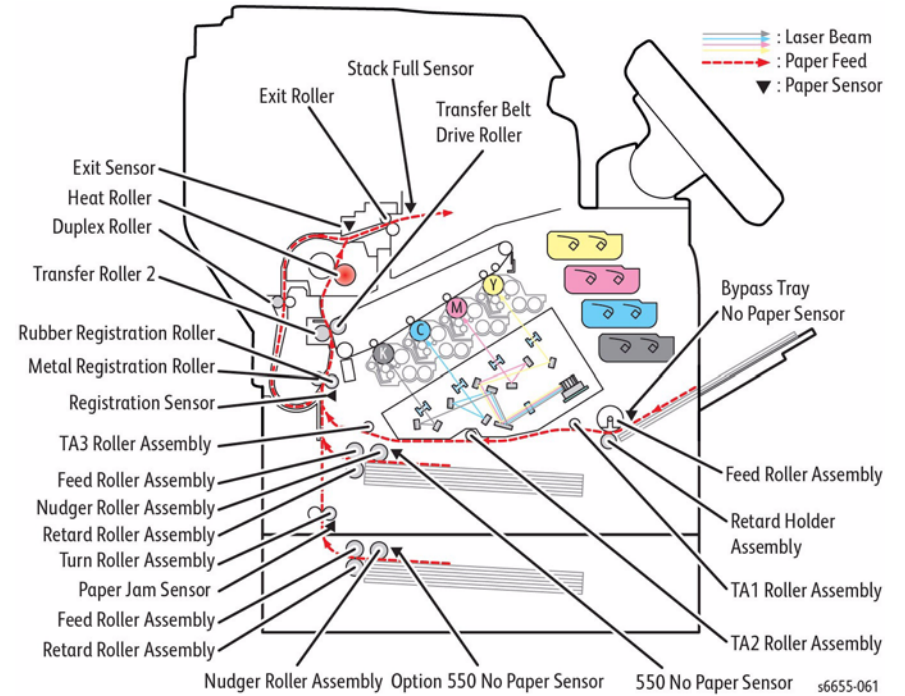


Figure 2 Media Path Sensors

Media Size Sensing

Tray 1 and optional feeders detect media size using an array of microswitches (Size Switch) mounted in the tray cavity. When the tray end guide is adjusted, the guide changes the Size Switch actuator positions. Actuating different combinations of the Size Switch produces different combinations of high and low signals. These signals identify what size media is loaded and what to display on the Control Panel. Also, actuation of the Size Switch signals the tray is present and closed to the MCU Board.

Media Present Sensing

When the last sheet is fed from any tray, the No Paper Sensor actuator drops to block the No Paper Sensor. Feeding is inhibited until media is loaded into the tray.

Xerographics

Laser Unit

The Laser Unit (Figure 1) interprets signals from the IP Board and scans the surface of the drum with a laser to create a latent image. The dual-beam laser scans from one end of the drum surface to the other while being turned off and on forming a single line of a latent image. The resolution of the dual-beam laser is either 600 dpi or 1200 dpi and is determined by the customer setting. Both beams are always on. For 600 dpi, both beams receive the same data. For 1200 dpi, the beams receive different data resulting in a smaller pixel size. The scanner motor turns On when it receives a signal, and turns Off after printing ends. The motor remains Off in the standby and power-saving states.

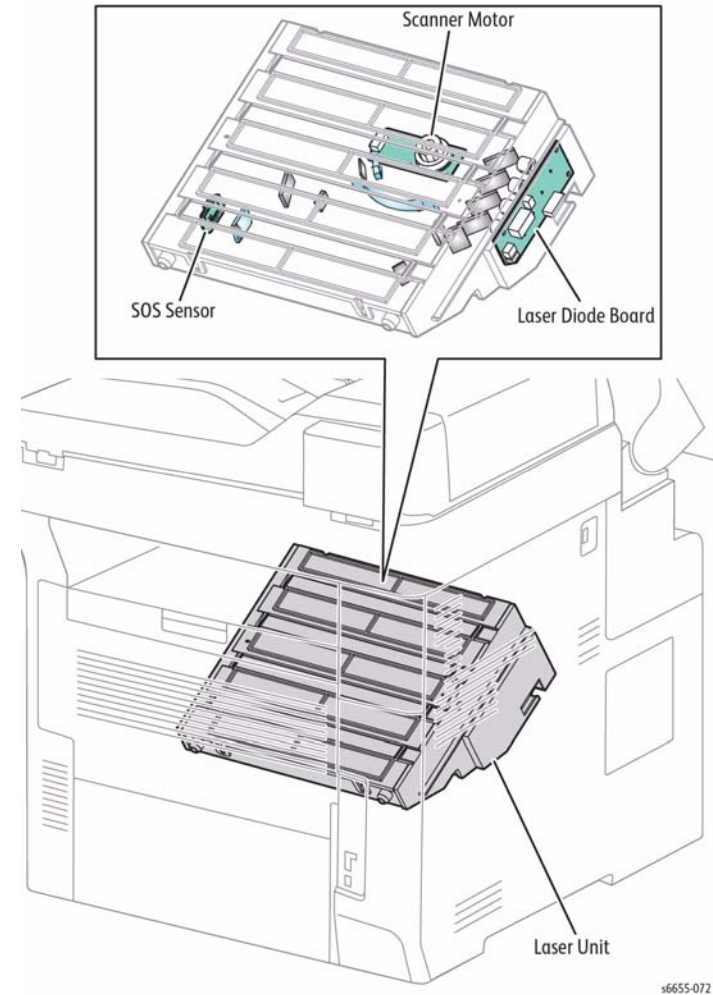


Figure 1 Laser Assembly

- The Laser Unit is field replaceable and contains the laser diodes, scanner motor/mirror, and several lenses and mirrors.
- The Laser Unit “reflects” the laser beam so it strikes the Drum.

CAUTION

Never remove the cover from a Laser Assembly for any reason - contamination may result.

The Laser Unit consists of four components: the laser diode (LD) Assembly, the scanner assembly, lenses and mirrors, and the start of scan (SOS) board (Table 1).

Table 1 Laser Assembly Components

Component	Function
Laser Diode Assembly	Produces two laser beams that are turned on and off according to the print data signal.
Scanner Assembly	Consists of a faceted polygonal mirror mounted on the shaft of the scanner motor that reflects the beams to the drum surface through lenses and mirrors, to scan the beams across the drum.
Start of Scan Board	When the laser beams strike the sensor on the SOS board, the signal generated indicates the initial position of the scan. The initial position where a scan is started on each line is detected.

Scanner motor control is performed according to the mode of operation as shown in Table 2.

Table 2 Scanner Motor Operational Modes

Operational Mode	Laser Power On/Off
Standby Mode	Always Off
Print Mode	Turns On upon receiving the signal from the controller, and turns Off after a preset time has passed from the end of printing. Also turns Off if a print command is not received within 30 seconds from the reception of the signal.
Sleep Mode	Always Off

Imaging Units and Transfer Assemblies

The Imaging Units detect the image input, forming the static latent image and toner image for each color on the drums. The Transfer Assemblies transfer the toner images from the drums to the Transfer Belt, which are transferred to the media (Figure 2).

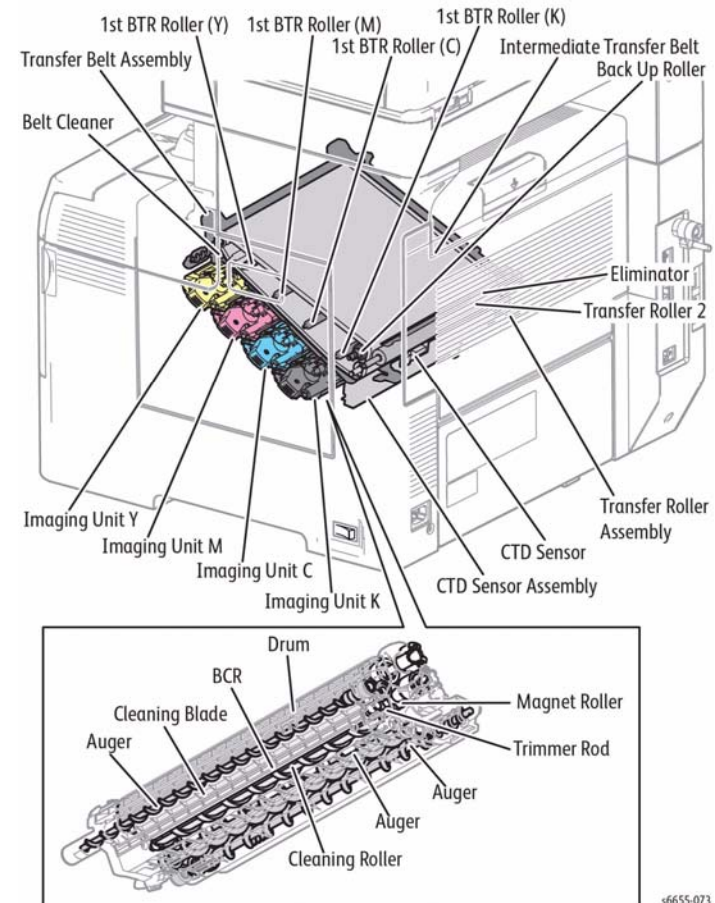


Figure 2 Imaging Units and Transfer Assemblies

CTD Sensor Assembly

Includes the CTD Sensor.

- CTD Sensor — The reflective color toner density sensor. Radiates light from the LED in the sensor to the intermediate transfer belt, detects the reflected light from the intermediate transfer belt with the light receiving element, and outputs the electric signal corresponding with the light intensity. Before the secondary transfer, detects the toner patch density on the intermediate transfer belt.

Imaging Units Y, M, C, K

Consists of the drum to form the static latent image, and the developer to transfer toner to the drum in yellow, magenta, cyan, and black.

- Drum — Forms the static latent image and the toner image.
- BCR — Bias charging roller — charges the drum.

- Cleaning Roller — Cleans toner from the BCR surface.
- Cleaning Blade — Cleans the remaining toner from the drum after the toner image is transferred to the sheet.
- Magnet Roller — Contacts the drum and forms the toner image on the drum.
- Auger — Stirs toner.
- Trimmer Rod — Regulates toner and carrier pile height on the Magnet Roller

Transfer Belt Assembly

The primary transfer unit that transfers the toner image on the drum surface of each color to the intermediate transfer belt.

The Transfer Belt Assembly mainly consists of the following components:

- 1st BTR Roller Y/M/C/K — Positive charge on the reverse side of the intermediate transfer belt in printing, and transfers the toner image formed on the drum to the intermediate transfer belt.
- Intermediate Transfer Belt — Transfers the toner image formed on the drums of each color.
- Back Up Roller — Contacts the back side of a sheet of paper to the Transfer Roller via the intermediate transfer belt in the secondary transfer, and transfers the toner image on the transfer belt to the sheet.
- Belt Cleaner — After the toner image is transferred on the sheet, cleans the residual toner from the intermediate transfer belt.

Transfer Roller Assembly

The Transfer Roller Assembly consists of the following components:

- Transfer Roller — Contacts with the reverse side of the toner transfer face on the sheet, and transfers the toner image formed in the belt to the sheet.
- Eliminator — Neutralizes the sheet.

Dispenser

The Upper Dispenser Motor Assembly (PL5.1.1) drives the paddle in the Toner Cartridge and the auger of the Dispenser Assembly and feeds toner to the development section in the Imaging Unit (Figure 3).

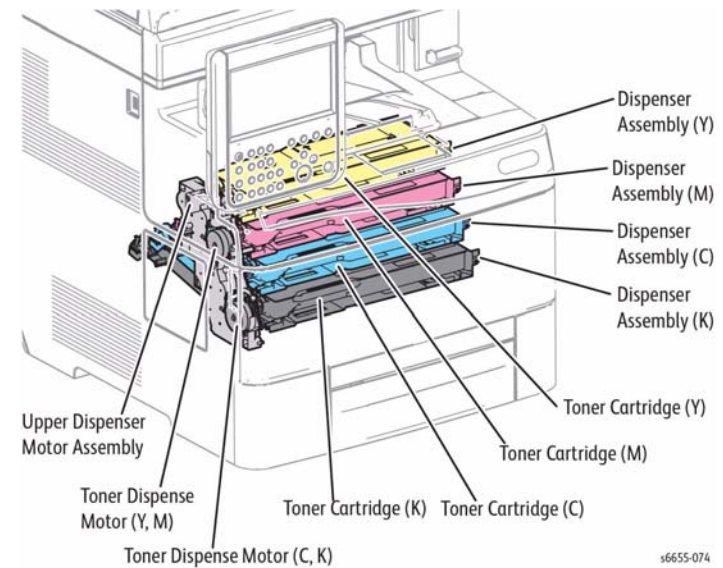


Figure 3 Dispenser Assemblies

The Upper Dispenser Motor Assembly consists of the following parts:

- Toner Dispense Motor (Y,M) — Drives the yellow and magenta Toner Cartridges and the Dispenser Assembly via the gear.
- Toner Dispense Motor (C,K) — Drives the cyan and black Toner Cartridges and the Dispenser Assembly via the gear.

Toner Cartridges Y (PL5.1.8), M (PL5.1.9), C (PL5.1.10), K (PL5.1.11) store toner and a small amount of carrier.

The Dispenser Assemblies (Y (PL5.1.4), M (PL5.1.5), C (PL5.1.6), K (PL5.1.7)) feed toner to the developer.

NOHAD and Waste Toner Collection

Excess toner to collected into the Waste Toner Box (Figure 4).

The Main Fan (PL4.1.13) — Draws air from outside the machine, and prevents temperature rise inside the machine.

Toner Full Sensor (PL4.1.17) — Detects when the Waste Cartridge is full.

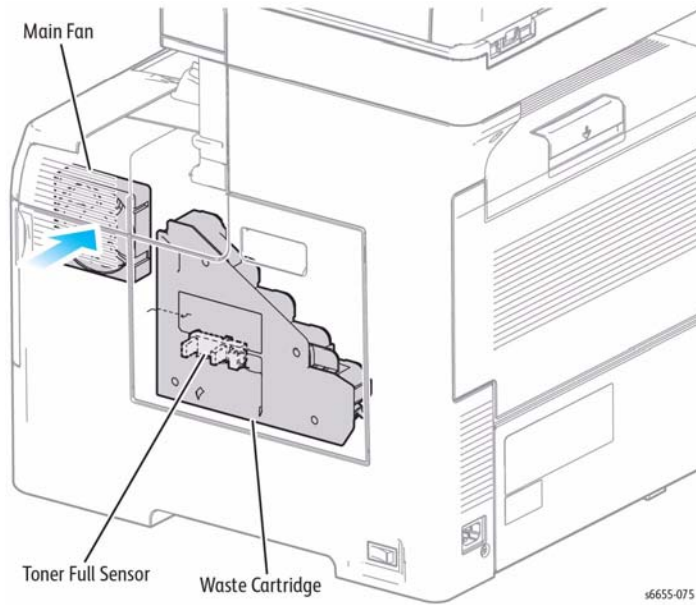


Figure 4 Main Fan and Waste Toner Collection Cartridge

Fuser

The Fuser unit, using a combination of heat and pressure, fuses the complete toner image to the media (Figure 5). As a CRU, the Fuser is replaced as a unit.

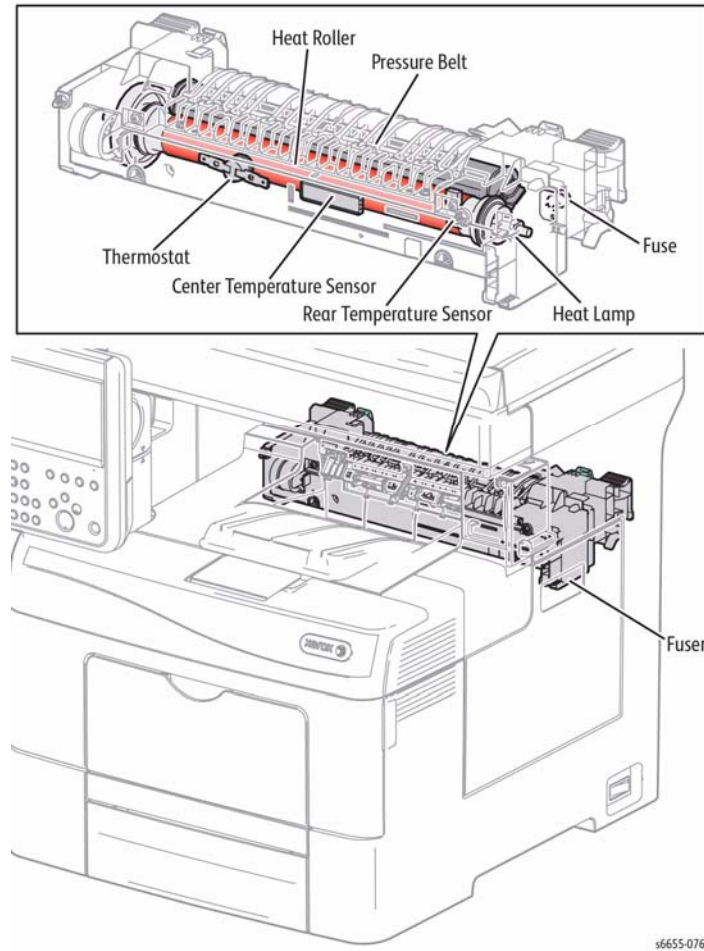


Figure 5 Fuser

The Fuser receives its drive from the Main Drive Assembly. After the toner image is transferred to the media, the media passes through the Fuser. The pressure roller is pressed against the heat roller to melt the toner and bond the image to the media.

The Fuser consists of the following components:

- Heat Roller — A metal Roller, which has the surface for giving heat to fuse toner on a sheet covered by the tube.
- Pressure Belt — A belt containing the pressurization system inside. In conjunction with the Heat Roller, impresses toner on the sheet.
- Heater Lamp — Provides a heating element that heats up the Heat Roller.
- Center Temperature Sensor (contactless type) — A thermistor, located in the fuser, detects the surface temperature on the Heat Roller and reacts corresponding with temperature changes. Based on the temperature detected, the thermistor controls ON (energize) / OFF (extinguish) operation.
- Rear Temperature Sensor (contact type) — A thermistor, located in contact with the Heat Roller, detects the surface temperature on the Heat Roller and reacts corresponding with temperature changes. Prevents the abnormally high temperature of the Heat Roller.
- Thermostat — Located in series with the power source of the Heater Lamp, prevents the secondary excess rise of temperature by the opening when the temperature excess rise preventions (primary) by Temp. Sensor (thermistor) fails and temperature on the interface part reaches to a certain level.
- First Time Fuse — Resets page count when a new fuser is installed.

Fuser Life Expectancy

The life expectancy of the Fuser is 200,000 Letter/A4 size pages. Several factors can reduce Fuser life:

- Greater than 5% coverage
- Printing on heavy media
- Printing on transparencies or specialty media

Power Shutoff to the Fuser

The printer shuts off power to the Fuser for the following reasons:

- Fuser error
- Jam error
- Cover open
- Laser Unit error
- CPU or NVRAM error
- Rear Fan error

Major IOT Assemblies

Components of the WorkCentre 6655 multifunction printer described in this section include:

- Trays
- Duplex
- Exit Assembly
- Drive and Electrical

Printer Drive

Media is driven through the printer primarily by the Main Drive Assembly. Motion of the Main Drive Assembly is converted by a series of gears, clutches, and solenoids to move media through the print process. The Main Drive Assembly gets +24 V power from the LVPS. Motor control signals come from the MCU Board. Figure 1 shows interaction between the Main Drive Assembly and other printer components.

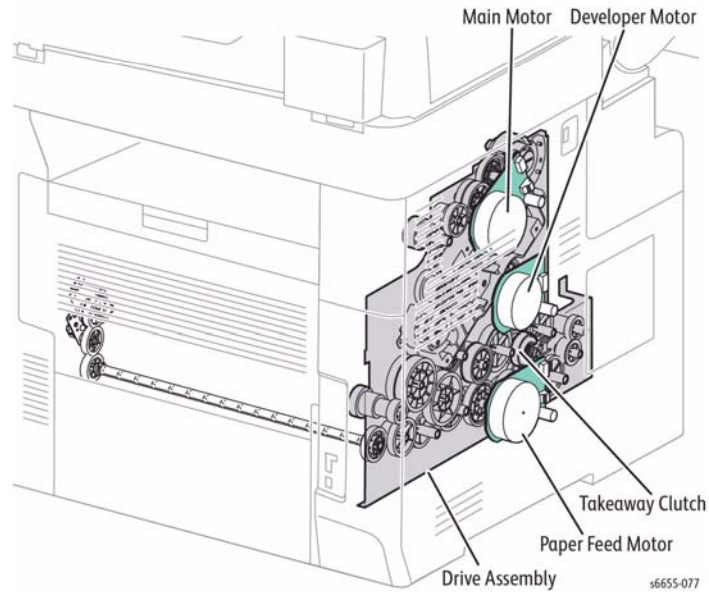


Figure 1 Printer Main Drive Assembly

The Drive Assembly (PL3.1.1) consists of the following parts:

- Main Motor — The DC motor that drives the Heat Roller in the Fuser, the Exit Roller Assembly in the exit section, the drum in the Imaging Unit of each color, the magnet Roller in the Imaging Unit K (black), and the belt and cleaner in the Transfer Belt Assembly.
- Paper Transport Motor — The DC motor that drives each roller of the media feed section (feed from the Bypass Tray/tray, registration, and duplex feed). Also, drives the Drive Shaft Assembly and the Auger in the Waste Cartridge via the gear.
- Developer Motor — The DC motor that drives the magnet Roller in the Imaging Unit Y/M/C (Yellow/Magenta/Cyan).
- Takeaway Clutch — Transfers the drive of the Paper Transport Motor to the Takeaway Roller.

Paper Transport

The Paper Transport feeds the media through the Registration and Duplex sections (Figure 2).

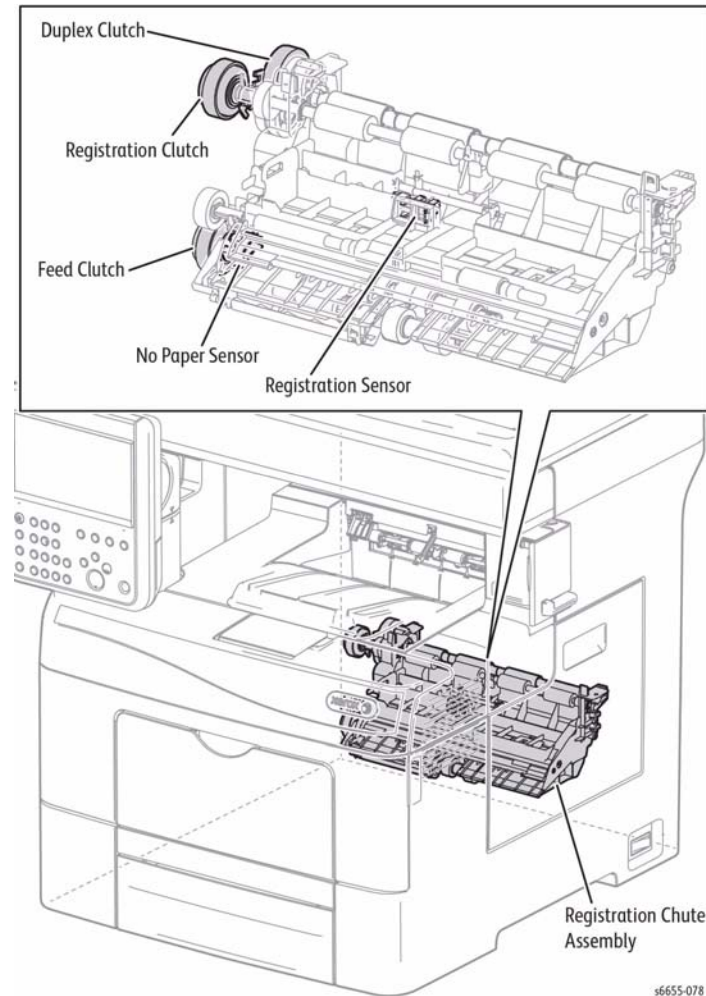


Figure 2 Paper Transport Assembly

The Regi Clutch (PL15.1.8) transfers the drive of the Paper Transport Motor to the Regi Roller.

The Regi Chute Assembly (PL15.2.1) consists of the following components:

- No Paper Sensor — The actuator detects presence or absence of media in the paper cassette.
- Regi Sensor — Detects that a lead edge of a sheet is at the registration section.

The Feed Clutch (PL15.2.6) transfers the drive of the Paper Transport Motor to the Feed Roller.

The Duplex Clutch (PL15.2.5) transfers the drive of the Paper Transport Motor to the Duplex Roller inside the Duplex Assembly.

Bypass Tray

When media is detected in the Bypass Tray, the Bypass Tray Feed Roller transports media into the printer (Figure 3).

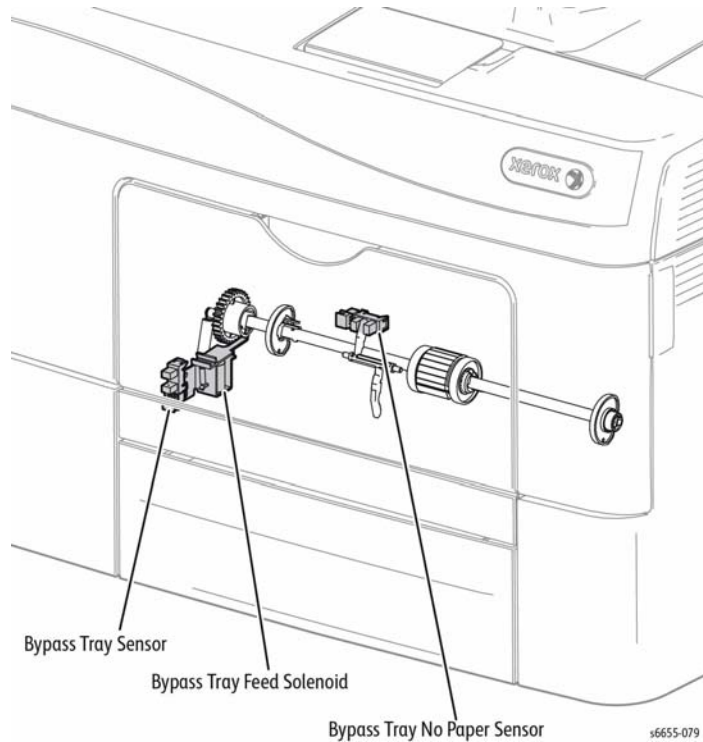


Figure 3 Bypass Tray Assembly

The Bypass Tray Sensor (PL13.2.4) detects the installation of the Bypass Tray.

The Bypass Tray No Paper Sensor (PL13.2.4) detects presence or absence of media in the Bypass Tray.

The Bypass Tray Feed Solenoid (PL13.2.9) transfers the drive of the Paper Transport Motor to the Bypass Tray Feed Roller.

Exit Assembly

The Exit Assembly discharges the media from the Fuser to the Output Tray or back through the duplex path (Figure 4).

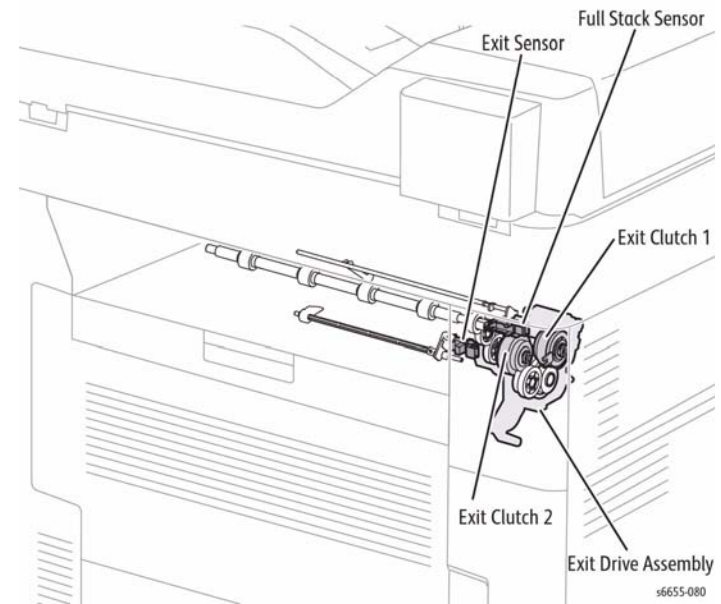


Figure 4 Exit Assembly

The Exit Sensor (PL17.1.11) detects when media is present in the fuser.

The Full Stack Sensor (PL17.1.11) detects when the output tray is full.

The Exit Drive Assembly (PL17.1.21) consists of the following components:

- Exit Clutch 1 — Transfers the drive of the Main Motor to the Exit Roller. The Exit Roller rotates in the media exit direction.
- Exit Clutch 2 — Transfers the drive of the Main Motor to the Exit Roller. The Exit Roller rotates in the duplex feed direction.

Printer Electrical

The printer's electrical components provide the power to operate the imaging input and output components, process image data, and detect/control printer and print media conditions (Figure 5).

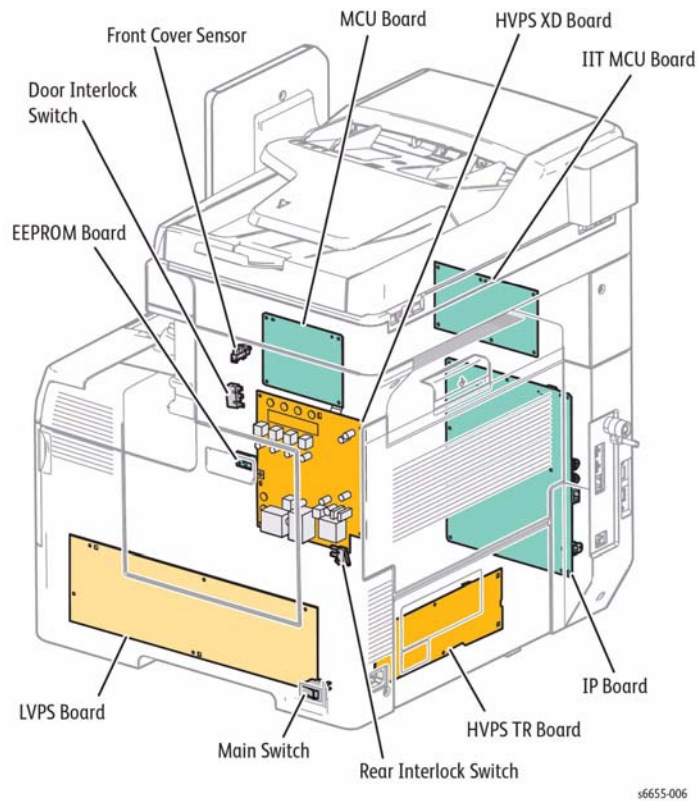


Figure 5 Printer Electrical Assemblies

The Control Panel Assembly (PL1.1.1) consists of the LCD, LED, and the switch. The assembly displays the status of the machine with the LCD and LED, and controls the machine using the switch.

The Rear Interlock Switch (PL14.1.3) detects the opening/closing of the Rear Cover.

Door Interlock Switch (PL19.1.21) detects the opening/closing of the Top Cover.

The Main Switch (PL18.1.31) controls AC power to the printer.

The MCU Board (PL18.1.13) manages the printing operation according to information obtained through communications with the IP Board and from sensors and switches located throughout the printer. The MCU Board performs these functions:

- Communicates with the Image Processor.
- Controls the print sequence.
- Distributes low DC voltages to various printer components.

- Monitors printer status.
- Maintains a running print count.
- Writes the NVRAM settings.
- Controls printer options.

The IP Board (PL18.1.22) receives host data, buffers, stores, and sends the data to the print engine in a rasterized format. The secondary function of the IP Board is to provide print control, Control Panel control, Laser Unit control, networking via the USB, configuration setup, error reporting, and job recovery. The IP Board connects to the MCU Board directly. The Control Panel is connected to the IP Board and signals pass through the MCU Board via the IP Board.

The LVPS (PL18.1.34) generates +24VDC, +5VDC, and +3.3VDC from the AC power source to supply each component.

The Transfer HVPS (PL18.1.28) provides high voltage to the 1st BTRs, which are part of the Transfer Belt Assembly.

The Developer HVPS (PL18.1.14) provides high voltage to the Magnet Roller and BCR found in each Imaging Unit.

The EEPROM Board (PL18.1.43) is non-volatile memory that stores machine information.

The Wireless Kit (PL18.1.27) is the adapter that controls the interface to the Wireless Network.

Major IIT Assemblies

IIT assemblies described in this section include:

- Scanner (IIT) Assembly
- DADF

Scanner Assembly

Scanner Assembly components are described below and appear in Figure 1:

- Carriage Motor — The stepping motor that drives the Carriage Assy.
- Scanner Home Position Sensor — The Carriage Assy frame functions as an actuator and blocks the scanner home position sensor, thus detecting the registration position.
- CCD PWB — The circuit board mounted with the CCD image sensor that inputs the image data.

Document scanning is performed by the carriage assembly in the Scanner Assembly. The carriage assembly, driven by the carriage motor, consists of the LED array for illuminating a document, the CCD image sensor for photo electronic converting image data, the mirrors, and the lens. The Carriage Assy in the IIT moves at the shifting speed corresponding to the set magnification and irradiates the document by the LED array. The optical image of the document irradiated by the LED array is reflected by the multiple mirrors, passed through the lens, and then scanned by the CCD image sensor. The Scanner Assembly is replaced as a single FRU. No component spare parts are available.

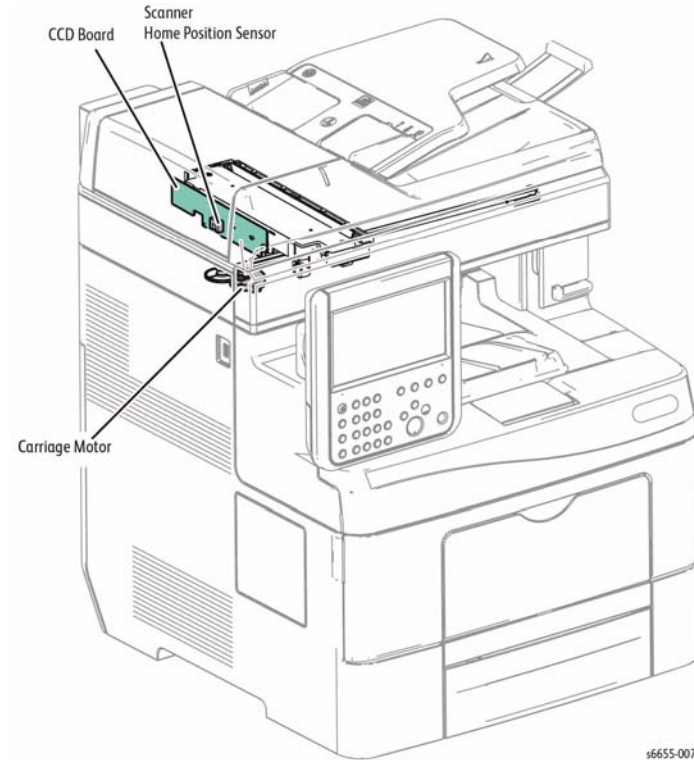


Figure 1 Scanner Assembly

DADF Assembly

DADF Assembly components are described below and appear in Figure 2:

- Document Sensor — Detects the presence or absence of a document on the DADF Document Tray.
(Presence: entrance of light, absence: NO entrance of light)
- Cover Open Sensor — Detects whether or not the DADF Top Cover is open.
(Open: entrance of light, close: NO entrance of light)
- Scan Sensor — Located near side of the Takeaway Roll and detects the scanning timing.
(Presence: entrance of light, absence: NO entrance of light)
- Duplex Sensor — Detects that a reverse side of a document is nipped into the duplex feed path by the torque of the Transport Roll, after scanning the front side of the document is completed and then the document is reversed.
(Presence: entrance of light, absence: NO entrance of light)
- DADF Motor — The DADF Motor rotates the Nudger Roll, Feed Roll, Takeaway Roll, Transfer Roll, and Exit Roll

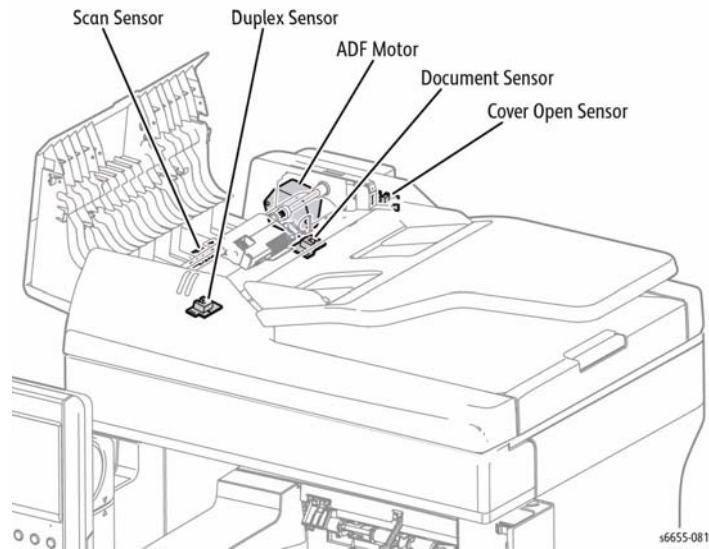


Figure 2 DADF Assembly

Document Stopper

When a document is loaded in the DADF, the Document Stopper (Figure 3) is locked to prevent the document from moving. When the DADF starts feeding, the front portion of the Pickup Assembly is lowered unlocking the Document Stopper. Then, when the document's lead edge presses against the Document Stopper in the feed direction, the document is fed. When the paper feed is completed, the Pickup Assembly returns to its original position.

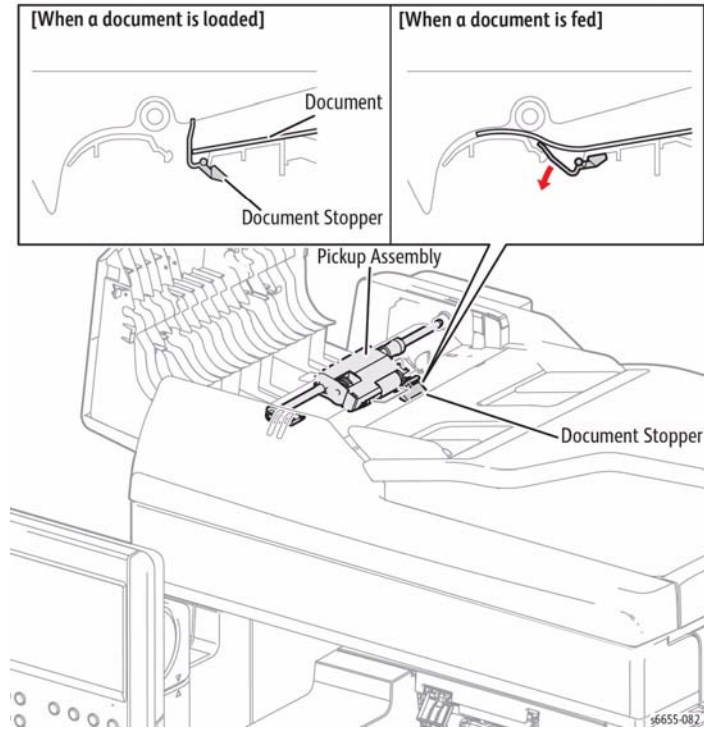


Figure 3 Document Stopper

Pinch Roller Assembly

The Pinch Roller Assembly (Figure 4) is normally pressed against the Takeaway Roller by spring pressure. Documents are fed between the Pinch Rollers and the Takeaway Roller to the CVT Window by the rotation of the Takeaway Roller. When the media feed is completed, the Pickup Assy returns to its original position

If a jam occurs between the Pinch Roller Assembly and the Takeaway Roller, it is hard to retrieve documents due to the high spring pressure of Pinch Roller Assembly. In order to retrieve jammed documents, open the DADF Cover Assembly to release the spring pressure, and make enough clearance between the Pinch Rollers and the Takeaway Roller.

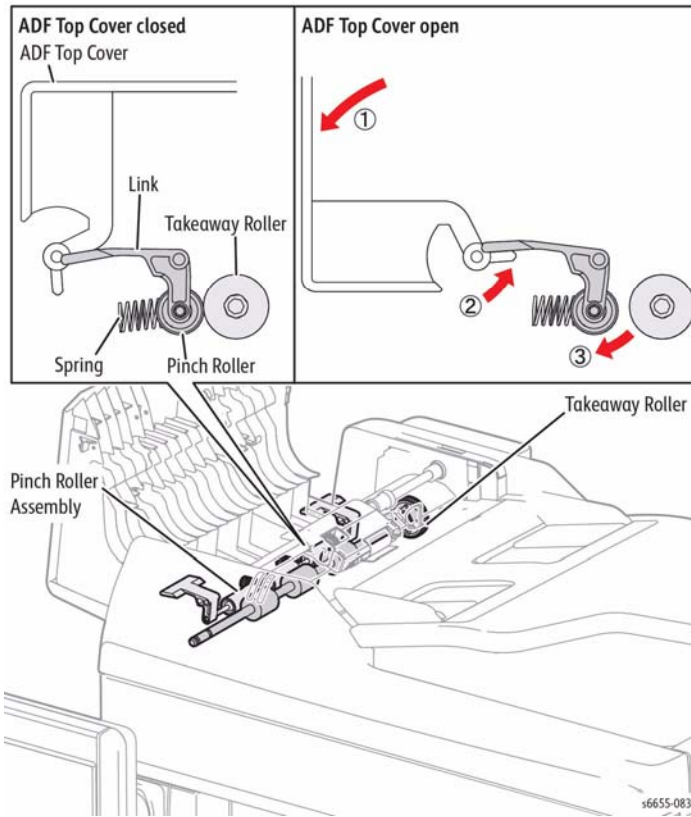


Figure 4 Pinch Roller Assembly

WorkCentre 6655 Options

WorkCentre 6655 options add media capacity, and functionality.

This section describes in detail the media path, sensors, major assemblies, and operational characteristics for each of these options.

- 550-Sheet Feeder
- Wireless Adaptor
- Printer Stand

WorkCentre 6655 options are documented in their respective installation instructions.

Optional 550-Sheet Feeder

When an optional 550-Sheet Feeder (Figure 1) is installed under the printer, an additional 550-sheet universal tray is available extending the media path. This tray is identical to the 550-sheet tray standard with the printer. The feeder assemblies are also identical to those used for Tray 1.

Optional trays are functionally equivalent in terms of the feeder mechanism that moves media from the tray into the printer. The driving force from each feeder's Feed Motor is transmitted via a gear assembly to the Feed and Nudge Rollers, moving media from the tray into the printer.

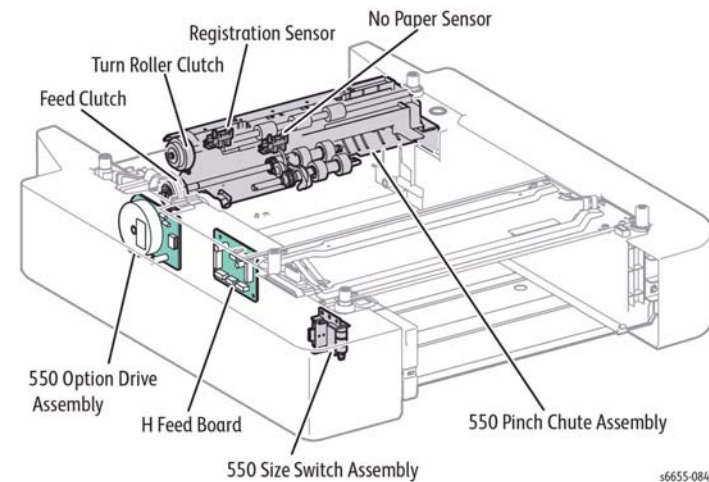


Figure 1 Optional 550-Sheet Feeder

550 Option Feeder Board (PL10.1.10) controls each component in the optional tray.

The Turn Roller Clutch (PL10.1.8) transfers the drive of the 550 Option Drive Assembly to the Turn Roller.

550 Size Switch Assembly (PL10.1.11) detects paper size, and presence or absence of paper in the 550 paper cassette.

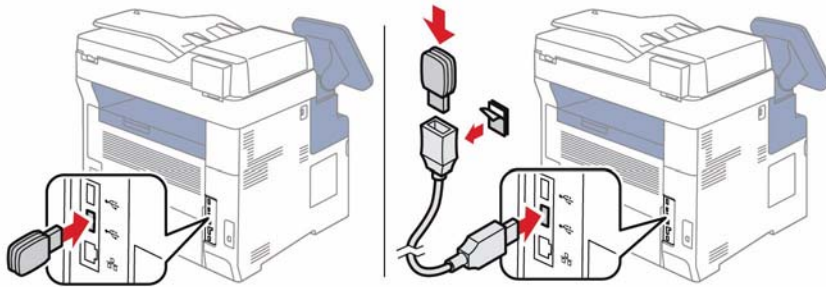
550 Option Drive Assembly (PL10.1.9) consists of a DC motor that drives each Roller of the paper feed section in the optional tray.

The 550 Pinch Chute Assembly (PL10.2.1) consists of the following components:

- No Paper Sensor — Detects presence or absence in the paper cassette.
- Regi Sensor — Detects that a lead edge of a sheet has reached the registration section.
- Feed Clutch (PL10.2.2) — Transfers the drive of the 550 Option Drive Assembly to the Feed Roller.

Wireless Adaptor

An optional wireless adaptor is available (Figure 2).

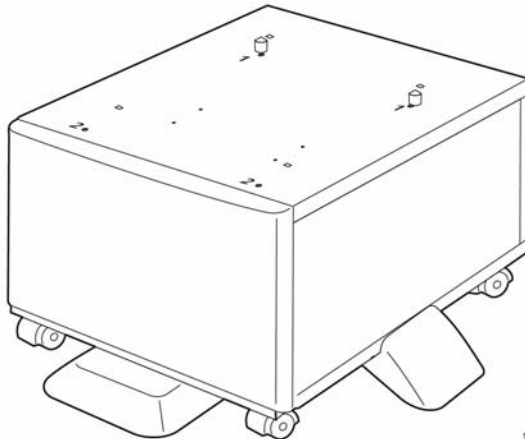


s6655-207

Figure 2 Optional Wireless Adaptor

Printer Stand

An optional printer stand is available (Figure 3).



s6655-206

Figure 3 Optional Printer Stand

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