



## Tools for troubleshooting - Print/Stop Test

### Print/stop test:

Use this diagnostic test to isolate the cause of problems such as image-formation defects and jams within the engine. During this test, stop the paper anywhere along the product paper path. The test can be programmed to stop printing internal pages or an external print job when the paper reaches a certain position. The test can also be programmed to stop from 0 to 60,000 ms. Common print stop test timing millisecond (ms) stops example for M680/M651:

- **Leading Edge before the Fuser:** The page has passed the registration area and the leading edge is just short of entering the fuser. The image can be seen on the paper but has not fused. If the defect is visible then the cause might be the drum, transfer roller, or a roller prior to, or in, the registration area.
- **Leading Page into the top Output Bin:** The leading edge is about 18mm into the top output bin. The image has gone through the fuser. If the defect was not visible prior to the fuser, and is visible after the fuser, then the fuser is the likely cause of the print quality defect. Inspect the fuser for damage, debris, or labels stuck to the fuser. Replace the fuser.

Model	Leading Edge before the Fuser	Leading Page into the top Output Bin
M680/M651	1600 ms	2200 ms

1. From the Home screen on the product control panel, scroll to and touch the Administration button.
  2. Open the following menus:
    1. Troubleshooting
    2. Diagnostic Tests
    3. Print/Stop Test
  3. Enter a range, and then touch the OK button.
- After the print job is completed press OK button to return to the Troubleshooting menu before the timer times out.
  - After the timer times out, touch the Stop button. Activate the door switch to restart the engine and return it to a normal state.